New User Request Process

All NWD Partner Agencies must submit the [New User Request Form](#) to initiate the user request process with the NWD Team at DARS. It is required when an individual requires access to a new or reactivated PeerPlace user seat. This process exists to comply with the Virginia Information Technology Agency's [(VITA) Security Standard Section 530.](#)

Who can submit a New User Request?

Depending on your agency, staff in any of the following positions are responsible for completing this process:

- NWD Coordinator (AAAs)
- NWD Project Lead (Network Partners)
- NWD IT Administrator (NWD IT Admin)
- Agency Director

When to submit a New User Request:

Submit a request when an individual at your agency needs access to PeerPlace. Common scenarios include:

- **New Hire:** A staff member is joining your agency and needs access
- **Reactivation:** A user has been inactive or auto-disabled for 30+ days and needs access restored.

Steps:

1. **Confirm Training!** The new user <u>must</u> complete the required [NWD Annual Security Training](#) or have a certificate of completion from the current calendar year.
2. Once the new user has completed the security training, the responsible staff at your agency will submit the [New User Request Form](#) online.
3. Wait for NWD Team approval email (1–3 business days).
4. After approval is received, the responsible staff at your agency OR a member of the NWD Team will activate the user and securely share login information.

Questions? Reach out to our team at nowrongdoor@dars.virginia.gov