VON Services Administrator’s Guide

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What is VON?

Vermont Oxford Network is a non-profit voluntary collaboration of interdisciplinary health care professionals, dedicated to improving newborn care through data science and quality improvement methodology.

VON members, both at your center and at nearly 1,200 other Neonatal Intensive Care Units around the world, submit and use VON infant data to identify areas for improvement and drive quality improvement programs.

What is my role as a VON Services Administrator?

Your role is to decide who at your center should have access to VON infant data and give or remove that access.

Click the links below for instructions on how to:

- **Give existing users access** to the VON tools that contain infant data: Nightingale and Data Management
- **Add new users to your center’s VON user list** and give those users access to the VON tools that contain infant data: Nightingale and Data Management
- Decide which users at your center should no longer have access to infant data through Nightingale and Data Management and **remove that access**
- **Remove access to all VON tools** for users who have left your center

What VON tools can my center staff use to access infant data?

VON has two tools within the Members Area that give users access to infant data: **Nightingale** and **Data Management**.

- Nightingale is a web-based data reporting tool provided by Vermont Oxford Network for its members. It contains data for individual infants at each center and aggregate data for infants at all VON centers.
- Data Management is a VON tool that allows users to monitor their centers’ infant data submissions and review several summaries about the infant data their centers submit.

People at your center can also access:

- The VON Learning Management System (LMS): an online tool that provides simple and centralized learning opportunities to increase clinical knowledge, quality improvement capacity, engagement, and teamwork.
- The VON Members Area Home page: a website that shows information about your center’s participation in the Network, upcoming VON training sessions and events and other VON announcements, and features links to other VON tools.

All VON web services users are automatically given access to the VON LMS Home page and the Members Area Home page.
Where do I get more help with VON Services Administrator questions?

In addition to this guide, VON offers three ways to get help with VON Services Administrator questions:

- For technical issues, you can contact VON Technical Support by email at support@vtoxford.org or by phone at (802) 865-4814, extension 240.
- For more explanation about VON tools, you can reach out to your VON Account Manager. If you do not know your center’s Account Manager, please call the VON main line at (802) 865-4814 for assistance.
  - Technical Support and VON Account Managers are available Monday through Friday from 9 am to 5 pm Eastern time
- This Guide is also available at the Help Tutorial link in the upper left corner of the VON Services Administrator’s Edit User Permissions screen

How are VON Services Administrators assigned?

VON recommends having two or more VON Services Administrators at each center. To assign additional VON Services Administrators, your center should complete the VON Services Administrators change form at this link (https://portal.vtoxford.org/changeForms.aspx) or in the VON Members Area under Center Contacts.

Once the change form is submitted to and processed by VON, the new VON Services Administrator will receive an email with a link to VON Members Home and an email with a link to set a password.

If you have any issue accessing or completing the change form, please reach out to your VON Account Manager or VON Technical Support.

How do I administer users at my center?

Log on to the VON Members Home page at this link (https://portal.vtoxford.org) with your username, which is usually your email address, and your password. If you’ve forgotten your password, there is a link to reset it on the login page. If you’ve forgotten your username, please contact your VON Account Manager or VON Technical Support for assistance.

The most common user administration tasks are covered in the next eight pages.

Special circumstances, giving users Nightingale Raw Data Download permission and giving users access to Data Management but not Nightingale, are covered in Appendix A and Appendix B.

After logging on, hover over TOOLS on the blue menu bar and select Manage Users.

The Edit User Permissions screen will open.
From the **Edit User Permissions** screen:

- If you want to give an existing user access to the VON tools that contain infant data – Nightingale and Data Management:
  1. Click into the **Filter Permissions Grid** box and type part of the user's name or the user's email address.
  2. Once the user you want to give access to appears in the grid below, click on that user's **Data Viewer** checkbox to give access to Nightingale and Data Management.
    - The word **Saving...** will appear briefly below the checkbox so you know your change has been saved.
From the *Edit User Permissions* screen:

- **If you want to add a new user to your center’s VON user list and give that user access to the VON tools that contain infant data – Nightingale and Data Management:**
  1. Click the *Show Deactivated Users* checkbox to ensure deactivated users are showing in your list of users and will appear in your search results
  2. Click into the *Filter Permission Grid* box and type part of the user’s name. If the user’s name appears in the grid below, the user has already been entered in the system. Add permissions to, Reactivate, or update the existing user as needed
  3. If the user name does not appear in the grid, click the green **Add New User** button

4. On the **Add New User** screen which pops up, enter the email address that the user will use to log in
5. Click the green **Create User** button
• If the system tells you that the user already has an account at your center, edit that account or try a different login address
• If the system does not find an account with that email address, the Add New User information screen pops up

6. Enter information in all fields on the Add New User information screen and click the green Submit button at the bottom of the screen
• Fields with a red asterisk are required
• The system will automatically return to the Edit User Permissions screen when the Submit button is clicked
7. The user you have just added automatically appears in the grid below. Click on that user’s *Data Viewer* checkbox to give the user access to the VON tools that contain infant data: Nightingale and Data Management
   - The word *Saving...* will appear briefly below the checkbox so you know your change has been saved
8. Click the *Clear Filter and Show All Users* button to remove the filter that is only showing the user you’ve just added
9. Uncheck the *Show Deactivated Users* checkbox if you prefer
• If you want to remove a single user’s access to the VON tools that contain infant data – Nightingale and Data Management:
  1. Click into the Filter Permission Grid box and type part or all of the user’s name or the user’s email address
  2. Once the user you want to remove access from appears in the grid below, click on that user’s Data Viewer checkbox to remove the checkbox check
    • The word Saving... will appear briefly below the checkbox so you know your change has been saved
If you want to remove access from multiple users to the VON tools that contain infant data – Nightingale and Data Management:
1. Click the Data Viewer column name to sort all the users with Data Viewer checked off to the top of the column
2. Scroll down through the users with Data Viewer checkboxes checked and remove the checkbox checks from the users who should no longer have access to Nightingale and Data Management
   - The checkbox checks will disappear and the word Saving... will appear briefly below each checkbox so you know your changes have been saved
For a user who has left your center, if you want to remove access to all VON tools, remove all VON Roles, and disassociate the user from your center:

1. Click into the Filter Permission Grid box and type part or all of the user's name or the user's email address
2. Once the user you want to deactivate appears in the grid below, click on that user's Deactivate button

If you accidentally deactivate a user, to return that user to an active status:

1. Click the Show Deactivated Users checkbox to include deactivated users in your user list
2. Click the Activate User button of the user you need to reactivate
   - If the user you accidentally deactivated had Data Viewer access, check the Data Viewer checkbox to give that access back
   - If the user you accidentally deactivated had a VON role (Report Contact, Team Leader, etc.), contact your VON Account Manager to have the role restored
If more than one user has left your center and you want to remove access to all VON tools, remove all VON Roles, and disassociate the users from your center:
1. Click the *User* column name to sort your center’s users alphabetically by last name
2. Scroll down though your center’s list of users and click the Deactivate buttons for all users who have left your center

VON requests that you review your list of users at least once a year.
What are the other features of the Edit User Permissions screen?

- **The Show Deactivated Users checkbox:**
  When you Deactivate a user at your center, that user’s name is removed from your Edit User Permissions list and will not appear in the results when you search for existing users.

  To include *Deactivated* users in your Edit User Permissions, check off the Show Deactivated Users checkbox.

  The *Show Deactivated Users* checkbox is automatically unchecked each time you open the Edit User Permissions screen.

- **The Activate User button:**
  For deactivated users, clicking *Activate User* will automatically give the user access to the VON LMS Home page and the VON Members Home page. It will also cause the Data Viewer checkbox to reappear.

  If it’s appropriate, you can place a check in the box and give a reactivated user access to infant data in Nightingale and Data Management.

  To see users with the *Activate Users* button, make sure that the *Show Deactivated Users* checkbox is checked off. An example screen with the *Activate Users* button shown is on page 9.

- **Tooltips:**
  The Edit User Permissions screen includes two tooltip icons 🔍. Hovering your mouse pointer over those icons displays information about the columns below the icons.
• **Sorting Columns:**
The *User* column, the *Data Viewer* column, and the *Other Responsibilities* column can each be sorted by clicking on the name of the column.
  - The first click of the *User* column name sorts the users from A to Z by last name
  - The second click sorts the users from Z to A
  - A third click sorts by A to Z again
  - The first click of the *Data Viewer* column name sorts all users with *Data Viewer* permission checked off to the top of the column
  - The second click sorts all deactivated users (if they are showing) and all users with *Data Viewer* permission unchecked to the top of the column
  - A third click sorts the users with *Data Viewer* permission back to the top of the column
  - The first click of the *Other Responsibilities* column name sorts all users with VON roles or other VON responsibilities listed to the bottom of the column
  - The second click sorts all users with VON roles or other VON responsibilities listed to the top of the column
  - A third click sorts the users with VON roles or other VON responsibilities listed back to the bottom of the column

• **The Other Responsibilities column:**
The *Other Responsibilities* column shows users who have the VON roles of Team Leader, Report Contact, Alternate Report Contact, Data Contact, Alternate Data Contact, Neonatologist, Alternate Neonatologist, Financial Contact, or VON Services Administrator. A single user can have more than one VON role.

The *Other Responsibilities* column also shows users with *Advanced Data User* permission, which is a permission that comes along with the Report Contact, Alternate Report Contact, Data Contact, Alternate Data Contact roles. *Advanced Data User* permission gives users the ability to complete VON data finalization tasks and, when combined with *Data Viewer permission* given by a VON Services Administrator, gives the ability to use Nightingale to download raw infant data on all infants submitted by your center. See [Appendix A](#) for more information on users’ ability to download raw infant data.

• **The Edit button:**
Clicking a user’s *Edit* button brings up that user’s *Edit User* screen. On the *Edit User* screen you can update a user’s login, name, address, email address, or Role(s) and Title(s). Fields with a red asterisk are required.

You can also generate a password reset email for a user who needs to reset his or her password.

Additionally, individual users who want to update their own login, name, address, email address, or Role(s) and Title(s) can do that themselves. If a user logs in to the VON Members Area Home Page and hovers over *TOOLS* on the blue menu bar, he or she will see the *My Profile* option. Clicking *My Profile* will give any user the ability to update his or her login or biographical information, but users cannot update their access to Nightingale or Data Management.
Appendix A – Nightingale Raw Data Download permission:

Users that you have given Data Viewer permission can view Nightingale Tables and Charts, Nightingale Reports, and information on the Data Management page.

Users that only have Data Viewer permission cannot use Nightingale to download the annual raw data by birth year for all infants submitted by your center.

To download raw data on all infants submitted by your center, users must have the role of Report Contact, Alternate Report Contact, Data Contact, or Alternate Data Contact and must also have Data Viewer permission given by you.

Having the role of Report Contact, Alternate Report Contact, Data Contact, or Alternate Data Contact gives users Advanced Data User permission. Users with Advanced Data User permission have Advanced Data User showing in the Other Responsibilities column of your Edit User Permissions screen.

If a user at your center has Advanced Data User showing in the Other Responsibilities column but should not be able to all raw data on all infants submitted by your center, he or she should not have Data Viewer permission given by you.

If a user at your center should be able to download raw data on all infants submitted by your center but does not have Advanced Data User showing in the Other Responsibilities column, contact your center’s VON Account Manager to discuss making the user an Alternate Report Contact.

Users with Data Viewer permission can access:

- VON Members Area Home page
  - Nightingale Tables and Charts
  - Nightingale Reports
  - Data Management page
- LMS Home page

Users with Data Viewer permission and Advanced Data User permission can access:

- VON Members Area Home page
  - Nightingale Tables and Charts
  - Nightingale Reports
  - Nightingale Data Download
  - Data Management page
- LMS Home page
Appendix B – Access to Data Management but not Nightingale:

Data Management is a web-based tool that allows users to monitor your center’s infant data submissions and review errors and warnings about the data your center submits. You can give users access to Data Management by checking the users' Data Viewer checkboxes on the Edit User Permissions screen. However, checking users' Data Viewer checkboxes also gives those users access to Nightingale.

If you have a user who needs access to Data Management but should not have access to Nightingale, your center can submit a change form to VON to get VON to assign the role of Data Contact or Alternate Data Contact. Having the role of Data Contact or Alternate Data Contact gives users access to Data Management without you checking the users' Data Viewer checkboxes on the Edit User Permissions screen and without giving the users access to Nightingale.

If you’re not familiar with the process of submitting change forms, please contact your VON Account Manager to discuss how to make a user a Data Contact or Alternate Data Contact.