



# VON Services Administrator's Guide

Version 4.5

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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 over 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 VON's Member Portal 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 your center and aggregate data for infants at all VON centers.
- Data Management is a VON tool that allows users to monitor infant data submissions from their center and review several summaries about the infant data their center submits.

People at your center can also access:

- VON's Member Portal: a website that shows your center's contacts, VON improvement libraries and Cochrane Neonatal reviews, upcoming VON events and VON announcements, and links to other VON tools.
- The VON Learning Management System (LMS) and the edX platform: online tools that provide centralized learning opportunities to increase clinical knowledge, quality improvement capacity, engagement, and teamwork.

All VON web services users are automatically given access to VON's Member Portal. The VON Quality Improvement Team gives access to the LMS and the edX platform to users at centers participating in VON educational collaboratives.

## Where do I get more help with VON Services Administrator questions?

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

1. For technical issues, you can contact VON Technical Support by email at [support@vtoxford.org](mailto:support@vtoxford.org) or by phone at (802) 865-4814, extension 240.

2. 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.
  - o 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 \(https://vtoxford.zendesk.com/hc/en-us/articles/360035550074-Change-Forms\)](https://vtoxford.zendesk.com/hc/en-us/articles/360035550074-Change-Forms). The link to change forms is also in the VON Member Portal at the bottom of the *Center Contacts* widget / *View All Contacts* page.

Once the change form is submitted to and processed by VON, the new VON Services Administrator will receive an email with a link to the VON Member Portal 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.

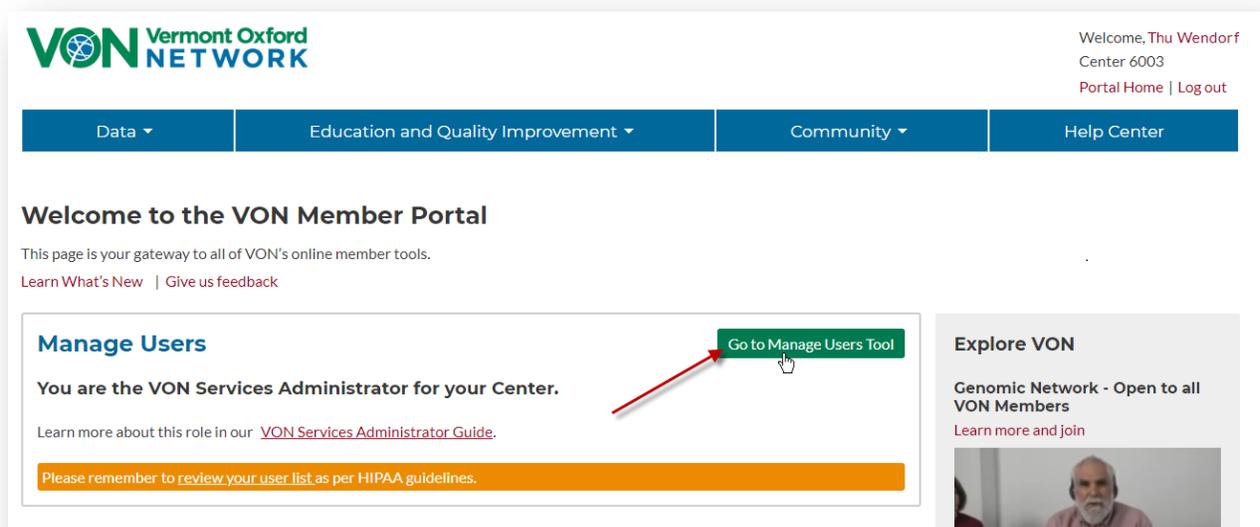
## How do I administer users at my center?

Log on at [this link \(https://portal.vtoxford.org\)](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 on the Login page to *Reset Forgotten or Expired Password*. 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; giving users access to Data Management but not Nightingale; and giving users access to the eNICQ data entry tool are covered in [Appendix A](#), [Appendix B](#), and [Appendix C](#).

On the VON Member Portal, scroll to the *Manage Users* widget and click *Go to Manage Users Tool*.



The *Edit User Permissions* screen will open.

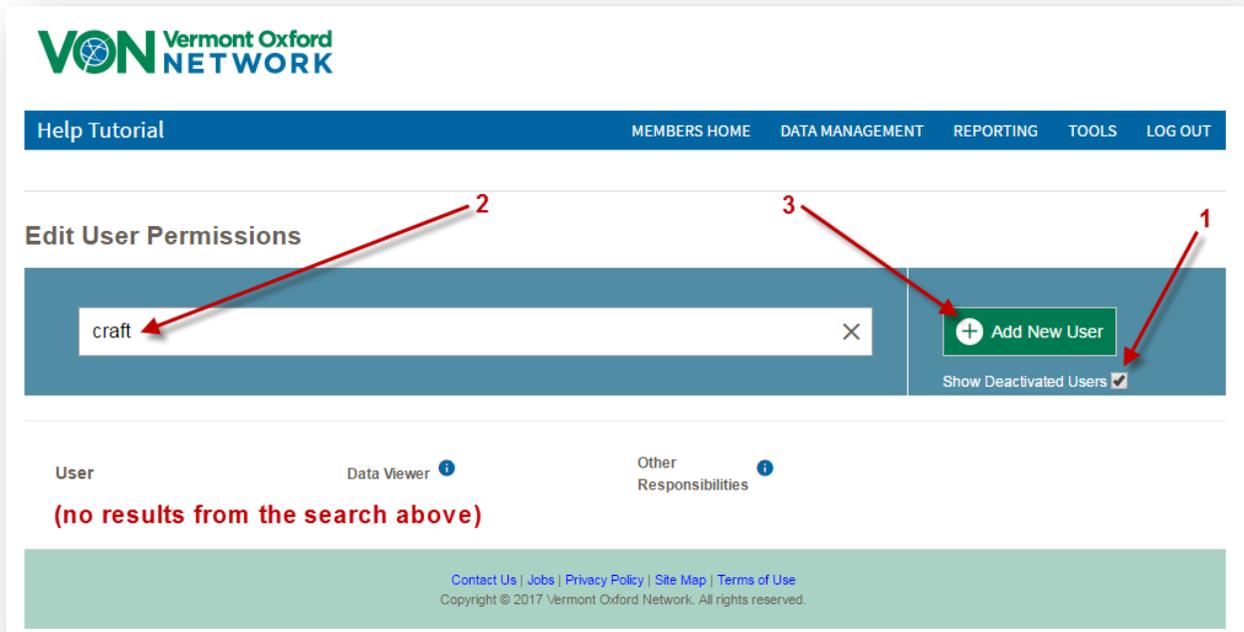
From the *Edit User Permissions* screen:

- 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

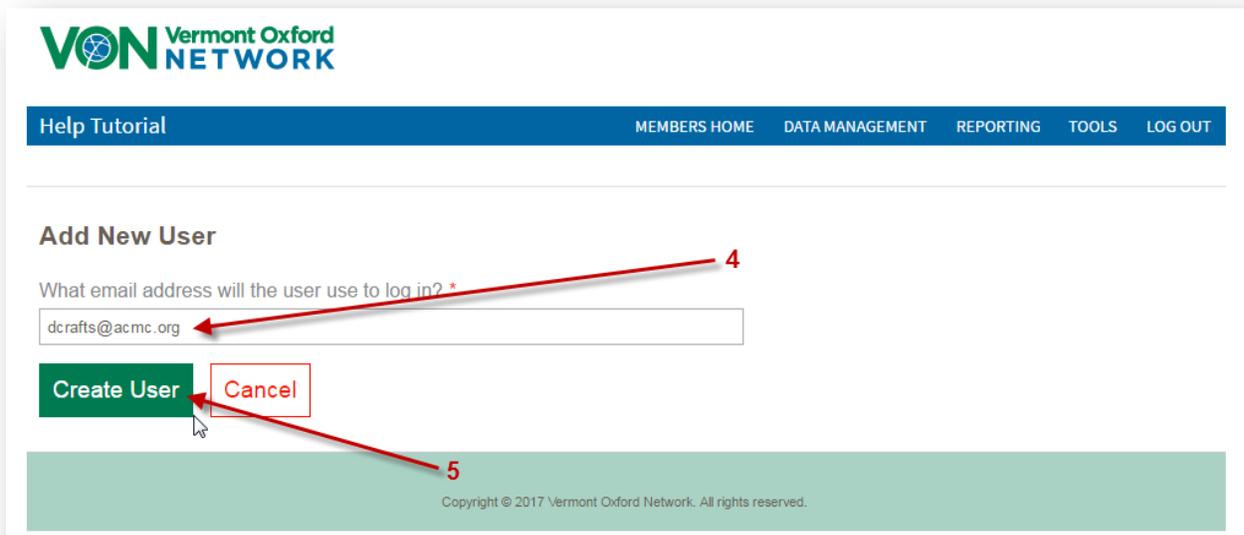
The screenshot displays the 'Edit User Permissions' interface. At the top, the VON Vermont Oxford Network logo is visible. Below it is a navigation bar with links: Help Tutorial, MEMBERS HOME, DATA MANAGEMENT, REPORTING, TOOLS, and LOG OUT. The main heading is 'Edit User Permissions'. A search bar contains the text 'Ch', with a red arrow labeled '1' pointing to it. To the right of the search bar is a green 'Add New User' button and a 'Show Deactivated Users' checkbox. Below the search bar is a table with three columns: 'User', 'Data Viewer', and 'Other Responsibilities'. The table lists three users: Christel Bunde, Charlie Hellwig, and Chet Peeler. Each user row has a 'Data Viewer' checkbox. The checkbox for Charlie Hellwig is checked, and a red arrow labeled '2' points to it. Below the checked checkbox, the text 'Saving...' is visible. To the right of each user row are 'Edit' and 'Deactivate' buttons. At the bottom of the page, there is a footer with links: Contact Us | Jobs | Privacy Policy | Site Map | Terms of Use, and a copyright notice: Copyright © 2017 Vermont Oxford Network. All rights reserved.

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

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Help Tutorial MEMBERS HOME DATA MANAGEMENT REPORTING TOOLS LOG OUT

### Add New User

What email address will the user use to log in? \*

dcrafts@acmc.org

First Name \*

Dorthey

Last Name \*

Crafts

Confirm Login (email) \*

dcrafts@acmc.org

Degree(s)

Mailing Address (line 1) \*

4201 Medical Center Drive

Mailing Address (line 2)

Mailing Address (line 3)

City \*

Greenfield

State/Province

Colorado

Country \*

United States

Zip/Postal code

82968

Email Address

dcrafts@acmc.org

Roles(s)/Title(s) \*

Administrative Assistant  
 Clinical Nurse Specialist  
**Data Support**  
 Dietician  
 Discharge Coordinator/Care Manager  
 Fellow  
 Hospital Administrator  
 Lactation Consultant  
 Neonatal Nurse Practitioner  
 Nurse Manager/Director  
 Paid Parent Support  
 Parent  
 Pediatric Hospitalist  
 Pediatric Nurse Practitioner

Other Title

**Submit** Cancel

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- 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
- Click the *Clear Filter and Show All Users* button to remove the filter that is only showing the user you've just added
- Uncheck the *Show Deactivated Users* checkbox if you prefer

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Help Tutorial MEMBERS HOME DATA MANAGEMENT REPORTING TOOLS LOG OUT

### Edit User Permissions

dcrafts@acmc.org

Show Deactivated Users

User	Data Viewer <small>i</small>	Other Responsibilities <small>i</small>	
Dorthey Crafts dcrafts@acmc.org	<input checked="" type="checkbox"/> Saving...		<input type="button" value="Edit"/> <input type="button" value="Deactivate"/>

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From the *Edit User Permissions* screen:

- 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

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Help Tutorial MEMBERS HOME DATA MANAGEMENT REPORTING TOOLS LOG OUT

### Edit User Permissions

ba + Add New User  Show Deactivated Users

User	Data Viewer <sup>i</sup>	Other Responsibilities <sup>i</sup>
Pauletta Basch pbasch@acmc.org	<input type="checkbox"/> Saving...	<input type="checkbox"/> Edit <input type="button" value="Deactivate"/>
Bernard Albertson balbertson@acmc.org	<input checked="" type="checkbox"/>	<input type="checkbox"/> Edit <input type="button" value="Deactivate"/>

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From the *Edit User Permissions* screen:

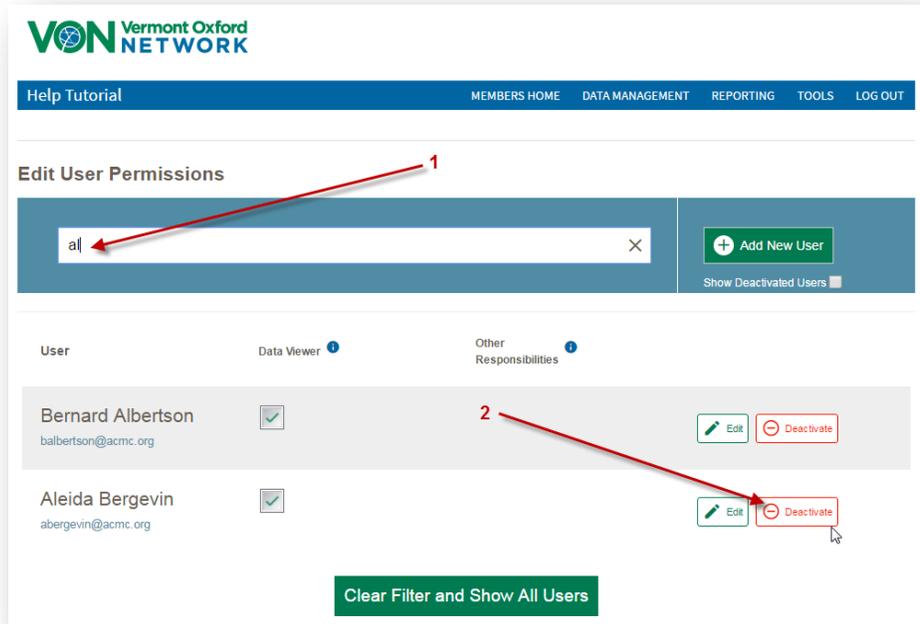
- **If you want to remove access from multiple users to the VON tools that contain infant data – Nightingale and Data Management:**
  1. Click the *Data Viewer* column name to sort all the users with *Data Viewer* checked off to the top of the column
  2. Scroll down through the users with *Data Viewer* 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

The screenshot displays the 'Edit User Permissions' interface. At the top, there is a navigation bar with 'Help Tutorial', 'MEMBERS HOME', 'DATA MANAGEMENT', 'REPORTING', 'TOOLS', and 'LOG OUT'. Below this is a search bar labeled 'Filter Permission Grid' and a button for 'Add New User'. A 'Show Deactivated Users' checkbox is also present.

User	Data Viewer <sup>1</sup>	Other Responsibilities <sup>1</sup>	Actions
Bernard Albertson balbertson@acmc.org	<input checked="" type="checkbox"/>		<a href="#">Edit</a> <a href="#">Deactivate</a>
Thu Wendorf twendorf@acmc.org	<input checked="" type="checkbox"/>	VON Services Administrator	<a href="#">Edit</a> <a href="#">Deactivate</a>
Carla Swann cswann@acmc.org	<input type="checkbox"/> Saving...		<a href="#">Edit</a> <a href="#">Deactivate</a>
Charlie Hellwig chellwig@acmc.org	<input type="checkbox"/> Saving...		<a href="#">Edit</a> <a href="#">Deactivate</a>
Lura Brazel lbrazel@acmc.org	<input checked="" type="checkbox"/>		<a href="#">Edit</a> <a href="#">Deactivate</a>
Christel Bunde cbunde@acmc.org	<input type="checkbox"/>		<a href="#">Edit</a> <a href="#">Deactivate</a>

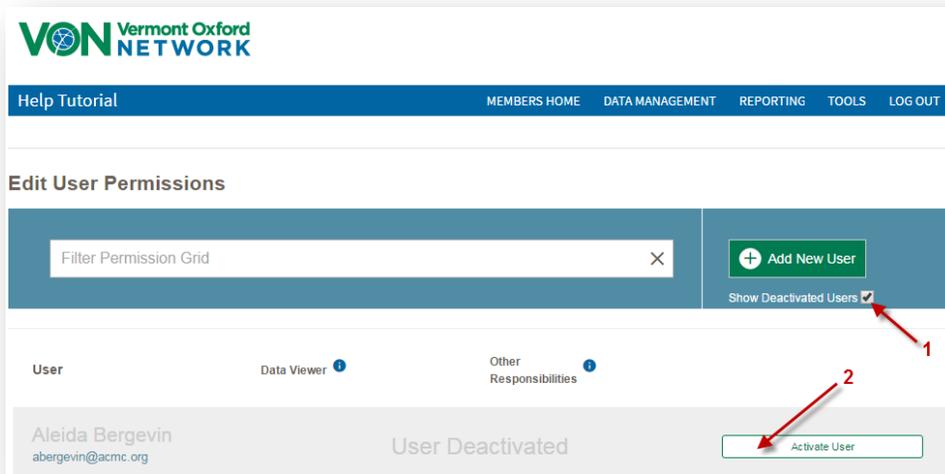
From the *Edit User Permissions* screen:

- 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



From the **Edit User Permissions** screen:

- **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 through 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.**

The screenshot displays the 'Edit User Permissions' interface for the Vermont Oxford Network. At the top, there is a navigation bar with 'Help Tutorial' and links for 'MEMBERS HOME', 'DATA MANAGEMENT', 'REPORTING', 'TOOLS', and 'LOG OUT'. Below this is a search bar labeled 'Filter Permission Grid' and a '+ Add New User' button. A 'Show Deactivated Users' checkbox is checked. The main content area shows a table of users with columns for 'User', 'Data Viewer', and 'Other Responsibilities'. Red arrows indicate the steps: arrow '1' points to the 'User' column header, and arrow '2' points to the 'Deactivate' buttons for three users: Pauletta Basch, Aleida Bergevin, and Janette Bodden.

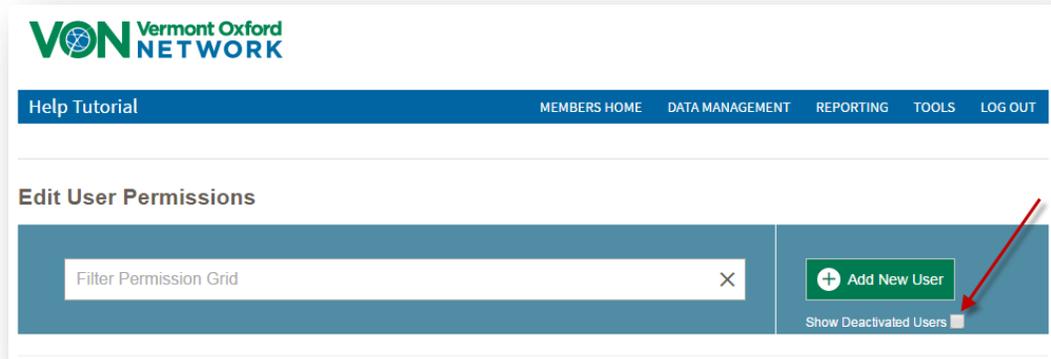
User	Data Viewer	Other Responsibilities	Edit	Deactivate
Bernard Albertson balbertson@acmc.org	<input checked="" type="checkbox"/>		<input type="button" value="Edit"/>	<input type="button" value="Deactivate"/>
Elfriede Auston eauston@acmc.org	<input checked="" type="checkbox"/>	Advanced Data User, Alternate Report Contact	<input type="button" value="Edit"/>	<input type="button" value="Deactivate"/>
Pauletta Basch pbasch@acmc.org	<input checked="" type="checkbox"/>		<input type="button" value="Edit"/>	<input type="button" value="Deactivate"/>
Aleida Bergevin abergevin@acmc.org	<input checked="" type="checkbox"/>		<input type="button" value="Edit"/>	<input type="button" value="Deactivate"/>
Janette Bodden jbodden@acmc.org	<input checked="" type="checkbox"/>		<input type="button" value="Edit"/>	<input type="button" value="Deactivate"/>
Lura Brazel	<input checked="" type="checkbox"/>		<input type="button" value="Edit"/>	<input type="button" value="Deactivate"/>

## 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:**

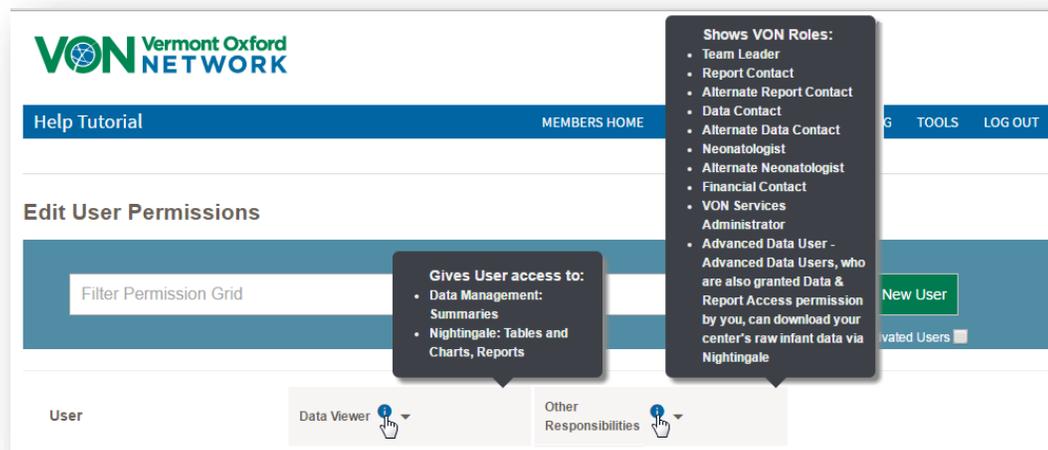
For deactivated users, clicking *Activate User* will automatically give the user access to the VON Member Portal. It will also cause the *Data Viewer* checkbox to reappear.

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 from the VON Member Portal. Clicking their name in the upper right hand corner of the VON Member Portal will take a user to a **User Profile** screen and give the user the ability to update his or her login or biographical information, but users cannot update their own access to Nightingale or Data Management.



## Appendix A – Nightingale Raw Data Download permission:

Users that you have given *Data Viewer* permission to can view Nightingale Tables and Charts, Nightingale Reports, and information on the Data Management Summary 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 download 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:

- The VON Member Portal
  - Nightingale Tables and Charts
  - Nightingale Reports
  - Data Management

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

- The VON Member Portal
  - Nightingale Tables and Charts
  - Nightingale Reports
  - **Nightingale Data Download**
  - Data Management

## 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.

## Appendix C – Granting permission to eNICQ users:

eNICQ is VON software that a majority of VON member centers use for the collection, error checking, and submission of infant records. Starting in 2018 with eNICQ version 6, VON Services Administrators may be responsible for giving users at their centers access to eNICQ.

If VON Services Administrators are responsible for granting access to eNICQ depends on how the center chooses to install the eNICQ software. During the eNICQ software installation, a center chooses to have eNICQ users' permissions given and removed by the center VON Services Administrator or Administrators or chooses to manage eNICQ users' permissions through the Active Directory configuration of the computers at the center.

If your center has chosen to have eNICQ users' permissions managed by the VON Services Administrator or Administrators, you (as a VON Services Administrator) will give users one of two levels of access to eNICQ. The two levels of access are **eNICQ User** and **eNICQ Admin**.

**eNICQ Users** can:

- Enter and delete infant data in eNICQ 6
- Delete infant records and view deleted infant records in eNICQ 6
- Run Batch Validation (error checking) on infant records in eNICQ 6

**eNICQ Admins** have all of the capabilities of eNICQ Users. In addition, **eNICQ Admins** can:

- Add (and remove) data-submitting centers to your hospital's installation of eNICQ 6
- Import infant records from spreadsheets into eNICQ 6
- Export infant records from eNICQ 6
- Configure the data that is imported from external data sources into eNICQ 6
- Clear Record Locks (when a user has an infant record open, preventing another from accessing that record)
- Disable/Enable data submissions to VON in eNICQ 6.2 (Center Management)

To give existing VON Web Services users access to eNICQ 6, find the users by following the instructions on Page 3 (at [this link](#)), and then check off *eNICQ User* or *eNICQ Admin*.

To add users to your center and give those users access to eNICQ 6, add the users by following the instructions on Pages 4 and 5 (at [this link](#)), and then check off *eNICQ User* or *eNICQ Admin*.

The screenshot displays the 'Edit User Permissions' interface for the Vermont Oxford Network. At the top, there is a navigation bar with 'Help Tutorial' and links for 'MEMBERS HOME', 'DATA MANAGEMENT', 'REPORTING', 'TOOLS', and 'LOG OUT'. Below this is a search bar labeled 'Filter Permission Grid' and a button to 'Add New User'. A 'Show Deactivated Users' checkbox is also present. The main area shows a table of users with columns for 'User', 'Data Viewer', 'eNICQ User', 'eNICQ Admin', and 'Other Responsibilities'. Two users are listed: Christel Bunde and Charlie Helwig. Red arrows point to the 'eNICQ User' checkboxes for both users, which are currently checked and labeled 'Saving...'. Each user row has 'Edit' and 'Deactivate' buttons. The footer contains links for 'Contact Us', 'Jobs', 'Privacy Policy', 'Site Map', and 'Terms of Use', along with a copyright notice for 2018 Vermont Oxford Network.

User	Data Viewer	eNICQ User	eNICQ Admin	Other Responsibilities
Christel Bunde cbunde@acmc.org	<input type="checkbox"/>	<input checked="" type="checkbox"/> Saving...	<input type="checkbox"/>	<input type="checkbox"/>
Charlie Helwig chelwig@acmc.org	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Saving...	<input type="checkbox"/>