



VON Services Administrator's Guide  
for  
Global Health Neonatal Quality Improvement Database Members

Version 1.1

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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 Global Health Reports tool and to VON Connect: Global Health Mobile Data Collection and Submission Application
- [Add new users to your center's VON user list](#) and give those users access to the VON Global Health Reports tool and to VON Connect: Global Health Mobile Data Collection and Submission Application
- Decide which users at your center should no longer have access to infant data through the VON Global Health Reports tool and the VON Connect: Global Health Mobile Data Collection and Submission Application and [remove that access](#)
- [Remove access to all VON tools](#) for users who have left your center

## 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.
  - Technical Support and VON Account Managers are available Monday through Friday from 9 am to 5 pm Eastern time

## 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>).

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.

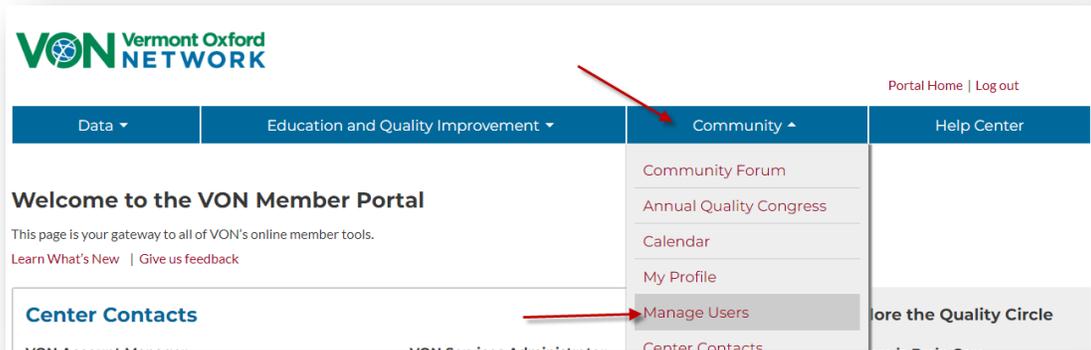
If you have any issue accessing or completing the change form, please reach out to your VON Account Manager or VON Technical Support.

## 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.

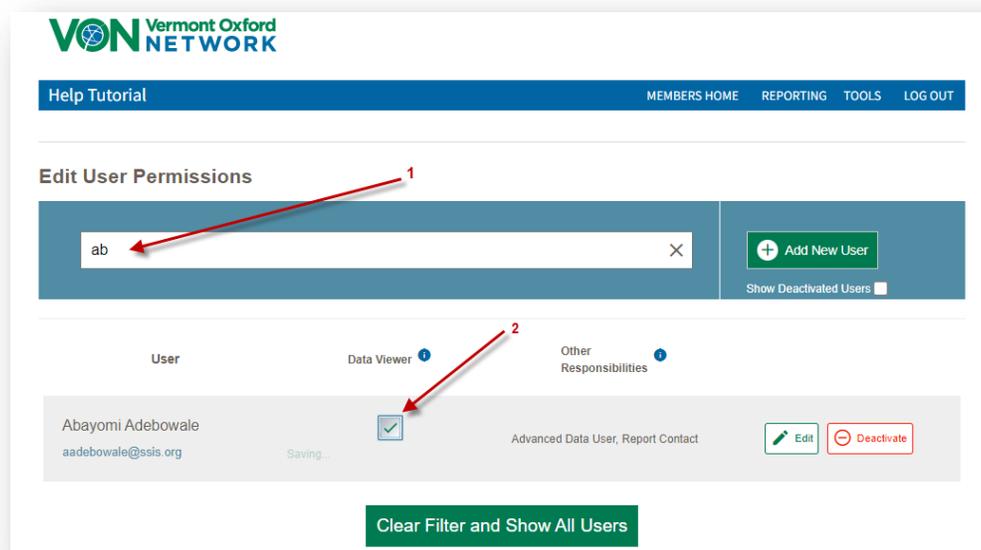
On the VON Member Portal, click the blue *Community* menu and click *Manage Users*.



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 Global Health Reports tool and to VON Connect: Global Health Mobile Data Collection and Submission Application:**
  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 the VON Global Health Reports tool and to VON Connect: Global Health Mobile Data Collection and Submission Application
    - The word **Saving...** will appear briefly below the checkbox so you know your change has been saved

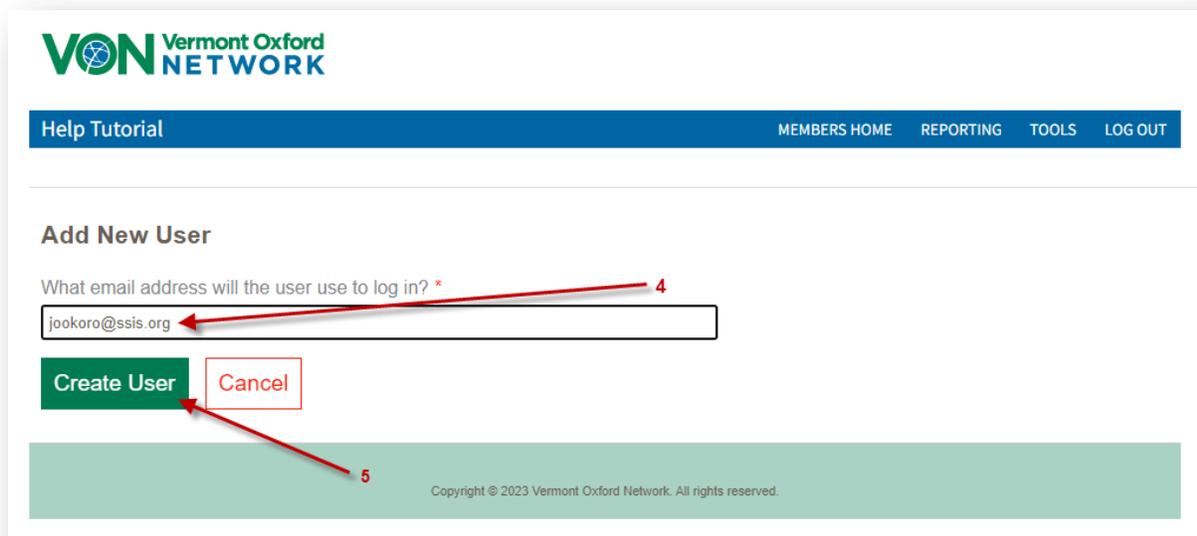


From the *Edit User Permissions* screen:

- If you want to add a new user to your center’s VON user list and give that user access to the VON Global Health Reports tool and to VON Connect: Global Health Mobile Data Collection and Submission Application:
  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’s 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

**VON Vermont Oxford NETWORK**

Help Tutorial MEMBERS HOME REPORTING TOOLS LOG OUT

### Add New User

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

jookoro@osis.org

First Name \*

Jumoke

Last Name \*

Jumoke

Confirm Login (email) \*

jookoro@osis.org

Degree(s)

MD

Mailing Address (line 1)

4452 Mauritus Street

Mailing Address (line 2)

Mailing Address (line 3)

City \*

Addis Ababa

State/Province

Country \*

Ethiopia

Zip/Postal code

Email Address

jookoro@osis.org

Roles(s)/Title(s) \*

- Paid Parent Support
- Parent
- Pediatric Hospitalist
- Pediatric Nurse Practitioner
- Pharmacist/PharmD
- Physical/Occupational Therapist
- Physician**
- Physician Assistant
- Quality Improvement and/or Safety Officer
- Registered Nurse
- Respiratory Therapist
- Social Worker
- Speech and Language Pathologist

Other Title

**Submit** Cancel

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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 Global Health Reports tool and to VON Connect: Global Health Mobile Data Collection and Submission Application.
  - 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

The screenshot displays the 'Edit User Permissions' page for the Vermont Oxford Network. At the top, there is a navigation bar with 'Help Tutorial', 'MEMBERS HOME', 'REPORTING', 'TOOLS', and 'LOG OUT'. Below this is a search bar containing 'jookoro@ssis.org' and a search icon. To the right of the search bar is a green 'Add New User' button and a 'Show Deactivated Users' checkbox which is checked. The main content area shows a table with columns for 'User', 'Data Viewer', and 'Other Responsibilities'. A single user, 'Jumoke Okoro' (jookoro@ssis.org), is listed. The 'Data Viewer' checkbox for this user is checked, and a 'Saving...' message is visible below it. To the right of the user row are 'Edit' and 'Deactivate' buttons. A green button labeled 'Clear Filter and Show All Users' is positioned below the user row. Red arrows and numbers 7, 8, and 9 indicate the steps: 7 points to the 'Data Viewer' checkbox, 8 points to the 'Clear Filter and Show All Users' button, and 9 points to the 'Show Deactivated Users' checkbox. At the bottom of the page, there is a footer with links for 'Contact Us', 'Jobs', 'Privacy Policy', 'Site Map', and 'Terms of Use', along with a copyright notice for 2017.

From the *Edit User Permissions* screen:

- If you want to remove a single user's access to the VON Global Health Reports tool and to VON Connect: Global Health Mobile Data Collection and Submission Application:
  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

The screenshot displays the 'Edit User Permissions' interface. At the top, the VON Vermont Oxford Network logo is visible. Below the logo is a navigation bar with links for 'Help Tutorial', 'MEMBERS HOME', 'REPORTING', 'TOOLS', and 'LOG OUT'. The main heading is 'Edit User Permissions'. A search filter box contains the text 'ee'. To the right of the filter is a green 'Add New User' button and a 'Show Deactivated Users' checkbox. Below the filter is a table with columns: 'User', 'Data Viewer', and 'Other Responsibilities'. The 'Data Viewer' column has a blue information icon. The table lists one user: 'Ifetayo Eesuola' with email 'ieesuola@ssis.org'. The 'Data Viewer' checkbox for this user is checked, and a mouse cursor is clicking it. Below the checkbox, the text 'Saving...' is displayed. To the right of the user row are 'Edit' and 'Deactivate' buttons. Below the table is a green button labeled 'Clear Filter and Show All Users'. At the bottom of the page is a footer with links for 'Contact Us', 'Jobs', 'Privacy Policy', 'Site Map', and 'Terms of Use', and a copyright notice: 'Copyright © 2023 Vermont Oxford Network. All rights reserved.'

From the *Edit User Permissions* screen:

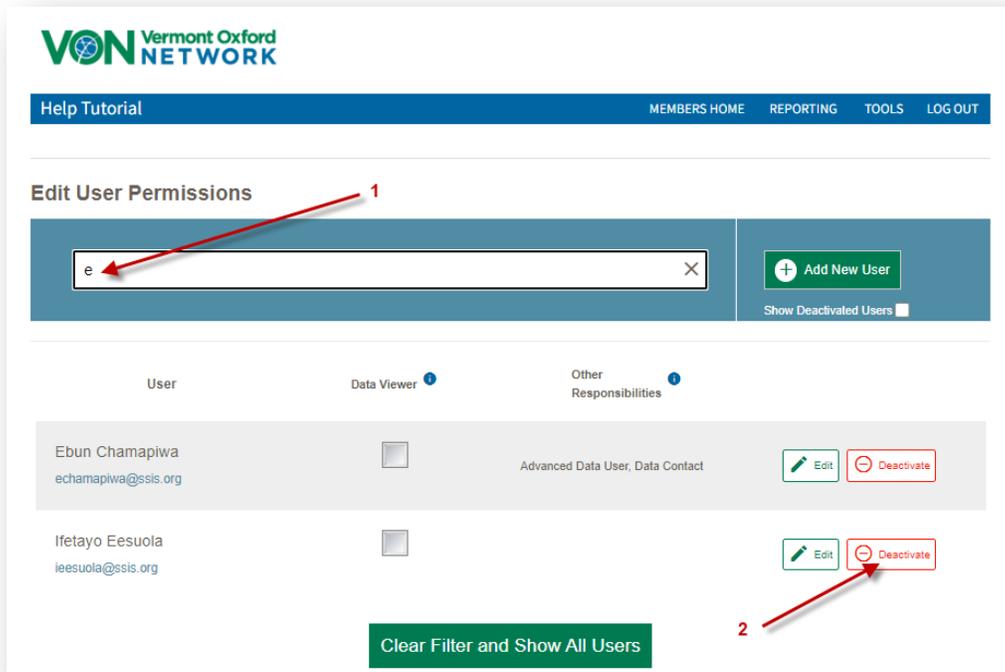
- **If you want to remove access from multiple users to the VON Global Health Reports tool and the VON Connect: Global Health Mobile Data Collection and Submission Application:**
  1. Click the *Data Viewer* column name to sort all the users with *Data Viewer* checked off to the top of the column
  2. 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 the VON Global Health Reports tool and the VON Connect: Global Health Mobile Data Collection and Submission Application.
    - 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', 'REPORTING', 'TOOLS', and 'LOG OUT'. Below this is a search bar labeled 'Filter Permission Grid' and a '+ Add New User' button. The main content area is a table with the following columns: 'User', 'Data Viewer', and 'Other Responsibilities'. The table lists five users: Malika Oyinlola, Jayvyn Furaha, Ebum Chamapiwa, Abayomi Adebowale, and Ifetayo Eesuola. The 'Data Viewer' column contains checkboxes, with the first two checked. Red arrows labeled '1' and '2' point to the 'Data Viewer' header and the checkboxes for Ebum Chamapiwa and Abayomi Adebowale, respectively. The 'Saving...' status is visible below the checkboxes for Ebum Chamapiwa and Abayomi Adebowale. Each user row also includes 'Edit' and 'Deactivate' buttons.

User	Data Viewer	Other Responsibilities	
Malika Oyinlola moinlola@ssis.org	<input checked="" type="checkbox"/>	Neonatologist, VON Services Administrator	<a href="#">Edit</a> <a href="#">Deactivate</a>
Jayvyn Furaha jfuraha@ssis.org	<input checked="" type="checkbox"/>	Team Leader, VON Services Administrator	<a href="#">Edit</a> <a href="#">Deactivate</a>
Ebum Chamapiwa echamapiwa@ssis.org	<input type="checkbox"/>	Advanced Data User, Data Contact	<a href="#">Edit</a> <a href="#">Deactivate</a>
Abayomi Adebowale aadebowale@ssis.org	<input type="checkbox"/>	Advanced Data User, Report Contact	<a href="#">Edit</a> <a href="#">Deactivate</a>
Ifetayo Eesuola	<input type="checkbox"/>		<a href="#">Edit</a> <a href="#">Deactivate</a>

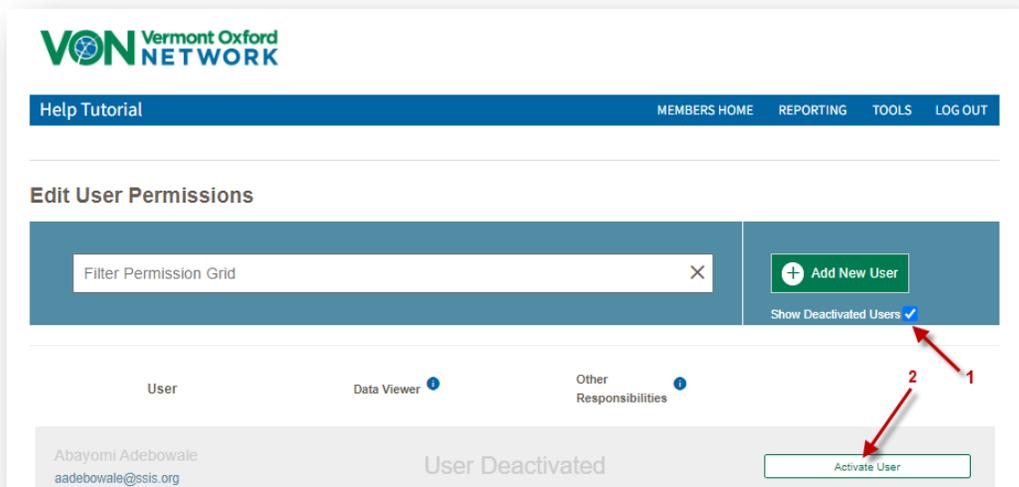
From the *Edit User Permissions* screen:

- 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. At the top, there is a navigation bar with 'Help Tutorial', 'MEMBERS HOME', 'REPORTING', 'TOOLS', and 'LOG OUT'. Below this is a search bar labeled 'Filter Permission Grid' and a '+ Add New User' button. The main content area shows a table of users with the following columns: 'User', 'Data Viewer', and 'Other Responsibilities'. The 'User' column is sorted by last name. The table lists five users: Abayomi Adebawale, Ebum Chamapiwa, Ifetayo Eesuola, Jayvyn Furaha, and Malika Oyinlola. Each user row has an 'Edit' button and a 'Deactivate' button. Red arrows point to the 'User' column header (labeled '1') and the 'Deactivate' button for Ifetayo Eesuola (labeled '2').

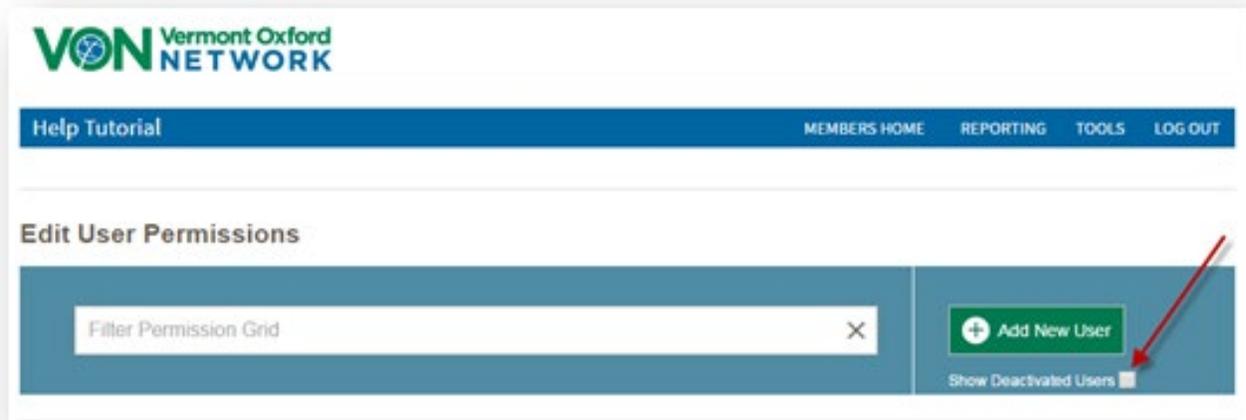
User	Data Viewer	Other Responsibilities	Edit	Deactivate
Abayomi Adebawale aadebowale@ssis.org	<input checked="" type="checkbox"/>		<input type="button" value="Edit"/>	<input type="button" value="Deactivate"/>
Ebum Chamapiwa echamapiwa@ssis.org	<input checked="" type="checkbox"/>	Advanced Data User, Data Contact	<input type="button" value="Edit"/>	<input type="button" value="Deactivate"/>
Ifetayo Eesuola ieesuola@ssis.org	<input checked="" type="checkbox"/>		<input type="button" value="Edit"/>	<input type="button" value="Deactivate"/>
Jayvyn Furaha jfuraha@ssis.org	<input checked="" type="checkbox"/>	Team Leader, VON Services Administrator	<input type="button" value="Edit"/>	<input type="button" value="Deactivate"/>
Malika Oyinlola	<input checked="" type="checkbox"/>	Neonatologist, VON Services	<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 the VON Global Health Reports tool and the VON Connect: Global Health Mobile Data Collection and Submission Application.

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 8.

- **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, Data Contact, Neonatologist, or VON Services Administrator. A single user can have more than one VON role.

- **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 the VON Global Health Reports tool and the VON Connect: Global Health Mobile Data Collection and Submission Application.

