



NORTH CAROLINA  
Local Health Department  
Accreditation

# Frequently Asked Questions about the NCLHDA Dashboard

This document contains a compilation of the questions that have been asked about the NCLHDA Dashboard and will be updated periodically.

## Document Management

**If I upload a document and link it to several activities, how do I highlight the sections that I want the Site Visitors to review for each activity?**

Use the **Documents Notes** box on the **Document Management** page to call the attention of the Site Visitors to a specific location in the document. If you are using the highlighter feature in Adobe and want to use different colors for each activity, indicate to the Site Visitors which color of highlighting correlates with that particular activity in the **Document Notes** box.

**Is there a best practice for how to name documents?**

There is no requirement on how to name documents. You can name the documents so that the name aligns with the documentation requirements and include an A,B,C, etc. in the front.

**I get the option to browse and select a document, however, once I select the file, there is no option to download.**

If a document has a long file name, it can cause the upload button to scroll off the screen. You can hit the tab key while the dialog box is highlighted, and it should scroll right to show the upload button. Using the latest version of Chrome solves the issue because they abbreviate the filename in the box to fit.

**Can I upload multiple documents at one time?**

No. The documents must be uploaded one at a time.

**How do I upload a video or hyperlink?**

You can add the links to a Word or Pdf document and then upload the document.

## Adding the HDSAI Narrative

**Do we need to continue to put the activity number in front of the HDSAI Narrative, for example, 1.3 A.1?**

No, you do not need to put the activity number in front, but you do need to put the letter that corresponds to the piece of evidence that is added, for example, A.1.

## Performance Management Features

**Is there a cost for us to use the other performance management features in the dashboard?**

No. With your agency's license through the NCLHDA program, you have full access to all the features in the dashboard.

## Users

**We would like to purchase more users for our Dashboard, what do we do?**

Email [NCLHDaccreditation@unc.edu](mailto:NCLHDaccreditation@unc.edu) with the request to purchase additional users. We will send you a document to complete the new users information. Once the document is complete, send it back to us. You will be invoiced directly from VMSG for the new users.

**How much does it cost to add more users?**

Each health department will get 10 dashboard users through the NCLHD Accreditation program. Additional users can be purchased for a fee, listed below. Users can be purchased at the beginning of each fiscal year.

**User Fees (10 users are already included)**

Up to 50 users – \$60/user per year

51 – 124 users – \$12/user per year

125 and up – \$6/user per year

**Can we have more than one lead for an activity?**

Yes, you can have more than one lead, however, Org Admin Users need to enable this feature by following the steps below.

Go to the Main Menu and click on **Settings**. There is a setting at the bottom left **Allow Multiple Activity Leads**. Set this to “Yes” to allow multiple Activity Leads to each receive the status email notification.

## Error Messages

**When I am working in the dashboard, I get a message that says, ""[WebDirect-F5B5D] (JLanger [fmwebdirect])" is modifying this record. You cannot use this record until "[WebDirect-F5B5D] (JLanger [fmwebdirect])" is finished" What should I do?**

This issue should be resolved, however, if it does occur when you are in the dashboard, simply click ok and continue to use the dashboard. This message should not prevent you from continuing to work in the dashboard.