

# Chapter 17

## Information Services

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This chapter describes the Information Services procedures related to the Crossroads WIC information system required to support local agency program activities. It introduces Crossroads setups, user access, Customer Service Desk support, and system security.

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## Basic PC Setup and Crossroads Connectivity Guide

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Crossroads is the proprietary, web-based management information system (MIS) designed and used for WIC operations including client services and vendor management. Crossroads requires initial setup before it can be utilized.

### ■ Crossroads PC Specifications

The **minimum** PC specifications recommended for Crossroads compatibility as listed below apply to desktop and laptop computers.

- ▶ Operating System: Windows 10 Pro
- ▶ Pentium 4 Dual Core Processor or higher
- ▶ X64 (64 bit) architecture
- ▶ 8 GB Minimum RAM (At least 256 MB of free RAM over the OS and installed Software)
- ▶ 20 GB minimum disc space
- ▶ Internet Explorer 11 Browser
  - The default web browser that comes with Windows 10, The Edge, is not compatible with Crossroads
- ▶ 10 Mbps or faster network connection
- ▶ .Net Framework v 4.7.2 or later.
  - You may download the latest .Net Framework at:  
<https://dotnet.microsoft.com/download/dotnet-framework/net472>
- ▶ Adobe Acrobat Reader 8.0 or higher
- ▶ Adobe Flash 10.0 or higher
- ▶ Microsoft Office 2016 or higher for printing reports
- ▶ Graphics Card: dedicated hardware-based processor that supports DirectX 9c or higher with a minimum of 512 MB dedicated to Video RAM
- ▶ Recommended display resolution 1280 by 900 or better
- ▶ USB 2.0 or higher
- ▶ Desktop should be left at default settings

### ■ Internet Connection Requirements

A slow internet connection impacts application performance. Recognizing this, Crossroads requires a minimum internet connection speed of 10 Megabits per second (Mbps).

### ■ Network Bandwidth

Optimum performance in Crossroads requires a minimum bandwidth of 1 Mbps per user downstream and 256 Kilobits (Kbps) per user upstream.

- ▶ Bandwidth is the amount of data that can flow in a given time measured by Kbps.
- ▶ Downstream: the rate at which data can be *received* over an internet connection.
- ▶ Upstream: the rate at which data can be *sent* over an internet connection

To determine if your site has adequate network bandwidth:

- Consider **all** users on the same network
- Conduct a speed test at your site
  - Access this free test that requires no application download or Flash:  
<https://www.bandwidthplace.com/speedtest>
  - Results should be a minimum of 1 Mbps per user for the clinic site.
    - Example: if there are 20 users, the speed test should display a minimum of 20 Mbps download and 5.12 Mbps upload speed for the site.

### ■ External Static IP Address

Local agencies connect to Crossroads via an External Static IP Address provided by their Internet Service Provider (ISP) that must be added to the State network. Without this connection, an agency will not be able to access Crossroads.

At the setup of a new site or when a site moves or changes an existing IP address or ISP, local IT support must notify the Nutrition Services Branch (NSB) Customer Service Desk (CSD) to avoid losing Crossroads connectivity. Once reported to the CSD, processing IP address requests may take approximately three to five business days to complete.

### ■ Unsupported Products And Environments

Functionality issues could arise as a result of using devices and environments that are not supported by the State as a platform for Crossroads. Local agencies that choose to use unsupported devices and environments are solely responsible for making them work and supporting them. The following are *not* currently supported by the State:

- ▶ Apple/MAC Products
- ▶ Tablets
- ▶ Microsoft Edge Browser
- ▶ Mobile Environments
- ▶ Virtual Environments

### ■ Add URL To Trusted Sites:

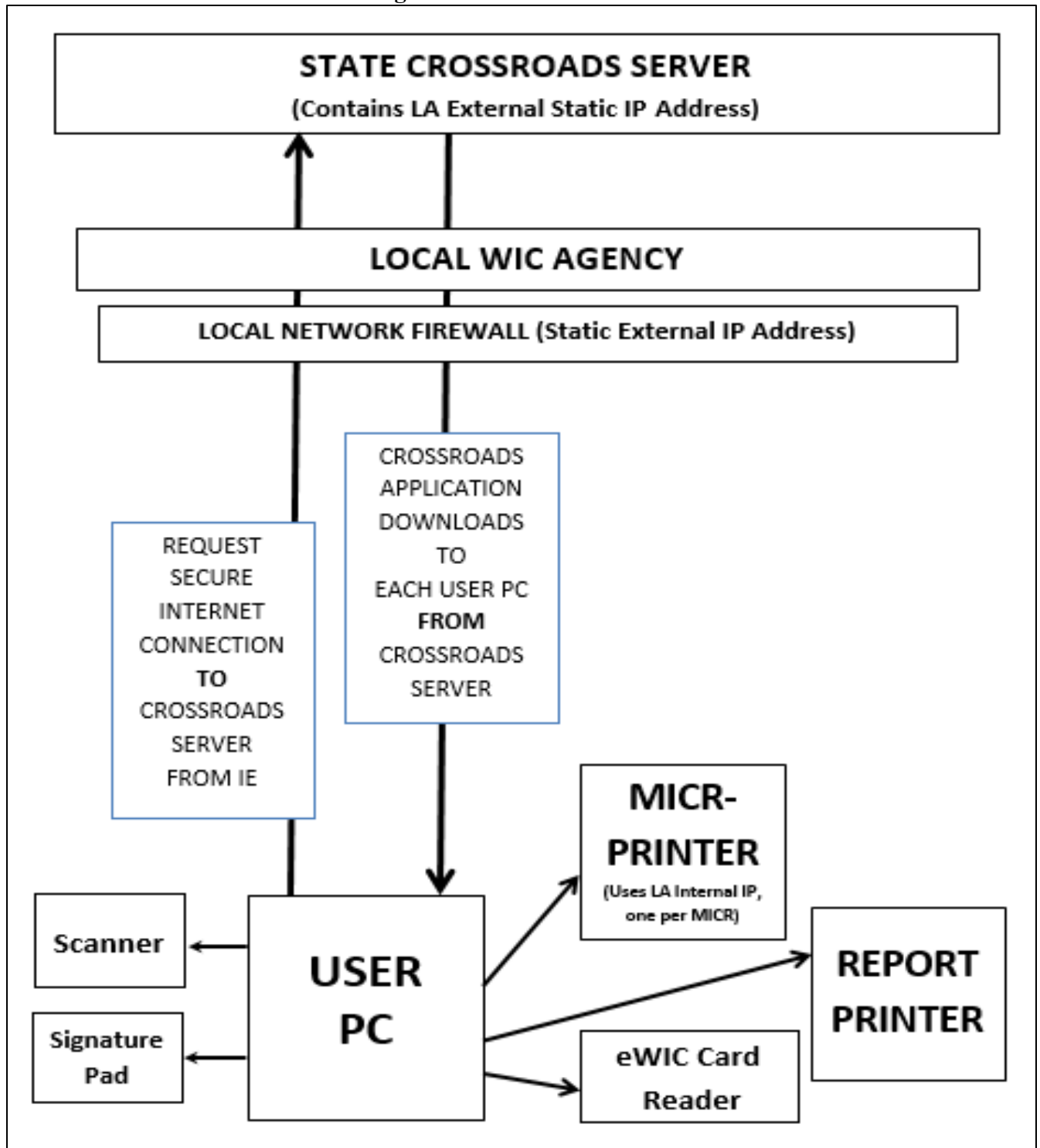
- ▶ Add the Crossroads Sandbox URL to the trusted sites in Internet Explorer:  
<https://crossroads-sandbox.nutritionnc.com>
- ▶ Add the Crossroads Production URL to the trusted sites in Internet Explorer:  
<https://crossroads.nutritionnc.com/Crossroads.Clinic.View.Xbap>

### ■ Installation Of Hardware

- ▶ Document Scanner
  - Brother Image Center Scanner ADS-2000
- ▶ Signature Pad
  - Topaz Signature Pad
    - <https://www.sigpluspro.com/sigplus/index.html>
- ▶ eWIC Card Reader
  - ID TECH MiniMag Magnetic Stripe Reader that requires no drivers for setup
- ▶ MICR Printer
  - This is only for Local Agencies participating in the Farmers Market Nutrition Program.

- HP P3015 LaserJet MICR Printer Driver:  
<https://www.troygroup.com/support/Printer-drivers.aspx>
  - Configure printer as Microsoft standard local TCPIP port with assigned static internal network IP naming convention
  - The printer must be named MICR-PRINTER due to Crossroads application settings
  - Do not set the MICR-PRINTER as the PC's default printer
  - Do not customize the settings on the MICR printer; the settings are configured within Crossroads
  - Set-up:
    - Tray 1: Not used (formerly referred to as the “receipt” tray)
    - Tray 2: Put plain paper in this tray
    - Tray 3: Put plain paper in this tray
    - Tray 4: Only used if Farmers Market County
- ▶ Report Printer  
A report printer must be set as the default printer on each PC workstation for Crossroads to be able to print notices or reports.

■ Basic Crossroads Connection Diagram



**■ Connectivity For New Sites, Site Moves, And Other Site Changes**

Local WIC Directors initiate requests through their Regional Nutrition Program Consultant (RNC). The RNC routes approved requests to the Nutrition Services Branch (NSB) Customer Service Desk (CSD). For new or moved site Crossroads connections, allow a minimum of three to five business days from the time of submission of the approved form to the CSD to the date of connectivity.

Upon receipt of the approved form, the CSD will:

- Communicate with the local IT support
- Ship equipment as approved by the RNC, if needed:
  - Document Scanners
  - Signature Pads
  - eWIC Card Readers
  - eWIC Card Stock
  - MICR Printers if Farmers Market County

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## Crossroads User Access

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Access to the Crossroads system requires a User ID, a password of appropriate length and complexity to meet information security requirements, and a role applicable to the work performed in the system.

### ■ NCID Administration, User IDs, And Passwords

#### ▶ NCID Administration

WIC Programs administered in Local Health Departments have North Carolina Identity Management “NCID” Administrators that assign User IDs and passwords to local agency staff. The Nutrition Services Branch (NSB) Customer Service Desk (CSD) staff serve as the NCID Administrators for the Contracted local agencies.

#### ▶ User IDs

Crossroads uses the NCID username as the User ID. Your NCID Administrator will provide you with a User ID.

#### ▶ Passwords

When your NCID username is assigned, you will also be assigned a temporary NCID password that you will need to change before accessing Crossroads.

### ■ User Access

▶ User Access Request forms are completed for new access, modifications and deletions, and are sent to the CSD for provisioning.

▶ User Roles are assigned based on the work local agency staff will perform.

▶ User Access Requests for local agency staff are approved by the WIC Director.

▶ User Access Requests for a local agency WIC Director is approved by the Local Health Director.

▶ User access security audits are conducted by NSB quarterly for state staff and annually for local WIC agencies.

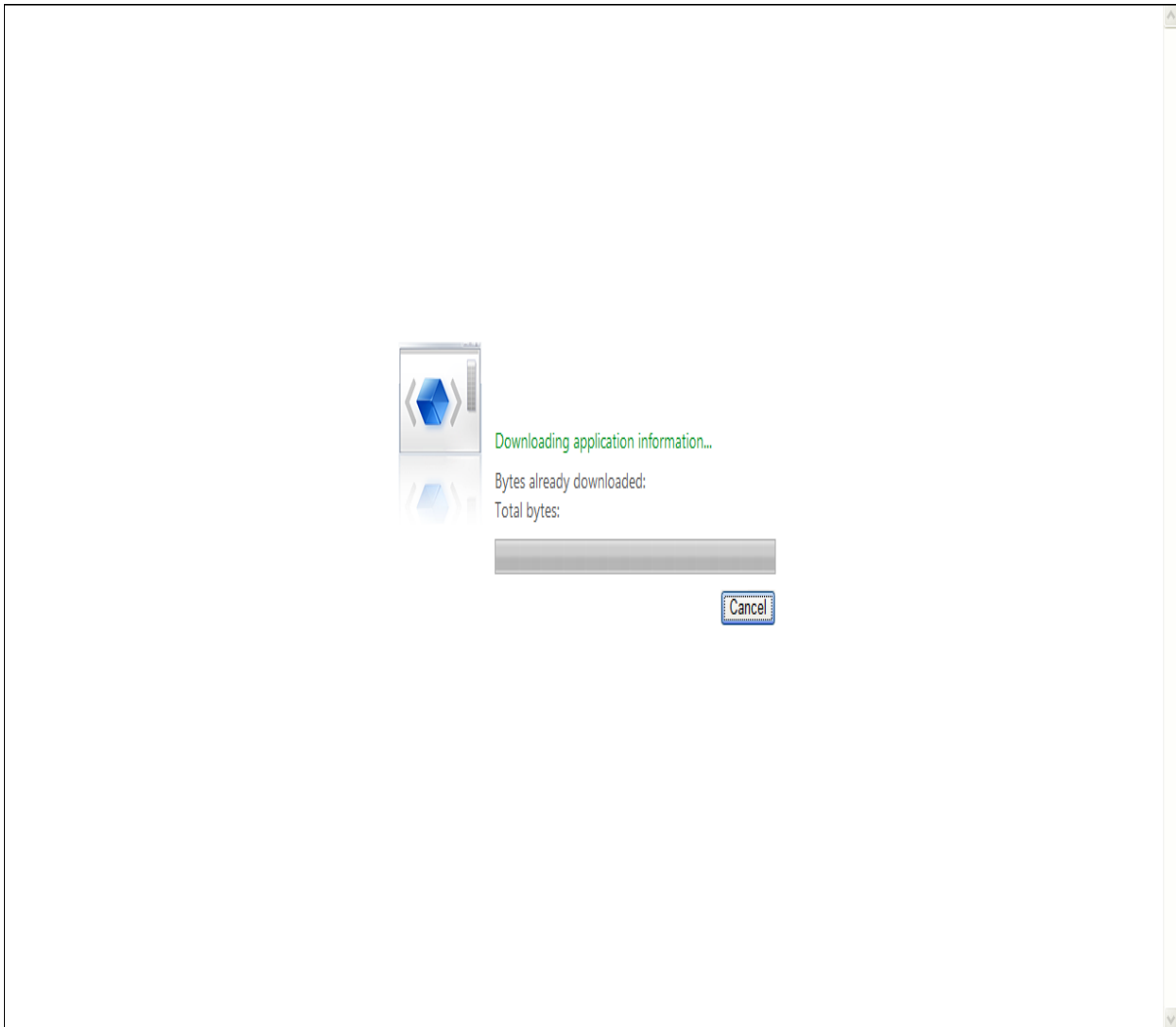
▶ The Active Authorized User Report with all User IDs authorized to access a clinic’s Crossroads data is sent annually to each WIC Director through the Local Health Director. Agencies are requested to review, modify and/or deactivate access as applicable by the requested deadline.

### ■ Logging Into Crossroads

▶ **Crossroads URL:** <https://crossroads.nutritionnc.com/Crossroads.Clinic.View.Xbap>

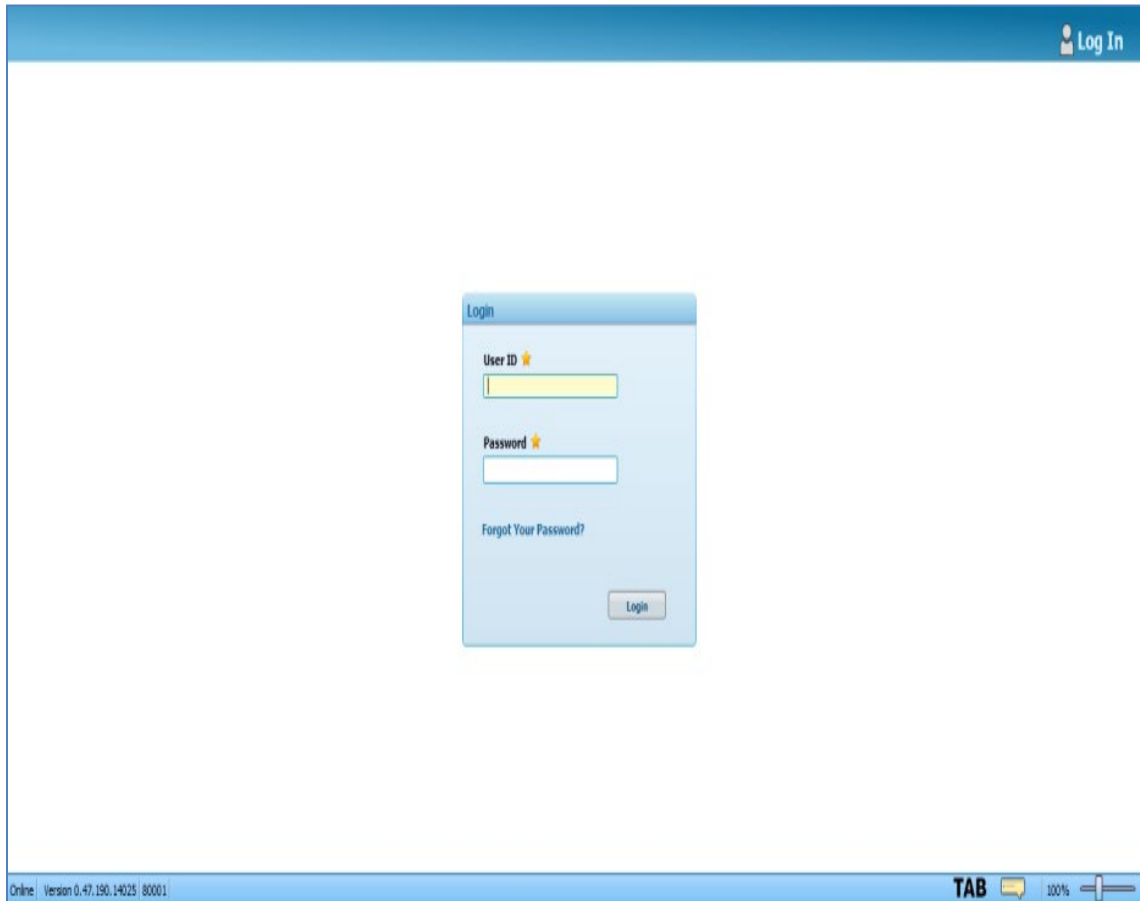
▸ **Downloading Application Screen**

The Downloading Application Information screen displays when the URL for the Crossroads System is accessed. It shows the downloading progress.



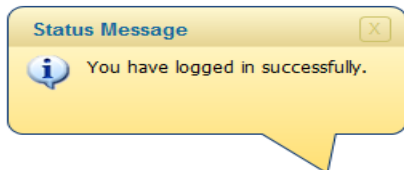
▶ **Log In Screen**

The Log In screen is the first screen displayed when Crossroads is successfully downloaded from the URL. The Log In screen validates a user's credentials and, if a valid NCID User ID and password combination is supplied, allows the user to access Crossroads.



▶ **Successful Log In**

If the User ID and Password values are successfully validated, the system begins loading, and a success message is displayed.



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## Nutrition Services Branch Customer Service Desk

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The Customer Service Desk (CSD) is housed within the Information Services Unit of the Nutrition Services Branch (NSB). The CSD provides technical support to end users of the Crossroads system. The local agency staff should contact the CSD for technical questions, assistance with Crossroads processes, or if there is an error message that they do not understand.

### ■ Hours Of Operation and Method Of Contact

- ▶ The CSD days and hours of operation are:
  - Monday through Friday 7:30AM through 5:30PM
- ▶ The CSD can be contacted by any of the following methods:
  - Telephone: 919.707.5795
  - Fax: 919.870.4863
  - Email: [NSB.CustomerService@dhhs.nc.gov](mailto:NSB.CustomerService@dhhs.nc.gov)
  - Office Address:  
5601 Forks Rd.  
Raleigh, NC 27609
  - Mailing Address:  
1914 Mail Service Center  
Raleigh, NC 27699-1914

### ■ Support Provided

- ▶ **Technical Assistance**  
Provides technical assistance to local agency staff that use the Crossroads system to administer the WIC program.
- ▶ **Equipment Review**  
Technical review of requests for new computers, laptops, accessories, and peripherals to ensure Crossroads compatibility.
- ▶ **Equipment Inventory Maintenance and Replenishment**  
Processes requests for MICR Printers and toner (if Farmers Market county); document scanners, signature pads, eWIC card readers, and eWIC card stock.
- ▶ **User Access**  
Provisioning of approved requests to add, modify or delete Crossroads access.
- ▶ **Business Continuity Support**  
Supports continuation of benefits issuance when local agencies are unable to access the Crossroads system.
- ▶ **Local Network**  
The CSD will work with you to the extent possible to enable you to utilize Crossroads;

however, the CSD cannot resolve technical issues within your local network. Please contact your local IT support for assistance with local network issues.

*Note: The CSD cannot assist with interpreting WIC policy or respond to WIC policy questions. Local agency staff should contact their Regional Nutrition Consultants with all policy questions.*

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## System Security

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Local agencies are supported by IT resources that employ proactive measures to help prevent, respond to and recover from information technology infections that create a threat to system security. Malicious infections are inserted into a system, usually covertly, with the intent of compromising data, applications or operating systems. Infections not only cause adverse impacts to the agencies operations but depending on the breadth of the infection, could propagate to other systems on the State network. Impacted agencies are often advised to disable all ports and services to prevent the spread of the infection.

### ■ Reporting Security Threats

In the event an information technology security threat occurs, the impacted agency should immediately:

- Notify the NSB Customer Service Desk (CSD) at 919.707.5795
  - The CSD will gather information and escalate to State technical staff
  - State technical staff will escalate the incident, as necessary, to the Division of Health and Human Services Privacy and Security Office (DHHS-PSO)
- If access to Crossroads is not available, the local agency should:
  - Implement the Business Continuity Plan (Chapter 1, Attachment 5)
- The CSD will coordinate communications between the agency, State technical staff, and the DHHS-PSO until the agency is cleared to access Crossroads.

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## Connecting Remotely to Crossroads

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Some local WIC agencies have a need to access Crossroads from locations outside of the clinic site such as from other supporting agencies, mobile clinics, or home offices. Remote access to Crossroads requires a secure connection to the State network firewall and a Static External IP Address. Guidance in this section addresses these requirements for the local WIC agency when connecting remotely to Crossroads.

### ■ Connecting Remotely to Crossroads

Setting up and operationalizing remote connections requires coordination, process management and technical support between the local WIC agency, local WIC agency's IT resources, and the Nutrition Services Branch.

The local IT must identify and approve equipment and infrastructure available for the local agency to ensure a successful connection. Some options for remote connections include:

- Virtual Private Network
  - User would connect with an internet connection through a Virtual Private Network (VPN). This type of connection uses the clinic site's existing Static External IP Address already approved in the State network firewall to remotely establish a secure connection to Crossroads.
- MiFi Hotspot
  - Users would establish a secure connection to Crossroads using a MiFi hotspot device with Static IP configuration.
    - The device's Static IP address would be provided to the NSB Customer Service Desk, who would request it be added to the State network firewall.
    - Once the IP address is added to the firewall, users can connect to Crossroads remotely through this device.

*Note: The addition of a new Static IP address to the State network firewall can take from three to five business days.*

The NSB Customer Service Desk will support local WIC agencies to the extent possible for connecting remotely to Crossroads; however, local WIC agencies must first work with their local IT support set up and operationalize remote connections.

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