Chapter 17
Information Services

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Basic PC Setup and Crossroads Connectivity Guide

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 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 or higher;
- 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;
- The Standalone version is not browser specific. Edge is required for printing the shopping list.
- .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; and
- 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 Mbsp per user downstream and 256 Kilobits (Kbps) per user upstream.

- Bandwidth: 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. If sharing the site with other county services and therefore sharing the bandwidth with other web applications, count *all* users on that bandwidth.
- Conduct a speed test at your site.
  - Access this free test that requires no application download or Flash: https://www.bandwidthplace.com/.
  - 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 internet protocol (IP) address provided by their internet service provider (ISP) that must be added to the Crossroads Cloud firewall. 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 Community Nutrition Services Section (CNSS) Customer Service Desk (CSD) to avoid losing Crossroads connectivity.

■ **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 Production URL to the trusted sites in Windows: https://crossroads-wic.ncdhhs.gov/app/crossroads.clinic.app.application and download icon to desktop. The following may need to be added to your computer's trusted site list in Windows: https://*.ncdhhs.gov .

■ **Installation of Hardware**

- Document Scanner. Brother Image Center Scanner ADS- 3100 or latest compatible model number.

- Signature Pad. Topaz Signature Pad (https://www.sigpluspro.com/sigplus/index.html).
- eWIC Card Reader. ID TECH MiniMag Magnetic Stripe Reader, plug and play, no drivers are required for setup.
- 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**.**

■ **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 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 for the connectivity of the new IP address to the State network firewall.

Upon receipt of the approved form, the CSD will:

- Communicate with the local agency IT support to confirm the static external IP address to be added to the Crossroads Cloud firewall; and

- Coordinate shipment of equipment as approved by the RNC, if needed, including:
  - Document Scanners
  - Signature Pads
  - eWIC Card Readers
  - eWIC Card Stock

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Crossroads User Access

Access to the Crossroads system requires an NCID, a password of appropriate length and complexity to meet NCID 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 CNSS 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

The Crossroads system follows NCID password complexity rules with the exception that Crossroads can only accept a password length minimum of 14 and a maximum of 20 characters. Passwords must be changed every 90 days.

User Access

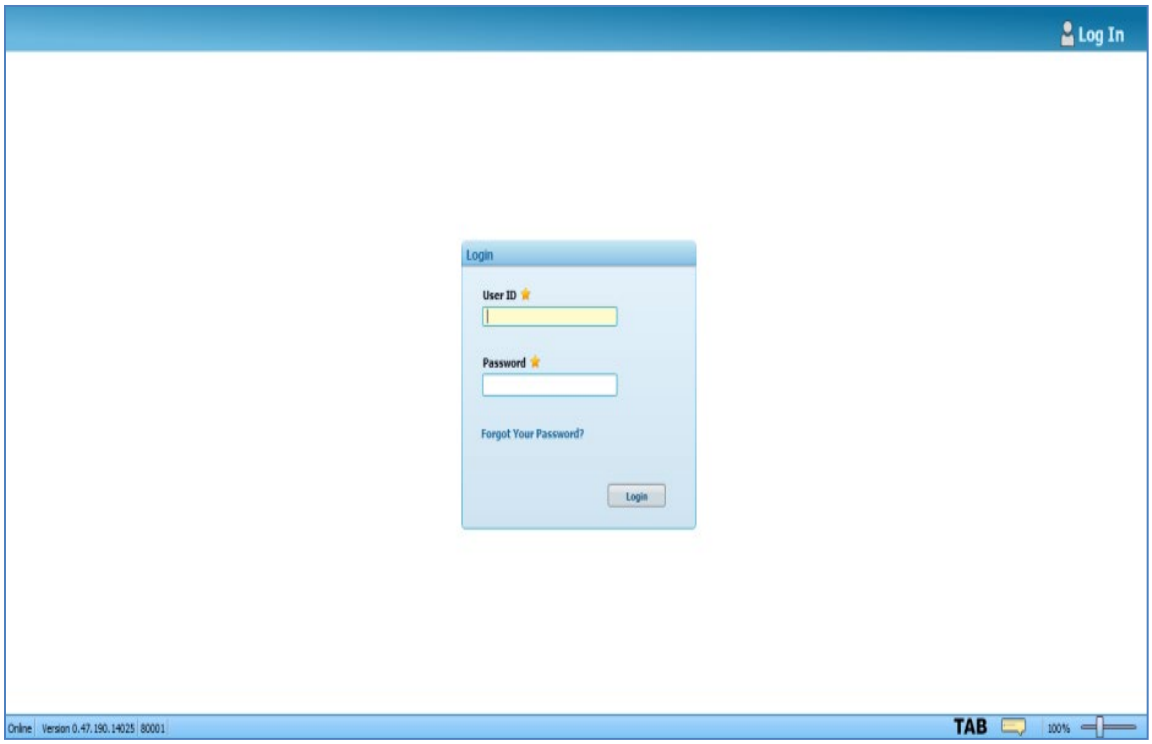
- User Access Request forms are completed for new access, modifications, and deletions, and are sent to the CSD for provisioning.
  - User Access Requests for local agency staff are approved by the WIC Director.
  - User Access Request for a local agency WIC Director is approved by the Local Health Director.
- User Roles are assigned based on the work local agency staff will perform.
- User access security audits are conducted by CNSS annually for state staff and 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

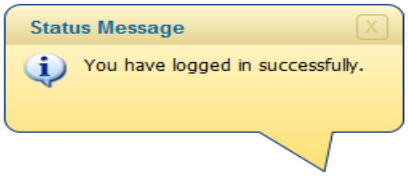
Log In Screen

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.



Community Nutrition Services Section Customer Service Desk

The Customer Service Desk (CSD) is housed within the Information Services Unit of CNSS. The CSD provides support to end users of the Crossroads system that receive error messages or experience issues with Crossroads functionality. The local agency staff should contact the CSD for assistance with issues they experience with Crossroads processes, or if there is an error message that is not understood.

■ Hours of Operation and Method of Contact

- The CSD days and hours of operation are:
  - Monday through Friday 7:30 am through 5:30 pm

- The CSD can be contacted by any of the following methods:
  - Telephone: 919.707.5795
  - Fax: 984.236.8263
  - Email: CNS.CustomerService@dhhs.nc.gov
  - Mailing address:
    1914 Mail Service Center
    Raleigh, NC 27699-1914

■ Support Provided

- **Crossroads Error Troubleshooting Assistance.** Troubleshooting assistance is available to local agency staff that use the Crossroads system to administer the WIC program.

- **Equipment Review.** CSD provides technical review of requests for new computers, laptops, accessories, and peripherals to ensure Crossroads compatibility.

- **Equipment Inventory Maintenance and Replenishment.** CSD processes requests for document scanners, signature pads, eWIC card readers, and eWIC card stock.

- **User Access.** CSD reviews requests and updates to add, modify or delete Crossroads access.

- **Business Continuity Support.** CSD supports continuation of food benefits issuance when local agencies are unable to access the Crossroads system.

- **Local Network.** The CSD works with local agency staff to the extent possible to enable Crossroads access; however, the CSD cannot resolve technical issues within a local network. It is critical for local agency staff to contact 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

Local WIC agencies are supported by local 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 CNSS 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 Department 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

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 IT resources, and the CSD.

The local IT resources 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
  - The User connects 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 Crossroads Cloud firewall to remotely establish a secure connection to Crossroads.

- MiFi Hotspot
  - The User establishes 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 CSD, who would request it be added to the Crossroads Cloud firewall.
    - Once the IP address is added to the firewall, users can connect to Crossroads remotely through this device.

The CSD 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 to set up and operationalize remote connections.

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