

# Crossroads Sandbox Resource

The Crossroads Sandbox [<https://crossroads-sandbox.ncdhhs.gov/app/crossroads.clinic.app.application>] is an environment designed for local agencies to practice Crossroads functions. It is not connected to the Production environment, so any actions performed in Sandbox will not affect real WIC participants. **IMPORTANT!** The Sandbox database does contain actual (and fake) WIC participant data. Phone numbers and email addresses have been masked (example: 111-111-1111) for security purposes but names, dates of birth and other Personal Health Information (PHI) remains visible. Therefore, treat Sandbox participant information as confidential, just as you would Production information. Screenshots or other communications containing PHI **must** be encrypted before sending. Documents or resources using screenshots from Sandbox **must** be from **fake families only**.

## User IDs





Each agency is assigned a user ID, see page 3. The password is the same for all local agencies and is updated by the Community Nutrition Services Section (CNSS) every 3 months. The password is **PracticePortal@25**. Future password updates will be sent through the Local WIC Director listserv or contact the CNSS Customer Service Desk (CSD) to obtain the password. The user ID and password can be used by multiple local agency staff at the same time. The user ID has a combined user role of CPA, Support Staff, Local Agency Calendar Templates and Breastfeeding Peer Counselor.

## Agency and Clinic Set Up

Agency and clinic set up should closely mirror Production but **may not match perfectly**. Templates will need to be applied by local staff. Since this is a practice environment, these templates do NOT need to match your Production templates.

## Important Considerations:

1. For users to perform functions requiring a signature (Certification Signature, Breast Pump Issuance), an **electronic signature pad** must be installed.
2. eWIC interface is NOT included with the Sandbox. Users will not be able to practice EBT-related activities such as issuance, exchange, increase, void, adding or deactivating eWIC cards.
3. Food Setup matches Production as of March 20, 2024, but any changes to Food Setup after March 20, 2024 will NOT be reflected in the Sandbox.
4. When a Food Prescription is saved, a **Food Benefits Issuance Signature Confirmation/Unknown internal error** message will appear on the **Issue Food Instruments** screen. This occurs because the Sandbox is not connected to eWIC. Click **Sign Later** and then click **Cancel** (or navigate to another Quick Link) to leave the screen.
5. The Sandbox database is **not** refreshed. Participants with Certification End Dates that occurred in the past will have a Status of Expired OR a Status of Active/Certified and red dots. For this reason, Sandbox is more useful for creating **new** families. When attempting to complete a subsequent certification, staff may encounter user errors. **NOTE:** To practice a subsequent certification, transfer a participant **Into State** with a certification end date within 30 days. Then select the Subsequent Certification quick link.

<b>Flower Family</b> Family ID: F00100006571 123 Main St. BURLINGTON, NC 27217		 Rose	 Girl	<b>Girl Flower</b> Participant ID: 957053555P Age: 5 years WIC Category: Child
<b>▼ Certification Details</b>				
<b>Start Date</b> 6/1/2023	<b>End Date</b> 3/26/2024			
<b>Priority</b> V	<b>High Risk</b> <input type="radio"/> Yes <input checked="" type="radio"/> No 			

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### Suggested Scenarios to Practice in Sandbox:

- ☐ Certify (include care plan) and prescribe standard food package for a pregnant woman.
- ☐ Certify (include care plan) and prescribe standard food package for a non-breastfeeding woman and her fully formula fed infant.
- ☐ Certify (include care plan) and prescribe standard food package for a breastfeeding woman, her infant and two-year old child.
- ☐ Certify (include care plan) and prescribe exempt infant formula for a 7-month-old fully formula fed infant (mom is NOT a WIC participant). Prescribe the maximum amount (884 oz) and delete infant foods.
- ☐ Certify (include care plan) and prescribe a modified food package with lactose-free milk and 1 pound of cheese for a 2-year-old child (mom is NOT a WIC participant).
- ☐ Complete a Breastfeeding Peer Counselor care plan for the breastfeeding woman.
- ☐ Issue a breast pump to the breastfeeding woman.
- ☐ Add breast pumps to inventory (serialized and non-serialized).
- ☐ Add formula to inventory.
- ☐ Change status of dyad from fully breastfeeding to partially breastfeeding  $\leq$  MMA.
- ☐ Change status of dyad from fully breastfeeding to partially breastfeeding  $>$  MMA.
- ☐ Change status of dyad from fully breastfeeding to non-breastfeeding.
- ☐ Change status of dyad from partially breastfeeding  $\leq$  MMA to non-breastfeeding.
- ☐ Change status of dyad from non-breastfeeding to partially breastfeeding  $\leq$  MMA.
- ☐ Schedule appointments for all your families. Transfer them from satellite clinics to the main clinic to access the Master Calendar and Quick Appointments (or add templates to satellites).
- ☐ Add a foster child to an existing WIC family.
- ☐ Make a transfer Into State.
- ☐ Make a transfer Out of State and issue a VOC.
- ☐ Make a transfer Between Clinics.
- ☐ Make a transfer Between Families.
- ☐ View the Journal of Transactions for a certified participant.

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Agency	User Name
Alamance	sandbox1
Albemarle Regional	sandbox2
Alexander	sandbox3
Anson	sandbox4
Appalachian	sandbox5
Beaufort	sandbox6
Bladen	sandbox7
Brunswick	sandbox8
Buncombe	sandbox9
Burke	sandbox10
Cabarrus	sandbox11
Caldwell	sandbox12
Carteret	sandbox13
Caswell	sandbox14
Catawba	sandbox15
Cherokee	sandbox16
Clay	sandbox17
Cleveland	sandbox18
Columbus	sandbox19
CommWell Health	sandbox20
Craven	sandbox21
Cumberland	sandbox22
Dare	sandbox23
Davidson	sandbox24
Davie	sandbox25
Duplin	sandbox26
Edgecombe	sandbox28
EBCI	sandbox27
Forsyth	sandbox29
Franklin	sandbox30
Foothills	sandbox71
Gaston	sandbox31
Graham	sandbox32
Granville-Vance	sandbox33
Greene	sandbox34
Guilford	sandbox35
Harnett	sandbox36
Halifax	sandbox70
Haywood	sandbox37
Henderson	sandbox38
Hoke	sandbox40
Iredell	sandbox42
Jackson	sandbox43

Agency	User Name
Johnston	sandbox44
Jones	sandbox45
Lee	sandbox46
Lenoir	sandbox47
Lincoln Community	sandbox48
Lincoln	sandbox49
Macon	sandbox50
Madison	sandbox51
Mecklenburg	sandbox52
Montgomery	sandbox53
Moore	sandbox54
MTW District	sandbox55
Nash	sandbox56
New Hanover	sandbox57
Northampton	sandbox58
Onslow	sandbox59
Pamlico	sandbox60
Pender	sandbox61
Person	sandbox62
Piedmont	sandbox63
Pitt	sandbox64
Polk	sandbox39
Randolph	sandbox65
Richmond	sandbox66
Robeson	sandbox67
Rockingham	sandbox68
Rowan	sandbox69
Sampson	sandbox72
Scotland	sandbox73
Stanly	sandbox74
Stokes	sandbox75
Surry	sandbox76
Swain	sandbox77
Toe River	sandbox78
Transylvania	sandbox79
Union	sandbox80
Wake	sandbox81
Warren	sandbox82
Wayne	sandbox83
Wilkes	sandbox84
Wilson	sandbox85
Yadkin	sandbox86
Yancey	sandbox41