nFORM 2.0
Information, Family Outcomes, Reporting, and Management

User Accounts

A user's level of access to nFORM's features and data is determined by the user's account type and account permissions.

Site administrators have the capability to input data, view client-level data, and perform administrative functions. Typically, a program's data manager and other key staff have site administrator accounts.

Case managers have the ability to input data and view client-level data. Case managers and other frontline staff, such as those who conduct enrollment and administer surveys, often have this user account type.

General users have the most restricted access to nFORM functionality; general users can input data and view limited client-level data. For example, they can search to see if a client is in the system.

Site administrators at each grantee organization select the appropriate account type for each user when they create accounts for their staff, and they can change the account type or permissions at any time.

This table summarizes the features and functions that each type of account has access to in nFORM:

	Capabilities			
Account type	**Input data**	**View client-level data**	**Use query tool**	**Administrative functions**
Site administrator	✓	✓	✓	✓
Case manager	✓	✓	✓	None
General user	✓	Limited	✓	None

Points to consider about user accounts:

Because so many nFORM responsibilities fall to the site administrator, to ensure work gets done on time, it is a good idea for every grantee to have at least two site administrators. For example, site administrators are responsible for resetting passwords if their staff get locked out of nFORM after too many failed log-in attempts. If there is only one site administrator and that person is unavailable at a given moment, it can keep staff out of nFORM and unable to finish work in time.

Although any user account type can have access to the query tool, which is nFORM's data visualization tool, only three nFORM user accounts at a grantee organization can have the query tool permission at the same time. Site administrators can add the query tool permission for users who need to access it, and they can change which staff have access to the query tool at any time.

In March 2021, the nFORM 2.0 help desk team will create one initial user account for a site administrator for each grantee, and the initial site administrator will create the other user accounts for their staff—up to 15, which is the maximum number of accounts provided by the Administration for Children and Families (unless you have received an exception). The nFORM user manual and upcoming trainings will walk through the steps that site administrators take to create user accounts.

Contact the nFORM 2.0 help desk with any questions at nform2helpdesk@mathematica-mpr.com. We are happy to help!