V-CRIS Frequently Asked Questions

Updated 8/16/2013

General

Will I be able to view V-CRIS in Chrome, Firefox, or Safari?

Yes! You will be able to access V-CRIS using any common browser. You can use the system on any device (laptop, iPad, smartphone), although mapping functionality varies on tablets, iPads and smartphones. While V-CRIS is not *specifically* designed for mobile devices, you may be able to use them.

How do I obtain training to use V-CRIS?

We are currently scheduling in-person training opportunities throughout the coming months, but additional opportunities will be ongoing. Additionally, we intend to conduct several of these training sessions in a webinar format, accessible anywhere. Webinars will be recorded and published for later viewing as well.

What's the difference between the "mapping service" add-on and the map inside V-CRIS?

Users with AH (architecture) or AH/AE (architecture and archaeology) licenses will be able to view the map inside V-CRIS, similar to the functionality in DSS with no extra purchase. As a new offering, we are introducing additional mapping services. The mapping services can be loaded directly into the user's local GIS software, providing nearly real-time updates to DHR's data as an alternative to purchasing static geospatial data with periodic updates.

Accounts

When can I register for a V-CRIS account?

V-CRIS registration is open now at https://vcris.dhr.virginia.gov/vcris/. We will be processing new account registrations before V-CRIS is live in order to have accounts set up as quickly as possible. If you have renewed your annual DSS license within the past 12 months, you will not be billed again until your DSS subscription period expires. All users must create new accounts in V-CRIS.

What are the new licenses or access tiers?

In the past, DSS had Data Entry and Consultant level licenses. V-CRIS licenses have been further refined to *Data Entry Only*; *Architectural Editor and Viewer*; and *Architectural and Archaeological Editor and Viewer* (Full Access). Fees are based on two factors: what type of access the user requires and the number of simultaneous users. Consider the following examples of organization profiles:

Organization A Licenses Held:

2 Data Entry Only
1 Architectural Editor and Viewer (AH)
1 Architectural and Archaeological Editor and Viewer (AH/AE)

Organization A will have 5 licenses, and as many individual users as they require. Only 4 people, with proper credentials will be able to use V-CRIS at any given time.

Organization B Licenses Held:

2 Architectural and Archaeological Editor and Viewer (AH/AE)

Organization B will have two licenses, and as many individual users as they require. Two users at a time will be able to use V-CRIS.

I already paid for a DSS account subscription that expires later in 2013. Does my subscription transfer?

If you renewed your DSS account prior to February 2013, your DSS subscription period will carry over to V-CRIS, allowing for one *Architectural and Archaeological Editor and Viewer* (Full Access) license in the interim period. Additional licenses or access levels may be purchased. You will not lose any time on your DSS subscription period. If you have specific questions about how the transition period will work or how to set up your V-CRIS account, contact jolene.smith@dhr.virginia.gov.

Multiple people in my organization currently share one DSS username and password. How will this work in V-CRIS?

Sharing usernames and passwords in V-CRIS violates Commonwealth security requirements and DHR's terms of use. Each user must have a unique login . Account charges are *not* based on the number of authorized users in an organization, so having multiple authorized users will not affect your organization's subscription fee. All users within an organization will be able to collaborate on shared records

Who should serve as the Organization Administrator for our firm or agency?

The Organization Administrator is the point of contact for all billing issues. This person is also responsible for ensuring that others in the organization comply with the V-CRIS terms of service. The Organization Administrator is responsible for removing users from the account upon departure from the organization. Some firms or agencies may delegate this responsibility to an administrative staff person, others will delegate to a manager. If your agency is large, you may wish to divide it into several "Organizations" based on region/office, etc. for billing and management convenience.

I am not currently charged for my DSS account. Will my V-CRIS account be complimentary as well?

Please refer to the [V-CRIS Complimentary Account Guidelines](#). If your organization meets one of these conditions, please submit a request with your account registration. Complimentary accounts are reviewed annually or by project period and on a case-by-case basis.

I was invoiced for V-CRIS services beginning in July, but the system was delayed. Am I going to get a full year of service?

Yes. We will adjust license expiration dates accordingly to accommodate the delay and any service purchased.

For other questions, send an email to DSSInfo@dhr.virginia.gov.