

# Online Work Readiness Assessment (OWRA): A Guide for Technical and Program Staff

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## General Description

The Online Work Readiness Assessment (OWRA) is an interactive web-based tool for use by case workers with their clients. OWRA provides users with a specialized, comprehensive, and online resource that promotes a better understanding of diverse client needs, streamlines the intake process and moves participants into work activities effectively and efficiently. Through a robust Reporting module, the tool aids State, county, and Tribal program administrators make better and more effective resource decisions to support clients as they progress towards self-sufficiency.

The OWRA tool is for use by case managers to assess strengths for and barriers to work activities. User accounts are administered through a separate interface but share the same database within the application. A separate administrative interface is provided for setting up the administration aspects of the database.

- OWRA application major components are:
  1. Interview data collection;
  2. Print view of the interview;
  3. Interview versioning and transfer;
  4. Self Sufficiency Plan/Career Pathway Plan;
  5. Reports;
  6. Employment Projections.
- OWRA Administration Interface includes:
  1. Capability to set the encryption key for customers' personally identifiable information (PII) which includes first and last name, social security number, date of birth, and full residential and mailing addresses. This information must be encrypted to maintain PII data security;
  2. Opportunity to create user accounts;
  3. Ability to edit Recommendations.

## Deployment Overview

### Description

Deployment of OWRA consists of a zip file (source code, deployment documentation, owra .war files, and database schema).

### Helpful Resources

Successful deployment of OWRA requires the following skillsets:

- Server/network admin experience;
- Java experience, including Grails (should customization be necessary);
- Database administration experience, specifically PostgreSQL (for backups and general database maintenance).

### Site-Specific Information

This is a sample schedule to be followed. Timelines are to be determined by agency staff:

- Determine how the OWRA application will be deployed and administered, as well as implications for load handling;
- Identify servers to deploy OWRA;
- Establish organization security requirements;
  - HIPAA implications;
  - Personally identifying information;
  - Encryption key settings;
- Deploy application to testing environment;
- Define and secure DNS and domain names;
- Configure application (encryption, recommendations, etc.) per instructions noted in OWRA Configuration Instructions;
- Set up users;
- Create hierarchy;
- Test application;
- Implement a local help desk support system;
- Deploy to production;
- Share URL/account information with users.

Please note that when OWRA is configured and deployed on individual environments, some configuration and parameter settings have to be adjusted according the individual environment.

### Operating Site

The operating site will be dependent upon agency. OWRA may be hosted locally or outsourced to a hosting provider.

### System Requirements

OWRA has been tested and successfully deployed on the Windows and Linux operating systems. OWRA is database and server agnostic. If your agency is interested in installing a configuration that is not listed in Exhibit 1, the OWRA Helpdesk may be unable to assist you.

## Exhibit 1

Web Browser Compatibility	Chrome, Firefox, IE 9 or above
Database Server	PostgreSQL 9.3
Web Server	Glassfish 4.1*
Java	v 1.8

## Download and Deploy OWRA

The following steps describe the process and order for deploying OWRA.

1. Environment Setup;
2. Prepare for the Build;
3. Set up local PostgreSQL database;
4. Build and run OWRA4 application;
5. Deploy OWRA.

### Step 1: Environmental Setup

Download Java 1.7 or Java 1.8 (<http://www.oracle.com/technetwork/java/javase/downloads>). Java 1.7 is required for the build due to the fact that Grails 2.4 series supports a minimum a Java Development Kit (JDK) installed version 1.7 or above.

1. From the same website as the Java JDK, downloaded the Unlimited Strength Java Cryptography Extension (JCE) files (US\_export\_policy.jar, local\_policy.jar). Copy the .jar files that you just downloaded, and use them to replace the corresponding files in the Java JDK folder/directory. Within the Java JDK folder, the files should be located here: jre/lib/security. Replace the .jar files in that folder with the unlimited strength ones that you have just downloaded.
2. Set JAVA\_HOME environment variable to location of JDK.
3. Download GGTS - Current release (<http://spring.io/tools/ggts>)
4. Download PostgreSQL 9.3 (<http://www.enterprisedb.com/>). pgAdminIII is typically installed with Windows PostgreSQL distributions, you may need to acquire it separately when using other operating systems.
5. Download and install Grails 2.4.4 - Grails documentation - <http://grails.org/doc/latest/>
6. Download and install Groovy 2.3.7 (optional). This is only required for performing command line builds of OWRA4. Groovy documentation - <http://groovy.codehaus.org/Documentation>
7. Download and install Subversion (or a suitable GUI client, such as TortoiseSVN)

### Step 2: Prepare for the Build

1. Install GGTS
2. Install Subclipse plugin using Eclipse update site at [http://subclipse.tigris.org/update\\_1.10.x](http://subclipse.tigris.org/update_1.10.x)
3. Unzip downloaded OWRA4 source files (available here, after registration <https://peerta.acf.hhs.gov/owra/owra-tool>) and check in to SVN repository
4. In GGTS, open SVN repository explorer and create link to the location of the SVN repository
5. Right click and check out. If this is a new repository location, right click and Add new repository location
6. Click Next to customize .... Or Use all default settings and Finish
7. Select Grails Projects if asked
8. Enter Project name and set Grails 2.4.4 as the default Grails installation
9. Once it is checkout, GGTS will ask you to convert to Grails project
10. If you get JRE related errors, In GGTS window >> Preferences >> Java -> Installed JREs, ensure to set JDK home instead of JRE (i.e.) C:\Program Files\Java\jdk1.8.0\_25

### Step 3: Set up local PostgreSQL database

1. Install PostgreSQL;
2. Create admin password, all default is fine (i.e.) port 5432
3. Connect to the database using command line or pgAdmin tool
4. Create a user owra4 with password owra4
5. Create OWRA4 database with owner of owra4

### Step 4: Build and run OWRA4 application

1. Right click on the project, and select Grails Tools >> Open Grails command prompt
2. Type "clean" (-grails clean)
3. Right click on the project, and select Run As >> Grails Command (run-app)
4. The project will be compiled and run against internally configured web server (Tomcat) by GGTS
5. Bootstrap code will populate all necessary schema and system data, as well as sample users and organization hierarchy
6. Open browser and type <http://localhost:8080/owra4>

7. A default login credential for Super User is su/su. A sample case manager is, for example, cm1/P@ssw0rd

## Step 5: Deploy OWRA

1. Ensure the application is running properly in your local environment. Generally speaking, if it runs properly locally, it should run without issues in the Glassfish hosting environment. Occasionally issues do crop up, but by ensuring the app works locally, the issues can be quickly isolated as being either data or environment.
2. The application can be configured to build and deploy to different environments such as “development”, “test”, “production” target with modifying environment specific values in files under \conf.
3. To build and compile .war file to deploy, right click on the project, and select “Grails Tools” then “Open Grails command prompt.” Type: “-Dgrails.env=\$ENV war” where \$ENV is the environment you are targeting. Press the Enter key to start the build.
4. OWRA4 has been tested with Glassfish 4. Access the GlassFish administration console. Create a connection pool and JDBC resource. Under “Applications”, click the “Deploy” button. Attach the .war file created above, and click the “Ok” button.
5. The database for remote environment can be created using pgAdmin by Backup and Restore of database created by bootstrap in your local environment. For more information, refer to pgAdmin documentation.

## APPENDIX A: Customization Instructions

### Overview

The Customization Instructions provided here cover multiple aspects of customization of the OWRA application and the associated user management. The customizable aspects include:

- Organizational hierarchy;
- The assessment recommendations;
- Database-level encryption; and
- Accessing Demographic Information from an existing system.

Social Service agencies will have the source code of OWRA and given appropriate IT resources, can modify other aspects of OWRA in addition to those listed above. It is recommended that only the particular aspects of the application for which instructions are provided be modified. This maintains the integrity of the tool by NOT changing the application other than those features provided in the customization instructions.

### Customizing the Organizational Hierarchy

Customizing the organizational hierarchy consists of creating records in the “departments” table as show in the SQL statements below:

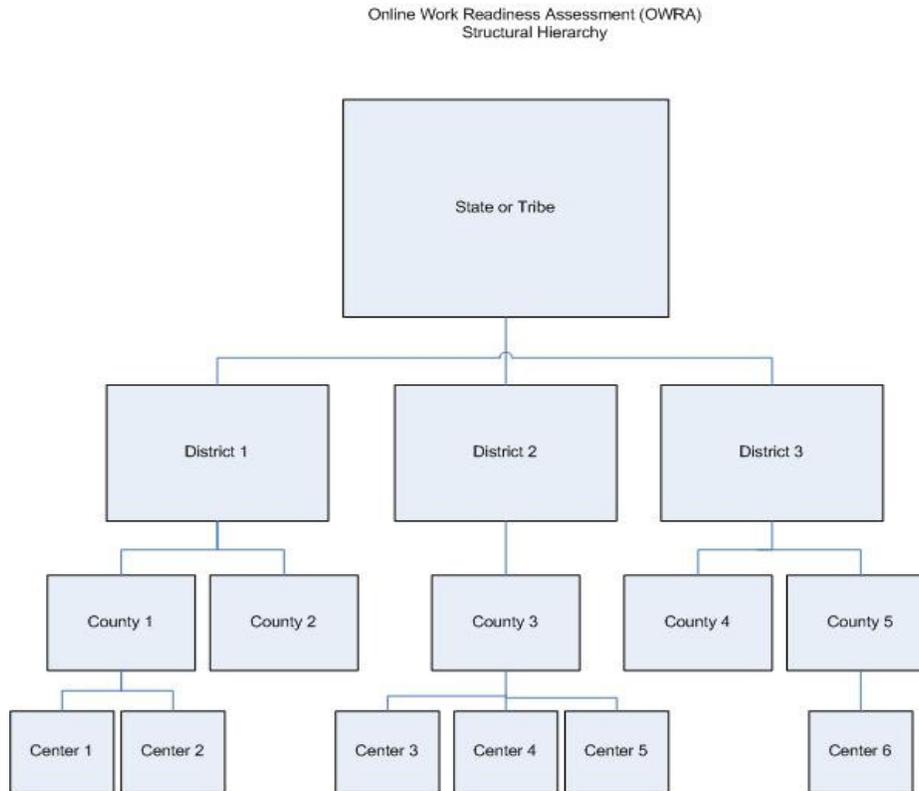
```
Insert into departments (dept_id, name, description, dt_crted, user_crted) values (1, 'State', 'State Department', '2010-01-05 00:00:00', 0);
```

```
insert into departments (dept_id, name, description, dt_crted, user_crted, parentDept) values (2, 'District', 'District Department', '2010-01-05 00:00:00', 0, 1);
```

```
insert into departments (dept_id, name, description, dt_crted, user_crted, parentDept) values (3, ' County', 'County Department', '2010-01-05 00:00:00', 0, 2);
```

These statements would create a “State” department at the top level, a “District” department under the State, and “County” departments under the District. States, Tribes, and counties can customize these levels as needed - and each level can have multiple departments, e.g., there can be multiple county departments within a District department.

**Exhibit 2: Sample State Structure.**



The above hierarchy accommodates various structures found within State, county, Tribal and other social service organizations, and can be modified to fit the needs of other social service agencies. The graphic merely depicts one possible structure. Levels can be omitted as necessary.

This hierarchy is important for security and reporting purposes that are available under the Reporting Module.

OWRA's user accounts are managed through a separate interface to the database. This also ensures security of the OWRA application as passwords are encrypted in the database and are not visible in the account administration application. User accounts are manually created through the separate interface and must be associated with a particular entity. Predefined access roles are provided with the install and include: admin, supervisor, case worker, and a quality assurance role that provides view-only access.

**Customizing Assessment Recommendations**

The text for the Assessment Recommendation report can be customized through the OWRA administrator application. Program staff should create the recommendation text to meet the needs of the population. To assist in this process the table in Appendix A can be used to capture this information. The program staff would complete the "Recommended action, Guidance" column.

**Configuring or Disabling Database-Level Encryption**

A default encryption mechanism is provided for encrypting Personally Identifying Information (PII) contained in the database, which consists of: the customer's first and last name, date of birth, full residential and mailing addresses, and social security number. The system provides a method to define the encryption key or to disable encryption of PII (for installations where the database is secured by other means, so that the overhead of encrypting and decrypting this data is not warranted). Note: for security reasons user passwords are always encrypted.

To configure the encryption, log into the OWRA administration application. The first time the administration application is run, a configuration page will be presented. Simply follow the instruction on this page for defining an encryption or disabling the encryption of PII.

**Important:** These setting cannot be changed after initial setup. Once the system is in use the contents of the PII columns will be encrypted with the supplied key, and if this key is manually changed – or encryption manually disabled - then the information stored will be permanently encrypted and will not be able to be retrieved in an unencrypted form again.

**Note:** Neither the OWRA or OWRA Administration application will change these settings once initially set - so this would only happen by manually manipulating the database or changing the source code.

### Accessing Demographic Information from an Existing System

Agencies can integrate OWRA with existing systems by creating web services for the OWRA application to access. The OWRA application includes an option to 'pull' demographic information from an existing system to avoid duplicative data entry by case managers and provide better data consistency. To provide this capability, a web service must be created that implements the services defined in the provided WSDL (Web Service Description Language) file (CustAppLookUp.wsdl).

**Note:** This web service can be created in any language or technology (it does not need to be written in Java). Then the OWRA application needs to be configured to use the web service as follows:

- Execute the following SQL statement against the OWRA database. This allows the OWRA application to use the Web Service at the URL indicated. Change the URL in the SQL statement to the URL of the Web Service that you have implemented. The sample URL in the insert statement, (<http://localhost:8080/owra-ws/services/CustAppLookUp>) would reference a Web Service located on the same server ("localhost"), at port 8080 and with a context (deployment) path of "/owra-ws/services/CustAppLookUp".

```
INSERT INTO conf_text VALUES (
'custAppLookUpSvc',
'http://localhost:8080/owra-ws/services/CustAppLookUp');
```

## OWRA Worksheet: Recommended Action and Guidance

### Preconfigured Barriers

Demographics	Condition	Indicator Questions	Recommended Action/Guidance
Single parent	If do not check "Multiple-worker household / 2-parent family"	N/A	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
Poor credit	Credit rated "bad" or "I have no credit"	N/A	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
Financial Management Issues	If answer "yes" to financial management issues	N/A	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>

Employment	Condition	Indicator Questions	Recommended Action/Guidance
Currently working and needs assistance	(A1) The customer indicated they are currently working.	N/A	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
Never held a paying job	(A1) The customer indicated that they never held a paying job.	N/A	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
Currently not working	(A1) The customer indicated that they were unemployed, but has held a paying job in the past.	N/A	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
Criminal record and/or on parole or probation	(A4) The customer indicated they have been convicted of a criminal offense other than a minor traffic violation, and may or may not be on parole or probation.	N/A	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
Upcoming court date	(A4) The customer has indicated that they have an upcoming court date that may or may not be related to a criminal offense.	N/A	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>

Education	Condition	Indicator Questions	Recommended Action/Guidance
No high school diploma or GED.	(B1, B2) The customer does not possess a high school or equivalency certificate.	N/A	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
May have learning disabilities	(B4) For the learning situations described in the questions, the customer's score was 12 or more.	N/A	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
May lack English language proficiency	(B5) The customer or individual administering the interview noted that the customer has difficulty reading, writing, speaking, or understanding English.	N/A	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>

Housing	Condition	Indicator Questions	Recommended Action/Guidance
Unstable housing	(C1, C2) The customer indicated they are staying in a shelter, transitional housing, or are homeless	Is there anything about your housing situation that is unstable or presents a challenge for you to work? For example, have you move a lot in recent months?	<i>(Enter recommended action)</i>
	The customer has moved more than 3 times in the past year  Or the customer stated that their housing situation is unstable.		<i>(Enter guidance)</i>

Transportation	Condition	Indicator Questions	Recommended Action/Guidance
Transportation challenge	(D1, D2, D3) The customer indicated that they have a transportation challenge.	Is there anything about your transportation method that presents a challenge for you to work? For example, do you need car, is your car reliable, is public transportation unreliable?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>

General Health	Condition	Indicator Questions	Recommended Action/Guidance
Serious health concern	(E1) The customer indicated that they have a serious health or medical condition	Do you have any serious medical conditions?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
Health challenge to working	(E2, E1) The customer indicated that they have a health related challenge to working, but did not indicate they have a serious health or medical condition in E1	Is there anything about your health that presents a challenge for you to work?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
Vaccination not current	(E1) The customer indicated that their vaccinations may not be current.	Are you current with your vaccinations?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>

Mental Health	Condition	Indicator Questions	Recommended Action/Guidance
Emotional health challenge	(F1) For the emotional health-related symptoms, the customer's total score was 16 or above	Have you ever felt like you have had any mental health issues?	<i>(Enter recommended action)</i>
	<p>Or two of the entries in the table are Most of the Time</p> <p>Or any one entry in the table is All of the time</p> <p>Or any of the last three questions are answered yes (witnessed violent event, hurting themselves, trouble sleeping).</p>		<i>(Enter guidance)</i>
Mental health diagnosis or treatment	(F2) The customer indicated that have been diagnosed for an emotional health related concern, and may or may not be receiving treatment.	Have you ever been diagnosed or treated for a mental health condition such as depression or ADD?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>

Substance Abuse	Condition	Indicator Questions	Recommended Action/Guidance
May have an alcohol or drug addiction	(G1) The customer has responded yes to more than 3 responses  OR responded yes to any of the questions 12, 14, 15a through h, 16a or b  OR responded yes that they have abused prescription of non prescription drugs in the past month  OR a reason for not working (A2) or a job ending (A3) includes failing a drug test.	Have you ever drank alcohol? If yes, how often?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
		Have you smoked marijuana or used other drugs? If yes, how often?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>

Domestic Violence - Safety	Condition	Indicator Questions	Recommended Action/Guidance
Domestic violence-related conflicts	(H1) The customer has recent or past domestic violence related conflicts indicated by a yes response to questions A through X.  OR the customer has previously received domestic violence counseling or other services  OR the customer has requested that they receive domestic violence counseling or other services.	Have you ever been abuse, physically or emotionally, by a partner?	<i>(Enter recommended action)</i>
		Have you ever felt that your partner was trying to control your life, behavior, or finances?	<i>(Enter guidance)</i>
		Have you ever felt that your words or actions have caused your partner ?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
Safety concerns	(H1, H2) The customer indicated that they have concerns for their safety or the safety of their family  but the customer did not indicate any concerns of domestic violence.	Do you have any concerns for your safety or the safety of your family based on your partner's words or actions?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>

Pregnancy	Condition	Indicator Questions	Recommended Action/Guidance
Customer or household member may be pregnant	(I1) The customer indicated they are or may be pregnant	Are you currently pregnant?	<i>(Enter recommended action)</i>
	Or a household member indicates they are pregnant.		<i>(Enter guidance)</i>
		Is your partner or anyone else in your household currently pregnant?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>

Childcare and Parenting	Condition	Indicator Questions	Recommended Action/Guidance
Child disability, health or other need	(J1) A need is indicated for any child in the list of needs.	Do your children or any other members of your family have any issues that might affect your ability to work?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
Providing care giving services	(J2) The customer will be coded RH, indicating they are providing care giving services for an elderly, disabled, or sick family member.	Are you currently providing care giving services to any children and/or elderly or disabled family members?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
Child Support	(J3) if paying child support causes financial hardship	N/A	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
No childcare provided for child	(J4) A child in the household who needs childcare has no childcare provider.	Do you have children that are of the age to require child care? If so, do your child care arrangements provide you the ability to work effectively?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>

Relationship	Condition	Indicator Questions	Recommended Action/Guidance
Separated or Divorced	(K1) if "separated" or "divorced"	What is the status of your relationship?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
In an unhealthy relationship	(K1) if "Not Good/On the Rocks"	If you are in a relationship or married, how would you rate your relationship?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>

Relationship	Condition	Indicator Questions	Recommended Action/Guidance
Separated or Divorced	(K1) if "separated" or "divorced"	What is the status of your relationship?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>
In an unhealthy relationship	(K1) if "Not Good/On the Rocks"	If you are in a relationship or married, how would you rate your relationship?	<i>(Enter recommended action)</i>
			<i>(Enter guidance)</i>

## APPENDIX B: Frequently Asked Questions

1. ***As some information collected in OWRA can be considered Personally Identifiable Information (PII) or Information in Identifiable Form (IIF), how is this information protected from unauthorized access?***

Each OWRA user/agency staff will be required to login to OWRA with a user ID and password, which provides access only to information entered by that user. Administrator accounts, which provide access to interview information across case managers, will be provided only to staff members that are authorized to review this type of data.

However, procedures to screen users, including administrators, and protect against unauthorized use or distribution of information, outside the system, must be defined and implemented by individual agencies.

Please note that persons responsible for support of the information technology, including system administrators, programmers, and systems analysts are not provided access to unencrypted sensitive information. Information technology staff with direct access to the system are screened and audited to ensure compliance with information protection policies.

2. ***How is the information collected by agency staff protected from unauthorized access?***

Each OWRA user/agency staff will be required to login to OWRA with a user ID and password, which provides access only to information entered by that user. Administrator accounts, which provide access to interview information across case managers, should be provided only to staff members that are authorized to review this type of data. However, procedures to screen users, including administrators, and protect against unauthorized use or distribution of information, outside the system, must be defined and implemented by individual agencies. Please note that persons responsible for support of the information technology, including system administrators, programmers, and systems analysts are not provided access to unencrypted sensitive information. Information technology staff with direct access to the system are screened and audited to ensure compliance with information protection policies.

3. ***Are the data transmitted via the Internet? Are the data encrypted?***

The OWRA application uses secure HTTP (HTTPS) to encrypt all data between a user's Web browser and the OWRA server. This technology is the same as used by banks, government agencies, and others to protect data being transmitted via the Internet. Other than using a compatible browser, there are no additional requirements for this use. The OWRA application does not include a mechanism to submit or retrieve data, except via this secure service. For example standard non-secure HTTP is not permitted.

4. ***Are the data protected on the OWRA servers?***

All data which contains personally identifiable information (social security numbers, names, phone numbers, and addresses) or that allows linking sensitive information to an individual is encrypted when stored on the OWRA servers, such that this information cannot be viewed or changed except via the OWRA application and by an authorized user. After a user account is revoked, that user will not be able to login or access the system.

5. ***What if I do not want to use PostgreSQL database and a Glassfish server? Can I use OWRA with Oracle or Tomcat, for example?***

OWRA has been tested and successfully deployed on the Windows and Linux operating systems. OWRA is database and server agnostic – if your agency is interested in installing using a configuration not listed, you may still proceed with installing OWRA; however, only limited deployment assistance will be available via the OWRA help desk.

6. ***I have more questions about the information technology security used by the OWRA tool. Who can I contact?***

Please contact the OWRA Help Desk at 866-989-6972 or e-mail [OWRA@icfi.com](mailto:OWRA@icfi.com) with any security-related questions.

**7. *Is the OWRA system compliant with the Health Insurance Portability and Accountability Act (HIPAA)?***

Many of the elements of HIPAA relate to the use and dissemination of health information regarding individuals. The information technology provider is responsible for ensuring the secure collection, transmission, and storage of information entered into the system. Procedures for use of this information outside of the OWRA system remain with the human services agencies, including taking steps to protect participant privacy. The OWRA system, itself, is used as a tool to collect, store, manipulate, and report on this information only to users with authorized user accounts. All decisions regarding who receives an account, how the information is entered, how the information is disseminated, and what happens to the information once it is retrieved (printed or saved to another medium) is at the purview of the relevant human services agency. Information entered into OWRA or retrieved from OWRA shall be treated with the same standards for privacy protection as any other medium, including hand-written or typed information.

OWRA does not transmit or disseminate information to third parties. Information is protected between the user's Web browser, on the OWRA servers, and back to the user's Web browser using the aforementioned procedures.

**8. *Do we need to input the recommendations, or does that come automatically with the tool?***

Each organization that uses OWRA must input the Recommendations that are appropriate for them. See Appendix A for guidance.

**9. *What browsers does the Online Work Readiness Assessment tool support?***

OWRA should be used on Chrome, Firefox, or Internet Explorer 9 or above.

**10. *How many users can I have at one time?***

The number of users that can simultaneously use OWRA at an organization is dependent on the amount of data that can be transferred by the organization's server at any given time.

**11. *Can I import previously collected data into OWRA?***

With the appropriate technical expertise, OWRA is built to be able to link to legacy systems.

**12. *How are user accounts and passwords managed?***

User accounts and passwords are managed at the organizational level, by an onsite administrator.