

Instructions for Seeking Technical Assistance for the Administration for Community Living/Administration on Aging National Falls Prevention Database and Data Collection Efforts

In order to streamline and improve technical assistance support for users of the National Falls Prevention Database (“Database”), we have created a new process to submit questions about data collection and database issues. By submitting your database and data collection questions through the process described below, you help NCOA staff triage your questions most efficiently. It also helps us to capture important metrics on technical assistance usage and requirements.

There are two ways you can submit a question or request:

- I. Grantee staff members/affiliates that *do not* have a Database user login/password should submit a request via email to falls_data@ncoa.org. An NCOA staff person will triage your request and follow-up with you directly.
- II. Grantees and their staff members/affiliates that *have* a Database user login/password should submit their questions via the instructions detailed below. This will create a technical assistance request ticket in the Falls Database. An NCOA staff person will triage your request and follow-up with you directly.

Instructions for individuals that have a Database user login/password:

1. Log in to your [National Falls Prevention Database portal account](#).
2. On the **Falls Database** home page, click the **Requests** button found in the Assistance section.

The screenshot shows the 'Falls Database' home page. On the left, there is a navigation menu with 'Falls Database Menu' containing links for Workshops, Host Organizations, Implementation Sites, Leaders, and Reports. Below this is a search bar and a 'Recent Items' list. The main content area has four panels: 'Data Entry' (with a database icon and a 'Workshops' button), 'Program Management' (with a flowchart icon and buttons for 'Host Organizations', 'Implementation Sites', and 'Leaders'), 'Reporting' (with a document icon and a 'Reports' button), and 'Assistance' (with a question mark icon and buttons for 'Requests', 'Resources (at ncoa.org)', and 'Training Video'). The 'Requests' button in the Assistance section is highlighted in yellow.

3. Click the **Create New Request** button.

The screenshot shows the 'Requests Home' page. At the top, it says 'Select the requests you want to view from the dropdown.' Below this is a 'View:' dropdown menu set to 'My Open Cases' and a 'Go!' button. Underneath is a table titled 'Recent Requests' with a 'Create New Request' button highlighted in yellow above it. The table has columns for 'Request Number', 'Subject', 'Date/Time Opened', and 'Priority'. There is also a 'Recently Viewed' dropdown menu on the right side of the table.

Request Number	Subject	Date/Time Opened	Priority
00002186	Test feature request	2/11/2020 5:18 PM	High

4. On the Request edit form, enter the details of your case.

The screenshot shows a web form titled "Request Edit" with a sub-header "New Request". The form is divided into two main sections: "Request Information" and "Description Information".

Request Information:

- Status:** A dropdown menu with "New" selected. A red vertical bar is next to it, indicating it is required information.
- Type:** A dropdown menu with "--None--" selected.
- Contact Name:** A text input field containing "James Kirk".
- Priority:** A dropdown menu with "Medium" selected.
- Subject:** An empty text input field.
- Request Record Type:** A text input field containing "Customer Portal - Falls".
- Request Owner:** A text input field containing "James Kirk".

Description Information:

- Description:** A large, empty text area for entering details.

At the top right of the "Request Information" section, there is a legend: "I = Required Information". At the bottom of the form, there are "Submit" and "Cancel" buttons.

- **Status:** Defaults to “New”. This is not editable.
 - **Type** Options are:
 - Duplicate merge/delete request
 - Edit organization details
 - Add/remove user
 - Database enhancement/modification
 - Data import processing
 - Export data
 - Issue adding hosts/sites
 - Issue adding workshops/participants
 - Issue running report
 - Request for custom report
 - Set up new grantee
 - Set up new falls prevention program
 - Other
 - **Contact Name:** Defaults to the name of the person logged in to the database.
 - **Priority:** Defaults to “Medium” but you can change to “High” or “Low”.
 - **Subject:** Enter a brief title for your request.
 - **Description:** Enter complete information about your request. Note any deadlines or other considerations.
5. When you’re done, click the **Submit** button, and the system will generate a **request number**, and put your case in the queue for resolution. Your case

will be triaged, and we will contact you if we require additional information.

- You will receive an email notification with your case tracking information details. You may reply to this email with questions related to your case.

Requests Home

Select the requests you want to view from the dropdown.

View:

Recent Requests

Request Number	Subject	Date/Time Opened	Priority
00002188	Duplicate participants	2/24/2020 10:48 AM	Medium
00002186	Test feature request	2/11/2020 5:18 PM	High

- Use your **request number** when referencing your request.
- You can check the status of your case at any time under **Requests**, viewing the My Open Cases view. This will include your request number, status, subject, date/time opened, and any added comments.

Request 00002188 [Printable View](#)

Request Detail

Status	New	Request Record Type	Customer Portal - Falls
Type	Duplicate merge/ delete request	Date/Time Opened	2/24/2020 10:48 AM
Contact Name		Request Number	00002188
Priority	Medium	Request Owner	[Change]
Subject	Duplicate participants	Date/Time Closed	

Description There are two entries for participant ABCD12 in workshop Lake_HSIM_1/1/2020. Delete the one with no attendance data.

Request Comments

No records to display

Solutions or in

No Solutions Attached

Request History

Date	User	Connection	Action
2/24/2020 10:48 AM			Created.

Always show me records per related list