Instructions for Seeking Technical Assistance for the Administration for Community Living/Administration on Aging National Falls Prevention Database and Data Collection Efforts
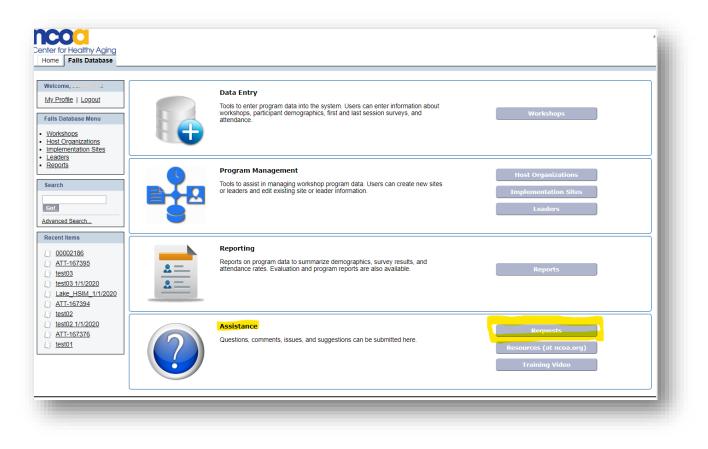
In order to streamline and improve technical assistance support for users of the National Falls Prevention Database ("Database"), we have created a new process to submit questions about data collection and database issues. By submitting your database and data collection questions through the process 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.

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

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

- o **Status**: Defaults to "New". This is not editable.
- o **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
- o **Contact Name**: Defaults to the name of the person logged in to the database.
- o **Priority**: Defaults to "Medium" but you can change to "High" or "Low".
- o **Subject**: Enter a brief title for your request.
- o **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.

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

- 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.