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

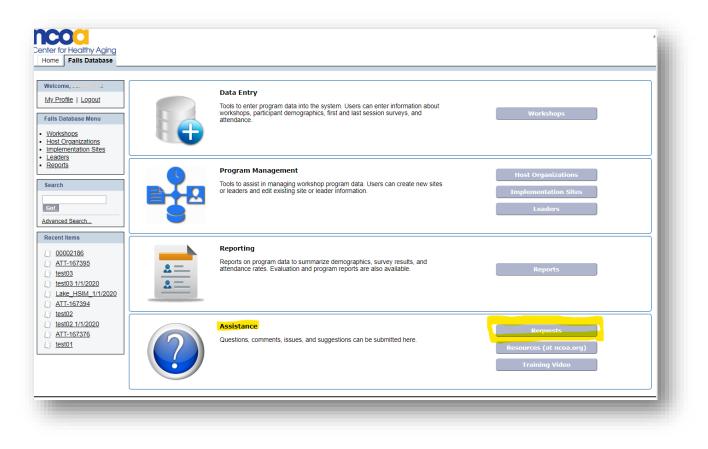
In order to streamline and improve technical assistance support for users of the National Falls Prevention Database ("Database"), we have created a new process to submit questions about data collection and database issues. By submitting your database and data collection questions through the process 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:

- Grantee staff members/affiliates that *do not* have a Database user login/password should submit a request via email to <u>falls_data@ncoa.org</u>. 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 <u>National Falls Prevention Database portal account</u>.
- 2. On the **Falls Database** home page, click the **Requests** button found in the Assistance section.



3. Click the Create New Request button.

Requests Home			
elect the requests you want to view fro			
ecent Requests	Create New Request		Recently Viewed •
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.

quest Edit	Submit Cancel			
Request Information				= Required Information
Status Type Contact Name Priority Subject	None ▼ James Kirk Medium ▼	Request Record Type Request Owner	Customer Portal - Falls James Kirk	
Description Information				
Description				

- **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.

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.

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ect the requests you want to viev	v from the dropdown.		
V: My Open Cases 🔻	Go!		
ent Requests	Create New Request		Recent
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 Vie
equest Detail	Edit Close Request			
Status	New	Request Record Type	Customer Portal - Falls	
Туре	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		
equest Comments No records to display	Add Comment			
olutions	View Suggested Solutions Of	in All Solutions V Fin	d Solution	
No Solutions Attached				
equest History			Action	
equest History Date	User	Connection	Action	
	User	Connection	Created.	