

HEALTH GROWTH ENVIRONMENT

Information Management Systems (IMS)

Address Lookup Tool (ALT)

USER'S GUIDE

Document Revision History

V1.0

Version	Date	Description of Revision
0.1	11/22/2010	Baseline Version
1.0	11/23/2010	Initial Version
1.01	11/29/2010	Updated helpdesk support information

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1 Overview

The Address Lookup Tool (ALT) allows Study Center (SC) Users and healthcare providers the ability to determine whether a women's primary residential address (either individually or in batch) is in a National Children's Study (NCS) segment. This document contains steps on how to use the Address Lookup Tool NCS web application hosted by National Institute of Health (NIH).

2 Gaining Access to the ALT

To access the ALT users need to complete a two-step process: authentication and registration.

2.1 Authentication Process

This process ensures that the credentials provided by the user are valid.

There are 3 account types healthcare providers may use to complete the authentication process:

 NIH /NIHEXT Staff –Use NIH or NIH External (NIHEXT)* Domain accounts to log into NCS applications

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- **OpenID** –Use a newly created or existing OpenID account to login Google, PayPal or VeriSign.
- **Research Organizations** Use an account from any organization that is federated with NIH to log into the NCS application

*Note: The NIH External (NIHEXT) Domain is where users can get accounts without having NIH badges.

2.2 NCS Login

To begin the authentication process, a user must:

1. Go to https://ddc.nationalchildrensstudy.gov/alt

2. Select a Sign- In account type from the "Welcome to the NCS Login", as illustrated in Figure 2-1, and is directed to an account login page.



Figure 2-1

The following figures, 2-2 through 2-5, represent the account login pages for NIH, NIHEXT Staff and Research Organizations and OpenID users: Google, VeriSign and PayPal.

	NIH Login (Dev)	
his is a U.S. Government computer system, which may be accessed and used only for authorized Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, via, and/or administrative action.	Password Change Password OR	For assistance, read the instructions for using smart cards and certificates with NIH Login (PDF, 21 pages, 728 KB).
o comply with confidentiality and privacy requirements. Access or use of this computer system by any person, whether authorized or unauthorized, constitutes consent to these terms. There is no right of privacy in this system.	is is a U.S. Government computer system, which may be accessed and used on	y for authorized Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal,
	If you need assistance - Pleas	e call the NIM IT Service Desk 301-496-4357 (6-MELP); 866-319-4357 (toll-free) or <u>Submit a Melp Desk Ticket</u>
The second se		ECIT 🍥 🐊

Figure 2-2 NIH Login Page



Figure 2-3 Google Login Page

Sign In Inter your username and passwo You may also sign in using an []	ord, then click the Sign In button below.	Links Sign in
	Sign in	Searn More About PIP
Username		Sign Up for an Account
Password	Forgot my sign in Information	Get SeatBelt for Firefox
	VeriSign Identity Protection	
	Sign In	
About Pil	P About VeriSign Contact Us Terms of Service Privacy © 2007 - 2009 Ve	enSign, Inc. All rights reserved.
nternet infrastructure to communicate and suthentication, identity protection, public is	wide of internet inflashucture services for the digital work. Billions of times each day, comp conduct commerce with confidence. Veriligin offerings include SSL, SSL Centificates, Exer y inflashucture (PR), and Commit Name Services.	nded Validation, two-factor

Figure 2-4 VeriSign Sign In Page

Logging in with PayPal	Secure 🗂
Logging in with PayPal is simple - you can log in to select sites witho	out creating new accounts.
Like any good friend - PayPal can keep a secret: - We will not share your financial information or password with PayPal Identity Services	Log in with PayPal
Fayral identity services	Email:
Sign up for PayPal	Password:
	By clicking the button below, you agree to let PayPal share your name and email address with PayPal Identity Services.
	Forgot your email or password?

Figure 2-5 PayPal Login Page

To illustrate an OpenID login, Google will be the selected Sign In account of choice.

1. Select "Google"



Figure 2-6

The Sign In page for Google will appear with a message from NIH requesting information from the user's account.

2. For first time NCS Users, login using the user's existing Google (Open ID) account. If an existing Open ID account has not been established, the user can create an account and then login.

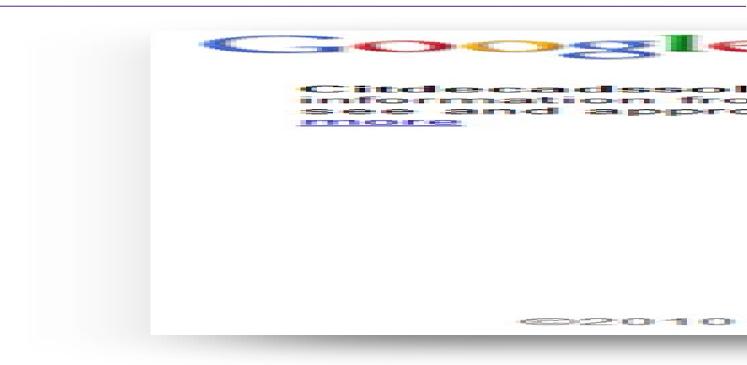


Figure 2-7

Once the users has logged in with an existing or new account, a message is returned.

Google accounts	Sign in as a different user
Citdecadssolog.nih.gov is asking for some adesktop1@gmail.com	information from your Google Account
Email address: adesktop1@gmail.com Allow No thanks	
Remember this approval	

Figure 2-8

3. Select "Allow" for information to be sent to NIH for registration.

Note: User must allow 1 hour after first login before they can register with their OpenID account.

After user waits for 1 hour and logs in again with their OpenID, a "**Not Authorized**" page will appear and request the user to proceed to the Address Lookup Tool Registration Page.

STUDY HEALTH GROWTH ENVIRONMENT
Logout
Not Authorized
Not Authorized
You are not authorized to use the Address Lookup Tool. To request access, please go to the Address Lookup Tool Registration Page, [Click]
Accessibility Policy
This website is optimized for Internet Explorer 8 and Firefox 3.6.12

Figure 2-9

4. Select "Click" to begin the Address Lookup Registration Process.

Note: In order to refresh the browser to re-enter the ALT URL, the user must <u>Logout</u> from the "**Not Authorized**" page, or close the browser and reopen.

2.3 Registration Process

The Federated Registration System (FRS) enables a first time user to request access or an existing user to request additional access to an NIH hosted NCS web application. Upon final authentication of user, a request for registration information is generated and information is then submitted. The request for user access is then sent to the associated Study Center and a confirmation message that the request was sent to the SC is generated. Verifications of user request are sent to the NICHID Network Team. Access is then granted and confirmed.

The ALT Registration Page requests the following information:

- Name (First*, Last*)
- Phone Number (International Code, Phone Number*, Phone Extension)
- Study Center*
- Organization Name*
- Organization Location
- Email*
- Comments

*Required Fields

Figure 2-10

- **1.** Enter all required data field to complete registration form
- 2. Select "Submit".

A successfully registered user will receive this result upon completing the registration page.

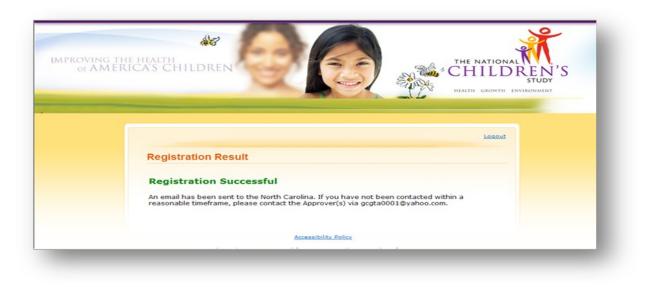


Figure 2-11

3 System Access

After successfully completing the authentication and registration process, the user will be able to access the ALT.

There are two types of users that will access the ALT system.

- **Provider ALT User** a group of medical care providers and their staff who are able to lookup addresses
- Study Center (SC) ALT User users at the SC who are able to lookup address

Figure 3-12

4 Performing an Address Lookup

The system provides the Provider ALT User, SC ALT User with options to perform Single or Batch entry lookup.

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4.1 Single Address Lookup

The system requests the following information:

- **PSU*** Primary Sampling Unit
- **Street Number** If a Street Number is **not** entered, the ALT will only match the input to addresses in the database that do not have Street Numbers. If a Street Number is entered, the ALT will include it as search criteria as an exact match.
- **PreDir** Pre Direction (ex. **E** Center Lane)
- Street Name*
- Street Type
- PostDir Post Direction (ex. E Center Lane, NE)
- Apartment/Unit If an Apartment/Unit is entered, the ALT will not include it as search criteria.
- City^{*}
- State^{*} ⁺
- Zip Code* *

If the non-required fields are populated, the ALT may include input as search criteria and as an exact match.

* Required Field

⁺ Complete City/State OR Zip. If the City, State, AND Zip Code fields are all entered, the system will use the Zip Code field as search criteria and ignore the City and State fields.

Welcome to the Na street address, cit living. This tool will eligible to participa	y, state and zip co match her addres	de. The addre	ess should be	the location	on where s	he is currently
*Required Field		1				
PSU*	1000	1				
Street Number						
Street	Pre Dir Name*	т 	ype Post D)ir		
Apt/Unit						
City*		0	r Zip*			
State*						
		Sea	rch			
		ocu	ien j			

Figure 4-13

Fields noted with an asterisk (*), are required for proper address lookup. Submitting an address missing one or more of these fields will result in a system generated message.

street address, city, s	state and zip code. Th atch her address to th	e address should be	. Please type in your patient's the location where she is current determine if she is potentially
*Required Field			
PSU*			Please select a PSU
Street Number			
Street E	e Dir Name* Center	Type Post (Dir
Apt/Unit			
City* C	alypso	or zip* 2832	25
State* N	C 🔹		
		Search	
	Acc	essibility Policy	

Figure 4-14

- 1. Enter all required data field to complete registration form
- 2. Select "Search".

Once all required fields have been satisfied, the ALT system will identify if an address is contained within a NCS geographical area or segment and return a message indicating a match or not. It will also indicate the PSU selected in the lookup criteria.

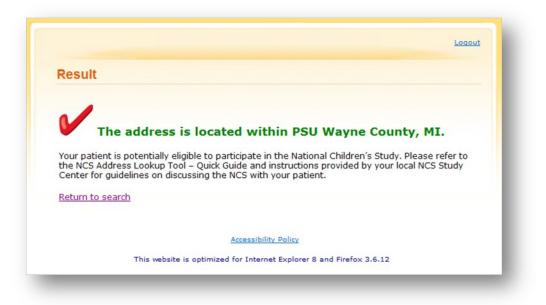


Figure 4-15 Match

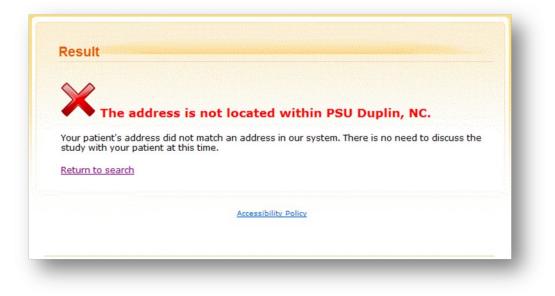


Figure 4-16 No Match

4.2 Batch Address Lookup

Batch Lookup allows the user to lookup several addresses within a single file. The file format must be a comma separated value (csv) file. The ALT system requires the following information:

- PSU* Primary Sampling Unit
- File for Upload*
- * Required Field

The file headers should include the following information:

- Address ID Strongly encourage to include
- Street Number
- **PreDir** Pre Direction (ex. **E** Center Lane)
- Street Name
- Street Type
- PostDir- Post Direction (ex. E Center Lane, NE)
- Apartment/Unit
- City
- State
- Zip Code

-	Home	In	isert Page La	yout	Formulas	Data Revi	ew View					🕐 🗕 🗖	X
Pas		Calibri B <i>I</i>	• 11 • <u>U</u> • A ▲ ③ • <u>A</u> •	= = ■ = 律律		General * \$ * % * \$ * % *	Condition		3 * (nsert * Σ Delete * J format * 2	Sort &		
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10000	G14		- ()	fx									¥
7	A	and the	В	С		D	E	F	G	Н	1	J	E
		10000000	Notice Constant					۵	nartmer	t.			1
1	Address	ID	Street Numbe	PreDi	r Street Na	ime	Street Type	PostDir	/Unit	City	State	Zip Code	a second
2	4729		5	35	SANDRID	GE	RD			PINK HILL	NC	28572	
3	25980	5	NO#		HAROLD	GRADY	LN		TRLR	ALBERTSO	NC	28508	
4	26645	5	25	34	NC 11		HWY	N		PINK HILL	NC	28572	
5	24137	8	NO#		MILL CREE	EK	LN			PINK HILL	NC	28572	-
	H Co	ny of	full addresses f	or 2000	27			14	-	IDI			

Figure 4-17

The ALT will perform a Fuzzy match on the street number and/or city entered for each address in the uploaded file. If a street number is not entered for each address entered in the file and uploaded, the ALT shall match the input to addresses in the databases that do not have a street number.

elcome to the Natio e file containing you	ir patients' address	ses. The address	es in the file s	hould be the lo	cation
here your patients a atabase to determin	ie if they are eligibl	e to participate in	the NCS.	its addresses	to the NCS
*Required Field					
PSU*	•				
File for Upload*		Browse			
		[Trougge control of the second s			
		Search			
		Accessibility Policy			

Figure 4-18

If the uploaded file contains at least one address record containing all of the required information (Street Name, City, State, Zip Code), then the system results will return as an output file.

For each address record that is listed in the uploaded file, the system populates the output file with the following information:

- Address ID (if exists in File for Upload)
- Indication of address match or no match

The system will prompt the Provider ALT User, SC ALT User to indicate what to do with the output file (e.g., save, open).

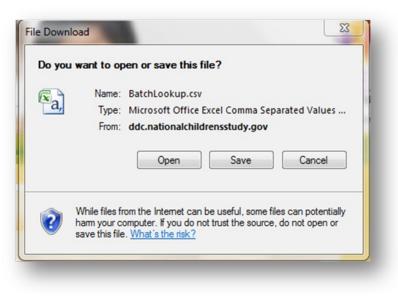


Figure 4-19

The Batch Lookup output file will be a comma separated value (csv) file.

Past	te	- <u>A</u> -	`	=		%	A		Σ - 2	7-
		ont	States I among	Aligni	\$9/	Number	Styles	Cells	↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓	
	A14	- (*	f _x	115	5187					≯
	A	В	С		D	E	F	:	G	
1 4	Address ID	Result								
2	4729	Match								
3	259805	Match								
1	26645	Match								
5	241378	Match								
5	23575	Match								
7	196486	Match								
В	23310	Match								

Figure 4-20 Batch Lookup Results

5 Support

Should the user have questions and/or concerns, contact the helpdesk <u>support@nationalchildrensstudy.gov</u> or call 1-866-817-7033.

A tracking ticket number and response will be received from the Field Support HelpDesk within 1 business day. This response will come from an NORC email address (NCSHelpdesk@norc.org) – not the .gov address above (which is for submission purposes only). NORC will either provide the help you need or will triage your questions to the appropriate NICHD staff or contractor for response. Follow-up emails will be received directly from a contractor or NICHD. The ticket number will be used to track all requests and make sure they are addressed.

Please include the following information in your emails to the Field Support HelpDesk. Do not include any information that identifies respondents or potential respondents in an email.

- Name of Submitter and Study Center PI
- Study Center/Study Location
- Phone number and email to be contacted
- Description of the problem

NOTE: Any issues concerning Study Center contracts, budgets, invoicing, formative research (LOIs), IRB and OMB submissions should continue to be submitted to the PO-managed mailbox (ncs@mail.nih.gov).

Appendix A: Known Issues

Site Minder Known Issues	Recommended Action
Message:	
Redirected to NIH Login Page by SiteMinder	Close the browser and try again
The system cannot process your request at this time. Please try again.	Close the browser and try again
This page is used to hold your data while you are being	You will be forwarded to continue the
authorized for your request.	authorization process. If this does not
	happen automatically, please select the
	" Continue" button, close the browser and
	try again.
Browser:	
	Set it to allow jscript.
To use Firefox browser	1. Go to [Tools]-[Options] from the top menu.
	2. Click [Content] tab and make sure "Enable JavaScript" is checked.
Logging out doesn't always kill the session.	Close browser to logout is not always
	recommended. If a user wants to logout,
	select the <u>Logout</u> link.
Firefox browser sometimes will not display the error message	Hover over the pop-up.
when a user selects a file for upload that may have too many	
or few columns.	