TTA360

User Guide for Requesters

Contents

Introduction

About This Guide

The purpose of this guide is to provide step-by-step instructions for users requesting training and technical assistance (TTA) through TTA360.

About TTA360

TTA360 is a centralized system to track, monitor, manage, and report on TTA requests and services. TTA360 is used by all of OJJDP's TTA providers and provides a single point of entry for requesters to access the full range of OJJDP's services.

If you do not know whom to select for your training or technical assistance, TTA360 can help. Your request will be reviewed and assigned to an appropriate provider based on the information you submit with your request.

Who Should Use This Guide?

This guide is intended for individuals submitting requests for services who need help navigating TTA360 to initiate requests and monitor the progress of requests submitted.

Getting Started

First-time users can either immediately submit a TTA request or create an account and log in to the system. Submitting a TTA request automatically creates an account. Refer to the *Submit a TTA Request* section of this guide to submit a TTA request.

Create an Account

Follow the steps in the table below to create an account.

Refer to the *Update My Account* section of this guide to update an account.

Table 1. Table displays how to create an account in TTA360.

1	Go to https://tta360.ojjdp.ojp.gov. The log-in page appears.
2	Click **CREATE AN ACCOUNT**. The User Registration page appears.

Step	Action

3	Complete the following sections on the User Registration profile page:
	• Personal Information
	    Enter your name, address, and contact information.
	• Log-in Information
	    Select your username and password. Your password can be changed at any time; your username cannot.
	• Organization Information
	    Enter information about your organization.

4	Select **Requester**.
	
	I am a/an:
	  ⦿ Requester
	  ◯ TTA Provider
	  ◯ OJJDP Program Manager
	  ◯ OJJDP Administrator
	  ◯ System Administrator

5	Verify the information you entered.
6	Click **Register** located at the bottom of the page. *Note: Confirmation of your registration is sent to the email address entered during registration.*

Log In

After your profile is created, log in to your account at any time using the username and password you entered during profile creation.

Follow the steps in the table below to **log in to TTA360**.

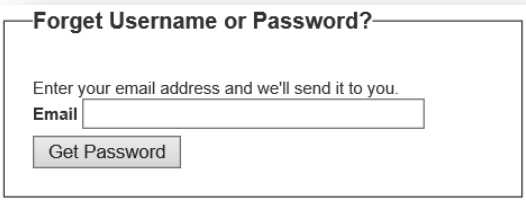| Step	Action
1	Go to https://tta360.ojjdp.ojp.gov. The log-in page appears.
2	Type your username and password in the fields provided, then click **Log In**.
	Refer to the *Recover Password* section of this guide for instructions on how to retrieve forgotten passwords.

Recover Password

Your password can be sent to you if you forget it.

Follow the steps in the table below to **recover your password**.

Table 3. Table displays steps to recover your password.

1	Go to https://tta360.ojjdp.ojp.gov.

2	Locate the **Forget Username or Password** box on the log-in page.
3	Type the email address associated with your account, then click **Get Password**. You will receive an email with your username and password.
	Note: *You can reset your password at any time by using the **My Account** module in the dashboard's **User Management** section.*

User Management

Use this section of the dashboard to update your account profile.

Update My Account

User information is updated using the *My Account* module from the User Management section of the My TTA360 homepage.

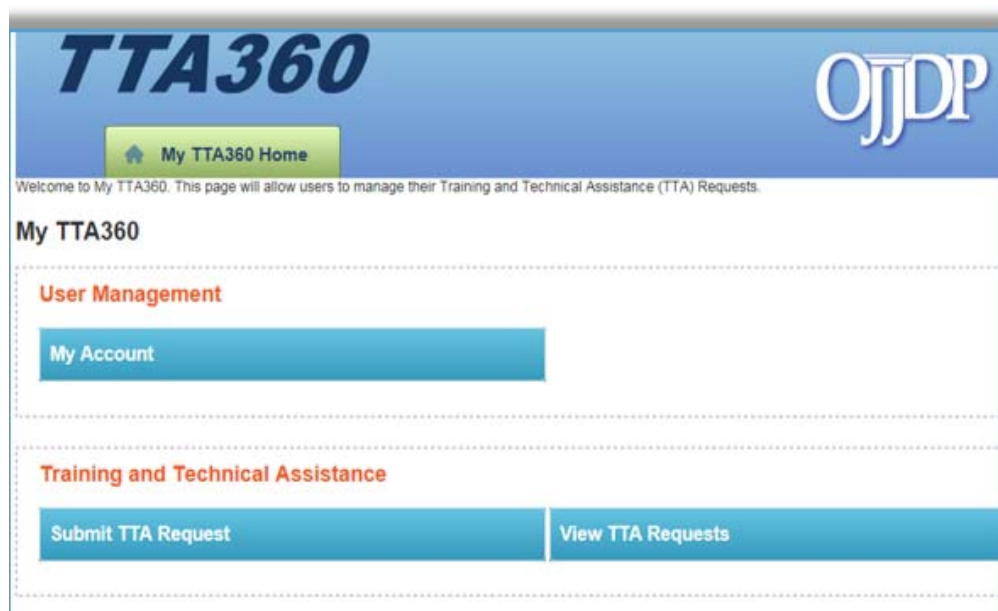Follow the steps in the table below to update your account.

Table 4. Table displays how to update your account.

Step	
1	From the My TTA360 homepage, click the **My Account** module to display your account information.

2	Review the information and make changes, if needed.	
3	Click **Update**. 	
	Note: *Updates are applied immediately after submission.*	

My TTA360 Homepage

The My TTA360 homepage (dashboard) appears after logging in to TTA360. This is the starting point to submit or view requests.

The homepage is divided into three sections.

Each section contains modules.

The table below outlines the function of each module on the homepage.

Table 5. Table displays layout of the homepage.

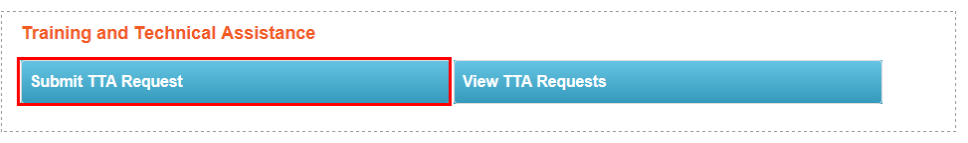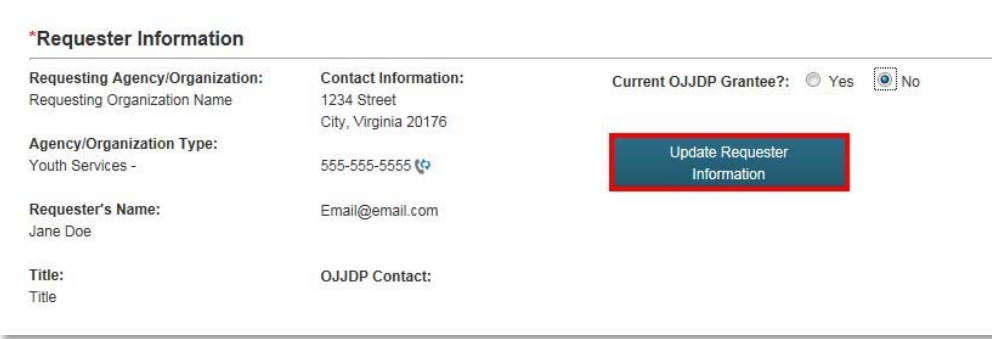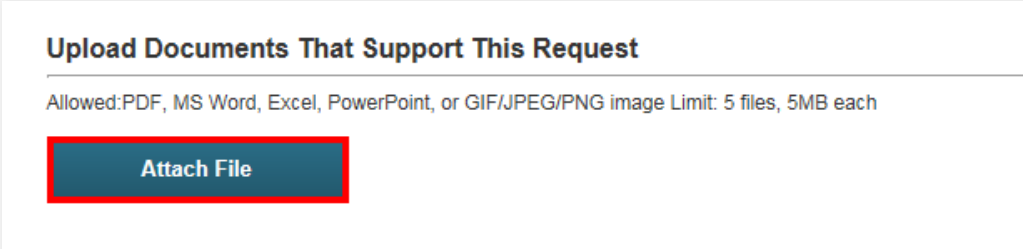| Homepage Sections		
User Management	My Account	Create, update user profile.

Training and Technical Assistance	Submit TTA Request View TTA Requests	Create and review submitted requests.

Submit a TTA Request

Use the **Submit TTA Request** module on the dashboard to submit TTA requests to OJJDP.

Follow the steps in the table below to submit a request.

Table 6. Table displays steps on how to submit a TTA request.

1	Click on the **Submit TTA Request** module.
	Training and Technical Assistance Submit TTA Request View TTA Requests
2	Click **Update Requester Information** only if your contact or organization needs to be updated. This will also update your information in *My Account*.
	*Requester Information Requesting Agency/Organization: Contact Information: Current OJJDP Grantee?: ○ Yes ◉ No Requesting Organization Name 1234 Street City, Virginia 20176 Agency/Organization Type: Update Requester Information Youth Services - 555-555-5555 Requester's Name: Email@email.com Jane Doe Title: OJJDP Contact: Title
3	Complete all required fields. Required fields are labeled with an asterisk (*), and sub-categories must be selected for every category chosen (sub categories must be selected for Type of TTA and Request Topics when submitting a request). *Note:* If attaching a file, complete steps 4 and 5. If not attaching a file, skip to step 6**.**
	Upload Documents That Support This Request Allowed:PDF, MS Word, Excel, PowerPoint, or GIF/JPEG/PNG image Limit: 5 files, 5MB each **Attach File**

5	Click **Browse** and select a file from your computer that supports your request (optional). **Note:** Document size cannot exceed 5MB.
6	Click **Save As Draft** or **Submit** to complete your request. Draft requests can be submitted at a later time. [Cancel] [Save As Draft] [Submit]
	Note: *Refer to the* View a TTA Request *section of this guide to view requests saved as a draft.*

View a TTA Request

Use the **View TTA Requests** module on the dashboard to view all of the requests you have in the system.

Training and Technical Assistance

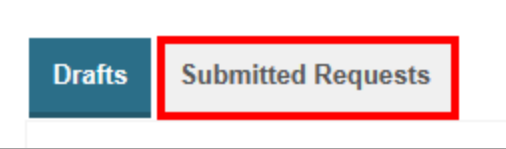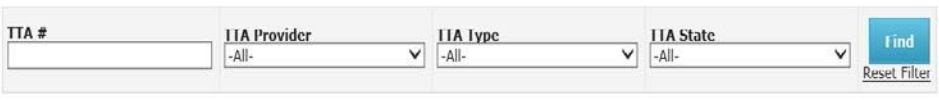| Submit TTA Request	View TTA Requests

View a Request

Draft and submitted requests are available to view so that you can monitor their status. The module contains two tabs: Drafts and Submitted Requests.

View TTA

Drafts	Submitted Requests

TTA #	TTA Provider	TTA Type	TTA State	Find
	-All-	-All-	-All-	Reset Filter

Follow the steps in the table below to view requests you have submitted.

Table 7. Table displays steps to view a request.

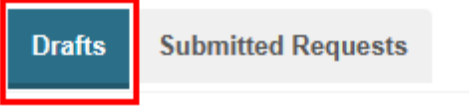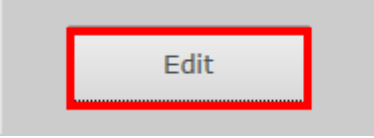|	
1	Click **View TTA Requests** on the homepage. **Training and Technical Assistance** Submit TTA Request View TTA Requests All requests you have entered into the system will appear. This screen displays both draft and submitted requests.
2	Click the **Submitted Requests** tab to view submitted requests. Drafts **Submitted Requests**
3	Use the search filters to narrow down search results. TTA # TTA Provider -All- TTA Type -All- TTA State -All- **Find** Reset Filter
4	Click **Find.**

Edit a Draft Request

You can make edits to requests that you have saved as drafts.

Follow the steps in the table below to edit a request using the View TTA Requests module.

Table 8. Table shows steps to edit a request using the View TTA Requests module.

From the View TTA Requests Module on the Homepage

1	Click the **Drafts** tab to view saved draft requests. **Drafts** Submitted Requests

2	Use the filters to narrow down your search results.
3	Click **Find**.
4	Locate the request to edit, and then click **Edit** next to the request.
5	Make changes to the record as necessary.
6	Click **Submit** or **Save as Draft** again if you are not yet ready to submit it.

Request Status

TTA requests are categorized by status. Refer to the table below for a description of each status.

Table 9. Table displays a description for each request status.

Draft	Request started, not submitted (shows all requests you have started but not yet submitted).
Assigned – Not Accepted	Request submitted, waiting for provider to accept request.
In Progress	Request has been accepted and process has started.
Closed – Satisfied	The training or technical assistance has been successfully delivered.
Closed – Other	Request was not successfully fulfilled (view request for details).
On Hold	Request has been put on hold.

Next Steps

Still have questions? Please contact the OJJDP TTA Help Desk at ojjdptta@usdoj.gov for answers to any additional questions about TTA360.