



*Information Management Systems (IMS)*

*Address Lookup Tool (ALT)*

# ***USER'S GUIDE***

*Version 1.0*

### ***Document Revision History***

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

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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
- **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.

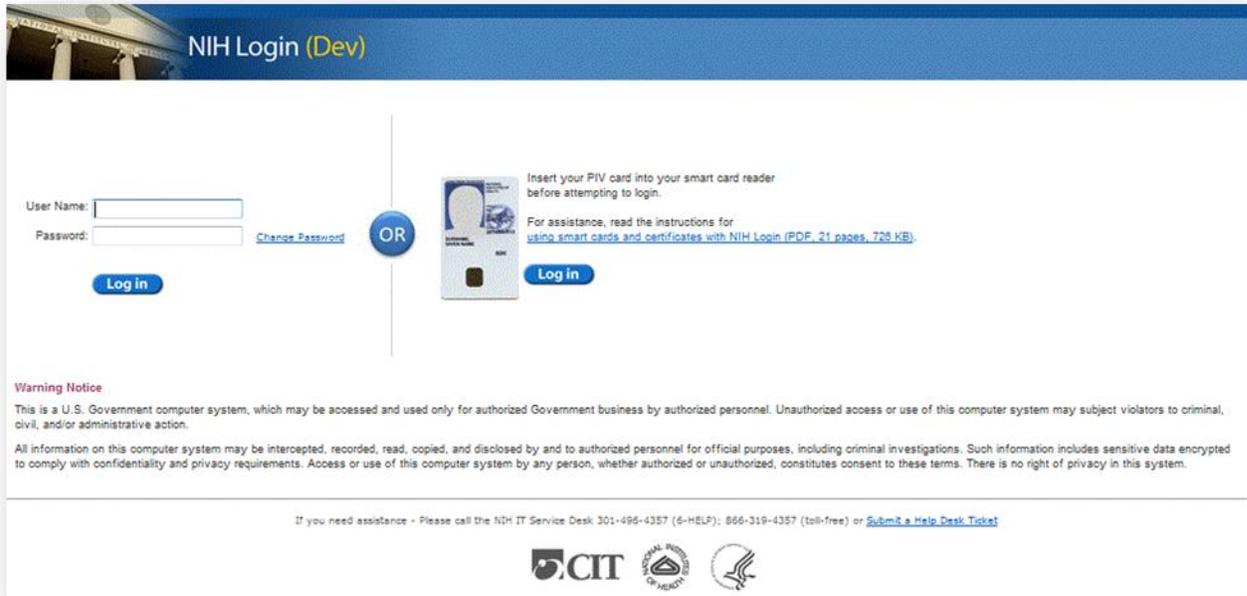


Figure 2-2 NIH Login Page

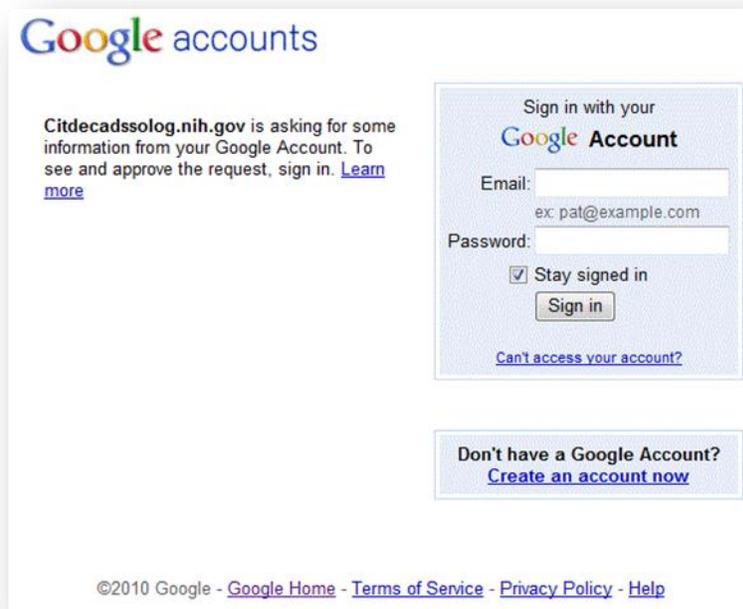


Figure 2-3 Google Login Page

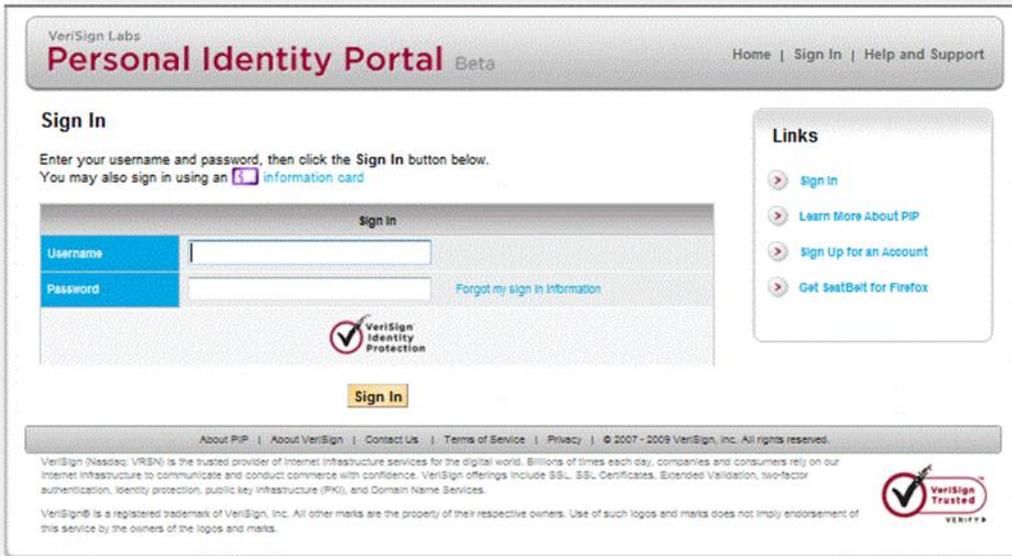


Figure 2-4 VeriSign Sign In Page

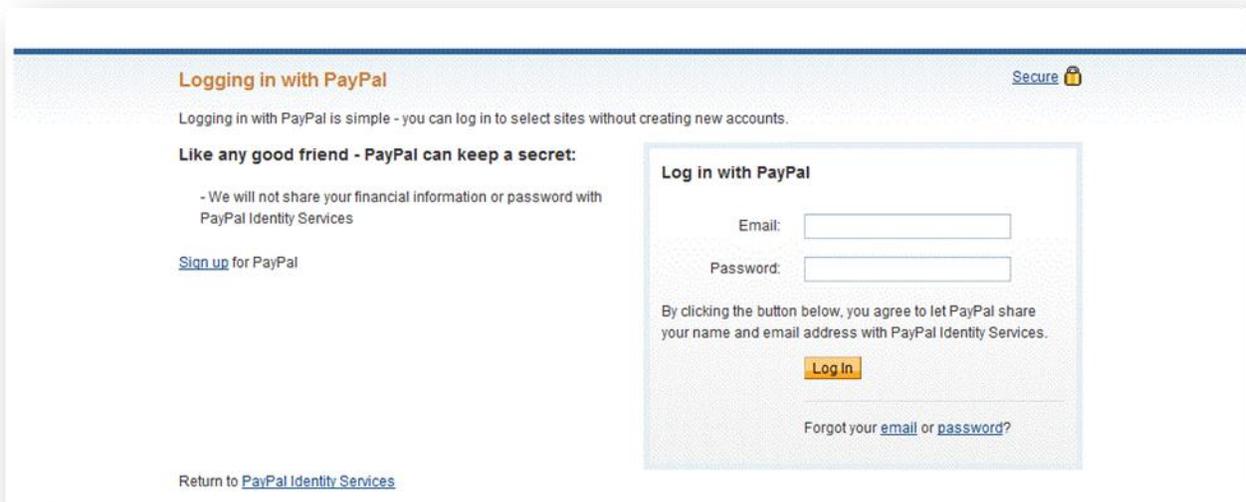


Figure 2-5 PayPal Login Page

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.**

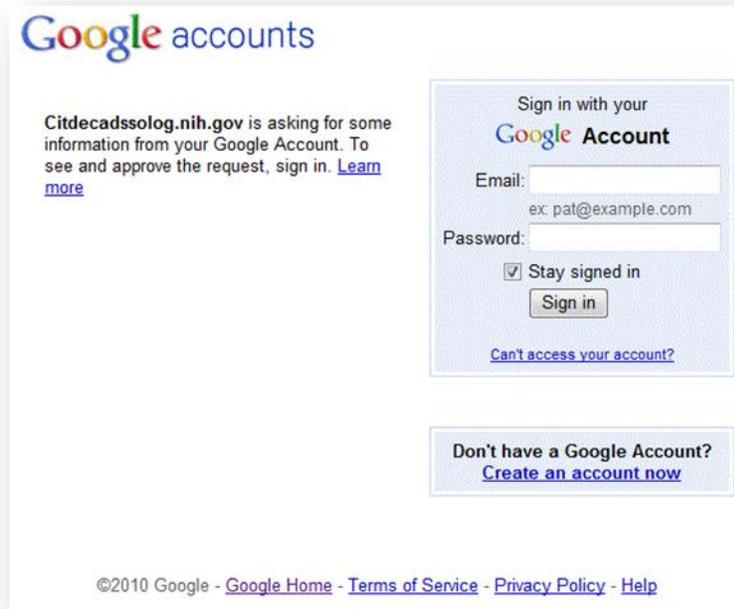


Figure 2-7

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

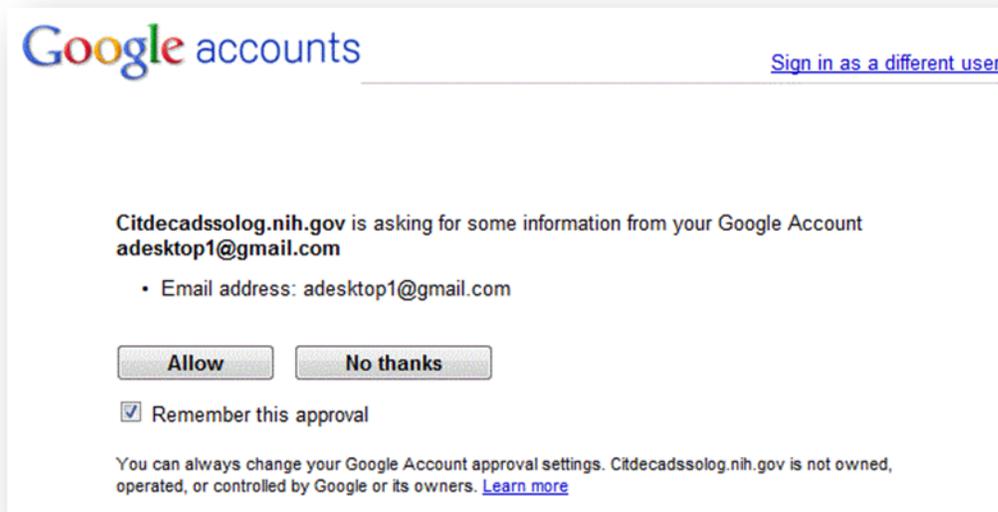


Figure 2-8

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.

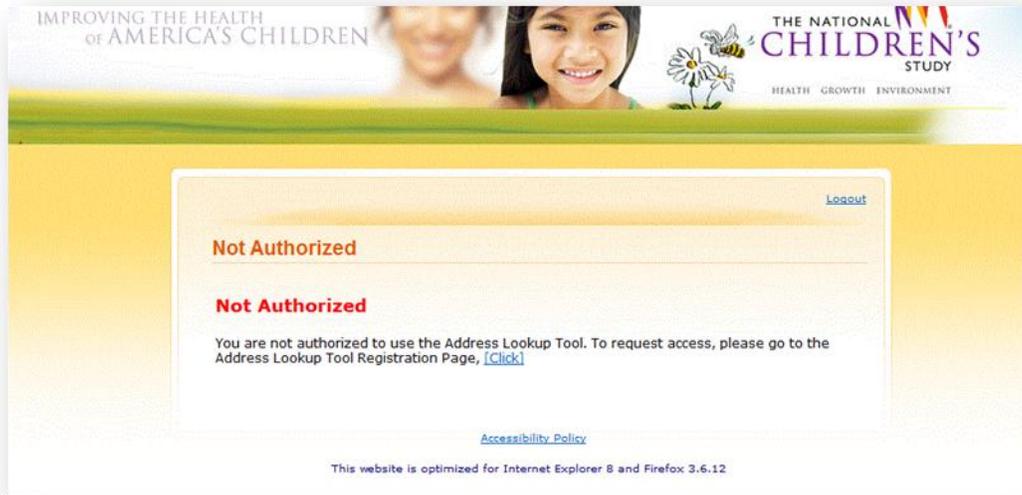


Figure 2-9

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 [Logout](#) 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**



The screenshot shows a web page for "The National Children's Study" with a header banner featuring two young girls and the text "IMPROVING THE HEALTH OF AMERICA'S CHILDREN" and "HEALTH · GROWTH · ENVIRONMENT". The main content is a "Registration" form with the following fields:

- Name:** First\* and Last\* (both required).
- Phone Number:** International Code, Phone Number\* (required), and Phone Extension.
- Study Center:** A dropdown menu.
- Organization Name\*** (required).
- Organization Location**.
- Email\*** (required).
- Comments:** A text area.

At the bottom of the form is a "Submit" button. Below the form, there is a link for "Accessibility Policy" and a note: "This website is optimized for Internet Explorer 8 and Firefox 3.6.12".

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.



The screenshot shows a "Registration Result" page with a green heading "Registration Successful". Below the heading, the text reads: "An email has been sent to the North Carolina. If you have not been contacted within a reasonable timeframe, please contact the Approver(s) via gcga0001@yahoo.com." At the bottom, there is a link for "Accessibility Policy".

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



The screenshot shows the 'Single Lookup' page of the National Children's Study Address Lookup Tool. The header features the text 'IMPROVING THE HEALTH OF AMERICA'S CHILDREN' and 'THE NATIONAL CHILDREN'S STUDY HEALTH GROWTH ENVIRONMENT' with a logo of three stylized figures. Below the header are two buttons: 'Single Lookup' and 'Batch Lookup'. The main content area is titled 'Single Lookup' and contains a welcome message: 'Welcome to the National Children's Study Address Lookup Tool. Please type in your patient's street address, city, state and zip code. The address should be the location where she is currently living. This tool will match her address to the NCS database to determine if she is potentially eligible to participate in the NCS.' Below this is a form with the following fields: 'PSU\*' (dropdown), 'Street Number' (text), 'Street' (split into 'Pre Dir' dropdown, 'Name\*' text, 'Type' dropdown, and 'Post Dir' dropdown), 'Apt/Unit' (text), 'City\*' (text) or 'Zip\*' (text), and 'State\*' (dropdown). A 'Search' button is located below the form. At the bottom of the form area, there is a link for 'Accessibility Policy'.

Figure 3-1

## 4 Performing an Address Lookup

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

### 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.

**Single Lookup**

Welcome to the National Children's Study Address Lookup Tool. Please type in your patient's street address, city, state and zip code. The address should be the location where she is currently living. This tool will match her address to the NCS database to determine if she is potentially eligible to participate in the NCS.

**\*Required Field**

PSU\*

Street Number

Street Pre Dir  Name\*  Type  Post Dir

Apt/Unit

City\*  or Zip\*

State\*

[Accessibility Policy](#)

Figure 4-1

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.

**Single Lookup**

Welcome to the National Children's Study Address Lookup Tool. Please type in your patient's street address, city, state and zip code. The address should be the location where she is currently living. This tool will match her address to the NCS database to determine if she is potentially eligible to participate in the NCS.

**\*Required Field**

PSU\*  Please select a PSU

Street Number

Street Pre Dir  Name\*  Type  Post Dir

Apt/Unit

City\*  or Zip\*

State\*

[Accessibility Policy](#)

Figure 4-2

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.

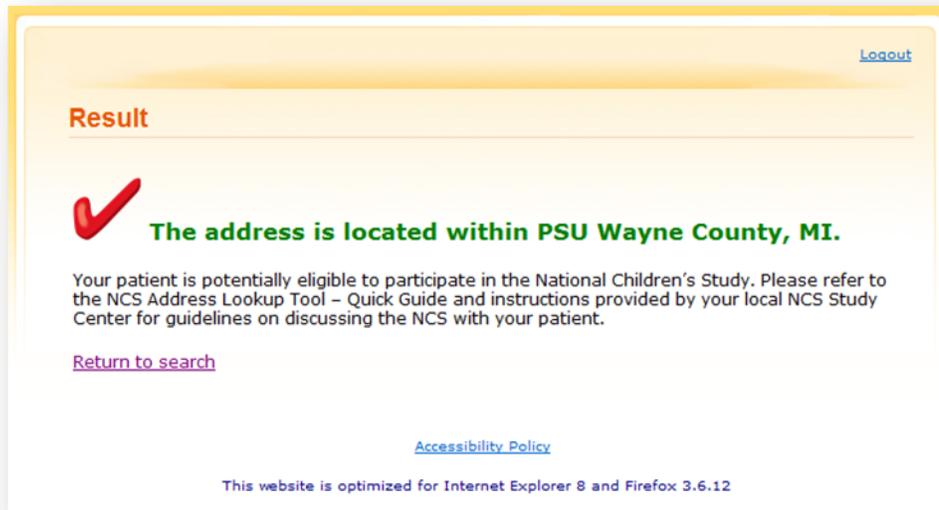


Figure 4-3 Match

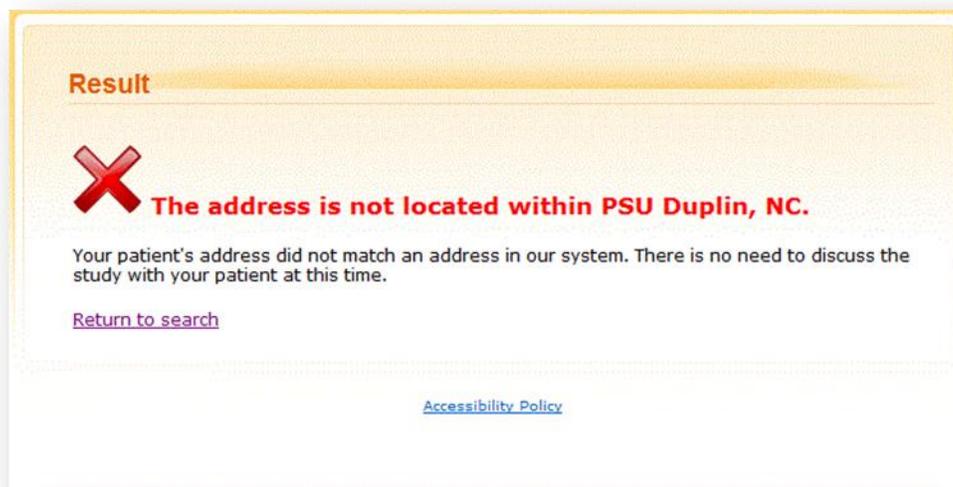


Figure 4-4 No Match

## 4.2 Batch Address Lookup

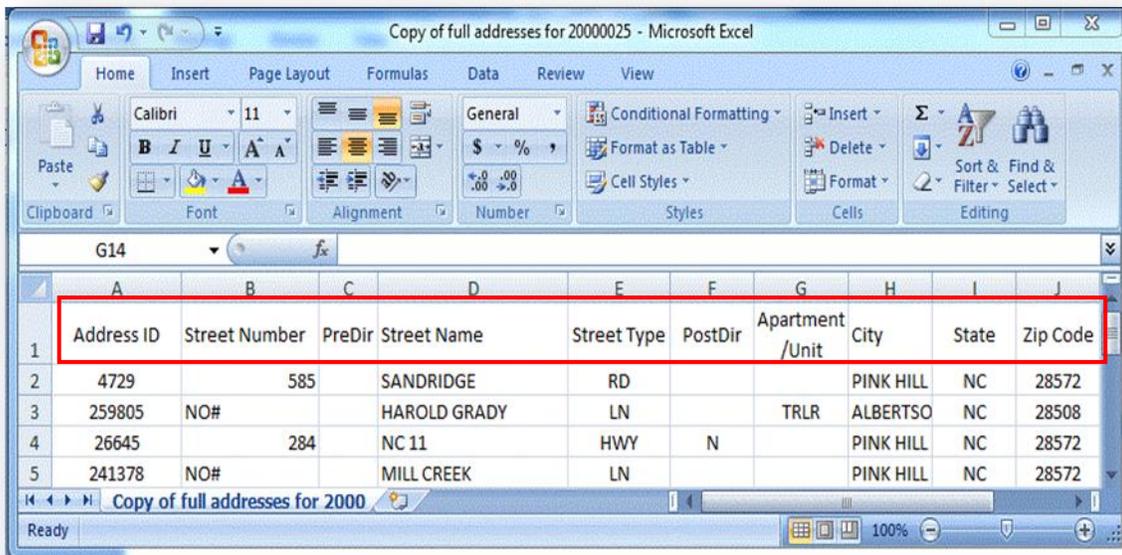
Batch Lookup allows the user to lookup several addresses within a single file. The file format must be a comma separated value (csv) file. The ALT system requires the following information:

- 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**



	A	B	C	D	E	F	G	H	I	J
1	Address ID	Street Number	PreDir	Street Name	Street Type	PostDir	Apartment /Unit	City	State	Zip Code
2	4729		585	SANDRIDGE	RD			PINK HILL	NC	28572
3	259805	NO#		HAROLD GRADY	LN		TRLR	ALBERTSO	NC	28508
4	26645		284	NC 11	HWY	N		PINK HILL	NC	28572
5	241378	NO#		MILL CREEK	LN			PINK HILL	NC	28572

Figure 4-5

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.

**Batch Lookup**

Welcome to the National Children's Study Address Lookup Tool. Please select your PSU and upload the file containing your patients' addresses. The addresses in the file should be the location where your patients are currently living. This tool will match your patients' addresses to the NCS database to determine if they are eligible to participate in the NCS.

\*Required Field

PSU\*

File for Upload\*

[Accessibility Policy](#)

Figure 4-6

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).

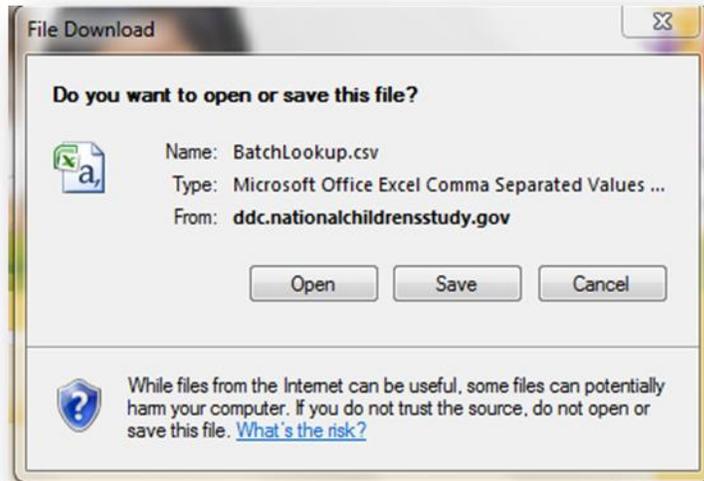


Figure 4-7

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

	A	B	C	D	E	F	G
1	Address ID	Result					
2	4729	Match					
3	259805	Match					
4	26645	Match					
5	241378	Match					
6	23575	Match					
7	196486	Match					
8	23310	Match					
9	33867	Match					

Figure 4-8 Batch Lookup Results

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## 5 Support

Should the user have questions and/or concerns, contact the helpdesk [support@nationalchildrensstudy.gov](mailto:support@nationalchildrensstudy.gov) 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 NICHHD staff or contractor for response. Follow-up emails will be received directly from a contractor or NICHHD. 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
<b>Message:</b>	
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 authorized for your request.	You will be forwarded to continue the authorization process. If this does not happen automatically, please select the <b>"Continue"</b> button, close the browser and try again.
<b>Browser:</b>	
To use Firefox browser	Set it to allow jsript. <ol style="list-style-type: none"> <li>1. Go to [Tools]-[Options] from the top menu.</li> <li>2. Click [Content] tab and make sure "Enable JavaScript" is checked.</li> </ol>
Logging out doesn't always kill the session.	Close browser to logout is not always recommended. If a user wants to logout, select the <a href="#">Logout</a> link.
Firefox browser sometimes will not display the error message when a user selects a file for upload that may have too many or few columns.	Hover over the pop-up.