GOVERNMENT PERFORMANCE AND RESULTS ACT
CENTER FOR SUBSTANCE ABUSE TREATMENT
FREQUENTLY ASKED QUESTIONS (FAQ)
FOR WEB USERS

1) **How do I contact the CSAT-GPRA Helpdesk?**

You can call us at 1-888-507-9351. We are available Monday – Friday, 8am – 7pm (EST). Our email address is gprahelp@sais.rti.org.

2) **How can I get a CSAT-GPRA web account?**

To get access to the password-protected sections of the site, send an email to the GPRA Helpdesk with the following information:
- User's first and last name
- Email address (one that is not already in the system, since no duplicates are allowed)
- Phone number (please include your extension number, if applicable)
- Grant ID(s)

All the above is required in order to successfully create a new user account. You should also CC your Project Director to let him/her know that a new account has been created for his/her respective grant.

Users who have access to more than one grant will be able to use the same login ID and password to access their grants.

3) **The system shows that my password has been disabled. What do I do now?**

As a security feature, accounts become disabled when there were too many unsuccessful password attempts. You can either call or send an email to the Helpdesk requesting that you would like to have your password reset. Once we reset your password, an email will be sent out to you with a new, temporary password. When you log in successfully with the temporary password, you will be asked to change your password. Once you change it and confirm it, click on the "Save" button on the top right to save your new password. The temporary password (sent to you via email) will no longer be valid.

Here are some steps you can take to prevent your account from being disabled:
- Passwords are case sensitive. Make sure you type it in exactly as you see it, and make sure you do not have your Caps Lock enabled.
- You could try copying the password sent in the email, and then paste it directly into the password field at the login page.

4) I don't have access to my grant anymore.

It is possible that your grant has expired in the system. If you believe you have a no-cost extension, please contact your Government Project Officer or Deepa Avula (CSAT) to authorize us to extend the grant in the system. Deepa's email address is Deepa.Avula@samhsa.hhs.gov.

5) Where can I find the upcoming schedule for GPRA trainings, and how do I sign up?

The URL for the GPRA Training web site is https://www.danya.com/csat-gpra/. (The link is also provided in the left navigation frame of the GPRA web site) The site provides the schedule of upcoming training events and information on how to register. The GPRA Training Hotline is 1-888-507-9351. In addition, training announcements are sent via the Listserv. Please contact us if you believe you are not a part of the Listserv and would like to be added.

6) Where can I get a copy of the GPRA Tool, QxQ Guide or Codebooks?

These documents, along with some others, are available under the "Data Collection Tools" section in the left hand menu. Make sure you click on your respective submenu ("Services" or "Best Practices") to get to the downloading page. The supplemental services codebooks, however, are located under the "Services Info" section, the "Prgm Area Data Info" subsection.

7) In the "Data Download" section I clicked on "Yes" when it asked me if I wanted to proceed to download the records, but nothing happened.

In the Reports section, when I click on the "Print" or "Export" icon, nothing happens.

You probably have a pop-up blocker that is preventing you from seeing your data. Use the following procedure to momentarily disable your pop-up blocker:
Go back to the screen where it asks you if you are sure you want to proceed. Hold down the Ctrl key and then click on the "Yes" button. It is important that you keep the Ctrl key down until a new window or dialog box appears. Once the new window appears, you can let go of the Ctrl key.