**Tips for ODCES and CCP Mobile App Users**

**SAMHSA DTAC**

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Login Issues

* If you are trying to log in to the Crisis Counseling Assistance and Training Program (CCP) Online Data Collection and Evaluation System (ODCES) desktop system and your user name and password are not working, make sure you are using the right URL: <https://www.ccpdata.org/CCP2Field/login.aspx>. You will know you are on the correct website if you see warning text in red font as part of the landing page. The *incorrect* URL is ccpdata.org.
* If you do not remember your password, click on the “Forgot user login / password” link in the login box and complete the password assistance step on the next screen that appears.
* Remember you must use your mouse and click on the “Login” button. ODCES does not let you use your “enter” key to log in or submit data.

Data Entry Issues

* If you are having problems entering data (e.g., data fields aren’t populating in the app, you are seeing unexplained error messages), make sure your user account is associated with the correct provider agency name used for the current CCP grant. You can cross-check provider agency names by reviewing the intake form for the current CCP grant.

Mobile App Issues

* If you are experiencing issues with the mobile app, be sure you are using the correct URL, <https://ccpdata.org/CCPMobile>. We also recommend you log out of the app and then log back in in order to update the system (logging out is more effective than refreshing your screen).
* If you are experiencing issues with the mobile app, please follow the troubleshooting tips included in this document: [https://www.samhsa.gov/sites/default/files/dtac/dtac-mobile-app-troubleshooting-tips-110419.docx](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.samhsa.gov%2Fsites%2Fdefault%2Ffiles%2Fdtac%2Fdtac-mobile-app-troubleshooting-tips-110419.docx&data=01%7C01%7C%7Cd57c0e472e53480533b808d81844ce53%7C1fe753be404646da858eb0b86657ed9e%7C0&sdata=DxRYoJl6r46MeF8DOkptauXepgOLgbZqgykO0DnRoYk%3D&reserved=0).

Additional Support

* Given the volume of technical assistance (TA) and support requests from the thousands of new ODCES users responding to COVID-19 around the nation, the Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Technical Assistance Center (DTAC) team is unable to respond to individual emails. If you have questions about ODCES after contacting your program leadership and/or designated data and evaluation manager, you may join a **virtual TA office hours session for ODCES.** Held **Mondays, Wednesdays, and Fridays between 2 and 4 p.m. ET**, these virtual office hours will allow you to connect with a TA specialist for small group and individual assistance. Registration is not required. Join the Zoom meeting with this access information: <https://impaqint.zoom.us/j/99598070398?pwd=MmtJaTVIUHZIZXRhVWNjWFQvUmljUT09>; meeting ID: 995 9807 0398; and password: 396157.