

UC Portal and Technology Updates *Nov 16th*

UC Portal Users <UC-PORTAL-USERS@LIST.NIH.GOV>

on behalf of

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Wed 11/15/2023 3:27 PM

To:UC-PORTAL-USERS@LIST.NIH.GOV <UC-PORTAL-USERS@LIST.NIH.GOV>

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Greetings,

Based on feedback from UC Portal users, we have made the following improvements to the UC Portal, which will go live on Wednesday, 11/16/23! Please read the following carefully to understand how these changes will impact your workflow within UC Portal.

Key Highlights

- **UC Portal updates**
- **Tableau updates**
- Please submit ideas for how to improve Portal [here](#)!

Live in UC Portal on November 16, 2023

We want to express our gratitude for your valuable input, which has driven these improvements and we're committed to continuously enhancing our system to better serve your needs. There are no live changes this week as we are working on the continued development and testing with the integration between UC Portal and the Web-Based Sponsor Application for Family Unification.

Tableau Talk

The [Throughput Key Performance Indicators \(TKPI\) dashboard](#) is built in Tableau, a data visualization platform, using data from UC Portal. The TKPI Dashboard allows users to view (almost) real-time metrics to track and evaluate key performance indicators across the case management progress.

Based on feedback from TKPI users, we have made the following improvements to TKPI and other Tableau tools:

Updates to [UC Case Metrics Tool](#):

The following Fields have been added to the [UC Case Metrics Tool](#) to search:

- Sponsor Assessment Initiated Date
- Sponsor CM Assessment Update Date

- Sponsor Assessment Wait Time
- Count of Sponsor Entries
- Count of Transfers

Questions or Suggestions

If you have questions or suggestions for improvements for the tool, please reach out to TableauSupport@acf.hhs.gov or join us at our weekly Office Hours on Fridays.

Office Hours on Fridays

The Office Hours hosted by the TKPI team and FFS are on **Fridays at 2pm ET**. During office hours, we provide everything from basic overview of TKPI for new users, how to use Tableau functionalities like subscriptions, views, and filters to streamline your work, provide sneak-peaks of upcoming release updates, and troubleshoot individual issues/cases. For an invite, please reach out to Tableausupport@acf.hhs.gov.

UC Portal Helpdesk Information

The UC Portal Helpdesk is ready to address technical issues you may face. They can be reached by email at uachelpdesk@ap-in.com or by phone at 210-858-8304. The hours of operation are:

- Weekdays – 7:30AM to 11:00PM EST
- Weekends and holidays – 10:00AM to 7:00PM EST

UC Portal Feedback

We're always seeking to improve Portal, make it easier for you to do your work, and better support the children in our care. Have an idea for how we can improve Portal to help you do your job? Do you have a problem with Portal you'd like for us to review? Please submit your ideas and issues [here](#).

App Launcher Downtime on 11/16/23

*App Launcher will be temporarily taken offline starting at **08:55AM ET Thursday 11/16** for the scheduled maintenance. The process will last approximately **10 minutes, until 9:05AM ET**. You will not be able to login into App Launcher during this time.*

Thank you!

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<http://list.nih.gov/cgi-bin/wa.exe?SUBED1=UC-PORTAL-USERS&A=1>