

UC Portal and Technology Updates *August 23*

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

on behalf of

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

📎 1 attachments (17 MB)

Sponsor Search Walkthrough.mp4;

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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 08/23/23 at 1:00AM EST! Please read the following carefully to understand how these changes will impact your workflow within UC Portal.

Key Highlights

- Improved Sponsor Search
- Please submit ideas for how to improve Portal [here!](#)

Live in UC Portal on August 23, 2023

Improved Sponsor Search

We are excited to share wide-sweeping improvements to the Sponsor Search, both in the Quick Search (in the top-right corner) and on the detailed Sponsor Search. Please watch the attached video walkthrough for more information, or read below for a description of the changes.

One set of improvements affects the **results screen**, which has more data points and provides a few ways to further sort and refine your search results.

- There are **more data points** that are shown in the results table: date of birth, country of birth, email address, and phone number (primary and backup).
- On any of the columns on the results screen, you can **sort** the column alphabetically by clicking on the arrows next to the column name.
- The furthest column on the right has a link titled “**View Sponsor Detail**,” which brings up a page with the Sponsor’s information. To return to your search results, you can click on the “Sponsor Search” link in the top-left.
- You can select **how many results** to show on your screen. If there are more results than fit on one page, you can move to the next page of results with the page numbers in the bottom-left.
- There is a “**Refine Current Search**” textbox in the top-right corner. You can enter additional data points in this textbox, and your search results will be limited further. For example, if you initially searched by name, you can “Refine Current Search” by state, address, or country of birth, date of birth, email address, or phone number.
- The “**Detailed Search**” is a way to make a new search. You can search by name, address, phone number, country of birth, and more. The address search uses SmartyStreets to search, meaning a set of validated addresses will appear for you to select.
- Note: a Sponsor may appear multiple times in the results table if they have multiple addresses, email addresses, or phone numbers. The results screen will show one row for each address/email/phone number that a Sponsor has. You can use the Sponsor ID to tell if two rows represent the same Sponsor.

UC Portal

Help | Logoff

Search:

INTAKES | ADMISSION | CASE MGMT. | DISCHARGE | CAPACITY MGMT. | HEALTH | HS AND PRS | EVENTS | REPORTS | HOTLINE ALERTS | ADMINISTRATION

Home > Sponsor Search

Welcome: Kira

Detailed Search

First Name: Last Name:

Address:

City: State:

Date of Birth: Country of Birth:

Email Address: A #:

Primary Phone #: Backup Phone #:

Total displayed: 114
You searched for 'j'.
Your search returned 228 records. Please refine your search criteria and try again.

Show: 25 entries

Refine Current Search:

Sponsor ID	First Name	Last Name	Address	City	State	Date of Birth	Country of Birth	Email	A#	Primary Phone #	Backup Phone #	P Counter	A Counter	Flag	Action
665231	Other Sponsor	Address	205 Johnson St	Barrie		11/6/2007	Australia			2145343353		2	0	No	View Sponsor Detail
664092	Jose Angel	Alvarado Valiente				5/9/1991	Brazil			1234567890		5	0	No	View Sponsor Detail
664092	Jose Angel	Alvarado Valiente	63456 Main Street	Miami	FL	5/9/1991	Brazil			1234567890		5	0	No	View Sponsor Detail
664092	Jose Angel	Alvarado Valiente	63456 Main Street	Miami	FL	5/9/1991	Brazil					5	0	No	View Sponsor Detail
664111	Blanca Enis	Armijo Cortez	00120 fake address	AF	WY	4/1/1969	Belize					3	0	Yes	View Sponsor Detail
664111	Blanca Enis	Armijo Cortez	Test test	AF		4/1/1969	Belize			5242342342		3	0	Yes	View Sponsor Detail

Another set of improvements affects the **search logic**. Suppose the sponsor we are searching for has the first name “Johnny Smith” and last name “Duarte Villeda.”

- Partial name matches – searching “Johnny Villeda” will return a match.
- Transposed name – searching “Villeda Johnny Smith” will return a match.
- Phonetic searches – searching “Juan Smith Duarte Villeda” will return a match.
- Note: the Quick Search bar (in the top-right corner of UC Portal) can only handle five words at a time. If you are searching for a name that includes six words (e.g. Ana Maria Zapatero de la Cruz), please attempt a partial name match and then refine your search results.
- Note: If there are typos in your search, you may not receive the correct result. Please continue to carefully spell what you enter.

We are excited for these changes to allow you to more easily find a Sponsor, identify any duplicate profiles, and ensure child safety and well-being.

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](#).

UC Portal Scheduled Down Time

The UC Portal system will be temporarily taken offline starting at **12:00AM ET Wednesday 08/23/23** for the scheduled release. The process will last approximately **60 minutes, until 1:00AM ET**. You will not be able to access UC Portal during this time. Please make sure all your work is saved prior to the shutdown and you are logged out by **11:55PM ET on Tuesday 08/22/23**. Failure to do so will result in data loss. If you need to complete a Verification of Release while Portal is offline, please reach out to your Federal Field Specialist to obtain a paper copy.

To unsubscribe from the UC-PORTAL-USERS list, click the following link:
<http://list.nih.gov/cgi-bin/wa.exe?SUBED1=UC-PORTAL-USERS&A=1>