

# NOW AVAILABLE: SPARS Technical Support Request System (TSRS)



Grantees and GPOs from all centers can use the SPARS TSRS to request data-related training and technical support

## What is the SPARS Technical Support Request System (TSRS)?

The TSRS is a section of the SPARS website where SAMHSA discretionary grantees and Government Project Officers (GPOs) can go to ask for **in-depth, tailored training and technical support on complex issues related to data** collection, management, and utilization that requires a personalized approach to address the specific needs of your program.

To submit a Technical Support Request, go to the Technical Assistance tab on the SPARS website, then click the Technical Support Request button. To learn how to submit, view, and edit requests, see the SPARS Technical Support Request System User Guide (available soon in the Resource Library).

Technical Support through the TSRS is limited to SPARS and data-related issues. For assistance with clinical or programmatic issues, please speak with your GPO.

## How is this different from the SPARS Help Desk?

The SPARS Help Desk is there to help with **general questions related to data** collection, submission, and use of the SPARS website.

## Guidance on when to use the SPARS Help Desk or submit a Technical Support Request.

Contact the Help Desk	Submit a Technical Support Request via TSRS
<p><b>SPARS account issues</b></p> <ul style="list-style-type: none"> <li>Request a SPARS account</li> <li>Locked out</li> <li>Password reset</li> </ul> <p><b>How to use SPARS features</b></p> <ul style="list-style-type: none"> <li>Data entry, reports &amp; data visualizations</li> <li>Importing or batch uploading data</li> <li>Downloading or exporting data</li> </ul> <p><b>Problems with the SPARS website</b></p> <ul style="list-style-type: none"> <li>Report not generating</li> <li>Cannot locate your grant</li> </ul> <p><b>Locating SPARS resources</b></p> <ul style="list-style-type: none"> <li>Data collection instruments, tools, templates</li> <li>Question-by-question &amp; administration guides</li> <li>Recorded trainings &amp; materials</li> <li>FAQs &amp; other reference guides</li> </ul>	<p><b>Request Support to</b></p> <ul style="list-style-type: none"> <li>Improve enrollment and follow-up rates</li> <li>Use SPARS data in reports to stakeholders</li> <li>Create eye-catching charts &amp; infographics to highlight key outcomes to help promote your program</li> </ul> <p><b>Technical Support may include</b></p> <ul style="list-style-type: none"> <li>Individual consultation with SPARS subject matter experts</li> <li>Peer-to-peer learning communities</li> <li>Workshops</li> <li>Creating or referring to additional resources</li> </ul> <p><b>Technical Support may be delivered</b></p> <ul style="list-style-type: none"> <li>Virtually (web-based)</li> <li>By telephone</li> <li>Email</li> </ul>
<p><b>Contact the SPARS Help Desk</b></p> <p>Monday – Friday 9:00 am to 8:00 pm (EST)</p> <p><a href="mailto:SPARSHelpDesk@mathematica-mpr.com">SPARSHelpDesk@mathematica-mpr.com</a></p> <p>1-800-685-7623</p>	<p><b>To Submit a Technical Support Request</b>, visit the <a href="#">Technical Assistance</a> tab on the SPARS website, then click the Technical Support Request button.</p> <p>To learn how to submit, view, and edit requests, see the <b>SPARS Technical Support Request System User Guide</b> (available in the <a href="#">Resource Library</a>).</p>