

# HRSA's Poison Control Program (PCP) Reporting Portal Help Document

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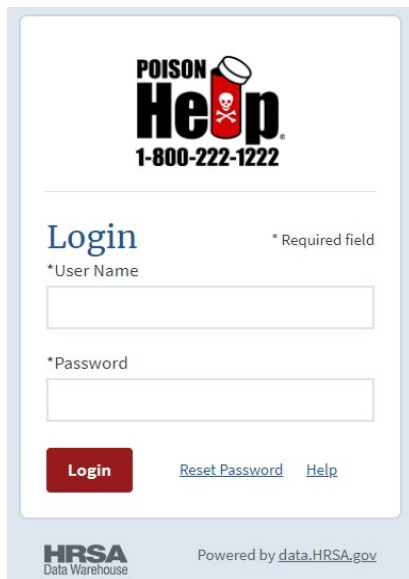
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# 1 How to Access the Reporting Portal

To access Health Resources and Services Administration's (HRSA) Poison Control Program (PCP) Reporting Portal, enter the following URL into your browser and select "Enter" on the keyboard:

<https://data.hrsa.gov/pcc>

Once the page loads, you will see the PCP Reporting Portal Login screen.



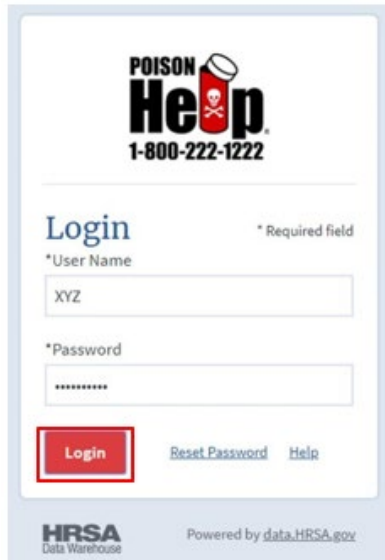
**Note:** A user name and password are required to access the PCP Reporting Portal.

## 1.1 Logging In

To login to HRSA's PCP, enter your user name on the Login screen. Please note that a staff member of the HRSA PCP will supply your user name. Only one user name will be provided per center. If you need assistance with your user name, please contact the PCP at [PoissonHelp@hrsa.gov](mailto:PoissonHelp@hrsa.gov).

After entering your user name, enter your password. It is recommended that you change/reset this temporary password. For instructions for how to do so see [Section 2, Reset Password](#) in this document.

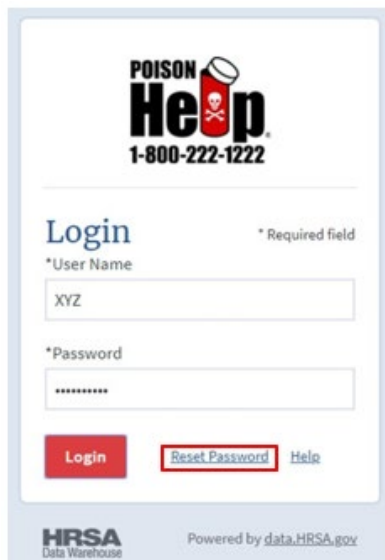
Click "Login".



**Note:** A user name and password are required in order to access the Reporting Portal.

## 2 Reset Password

If you need to reset the password for your PCP account, select the Reset Password link on the Login screen.



A pop-up window will display after selecting to reset password option. Enter your email address in the pop-up window. Use the email address that is associated with your user account. If you are uncertain of the email address associated with your user account, please contact the PCP at [PoisonHelp@hrsa.gov](mailto:PoisonHelp@hrsa.gov).

Click “Submit”.

The image shows a web form titled "Reset Password" with a close button (X) in the top right corner. The form is set against a background that includes a "POISON" logo and a red pill icon. The form contains the following elements:


- Text: "Please enter your email address"
- Text: "(Your temporary password will be sent to you via email)"
- Text input field containing: "johnsmith@pcc.gov"
- Red "Submit" button
- Below the form, there are three buttons: "Login" (dark red), "Reset Password" (blue link), and "Help" (blue link).
- At the bottom left is the "HRSA Data Warehouse" logo.
- At the bottom right is the text "Powered by data.HRSA.gov".

If the email address entered does not match the email address in the PCP system, you will receive the following error message: "Your email address is not in our system. Please make sure your email address is correct!"

If the email address entered matches the one in the PCP system, you will receive the following confirmation message: "A temporary password has been sent to your email address. Please click the link in your email to change your password!"

Go to the email sent to your inbox and click the link contained in the email to change your password.

After selecting the link in the email, the Change Password screen displays in your browser. Enter all required information as requested.

  
1-800-222-1222

### Change Password

\* Required field

\*User Name

\*Old Password


\*New Password

\*Confirm New Password


  

Change Password

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Please note that your old password is the temporary password received in the reset password email. Click “Change Password” once all required information is entered correctly.

Please note that your password will need to be at least 15 characters long, including spaces and must not contain any of the following text or numeric combinations: password, 12345, LOL, OMG, ROFL, NIH, or HRSA.

  
1-800-222-1222

### Change Password

\* Required field

\*User Name

\*Old Password


\*New Password

\*Confirm New Password

Change Password

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If your new password does not meet the password requirements, you will receive an error message, and you will need to try again.

Repeat the steps in Section 1.1 to access the PCP Reporting Portal.

## 3 Generate Report

### 3.1 Select Report

After a successful login, you will see the Reports Selection page.

With the exception of the National Executive Summary report, please note that you may only generate reports for your PCC. The Reports Selection page displays your center at the top page.

- Select the month of the report in which you are interested from the drop-down menu under Month.
- Click the “View Report” button of the report you want to generate.

Health Resources & Services Administration

**POISON Help**  
1-800-222-1222

[Send Feedback](#) [Report Guide](#) [Help](#) [Logout](#)

**Filter Reports**

Poison Control Center  
Arizona Poison & Drug Information Center

Month  
January 2019 ▼

### National Executive Summary

[View Report](#)

### Inbound Call Detail

[View Report](#)

### Inbound Call Detail: Incomplete Calls

[View Report](#)

### Call Completion Analysis

[View Report](#)

### Verizon Billing Summary

**Note:** This report displays data for the most recent 12 months for which data is available.

[View Report](#)

### Language Line Usage and Billing

**Note:** This report displays data for the most recent 12 months for which data is available.

[View Report](#)

Data are available for 12 consecutive months. To ensure that your center's data are available to you at all times, HRSA recommends saving the Excel files to your local hard drive or local system.

**HRSA**  
Data Warehouse

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### 3.2 View Report

Upon clicking the “View Report” button for the desired report, you will be prompted to open the report or to save it.

Select “Open” to view the report.

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Send Feedback Report Guide Help Logout

**Filter Reports** Poison Control Center Arizona Poison & Drug Information Center Month: January 2019

**National Executive Summary** View Report

**Inbound Call Detail** View Report

**Inbound Call Detail: Incomplete Calls** View Report

**Call Completion Analysis** View Report

**Verizon Billing Summary** Note: This report displays data for the most recent 12 months for which data is available. View Report

**Language Line Usage and Billing** Note: This report displays data for the most recent 12 months for which data is available. View Report

Do you want to open or save myReport.xlsx (4.05 KB) from data.test.hrsa.gov? Open Save Cancel

The report is displayed in Excel.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	data.HRSA.gov												
2	National Executive Summary (for the Month of January 2019)												
3	Total Calls Attempted Count	Total Calls Completed Count	Total Calls Incomplete Count	Total Calls Blocked Count	Percentage of Calls Completed	Average Duration of All Calls	Average Duration of Completed Calls	Total Duration of All Calls	Total Talk Time	Total Call Cycles	Unique First Calls	Unique First Incomplete Calls	Unique Callers Count
4	300000	250000	25000	25000	96.89%	4:00	4:00	991216:38	995569:56	240157	121000	2000	120000

### 3.3 Save Report

Instead of immediately opening and viewing a report, the selected report can be saved on your local machine without opening. After selecting a View Report button, select the “Save” button instead of the “Open” button and indicating where to save the file.

Health Resources & Services Administration

**POISON Help**  
1-800-222-1222

Send Feedback Report Guide Help Logout

**Filter Reports** Poison Control Center Arizona Poison & Drug Information Center Month January 2019

National Executive Summary

View Report

Inbound Call Detail

View Report

Inbound Call Detail: Incomplete Calls

View Report

Call Completion Analysis

View Report

Verizon Billing Summary

Note: This report displays data for the most recent 12 months for which data is available.

View Report

Language Line Usage and Billing

Note: This report displays data for the most recent 12 months for which data is available.

View Report

Do you want to open or save myReport.xlsx (4.05 KB) from data.test.hrsa.gov?

Open Save Cancel

If you chose to open the report, you can save the report on your local machine in Excel. Go to the “File” tab. Select “Save As” and indicate where you wish to save the spreadsheet.

### 3.4 Freeze Report Headings Row

For ease in reviewing the reports, you may wish to freeze the headings row in the report worksheet so they remain visible as you scroll through the report. Complete the following actions to freeze the report’s headings row:

- Select the row below the report headings row.
- Open the “View” tab.
- In the “Window” group, click the arrow next to “Freeze Panes”.
- Click “Freeze Panes”.

All rows from the first row to the report headings row are now locked and will be visible when you scroll through the worksheet.



## 4 Feedback

Click the Send Feedback link on the top right of the Reports Selection page to provide feedback to the portal administrator. The PCP Reporting Portal will open the user's email application. The "To" and "Subject" lines are prepopulated by the portal. The portal does not use a custom web form.

Type your message and click "Send" to submit your feedback.

## 5 Report Guide

Click the Report Guide link on the top right of the Reports Selection page to bring up the Verizon Reports Guide with definitions of all of the terms used in the reports.

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### INBOUND REPORT FIELD DEFINITIONS

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The fields used in the *Executive Summary*, *Inbound Call Detail*, *Toll Free Call Detail*, *Outbound Call Detail*, and *Caller Summary* reports are repeated throughout the Inbound Reports. These field definitions and descriptions are presented in this section. Refer to Section 3, *Additional Inbound Report Information* for more Inbound report details. Refer to Section 4, *Network IVR Reports and Frequencies* for field definitions and descriptions for the Network IVR reports.

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**Note:** Summary Reports are based on data from Call Detail Reports. Therefore, if a Call Detail Report shows no calls for a specific time period, the Summary Reports will also show no calls for that specific time period.

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#### Executive Summary Report Field Definitions

Field	Header	Description
Total Attempts	ATTEMPTS	Number of Total Call Records for the report period. Each Call Record equals one attempt.
Complete Calls	COMP	Number of completed calls. A complete call is an answered call.
Incomplete Calls	INCOMP	Number of incomplete calls for the report period. Incomplete calls include the following: <ul style="list-style-type: none"><li>• Short Call (SC)—Call attempt lasting 12 seconds or less.</li><li>• Didn't Wait (DW)—Call attempt lasting more than 12 seconds but less than 24 seconds.</li><li>• Didn't Answer (DA)—Call attempt lasting more than 24 seconds.</li><li>• Busy (BUSY)—Call attempt that is routed to a terminating address that is already in use.</li><li>• All Trunks Busy (ATB)—Incomplete call because every trunk was either occupied or out of service.</li></ul>

## 6 Help

On any page of the portal, click the Help link to bring up a pop-up screen with step-by-step instructions for using the portal.

## 7 Security Policies

To increase the security of the PCP Reporting Portal, policies were established for how you should manage your account status and account password. The following subsections provide information on these policies.

### 7.1 Account Management

User accounts are disabled after 60 days of continuous inactivity. To avoid your account being disabled, it is recommended that you log into the portal at least once every 60 days.

If your account becomes disabled, please contact [PCCTechnicalHelp@hrsa.gov](mailto:PCCTechnicalHelp@hrsa.gov) and request for your account to be enabled. Once your account is enabled, a password reset is required. To reset an account password, follow the directions provided in [Section 2, Reset Password](#).

### 7.2 Password Management

An update to account passwords are required every 60 days. Reminders are sent 10 days out, 5 days out, and 1 day prior to the 60 days limit). To reset an account password, follow the directions listed in [Section 2, Reset Password](#). If you are unable to reset your password, please contact [PCCTechnicalHelp@hrsa.gov](mailto:PCCTechnicalHelp@hrsa.gov).