# NSPA Homepage

(http://rain2.cnds.jhu.edu/nspa)

Home    New Request    Check Request                                        ⇥ Admin Log In

## NSPA

### Near Southwest Preparedness Alliance

**Dedicated to enhancing regional preparedness and response to disaster.**

In order to streamline support requests and better serve you, we utilize a
support ticket system. Every support request is assigned a unique ticket
number which you can use to track the progress and responses online. For
your reference we provide complete archives and history of all your
support requests. A valid email address is required to submit a ticket.

Submit a request                    Check on a request

This is the NSPA homepage where someone can navigate to
either submit a new request, check on an existing request, or
sign in as an administrator. Both the "Home" tab and the NSPA
logo direct the user to this homepage.

# Submitting a New Request

Navigate here using the "New Request" tab or selecting the "Submit a request" box from the homepage

NSPA    Home    **New Request**    Check Request                                    ⏻ Admin Log In

## Create New Request

NOTE: This online resource request form is not intended for an immediate emergency assets request or critical incident notification. In the event that your facility or organization is experiencing an emergency requiring an immediate response, please activate the Regional Healthcare Coordination Center at 1-800-679-7422.

### I. REQUESTING AGENCY POINT OF CONTACT

| 1. Name | 2. Title | 3. Requestor's Phone No. |
|---|---|---|

| 4. Hospital Name - System (If requesting for entire system, which facilities does this include?) | 5. Requestor's E-Mail Address |
|---|---|

| 6. DELIVERY Address (include any special instructions, such as if there is a loading dock, or a 24/7 number that needs to be called, etc). | 7. 24/7 Contact Name and Phone number for delivery issues |
|---|---|

### II. REQUEST SPECIFICS

7. Order (Please complete all fields)

| Qty. | Kind | Brand | When will you run out of your current supply? (estimated) | Detailed Item Description: (Vital characteristics, brand, specs, experience, size, etc.) | Date Needed, pending approval |
|---|---|---|---|---|---|
| 0 | | | | | |
| 0 | | | | | |
| 0 | | | | | |
| 0 | | | | | |
| 0 | | | | | |
| 0 | | | | | |
| 0 | | | | | |
| 0 | | | | | |

8. If resources request has been fulfilled locally, please explain how

☐ 9. The resource CANNOT be fulfilled locally        ☐ 10. The resource CANNOT be fulfilled regionally

### III. Additional COVID-19 Related Questions - ALL QUESTIONS ARE REQUIRED AND MUST BE FILLED OUT TO THE BEST OF YOUR ABILITY

11. As of the request date, what is your current supply of each of the items, in individual units, you requested?

12. For each item you requested, how many do you use each day when caring for emergent and urgent patients?

13. Are the items requested being used for emergent or urgent care only?

14. What conservation measures have you put into place?

15. Have you cancelled elective surgeries and/or non-urgent outpatient appointments (if applicable)?

[ Request ]

Fill out all desired fields and click "Request" when ready to submit your request to the NSPA. Several fields such as those seen in the "Point of Contact" section are required and you will not be able to submit the form without filling them out.

# Check on a Request

Navigate here using the "Check Request" tab or selecting the "Check on a request" box from the homepage

**NSPA**   Home   New Request   **Check Request**                    → Admin Log In

## Check Status of Existing Request

If you have already submitted a request, you can find any updates here!

Your Email:

Request ID:

Check Request

The Request ID should be the code sent to the email of the requestor. Copy and paste the code from the email into this box to check the status of a request.

# Logging in as an Administrator

## Admin Login Page

If you are just looking to submit a request, please click the New
Request button

Username:

Password:

Login

Navigate here using the "Admin Log In" tab. Use
your given administrator credentials to access
administrator privileges and handle submitted
requests.

2 staff accounts have been made for the NSPA as of April 27, 2021.

*staff1 is the only staff account with administrative privileges,
  including escalating, deleting, and closing tickets .

# Administrator View: Open Requests

Toggle the view of the dashboard here.

All ticket requests are ordered by descending priority and date if the multiple tickets have the same priority.

**NSPA**

Log Out

≡

## Open Requests: 4

| Priority: HIGH | space | |
|---|---|---|
| Status: Recieved | space | » |
| Assigned: UNSET | ☺ Caroline Hoerrner  🕐 03-11-2021 02:37 | |

| Priority: MEDIUM | space | |
|---|---|---|
| Status: Recieved | space | » |
| Assigned: staff1 | ☺ Ciara Armstrong  🕐 03-11-2021 02:45 | |

| Priority: MEDIUM | space | |
|---|---|---|
| Status: Recieved | space | » |
| Assigned: staff1 | ☺ Abby Rehmet  🕐 03-11-2021 04:31 | |

| Priority: LOW | space | |
|---|---|---|
| Status: Recieved | space | » |
| Assigned: staff1 | ☺ Elijah Eaton  🕐 03-11-2021 03:03 | |

- ⊘ Dashboard
- 🔍 Search
- ❗ New Requests **8**
- ▤ Open Requests
- 👤 Assigned to me
- ↻ Pending Escalations
- 🗄 Archive

Navigate here using the "Open Requests" tab. This is the default front page when logging in as an administrator.

Click to view the details of a ticket.

This page shows all open requests that have had a set priority. By default, when a ticket request is submitted, the priority is initially unset and a staff member (admin) needs to manually set the desired priority of the ticket.

# Administrator View: New Requests

Navigate here using the "New Requests" tab. This page shows all submitted requests that have not yet had a priority set.

Log Out

☰

## New Requests: 8

| Priority: UNSET | space | |
|---|---|---|
| Status: Under Review | space | » |
| Assigned: UNSET | ☻ John Smith    🕐 03-11-2021 03:20 | |

| Priority: UNSET | space | |
|---|---|---|
| Status: Under Review | space | » |
| Assigned: UNSET | ☻ Foo Moo    🕐 03-11-2021 04:46 | |

| Priority: UNSET | space | |
|---|---|---|
| Status: Under Review | space | » |
| Assigned: UNSET | ☻ Sam Horrigan    🕐 03-11-2021 05:32 | |

| Priority: UNSET | space | |
|---|---|---|
| Status: Under Review | space | » |
| Assigned: UNSET | ☻ Sam Horrigan II    🕐 03-11-2021 06:13 | |

| Priority: UNSET | space | |
|---|---|---|
| Status: Under Review | space | » |
| Assigned: UNSET | ☻ Ham Sorrigan    🕐 03-11-2021 06:14 | |

| Priority: UNSET | space | |
|---|---|---|
| Status: Under Review | space | » |
| Assigned: UNSET | ☻ Sam H    🕐 03-11-2021 06:16 | |

| Priority: UNSET | space | |
|---|---|---|
| Status: Under Review | space | » |
| Assigned: UNSET | ☻ afg hdgfsdj    🕐 03-11-2021 06:17 | |

### Sidebar

- 🎛 Dashboard
- 🔍 Search
- ❗ New Requests **8**
- 🗒 Open Requests
- 👤 Assigned to me
- ↻ Pending Escalations
- 🗃 Archive

Tickets are by default organized by the earliest submitted ticket.

Tickets can be assigned to staff members and are by default unassigned.

Click to view the details of a ticket.

View all tickets that are assigned to account that is currently logged in.

# Administrator View: View a Request's Details

Directly email the ticket requestor here.

**NSPA**                                                        Log Out

< Back

**Request ID: d11b9c5e-82c2-4061-a124-f695dd84d301**

## Request Overview:

| | | | |
|---|---|---|---|
| Priority | UNSET | Requestor | Ciara Armstrong |
| Status | Under Review | Email | mhsu13@jhu.edu |
| Assigned | UNSET | Date | 03-23-2021 |
| Last Updated | 03-23-2021 | | |

## Requester Information:

| | | | |
|---|---|---|---|
| Name | Ciara Armstrong | Hospital or System | Johns Hopkins University |
| Title | Lab technician | | |
| Email | mhsu13@jhu.edu | Delivery Address | 111 Street Parkway, City, |
| Phone | 111-111-1111 | | State, 11111 |
| 24/7 Contact Information for Delivery | My Contact, 000-000-0000 | | |

## Request Specifics:

| Qty | Kind | Brand | Current supply expiration: | Detailed Item Description: | Date needed: |
|---|---|---|---|---|---|
| 2 | L | Curad | 3/25/2021 | Latex Only | 4/1/2021 |
| 3 | M | Any | 4/1/2021 | Nitrile | 3/31/2021 |

If resources request can be fulfilled regionally, how:
This resource CANNOT be fulfilled locally:               false
This resource CANNOT be fulfilled regionally:            false

## Additional Questions:

The current supply of individual requested items:
    3 of each
For each requested item, how many do they use each day when caring for emergent and urgent patients:
    50
Are the items requested being used for emergent and urgent use only:
    emergent
What conservation measures have been put into place:
Have they cancelled elective surgeries and/or non-urgent outpatient appointments:

### Admin Panel

**Edit Request**

**Email client**

This request is new, approve request to perform other tasks!

**Mark Recieved**

**Delete Ticket**

**Delete ▾**

Mark a ticket as received to set its priority, assign it to a staff member, or update its status.

You may choose to delete a ticket. Doing so is permanent and you will no longer see its details.

This page shows the details of a submitted ticket. All fields that have been filled out by the client are displayed and the admin or staff member may choose to perform specific operations to the ticket, as shown on the "Admin Panel".

# Administrator View: Setting a Received Request

NSPA

Log Out

< Back

**Request ID: d11b9c5e-82c2-4061-a124-f695dd84d301**

## Request Overview:

| | | | |
|---|---|---|---|
| Priority | UNSET | Requestor | Ciara Armstrong |
| Status | Recieved | Email | mhsu13@jhu.edu |
| Assigned | UNSET | Date | 03-23-2021 |
| Last Updated | 03-23-2021 | | |

## Requester Information:

| | | | |
|---|---|---|---|
| Name | Ciara Armstrong | Hospital or System | Johns Hopkins University |
| Title | Lab technician | | |
| Email | mhsu13@jhu.edu | Delivery Address | 111 Street Parkway, City, |
| Phone | 111-111-1111 | | State, 11111 |
| 24/7 Contact Information for Delivery | | My Contact, 000-000-0000 | |

## Request Specifics:

| Qty | Kind | Brand | Current supply expiration: | Detailed Item Description: | Date needed: |
|---|---|---|---|---|---|
| 2 | L | Curad | 3/25/2021 | Latex Only | 4/1/2021 |
| 3 | M | Any | 4/1/2021 | Nitrile | 3/31/2021 |

If resources request can be fulfilled regionally, how:
This resource CANNOT be fulfilled locally:  false
This resource CANNOT be fulfilled regionally:  false

## Additional Questions:

The current supply of individual requested items:
   3 of each
For each requested item, how many do they use each day when caring for emergent and urgent patients:
   50
Are the items requested being used for emergent and urgent use only:
   emergent
What conservation measures have been put into place:
Have they cancelled elective surgeries and/or non-urgent outpatient appointments:

## Admin Panel

Edit Request

Email client

### Update Ticket Information

Set Priority ▼

Assign Staff ▼

Update Status ▼

### Close Ticket

Close Ticket

Escalate Ticket

### Export Info

Download PDF

### Delete Ticket

Delete ▼

Update a ticket's information by setting it it through the dropdown selections.

Closing or escalating a ticket moves it to "Archived Requests".

Edit the request details by clicking here.

# Administrator View: Edit a Request

Log Out

< Back

## Edit ticket and hit submit to save changes

### I. REQUESTING AGENCY POINT OF CONTACT

| 1. Name | 2. Title | 3. Requestor's Phone No. |
|---|---|---|
| Ciara Armstrong | Lab technician | 111-111-1111 |

| 4. Hospital Name - System (If requesting for entire system, which facilities does this include?) | 5. Requestor's E-Mail Address |
|---|---|
| Johns Hopkins University | mhsu13@jhu.edu |

| 6. DELIVERY Address (include any special instructions, such as if there is a loading dock, or a 24/7 number that needs to be called, etc). | 7. 24/7 Contact Name and Phone number for delivery issues |
|---|---|
| 111 Street Parkway, City, State, 11111 | My Contact, 000-000-0000 |

### II. REQUEST SPECIFICS

7. Order (Please complete all fields)

| Qty. | Kind | Brand | When will you run out of your current supply? (estimated) | Detailed Item Description: (Vital characteristics, brand, specs, experience, size, etc.) | Date Needed, pending approval |
|---|---|---|---|---|---|
| 2 | L | C | 3/25/2021 | Latex Only | 4/1/2021 |
| 3 | M | A | 4/1/2021 | Nitrile | 3/31/2021 |
| 0 | | | | | |
| 0 | | | | | |
| 0 | | | | | |
| 0 | | | | | |
| 0 | | | | | |
| 0 | | | | | |

8. If resources request has been fulfilled locally, please explain how

| 9. The resource CANNOT be fulfilled locally ☐ | 10. The resource CANNOT be fulfilled regionally ☐ |
|---|---|

**III. Additional COVID-19 Related Questions - ALL QUESTIONS ARE REQUIRED AND MUST BE FILLED OUT TO THE BEST OF YOUR ABILITY**

11. As of the request date, what is your current supply of each of the items, in individual units, you requested?
3 of each

12. For each item you requested, how many do you use each day when caring for emergent and urgent patients?
50

13. Are the items requested being used for emergent or urgent care only?
emergent

14. What conservation measures have you put into place?

15. Have you cancelled elective surgeries and/or non-urgent outpatient appointments (if applicable)?

Update

All ticket fields can be edited by a staff member. Once the ticket has been changed to your satisfaction, click "Update" to save the changes.

# Administrator View: Archived Requests



All archived requests can be viewed via the "Archive" page. This page displays all tickets that have been closed or escalated. Ticket details can be accessed normally. Deleted tickets are removed from the system and will not appear here.

# Overview of where requests can be found

**New Requests** 8

Once a request is made, it is automatically sent to the New Requests tab and assigned the status 'Under Review.' Once the request is approved by staff, it's status is updated to 'Received,' and it can be found in the All Requests tab. The number of new requests is displayed next to the name.

**Open Requests**

Open Requests includes all requests that have undergone initial approval, and are not Escalated or Closed. Open Requests can have the status 'Received,' 'Unfulfilled,' 'Partially Filled,' or 'Filled.'

**Assigned to me**

Assigned to Me includes all requests that can be found in Open Requests that also happen to be assigned to the user logged in. It does not show requests that have been Escalated or Closed.

**Pending Escalations**

Pending Escalations includes all Requests that have been Escalated but not yet Closed. Once the Escalated request is closed, it moves to the Archive.

**Archive**

All Closed requests are shown in the archive. If a request is erroneously closed, update it's status to move it back to the tab it previously resided in.

# Search Feature

Log Out

## Showing Requests with Name including "elijah"

| Name ▼ | elijah | 🔍 |

Find in:

⊞

UNSET
Status: Recieved
Assigned: UNSET

(24) brands kinds

☺ Elijah Eaton     🕐 04-21-2021 07:07

»

Find in:

❗

UNSET
Status: Under Review
Assigned: UNSET

(1) b k

☺ elijah e     🕐 04-21-2021 07:11

»

- 🕐 Dashboard
- 🔍 Search

- ❗ New Requests
- ⊞ Open Requests
- 👤 Assigned to me
- ↻ Pending Escalations
- 🗄 Archive

The search feature can be used to locate requests by the RequestID, the name of the requestor, or by the email of the requestor. Partial ID numbers, emails, or names can optionally be searched for if the complete search field is unknown.

When a search is made, all requests are queried, and the location of each result is shown on the left hand side of each result. To start a new search, simply type into the search bar and hit the magnifying glass button. Make sure to specify which type of input is being searched for.