



a world free of NTDs



USAID's NTD Database, Managed by ENVISION Frequently Asked Questions (FAQs)

Q: What do I do if I have forgotten my password?

A: Go to the ENVISION home page and click on the link to log in to NTD Database. Type your user name in the User Login area on the left-hand side of the page, and then select "Request new password." On the resulting screen, type your username or e-mail address, and select "Email new password." A new password will be sent to the e-mail account that you used when you registered.

Q: I have misplaced my username. How do I get a new one?

A: If you have lost your username, contact the [ENVISION M&E team](#).

Q: I am unable to log on. What should I do?

A: Verify that you are using the correct e-mail address. Be sure to type the full address with no spaces on at the end. (Don't copy and paste from another source.) If you still cannot log on, send an e-mail message to the [ENVISION M&E team](#).

Q: I am not receiving the system-generated e-mail messages. In particular, I have not received any e-mail messages since I submitted my workbook, although it was submitted successfully. How can I find out what the problem is?

A: Check your spam or junk e-mail folders first to make sure these messages are not being routed to one of those folders. Contact the [ENVISION M&E team](#) if this continues to be a problem.

Q: I uploaded the wrong version of the workbook. What do I need to do to upload the newest version?

A: If the wrong version of the workbook was rejected due to a validation error, it has not been routed for review. If the wrong version of the workbook was validated and has been routed for

review, then the user should still submit the correct version of the workbook for review. A submission can not be deleted or canceled once it has been validated and routed for review. _

Q: After I uploaded a workbook, I received an e-mail message saying that there was an error validating the data. What does that mean?

A: This message indicated that the system was unable to load your data submission. Please log into the NTD Database to check the errors in the workbook you submitted.

Q: I cannot access the reports for my country. What do I need to do?

A: If you cannot access a report for your country, it means that the permissions set up for your user profile do not include the correct country. Please contact a member of the [ENVISION M&E team](#).

Q: How do I generate reports for past fiscal years?

A: On the "Reports" page, select the type of report (Persons Treated, Districts Treated and Geographic Coverage, Disease Distribution, etc.). Make your selections in the Control Panel that appears on the resulting page. Make your selections for Project, Country, Region, District and Fiscal Year using the drop-down menus available for each item. Complete your selections in the Control Panel, and select "Run Report."

Q: How do I access USAID's NTD Control Program data?

A: The MoH is requested to specify which organizations may have access to data collected under the NTD Control Program, including the sub-partner currently operating in a country. If you are interested in accessing data collected under USAID's NTD Control Program, please discuss potential access with the MoH. The MoH may indicate its explicit approval for a specific organization to have access by sending an email to NTDdatabase@rti.org.

Q: How do I access data collected in current USAID NTD projects? (ENVISION, END in Africa, END in Asia, USAID-supported APOC, etc.)

All registered users have access to the NTD Database reports. Data may be utilized internally for planning, monitoring, evaluating and reporting, and through read-only access to defined partners, prior to MoH approval, with a disclaimer that data have not yet been approved. Once data have been submitted, reviewed and have received all required approvals, data aggregated to the national level can be shared with public, typically within USAID-project specific web sites or in reports submitted to USAID.