

On-Line Data Manager (ODM) Troubleshooting

UWSEM's Online Data Manager is a system for storing data and reports online. Through this system, organizations will be able to access and complete their Online Profiles for United Way's Investment Process 2011-2018

Question: I forgot my username or password.

Answer: Click the "Forgot Password" link on the ODM home page to request a new password be sent to the primary staff contact who is **LISTED** in ODM. The email address you enter must match the primary staff who is listed as the contact in ODM.

Follow up question: I did not receive an email with my user name or password

Answer: Either your agency is not in ODM, you did not enter the correct email for the primary staff person listed in ODM or you are not the primary staff listed in ODM. If you are unsure, please contact Holly Bresson.

Question: I filled out the Agency Information form while logged in as "Apply". Now I cannot fill out any forms. What is wrong?

Answer: If you have begun the process and created an Agency Information page (step 1 of the process), you will no longer be able to complete forms while logged on as "Apply". You will need to log in under your agency's specific username and password. Agencies will be issued a username and password **two** business days after completing the Agency Information form along with instructions for completing your profile in ODM.

Question: How do I get to the necessary forms?

Answer: While logged on as your agency, click on Agency information search on the left hand side. Once you are at the search screen, type in your agency's name. Click on the file icon next to your agency's name. Once the file opens, click on Investments 2011-2018. You may create the necessary forms by selecting them from the "Create New" dropdown menu.

Question: I cannot see or create a form I need.

Answer: All agencies have access to the Agency Information form and the Standards of Eligibility form. Access to forms requesting to partner for individual impact areas (Early Childhood, High School Turnaround, Financial Stability, Basic Needs) are granted based on your agency's authorization. If you have been invited to request to partner and cannot access your forms, contact Holly Bresson. If you have not been invited to request to partner and would like to begin that process, please contact investment.information@liveunitedsem.org