

Protocol for Notifying DHS of CCBHC Secure Data Portal Errors

If you encounter an error in the course of attempting to upload your CCBHC consumer element data, please try the fixes below.

CCBHC Secure Data Portal Error Fixes

- Close your browser and re-open the CCBHC Secure Data Portal. If that doesn't work, try clearing your cache and attempt uploading again.
 - Keep in mind you may have to do this step a couple of times, especially if you try the processes below and do so over an extended period of time.
- Delete out empty rows and columns in your file following these instructions:
 - Columns: Highlight at the top of the columns, Ctrl + Shift + arrow right, right click and delete
 - Rows: Highlight the first empty row after your data, Ctrl + Shift + arrow down, right click and delete
 - This is an error that the validation program doesn't create an error for but will cause the validation program to keep looking through the file infinitely until it eventually times out and your data will not be uploaded.
- If neither of these instructions work, please do another look through your data to ensure there isn't a pattern of errors that may be overwhelming/timing out the CCBHC Secure Data Portal

If, after attempting both fixes and performing a quality check on your data does not fix your error in uploading, please report your error by following the instructions below.

CCBHC Secure Data Portal Error Reporting Protocol

Please email the [CCBHC Evaluation Specialist](#) a detailed description of the error by including:

- Screenshot of the error
- When the error occurred in the attempt to upload
 - E.g. 'after clicking upload', 'after clicking the link to open the CCBHC Secure Data Portal', etc.
- How long it processed or attempted to upload, if at all
- The file name, how many rows it has, and file size
- The IP address of the computer you attempted to upload from

After reporting the error, you are welcome to continue attempting to upload, though you are not required to do so. If you do continue attempting to upload, please report back any additional errors you encountered following the same instructions above. These details are incredibly helpful in helping to isolate where the error may be so we can diagnose and fix the problem as quickly as possible.

Your work ahead of time in doing quality checks on your data is also incredibly helpful and necessary.