

Frequently Asked Questions: NCALLIES Edition

A Quick Reference Guide to the most common issues

How do I create a NCALLIES account and gain access to my program?

Go to this link: <https://www.ncdps.gov/Juvenile-Justice/Community-Programs/Juvenile-Crime-Prevention-Councils/Program-Agreement-Information>

There are User Guides to help you through the Registration process; use them in the following order:

- Register with NCID
- Register with NCALLIES as a Program

From here, you will need to Associate with your Program. This User Guide is not included on the site; contact your Area Program Assistant if you need the guide. This step requires the “DJJ Funding ID” number for your program (be sure to include the dash). This number can be found on the Program Agreement.

How do I add or remove user rights to a NCALLIES account in my program?

This applies to Program Managers or the NCALLIES Admin for your program.

When a user associates with a program, the NCALLIES Admin for the program (usually the Program Manager) will receive an email that a user is requesting access. This will prompt the Admin to log in to NCALLIES and create/amend the user’s rights.

The Area Program Assistant can provide you with a guide that details navigation of the Manage Users tab and explains what rights are needed.

How do I create a Program Application (also referred to as Agreement) in NCALLIES?

Follow the link above to view instructions on completing a Program Application.

If you are re-applying for the same program, there will be a Copy Program Application link in your Program Information screen during funding season (usually after January 1 each year).

Note: If you need to copy information multiple times, be sure to back the text up in a Word document, as NCALLIES only allows you to copy one time.

Where do I find JCPC policies and needed forms?

<https://www.ncdps.gov/Juvenile-Justice/Community-Programs/Juvenile-Crime-Prevention-Councils/JCPC-Policies-Forms>

I haven’t logged into NCALLIES in 90 days or more; what do I do?

You will need to update your password by logging in to NCID. The Change Password box should be about midway down the page.

I can’t get into my NCALLIES account; what do I do?

If you have attempted to log in three times or more, you are most likely locked out of your account. You may choose to wait an hour and try again, or you can call this number to have your account unlocked: (919) 754-6000 or Toll-Free 1-800-722-3946

Area Program Assistants do not have access to your password and cannot unlock accounts; however, they can provide this number if you need it.

NCID is down/not working properly; can I still get into NCALLIES?

No. If NCID is down, so is NCALLIES. Also, NCALLIES is periodically inaccessible due to system updates. When possible, Area Program Assistants will notify of upcoming times that NCALLIES will be down.

I am getting a GRAILS message in NCALLIES; what does this mean?

A GRAILS message is an error message. This could be caused by many things. Contact your Area Program Assistant for guidance. It may be helpful to explain what you were working on at the time of the message. The Area PA may request a screenshot of the message.

I was working in a client record/Program Application/Budget Revision, and my session timed out; what do I do?

Unfortunately, unless you saved the information before your session timed out, you will have to re-enter it. Always click Save!

I entered a record in Client Tracking, but it is a duplicate/it was entered in error; what do I do?

To delete a record, you must work in reverse. If the Termination screen was the last thing you worked in, go to the Termination tab, click Delete at the bottom left of the screen, then move to the Admission tab. Rinse, repeat, and work backwards until you have deleted each tab.

How do I edit contact information in NCALLIES?

Contact information can be updated in NCALLIES at any time. It is very important to keep this page up to date. Click View beside your program, click View beside the relevant year, and you should see the Program Application Information page. This page contains contact information; click Edit at the bottom left of the screen.

Note: When you edit contact information, it is only edited for the year selected. If you are in the middle of a fiscal year and update information in your new Program Application, you will need to update the current Program Agreement as well.

What information should accompany a referral from a Juvenile Court Counselor?

A Risk and Needs Assessment is required for each referral.

Some districts provide a Family Data sheet for referrals; some only provide the Family Data sheet to Residential or Clinical programs.

How do I obtain a risk score for a formerly court-involved participant?

In order to request a risk score from a Juvenile Court Counselor for a juvenile that has been court-involved within the prior 12 months, you must provide the signed Universal Consent form.

How much time do I have to update a risk score in Client Tracking?

You have 30 days to update a risk score in Client Tracking; after that, it cannot be changed.