



OJJDP's TTA360 FAQs for Requesters

What is TTA360?

TTA360 is OJJDP's centralized training and technical assistance (TTA) request system. It offers requesters a single point-of-entry to access the full range of OJJDP's TTA services and allows OJJDP to track, monitor, manage, and report on TTA requests and the services its TTA providers deliver.

TTA360 connects all of OJJDP's TTA providers into one network that they can use from start to finish to support their delivery of TTA. It also supports OJJDP's focus on increased accountability of TTA providers, streamlines the field's access to all of OJJDP's TTA resources and providers, and improves customer experience.

How do I use TTA360?

When you create an account in TTA360, you will be directed to verify your account through the Department of Justice's Digital Identity and Access Management Directory (DIAMD) system. You can learn how to submit a TTA request and view your submitted requests by accessing the TTA360 User Guide.

Who can submit TTA requests through TTA360?

Any individual or organization that provides juvenile justice, delinquency prevention, and/or child protection services, or works in a related field can create a TTA360 account and submit a TTA request. You do not have to be an OJJDP grantee to request TTA through TTA360.

What types of TTA do OJJDP's providers offer?

OJJDP's network of providers offers a full range of TTA methods and subject matter expertise. When you enter your request, you can use dropdown menus to indicate which types of TTA you believe may best fit your needs. You will see options for various types of information dissemination and referral activities, conference-related services, training (online, onsite, webinar, train-the-trainer), assessment and evaluation services, and TTA to assist with planning and program development needs.

What if I need to gather more information to complete my request? Does TTA360 save what I have entered?

Yes. TTA360 includes a “Save as Draft” option. This lets you return at any time to edit or complete your draft request and submit it when you are ready.

How long will it take to receive a response to my request, and who will respond?

Contact OJJDP’s NTTAC Help Desk at OJJDP.TTA@usdoj.gov if you have not received a response within 5 business days.

You can log in to TTA360 at any time to check on the status of your submitted request. “Assigned-Not Accepted” means a TTA provider is reviewing your request but has not yet formally accepted the TTA assignment. If you see “In Progress,” a provider has accepted your request and has contacted or will soon contact you.

Who should I contact if I still need help with TTA360?

TTA Support: Contact OJJDP’s NTTAC Help Desk at OJJDP.TTA@usdoj.gov for support with TTA services, including questions about OJJDP’s programs, requesting updates to projects, and checking the status of your requests.

Login and Technical Support: Contact the [OJP IT Service Desk](mailto:OJP.IT@usdoj.gov) at 202-307-0627 for assistance with account creation, login issues, password resets, and technical problems in TTA360, including DIAMD access.

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