U.S. Department of Justice
Office of Justice Programs
Office of Juvenile Justice and Delinquency Prevention

OJJDP

Working for Youth Justice and Safety

TTA360

User Guide for Requesters

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Introduction

About This Guide

The purpose of this guide is to provide step-by-step instructions for users requesting training and technical assistance (TTA) through TTA360.

About TTA360

TTA360 is a centralized system to track, monitor, manage, and report on TTA requests and services. TTA360 is used by all Office of Juvenile Justice and Delinquency Prevention (OJJDP) TTA providers and provides a single point of entry for requesters seeking access to the full range of OJJDP's services.

Unsure which training or technical assistance provider to select? Submit your request through TTA360, and we'll review your needs and connect you with the most qualified provider.

Who Should Use This Guide?

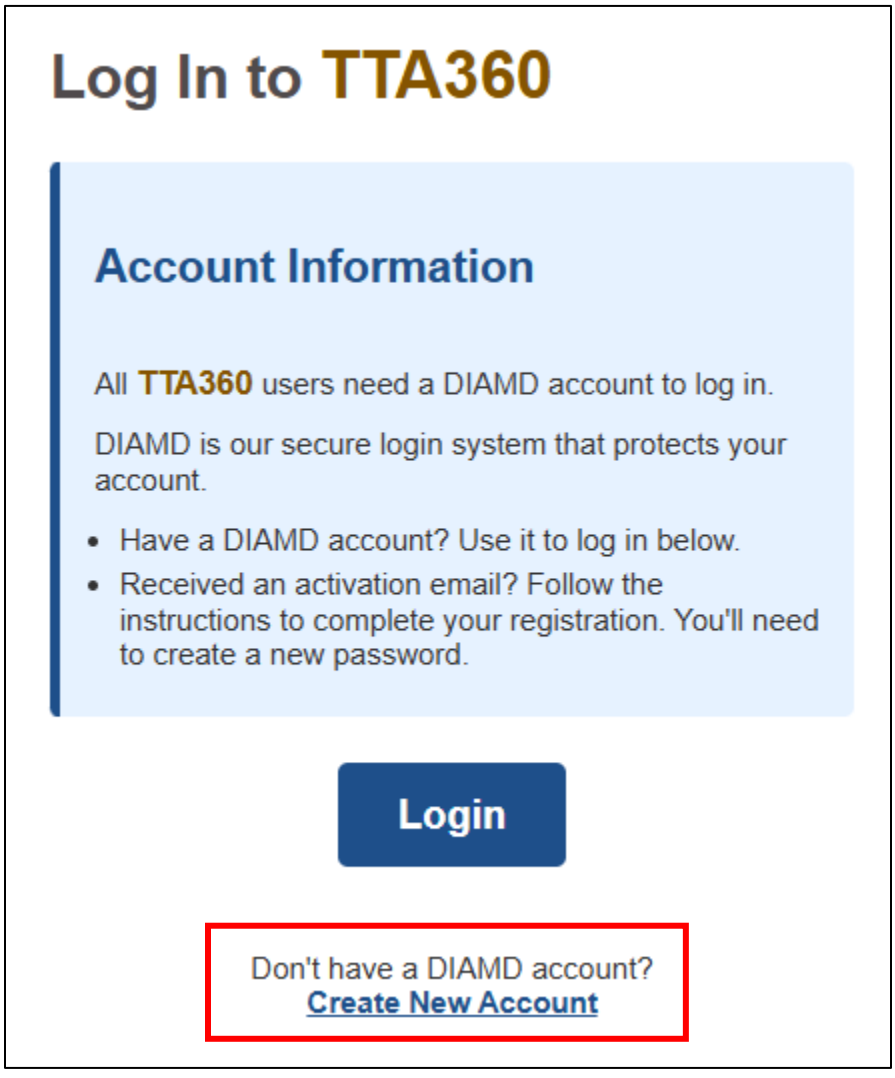
This guide is intended for individuals submitting requests for services who need help navigating TTA360 to initiate requests and monitor the progress of requests submitted.

Getting Started

Creating an Account

TTA360 uses the Department of Justice's (DOJ) secure login system—Digital Identity and Access Management Directory (DIAMD)—to protect your account. All users must create and verify a DIAMD account to access TTA360.

Step 1. Locate the following prompt on the TTA360 home page:



Step 2. Click “Create New Account.”

Step 3. Follow the prompts to verify your account through DIAMD. If you experience any problems during verification, call the OJP IT Service Desk at 202-307-0627 for assistance.

Logging in and Technical Support

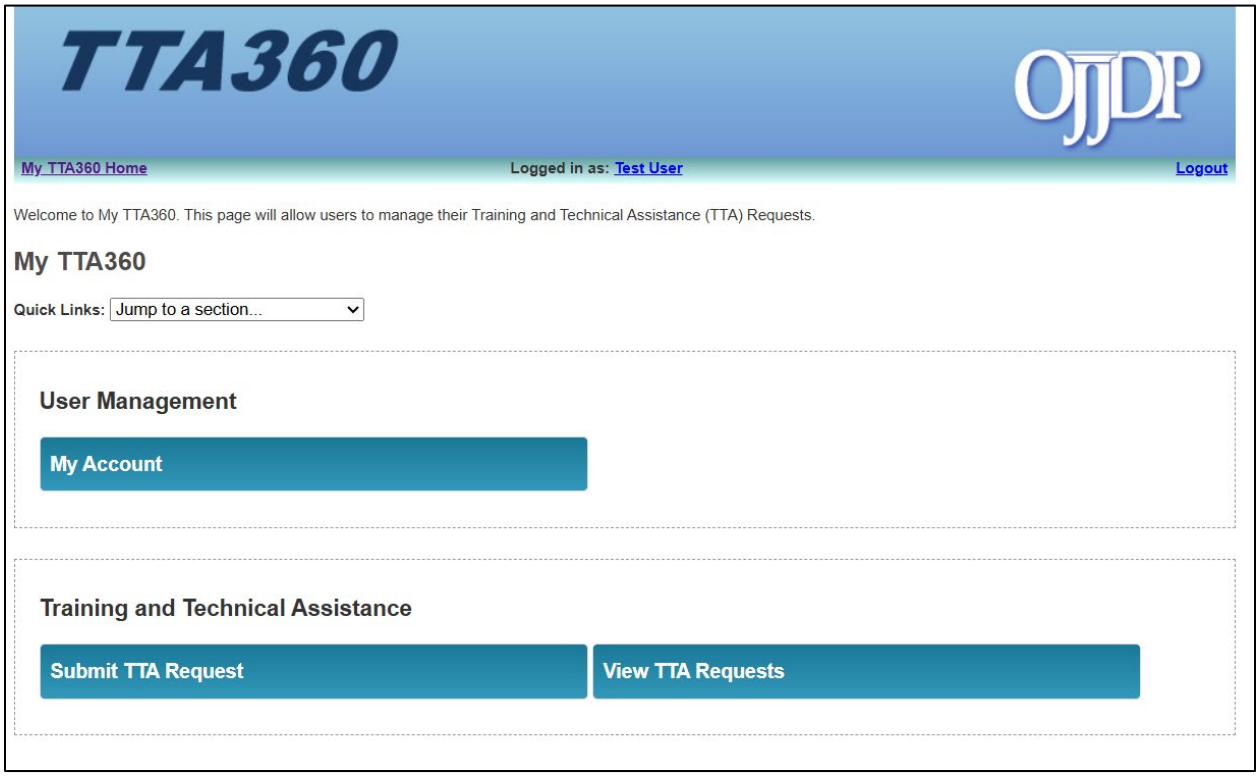
Once your DIAMD account is set up, return to the TTA360 home page and log with your DIAMD username and password.

All password resets are handled through the DIAMD system.

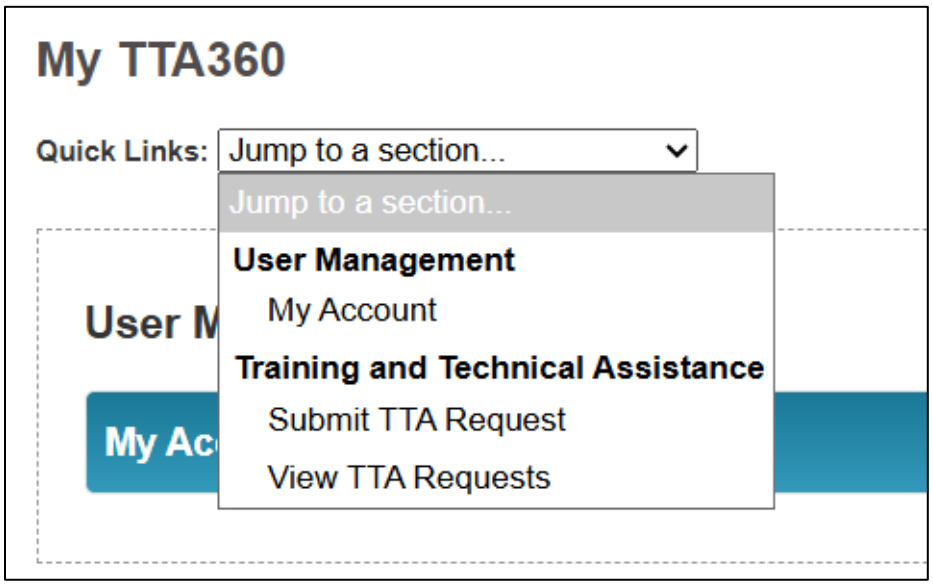
Contact the OJP IT Service Desk (202-307-0627) for support with login issues, password resets, and technical problems in TTA360.

My TTA360 Homepage

The TTA360 homepage is divided into two sections: **User Management** and **Training and Technical Assistance**. Each section contains modules.



There is also a **Quick Links** toolbar for easy access to modules:

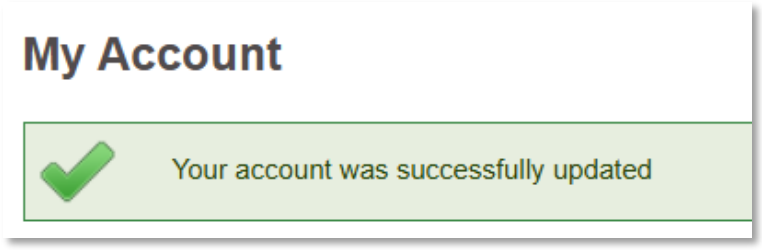


User Management

Updating Your Account

Use the **User Management** section of the dashboard to update your account profile. You can update your information using the **My Account** module.

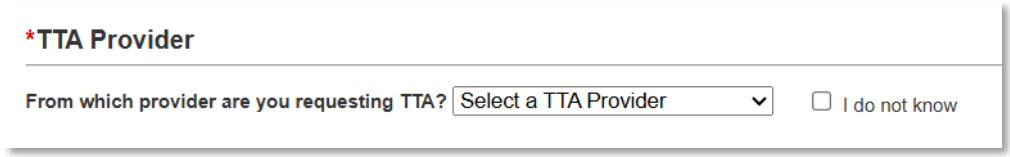
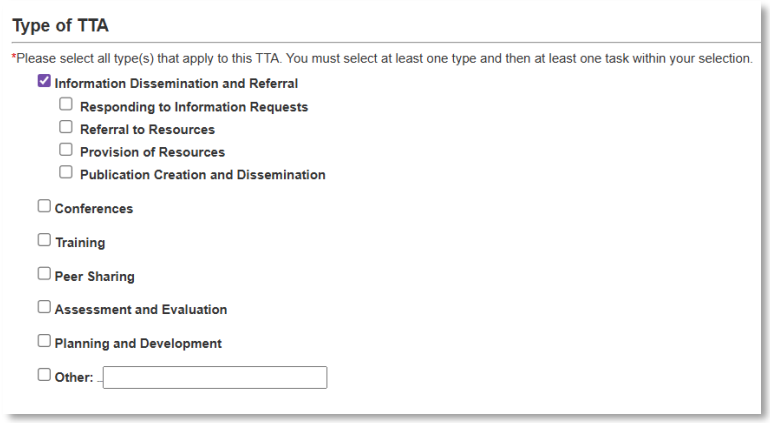
Follow the steps below to update your account information.

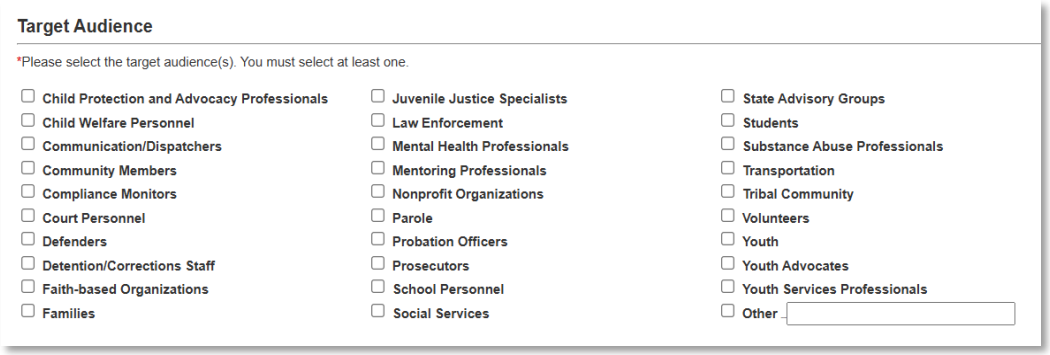
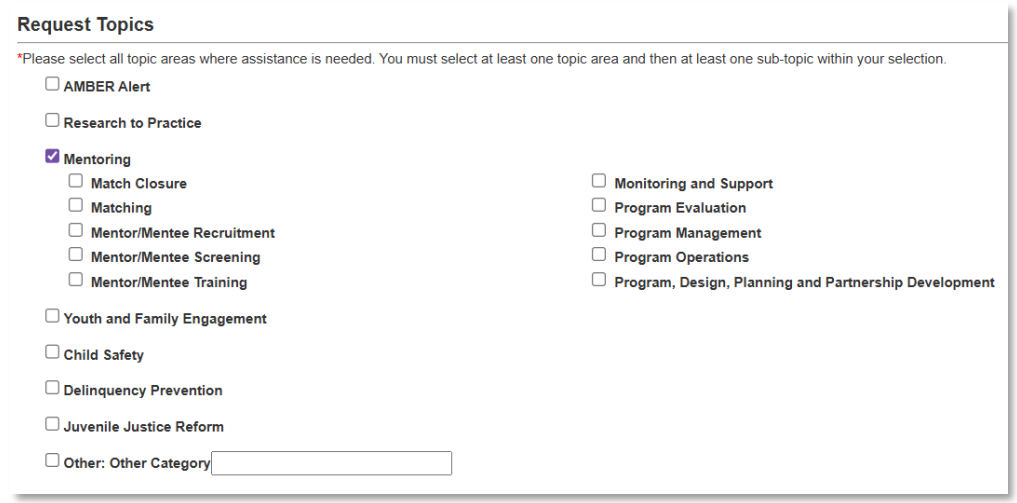
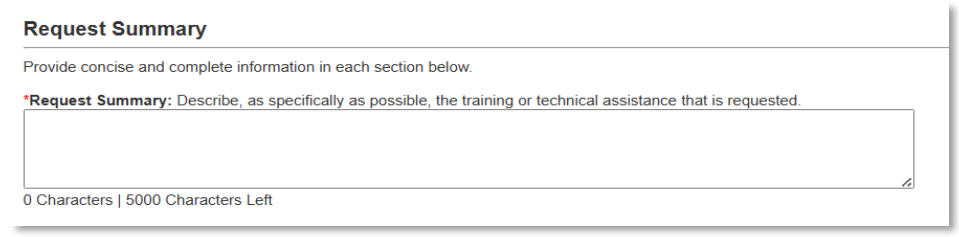
Step 1.	From the My TTA360 homepage, click the **My Account** module to display your account information.
Step 2.	If needed, review the information and make changes.
Step 3.	Click the **Update** button at the bottom of the page. Updates are applied immediately after submission. Clicking the **Cancel** button will take you back to the home page without making any changes to your account.
Step 4.	You will see the following confirmation message after you click the **Update** button: 

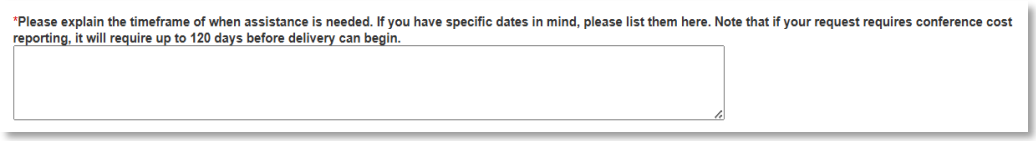
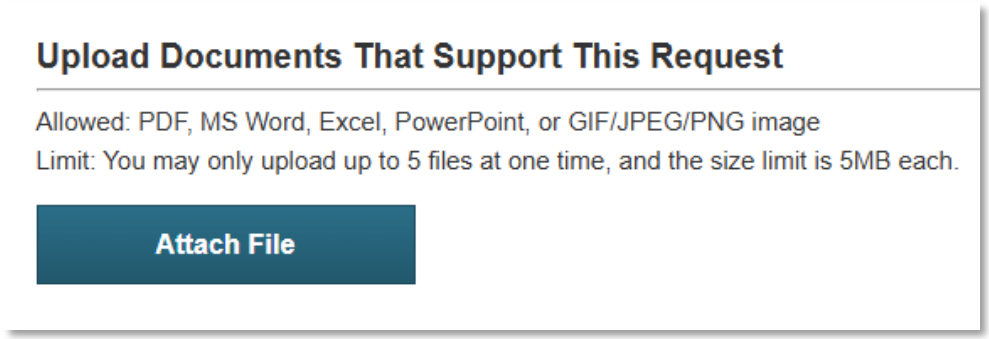
Submitting a TTA Request

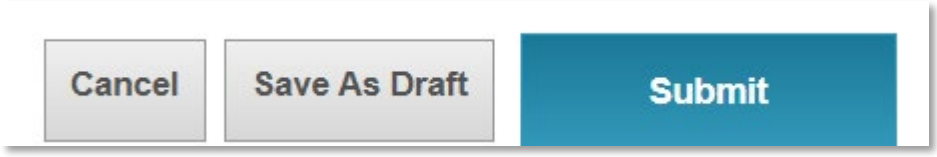
Use the **Submit TTA Request** module on the dashboard under the **Training and Technical Assistance** section to submit TTA requests to OJJDP.

Follow the steps in the table below to submit a request.

Step 1.	From the My TTA360 homepage, click the **Submit TTA Request** module.
Step 2.	**Select a TTA Provider** (required) If you know which TTA Provider you are requesting services from, select their name from the drop-down menu. If you are unsure of the TTA provider, select "I do not know." OJJDP's NTTAC staff will assess your request and assign a TTA provider from the network. 
Step 3.	**Select Type of TTA** (required) There is a list of six main TTA categories, which include subcategories. When you select the main category, a list of subcategories will appear. You must select at least one subcategory.  You can also select "Other" if your needs are not listed.

Step 4.	**Select a Target Audience** (required) Select at least once target audience for the TTA being requested. 
Step 5.	**Select Request Topics** (required) There is a list of seven main TTA topics, which include subtopics. When you select a main topic, a list of subtopics will appear. You must select at least one subtopic. 
Step 6.	**Complete the Request Summary** (required) Describe your TTA request with as much detail as possible. 

Step 7.	**Complete Additional Fields** (optional) There are several *optional* fields to provide additional information on your request: • **Previous Efforts:** Have there been any previous attempts to address the condition or issue for which training or technical assistance is requested? If so, what action(s) were taken and what were the results? Include prior TTA delivered by OJJDP. • **Goals and Outcomes:** Describe the goal of this TTA and outcomes you would like to achieve as a result of this training or technical assistance. Include how this will assist you in achieving the goals of specific topic areas indicated above. • **Resources/Consultants:** Are there any specific OJJDP resources, consultants, or TTA providers from whom you would like to receive training or technical assistance? If so, please describe (including OJJDP staff if applicable). If not, please describe the specific areas of expertise that would be helpful.
Step 8.	**Describe the Timeframe** (required) Explain the timeframe of when assistance is needed. 
Step 9.	**Upload Files** (optional) You have the option to upload supporting documents with your request. Select **Attach File** to upload documents from your computer. 

Step 10.	**Save or Submit Your Request** Click **Save As Draft** to save your request in draft format. Draft requests can be submitted later. Click **Submit** to submit your request to OJJDP.  Refer to the ***View TTA Requests*** section of this guide to view requests saved as a draft.

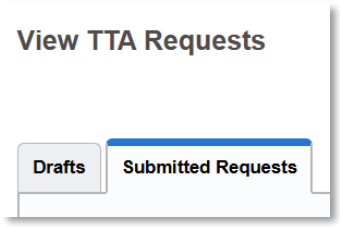
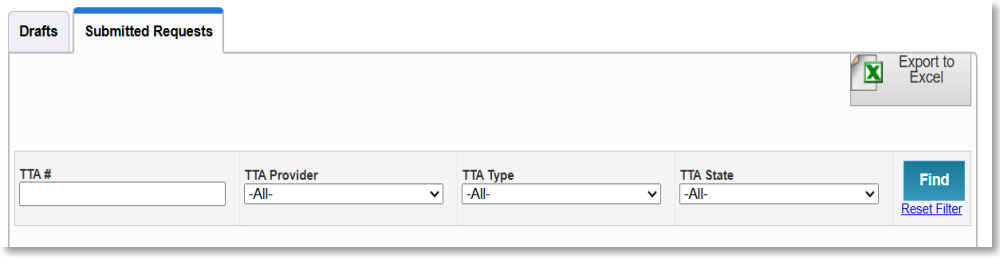
Viewing and Editing TTA Requests

View TTA Requests

Use the **View TTA Requests** module under the **Training and Technical Assistance** section on the dashboard to view all the requests you have in the system.

Draft and submitted requests are available to view so that you can monitor their status. Refer to the ***Request Status*** section in this guide for an explanation of each status.

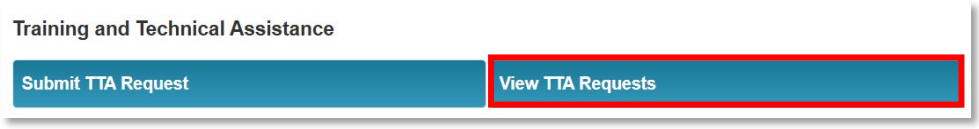
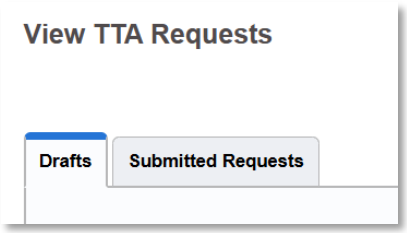
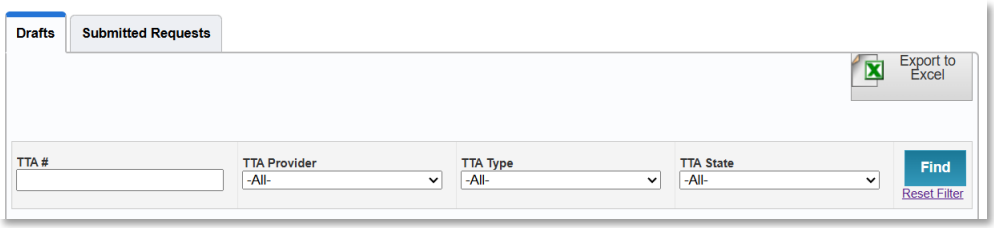
Follow the steps in the table below to view submitted requests.

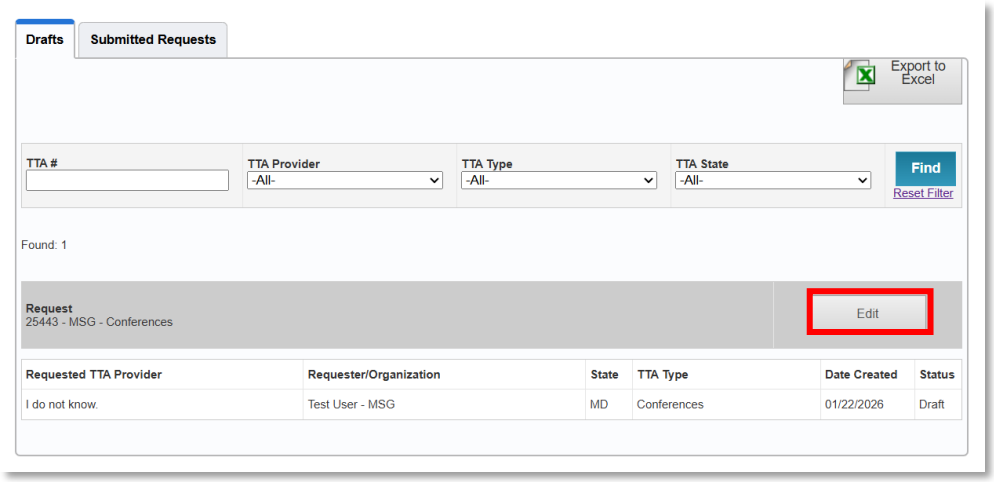
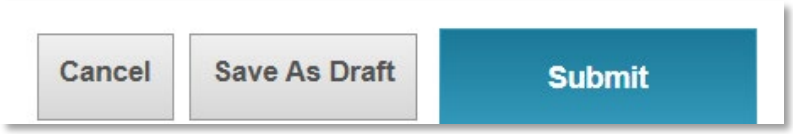
Step 1.	Click **View TTA Requests** on the homepage.
Step 2.	All requests you entered to the system will appear. This screen displays two tabs: **Drafts** and **Submitted Requests**. Click the **Submitted Requests** tab to view submitted requests. 
Step 3.	A list of your submitted requests will appear.  Use search filters to narrow down search results. After entering search parameters, click **Find**. A list of results will appear. You can export the results to an Excel file using the **Export to Excel** button.

View or Edit a Draft Request

You can make edits to requests that you have saved as drafts.

Follow the steps in the table below to edit a request using the **View TTA Requests** module.

Step 1.	Click **View TTA Requests** on the homepage. 
Step 2.	All requests you entered in the system will appear. This screen displays two tabs: **Drafts** and **Submitted Requests**. Click the **Drafts** tab to view requests saved as drafts. 
Step 3.	A list of your draft requests will appear.  You can use search filters to narrow your search results. After entering search parameters, click **Find**. A list of results will appear. You can export the results to an Excel file using the **Export to Excel** button.

Step 4.	Locate the request to edit, and then click **Edit** next to the request. 
Step 5.	Make changes to the request as necessary.
Step 6.	**Save or Submit Your Request** Select **Save As Draft** to save your updates if you are not ready to submit your request. If you are ready to submit it to OJJDP, click **Submit**. 

Request Status

TTA requests are categorized by status. Refer to the table below for a description of each status.

Draft	The request has been entered into the system but has not been submitted to OJJDP.
Not Assigned	Your request has been submitted to OJJDP but not assigned to a provider yet.
Assigned – Not Accepted	The request has been assigned to a provider and is pending acceptance.
In Progress	The request has been accepted by the TTA provider. They will reach out to you regarding your request.
Closed – Satisfied	The training or technical assistance has been successfully delivered and the request has been closed in the system.
Closed – Other	The request was not successfully fulfilled (view request for details) and has been closed in the system.
On Hold	The request has been put on hold.

Support Contacts

TTA Support

Contact OJJDP's NTTAC Help Desk at OJJDPTTA@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 at 202-307-0627 for assistance with account creation, login issues, password resets, and to report technical problems in TTA360.

Last updated: March 2, 2026