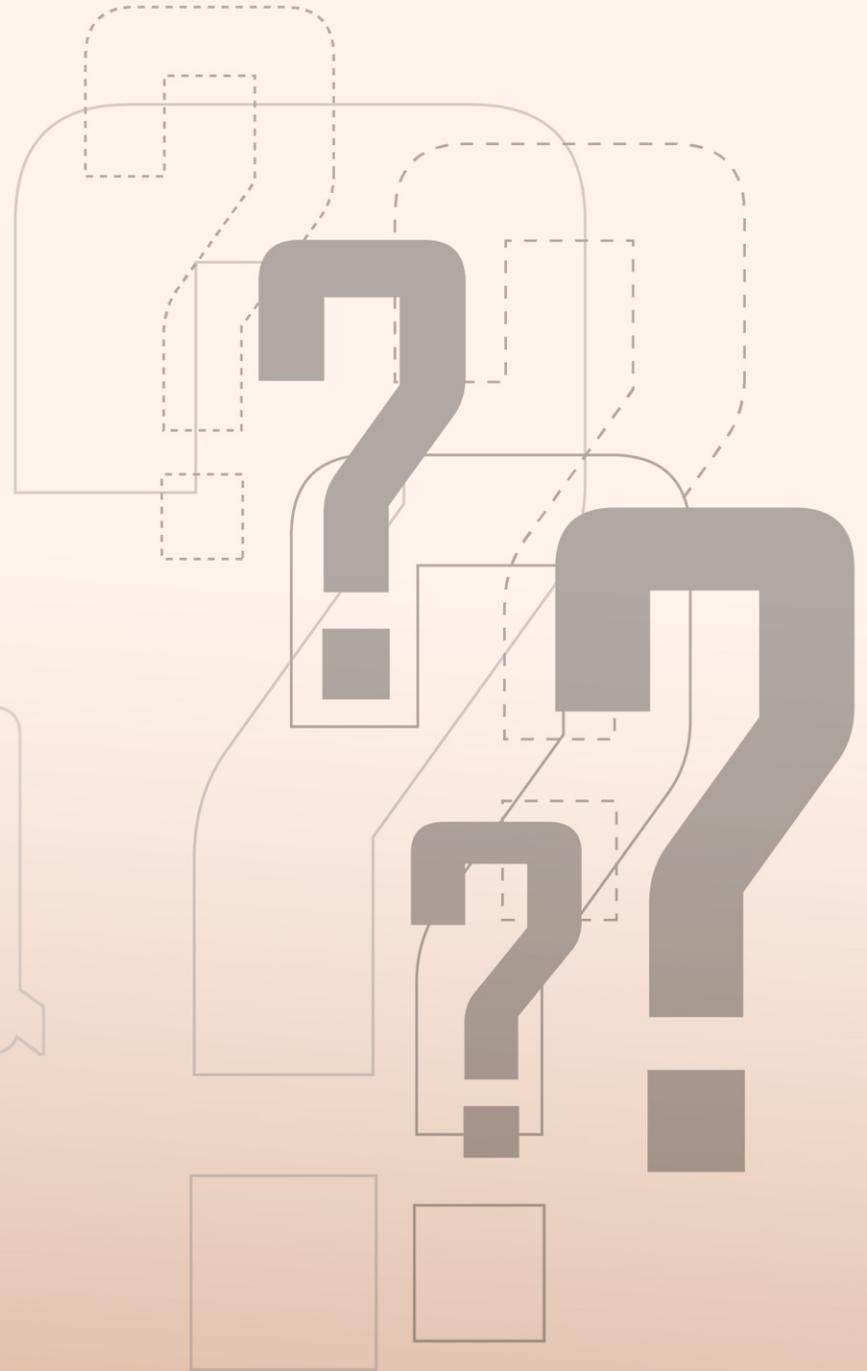




Office for Victims of Crime  
**OVC**

FAQ



# Performance Measurement Tool (PMT) System Operation

## Frequently Asked Questions

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## Introduction

The purpose of this document is to assist grantees and subgrantees in reporting accurate data through the Performance Measurement Tool (PMT).

We encourage individuals to review this document before entering data into the PMT. The accuracy and timeliness of reporting data is extremely important. Data reported by grantees allows the Office for Victims of Crime (OVC) to demonstrate the value and specific benefits of the program to government agencies, the victim services field, the general public, and other stakeholders.

## Accessing Your PMT Account

### 1. *How do I access or log in to my PMT account?*

You can access your PMT account at <https://ojpssso.ojp.gov>. Once on this website, please type in your unique username (your email address) and password to log in to the system. If you do not know your unique username and password, contact the OVC PMT Helpdesk at [ovcpmt@usdoj.gov](mailto:ovcpmt@usdoj.gov) or call the toll free number at 1-844-884-2503.

### 2. *Who in my organization will receive an invitation to access the PMT?*

The primary grant point of contact (POC) listed in the Grant Management System (GMS) when your organization is added to PMT, will receive an invitation via email from the PMT with instructions on how to create a new user account. This user will then be associated with your organization in the system. The primary grant POC can then add additional users from the organization to gain access to your organization's account.

### 3. *When will I receive my invitation to access the PMT?*

New grantees who are required to report in the PMT are added to the system on a quarterly basis. You will receive your email invitation to access the PMT when the system has been updated with your contact information. Because the invitation is an automatically generated system email, be sure to check your spam/junk folder in the event your email system doesn't recognize the email. If a report submission period is approaching and you have not received an invitation to access the PMT, please contact the OVC PMT Helpdesk at [ovcpmt@usdoj.gov](mailto:ovcpmt@usdoj.gov) or call the toll free number at 1-844-884-2503.

### 4. *How can I be added as a user to the PMT?*

If you are the grant POC (as listed in GMS), you will automatically be added as a user to PMT and be sent an invitation to access the PMT (see Questions 2 and 3 of this document). If you are not the grant POC but will be using the PMT to enter or review data, then you should contact your organization's grant POC and request to be added as a user in the system.

### 5. *How does the organization's POC add a user to the PMT?*

Below are the steps that the organizational grant POC would follow to add a user to the PMT. For additional detail and screenshots, please refer to your grant program's user guide, which can be found on the Need Help page of the PMT.

- Go to the Administration tab in the PMT
- Select the User Management page in the drop-down menu
- Select the Add a New User button
- Input the user's first and last names, email address, and phone number.

The PMT will then send an email to this individual with directions on completing their user account set-up.

**6. *Why is PMT giving me an error message stating that someone else is logged into my organization's account and preventing me from accessing the data entry pages?***

To manage multiple users within the same organizational account and ensure data quality, the PMT only allows one user to work in the data entry page at a time. If you receive this message, then someone else within your organization's account is using the system to enter data on the grant and you will need to wait for that user to exit the data entry page before you can log in. When you are entering data, and are ready to end your session, select the Exit Data Entry button at the bottom of the data entry page or the Logout button to exit and to allow others within your account access the grant.

## Resetting Your Password

**7. *How can I reset my password?***

You will be prompted to reset your password for security purposes. To reset your password, please follow the steps below:

- Enter your username or email address on the login page
- Leave the Password field blank
- Select Forgot Password
- Enter and submit the answer to your security challenge questions
- If this answer is correct, the PMT will send you an email with a link to create a new password.

**8. *What are the password requirements?***

Your password must contain the each of the following:

- At least 12 characters
- Upper- and lowercase letters
- One numeral character
- One special character (e.g., !, @, \$).

## PMT Pages

**9. *How can I change the information on my Profile page if it is incorrect?***

The PMT pulls grantee organization and grant information from the GMS. Therefore, you must update your information in the GMS by submitting a Grants Adjustment Notice (GAN), and notifying the PMT Helpdesk and your grant specialist. The PMT POC information is updated quarterly from GMS.

**10. What are the features of the Review page?**

The Review page displays all the questions, answers, and alerts/errors (e.g., missing required values) for the reporting period. A print option is also available on the Review page which allows you to save a PDF copy of the information before certifying or marking the data complete.

**11. How can I update locked reports from a previous reporting period?**

After you mark data entry complete for a reporting period, the ability to enter and edit data will be locked. If you need to make changes **during** a data submission period, select Unlock on the Reports page to switch the data entry status back to In-Progress.

If you need to make changes **after** the data submission period has ended, please contact the OVC PMT Helpdesk via email at [ovcpmt@usdoj.gov](mailto:ovcpmt@usdoj.gov) or call toll free 1-844-884-2503 and request that the report be unlocked. If you make any changes, please remember to mark data entry as Complete and save a new PDF to replace any previous versions saved in your files.

## PMT Reporting Requirements and Timelines

**12. When should I report in the PMT?**

Review the reporting and submission schedule in your program's Fact Sheet, which is located on the Need Help page of the PMT. This table will provide you with the dates of the reporting period, the submission period, and whether should you report in the PMT or the Grants Management System (GMS). The table also outlines if performance measures or narrative questions are due in each system.

**13. How do I complete my reporting in PMT?**

You can complete your reporting by marking your data entry as complete on the Review page. Check the box next to the Save button, and then click Save which will lock your data entry. You will be unable to complete a report if any of the required fields are left blank.

**14. How should I submit reports in GMS?**

In order to submit your report, save a PDF copy of the report from the OVC PMT to your computer, then upload it as an attachment to your progress report in GMS.

**15. Will I receive a notification from OVC detailing when I need to report?**

Yes, the person indicated as the grant's POC for your organization, and any additional contacts entered in the PMT, will receive an email when the submission period opens and reminder emails prior to the final submission deadline. Grantees who do not submit data in the PMT will receive a past due notice from the OVC PMT system. VOCA Victim Assistance subgrantees may be contacted by their State Administering Agency (SAA) with reporting reminder notices

**16. What if I do not think I will be able to report my performance metric data in the PMT by the reporting deadline?**

Grantees should contact their grant specialist to alert them of the situation that is preventing them from reporting and discuss your specific circumstances. VOCA Victim Assistance subgrantees should contact their State Administering Agency (SAA) to alert them to the issue.

**17. Can I save my data once I have started reporting and then finish reporting later?**

Yes, you can return to your data once you've started reporting. You must click the Save and Continue button at the bottom of the page to save the work you have completed. When you log back in the system, you can resume entering data from where you last saved your work.

Due to security rules and regulations, your session will time out in the PMT after 30 minutes of inactivity. To avoid having to reenter data, please click the Save button before leaving the system unattended or when you finished entering in data.

**18. Will the PMT send me a confirmation email that my Performance Data Reports are up to date and complete?**

No, the PMT will not send you a confirmation email. However, you can view the status of your Performance Data Reports and data entry on the Reports page in the PMT to determine the status of your report (not started, in progress, or complete).

## Additional Resources and Guidance

**19. Where can I get a copy of training materials for reporting performance measures?**

You can find the performance measure questionnaire, frequently asked questions (FAQ) document, PMT user guide, reporting fact sheets, and webinar recordings for your grant program on the Need Help page in the PMT. Log in to PMT at <https://ojpssso.ojp.gov>.

**20. What should I do if there is a technical issue that is preventing me from reporting or if I am getting a system error message?**

For technical issues, the OVC PMT Helpdesk is available from 8:30 a.m.– 5:30 p.m. ET on weekdays, except federal holidays. The helpdesk will investigate the issue and coordinate to resolve any system issues. If the issue is widespread amongst grantees and subgrantees, OVC will send an email to all grantees acknowledging the issue and indicating next steps for its resolution.

Users can email the OVC PMT Helpdesk at [ovcpmt@usdoj.gov](mailto:ovcpmt@usdoj.gov) or call the toll free number at 1-844-884-2503 to report an issue.