

CERTIFIED APPLICATION  
COUNSELOR DESIGNATED  
ORGANIZATION AND NAVIGATOR  
GRANTEES

*Find Local Help Upkeep Tool  
User Guide for Assisters*

July 2022





# Table of Contents

## Table of Contents

- 1. Introduction ..... 1
  - 1.1. Helpful Resources & Tips Before Getting Started..... 1
- 2. Accessing the FLH Upkeep Tool ..... 2
- 3. FLH Listing(s) Page ..... 4
  - 3.1. Listing/Unlisting an Organization..... 4
  - 3.2. Navigating the My Find Local Help (FLH) Locations Table ..... 5
  - 3.3. Adding a Location..... 6
  - 3.4. Adding a Duplicate Location Name ..... 11
  - 3.5. Correcting a Duplicate Location Address ..... 11
  - 3.6. Viewing a Location ..... 12
  - 3.7. Listing/Unlisting a Location..... 14
  - 3.8. Editing a Location ..... 14
  - 3.9. Recalling a Location Request..... 16
  - 3.10. Deleting a Location ..... 16
- 4. Adding/Editing an Organization Acronym ..... 17
- 5. Viewing Submission Confirmation ..... 18
- 6. Email Communication ..... 20



## Table of Figures

Figure 1: Welcome Page to the Find Local Help (FLH) Upkeep Tool ..... 2

Figure 2: Contact Not Found Alert Message..... 3

Figure 3: Browser Re-fresh ..... 3

Figure 4: List Organization Button ..... 4

Figure 5: Organization List Confirmation ..... 5

Figure 6: Unlist Organization Button ..... 5

Figure 7: Organization Unlist Confirmation ..... 5

Figure 8: My Find Local Help (FLH Locations Table)..... 6

Figure 9: Alert Banner Message..... 6

Figure 10: Add Location Button ..... 6

Figure 11: Add Location Name Field ..... 7

Figure 12: Assister Type, Coverage Type, Service Location State, and County(s) ..... 7

Figure 13: Address Fields ..... 7

Figure 14: Display Settings Selection ..... 8

Figure 15: Contact Information Fields ..... 8

Figure 16: Specialized Services and Languages Menus ..... 9

Figure 17: Hours of Operation Menus ..... 10

Figure 18: Hours of Operation – Split Hours..... 10

Figure 19: Special Instructions Text Box ..... 10

Figure 20: Navigation Buttons ..... 11

Figure 21: Location Name Warning Message ..... 11

Figure 22: Duplicate Address Error Message..... 12

Figure 23: Name Link ..... 12

Figure 24: View Location Page ..... 13

Figure 25: Navigation Buttons ..... 14

Figure 26: Location Status..... 14

Figure 27: List/Unlist Icon ..... 14

Figure 28: Location Edit Icon..... 15



## Table of Figures

Figure 29: Edit Location Page.....	15
Figure 30: Navigation Buttons .....	16
Figure 31: Location Request Recall Icon .....	16
Figure 32: Recall Confirmation Message .....	16
Figure 33: Location Delete Icon .....	17
Figure 34: Delete Confirmation Message .....	17
Figure 35: Organization Table Edit Pencil Icon .....	17
Figure 36: Organization Table Acronym Field and Save Icon .....	18
Figure 37: View Submission Confirmation Button.....	18
Figure 38: Confirmation Page .....	19
Figure 39: Print PDF Button .....	19
Figure 40: Logout Button .....	19
Figure 41: Acknowledgement Email Communication Example.....	20
Figure 42: Approval Email Communication Example.....	21



## Introduction

### 1. Introduction

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The Find Local Help (FLH) Consumer Tool at [Find Local Help](#), allows consumers seeking health coverage in the Federally-facilitated Marketplace (FFM) to find assisters in their community that will provide application enrollment assistance, by zip code. Assisters are Navigator Grantees, certified application counselor designated organizations (CDOs) and other non-Navigator assistance personnel certified by the FFM to provide impartial Marketplace, Medicaid, and Children’s Health Insurance Program (CHIP) enrollment assistance.

Assisters can manage their organization’s assistance locations using the [FLH Upkeep Tool](#).

**Note:** Agents & Brokers cannot use the FLH Upkeep Tool to request an update or removal of their listing. If you are an Agent or Broker and need to update or delete your listing in the FLH directory, contact the Agent & Brokers Help Desk for instructions: [FFMProducer-AssisterHelpDesk@cms.hhs.gov](mailto:FFMProducer-AssisterHelpDesk@cms.hhs.gov).

#### 1.1. Helpful Resources & Tips Before Getting Started

Before you start, reference this user guide to understand what information you need to complete the FLH Upkeep Tool.

When completing the FLH Upkeep Tool, you must complete your request in one session to avoid losing the information you entered if not submitted.

For additional FLH Upkeep Tool information, the following resources are available at the top of each page of the [FLH Upkeep Tool](#) and also at <https://marketplace.cms.gov/technical-assistance-resources/training-materials/training>:

- *Find Local Help Upkeep Tool Job Aid for Assisters* – provides a quick start guide for completion and submission of the FLH Upkeep Tool request.
- *Find Local Help Upkeep Tool for Assisters Frequently Asked Questions (FAQs)* – contains frequently asked questions about how and when to use the FLH Upkeep Tool.

A Find Local Help Upkeep Tool video demonstration is also available at <https://marketplace.cms.gov/technical-assistance-resources/training-materials/training>. This user guide includes video time stamps for each section heading to indicate exactly where in the video you can find the demonstration of the steps included in that section.

Email any questions to [FindLocalHelp\\_FFMAssisters@cms.hhs.gov](mailto:FindLocalHelp_FFMAssisters@cms.hhs.gov). Be sure to include your organization’s name and CDO or Navigator ID in the body of your email.



## Welcome Page

### 2. Accessing the FLH Upkeep Tool

**Video Time Stamp: [00:11]**

To access the FLH Upkeep Tool:

1. Go to [FLH Upkeep Tool](#).



**Note: Only the leadership contacts on file with CMS for your organization can access the FLH Upkeep Tool and modify FLH listings for the Consumer Tool. For example, for CDOs, your leadership contacts are your CAC Project Director, Organization Senior Official, or Secondary Contact if you have one.**

2. On the **Welcome** page, complete all required information:
  - First name
  - Last name
  - Email address
  - Assister ID – CDOs enter your 8-digit CDO ID; Navigators enter your 8-digit Nav ID; if you don't know your Assister ID, contact [FindLocalHelp\\_FFMAssister@cms.hhs.gov](mailto:FindLocalHelp_FFMAssister@cms.hhs.gov) for help.
3. Check the **reCAPTCHA box**.
4. Select **Submit** and the system takes you to the FLH Listing(s) page.

The screenshot shows the CMS logo at the top left. Below it is the title 'Welcome to the Find Local Help (FLH) Upkeep Tool'. Underneath is an 'Instructions' section with two numbered points: 1. Listing and unlisting your organization on Healthcare.gov's FLH search tool, and 2. Making changes to your organization's FLH locations. A note follows, stating that agents and brokers should not use this form and should contact the Agent & Brokers help desk for updates. Below the note is a form with four required fields: 'First Name' (with 'User' below it), 'Last Name' (with 'Guide' below it), 'Email Address' (with 'usersoo@email.com' below it), and 'Assister ID' (with 'DECD0A0S' below it). A blue callout box next to the 'Last Name' field says: 'For CDO users, enter your 8-digit CDO ID. For Navigator users, enter your 8-digit Nav ID. Don't know your ID? Contact FindLocalHelp\_FFMAssister@cms.hhs.gov for help.' Below the form is a reCAPTCHA box with a green checkmark and the text 'I'm not a robot'. At the bottom left of the form area is a blue 'Submit' button with a yellow arrow pointing to it.

Figure 1: Welcome Page to the Find Local Help (FLH) Upkeep Tool

5. If any of the information entered does not match exactly what is on file for you, as a designated leadership contact, you will receive a **Contact Not Found** alert message.



## Welcome Page

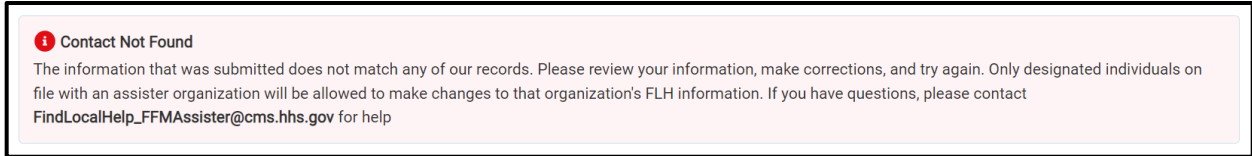


Figure 2: Contact Not Found Alert Message

6. Re-fresh your **browser** to return to a re-set Welcome page. Follow **steps 2 through 4** above and be sure to enter your correct information.

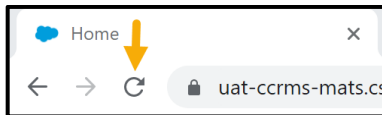


Figure 3: Browser Re-fresh



## FLH Listing(s) Page

### 3. FLH Listing(s) Page

**Video Time Stamp: [05:23]**

The FLH Listing(s) page on the FLH Upkeep Tool provides the option to list/unlist your organization from the [Find Local Help](#) Consumer Tool. It also shows the associated FLH locations and the FLH submission confirmations for your session.

From this page you can add/edit your organization acronym, list/unlist your organization, add/edit/delete/list/unlist locations, and view your FLH submission confirmations for your current session.

To modify your service location such as your counties and states or if you need to modify any organization leadership contacts, CDOs must have one of your leadership contacts use the [Organizational Maintenance Web Form](#) and Navigators must go to your Project Officer.

#### 3.1. Listing/Unlisting an Organization

**Video Time Stamp: [06:37]**

The Current FLH Status indicates the status of your organization on the Consumer Tool.

To list your organization:

Listed status means a user can find your organization by using the Search feature on the Find Local Help Consumer Tool. With your organization in a Listed status you can add, edit, delete, list or unlist your Assister locations for your organization.

1. Select **List Organization** in the **Current FLH Status** box on the **FLH Listing(s)** page.



Figure 4: List Organization Button

2. Select **Yes** to confirm that you want to list your organization.





## FLH Listing(s) Page

List confirmation

Are you sure you want to list ABC in Find Local Help (FLH)?

No Yes

Figure 5: Organization List Confirmation

To un-list your organization:

Unlisted status means your organization and any associated assister locations are removed on the Find Local Help Consumer Tool. If you do unlist your organization, you can list it again in the future using the FLH Upkeep Tool.

1. Select **Unlist Organization** in the **Current FLH Status** box on the **FLH Listing(s)** page.

Current FLH Status:

Listed

Unlist Organization

Figure 6: Unlist Organization Button

2. Select **Yes** to confirm that you want to unlist your organization.

Unlist confirmation

Are you sure you want to unlist ETO Org from Find Local Help (FLH)?

No Yes

Figure 7: Organization Unlist Confirmation

## 3.2. Navigating the My Find Local Help (FLH) Locations Table

**Video Time Stamp: [07:46]**

The My Find Local Help (FLH) Locations table displays all locations, either listed or unlisted, for your organization on the Consumer Tool. The table shows the Name, Address, Phone, Email, and Status of each location for your organization. The Action column displays actions you may want to make for any of the locations.



## FLH Listing(s) Page

My Find Local Help (FLH) Locations (6) Add Location

NAME	ADDRESS	PHONE	EMAIL	STATUS	ACTION
ETO Training 2	129 Main Street, Dover, DE, 19904	(555) 555-5555		Add Requested	↶
ETO Location 1	123 Main Street, Dover, DE, 19901	(555) 555-5555	etoloc1@email.com	Add Requested	↶
ETO Training 8	130 Main Street, Dover, DE, 19904	(555) 555-5555		Add Requested	↶
ETO Location 2	124 Main Street, Dover, DE, 19901	(555) 555-5555		Add Requested	↶
ETO Location 3		(555) 555-5555			↶

Items Per Page:  1-5 of 6 | Page 1 of 2

First Prev **Next** Last

*Annotations:*  
 - Select the up or down arrow to increase or decrease the number of location item lines to display on the table.  
 - Select the Next or Last button to go to the next or the last page of location listings for this organization to display on the table.

Figure 8: My Find Local Help (FLH) Locations Table

### 3.3. Adding a Location

**Video Time Stamp: [08:36]**

Assisters can use the Add Location button to submit a request to add a new location listing on the FLH Consumer Tool.

Your organization must be in a Listed status as shown in the Current FLH Status blue box on the FLH Listing(s) page. If your organization is Unlisted or in a Change Requested status, you cannot add a location. The system disables the Add Location button, and you receive an alert banner message as shown in Figure 7.

Your organization has changes that are pending approval. Edits are unavailable until these changes have been approved.

Figure 9: Alert Banner Message

To add a location:

1. Select **Add Location** above the **My Find Local Help (FLH) Locations** table on the **FLH Listing(s)** page of the FLH Upkeep Tool.

Locations can be added by selecting the Add Location button on the right.

To edit or delete a location, select an action icon in the appropriate row of the table. To list or unlist a specific location, use the icons in the right of the table row.

Multiple changes can be made and submitted in one session. Select View Submission Confirmation to see all submissions for the session.

My Find Local Help (FLH) Locations (0)

Figure 10: Add Location Button

2. On the **Add Location** page, enter the unique **Location Name**. The unique Location Name that you enter will display on the FLH Consumer Tool. Be sure this is the name you want your consumers to see and the name they will recognize.



## FLH Listing(s) Page

### Add Location

---

**Instructions**  
Complete the information below for each location you are requesting to add to your FLH listings.

**General Information**

\* Location Name:

Figure 11: Add Location Name Field

- The **Assister Type**, **Coverage Type**, **Service Location State**, and **County(s)** for your organization automatically populate from what is in the system for your CDO or Navigator Grantee organization.

ASSISTER TYPE	COVERAGE TYPE
Certified Application Counselor (CAC)	Individuals & Families, Medicaid & CHIP
SERVICE LOCATION STATE	COUNTY(S)
Delaware	Kent,New Castle,Sussex

Figure 12: Assister Type, Coverage Type, Service Location State, and County(s)

- Enter the **Address**. The drop-down list for the **State** field will contain only the state(s) shown in the **Service Location State** column on the above table. If the Service Location State(s) or County(s) need updating, CDOs use the [Organizational Maintenance Web Form](#) and Navigators must go to your Project Officer.

### Address & Display Settings

\* Address:

Street Address

Apartment, suite, unit, building, floor etc.

\* City:  \* State:  \* Zip Code:

City Name ▶ #####

Figure 13: Address Fields

- Select an option for **Display Settings**.



## FLH Listing(s) Page

**\* Display Settings**

Hide address

Show full address on the map

Show only city, state, & ZIP code

---

**i** Locations that show only a partial address or no address will not be mapped.

Figure 14: Display Settings Selection

6. Enter **Contact Information**. The only required piece is the Main Phone number, however, any additional contact information you can add is always helpful.

**Contact Information & Operating Hours**

**\* Main Phone:**  Extension:

TTY Phone:  Extension:

Toll-free Phone:  Extension:

Website:

Email:

Figure 15: Contact Information Fields

7. Select all **Specialized Services** and **Languages** from the drop-down menus that you may offer at this location.



## FLH Listing(s) Page

The screenshot shows two sections: 'Specialized Services' and 'Languages'. Each section has an 'Available Options' list on the left and a 'Selected Options' list on the right. In the 'Specialized Services' section, the available options are Deaf/hearing impaired, Ex-offenders, HIV/AIDS, Homebound, Homeless, and LGBT. In the 'Languages' section, the available options are American Sign Language, Arabic, Cantonese, French, French Creole, and German. The 'Selected Options' list for Languages currently contains 'English' with a lock icon.

Figure 16: Specialized Services and Languages Menu

8. Enter **Hours of operation**. Check the **box** next to each day of the week this location offers assistance hours and select the **hours** from the drop-down menus.



## FLH Listing(s) Page

* Hours of operation	
<input type="checkbox"/>	Monday [dropdown] to [dropdown] Split Hours
<input type="checkbox"/>	Tuesday [dropdown] to [dropdown] Split Hours
<input type="checkbox"/>	Wednesday [dropdown] to [dropdown] Split Hours
<input type="checkbox"/>	Thursday [dropdown] to [dropdown] Split Hours
<input type="checkbox"/>	Friday [dropdown] to [dropdown] Split Hours
<input type="checkbox"/>	Saturday [dropdown] to [dropdown] Split Hours
<input type="checkbox"/>	Sunday [dropdown] to [dropdown] Split Hours

Figure 17: Hours of Operation Menus

- If applicable for this location, select **Split Hours**, and enter the hours of operation. For example, this location may be available with split hours of 9:00 AM to 3:00 PM and 5:00 PM to 8:00 PM on Monday and straight hours of 9:00 AM to 5:00 PM on Tuesday.

* Hours of operation	
<input checked="" type="checkbox"/>	Monday 9:00 AM to 3:00 PM and 5:00 PM to 8:00 PM
<input checked="" type="checkbox"/>	Tuesday 9:00 AM to 5:00 PM Split Hours

Figure 18: Hours of Operation – Split Hours

- Enter any **Special Instructions** if needed for this location. For example, if you want your consumers to use a particular entrance of your location’s building, you may enter **Please use side entrance**.

Special Instructions:

Please use side entrance.

Figure 19: Special Instructions Text Box

- Select the appropriate **navigation action** to continue:
  - Back** – information is not submitted, and the system returns you to the FLH Listing(s) page.
  - Submit** – the system submits your request, returns you to the FLH Listing(s) page, and your request is viewable in the My Find Local Help (FLH) Locations table.



## FLH Listing(s) Page

- **Submit & Add** – the system submits your request, and you remain on the Add Location page with all fields on the page reset.
- **Logout** – you receive a message to confirm your logout.
  - a. **No** – the system returns you to the Add Location page
  - b. **Yes** – the system returns you to the Welcome page



Figure 20: Navigation Buttons

### 3.4. Adding a Duplicate Location Name

**Video Time Stamp: [14:18]**

You can add multiple locations with the same location name with different location addresses. For example, you may have multiple locations with the same name of ETO Org, but each has its own address. If the Location Name already exists in FLH for your organization or you previously submitted a request for this location name, you will receive a Warning message when you submit the request.

1. Follow **steps 1 through 11** in Section **3.3 Adding a Location**
2. In the Warning message box, select either **Change Location Name** or **Continue with Duplicate Name**.
  - **Change Location Name** – the system takes you back to the Location Name field on the Add Location page for you to change the Location Name.
  - **Continue with Duplicate Name** – the system accepts the name you entered and returns you to the FLH Listing(s) page.

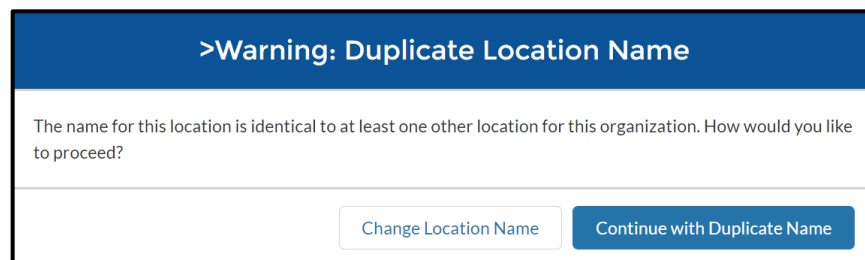


Figure 21: Location Name Warning Message

### 3.5. Correcting a Duplicate Location Address

**Video Time Stamp: [16:27]**

You cannot add locations with the same location address. If the location address already exists in FLH for your organization or you previously submitted a request for this location address, you will receive an **Error** message when you submit the request. The system takes you back to the Add Location page.

1. Follow **steps 1 through 10** in Section **3.3 Adding a Location**



## FLH Listing(s) Page

2. Select **Submit** and you receive an **Error: Duplicate Address** message. The system returns you to the Add Location page.

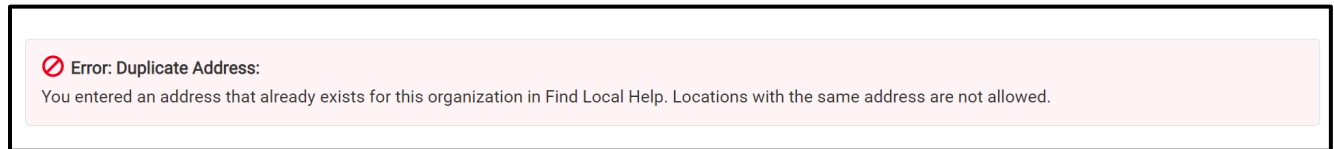


Figure 22: Duplicate Address Error Message

3. If you made an error, enter the **correct address**, and select **Submit**.

### 3.6. Viewing a Location

**Video Time Stamp: [19:35]**

To view a location:

1. In the **My Find Local Help (FLH) Locations** table of the **FLH Listing(s)** page, select the location **Name link**.

My Find Local Help (FLH) Locations (6)		
NAME	ADDRESS	PHONE
<a href="#">ETO Training 2</a>	129 Main Street, Dover, DE, 19904	(555) 555-5555

Figure 23: Name Link

2. View the location information on the **View Location** page. You cannot edit any information on the View Location page.





## FLH Listing(s) Page

### View Location

---

#### General Information

\* Location Name:

ASSISTER TYPE	COVERAGE TYPE
Certified Application Counselor (CAC)	Individuals & Families, Medicaid & CHIP

SERVICE LOCATION STATE	COUNTY(S)
Delaware	Kent,New Castle,Sussex

#### Address & Display Settings

**i** Addresses can only be added for states listed in your organization's Service Location(s) displayed above. If states need modification, make changes via the Organization Maintenance Web Form.

\* Address:

\* City:  \* State:  \* Zip Code:

\* Display Settings  
 Hide address  
 Show full address on the map  
 Show only city, state, & ZIP code

**i** Locations that show only a partial address or no address will not be mapped.

#### Contact Information & Operating Hours

\* Main Phone:  Extension:   
TTY Phone:  Extension:   
Toll-free Phone:  Extension:

Website:  Email:

Specialized Services:  
Available Options:  Selected Options:   
Languages:  
Available Options:  Selected Options:

Figure 24: View Location Page

3. Select the appropriate navigation **action** to continue.
  - **Back** – the system returns you to the FLH Listing(s) page.
  - **Logout** – you receive a message to confirm your logout; **No** – the system returns you to the View Location page; **Yes** – the system returns you to the Welcome page



## FLH Listing(s) Page

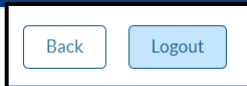


Figure 25: Navigation Buttons

### 3.7. Listing/Unlisting a Location

**Video Time Stamp: [20:17]**

You can unlist a location, which will show it in an Unlisted Status in the My Find Local Help (FLH) Locations table and will remove it from view in the FLH Consumer Tool. The removed location remains visible and accessible in the My Find Local Help (FLH) Locations table of the FLH Upkeep Tool for you to list again in the future if needed, such as for a seasonal location.

To list or unlist a location:

1. On the **FLH Listing(s)** page, be sure the status of the location in the **My Find Local Help (FLH) Locations** table is in either **Listed** or **Unlisted**.

My Find Local Help (FLH) Locations (6)						Add Location
NAME	ADDRESS	PHONE	EMAIL	STATUS	ACTION	
ETO Training 2	129 Main Street, Dover, DE, 19904	(555) 555-5555		Add Requested	↶	
ETO Location 1	123 Main Street, Dover, DE, 19901	(555) 555-5555	etoloc1@email.com	Add Requested	↶	
ETO Location 3	125 Main Street, Dover, DE, 19901	(555) 555-5555		Add Requested	↶	
ETO Training 2	124 Main Street, Dover, DE, 19805	(555) 555-5555		Unlisted	👁️ 🗑️	

Figure 26: Location Status

2. Select the **list/unlist icon** in the **Action** column on the **My Find Local Help (FLH) Locations** table to make the location visible or not visible on the FLH Consumer Tool.

My Find Local Help (FLH) Locations (6)						Add Location
NAME	ADDRESS	PHONE	EMAIL	STATUS	ACTION	
ETO Training 2	129 Main Street, Dover, DE, 19904	(555) 555-5555		Add Requested	↶	
ETO Location 1	123 Main Street, Dover, DE, 19901	(555) 555-5555	etoloc1@email.com	Add Requested	↶	
ETO Location 3	125 Main Street, Dover, DE, 19901	(555) 555-5555		Add Requested	↶	
ETO Training 2	124 Main Street, Dover, DE, 19805	(555) 555-5555		Unlisted	👁️ 🗑️	

Figure 27: List/Unlist Icon

### 3.8. Editing a Location

**Video Time Stamp: [22:04]**

To edit a location:

1. In the **Action** column on the **My Find Local Help (FLH) Locations** table of the **FLH Listing(s)** page, select the **pencil icon**.



## FLH Listing(s) Page

My Find Local Help (FLH) Locations (8) <span style="float: right;">Add Location</span>					
NAME	ADDRESS	PHONE	EMAIL	STATUS	ACTION
PO Training 1	123 Main Street, Lakeland, FL, 33801	(555) 555-5555		Add Requested	↻
PO Training 3	125 Main Street, Lakeland, FL, 33801	(555) 555-5555		Add Requested	↻
GDIT Nav Location 1	138 Marshall Johnson Rd, Moundville, AL, 35474	(859) 769-5847		Listed	🗑️ ✎️

Figure 28: Location Edit Icon

2. Review the **information** on the **Edit Location** page and edit as needed.

### Edit Location

---

**Instructions**  
Edit the information below for this location as needed.

**General Information**

\* Location Name:

ASSISTER TYPE	COVERAGE TYPE
Navigator (NAV)	Individuals & Families, Medicaid & CHIP

SERVICE LOCATION STATE	COUNTY(S)
Alabama	Baldwin
Florida	Polk

**Address & Display Settings**

*Addresses can only be added for states listed in your organization's Service Location(s) displayed above. If states need modification, reach out to your Project Officer.*

\* Address:

\* City:       \* State:       \* Zip Code:

Figure 29: Edit Location Page

3. Select the appropriate navigation **action**.

- **Back** – information entered is not submitted and the system returns you to the FLH Listing(s) page.
- **Submit** – the system submits your request and returns you to the FLH Listing(s) page.
- **Logout** – you receive a message to confirm your logout: **No** – the system returns you to the Edit Location page; **Yes** – the system returns you to the Welcome page



## FLH Listing(s) Page

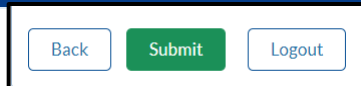


Figure 30: Navigation Buttons

### 3.9. Recalling a Location Request

Video Time Stamp: [22:40]

You can recall, or undo, a request while it is in a requested status by selecting the recall icon and the system immediately removes the request.

To recall a location request:

1. Select the **Recall icon** in the **Action** column on the **My Find Local Help (FLH) Locations** table.

My Find Local Help (FLH) Locations (3)						Add Location
NAME	ADDRESS	PHONE	EMAIL	STATUS	ACTION	
Location 1	123 Main Street, Fairhope, AL, 36532	(555) 555-5555		Add Requested		

Figure 31: Location Request Recall Icon

2. Select **Yes** or **No** in the **Recall Confirmation** message window.
  - Select **No** and the system returns you to the FLH Listing(s) page with no change to the request.
  - Select **Yes** and the system removes the request, returns you to the FLH Listing(s) page, and the request no longer displays on the My Find Local Help (FLH) table.

**Recall confirmation**

Are you sure you want to recall the request for Location 1 from Find Local Help (FLH)?

Figure 32: Recall Confirmation Message

### 3.10. Deleting a Location

Video Time Stamp: [23:20]

You can permanently delete a location that is in an Unlisted Status on the My Find Local Help (FLH) Locations table. Deleting the location will remove it from the My Find Local (FLH) Locations table and from the FLH Consumer Tool. The location will no longer be visible or accessible to you in the My Find Local Help (FLH) Locations table of the FLH Upkeep Tool.

1. In the **My Find Local Help (FLH) Locations** table of the **FLH Listing(s)** page, select the **trash can icon** in the **Action** column.



## FLH Listing(s) Page

My Find Local Help (FLH) Locations (8) <span style="float: right;">Add Location</span>					
NAME	ADDRESS	PHONE	EMAIL	STATUS	ACTION
PO Training 1	123 Main Street, Lakeland, FL, 33801	(555) 555-5555		Add Requested	↻
PO Training 3	125 Main Street, Lakeland, FL, 33801	(555) 555-5555		Add Requested	↻
GDIT Nav Location 1	138 Marshall Johnson Rd, Moundville, AL, 35474	(859) 769-5847		Listed	✎ ✏ 🗑️

Figure 33: Location Delete Icon

- Select **Yes** or **No** in the **Delete Confirmation** message window.
  - Select **No** and the system returns you to the FLH Listing(s) page with no change to the location.
  - Select **Yes** and the system submits your request, returns you to the FLH Listing(s) page, and the location no longer displays on the My Find Local Help (FLH) table.

**Delete confirmation**

Are you sure you want to delete GDIT Nav Location 1 from Find Local Help (FLH)?

Figure 34: Delete Confirmation Message

## 4. Adding/Editing an Organization Acronym

**Video Time Stamp: [24:04]**

If your organization has an acronym commonly recognized by consumers for your organization’s name, you can add or edit your acronym in the organization table at the top of the FLH Listing(s) page and it will show in the FLH Consumer Tool. For example, if your organization name is Example of South Florida, the recognized acronym may be ESF. This is an optional field.

To add or update your organization’s acronym:

- Select the **pencil icon** in the table at the top of the **FLH Listing(s)** page.

FLH Listing(s)					
Organization Name:	Acronym:	NAV ID:	States:	Years of Service:	✎
GDIT Navigator Test Org 1		NAVTEST1	AL, FL		↖

Figure 35: Organization Table Edit Pencil Icon

- Add or edit the **Acronym** and select the **Save** icon.



## FLH Listing(s) Page

Organization Name:	Acronym:	NAV ID:	States:	Years of Service:
GDIT Navigator Test Org 1	GDIT	NAVTEST1	AL, FL	

Figure 36: Organization Table Acronym Field and Save Icon

## 5. Viewing Submission Confirmation

**Video Time Stamp: [25:07]**

To view and save confirmation of the submission(s) for your session:

1. At the bottom of the **My Find Local Help (FLH) Locations** table on the **FLH Location(s)** page, select **View Submission Confirmation**.

NAME	ADDRESS
PO Training 1	123 Main Street, Lakeland, FL, 33801
PO Training 3	125 Main Street, Lakeland, FL, 33801
PO Training 2	124 Main Street, Lakeland, FL, 33801
PO Training 6	128 Main Street, Lakeland, FL, 33801
GDIT Nav Location 2	130 Main Street, Lakeland, FL, 33801

Items Per Page: 5 | 1-5 of 9 | Page 1 of 2

[View Submission Confirmation](#) [Logout](#)

Figure 37: View Submission Confirmation Button

2. Review your **Confirmation** of your session.



## FLH Listing(s) Page

**Confirmation**

**Submission Successful**  
Your Find Local Help changes have been submitted.

Thank you for your submission. Your Confirmation number is 2221216240125

An acknowledgement email has been sent to the following contacts:  
john@doe.test

**Questions?**  
Reach out to FindLocalHelp\_FFMAssister@cms.hhs.gov to receive help with any questions regarding your requests.

**Submission Contents**

REQUEST TYPE	TARGET	STATUS	SUBMISSION END TIME
Add Location	GDIT Nav Location 2	Add Requested	4/26/2022 12:12 PM

Figure 38: Confirmation Page

Select **Print PDF** to print or save the PDF Confirmation for your records.

Please print the PDF for your records before exiting the application. **Print PDF** ×

Figure 39: Print PDF Button

3. Select **Logout** to end your session and return to the FLH Welcome page.

Logout

Figure 40: Logout Button



## Email Communication

### 6. Email Communication

For each FLH Upkeep Tool request you submit, you receive an acknowledgment email with a confirmation number and an email upon approval or rejection of your request. Email notifications keep you informed of your request from start to finish. A CDO Program team member may also contact you via email for additional information, if needed, to process your request. Please be sure to check your spam or junk folder for these emails if you do not see them.

1. See **Figure 41** for an example of an acknowledgement email you receive upon submission of your FLH Upkeep Tool request.



Figure 41: Acknowledgement Email Communication Example

2. See **Figure 42** for an example of an approval email you receive upon completion of your FLH Upkeep Tool request.





## Email Communication

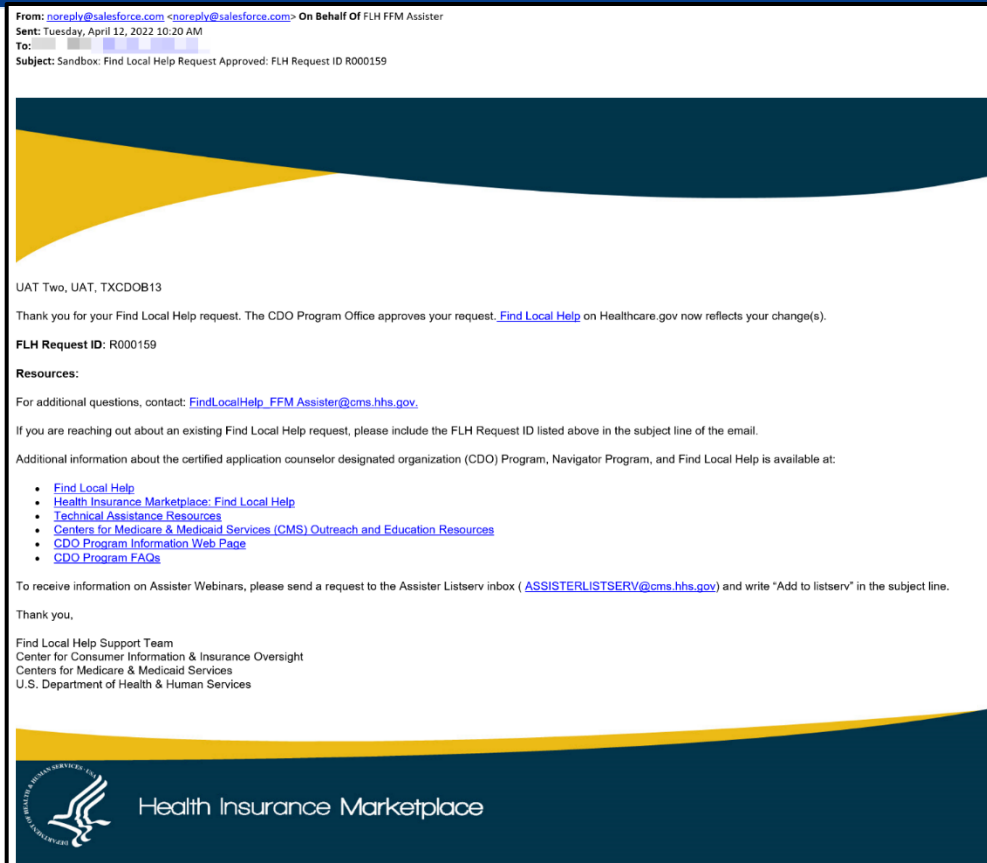


Figure 42: Approval Email Communication Example

Email any questions to [FindLocalHelp\\_FFMAssisters@cms.hhs.gov](mailto:FindLocalHelp_FFMAssisters@cms.hhs.gov). Be sure to include your organization's name and CDO or Navigator ID in the body of your email.