

ABOUT THE NISS HELP DESK

The **National Information Sharing Standards (NISS)** Help Desk and Knowledge Base are hosted by the U.S. Department of Justice, in partnership with the IJIS Institute. The NISS Help Desk assists users in finding answers to technical questions regarding the content, principles, and best practices for using the U.S. Department of Justice **Global Justice XML Data Model (GJXDM)** and the **National Information Exchange Model (NIEM)**.

More than a conventional help desk, the NISS Help Desk contains a significant Knowledge Base that users can access online, and then submit any unanswered questions via the Web or telephone.

ABOUT THE NISS KNOWLEDGE BASE

The NISS Knowledge Base provides convenient access to GJXDM and NIEM-related information 24 hours per day, 7 days per week.

The NISS Knowledge Base is an interactive, centralized database that contains a variety of articles with the best available information from a variety of sources.

<http://it.ojp.gov/NISS/helpdesk>

CONTACT THE NISS HELP DESK / ACCESS THE KNOWLEDGE BASE

Telephone Support

877.333.5111 or 703.726.1919

Monday through Friday

9:00 a.m. to 8:00 p.m. (ET)

E-mail Support

NISShelp@ijis.org

Monday through Friday

9:00 a.m. to 8:00 p.m. (ET)

Web Support

<http://it.ojp.gov/NISS/helpdesk>

24 hours per day, 7 days per week

SUBMIT AN INQUIRY

Users can submit a request to the Help Desk via the NISS Knowledge Base. To submit a request, users first need to create an account.

How to Create an Account

1. Access the NISS Knowledge Base:
<http://it.ojp.gov/NISS/helpdesk>
2. Click on "My Stuff."
3. Click on "Create a New Account."
4. Fill out the online account registration form.
5. Click on "Create Account."

Clicking the "Create an Account" button completes the registration process. It takes only a few minutes to create an account, and there is no approval required.

How to Ask a Question

1. Access the NISS Knowledge Base:
<http://it.ojp.gov/NISS/helpdesk>
2. Click on "Ask a Question."
3. Fill out the required fields.
NOTE: If you do not have a User ID, enter your e-mail address in the User ID field.
4. Click "Submit Question."
NOTE: If you do not have a user account, the NISS Knowledge Base displays the online account registration form. Complete the form and create your account in order to submit your question.
5. View the "Preliminary Response to Question" information and follow instructions to get more information, if necessary.

The following information is required to submit a request:

- The name of the user reporting an incident/inquiry.
- The name of the organization that the user represents.
- A detailed description of the issue or inquiry.
- What steps have been taken (if any) to troubleshoot the problem thus far.

NISShelp@ijis.org



BJA Bureau of Justice Assistance

This project is supported by Grant No. 2003-LD-BX-0007 awarded by the Bureau of Justice Assistance. The Bureau of Justice Assistance is a component of the Office of Justice Programs, which also includes the Bureau of Justice Statistics, the National Institute of Justice, the Office of Juvenile Justice and Delinquency Prevention, and the Office for Victims of Crime. Points of view or opinions in this document are those of the author and do not represent the official position or policies of the United States Department of Justice.



IJIS Institute



SEARCH

The National Consortium for Justice Information and Statistics