Member Database Request Form: FAQ & Tips
Last Updated: Oct. 6, 2021

NACDD Consultants and Staff are expected to provide Member updates relevant to their programs using the Member Database Request Form. Individual Members can update their Member profile and NACDD Communication Preferences at any time, but Members do not submit updates using this form.

What is the Member Database Request Form and why is it necessary?
It's a centralized Smartsheet form that tracks all Member database requests from NACDD Consultants and Staff. The form streamlines requests through Member Services in partnership with Communications to ensure NACDD is complying with regulations and laws around data management and consent.

What are the different types of requests I can submit?
Database requests include:
- Adding or deactivating Members to/from the database
- Updating existing Member contact information
- Adding or removing Members to/from a Grantee list
- Submitting a new Grantee list/roster (use the Grant Roster template)

Communication requests include:
- Adding or removing Members to/from newsletters and/or councils
- Submitting an Event Attendee list/roster (use the Event Attendee List template)

Use the provided templates found on the dashboard to submit your requests.
- **General Multiple Requests template** allows multiple requests to be submitted together as one entry
- Event Attendee List template
- Grant Roster template

When and where should I submit requests?
Requests are accepted on a **rolling basis**. Consultants and Staff can determine the specific cadence they want to submit requests. Access the form on the Smartsheet Dashboard or via Internal Forms at chronicdisease.org.

How quickly will my request be processed?
Member Services' turnaround time typically takes **two business days;** however, this can vary based on list size or if additional action is required for compliance. Requests are **fulfilled based on the type of request and the individual's Membership status**. If fulfilling the request will require action on the individual's part, then Member Services will contact the person with additional instructions and CC the original submitter.

How do I get a status update on my requests?
Contact Members@chronicdisease.org at any time with questions or concerns.

Tips for Sample Language to Share with Your Networks

Listed below are two options for sample consent language to use in registration forms. Both examples explain the action NACDD will take (i.e., adding their information to the database) and remind them that they can opt-in/opt out of communications at any time. Including this consent language within the sign-up process will ensure that the individuals' consent is documented.

Also included below is sample language about Membership that can be shared in newsletters, emails, or as part of a meeting or call. The goal is to remind your network that they can update their Member Profile and manage their Communication Preferences at any time. Additionally, the statements remind your network of NACDD Membership benefits and direct them on how to register and/or activate their NACDD accounts.

Consent Language – Option 1
Note: Include a checkbox to acknowledge understanding.

I understand that submitting my name and email for [INSERT EVENT/GROUP/PROGRAM] allows NACDD to send [INSERT RELEVANT COMMUNICATION i.e., name of newsletter or event, etc.] to me and allows NACDD to add my name, email address, organization name, and title to its database. I also understand that I can update my Communications Preferences to receive additional communications or opt-out of receiving NACDD communications at any time.

Consent Language - Option 2
By submitting my name and email for [INSERT EVENT/GROUP/PROGRAM/REGISTRATION], I understand that I am allowing NACDD to send [INSERT RELEVANT COMMUNICATION i.e., name of newsletter or event, etc.] to me and to add my name, email address, organization name, and title to its database. I also understand that I can update my Communications Preferences to receive additional communications or opt-out of receiving NACDD communications at any time.

Updating Member Profile and Communication Preferences
Already an NACDD Member? You can update your Member profile and manage your communication preferences at any time. See pages 62-65 of the NACDD Member Guide for detailed instructions. Contact Members@chronicdisease.org with questions or concerns.

Registering and/or Activating an NACDD Account
If you are new to NACDD or have never registered or activated an online account, see pages 66-74 of the NACDD Member Guide for detailed instructions on how to join. Contact Members@chronicdisease.org if you need assistance logging in or registering your account.

Sample Email Footer
Want to change how you receive these emails?
To change your communication preferences, please sign into your account at chronicdisease.org and go to "My Profile" (found under "My Account"). Read instructions for how to register your account.
Or unsubscribe from all NACDD emails.