

## Guidance on the use of [access@clsa-elcv.ca](mailto:access@clsa-elcv.ca)

The [access@clsa-elcv.ca](mailto:access@clsa-elcv.ca) email is the best way for researchers and trainees who have CLSA data and access related questions to contact the CLSA. Approved users should also use this email address to contact the CLSA with questions or concerns related to an approved application. Emails sent to other CLSA addresses or to individual investigators may not receive a timely response.

### Current Users

If you are an approved user of the CLSA dataset, and have questions or concerns related to your application, please make sure to communicate them to the *Primary Applicant (PA)* of your project. It is the PA's responsibility to communicate with the CLSA on behalf of the project team and the support personnel. We cannot guarantee that *emails not originating from the PA will be answered*.

If you are a PA, and you would like to designate a person other than yourself to be responsible for all communication with the CLSA related to your application, please inform the CLSA by writing to [access@clsa-elcv.ca](mailto:access@clsa-elcv.ca) and cc'ing the designated individual. Please remember to let your Project Team and Support Personnel know as well.

All emails sent to [access@clsa-elcv.ca](mailto:access@clsa-elcv.ca) concerning an approved application, **MUST contain the assigned application number in the subject line to be considered**. This number was communicated to the PA with the approval notification email, and in the data release email. If you would like to make changes to an approved application, you must request an *Amendment Form* from the CLSA via [access@clsa-elcv.ca](mailto:access@clsa-elcv.ca). Changes may include updates to the project title, summary or Data Checklist, changes to the project team or support personnel and changes to the project timeline. Please note that the review of an Amendment request is a time-consuming process and may require an amendment to your Access Agreement. We therefore recommend that you carefully consider your requests, and group them whenever possible.

### Researchers & Trainees

If you are a researcher or a trainee interested in the CLSA, please explore our website, [www.clsa-elcv.ca](http://www.clsa-elcv.ca), as a lot of information about the CLSA can be found here. This includes the full **Protocol**, the **Questionnaires** and **Assessments**, a description of the **Data Access Process** and related **Documents**, the **Application Deadlines**, as well as summaries of **Approved Projects**.

Most importantly, please visit and read our Frequently Asked Questions before contacting the CLSA, as many previous queries have been turned into **FAQs**, and the answers are already provided online. **Data Support Documentation** is available on our website, please be sure to consult the available documents before contacting us by email.

You will also find the **DataPreview Portal** on our website, a great tool to browse available variables in the CLSA baseline dataset and find some basic frequencies. Please note the 'Help' button to the right of the search bar on the **DataPreview Portal** provides guidance on how to search the Portal.

If you are unable to find the information you were looking for, you can send your query to [access@clsa-elcv.ca](mailto:access@clsa-elcv.ca) and we will do our best to respond within 5 to 7 working days.