

How to Create Support Requests

California Department of
Housing and Community Development



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About this Guide

This manual is intended to guide California Department of Housing and Development (HCD) partners and their consultants in submitting support requests for HCD Connect User Portal issues.

Request Support via Portal Webform

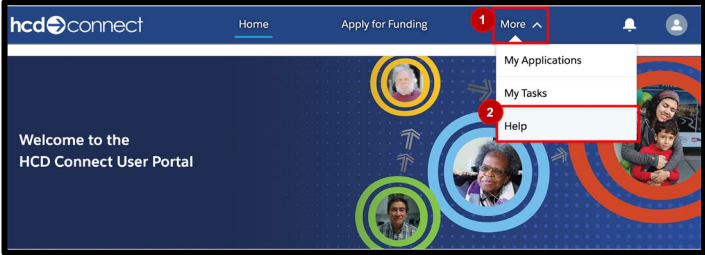
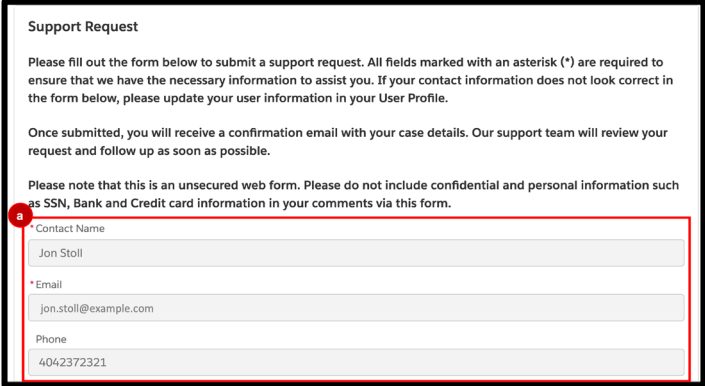
You can submit a support request directly from the HCD Connect User Portal either as an authenticated user or a guest user. Please see the descriptions in the table below for guidance.

Additionally, if you would like to register to the HCD Connect User Portal, please follow the guidance on the **HCD Connect Help** page here: <https://www.hcd.ca.gov/hcd-connect/help>.

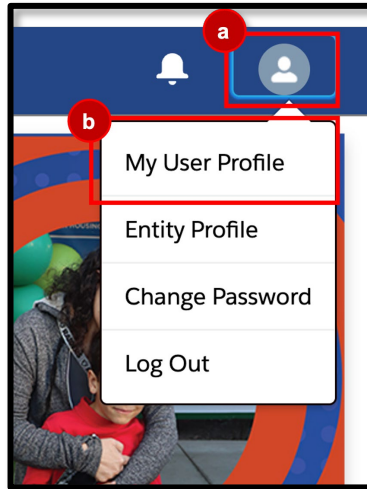
User Type	Definition
Authenticated User	If you have an account and are logged into the HCD Connect User Portal, follow the steps listed in section Request Support as an Authenticated User .
Guest User	If you do not have an account or are not currently logged into the HCD Connect User Portal, follow the steps listed in section Request Support as a Guest User .

Request Support as an Authenticated User

After you have successfully logged into your account in the HCD Connect User Portal, follow these steps to create and submit a Support Request webform.

Steps	Screenshot Examples
<p>1. Locate Help on the navigation bar at the top of the page.</p> <p>Note: If you do not see Help on your navigation bar, click 'More' to expand the tab options.</p> <p>2. Click on Help to open the Support Request webform.</p>	
<p>3. Confirm your Contact Information:</p> <p>a. The form will be populated from the information in your HCD Connect User Portal User Profile including your:</p> <ul style="list-style-type: none">• Contact Name• Email• Phone number <p>b. If your contact information does not look correct in the form, you will need to update the contact information in your User Profile. Follow the instructions in Step 4 to make this update.</p> <p>c. If everything looks correct, continue to Step 5.</p>	

4. Follow these steps to update your contact information:
 - a. Click on the **Profile** icon, located in the right of the navigation bar at the top right of the page.
 - b. Click on **My User Profile**.
 - c. Update your contact details on the User Profile screen.
 - d. Click **Update** to save your changes.



User Profile

Last Name	First Name
<input type="text" value="Stoll"/>	<input type="text" value="Jon"/>
Job Title	Suffix
<input type="text" value="--None--"/>	<input type="text" value="--None--"/>
Unique Entity Identifier	Eligible Sponsor Type
<input type="text" value="--None--"/>	<input type="text" value="--None--"/>
Physical Address	Mailing Address
* Physical Street	<input type="checkbox"/> Check if mailing address is different from physical address
<input type="text" value="124"/>	Email
* Physical City	<input type="text" value="jarolinewestoll@gmail.com"/>
<input type="text" value="Westlake Village"/>	HCD Connect User Portal Access
* Physical Country	<input checked="" type="checkbox"/> Grants and Loans
<input type="text" value="United States"/>	
* Physical State	
<input type="text" value="California"/>	
* Physical Zip	
<input type="text" value="93245"/>	
* Physical Country	
<input type="text" value="--None--"/>	
Phone	
<input type="text" value="4042372321"/>	

5. Enter the following information into the fields on the webform.

- **Type:** Select the category that best describes your issue.
- **Sub-Type:** Select a sub-category that further classifies your issue.
- **Subject:** Provide a summary or title of the issue.
- **Description:** Provide a detailed description of the issue.

hcdconnect

Please fill out the form below to submit a support request. All fields marked with an asterisk (*) are required to assist you. Once submitted, you will receive a confirmation email with your case details. Our support team will respond to you as soon as possible.

Please note that this is an unsecured web form. Please do not include confidential and personal information in your comments via this form.

Contact Name
Jon Stoll

Email
jon.stoll@example.com

Phone
4042372321

* Type
System Support

* Sub-Type
Data or File Upload Issue

* Subject
Cannot upload APR file for LA County Jurisdiction

* Description
I am getting an error message when I click the Upload APR button. See the attached screenshot example.

File Upload
[Upload Files](#) Or drop files

5. Attach screenshots and/or helpful documents by clicking the **Upload Files** button at the bottom of the form.

Note: Files cannot exceed 2GB in size.

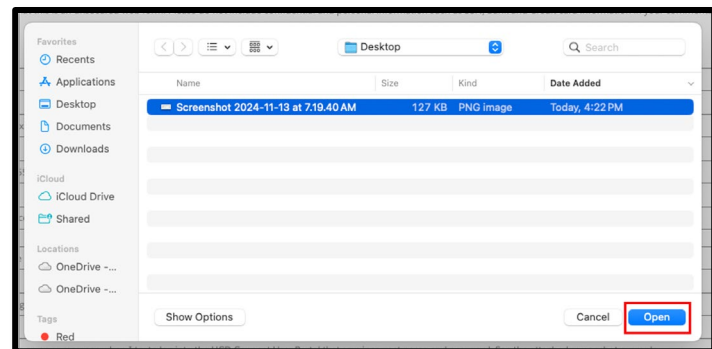
* Subject
Cannot upload APR file for LA County Jurisdiction

* Description
I am getting an error message when I click the Upload APR button. See the attached screenshot example.

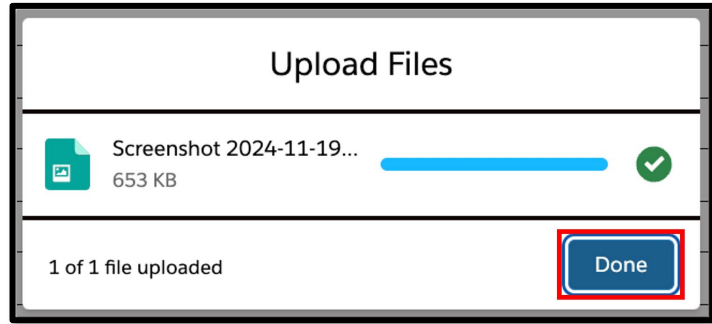
File Upload
[Upload Files](#) Or drop files

6. From the pop-up window, select the file you would like to upload from the local files stored on your computer. Then click **Open**.

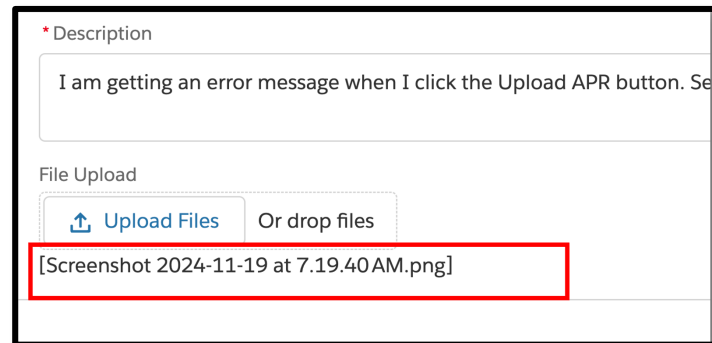
Note: You can only upload the following file types: docx, pdf, png, jpg, and txt.



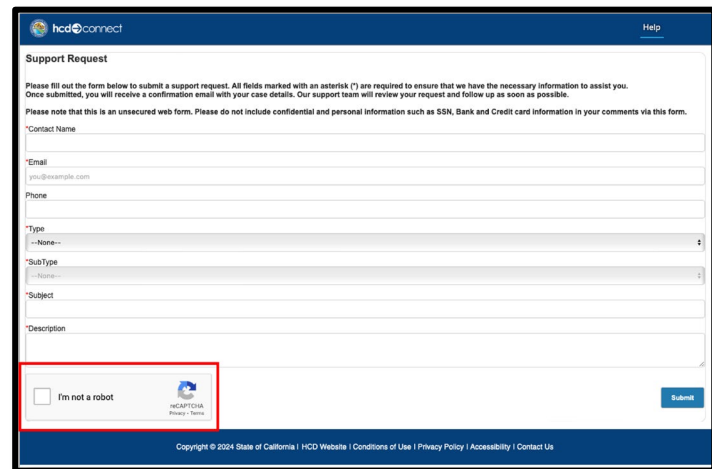
7. You will see the file upload progress within the Upload Files pop-up window. Click **Done** when completed.



8. The uploaded file will appear underneath the File Upload section.



9. Complete **reCAPTCHA**.



10. Click **Submit** to submit the support request to HCD Connect Support.

The screenshot shows the HCD Connect support request form. At the top, there is a header with the HCD Connect logo and a 'Help' link. Below the header, there is a paragraph of instructions: "Please fill out the form below to submit a support request. All fields marked with an asterisk (*) are required to ensure that we have the necessary information to assist you. Once submitted, you will receive a confirmation email with your case details. Our support team will review your request and follow up as soon as possible." Below this, another paragraph states: "Please note that this is an unsecured web form. Please do not include confidential and personal information such as SSN, Bank and Credit card information in your comments via this form." The form fields include: Contact Name (Jon Stoll), Email (jon.stoll@example.com), Phone (4042372321), * Type (System Support), * Sub-Type (Data or File Upload Issue), * Subject (Cannot upload APR file for LA County Jurisdiction), and * Description (I am getting an error message when I click the Upload APR button. See the attached screenshot example.). There is a 'File Upload' section with 'Upload Files' and 'Or drop files' buttons. A red box highlights the 'Submit' button at the bottom right.

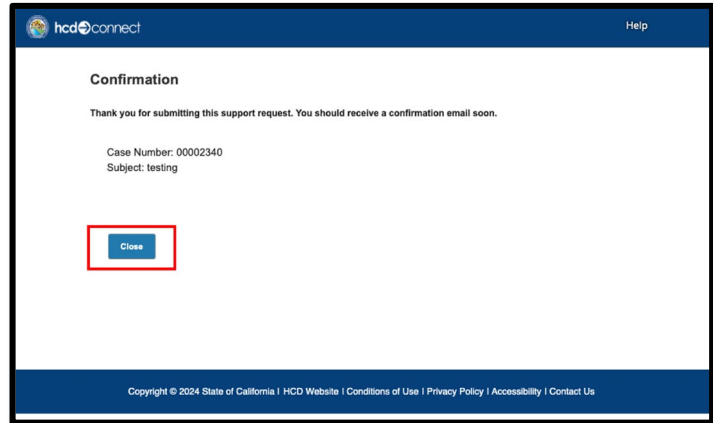
11. You will be navigated to the Confirmation screen to indicate that the request has been successfully submitted.

The screenshot shows the HCD Connect Confirmation screen. At the top, there is a header with the HCD Connect logo and a 'Help' link. Below the header, there is a 'Confirmation' section with the text: "Thank you for submitting this support request. You should receive a confirmation email soon." Below this, there is a 'Case Number: 00002340' and 'Subject: testing'. A 'Close' button is located at the bottom center. At the bottom of the screen, there is a footer with the text: "Copyright © 2024 State of California | HCD Website | Conditions of Use | Privacy Policy | Accessibility | Contact Us".

12. You will receive a confirmation email from HCD Connect Support that your case has been created. The email will include an HCD **Connect Case #** that you can use to track your request.

The screenshot shows a confirmation email from HCD Connect. The email header includes the HCD Connect logo, the sender's name 'HCD Connect User Portal', and the email address '<no-reply.hcdconnect@hcd.ca.gov>'. The recipient's name is 'kaelan.mccone+1@hcd.ca.gov'. The body of the email starts with 'Dear Test Name,' followed by 'We have received your request. The details are:'. The details listed are 'Case Number: 00002341' and 'Subject: Testing'. The email concludes with 'HCD Connect Support will respond as soon as possible.', 'Thank you,', and 'HCD Connect Support'.


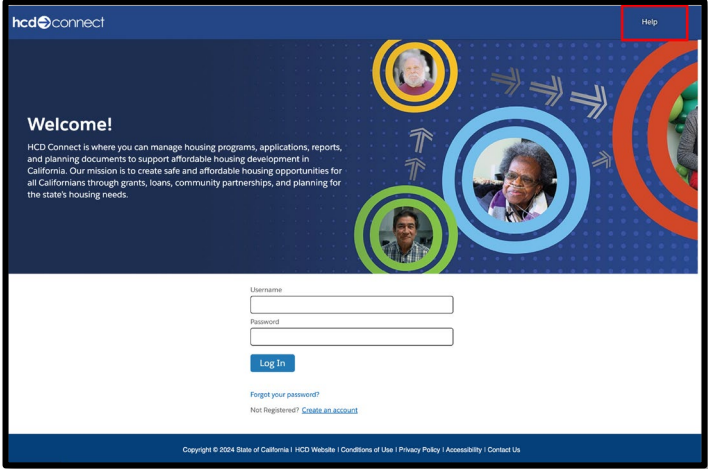
13. Click **Close** to exit out of the Support Request confirmation screen.



14. The HCD Connect Support Team will review your case and will contact you via email with questions or further information.

Request Support as a Guest User

If you do not have an account with the HCD Connect User Portal or have issues with logging into the portal, you can still submit a support request from the Portal Help link.

Steps	Screenshot Examples
<p>1. Type the Portal URL in your preferred web browser: https://hcd.my.site.com/hcdconnect</p>	
<p>2. Click on the Help tab in the navigation bar at the top right of the page.</p>	

3. Enter the following information into the fields on the webform.
 - a. **Contact Name:** Provide your first and last name.
 - b. **Email:** Provide your email address.
 - If you have an account already, please use the email address that is tied to your account.
 - c. **Phone:** Provide the best number to reach you.
 - d. **Type:** Select the category that best describes your issue.
 - e. **Sub-Type:** Select a sub-category that further classifies your issue.
 - g. **Subject:** Provide a summary or title of the issue.
 - h. **Description:** Provide a detailed description of the issue

4. Complete reCAPTCHA.

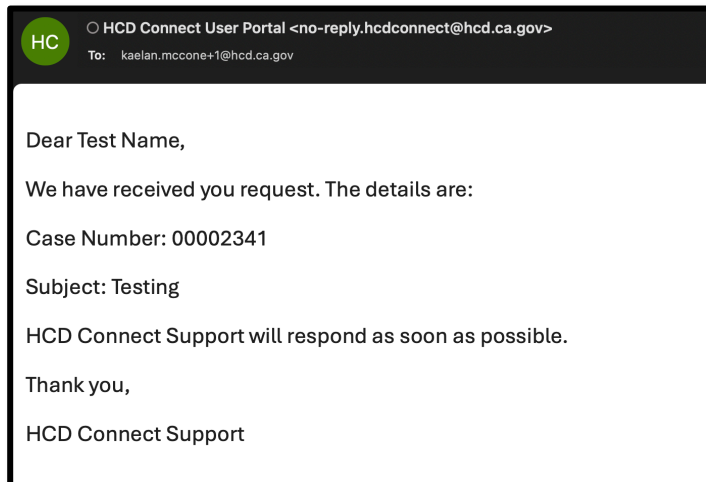
5. Click **Submit** to submit the support request to HCD Connect Support.

The screenshot shows the 'Support Request' form on the HCD Connect website. The form includes fields for Contact Name (Jon Stoll), Email (jon.stoll@example.com), and Phone (4042372321). It also has dropdown menus for Type (Access & Account Issue) and Sub-Type (Access Issue). The Subject field contains 'Can't log into portal' and the Description field contains 'I am getting an error message when I try to log into the portal that says incorrect name and password. See attached screensl'. A 'File Upload' section with 'Upload Files' and 'Or drop files' options is present. A red box highlights the 'Submit' button at the bottom right.

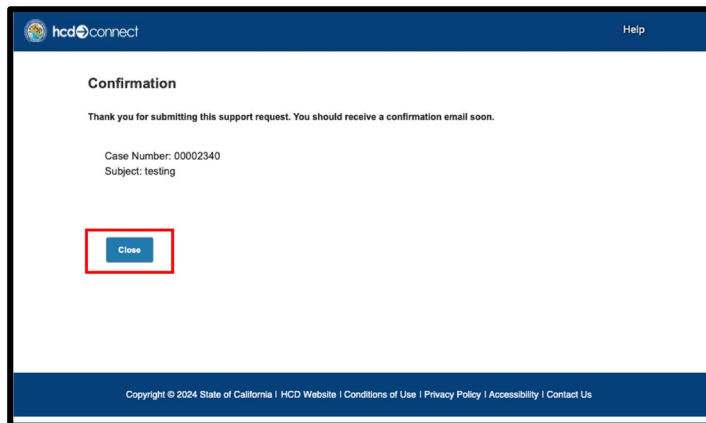
6. You will be navigated to the Confirmation screen to indicate that the request has been successfully submitted.

The screenshot shows the 'Confirmation' screen on the HCD Connect website. It displays the message: 'Thank you for submitting this support request. You should receive a confirmation email soon.' Below this, it shows the Case Number: 00002340 and Subject: testing. A 'Close' button is located at the bottom center. The footer contains the text: 'Copyright © 2024 State of California | HCD Website | Conditions of Use | Privacy Policy | Accessibility | Contact Us'.

7. You will receive a confirmation email from HCD Connect Support that your case has been created. The email will include an HCD **Connect Case #** that you can use to track your request.



8. Click **Close** to exit out of the Support Request confirmation screen.



9. The HCD Connect Support Team will review your case and will contact you via email with questions or further information.