

To Submit a New Question to the HUD HRE Virtual Help Desk:

Visit the Homelessness Resource Exchange (HRE) at <http://www.hudhre.info>. Go to the section titled "HUD HRE Virtual Help Desk" and click the button "Submit a New Question". There will be a dropdown box, from which a program must be selected: HPRP, *e-snaps* System, and CoC NOFA and Programs. The type of program selected will determine what input form the user needs to complete.

Note: Users who have a question pertaining the Homelessness Prevention and Rapid Re-housing Program (HPRP) should designate HPRP from the dropdown menu. Those who have questions regarding the electronic grant application for homeless assistance funds known as *e-snaps* should select *e-snaps*. Those who have question regarding CoC policies and programs, such as SHP, SRO, S+C, and transitional housing; the e-HIC; the e-Logic model; NOFA requirements; or the HEARTH Act should select CoC NOFA and Programs.

The appropriate form will populate the following page. The form needs to be completed in its entirety, in order to expedite the process of providing a response. All mandatory fields are noted with an asterisk.

For each of the program types, all users will be asked to complete the following:

1. Last Name
2. First Name
3. Organization name
4. Email address: This must be a valid email address
5. Confirm Email address: This must be entered a second time, to verify that the address is entered correctly
6. Phone number

For questions related to HPRP, the user must also provide the following information on the input form:

- *State in which your jurisdiction is located*
- *Jurisdiction Name*
- *Grantee / Subgrantee type: The user must select the type of grantee or subgrantee organization to which he or she belongs:*
 - *Grantee type*
 - *State Government*
 - *County Government*
 - *City Government*
 - *Subgrantee type*
 - *County Government*

- *City Government*
- *Non-Profit*

➤ *No Affiliation*

For questions related to e-snaps, the user must provide the following additional information on the input form:

- *CoC Number*
- *e-snaps Applicant's name (if applicable, and only for entities requesting funds from HUD through their CoCs for individual projects)*
- *e-snaps Applicant number (if applicable, the unique identifier from the e-snaps application, which is usually the organizational DUNS number)*

For questions related to the CoC NOFA and Programs, the user must provide the following additional information on the input form:

- *City*
- *State*
- *CoC Number*
- *Applicant name*

7. Question: In this field, the user must enter his or her question, providing as much detail as possible. The user must enter only one issue/question per submission, or they risk delaying the response to all of their questions. If the user has more than one question, they must be submitted separately.

Depending upon the type of program the user initially selects, two dropdown menus will appear: category and sub-category. Making the appropriate selection will assist the Help Desk staff in forwarding the question to the appropriate Subject Matter Expert(s).

Upload Document: The user can upload a Microsoft Office document, PDF, or image file.

Once a question has been submitted:

A confirmation page will appear on the user's computer screen, indicating that the user's question has been successfully submitted to the HUD HRE Virtual Help Desk. The user will also be given a Confirmation Key. This is a string of letters and numbers that is generated when the question is submitted. **The user must keep this Confirmation Key, as it will be needed later if the user wants to check on the status of the question.**

The user will also receive an automated email message with the Confirmation Key, and a summary of the question.

To Check the Status of a Question or Ask a Follow-Up Question: The user must again visit the HUD HRE Virtual Help Desk form on the HRE page. Do not click the "Ask a New Question" button. Instead, enter the confirmation key (received on the confirmation screen and email) in the text bar, and click the "Go" button.

The next screen will show a summary of the user's information and his or her question, with a status of where the question is within the HUD HRE Virtual Help Desk tracking process.

To add a follow-up question or re-open a Closed question, click the "Re-Open" button. The next page will have a text area for entering any subsequent questions, and a button for uploading any additional files.

Receiving a Response from the HUD HRE Virtual Help Desk:

The user will receive a direct email from an HUD HRE Virtual Help Desk staff member with the specific answer to his or her question. Due to their technical nature, some questions may take longer to research/answer than others. Please be patient and know that both HUD and the HUD HRE Virtual Help Desk staff are working on getting the answers to you. To track the status of a question, please see the section above, "To Check the Status of a Question or Ask a Follow-Up Question".
