



MRP Program guide to request Technical Support for the online Application

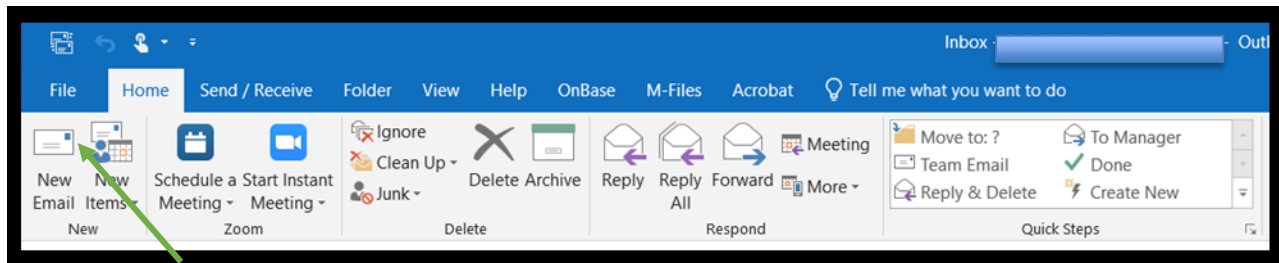
During the Application Process for the MRP Program, Municipalities may request technical assistance for any issues that may arise, including submission errors, log-in errors, document uploading errors, or any other IT or technical related issues. These questions, concerns and requests for technical assistance should be directed to CDBG-DR's Support Team. These requests are processed as they are received and are documented for future reference. The Support Team endeavors to respond to requests within 24 hours.

To submit your requests, please follow the steps below:

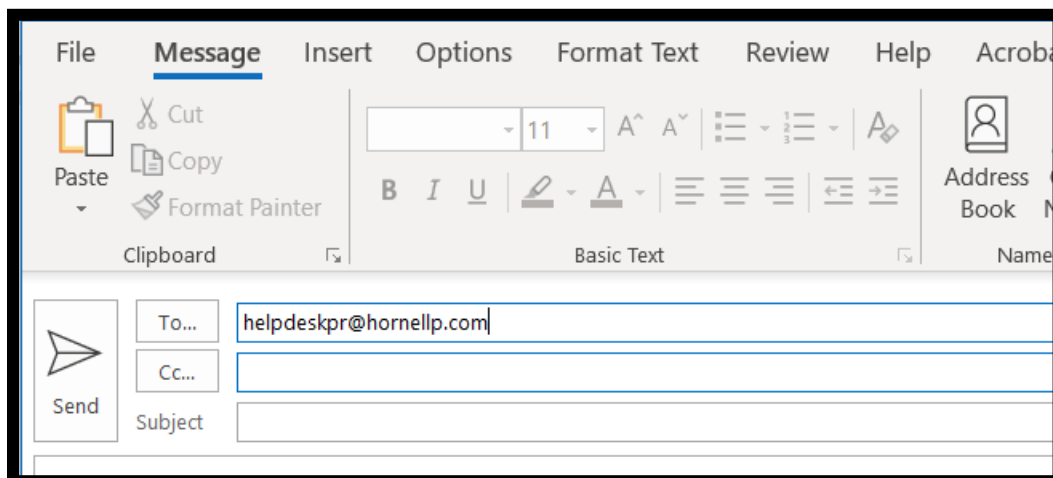
Help Desk Support Email Submittal Instructions

If you are confronting problems with accessing or registering for the Application, make sure you are using the Chrome Browser.

Step 1. Open your email account and create a "New Email".

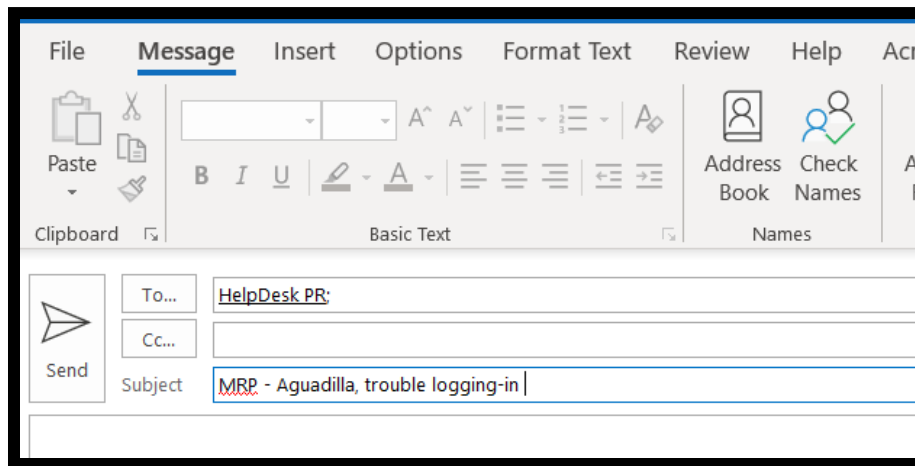


Step 2. Address to helpdeskpr@hornellp.com.



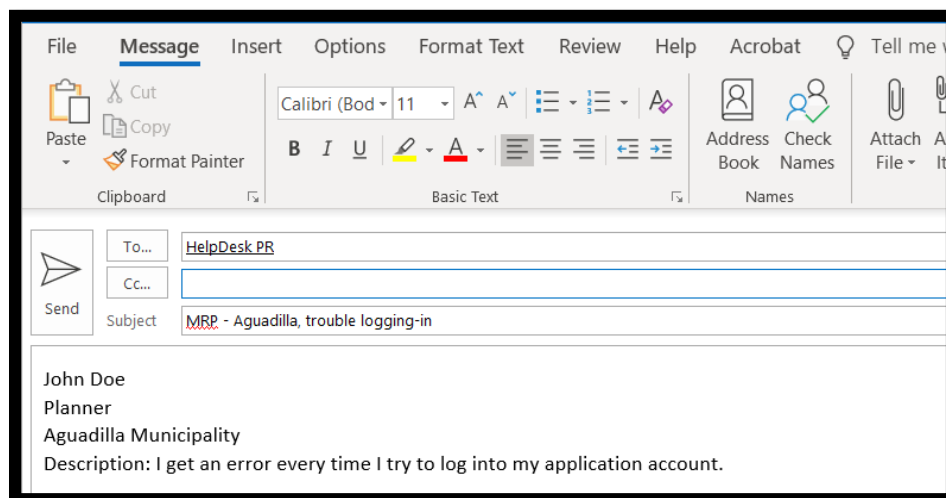


Step 3. Begin your subject line with the acronym of the program (MRP), the Municipality name and the type of inquiry or problem.



Step 4. Please begin your email by including the information below.

- Name:
- Role:
- Municipality:
- Detailed description of issue or inquiry:
- Screenshot (if available)





Step 5. After reviewing the content of the Email press “Send”. Applicants submitting a Technical Support Request to the IT/Desk Support Team will receive an email with additional instructions within 24 hours.

Step 6. If the request is not answered within 24 hours, follow-up can be made by phone calling the Helpdesk Support Team at (939)-910-9295. This service is available Monday through Friday from 8:00am to 6:00pm.

Municipalities are encouraged to use email to submit questions and issues to the Support Team. This allows the Support Team to identify and monitor recurring issues more easily, assign appropriate support staff, ensure that adequate support is provided and issues are resolved. However, if Municipalities encounter difficulty while sending an inquiry via email, they are also able to call the Helpdesk Support Team at (939)-910-9295.