



Home Performance with ENERGY STAR®

January 16, 2018

Dear Participating Contractors,

NYSERDA and CLEAResult are working together to finalize the transition of the existing contractor support ticket system to a new software platform, called the NYSERDA Portal. The NYSERDA Portal will be used for both the Home Performance with ENERGY STAR and EmPower New York programs.



What's staying the same?

- All requests sent to the contractor support email account support.residential@nyserda.ny.gov will automatically generate a request in the system.
- Contractors will be able to respond to support requests via email without logging in.
- Contractors will be able to log in to the system to view their support requests.

What's changing?

- The website for logging in to access support requests will be the NYSERDA Portal: <https://portal.nyserda.ny.gov/login>
- Each contractor will be set up with an administrator for their account. This administrator will be able to add and deactivate users from their company to access the NYSERDA Portal.
- Each contractor will be set up with a primary for their account. The primary for the account will be the contact to receive communications from the system. NYSERDA encourages the use of general/shared mailboxes for this purpose.
- For the initial system launch, the primary program contact NYSERDA has on record for most contractors will be set up as the administrator and the primary on the account in the NYSERDA Portal. This contact will receive an email from the system prompting them to change their password. After the password is set, the contact will be able to log in and add users.
- Once we launch the system, to update a primary or change the administrator on the account, a support request may be submitted by calling the contractor support line or sending an email to support.residential@nyserda.ny.gov.
- As we transition support requests from ZenDesk to the NYSERDA Portal, the primary will receive an email from the new support request (case) letting them know the request has been transferred. Replying to the new email will automatically update the new case.

Reminder

- Some contractors are still sending support requests to contractorsupport@clearresult.com. This email address is being discontinued and all contractor support requests should be

submitted to support.residential@nyserda.ny.gov going forward.

The system transition is anticipated for January 29, 2018. Three webinars will be held to demonstrate the NYSERDA Portal. This demonstration will include logging in, creating and submitting a request, and managing users. We ask that all contractors participate in at least one webinar. To sign up for a webinar, click on the date you wish to attend.

- Wednesday, January 24, 2018 3:30 pm
<https://clearesult.webex.com/clearesult/onstage/g.php?MTID=e7c8f02fe288747fa8dd39995be61fef2>
- Thursday, January 25, 2018 3:30 pm
<https://clearesult.webex.com/clearesult/onstage/g.php?MTID=e0c188f30d77a861598d4bc381714b039>
- Friday, January 26, 2018 3:30 pm
<https://clearesult.webex.com/clearesult/onstage/g.php?MTID=ee0c1b4848408e81729b9fc4e992c457b>

Please contact your account manager or hpwes@nyserda.ny.gov if you have any questions about the new NYSERDA Portal.

Thank you,

The NY Residential Existing Homes Programs

About NYSERDA

NYSERDA, a public benefit corporation, offers objective information and analysis, innovative programs, technical expertise, and funding to help New Yorkers increase energy efficiency, save money, use renewable energy, and reduce reliance on fossil fuels. NYSERDA professionals work to protect the environment and create clean-energy jobs. NYSERDA has been developing partnerships to advance innovative energy solutions in New York State since 1975. To learn more about NYSERDA's programs and funding opportunities, visit nyserda.ny.gov or follow us on [Twitter](#), [Facebook](#), [YouTube](#), or [Instagram](#)



Copyright© 2017. All Rights Reserved.

NYSERDA, 17 Columbia Circle, Albany, NY 12203

[SafeUnsubscribe™](#) {recipient's email}

[Forward this email](#) | [Update Profile](#) | [About our service provider](#)

Sent by hpwes@nyserda.ny.gov

