

We are happy to announce new features launching this week in the NYSERDA Portal (contractor support case system).

Update 1: Communication Visibility

Effective Friday April 12, 2019, new email communications related to a case will be visible to the contractor or user associated with a case. Please note, email communications prior to this date are not visible in the system.

Users will see a new tab at the top of the window, "**Case Tasks**", to easily view all tasks assigned to their company. All users on the company account will be able to see all tasks assigned.

Update 2: Case Tasks

Additional functionality has been added to track outstanding actions needed on cases:

1. Allowing the assignment of tasks from within the NYSERDA Portal. This will enable greater visibility into outstanding actions needed on the case.
2. Upon new task assignment, the default primary user will receive an email notification.
3. Upon task due date, a second email notification will be sent to the default primary user reminding them a task is now due.
4. Allowing the user to respond to a task assignment in multiple ways:
 5. Log in to the system, navigate to the Case Task tab and post a comment or attachment from the case task.
 6. Reply to the notification email sent to the default primary user – this will update the case for you

Detailed instructions for these updates are attached and will be updated in the NYSERDA Portal User Guide (Section 11.3b of the Contractor Resource Manual) soon. Please direct any questions to the Contractor Support staff by (1) sending an email to support.residential@nyserda.ny.gov or (2) calling the contractor support line 1-800-284-9069.

Thank you,

NY Residential Existing Homes Team

[NYSERDA Portal Update Instructions](#)