

RRH Ticketing System

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ACT RRH Team

RRH Ticketing System Provider Workflow

Submitting Applications

Beginning with **October 2020** Rents

- Send only **ONE** email per HMIS ID
 - o EMAIL ADDRESS: **community_assistance@act-ct.org**
 - o Subject Line = HMIS ID + type of Application (**Initial, Ongoing, Recert**) + Month of assistance
 - o **For HPP ONLY = HMIS ID + HPP + type of application (Arrearage, Utility, moving expenses)**
- You will receive a confirmation email that your submission has been received and a ticket number will be automatically generated
- ACT Staff will assign your ticket to team member for review
- You will receive an email stating who your submission has been assigned to a member of the team

Submitting Applications

If approved (no errors)

- When your submission has been reviewed and approved, you will receive another update that your submission has been forwarded to our finance department

If pending (errors/missing information)

- If your submission is pending, for whatever reason, you will receive an email that your submission is pending with detailed information requesting further information to complete the application
- You will receive an email every 48 hours until the information has been received

Rejected Applications

Incorrectly submitted applications (no client ID/month/type of application) will be returned to sender and can be resubmitted

Final Steps/Payments

If pending (errors/missing information)

- If there is a problem with the application: for example, TIN mismatch, FSR mismatch with W9, etc. you will receive an email with detailed information and your ticket will be placed in pending status
- You will receive an email every 48 hours until the information has been received
- When information is received, finance will review documentation, cut checks. Once payments are mailed, you will receive an update email stating that your ticket has been closed
- ACT Staff will upload checks to HMIS & Release FSR

Final Steps/Payments

If approved (no errors)

- Finance will review documentation, cut checks. Once payments are mailed, you will receive an update email stating that your ticket has been closed
- ACT Staff will upload checks to HMIS & Release FSR

Questions

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Support

If for any reason you need help or support feel free to contact a member of our team:

Phone: 860-247-2437

Email: funds@act-ct.org