

# How to Register for HCD Connect as a Consultant

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California Department of  
Housing and Community Development



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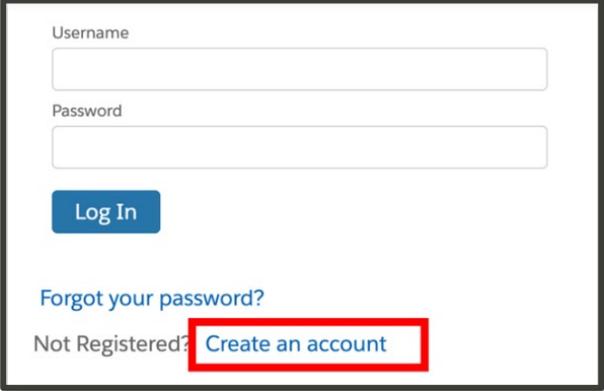
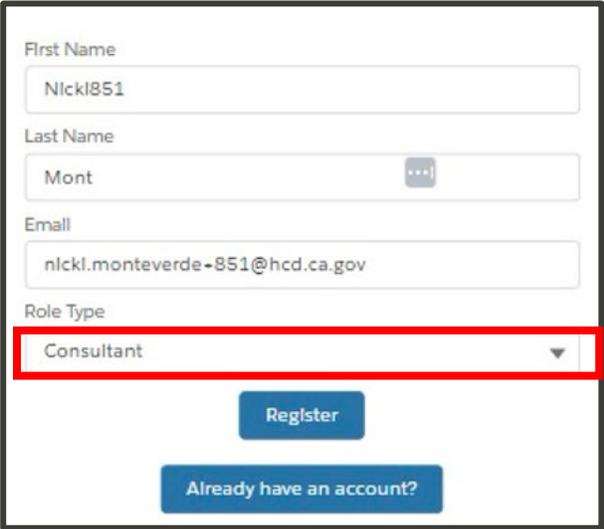
# Learning Objectives

At the end of this module, you will be able to:

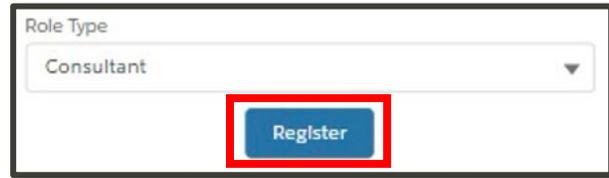
- Start your registration
- Complete your registration
- Manage your User Account

# Portal Registration: New User Registration

To use the HCD Connect User Portal, you must first complete your registration. To register as a consultant, please do the following:

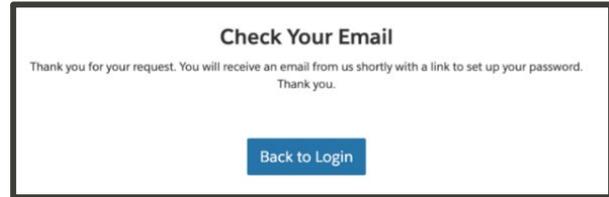
Steps	Screenshot Examples
1. Type the Portal URL in your preferred web browser: <a href="https://hcd.my.site.com/hcdconnect">https://hcd.my.site.com/hcdconnect</a>	
2. Click <b>Create an Account</b>	
3. Enter your <b>First Name</b> , <b>Last Name</b> , <b>Email</b> , and select the Role Type <b>“Consultant”</b> .	

4. Then click **Register**



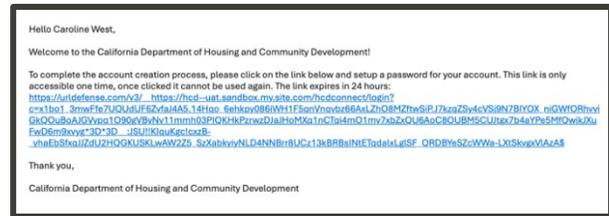
A screenshot of a web form. At the top, there is a dropdown menu labeled "Role Type" with "Consultant" selected. Below the dropdown is a blue button labeled "Register". The "Register" button is highlighted with a red rectangular border.

5. You will be taken to the Check Your Email screen. An email has been sent to the email address you entered.



A screenshot of a "Check Your Email" screen. The text reads: "Thank you for your request. You will receive an email from us shortly with a link to set up your password. Thank you." Below the text is a blue button labeled "Back to Login".

6. Click on the link in the email or copy the link into your web browser.



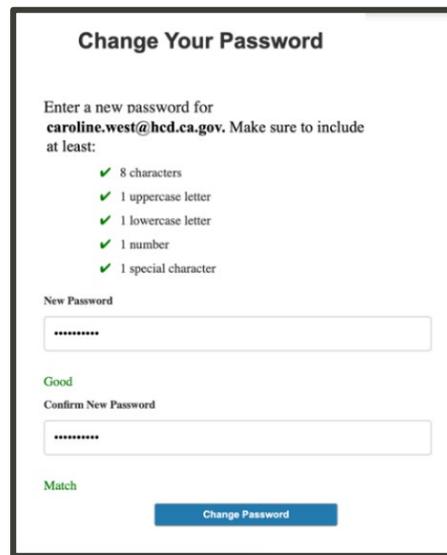
A screenshot of an email message. The text reads: "Hello Caroline West, Welcome to the California Department of Housing and Community Development! To complete the account creation process, please click on the link below and setup a password for your account. This link is only accessible one time, once clicked it cannot be used again. The link expires in 24 hours: https://urldefense.com/v3/\_https://hcd--sat.sandbox.my.site.com/hcdconnect/login?c=x1bo1\_3mwf7e7UQUdJF6Zfa4A5.14hoo\_6ehkay886WH1F5onVnovbc66AvLZh0BMZfwSiPJ7kzo2SytCv5i@N78Y0X\_nIGWf0RmvdGkOQuBoAGVvps1Q96yV9hNv11mm3SPiOKHkPrwDjaHtoM6a1mCta4m01mV76zG0U8Aac80UBMSCUisp7b4a1Pe5Mf0wkwkxvEud8im8ayev3Q2\*3D\_-j8UjIKaw4ctozB\_.yhE5tvaIjZdUZH0GKUSKLeAWZ25\_SzXabtyiNLD4NNBr8UC13k8BB8nEt0dalxLdSF\_ORD8YcSZcWwa-1X8SkvWvAzA8 Thank you, California Department of Housing and Community Development"

7. You will be taken to the Change Your Password screen. Enter in a password and re-enter it to confirm.

The password criteria include the following:

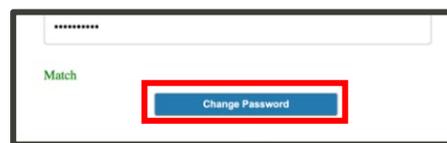
- ✓ 8 characters
- ✓ 1 uppercase letter
- ✓ 1 lowercase letter
- ✓ 1 number
- ✓ 1 special character

The green checks will indicate that you are meeting the required password criteria.



A screenshot of a "Change Your Password" screen. The text reads: "Enter a new password for caroline.west@hcd.ca.gov. Make sure to include at least: 8 characters, 1 uppercase letter, 1 lowercase letter, 1 number, 1 special character". Below the text are two input fields: "New Password" and "Confirm New Password". Both fields have green checkmarks next to them. Below the fields is a blue button labeled "Change Password".

8. Click the **Change Password** button to proceed.



A screenshot of the "Change Password" screen, focusing on the bottom. The text "Match" is visible above a blue button labeled "Change Password". The "Change Password" button is highlighted with a red rectangular border.

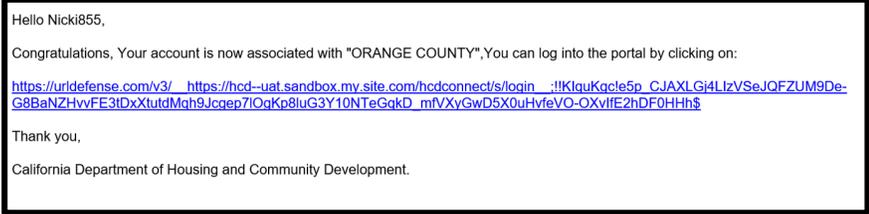
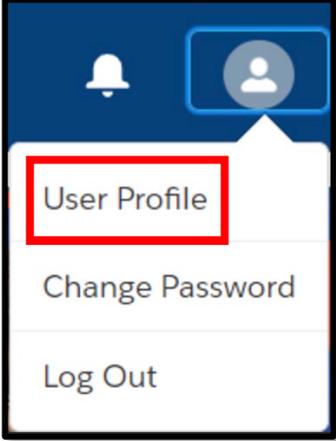
9. Once you have created a password, you will be taken to the Portal's welcome screen. This concludes the registration process.

Once you are registered in the HCD Connect portal, you can follow up with your jurisdiction contacts to have them grant you access to their jurisdiction's account.

Once a jurisdiction has granted access, you will be able to submit documents on the jurisdiction's behalf and view records. Your account may be associated with multiple jurisdictions or tribal entities.



# Manage Your User Account

Steps	Screenshot Examples
1. When you are associated to a jurisdiction, you will receive an email. Make sure to click on the link to login.	
2. To manage your user account details, click on the profile icon on the top right of the navigation bar.	
3. Click on <b>User Profile</b> .	

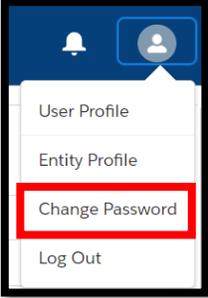
4. You can view your user information on the User Profile page. If you need to update any information, enter any updates in the fields on the page then click the **Update** button at the bottom right of the screen.

The screenshot shows the 'User Profile' page in the hcdconnect system. The page is divided into several sections: 'User Profile' with fields for Last Name, Job Title, and Unique Entity Identifier; 'Physical Address' with fields for Street, City, State, and Zip; and 'Mailing Address' with a checkbox for 'Check if mailing address is different from physical address' and an Email field. An 'Update' button is located at the bottom right of the form.

5. You will see that your changes have been saved.

The screenshot shows the 'User Profile' page after the updates. A message at the top of the form area states 'Your changes have been saved.' and a 'Close' button is visible on the right side of the message. The footer of the page contains copyright information: 'Copyright © 2021 State of California | HCD Website | Conditions of Use | Privacy Policy | Accessibility | Contact Us'.

# Change Your Password

Steps	Screenshot Examples
<p>1. Click on <b>Change Password</b> to process a password change request.</p>	 <p>A screenshot of a user profile menu. The menu is open, showing options: User Profile, Entity Profile, Change Password, and Log Out. The 'Change Password' option is highlighted with a red rectangular box.</p>
<p>2. On the Change Your Password screen, enter in your old password and your new desired password.</p>	 <p>A screenshot of the 'Change Your Password' form. The form has three input fields: 'Old Password', 'New Password', and 'Verify New Password'. A red rectangular box highlights these three input fields. Below the fields is a 'Change Password' button. Below the button, there is a list of password requirements:</p> <ul style="list-style-type: none"><li>• At least 1 Uppercase letter (A-Z)</li><li>• At least 1 Lowercase letter (a-z)</li><li>• At least 1 Special Character - ! * \$ % ^ @</li><li>• At least 1 Digit 0-9</li><li>• Must be longer than 8 characters</li></ul>
<p>3. Then click the <b>Change Password</b> button.</p>	 <p>A screenshot of the 'Change Your Password' form. The form has three input fields: 'Old Password', 'New Password', and 'Verify New Password'. A red rectangular box highlights the 'Change Password' button at the bottom of the form.</p>