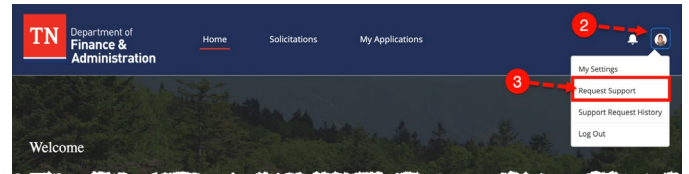


Portal - Technical Assistance Requests (Cases)

1. **Log in** to the portal at: <https://tngrants.my.site.com/OCJPGrants>

2. From any page in the portal, click your **avatar/image** in the upper-right corner to expand the **Profile Menu**.

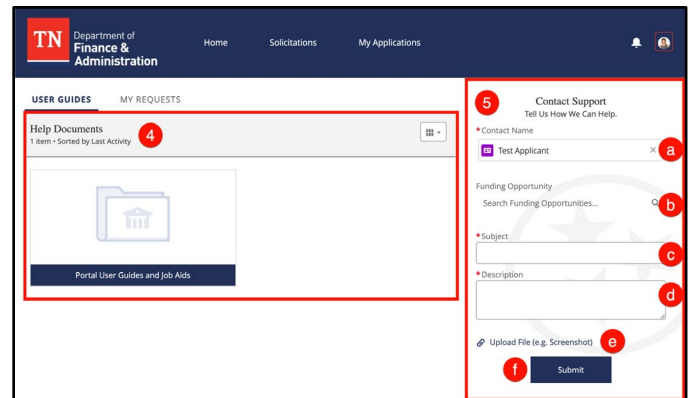


3. Select the **Request Support** page which contains help content and case creation form.

4. Review the Help Documents libraries for User Guides and other downloadable content.

5. Submit a New Request:

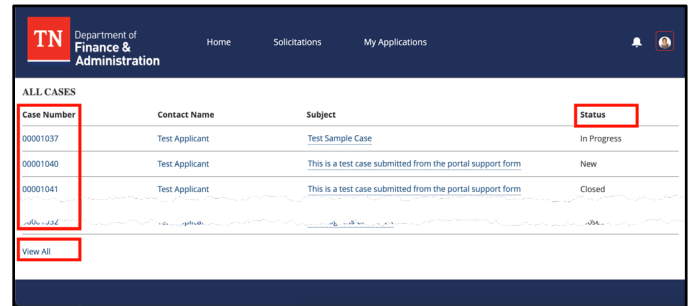
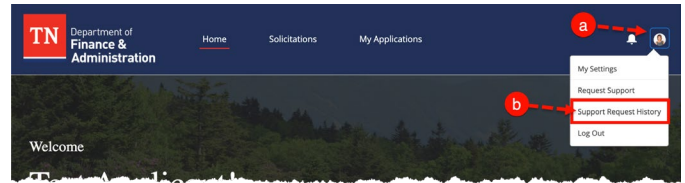
- The logged-in user will auto-populate in the **Contact Name** field. To replace with another Contact within the Agency (Account), click the X icon on the right and search by Name. Case email notifications will be sent to this person.
- Optionally, select a **Funding Opportunity** if case is related to a Solicitation.
- Enter a **Subject** (ideally, <60 characters, like an email subject).
- Enter a **Description** (all the relevant details to your request).
- Optionally, click **Upload File** to attach a case-relevant screenshot or other document.
- Click **Submit**.



JOB AID: PORTAL USER

6. Access Your Submitted Requests

- From any page in the portal, click your **avatar/image** in the upper-right corner to expand the **Profile Menu**.
- Select the **Support Request History** page which contains help content and case creation form.
- Review the list view (limited to 30 records) of Cases you have access to.
- The current **Status** for each case is listed.
- Click **View All** to expand the list past the first 30 records.
- Click **Case Number** to open a case and view/create comments.



7. Communicate with Case Comments

- Cases open to the **Comments** sub-tab where you will see the comment history and files.
- Portal Users can upload files/screenshots in the **Files Section** and can see files uploaded by OCJP Staff as well.
- Create a comment to ask questions or respond to OCJP Staff comments. Click **New** in the Case Comments section.
- In the New Case Comment pop-up, enter your comment text in the **Body** field and click **Save**. This will generate a notification to the case owner.

