One Door

How to Create Support Requests



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What’s in this User Guide

How to Create a Support Request

Guides One Door users through the steps in creating a support request to address any One Door issues.

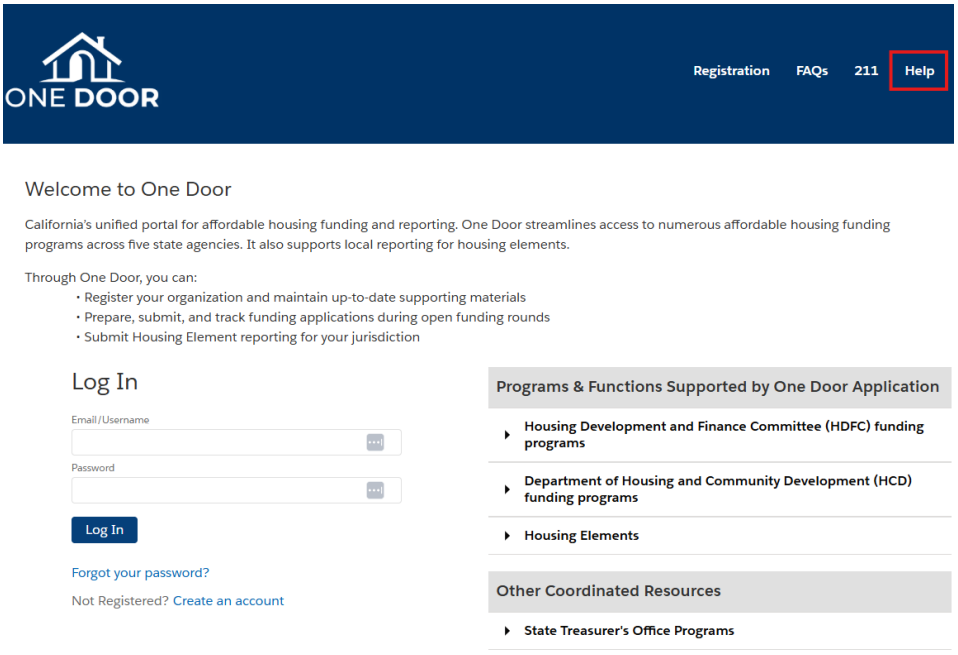
Create a Support Request

Create a Support Request while logged out

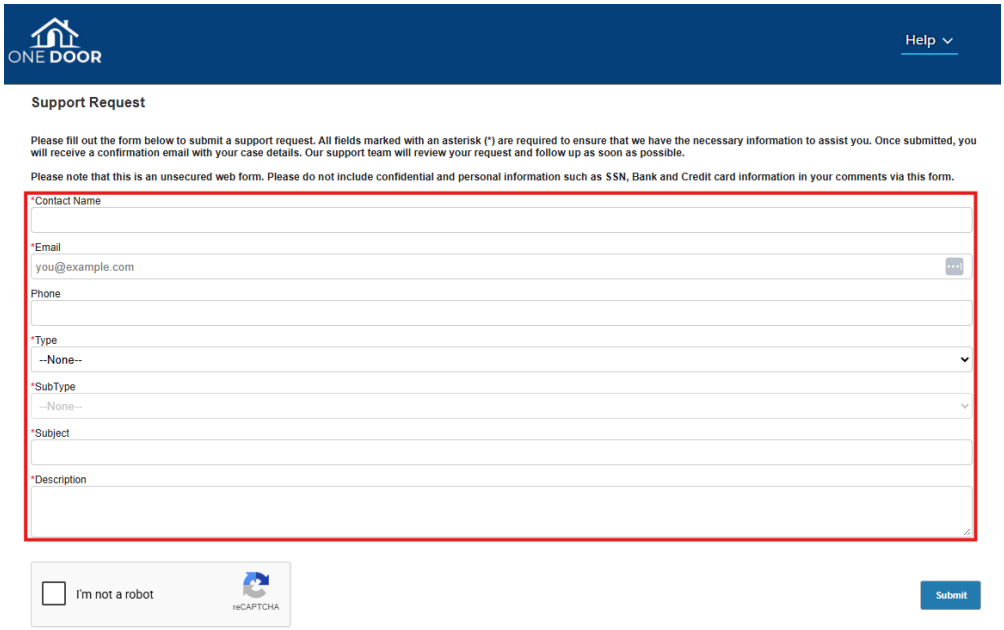
1. Click the **One Door** link or copy the link into your preferred web browser:

https://hcd.my.site.com/hcdconnect

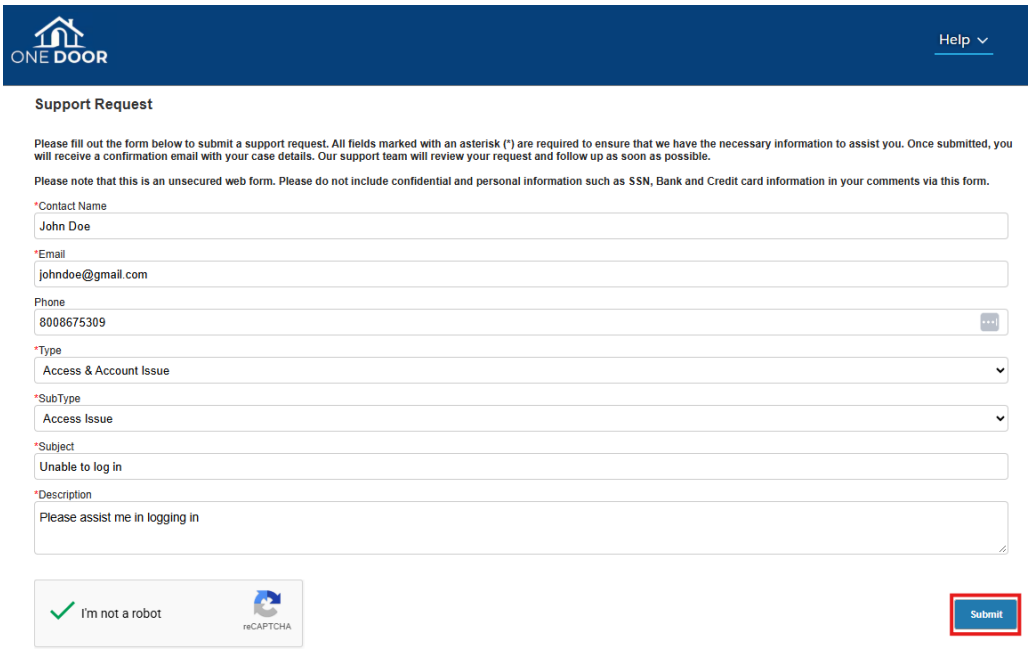
2. Click the **Help** button



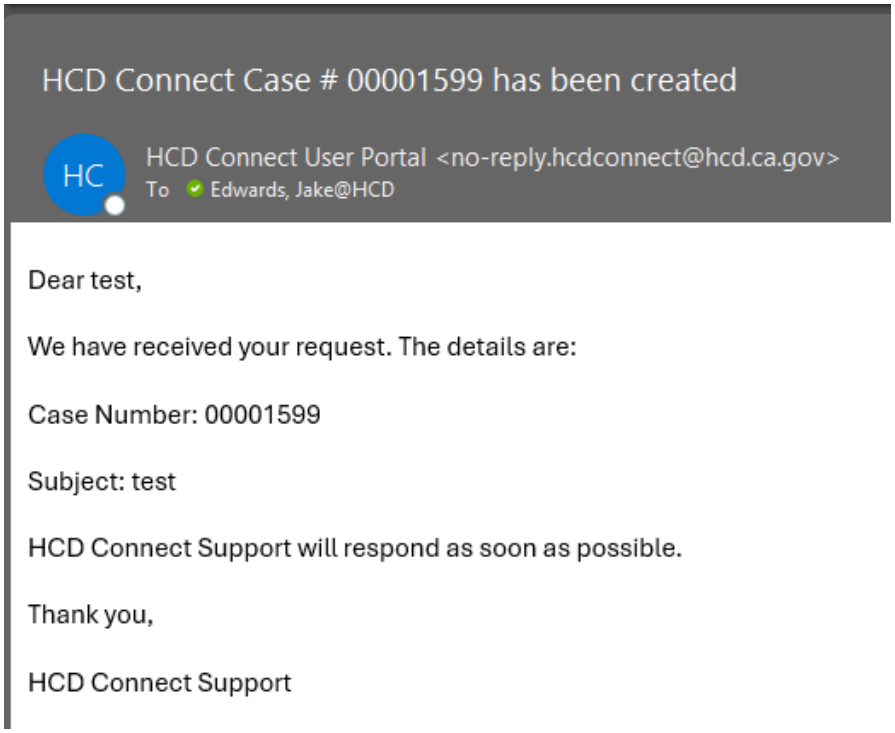
3. Enter all required information



4. Click the **Submit** button



Note: You will receive an email providing a case number

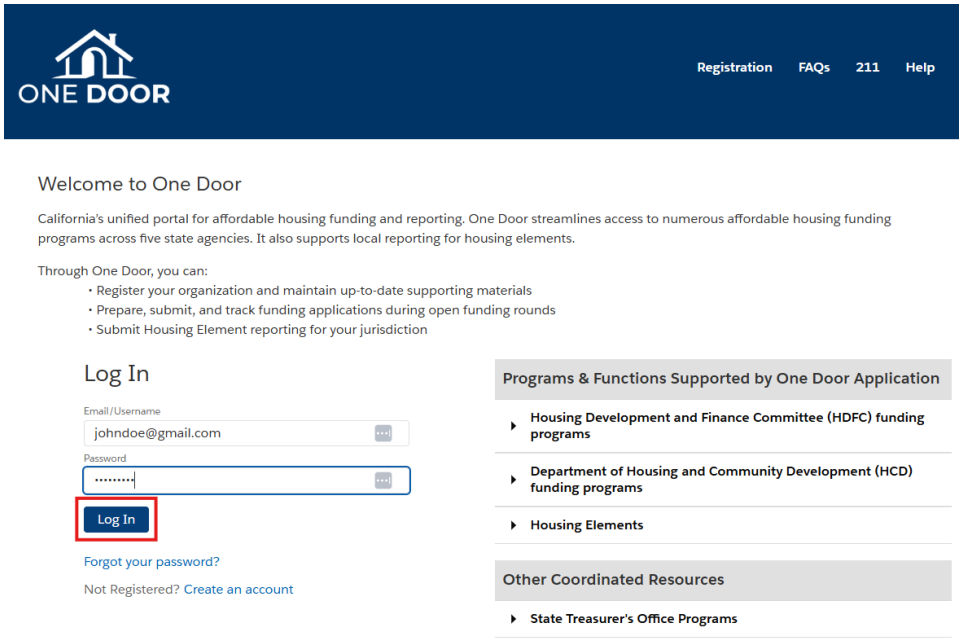


Create a Support Request while logged in

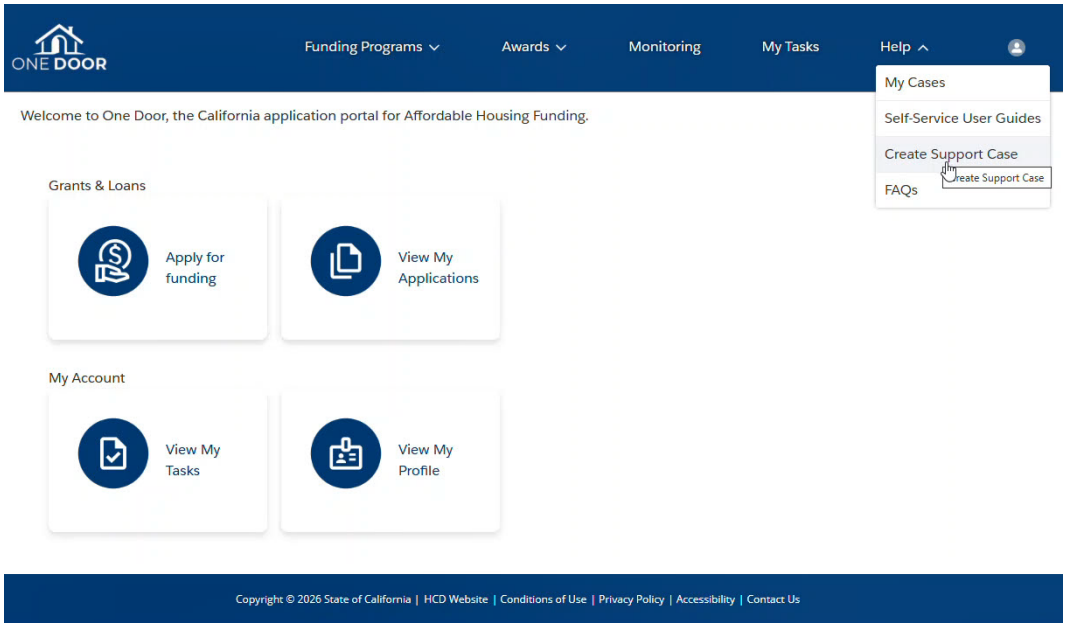
1. Click the **One Door** link or copy the link into your preferred web browser:

https://hcd.my.site.com/hcdconnect

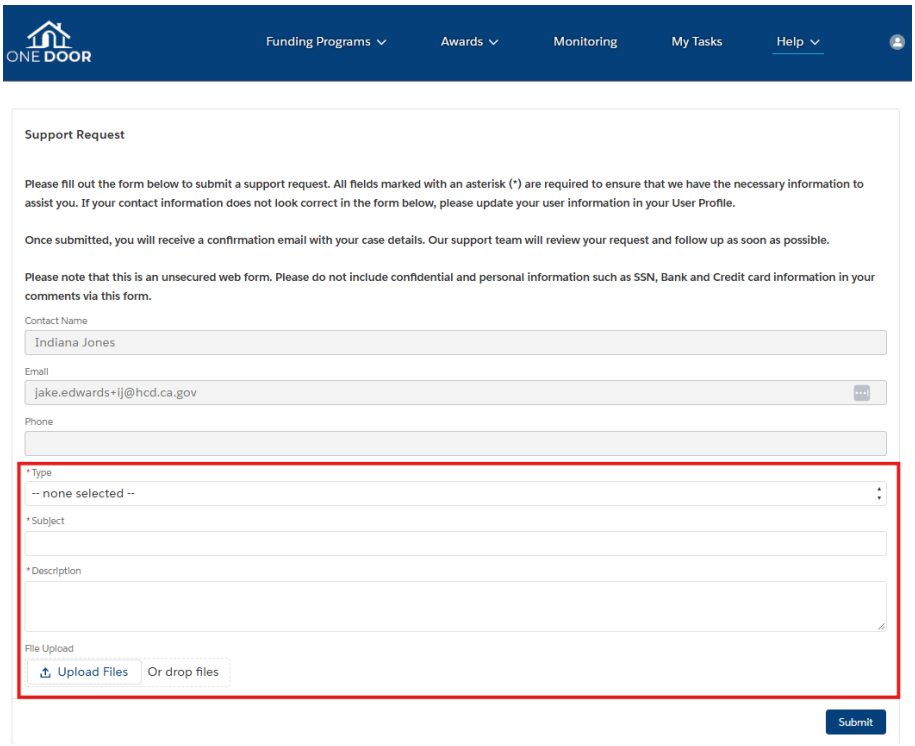
2. Enter your email address and password, then click the **Log In** button



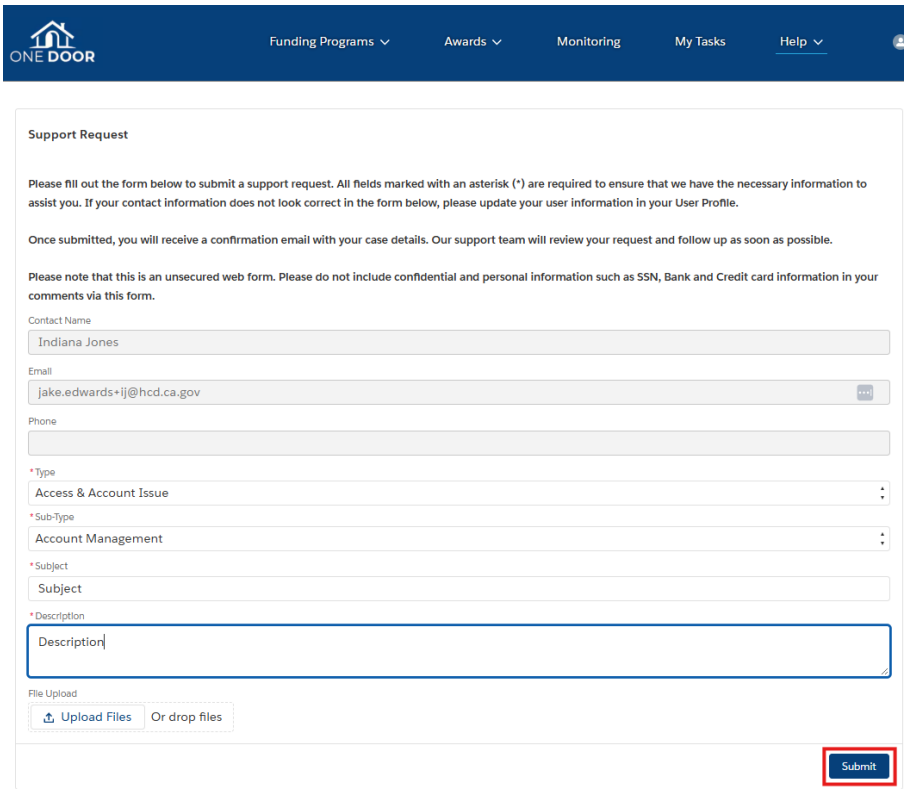
3. Click the **Help** button, then click the **Create Support Case** button



4. Enter all required information



5. Click the Submit button



Note: You will receive an email providing a case number

