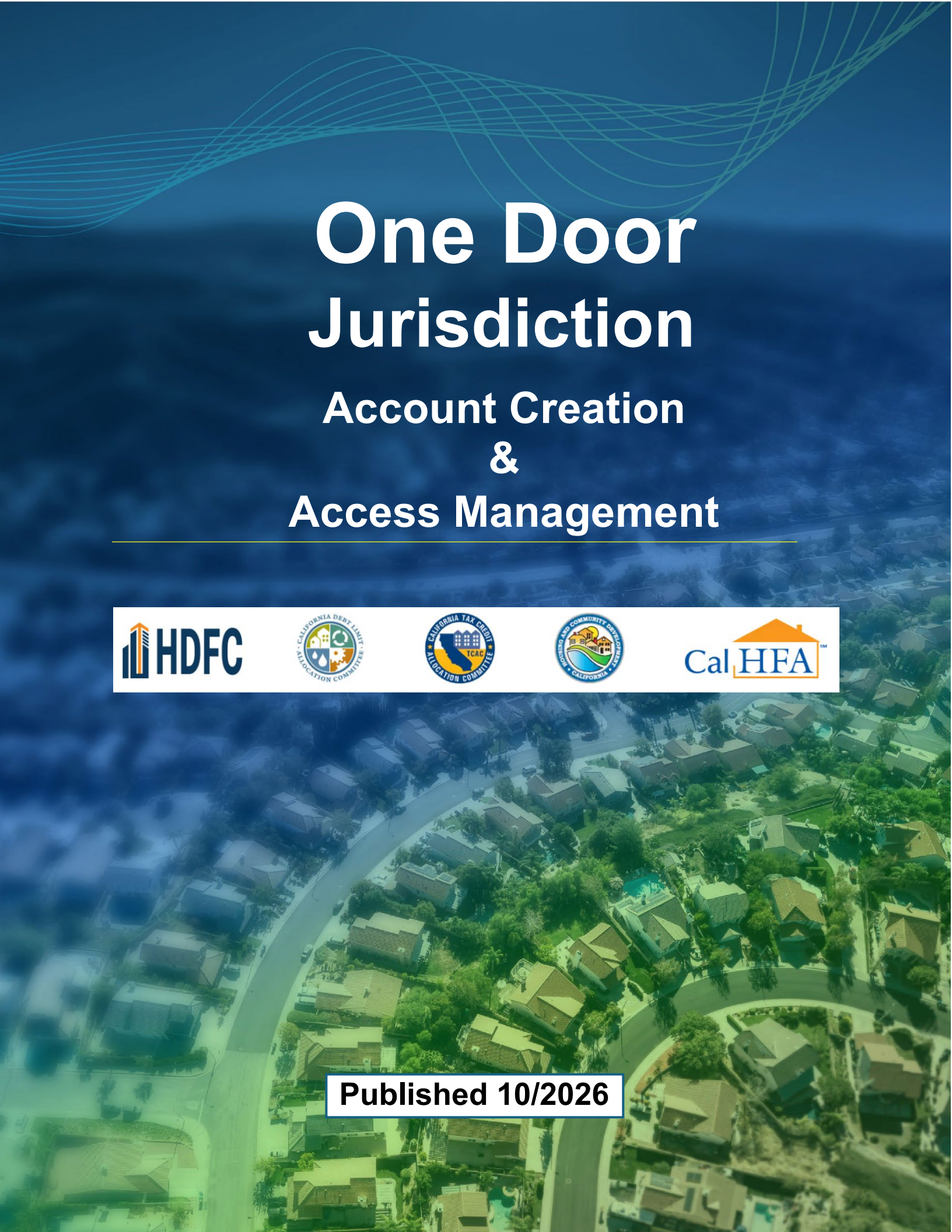
One Door Jurisdiction

Account Creation & Access Management



Published 10/2026

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What's in this User Guide

Create Your Jurisdiction Account

Guides new One Door users through the steps to create an account and linking to a jurisdiction. Joining a jurisdiction requires approval by the jurisdiction account administrator.

Managing Your Account

Guides One Door users in updating their profile and password.

Managing the Jurisdiction Account

Guides jurisdiction account administrators in approving new user requests, changing user access, and managing consultants to the jurisdiction.

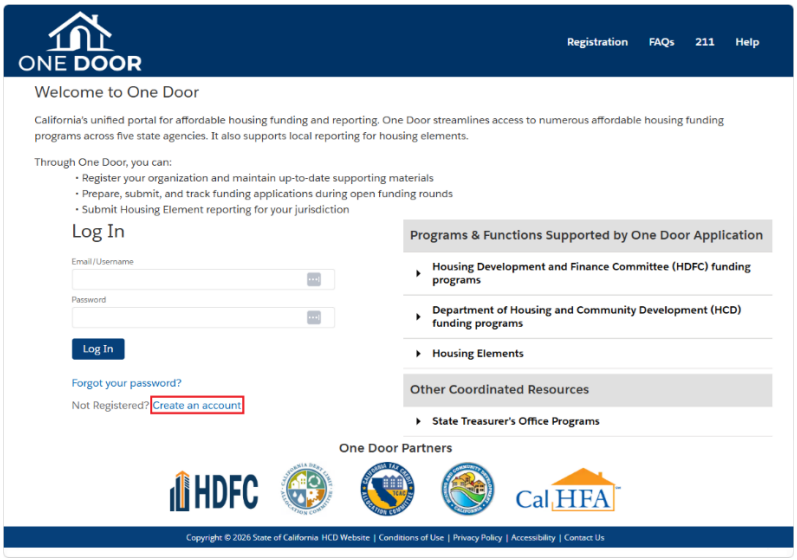
Create Your Jurisdiction Account

Create Your Account & Change Password

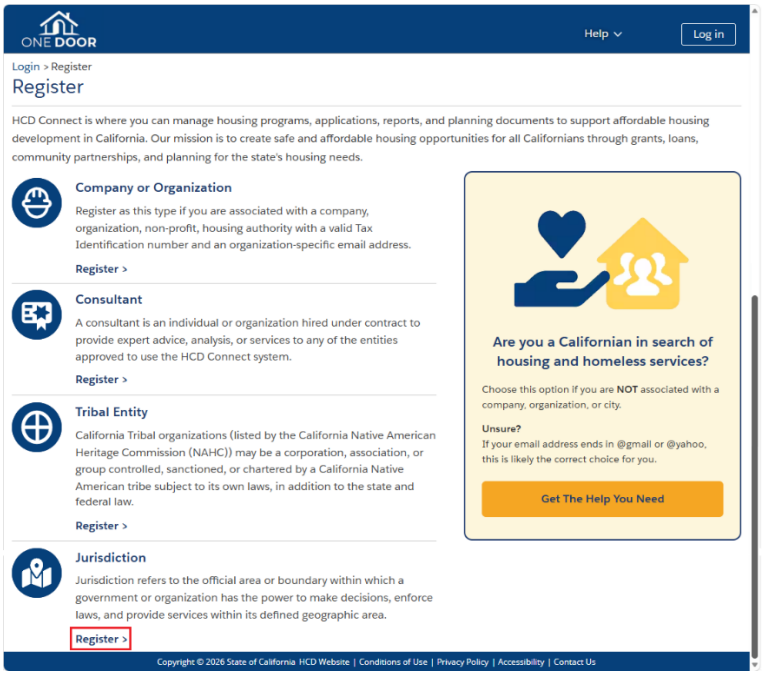
1. Click the **One Door** link or copy the link into your preferred web browser:

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

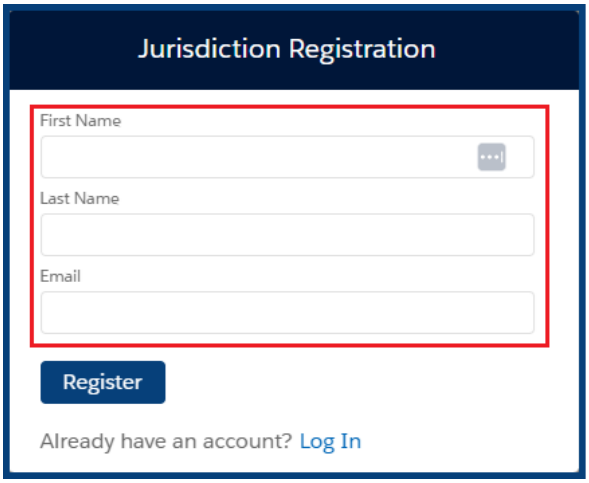
2. Click the Create an account link



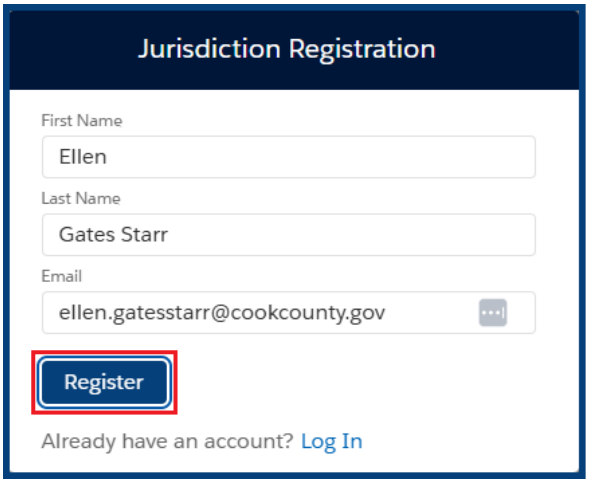
3. Click the **Register** link under Jurisdiction



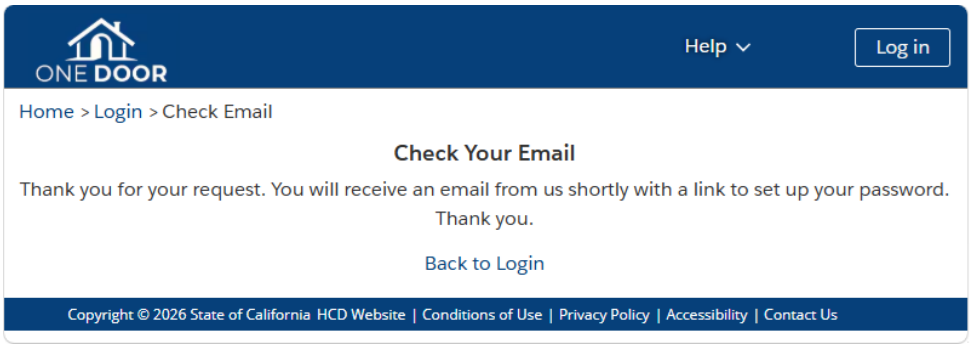
4. Enter your:
   - First Name
   - Last Name
   - Email



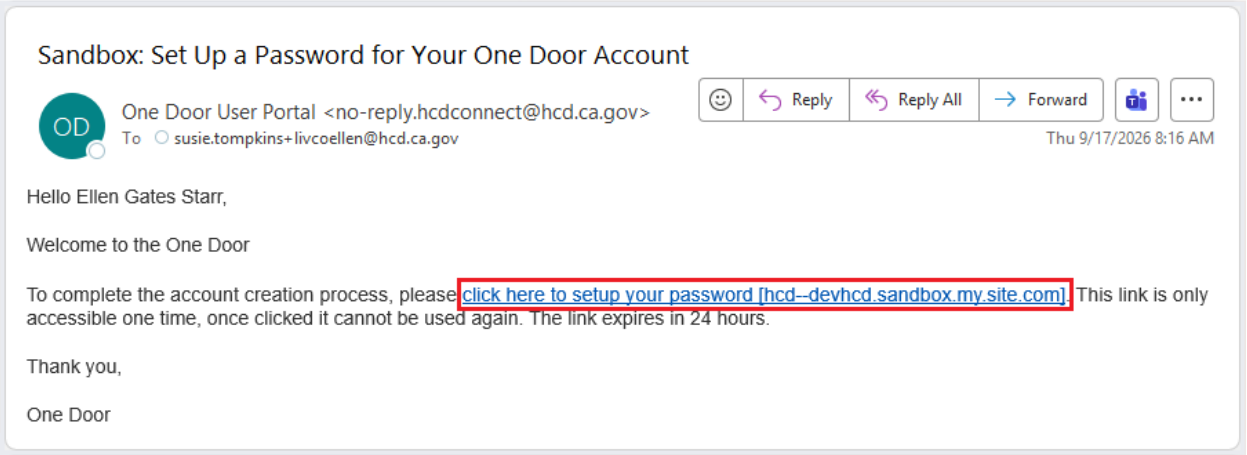
5. Click the **Register** button



Note: The Check Your Email screen will appear.



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



Note: The Change Your Password screen will appear.

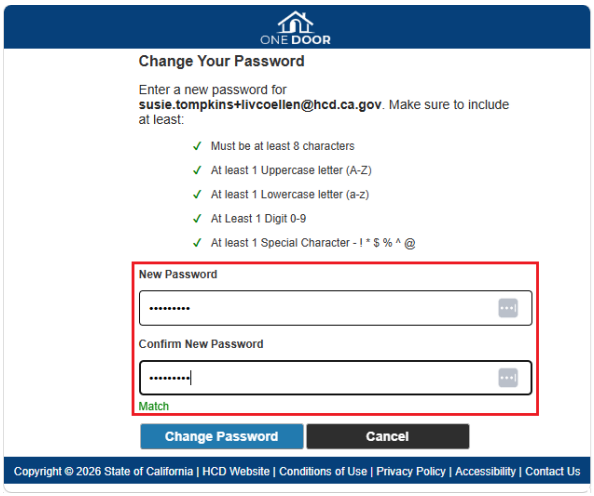
7. Enter a password in New Password and Confirm New Password

Your password must include:

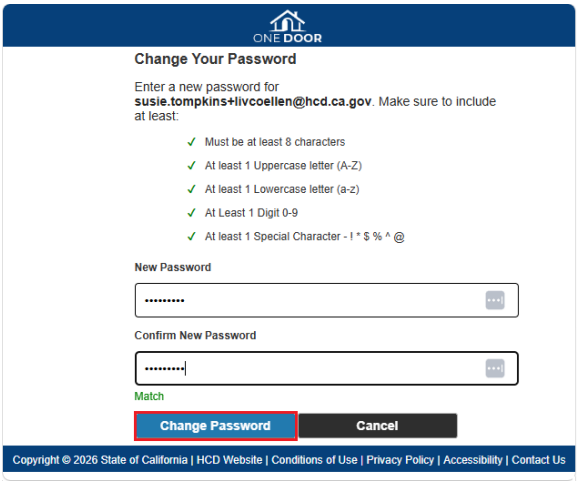
- ✓ Minimum 8 characters
- ✓ 1 uppercase letter
- ✓ 1 lowercase letter
- ✓ 1 number
- ✓ 1 special character (!, %, etc.)

Green checks appear as each requirement is met.

Match will show in green below **Confirm New Password** when the passwords match and meet the requirements.



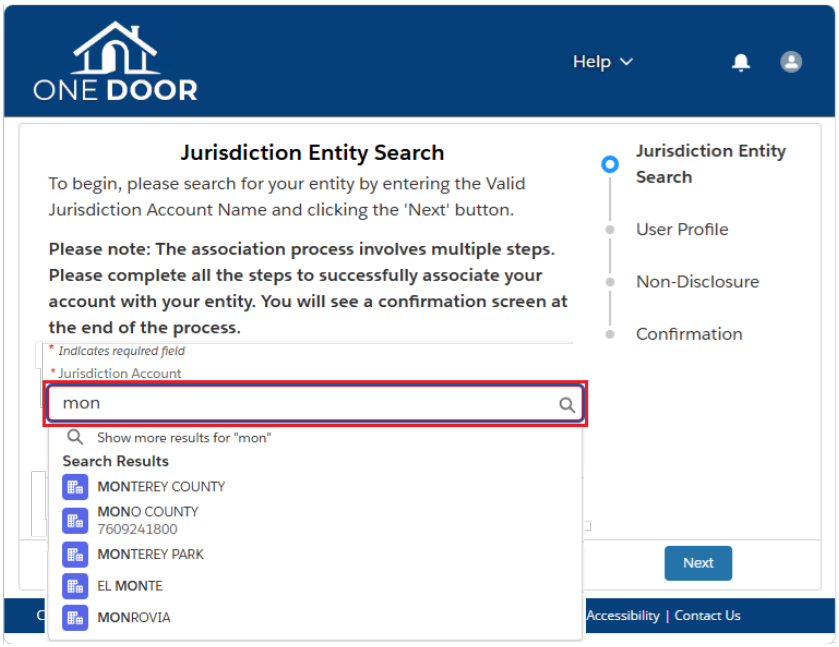
8. Click the **Change Password** button



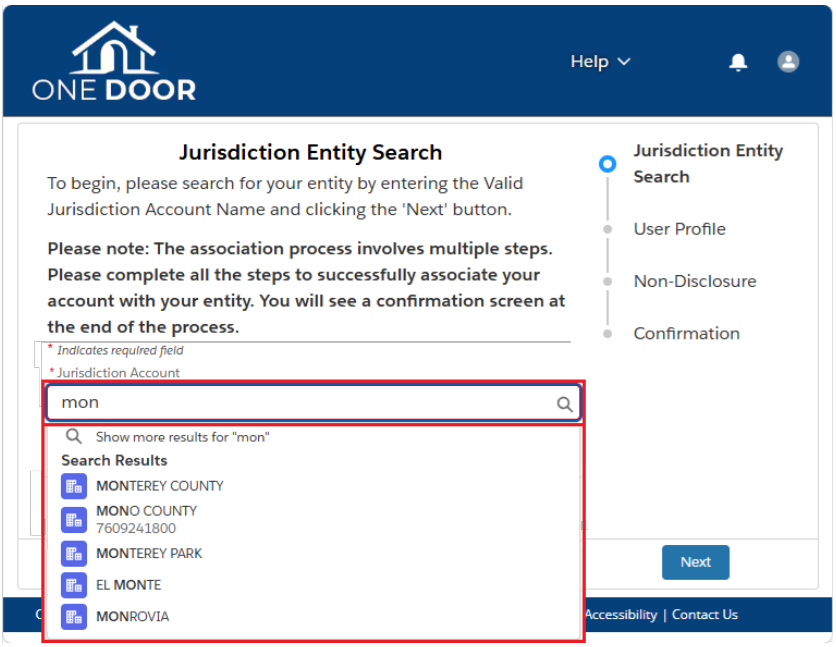
Note: The Jurisdiction Entity Search screen will appear.

Search for Your Jurisdiction

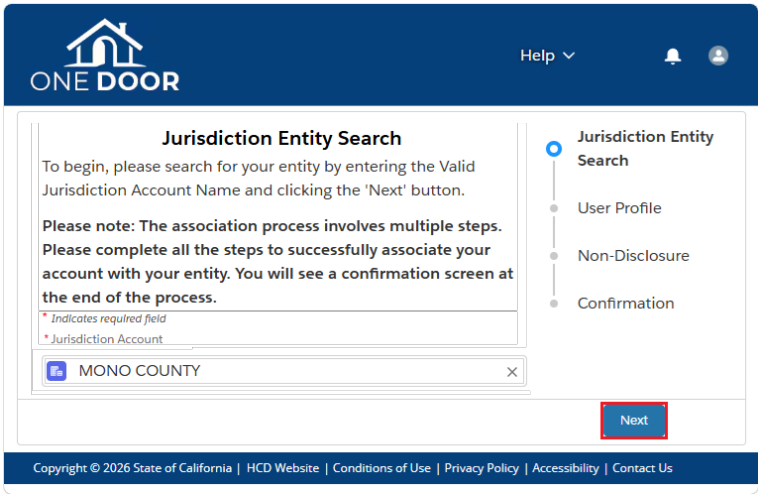
1. Begin typing your jurisdiction's name



2. Select your jurisdiction from the picklist



3. Click the **Next** button

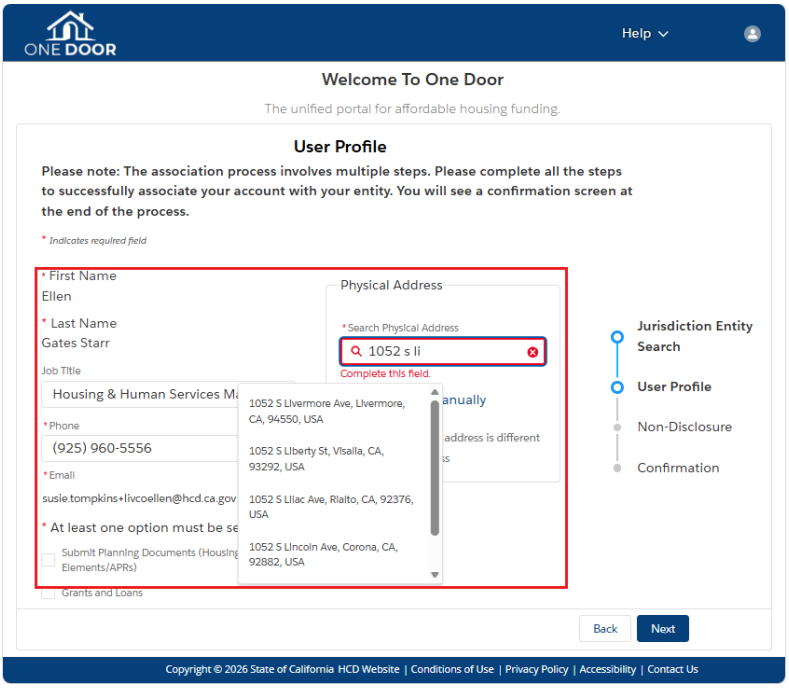


Note: The User Profile screen will appear.

Complete Your User Profile

1. Enter your information:
   - **Job Title** – Not required but encouraged
   - **Phone**
   - **Physical Address**

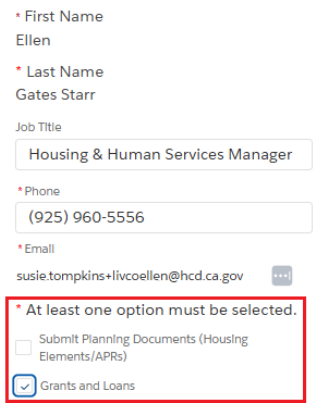
Note: Click the checkbox to enter a mailing address different from the physical address.



2. Click the box(es) that match your role in the jurisdiction

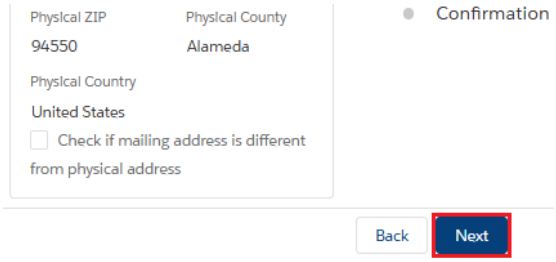
Grants and Loans - You intend to apply for funding.

Submit Planning Documents - You intend to submit Annual Progress Reports, Housing Elements, or Sites Inventory.

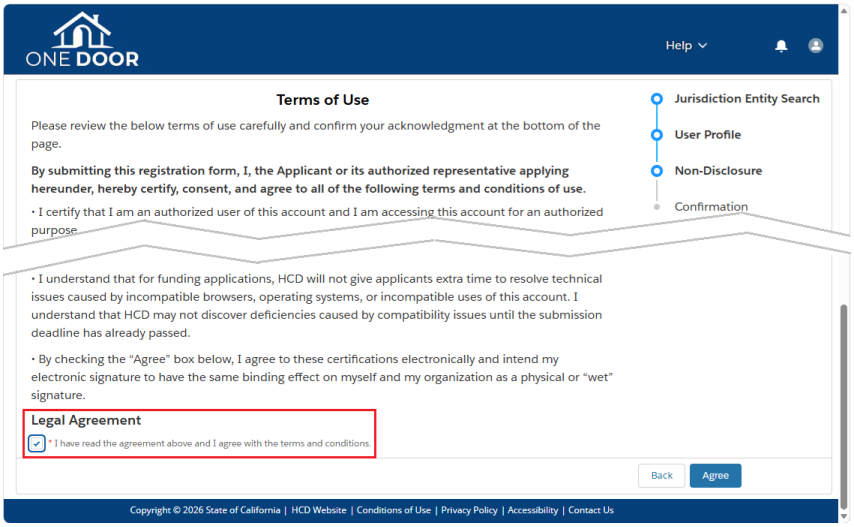


3. Click the **Next** button

Note: The Terms of Use screen will appear.

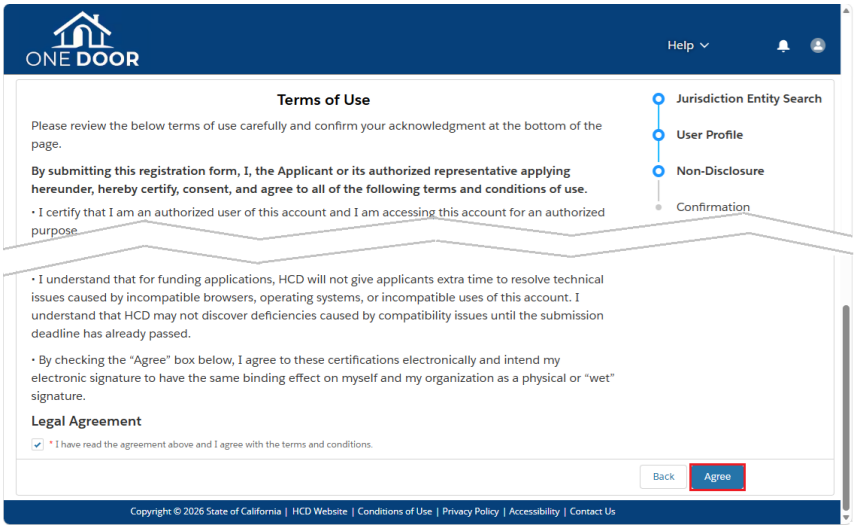


4. Click the checkbox to confirm you read and accept the terms and conditions



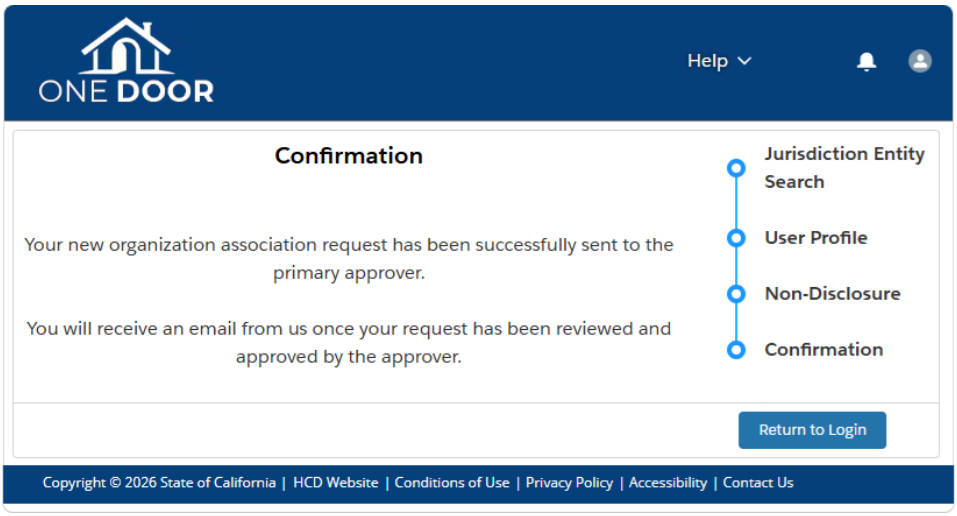
5. Click the **Agree** button

Note: The Confirmation screen will appear.



You will receive an email confirmation when your request is approved by the Jurisdiction Account Administrator.

If the Jurisdiction Account Administrator is no longer in that position, create a support request so the One Door support team may assist.



Managing Your Account

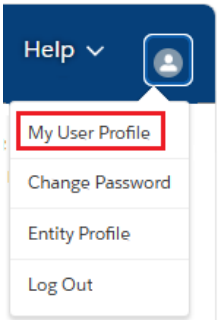
Update Your User Profile

1. Click the profile icon on the far right of the navigation bar



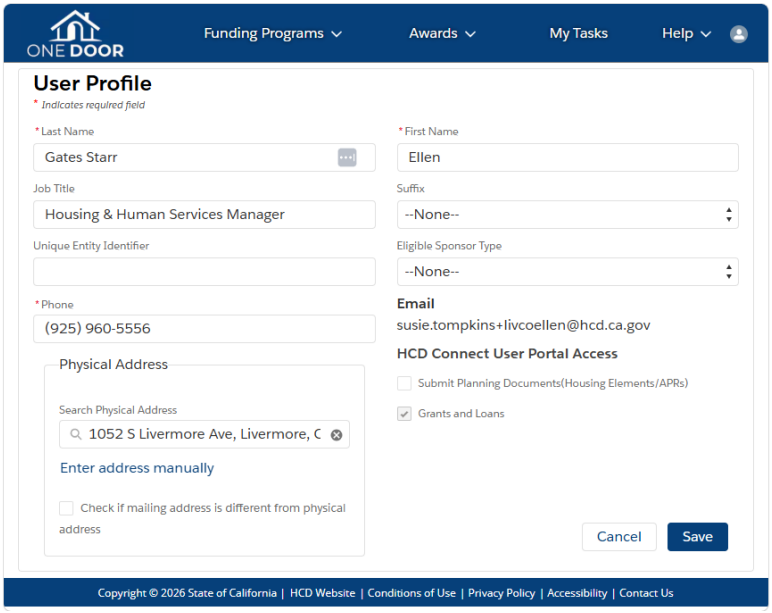
2. Click the **User Profile** link

Note: The User Profile screen will appear.



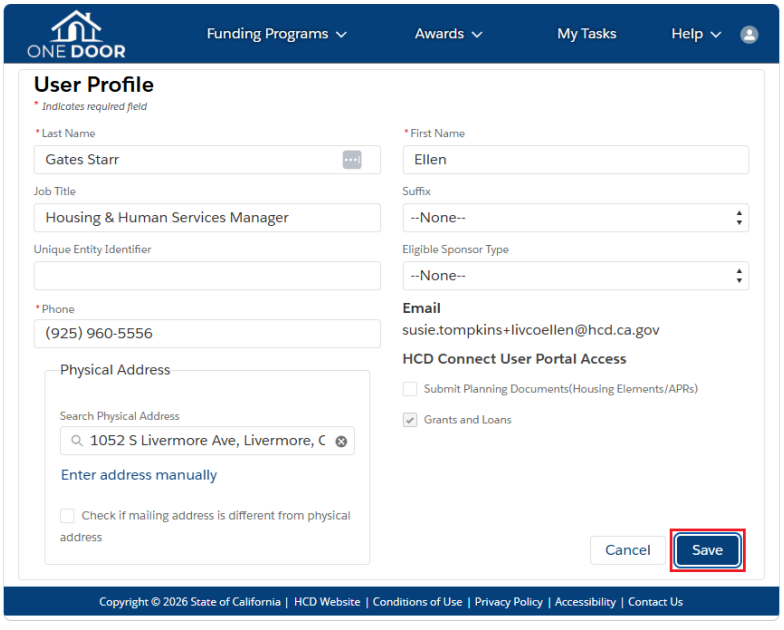
3. Update your information

Note: You cannot change your email. If your email changes, create a support request so the One Door support team may assist.



4. Click the **Save** button

Note: The One Door Home screen will appear.



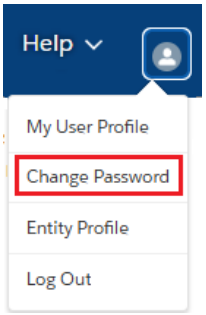
Change Your Password

1. Click the profile icon on the far right of the navigation bar

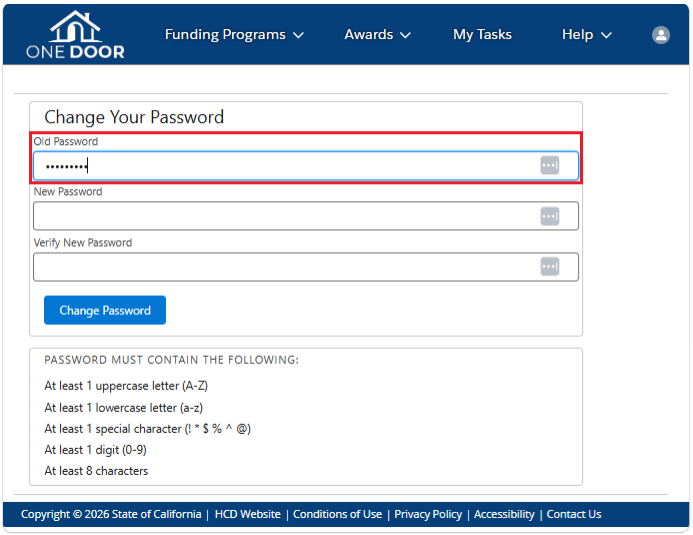


2. Click the Change Password link

Note: The Change Your Password screen will appear.



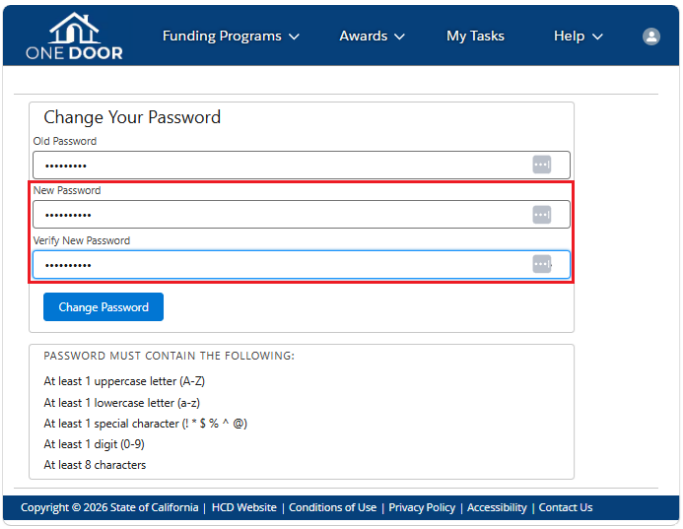
3. Enter your current password



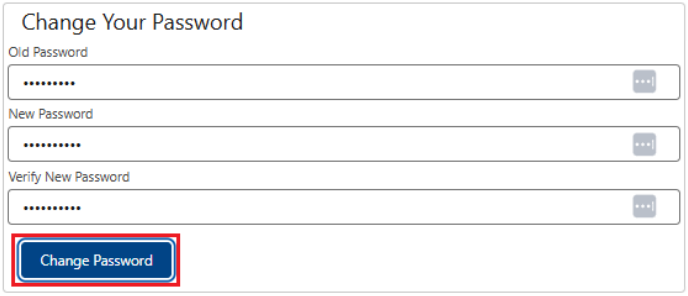
4. Enter your new password in **New Password** and **Verify New Password**

Your password must include:

- ✓ Minimum 8 characters
- ✓ 1 uppercase letter
- ✓ 1 lowercase letter
- ✓ 1 number
- ✓ 1 special character (!, %, etc.)



5. Click the **Change Password** button



Managing the Jurisdiction Account – For Account Administrators

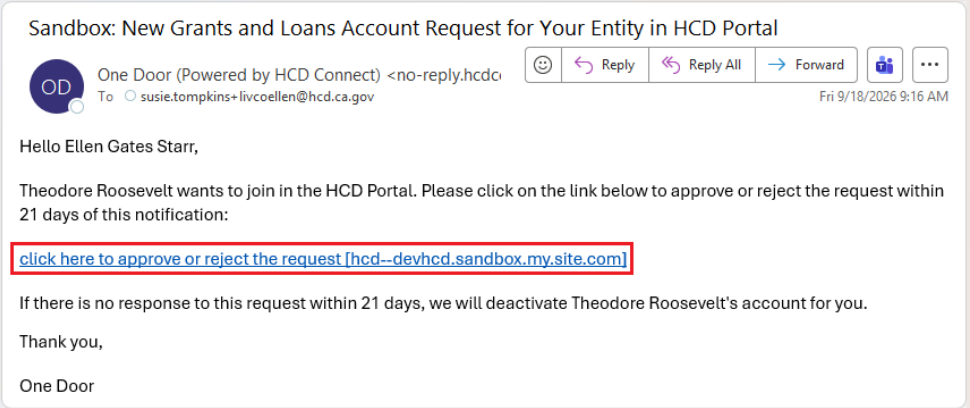
New Entity User Requests

Account Administrators will receive an email when users request to join the jurisdiction account. Requests and existing user's access can also be updated on the Entity Profile – User Management tab.

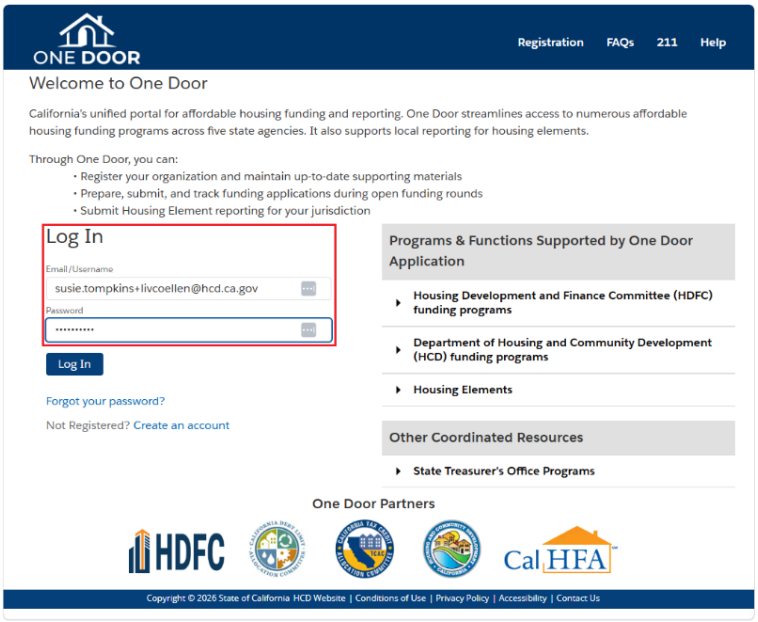
Answering New Entity User Requests from Email

1. Click the link in the email or copy the link into your preferred web browser

Note: The One Door Welcome screen will appear.

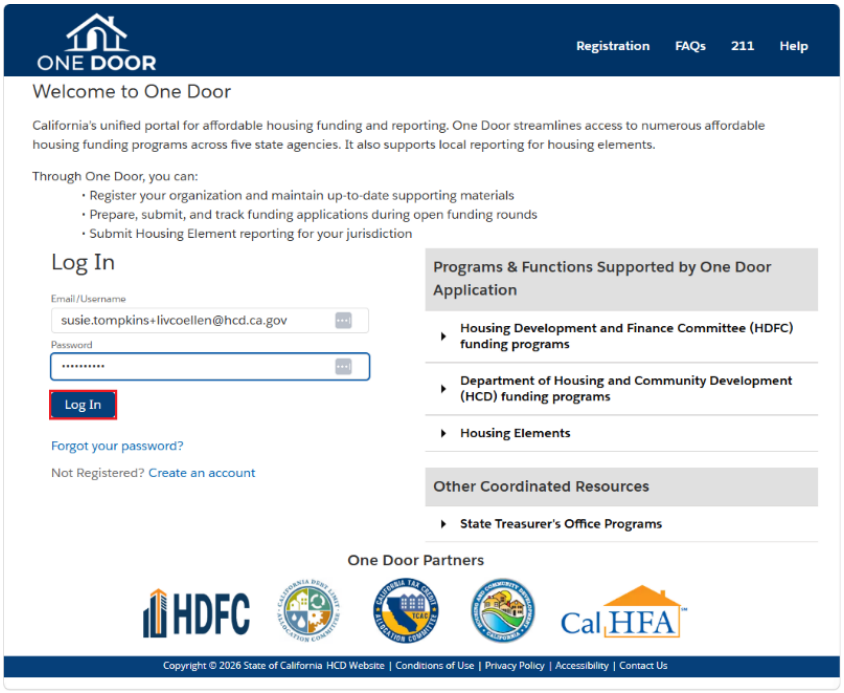


2. Enter your One Door **Username** (email) and **Password**

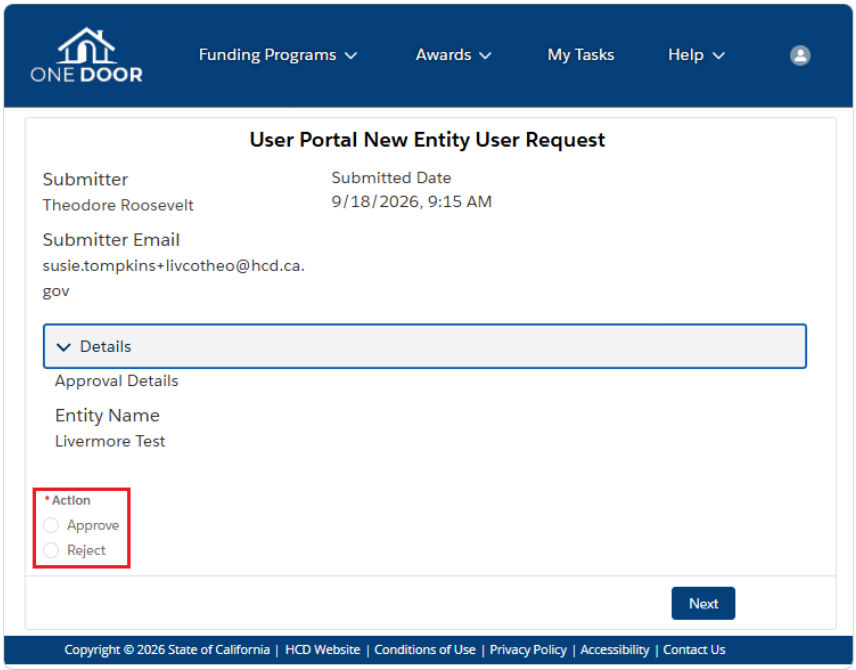


3. Click the **Log In** button

Note: The User Portal New Entity User Request screen will appear.



4. Select the **Approve** or **Reject** radio button

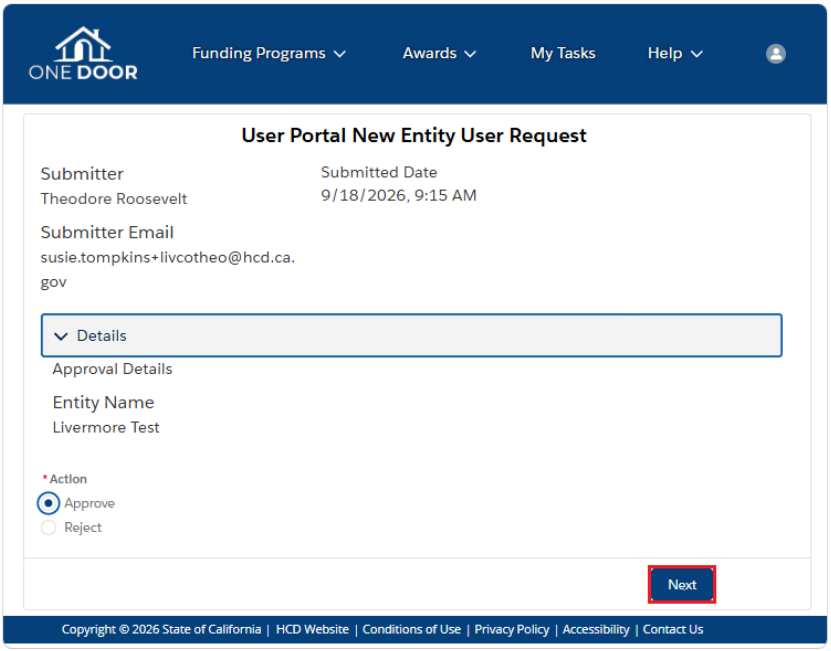


5. Click the **Next** button

Note: The screen will change to show the role(s) requested by the user.

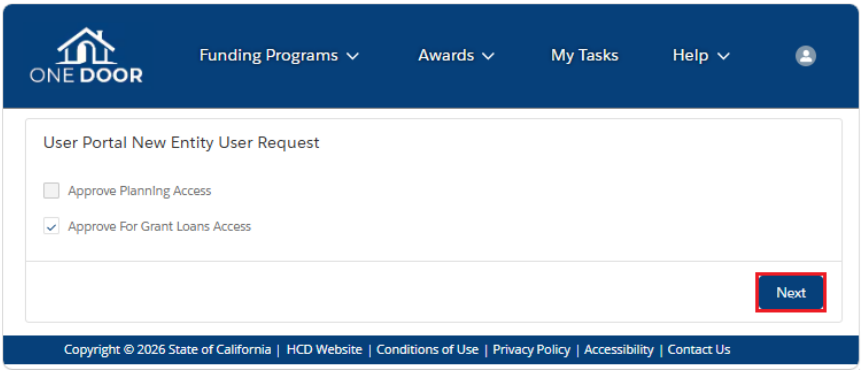
Approve – The next User Portal New Entity User Request screen will appear.

Reject – Rejected will appear in red on the screen. Skip to Step 7.



6. Click the **Next** button to confirm the role(s) the user will perform for the jurisdiction

Note: The access role(s) requested will populate with the requested access. Roles can be updated at any time in the Entity Profile – User Management screen.

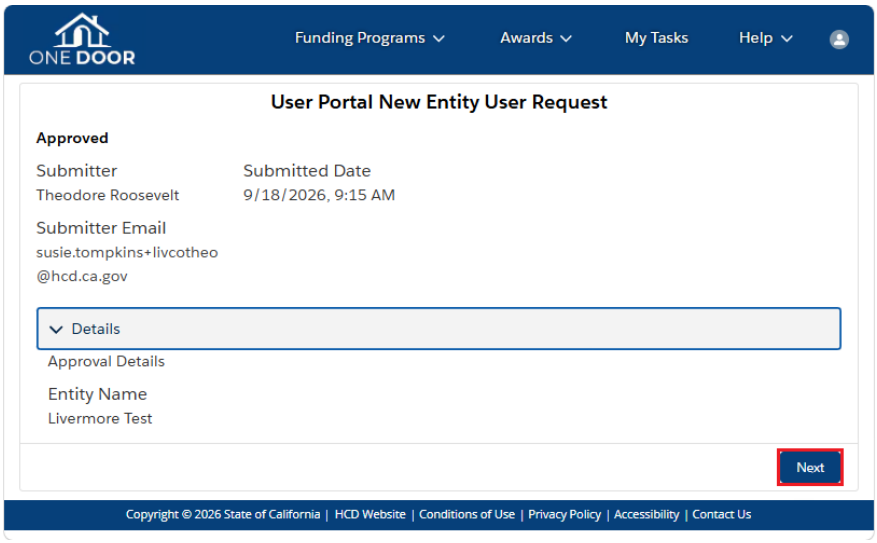


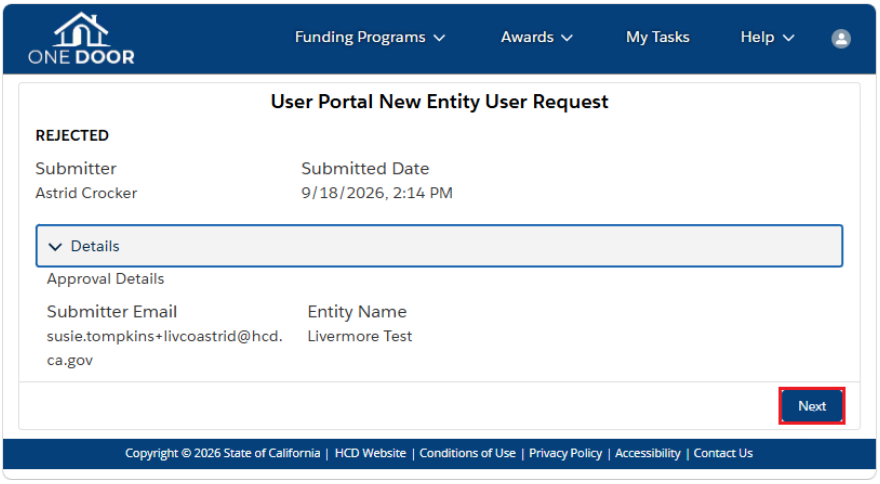
7. Click the **Next** button

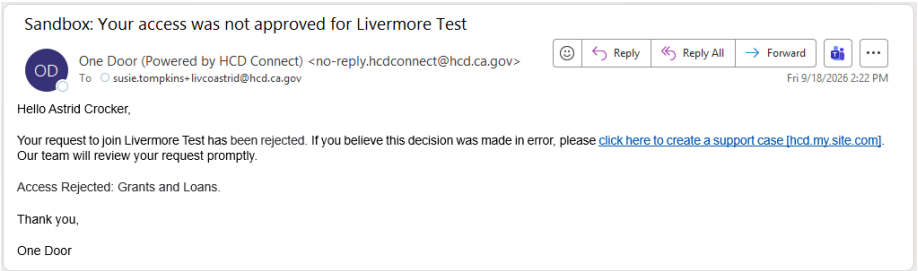
Approved users will receive an email confirming their access is approved.

Rejected users will receive an email their request was not approved.

Note: The One Door Home screen will appear.







Entity Profile – User Management Tab

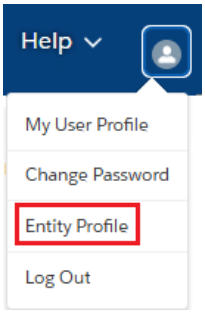
User access and requests can be managed from the User Management tab.

1. Click the profile icon on the far right of the navigation bar



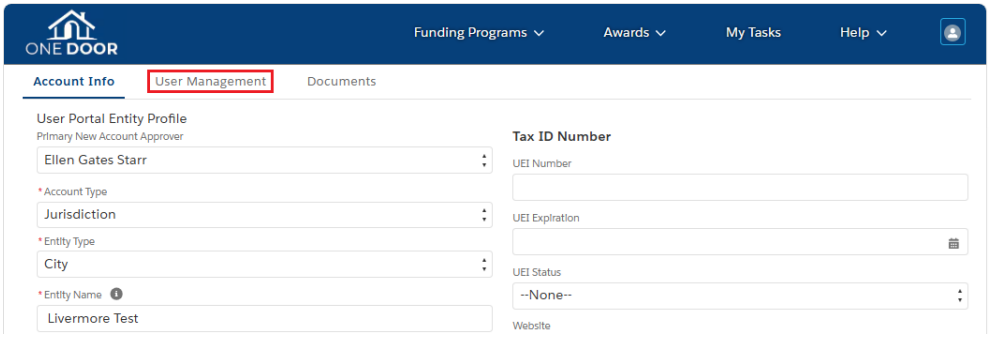
2. Click the **Entity Profile** link

Note: The User Portal Entity Profile screen will appear.



3. Click User Management

Note: The User Management tab will appear.

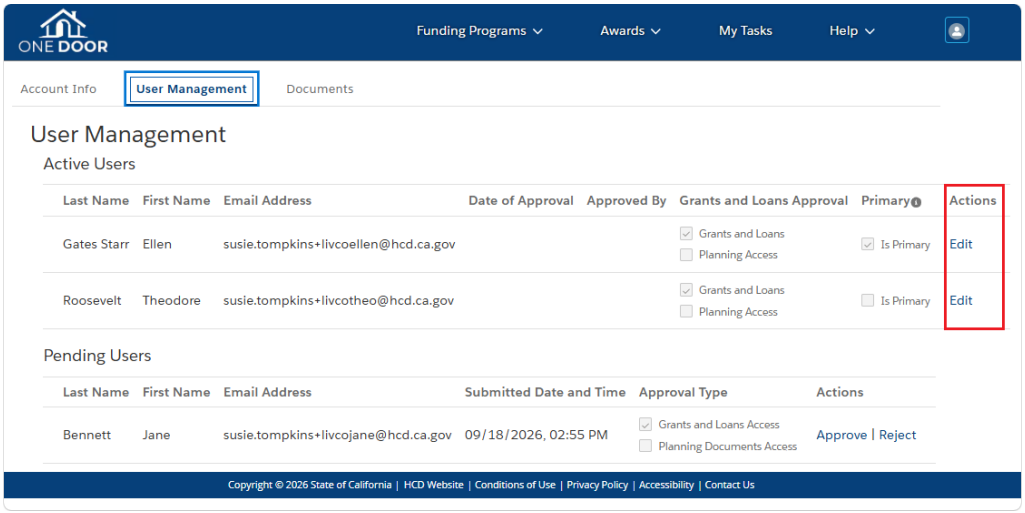


Active Users – Continue with Step 4 to update.

Pending Users – Skip to Step 9.

4. Click the **Edit** link on the far right of the user's name

Note: The **Edit User** screen will appear.



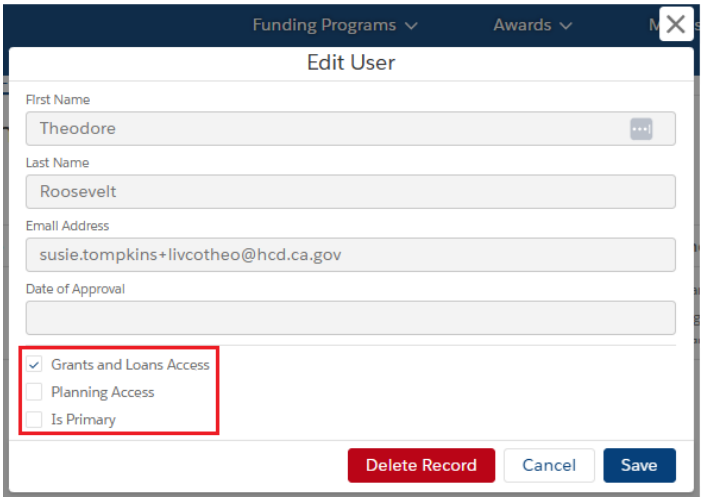
5. Click the checkbox(es) to update access

Grants and Loans – The user can apply for funding on behalf of the jurisdiction.

Submit Planning Documents - The user can submit Annual Progress Reports, Housing Elements, or Sites Inventory on behalf of the jurisdiction.

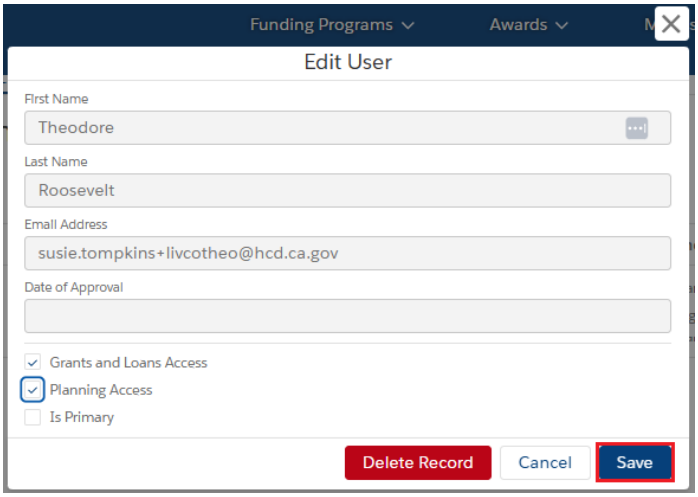
Is Primary – The user can act as Account Administrator.

Note: Skip to Step 7 to delete the user's access.



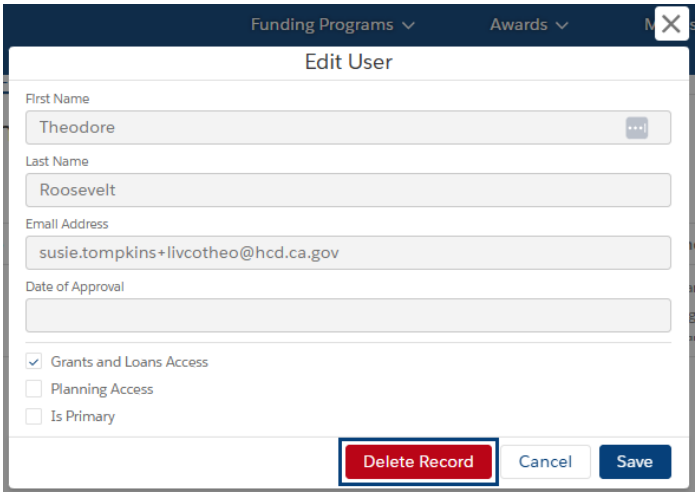
6. Click the **Save** button

Note: The Edit User screen will close.



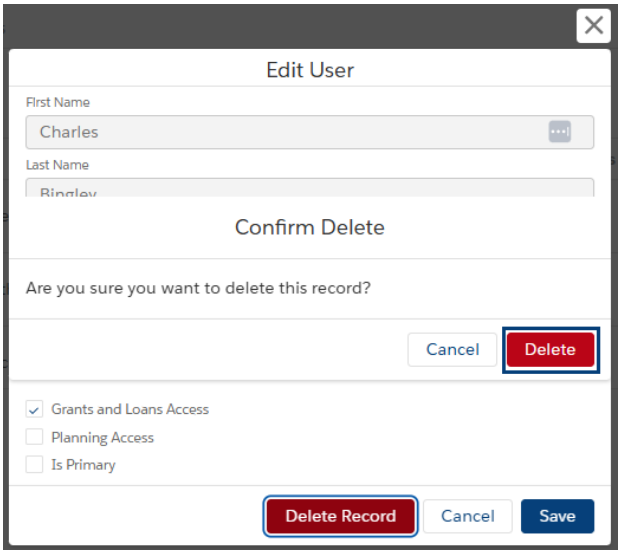
7. Click the **Delete Record** button

Note: The Confirm Delete screen will appear.



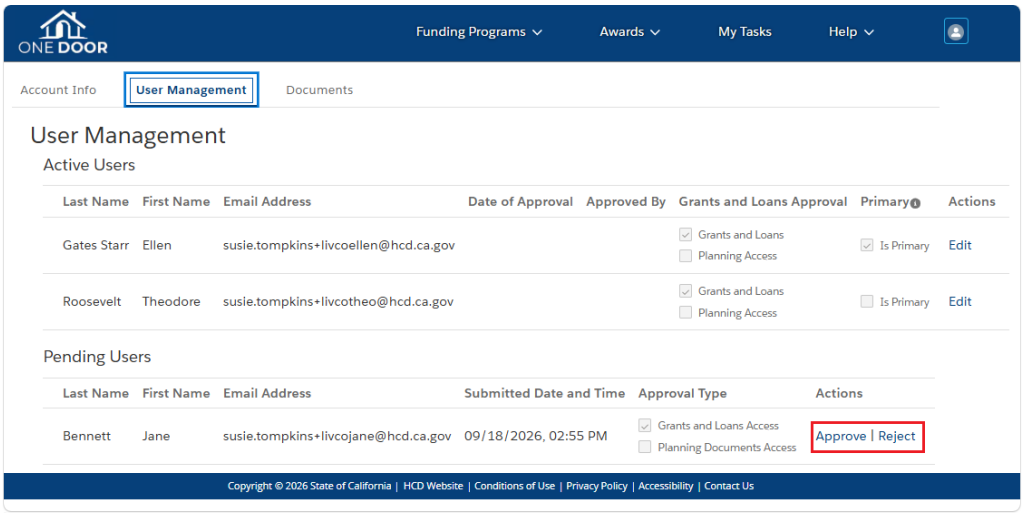
8. Click the **Delete** button

Note: The Confirm Delete and Edit User screen will close.



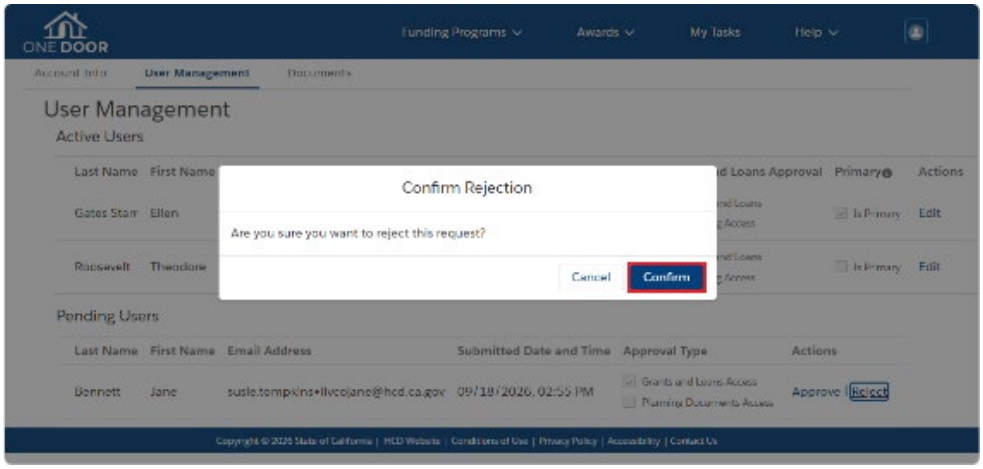
9. Click the **Approve** or **Reject** link for the Pending User

Note: The Confirmation screen will appear.



10. Click the **Confirm** button to complete the action

Note: The Confirmation screen will close.



Consultants

Granting a consultant connection to your jurisdiction account enables them to submit and view previous submissions for your jurisdiction. This includes:

- Applications
- Planning documents – Annual Progress Reports (APRs); Housing Element (HE); Sites Inventory (SI)

Consultants removed from your jurisdiction account will no longer be able to submit or view previous submissions. This includes work they completed in One Door for your jurisdiction.

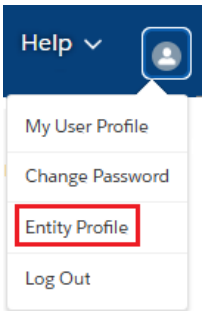
Add a Consultant

1. Click the profile icon on the far right of the navigation bar



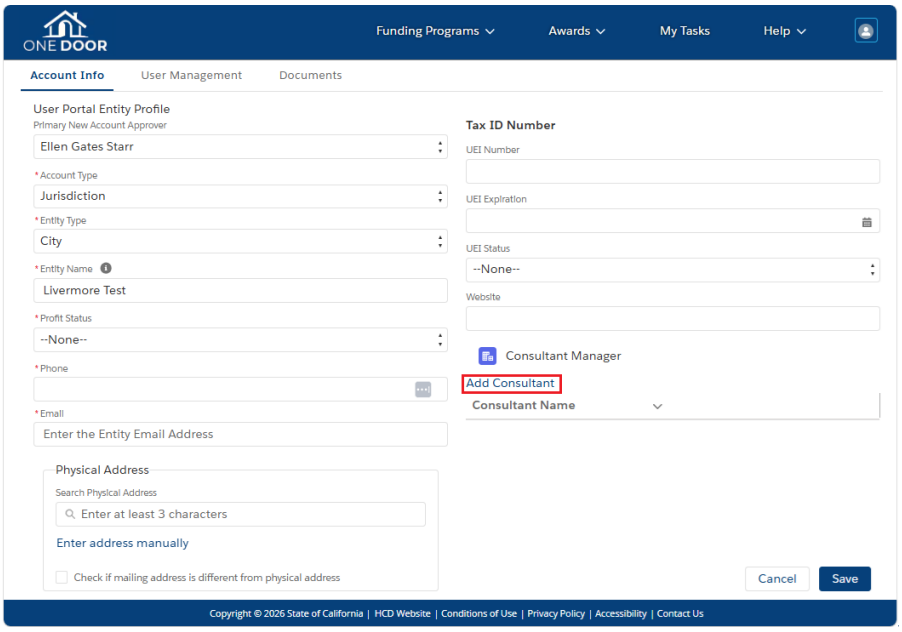
2. Click the **Entity Profile** link

Note: The User Portal Entity Profile screen will appear.

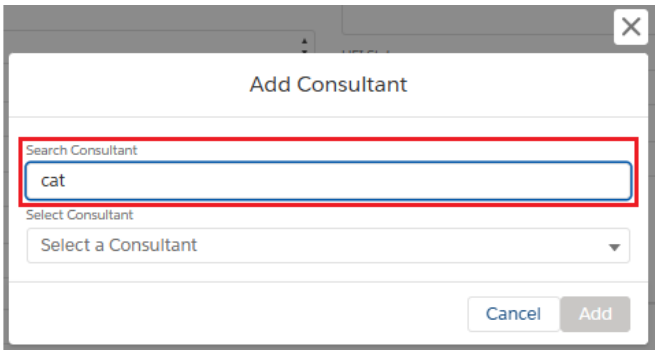


3. Click the **Add Consultant** link in the Consultant Manager section in the bottom right of the screen

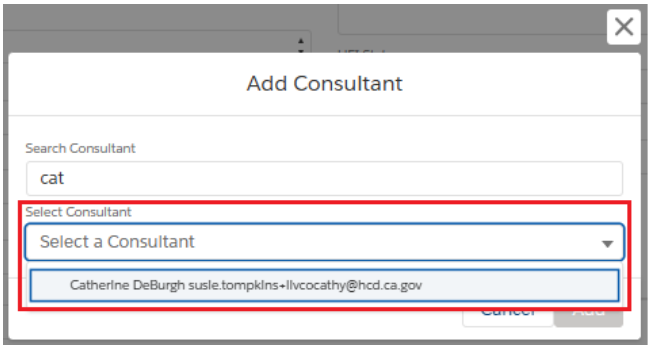
Note: The Add Consultant screen will appear.



4. Begin entering the consultant's name or email in the **Search Consultant** field

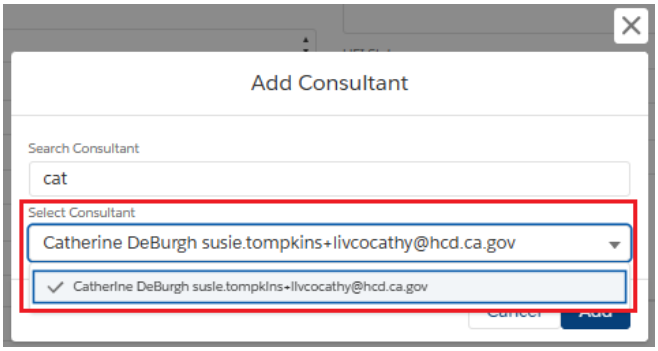


5. Click **Select Consultant** field to see the results



6. Select the consultant from the list

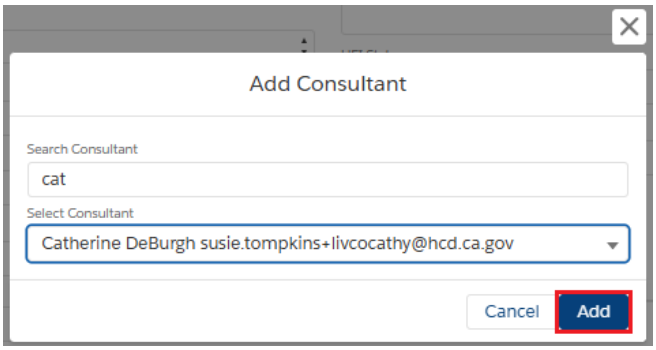
Note: If the consultant is not in the search results, they have not registered. Let them know to register for One Door access.



7. Click the **Add** button

The consultant will appear in the Consultant Manager section.

The consultant will receive an email confirming their access to assist your jurisdiction.



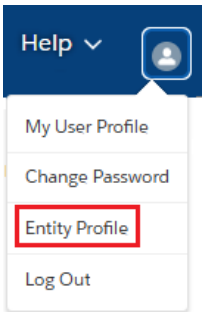
Remove a Consultant

1. Click the profile icon on the far right of the navigation bar



2. Click the **Entity Profile** link

Note: The User Portal Entity Profile screen will appear.



3. Click the **Remove** button to the right of the consultant's name

