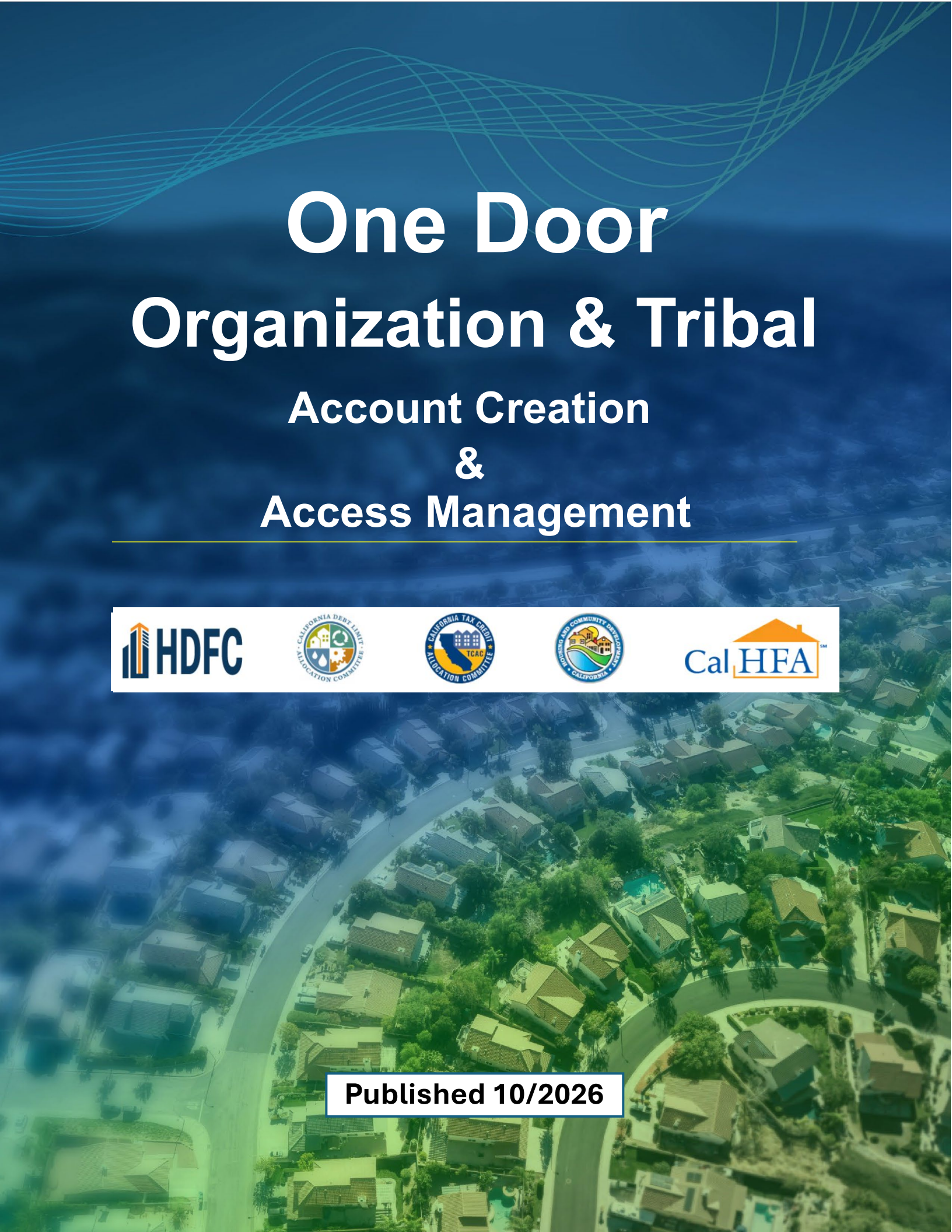
One Door
Organization & Tribal
Account Creation
&
Access Management



Published 10/2026

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What's in this User Guide

Create Your Organizational or Tribal Account

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

Managing Your Account

Guides One Door users in updating their profile and password.

Managing the Organization or Tribal Account

Guides organization and tribal account administrators in approving new user requests, changing user access, managing consultants to the organization or tribe, and managing documents.

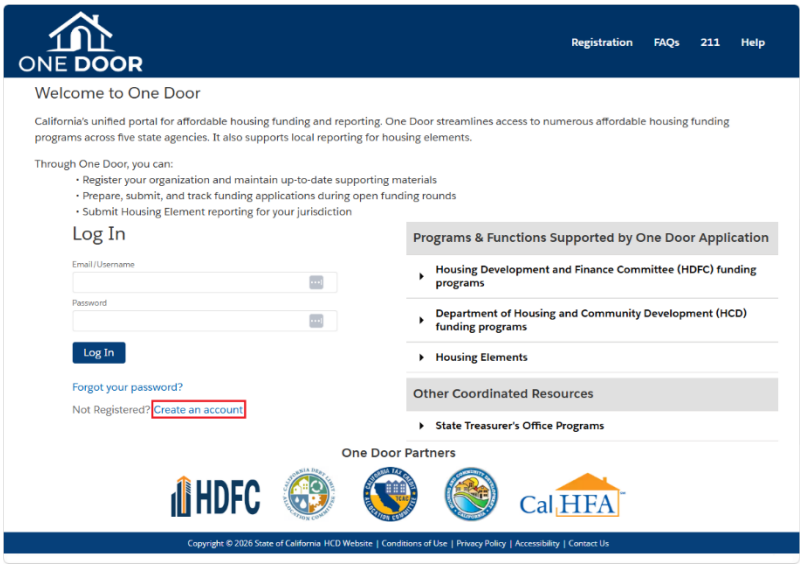
Create Your Organization or Tribal Account

Create Your Account & Change Password

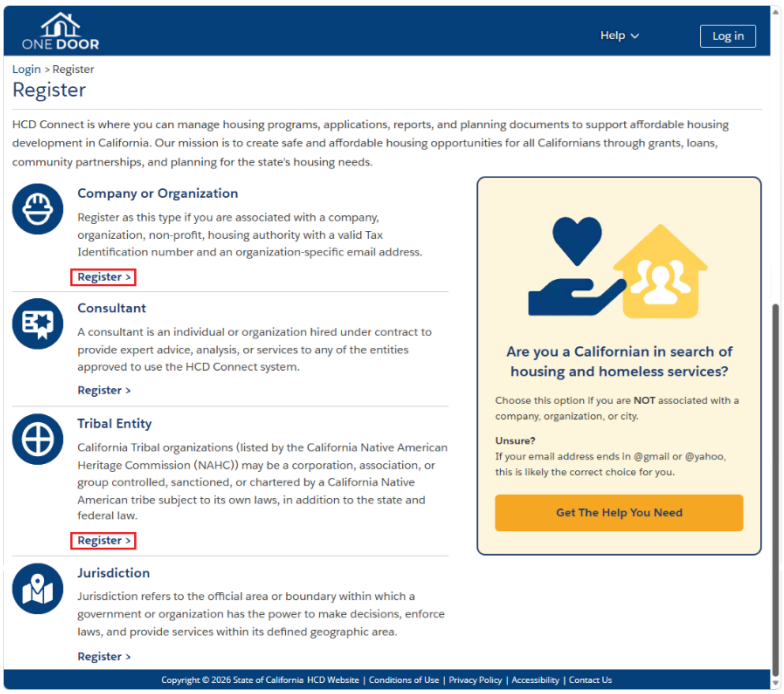
1. Click the **One Door** link or copy the link into your preferred web browser:

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

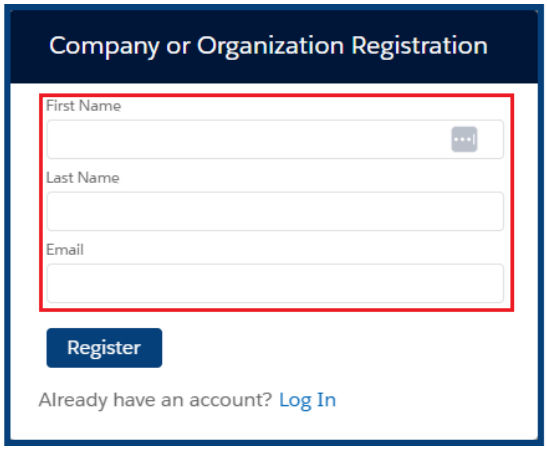
2. Click the Create an account link

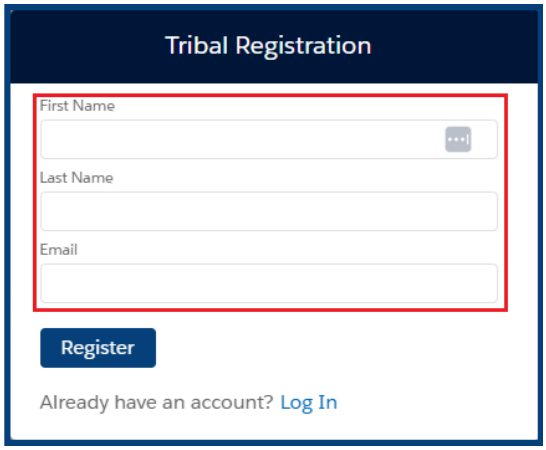


3. Click the **Register** link under Company or Organization / Tribal Entity

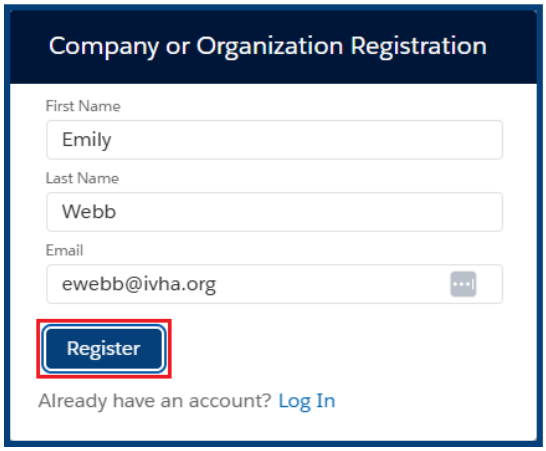


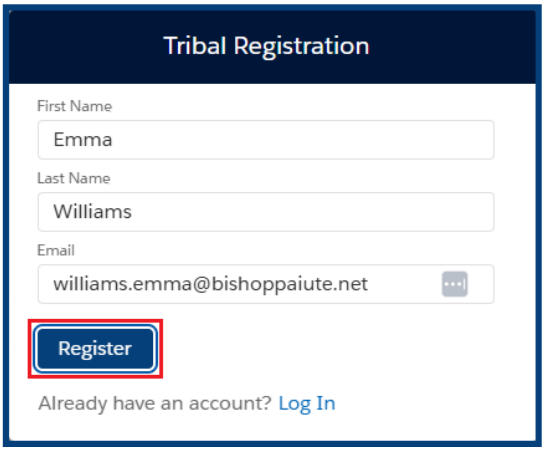
4. Enter your:
   - **First Name**
   - **Last Name**
   - **Email**



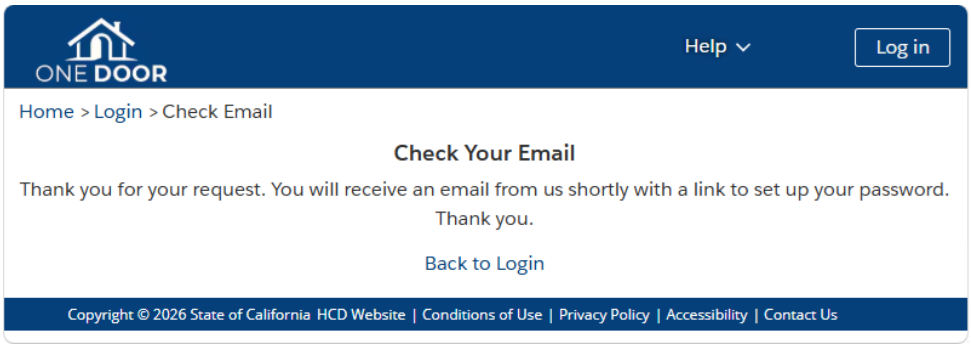


5. Click the **Register** button

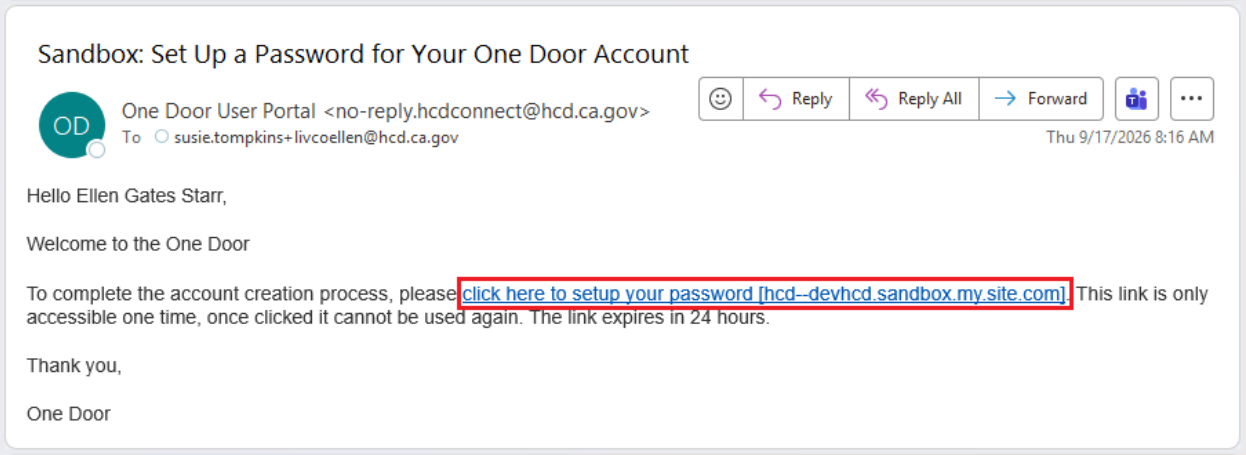




Note: The Check Your Email screen will appear.



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



Note: The Change Your Password screen will appear.

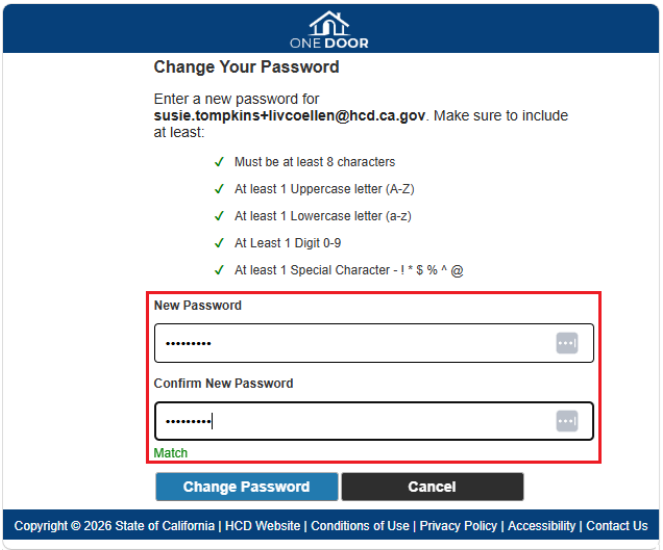
7. Enter a password in New Password and Confirm New Password

   Your password must include:

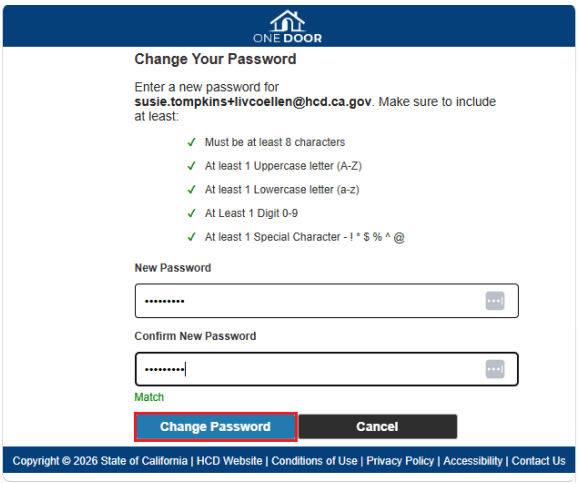
   - ✓ Minimum 8 characters
   - ✓ 1 uppercase letter
   - ✓ 1 lowercase letter
   - ✓ 1 number
   - ✓ 1 special character (!, %, etc.)

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.



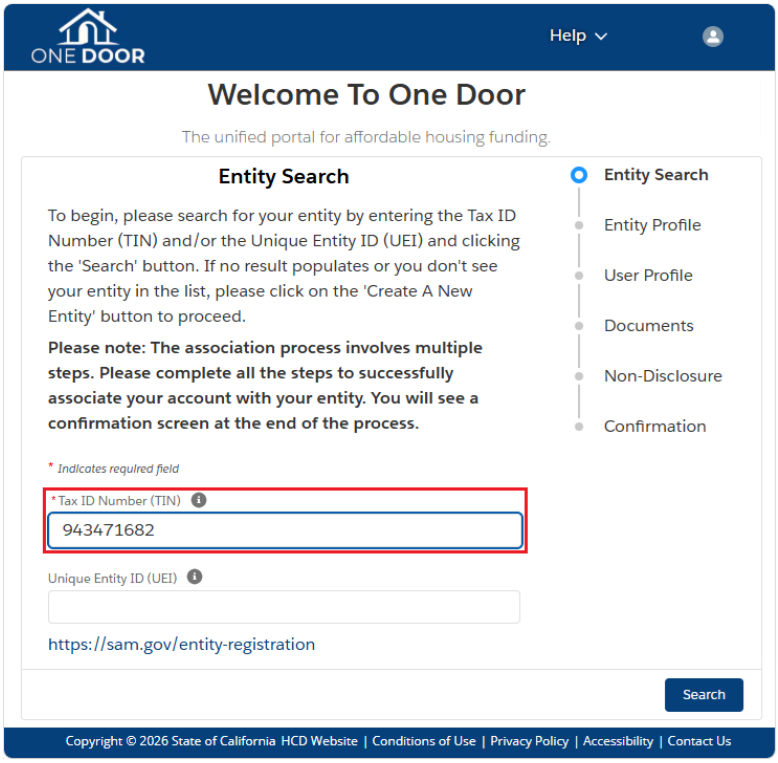
8. Click the **Change Password** button



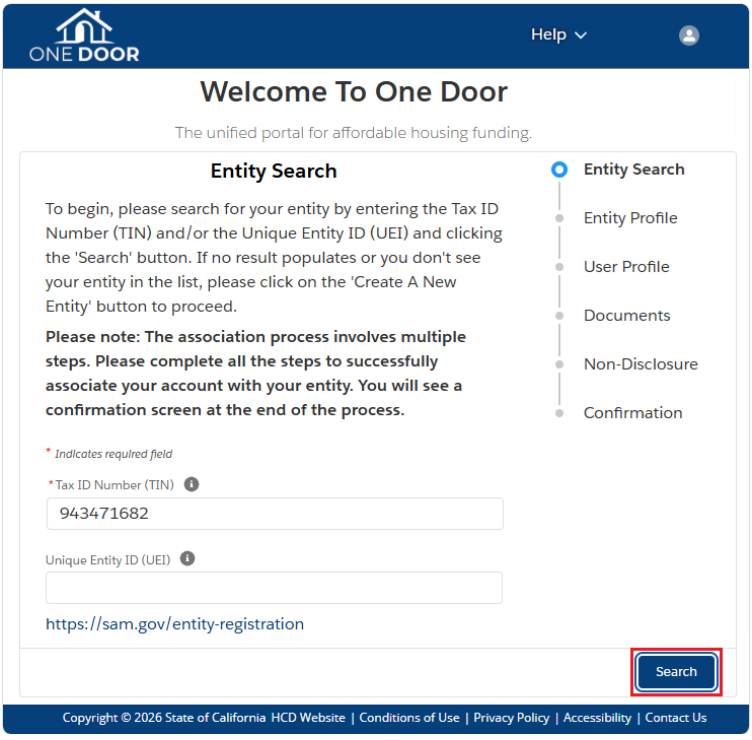
Note: The Entity Search screen will appear.

Search for Your Organization or Tribal Entity

1. Enter your organization's or tribal entity's **Tax ID Number (TIN)**



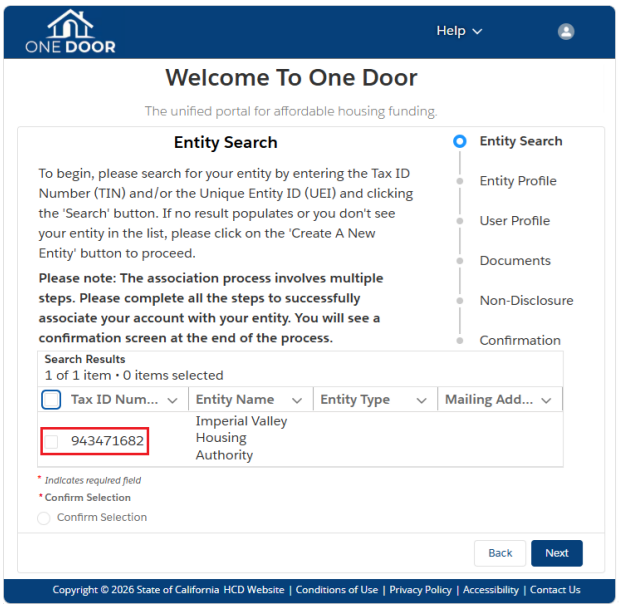
2. Click the **Search** button

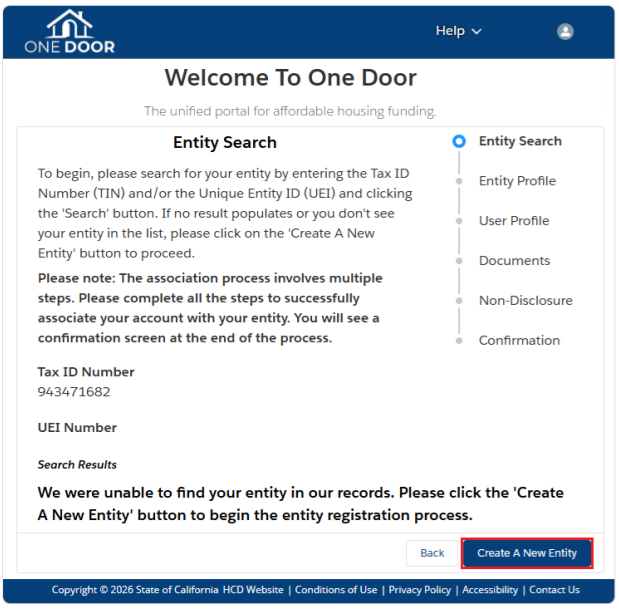


3. Select the checkbox of the **Tax ID Number (TIN)** matching your entity

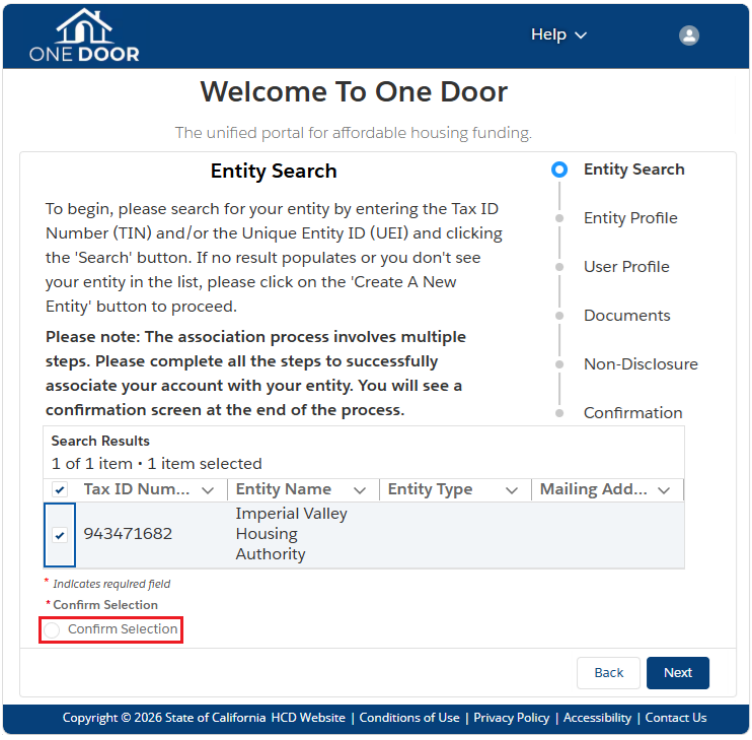
If the company or organization is not found, click the **Create A New Entity** button and skip to Complete the Company or Organization Entity Profile.

If the tribal entity is not found, click the **Create A New Entity** button and skip to Complete the Tribal Entity Profile.



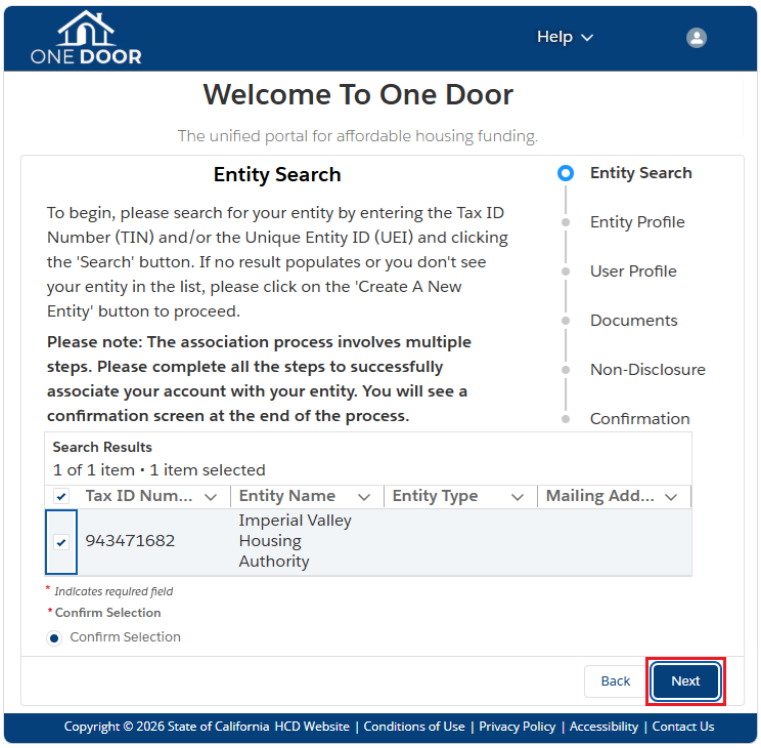


4. Click the **Confirm Selection** radio button



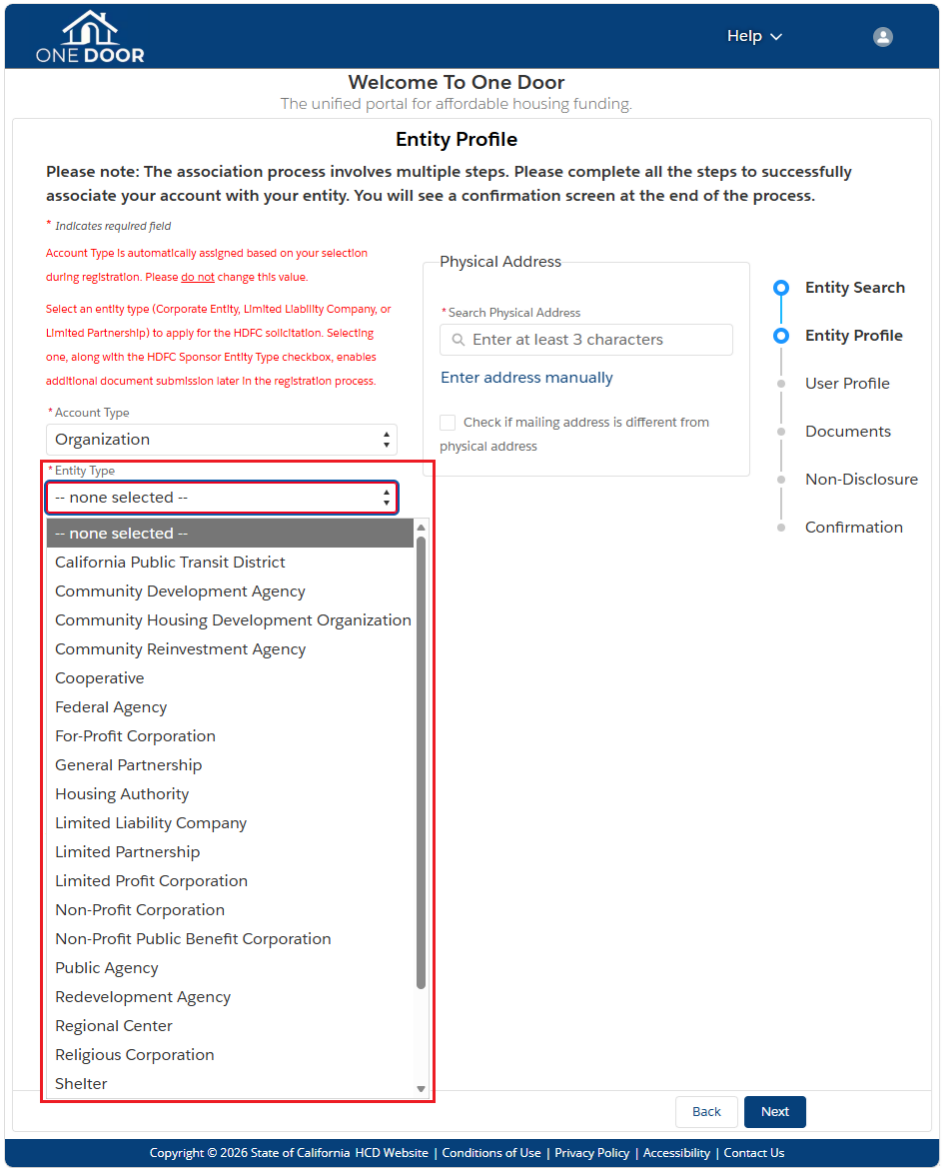
5. Click the **Next** button

Note: The User Profile screen will appear. Skip to Complete Your User Profile.

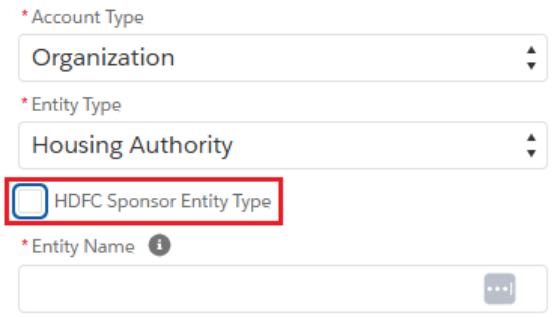


Complete the Company or Organization Entity Profile

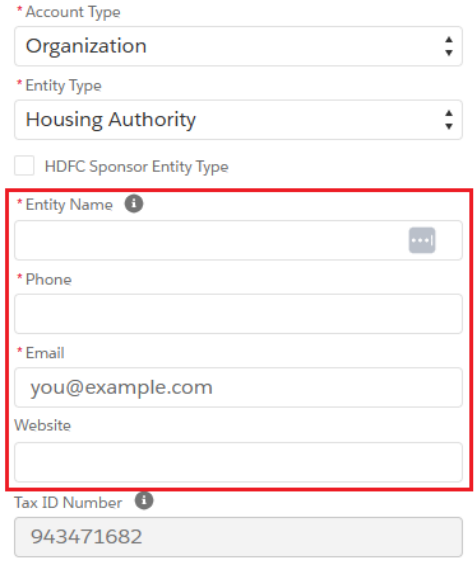
1. Select the **Entity Type**



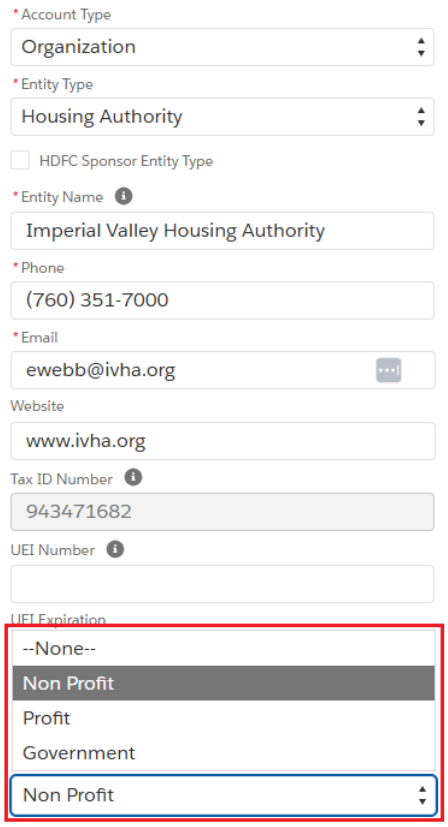
2. Mark the **HDFC Sponsor Entity Type** to apply for HDFC solicitations



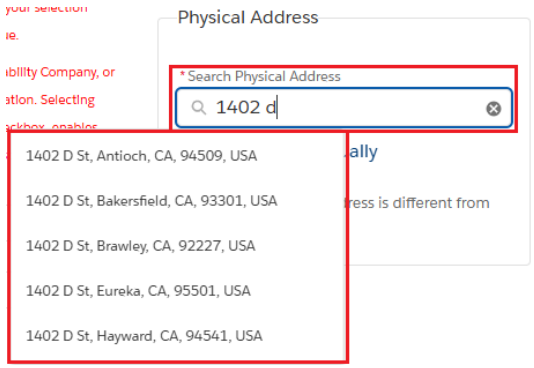
3. Enter the entity information:
   - **Entity Name**
   - **Phone**
   - **Email**
   - **Website** – Not required but encouraged



4. Select the **Profit Status**

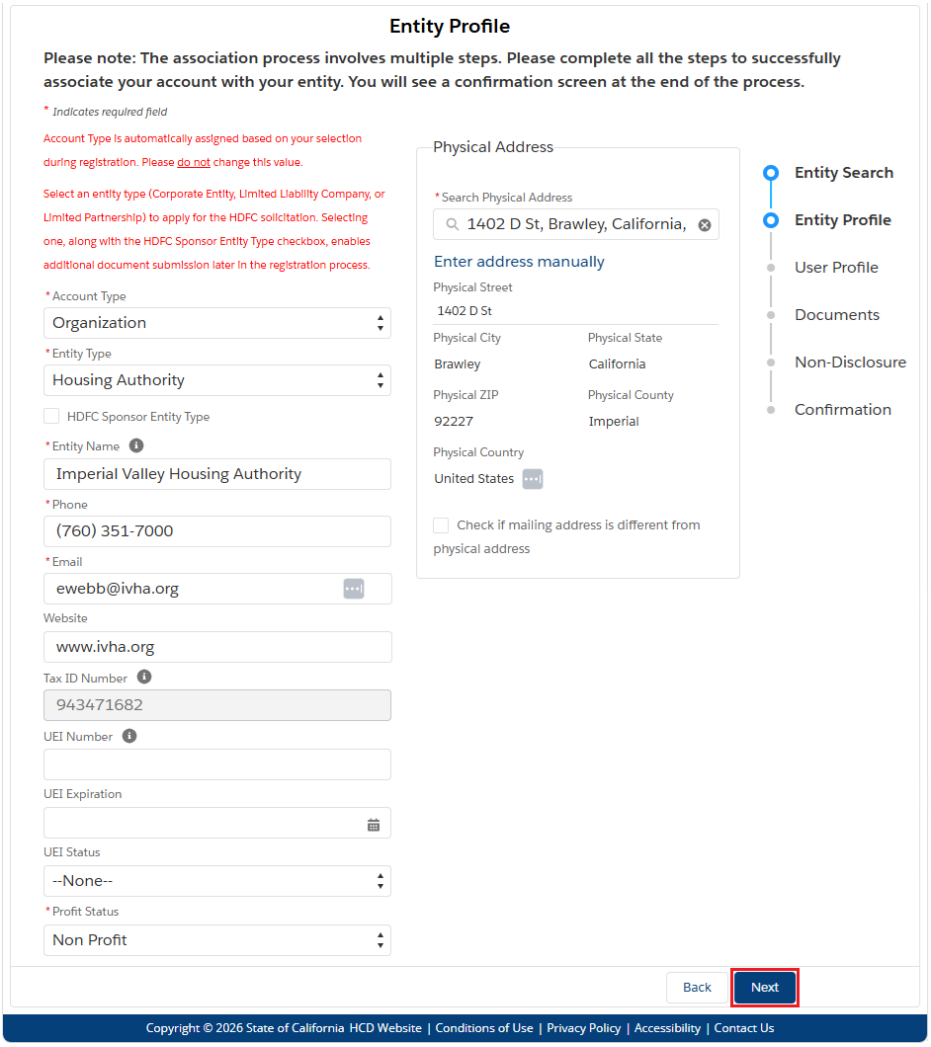


5. Enter the **Physical Address**



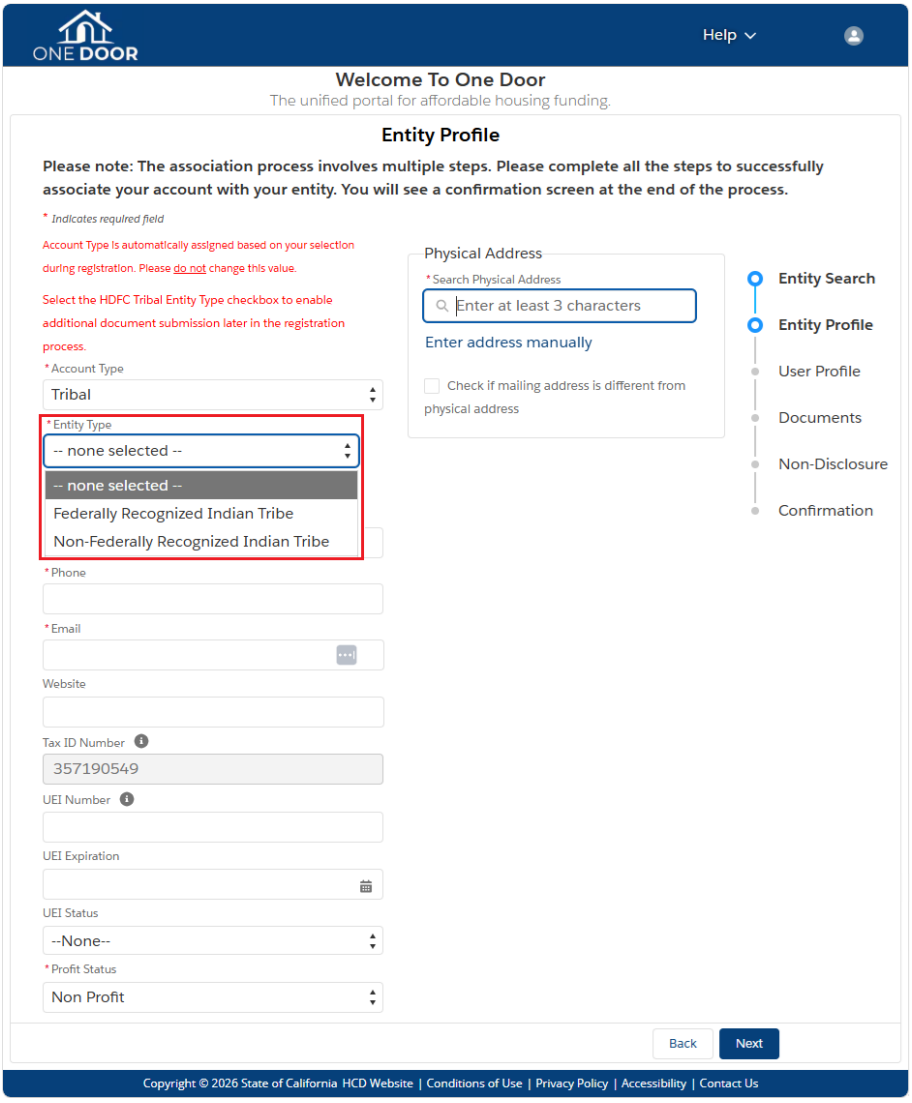
6. Click the **Next** button

Note: The User Profile screen will appear. Skip to Complete Your User Profile.

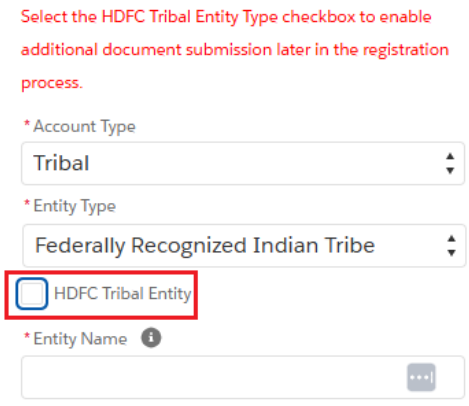


Complete the Tribal Entity Profile

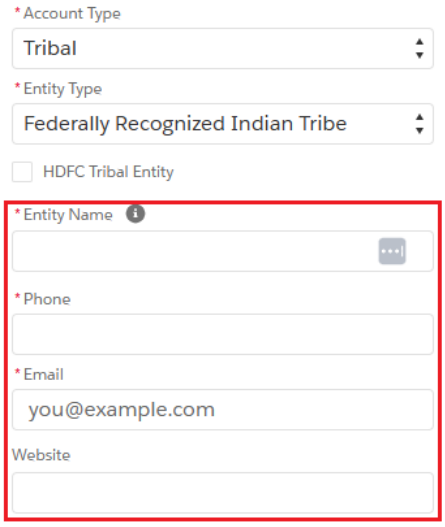
1. Select the **Entity Type**



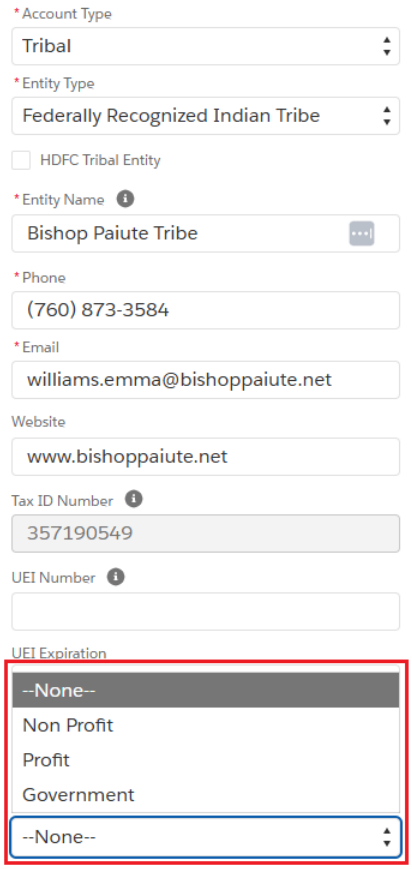
2. Mark the **HDFC Sponsor Entity Type** to apply for HDFC solicitations



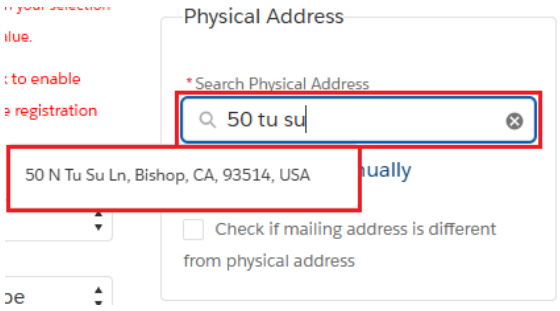
3. Enter the entity information:
   - **Entity Name**
   - **Phone**
   - **Email**
   - **Website** – Not required but encouraged



4. Select the **Profit Status**

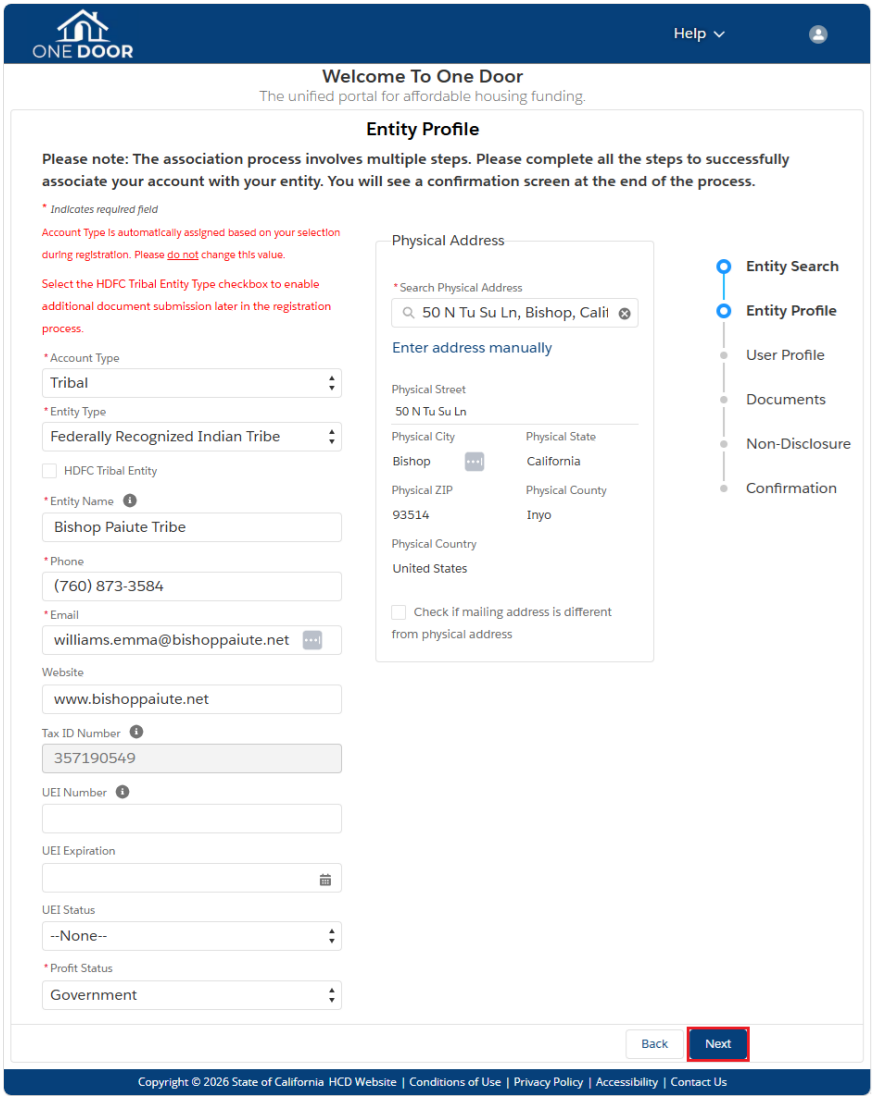


5. Enter the **Physical Address**



6. Click the **Next** button

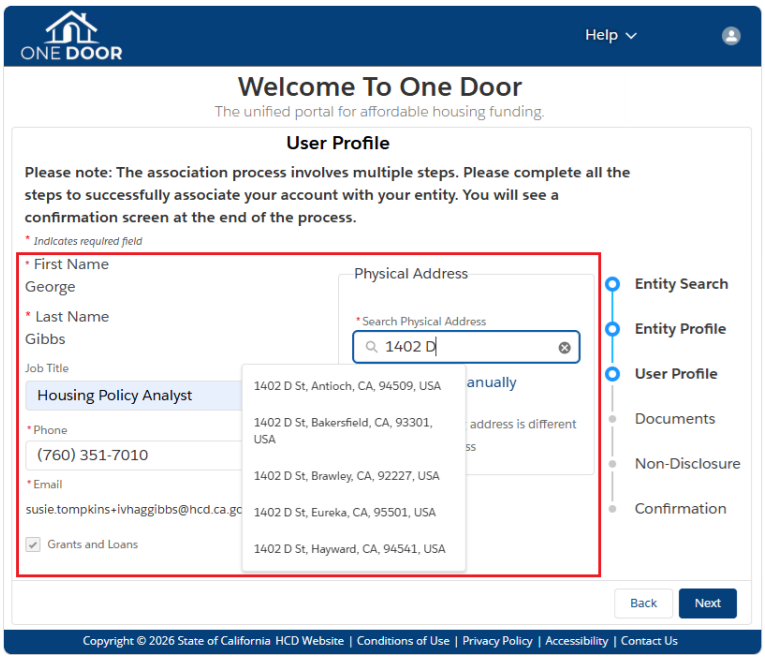
Note: The User Profile screen will appear. Skip to Complete Your User Profile.



Complete Your User Profile

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

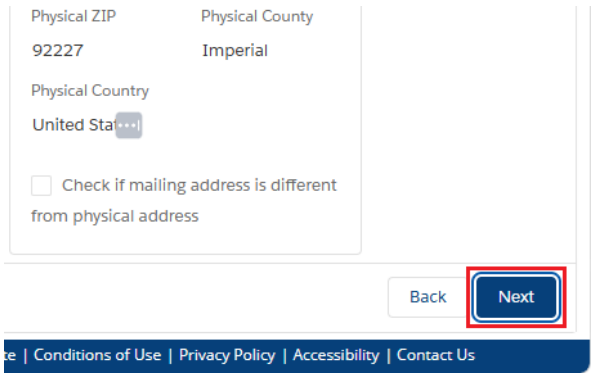
Note: Click the checkbox to enter a mailing address different from the physical address.



2. Click the **Next** button

Note: If you are creating a new account, the Documents screen will appear. Continue with Documents.

If you are joining an existing account, the Terms of Use screen will appear. Skip to Complete the Terms of Use.



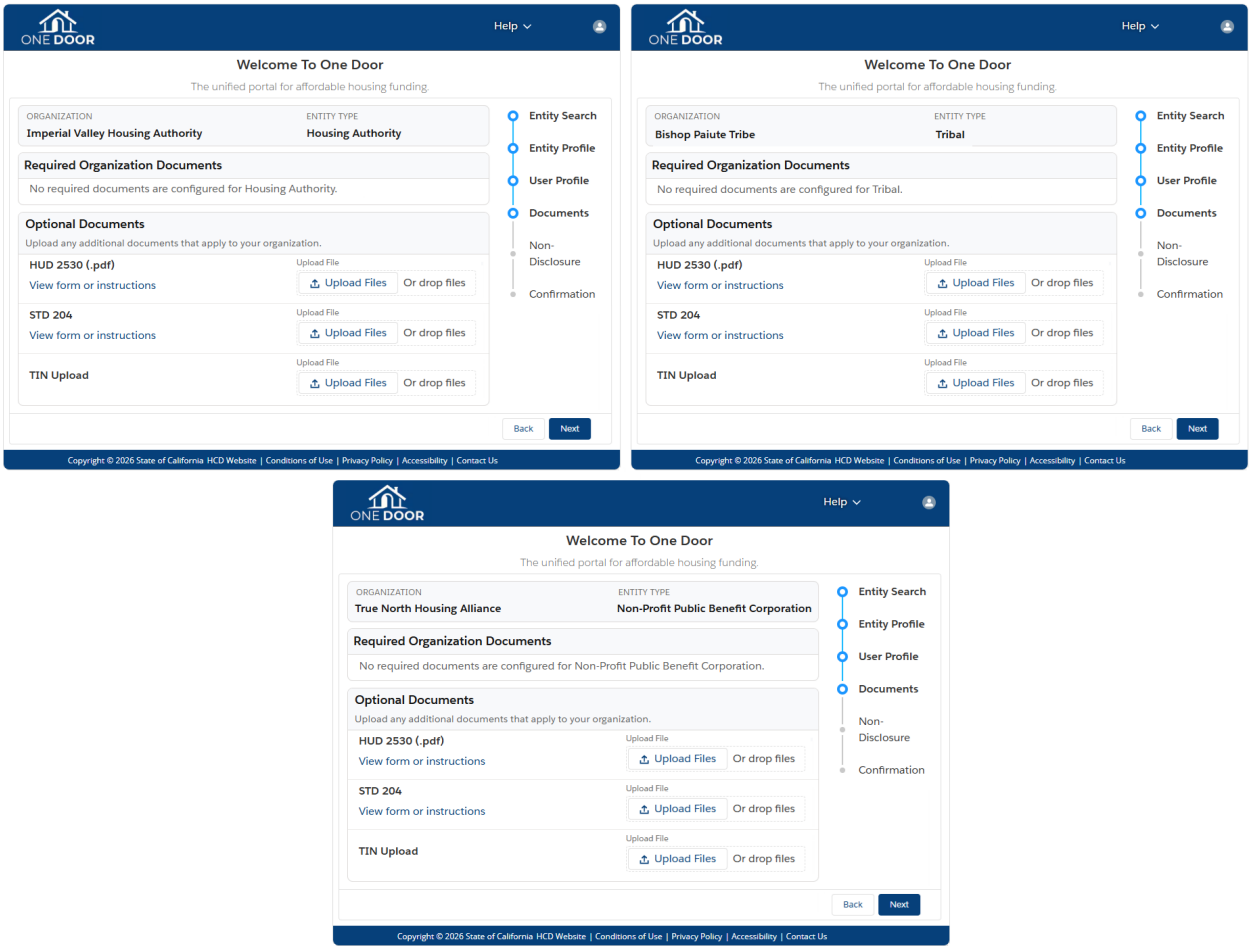
Documents

Documents may not be required to create an account but are typically required to submit applications. Account Administrators can manage documents on the Documents tab. Requested documents may differ based on entity type including:

HUD 2530 – US Department of Housing and Urban Development / US Department of Agriculture – Previous Participation Certification

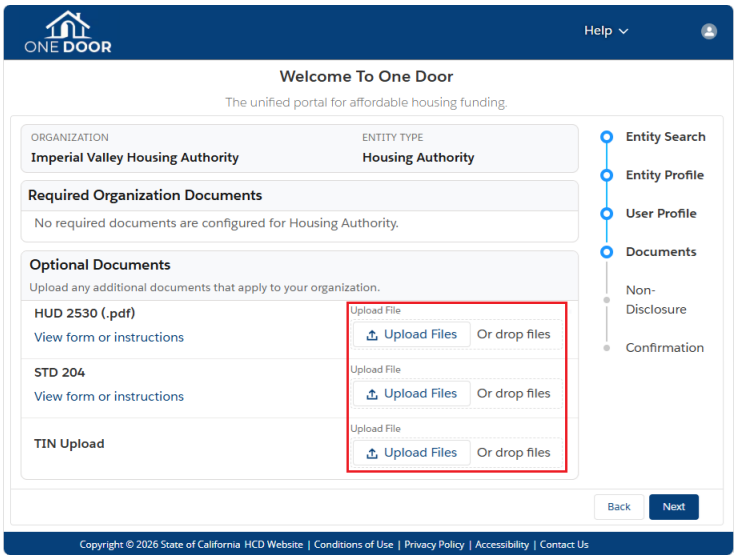
STD 204 – State of California – Payee Data Record

TIN – State of California – Government Agency Taxpayer ID Form (TIN)

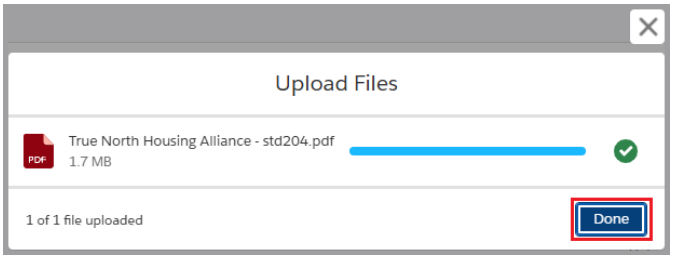


1. Click the **Upload Files** button or drag files into the **Or drop files** space

   Note: The Upload Files screen will appear.

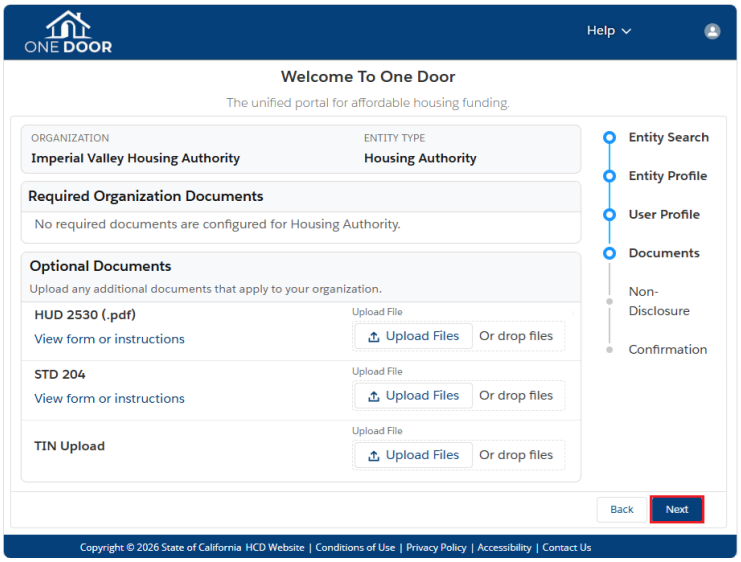


2. Click the **Done** button



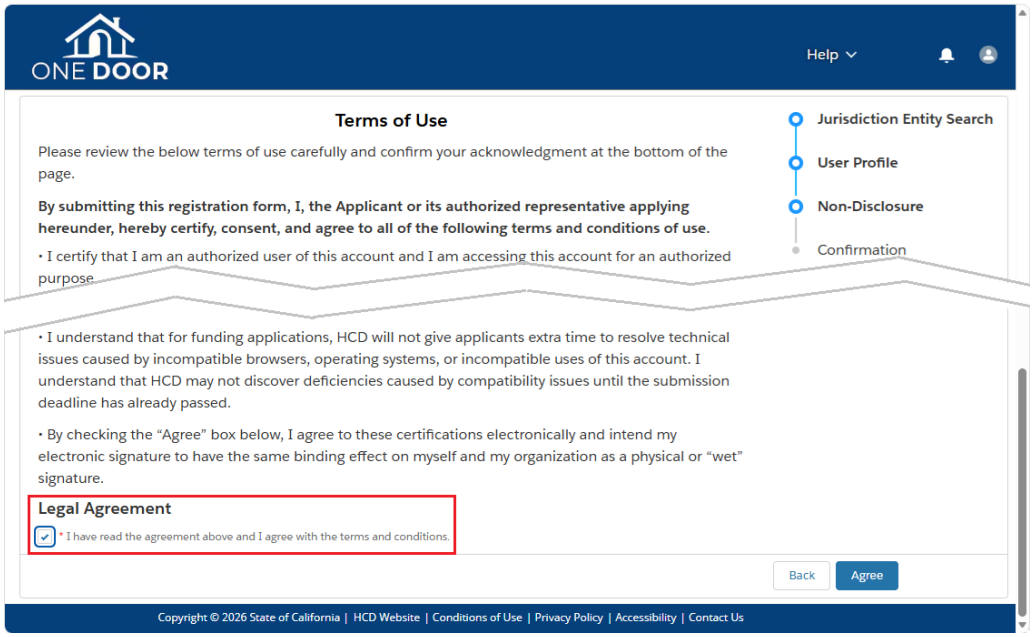
3. Click the **Next** button after uploading any files

Note: The Terms of Use screen will appear.



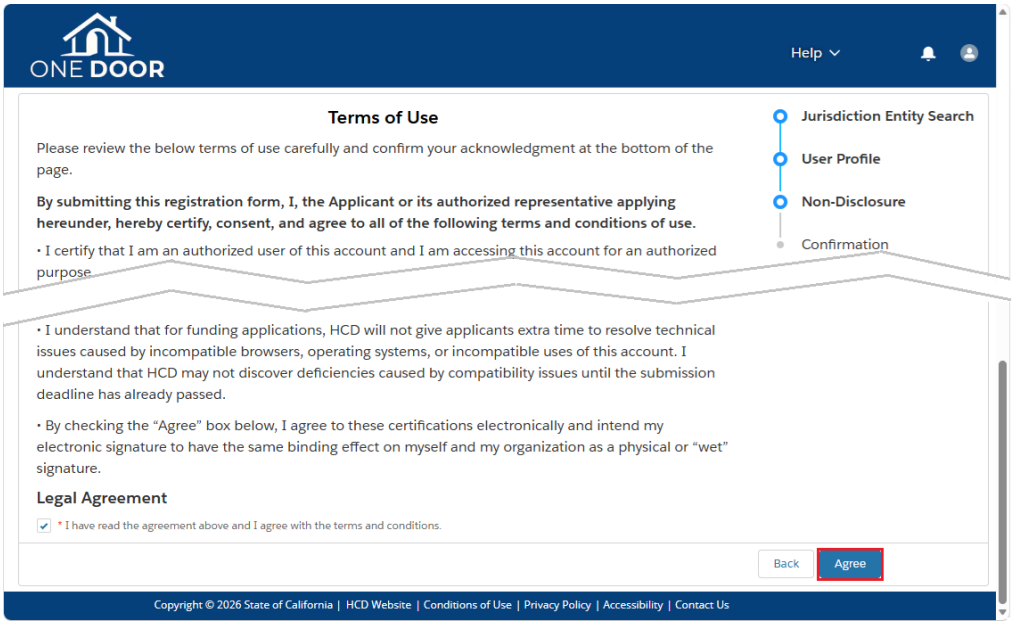
Complete the Terms of Use

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



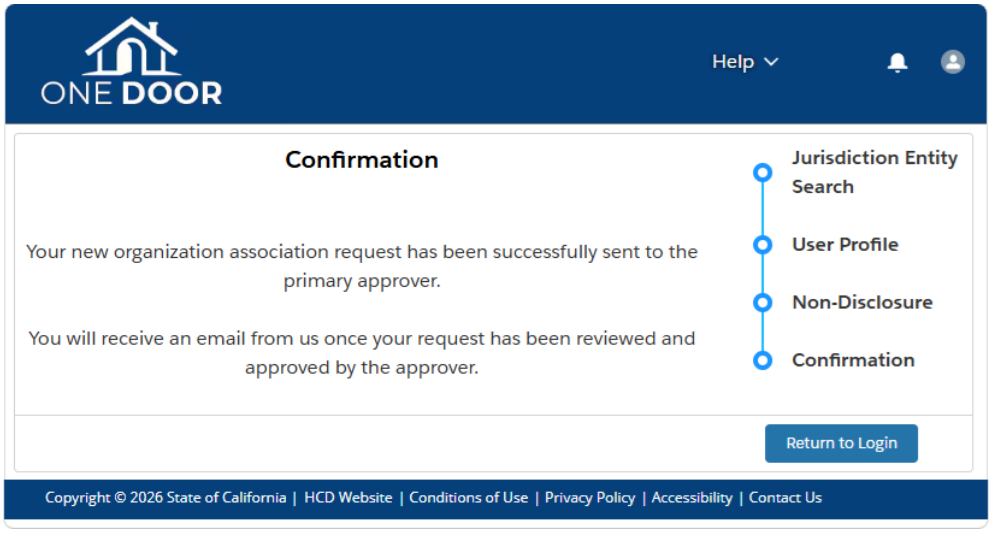
2. Click the **Agree** button

Note: The Confirmation screen will appear.



If you requested to join an existing entity, you will receive an email confirmation when your request is approved by the Account Administrator.

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



Managing Your Account

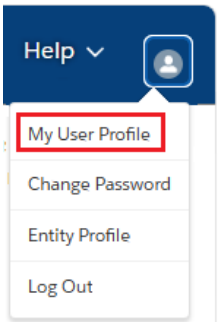
Update Your User Profile

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



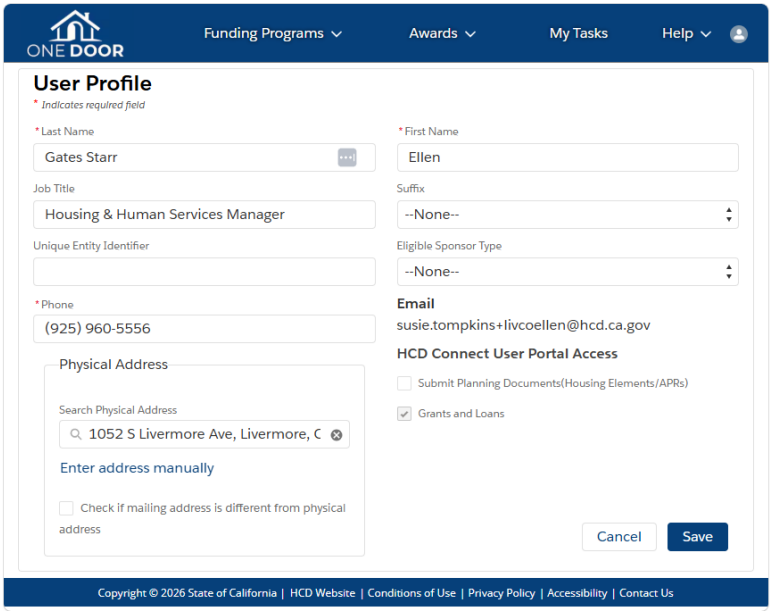
2. Click the **User Profile** link

Note: The User Profile screen will appear.



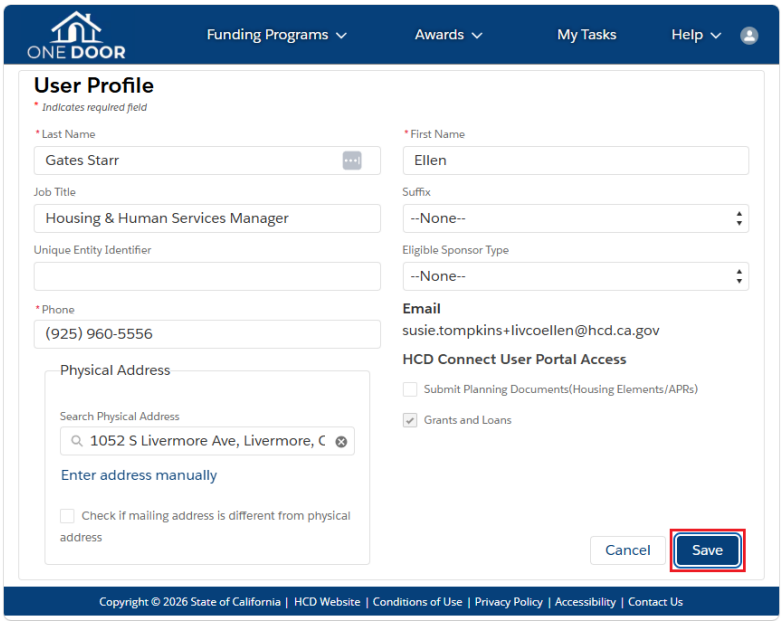
3. Update your information

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.



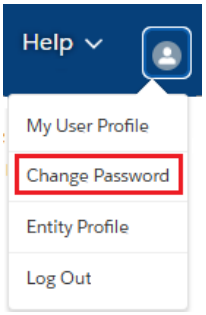
Change Your Password

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

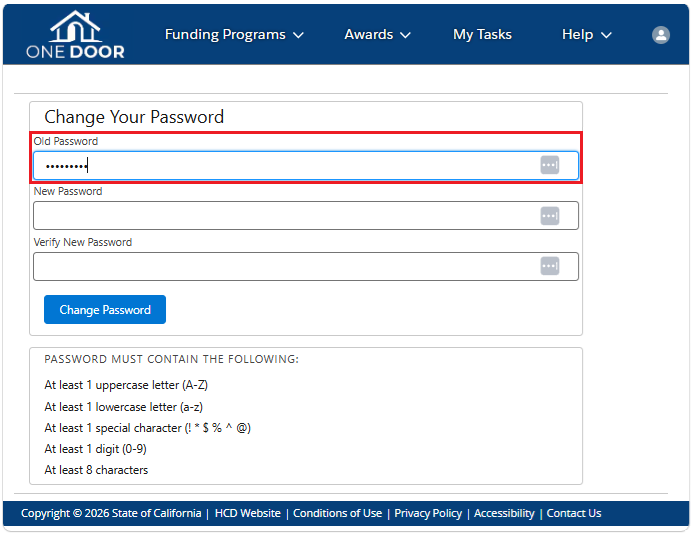


2. Click the **Change Password** link

Note: The Change Your Password screen will appear.



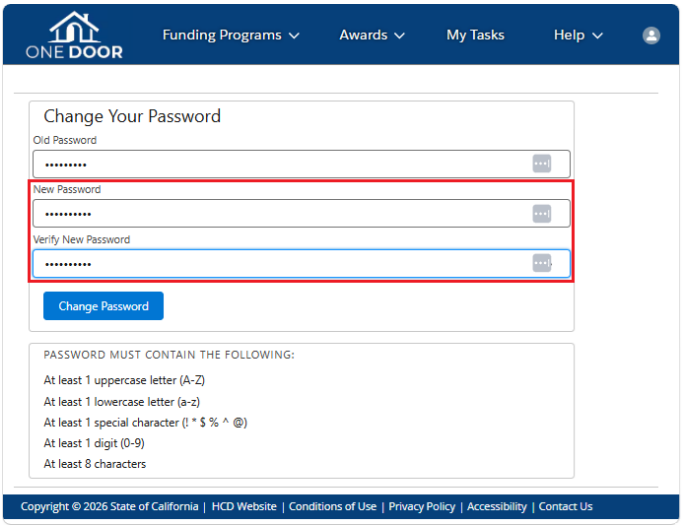
3. Enter your current password (**Old Password**)



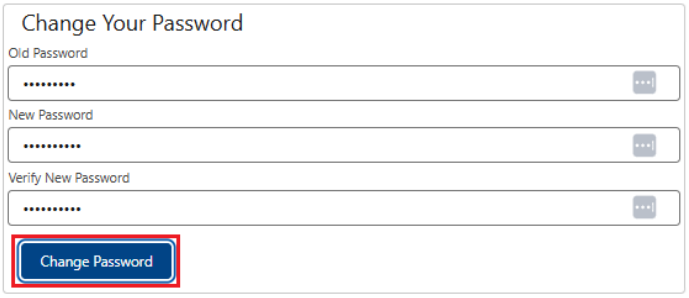
4. Enter your new password in **New Password** and **Verify New Password**

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 Organization or Tribal Account – For Account Administrators

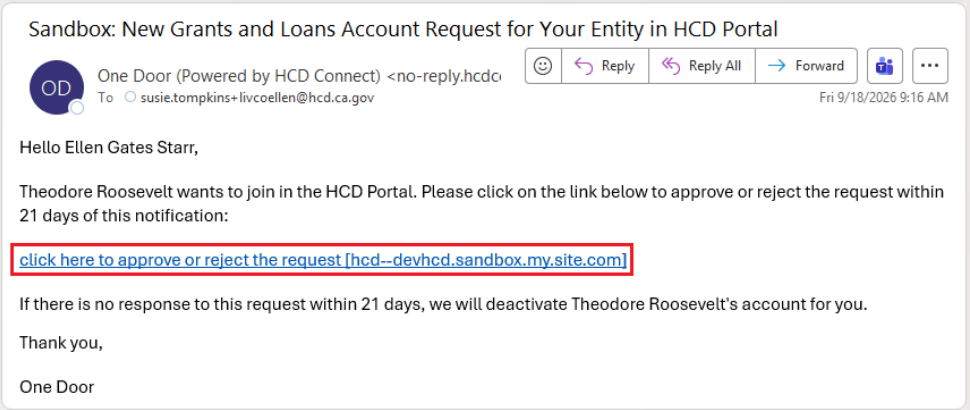
New Entity User Requests and User Access Updates

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

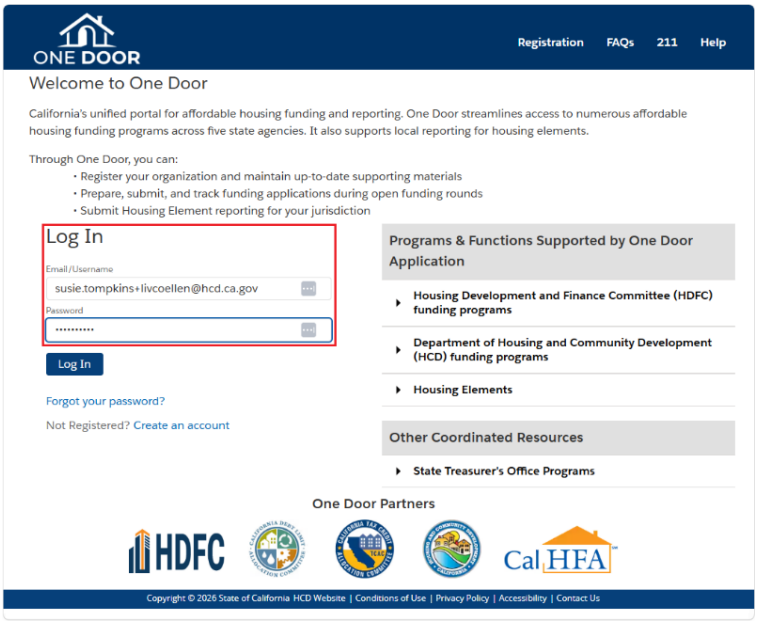
Answering New Entity User Requests from Email

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

Note: The One Door Welcome screen will appear.

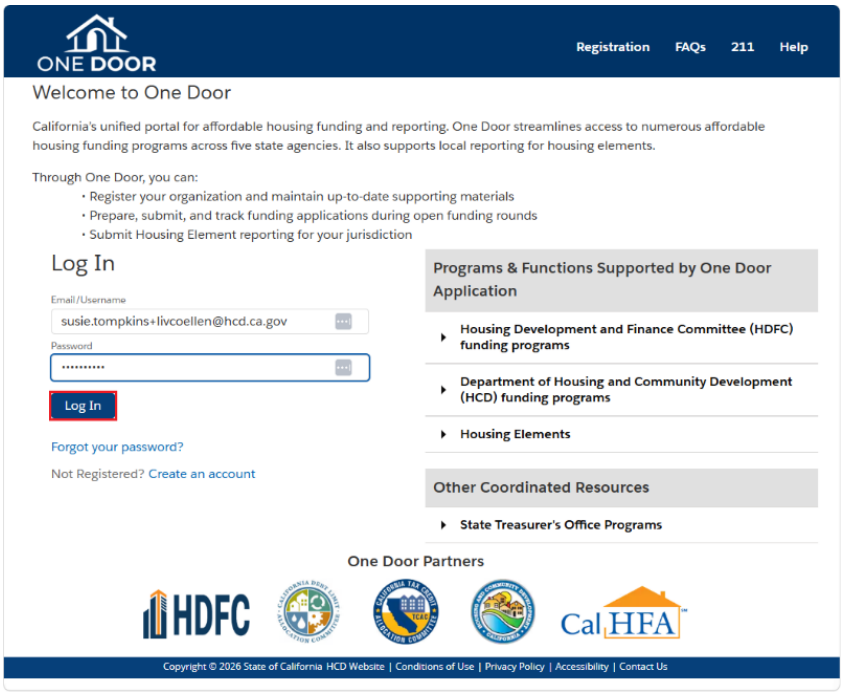


2. Enter your One Door **Username** (email) and **Password**

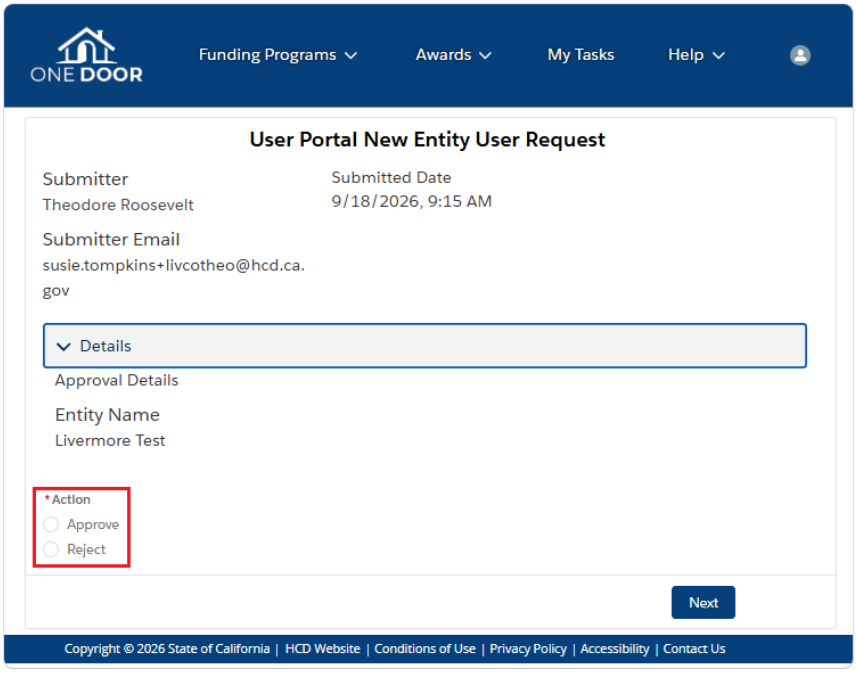


3. Click the **Log In** button

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



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

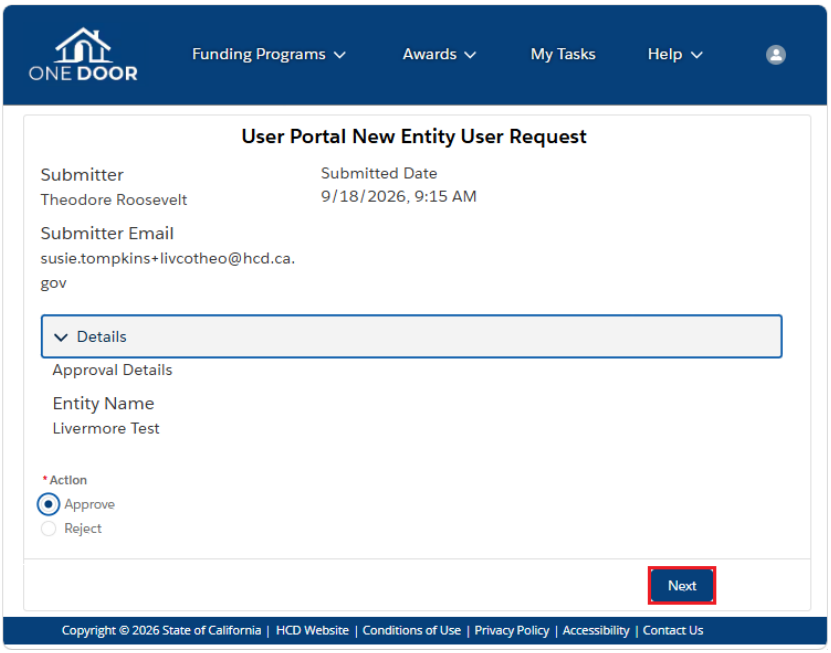


5. Click the **Next** button

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

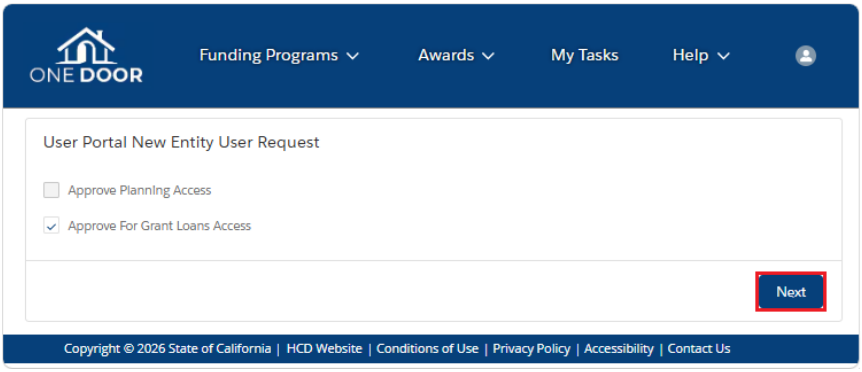
Approve – The next User Portal New Entity User Request screen will appear.

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 organization or tribal entity.

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.

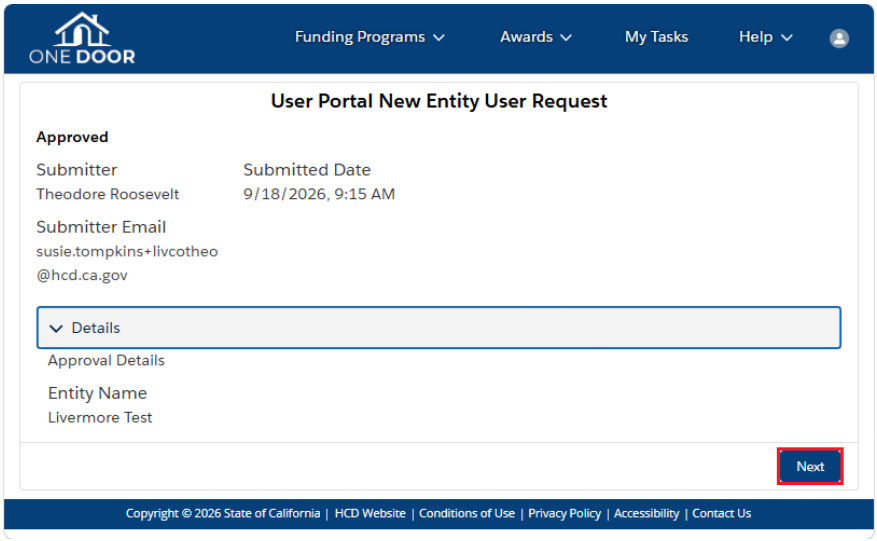


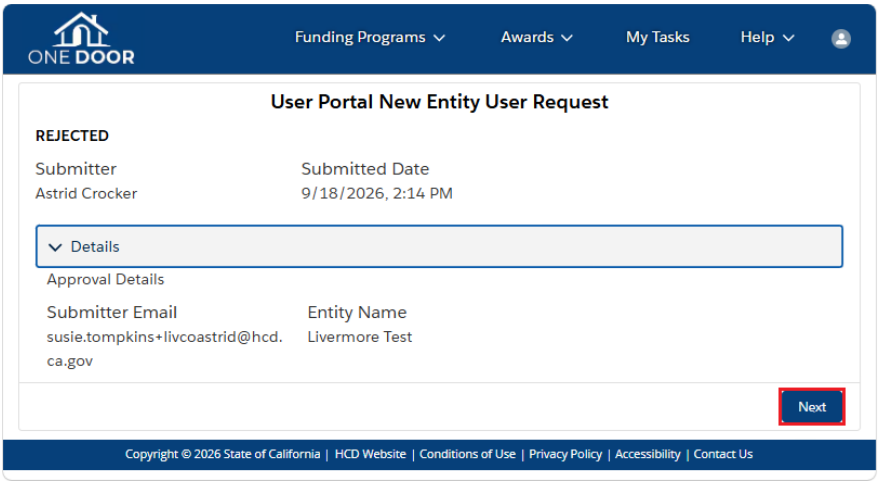
7. Click the **Next** button

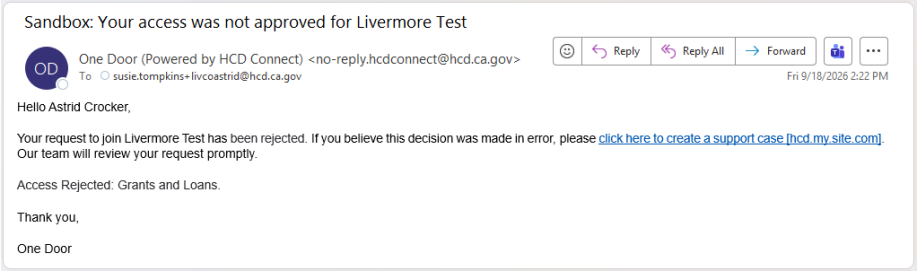
Approved users will receive an email confirming their access is approved.

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

Note: The One Door Home screen will appear.







Entity Profile – User Management Tab

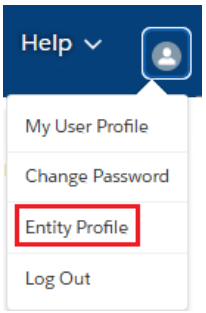
User access and requests can be managed from the User Management tab.

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



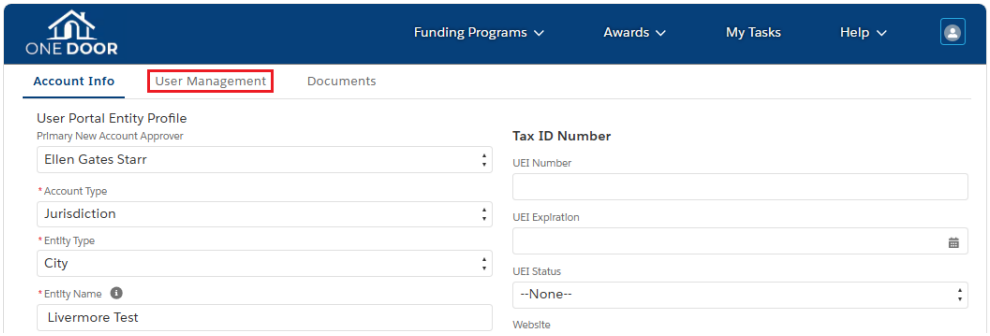
2. Click the **Entity Profile** link

Note: The User Portal Entity Profile screen will appear.



3. Click **User Management**

Note: The User Management tab will appear.

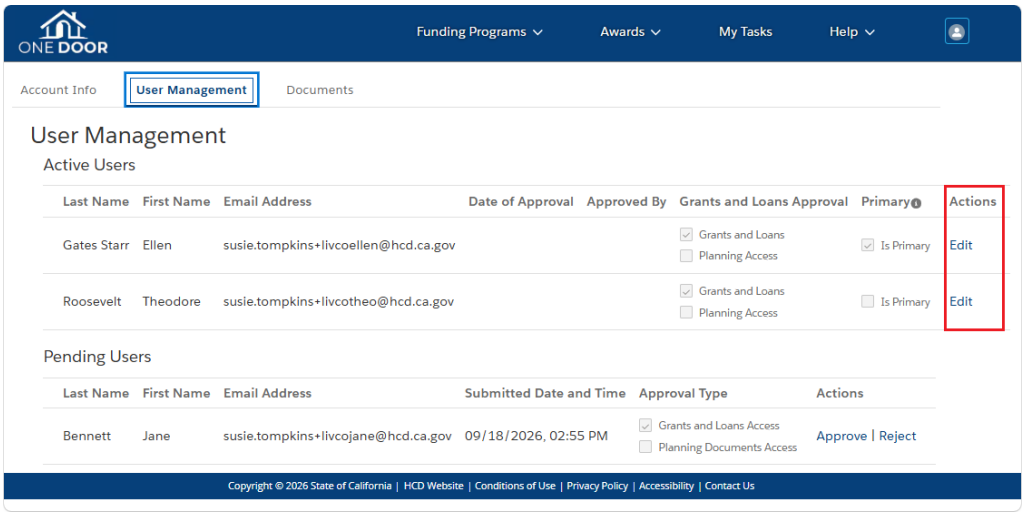


Active Users – Continue with Step 4 to update.

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.



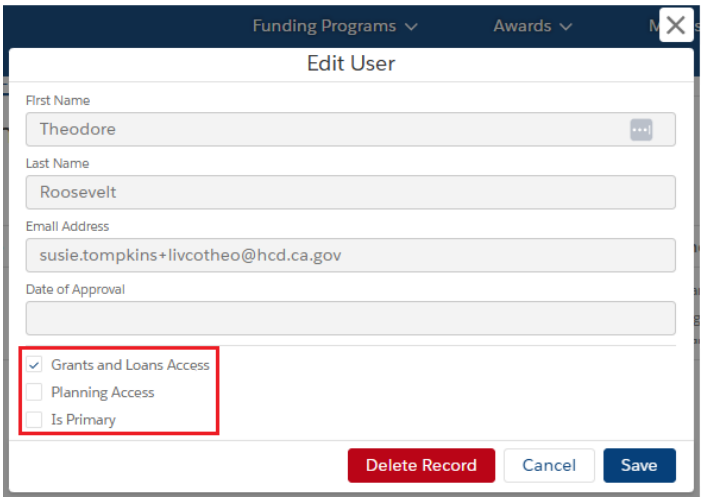
5. Click the checkbox(es) to update access

Grants and Loans – The user can apply for funding on behalf of the organization or tribal entity.

Submit Planning Documents - The user can submit Annual Progress Reports, Housing Elements, or Sites Inventory on behalf of an organization or tribal entity.

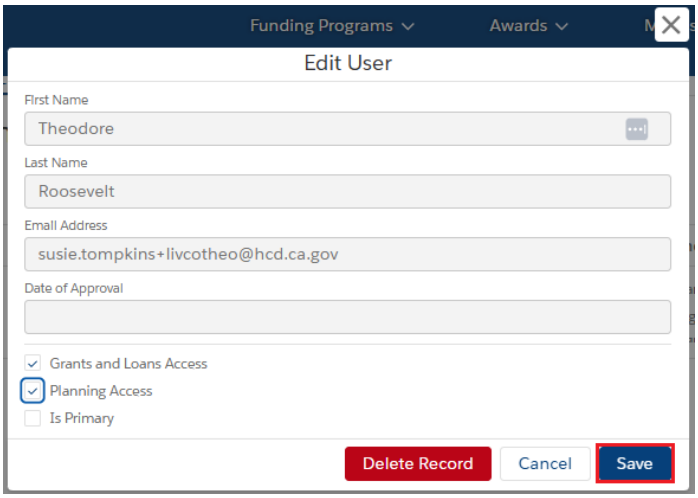
Is Primary – The user can act as Account Administrator.

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



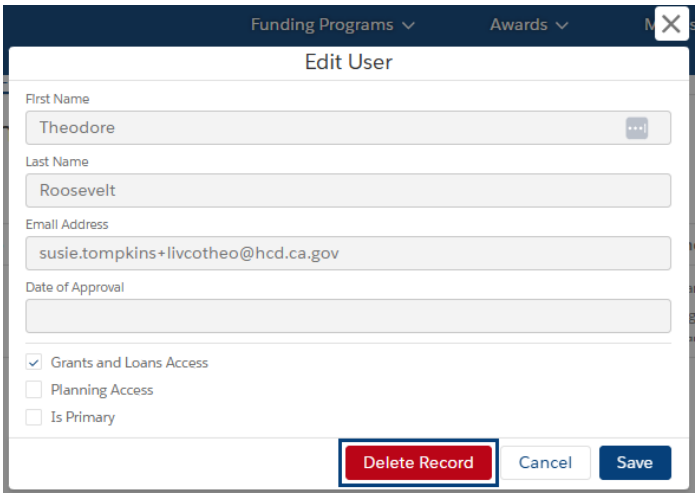
6. Click the **Save** button

Note: The Edit User screen will close.



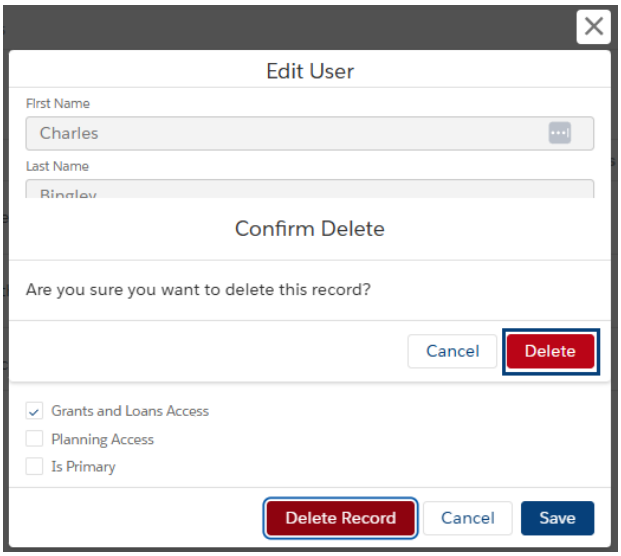
7. Click the **Delete Record** button

Note: The Confirm Delete screen will appear.



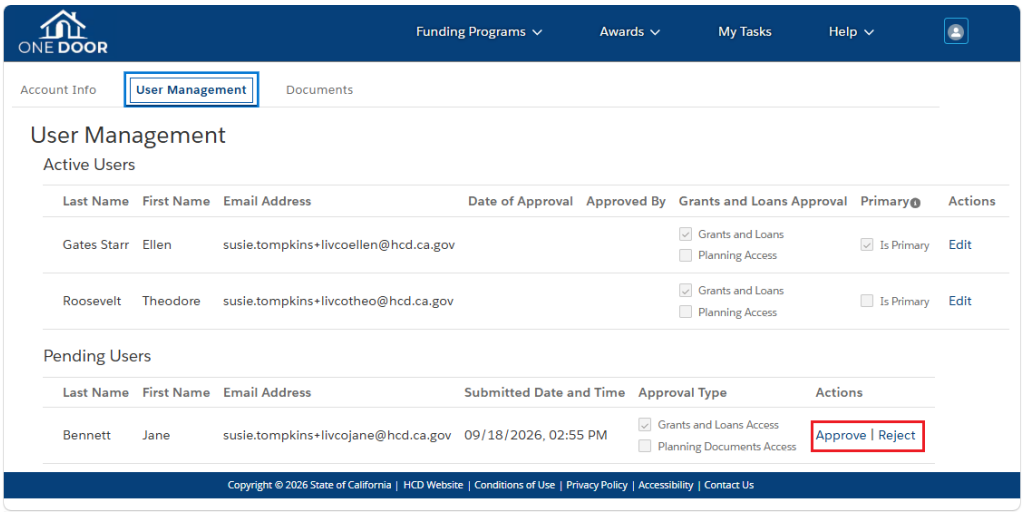
8. Click the **Delete** button

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



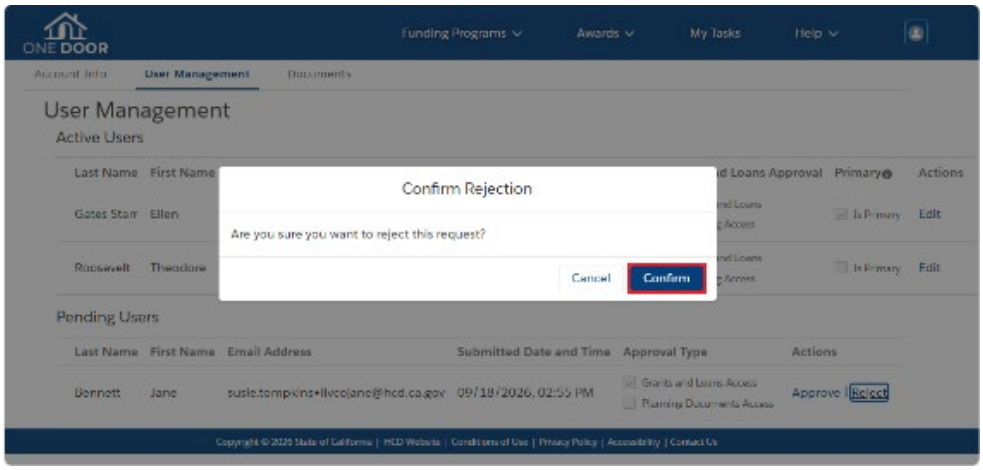
9. Click the **Approve** or **Reject** link for the Pending User

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 organization or tribal account enables them to submit and view previous submissions for your organization or tribe. This includes:

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

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

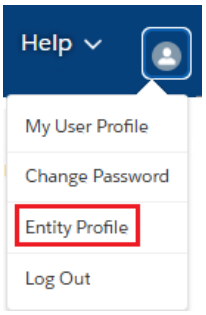
Add a Consultant

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



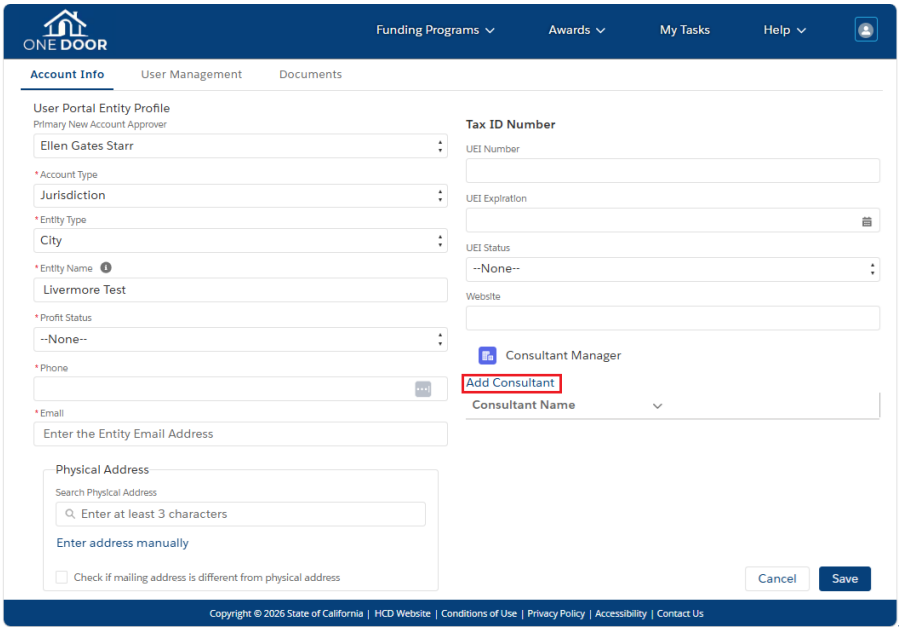
2. Click the **Entity Profile** link

Note: The User Portal Entity Profile screen will appear.

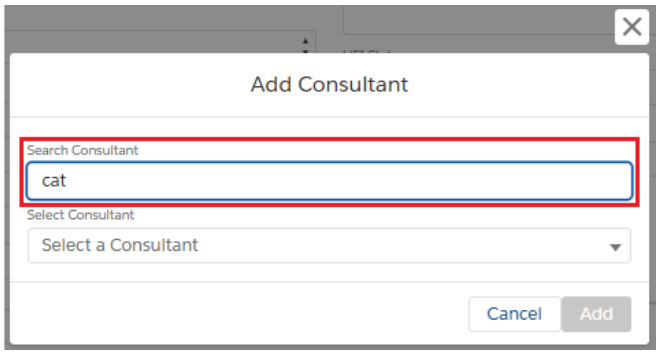


3. Click the **Add Consultant** link in the Consultant Manager section in the bottom right of the screen

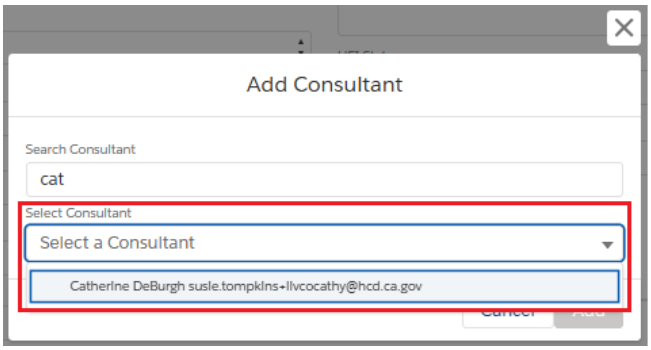
Note: The Add Consultant screen will appear.



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

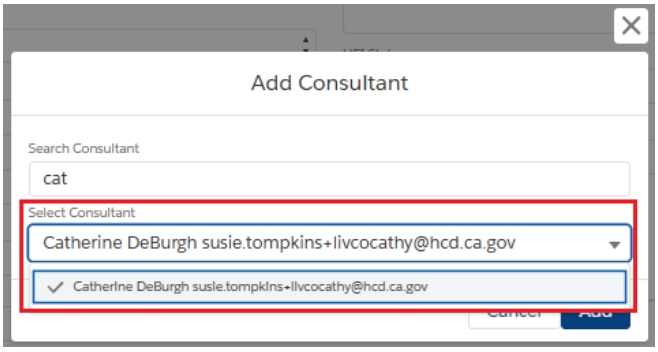


5. Click **Select Consultant** field to see the results



6. Select the consultant from the list

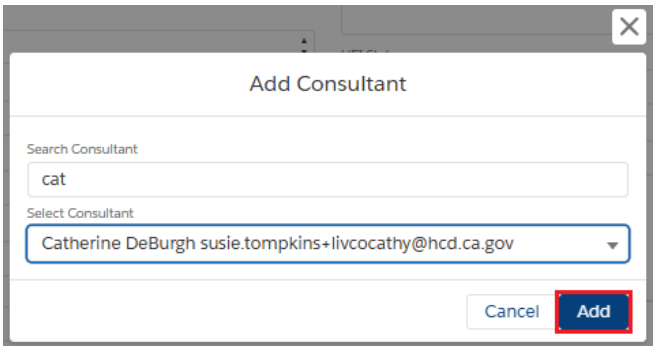
Note: If the consultant is not in the search results, they have not registered. Let them know to register for One Door access.



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 organization or tribe.



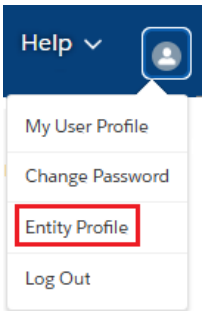
Remove a Consultant

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

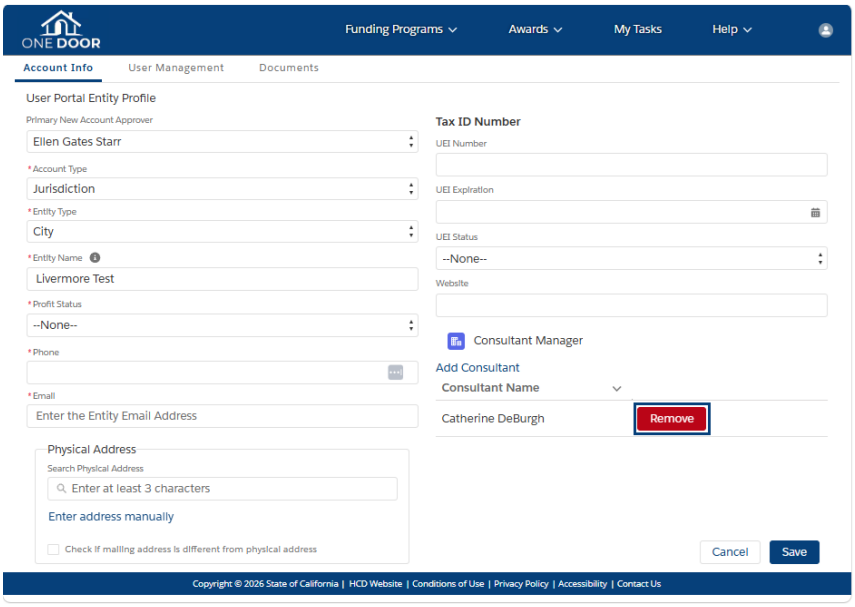


2. Click the **Entity Profile** link

Note: The User Portal Entity Profile screen will appear.

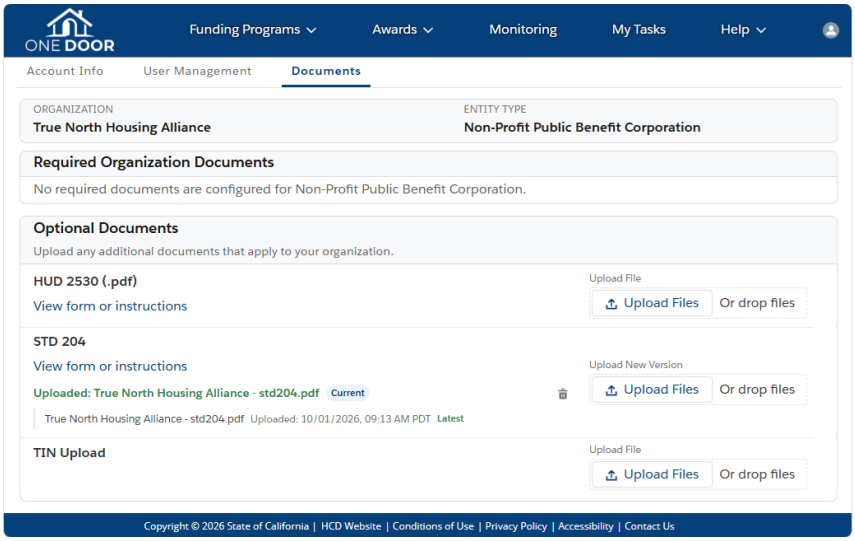


3. Click the **Remove** button to the right of the consultant's name



Managing Documents

Account Administrators can upload and remove documents on the Documents tab. Documents will show the date and time of the most recent upload.



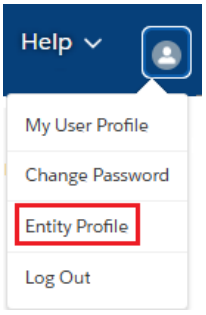
Upload Files

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



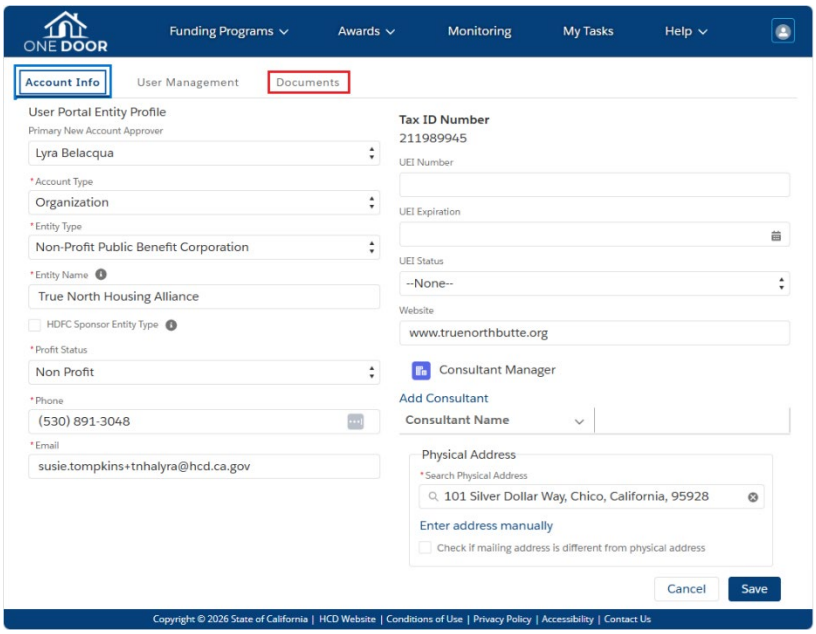
2. Click the **Entity Profile** link

Note: The User Portal Entity Profile screen will appear.



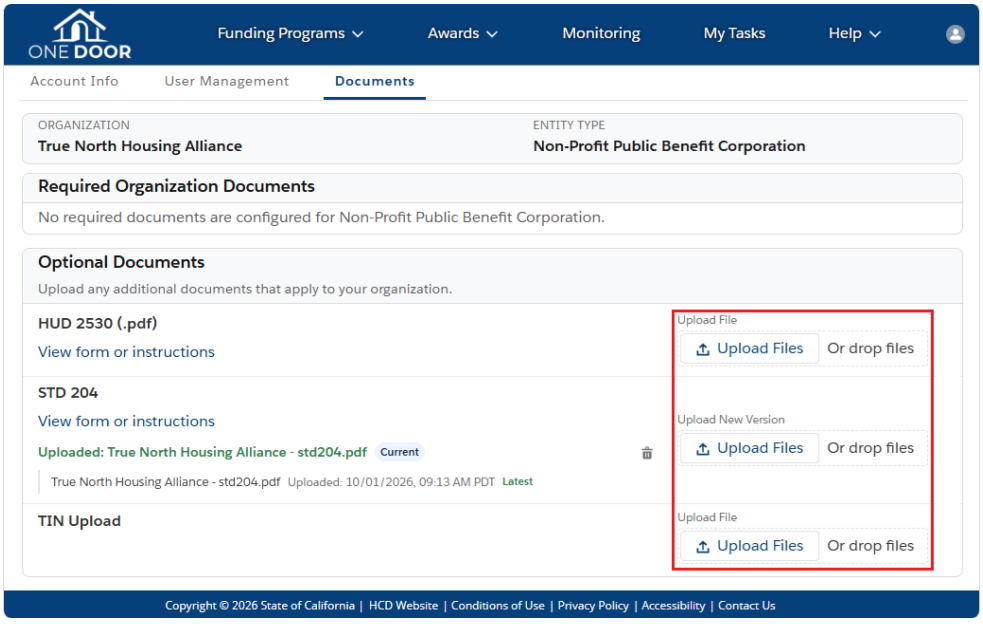
3. Click the **Documents** tab

Note: The Documents screen will appear.



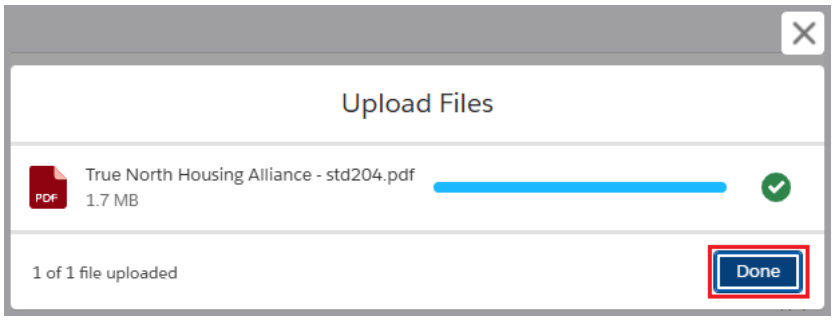
4. Click the **Upload Files** button or drag files into the **Or drop files** space

   Note: The Upload Files screen will appear.



5. Click the **Done** button

   Note: The date and time of upload with show under the file name.



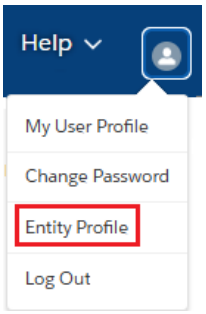
Remove Files

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



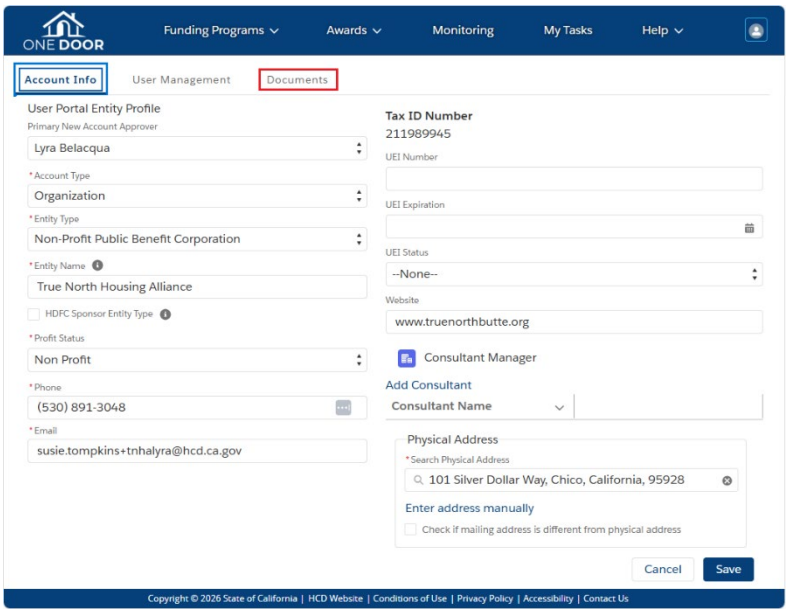
2. Click the **Entity Profile** link

Note: The User Portal Entity Profile screen will appear.



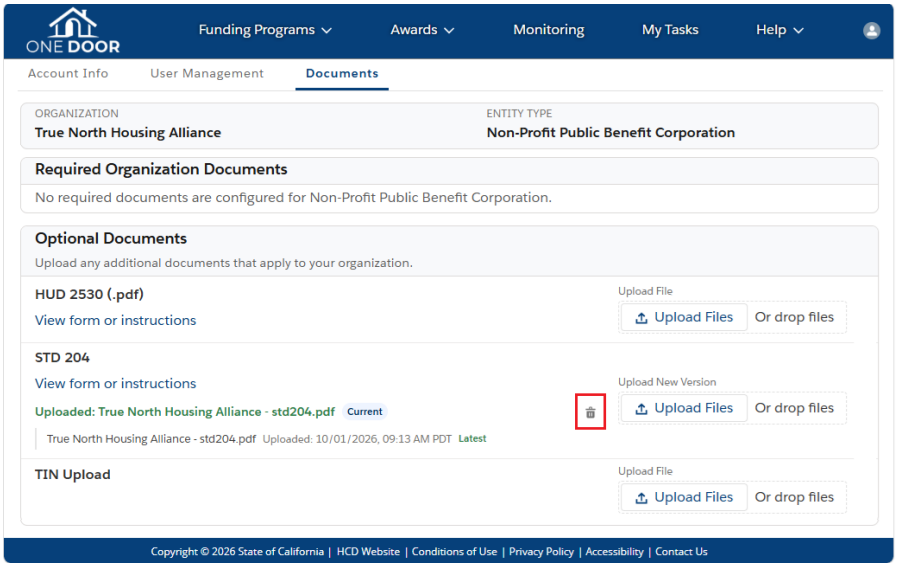
3. Click the **Documents** tab

Note: The Documents screen will appear.



4. Click the **trash can** image

   Note: The Confirm Deletion screen will appear



5. Click the **OK** button

