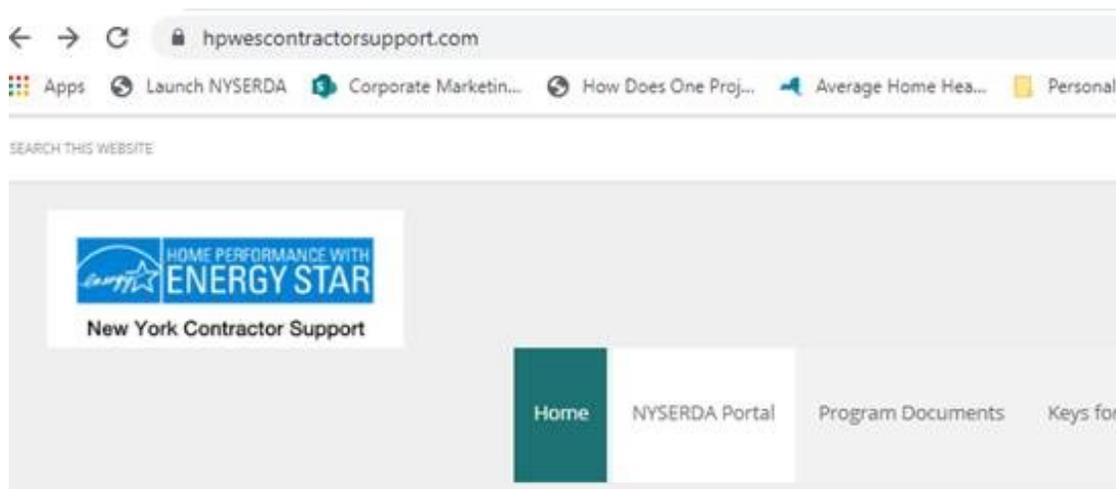


July 20, 2021

Dear Participating Contractors,

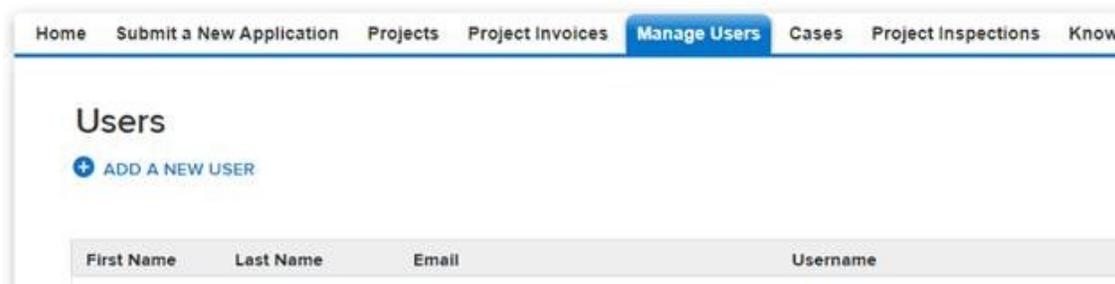
We have received questions regarding logging into the NYSERDA Portal (Salesforce) to submit applications. There are three ways for contractors to work with their customer's on application submissions:

1. **Contractor can submit the application on behalf of the customer** through their standard NYSERDA Portal Login. This is the same login used for Contractor Support and can be accessed here: <https://portal.nyserda.ny.gov/login> or by going to the <https://hpwescontractorsupport.com> website and clicking the NYSERDA Portal tab in the top menu:



Once logged into the system, contractors should follow the instructions found in our knowledge base and training materials to submit the application for the customer: [EmPower/AHP Knowledge Articles](#)

All active contractor's in the EmPower New York and Assisted Home Performance with ENERGY STAR programs already have access to the NYSERDA Portal. If additional users need to be added to the contractor account, the Admin from the contractor, should log into the system, click on the Manage Users tab and click on the Add a New User link:



2. **Contractor can instruct the customer to create their own account.** Customers with their own account will be able to start/stop their application, see updates about their application status, and receive email reminders and notifications. Customers can learn more about the Combined Residential Application on NYSERDA's website <https://nyserda.ny.gov/ahp-empower> and they can create their own account here: [Customer Application](#).

3. **Contractor/Customer can mail the application** to be entered and processed by Shared Services.
Energy Audit Application
2 Wall Street
Albany, NY 12205

Contractor's should not use the customer link to submit applications for the customer.
Contractor's logging in through the customer portal will not have full visibility into all applications that have been shared with them.

Contractor's needing assistance logging into their accounts, submitting an application, or understanding the process should reach out to contractor support at support.residential@nyserda.ny.gov or 1-800-284-9069 for help.

Thank you,

NYSERDA's Energy Affordability and Equity Team