

Grant Agreement Number _____

Grantee Name _____

(If sending this information by e-mail, include the information above on the e-mail subject line)

Staff name of person making request _____

Contact Phone _____

Contact e-mail _____

Date _____

**HUD Lead Hazard Control Grant Program
Web-Based Quarterly Progress Reporting System**

TECHNICAL AND PROGRAMMATIC SUPPORT REQUEST FORM

While we've worked hard to make the reporting system easy and simple to use, we recognize that you may still have technical or programmatic questions or concerns while completing your report. So that we can best assist you, please fill out the form as completely as possible and e-mail it to grantee_quarterly@hud.gov or fax it to the Lead Hazard Control Program Data and Information Manager at (202) 755-1000. You will be contacted within 48 hours (2 business days) of your request.

As best as possible, please provide the following information about your operating environment.

A. COMPUTER AND INTERNET BROWSER INFORMATION

- Operating system (Windows 95, Windows 98, Windows NT, etc.) _____
- Modem type and speed (28K, 56K, cable, digital, etc.) _____
- Name of browser and full version number: _____
(Netscape v. 4.7, Internet Explorer v. 5.0, etc.)
- Processor speed (486, Pentium I, Pentium II, etc.) _____
- Amount of available memory on your system _____
- Anything else that may be affecting operations (i.e., when the problem described below occurs, do you have other applications running?) _____

B. DESCRIPTION OF QUESTION OR PROBLEM ENCOUNTERED

Please describe your problem, question, or concern (continue on a separate sheet as necessary). If you are reporting a technical problem, please include the following in your description when possible: description of **what** happens; detail of **when** it happens; **frequency** of occurrence; **patterns** of occurrence; and description of **what else is going on** when your technical problem occurs. *If you receive an error message or error screen, please repeat the message (or describe the screen) as best as you can below, including error numbers.*

Sample Problem Description: While working in Part 3 and trying to "Save Changes," I receive an Error 500 message. This happens about every other time that I use the system, usually when I have Microsoft Office products open on the desktop (MS Word or MS Powerpoint in particular).