OSCS Customer Portal

User Guide

U.S. Department of Housing and Urban Development

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1. System Overview

The Customer Community Portal offers comprehensive support capabilities for the Real Estate Assessment Center (REAC) Technical Assistance Center (TAC), integrating directly with the One Stop Customer Service (OSCS) Lightning Service Console. Through this unified application, users can review knowledge articles and submit support inquiries.

Features

The initial deployment of OSCS introduces the following core capabilities:

- **Case Registration**: Ingests case information and issues unique identifiers
- **Registration Acknowledgement**: Automated confirmation receipts for submitted requests
- **Automated Escalation**: Intelligently routes urgent inquiries to designated personnel
- **Lightning Customer Community**
- **Knowledge Lightning**

2. OSCS External User Login

As an external user, the REAC-TAC Customer Community portal login page will display a login feature via **Username** and **Password**, as well as a **Sign Up** feature. External users who are already registered will be able to log in with their credentials.

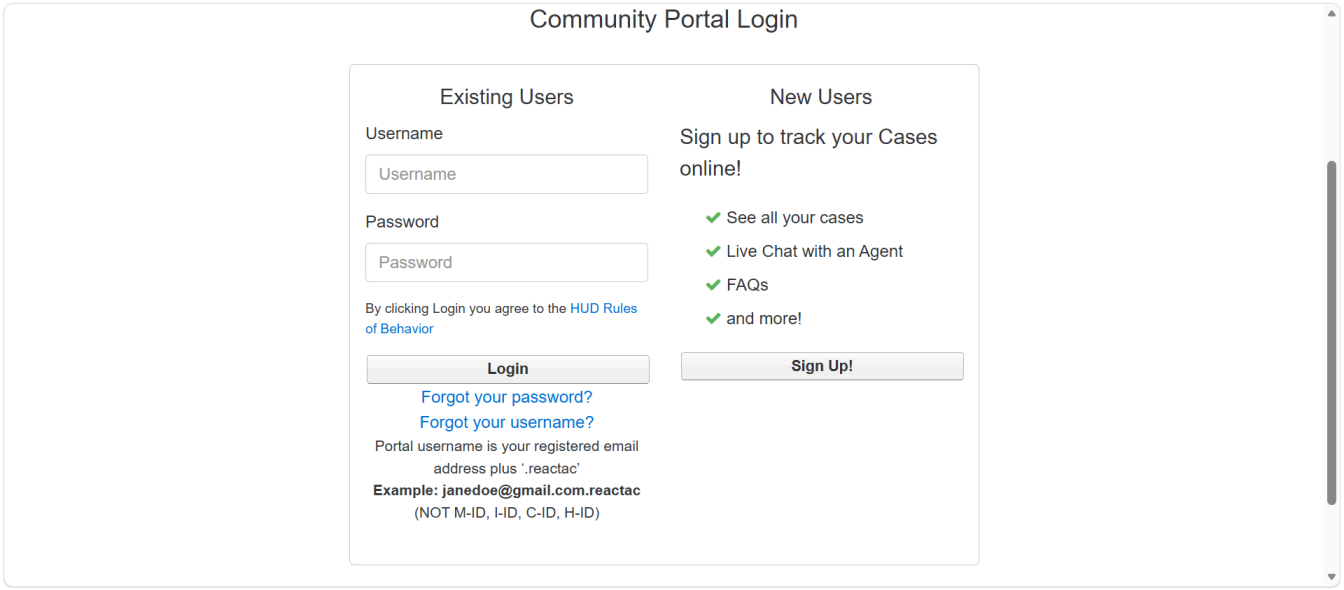


Figure 1: OSCS External User Login Screen

1. External users will need to go through the sign-up process by clicking on the **Sign Up!** button.
2. A registration form will be displayed. Complete all required fields indicated by a red outline to the left of the field.

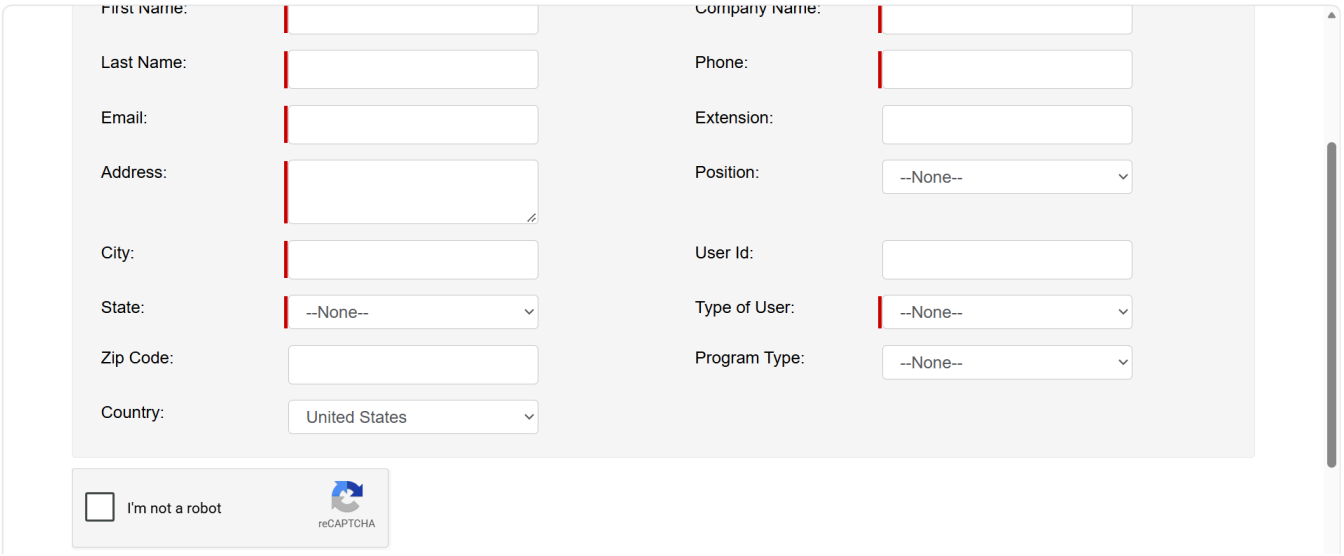


Figure 2: External User Signup

3. Once completed, external users will then click the Submit button. The user will receive an email telling them their new username and notifying them that their account has been activated, along with a link letting them set their password. After their password is set, the user will be able to log in with their credentials after.

3. Navigating the Customer Portal

The Community Customer Portal landing page features functionality pertaining to creating and viewing cases and knowledge articles/discussions.

Within the top navigation bar, users can navigate to the following:

- **Home page**: The default landing page
- **Cases**: Displaying cases created by the user
- **Knowledge**: Hovering over this menu item will provide a dropdown containing links to discussion and knowledge article pages for a variety of HUD initiatives

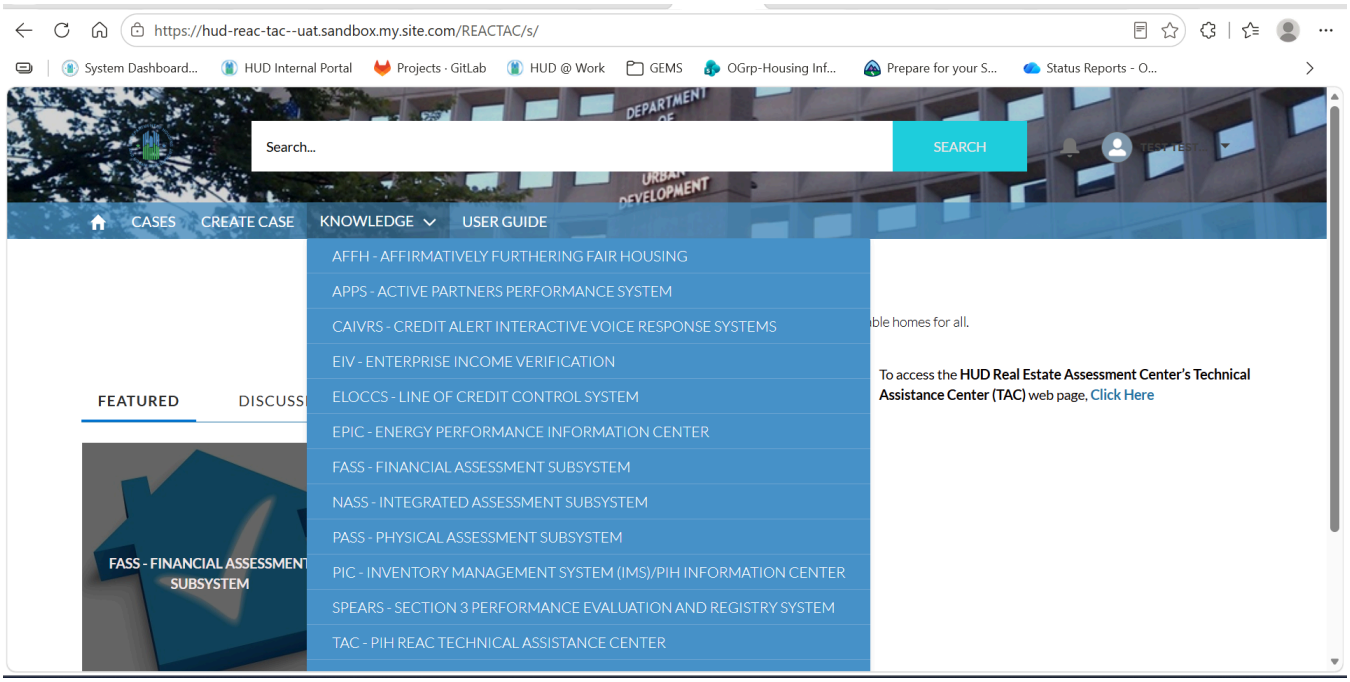


Figure 3: Navigation bar functionality

The home page contains three tabs:

- **Featured**: Links to knowledge articles that are also accessible via the knowledge tab at the top navigation bar.
- **Discussions** and **My Feed**: Display discussion board activity based on your user, which will be empty by default.

At the bottom of the page is a **Contact Customer Support** button, which upon clicked, will expand further in the next section.

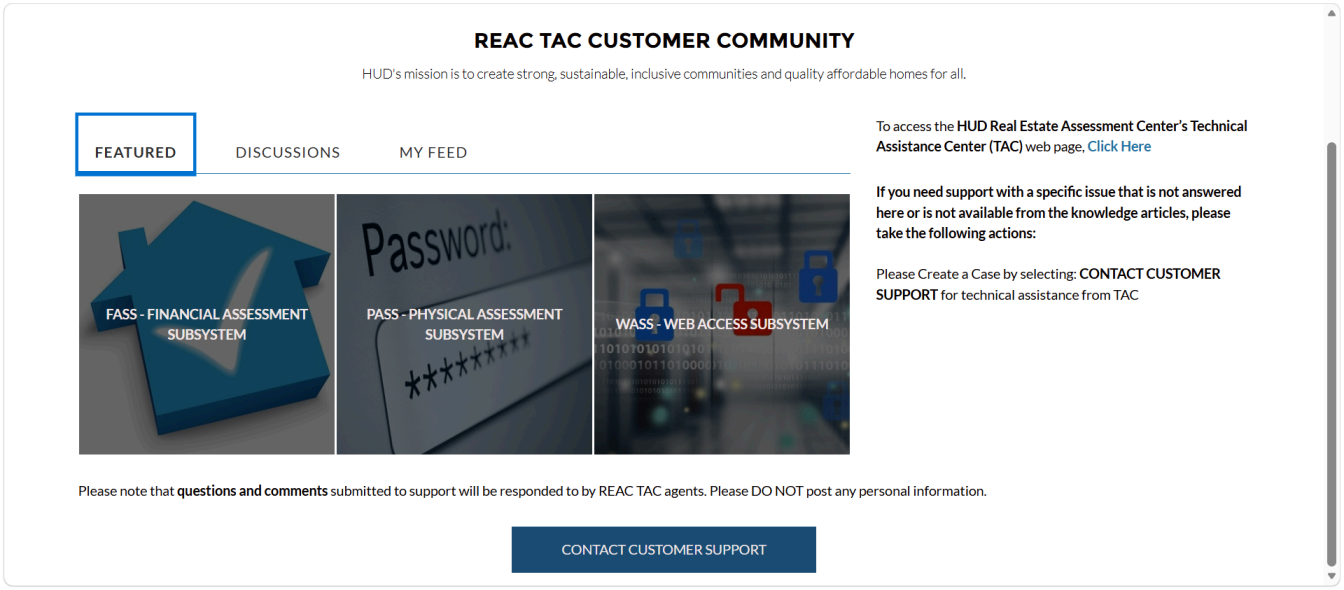


Figure 4: Feature Menu

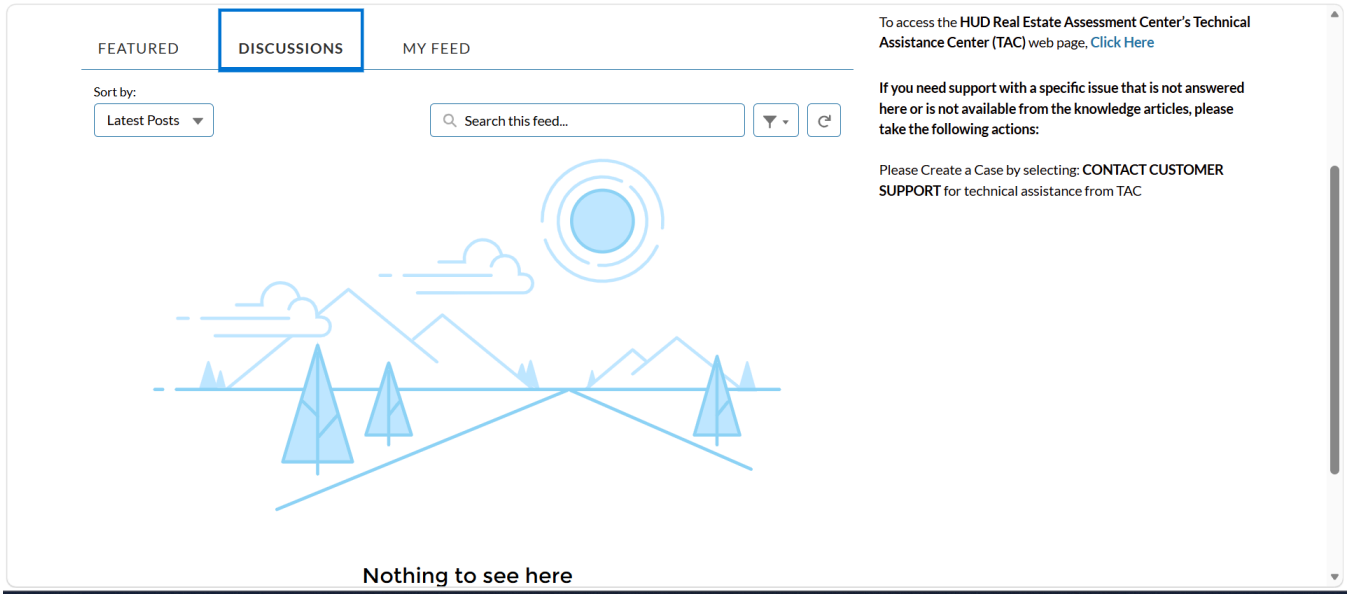


Figure 5: Discussions Menu

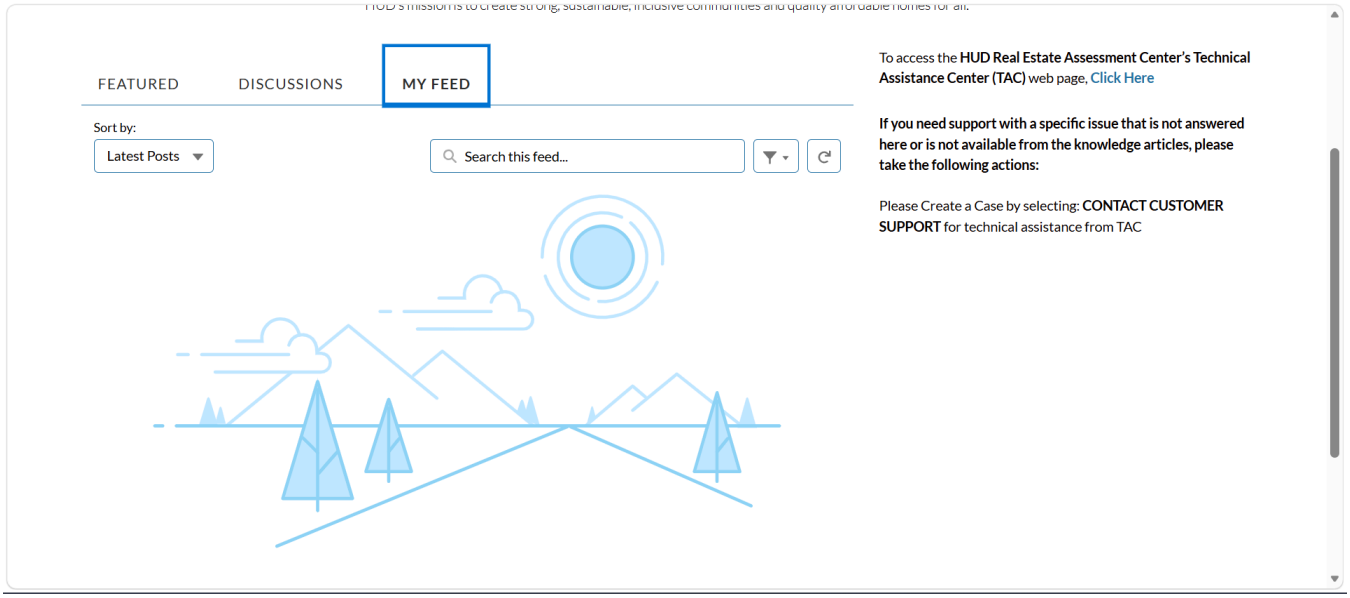


Figure 6: My Feed Menu

4. Creating a Support Case (Contact Customer Support)

1. To create a support case, click the tab at the top titled **Create Case**. Alternatively, cases can be created by scrolling down to the bottom of the home page in the Community Customer Portal and clicking the button titled **Contact Customer Support**.

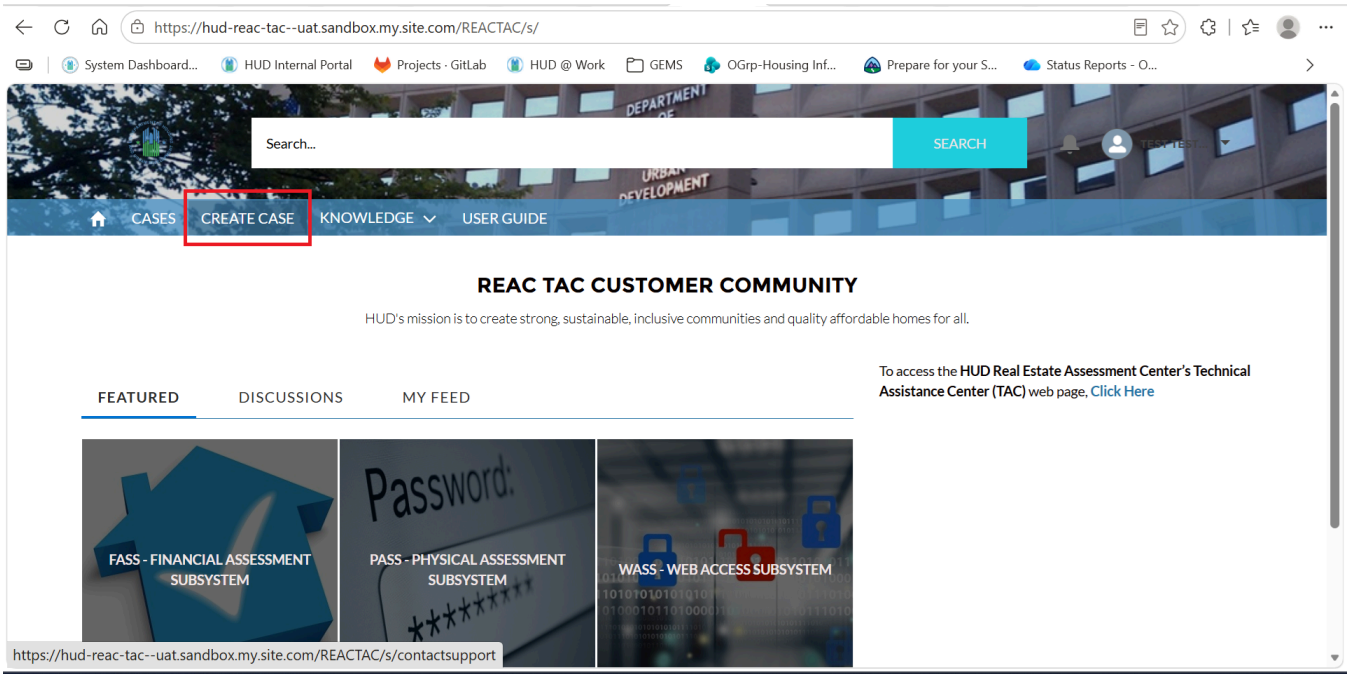


Figure 7: Create Case Button

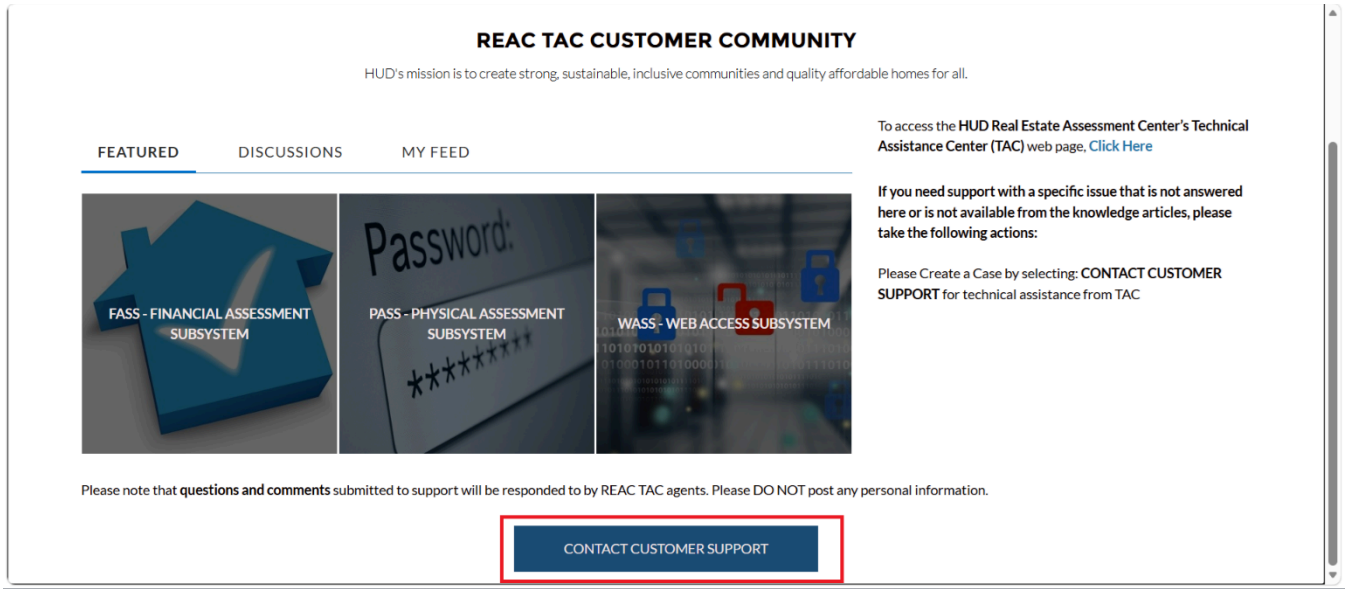


Figure 8: Contact Customer Support button

2. On the following page, scroll down to the section titled **Create Support Case**.
3. Fill out all necessary fields. The following fields will have to be filled out for any case type:
   - Business Area
   - Category
   - Sub-Category
   - Subject
   - Description

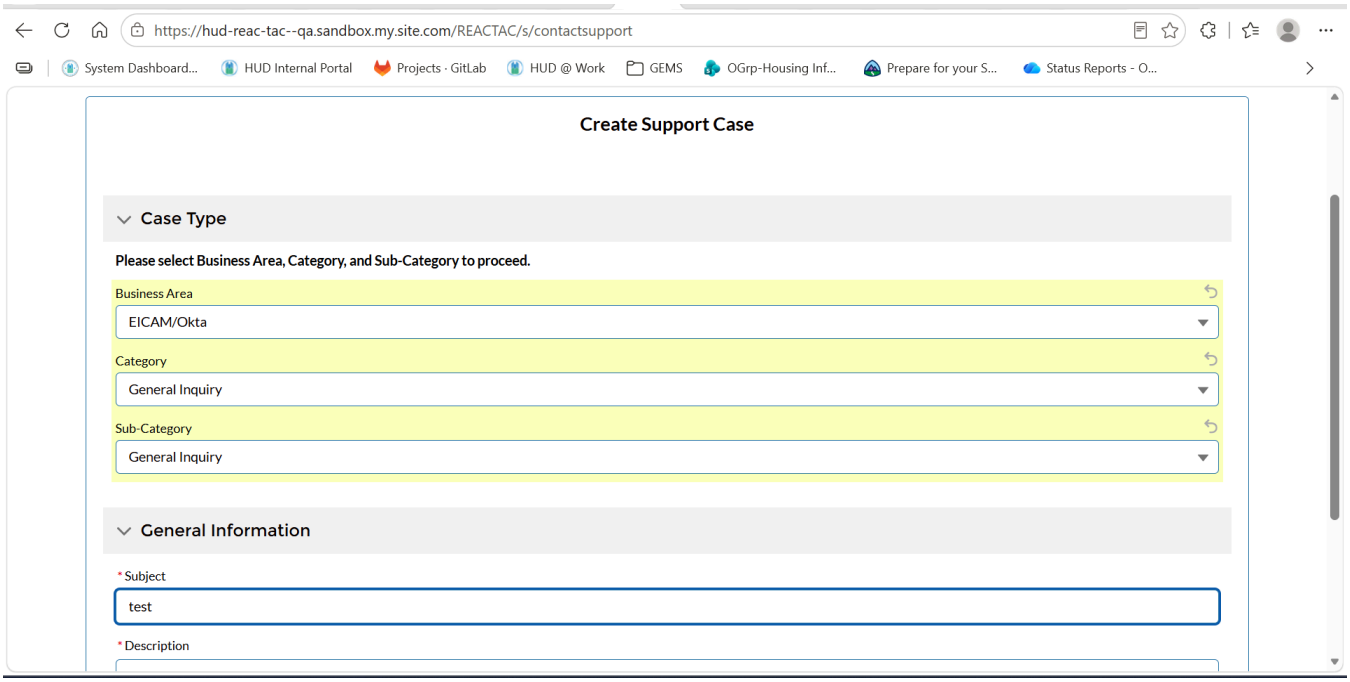


Figure 9: Create Support Case

There are certain case types that may ask for additional information, which will require the user to fill out additional fields at the bottom of the form. In this case, the user should fill out all available fields as prompted.

4. In the case that additional fields are required, fill them out accordingly at the bottom of the form.

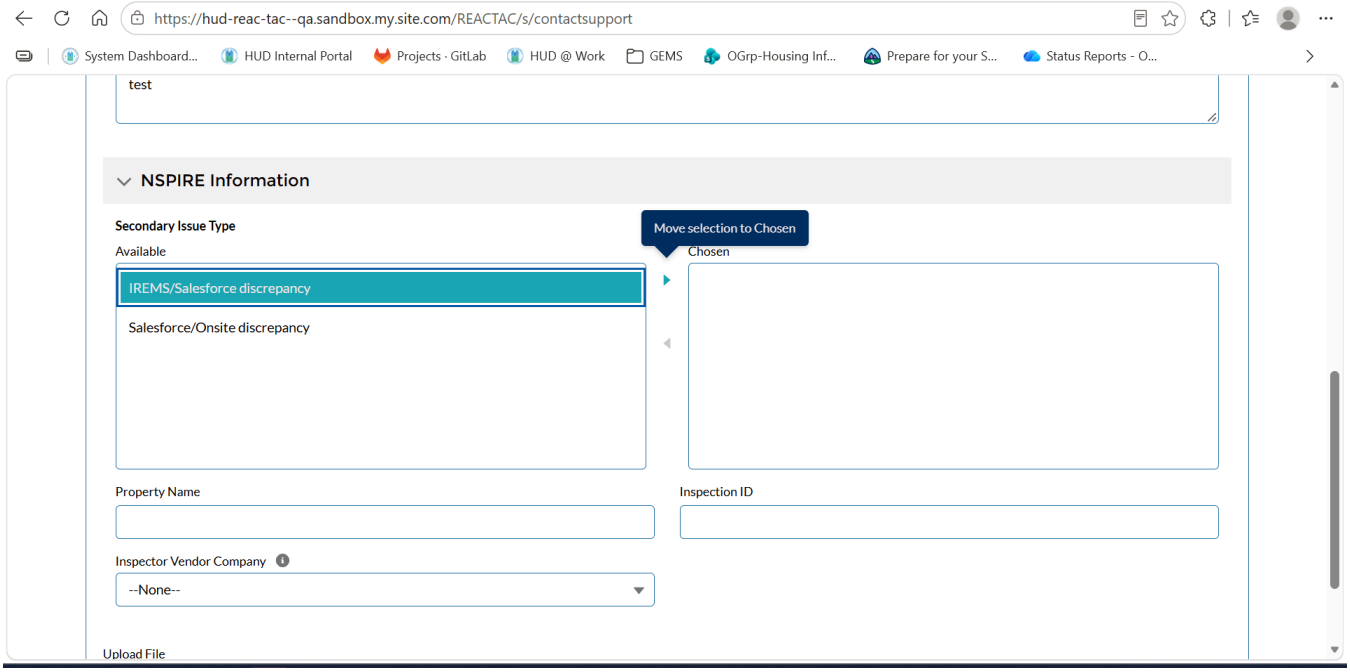


Figure 10: NSPIRE Secondary Issue Type (Additional fields example)

5. Once all case information is filled out, click **Create Case** at the bottom of the page. A status message will display indicating success with the case number for the new case.

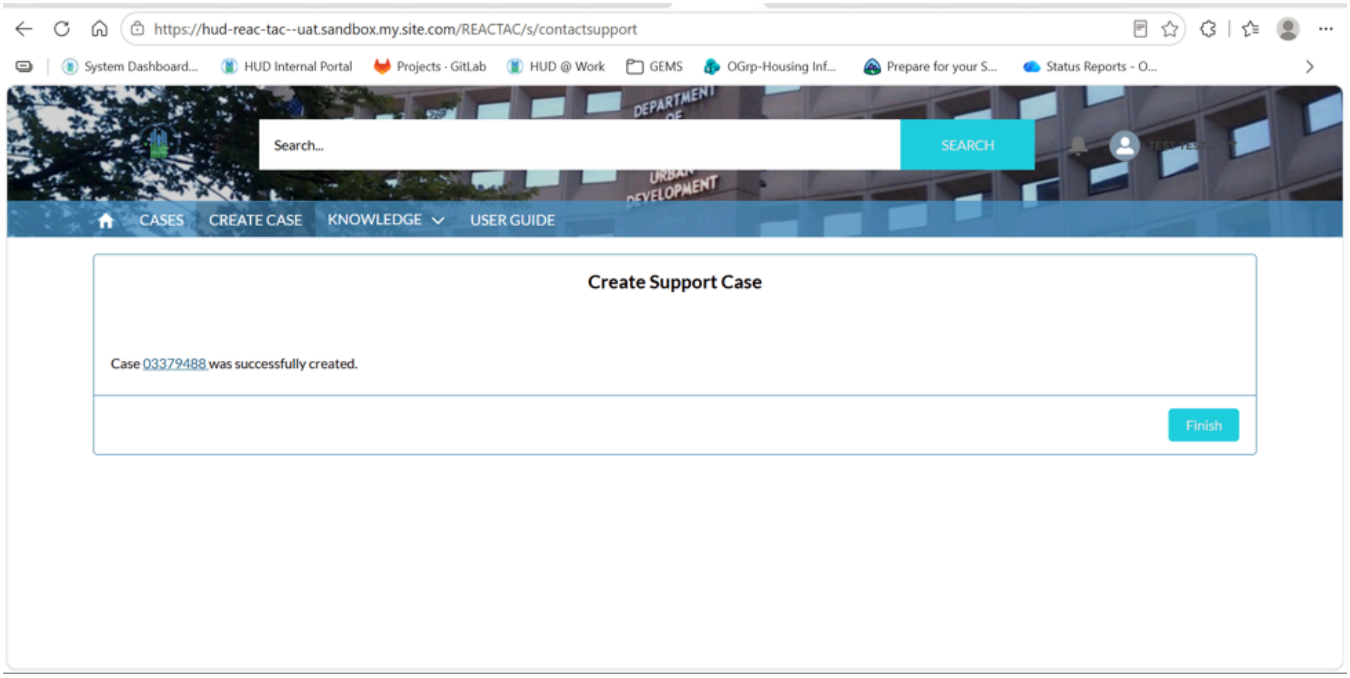


Figure 11: Successful case creation

6. Case details for this case can be reviewed by clicking the Cases tab within the top navigation bar

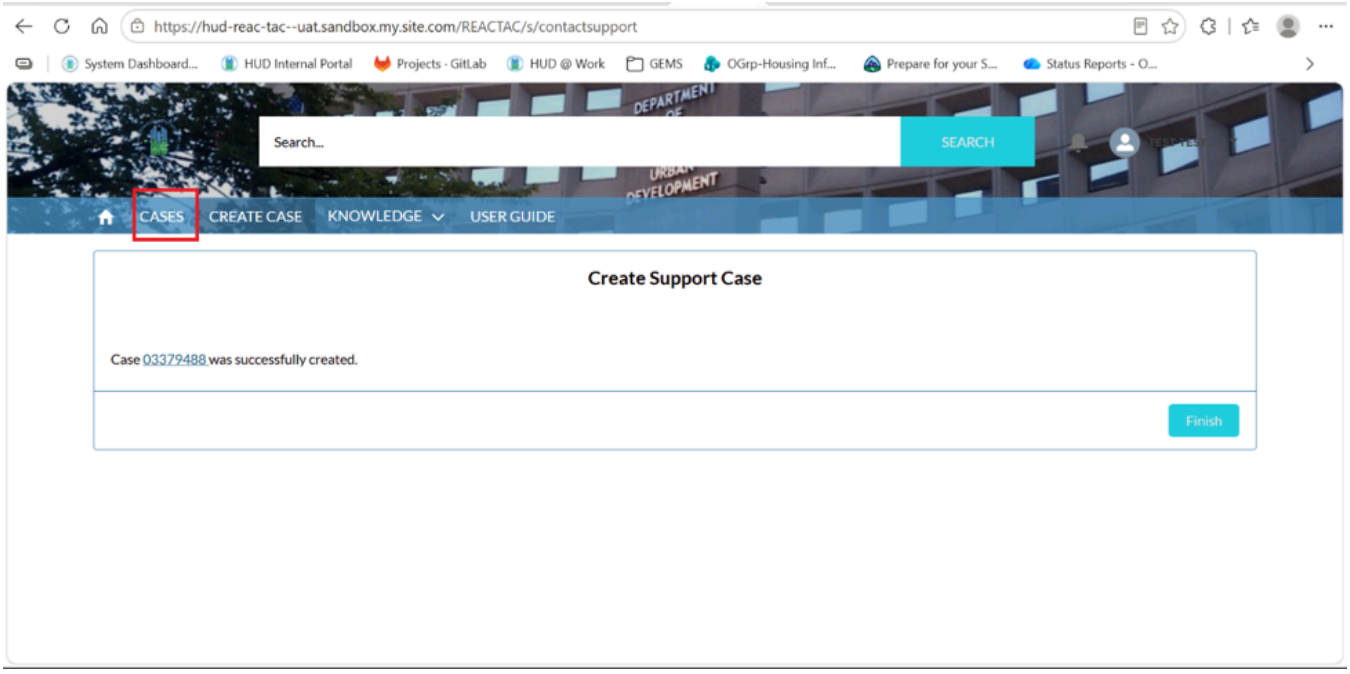


Figure 12: Click on Cases in Top Navigation

7. On the **Community: My Cases** page, click on the case number for the recently created case.

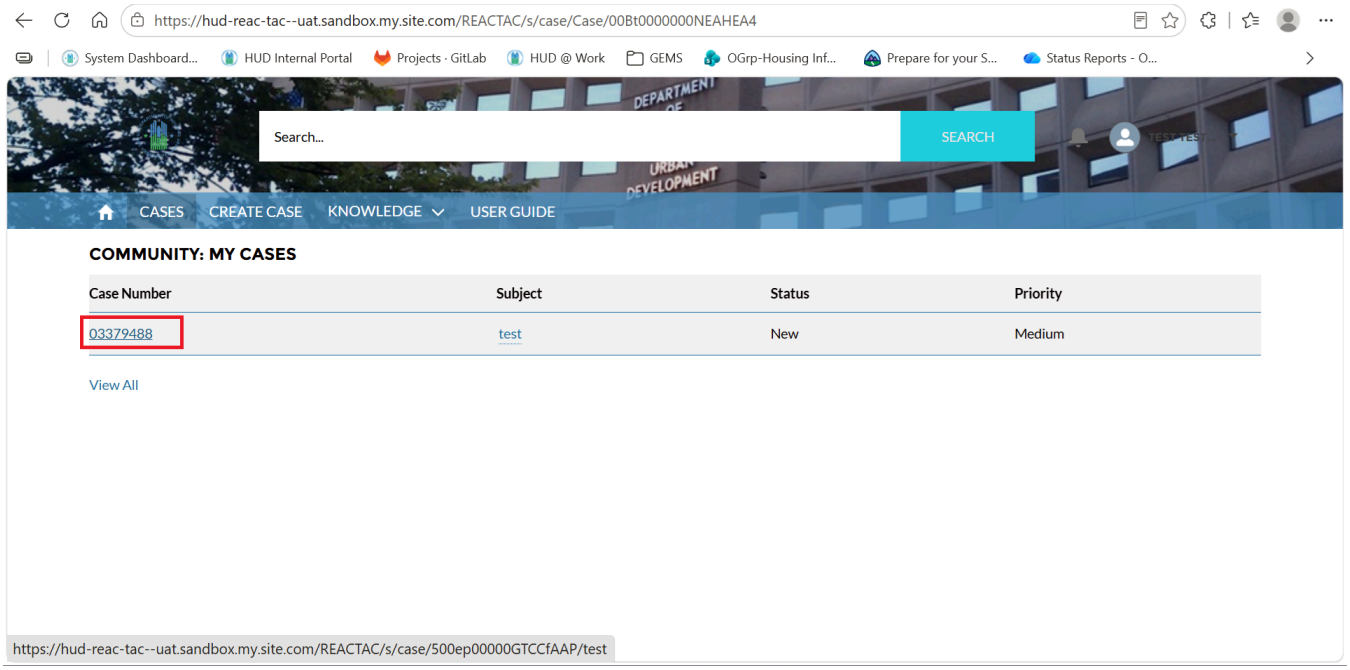


Figure 13: View Case Details