

## How to Get Technical Assistance for the MTW Supplement Module

If a PHA user requires assistance in addition to what is provided in this document, they should contact the REAC Technical Assistance Center (TAC) using the information below.

- By phone: 888-245-4860, select option 9 **OR** by email: [REAC\\_TAC@hud.gov](mailto:REAC_TAC@hud.gov). See below for more information for information on what you should say and information to record.
- Email is preferred if you need to document a possible issue not covered in this document or the “known issues list”. See below for [what to include in your email](#).

### General Tips for Getting Assistance

- When requesting assistance, state that it is for the HIP MTW Supplement module. **Do not mention Salesforce.**
- If calling, it is essential you document the name of who you spoke with so if there is an issue getting assistance it can be addressed with the REAC TAC team. If there is an issue, you should send an email to [PIH\\_HIP@hud.gov](mailto:PIH_HIP@hud.gov) with the name of the REAC TAC representative and a brief description of the request that was made. The HIP team will follow up with the REAC TAC accordingly.
- If calling, **ensure you get the name of who you are talking to** in case you have an issue getting assistance. This will allow someone to get that information from you and follow up with the REAC TAC.
- If you are having an issue with a form, be prepared to provide the form number so it can be documented in the ticket.

### What to Include in Email Requests

When emailing the REAC TAC, at a minimum you must include the following. This information will help us know exactly what the issue is and replicate it, if needed.

- Include “HIP MTW Supplement module” in the subject line. You can include other text, but the body of the message is what should provide the actual details of the issue.
- Include your name and PHA code. Assistance requests are connected to both the user and PHA.
- For issues with your password, state whether you have attempted to reset it using the password reset link.
- What action were you trying to do in the system (e.g. delete a draft form)?
- What steps you took right before the issue occurred (e.g. what steps led to the issue)?
- If you are having an issue with a form in the system, provide the form number.



- If you received an error message and/or a visual would assist in demonstrating the issue, provide screen prints documenting what you saw that is contrary to what you should be seeing per the instructions provided in this document or the “Getting Started with the MTW Supplement Module” job aid on the [HIP Training page](#).