# Apricot Connect Portal – Account Setup and Troubleshooting

## WHAT IS THE CONNECT PORTAL?

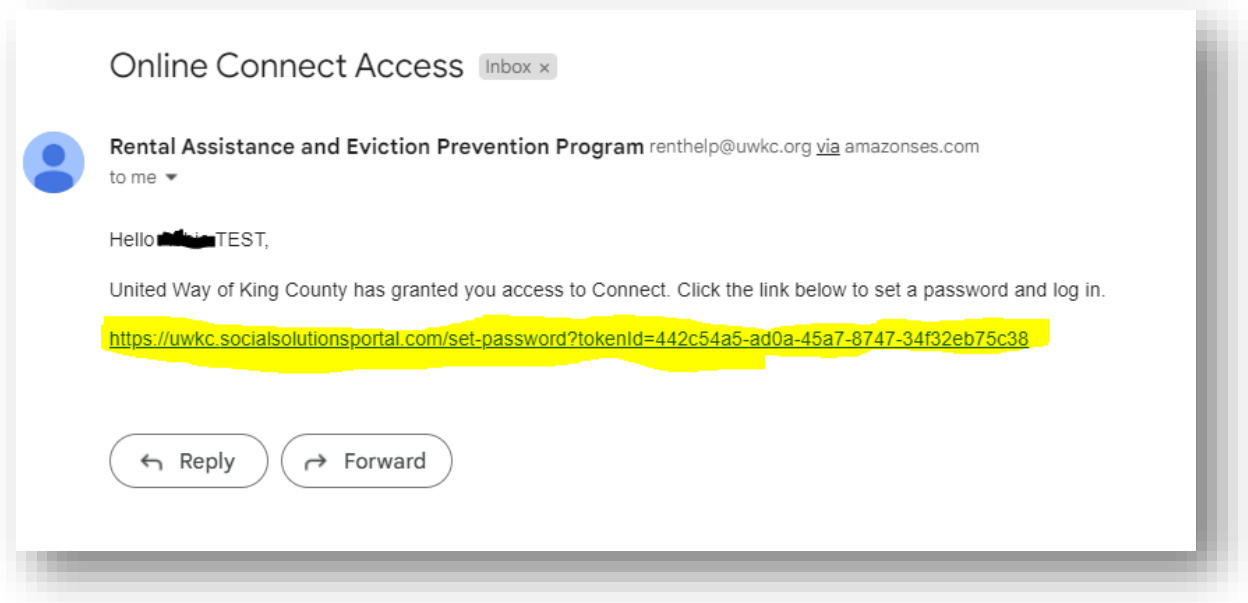
The Connect Portal gives you online access to your Rental Assistance Application and additional information about your rental assistance case. ***You will only receive access to the Connect Portal if you have submitted your Intake Form and you have been selected to apply for rental assistance.***

Using the Connect Portal is not required to receive assistance, but it may help you and your case manager complete the application process more quickly. If you are facing technological barriers, please let your case manager know.

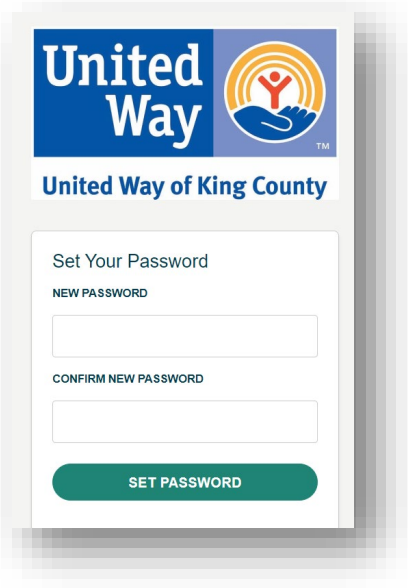
## CREATING YOUR ACCOUNT

If you are selected to apply for rental assistance, you will get an email with a link to create your Connect Portal account. *This email will be sent to the email address provided on your Intake Form.*

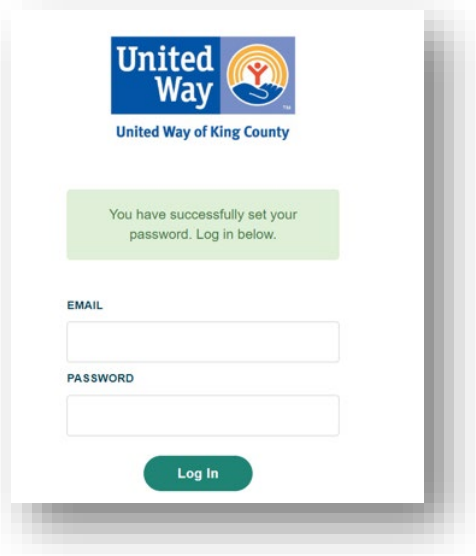
1. Click the Link in the "Online Connect Access" email to create your account.



2. Enter a password in the two fields and click “Set Password.” **Remember your password for future use.**




3. At the login screen, enter your email address and the password you created in Step 2.



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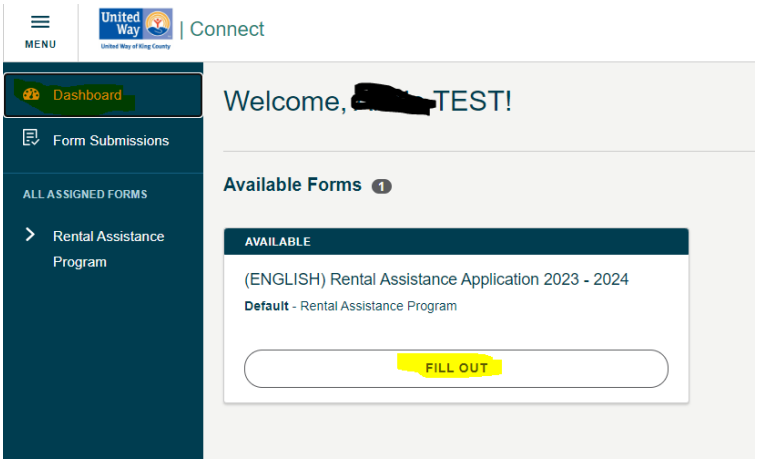
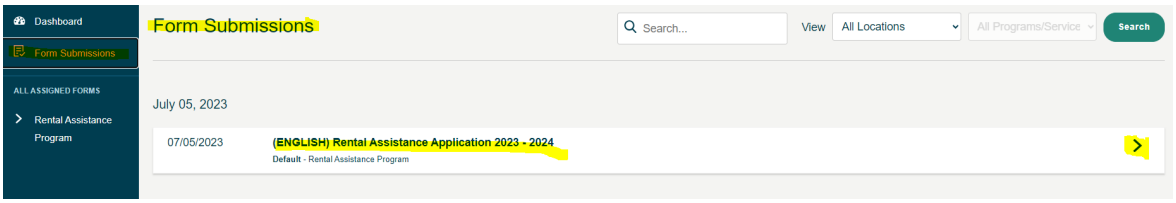
## PORTAL NAVIGATION

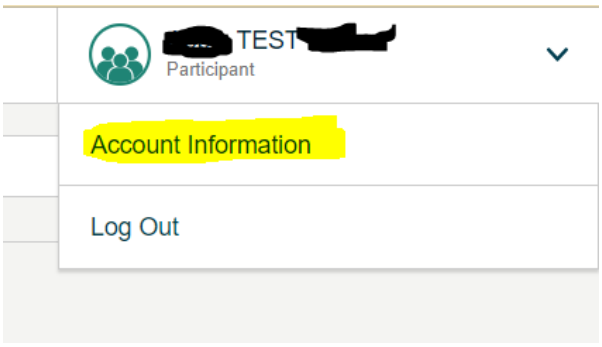
**Dashboard:** Shows “Available Forms” – you can access the Rental Assistance Application here.




**Form Submissions:** Click the “>” on the right to view your submitted Application.




**Account Information:** View or change your email/password; view the information you submitted on your Intake Form.



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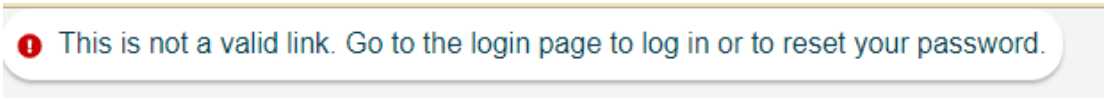
# TROUBLESHOOTING

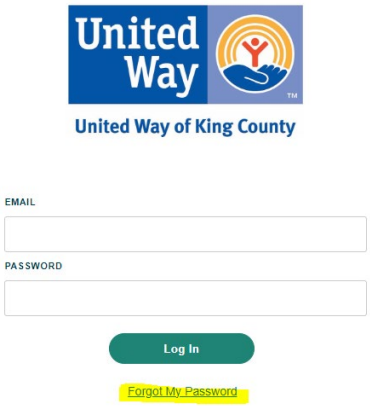
- **How do I get to the Connect Portal login page?**
  - Go to: https://uwkc.socialsolutionsportal.com/login

- **I'm having trouble accessing the login page/website.**
  - We recommend using Google Chrome web browser and laptop or computer to access the Connect Portal.

- **If you see the below error message,** that means you have already created your account. Go to https://uwkc.socialsolutionsportal.com/login to login or reset your password.




- **I don't remember my password**
  - Go to https://uwkc.socialsolutionsportal.com/login and click "Forgot My Password".




- **I don't remember the email address I used to make my account. / I don't have access to the email I used to complete the Intake Form or make my account.**
  - Contact our staff at **https://bit.ly/RentHelpSupport** and tell them the problem you are experiencing.