

Apricot Connect Portal – Account Setup and Troubleshooting

WHAT IS THE CONNECT PORTAL?

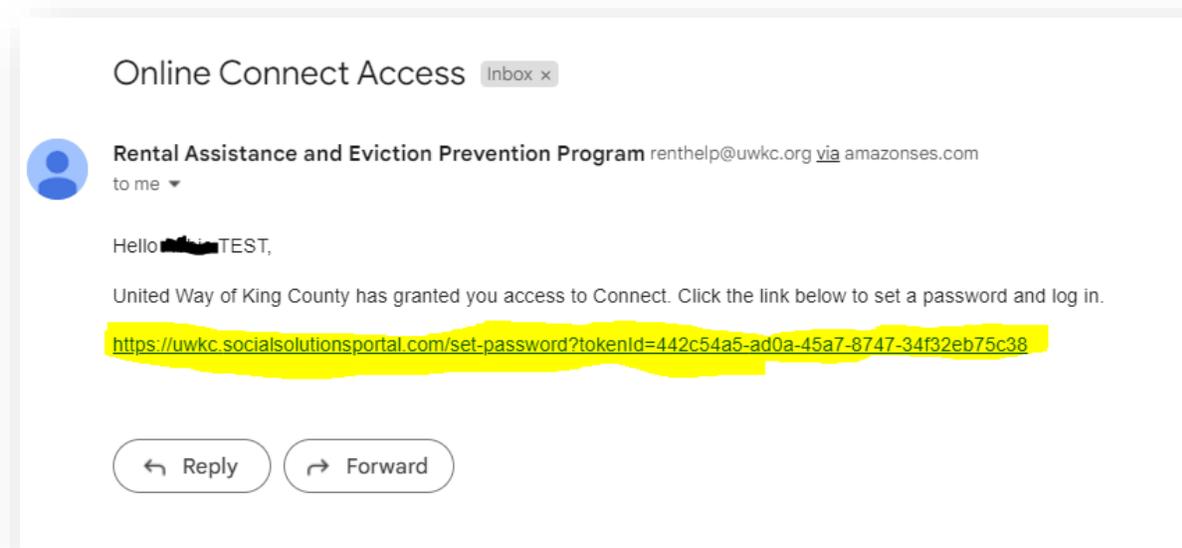
The Connect Portal gives you online access to your Rental Assistance Application and additional information about your rental assistance case. ***You will only receive access to the Connect Portal if you have submitted your [Intake Form](#) and you have been selected to apply for rental assistance.***

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.

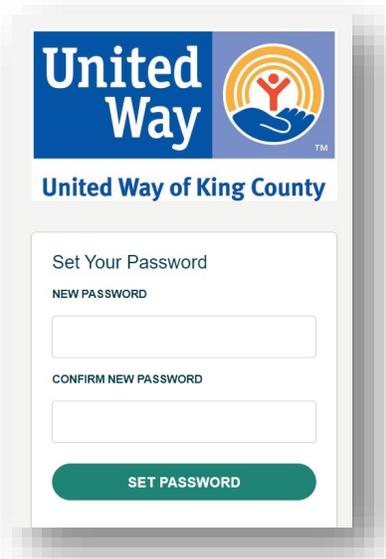
CREATING YOUR ACCOUNT

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.

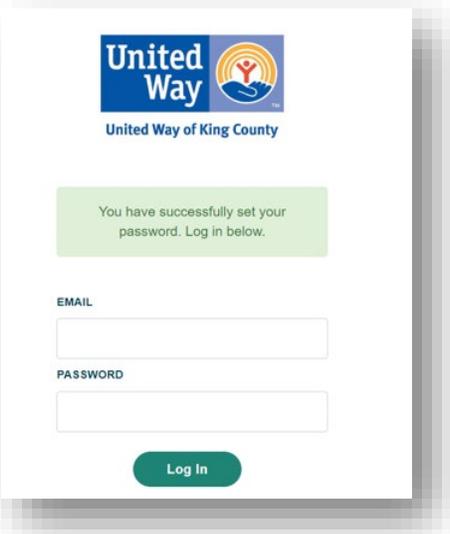


2. Enter a password in the two fields and click “Set Password.” **Remember your password for future use.**



The screenshot shows a mobile-style interface for setting a password. At the top, there is a blue header with the 'United Way' logo and the text 'United Way of King County'. Below the header, the title 'Set Your Password' is displayed. There are two input fields: 'NEW PASSWORD' and 'CONFIRM NEW PASSWORD'. A green button labeled 'SET PASSWORD' is positioned at the bottom of the form.

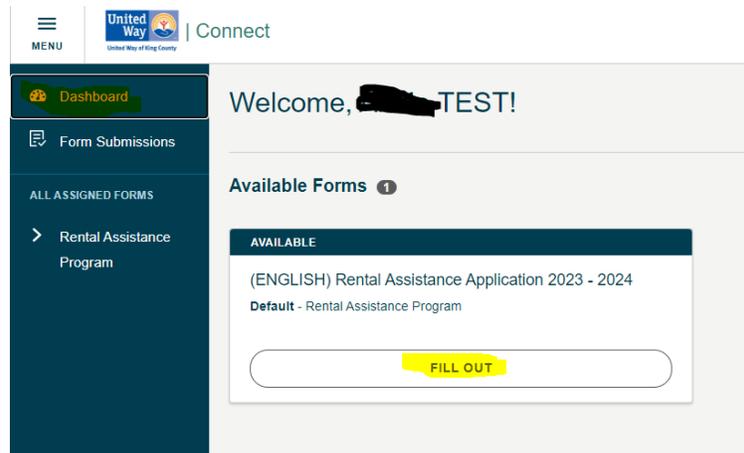
3. At the login screen, enter your email address and the password you created in Step 2.



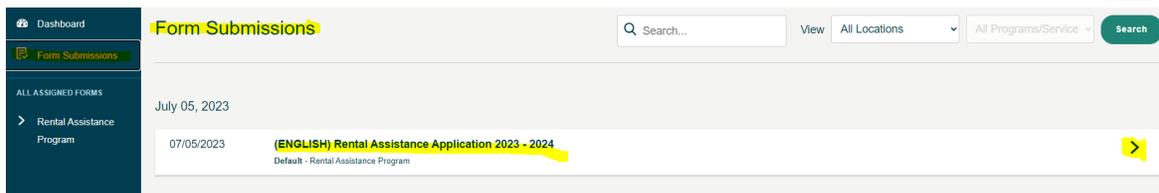
The screenshot shows a mobile-style login interface. At the top, there is a blue header with the 'United Way' logo and the text 'United Way of King County'. Below the header, a green message box states: 'You have successfully set your password. Log in below.' There are two input fields: 'EMAIL' and 'PASSWORD'. A green button labeled 'Log In' is positioned at the bottom of the form.

PORTAL NAVIGATION

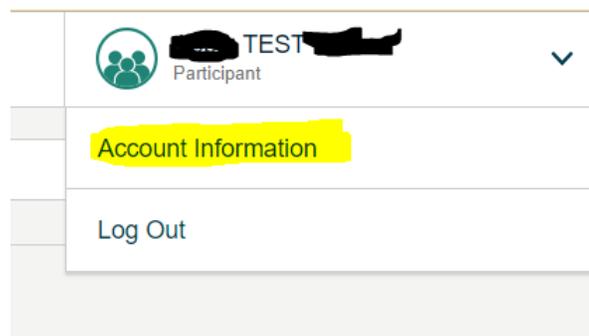
Dashboard: Shows “Available Forms” – you can access the Rental Assistance Application here.



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.



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.

 This is not a valid link. Go to the login page to log in or to reset your password.

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



United Way of King County

EMAIL

PASSWORD

[Log In](#)

[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.