

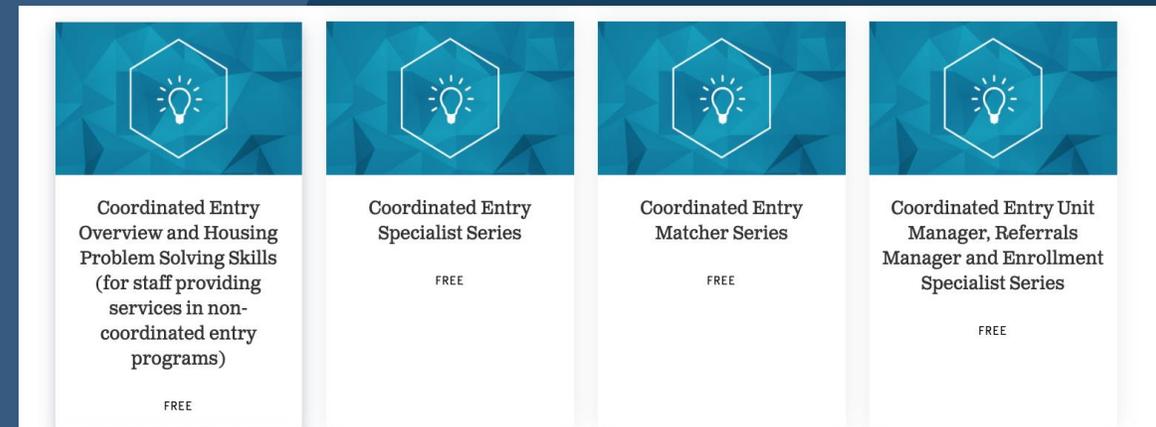
# Alameda County HMIS Coordinated Entry User Request Process



# Step 1: Complete Training

To gain access to Coordinated Entry, users will need to complete one of the following [Coordinated Entry](#) series:

- Coordinated Entry Overview Only
- Coordinated Entry Overview and Housing Problem Solving Skills (for staff providing services in non-coordinated entry programs)
- Coordinated Entry Specialist Series
- Coordinated Entry Matcher Series
- Coordinated Entry Unit Manager, Referrals Manager and Enrollment Specialist Series
- Coordinated Entry Housing Resource Center Manager
- Coordinated Entry Access Point and Housing Resource Center Data Leads and Non-HRC Access Point Manager Series



# Step 2: Notify your Agencies Liaison

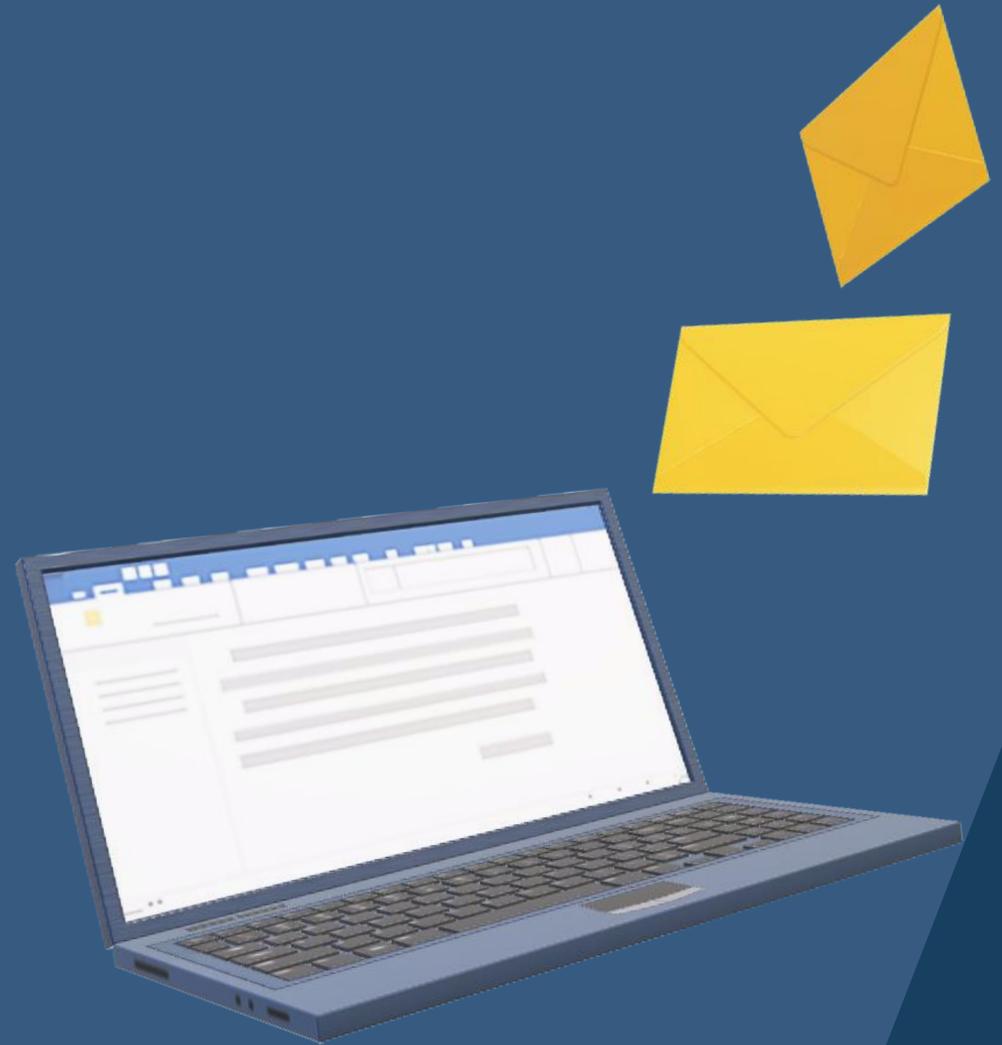
Once the Coordinated Entry training course has been completed, please notify your Agency's Liaison.

The Agency Liaison will then reach out to the Bitfocus Help Desk to grant access to Coordinated Entry to the user's account.

Agency Liaisons will need to include the following information when submitting a request the Bitfocus Help Desk:

- Users Name
- Email
- Workflow/Role (Should match the name of the series)

Once training has been confirmed by the Bitfocus Help Desk as completed, Bitfocus will be notify the user and Agency Liaison the access to Coordinated Entry has been granted.



# How to Contact Bitfocus Help Desk

## For Support that includes:

- ✓ New User Requests
- ✓ Password Reset
- ✓ Login Issues

Please contact Bitfocus Help Desk at:

- ✓ Email: [alameda@bitfocus.com](mailto:alameda@bitfocus.com)
- ✓ Phone: (408) 426-5046
- ✓ Use the Chat Functionality to live chat with someone from the Bitfocus Help Desk
  - ✓ Select the Chat Icon on the bottom right-hand corner of the HMIS Website, or within Clarity Human Services.

