



Engenuity -Frequently Asked Questions (FAQ)

Purpose: This guide provides answers to frequently asked questions regarding the **Engenuity System**. It is designed to help clients understand the application process, troubleshoot common issues, and successfully navigate the online portal.

Getting Started

Question

Answer

I keep getting a message stating “The application link is currently unavailable due to reaching our weekly capacity”. When would be the best time to apply?

We do not have a set schedule for opening the application portal, as availability is based on program capacity. The portal generally opens once per week and closes once the maximum number of applications has been received. We typically reach maximum capacity within 24 hours after opening the portal. We encourage you to check the application portal daily for opportunities to submit an application.

I completed the pre-screen page but have not received confirmation of my application.

The application process consists of **two steps**. If you completed the pre-screen successfully and applications are currently available for your utility company, an email/text will be sent to the email address /phone number you provided with a link to the application portal.

Question

Answer

The application process begins with the **pre-screen**. After you complete the pre-screen, you will receive an email/text with a link to the client portal. You can access the pre-screen using the following link

https://s76.esserver.com/AES057.HFUW_Web/

If you are a new user: You will need to create a client profile first. Once your profile has been created, you will be directed to the application page to submit your request for services.

If you are a returning client: Log in using your existing account. **You do not need to create a new profile.** After logging in, you can proceed directly to the application.

What are the steps in the application process?

Important: All clients, whether new or returning, must complete the pre-screen before they can begin the application process.

Once you have successfully submitted your application, the system will send you a confirmation message by **email or text**, letting you know that your application has been received. If you do not receive a confirmation message, log back into the client portal and select **My Applications** to verify whether your application was submitted successfully. If you are still unable to confirm your submission, please contact us for assistance.

How long do I have to complete my application?

Once you receive the portal invitation email, you have **24 hours** to complete and submit your application. If the application is not completed within that time, you will need to begin the pre-screen process again to start a new application (if applications are still available).

Question	Answer
I received a notice that I was eligible to take the next step, but I never received the email /text with the application link.	Check your Inbox, Spam, Junk, and Promotions folders. Also, verify that you entered the correct email address/phone number during the pre-screen process.

Login & Account Issues

Question	Answer
The system says I already have an account, but I don't remember creating one.	Try logging in using the email address or phone number you used to complete the prescreen. Click Forgot Password to retrieve your password.
Should I create another account if I can't log into my old one?	No. Creating another account may cause the system to identify it as a duplicate, which can temporarily deactivate your account.
I received a notice that my account was deactivated. What should I do?	If you attempted to create a second account using the same information as an existing account, the system may temporarily deactivate your account. Wait 24 hours for the system to reset before trying again. After 24 hours, try logging into your original account.
I don't remember my User ID.	Your User ID is the email address or phone number you used when creating your account. If using your phone number, enter only the digits without spaces, parentheses, or dashes.
I forgot my password.	Select Forgot Password on the login page and follow the prompts to reset your password.

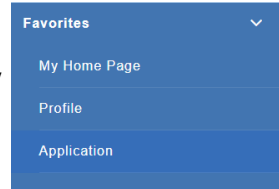
Question

Answer

I can log in, but I don't see my new application. I only see my old application under "My Applications. "

Under **Favorites**, select the blue **Application** tab (this is different from **My Applications** in the upper-right corner).

Select your utility company, verify the information in the **Who**



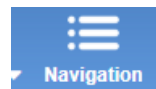
Should Apply section, click **Continue**, complete all required questions, upload documents if requested, select the appropriate **Source of Application**, certify your responses, review the

Privacy Practices, and click **Submit**.

I don't see the blue navigation tabs.

If you are using a phone or tablet, rotate your device to

landscape (horizontal) mode. If the tabs still do not appear,



click the **Navigation** icon (three lines/three dots) in the upper-right corner of the screen.

Application Status

Question

Answer

How do I check the status of my application?

After submitting your application, you will receive confirmation by email or text. Once your application has been reviewed, you will receive another notification advising whether your application was approved, denied, or if additional information is required. If additional information is needed, a Case Manager will contact you. You can also log into the portal and select **My Applications** in the upper-right corner to view your application status.

Question	Answer
What do the application status colors mean?	 Green – Approved  Blue – In Process  Red – Denied
Will I receive updates about my application?	Yes. You will receive notifications by email and/or text when your application is submitted, approved, denied, or if additional information is needed.

Error Messages

Question	Answer
I received the message: "Your account is not reserved in [Prog Name]." What should I do?	Click the link included in the message. It will redirect you to the Heart of Florida United Way pre-screen page. If applications are available, complete the pre-screen process to reserve your application. Your reservation will remain active for 24 hours while you complete the full application.
I've tried all troubleshooting steps and still need help. Who should I contact?	If you continue to experience issues after following the troubleshooting steps outlined in this FAQ sheet, please contact us again so we can further assist you. Please note that due to the volume of requests, it may take up to 48 hours for a Case Manager to review your inquiry and respond. OUC Clients: Please contact OUCprojectcare@hfuw.org Duke Energy Clients: Please contact DukeSharethelight@hfuw.org All other clients: Please contact utilityassistance@hfuw.org