



## Create an ACC HMOD Housing Application ACC Case Owner Tutorial Video Script

If you are an ACC Case Owner this information will help you with an HMOD application.

If you are a Case Owner and you need to create an ACC Housing Application, go to the menu and click **Applications** then **Applications**.

This will take you to a page containing all the applications you have created and from here you can select any of your applications to view or edit.

To create a new application, click the **Create** button.

Begin by using the magnifying glass next to the 'Customer' field to select the customer for this application.

If the customer you are looking for is not in your list, you can search for the customer using the **Find Customer** page.

Find the customer using the options provided.

Click on the drop-down arrow on the far right and select **Edit**.

Check customer details, navigate to the **Applications** section, and click **Create Application**.

Now, fill in the summary for the application. The summary is a brief description of what this application is for. For example, "Grab rails for bathroom".

Use the magnifying glass next to 'Claim' to look up a Claim for this application.

Use the magnifying glass next to 'Contract' to select the contract for this application.

Select **ACC-HMOD**.

Use the drop-down button by 'Application Type' to select **Housing Modification**.

Then use the magnifying glass next to 'Sub-type' to select 'Grab Rail' or 'Standard' or 'Complex'.

Now click **Create Application**.

This will take you to the **Edit Application** page where you can review the application details.

Scroll down the page making sure to fill in any required fields.

If the customer requires a third party to represent them for this application, you can use the magnifying glass next to 'Customer representative' to select one of the customer's contacts.



Next, move to the **Address Information** section and use the magnifying glass next to the Customer Address field to select the address this housing modification will apply to.

Now select **Go to Save**, then select **Save Application**.

Once the application is saved, move to the **Item** section and click **Add Housing Item** to bring up the **Housing Item Form**.

Use the magnifying glass to select the mandatory product classifications that are applicable to the modification type.

Enter any product descriptions that also may be relevant to the application, then click **Submit**.

Now select **Supporting Documents** and attach the ACC Grab Rail or Standard and Complex forms that are applicable to your Housing Modification application.

You can use the Collaboration Section to invite others to collaborate on your application.

Once you have completed the application, navigate to the details section and set the **Solution Flagged for Review** option to **Yes**.

Then select **Go to Save**, to save your application.

Select the button, **Verify Application**, select the option **Proceed**.

Once the team at Accessable has reviewed the application you will receive a notification telling you the application is ready for submission.

When the application is ready to be submitted, the status will change to **App for Submit**.

You can then open the application, click the **Submit Application** button, read the privacy statement and click **Submit**.