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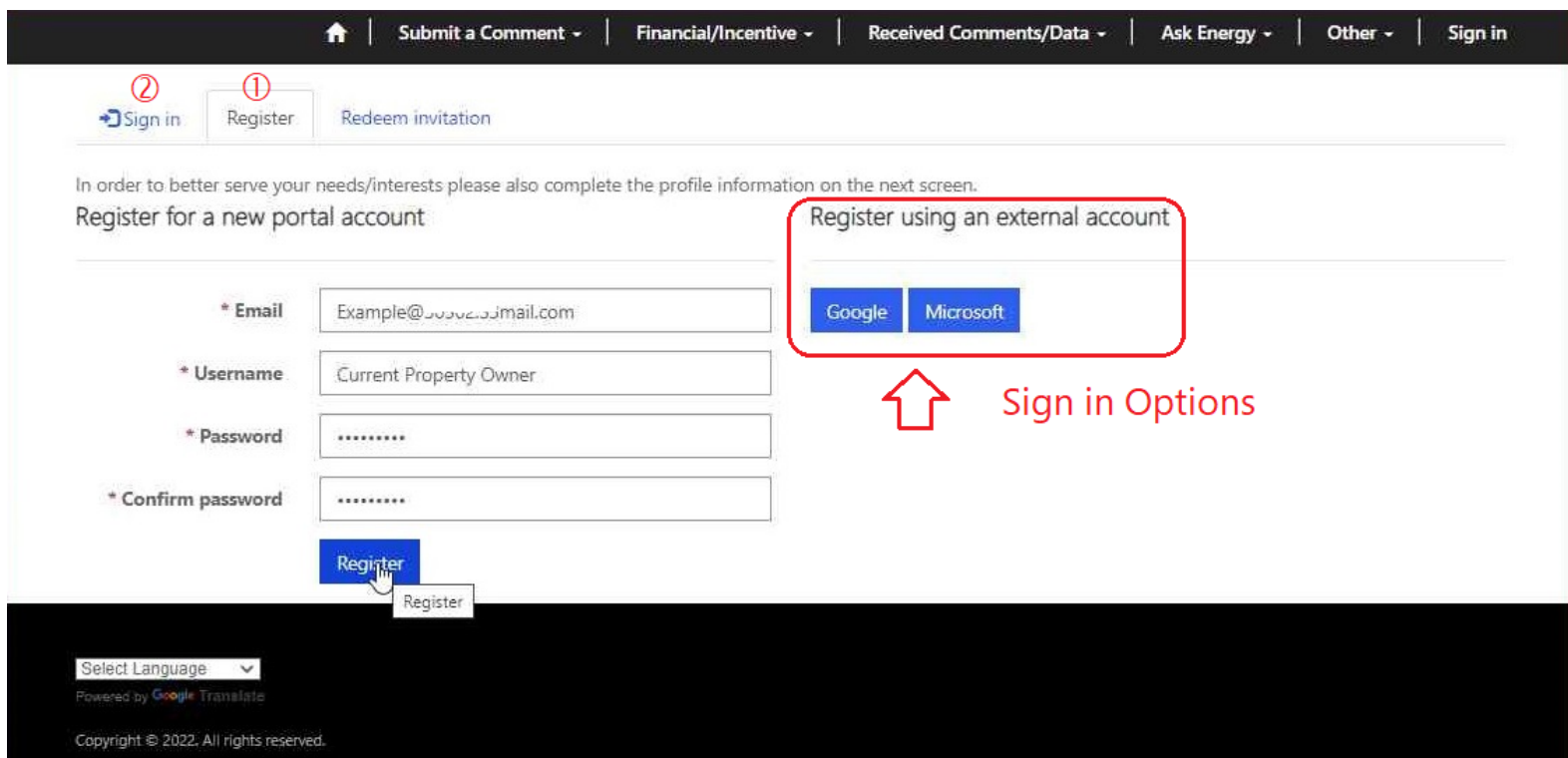
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### Getting Started

#### Register

Follow [this link](#) to get to the registration page and select the Register option.

1. First time users should select the register tab ①. Enter your username and password, then click the blue *Register* button. We recommend using your email as your username as we currently do not have a 'Forgot Username' option for log in issues.



The screenshot shows the contractor registration interface. At the top, there is a navigation bar with links for 'Submit a Comment', 'Financial/Incentive', 'Received Comments/Data', 'Ask Energy', 'Other', and 'Sign in'. Below this, there are three tabs: 'Sign in' (with a circled 2), 'Register' (with a circled 1), and 'Redeem invitation'. The main content area is titled 'Register for a new portal account' and includes a note: 'In order to better serve your needs/interests please also complete the profile information on the next screen.' The registration form contains fields for:
 

- \* Email: Example@jvjvjvjmail.com
- \* Username: Current Property Owner
- \* Password: [masked]
- \* Confirm password: [masked]

 A blue 'Register' button is located below the form. To the right of the form, there is a section titled 'Register using an external account' (circled in red) with 'Google' and 'Microsoft' buttons. Below this section, a red arrow points to the text 'Sign in Options'. At the bottom left, there is a 'Select Language' dropdown menu, a 'Powered by Google Translate' logo, and a copyright notice: 'Copyright © 2022. All rights reserved.'

2. All registered customers should use the *Sign In* tab<sup>2</sup>. Enter your username and password, then click the blue *Sign in* button.

## Change the Application Language

You can change the language in which the application is in.

1. Once on the program home screen scroll down to the bottom of the page, below the **Need support?** contact information.

Home > Oregon Rental Home Heat Pump Program

# Oregon Rental Home Heat Pump Program

Oregon Department of Energy

The program provides rebates and grants to landlords or manufactured home/RV owners renting a space, for the purchase and installation of heat pumps and related upgrades.

The Oregon Rental Home Heat Pump Program is open to contractors licensed in Oregon. Applicants must register with ODOE to submit a full application. There are three steps to the registration process:

1. Oregon licensed contractor registers.
2. Contractor must meet program eligibility requirements and submit appropriate documentation to the Department.
3. ODOE verifies that registration is completed.

Applications are currently being accepted for the following:

- Contractor registration, and
- Rebate/grant reservation

**To Register, select the option below to "Complete a contractor registration".**  
You must wait until you receive an email stating you have been approved before proceeding.

**To Reserve a rebate, select the option below to "Reserve a rebate or grant".**  
If you receive a message "You don't have the appropriate permissions", please contact us using one of the methods under need support below. Registered contractors submit an application to reserve rebates and grants. Your application progress will save each time you click the 'Next' button in the application. If you click 'Previous' or leave the page before clicking 'Next', your progress on that page will be lost. You can leave the page and return later to your saved application by again selecting "Complete a grant application".

Applicants wishing to amend or withdraw an application, or check its status, can do so by selecting those options from the same drop-down menu.

How can we help you?



2. Click the drop-down button to the right of the Select Language field.

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How can we help you?

**Need support?**  
Contact [rentalhome.heatpump@energy.oregon.gov](mailto:rentalhome.heatpump@energy.oregon.gov) or 1-800-221-8035 for assistance in completing your application. Prefer another language, scroll down to the bottom left of the page to change the application language.

Select Language   
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3. Select the Language you wish to change the application to. You can scroll through the listed options using the arrows or bar circled in the photo below. Or you can type to find the language you're searching for more quickly by clicking the Select Language field and quickly typing the first two letters of the language you're searching for. The entire page will then be presented in the language you've selected.

**Para registrarse, seleccione la siguiente opción para "Completar un registro de contratista".**

Debe esperar hasta recibir un correo electrónico indicando que ha sido aprobado antes de continuar.

**Para reservar un reembolso, seleccione la siguiente opción para "Reservar un reembolso o subvención".**

Si recibe un mensaje "No tiene los permisos adecuados", comuníquese con nosotros utilizando uno de los métodos que se indican a continuación.

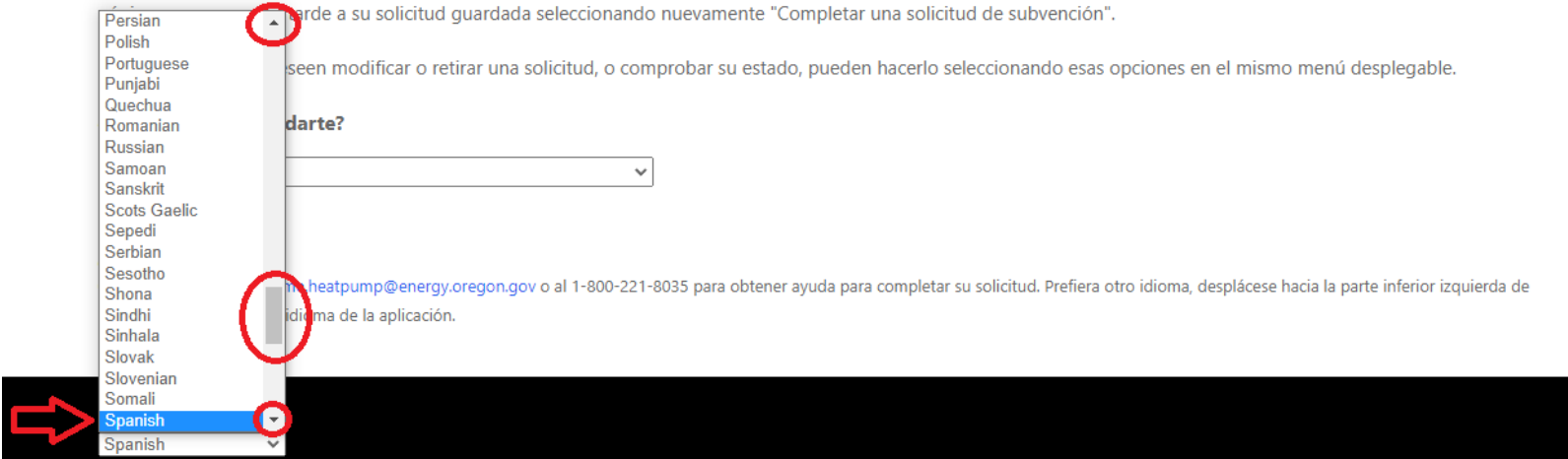
Los contratistas registrados presentan una solicitud para reservar reembolsos y subvenciones. El progreso de su solicitud se guardará cada vez que haga clic en el botón "Siguiente" de la aplicación. Si hace clic en "Anterior" o abandona la página antes de hacer clic en "Siguiente", su progreso en esa página se perderá. Puede salir de la

guarda a su solicitud guardada seleccionando nuevamente "Completar una solicitud de subvención".

seen modificar o retirar una solicitud, o comprobar su estado, pueden hacerlo seleccionando esas opciones en el mismo menú desplegable.

darde?

heatpump@energy.oregon.gov o al 1-800-221-8035 para obtener ayuda para completar su solicitud. Prefiera otro idioma, desplácese hacia la parte inferior izquierda de idioma de la aplicación.

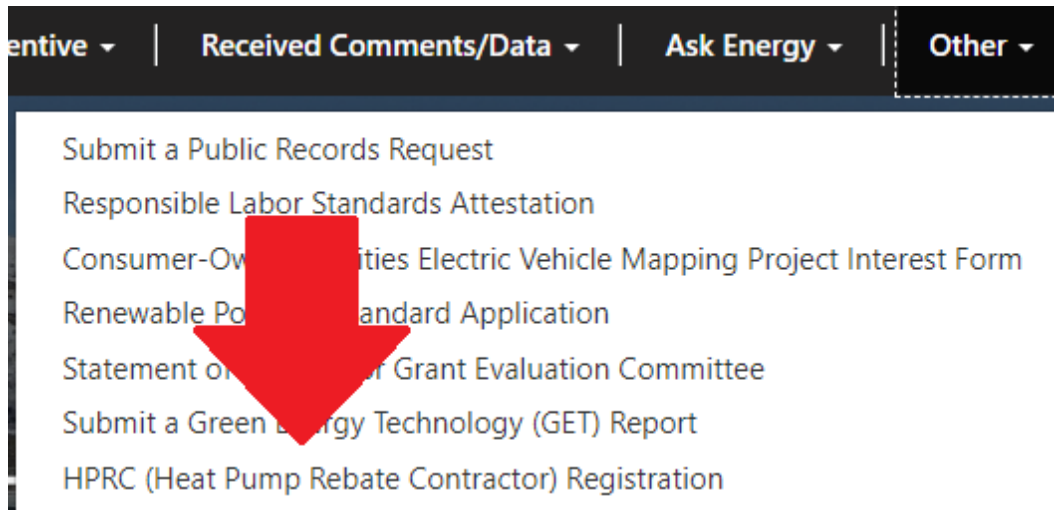


## Contractor Registration

1. Log in to registered ODOE account or register for an ODOE account in previous step.
2. Click the Other dropdown menu.



3. Select the HPRC (Heat Pump Rebate Contractor) Registration from the dropdown menu.



4. Enter in the requested information in the boxes provided and answer the following Yes/No application questions. If you have any questions during this process, please do not hesitate to contact us via email: [rentalhome.heatpump@energy.oregon.gov](mailto:rentalhome.heatpump@energy.oregon.gov) or by calling: 503-378-4040 or toll free at: 800-221-8035

A screenshot of the 'HPRC (Heat Pump Rebate Contractor) Registration' form. The page has a dark header with navigation links like 'Submit a Comment', 'Financial/Incentive', 'Received Comments/Data', 'Ask Energy', 'Other', and 'Example Test'. Below the header, the breadcrumb trail reads 'Home > Oregon Rental Home Heat Pump Program > HPRC (Heat Pump Rebate Contractor) Registration'. The main heading is 'HPRC (Heat Pump Rebate Contractor) Registration'. The form contains several input fields: 'Organization Name' (with 'ODOE' entered), 'Contact First Name' (with 'Example' entered), 'Email' (with a placeholder), 'CCB #' (with 'CCB number' entered), 'Contact Last Name' (with 'Test' entered), and 'Phone' (with a placeholder). There is also a dropdown menu for 'What counties do you typically serve?' with 'Select or search options' in the dropdown. Below these fields are three numbered questions with radio button options for 'Yes' and 'No':  
1. Do you hold, or does your company employ an individual holding, any license, bond, insurance, or permit required to sell and install a heat pump? All applicable licenses, bonds, insurance or permits required must be maintained throughout the installation period until the installation of the heat pump is complete.  
2. Do you hold, or does your company employ, an individual holding, an active license with the Construction Contractors Board?  
3. Do you have any Construction Contractors Board disciplinary actions in the past two years?

5. Once you have filled out the requested information and answered all 9 questions select the next button at the bottom of the page.

9. Does your company have the capacity to serve customers that speak another language than English?

Yes

No



6. Upload a copy of your W-9 so that ODOE can send rebates directly to the applying contractor.

Home > Oregon Rental Home Heat Pump Program > HPRC (Heat Pump Rebate Contractor) Registration

## HPRC (Heat Pump Rebate Contractor) Registration

### Contractor payment information

Form W-9, Request for Taxpayer Identification Number and Certification

No file selected



### Contractor business mailing address

If you plan to request payment by check, please complete the following questions relating to the payment information.

Street address 1

Street address 2

City

State

Zip Code

County

Select Language   
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## 7. Fill out the contractor business mailing address

Home > Oregon Rental Home Heat Pump Program > HPRC (Heat Pump Rebate Contractor) Registration

# HPRC (Heat Pump Rebate Contractor) Registration

### Contractor payment information

Form W-9, Request for Taxpayer Identification Number and Certification

[Choose File](#) No file selected

### Contractor business mailing address

If you plan to request payment by check, please complete the following questions relating to the payment information.



Street address 1

Street address 2

City

State

Zip Code

County

[Previous](#)

[Submit](#)

Select Language  
Powered by Google Translate

## 8. Once steps 6 and 7 have been completed click Submit

Home > Oregon Rental Home Heat Pump Program > HPRC (Heat Pump Rebate Contractor) Registration

# HPRC (Heat Pump Rebate Contractor) Registration

### Contractor payment information

Form W-9, Request for Taxpayer Identification Number and Certification

[Choose File](#) No file selected

### Contractor business mailing address

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Street address 1

Street address 2

City

State

Zip Code

County

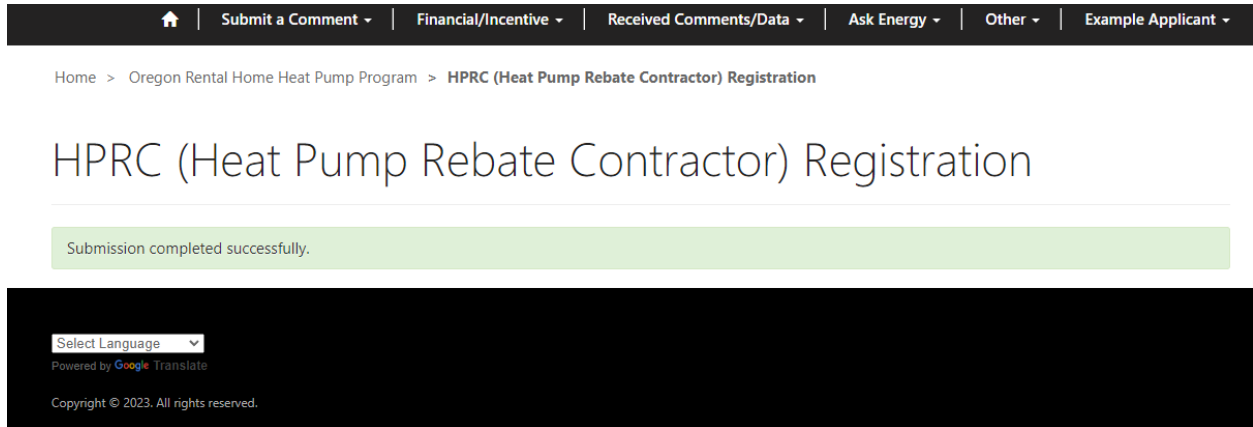
[Previous](#)

[Submit](#)



Select Language  
Powered by Google Translate

9. You will know you have completed the registration once you see the following success screen and receive a confirmation email.

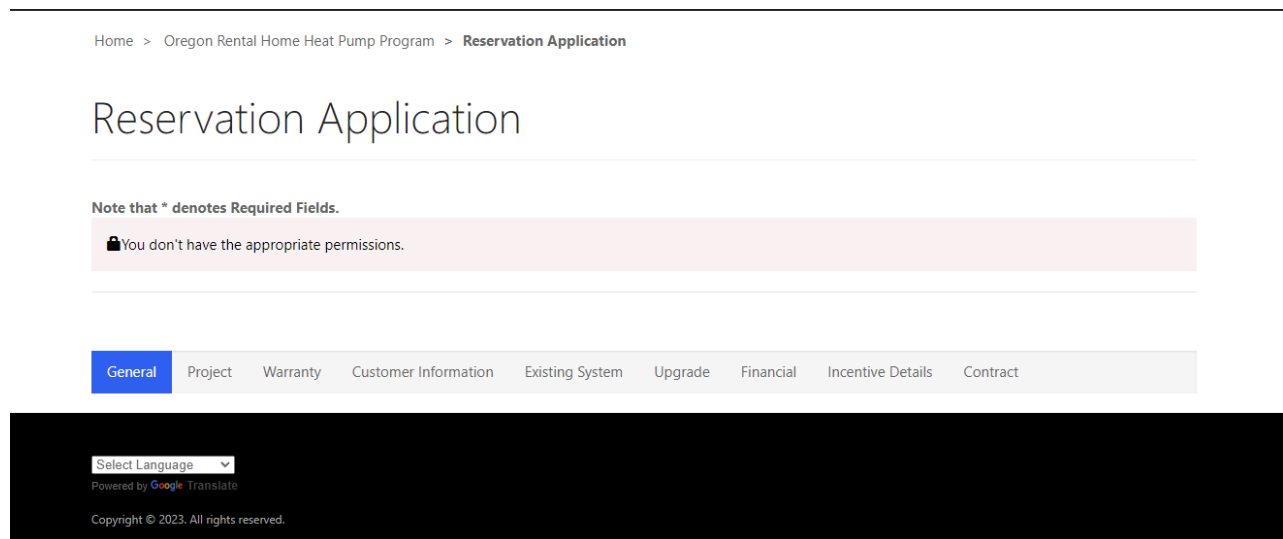


### Common Registration Issues:

- [330-280-0020](tel:330-280-0020) a) requires that “A contractor that installs a heat pump, or a subcontractor that installs a heat pump on behalf of a contractor that offers heat pumps for sale, must hold any license, bond, insurance, or permit required to sell and install the heat pump. The contractor or any subcontractor performing the installation must maintain all applicable licenses, bonds, insurance or permits required throughout the installation period until the installation of the heat pump is complete.” which includes the electrical permit. If you are a contractor that installs heat pumps and subcontracts the electrical work; we will just need to know that you typically subcontract this work. If you have an electrical subcontractor that you typically subcontract with, please send us their ccb# so that we may verify eligibility. Not having the electrical license will not prohibit you from becoming an approved contractor but we will need to know that this work is subcontracted.

### Approved Contractor Sign in issues

If you receive the following error message, please use this section of the guide to troubleshoot.



1. If you receive the permissions error message; you may be receiving this message because your user information has not been approved. Your company may be on the approved contractor list, but only the

user information used during registration will have access to be able to submit reservations. If your company is not designating one person to submit all reservations you will need to 1<sup>st</sup> register to become an approved contractor, typically this process will go faster if the company has already been approved as we have already checked all the information once.

2. If your user account is the account that was approved and you are still receiving this error message, it could be that the system has not updated since being approved. We recommend waiting at least an hour from when you receive the approval email to log in, that way the system has time to update.
3. If your account was approved and you have waited and still receive this error message, we recommend signing out of everything and clearing your browsers cookies. Once the cookies have been cleared if you are still receiving the error message, please contact us via email @ [rentalhome.heatpump@energy.oregon.gov](mailto:rentalhome.heatpump@energy.oregon.gov) so we may further troubleshoot.

## Other common sign-in issues

1. If you are unable to sign-in typically the issue is the user is trying to sign in by typing their email into the username field. If you have forgotten your username you will need to email us at [rentalhome.heatpump@energy.oregon.gov](mailto:rentalhome.heatpump@energy.oregon.gov) . As there is currently no 'Forgot Username' option. We will then provide you with your username to see if that solves the issue.
2. If you have your username and your sign in still is not working, please try the forgot password option. Typically, it takes about an hour for the system to process the password change so please be patient when trying to sign in again.
3. If you have tried all of the above and cleared your cookies and are still unable to sign in please email us @ [rentalhome.heatpump@energy.oregon.gov](mailto:rentalhome.heatpump@energy.oregon.gov) so that we may have our IT team send you an invitation to log in. Once you receive the invitation you will need to select the Redeem invitation option and proceed with the directions provided.

The screenshot shows a web interface for signing in. At the top, there are three buttons: 'Sign in', 'Register', and 'Redeem invitation'. The 'Redeem invitation' button is circled in red. Below the buttons, there is a section titled 'Please Sign In to' followed by a list of actions: Submit/Update an incentive or grant application, Submit a energy code question, Submit a record request, Submit a 1.5% for Green Energy Technology(GET) Report, Submit a Responsible Labor Standards Attestation(RLSA), and Submit a Renewable Portfolio Standard(RPS) Application. A note states: 'NOTE : if this is the first time accessing this site please use the register tab to create an account'. There are two main sign-in sections: 'Sign in with a local account' and 'Sign in with an external account'. The local account section has fields for '\* Username' and '\* Password', a 'Remember me?' checkbox, and 'Sign in' and 'Forgot your password?' buttons. The external account section has 'Google' and 'Microsoft' buttons. At the bottom, there is a 'Select Language' dropdown, 'Powered by Google Translate', and 'Copyright © 2023. All rights reserved.'