

Portal - Access

Objective

This guide will provide information on how to access the new Reaching Home Results Reporting Online (RROL) system.

Audience

This document is intended for all RROL Portal users responsible for entering Project data. This includes Community Entities, CISSS/CIUSSS and Shared Delivery Project Organizations in Quebec.

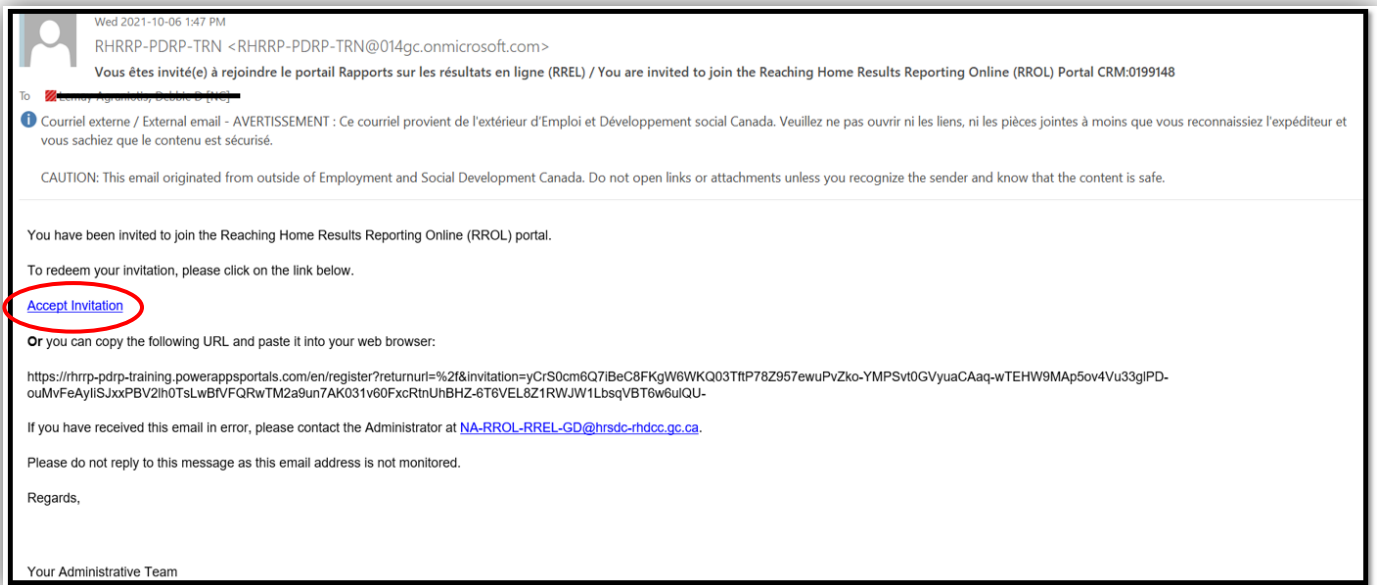
Access for New Portal Users

If you are new to Reaching Home Results Reporting and require access to the Portal, you must contact your Organization Administrator. An Organization can be a Community Entity, CISSS/CIUSSS in Quebec or Indigenous Project Organization in Quebec.

If you are uncertain as to who you must contact, send an email to the RROL mailbox at NA-RROL-RREL-GD@hrsdc-rhdcc.gc.ca.

Once you have been identified as an eligible user to access the RROL Portal, you will receive an email containing an Invitation Code from your Organization Administrator.

Here is a sample copy of the email you will receive.



You need to click on the **Accept invitation** link to access the PORTAL or you can copy and paste the displayed code into your browser.



Your Invitation Code is valid for only **four (4) hours**. If you do not redeem the code within 4 hours after receiving the email, it will expire and you will have to request a new one from your administrator.

Once you click on the invitation code in the email, you will be redirected to the RROL SIGN IN page.

Click on **Redeem Invitation**. Your Invitation code will auto-populate into the invitation code field. If the code does not auto-populate, copy the Invitation code you received in the email and enter it in the browser bar.

Once the invitation code is entered, click on **Register** and complete the displayed fields with your desired Username and password. It is good practice to write down your new username and password in a secure place.

Access for Existing Portal Users

To sign into the Web Portal with an existing account, access the URL (click) and enter your username and password and click on Sign in. You will then be directed to the Portal Welcome page.



If you were unsuccessful at logging into the RROL Portal after four (4) attempts, the system will automatically lock your account for 24 hours. Once the 24 hours have passed, you will be able to attempt signing in again.

Forgotten Password

If you have forgotten your password, click on the **Forgot your password** button on the landing page. You will be asked to enter your email.

It is important that you use the **same email address** used to create your account originally.

Once you have entered the correct email address, click on **Send**. You will receive an email with a temporary password asking you to reset your password. From the time you receive the email, you will have 4 hours to reset your information.

If you are unable to change your password by following these steps, contact your administrator to reset your password for you.

Please refer to the [Homelessness Learning HUB](#) for other Dynamics 365 training guides and tutorials.

If you have any questions regarding the information provided in this document, please contact the RROL team at NA-RROL-RREL-GD@hrsdc-rhdcc.gc.ca.
