GoGreen Home Portal
Frequently Asked Questions

After I receive notification that I'm enrolled in the program, do I automatically have access to the GoGreen Home Portal? How soon can I access it?

NO, you do not automatically have access to the portal. You'll need to create a portal account by visiting https://gogreenportal.treasurer.ca.gov/users/sign_in

- Click on "New Contractor? Sign up here." This is a **different** account than the one you created to complete the GoGreen Home Program and Portal training.
- Create your Contractor Company Profile.
- Create your User Profile.
- To finish, select **"Apply to Program."** Account approval ranges from 1 to 3 business days.

How do I know if the utility bills and/or Privacy Release Form have been uploaded?

When these documents are missing, a red **"Required" tag** will appear next to them.

When these documents have been uploaded, a green **"Completed" tag** will appear next to them.

If you want to remind your customers to submit the required documentation, you can click **"Send customer upload link."**

What if I need to update/correct my customers' information?

Enter the change details in the **Discussion** tab and the GoGreen Home team will make the update.
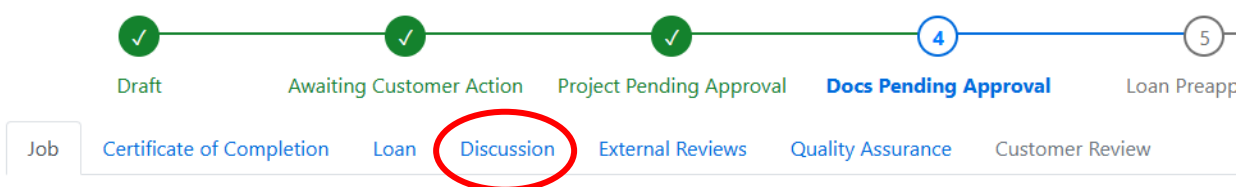
What can I do to get a notice to proceed quickly?

- Do NOT start entering your job information until AFTER your customer's credit application has been preapproved by their lender.
- Make sure that your customer has submitted their utility bill(s) and Privacy Release Form.

If the above instructions are followed, you can expect to receive the notice to proceed within 3 to 5 business days.

If documents/scope of work are not filled out correctly or are invalid, this may cause delays.

How do I update my job if there is a change to the scope of work/cost? And how long does it take for the changes to be approved by the GoGreen Home team?

Enter the items being changed along with the associated costs in the **Discussion** tab. The GoGreen Home team will review your entry and make the needed adjustments within 1 business day.

Separately, your customer will need to confirm the adjusted loan amount with the lender.
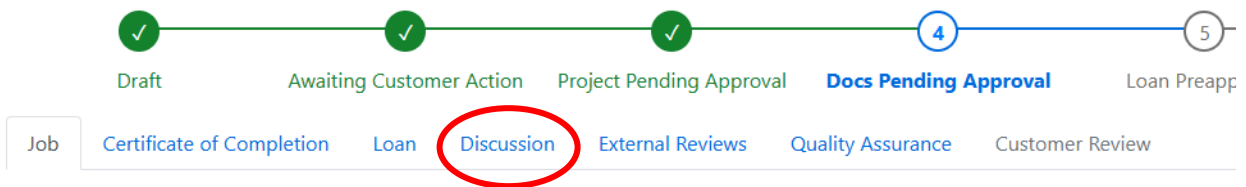
How do I cancel a job that has been approved?

Use the **Discussion** tab to let the team know and we can archive the job.
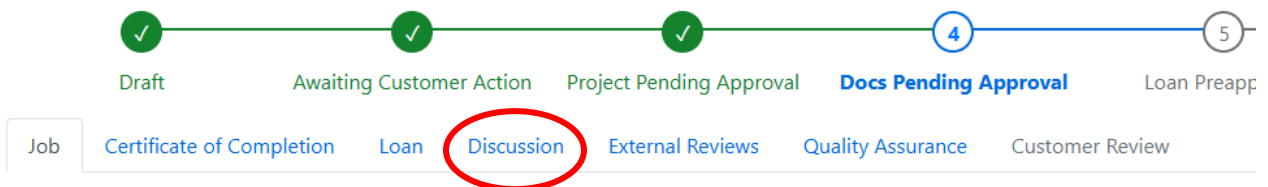
How do I add legal/practical and other home improvement items in the portal?

"Legal and Practical" or "Other Home Improvements" can be found under the **"All" category** of the eligible measures list.