

Section 8: Technical Assistance Resources

If a user needs assistance while working on IDIS Online, there are several resources available. In addition to getting help from their local Field Office, users may also contact the following:

IDIS Hours of Operation:	Monday – Saturday 7:00 a.m. - 10:00 p.m. (Eastern) and all Federal Holidays
Ask-A-Question Portal	https://www.hudexchange.info/get-assistance/
IDIS ID/Password Resets	HUD National Help Desk Toll Free: 1-888-297-8689, Option 3
Additional information about IDIS Online	https://www.hudexchange.info/programs/idis/
The eCon Planning Suite Desk Guide	https://www.hudexchange.info/resource/2641/econ-planning-suite-desk-guide-idis-conplan-action-plan-caper-per/
IDIS Online Quick Tips User Guide	https://www.hudexchange.info/resource/4465/idis-online-quick-tips-user-guide/
IDIS Online Reports User Guide	https://www.hudexchange.info/resource/2533/idis-online-reports-user-guide/ .
For more information about the HOPWA Program	https://www.hudexchange.info/programs/hopwa/