

# FAQs

## *Frequently Asked Questions*

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### ***Wrong place***

- I live in Virginia and need immediate assistance. Where do I go?

For timely assistance, please go to [Virginia 211](#) or call 2-1-1 to connect with available community services.

You may also visit the [DHCD website](#) and browse the list of programs or use the keyword search to identify potential help.

- I am having trouble viewing the screens. Are there recommended browsers?

Internet Explorer Version 7.0 or higher is the preferred browser for viewing our site.

### ***Application Questions***

- Do I have to make separate applications for each program?

Yes, you will have to make separate applications for each program.

- I searched for and found a program to apply for but I cannot find an Apply button, what should I do?

First, you must be logged into CAMS in order to apply. If you have not already created an organization profile, please select the Registration tab. Once completed, your request for a profile will be reviewed by DHCD staff. Your login details or reason for denial will be sent via email within 5 business days.

Log into CAMS and navigate to the Apply page. Any programs your organization is eligible for will display under this option.

In some cases applications are not being accepted at this time. You may visit the [DHCD website](#) for available programs and their submission dates.

- I submitted an application but realized afterwards that I forgot to include an important piece of information. How can I revise my application?

Once you have submitted your application it can no longer be edited; you may only view it. You may contact the DHCD designated contact person for that program to see if additions or revisions will be accepted.

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### Organization Questions

- Why can't I apply for certain programs?

All programs can be viewed from the **Search Programs** menu. However, specific applications may only be available to certain **organization types**. Your eligibility is determined by the following criteria:

- By the organization Profile Manager when they completed the organization profile (To identify your Organizational Profile Manager refer to the **Manage Organization** page under the **Profile** menu.)
  - The requirements of the funding source.
- I submitted a request for a CAMS profile for my organization yesterday, but I have not received my ID and password.

All requests for profiles are reviewed in the order they are received, and as quickly as possible within five business days. A response will be sent to you within that time.

- I have multiple programs in my agency / organization; do I need to set up a new profile for every program?

No, only one profile is needed.

- Can I have more than one primary contact?

There is only one primary contact for each organization. This person is the main contact person DHCD will conduct business with for the application; however, you may designate a backup Profile Manager.

- Can I assign a backup Profile Manager for my organization?

Absolutely! Assigning a backup Profile Manager is encouraged in the event that the main Profile Manager is absent.

- The person assigned to a project has recently left the organization; how can I designate a new contact?

The Profile Manager can make this change by logging into CAMS, navigating to the **Profile** menu and selecting the **Manage Project Roles** page. Consult the [User Reference Guide](#) on this topic for additional information.

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- My organization often works with consultants and other partners to develop applications and implement projects. Can I share my login information with them so they can have access?

No, you should never share your login information. You are responsible for any actions taken through your individual account. CAMS is designed to allow your organization to designate staff to have access to certain components, and this includes creating accounts for external partners of your organization. Any items submitted to CAMS by your organization—applications, reports, payment requests—may only be submitted by designated and approved personnel.

The Profile Manager can assign a consultant or anyone to a project within CAMS by navigating to the **Profile** menu and selecting the **Manage Project Roles** page. Consult the [User Reference Guide](#) on this topic for additional information.