

Community Engagement Support Gateway



**CALIFORNIA TOBACCO
ENDGAME CENTER FOR
ORGANIZING AND ENGAGEMENT**
A project of the American Heart Association®

Technical Assistance Requests

Welcome to the Community Engagement Support Gateway, or as we like to call it “The Gateway”!

The California Tobacco Endgame Center for Organizing and Engagement provides support, training and resources to local agencies and projects throughout the state that are funded by the California Tobacco Control Program (CTCP) for their work in community organizing and engagement.

The Center’s Gateway support services are provided to CTCP-funded projects, including Competitive Grantees, Local Lead Agencies and coalitions working with competitive grantees and local lead agencies. A CTCP contract number is required to submit a Gateway support request.

You can easily submit Gateway support requests for help with community organizing and engagement, campaign planning strategy and organizing resources and tools, just to name a few services.

The Gateway will allow you to:

- Submit requests for community organizing and engagement support and resources
- Track the status of your requests
- Communicate with our team directly
- Maintain a log of your correspondence with our team all in one place!

This document provides instructions for:

How to Create an Account	2
How to Submit a Request	4
Viewing Your Requests	6
Frequently Asked Questions	7
How quickly will my user account be approved?	7
What if My Account Request is Denied?	7
What if I forget my Username and/or Password?	7
How quickly will I receive a response to my support request?	7
What if the support I need is not listed in the categories of services or resources?	7
Can I call or email Center staff directly with my request for support?	7
Can I send and respond to emails from within the Gateway?	7

Please email organizingtoendtobacco@heart.org with any questions.



How to Create an Account

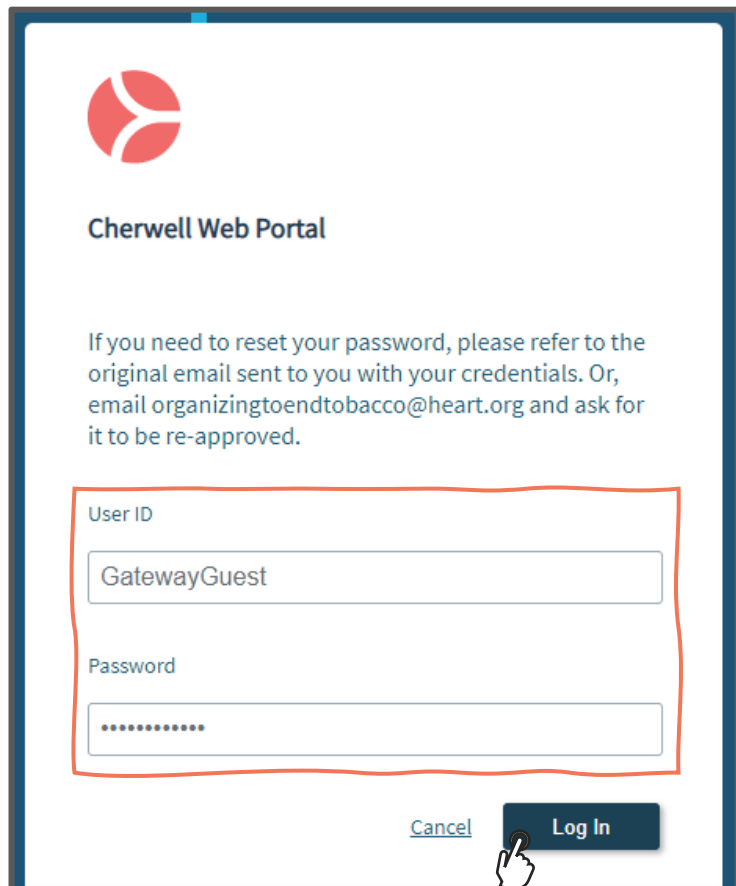
1. Go to the Gateway
organizingtoendtobacco.org/SupportGateway.
2. Click **Login** (username and password provided in next step).

A new tab will open in your browsers with a login box titled “Cherwell Web Portal”.



3. Enter the Username and Password provided below to start the Gateway Portal process.

Username: GatewayGuest
Password: GatewayGuest



4. Click **Create a New Gateway Account**.



5. Enter your information.

6. Click **Save and Email for Approval**.

Organization or Project: Select from dropdown CTCP-funded Organization or Project or Affiliated with a CTCP-funded Organization or Project.

Contract #: CTCP contract number.

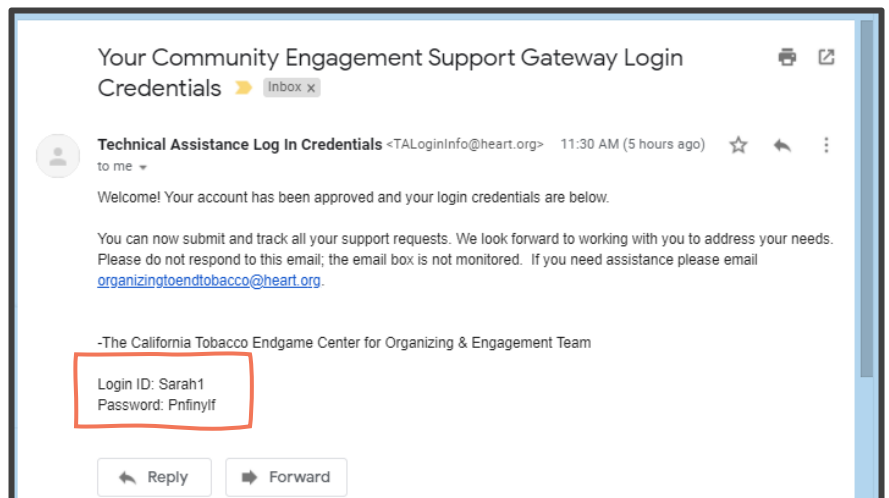
Project: the project name corresponding with the CTCP-funded agency/organization.

Agency: enter the name of your agency/organization.

Once you provide all your information, an account will be created for you and your Username and Password will be emailed to you within one (1) business day.

Please do not reply to this email. Forward any questions to organizingtoendtobacco@heart.org.

You are now ready to begin submitting your support requests!



How to Submit a Request

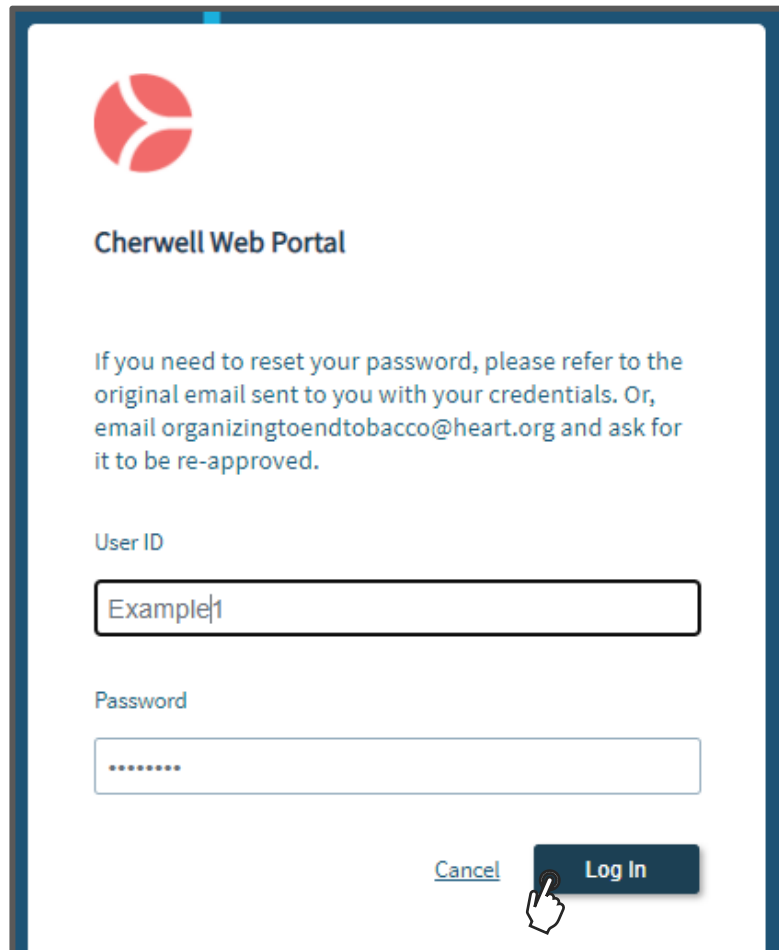
1. Go to the Gateway [here](#).
2. Click **Login**

A new tab will open in your browsers with a login box titled "Cherwell Web Portal".

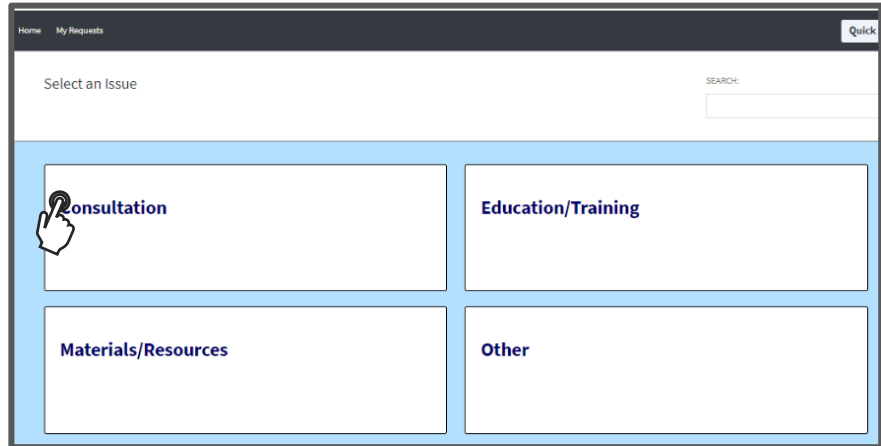


3. Enter your Username and Password and click **Login**

If you forgot your username and/or password contact us at organizingtoendtobacco@heart.org.



4. Select an issue (Consultation, Education/ Training, Materials/ Resources, or Other).



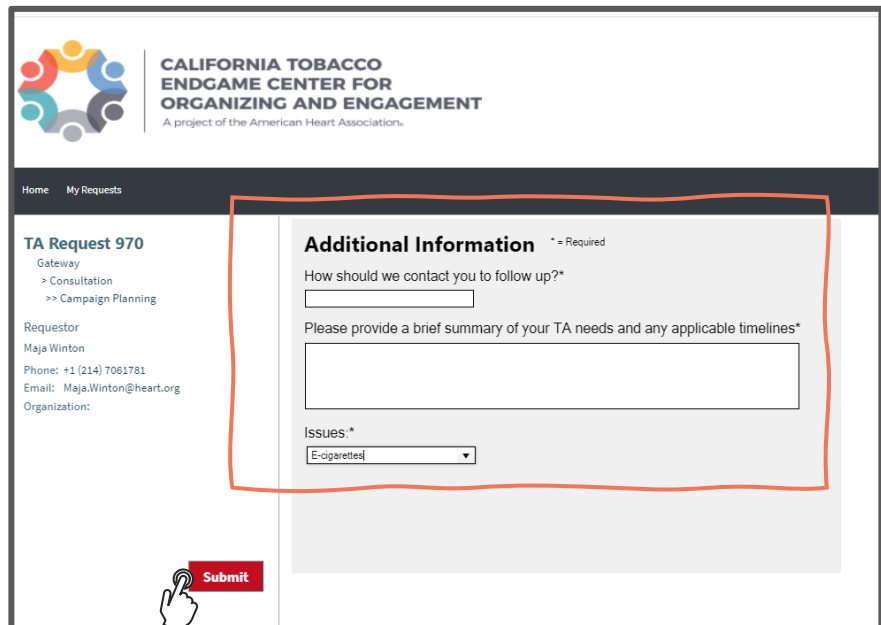
5. Select a sub-Issue (Community Organizing & Engagement, Media Advocacy, Other, etc.)



6. Provide preferred method of contact.
7. Provide details of your request and any timelines.
8. Select from the drop-down the specific tobacco-related issue if desired (E-Cigarettes, etc.)
9. Click **Submit**.

You will receive a confirmation email and be contacted by a team member within **one (1) business day**.

All done!



Viewing Your Requests

1. Login to the Gateway.
2. Click **My Requests**.
3. Select the request you want to check on.
4. To view the current status, journal notes, and email history pull up the

The screenshot displays the user interface for viewing a technical assistance request. At the top, the logo for the California Tobacco Endgame Center for Organizing and Engagement is visible, along with the user's name, Jessica Meadows, and a help icon. The main content area is titled "TA Request 769 Status" and includes tabs for "Submitted", "In Review", "Assigned", and "In Progress". Below the status tabs, there is a section for "Additional Information" with a form for "How should we contact you to follow up?" and a text area for "Please provide a brief summary of your TA needs and any applicable timelines*". The "Issues" field is set to "Tobacco Product Waste".

A red box highlights the status tabs and the "Additional Information" section. A red box also highlights a horizontal bar with a hand icon and the text "Pull this bar upwards to view below." Below this bar is a table of "Journal Notes and Email Log" with columns for "Type", "Created", and "By". The table contains two entries: "Journal - Note" and "Journal - Mail History". The "Journal - Mail History" entry is selected, and a red box highlights it with the text "Journal Notes and Email Log". To the right of the table is a "Mail History" section showing an email with the subject "Assistance Request 769 Received!" and the body text: "Hi, Jessica Meadows! Thank you for submitting your assistance request. One of our friendly team members will be in touch soon to help you. We look forward to connecting with you soon."



Frequently Asked Questions

How quickly will my user account be approved?

New user accounts are reviewed and approved within one (1) business day.

What if My Account Request is Denied?

The Center's team reviews account requests to ensure the eligibility of users. If you receive an email denying your request and you believe you are eligible, please follow the instructions in the email.

What if I forget my Username and/or Password?

If you have forgotten your login credentials, please email organizingtoendtobacco@heart.org. Please allow one (1) business day for a response.

How quickly will I receive a response to my support request?

You will receive a response from a team member within one (1) business day to begin discussing your request.

What if the support I need is not listed in the categories of services or resources?

Select "Other" and provide details around your request in the form provided.

Can I call or email Center staff directly with my request for support?

Yes, in some circumstances this may be OK. However, we prefer that you first submit your request through the Gateway.

Can I send and respond to emails from within the Gateway?

You are only able to view emails within the Gateway. To respond, use your regular email account that is associated with your portal user account.

