OptimumHQ Frequently Asked Questions
Used for COVID-19 Health Status Reporting and Contact Tracing

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What is the URL/browser address for the OptimumHQ portal?

https://athome.optimumhq.com/login.jsp
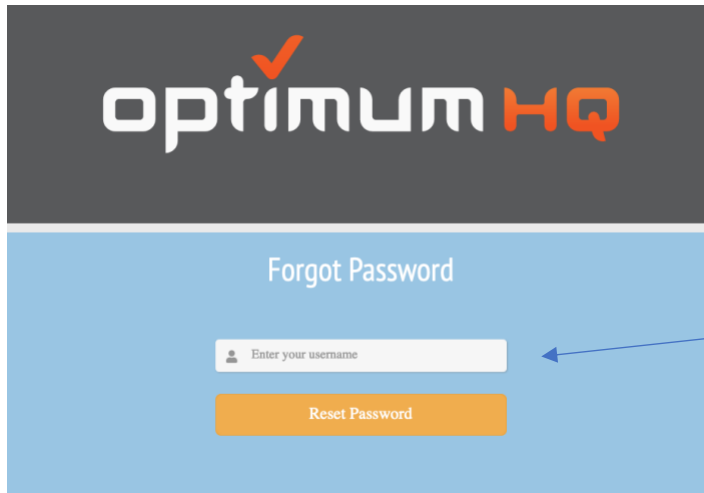
## What credentials do I use to log into OptimumHQ portal?

You use your email address (*lastnamefirstname@fhda.edu*) and the password you set when you clicked on the link in the introductory email sent to you at the time your account was created.

I forgot my password

1. On the Sign in page: https://athome.optimumhq.com/login.jsp
   Click on **Forgot Password**
   You should see this:

2. Enter your email address in the field **for Enter your username**.
3. Click on **Reset Password**.
4. You should see this telling you to check your email for password reset instructions.
5. Follow the instructions to reset your password.
6. The link in the email will expire in one hour and at that point you will need to request another password reset.
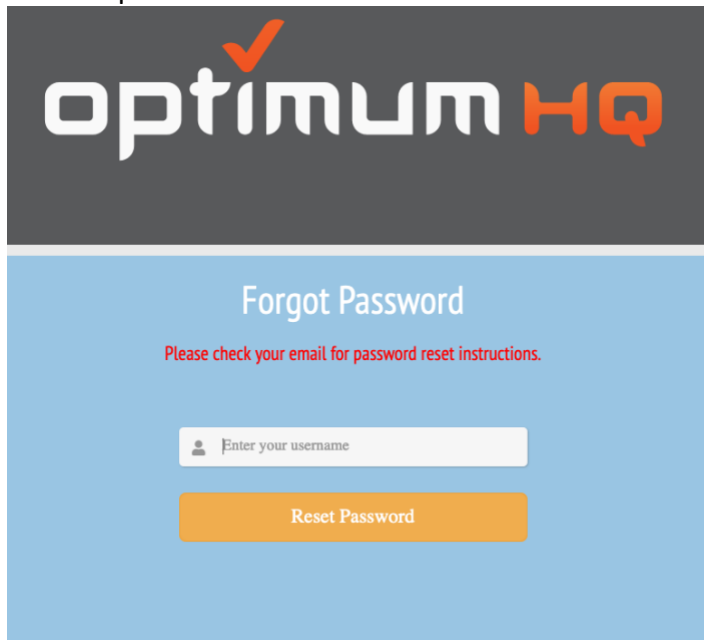
I never received the initial email to create my password

Contact the ETS Call Center at (408) 86408324 or submit and ETS Request for Help:
-Using a browser go to etshelp.fhda.edu
-Log in using your MyPortal Credentials
-Complete and ETS Request for Help form

How do I add an employee, contractor, or vendor to the system?

Go to:

"OptimumHQ Visitors User.doc"

-or-

"OptimumHQ Add a New User.doc"

Does a vendor or contractor need a CWID to use the system?

No, the system uses email addresses.

Why am I getting *Health Check-in Needed* emails?

The system is set to send notices to employees to remind them to complete the Health status Check-in.

Does a Delivery Person need to use this system?

No

What happens to alerts when a supervisor or manager is on leave?

The supervisor or manager or their direct reporting manager should submit an ETS Request for Help to have employee records updated with the temporary/substitute reporting manager name.

Should we use this system for 'Pick-Up Days'?

Typically, no because you are only to be on campus for a very short period of time.