

WX Software FAQs

1. Who do I contact when I need Help?

Please send all related Hancock questions to wxhancock@kyhousing.org.

2. Where can I find user guides?

User Guides are located on the HCA Help Desk: [HANCOCK SOFTWARE – Housing Contract Administration Help Desk \(zendesk.com\)](#)

3. Where can I find the training videos?

Training videos can be found on the HCA Help Desk: [HANCOCK SOFTWARE – Housing Contract Administration Help Desk \(zendesk.com\)](#)

4. What should I do if I can't find a measure?

If you have a frequently used measure that you can't locate, send to email to wxhancock@kyhousing.org and KHC will recommend an existing measure that is equivalent to the measure requested. If no equivalent exists, KHC can add your measure.


5. iPhone Scanning Instructions:

Scan a document

Open Notes and select a note or create a new one.

Tap the Camera button , then tap Scan Documents .



Place your document in view of the camera.

If your device is in Auto mode, your document will automatically scan. If you need to manually capture a scan, tap the Shutter button  or one of the Volume buttons. Then drag the corners to adjust the scan to fit the page, then tap Keep Scan. Tap Save or add additional scans to the document.

Sign a document

Open Notes, then tap the document in the note.

Tap the Share button , then tap Markup .

Tap the Add button , then tap Signature  and add a saved signature or create a new signature. Then you can adjust the size of the signature box and place it wherever you want on the document.

Tap Done.

Reference:

Apple. (2020, September 16). *How to scan documents on your iPhone, iPad, or iPod touch.*

<https://support.apple.com/en-us/HT210336>

6. Is KHC moving from KY Green to a different software system?

Yes, KHC is migrating from KY Green to Hancock Software Solutions for the weatherization assistance program (WAP).

7. Why is KHC making this change? We like KY Green.

KY Green needs to be overhauled to accommodate new DOE reporting fields, SHPO

information, and for weatherization work in multi-family units. Instead of spending funding to overhaul KY Green, KHC decided to replace the software with a more, all-encompassing software package.

8. What are the key features of Hancock?

Hancock will allow you do more administration than KY Green. For example, you will be able to track contractors in Hancock. An enhanced inventory module will be added soon. This software should enable you to build paperless files and manage your program from anywhere. In addition, KHC will be able to see all the details about the job, which should make your monitorings go faster because we can review client files, virtually, before we arrive.

9. Will we be required to do duplicate entries in Castinet and Hancock?

Community Action of Kentucky is working with KHC and Hancock to build an interface that will transfer information from Castinet to Hancock each day. All the basic information that you enter into Castinet should transfer to Hancock through an API. Then, you will just continue to build the Weatherization record in Hancock.

10. Will we still use NEAT/MHEA for our energy audits?

Yes, you will still use NEAT/MHEA for energy auditing. You will enter that information into the Hancock software. Your libraries have been built in the software with pricing so that you will be able to choose from libraries to recreate your audits. This is for invoicing purposes.

11. When will the network make this transition to Hancock?

The official “Go-Live” date started July 1, 2021. You can now access the Hancock site at: <https://pro3.hancocksoftware.com/KY/>

12. Will the new system undergo testing from subgrantees before the “go-live” date?

Several subgrantees watched demos of the Hancock software when we were reviewing proposals. We will be asking subgrantees that have some special nuances to their programs to help us do testing.

13. Will we enter multi-family units in Hancock?

You will enter multi-family units in Hancock, and KHC will be able to track those. This is a feature that KHC needed in KY Green.

14. Will we still invoice with 710s and 702s?

No. The Hancock system will allow you to choose measures from your libraries and recreate the audits, which will turn into invoices. You will still use the KHC Performance Funding Draw Management System for draws.

You will now create a “Detailed Invoice Report” that you will print, sign and date. That report will be attached and uploaded to the draw in the draw system.