

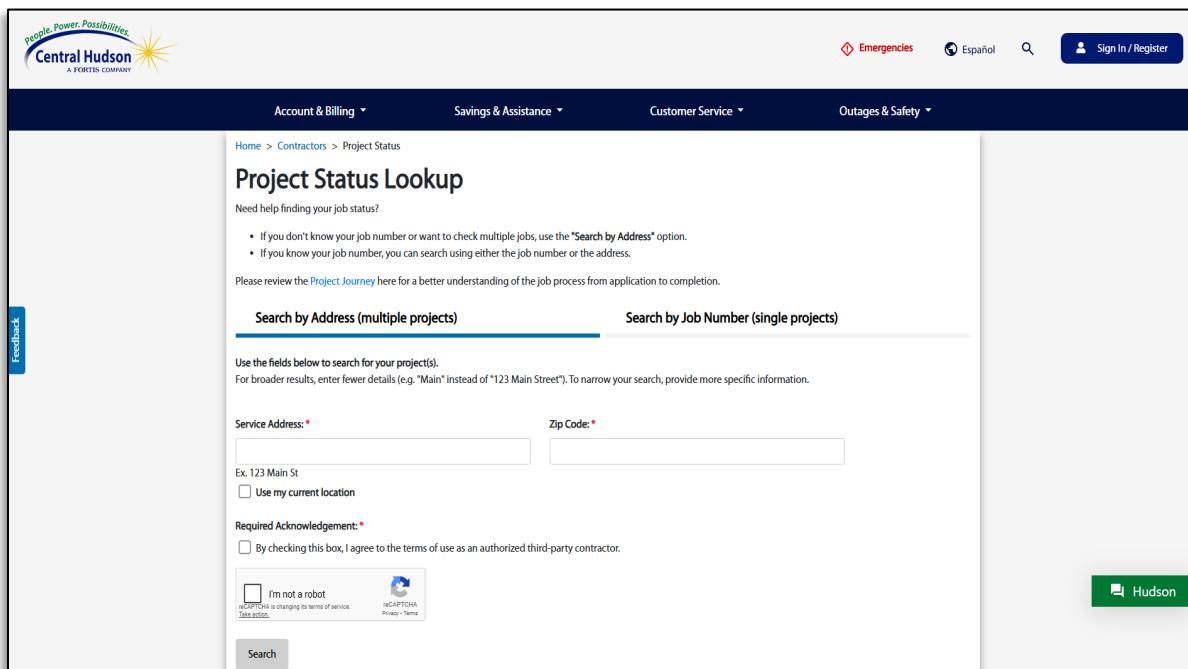
J Log Portal User Guide

1. Contents:

- a. Accessing The J Log Portal
- b. Search by Address
- c. Search by J#
- d. Confirm Acknowledgement & reCAPTCHA
- e. Populate & Interpret Results
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2. Access The J Log Portal:

- a. Access the J Log Portal by typing the following into your browser's address bar:
<https://www.cenhud.com/en/contractors/job-search>
- b. Alternatively, navigate to the Contractor page, and click on the Project Status Lookup tile.



The screenshot shows the Central Hudson website's Project Status Lookup page. At the top, there's a navigation bar with links for Account & Billing, Savings & Assistance, Customer Service, and Outages & Safety. The main content area has a header 'Project Status Lookup' and a sub-header 'Need help finding your job status?'. It lists two search options: 'Search by Address (multiple projects)' and 'Search by Job Number (single projects)'. Below these are fields for 'Service Address' and 'Zip Code', with a note that the address should be specific (e.g., '123 Main St' instead of 'Main'). There's also a checkbox for 'Use my current location'. A 'Required Acknowledgement' section contains a checkbox for agreeing to terms of use as an authorized third-party contractor. At the bottom, there's a 'Search' button and a 'Hudson' logo.

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3. Search by Address:

- a. Enter a street address and zip code for the location a job number exists.
- b. Street address will populate more results with less information inputs and fewer, more precise results with more information inputs.
- c. Zip code is required to search by address.

Home > Contractors > Project Status

Project Status Lookup

Need help finding your job status?

- If you don't know your job number or want to check multiple jobs, use the "Search by Address" option.
- If you know your job number, you can search using either the job number or the address.

Please review the [Project Journey](#) here for a better understanding of the job process from application to completion.

Search by Address (multiple projects)
Search by Job Number (single projects)

Use the fields below to search for your project(s). For broader results, enter fewer details (e.g. "Main" instead of "123 Main Street"). To narrow your search, provide more specific information.

Service Address: * Zip Code: *

Ex. 123 Main St Use my current location

Required Acknowledgement: * By checking this box, I agree to the terms of use as an authorized third-party contractor.

I'm not a robot
 reCAPTCHA is changing its terms of service. [Take action.](#)


reCAPTCHA
Privacy - Terms

Search

Note: If you are building a new home or business facility, upgrading or adding electric and/or natural gas service, you will need to visit the [New Service Requests](#) page to proceed.

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4. Search by J#:

- a. Searching by J# is the best way to receive updates quickly. Enter the 6-digit number to obtain updates on a specific job. Only 6 numeric digits are accepted.
- b. The person that opened the job will receive a notification to their email address should the contractor have their information on file with Central Hudson. This auto generated email includes the address of the project and job number.

Project Status Lookup

Need help finding your job status?

- If you don't know your job number or want to check multiple jobs, use the "Search by Address" option.
- If you know your job number, you can search using either the job number or the address.

Please review the [Project Journey](#) here for a better understanding of the job process from application to completion.

[Search by Address \(multiple projects\)](#)

[Search by Job Number \(single projects\)](#)

Enter the job number below to lookup an individual project.

To lookup multiple projects, or if you do not know the Job Number, please use 'Search by Address' option.

Job Number:*

J- 135134

Required Acknowledgement:*

By checking this box, I agree to the terms of use as an authorized third-party contractor.

I'm not a robot

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[Search Again](#)

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5. Search by Location:

- a. Users can search using their approximate location to quickly find a job they're currently working at.
- b. If a location with a J# is found, the results will populate as normal, in the instance below where no results are found, the user will be prompted to try a different search.

Home > Contractors > Project Status

Project Status Lookup

Need help finding your job status?

- If you don't know your job number or want to check multiple jobs, use the "Search by Address" option.
- If you know your job number, you can search using either the job number or the address.

Please review the [Project Journey](#) here for a better understanding of the job process from application to completion.

Search by Address (multiple projects)
Search by Job Number (single projects)

Use the fields below to search for your project(s).
For broader results, enter fewer details (e.g. "Main" instead of "123 Main Street"). To narrow your search, provide more specific information.

Service Address: *

Zip Code: *

Use my current location

Required Acknowledgement: * By checking this box, I agree to the terms of use as an authorized third-party contractor.

I'm not a robot reCAPTCHA is changing its terms of service. [Take action.](#)

reCAPTCHA Privacy - Terms

[Search Again](#)

Unfortunately, the search resulted in no jobs found.

- Please verify the information used in the search was correct or try using fewer details (ex. don't use Street, Road, Ave, etc.)
- It may take up to 10 business days from the day you submitted your application, for it to appear in search results.
- If you still have questions, please send an email to newbusinessdesk@cenhud.com.

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6. Confirm Acknowledgement & reCAPTCHA:

- a. To search, you must check that you agree to the terms of use on the portal and must complete the reCAPTCHA to verify all users are human. If a user does not complete the acknowledgement and reCAPTCHA, they will not be able to search.

Home > Contractors > Project Status

Project Status Lookup

Need help finding your job status?

- If you don't know your job number or want to check multiple jobs, use the "Search by Address" option.
- If you know your job number, you can search using either the job number or the address.

Please review the [Project Journey](#) here for a better understanding of the job process from application to completion.

Search by Address (multiple projects)

Use the fields below to search for your project(s).

For broader results, enter fewer details (e.g. "Main" instead of "123 Main Street"). To narrow your search, provide more specific information.

Search by Job Number (single projects)

Service Address: *

cypress

Ex. 123 Main St

Use my current location

Zip Code: *

12341

Required Acknowledgement: *

By checking this box, I agree to the terms of use as an authorized third-party contractor.

I'm not a robot

reCAPTCHA is changing its terms of service.
[Data policy](#) • [Terms](#)

reCAPTCHA
[Privacy](#) • [Terms](#)

Search Again

Please verify you are not a robot

Project Status Lookup

Need help finding your job status?

- If you don't know your job number or want to check multiple jobs, use the **"Search by Address"** option.
- If you know your job number, you can search using either the job number or the address.

Please review the [Project Journey](#) here for a better understanding of the job process from application to completion.

Search by Address (multiple projects)

Search by Job Number (single projects)

Enter the
To look up

Job Num

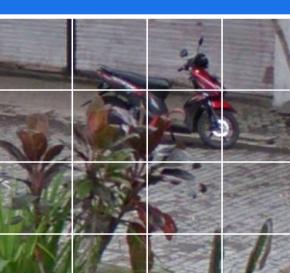
J- 3

Require
 By

[Help/FAQ](#)
Take action

Search

Select all squares with
motorcycles



please use 'Search by Address' option.

[Help/FAQ](#)
Take action

[Skip](#)

third-party contractor.

obs found.

was correct or try using fewer details (ex. don't use Street, Road, Ave, etc.)
you submitted your application, for it to appear in search results.
newbusinessdesk@cenhud.com.

Note: If you are building a new home or business facility, upgrading or adding electric and/or natural gas service, you will need to visit the [New Service Requests](#) page to proceed.

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7. No Results:

- If no results are found, the following error will occur, and the user must search again. Instructions to widen the search by excluding building number and street name are included.

Project Status Lookup

Need help finding your job status?

Search by Address (multiple projects)

Search by Job Number (single projects)

Use the fields below to search for your project(s).
For broader results, enter fewer details (e.g. "Main" instead of "123 Main Street"). To narrow your search, provide more specific information.

Service Address: *

Ex. 123 Main St

Use my current location

Zip Code: *

Required Acknowledgement: *

By checking this box, I agree to the terms of use as an authorized third-party contractor.

I'm not a robot

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[Take action](#)

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[Search Again](#)

Unfortunately, the search resulted in no jobs found.

- Please verify the information used in the search was correct or try using fewer details (ex. don't use Street, Road, Ave, etc.)
- It may take up to 10 business days from the day you submitted your application, for it to appear in search results.
- If you still have questions, please send an email to newbusinessdesk@cenhud.com.

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8. Interpret Results

a. Results will populate as shown below.

Project Status Lookup

Need help finding your job status?

- If you don't know your job number or want to check multiple jobs, use the "Search by Address" option.
- If you know your job number, you can search using either the job number or the address.

Please review the [Project Journey](#) here for a better understanding of the job process from application to completion.

Search by Address (multiple projects) **Search by Job Number (single projects)**

Use the fields below to search for your project(s).
For broader results, enter fewer details (e.g. "Main" instead of "123 Main Street"). To narrow your search, provide more specific information.

Service Address: * **Zip Code:** *

Ex. 123 Main St Use my current location

Required Acknowledgement: * By checking this box, I agree to the terms of use as an authorized third-party contractor.

I'm not a robot reCAPTCHA is changing its terms of service. [Take action.](#) reCAPTCHA Privacy - Terms

Search Again

Service Address	Service Type
... MAIN ST, CATSKILL, 12414	ELECTRIC

b. The “+” sign can be selected to expand the selected job to display status updates.

GAS -		
Description:	To Field: <input type="radio"/> N/A	Road Permit Received: <input type="radio"/> N/A
Job Number: J8	To Estimating: <input checked="" type="radio"/> Complete	To Construction: <input checked="" type="radio"/> Complete
Job Created: <input checked="" type="radio"/> Complete	U/W Permit Received:	Job Completed: <input checked="" type="radio"/> Complete
Email New Business		

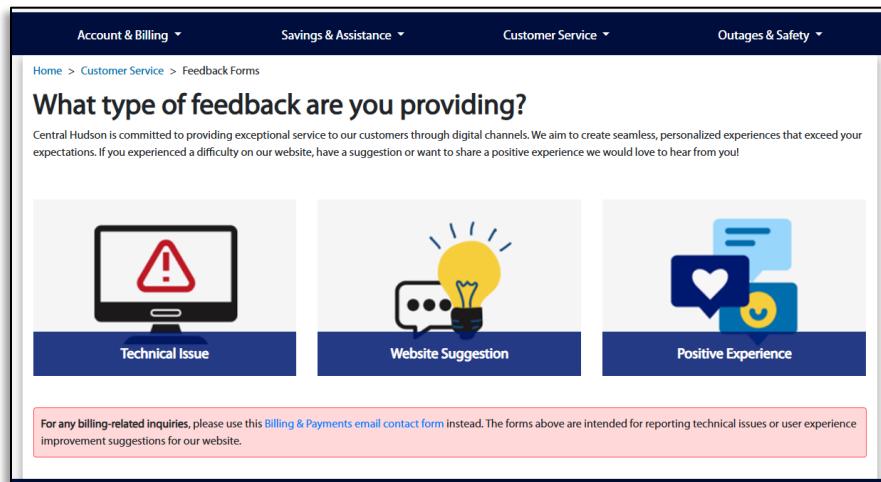
c. Updates mean the following:

- Description:** Description of the Job at this premise.
- Job Number:** Associated job number for this premise.
- Job Created:** Yes = Complete;
- Permit Due By:** Yes = Complete; Pending, N/A = Not Applicable.
- U/W Permit Received (Underwriter):** Received = Complete, Not Received = Blank
- Job Completed:** Yes = Complete; Pending,; N/A = Not Applicable.

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9. Reporting Issues / Bugs:

- a. Customers and contractors can suggest enhancements and provide general feedback using the “Feedback” tab: <https://www.cenhud.com/en/customer-service/feedback-forms/>



For additional information on the overall project flow, users can select the linked “Project Journey” to view the following information:

