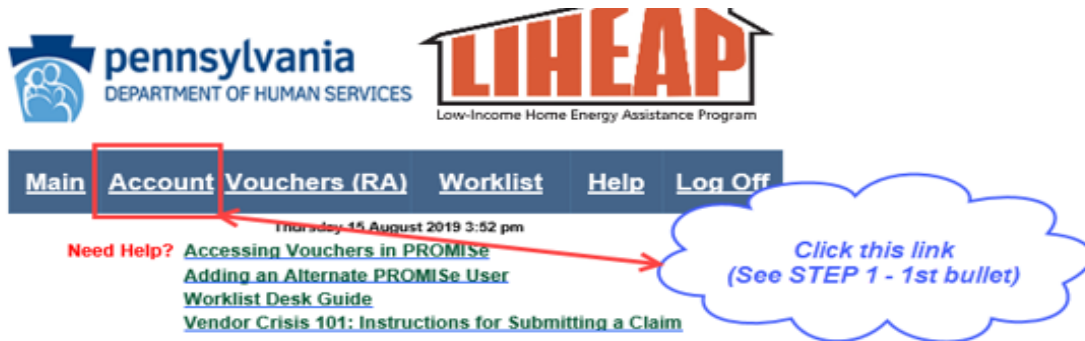


LIHEAP – ADDING AN ALTERNATE USER IN PROMISE™

Every LIHEAP Vendor and Service Location has a primary PROMISE™ user. The primary PROMISE user can add alternate PROMISE™ users to process Crisis claims and access LIHEAP vouchers by following these instructions:

STEP 1: LOCATE THE ALTERNATE MANAGEMENT PAGE

- After successful logon to PROMISE™, select the “**Account**” link on the blue task bar
- Select the “**Manage Alternates**” button within the ‘Vendor Account Maintenance’ page.

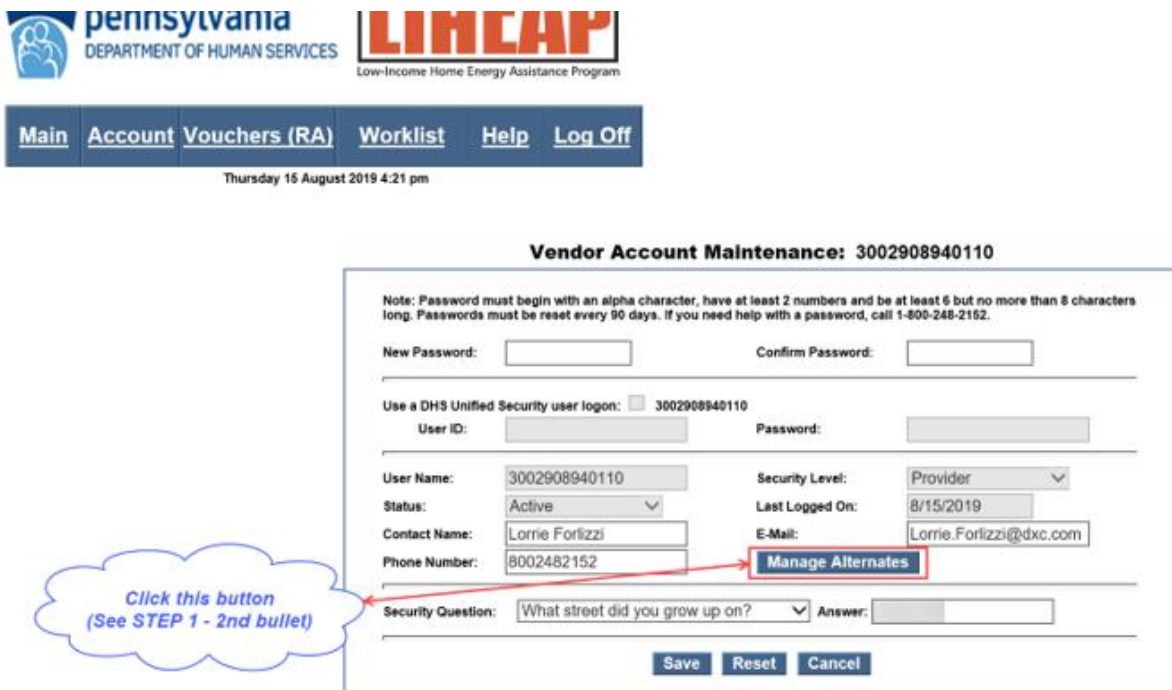


The screenshot shows the LIHEAP main menu with the following navigation links: [Main](#), [Account](#), [Vouchers \(RA\)](#), [Worklist](#), [Help](#), and [Log Off](#). The [Account](#) link is highlighted with a red box. A red arrow points from this box to a callout cloud containing the text: "Click this link (See STEP 1 - 1st bullet)". Below the navigation bar, there is a "Need Help?" section with links to "Accessing Vouchers in PROMISE", "Adding an Alternate PROMISE User", "Worklist Desk Guide", and "Vendor Crisis 101: Instructions for Submitting a Claim".

Submit all Claims & Attachments within 30 days of Authorization!



The screenshot shows the LIHEAP Main Menu with the following information: "LIHEAP Main Menu" and "Vendor ID: 3002908940110". Below this, there is a "Worklist" link.



The screenshot shows the Vendor Account Maintenance page for Vendor ID 3002908940110. The page includes a note: "Note: Password must begin with an alpha character, have at least 2 numbers and be at least 6 but no more than 8 characters long. Passwords must be reset every 90 days. If you need help with a password, call 1-800-248-2152." The page contains several input fields for New Password, Confirm Password, User ID, Password, User Name, Status, Contact Name, Phone Number, Security Level, Last Logged On, E-Mail, and Security Question. The "Manage Alternates" button is highlighted with a red box. A callout cloud points to this button with the text: "Click this button (See STEP 1 - 2nd bullet)".

LIHEAP – ADDING AN ALTERNATE USER IN PROMISE™

STEP 2: CREATE AN ALTERNATE ID

- Select the “**Create New Alternate**” button.
- Populate fields when requested, select the links, and follow all instructions that are presented.

IMPORTANT NOTES:

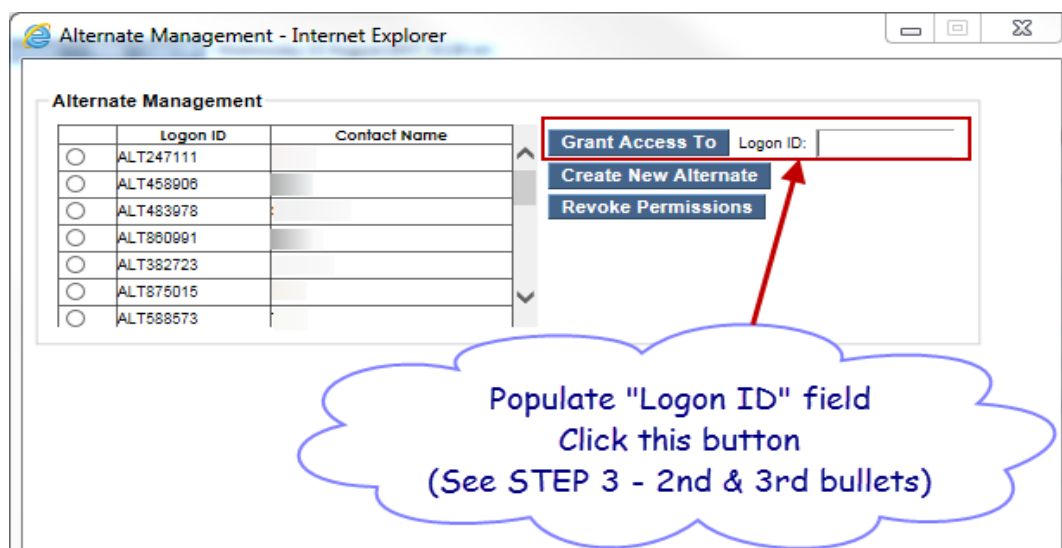
- Only one alternate id should be created for an employee.
- Employees should not share alternate ids.
- Vendors must not transfer an alternate id to another employee.
- Contact Names must contain employee’s full first and last names.



STEP 3: GRANT ACCESS TO PRIMARY ACCOUNT and/or ADDITIONAL SERVICE LOCATIONS

This step is repeated for each Vendor ID/Service Location the alternate user needs to access:

- Navigate to the ‘Alternate Management’ page as indicated above.
- Populate the “Logon ID” field with the alternate id (Example: ALT123456).
- Select the “**Grant Access To**” button.

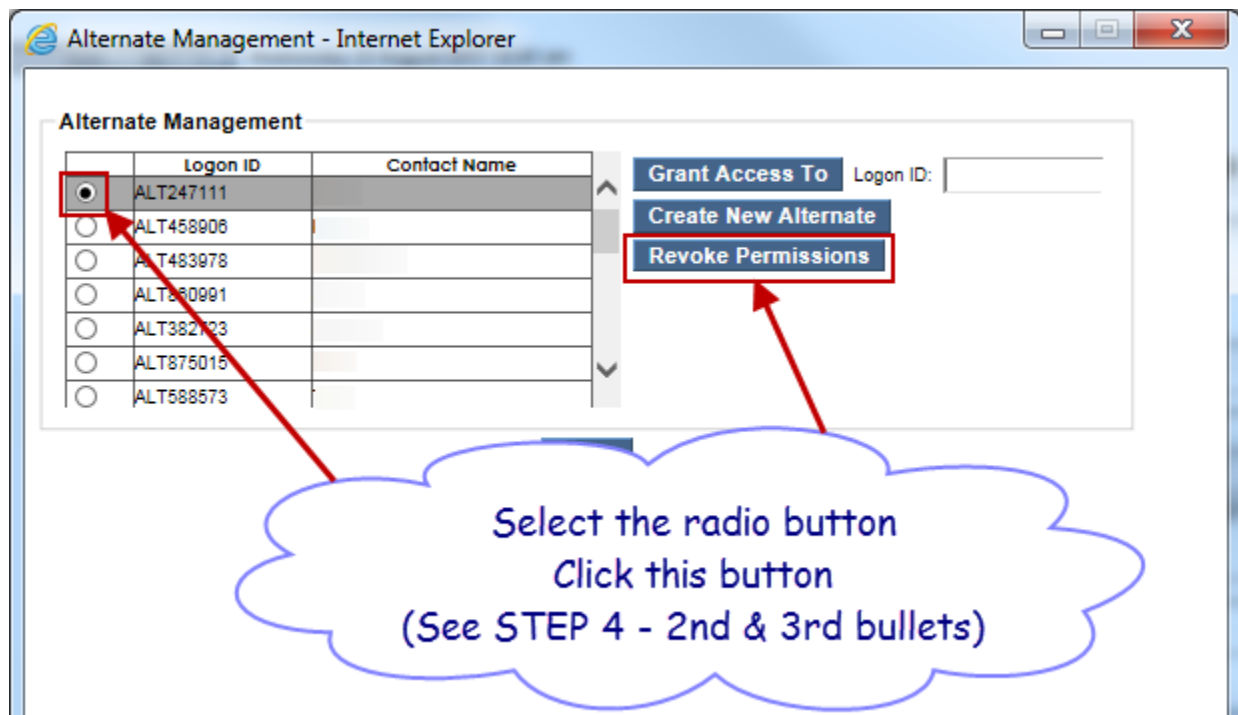


LIHEAP – ADDING AN ALTERNATE USER IN PROMISE™

STEP 4: REVOKE PERMISSIONS TO PRIMARY ACCOUNT and/or ADDITIONAL SERVICE LOCATIONS

The primary PROMISE™ user must repeat this step for each Vendor ID/Service Location the alternate user has access to:

- Navigate to the 'Alternate Management' page as indicated above.
- Select the radio button associated with the alternate id to be revoked.
- Select the **“Revoke Permissions”** button.



For more information, please click on “Alternate Management” within the table of contents of the LIHEAP PROMISE User Manual, found on the PROMISE home page:

<https://liheap.dpw.state.pa.us/help/LIHEAPManual.pdf>

Updated August 2019