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.

Submit all Claims & Attachments within 30 days of Authorization!
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.
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

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