LIHEAP – ADDING AN ALTERNATE USER IN PROMISe[™] Page 1 of 3

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.

DEPARTMENT OF HUMAN SERVICES			Low-Income Home Energy Assistance Program					
	<u>Main</u>	<u>Account</u>	Vouchers (RA)	<u>Worklist</u>	<u>Help</u>	Log Off		
	Nee	Add Wor	Sunday 17 Septembe essing Vouchers in PR ing an Alternate PRON klist Desk Guide dor Crisis 101: Instruc	R <u>OMISe</u> /IISe User	ing a Clain		Click this link STEP 1 - 1st b	oullet)

Submit all Claims & Attachments within 30 days of Authorization!

	Vendor ID: 3003444940001			
	<u>Worklist</u>			
DEPARTMENT OF HUMAN SERVICES	Ew-Income Home Energy Assistance Program			
Main Account Vouchers (RA)	<u>Worklist</u> <u>Help</u> LogOff			
Sunday 17 Septemi	er 2023 2:17 pm			
Sunday 17 Septeml	r 2023 2:17 pm Vendor Account Maintei	nance: 300344	4940001	
Sunday 17 Septemi		ist 2 numbers and be a	at least 6 but no more 1-800-248-2152.	than 8 characters
Sunday 17 Septemi	Vendor Account Mainter	ist 2 numbers and be a with a password, call	at least 6 but no more 1-800-248-2152.	than 8 characters
Sunday 17 Septem	Vendor Account Mainter Note: Password must begin with an alpha character, have at lea long. Passwords must be reset every 90 days. If you need help New Password;	ist 2 numbers and be a with a password, call	at least 6 but no more 1-800-248-2152.	than 8 characters
Sunday 17 Septem	Vendor Account Mainter Note: Password must begin with an alpha character, have at lea long. Passwords must be reset every 90 days. If you need help New Password: Use a DHS Unified Security user logon: 3003444940001	ast 2 numbers and be with a password, call Confirm Password:	at least 6 but no more 1-800-248-2152.	than 8 characters
Sunday 17 Septemi	Vendor Account Mainter Note: Password must begin with an alpha character, have at lea long. Passwords must be reset every 90 days. If you need help New Password: Use a DHS Unified Security user logon: User ID:	est 2 numbers and be a with a password, call Confirm Password Password:	at least 6 but no more 1-800-248-2152.	
Sunday 17 Septem	Vendor Account Mainter Note: Password must begin with an alpha character, have at lea Iong. Passwords must be reset every 90 days. If you need help New Password: Use a DHS Unified Security user logon: 3003444940001 User ID: User Name: 3003444940001 Status: Active Contact Name: Lorrie Forlizzi	st 2 numbers and be with a password, call Confirm Password Password: Security Level: Last Logged On: E-Mail:	at least 6 but no more 1800-248-2152.	~
	Vendor Account Mainter Note: Password must begin with an alpha character, have at lea long. Passwords must be reset every 90 days. If you need helpe New Password: Use a DHS Unified Security user logon: 3003444940001 User ID: User Name: 3003444940001 Status: Active	st 2 numbers and be with a password, call Confirm Password Password: Security Level: Last Logged On:	at least 6 but no more 1800-248-2152.	~
Click this button (See STEP 1 - 2nd bullet)	Vendor Account Mainter Note: Password must begin with an alpha character, have at lea Iong. Passwords must be reset every 90 days. If you need help New Password: Use a DHS Unified Security user logon: 3003444940001 User ID: User Name: 3003444940001 Status: Active Contact Name: Lorrie Forlizzi	st 2 numbers and be with a password, call Confirm Password Password: Security Level: Last Logged On: E-Mail:	at least 6 but no more 1900-246-2152.	~

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.

Alternate Management - Work - Microsoft Edge	—	
		Q
Alternate Management		
Logon ID Contact Name No current alternates have permissions. Grant Access To Logon ID: Create New Alternate Revoke Permissions	<u> </u>	
Close Click thi (See STEP 2	is button 2 - 1st bullet	3

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 system generated ALT ID (Example: ALT671608).
- Select the "Grant Access To" button.

🗅 Alte	rnate Manageme	ent - Work - Microsoft Ed	ge	-		×
Altern	ate Management	Contact Name Lorrie Forfizzi	See Click the "Grant Access To Click the "Grant Access To (See STEP 3 - 2nd & 3rd	" button.	3	

REVISION DATE: 11/14/2024

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.

🗅 Alternate Management - Work - Microsoft Edge	_		×
Alternate Management <u>Lorgon ID</u> <u>Contact Name</u> <u>ALT671608</u> <u>Lorrie Fortizzi</u> <u>Create New Alternate</u> <u>Revoke Permissions</u> <u>Select the radio button.</u> <u>(See STEP 4 - 2nd bullet)</u> <u>Close</u> <u>Click the "Revoke Permissions" button.</u> <u>(See STEP 4 - 3rd bullet)</u>	~	>	

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: <u>https://liheap.dhs.pa.gov/help/LIHEAPManual.pdf</u>

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