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 Assist	ance Program		
	<u>Main</u>	<u>Account</u>	Vouchers (RA)	<u>Worklist</u>	<u>Help</u>	Log Off		
	Nee	d Help? <u>Acce</u> <u>Add</u> Wor <u>Ven</u>	Sunday 17 Septembe essing Vouchers in PR ing an Alternate PRON klist Desk Guide dor Crisis 101: Instruc	er 2023 2:08 pm (<u>OMISe</u> <u>AISe User</u> tions for Submitt	ing a Clain	(See	Click this link STEP 1 - 1st b	oullet)

Submit all Claims & Attachments within 30 days of Authorization!

	Vendor ID: 300344494000	1	
	<u>Worklist</u>		
DEPARTMENT OF HUMAN SERVICE	Workline Lines Loo Off		
Main Account Vouchers (RA)	Worklist Help Log Off		
Sunday 17 Septem	er 2023 2:17 pm		
Sunday 17 Septem	ver 2023 2:17 pm Vendor Account M	aintenance: 3003444940001	
Sunday 17 Septem	Vendor Account M Note: Password must begin with an alpha character, ha long. Passwords must be reset every 50 days. If you ner New Password:	aintenance: 3003444940001 ve at least 2 numbers and be at least 6 but no more than d help with a password, call 1-800-248-2152. Confirm Password:	n 8 characters
Sunday 17 Septem	Vendor Account M Note: Password must begin with an alpha character, har long. Passwords must be reset every 90 days. If you nee New Password:	aintenance: 3003444940001 we at least 2 numbers and be at least 6 but no more than d help with a password, call 1-80-248-2152. Confirm Password:	n 8 characters
Sunday 17 Septem	Vendor Account M Note: Password must begin with an alpha character, har long. Passwords must be reset every 90 days. If you nee New Password: Use a DHS Unified Security user logon: Use r ID:	aintenance: 3003444940001 ve at least 2 numbers and be at least 6 but no more than d help with a password; call 1-800-246-2152. Confirm Password:	n 8 characters
Sunday 17 Septem	Vendor Account M Note: Password must begin with an alpha character, har long. Passwords must be reset every 50 days. If you ner New Password: Use a DHS Unified Security user logon: User a DHS Unified Security user logon: User Name: 3003444940001	aintenance: 3003444940001 re at least 2 numbers and be at least 6 but no more than the help with a password, call 1-500-246-2152. Confirm Password: Password: Security Level: Provider	n 8 characters
Sunday 17 Septem	Vendor Account M Note: Password must begin with an alpha character, ha Iong. Passwords must be reset every 90 days. If you ne New Password: Use a DHS Unified Security user logon: 30034449 User ID: User Name: 3003444940001 Status: Active v	aintenance: 3003444940001 re at least 2 numbers and be at least 6 but no more than rd help with a password, call 1-800-248-2162. Confirm Password: Password: Security Level: Last Logged On: 9/17/2023	n 8 characters
Sunday 17 Septem	Vendor Account M Note: Password must begin with an alpha character, ha Iong. Passwords must be reset every 50 days. If you ner New Password: Use a DHS Unified Security user logon: 30034449 User ID: User Name: 3003444940001 Status: Active Contact Name: Lorrie Forlizzi	aintenance: 3003444940001 re at least 2 numbers and be at least 6 but no more than rd help with a password, call 1-800-248-2152. Confirm Password: Password: Security Level: Last Logged On: 9/17/2023 E-Mail: Iforlizzi@abcfuel.co	n 8 characters
Sunday 17 Septem	Vendor Account M Note: Password must begin with an alpha character, ha Iong. Passwords must be reset every 50 days. If you ner New Password Image Security user logon: 300344494 User ID: User Name: 3003444940001 Status: Active Contact Name: Lorrie Forlizzi Phone Number: 7175551212	aintenance: 3003444940001 re at least 2 numbers and be at least 6 but no more than rd help with a password, call 1-800-248-2152. Confirm Password: Password: Security Level: Last Logged On: 9/17/2023 E-Mail: Manage Alternates	n 8 characters
Click this button (See STEP 1 - 2nd bullet)	Vendor Account M Note: Password must begin with an alpha character, ha Iong. Passwords must be reset every 90 days. If you ner New Password: Use a DHS Unified Security user logon: 30034449 User ID: User Name: 3003444940001 Status: Active Contact Name: Lorrie Forlizzi Phone Number: 7175551212 Security Question: What high school did you at	aintenance: 3003444940001 re at least 2 numbers and be at least 6 but no more than rd help with a password, call 1-800-248-2152. Confirm Password: Password: Security Level: Last Logged On: 9/17/2023 E-Mail: Manage Alternates tend?	n 8 characters

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 Logon ID Contact Name No current alternates have permissions. Grant Access To Create New Alternate Revoke Permissions	anagement - Work - Microsoft Edge	—	
Alternate Management Logon ID Contact Name No current alternates have permissions. Grant Access To Logon ID: Create New Alternate Revoke Permissions Revoke Permissions			Q
Logon ID Contact Name Grant Access To Logon ID: No current alternates have permissions. Create New Alternate Revoke Permissions	gement		
Close Click this button (See STEP 2 - 1st bullet)	Close Contact Name Grant Access To Logon ID: Create New Alternate Revoke Permissions Click this bu (See STEP 2 - 1	tton st bullet)	Z

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 Edg	ge	_		×
Altem	ate Management	ent - Work - Microsoft Ed Contact Name Lorrie Forfizzi	ge Grant Access To Logon ID: ALT671608 Create New Alternate Revoke Permissions Populate the "Logon ID" f Click the "Grant Access To" (See STEP 3 - 2nd & 3rd bu	ield. button. illets)	}	×

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 Gogon ID Contact Name ALT671603 Contact Name Grant Access To Logon ID: Create New Alternate Revoke Permissions Select the radio button. (See STEP 4 - 2nd bullet) Close Click the "Revoke Permissions" button. (See STEP 4 - 3rd bullet)	3	•	

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>

Updated November 2024