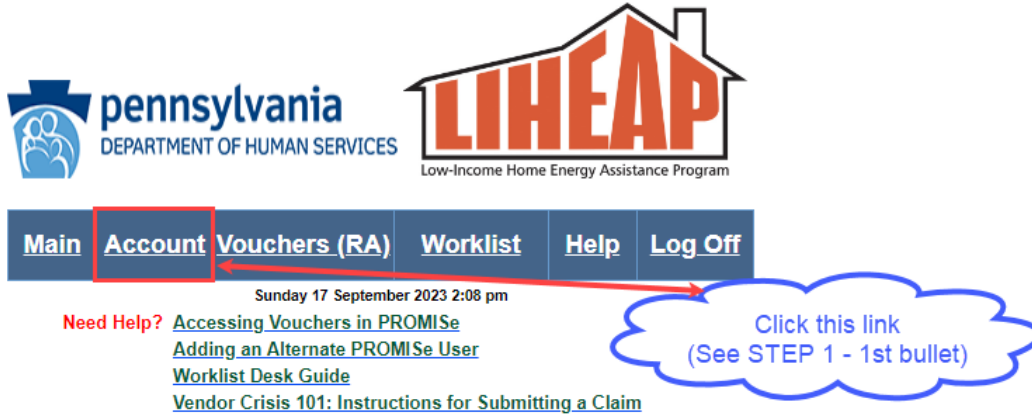


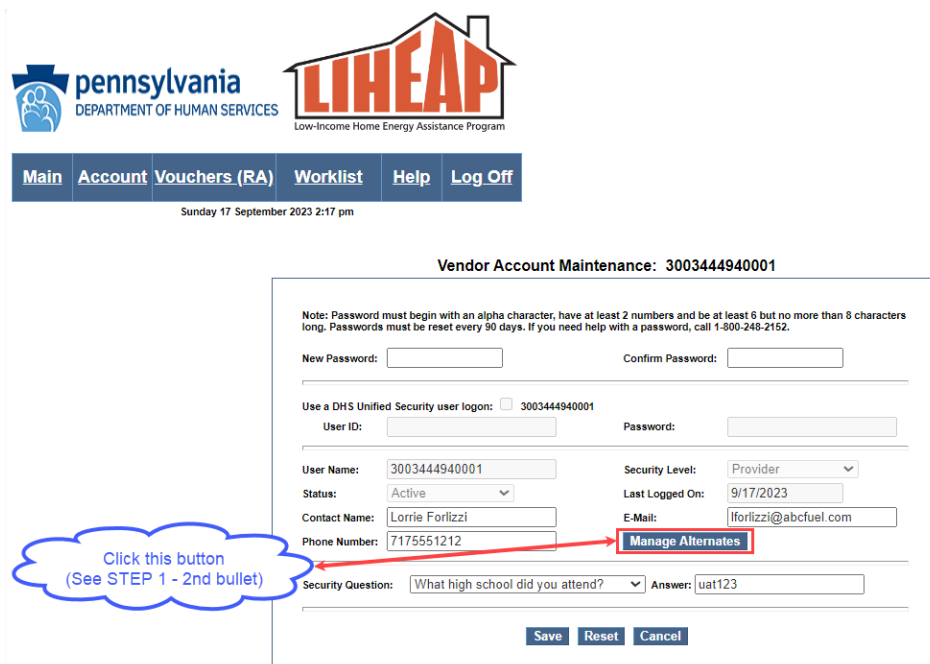
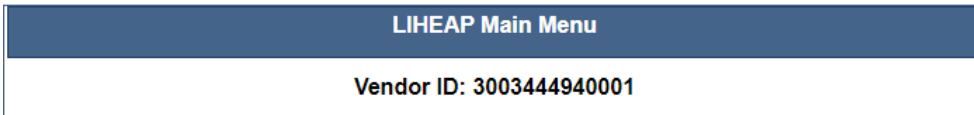
Every LIHEAP Vendor and Service Location has a primary PROMISe™ user. The primary PROMISe user can add alternate PROMISe™ users to process Crisis claims and access LIHEAP vouchers by following these instructions:

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!

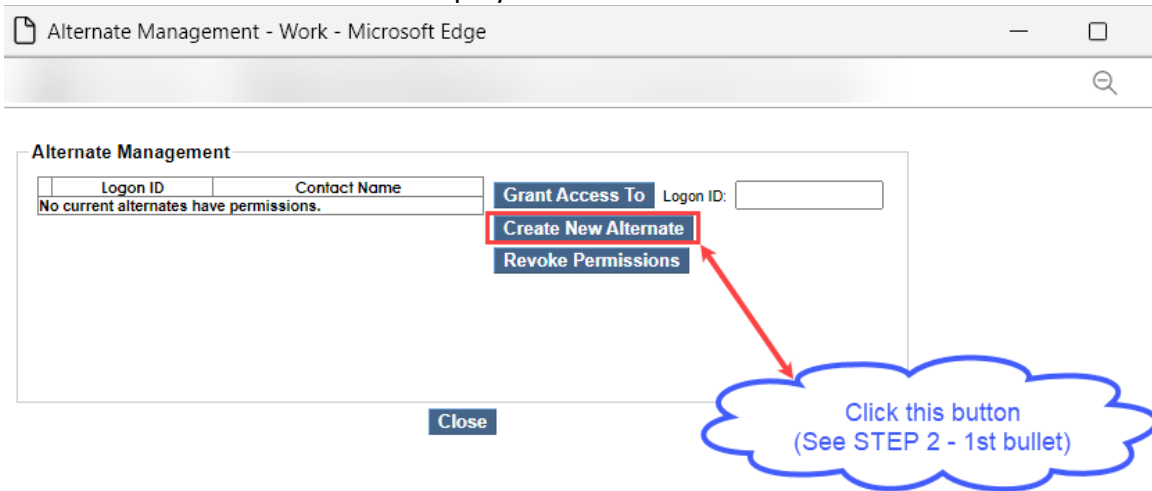


STEP 2: CREATE AN ALTERNATE ID

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

IMPORTANT NOTES:

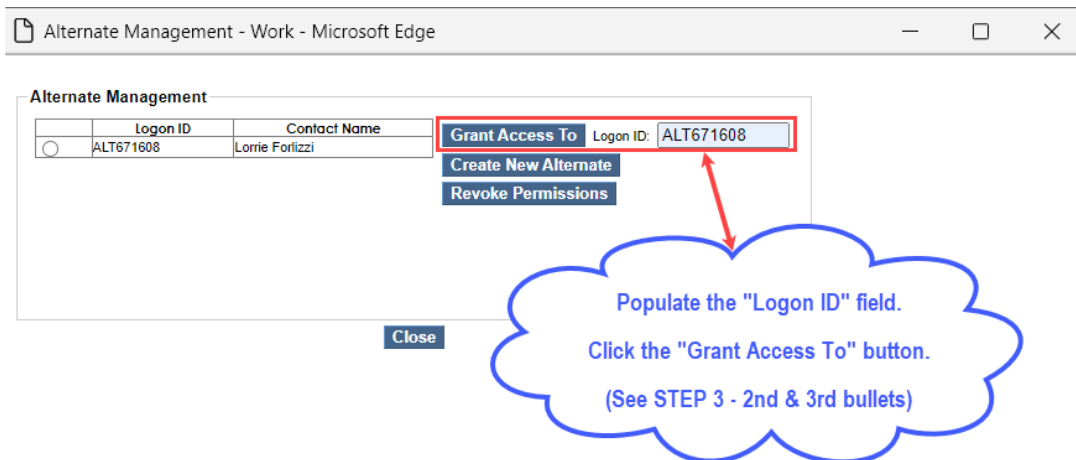
- Only one alternate id should be created for an employee.
- Employees should not share alternate ids.
- Vendors must not transfer an alternate id to another employee.
- Contact Names must contain employee’s full first and last names.



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:

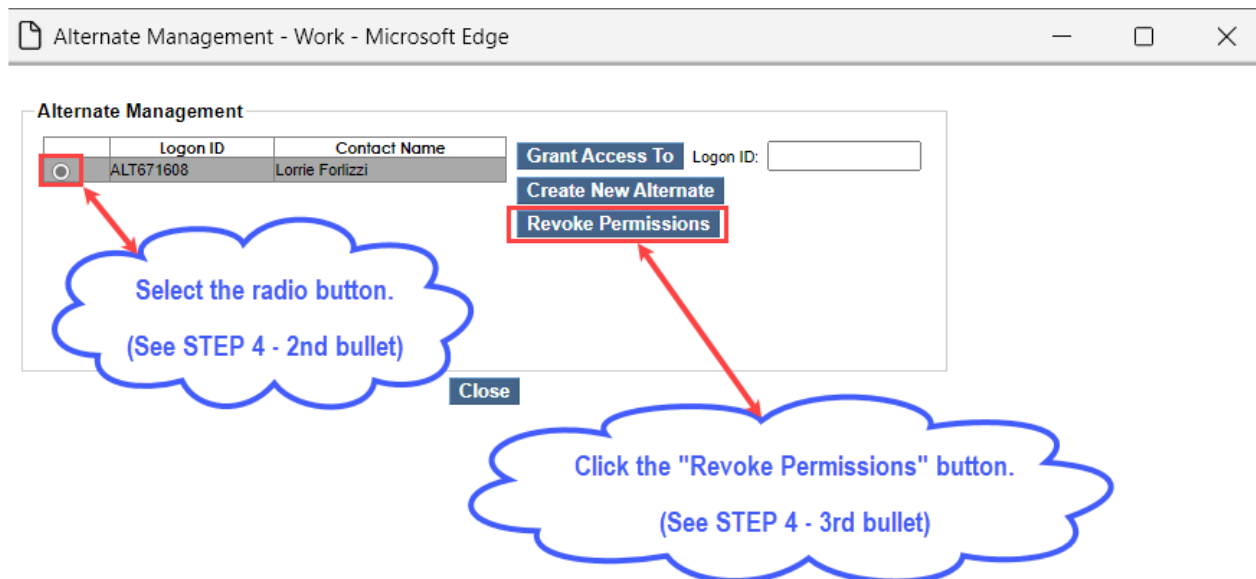
- Navigate to the ‘Alternate Management’ page as indicated above.
- Populate the “Logon ID” field with the system generated ALT ID (Example: ALT671608).
- Select the “**Grant Access To**” button.



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.dhs.pa.gov/help/LIHEAPManual.pdf>

Updated November 2024