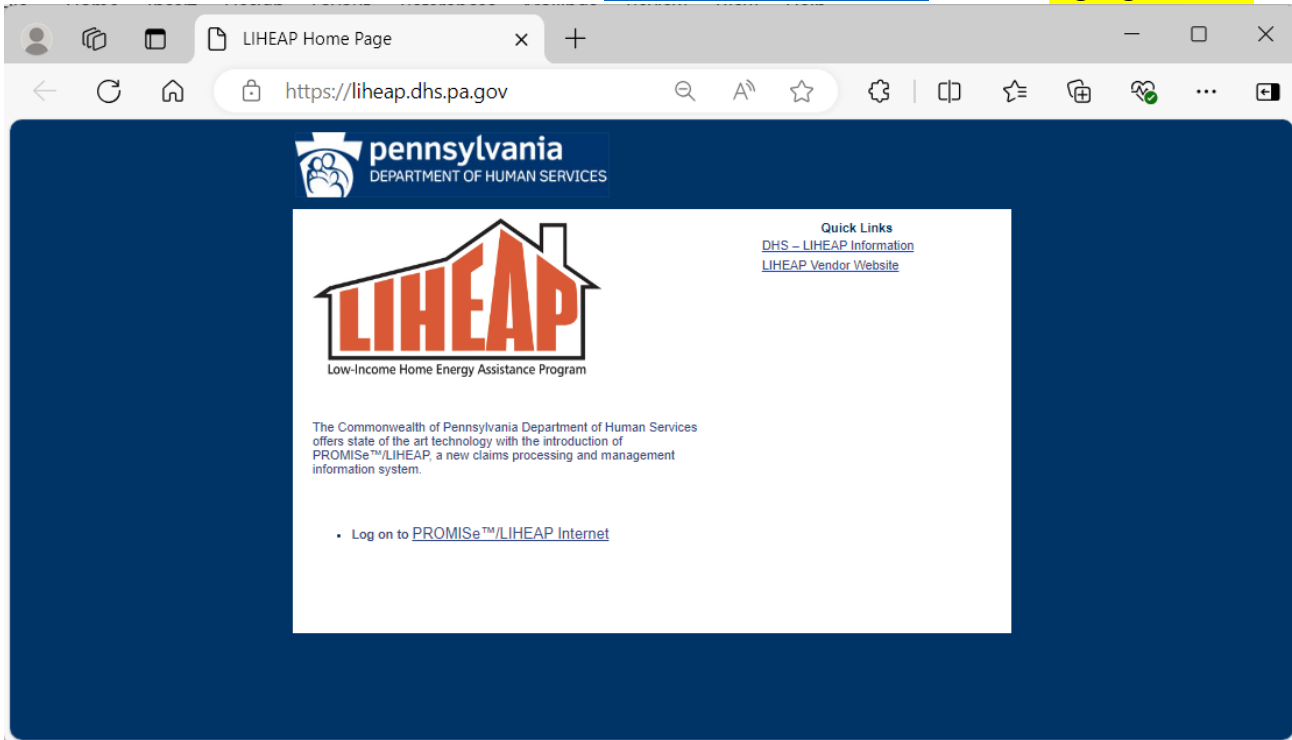


LIHEAP 'HOME' PAGE – PROMISe™ LOG ON <http://liheap.dhs.pa.gov/> Click on **highlighted link.**



LIHEAP 'LOG ON' PAGE:

Message box contains important information. Log in at the bottom of this screen.

New primary PROMISe™ Users must click 'Create your user account now' link to register as the vendor's primary user.



- Need Help?** [Use the Internet Help Manuals](#)
- [Guide to set up a primary PROMISe User](#)
 - [Adding/removing PROMISe users](#)
 - [Vendor Crisis 101: Instructions for Submitting a Claim](#)

Notice:

- Before the start of the season, take time to update your PROMISe™ password, remove PROMISe™ users who no longer have LIHEAP responsibilities and add others who will need to access vouchers / process LIHEAP Crisis claims during the 2024/25 Season. Call the PROMISe™ helpdesk 800-248-2152 if you have questions about these things.
- The 2024/25 LIHEAP Season will officially begin Monday, 11/4/24. Crisis Authorizations shouldn't display on your PROMISe™ Worklist until Tuesday, 11/5.
- If documentation isn't attached to a LIHEAP Crisis claim by upload, you **must print the LIHEAP Cover Sheet from PROMISe** and include it with **any** documentation submitted via FAX or MAIL.
- Documentation rejections will appear on your worklist this season, so you are immediately aware that a correction is needed.
- PROMISe™ users can request guidance / training to upload delivery tickets when Crisis Authorizations are received this season by contacting the LIHEAP Vendor Unit by email RA-LIHEAPVendors@pa.gov or call 877-537-9517 to schedule an appointment.

If you have already set up your account or a vendor has set one up for you, log on here.

Logon ID: (13 digit Vendor ID or 9 digit Alternate ID)

Password: [Forgot Password?](#)

Not yet registered? [Create your user account now.](#)

Note: A 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 or click the Forgot Password? Link.

Log On

This site requires Microsoft EDGE for Claim Processing. System may not function correctly using Firefox, Google Chrome, or other Internet browsers.

‘USER REGISTRATION’ PAGE: Complete this screen to register as a new primary PROMISE™ User.

User Registration

Type of Access Required: [Which access is right for me?](#)

Vendor ID: (13 digits required)

E-mail Address: (Example: vendor@fuelcompany.com)

Retype E-mail Address:

Contact Person:

Phone Number: (10 digits)

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.

Enter a password:

Retype password:

Providers and Billing Agents must enter the SSN or IRS EIN that is registered with your DHS Vendor Number. This required to validate your identity:

SSN: (OR) IRS EIN:

Select a security question and provide an answer:

Security Question:

Answer:

Submit Registration

After completing the User Registration form, click the **Submit Registration** button at the bottom of the screen. This will submit the form electronically. If all required information is present, you will be able to proceed to the Statement of Entitlement page to confirm that you have read and understand the disclaimers presented. This page must be signed and submitted before gaining access to the PROMISE™/LIHEAP Web application.

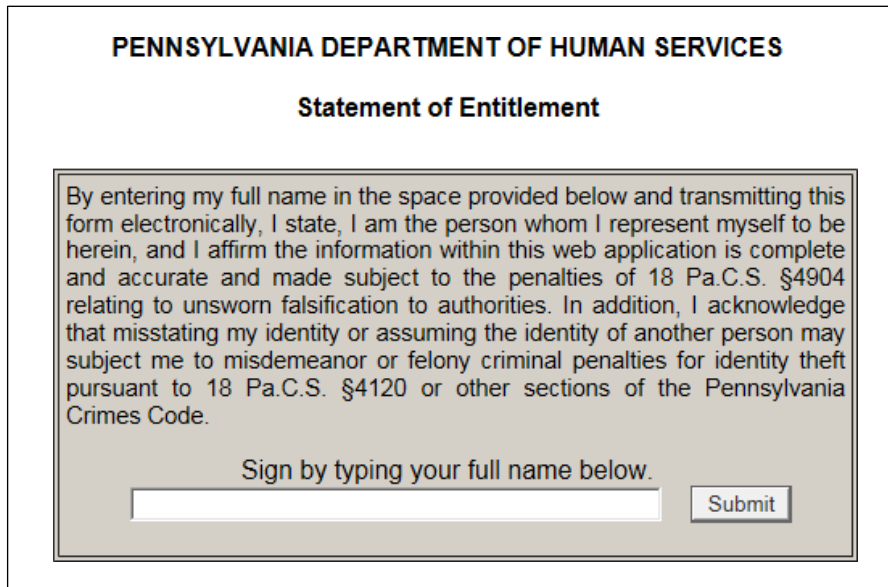
NOTE: a vendor user ID is comprised of the nine-digit PROMISE™ vendor number plus a four-digit service location. Vendors with more than one service location may create more than one account.

‘STATEMENT OF ENTITLEMENT’ PAGE:

The Statement of Entitlement, also called the Web User Agreement, displays when you register for Internet access or upon your initial logon. You are required to sign the user agreement to use the Web site. If you do not sign and submit the agreement, you will be logged off the system and returned to the Logon window.

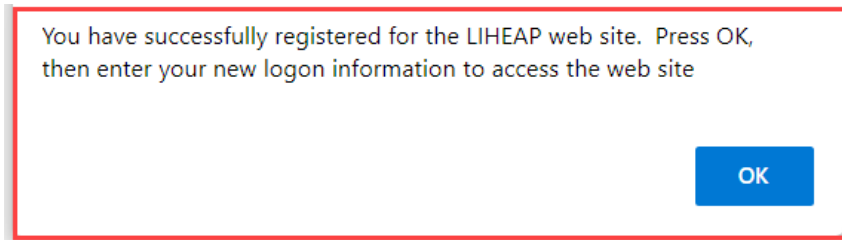
Statement of Entitlement – Continued:

To accept the User Agreement, type your **full name** in the field and click the **Submit** button.



The screenshot shows a web form titled "PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES" and "Statement of Entitlement". The form contains a text box with a legal disclaimer: "By entering my full name in the space provided below and transmitting this form electronically, I state, I am the person whom I represent myself to be herein, and I affirm the information within this web application is complete and accurate and made subject to the penalties of 18 Pa.C.S. §4904 relating to unsworn falsification to authorities. In addition, I acknowledge that misstating my identity or assuming the identity of another person may subject me to misdemeanor or felony criminal penalties for identity theft pursuant to 18 Pa.C.S. §4120 or other sections of the Pennsylvania Crimes Code." Below the text box is a label "Sign by typing your full name below." followed by a text input field and a "Submit" button.

This message will display after you click submit:



The screenshot shows a dialog box with a red border containing the text: "You have successfully registered for the LIHEAP web site. Press OK, then enter your new logon information to access the web site". There is a blue "OK" button at the bottom right of the dialog box.

NEXT STEPS:

- Log on using your credentials (13 digit Vendor ID & the password you selected).
- The PROMISE™ User Manual, Section 2.2 describes how to set up a new PROMISE™ User. The PROMISE™ User Manual is accessed on the PROMISE™ ‘Log On’ page.
- To **replace** a primary PROMISE™ User, the NEW primary User must call the PROMISE™ Helpline:
 - Identify yourself along with the 13 digit Vendor ID.
 - Provide your contact information.
 - State the reason for your call, such as Primary POC replacement needs password reset.
 - For authentication purposes, Users must provide the company’s FEIN.
- The NEW primary user must then update the contact information within the ‘Account Maintenance’ page immediately following successful log in.

PROMISE™ Helpline for Password Reset: 1-800-248-2152