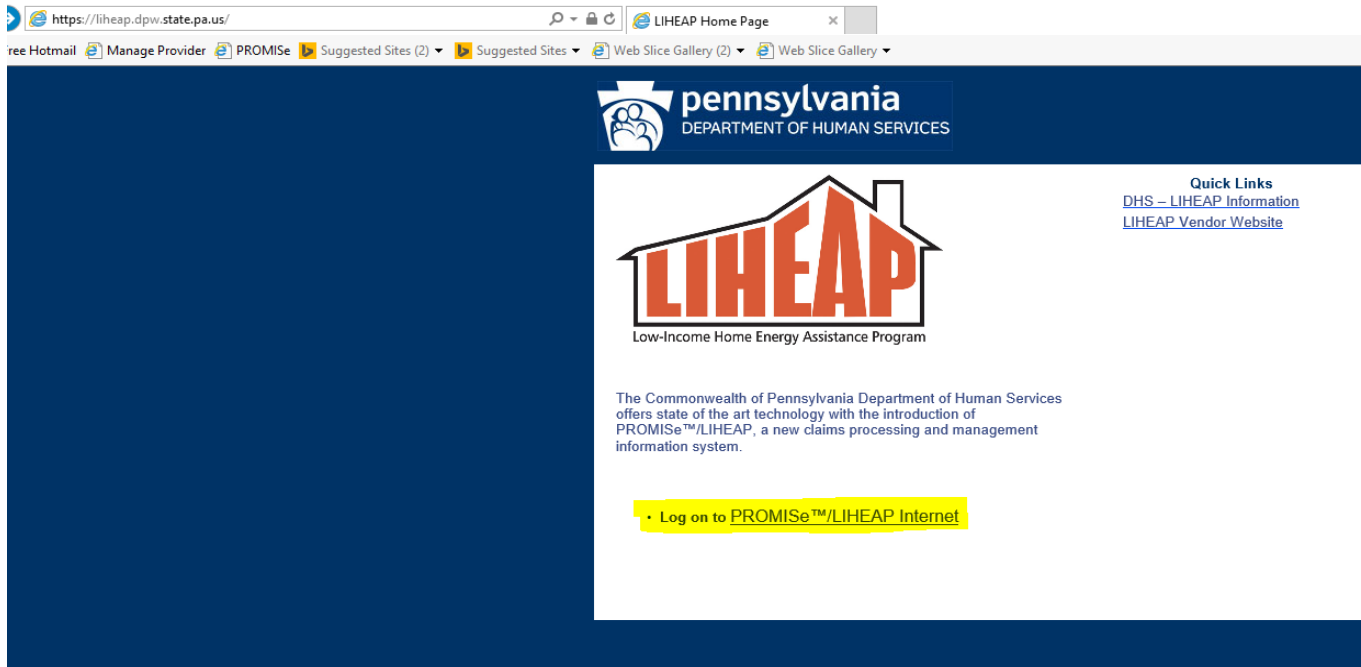


# Desk Guide for NEW primary PROMISE™ Users

PROMISE™ logon <https://liheap.dpw.state.pa.us/> Click on **highlighted link**.



## LIHEAP Vendor HOME 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' to register as the vendor's primary user.



**Need Help?** [Use the Internet Help Manuals](#)  
[Guide to set up a primary PROMISE User](#)

Access to the PROMISE system requires a vendor to set up a primary user. The primary user can set up alternate users (see Need Help? above).

Vendor representatives who establish primary or alternate user access can logon to this site year-round to view LIHEAP payment vouchers.

The 2018/19 LIHEAP Crisis Season will begin on November 1, 2018.

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, click the Forgot Password? link or call 1-800-248-2152.

**Log On**

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

**USER REGISTRATION SCREEN: Complete this screen to register as a new primary PROMISE™ User.**

**NOTE:** additional PROMISE™ users are set up by the **primary PROMISE™ user**. A Desk Guide to set up an Alternate PROMISE™ user is located on the Main Menu screen in PROMISE™.

**User Registration**

Type of Access Required:	Vendor <input type="button" value="v"/>	<a href="#">Which access is right for me?</a>
Vendor ID:	<input type="text"/>	(13 digits required)
E-mail Address:	<input type="text"/>	(Example: vendor@fuelcompany.com)
Retype E-mail Address:	<input type="text"/>	
Contact Person:	<input type="text"/>	
Phone Number:	<input type="text"/>	(10 digits)
<b>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.</b>		
Enter a password:	<input type="text"/>	
Retype password:	<input type="text"/>	
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:	<input type="text"/>	(OR) IRS EIN: <input type="text"/>
Select a security question and provide an answer:		
Security Question:	What is your mother's maiden name? <input type="button" value="v"/>	
Answer:	<input type="text"/>	
<input type="button" value="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

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

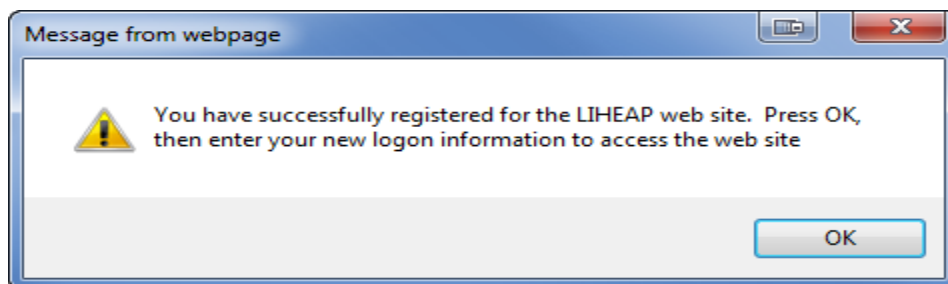
**PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES**

**Statement of Entitlement**

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.

Sign by typing your full name below.

This message will display after you click submit:



## NEXT STEPS:

- 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™ logon page.
- To **replace** a primary PROMISE™ user, the NEW primary user must call the PROMISE™ Helpline to have the Password RESET. The NEW primary user must then follow registration steps above.
- For authentication purposes, users must provide the company's FEIN to the PROMISE™ Helpline.

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