

LIHEAP ONLINE ACCESS REQUEST APPLICATION

Complete the Access Request Form to gain access to the EA System.

EA information is recorded in the LIHEAP EA System. There are four (4) types of security access available to users. These four (4) types are:

- Inquire - allows access to the EA System, but user can only view case information on the LIHEAP Registration (E1RG) screen, LIHEAP Application (E1AP) screen and the LIHEAP Member (E1MM) screen.
- Update - allows access to the EA System and user can perform add and update functions.
- Management - allows access to the EA System, add/update functions, and allows additional changes to be made on the EA System by management only for:
 - Pending Registrations (E1PN) screen,
 - New Applicant (E1NA) screen,
 - Reset Denied Status (E1RD) screen,
 - Payroll Statistics (E1ST) screen,
 - Member Refresh From Common Area [CA] (E1MR) screen,
 - Delete Registration (E1DR) screen,
 - And ability to override a duplicate address on the Application (E1AP) screen.
- DCN - each agency may designate three (3) staff members who can add Departmental Client Numbers (DCNs) to the Common Client Data Update (SUPD) screen referred to as the DSS common area. When an applicant or household member is not found in the DSS common area, they are added to the system.

Users must submit the following forms to the LIHEAP Unit for processing, in order to gain access to the EA System:

- LIHEAP Online Access Request Application
- DSS Confidentiality & Information Security Agreement (MO886-4461)

LIHEAP state staff must receive the forms *with all signatures* before security access is processed. To expedite processing send the forms by fax or encrypted email or send by mail. A *designated* supervisor must sign the LIHEAP Online Access Request Application.



STATE OF MISSOURI
DEPARTMENT OF SOCIAL SERVICES
LIHEAP ONLINE ACCESS REQUEST APPLICATION

NAME	SOCIAL SECURITY NUMBER (FULL SOCIAL SECURITY NUMBER REQUIRED)
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LIHEAP AGENCY/ENERGY SUPPLIER NAME

ADDRESS

PHONE	BUSINESS EMAIL (REQUIRED)
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IF YOU ARE AN ENERGY SUPPLIER, PLEASE NOTE EACH 9-DIGIT SUPPLIER NUMBER THAT YOU WOULD LIKE ACCESS TO: (ATTACH ADDITIONAL SHEET, IF NECESSARY)

Action Requested:

- I am a new user and would like access to the LIHEAP online system.
- My access was revoked because I did not login within the past 30 days. I believe my LIHEAP User ID is _____.
- Please delete the User ID/Access for this staff member immediately: _____ (name).
- Name. My prior name was _____ and my new name is _____.
- Other (Explanation required): _____.

Requested Access for Energy Suppliers:

- Read-only
- Ability to make changes

Requested Access for LIHEAP Agency:

- Inquire-only
- Ability to make changes
- Manager authorization
- Add DCN

REQUESTOR'S SIGNATURE	DATE
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SUPERVISOR'S SIGNATURE	DATE
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An incomplete application may result in delayed processing of your security request.
Please return complete packet to FSD LIHEAP Staff via fax 573-522-9557 or email FSD.LIHEAP@dss.mo.gov.
Once processed, FSD LIHEAP staff will email the necessary information to log into the system to the email address provided above.

OFFICE USE ONLY

SUPPLIERS
 DFSSP147 (ADD) DFSSP148 (DELETE) FEASP_____ FEASP_____ FEASP_____ FEASP_____

FEASP_____ FEASP_____ FEASP_____ FEASP_____ FEASP_____

CONTRACTING AGENCY
 DFSSP141 (INQUIRE) DFSSP143 (DCN, 3 MAX) DFSSP144 (UPDATE)
 DFSSP145 (MANAGER) DFSSP146 (DSS) DELETE

STAFF INITIALS	DATE SENT TO SECURITY
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