

## CHANGE NOTICE FOR MANUAL

DATE: March 25, 2013

**MANUAL:** Energy Programs (EP) Manual  
**CHANGE NO.:** 1-2013  
**TO:** County Directors of Social Services  
**EFFECTIVE:** Upon receipt, make the following changes to the Energy Programs Manual

### I. GENERAL

This change notice transmits revisions to the Energy Programs Manual. These changes are outlined below.

### II. SPECIFIC CHANGES

#### A. EP 600 CRISIS INTERVENTION PROGRAM (CIP) SYSTEM INSTRUCTIONS

1. The screenshots throughout the section have been replaced. On the new screens, the selection "Change Password" has been deleted and "Change Role" has been added to the menu bar.
2. Section 600.02 System Access A. How to Obtain or Modify Access is revised to advise counties that an e-IRAAF must be completed to register individuals with newly assigned NCID User IDs, to access the Energy Programs System.
3. Section 600.02 System Access B. Logon Procedures 1. is revised to add the signon screen which includes a new message to advise users that they must use their NCID User ID and password to sign on to the system.
4. Section 600.02 System Access B. Logon Procedures 2. is revised to:
  - a. Change User ID to NCID User ID.
  - b. Delete the sentences, "Initially, each user's password is blank. The first time a user enters the system, he/she is prompted to create a new password. A password never expires and may be changed at any time."
  - c. Add instructions for users with dual roles.
5. Section 600.02 System Access D. How to Change the Password is revised to:
  - a. Delete the following:
    1. "To change a password, click on "Change Password" at the top of the screen."

2. Step-by-step instructions are posted on the screen.
  3. The Note: A password is case insensitive, may be alpha, numeric, or a combination, and must be a minimum of 8 characters. Special characters may also be used.
- b. Notify the user that:
1. A password expires every ninety (90) days.
  2. The signon screen will display a message to alert the user that their password will expire within fifteen (15) days.
  3. The user must assign a new password using NCID portal.
6. Section 600.06 Questions About the DSS Crisis Intervention Program System and Low Income Energy Assistance Program System is revised to add the new phone number for the DSS Information Support Staff.
  7. Section 600.07 Help is revised to list the new phone number for the Help Desk.

**B. EP – 620 LOW INCOME ENERGY ASSISTANCE PROGRAM (LIEAP)  
SYSTEM INSTRUCTIONS**

1. The screenshots throughout the section have been replaced. On the new screens, the selection “Change Password” has been deleted and “Change Role” has been added to the menu bar.
2. Section 620.02 System Access A. How to Obtain or Modify Access is revised to advise counties that an e-IRAAF must be completed to register individuals with newly assigned NCID User ID, to access the Energy Programs System.
3. Section 620.02 System Access B. Logon Procedures 1. is revised to add the signon screen which includes a new messages to advise users that they must use their NCID User ID and password to sign on to the system.
4. Section 620.02 System Access B. Logon Procedures 2. is revised to:
  - a. Change User ID to NCID User ID.
  - b. Delete the sentences, “Initially, each user’s password is blank. The first time a user enters the system, he/she is prompted to create a new password. A password never expires and may be changed at any time.”
  - c. Add instructions for users with dual roles.
5. Section 620.02 System Access D. How to Change the Password is revised to:
  - a. Delete the following:

1. "To change a password, click on "Change Password" at the top of the screen."
  2. Step-by-step instructions are posted on the screen.
  3. The Note: A password is case insensitive, may be alpha, numeric, or a combination, and must be a minimum of 8 characters. Special characters may also be used.
- b. Notify the user that:
1. A password expires every ninety (90) days.
  2. The signon screen will display a message to alert the user that their password will expire within fifteen (15) days.
  3. The user must assign a new password using NCID portal.
6. Section 620.06 Questions About the DSS Crisis Intervention Program and Low Income Energy Assistance Program in the EP System is revised to add the new phone number for the DSS Information Support Staff.
  7. Section 620.07 Help is revised to list the new phone number for the Help Desk.

This change notice transmits revisions to the Energy Programs Manual. These changes are outlined below.

### III. INSTRUCTIONS FOR MAINTENANCE OF THE ENERGY PROGRAMS MANUAL

#### To maintain your current hard copy of the Energy Programs Manual:

1. Go to the DSS On-Line Manuals Change Notice website at <http://info.dhhs.state.nc.us/olm/manuals/dss/ei-40/chg/>
2. Click on Change No. 1-2013
3. Click on the "CN 1-2013" and attachment links at the bottom of the page to print the Change Notice and the attached documents.
4. Open the files using Adobe Acrobat Reader and print the pages. Insert or replace the appropriate pages in your current hard copy as indicated below.

Note: Adobe Acrobat Reader may be downloaded for free at <http://www.adobe.com/>

To update your current hard copy of the manual:

<u>REMOVE</u>		<u>INSERT</u>	
<u>SECTION</u>	<u>PAGES</u>	<u>SECTION</u>	<u>PAGES</u>
600	1-31	600	1-33
620	1-28	620	1-30

If you have any questions, please contact the DSS Information Support Staff at (919) 527-6270.

Sincerely,



Hank Bowers, Chief  
Performance Management/Reporting &  
Evaluation Management Section

HB:th  
Attachments  
[EP\\_CN1-2013](#)  
[EPs600](#)  
[EPs620](#)