

# County Staff Quick Start Guide #1

## Submitting a Provider Enrollment Application in the Energy Provider Portal

In order to digitally fill out contracts and begin submitting invoices for assisted North Carolinians, utility providers must first enroll in the Energy Provider Portal by filling out and submitting an online application. This quick start guide provides a high-level overview of how to submit an enrollment application on behalf of a provider. For more details, please review the [Energy Provider Portal – County Staff User](#) training material.

**Note: County Staff Users may only log in to the Energy Provider Portal on the 1<sup>st</sup> and 3<sup>rd</sup> Wednesdays of each month, or the first business day thereafter if either of those days falls on a holiday.**

### 1 Log in to the Energy Provider Portal

- Navigate to <https://energyproviderportal.nc.gov>
- Enter your NCID username and password

### 2 Search for the Provider Account

- On the **COUNTY STAFF HOME PAGE** search for the provider account you want to create
- Before moving forward, validate that the provider does not have an account with the county and primary category you want to create

### 3 Click Create Accounts

- In the appropriate fields enter the organization's name, address, and FEIN or SSN

### 4 Select the Primary Provider Category

- Use the drop-down menu to choose which category of utility the provider delivers
- You may need to provide additional details about the primary category; complete the fields to provide additional details as necessary

### 5 Select the County for the Provider's Account

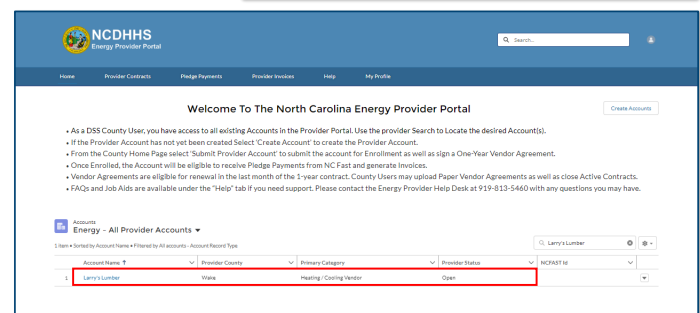
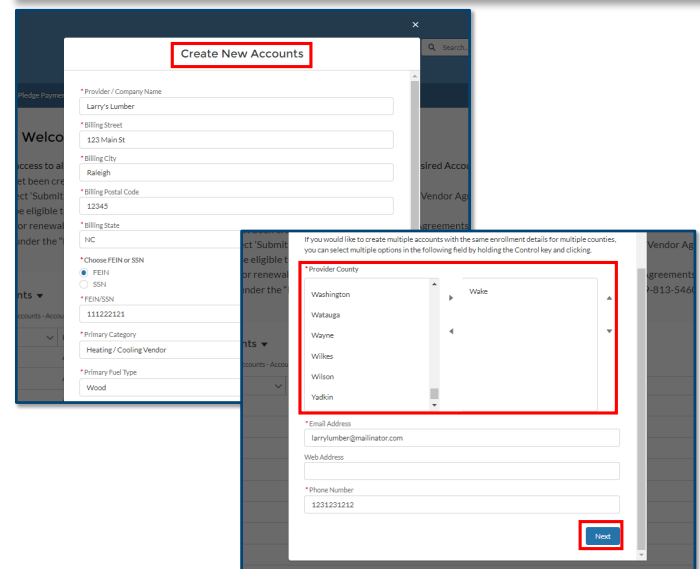
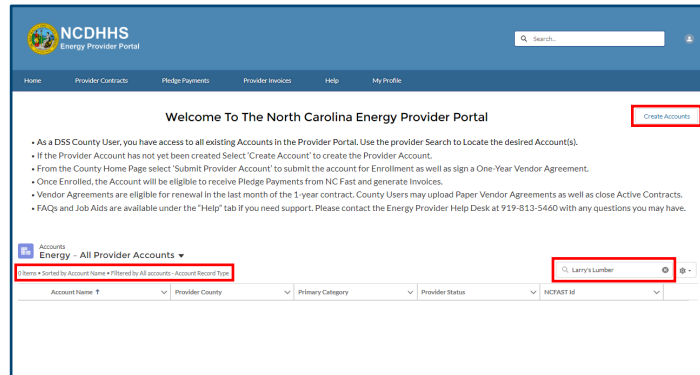
- Select the counties where you would like to create a provider account from the box on the left side, and click the **RIGHT ARROW**
- Each county you move to the right-side box will have an account created

### 6 Enter contact information

- Type in a provider's email address for receiving notifications, an optional web address for the organization (e.g., [www.UtilityExample.com](http://www.UtilityExample.com)), and the provider's phone number
- Click **NEXT** to submit the application

### 7 Select the Account

- Verify that the account is now visible on the **COUNTY STAFF HOME PAGE**
- Click on the **ACCOUNT NAME**



If you need additional help, please contact the NC FAST Provider Support Center (919) 813-5460 from 8 a.m. to 6 p.m. Monday through Friday, Eastern Time.

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### 8 Submit your Provider Account for Enrollment

- Click the **SUBMIT PROVIDER ACCOUNT** button on the top right of the screen
- Click **NEXT**
- Each account you created will need to be enrolled prior to being able to submit an invoice

### 9 Create a Vendor Agreement

- You will be prompted to create a vendor agreement
- You must submit a primary agreement for the enrollment to be successful
- Select the starting date of the contract (**Note:** the starting date cannot be more than 30 days in the past)
- Select **NEXT**

### 10 Review the Terms and Conditions

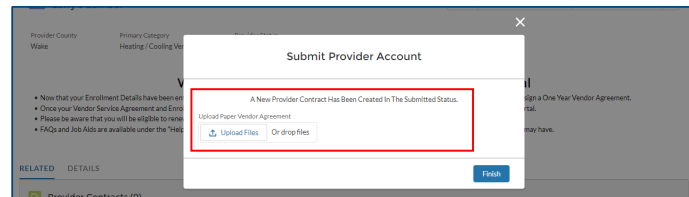
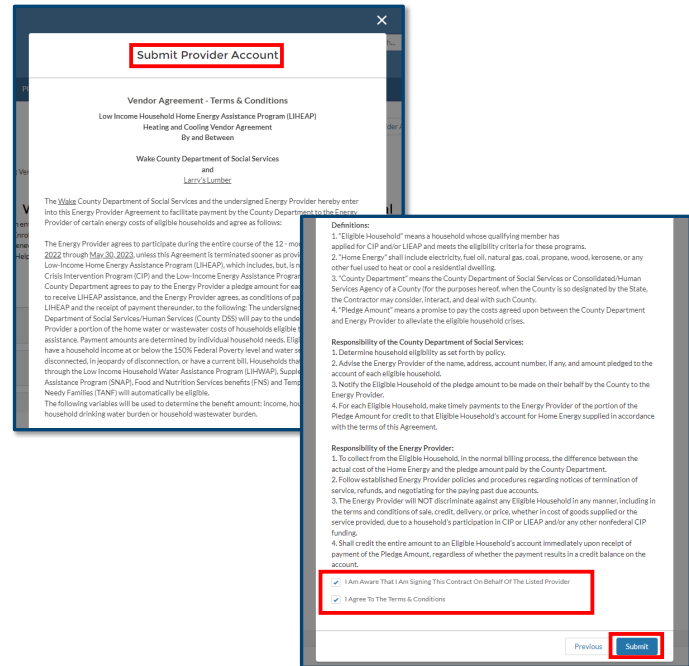
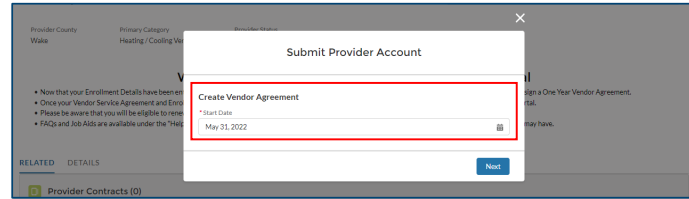
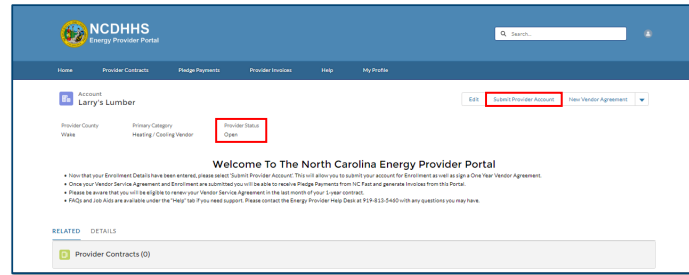
- Based on the input information, a Terms and Conditions screen will appear
- Read and review the Terms and Conditions
- Check both the **I AM AWARE THAT I AM SIGNING THIS CONTRACT ON BEHALF OF THE LISTED PROVIDER** box and the **I AGREE TO THE TERMS AND CONDITIONS** box and click **SUBMIT**

### 11 Upload PDF of a Paper Contract

- If you have a paper contract for the provider, scan it to a PDF file and upload the file on this screen
- You may drag and drop the file or click **UPLOAD FILES** and select the appropriate file

### 12 Wait for Approval

- The account status will appear as **SUBMITTED**
- Within a few business days, a State Information Support user will review the enrollment application
- The State Information Support user will activate the contract and change the account to **ENROLLED**
- You or the provider may now begin submitting invoices for the pledge payments that appear for this account



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