

State Information Support Quick Start Guide #1

Enrolling a Provider's Account in the Energy Provider Portal

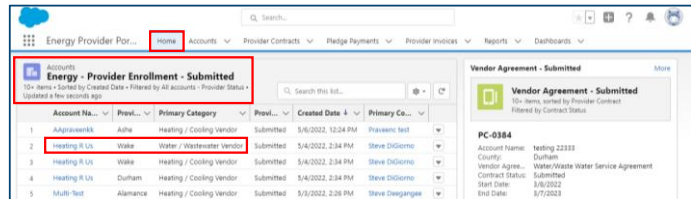
One of the primary functions of the North Carolina Energy Provider Portal is submitting an invoice to the appropriate county for services rendered to a resident who receives utility assistance. This quick start guide provides a high-level overview of how to activate a contract and enroll a provider's account so that they may begin submitting invoices. For more details, please review the [Energy Provider Portal – State Information Support User](#) training material.

1 Log in to the Energy Provider Portal

- Navigate to <https://ncdhhsncfast.lightning.force.com>
- Enter your NCID username and password

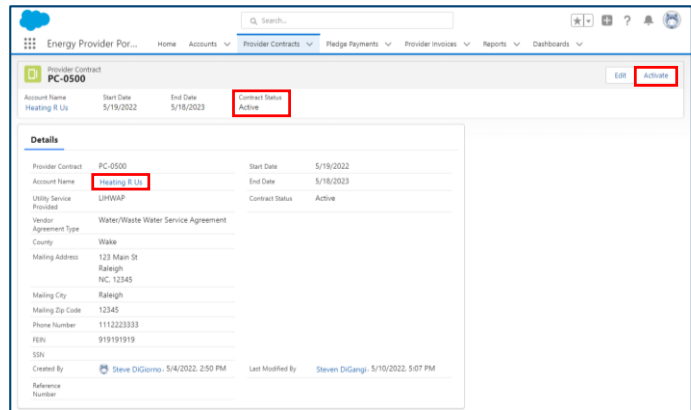
2 Select an account to enroll

- Provider accounts that are awaiting enrollment will appear in the **PROVIDER ENROLLMENT – SUBMITTED** tile
- Click the Account Name to enroll



3 Verify the account details are correct

- Review the information on the **DETAILS** tab of the account for accuracy
- If the provider utilizes Non-Federal CIP funds, update the **APPROVED NON-FEDERAL CIP FUND** field

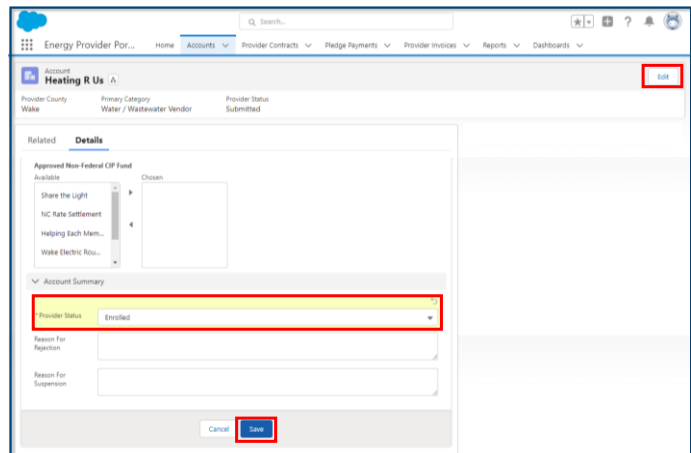


4 Activate the Contract

- Verify that the provider has submitted a contract with their application by selecting the **RELATED** tab and locating the **SUBMITTED** contract
- Click the contract record
- Click **ACTIVATE**
- Navigate back to the **ACCOUNT** page

5 Enroll the Provider Account

- On the **DETAILS** tab of the account, click on any pencil icon, or select the **EDIT** button on the top right of the screen
- Under **ACCOUNT SUMMARY**, change the **PROVIDER STATUS** to **ENROLLED**
- Click **SAVE**



6 Rejecting an enrollment application

- If the provider's entered information is incorrect, incomplete, or they did not submit a provider contract, update the **PROVIDER STATUS** field to **REJECTED**
- Explain why the application is rejected in the **REASON FOR REJECTION** field and click **SAVE**

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

