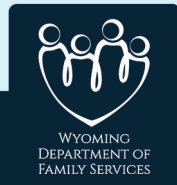




STEP-BY-STEP LIEAP REGISTRATION GUIDE



Here's how you can register and create your account to start the application process for the Low-Income Energy Assistance Program (LIEAP).



Wyoming Low Income Energy Assistance Program (LIEAP)

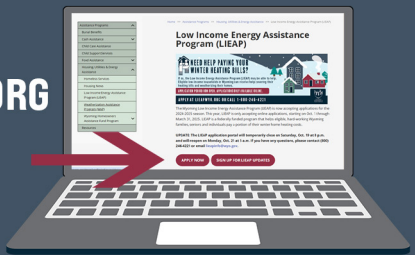
STEP 1: VISIT OUR WEBSITE.

Go to lieapwyo.org and click on the red "APPLY NOW" button.

STEP 01

VISIT LIEAPWYO.ORG

Click on the red "APPLY NOW" button



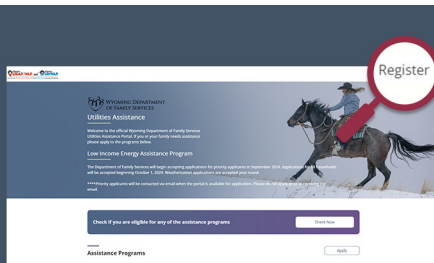
STEP 2: REGISTER FOR AN ACCOUNT.

If you do not already have an account with LIEAP, HAF, or ERAP, click on the button "REGISTER" to begin the process. If you have a previous account, please log in instead.

STEP 02

REGISTER FOR AN ACCOUNT.

Click on "REGISTER" to begin the process.



STEP 3: PROVIDE YOUR DETAILS IN THE REGISTRATION BOX.

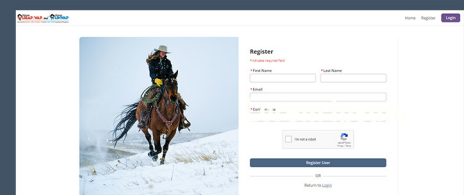
Fill out the registration box with your first name, last name, and email address. For security purposes, you'll need to enter your email address twice. Click the box that says "I am not a robot" and then the button "Register User." Your email is your username when you log in to access your application, and LIEAP will use your email to send information to you.

TROUBLESHOOTING TIPS:

- **Username already being used.** Your email is your username. If you have had a previous account with LIEAP, HAF, or ERAP, you should not need to register again. Just log in using your email as the username and password for that original account. If you forgot your password, then you will need to change it. Click the "Forgot Password" link and follow the steps. If you have any problems, please call (800) 246-4221 for assistance.
- **Have a previous account but are using a new email address:** If you have had a previous account with LIEAP, HAF, or ERAP but are using a new email address, then you will need to call (800) 246-4221 for assistance.

STEP 03 PROVIDE YOUR DETAILS.

Enter your first name, last name, and email address.



APPLICATION ASSISTANCE

Phone: (800) 246-4221

Email: lieapinfo@wyo.gov

In-person: Visit Align in Cheyenne or your local DFS Office

STEP 4: CHECK YOUR EMAIL AND CLICK THE LINK.

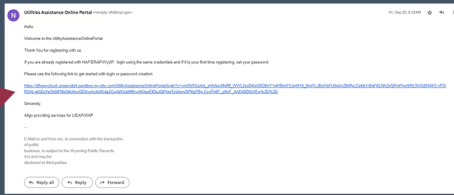
You will receive an email from noreply-dfs@wyo.gov with the subject line: "Welcome to the Utility Assistance Online Portal." Click the link in the email to be redirected to the log in screen, where you can create your password.

TROUBLESHOOTING TIPS:

- **Don't see the email in your inbox:** Check your spam or junk folder. Add noreply-dfs@wyo.gov to your contacts so future emails don't get caught by the spam filter.
- **The link doesn't work:** Please call (800) 246-4221 for assistance.

STEP 04 CHECK YOUR EMAIL AND CLICK THE LINK.

You will receive an email from noreply-dfs@wyo.gov. Click the link to go to the login screen.



STEP 5: SET YOUR PASSWORD.

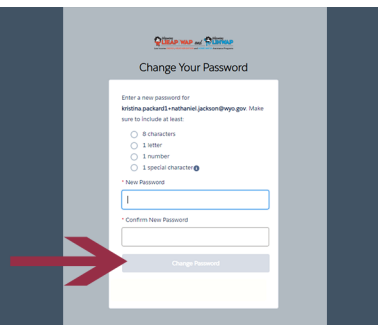
Enter your new password twice and click the button "CHANGE PASSWORD."

TROUBLESHOOTING TIP:

- **Password reset doesn't work:** Please call (800) 246-4221 for assistance.

STEP 05 SET YOUR PASSWORD.

Enter your new password twice and click the button "CHANGE PASSWORD."

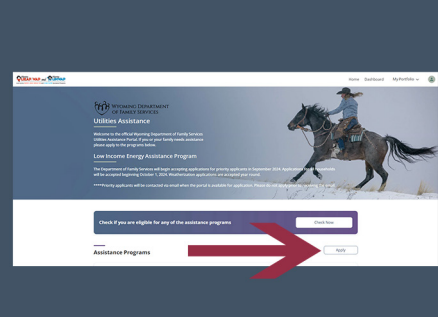


STEP 6: START YOUR APPLICATION.

Once you've set your password, you'll be directed to the main screen of the application. Click the button "APPLY" and choose the program you would like to apply for in the popup box that appears.

STEP 06 START YOUR APPLICATION.

Click the button "APPLY" and choose your program.



APPLICATION INFORMATION

Federal guidelines allow 45 days from the date the LIEAP office receives the application to process a LIEAP application. To avoid delays, make sure the application is completed fully, that all household members age 18 and older are listed on the application and by submitting all of the required supporting documents with your application.

LIEAP APPLICATION CHECKLIST

- ✓ **CONTACT INFORMATION:** Name and email. Your email will be used to access your application and to receive information from the program.
- ✓ **PROOF OF IDENTIFICATION:** Verification of identity for all household members. Ex. Driver's license, birth certificate, Military ID, passport, state issued ID, etc.
- ✓ **INCOME:** Household income information. You will be required to upload proof of income for each household member.
- ✓ **UTILITY BILLS:** A copy of your recent main heating bill and electric bill. The bill/statement(s) must show the service address, account number, and name.
- ✓ **RENTAL VERIFICATION:** Rental Verification Form