Vermont COVID-19 Arrearage Assistance Program
Utility Reviewer User Guide

Prepared by MTX Group
V1.0 (Modified 8/28/2020)

Program Information	**3**
Login	**3**
Home Screen	**3**
Assigning Reviewers	**5**
Review Application - Verify	**7**
Review Application - Mark as Incomplete	**9**
Review Application - Mark as Rejected	**11**
Review Application - Remove from Queue	**13**
Account Number Search	**14**
Funding Dashboard	**15**

Login

Step 1: **Visit** https://vermont.force.com/UtilityArrearsBroadband/s/login/

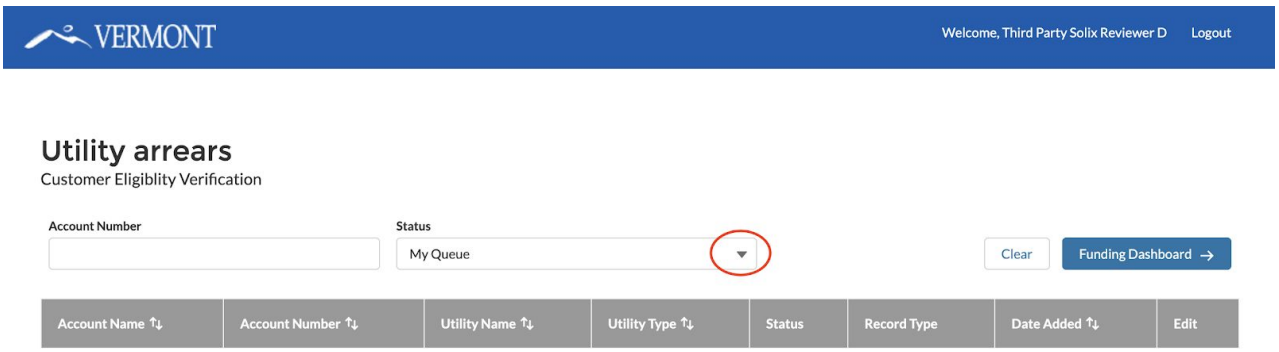
Step 2: **Enter** Username (email format, i.e. bob.smith@gmail.com) and **Password**.

Step 3: **Login** to Community

Home Screen

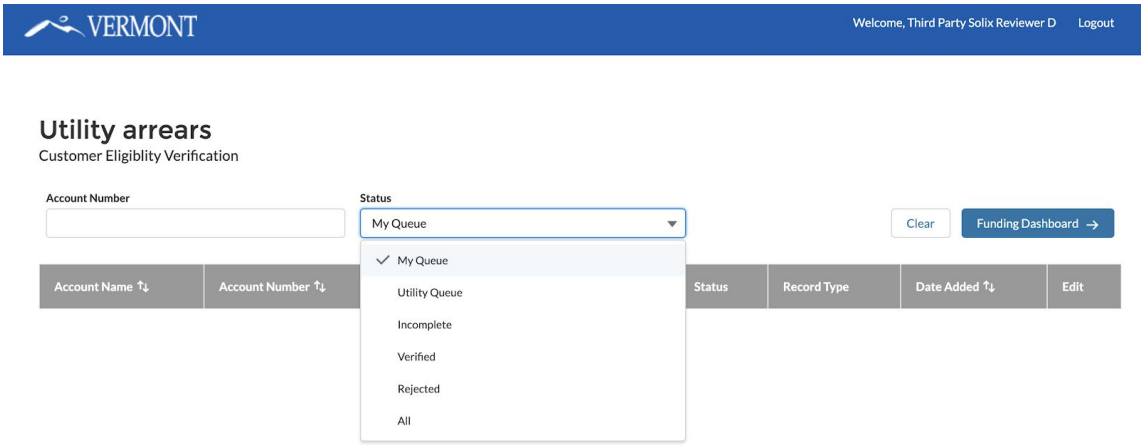
Upon login will be redirected to the utility dashboard.

Step 4: Click on the triangle next to “My Queue” under the Status, in order to see a view of the different queues.



*Note: **Utility Name** is the name of the utility company. **Utility Type** is the entity type. **Record Type** reflects the type of application the user applied for: Residential Arrears, Non-Residential Arrears or the Temporary Broadband Subsidy Program*

Step 5: Select “Utility Queue”

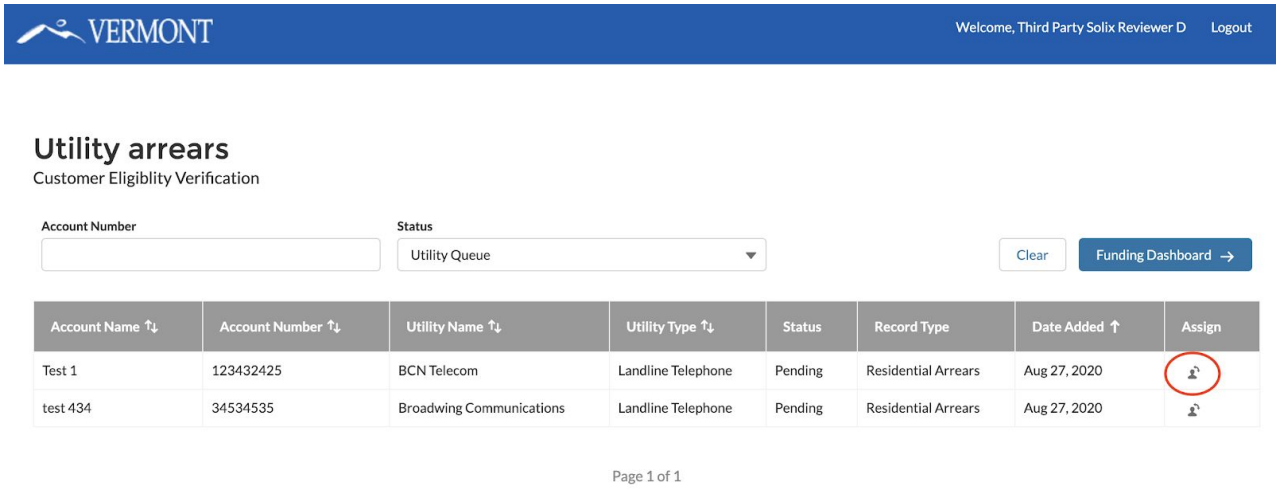


The differents statuses you can select will take you to a different listviews of the applications:

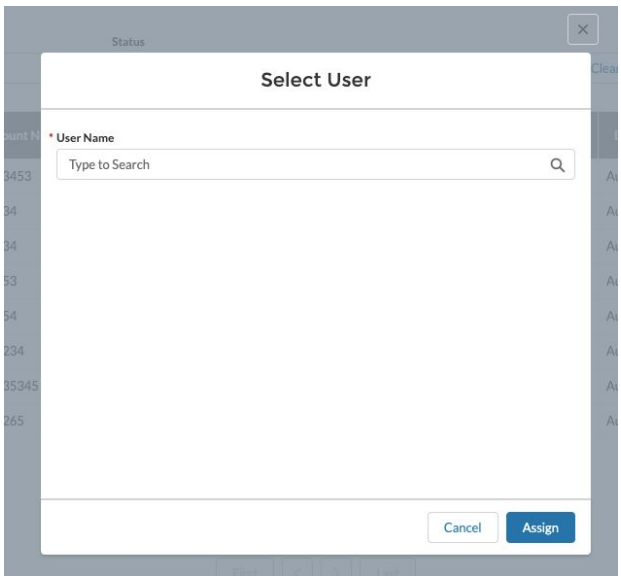
- **My Queue -** You will be able to edit and review the applications that are assigned to you in this list view**.** The status of the applications will be “Pending”.
- **Utility Queue -** Any applications that have been submitted and have a status of “Pending” will appear in this list view. This is also where you will assign the applications to either yourself or other reviewers.
- **Incomplete -** The applications that have been marked as “Incomplete” will appear in this list view.
- **Rejected -** The applications that have been marked as “Rejected” will appear in this list view.
- **All -** All applications, regardless of their status or who the application is assigned to, will appear in this list view. This is a useful place to find applications by searching the account number.

Assigning Reviewers

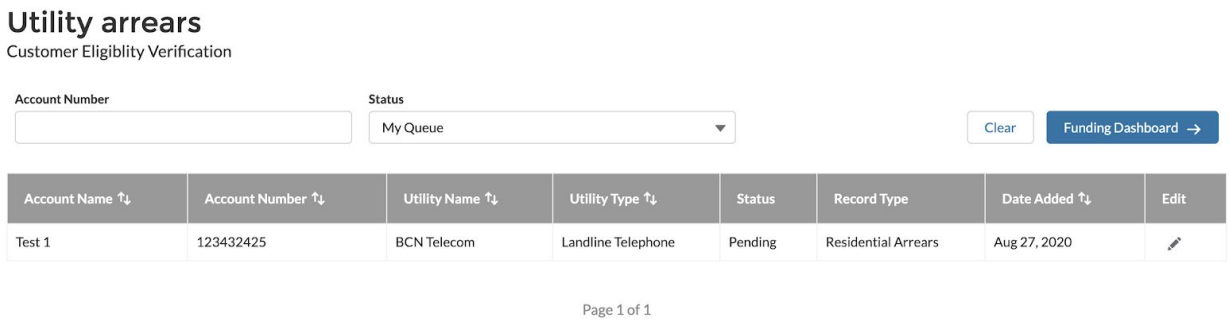
Step 1: Once the “Utility Queue” has been selected, you will be able to assign the applications to reviewers. In order to do this, select the icon for the application you would like to assign under the “Assign” column.



Step 2: Search the appropriate name you would like to assign the application to. In this case, assign the application to yourself. Select Assign.

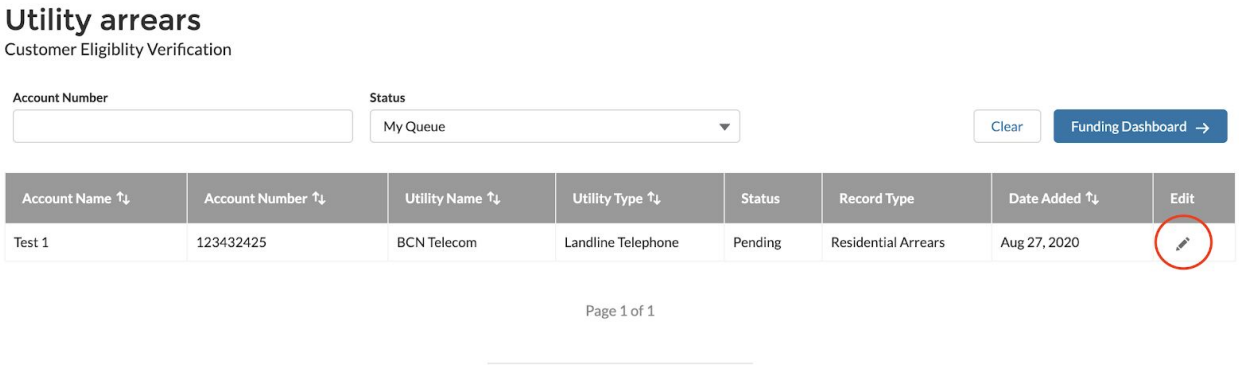


Step 3: Once you have selected “Assign”, the application will no longer appear in the “Utility Queue” Select the “My Queue” status in order to view the applications that are assigned to yourself. The application will appear in the queue.

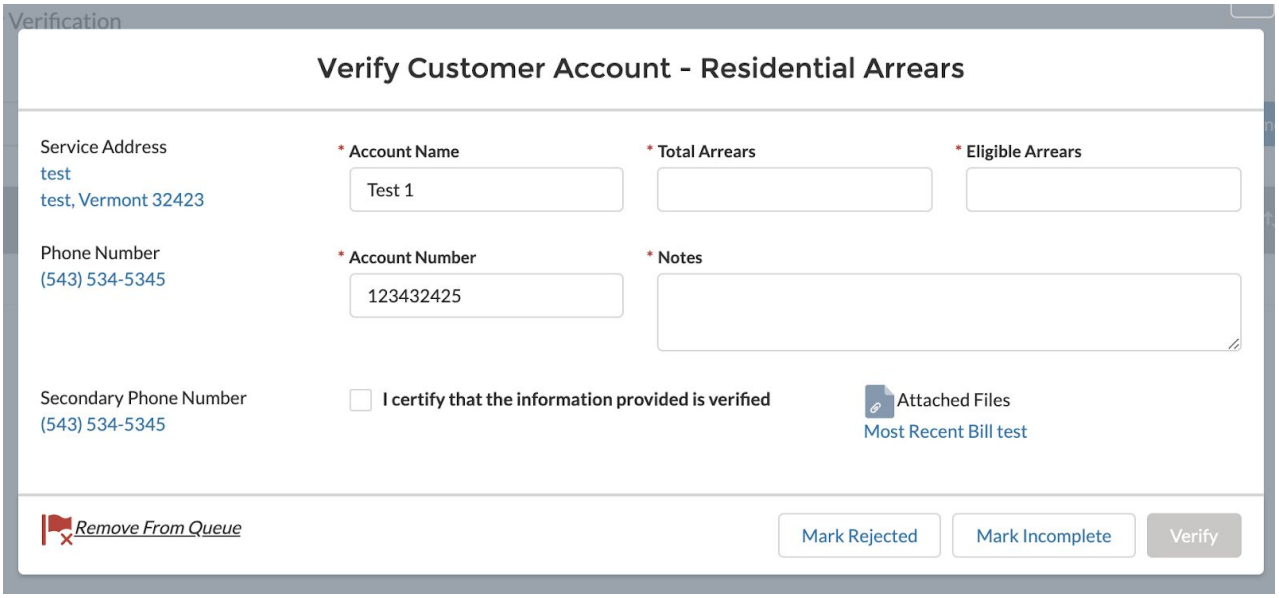


Review Application- Verify Application

Step 1: Once the application has been assigned to yourself and is now appearing in “My Queue”, you will next select the pencil icon under edit in order to review the application.



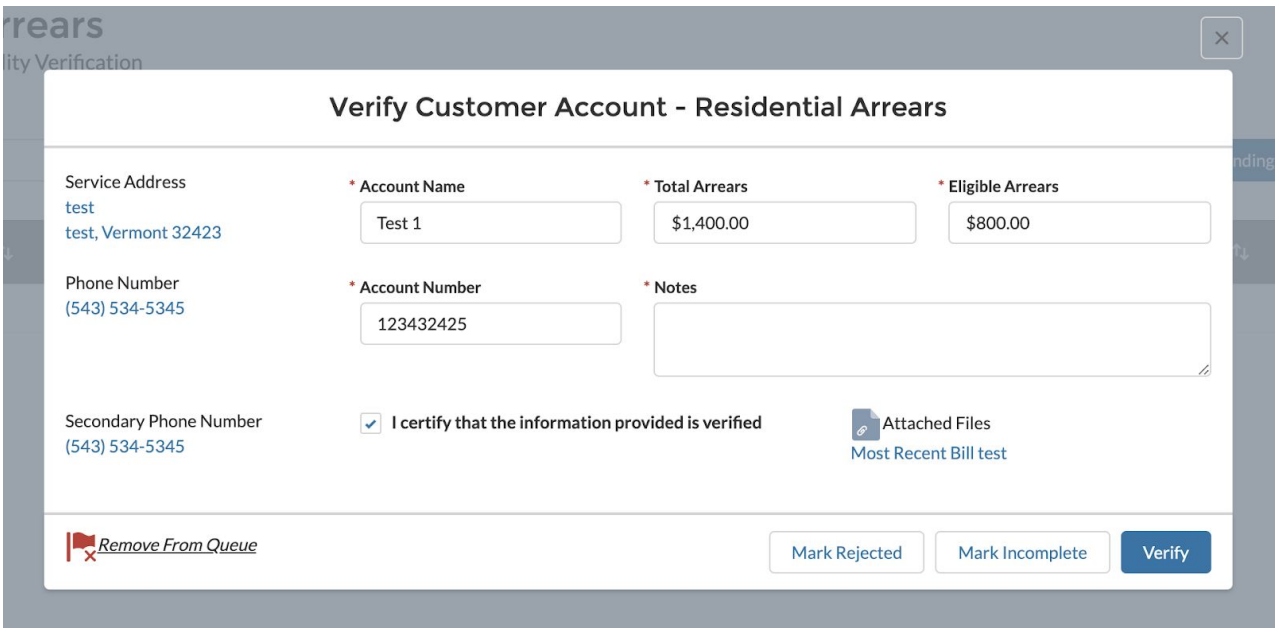
Step 2: The review page will appear. If you are reviewing a telecommunications application, in order to see the most recent utility bill, select the Attached File. You will need this bill in order to verify that the applicant is a current customer, and to enter the Total Arrears and the Eligible Arrears.



Step 3: The “Total Arrears” and “Eligible Arrears” will need to be entered. See Desk Aid.

Note: You will not be able to verify the application if the Eligible Arrears is greater than the Total Arrears and if the values that are entered reflect they are, you will be prompted with an error message to update the values.

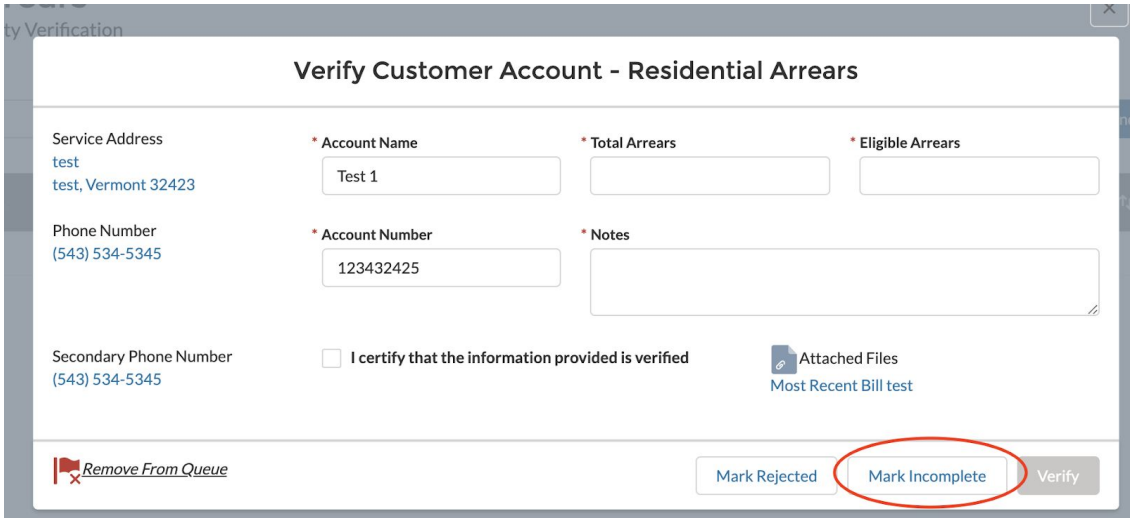
Step 4: Once you are able to verify the customer's account, you will need to select the checkbox to attest that the information is accurate and verified before you can select "Verify".



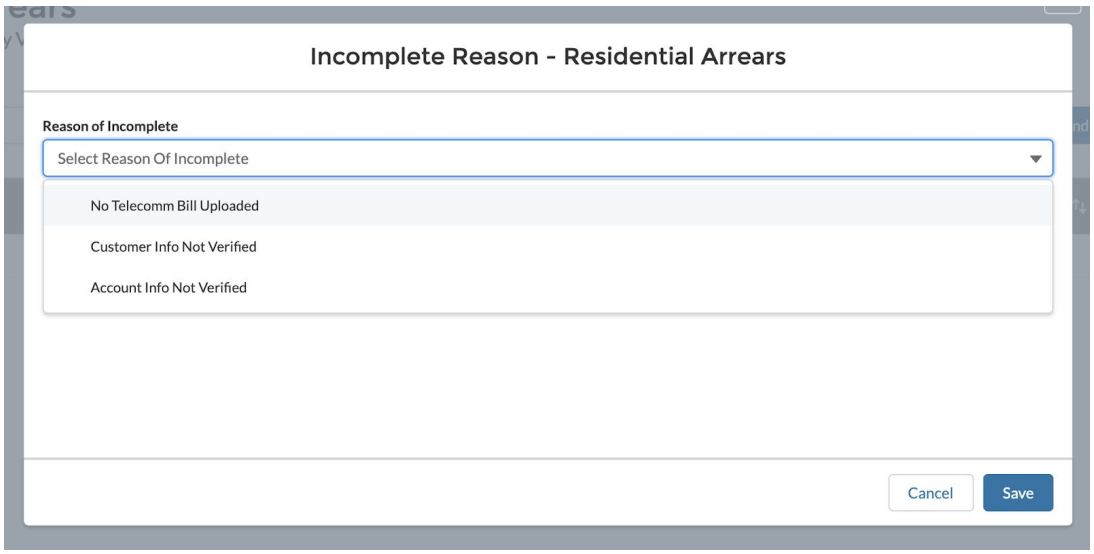
Step 5: Once the application has been verified, it will be removed from "My Queue". The application will now appear under the "Verified" listview and under the "All" listview.

Review Application - Mark as Incomplete

Step 1: Marking an application as “Incomplete” will reopen the application and allow the applicant to make any changes or updates that are necessary. If for any reason you need to mark the application as incomplete, you will select “Mark Incomplete” on the review page.



Step 2: You will next have to select the reason why you are marking the application as incomplete.



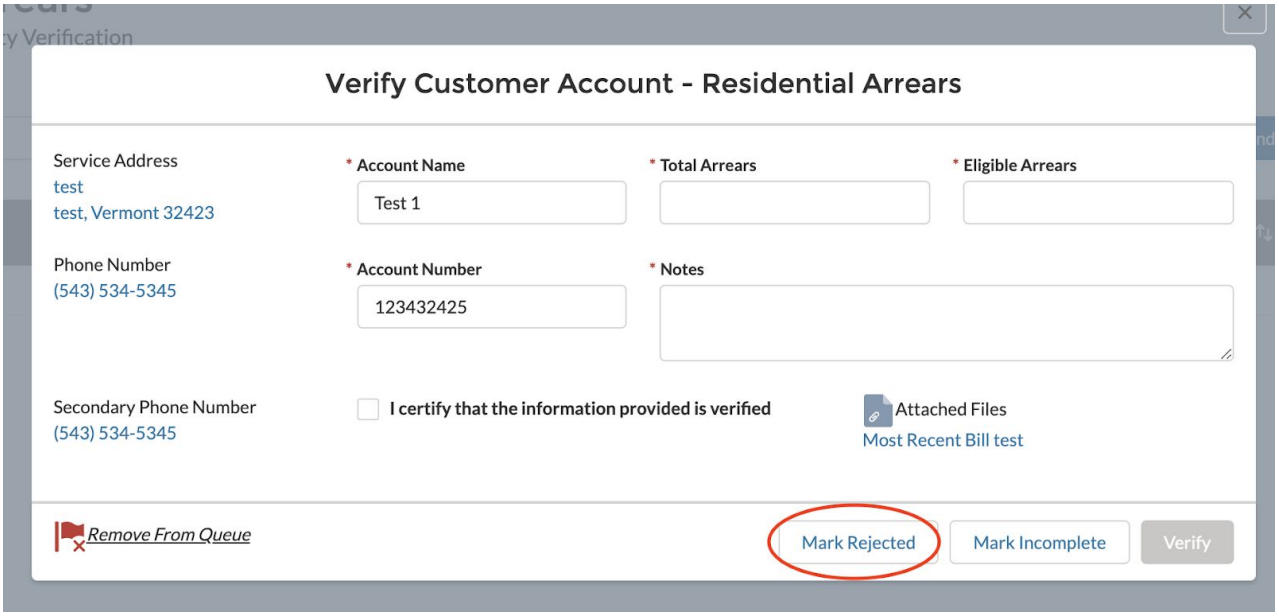
Note: An important note is that whichever selection you make, it will then trigger an email to the applicant with the reason why you are marking the application as incomplete. Below is a table that defines the message that will be sent to the applicant based on the selected reason.

Reason of Incomplete	Notification sent to applicant
No Telecomm Bill Uploaded	A determination of eligible arrears from telecommunications services could not be made. Please upload an electronic version of the most recent telecommunications invoice of bill.
Customer Info Not Verified	The account holder's contact information or service location could not be verified. Please confirm the email address, physical service address in Vermont, or mailing address.
Account Info Not Verified	The account information provided for {insert utility sector} could not be found. Please confirm the utility company provider, the full name of the account holder on a recent bill, the service address and the account number.

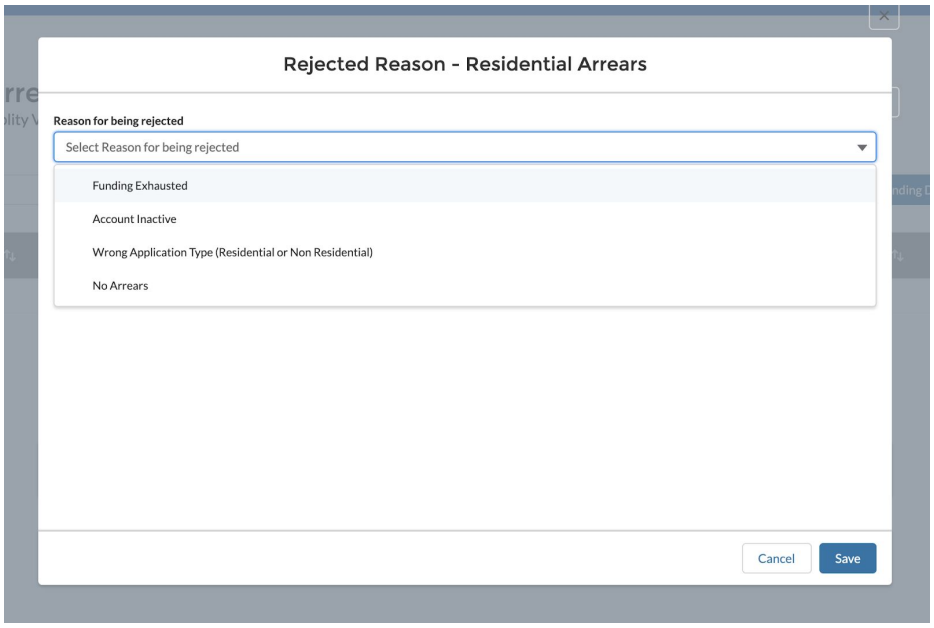
Step 3: Once you have selected a reason why you are marking the application as incomplete, select "Save". The application will now be removed from "My Queue" and will appear in the "Incomplete" listview and the "All" listview.

Review Application - Mark as Rejected

Step 1: Marking an application as “Rejected” will result in the rejection of the application and the applicant will be notified. If you need to reject the application, you will select “Mark Rejected”



Step 2: You will next have to select the reason why you are marking the application as rejected.



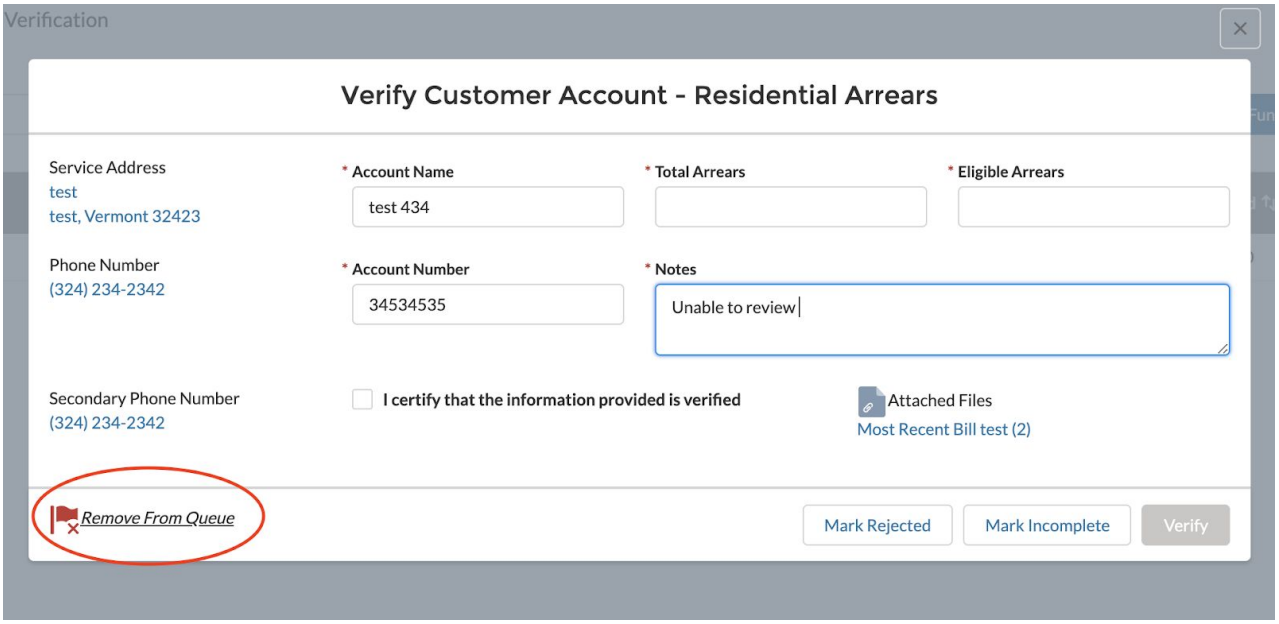
Note: An important note is that whichever selection you make, it will then trigger an email to the applicant with the reason why you are marking the application as rejected. Below is a table that defines the message that will be sent to the applicant based on the selected reason.

Reason for being rejected	**Notification sent to applicant**
Funding Exhausted	The funds available for VCAAP grant awards made available to customers of {insert utility name} have been exhausted.
Account Inactive	The account for {insert utility sector} service with {insert utility name} is no longer active.
Wrong Application Type (Residential or Non-Residential)	The account for {insert utility sector} service with {insert utility name} is a residential {non-residential} account that requires a distinct set of information and certifications from a non-residential {residential} application. The applicant must resubmit the application as a residential {non-residential} VCAAP application.
No Arrears	The account for {insert utility sector} service with {insert utility name} does not have qualifying arrears for services received on or after March 1, 2020 or more 60 days late.

Step 3: Once you have selected a reason why you are marking the application as rejected, select “Save”. The application will now be removed from “My Queue” and will appear in the “Rejected” listview and the “All” listview.

Review Application - Remove from Queue

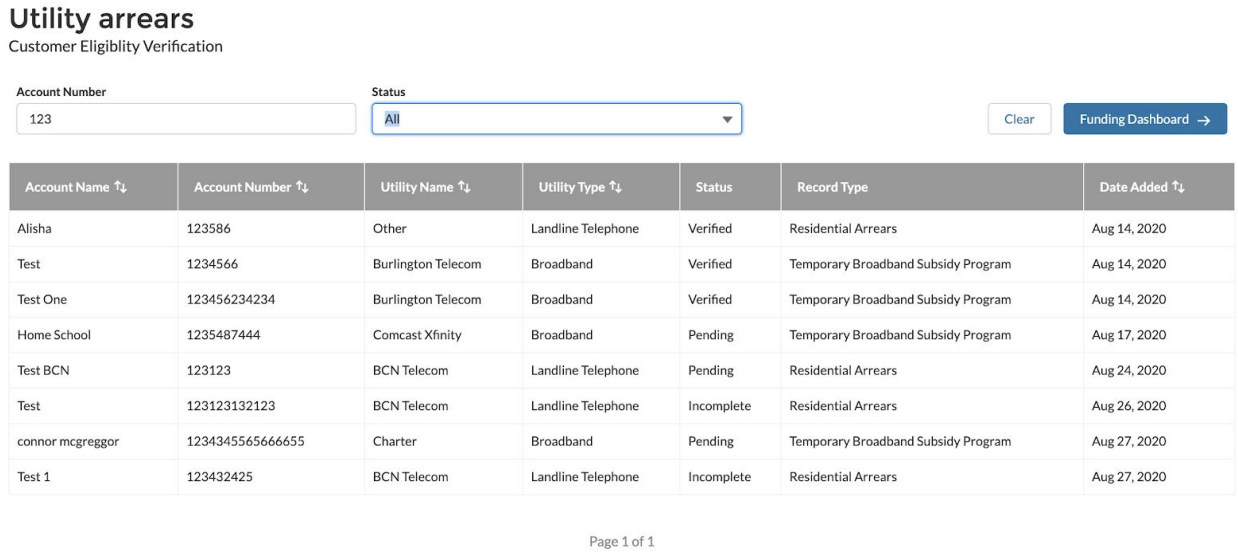
1. Once you have selected an application to review, and if for any reason you need to remove it from “My Queue”, you will first need to input text in the “Notes” textbox, then select “Remove from Queue” and click “Save”. This will remove the application from your queue and will move the application back to the “Utility Queue”. Once the application is back in the “Utility Queue”, it can be reassigned to other reviewers. The notes that you entered will be saved so that the next reviewer who is assigned to the application will be able to see what was written in the textbox.



Note: You are required to enter text in the notes field before you are able to remove the application from the queue. The text you enter can reflect the reason why you have removed the application from the queue or you can give instructions to the next reviewer.

Account Number Search

Step 1: You are able to search an account number by selecting the text box under “Account Number”. Once you have entered the numbers, you can either select “Tab” or click outside of the text field in order to load the applications.



Utility arrears

Customer Eligiblity Verification

Account Number: 123

Status: All

Clear | Funding Dashboard →

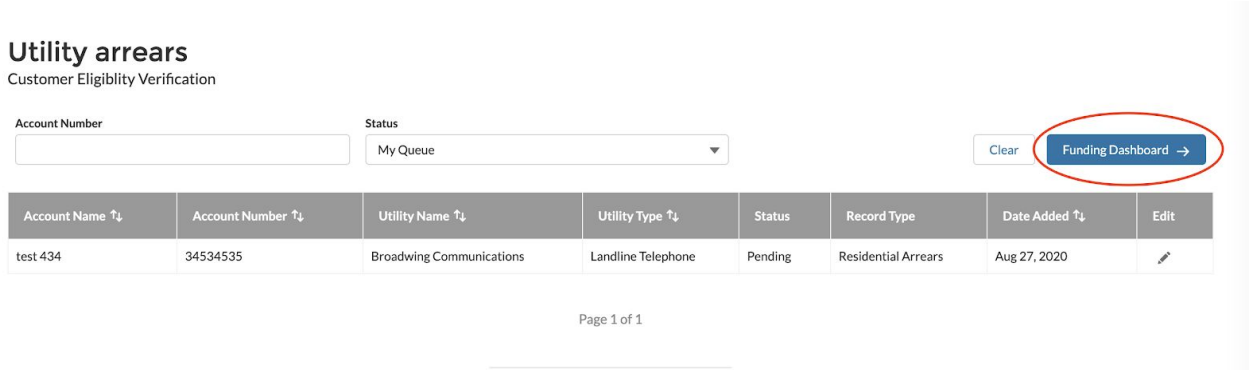
Account Name	Account Number	Utility Name	Utility Type	Status	Record Type	Date Added
Alisha	123586	Other	Landline Telephone	Verified	Residential Arrears	Aug 14, 2020
Test	1234566	Burlington Telecom	Broadband	Verified	Temporary Broadband Subsidy Program	Aug 14, 2020
Test One	123456234234	Burlington Telecom	Broadband	Verified	Temporary Broadband Subsidy Program	Aug 14, 2020
Home School	1235487444	Comcast Xfinity	Broadband	Pending	Temporary Broadband Subsidy Program	Aug 17, 2020
Test BCN	123123	BCN Telecom	Landline Telephone	Pending	Residential Arrears	Aug 24, 2020
Test	123123132123	BCN Telecom	Landline Telephone	Incomplete	Residential Arrears	Aug 26, 2020
connor mcgreggor	1234345565666655	Charter	Broadband	Pending	Temporary Broadband Subsidy Program	Aug 27, 2020
Test 1	123432425	BCN Telecom	Landline Telephone	Incomplete	Residential Arrears	Aug 27, 2020

Page 1 of 1

Note: Whichever list view you are currently Searching the account numbers under the “All” list view can be helpful because you are able to search every application regardless of the status or who the application is assigned to.

Funding Dashboard

Step 1: In order to track the total amount of awarded funds and track the amount of remaining funds, you can select “Funding Dashboard”.



Step 2: You will be prompted to the below screen. Each time an application is verified, the “Award Amount” will be updated, along with the “Remaining Award Amount” and the “Exhausted (%)”. At any time to return back to the home screen, select “Back to Dashboard”.