

Maine State Housing Authority (MaineHousing)  
**SYSTEM ACCESS AUTHORIZATION REQUEST FORM**

Effective Date: \_\_\_\_\_ Agency Name: \_\_\_\_\_

Employee Full Name: \_\_\_\_\_ Employee Title: \_\_\_\_\_

Employee Direct E-mail Address: \_\_\_\_\_

Employee Direct Telephone Number: \_\_\_\_\_

Employee Type (check all that apply):  
 Full-time     Part-time     Temporary     Returning  
 Volunteer

## Authorization

Indicate access to be granted or changed for the above-named employee by checking all that apply.

New User                       Change in User Authorization                       Remove User  
 Check if user will return within 6 months

Hancock Software	ShareFile	MERAC/CITRIX Application
<input type="checkbox"/> Agency Administrator <input type="checkbox"/> Agency User <input type="checkbox"/> Energy Auditor <input type="checkbox"/> Energy Inspector <input type="checkbox"/> Fiscal Administration  <p>In order to gain access to the Hancock system, each user is required to have a separate Hancock account. Multiple employees should not use the same log-on ID and password to gain access to HEAT/Enterprise. Agency "User Roles" are defined by the level of authorization specified by the agency on this <i>Authorization Form</i>. Roles define what sections and features of HEAT/Enterprise are available to users. See the <i>Hancock Users Guide</i> for user role descriptions.</p>	<input type="checkbox"/> CHIP-WAP Projects <input type="checkbox"/> Conflict of Interest <input type="checkbox"/> Grant Management/ Compliance <input type="checkbox"/> Home Repair Program <input type="checkbox"/> LIAP/HEAP Reports <input type="checkbox"/> Monthly Billings <input type="checkbox"/> Other <input type="checkbox"/> Hancock Users Guide  <p>ShareFile provides authorized users with a secure platform to transmit documents to MaineHousing without restriction to file size, format or frequency. Each CAA is assigned a ShareFile folder that provides access (permissions) to authorized users identified by the agency. MaineHousing creates and maintains the ShareFile folders identified above and provides access to CAAs and EHS staff.</p>	<p><b>RSA Secure ID Token</b></p> <input type="checkbox"/> New RSA Token Needed <input type="checkbox"/> Transfer Token FROM _____ TO: _____ TOKEN #: _____ <p><b>Level of authorization needed</b></p> <input type="checkbox"/> Read Only (limited view) <input type="checkbox"/> Intake LIHEAP (performs intake and is listed on the intake staff list) <input type="checkbox"/> Certify LIHEAP (for informational purposes, check one of two reasons below) <input type="checkbox"/> Perform application certifications and be listed on the certification staff list <input type="checkbox"/> View certification dates on the Certification tab <input type="checkbox"/> LIHEAP Administrator (Includes rights on the MERAC Tools tab e.g. Maintain Local Vendors, SVES Income Follow-up, Reopen Request) <p>An email will be sent to new (and some returning) users with instructions to take an on-line security training class. The RSA Security Token along with the user ids, passwords and RSA Token Receipt form will be mailed to the CAA contact. <b>Training must be successfully completed and the RSA Token Receipt form completed, signed and returned to MaineHousing before tokens will be activated.</b></p>

**NOTE:** Separate forms must be submitted for each user. Email executed forms for new users, change in user status and/or removal of users to MaineHousing at LIHEAP@mainehousing.org or FAX 207-624-5780. A secure email will be sent to the new/returning user with the applicable system web-site address, log-on user id and password, and system support procedure. The CAA Approver will also be notified when access has been granted.

\_\_\_\_\_  
CAA LIHEAP/Housing Manager/Director Signature

\_\_\_\_\_  
CAA LIHEAP/Housing Manager/Director Name

Date \_\_\_\_\_

MaineHousing Only	
Approved: _____	Date: _____
MERAC	
<input type="checkbox"/> Add to AD	<input type="checkbox"/> Set up Hancock
<input type="checkbox"/> Add to MERAC	<input type="checkbox"/> Set up ShareFile
<input type="checkbox"/> Sent Training Email	
<input type="checkbox"/> Issued Token	
By: _____	By: _____
Date: _____	Date: _____