

# NY HP Portal

# EmPower NY Workflow

# Contractor User Guide



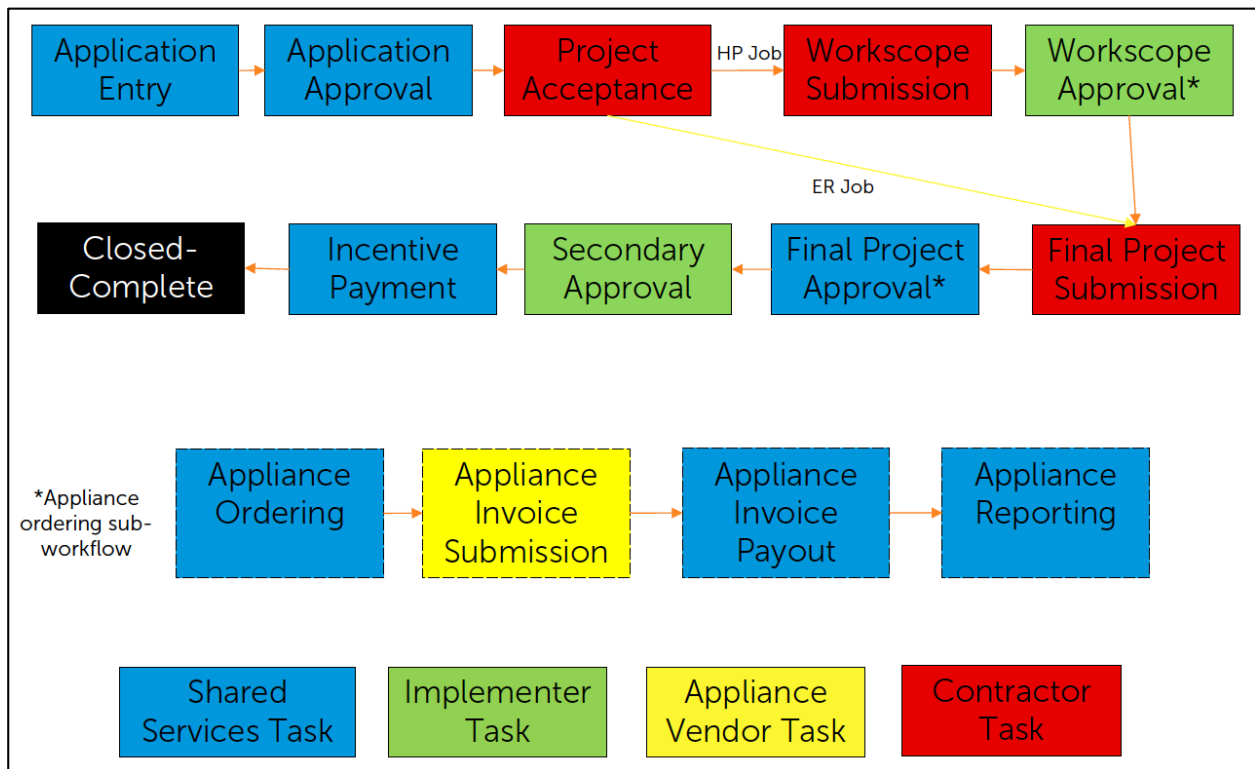
Last revised: 8/10/17

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## Introduction

- What is the EmPower workflow?
  - The EmPower workflow is a standalone, end to end solution created to enable project submission and management of EmPower New York projects. The workflow handles Home Performance (HP) and Energy Reduction (ER) jobs in addition to Appliance Ordering.
  - An overview of the EmPower workflow can be seen below



- Which tasks are completed by contractors?
  - If the project is an HP job, contractors are responsible for completing Project Acceptance, Workslope Submission, and Final Project Submission tasks.
  - If the project is an ER job, contractors are responsible for completing Project Acceptance and Final Project Submission tasks.
- How do contractors complete tasks in the EmPower workflow?
  - EmPower projects are created and assigned to contractors. Once the Application Approval task is completed by Program staff, and the contractor is selected for the project, the contractor will receive an email to their task notification email address notifying them of the new project. There is one task notification email address per contractor.



## New Project Acceptance Task

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Hello Alex's Energy Buddies,

We've got a new Project Acceptance task for you!

Project ID: 10857

Name: Bob Builder

Phone: 123-456-7890

Location: Queens, NY 11105

[View all project details here](#)

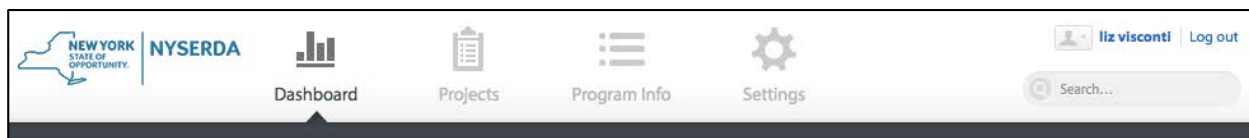
- The new project will also appear in the selected contractor's Projects list.

The screenshot displays the 'Projects' section of the NYSED Partner Portal. The top navigation bar includes 'Dashboard', 'Projects', 'Program Info', and 'Settings', with a search bar and user profile 'liz visconti'. The main content area shows a list of 21 projects, sorted by 'Last Name'. The left sidebar contains filters for 'Stage', 'EmPower', 'HPwES Express Contract', 'Assignment Status', 'Tasks', 'Affiliation', and 'Other'. The project list includes details for Bob Adams, Dave CR, Sidney Crosby, Josephine Customer, Jane Doe, and Bob A. Jones. Red arrows and callouts highlight:
 

- Clicking on the participant name to open up the project.
- Checking 'Past assignment' to see completed projects.

## Partner Portal Orientation

The Partner portal is divided into four main sections, as shown in the screenshot below.



Each tab takes you to a different section of the Partner portal:

- **Dashboard**
  - View active projects and project statuses
  - View latest program updates

- **Projects**
  - Find, complete, and review assigned projects
  - Download list of projects as a .csv file
- **Program Info**
  - NYSERDA will post any relevant program information here
  - The latest posts will also be visible on Dashboard
- **Settings**
  - Edit password
  - Edit company info including the task assignment email, company profile, and service area.
  - In order to change a user's name or email or a add a user, please email [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov).

If you have questions that are not answered by this guide, please reach out to [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov).

## Dashboard

By clicking on the Dashboard tab, you can see a snapshot of tasks currently assigned to your organization. You can click into the various tiles of the dashboard to see the corresponding list of projects.

The screenshot shows the NYSERDA Contractor Support Website dashboard. At the top, there is a navigation bar with the NYSERDA logo, a search bar, and user information for 'liz visconti'. Below the navigation bar are five tabs: Dashboard, Projects, Program Info, and Settings. The main content area is divided into several sections:

- All Programs:** A section for 'EmPower Contractor' with contact information: 6208 Oak Hill Circle, Suite 3000, Rensselaer, NY 01581. A yellow box indicates 'Your company's profile is incomplete. Add missing info »'. There are links for 'Home' and 'Reports'.
- ACTIVE PROJECTS:** A large central tile showing '15 ACTIVE PROJECTS' with a 'See all »' link. A red callout box points to this tile, stating: 'Access the list of all active projects for your company. You can also access this list by clicking the Projects tab at the top of the page.'
- Summary Tiles:** Three smaller tiles on the right: '1 HAS A NEW ASSIGNMENT', '0 ARE PAST-DUE', and '14 ARE ON-TRACK'. A red callout box points to these tiles, stating: 'Clicking on these tiles will take you to a pre-filtered list of projects corresponding to the option selected.'
- Latest Program Info:** A section for 'Blog 1' dated June 22, 2017, titled 'NYSERDA Contractor Support Website'. A 'See all posts »' link is present.
- Claim a Reservation:** A form with fields for 'Reservation number' and 'Last name', and a 'Search' button. A red callout box points to this form, stating: 'This pertains to the HPWES Audit program.'

## Project Management

By clicking on the Projects tab, you can access the list of projects with tasks assigned to your organization. You can filter for tasks using the various filter options listed on the left side of the page.

The screenshot displays the NYSEDA Project Management interface. The top navigation bar includes the NYSEDA logo, a search bar, and tabs for Dashboard, Projects, Program Info, and Settings. The user is logged in as 'liz visconti'. The main content area shows a list of 21 projects, sorted by Last Name. The left sidebar contains filter options for Stage, EmPower, HPwES Express Contract, Assignment Status, Tasks, Affiliation, and Other. Red annotations highlight key features: 'Filter projects' points to the filter options; 'Download a csv of filtered projects' points to the 'Download: Projects' button; 'Click to open the project' points to the project name 'Dave CR'; and 'View current and past assignments' points to the 'Current assignment' filter option.

Name	Address	Phone	Project ID	Contract Type	Due Date	Next Step
Bob Adams	7000 Airways Park Dr East Syracuse, NY 13057	014-123-4567	3072	EmPower	Due today	Complete Workscope Approval...
Dave CR	536 Western Ave Albany, NY 12203	413-522-6894	3079	EmPower	Due in 2 days	Complete Workscope Approval...
Sidney Crosby	789 Western Ave Albany, NY 12203	800-123-4567	3074	EmPower	Due today	Complete Final Project Approval...
Josephine Customer			3090	HPwES Express Contract	Due in 8 days	Complete Utility and Incentive Information...
Jane Doe	123 Elm St Syracuse, NY 13212	123-456-7890	3066	EmPower	Due today	Complete Application Approval...
Bob A. Jones	600 Main St 2 Buffalo, NY 14222	716-123-2345 email.address@yahoo.com	3069	EmPower	Due today	Complete Appliance Ordering...

## Viewing Current and Past Projects

- **Current projects:** To see projects with tasks that your organization still needs to submit, use the “Current assignment” filter
- **Past projects:** To see projects with tasks that your organization has previously completed, use the “Past assignment” filter

## Detailed Project View

To see more information about an individual project, click on the homeowner name or the blue box labeled "View Details..." to open the detailed project view.

- Task status
- Project timeline
  - Who was assigned and completed each task
  - When each task was completed
  - Any information gathered in completed tasks
- Information about the participant, project, and premise

Here is the view of a single project:

The screenshot displays the 'Complete Final Project Submission' interface in EmPower. The interface is divided into a left sidebar and a main content area. The sidebar contains the user's name 'bruce wayne', Project ID '3080', and sections for 'Next Action', 'Full Details', 'Premise', 'Participant', and 'Program Info'. The main content area shows the task title 'Complete Final Project Submission', assigned date 'Aug. 4, 2017', due date 'Oct. 27, 2017', and a 'Task SLA' of 'Due in 85 days'. It includes sections for 'EmPCalc Completion Document', 'Certificate of completion', 'Invoice', and 'EmPower clean & tune checklist and certification form'. At the bottom, there is a 'Project Timeline' section. Red callout boxes with arrows point to various elements: 'Move the project back or close the task' points to the 'Extend Due Date' button; 'View project info' points to the 'Full Details' link in the sidebar; 'Task SLA' points to the 'Due in 85 days' text; 'Add a note to the timeline' points to the 'Add Note' field; 'View details about the premise and participant' points to the 'View Details' links for 'Premise' and 'Participant'; 'Add a note to the task' points to the 'Add a Note (optional)' field; 'Save inputs and submit task later' points to the 'Save & Send Later' button; and 'Submit task' points to the 'Send Now' button.

A variety of information about the project is accessible using the menu on the left side of the page:

- Next Action



- Overview of next step in workflow for project as well as access to project timeline
- Full Details
  - Marketing information
- Premise - View Details
  - View the project’s premise information and see other projects you have access to associated with the premise
- Participant - View Details
  - View the project’s participant information and see other projects you have access to associated with the participant

## Managing Tasks

### Submitting Tasks

To submit (i.e. complete) an assigned task, access the detailed project record for a project with an active task assigned to you and fill out all required information, review answers, and then click “Send Now.”

There is no “auto-save” in the NY HP Portal, so if you can only partially complete a task, make sure to click the “Save and Send Later” button.

### Service Level Agreements (SLA)s and Task Due Dates

Each task has a target due date that is displayed at the top right corner of the task. If the task cannot be completed in time, you can use the “Extend Due Date” button at the top of the task to choose a new due date and provide a reason for the extension.

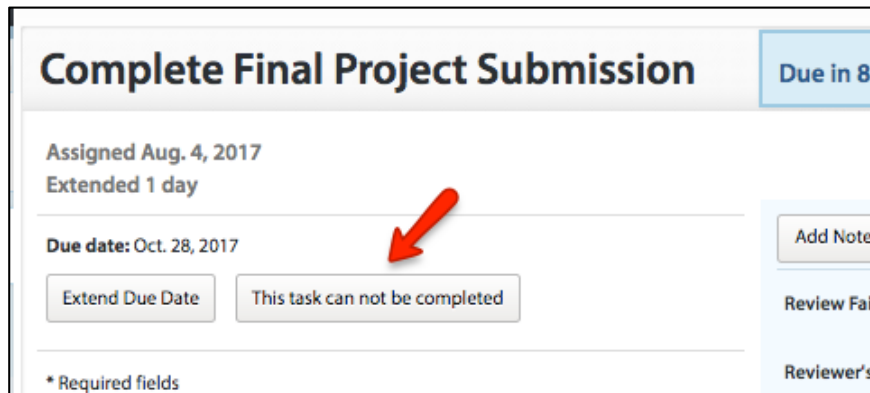
The screenshot shows a task titled "Complete Final Project Submission" with a due date of "Oct. 27, 2017" and a status of "Due in 85 days". The task was assigned on "Aug. 4, 2017". There is an "Extend Due Date" button and a message "This task can not be completed". The "Add Note" section shows a review failure reason of "No change order received" and reviewer's notes stating "We need a change order".

If a partner does not complete the task before the due date, the task will become past due. This does not close the task or the project. Affiliated partners and program managers will be able to see that a task is past due, but the task itself can stay past due indefinitely and can still be worked on and submitted after its due date. Partners can easily filter for past due projects using the filters on the project list.

- A task can only be extended a maximum of 90 days from the current date. However, the task can be extended as many times as needed.

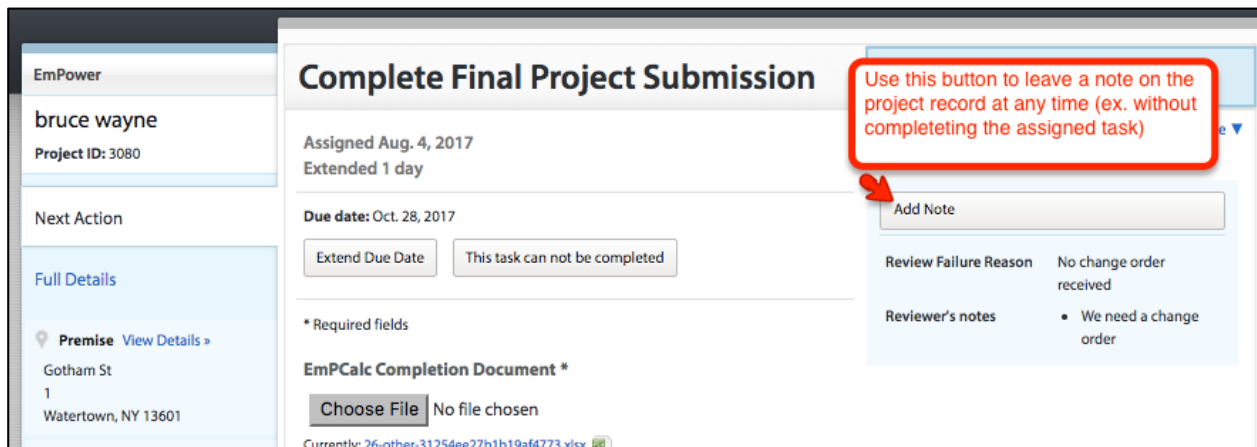
### Rejecting Tasks

If previous tasks need to be modified or the active task cannot be completed, use the “This task cannot be completed” button and select the appropriate reason to close the task. You can also leave a note explaining why you could not complete the task.



### Adding Notes

There are two ways to add notes to a project record. At any time, you can add a note to the project by using the “Add Note” button on the upper right of the task.



In addition, as part of submitting a task, you can use the “Add a Note (optional)” section at the bottom of the task.

Assigned June 26, 2017 Jump to Timeline ▾

Due date: **June 27, 2017** Add Note

Extend Due Date

\* Required fields

Review result \*  
 ----- ▾

Add a Note (optional)

Who should see this note?  
 Program Managers Only  
 All Users

**Note can be submitted using this form as part of completing the currently assigned task for a project**

When you leave a note, you can make it visible to all users or to program managers only.

**Notes cannot be edited or deleted by a partner after they have been posted.** If you inadvertently leave a note that should be deleted, please contact [support.residential@nyscrda.ny.gov](mailto:support.residential@nyscrda.ny.gov) for assistance.

### Email Notifications

Email notifications are sent to the task assignment email address associated with your partner account whenever a task is assigned, expired, re-opened, or needs revisions. **There is one task assignment email per contractor company.** If multiple people need access to the task notification emails, you may want to create a group email inbox. You can create email filters to make sure these notifications are forwarded to the appropriate staff.

Please note that the emails will be sent *from*: [HPwESSupport@support.clearesult.com](mailto:HPwESSupport@support.clearesult.com), please do not mark the emails as spam.

- Task assignment notification: Your partner has been assigned a new task in the workflow.

The screenshot shows an email notification from NYSERDA and Energy Star. At the top left is the NYSERDA logo with the text 'NEW YORK STATE OF OPPORTUNITY.' and 'NYSERDA'. At the top right is the Energy Star logo with the text 'HOME PERFORMANCE WITH ENERGY STAR'. The main heading is 'New Project Acceptance Task' in green. Below the heading is a horizontal line. The body of the email starts with 'Hello Bob the Builder,'. It then says 'We've got a new Project Acceptance task for you!'. The project details listed are: Project ID: 10925, Name: Charlie Jedi, Phone: 123-456-7890, and Location: St James, NY 11780. At the bottom is a blue link that says 'View all project details here'.

- Task expiration: A project is removed, rolled back, or the assigned task is expired and re-assigned by a program manager.

The screenshot shows an email notification from NYSERDA and Energy Star. At the top left is the NYSERDA logo with the text 'NEW YORK STATE OF OPPORTUNITY.' and 'NYSERDA'. At the top right is the Energy Star logo with the text 'HOME PERFORMANCE WITH ENERGY STAR'. The main heading is 'Project Acceptance Task Expired' in green. Below the heading is a horizontal line. The body of the email starts with 'Hello Bob the Builder,'. It then says 'The following Project Acceptance has expired, and so is no longer assigned to you. Click the link below to see details.' The project details listed are: Project ID: 10925, Name: Charlie Jedi, Phone: 123-456-7890, and Location: St James, NY 11780. At the bottom is a blue link that says 'View all project details here'.

- Task reopened: An expired task is reopened for your partner.



## Reopened Project Acceptance Task

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Hello Bob the Builder,

You've got a Project Acceptance task that has been reopened and requires your attention. Click the link below to see details.

Project ID: 2356

Name: Dino Odon

Phone: [209-348-2039](tel:209-348-2039)

Location: Port Chester, NY 10573

[View all project details here](#)

- Task needs revision: If the project does not pass a review and is sent back to your partner for revision.



## A Workscope Submission Task Needs to be Revised

---

Hello Bob the Builder,

You've got a Workscope Submission Task that needs to be revised. Click the link below to see details.

Project ID: 10791

Name: test email

Phone: 123-456-7890

Email: [kate+dsafdasfsa@energysavvy.com](mailto:kate+dsafdasfsa@energysavvy.com)

Location: Southold, NY 11971

Reviewer's Notes:

Other

- Please re-upload workscope to reflect change order.

[View all project details here](#)

## EmPower Workflow

### Project Acceptance

After Program staff selects a contractor for the project in the Application Approval task, the Project Acceptance task is assigned to and completed by that contractor who can either accept or deny the project with one of the following reasons:

- No crews available at this time
- Cannot complete within Program deadlines
- Do not wish to serve this customer or location
- Other

## Complete Project Acceptance Task

Due in 12 days

Assigned June 26, 2017 [Jump](#)

---

**Due date:** July 10, 2017

Extend Due Date

\* Required fields

**Review result \***

✓ -----

Accept

Denied - No crews available at this time

Denied - Cannot complete within program deadlines

Denied - Do not wish to serve this customer or location

Denied - Other

Add a Note (optional)
+

Send Now

Save & Send Later

Add Note	
Additional contact name	No response
Relationship to contact	No response
Additional contact phone number	No response
Referral ID Number	12345678
Date application received	June 26, 2017
Time at current residence (years)	10.0
Approximate age of home (years)	50.0
Home type	Single Family
Owns or rents	Own
Roof leaks	No
Own refrigerator	No
Second refrigerator	No
Separate freezer	No
Number of household members	3
Details provided by	No response

If the project is accepted, it will either move to the Workscope Submission stage (if an HP Job) or to the Final Project Submission stage (if an ER Job). If rejected, the project moves back to Application Approval so that Program Staff can reassign it to a different contractor.

There is also a “Notes” field available for the contractor to provide any relevant information about their decision to accept or deny the project.

If the task is open for more than 10 business days, it will automatically be declined with the reason “Contractor did not accept task” and moved back to Application Approval. At this point, the project will be assigned to a different contractor.

### Workscope Submission

If the project is an HP Job, upon accepting the project in the Project Acceptance task, the contractor will complete the Workscope Submission task by uploading the workscope (via EmPCalc, TIPS, or TREAT) and any necessary supporting documents.

# Complete Workscope Submission Task

Due in 45 days

Assigned June 26, 2017

[Jump to Timeline](#) ▼

**Due date:** Sept. 18, 2017

[Extend Due Date](#)

This task can not be completed

[Add Note](#)

Homeowner's Agreement document

[Download File](#) 

\* Required fields

## Modeling output \*

[Choose File](#) No file chosen

For EmPCalc, upload entire Excel file. For TREAT upload summary report in PDF format.

## Is this project receiving additional incentive funding (including Assisted HPwES, WAP, utility rebates, or other grant funding)? \*

- Yes  
 No

## Are you recommending a workscope package? \*

- Yes  
 No

Selection of no will move this project to the Final Project Submission Stage.

## Combustion appliance form \*

[Choose File](#) No file chosen

## House diagram worksheet \*

[Choose File](#) No file chosen

## Appliance Exchange Agreement \*

[Choose File](#) No file chosen

## Pictures

[Select files...](#)

All file types accepted. Can upload multiple photos (5-10 recommended) at once, up to 50 photos total. High resolution photos are not recommended.

## Initial Interview form

[Choose File](#) No file chosen

## Notification of possible presence of asbestos

[Choose File](#) No file chosen

## Field data form

[Choose File](#) No file chosen

## Supplemental data collection form

[Choose File](#) No file chosen

[Add a Note \(optional\)](#) 

[Send Now](#)

[Save & Send Later](#)



The answers to the following questions will drive the logic that determines whether the project proceeds to the Workscope Approval or to the Final Project Submission:

1. "Are you recommending a workscope package?"
2. "Is this a completed Direct Install only project?" (shown only if the answer to 1. is "Yes")

Depending on the answer combination below, the project will either move to Final Project Submission or to Workscope Approval:

<b>Recommending Workscope?</b>	<b>Pursuing only Direct Install?</b>	<b>Stage Transition</b>
Yes	Yes	Final Project Submission
Yes	No	Workscope Approval
No	Question not asked	Final Project Submission
No	Question not asked	Final Project Submission

If the project proceeds to final project submission, re-upload the final project modeling document.

## Workscope Approval

A project in Workscope Approval is currently being reviewed by Program Staff. When this is completed, your project will be moved forward to Final Project Submission (is approved) or back to Workscope Submission (if edits are needed).

If the project:

- is an HP Job
- is recommending a workscope package
- is NOT pursuing only Direct Install measures

then the Workscope Approval task is completed by Program Staff who will review the Workscope and supporting materials to determine whether the project passes approval.

If the project does not pass approval, the project will be sent back to the contractor with review notes.

- The contractor will receive an email notifying them that the project has been returned to the Workscope Submission task and needs revision. The email will also include the reviewer's notes.



## A Workscope Submission Task Needs to be Revised

---

Hello EmPower Contractor,

You've got a Workscope Submission that needs to be revised. Click the link below to see details.

Project ID: 3067

Name: Jane NYSERDA

Phone: [518-772-4685](tel:518-772-4685)

Location: Albany, NY 12205

Reviewer's Notes:

Missing information

- Modeling input incomplete. Please include information about x, y, and z.



[View all project details here](#)

- The reviewer can reject the project with one the following reasons:
  - Missing Information
  - Modeling Errors
  - Program Rule Violation
  - Other

The notes will also appear in the task that was sent back.

## Complete Workscope Submission

Due in 64 days

Assigned Aug. 9, 2017 [Jump to Timeline](#) ▼

---

**Due date:** Oct. 11, 2017

Extend Due Date

This task can not be completed

---

\* Required fields

**Modeling output \***

Choose File

 No file chosen

Currently: 14-other-8a252220719e47bbc18b.xlsx

For EmPCalc, upload entire Excel file. For TREAT upload summary report in PDF format.

**Is this project receiving additional incentive funding (including Assisted HPwES, WAP, utility rebates, or other grant funding)? \***

Yes  
 No

**Are you recommending a workscope package? \***

Yes  
 No

Add Note

<b>Homeowner's Agreement document</b>	Not uploaded
<b>Review Failure Reason</b>	Missing information
<b>Reviewer's notes</b>	<ul style="list-style-type: none"> <li>Modeling input incomplete. Please include information about x, y, and z.</li> </ul>

## Final Project Submission

The Final Project Submission task is completed by a contractor who will upload the EmPCalc Completion Document (a TREAT PDF can also be uploaded in the EmPCalc Completion Document field) and any additional supporting documentation needed.

## Complete Final Project Submission

Due in 60 days

---

Assigned June 27, 2017

---

**Due date:** Sept. 19, 2017

Add Note

---

\* Required fields

**EmPCalc Completion Document \***

Choose File

 No file chosen

**Certificate of completion \***

Choose File

 No file chosen

**Invoice**

Choose File

 No file chosen

Required if not using EmPCalc

**EmPower clean & tune checklist and certification form**

Choose File

 No file chosen

**Pictures**

Add a Note (optional)
+

Send Now

Save & Send Later

### Change Orders and Changing Project Type

If the final project submission has changed by more than \$200 from the workscope that was approved, OR if the project was originally designated as an Electric Reduction project but needs to be changed to a Home Performance job, use the “this task cannot be completed” button.

This button is available to you in all stages and provides reasons for you to select if you cannot complete the task. Choosing an option other than “Changing the workscope” will alert the program staff that you were unable to complete the task and they will take appropriate next steps. If you need to close the project, please see the Pipeline Cleanup section.

The screenshot shows the 'Complete Final Project Submission' interface. On the left, a sidebar displays user information for 'bruce wayne' (Project ID: 3080) and project details. The main content area shows the submission title, assigned date (Aug. 4, 2017), and due date (Oct. 28, 2017). A red box highlights the 'This task can not be completed' button, which is the focus of the instruction. Below this are sections for required fields, including 'EmPCalc Completion Document', 'Certificate of completion', 'Invoice', and 'EmPower clean & tune checklist and certification form', each with a 'Choose File' button. At the bottom, there are 'Send Now' and 'Save & Send Later' buttons.

Then choose, “Changing the workscope,” and leave a note as to what is being changed.

**Why couldn't this task be completed?**

Changing the workscope

Could not contact

Did not get business

Changing the job from Electric Reduction to Home Performance.

**Who should see this note?**

Program Managers Only

All Users

## Final Project Approval

The Final Project Approval is completed by Program Staff who will review the final project submission documents and will:

- approve to move the project to Incentive Payout task
- approve to move the project to Secondary Approval task, if technical review is needed
- deny project completion moving it back to Final Project Submission task

If the project does not pass, the project will be sent back to the contractor with review notes.

- The contractor will receive an email notifying them that the project has been returned to the Final Project Submission task and needs revision. The email will also include the reviewer's notes.

## Secondary Approval

The project is sent to Secondary Approval if technical review of the project is needed. The Secondary Approval task is completed by Program Staff who will review the measure and incentive information to determine whether the project passes approval.

If the project does not pass it will be sent back to the contractor with review notes.

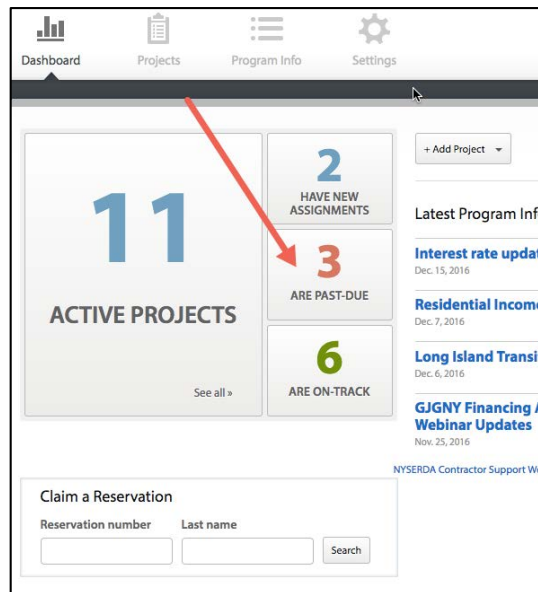
- The contractor will receive an email notifying them that the project has been returned to the Final Project Submission task and needs revision. The email will also include the reviewer's notes.

## Appendix

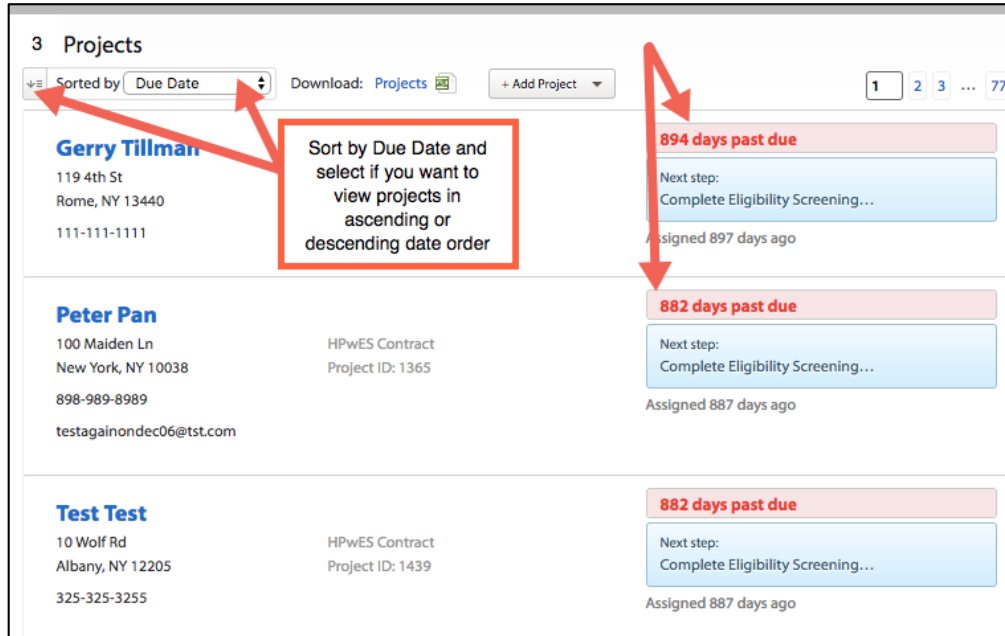
### Pipeline Cleanup

Participants may cancel projects and projects may stop progressing forward in the workflow for a variety of reasons. It is important that these projects be appropriately handled so that the program pipeline is accurate and funding can be better planned. Please follow the steps below to close out past due projects that are known to have been abandoned.

1. From your dashboard click to view all past due projects.



2. Sort by due date and view how many days past due each project is.



3. Click into each project and determine if it has been abandoned. Check comments in the timeline to refresh your memory.
4. If you determine that a project should be removed, select "This task cannot be completed" and select the appropriate reason. Ensure that you are closing only projects that were abandoned. Note: you can also send projects back to prior stages by selecting the appropriate reason.
5. Each contractor is responsible for keeping their project pipeline up to date and deactivating their dead leads on a regular basis. Please do not simply extend the due date repeatedly. Projects can be reopened if the customer changes their mind by contacting support.residential@nyserda.ny.gov.



**Why couldn't this task be completed?**

- Changing the completion package (return to Final Project HPXML task)
- Providing additional information about workscope (return to Workscope Screening and Approval task)
- Changing the workscope (return to Workscope HPXML task)
- Updating the utility and incentive information (return to Utility and Incentive Information task)
- Modifying the comprehensive recommendations (return to Modeling HPXML task)
- Did not get business (close project) ←
- Could not contact (close project) ←

**Who should see this note?**

- Program Managers Only
- All Users

## Additional Resources

Please contact [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov) with questions.