



**Purpose:** Use this job aid to modify a commitment on an account in the FPL Assist Web Portal.

## Retrieve Bill Account

Please enter the information below. Do not enter dashes in the bill account number.

1

Enter last name.

Account Number (10 digits)

By entering account retrieval data, you confirm that you have the customer's authorization for release of information.

**CONTINUE**

CANCEL

Step	Actions for Modifying a Commitment on an Account
1	Retrieve customer's account
2	Click View Commitment History <b>Result:</b> Commitment History window displays
3	Click blue Active commitment link for commitment that needs to be modified <b>Result:</b> Modify Commitment window displays

**Important:** A commitment can only be **modified one time**. If it has already been modified, the message below will appear after clicking on the blue active link. This commitment will **not be able** to be modified.

Contact your area manager for assistance.



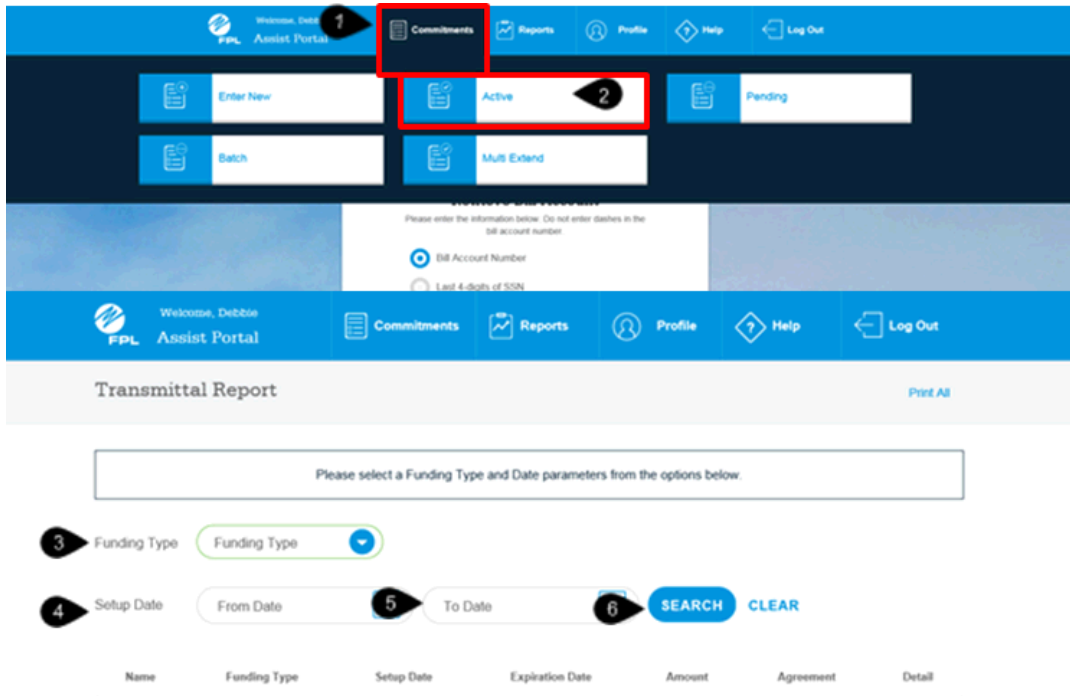
**Purpose:** Use this job aid to modify a commitment on an account in the FPL Assist Web Portal.

Step	Actions for Modifying a Commitment on an Account (cont.)
1	<p><b>Use image above for steps 1-4</b></p> <p><b>Revise</b> funding type, if needed</p>
2	<p><b>Revise</b> commitment amount, if needed</p>
3	<p><b>Enter</b> reason for editing commitment</p>
4	<p><b>Select</b> Update to update commitment and move to the next step</p>
5	<p><b>Review</b> commitment and <b>click</b> Submit</p> <div data-bbox="848 1412 1143 1734" data-label="Form"> </div>
6	<p><b>Print</b> Commitment Agreement letter</p>



# FPL ASSIST WEB PORTAL - MODIFY COMMITMENT

**Purpose:** Use this job aid to modifying agency commitments in the FPL Assist Web Portal.



Step	Actions for Modifying Agency Commitments
1	<b>Select</b> Commitments from menu <b>Result:</b> Commitment menu is displayed
2	<b>Select</b> Active card <b>Result:</b> Transmittal Report is displayed
3	<b>Click</b> Funding type drop-down arrow to select funding type <b>Result:</b> Funding types will be displayed
4	<b>Select</b> Setup From Date from calendar <b>Note:</b> This is the starting setup date of commitments you want to view
5	<b>Select</b> Setup to Date from calendar <b>Note:</b> This is the ending setup date of commitments you want to view
6	<b>Click</b> Search to execute search <b>Result:</b> Active commitments for your agency are displayed



**Purpose:** Use this job aid to modifying agency commitments in the FPL Assist Web Portal.

Transmittal Report Print All

To request a commitment extension, please click on the customer name. If customer is not eligible, you will not be able to click.

Funding Type: EHEAP

Setup Date: 07/30/2017 10/26/2017 SEARCH CLEAR

Displaying 32 records with \$9,364.67 in total commitments

Name	Funding Type	Setup Date	Expiration Date	Amount	Agreement	Detail
TYLER C MULLIS	EHEAP	Oct 19, 2017	Dec 18, 2017	\$600.00		
<a href="#">ABC CUSTOMER</a>	EHEAP	Oct 19, 2017	Dec 18, 2017	\$100.00		
ABC CUSTOMER	EHEAP	Oct 20, 2017	Dec 19, 2017	\$1,029.54		
ABC CUSTOMER	EHEAP	Oct 20, 2017	Apr 4, 2016	\$23.00		
ABC CUSTOMER	EHEAP	Oct 20, 2017	Apr 4, 2016	\$100.00		
ABC CUSTOMER	EHEAP	Oct 23, 2017	Apr 15, 2016	\$100.00		
ABC CUSTOMER	EHEAP	Oct 23, 2017	Apr 15, 2016	\$200.00		
ABC CUSTOMER	EHEAP	Oct 23, 2017	Apr 15, 2016	\$300.00		
ABC CUSTOMER	EHEAP	Oct 23, 2017	Apr 15, 2016	\$100.00		
ABC CUSTOMER	EHEAP	Oct 23, 2017	Apr 15, 2016	\$899.99		
ABC CUSTOMER	EHEAP	Oct 24, 2017	Apr 16, 2016	\$0.01		

**Request Commitment Extension**

Are you sure you want to request a 30 day expiration date extension for this commitment?

THERESA A OMALLEY  
7838037146

SUBMIT

[Cancel](#)

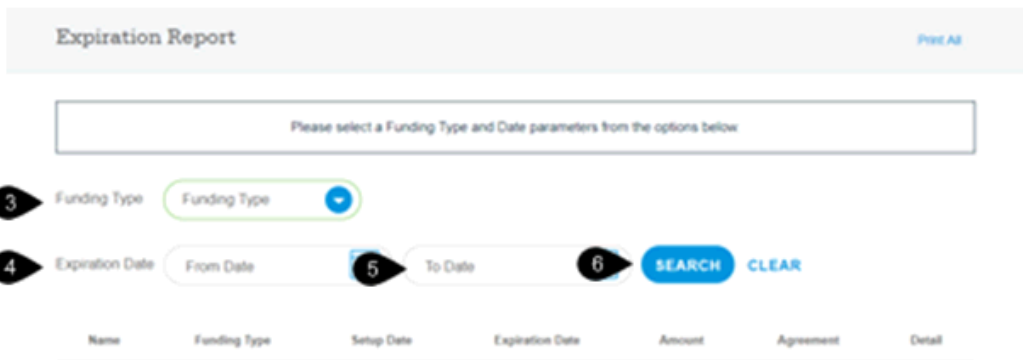
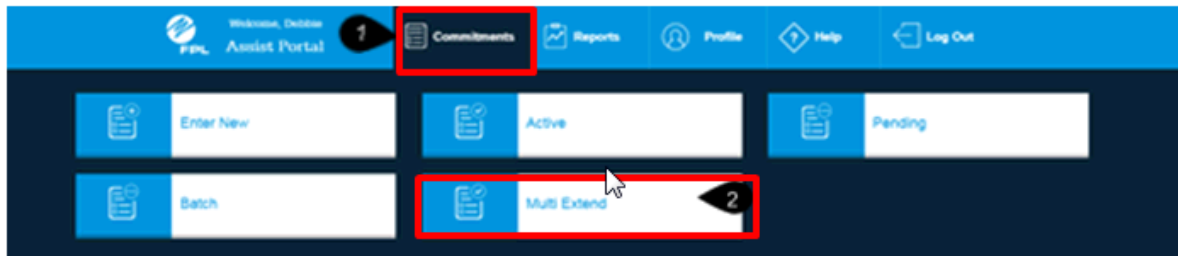
Step	Actions for Modifying Agency Commitments (cont.)
1	<p><b>Click</b> on blue active link for account that will be modified</p> <p><b>Result:</b> Request Commitment Extension window is displayed</p>
2	<b>Select</b> submit to extend expiration date for 30 days
3	<b>Print</b> Commitment Agreement Letter

**Important:** A commitment can only be **modified once**. If it has already been modified, the link for the customer’s name will be in gray and will not be an active link.

This commitment will **not be able** to be modified. Contact your Area Manager for assistance.

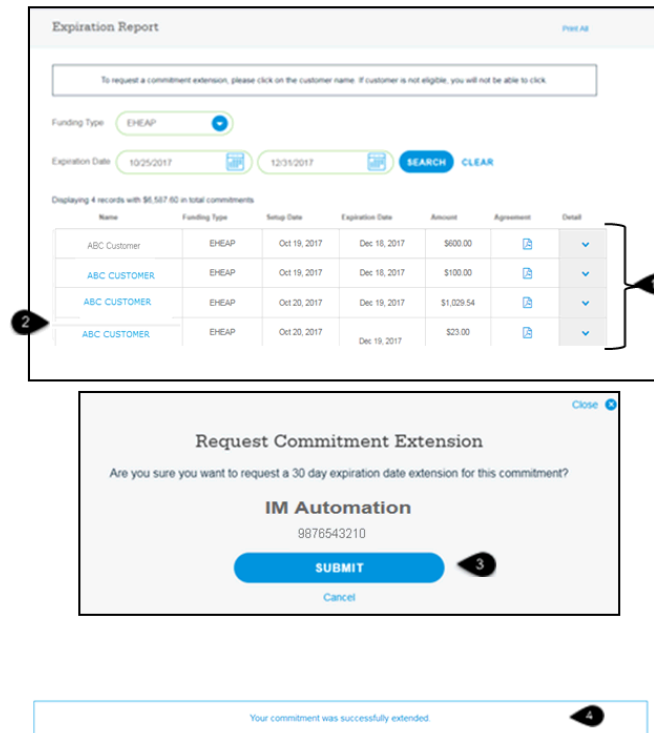


**Purpose:** Use this job aid to modify multiple active commitments in the FPL Assist Web Portal.



Step	Actions for Modifying Multiple Agency Commitments
1	<b>Select</b> Commitments <b>Result:</b> Commitment menu is displayed
2	<b>Select</b> Multi Extend <b>Result:</b> Expiration Report is displayed
3	<b>Click</b> dropdown arrow to select funding type <b>Result:</b> Funding types will be displayed
4	<b>Select</b> Expiration From Date from calendar <b>Note:</b> This is the starting expiration date of commitments you want to view
5	<b>Select</b> Expiration to Date from calendar <b>Note:</b> This is the ending expiration date of commitments you want to view
6	<b>Click</b> Search to execute search <b>Result:</b> Commitments for your agency are displayed in order of expiration date

**Purpose:** Use this job aid to modify multiple active commitments in the FPL Assist Web Portal.



Step	Actions for Modifying Multiple Agency Commitments (cont.)
1	<b>View</b> commitment expiration dates and details
2	<b>Click</b> on blue active link for account that will be modified <b>Result:</b> Request Commitment Extension window is displayed
3	<b>Select</b> submit to extend expiration date for 30 days
4	Successful commitment message is displayed <b>Repeat</b> steps 1–3 until all commitments are complete

**Important:** A commitment can only be **modified once**. If it has already been modified, the link for the customer’s name will be in grey and will not be an active link.

This commitment will **not be able** to be modified. Contact your Area Manager for assistance.