

**DATE:** November 9, 2016

**TO:** Subscribers

**SUGGESTED DISTRIBUTION:** Commissioners, TA Directors, SNAP Directors,  
HEAP Coordinators

**FROM:** Barbara C. Guinn, Deputy Commissioner  
Integrated Family Assistance Programs

**SUBJECT:** National Grid Website Access Issues

**EFFECTIVE DATE:** Immediately

**CONTACT PERSON:** TA Bureau: (518) 474-9344  
HEAP Bureau: (518) 473-0332

The purpose of this General Information System (GIS) message is to notify Social Service Districts (SSDs) that staff members using the National Grid website may experience technical difficulties when logging on, and to provide instructions for those users experiencing difficulties. It is recommended that all current National Grid website users verify their ability to access the National Grid website.

Existing website users should attempt to access the National Grid website using their current user ID and password via the link on Centraport. If they are unable to log on, they should click on the "forgot password" icon. Users will then be prompted to enter their first name, last name, and email address.

If the website does not recognize a user's name and email address, please email a screen shot of the error along with the user ID, first name, last name, and email address of the user to: [Dhivya.Palanisamy@nationalgrid.com](mailto:Dhivya.Palanisamy@nationalgrid.com). Copy: [Santosh.Kumar@aptecllc.com](mailto:Santosh.Kumar@aptecllc.com) and [Tiffani.Linney@nationalgrid.com](mailto:Tiffani.Linney@nationalgrid.com) on the email.

Users who are able to access the website and who have not yet reset their password will be prompted to answer a series of security questions upon logging in. Once the user creates the new password, they will be directed to close out and go back into the website. The returning user should then use their user ID and their newly created password. If the website does not recognize the new password, the user should follow the instructions above for unrecognized users, and include the information that they are unable to log in after creating a new password.

New user processes to obtain access to the National Grid website will remain the same. A request must be sent to Tiffani Linney at: [Tiffani.Linney@nationalgrid.com](mailto:Tiffani.Linney@nationalgrid.com). New users will then receive an email with a pin and link to register their information.

This message only impacts those SSD users located within the National Grid Service areas, and who currently have both a business need and utility granted permissions to access the utility website.