



**Energy & Housing Services Department Memorandum**

**To:** All HEAT/Enterprise Users  
**From:** Daniel Drost, Director of Energy and Housing Services  
**Date:** December 12, 2016  
**Subject:** Hancock Weatherization Software Users Guide

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MaineHousing is pleased to provide its Community Action Agency partners with the *Hancock Weatherization Software Users Guide*. This Users Guide was created by MaineHousing to provide an overview of process and data elements using the web-based “Enterprise” system and tablet-based “HEAT” system to administer eligible projects.

**Access:** Because of the propriety nature of the content, the Guide will only be available on [Sharefile](#) and [Zendesk](#)--secure platforms that require user logon to access. Please do not email or otherwise disseminate the Guide to anyone other than CAA staff authorized to use the Hancock system.

It is acceptable to print the User Guide to take into the field. Bear in mind, however, that the guide will be updated from time to time as new releases are issued and printed copies will also need to be updated from time to time. *See Updates below for more information.*

**Content:** The Guide is designed to address many questions that have been asked over the previous months, such as calculating WAP Ranking, sorting and filtering client records, and exporting client lists to Excel. The Table of Contents provides a comprehensive list of the many topics addressed in the Guide.

**Technical Assistance:** This Guide is meant to assist users in performing various activities within the HEAT/Enterprise application. This is not a replacement for Zendesk, but merely another tool to compliment the information in Zendesk.

Please feel free to submit inquiries to the MaineHousing helpdesk at [HEAThelpdesk@mainehousing.org](mailto:HEAThelpdesk@mainehousing.org). These questions should pertain to user rights, granting access or addressing administrative issues. For more technical issues, questions about the use of the application, reports of functionality issues or problems with data, users should contact the Zendesk site at <https://hancocksoftware.zendesk.com/hc/en-us> and submit their inquiries through the “Submit A Request” feature. Users may also access the helpdesk by calling 866-358-5217. Don’t forget that all web-based training sessions have been recorded and are available on the Zendesk site.

**Updates:** The Guide is a “working document” and will be updated in conjunction with software enhancement releases from Hancock. MaineHousing will email users with Guide update notices, providing a brief summary of the updates and sections affected. Updates or notification of updates will also be posted to the Enterprise bulletin board which is available upon login.

We should like your feedback on how you are using the Guide. Please email MaineHousing’s helpdesk at [HEAThehelpdesk@mainehousing.org](mailto:HEAThehelpdesk@mainehousing.org) with any additions or updates you would like to see as part future releases.