LIHEAP ENERGY ASSISTANCE

ONLINE APPLICATION GUIDE

Register • Reset Your Password • Submit an Application

BEFORE YOU BEGIN

Have access to the email address you will use for your SmartSimple account. You will need it to register or reset your password and receive a verification code.

Start at HelpingNeighbors.com. Returning applicants should use the same email address used for the previous LIHEAP application.

PART 1 | OPEN THE APPLICATION PORTAL

1. Visit the website.

Go to www.HelpingNeighbors.com.

2. Choose Energy.

Click “Energy” at the top-right of the screen.



3. Select Apply Now.

Click the “Apply Now” button.

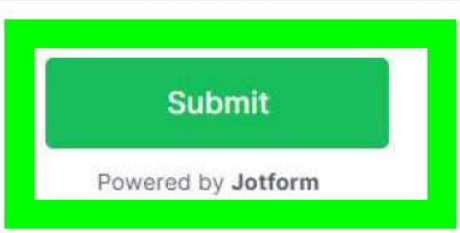


4. Complete household demographics.

The LIHEAP Applicant Demographic Information form opens in a new tab. Complete the form for each member of your household.

5. Submit the form.

After adding each household member, scroll to the bottom and click “Submit.” You will be redirected to THDA SmartSimple.



PART 2 | REGISTER OR RESET YOUR PASSWORD

New applicants: If you did NOT apply during the 2025–2026 program year

1. Register.

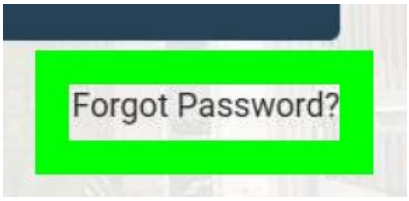
Click “New to the System? Register” and follow the instructions to create an account.



Returning applicants: If you DID apply during the 2025–2026 program year or later

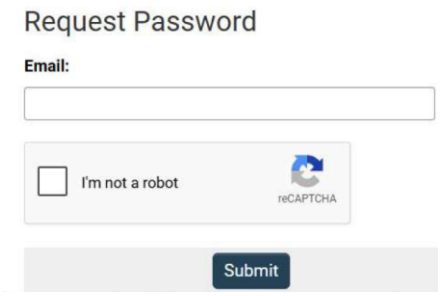
1. Choose Forgot Password.

Click the “Forgot Password” link on the SmartSimple sign-in screen.



2. Enter your email.

Enter the email address used to register your account, check “I’m not a robot,” and click “Submit.”



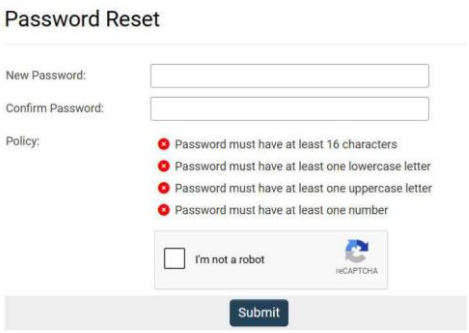
3. Check your email.

Look for an email from SmartSimpleMailer with a password-reset link. If it does not appear, check your spam folder.



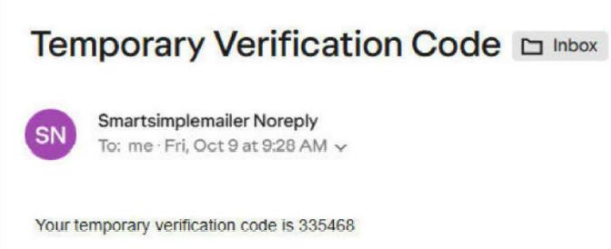
4. Create a new password.

Open the link, enter a new password, check “I’m not a robot,” and click “Submit.”



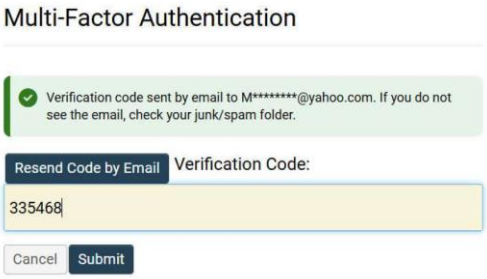
5. Retrieve the verification code.

A new code will be sent to your email. Open your email in another browser tab and find the most recently received email from SmartSimpleMailer.



6. Enter the code.

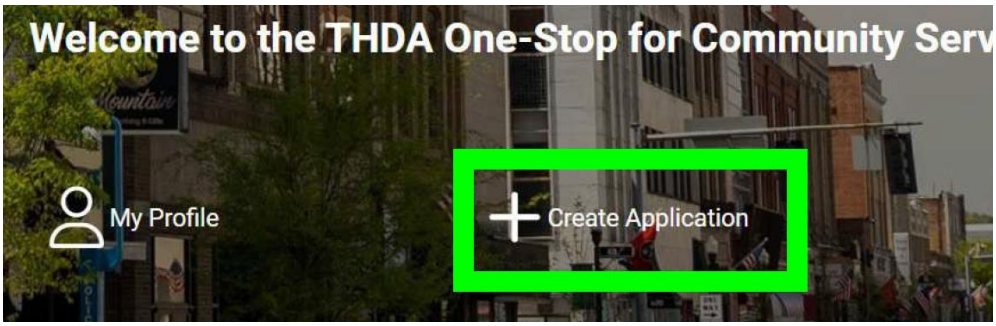
Return to SmartSimple, enter the code in the request box, and click “Submit.” You should be logged into your account.



PART 3 | START A NEW APPLICATION

1. Open Create Application.

From the Home screen, click “Create Application” at the top of the page.



2. Choose the agency.

Select “Upper East Tennessee Human Development Agency, Inc.” from the dropdown menu.

3. Start.

Click “Start Application.”



PART 4 | COMPLETE THE FOUR APPLICATION SECTIONS

Complete all four sections before submitting. Click "Save Draft" in each section before continuing.



SECTION 1 — APPLICATION INFORMATION

1. Answer the first question.

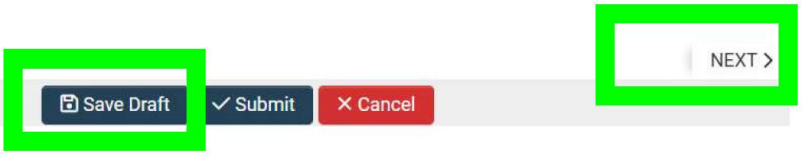
Scroll down and answer the first question on the Application Information tab.

2. Save your work.

Click "Save Draft" before clicking "Next." This helps protect your progress if something unexpected happens.

3. Continue.

Click "Next" at the bottom-right of the screen.



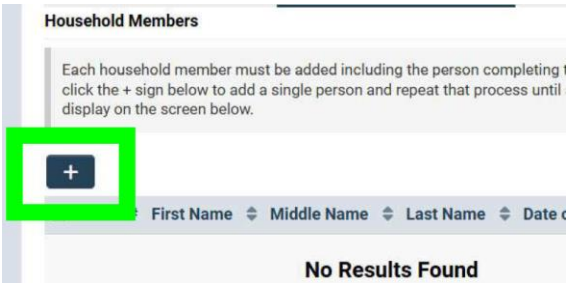
SECTION 2 — HOUSEHOLD INFORMATION

1. Complete the household questions.

Fill in this section fully and accurately.

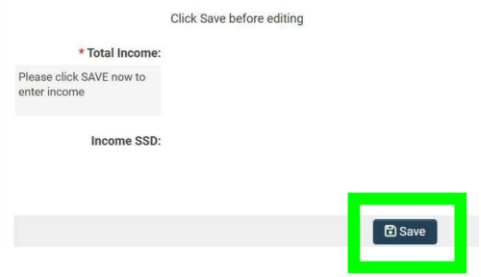
2. Add every household member.

In the "Household Members" section, click the plus-sign (+) button. Include yourself and each person in your household.



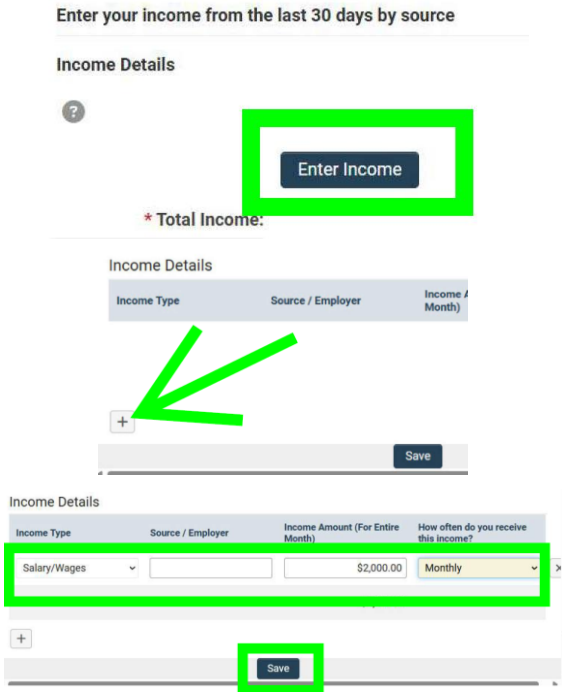
3. Complete and save each member.

Fill out the form, scroll to the bottom, and click "Save."



4. Enter income for each member.

When “Enter Income” appears, click it. In the new window, click the plus sign (+) to add an income entry. Add a separate entry for each additional income type.



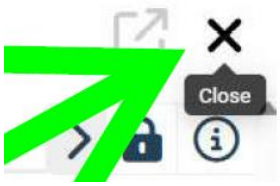
5. Save income details.

Click “Save” after entering all income details. Click the “X” at the top-right of the income window.



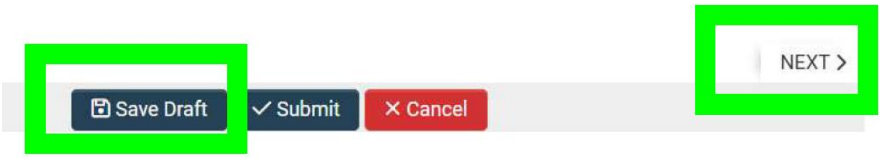
6. Save and return.

Click “Save” again in the household-member window, then click the “X” at the top-right to return to the main application.



7. Finish the section.

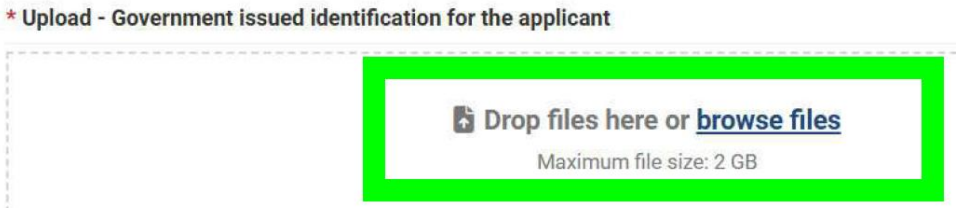
Continue answering the remaining questions. At the bottom, click “Save Draft,” then click “Next.”



SECTION 3 — UPLOADS

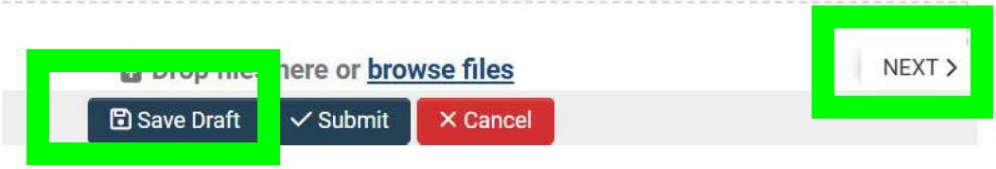
1. Upload documents.

Review each area and upload all documentation requested by the application.



2. Save and continue.

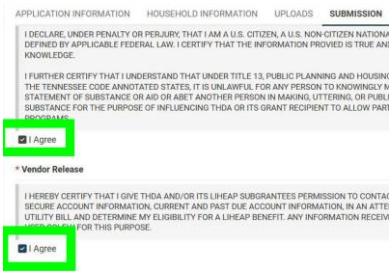
Click “Save Draft,” then click “Next.”



SECTION 4 — SUBMISSION

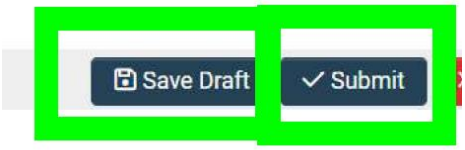
1. Read the acknowledgements.

Read the acknowledgements and check both “I Agree” boxes.



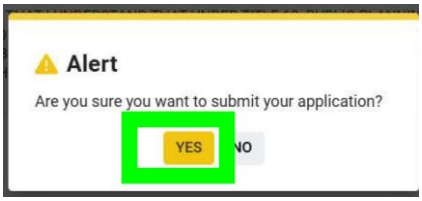
2. Save and submit.

Click “Save Draft,” then click “Submit.”



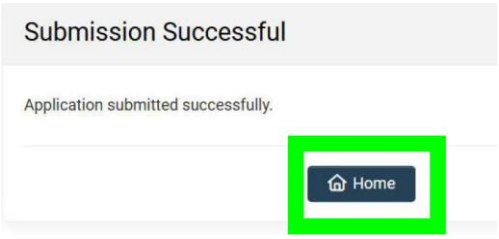
3. Fix any missing items.

If a notice says a question or document is missing, complete the missing item, return to the Submission tab, and click “Submit” again.



4. Confirm submission.

When asked if you are sure you want to submit, click “Yes” to continue or “No” to return to the application.



PART 5 | CHECK YOUR APPLICATION STATUS AND LOG OUT

1. Return Home.

Click the “Home” button to return to the homepage.

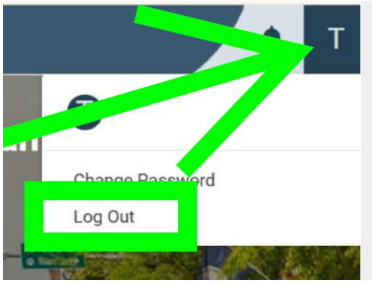
2. View status.

From the homepage, view the status of the application you submitted.



3. Log out.

When finished, click your initials at the top-right of the screen and select “Log Out.”



QUICK REMINDERS

- Complete the demographic form for every household member before continuing to SmartSimple.
- Returning applicants should use “Forgot Password” if they applied during the 2025–2026 program year or later.
- Check your spam folder for messages from SmartSimpleMailer.
- Click “Save Draft” before moving to the next section.
- Include yourself when listing household members.
- Enter all applicable income types for each household member.
- Upload every document requested by the application.
- Read and check both “I Agree” boxes before submitting.
- Confirm the submission and check your application status from the Home screen.