



## Q&A from Form EIA-63C Information Sessions

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General Questions:	
<b>Q:</b>	Does the permanent password feature mean we don't have to change our passwords every three months?
<b>A:</b>	No, official Department of Energy (DOE) password requirements remain in effect. The registration process presented in the training focused on the initial temporary password assignment and instructions for creating a permanent password for accessing the Respondent Portal. Once this process is complete, the regular DOE requirements apply going forward.
<b>Q:</b>	Can you refer back to previous reports without losing data on the current form?
<b>A:</b>	EIA's intention is to deploy the new Respondent Portal in February 2021 for the January 2020 submission. Access to previously submitted months will require using the Data Xchange Portal.
<b>Q:</b>	If we have new information such as contact, should we do that ahead of this transition and, if so, will it then carry over?
<b>A:</b>	We advise that you contact the EIA Customer Service Team as soon as possible during this transition to the new Respondent Portal. Email: <a href="mailto:EIA4USA@eia.gov">EIA4USA@eia.gov</a> Phone: 1-855-EIA-4USA (1-855-342-4872)