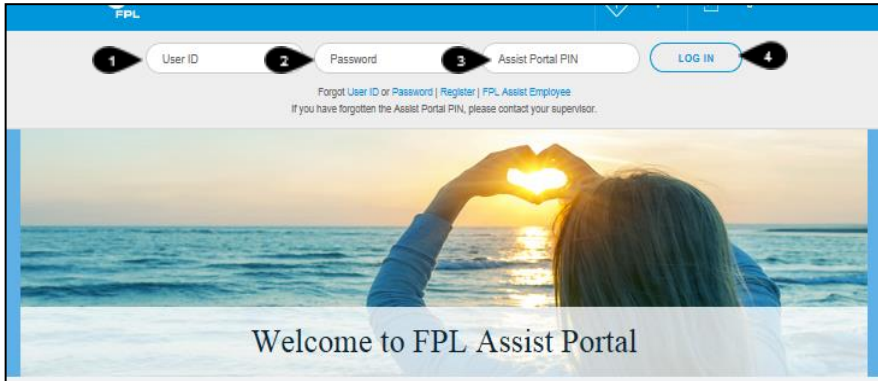
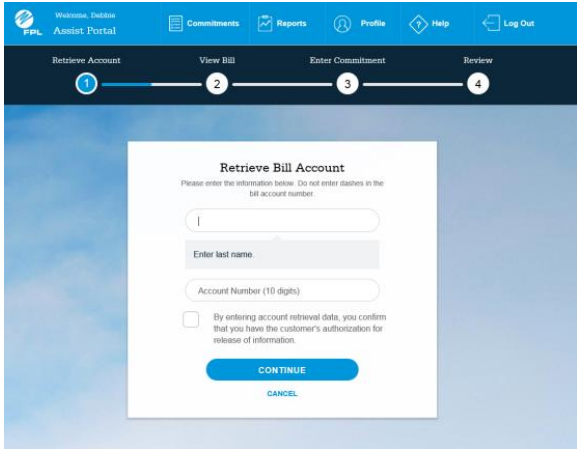
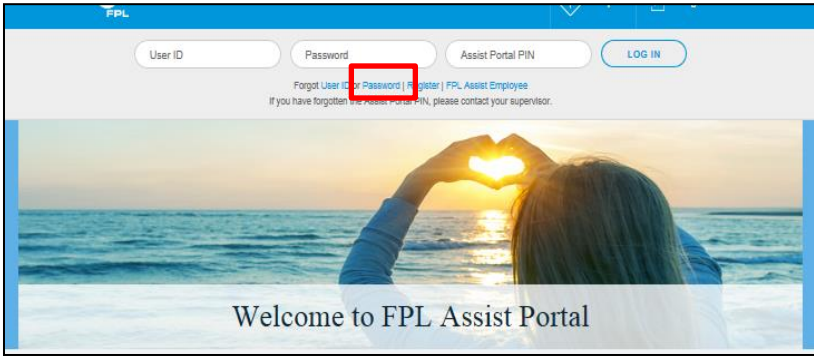
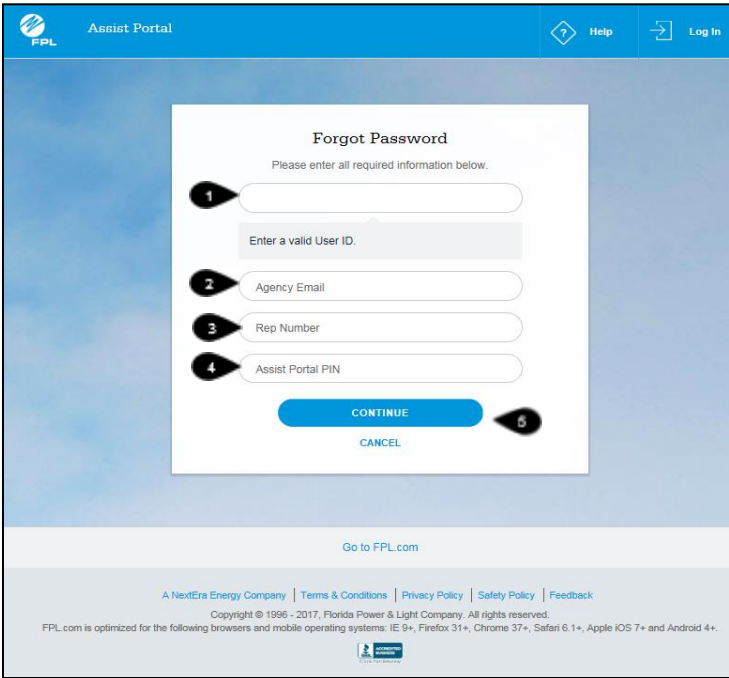


Use this job aid for steps to logging into the FPL Web Assist Portal.

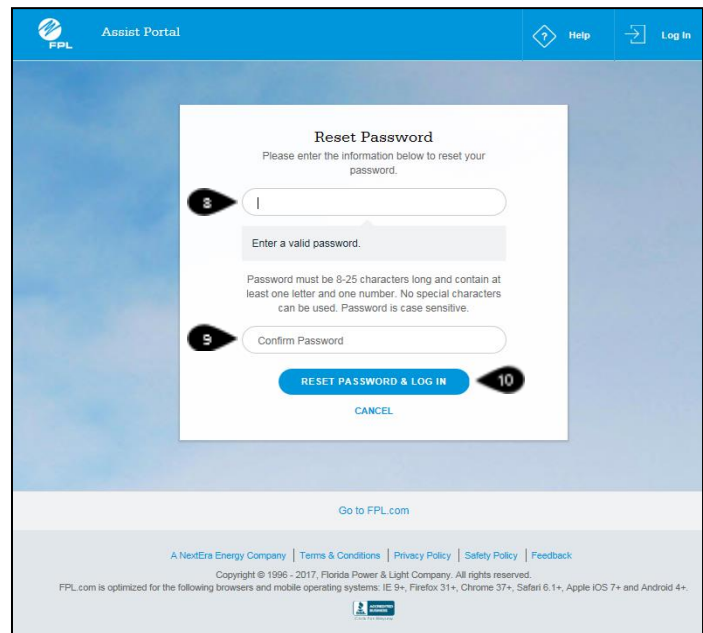
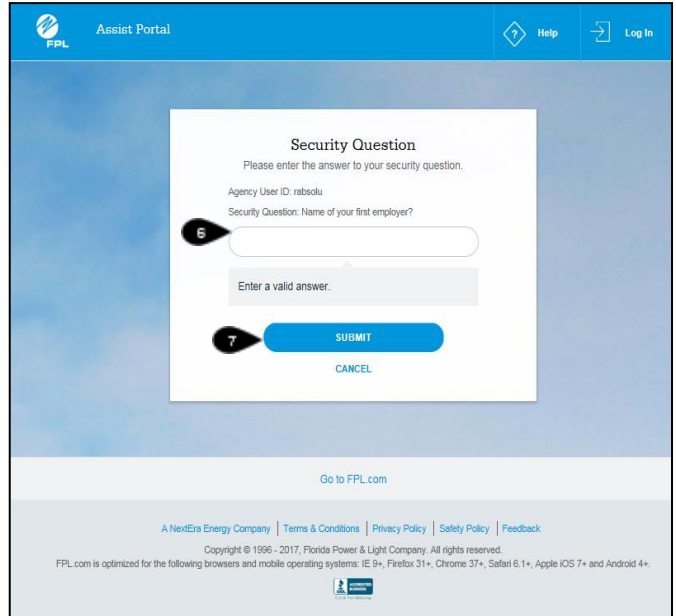
Step	Action
1	Access Assist Portal by entering https://partner.fpl.com/assist.html in the web browser.
2	<p>1. Type User ID 2. Type Password 3. Type Assist Portal PIN 4. Click Login</p>  <p>Note:</p> <ul style="list-style-type: none"> • Refer to Forgot User ID job aid for instructions on retrieving User ID • Refer to Forgot Password job aid for instructions on how to reset your password • Contact your supervisor if you are unable to locate your Assist Portal Pin
3	<p>Retrieval window displays.</p> 

Use this job aid for steps to reset a forgotten password in the FPL Web Assist Portal.

Step	Action
1	<p>Click Forgot Password link</p> 
2	<ol style="list-style-type: none"> 1. Type User ID 2. Type Agency Email 3. Rep Number 4. Assist Portal PIN 5. Click Continue to proceed to the next page  <p>Important: Contact your supervisor if you are unable to locate your Agency email, Rep Number, or Assist Portal Pin.</p>

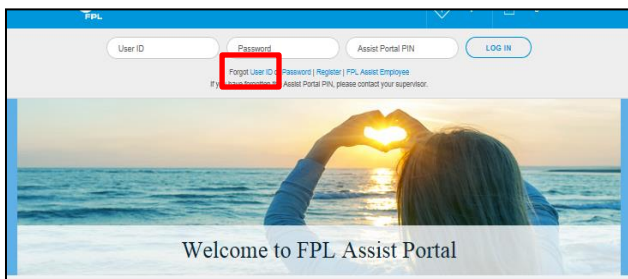
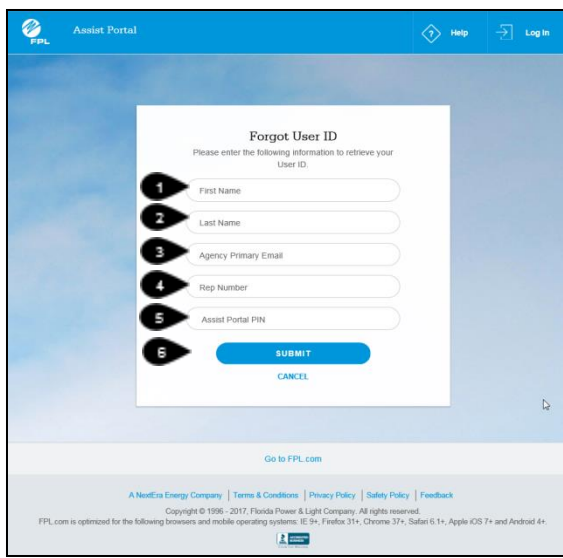
Resetting a Forgotten Password (cont.)

Step	Action
3	6. Type answer to your security question 7. Click Submit to proceed to next page
4	8. Type New Password 9. Retype password for confirmation 10. Click Reset password & Log In



Note: Account retrieval window will display after log in.

Use this job aid for steps to retrieve a forgotten User ID in the FPL Web Assist Portal.

Step	Action
1	Click Forgot User ID link 
2	<ol style="list-style-type: none"> 1. Type First name 2. Type Last name 3. Type Agency Primary Email 4. Rep Number 5. Assist Portal PIN 6. Click Submit to proceed to the next page <p>Important: Contact your supervisor if you are unable to locate your Agency primary email, Rep Number, or Assist Portal Pin.</p> 
3	<p>Note: User ID will automatically display</p> <ol style="list-style-type: none"> 7) Type Password 8) Type Assist Portal Pin 9) Click Log in <p>Note: Account retrieval window will display after log in.</p> 