

# Portal FAQ's

## Frequently Asked Questions

### Q1: How can I add or remove an agency representative from our FPL Agency Profile?

You can access and update your FPL Agency as long as you have been assigned a Manager role within the FPL ASSIST Web Portal. Simply:

- Access the Agency Profile and select "Manage Reps" to add/deactivate representatives.
- *Further instructions are available under Help/Training.*

### Q2: How can an agency representative register for the FPL ASSIST Web Portal?

- Confirm that the representative is listed on your FPL Agency Profile (see above for instructions for accessing/updating your FPL Agency Profile).
- Provide the representative with the information required for registration, all of which can be found on your FPL Agency Profile:
  - Representative's first and last name as shown on the Agency Profile
  - Representative's FPL-assigned Rep Number
  - Agency Code
  - Agency Portal PIN
  - Agency primary email address
- Ask the representative to access the Log In screen and select "Register."
- *Further instructions are available under Help/Training.*

### Q3: What happens if I forgot my User ID and/or Password?

- If you forgot your User ID or Password, access the Log In screen and follow the instructions for "Forgot User Id or Password." As long as you can provide the information required, the system will allow you to retrieve your User ID or re-set your Password.
- If you have forgotten both your User ID and Password, contact your agency supervisor.
- *Further instructions are available under Help/Training.*

**Q4: How can the FPL ASSIST Web Portal help us track our assist commitments?**

- You may pull two different reports from the FPL ASSIST Web Portal – a commitment Transmittal Report and a commitment Expiration Report.
- The Transmittal Report shows active commitments within a date range you select (by commitment set up date). You can print this report and send it along with your check for payment.
- The Expiration report shows active commitments by expiration date and allows you to keep track of any commitments that may be about to expire.
- *Further instructions are available under Help/Training.*

**Q5: How often does the Agency Portal PIN change and how can I get the new PIN?**

- The Portal PIN changes every 30 days, for security reasons.
- The Portal PIN is e-mailed to the Agency Primary and Secondary emails on the Agency Profile and those representatives are asked to distribute the new PIN accordingly.
- Please contact your agency supervisor if you have not received the new PIN.

**Q6: Who do I contact if I'm having technical difficulties with the FPL ASSIST Web Portal?**

- For technical or operational support, please contact the ASSIST Portal Help Desk at 1-877-375-4672, Option 6.