

FPL Assist Web Portal Introduction

Introduction

This module will provide you with the following:

- An introduction to the FPL Assist Web Portal
- A general overview of the FPL Assist Web Portal
- Roles and responsibilities of FPL Assist Web Portal users



Welcome to FPL Assist Portal

FPL Assist Web Portal

FPL's Assist Web Portal is available only to energy assistance partners that have registered with FPL. Energy assistance partners can access customer information only when customer authorization is on file, and only for the purposes of the assist commitment process.

Our design has focused on providing a user-friendly platform that requires minimal training, operates on most web browsers and incorporates easy-to-use process options.

We hope you find this new tool to be of great benefit to your efforts in helping our mutual customers/clients.

FPL's Assist Program is successful because of the partnership established with assistance providers like you since 1994!

What is the FPL Assist Web Portal?

The FPL Assist Web Portal is:

- A resource for providers of energy assistance for FPL customers in need
- Designed exclusively for our governmental, social services and faith-based partners
- Designed to provide partners with information needed to assess customer eligibility for energy bill payment assistance, while maintaining the security of customer account information

Features of the FPL Web Assist Portal

The new self-service website allows authorized client advocates to:

- View billing, usage and payment information used in the assistance eligibility assessment process
- Download/print reference information for documentation purposes
- Enter payment commitments quickly and easily on behalf of customers
- Enter Care to Share commitments without the need to contact FPL Assist representatives
- Generate transmittals that enable partners to make payments accurately and efficiently
- Track entered commitments to ensure they are approved and processed in a timely manner
- Access other relevant information that may be of value to clients, including FPL billing and payment options, conservation tips, and more

Roles in the FPL Assist Web Portal

The FPL Assist Web Portal is designed with roles that allow users to perform various functions within the portal based on their assigned role. The roles are View Only, Commitment, Edit, Approver, and Manager.

This table provides the responsibilities of each role in the FPL Assist Web Portal.

Roles	Responsibilities				
	<ul style="list-style-type: none"> • Access customer bills and view account activity • View billing history and statements • Enter payment extensions and view commitment history 	Enter commitments on individual and multiple accounts	<ul style="list-style-type: none"> • Retrieve active commitment list for the agency • Edit existing commitment dates, funding type and amount • Modify existing commitments with an automatic 30 day commitment extension 	<ul style="list-style-type: none"> • Approve list of pending commitments by agency location 	<ul style="list-style-type: none"> • Authorize agency profile changes • Assign role and authority levels
View Only	✓				
Commitment	✓	✓			
Edit	✓	✓	✓		
Approver	✓	✓	✓	✓	
Manager	✓	✓	✓	✓	✓

Roles and Commitments

View Only role will be able to view account information and commitments.

Commitment and **Edit** roles can be set up as requiring approval or not requiring approval after commitments are entered.

Approver or **Manager** roles will be able to approve any commitments that require approval.

Let's look at how this would work.

This is an example of a commitment entered by an Assist Representative that **does not require** approval.

Assist representative

Enters commitment

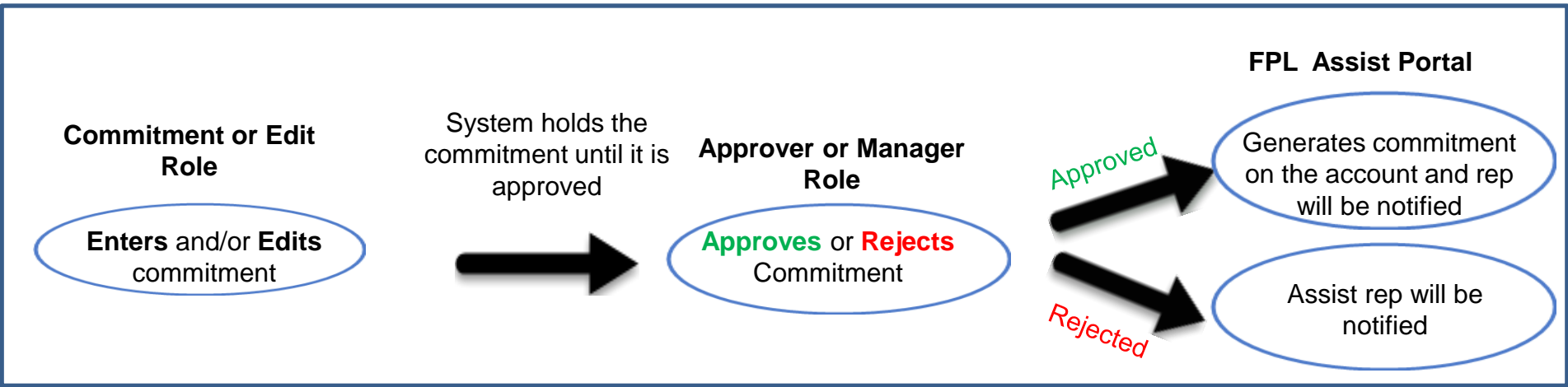


FPL Assist Portal

Generates commitment on the account

Roles and Commitments (cont.)

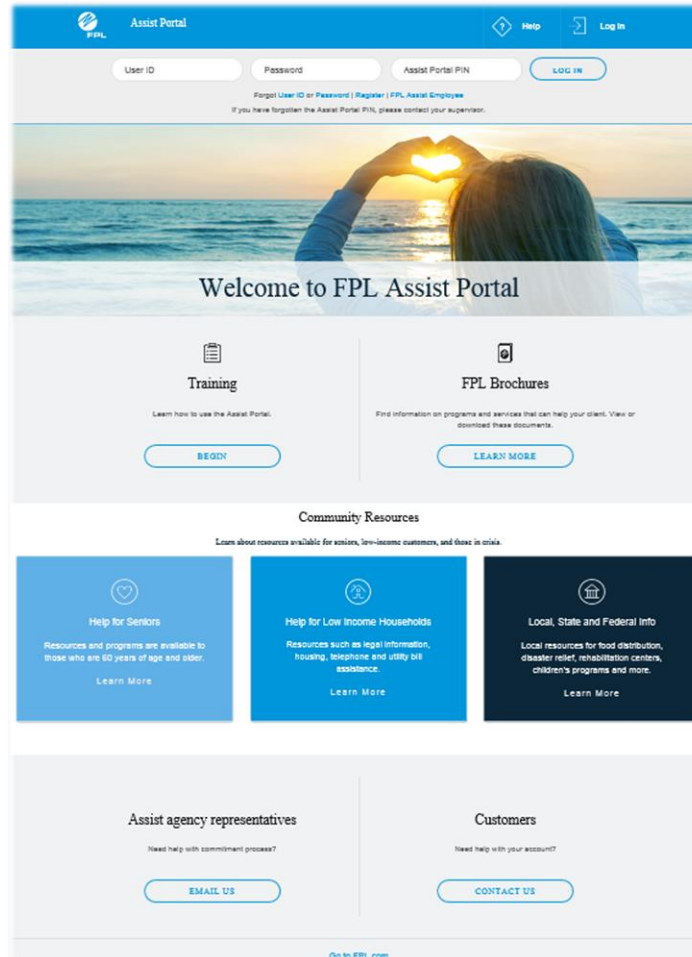
This is an example of a commitment entered by an Assist Representative that **requires** approval.



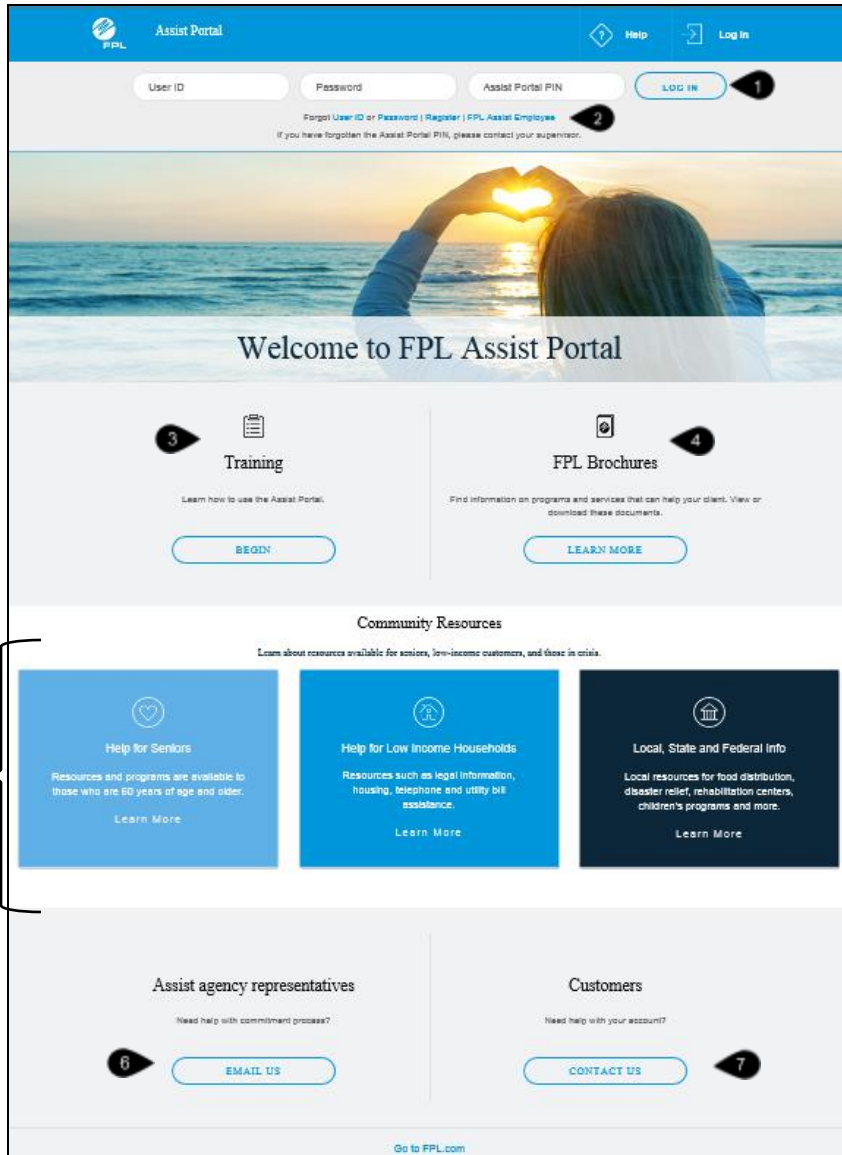
Important: The account is **not protected** from disconnection and reconnect orders **will not be** issued until the Approver or Manager approves the commitment.

Accessing the FPL Assist Portal

The FPL Assist Portal can be accessed by typing the following address in your browser or clicking on this link <https://fpl.com/assist>.



Use the table below to identify the parts and functions of the FPL Assist Web Portal homepage.



Section	Name	Function
1	Log In	Used to log in to the web portal
2	Forgot User ID or Password or Registration	Used for the forgot User ID or Password, and Registration processes
3	Training	Access to training materials
4	FPL Brochures	Information for programs or services for the home
5	Community Resources	Resource information for: <ul style="list-style-type: none"> • Seniors • Low-income customers, and • Customers in crises
6	Assist Agency Rep Email Us	Email FPL to assist with general questions
7	Customers Contact Us	Used by FPL customers for non-Assist inquiries

Summary

- The new self-service FPL Assist Web Portal allows authorized client advocates to perform functions such as viewing customer bills, printing reference information, and entering commitments quicker and easier
- Roles have been created in the web portal to allow users to perform functions with or without approval
- Commitments will not protect accounts from collection action and reconnect orders will not be issued until commitments are approved
- The home page allows users to reset user id and password, and provide access to energy conservation resources for customers