

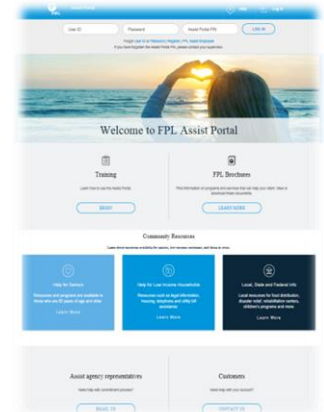
FPL Assist Web Portal

Log In, Forgot User ID and Password

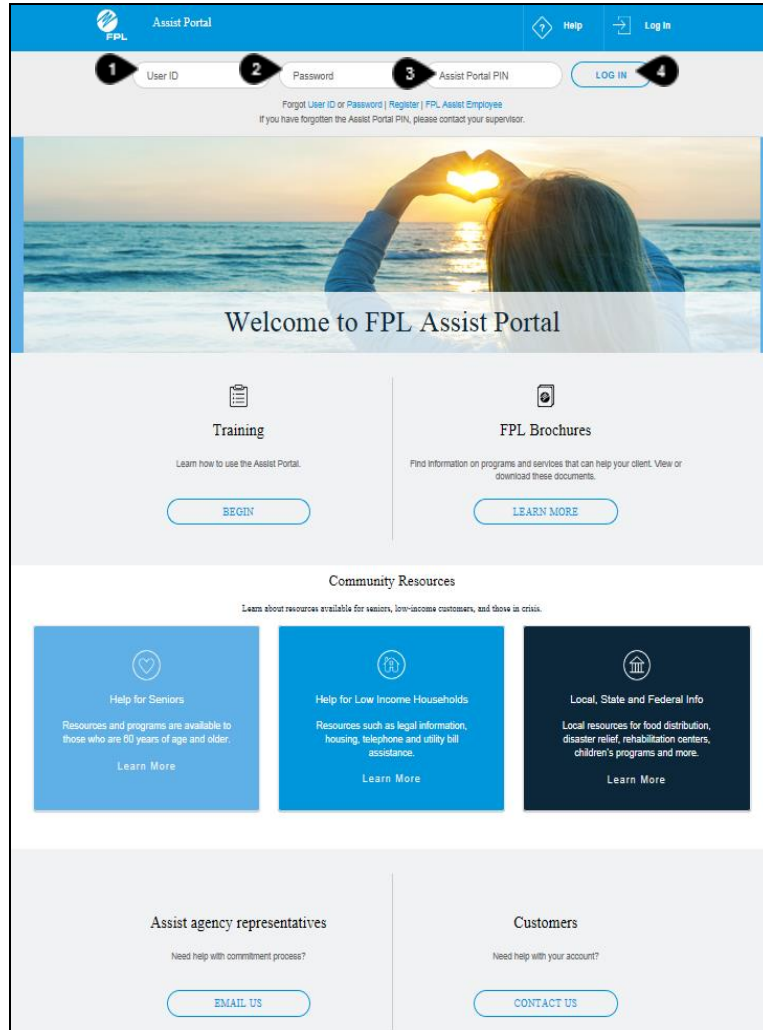
Overview

Users of the FPL Assist Web Portal have access to customer information that is private and secure. It is critical that our agency partners maintain that security. The combination of User ID, Password and Agency PIN provides a way to maintain such security without becoming too limiting to those who use the system.

It's also important that as an individual portal user, you should take all necessary steps to ensure your User ID and Password remain confidential. **Do not** share your information with other users, and remember that any work you enter in the portal is “stamped” with your information. Protect your integrity as you protect the integrity of the portal and the information available.



Logging In

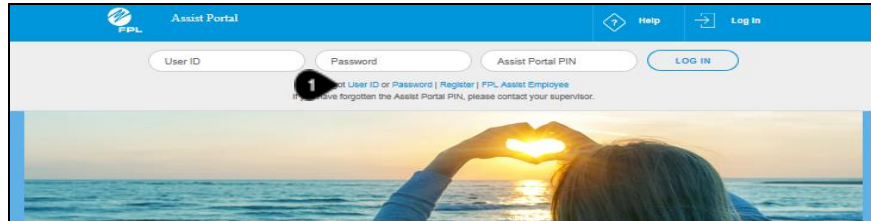


The following information provides steps to log into the FPL Assist Web Portal.

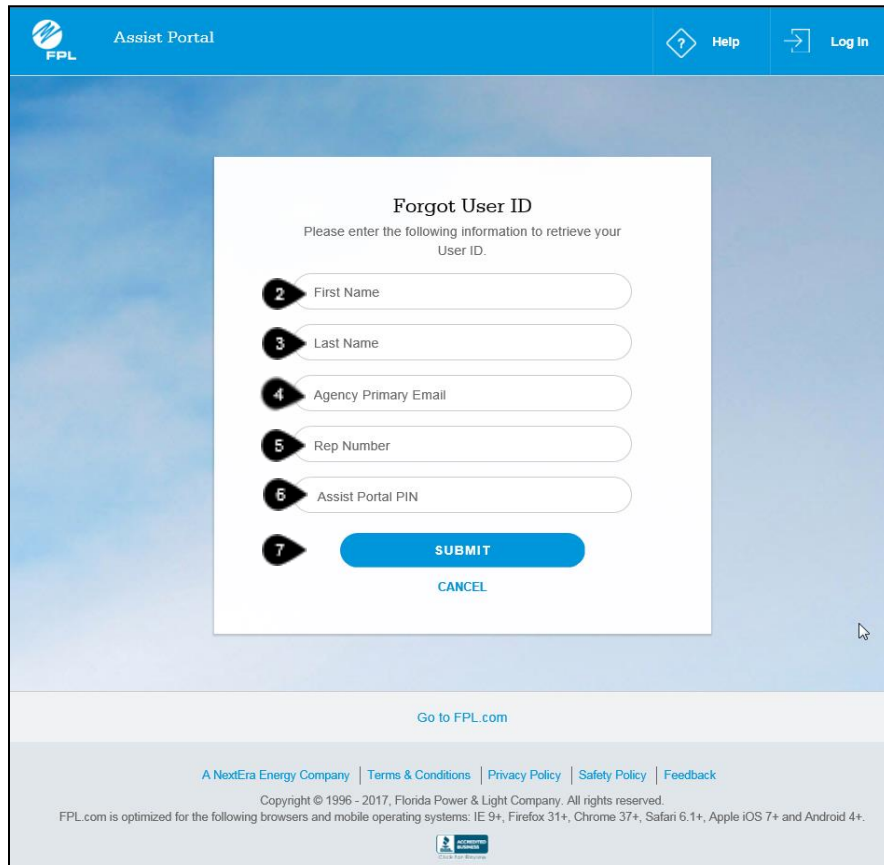
Step	Action
1	Type User ID
2	Type Password
3	Type Agency Portal PIN
4	Click Log in

Forgotten User ID

The following information provides steps to retrieve a forgotten User ID.



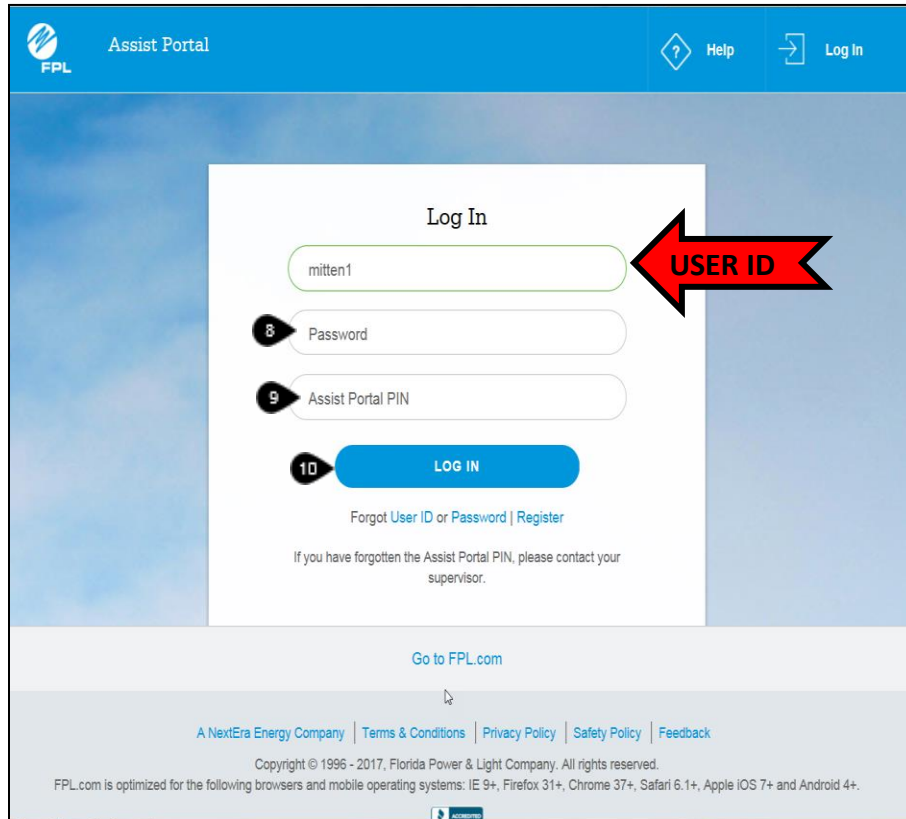
Step	Action
<i>Home Page</i>	
1	Click User ID link



Step	Action
<i>Forgot User ID Page</i>	
2	Type First Name
3	Type Last Name
4	Type Agency Primary Email
5	Type Rep Number
6	Type Assist Portal PIN
7	Click Submit to proceed to the next page

Forgotten User ID (cont.)

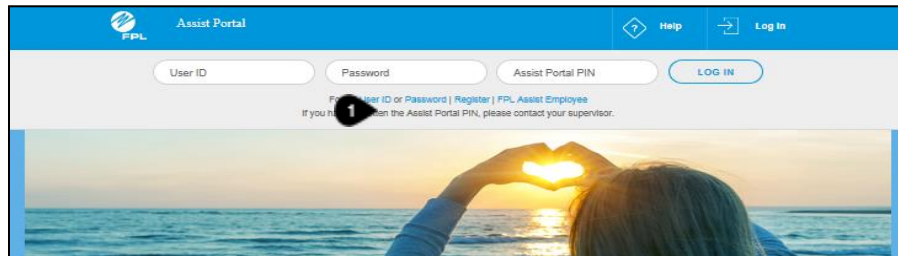
Continue steps below to retrieve a forgotten User ID.



Step	Action
Log In Page (User ID will display)	
8	Type Password
9	Type Assist Portal PIN
10	Click Log in Note: This will route to the account retrieval page.

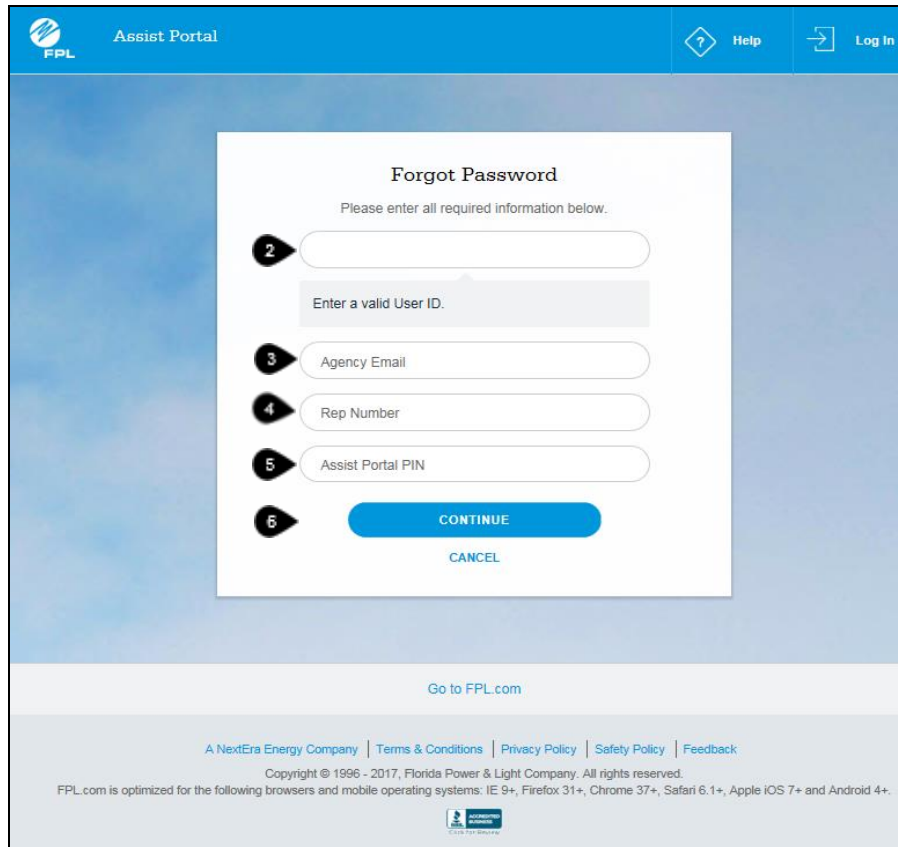
Important: Contact your supervisor if you are unable to locate your Agency Primary Email, Rep Number, or Assist Portal PIN.

Forgotten Password



The following information provides steps for resetting a password.

Step	Action
Home Page	
1	Click Password link



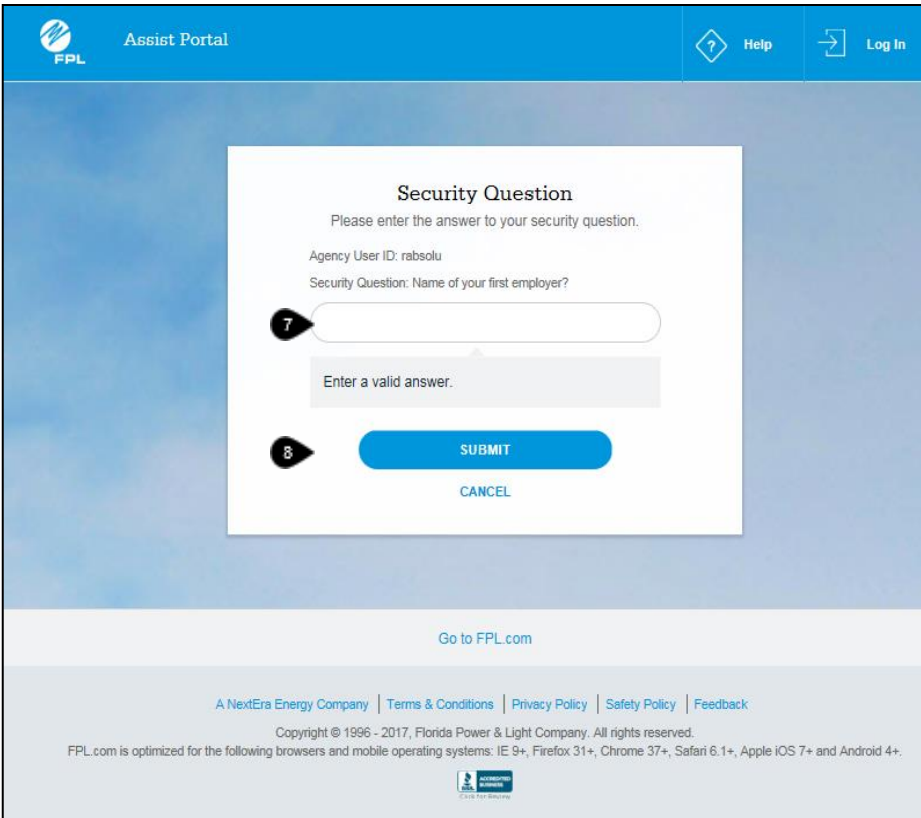
Step	Action
Forgot Password Page	
2	Type User ID
3	Type Agency Email
4	Type Rep Number
5	Type Assist Portal PIN
6	Click Continue to proceed to next page

Important: Contact your supervisor if you are unable to locate your Agency Primary Email, Rep Number, or Assist Portal PIN.

Forgotten Password (cont.)

Continue steps below to reset a password.

Step	Action
Security Question Page	
7	Type Answer to security question
8	Click Submit to proceed to next page



Security Question
Please enter the answer to your security question.

Agency User ID: rabsolu
Security Question: Name of your first employer?

7

Enter a valid answer.

8 **SUBMIT**

[CANCEL](#)

[Go to FPL.com](#)

A NextEra Energy Company | [Terms & Conditions](#) | [Privacy Policy](#) | [Safety Policy](#) | [Feedback](#)

Copyright © 1996 - 2017, Florida Power & Light Company. All rights reserved.
FPL.com is optimized for the following browsers and mobile operating systems: IE 9+, Firefox 31+, Chrome 37+, Safari 6.1+, Apple iOS 7+ and Android 4+.

Forgotten Password (cont.)

Continue steps below to reset a password.

Step	Action
Reset Password Page	
9	Type New Password Important: Password must be 8-25 characters and contain at least one letter and one number. No special characters can be used. Password is case sensitive.
10	Retype password for confirmation
11	Click Reset Password & Log in Note: Retrieve Bill Account page will display

Reset Password
Please enter the information below to reset your password.

9

Enter a valid password.

Password must be 8-25 characters long and contain at least one letter and one number. No special characters can be used. Password is case sensitive.

10

11 **RESET PASSWORD & LOG IN**

[CANCEL](#)

[Go to FPL.com](#)

A NextEra Energy Company | [Terms & Conditions](#) | [Privacy Policy](#) | [Safety Policy](#) | [Feedback](#)
Copyright © 1996 - 2017, Florida Power & Light Company. All rights reserved.
FPL.com is optimized for the following browsers and mobile operating systems: IE 9+, Firefox 31+, Chrome 37+, Safari 6.1+, Apple iOS 7+ and Android 4+.