

FPL Assist Web Portal Log In, Forgot User ID and Password

FPL Proprietary & Confidential Information

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Introduction

The following module will provide you with instructions for accessing the FPL Assist Web Portal.

At the end of this module, you will be able to:

- Recall the importance of keeping FPL records, User IDs and Password secure
- Log in to the FPL Assist Web Portal
- Obtain a Forgotten User ID and/or 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.





FPL ASSIST WEB PORTAL

Logging In

Assist Portal	🔗 Help 👌 Log in
User ID 2 Password	Assist Portal PIN
Porgot User ID or Password If you have forgotten the Assist Port	Register FPL, Assist Employee at FIN, please contact your supervisor.
Welcome to FI	PL Assist Portal
	۵
Training	FPL Brochures
Learn how to use the Assist Portal.	Find information on programs and services that can help your client. View or download these downmants
BEGIN	LEARN MORE
Communit Learn about recourses available for senior	ty Resources n, how-income customers, and those in crisis.
Help for Seniors Help for Seniors Resources and programs are available to those who are Divasor dage and older. Learn More Learn	Come Households as legal information, one and utility bill stance. In More Learn More
Assist agency representatives Need hep with commitment process? EMAIL US	Customers Need help with your account? CONTACT US

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



FPL ASSIST WEB PORTAL

Forgotten User ID



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

Step	Action			
Home Page				
1	Click User ID link			
Step	Action			
Forgot User ID Page				
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.)

	Assist Portal	Help	→ Log In
	Log In		
	mitten1	USER II	
	8 Password		
	9 Assist Portal PIN		
	1D-LOG IN		
	Forgot User ID or Password Register		
	If you have forgotten the Assist Portal PIN, please contact your supervisor.		
	Go to FPL.com		
	6		
	A NextEra Energy Company Terms & Conditions Privacy Policy Safety Policy	/ Feedback	
FPL.co	Copyright © 1996 - 2017, Florida Power & Light Company. All rights reser is optimized for the following browsers and mobile operating systems: IE 9+, Firefox 31+, Chrome 37+,	ved. Safari 6.1+, Apple iOS	7+ and Android 4+.
	Accessed		

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.



FPL ASSIST WEB PORTAL

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.)

	Assist Portal		💎 Help	→ Log In
	A.	Security Question		
		Please enter the answer to your security question. Agency User ID: rabsolu Security Question: Name of your first employer?		
		Enter a valid answer.		
	_	CANCEL		
		Go to FPL.com		
FPL.cor	A Next	Era Energy Company Terms & Conditions Privacy Policy Safety Policy Copyright © 1996 - 2017, Florida Power & Light Company. All rights reserve ing browsers and mobile operating systems: IE 9+, Firefox 31+, Chrome 37+, S Reserve	Feedback ed. afari 6.1+, Apple iOS	7+ and Android 4+.

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			



Forgotten Password (cont.)

	Assist Portal		H	lelp –	Log In
		Reset Password Please enter the information below to reset your password.			
	•	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.			
		Confirm Password RESET PASSWORD & LOG IN			
		CANCEL			
		Go to FPL.com			
FPL.con	A NextEra En Co	ergy Company Terms & Conditions Privacy Policy Safety Policy pyright © 1996 - 2017, Florida Power & Light Company. All rights reserve powsers and mobile operating systems: IE 9+, Firefox 31+, Chrome 37+, S Reserved	Feedback ed. afari 6.1+, Ap	ople iOS 7+ and /	Android 4+.

Continue steps below to reset a password.

Reset Password Page				
e 8-25 t one letter haracters can nsitive.				
ation				
n age will display				