

FPL Assist Web Portal Registration

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Introduction

At the end of this module, you will be able to perform the following tasks in the FPL Assist Web Portal:

- Create a user ID
- Create a password
- Create a security question
- Certify and acknowledge use of the web portal
- Register





Registration Requirements

The first step in using the FPL Assist Portal is registration.

To register, you will need the following information as it appears in the FPL Assist Web Portal :

- Your first and last name
- Your rep number
- Agency email address
- Agency PIN (case sensitive)
- Agency Code

Important: Contact your supervisor if you do not have any of the information needed to register.



3



Registration & Navigation



The following information provides steps for registering on the FPL Assist Web Portal.

To start the Registration process, **Click** Register from the FPL Assist Web Portal Home Page. **Result:** Personal Information Window appears

Before we continue registration, let's review how to navigate through the FPL Assist Web Portal.

	Section	Name	Function
Assist Portal Image: The point of the	A	Progress Bar	 Displays name and number of steps in the process that you are completing Select number of each step to navigate between steps Note: You must complete all required fields on the screen before progressing to the next step.
Enter your first name.	В	Continue	Select Continue to move to the next step in the process
Rep Number User ID B CONTINUE CANCEL C	С	Cancel	Returns to the homepage Note: Selecting Cancel will restart the registration process. If you want to go back to a previous step, click on the step in the Progress Bar.

Now let's continue with the process of registering on the FPL Assist Web Portal.



Registration



Assist Portal						$\langle \rangle$	Help	÷	Log in
Perso	nal Information	1	Security I	nformation	Ag	ency Inform	nation		
	8 8 9 8	Pe Please I Enter your Last Nam Rep Num User ID	ersonal In e Enter your R first name.	nformatio Personal Inform	n ation				
	6		CONT	TINUE					

The following information provides steps for registering for the FPL Assist Web Portal.

Step	Action	
	Home Page	
1	Click Register	

Step	Action		
	Personal Information Window		
2	Type First Name		
3	Type Last Name		
4	Type Rep Number		
5	Type User ID User ID - Must be exactly seven characters which include at least one letter and one number. No special characters are allowed.		
6	Click Continue to proceed to the next page		



Registration

The following information provides steps for registering for the FPL Assist Web Portal.

Assist Portal				Help	-> Log In
Personal Ir	formation	Security Information	Agenc	y Information	
-			100		
	Ple	ase Enter your Security Information	n		
	Enter yo case se	our password. Remember, passwor nsitive.	rd is		
	Confirm	n Password			
	Securit Securit	y question ty Answer			
	Confirm	n Security Answer			
		CANCEL			

Step	Action
	Security Information Window
	Type password
1	Password - must be 8 – 25 characters. Must contain at least one letter and one number. No special characters. Passwords are case sensitive.
2	Retype password to confirm
3	Select a security question from the dropdown
4	Type Security answer Security answer - must be 1-18 alphanumeric characters. Spaces are allowed.
5	Retype security answer to confirm
6	Click Continue to proceed to the next page



Registration (cont.)

	Assist Portal	¢ ۱	lelp –	Log in
	Personal Information Security Information Agence	ry Informat	ion	
chiefe .				
	Agency Information Enter your agency information below to complete your registration.			
	Enter your agency code.			
1	2 Assist Portal PIN			
	Agency Primary Email Address Confirm Email Address			
	Cortity that I am an employee of this Assist agency and that I read and accepted the Terms and Conditions.			
	agency to retrieve FPL customer information and submit payment commitment on this agency's behalf.			
	6 SUBMIT CANCEL			

The following information provides steps for registering for the FPL Assist Web Portal.

Step	Action
	Agency Information Window
1	Type your agency code
2	Type Assist Portal PIN
3	Type Agency Primary Email Address
4	Retype Agency Primary Email Address to confirm
5	 Click on the Terms and Conditions link to review content before checking the boxes. Select Certify and Acknowledge boxes
6	Click Submit to complete registration

Important: By selecting the certify and acknowledge boxes, you are accepting the Terms and Conditions, and acknowledge that you have authorization to act on behalf of the agency.

Click on the Terms and Conditions link to read the content before checking the boxes.

7



Registration (cont.)

	Wescass, Test PIRL Assist Portal E Commitments 🖉 Reports 🛞 Profile 🚫 Help 🗧 Log Out
	Retieve Account View Bil Enter Commitment Review
Registration complete	<u>_</u>
	Retrieve Bill Account
	Please enter the information below Do not enter dashes in the bill account number.
	Enter last name.
	Account Number (10 digits)
	By entering account retrieval data, you confirm that you have the customer's authorization for release of information.
	CONTINUE
	CANCEL

Once you have successfully registered, the message "Registration Complete" will display. You will be logged in to the FPL Assist Web Portal.