

Consumer Portal User Maintenance - SKY Admin

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Consumer Portal Users and SKY Admins have access to the Energy Force Management tool featuring the Consumer Portal User Maintenance Page.

View customers' *Email* addresses used to sign up with on the Portal and associated Energy Force *Customer Numbers*, search the list for specific customers, and have the ability to delete Portal Customers.

User Maintenance can be found under *Energy Force* in SKY Admin.

Select **SETUP** on the *User Maintenance* card to view Consumer Portal accounts and the Energy Force customer number with which they are associated.



User Maintenance

Consumer Portal accounts and the Energy Force customer number they are associated with.

SETUP

Use the *Search* field at the top of the *User Maintenance* page to search and filter Portal users by Name or Email. Choose the **Ellipsis to Download** this list as an Excel file. The **Delete** icon can be selected to remove a Portal user and ensure they no longer have access to that Portal account. Select the link under *Customer Accounts* to display the *Name* and *Customer Numbers* associated with that Portal account.

The screenshot shows the 'Consumer Portal User Maintenance' page. At the top, there is a user profile with an email address: 'efportal@energyforce.net'. To the right, a button labeled 'Customer Accounts' is highlighted with a red box, showing '1 Customer Accounts'. Below this, a message states 'No More Results'. A modal window is open for the user 'efportal@energyforce.net', showing they have 1 customer account associated with them. The table for 'Customer Accounts' is as follows:

Name	Customer Number
ADAMS,ANSEL	100007

At the bottom of the modal is a 'Dismiss' button.

Note: If a customer is unable to sign in to the Consumer Portal due to a forgotten email used or used an incorrect email at sign up, Admins have control to delete that user and allow signing up again with the correct credentials.