Manual

Registration Request & Access

Iberdrola Group
Scottish Power
Avangrid

Rev: 2.0
Date: 06/11/2023

TABLE OF CONTENTS

0. Introduction

You can manage your registration and access to the My Information website through the links made available to you on the IBERDROLA suppliers portal.

https://www.iberdrola.com/suppliers/purchase-orders-invoices

MInfo **New tool for access to all your orders, invoices and payments**

If you are already a supplier and have a contractual relationship with the Iberdrola group, find out how to register on the new Minfo app here **(available solely to Iberdrola group suppliers)**, where you can look up all the details associated with your orders, invoices and payments.

We have created the following manual to make things easy for you, and suggest you read it carefully:

「Registration procedure Manual」
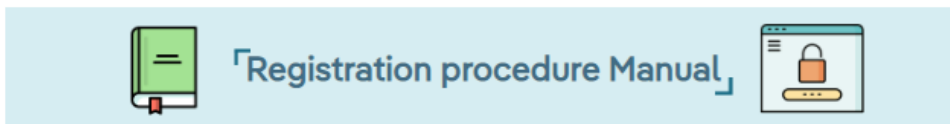
To access your information, **you first need to register,** by entering the basic supplier data.

Registration request   MInfo   Register
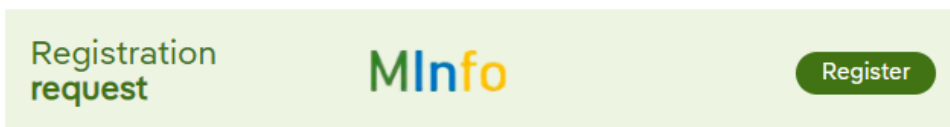
After registering, you will be able to access Minfo app to see:

Basic data: View and modify the basic information in the Iberdrola database (address, telephone number, etc.)

Orders / framework contracts: find out the status of your orders or framework agreements. Generate copies of orders / framework agreements.

Invoices and payments: see the status of your invoices and payments (both those entered and those planned).

See my **details, bills and payments**   MInfo   Login

From the Access page of the My Information Website, you can perform the following actions:

1. Log in
2. Forgot your password?
3. Change password

4. Forgot your user?
5. Reactivate user
6. Access to register

1. **Registration Request**

Through this button a Vendor registered in our system and who does not have access to the My Information web portal may request registration in it.

Click on the "Creation Request" link mentioned in the previous section to start with your registration process on the Web, or in the "Access to register" button in case you clicked directly in the "Access My Orders and Invoices" link.

ACCESS TO MInfo

Once you have accessed the initial screen of the registration request, you must complete the following fields according to the data of your provider that exists in the IBERDROLA database:

- **Supplier code**: Your Vendor code registered in our system. This field is mandatory.
- **TIN**: TIN available in our system. If you do not have any, you can leave this field blank.
- **E-mail**: E-mail address of the person requesting registration. You can get more information about this email by clicking on the "i" icon on the right. This field is mandatory.

Email to receive the security PIN during the application use. In case the email populated is not validated in IBERDROLA database, your identity verification will be requested through two invoices so the security access to your information is assured.

REQUEST TO ACCESS - MInfo
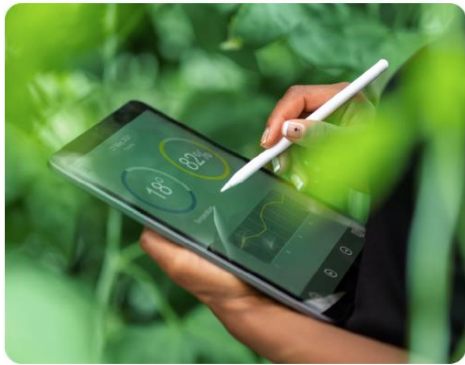
In case you need help to complete your Registration Request, you will find the contact options of the Supplier Support Service by clicking on the "Contact" button located at the top of the screen.
Depending on whether you are in Spain, the United Kingdom, the USA or Mexico, you must contact the specified addresses by telephone or e-mail.

You can also download this manual by clicking on the "User Guides" button.

REQUEST TO ACCESS - MInfo

Once you have completed these fields, if there is already an Administrator user for your Vendor, a message will be displayed warning you of this fact, indicating your Administrator name and surnames to contact him, and not allowing you to continue with the registration process.

REQUEST TO ACCESS - MInfo

An Administrator already exists for that provider. Please, You are in contact with your administrator
* Supplier code

TAX ID NUMBER/VAT NUMBER/CRN

* Email: ⓘ

Next →

In case you are not registered as a supplier in the IBERDROLA database, the following message will be displayed.

REQUEST TO ACCESS - MInfo

You're not registered as an Iberdrola supplier in our system, so cannot request for access to My Information application. In case you need to view your invoices as an Iberdrola customer through our Web, please contact our customer service phone 900 22 52 35 or through the Web Customers -> Online Services section.
* Supplier code

TAX ID NUMBER/VAT NUMBER/CRN

* Email: ⓘ

Next →

When you click on "Next", and in case your E-mail address is not registered yet in our database, you will be shown a screen to verify your identity by validating the following data on two of your last 2 calendar year invoices:

- **Reference**: Reference of two of your invoices dated in the last two calendar years.
- **Amount**: The exact amount of said invoice in universal notation (0.000.00).
- **Date invoice**: Invoice issue date.

REQUEST TO ACCESS - MY INFORMATION

Please complete date and amount of these two invoices to verify your identity as the vendor administrator in the app.

Please use points as thousands separator and commas as decimals separator when populating the invoice amounts (0.000,00).

Reference

XXXXXXX

* **Amount**

0,00   Pfund

* **Date Invoice**

dd / mm / aaaa

Reference

XXXXXXX

* **Amount**

0,00   Pfund

* **Date Invoice**

dd / mm / aaaa

← Back   Next →

If you wish, you can return to the initial screen of the registration process by selecting the "Back" button.

REQUEST TO ACCESS - MY INFORMATION

Please complete date and amount of these two invoices to verify your identity as the vendor administrator in the app.

Please use points as thousands separator and commas as decimals separator when populating the invoice amounts (0.000,00).

Reference

XXXXXXX

* **Amount**

0,00   Pfund

* **Date Invoice**

dd / mm / aaaa

Reference

XXXXXXX

* **Amount**

0,00   Pfund

* **Date Invoice**

dd / mm / aaaa

← Back   Next →

You will have three attempts to correctly enter the data of these invoices, generating a new set of two invoices otherwise. For this second set of invoices you will have three other attempts, after which the following message will be displayed if you have entered the data incorrectly.

REQUEST TO ACCESS - MY INFORMATION

Please complete date and amount of these two invoices to verify your identity as the vendor administrator in the app.

Please use points as thousands separator and commas as decimals separator when populating the invoice amounts (0.000,00).

A new set of two random invoices is generated, please try again

Reference

XXXXX

* **Amount**

0,00   EURO

* **Date Invoice**

dd/MM/yyyy

Reference

XXXXX

* **Amount**

0,00   EURO

* **Date Invoice**

dd/MM/yyyy

← Back   Next →

Iberdrola   ScottishPower   Avangrid
A member of the
Iberdrola Group

REQUEST TO ACCESS - MY INFORMATION

Please complete date and amount of these two invoices to verify your identity as the vendor administrator in the app.

Please use points as thousands separator and commas as decimals separator when populating the invoice amounts (0.000,00).

Failed to generate request. Please contact your manager at IBERDROLA (Purchasing Manager / Applicant) indicating ERROR CODE 3

Reference

XXXXXXX

* Amount

1,00   Pfund

* Date Invoice

20 / 02 / 2000   ⊗

Reference

XXXXXXX

* Amount

1,00   Pfund

* Date Invoice

20 / 02 / 2000   ⊗

← Back   Next →

Once you have successfully completed the data requested for the invoices, you must click on "Next" to continue with the registration process.

REQUEST TO ACCESS - MY INFORMATION

Please complete date and amount of these two invoices to verify your identity as the vendor administrator in the app.

Please use points as thousands separator and commas as decimals separator when populating the invoice amounts (0.000,00).

Reference

XXXXXXX

* Amount

0,00   EURO

* Date Invoice

dd / mm / aaaa

Reference

XXXXXXX

* Amount

0,00   EURO

* Date Invoice

dd / mm / aaaa

← Back   Next →

Then, you will be shown the screen in which you must complete your user data as Vendor Administrator. The following fields will be shown in it:
- **Name**: Your name.
- **Last name**: Your last name.
- **Telephone**: Your contact telephone number.
- **User**: Your user identification code with which you will access the web. To

  know the required user coding criteria click on the icon ⓘ located on the right.

* User: ⓘ   Capital letter (other than E and U)+ 6 digits   ✕

User Code

- **Password**: The user password that you will use to log in to the web. To know

the password policy required by IBERDROLA click on the icon ⓘ located on the right.
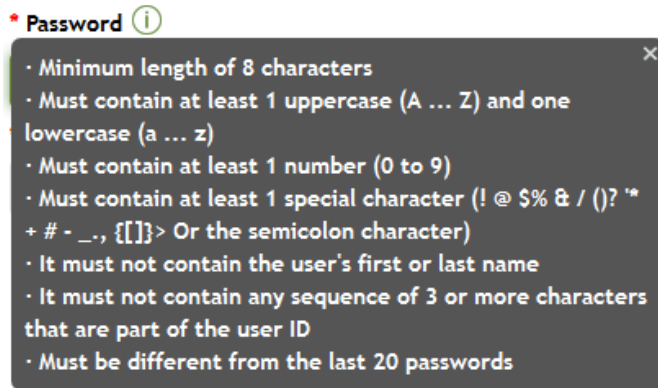
- **Confirm password**: Re-inform the same password previously entered.
- **Privacy Policy**: By clicking on the link the "Privacy Policy" you must accept to register will be open, showing you all the information.
  Once you have read the document and agree to the terms set forth in it, you must mark the corresponding flag.

- **Conditions of use**: By clicking on the link the "Conditions of use" you must accept to register will be open, showing you all the information.
  Once you have read the document and agree to the terms set forth in it, you must mark the corresponding flag.

After correctly completing the requested information and ensuring that your personal

data is correct, you must click "Next" to continue with the registration process.

Next →
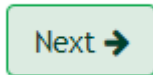
In this last step you will be asked to enter the Pin sent automatically to your email /SMS address to complete the registration process and activate the account created in the system for your user. The following fields will be displayed on the screen:

- **User Id**: The user code you entered in the previous step. This field is merely informative, you should not take any action on it.
- **Supplier code**: Your Vendor code, for which are processing the registration on the web. This field is merely informative, you should not take any action on it.
- **Pin**: In this field you must enter the numeric Pin Code that you will receive in the e-mail informed in the previous step.

Responder Responder a todos Reenviar MI

II

My Information Access Request No.   Account Activation

Para

EXTERNAL EMAIL - Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks for your access request, you have been registered as the Administrator for the   vendor code in My Information application.

Owing to security reasons your user account is currently deactivated, in order to activate it please populate the PIN below as requested in the access request process. Please note this PIN validity will expire automatically expire after 5 minutes.

PIN:

Sincerely, IBERDROLA GROUP.

REQUEST TO ACCESS - MInfo

To complete the registration to MInfo you must enter the PIN code you have received in the phone specified for registration

User Code

Supplier code

* PIN

0

Activate User ➔

Forward PIN

As you can see in the email/ SMS sent, the Pin is valid for 5 minutes, once after which you will not be able to use it to activate your account.
To ask for a new Pin you must click on the "Forward PIN" button located at the bottom.

Activate User ➔

Forward PIN

Once you have completed the Pin field with the code received by e-mail/ SMS, you must press the "Activate User" button and you will have completed the registration process.

Activate User ➔

Forward PIN

After completing the process, the system will automatically redirect you to the login screen, displaying a message at the top informing you of this. From here you can access the tool for the first time.

Iberdrola   ScottishPower   Avangrid
A member of the
Iberdrola Group

ACCESS TO MInfo

If you have left the registration request without completing the activation of your account, you can always activate it afterwards through the "Reactivate user" button on the access screen as detailed in Section 2.5.

Once the entire process is completed, you will also receive an E-mail confirming that you have been registered as an Administrator, informing about the Request Number, your Vendor Code and your User Code.

From this moment on, you will be registered as Administrator of your Vendor in the My Information web portal.

In case you are the Administrator for several vendors, you will be allowed to register for all of them using the same user code provided that you also use the same name, last name and password. If you don't the following error message will be shown.

REQUEST TO ACCESS - MInfo

This user already exists. Please, enter the same name and last name you currently use in your other vendor accounts.

* Name:

[   ]

* Last name:

[   ]

* Mobile phone:

[ES   v] [+34] [   ]

* User: ⓘ 🜨

[   ]

* Password ⓘ

[••••••••]

* Confirm Password:

[••••••••]

☑ I have read and agree Privacy Policy
☑ I have read and accept the TERMS OF USE

[Next →]

2. Access

From the access screen you will be able to carry out all the actions related to the connection of your user to the My Information website (log in, change password, reactivate user ...).

In case you need help when logging in, you will find the contact routes of the Supplier Support Service by clicking on the "Contact" button located at the top of the screen. Depending on whether you are in Spain, the United Kingdom, the USA or Mexico, you must contact the specified addresses by telephone or email.

You can also download this manual by clicking on the "Help" button.

Iberdrola   ScottishPower   Avangrid
A member of the
Iberdrola Group
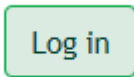
ACCESS TO MInfo
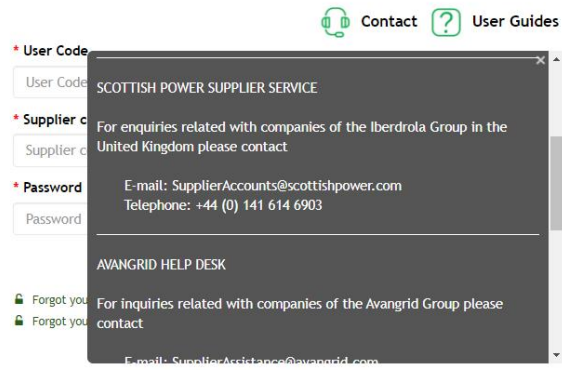
2.1. Log In

Through this button, any registered and activated user will be able to log into the My Information website once they have completed the following fields:

- **User ID**: In case you are an Administrator, the User Code that you have specified in the registration process, if you are a Viewer, it will be automatically sent by e-mail/ SMS once your Administrator has registered you.
- **Vendor**: Your Vendor code registered in the IBERDROLA database.
- **Password**: The password assigned to your user.

ACCESS TO MInfo
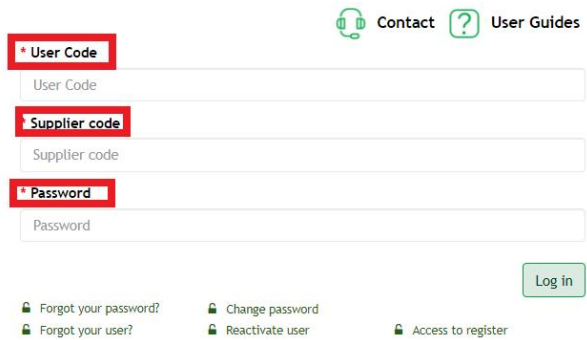
Once you have completed the corresponding fields, click on "Log in" to access the Web.

2.2. Forgot your password

In case you do not remember your password to access the Web or want to reset it for

any reason, you can do so by clicking on "Forgot your password?" if your user has not been removed.

ACCESS TO MInfo

Pressing that button will display a screen for you to complete the following fields:
- **User Id**: Your user code registered in the My Information Web.
- **Supplier Code**: Your supplier code registered in the IBERDROLA database.

After having completed the requested data and for security reasons, you must click on "Get Pin".

After this, a new field will open so you can enter the Pin that will be automatically sent to the email/SMS associated with your user and vendor code.

Responder Responder a todos Reenviar MI

PIN Reset Password My Information

Para

Please enter the following PIN to be able to reset your password in the My Information application. Please note that the validity of this PIN will expire in 5 minutes.

PIN:

Sincerely, GRUPO IBERDROLA

- **New Password:** The new password you want to create for your user. To know the password policy required by IBERDROLA, click on the icon ⓘ located on the right.

- **Repeat new password**: You must re-enter the previously reported password.

Iberdrola   ScottishPower   Avangrid
A member of the
Iberdrola Group

MInfo - RECOVER PASSWORD

To complete the password change in MInfo, you must enter the PIN code you have received in the phone specified for registration

*** User Code**

[   ]

*** Supplier code**

[   ]

*** New password** ⓘ

[New password   ]

*** Repeat new password**

[Repeat new password   ]

*** PIN**

[0   ]

[Change password]

[← Back]

After completing the requested data. You must click on "change password" to finish the process.

[Change password]

After successfully resetting the password, you will be redirected to the login screen with an informational message displayed at the top.

ACCESS TO MInfo
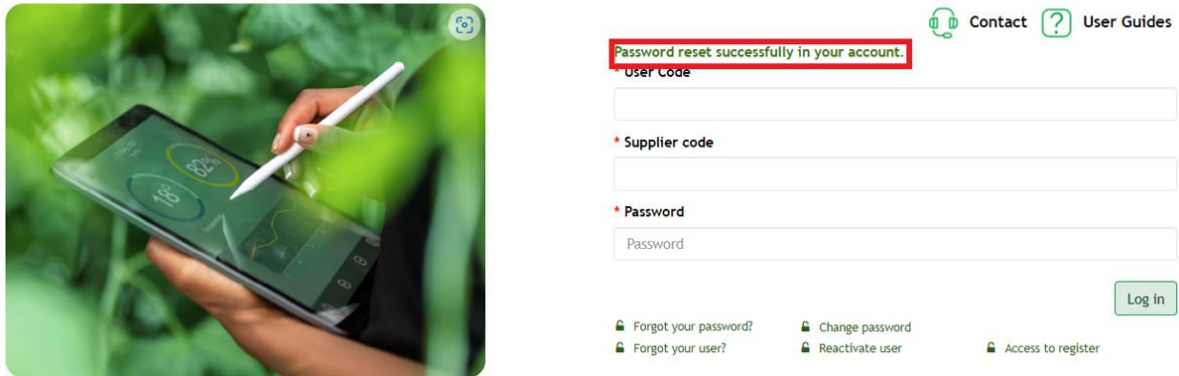
You will also receive an e-mail confirming that you have correctly reset the password for the entered <u>User Code</u>.
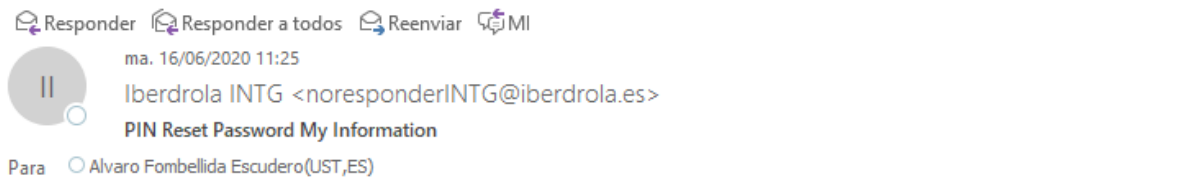
It must be noted that for security reasons it is not allowed to reset passwords less than 3 days, if you do so the following error messages will be shown depending on whether you are the Administrator or a Viewer respectively.

2.3. Change password

You can also change your password whenever you need by clicking on "<u>Change password</u>".

This action will be performed automatically by the system during the first access of a Viewer user registered by their Administrator, forcing them to modify the password received automatically by email before being able to log on to the Web.
You must also modify it if your password has been reset by your Administrator or by the IBERDROLA Supplier Support Service.

ACCESS TO MInfo

You will be shown a screen to complete the following fields:
- **User Code**: Your user code registered in the My Information Web.
- **Supplier Code**: Your supplier code that is registered in the IBERDROLA database.
- **Old password**: Old password or the one that you have automatically received in your e-mail after registering as a Viewer or reset by your Administrator or CAS.
- **New password**: The new password that you want to use for your user. To know the password policy required by IBERDROLA click on the icon $\textcircled{i}$ located on the right.

- **Repeat new password**: You must repeat the previously entered password.

MInfo - CHANGE PASSWORD

* User Code

> User Code

* Supplier code

> Supplier code

* Old password

> Old password

* New password (i)

> New password

* Repeat new password

> Repeat new password

> Change password

> ← Back

Pressing the "Back" button will return to the main screen for accessing the My Information Web.

> ← Back
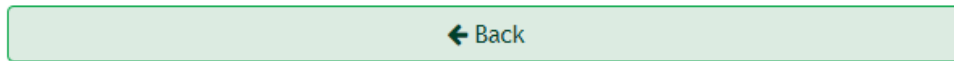
After completing the required fields correctly, you must click on "Change password" to complete the process.

> Change password

The system will automatically redirect you to the main login screen, showing you a message that the password has been changed correctly.

ACCESS TO MInfo

It must be noted that for security reasons it is not allowed to reset passwords less than 3 days, if you do so the following error messages will be shown depending on whether you are the Administrator or a Viewer respectively.
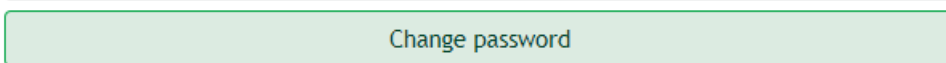
MInfo - CHANGE PASSWORD

Cannot change password within 3 days. Contact your administrator.

2.4.   Forgot your user

If an Administrator user has forgotten it, they can retrieve their user code to access the Web by clicking on "Forgot your user?".

ACCESS TO MInfo

For Viewer users this functionality is not enabled, and they should contact their Administrator.

MInfo - RECOVER USER

Please, to carry out this action, contact the administrator of your company

* Supplier code

* Email

Get PIN

← Back

Next, you will be shown a screen to complete the following fields:

- **Supplier Code**: Your Vendor code that is registered in the IBERDROLA database.
- **E-mail**: The e-mail address of the user whose code you want to retrieve.

MInfo - RECOVER USER

* Supplier code

Supplier code

* Email

Email

Get PIN

← Back

Selecting the "Back" button will return to the main screen for accessing the My Information Web.

← Back

Once you have completed the Vendor Code and your E-mail address, you must click on "Get PIN", after which you will receive an email/SMS indicating the code to enter in the PIN field within a period of less than 5 minutes.

Iberdrola   ScottishPower   Avangrid
A member of the
Iberdrola Group

MInfo - RECOVER USER

To complete the user recovery in MInfo you must enter the PIN code you have received in the specified phone

* Supplier code

* Email

* PIN

0

Validate

← Back

Responder Responder a todos Reenviar MI

PIN code user My Information

Para

Please enter the following PIN to be able to reinitialize your id in the My Information application. Please note that the validity of this PIN will expire in 5 minutes.

PIN:

Sincerely, GRUPO IBERDROLA

After entering the received PIN in the corresponding field, you must click on the "Validate" button.

Validate

If more than 5 minutes have passed since you received the email/ SMS with the PIN code, you must re-access this functionality from the access screen.

After having entered the PIN correctly, you will receive an e-mail/SMS informing of your user code for the indicated Vendor.

ACCESS TO MInfo

Your user code is G XXXXXX .

Sincerely, GRUPO IBERDROLA

2.5. Reactivate user

If an Administrator user has not activated its account as part of the registration process, they can reactivate it to log in by clicking on "Reactivate user".

ACCESS TO MInfo

Next, you will be shown a screen to complete the following fields:
- **User Code**: Your user code registered on the My Information Web.
- **Supplier Code**: Your Vendor code that is registered in the IBERDROLA

database.

MInfo - REACTIVE ACCOUNT

* User Code

```
User Code
```

* Supplier code

```
Supplier code
```

Please click on "Send PIN" and enter the number that will be sent to the email / phone to reactive account.

Get PIN

← Back

Selecting the "Back" button you can return to the main screen for accessing the My Information Web.

← Back

After completing the requested data correctly, you must click on "Get PIN", after which a new field will be displayed so that you can enter the security code that you will receive in the email associated with the entered user.

Get PIN

Responder   Responder a todos   Reenviar   MI

||

Reset PIN access to My information.

Para

Thank you for contact us. For security reasons your account is actually disable, to reactivate your account please introduce the next PIN in the activation request in form. The pin will be valid only for 5 minutes .

PIN:

If more than 5 minutes have passed since you received the email/SMS with the PIN code, it will not be valid, and you must click on "Forward PIN" to receive a new one.

Forward PIN

Iberdrola   ScottishPower   Avangrid
A member of the
Iberdrola Group

MInfo - REACTIVE ACCOUNT

PIN successfully sent to the associated phone

* User Code

* Supplier code

* PIN

0

Please click on "Send PIN" and enter the number that will be sent to the email / phone to reactive account.

Reactivate user

Forward PIN

← Back

After completing the "PIN" field with the code received by e-mail/SMS, you must click on "Reactivate user" to complete the process.

Reactivate user

After activating the user correctly, the system will redirect you to the main access screen and will display a message informing you that the user activation has been successful.

ACCESS TO MInfo

Contact   ? User Guides

User activated
* User Code

User Code

* Supplier code

Supplier code

* Password

Password

Log in

🔒 Forgot your password?   🔒 Change password

🔒 Forgot your user?   🔒 Reactivate user   🔒 Access to register

Iberdrola   ScottishPower   Avangrid
A member of the
Iberdrola Group