Merdrola Internacional



# Manual

Registration Request & Access

Iberdrola Group Iberdrola España Iberdrola Internacional Scottish Power Avangrid

Rev: 3.0 Date: 29/04/2025



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Iberdrola Internacional



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## 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

#### Minto 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:



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.

liker Code	ų l	Contact Suide
User Code		
* Supplier code		
Supplier code		
* Password		
Password		
		Log i
Forgot your password?	Change password	
Forgot your user?	Reactivate user	Access to register

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.
- **<u>E-mail</u>**: 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: (i) Email to receive the security PIN during the application use. Verificati 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.







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ACCESS TO MInfo

#### **REQUEST TO ACCESS - MInfo**



Supplier code	
TAX ID NUMBER/VAT NUMBER/CRN	
TAX ID NUMBER/VAT NUMBER/CRN	
Email:(1)	
Verification email	

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 "<u>Contact</u>" 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



	🕡 Contact ? User Guides
An Administrator already exist administrator * Supplier code	s for that provider. Please, You are in contact with your
TAX ID NUMBER/VAT NUMBER/O	CRN
* Email: (i)	
	Next >

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

#### **REQUEST TO ACCESS - MInfo**

-		/
	F	
No.	2.7	

	🕕 Contact ? User Guides
You're not registered as an Iberdrola suppli access to My Information application. In car Iberdrola customer through our Web, pleas 22 52 35 or through the Web Customers ->	ier in our system, so cannot request for se you need to view your invoices as an le contact our customer service phone 900 Online Services section.
* Supplier code	
TAX ID NUMBER/VAT NUMBER/CRN	
• Email: ()	
	Next >

When you click on "<u>Next</u>", 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:

- <u>Reference</u>: 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).
- **<u>Date invoice</u>**: Invoice issue date.



#### REQUEST TO ACCESS - MY INFORMATION

Please complete date and amount of these two	R
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		Reference		
XXXXXXX		XXXXXXX		
Amount		* Amount		
0,00	Pfund	0,00	Pfund	
Date Invoice		* Date Invoice		
dd / mm / aaaa		dd / mm / aaaa		
<b>€</b> Back			Next 🗲	

## If you wish, you can return to the initial screen of the registration process by selecting the "<u>Back</u>" 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	Reference
XXXXXXX	XXXXXXX
* Amount	* Amount
0,00 Pfur	0,00 Pfund
* Date Invoice	* Date Invoice
dd / mm / aaaa	dd / mm / aaaa
<b>←</b> 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 Reference XXXXX * Amount * Amount 0,00 EURO 0,00 * Date Invoice * Date Invoice		Reference XXXXX * Amount 0,00 * Date Invoice	EURO
	dd/₩M/yyyyy ← Back		dd/MM/yyyyy	Next 🗲
🚧 Iberdrola 🌾 Iberdrola 🌾	Iberdrola Internacional	K ScottishPow	Page 6	

#### **REQUEST TO ACCESS - MY INFORMATION**

Please complete date and amount of these two involces 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 Reference XXXXXXX XXXXXXX \* Amount \* Amount 1,00 Pfund 1,00 Pfund Date Invoice Date Invoice 0 20 / 02 / 2000 20 / 02 / 2000 ð

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

+ Back

#### **REQUEST TO ACCESS - MY INFORMATION**

Please complete date and amount of these two	Reference		Reference	
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).	* Amount		* Amount	
	0,00	EURO	0,00	EURO
	* Date Invoice		* Date Invoice	
	dd / mm / aaaa		dd / mm / aaaa	
	<b>€</b> 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.

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España

• 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

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Next +



Iberdrola Internacional



the password policy required by IBERDROLA click on the icon 0 located on the right.



- **Confirm password**: Re-inform the same password previously entered.
- <u>Privacy Policy</u>: By clicking on the "Privacy Policy" link you will access the conditions that you must accept to register.
   Once you have read the document and agree with the terms stated therein, you must mark the corresponding flag.

• <u>Conditions of use</u>: 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.



#### **REQUEST TO ACCESS - MInfo**

* Name:		* User: 🕕 🧭		
Name		A000347		
* Last name:		* Password (i)		
Last name		Password		
* Mobile phone:		* Confirm Password:		
ES 🗸 +3	4 Mobile phone	Confirm Password		
<ul> <li>I have read and agree</li> <li>I have read and acce</li> </ul>	e Privacy Policy pt the TERMS OF USE			
		Next 🗲		
After correctly of	completing the request	ted information and ensuring that your persona		







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

Next 🗲
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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:

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

🗣 Respond	ler 🛱 Responder a todos 😂 Reenviar 🤤 MI
	My Information Access Reques 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.



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 "<u>Activate User</u>" 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.

#### Vendors

#### ACCESS TO MInfo

	User registered and activated * User Code
	User Code
	* Supplier code
	Supplier code
Contraction of the second seco	* Password
	Password
	Log in Forgot your password? Change password Forgot your user? Reactivate user Cacess to register

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 <u>Request Number</u>, your <u>Vendor Code</u> and your <u>User Code</u>.

🕰 Responder 🕼 Responder a todos 😂 Reenviar 🧔 MI
My Information Access Request No. Completed
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, now your Administrator user account in My Information for vendor code and user code has been completed and activated.

From now on you will be able to log into the application and make the queries and actions designated for your role.

Sincerely, IBERDROLA GROUP.

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:	* User: () 🧭
* Last name:	* Password ()
* Mobile phone:	* Confirm Password:
ES 🗸 +34	
I have read and agree Privacy Policy	
I have read and accept the TERMS OF USE	



## 2. <u>Access</u>

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 "<u>Help</u>" button.



#### 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:

- <u>User ID</u>: 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.
- <u>Vendor</u>: Your Vendor code registered in the IBERDROLA database.
- **<u>Password</u>**: The password assigned to your user.

ACCESS TO MInfo

A DECEMBER OF	User Guides
	User Code
	Supplier code
3 C	* Password Password
	E Forgot your password?     Change password     Change password     Reactivate user     Access to register

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

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

ACCESS TO MInfo

	D Contact ? User Guides
	* User Code
	User Code
	* Supplier code
at at	Supplier code
A Contraction of the second se	* Password
	Password
	Log in  Forgot your password?  Forgot your user:  Change password  Access to register

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.
- <u>Supplier Code</u>: Your supplier code registered in the IBERDROLA database. MInfo - RECOVER PASSWORD

* User Code		
User Code		
* Supplier code		
Supplier code		
	Get PIN	
	<b>←</b> Back	

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

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.



Respond	der 🛱 Responder a todos 🕞 Reenviar 🤇 PIN Reset Password My Information	J¢ MI	

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

• **<u>New Password:</u>** The new password you want to create for your user. To

know the password policy required by IBERDROLA, click on the icon 0 located on the right.

• **<u>Repeat new password</u>**: You must re-enter the previously reported password.



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## 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 (i)		
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

Password reset successfully in your account.
* Supplier code
* Password Password
Log in Forgot your password?

## You will also receive an e-mail confirming that you have correctly reset the password for the entered <u>User Code</u>.

Responder Responder a todos Reenviar SaMI ma. 16/06/2020 11:25 Iberdrola INTG <noresponderINTG@iberdrola.es> PIN Reset Password My Information Para O Alvaro Fombellida Escudero(UST,ES)

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

Your password for accessing the My Information application has been reset for your user code B187237 and all of your providers.

Sincerely, GRUPO IBERDROLA

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 - RECOVER PASSWORD

Cannot change password within 3 days. Contact Supplier Support Service.

#### 2.3. Change password

You can also change your password whenever you need by clicking on "Change password".







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



* User Code	~		
User Code			
* Supplier code			
Supplier code			
* Password			
Password			
Forgot your password?	Change password	C Assess to expiritor	Log in

You will be shown a screen to complete the following fields:

- User Code: Your user code registered in the My Information Web.
- <u>Supplier Code</u>: Your supplier code that is registered in the IBERDROLA database.
- <u>Old password</u>: 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 (0) located on the right.



• **<u>Repeat new password</u>**: 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
	<b>←</b> 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.



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

Password changed successfully in your account. • User Code
* Supplier code
 Password     Password
Forgot your password?     Gene password     Forgot your user?     Gene password     Access to register

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

	🕡 Contact 🥐 User Guides
	* User Code
	User Code
	* Supplier code
atter atter	Supplier code
3	* Password
	Password
	Log in Forgot your user?

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		
<b>←</b> Back		

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

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

#### MInfo - RECOVER USER

* Supplier code		
Supplier code		
* Email		
Email		
	Get PIN	
	<b>♦</b> Back	

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



Once you have completed the Vendor Code and your E-mail address, you must click on "<u>Get PIN</u>", 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.



## 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	
	<b>€</b> Back	
은 Responder	ြခု Responder a todos 🕒 Reenviar र्र्ड् MI	
Pl	N code user My Information	

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.



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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.



	🕕 Contact ? User Guide:	5
- AND CONT	We have sent to your email the user corresponding to the supplier provided * User Code	
	User Code	
	* Supplier code	
	Supplier code	
A Contraction of the second se	* Password	
BAR BAR	Password	
	<ul> <li>▲ Forgot your password?</li> <li>▲ Change password</li> <li>▲ Forgot your user?</li> <li>▲ Reactivate user</li> <li>▲ Access to register</li> </ul>	
🔓 Responder 🔞 Respo	onder a todos 으g Reenviar 두호MI	
Code user re	ecovery My Information	
Para		
Your user code is G X	DXXXXX .	

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 "<u>Reactivate user</u>".

ACCESS TO MInfo

ACCESS TO MInfo

	🕡 Contact 🕐 User Guides
	* User Code
	User Code
	* Supplier code
att A	Supplier code
B B B B B B B B B B B B B B B B B B B	* Password
	Password
	Log in Forgot your password? Forgot your user? Forgot your user? Access to register

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

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España

- **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 / pho account.	one to reactive
Get PIN	
4. Dack	

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



After completing the requested data correctly, you must click on "<u>Get PIN</u>", 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	
ିକୁ Responder 🛱 Responder a todos ୍ରି Reenviar ରହିMI		
Reset PIN access to My information.		

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				
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## MInfo - REACTIVE ACCOUNT

PIN successfully sent • User Code	to the associated phone
* Supplier code	
* PIN	
0 Please click on "Send Pli account.	N" and enter the number that will be sent to the email / phone to reactive
	Reactivate user
	Forward PIN
	<b>←</b> Back

After completing the "<u>PIN</u>" 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

	User activated * User Code
	User Code
	* Supplier code
	Supplier code
Real Providence	* Password
	Password
	Log in Generation Forgot your user? Generation Change password Generation Forgot your user? Generation Forgot your user? Generation Forgot your user? Generation Forgot your user Generation Forgot your user Generation Forgot your user? Generation Forgot your user Generation Forgot your user? Generation Forgot your your user? Generation Forgot your your your your your your your your







