Manual

USER MANAGEMENT

Iberdrola Group
Scottish Power
Avangrid

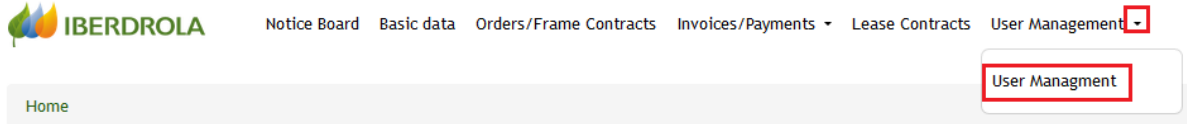Rev: 2.0
Date: 06/11/2023

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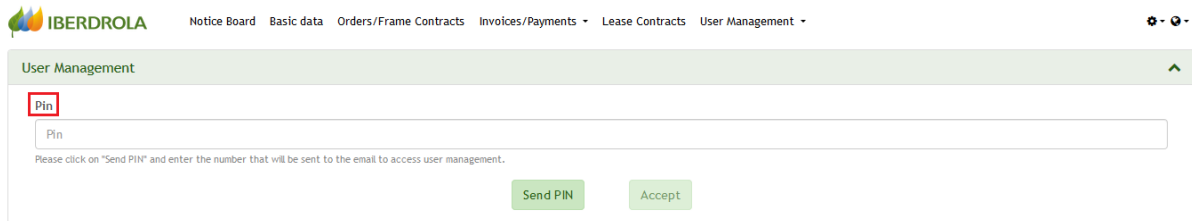
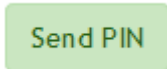# 0. <u>Access to User Management</u>

Through this functionality, in case you are the Vendor Administrator you will be able to view this tab:
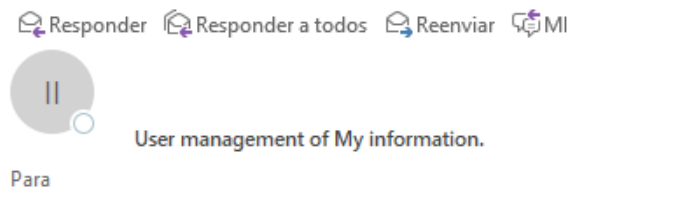

When selecting it, a screen will be displayed in which you must enter the Pin Code that you receive in your E-mail or SMS.

To receive the Pin Code you must click on "Send PIN".

You will receive an email/SMS with the Pin Code to enter in.

After entering it, select "<u>Accept</u>" to validate the Code and access the User Management screen.

Once you have accessed the User Management panel, you will be able to see a console in which the following information will be shown:
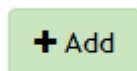
- • Actions: The different actions that you can take on Viewer users and on your own Administrator user.
- • User Code: The different user codes that are registered in our database for your Vendor.
- • Name: The names of the different users that are registered for your Vendor.
- • Last Name: The surnames of the different users that are registered for your Vendor.
- • E-mail: The email address of the different users who are registered for your Vendor.
- • Role: The Role each of the users who are registered for your Vendor will have, which can be "Administrator" or "Viewer".
- • Status: The status in which each user who is registered in your Vendor is, which can be "Activate", "Disabled", "Locked" and "Delete".
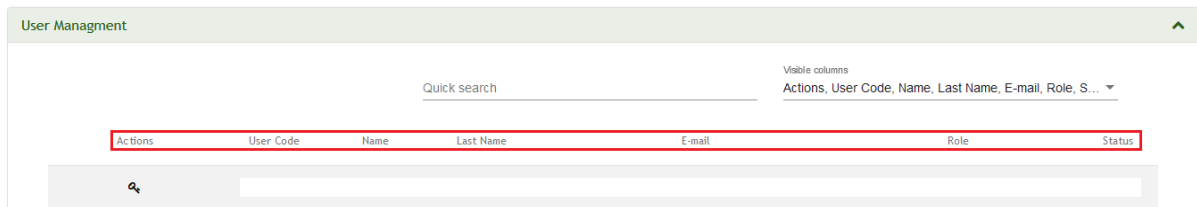
The different actions that may be carried out on the different users (Administrator and Viewers) are detailed below:

- • Delete 🗑 : Enabled for Viewers only.
- • Change Admin 👤✕ : Enabled for Viewers only.
- • Reset Password 🔍 : Enabled for Viewers and Administrators.
- • Block/Unlock user 🔒 : Enabled for Viewers only.
- • Edit 📞 : Enabled for Viewers and Administrators.

In addition, you can add viewer users to your Vendor by pressing the "Add" button.

You can also return to the main screen by pressing the "Back" button.
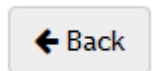
The different actions mentioned below regarding the management of users can only be carried out in those in which their status is not "Deleted" or "Locked".

1. **Change Administrator**

Through this action you as Administrator can assign an active Viewer user your Administrator Role, after which you will remain as a Viewer user. This utility shall be used in the event of termination or permanent absence on your part as Administrator on this platform.

After selecting ![icon] icon of the Viewer user that you want to designate as the new Administrator, a pop-up will be shown indicating that, if you accept, you will make the Administrator change and log out with your user. When exiting your session, you can log in to the web again, but from now on you will enter as a Viewer user.

Click "Accept" to complete the process.
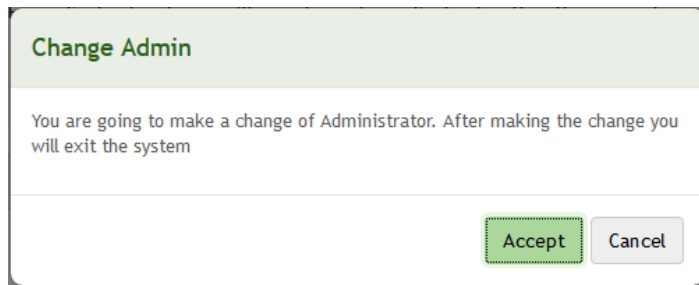
It may be the case that the Vendor Administrator is deleted if the Vendor has left without appointing a new Administrator. In this case, the next existing Viewer user who access into the Web must identify himself by the Vendor's code, his e-mail and his TIN (in case IBERDROLA has it) and carry out verification of his identity with two invoices, just the same than during the registration process.

After this verification of its identity, the Viewer user will be set as the new Vendor Administrator.

2. <u>User Management</u>

Below are the rest of the functions that you as Administrator can perform on the different users of your Vendor.

      a. Delete User

Through this action you can remove a Viewer user from your Vendor. To do this, you must select the button highlighted in red.

Actions	User Code	Name	Last Name	E-mail	Role	Status
🗑 &x 🔍 🔒						
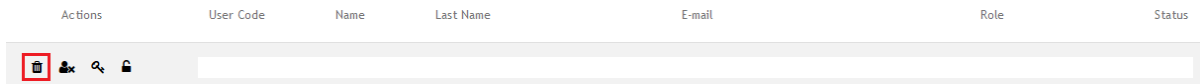
After having selected it, a Pop-up will be shown in which you must "<u>Accept</u>" to confirm the deletion of that user, or "<u>Cancel</u>" to return to the previous screen.

Delete

Do you want to delete this record?

                    [Accept] [Cancel]

After accepting the message, the deleted user code will no longer be able to access the Web again.

      b. Reset password

Through this action you will be able to reset the password of a Viewer user or your own password as Administrator user. For this you must select the button that is highlighted in red.
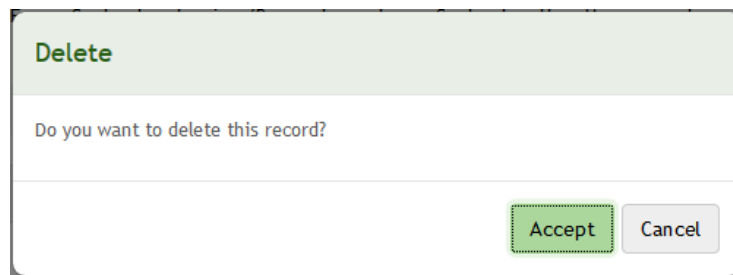
Actions	User Code	Name	Last Name	E-mail	Role	Status
🗑 &x 🔍 🔒						
🔍						

After having selected it, a Pop-up will be shown in which you must "<u>Accept</u>" to confirm the password reset, or "<u>Cancel</u>" to return to the previous screen.
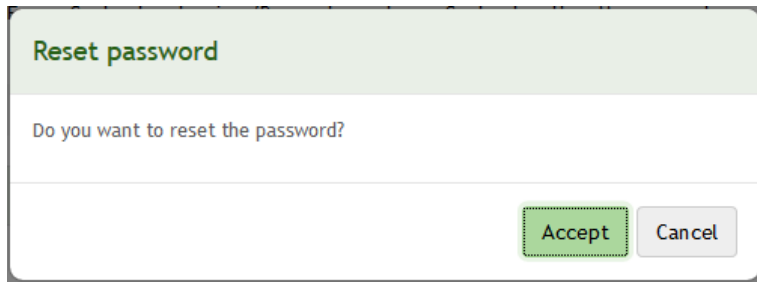
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After accepting the message, a new random password will be generated to access the tool for the selected user, which will be automatically sent by e-mail to the user's address. Please note that you will be requested to change this random password the first time you log in to the web.

MY INFORMATION - CHANGE PASSWORD

Please, change your password to access the tool.

    c.   Lock/Unlock user

Through this action you will be able to block or unblock a Viewer user.
If you as Administrator block a Viewer user, he will not be able to access the web until you unlock it.
If the Viewer user is automatically blocked, e.g. for having exceeded the number of incorrect attempts when accessing, you must unlock it through this utility.

To do this, you must select the button highlighted in red.

Actions	User Code	Name	Last Name	E-mail	Role	Status
🗑 👤✖ 🔍 🔒						Activate
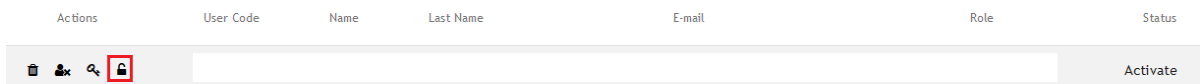
As you can see, the "lock" is open, which means that the user is currently unlocked.

After having selected it, a Pop-up will be shown in which you must "Accept" to confirm the blocking/unblocking of that user, or "Cancel" to return to the previous screen.
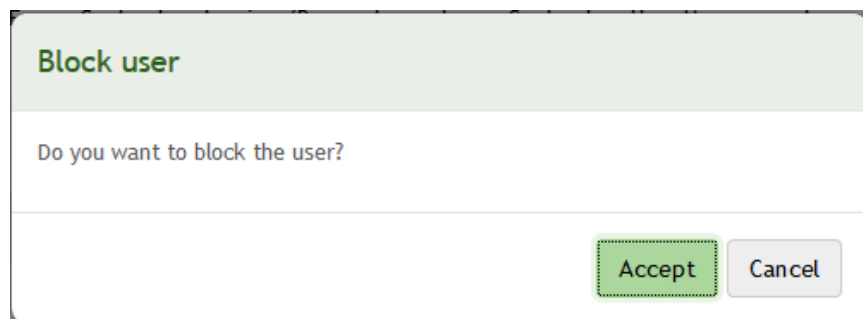
d. Edit mobile phone

Through this action you can edit the mobile phone of the Viewer users and the mobile phone of the administrator. At this telephone number you will receive the necessary pin codes to request data modifications.
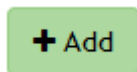

e. Add user

Through this action you can add Viewer users to your Vendor. Remember that you cannot add a user with the same User Code or E-mail than one your Vendor already has in any of the possible statuses with the only exception of deleted user emails, which could be re-used.

Select the "Add" button that you can locate at the bottom to access this functionality.

When you select it, a pop-up will open with the data of the new Viewer user that you must fill out. These fields are the following:
- User Code: The identifier user code with which the new user will access the tool. It must be made up of a capital letter and 6 digits and it cannot be coincident with any of the already existing ones.
- Name: The name of the user to be added.
- Surname: The surname of the user to be added.
- E-mail: The email address of the user to be added. It cannot be coincident with any of the already existing ones unless it's deleted.

After completing all fields, you must click "Accept" to validate the data entered and create the user.

You can select "Cancel" to close the current screen and return to the previous one.

Once the user has been added, a new record will be created in the User Management table with it.

In addition, this user will receive an e-mail/SMS informing him that he has been registered on the Vendors Website, with the user and the corresponding Vendor code together with the automatically generated password, which must be modified the first time he logs into the Web.