Manual

Registration Request & Access

Iberdrola Group
Scottish Power
Avangrid
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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

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.

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.
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 "Help" button.
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 - MY INFORMATION

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

ACCESS TO MY INFORMATION

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).

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

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

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 names.
- **Telephone**: You can optionally enter 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.

- **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.

In this last step you will be asked to enter the Pin sent automatically to your email 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 you 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.

As you can see in the email sent, the Pin is valid for 5 minutes, once after which you

As you can see in the email 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.

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

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.

**ACCESS TO MY INFORMATION**

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 - MY INFORMATION**

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

* Name: 
  XXXXXX
* Last name: 
  XXXXXX
* Telephone: 
  XXXXXX
* User: 
  XXXXXX
* 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.

**ACCESS TO MY INFORMATION**

![Image of access screen]

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 once your Administrator has registered you.
- **Vendor**: Your Vendor code registered in the IBERDROLA database.
- **Password**: The password assigned to your user.
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.
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.
- **New password**: The new password that 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.

Selecting the "Back" button will return to the main screen for accessing the My Information Web.
After completing the requested data and for security reasons, you must click on "Get PIN". After this, a new field will open so that you can enter the Pin that will be automatically sent to the e-mail associated with your user and Vendor code.

Get PIN

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

As you can see in the email sent, the Pin is valid for 5 minutes, after that you cannot use it to reset your password.

After completing the "Pin" field with the received code sent to your email, you must click "Change password" to complete 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.
You will also receive an e-mail confirming that you have correctly reset the password for the entered User Code.

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

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.

**MY INFORMATION - CHANGE PASSWORD**

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

**MY INFORMATION - RECOVER PASSWORD**

*Cannot change password within 3 days. Contact your administrator*

### 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.
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 located on the right.

- **Repeat new password**: You must repeat the previously entered password.
Pressing the "Back" button will return to the main screen for accessing the My Information Web.

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.
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.

**MY INFORMATION - CHANGE PASSWORD**

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

**MY INFORMATION - 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 MY INFORMATION**

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

**MY INFORMATION - RECOVER USER**

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

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.

**MY INFORMATION - RECOVER USER**

- **Supplier code**
  - **Email**

Selecting the "Back" 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 "Get PIN", after which you will receive an email indicating the code to enter in the PIN field within a period of less than 5 minutes.

**MY INFORMATION - RECOVER USER**

To complete the user recovery in my information you must enter the PIN code you have received in the specified email

- **Supplier code**
- **Email**
- **PIN**

Validate

← Back

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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 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 informing of your user code for the indicated Vendor.

ACCESS TO MY INFORMATION
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".

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.

```
* User Code
User Code

* Supplier code
Supplier code

* Password
Password
```

- Forget your password?
- Forget your user?
- Access to register

```
Forgot your password?
Forgot your user?
Access to register
```

```
Change password
Reactivate user
```

```
Log in
```

```
Forget your password?
```

```
Change password
```

```
Reactivate user
```

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

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.

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

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: [red]

If more than 5 minutes have passed since you received the email with the PIN code, it will not be valid, and you must click on "Foward PIN" to receive a new one.
After completing the “PIN” field with the code received by e-mail, you must click on “Reactivate user” to complete the process.

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.