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# Manual

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## USER MANAGEMENT

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Iberdrola Group

Iberdrola España

Iberdrola  
Internacional

Scottish Power  
Avangrid

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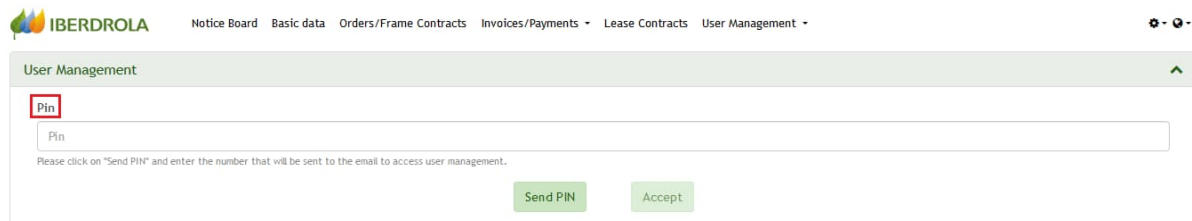
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## 0. Access to User Management

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



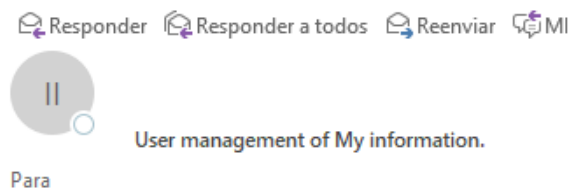
When selecting it, a screen will be displayed in which you must enter the Pin Code that you receive in your E-mail or SMS.



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

Send PIN

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



The PIN to access user management is: 65233

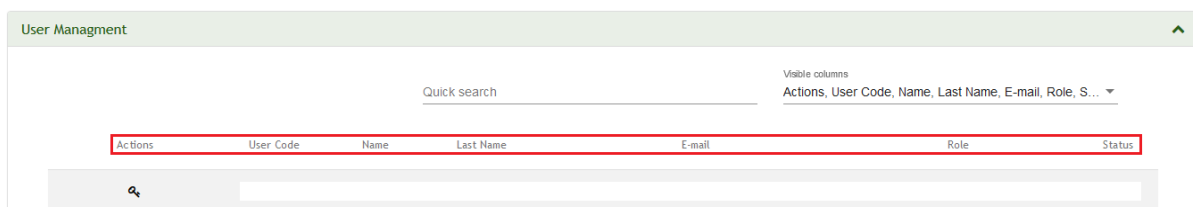
Please note that the validity of this PIN will expire in 5 minutes.

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

Accept

Once you have accessed the User Management panel, you will be able to see a console in which the following information will be shown:

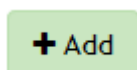
- Actions: The different actions that you can take on Viewer users and on your own Administrator user.
- User Code: The different user codes that are registered in our database for your Vendor.
- Name: The names of the different users that are registered for your Vendor.
- Last Name: The surnames of 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".



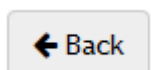
The different actions that may be carried out on the different users (Administrator and Viewers) are detailed below:

- 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.



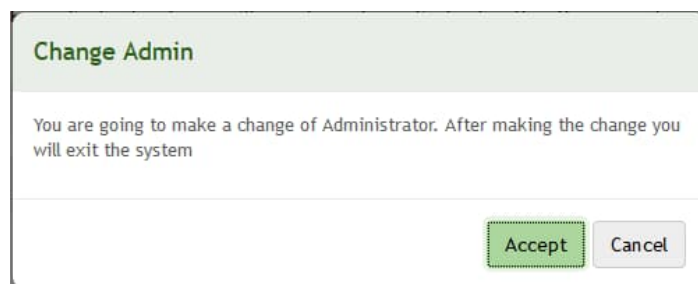
The different actions mentioned below regarding the management of users can only be carried out in those in which their status is not "Deleted" or "Locked".

## 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 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.



**Change Admin**

You are going to make a change of Administrator. After making the change you will exit the system

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.

### MY INFORMATION - NEW ADMIN

Since your former Administrator has been deleted you will be assigned as the new one once the following validation is completed.

**Supplier code**  
XXXXX

**\* Email**  
XXXXX

**TIN**  
TIN

### 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).

<p><b>Reference</b> XXXXX</p> <p><b>* Amount</b> 0,00 EURO</p> <p><b>* Date Invoice</b> dd/MM/yyyy</p> <p><input type="button" value="← Back"/></p>	<p><b>Reference</b> XXXXX</p> <p><b>* Amount</b> 0,00 EURO</p> <p><b>* Date Invoice</b> dd/MM/yyyy</p> <p><input type="button" value="Next →"/></p>
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After this verification of its identity, the Viewer user will be set as the new Vendor Administrator.

#### ACCESS TO MY INFORMATION



[Contact](#) [Help](#)

An administrator change has been made. You are now the new supplier administrator

User Code

\* Supplier code

\* Password

Log in

[Forgot your password?](#) [Change password](#) [Access to register](#)

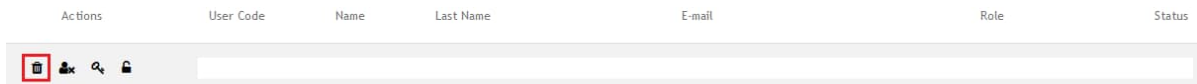
[Forgot your user?](#) [Reactivate user](#)

## 2. User Management

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.



After having selected it, a Pop-up will be shown in which you must "Accept" to confirm the deletion of that user, or "Cancel" to return to the previous screen.



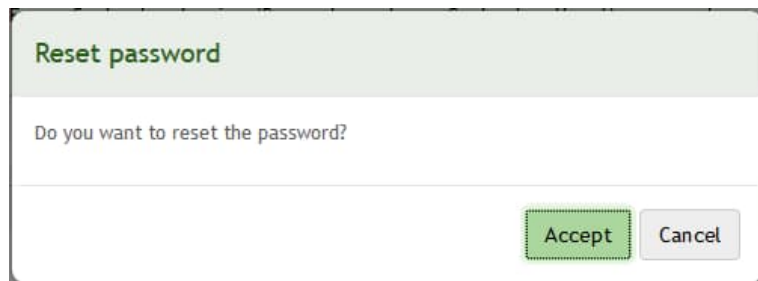
After accepting the message, the deleted user code will no longer be able to access the Web again.

### 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.



After having selected it, a Pop-up will be shown in which you must "Accept" to confirm the password reset, or "Cancel" to return to the previous screen.

A dialog box titled "Reset password" with a light green header. The main area contains the text "Do you want to reset the password?". At the bottom right, there are two buttons: "Accept" (highlighted with a green dashed border) and "Cancel" (a standard grey button).

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.




A table with columns: Actions, User Code, Name, Last Name, E-mail, Role, and Status. The "Actions" column contains icons: a trash can, a person, a magnifying glass, and a lock icon. The lock icon is highlighted with a red square. To the right of the table is an "Activate" button.

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.

A dialog box titled "Block user" with a light green header. The main area contains the text "Do you want to block the user?". At the bottom right, there are two buttons: "Accept" (highlighted with a green dashed border) and "Cancel" (a standard grey button).

## d. Edit mobile phone

Acciones	Código Usuario	Nombre	Apellidos	E-mail	Rol	Estado	Teléfono móvil
  						Activado	6831

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.

**Edit**

Mobile phone:

Country  
 ES x ▼

+34

656565897

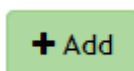
Accept

Cancel

## e. Add user

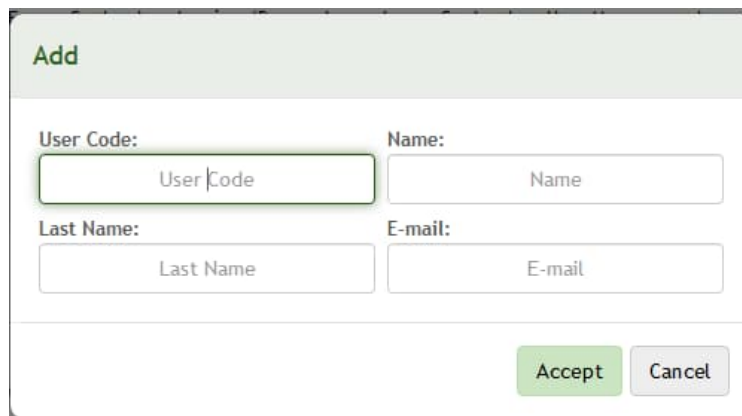
Through this action you can add Viewer users to your Vendor. Remember that you cannot add a user with the same User Code or E-mail than one your Vendor already has in any of the possible statuses with the only exception of deleted user emails, which could be re-used.

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.

A form titled "Add" with a light green header. It contains four input fields: "User Code:" with a placeholder "User Code", "Name:" with a placeholder "Name", "Last Name:" with a placeholder "Last Name", and "E-mail:" with a placeholder "E-mail". At the bottom right, there are two buttons: "Accept" (green) and "Cancel" (grey).





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.

Actions	User Code	Name	Last Name	E-mail	Role	Status
						

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.

 Responder  Responder a todos  Reenviar  MI



New user of My information

Para

The administrator has generated a new user for you in web supplier with the following credentials.

User Code:

SUPPLIER:

PASSWORD: