

Consumer Portal User Maintenance - SKY Admin

Last Modified on 12/04/2024 11:37 am CST

Consumer Portal Users and SKY Admins have access to the Energy Force Management tool featuring the Consumer Portal User Maintenance Page.

View customers' *Email* addresses used to sign up with on the Portal and associated Energy Force *Customer Numbers*, search the list for specific customers, and have the ability to delete Portal Customers.

User Maintenance can be found under *Energy Force* in SKY Admin.

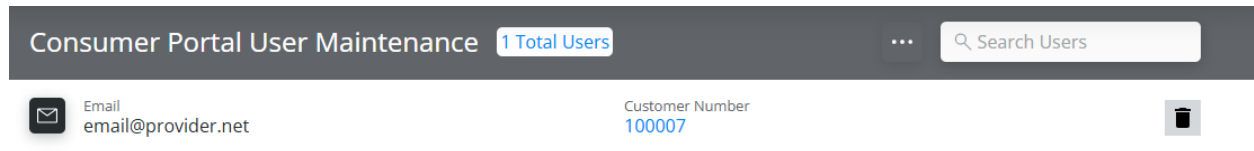
Select **SETUP** on the *User Maintenance* card to view Consumer Portal accounts and the Energy Force customer number with which they are associated.

User Maintenance

Consumer Portal accounts and the Energy Force customer number they are associated with.

SETUP

Use the *Search* field at the top of the *User Maintenance* page to search and filter Portal users by Name or Email. Choose the **Ellipsis** icon to **Download** this list as an Excel file. The **Trash Can** icon can be selected to remove a Portal user and ensure they no longer have access to that Portal account.



The screenshot shows the top of the 'Consumer Portal User Maintenance' page. It features a dark header bar with the title 'Consumer Portal User Maintenance' and a badge indicating '1 Total Users'. To the right is a search bar labeled 'Search Users'. Below the header is a table with two columns: 'Email' and 'Customer Number'. The 'Email' column contains the value 'email@provider.net' and the 'Customer Number' column contains '100007'. There is a trash can icon to the right of the table.

Select the link under *Customer Number* to display the Energy Force name and customer number associated with that Portal account.

Associated Customer Info

ADAMS,ANSEL 100007

Dismiss

Note: If a customer is unable to sign in to the Consumer Portal due to a forgotten email used or used an incorrect email at sign up, Admins have control to delete that user and allow signing up again with the correct credentials.