

MyBusiness

Your onboarding journey

User guide for large business customers



Your onboarding journey

You can track and manage your MPANs as they move to EDF.

The first step is to open a new web browser and go to <https://mybusinessaccount.edfenergy.com>

- 1 If you're a **returning user**, enter your email and password.
- 2 If you haven't logged in before, click **register here** and follow the on screen instructions. You'll then receive a welcome email with a link to set your password.

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Problems logging in?
Use the **Live Chat link**, shown on the side of the screen, and a member of our team will be on hand to help.



Registration widgets

3 If you have MPANs going through the onboarding journey, you'll see the new **Registrations** menu on the left-hand taskbar. From here you can access 3 registration widgets that give you a high-level view of how your sites are progressing:

4 **Onboarding Summary**

5 **Registrations**

6 **Objections**

The screenshot shows the MyBusiness interface for 'EDF DEMO'. The left-hand taskbar (3) has 'Registrations' highlighted. The main content area (4) contains an 'Onboarding Summary' widget with four categories: REGISTRATION PENDING (7), IN PROGRESS (12), ACTION PENDING (5), and FINALISING SETUP (7). Below this is an 'Objections' widget (6) showing OBJECTIONS (3) and AGENT REJECTIONS (2). To the right is a 'Registrations' widget (5) showing a total of 36 registrations (excluding LIVE status) and a donut chart with a legend: Agent Rejected (2), Finalising Account Setup (7), In Progress (12), Objection Received (2), Objection Upheld (1), Objection Withdrawn (2), Pending (7), and Registration Completed (3).

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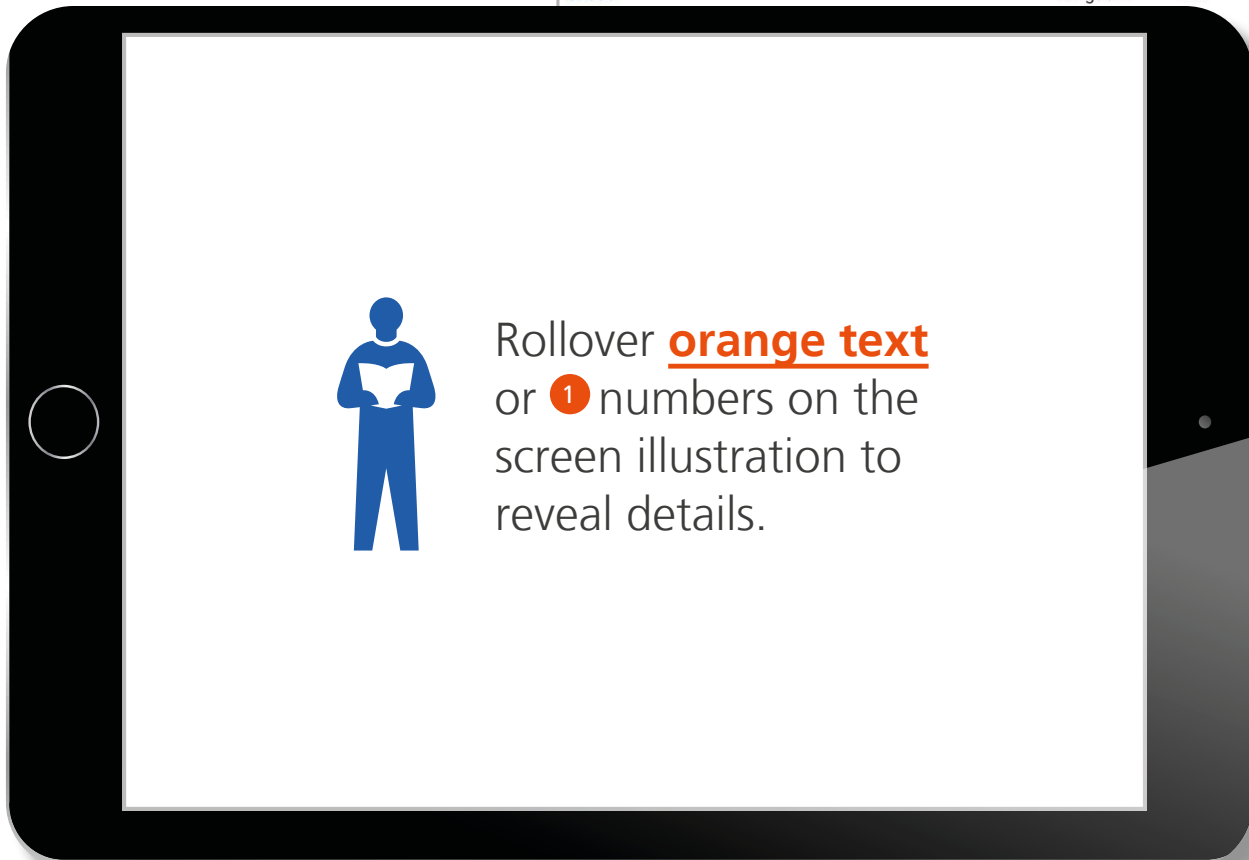
Rollover **orange text** or 1 numbers on the screen illustration to reveal details.

Registration report

- 7 You can access your Registration report via the **Companies** menu on the left-hand taskbar
- 8 Click the **Registrations tab** for a detailed view of all the MPANs joining EDF. You can also:
- 9 **Filter view**
- 10 **Download report**
- 11 If a site requires further action you can raise a query via the **Actions** column
- 12 **Notifications**

The screenshot shows a web application interface for a registration report. At the top, there are navigation tabs: 'Accounts (60)', 'Sites (8)', 'Registrations (36)', 'Contracts (27)', 'Documents (0)', 'Feed', and '3rd Parties with Access'. The 'Registrations (36)' tab is selected. Below the tabs is a search bar and a 'Select' dropdown menu. The main content is a table with the following columns: Company, Billing Account, Address, City, Country, Post Code, Status, Registration Start Date, Contract Start Date, Contact, Site Reference Number, Opening Read, and Actions. The table contains several rows of data, with some cells highlighted in orange to match the callouts in the instructions.

Company	Billing Account	Address	City	Country	Post Code	Status	Registration Start Date	Contract Start Date	Contact	Site Reference Number	Opening Read	Actions
Company 52536	AccountNo580965	Address 1	City	United Kingdom	WA3 6GR	Agent Rejected			Primary User 1960490		0	...
Company 52536	AccountNo568485	Address 1	City	United Kingdom	SP3 4DX	In Progress			Primary User 585854		0	
Company 52536	AccountNo481827	Address 1	City	United Kingdom	WA3 6GR	Pending			Primary User 623438		0	
Company 52536	AccountNo594431	Address 1	City	United Kingdom	SW1A 1AA	Pending			Primary User 760890		0	
						Pending			Primary User 1941069		0	
						Pending			Primary User 790624		0	
						Pending			Primary User 760890		0	



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E-guides significantly reduce the volume of printed material we need, reducing our carbon footprint.

Our customers appreciate e-guides because they offer timely delivery of easy to access information in an ideal format for the modern screen based working environment.

edfenergy.com/largebusiness

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