

MyAccount

Grant Access to Accounts Guide

Overview

This guide will show you how to grant account access to brokers and other third party users through MyAccount.

- If you are not registered for MyAccount please visit <https://myaccount.directenergy.com/Account/Register> to set up your account access.
- For any questions, you can call customer service at **1-888-925-9115**.

Step 1 – Sign In

Go to <https://myaccount.directenergy.com/> and sign into your account.

Direct Energy.
Business

Welcome to MyAccount

Email/User name

Password

Remember my user name

LOG IN >

[Forgot Password?](#) [Register Now](#)

Fast. Easy. Convenient.

We offer several simple ways to pay your bill if you are billed directly through Direct Energy, including online and over the phone that will save your business time and effort.

Step 2 – Preferences

Go to the “My Preferences” menu and select **Edit access & accounts**.

The screenshot shows the Direct Energy Business website interface. At the top right, the user is identified as 'John Doe' with options for 'Contact Us' and 'Log Out'. The main navigation bar includes 'Home', 'My Energy Footprint', 'My Invoices', 'My Reporting Tools', 'Pricing Activity Center', 'Demand Response', and 'My Preferences'. The 'My Preferences' dropdown menu is open, showing options: 'Change password', 'Edit access & accounts', 'Subscribe to Energy News', 'Read Messages', and 'Change billing addresses'. A red arrow points to the 'Edit access & accounts' option. Below the navigation bar, there are sections for 'Customers' (John's Pizza Co.), 'Accounts' (All Accounts, 10), and 'Balance Due' (\$3,000.00). A 'MyEnergy Rewards' banner is also visible. The main content area for 'John's Pizza Co.' shows an 'Electricity Summary' with a balance of \$3,000.00, due on 12/10/2018, and a usage bar chart for October 2017 (2165 kWh), September 2018 (146 kWh), and October 2018 (190 kWh).

Direct Energy Business John Doe Contact Us Log Out

Home My Energy Footprint My Invoices My Reporting Tools Pricing Activity Center Demand Response **My Preferences**

Customers Accounts Balance Due

John's Pizza Co. All Accounts 10 \$3,000.00 \$2,000.00

MyEnergy Rewards Loyalty has its rewards with Direct Energy Bu Visit our rewards site and see what you have ea GET STARTED

John's Pizza Co.

Electricity Summary (5 Accounts) Balance **\$3,000.00** Due On **12/10/2018** Usage

PAY INVOICES > Download invoice Explore Usage

Month	Usage (kWh)
October 2017	2165
September 2018	146
October 2018	190

Step 3 – Third Party Access

Scroll down the page to the “Third Party Access” section.
Click the **Grant Third Party Access** link.

The screenshot shows the Direct Energy Business portal interface. At the top right, the user is identified as John Doe with links for Contact Us and Log Out. A navigation bar contains links for Home, My Energy Footprint, My Invoices, My Reporting Tools, Pricing Activity Center, Demand Response, and My Preferences. The main content area is titled 'EDIT ACCESS & PROFILES' and is divided into three sections: Customers, Profiles, and Third Party Access.

Customers Section: Features a table with columns for Customer Name, Billing Address, Electricity Accounts, and Gas Accounts. It lists four customers: Mike's Bike Shop, Demand Response Customer, Dave's Corner Store, and John's Pizza Co. A 'Total Items: 4' summary and pagination controls (10, 25, 50, 100) are present. An 'Add Customer' link is in the top right.

Profiles Section: Includes the instruction 'Use profiles to group and filter specific customers from your customer list.' and a 'New Profile' link. A table with columns for Profile Name, Customers, and Accounts shows 'Total Items: 0' and 'No Records Found.' with pagination controls.

Third Party Access Section: Includes the instruction 'Learn more about Third Party Access' and a red arrow pointing to a 'Grant Third Party Access' link. A table with columns for User Name, Third Party Name, Company, and Customers shows 'Total Items: 0' and 'No Records Found.' with pagination controls.

Page Footer: Contains links for About Your Product & Invoice, Need a form?, Go Paperless, Privacy Policy, FAQs, and Outages & Emergencies. It also includes copyright information for 2018 Direct Energy and logos for Direct Energy Business and Contact Us.

Step 4 – Grant Access

On this page you can grant access to a broker or third party user.

1. Check the box at the top of the page giving Direct Energy permission to share access to your information on MyAccount.
2. Select the customers you would like the third party member to have access to.
3. Enter the intended user's email address.
4. Select whether the user will be a broker or third party payer.
5. Click "Grant Access."

The third party user will then be sent an email inviting them to sign up for their MyAccount access.

Direct Energy Business

John Doe Contact Us Log Out

Home My Energy Footprint My Invoices My Reporting Tools Pricing Activity Center Demand Response My Preferences

EDIT ACCESS & PROFILES - GRANT THIRD PARTY ACCESS

Access & Profiles > Grant Third Party Access

Grant Third Party Access

To grant access to a broker or third party payer:

- Check the box at the top of the page giving Direct Energy permission to share access to your information on MyAccount.
- Select the customers you would like the third party member to have access to.
- Enter the intended user's email address.
- Select whether the user will be a broker or third party payer.
- Click "Grant Access."

You can also view more information on granting Third Party access on the MyAccount features page:
[Learn More about Third Party Access](#)

1 Direct Energy has permission to provide access to my information on MyAccount to the below listed email addresses.

<input type="checkbox"/> Select All	Customer Name	Billing Address
<input type="checkbox"/>	Mike's Bike Shop	123 Bike Street, Rocky River, OH 44116
<input type="checkbox"/>	Demand Response Customer	101 3rd Street, Aurora, IL 60502
<input type="checkbox"/>	Dave's Corner Store	456 Main Street, DELAWARE, OH 430158917
2 <input checked="" type="checkbox"/>	John's Pizza Co.	89 Pizza Blvd., Columbus, OH 43218

Total Items: 4

3 Third party email address (will receive an invitation)

4 A Broker

- A Broker can access all of your account information, but cannot make changes or pay bills
- A Third party payer
- A Third party payer can access all of your account information, and also can pay bills

5 Cancel GRANT ACCESS

About Your Product & Invoice Need a form? Go Paperless Privacy Policy FAQs Outages & Emergencies

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Direct Energy Business Contact Us