Consumer Portal User Maintenance - Agvance SKY Admin

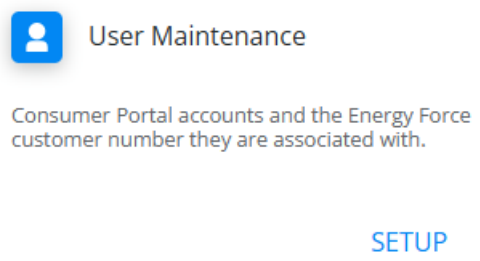
Last Modified on 07/06/2026 4:33 pm EDT

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

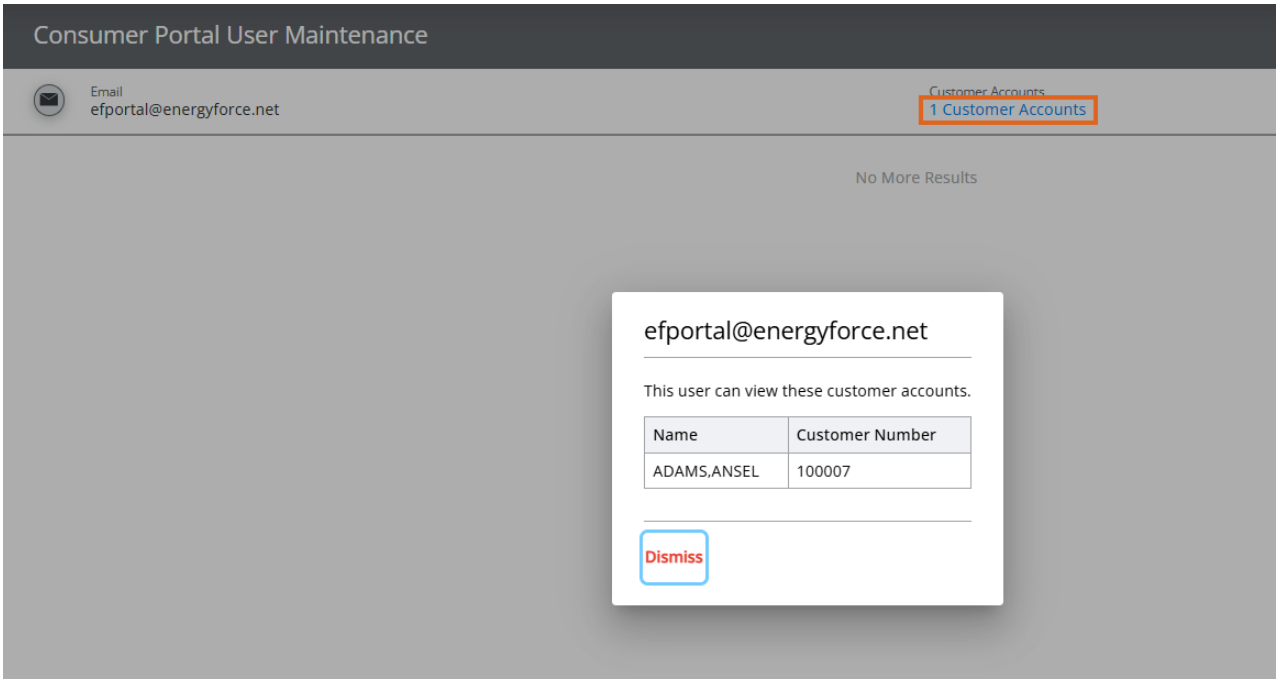
View Customers' *Email* addresses used to sign up with on the Portal and associated Energy Force *Customer Numbers*, search the list for specific Customers, and delete Portal Customers.

User Maintenance can be found under *Energy Force* in Agvance 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.



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** to *Download* this list as an Excel file. The **Delete** icon can be selected to remove a Portal user and ensure they no longer have access to that Portal account. Select the link under *Customer Accounts* to display the *Name* and *Customer Numbers* associated with that Portal account.



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.