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.

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.
Registrations 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

Rollover orange text or 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**

Rollover **orange text** or **numbers** on the screen illustration to reveal details.
e-guides - a better way of working

Why an e-guide? At EDF we are committed to using the most sustainable working practices wherever possible and this includes when delivering communications to our customers.

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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