



My Partners

User Guide

July 2016

Items Covered

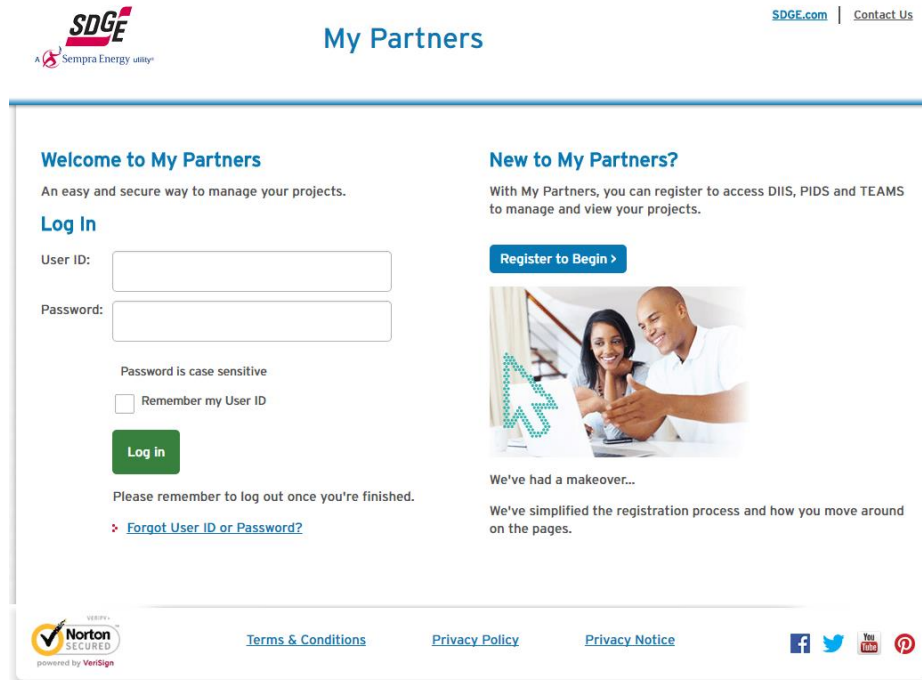
- ▶ **Overview of My Partners**
- ▶ **Registering**
- ▶ **Logging In**
- ▶ **Editing Profile Information (Manage My Partners)**
 - Change company information
 - Change login and security information (password and security question)
 - Change contact and address information
- ▶ **Changing Project**
- ▶ **Contacting Support**

Overview

- ▶ **My Partners is a portal application that houses three applications for SDG&E's external business partners**
 - Distribution Interconnection Information System (DIIS) is used by Solar and other generation contractors to submit Net Energy Metering (NEM) and Rule 21 applications
 - Pole Information Data System (PIDS) is a web interface and repository that was created to store and display pole information such as general characteristics, loading information, aerial & avian information and the associated documents and images
 - Telecommunications Equipment Attachment Management System (TEAMS) is a web portal that provides a means of communication between SDG&E and our CIP Business partners. CIPs can submit a Joint Pole Attachment Application, provide work status updates for Pole Attachments, JUCFs and GO non-conformances, and report GO non-conformances through the TEAMS portal.
- ▶ **My Partners is compatible with all major browsers including Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, and Safari**
 - My Partners is also compatible with mobile devices such as iPhones, iPads, and Android devices

Registering for My Partners

- ▶ My Partners is accessible via <https://mypartners.sdge.com>



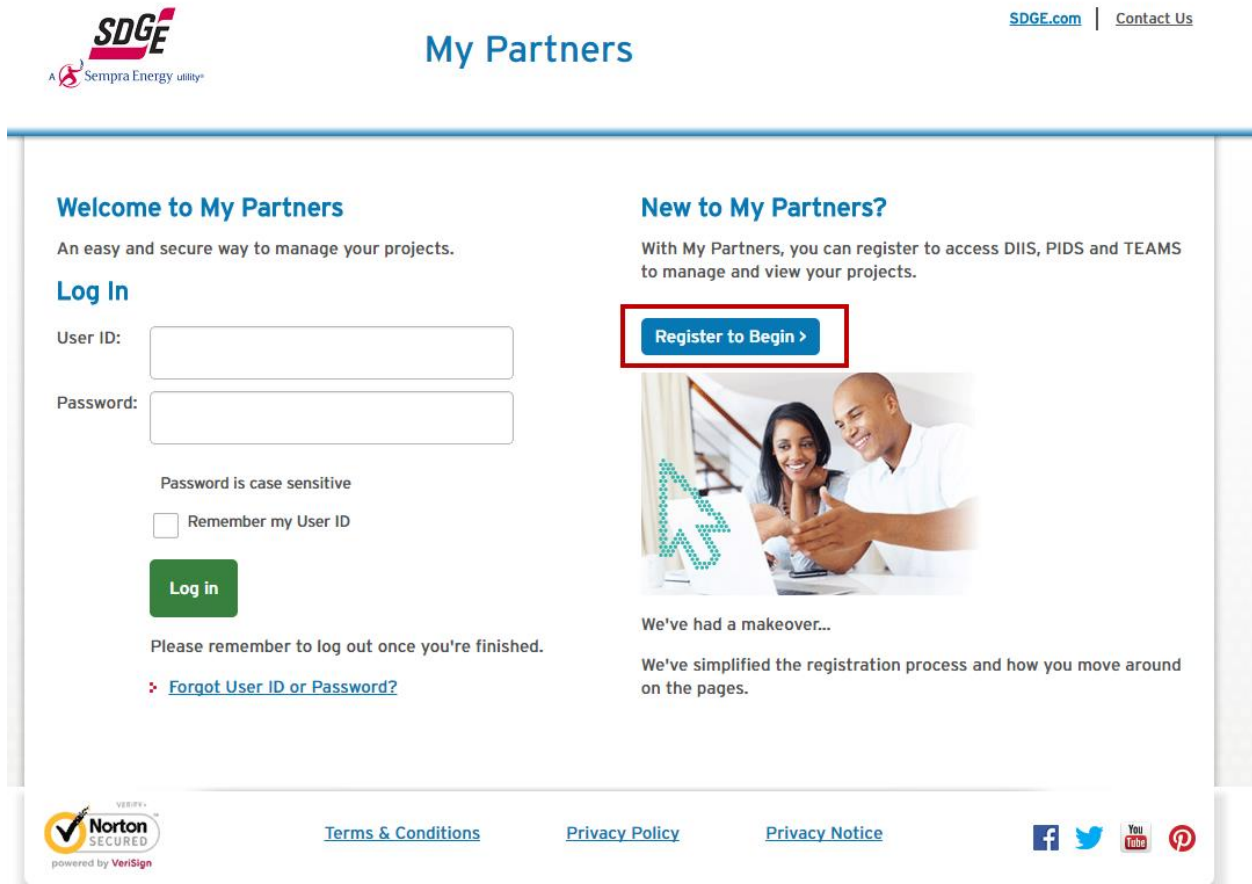
The screenshot shows the 'My Partners' website interface. At the top left is the SDGE logo and 'Sempra Energy utility' text. At the top right are links for 'SDGE.com' and 'Contact Us'. The main heading is 'My Partners'. The page is divided into two columns:

- Welcome to My Partners:** An easy and secure way to manage your projects. It includes a 'Log In' section with 'User ID' and 'Password' input fields, a 'Remember my User ID' checkbox, a 'Log in' button, and a link for 'Forgot User ID or Password?'. A Norton Secured logo is at the bottom left of this section.
- New to My Partners?:** With My Partners, you can register to access DIIS, PIDS and TEAMS to manage and view your projects. It features a 'Register to Begin >' button and an image of a man and woman looking at a laptop. Below the image, it states: 'We've had a makeover... We've simplified the registration process and how you move around on the pages.'

At the bottom of the page, there are links for 'Terms & Conditions', 'Privacy Policy', and 'Privacy Notice', along with social media icons for Facebook, Twitter, YouTube, and Pinterest.

Registering for My Partners

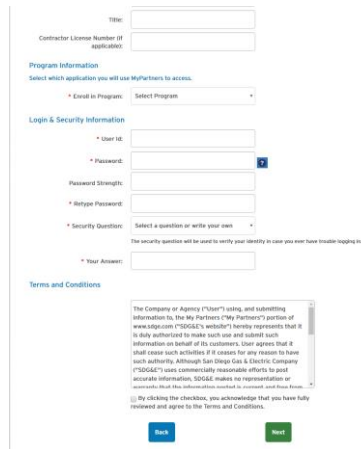
- ▶ Once on the My Partners Home Page, click Register to Begin



The screenshot shows the 'My Partners' registration page. At the top left is the SDGE logo with the text 'A Sempra Energy utility'. At the top right are links for 'SDGE.com' and 'Contact Us'. The main heading is 'My Partners'. Below this, there are two columns. The left column is titled 'Welcome to My Partners' and contains a sub-heading 'Log In' followed by input fields for 'User ID:' and 'Password:'. Below these fields are the notes 'Password is case sensitive' and a checkbox for 'Remember my User ID'. A green 'Log in' button is present. At the bottom of this column is a link for 'Forgot User ID or Password?'. The right column is titled 'New to My Partners?' and contains the text 'With My Partners, you can register to access DIIS, PIDS and TEAMS to manage and view your projects.' A blue button with a red border labeled 'Register to Begin >' is highlighted. Below the button is an image of a man and a woman looking at a laptop. Below the image is the text 'We've had a makeover...' and 'We've simplified the registration process and how you move around on the pages.' At the bottom of the page, there is a Norton Secured logo, links for 'Terms & Conditions', 'Privacy Policy', and 'Privacy Notice', and social media icons for Facebook, Twitter, YouTube, and Pinterest.

Registering for My Partners

▶ Fill out all information on Step 2



The screenshot shows a registration form with the following sections:

- Title:** [Text input field]
- Contractor License Number (if applicable):** [Text input field]
- Program Information:** Select which application you will use MyPartners to access.
 - * Enroll in Program: [Dropdown menu showing "Select Program"]
- Login & Security Information:**
 - * User ID: [Text input field]
 - * Password: [Text input field]
 - Password Strength: [Text input field]
 - * Retype Password: [Text input field]
 - * Security Question: Select a question or write your own [Dropdown menu]
 - Your Answer: [Text input field]
- Terms and Conditions:** A scrollable area containing legal text and a checkbox for agreement.

▶ Be sure to enroll in the appropriate program (DIIS, PIDS, or TEAMS)

Program Information

Select which application you will use MyPartners to access.

* Enroll in Program:

DIIS (Distribution Interconnection Inform ▼

Registering for My Partners

- ▶ **Make sure to refer to the helper for required criteria for passwords.**

Passwords tips:

- Must be 7 to 12 characters long.
- Must contain at least one upper case (A-Z) and one lower case (a-z) letter
- Must contain at least one number (0-9)
- Must contain a special character from the following set of special chars: @,#,\$,%,*^,&,-,+,-,.,!,_ or :
- Must not contain blanks, tabs, etc.
- Must not be the same as the User Id.
- Should not be a word in any language, slang, dialect, jargon, etc.
- Should not be based on personal information, family names, etc.

- ▶ **Select a Security Question and type your answer. You can also write in your own**

* Security Question:

Select a question or write your own ▼

The security question will be used to verify your identity in case you ever have trouble logging in.

* Your Answer:

- ▶ **Be sure to store your username and password for later, you will be prompted to login once registration is complete**

Registering for My Partners

- ▶ Complete information on Step 2
- ▶ Ensure that all information is accurate, this information will be passed to the program you are enrolled in.
- ▶ Once all information is validated and correct, click Next to proceed

Step 2 of 3: Enter Contact & Address Information

* Required fields

Contact Information

* Work Phone:

Cell Phone:

Fax Number:

* Email:

* Retype Email:

Address Information

* Address:

* City:

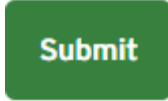
* State: CA

* ZIP Code:

Back

Next

Registering for My Partners

- ▶ A summary of the information provided to My Partners will be displayed
- ▶ If your profile and login information needs to be corrected, click on [Edit Profile & Login Information](#)
- ▶ If your contact and address information needs to be corrected, click on [Edit Contact & Address Information](#)
- ▶ If all information is corrected, click 
- ▶ You will then receive a confirmation page with your registration confirmation. You will also receive an email confirming your registration.
- ▶ Click [Continue to MyPartners Login](#) to return to the My Partners page and login

Logging In

- ▶ Login to My Partners with your username and password from previous steps

SDGE My Partners [SDGE.com](#) | [Contact Us](#)

Welcome to My Partners
An easy and secure way to manage your projects.

Log In

User ID:

Password:

Password is case sensitive

Remember my User ID


Log in

Please remember to log out once you're finished.






✦ [Forgot User ID or Password?](#)

New to My Partners?
With My Partners, you can register to access DIIS, PIDS and TEAMS to manage and view your projects.

Register to Begin >

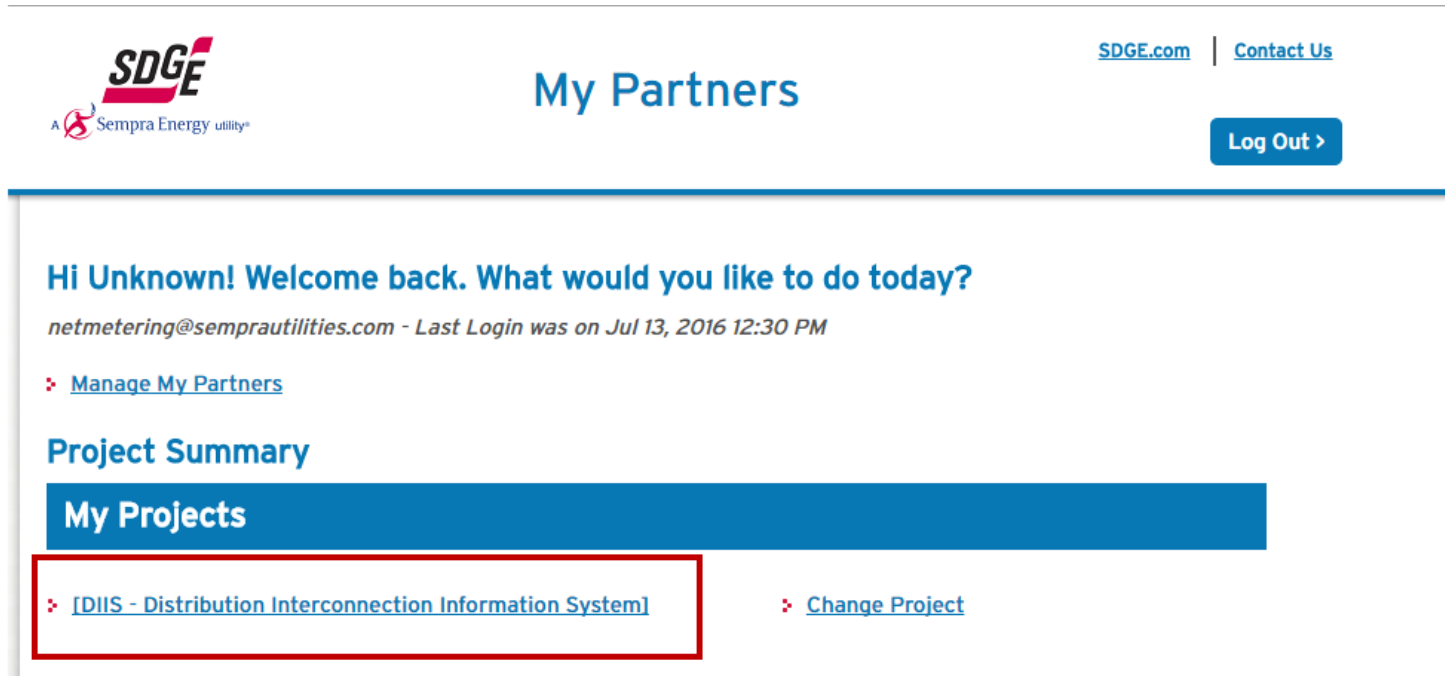


We've had a makeover...
We've simplified the registration process and how you move around on the pages.

 [Terms & Conditions](#) [Privacy Policy](#) [Privacy Notice](#)    

Logging In

- ▶ Once you've logged in, click on the project you've enrolled for under My Projects



The screenshot shows the 'My Partners' user interface. At the top left is the SDGE logo with the text 'A Sempra Energy utility'. In the top right, there are links for 'SDGE.com' and 'Contact Us', and a 'Log Out >' button. The main content area starts with a greeting: 'Hi Unknown! Welcome back. What would you like to do today?' followed by the email 'netmetering@semprautilities.com' and the last login time 'Last Login was on Jul 13, 2016 12:30 PM'. Below this is a link for 'Manage My Partners'. A 'Project Summary' section is visible, with a blue bar labeled 'My Projects'. Underneath, a link for 'DIIS - Distribution Interconnection Information System' is highlighted with a red box, and a 'Change Project' link is also present.

Editing Profile Information

- ▶ To edit profile information click [Manage My Partners](#) once logged in to My Partners
- ▶ A summary screen will appear where you can edit your information

Manage My Partners

Company or Agency Information

[Edit Company or Agency Information](#)

Company Name: Unknown Company

Agency Name:

First Name of Representative: Unknown

Last Name of Representative: Company

Title: User

Contractor License Number:

Login & Security Information

User ID: unknownnemuser

Password: *****

[Edit Password](#)

Your Security Question: What was the name of your first prom date?

[Edit Security Question](#)

Your answer: *****

Contact & Address Information

[Edit Contact & Address Information](#)


Work Phone: 8586541524

Cell Phone:


Editing Profile Information

- ▶ To edit your company information click [✦ Edit Company or Agency Information](#)
- ▶ To edit your password click [✦ Edit Password](#)
- ▶ To edit your security question click [✦ Edit Security Question](#)
- ▶ To edit your contact and address information (including email address) click [✦ Edit Contact & Address Information](#)
- ▶ To return to the home page click [✦ Return to Home Page](#)

Editing Profile Information

- ▶ Once you are done editing your information, click  **Submit Changes**
- ▶ A confirmation page will be displayed
- ▶ Click ✦ [Back to Manage My Partners](#) to edit more information
- ▶ You can also click ✦ [Return to Home Page](#) to go back to the My Partners home page

Changing Enrolled Project

- ▶ If you accidentally registered for the wrong project, click [Change Project](#)
- ▶ Select the project and click 
- ▶ You have now successfully changed the project

Contacting Support

- ▶ For system support questions, click [Contact Us](#)
- ▶ Select the Subject, the program (My Partners, DIIS, PIDS, or TEAMS) and enter your message

Contact Us

Send us your questions or comments. Please fill out the form below.

* Required fields

* Subject:

* For Program:

* Message:

- ▶ When you are done, click submit. This will route your request to the appropriate team.

- ▶ Questions regarding application processes for applications should be directed to the appropriate business team at SDG&E
- ▶ If you encounter technical issues please contact MyPartners_IT_Support@semprautilities.com
- ▶ Thanks!