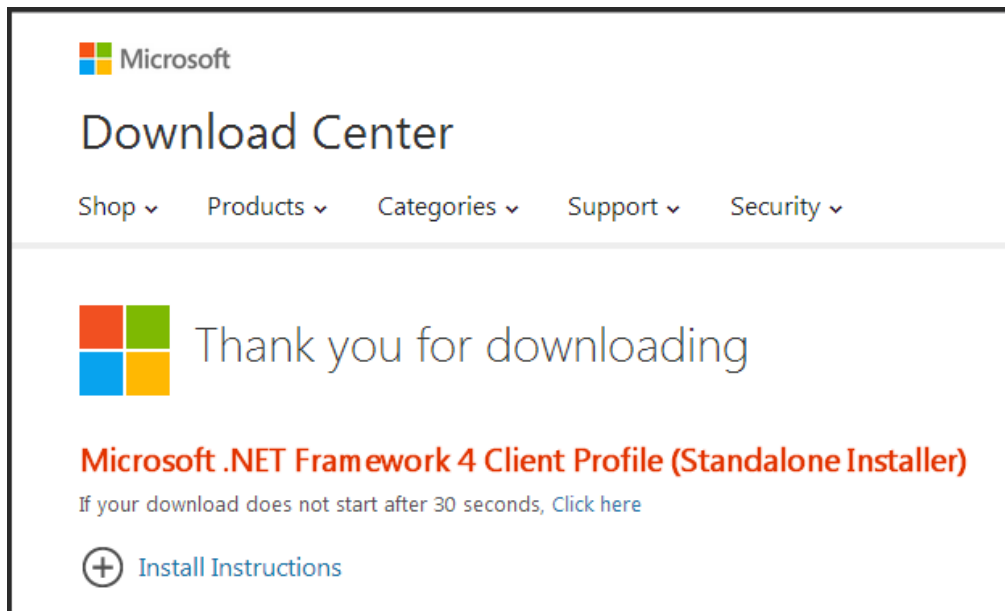


## Managing your Website User Accounts

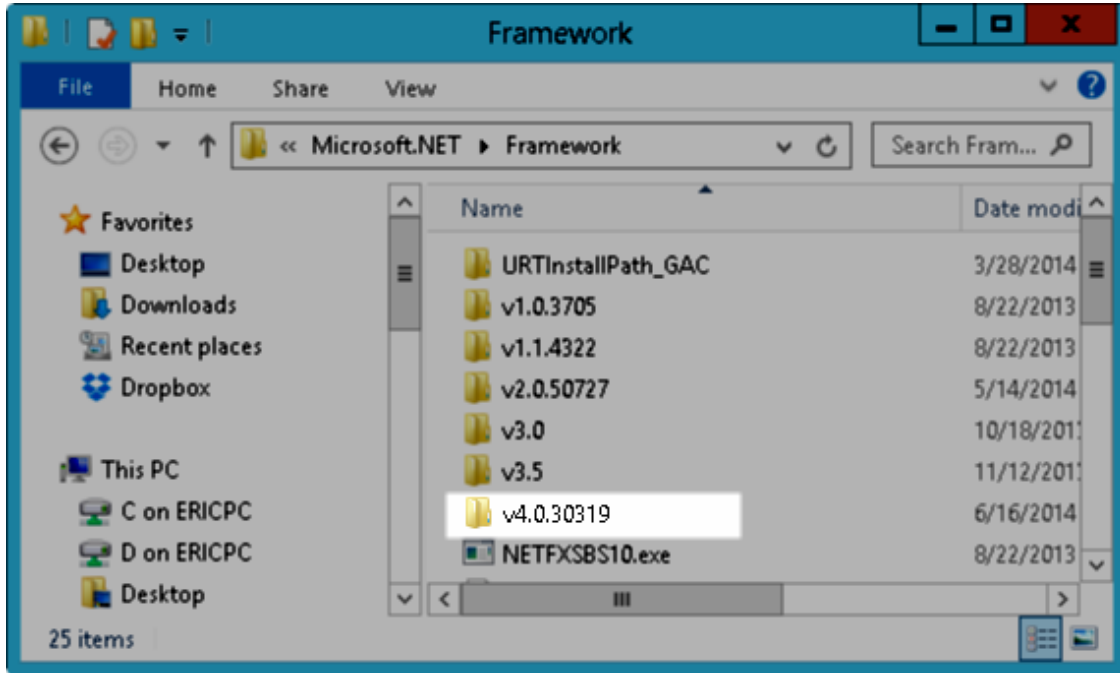
Suburban Portal Web Accounts program will let you manage your customer's registered accounts.

1. This program requires Microsoft .NET Framework 4.5.x  
<http://www.microsoft.com/en-us/download/confirmation.aspx?id=40779>

It will automatically start to download.



2. You can determine what you have installed by browsing to this directory.  
C:\Windows\Microsoft.NET\Framework

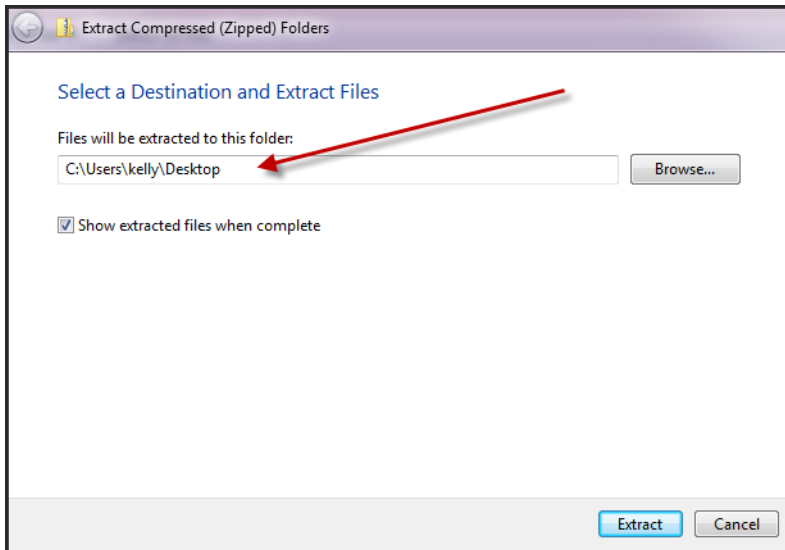


3. Next you will need to download WebUsers from here:

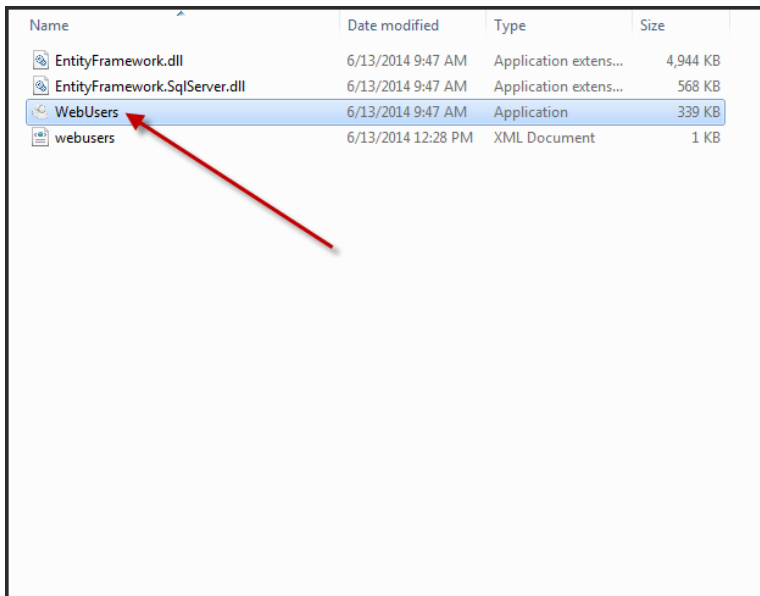
<http://uploads.suburbansoftware.com/WebUsers.zip>

Name	Type	Compressed size	Password ...	Size	Ratio
EntityFramework.dll	Application extension	1,506 KB	No	4,944 KB	70%
EntityFramework.SqlServer.dll	Application extension	128 KB	No	568 KB	78%
WebUsers	Application	89 KB	No	340 KB	74%

4. Save the file and extract it to your desktop.

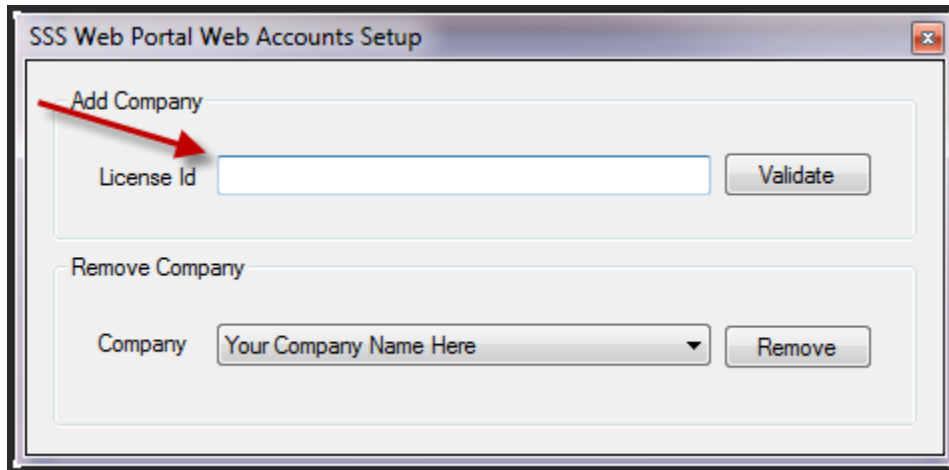


5. Then, double click on the file called webusers.exe to run the application.



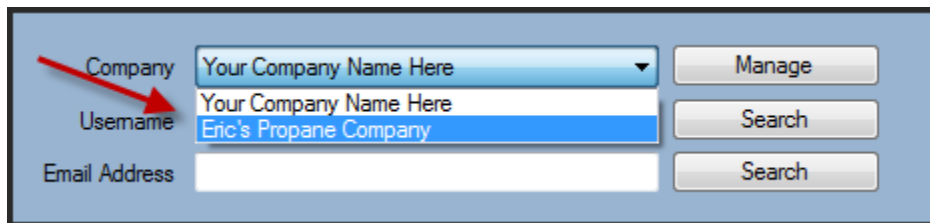
You will need a key for this program and if you were not supplied one, please contact [sssupport@suburbansoftware.com](mailto:sssupport@suburbansoftware.com) for a key.

6. When the program starts, you will be prompted to enter a License Id.



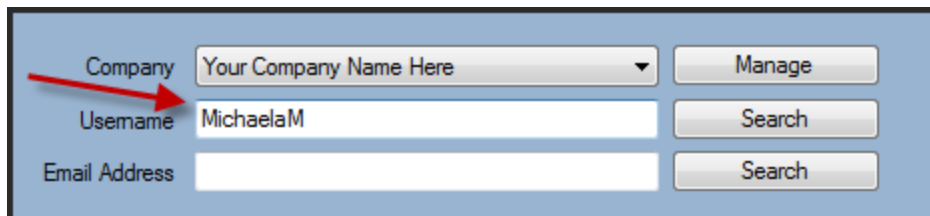
Enter your License Id and click on Validate. Once you have added your company, click the X in the top right hand corner of the window.

7. Choose your company or branch from the list on the drop down menu.



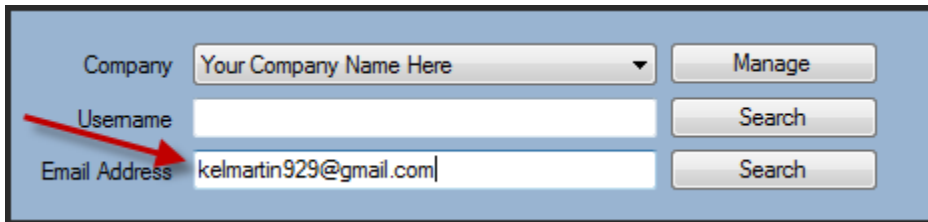
8. From here you have 3 choices.

A. Enter the username and click search.



**\*\*Note the user does not tie in with Suburban data. These are online web accounts! \*\***

B. Enter an email address and click search.



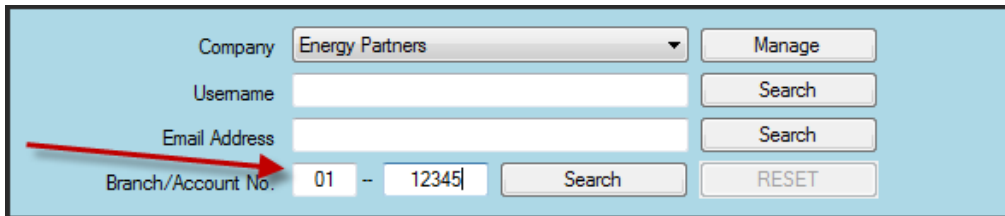
Company: Your Company Name Here [Manage]

Username: [Search]

Email Address: kelmartin929@gmail.com [Search]

**\*\*NOTE: To be able to do this step the customer must sign up on the website first! \*\***

C. Enter the customer's account number and click search.



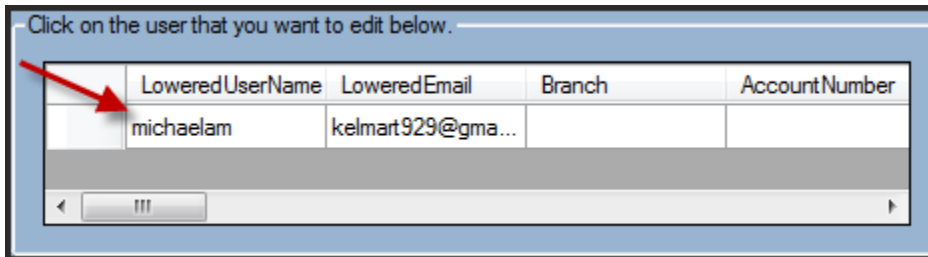
Company: Energy Partners [Manage]

Username: [Search]

Email Address: [Search]

Branch/Account No.: 01 -- 12345 [Search] [RESET]

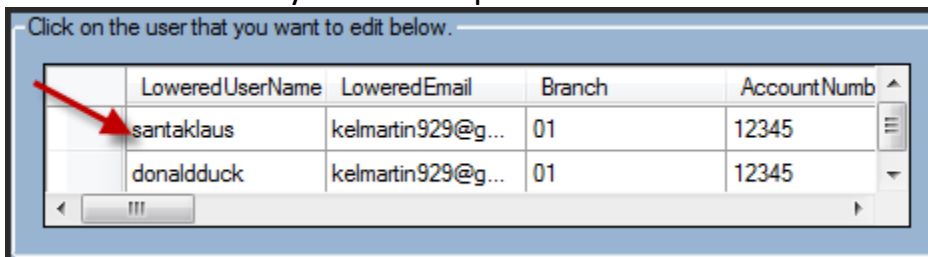
9. Choose the account name from the list.



Click on the user that you want to edit below.

LoweredUserName	LoweredEmail	Branch	AccountNumber
michaelam	kelmart929@gma...		

**\*\*\*Note: A customer may have multiple user names for 1 email address\*\*\***



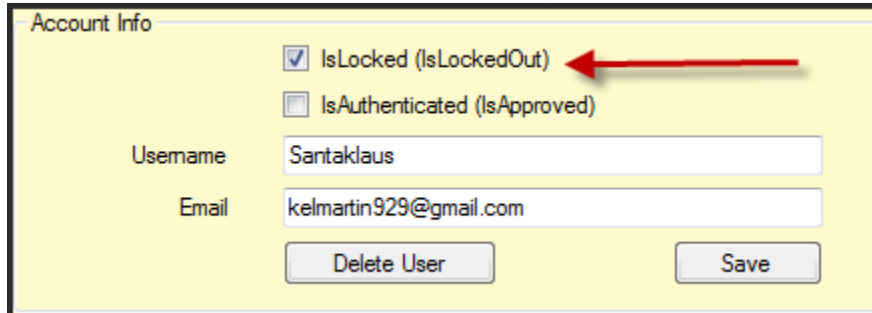
Click on the user that you want to edit below.

LoweredUserName	LoweredEmail	Branch	AccountNumb
santaklaus	kelmartin929@g...	01	12345
donaldduck	kelmartin929@g...	01	12345

The following information is located in this box: Account name, email address, account number, approved, locked out, created day, last login date, last password change, last locked out date, failed password attempts, Other account information. You may click anywhere on the row to pull up the account.

10.Account Info box:

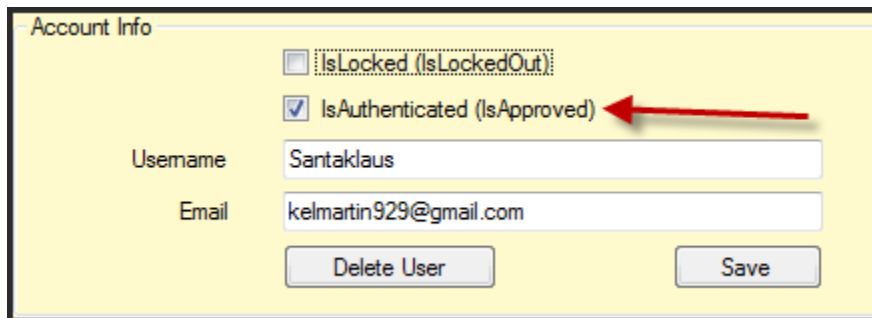
- a. You may choose to lock the customer out. This will force them to reset their passwords. A customer will automatically be locked out after too many unsuccessful password attempts.



The screenshot shows the 'Account Info' form with the following fields and options:

- IsLocked (IsLockedOut) - A red arrow points to this checked checkbox.
- IsAuthenticated (IsApproved)
- Username: Santaklaus
- Email: kelmartin929@gmail.com
- Buttons: Delete User, Save

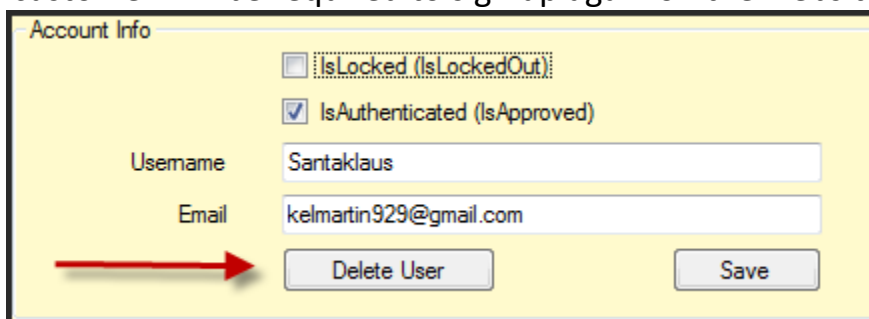
- b. If a customer did not receive an email to authenticate or never authenticated you may choose this option to allow access to the website.



The screenshot shows the 'Account Info' form with the following fields and options:

- IsLocked (IsLockedOut)
- IsAuthenticated (IsApproved) - A red arrow points to this checked checkbox.
- Username: Santaklaus
- Email: kelmartin929@gmail.com
- Buttons: Delete User, Save

- c. You may choose to delete the user. This action is **irreversible!** The customer will be required to sign up again on the website.



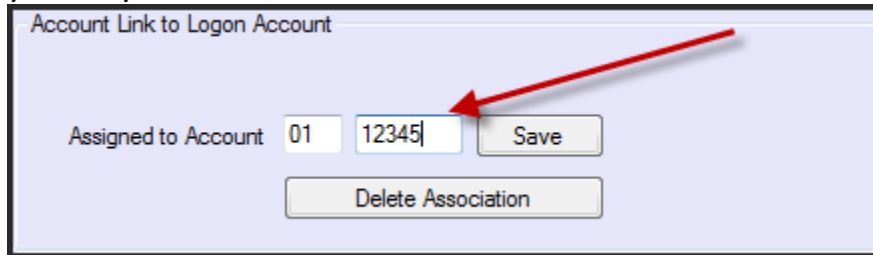
The screenshot shows the 'Account Info' form with the following fields and options:

- IsLocked (IsLockedOut)
- IsAuthenticated (IsApproved)
- Username: Santaklaus
- Email: kelmartin929@gmail.com
- Buttons: Delete User, Save - A red arrow points to the Delete User button.

\*\*\*You must click on Save to save your choices in this box! \*\*\*

11.Account Link to Logon Account!

- a. If the account number is not already associated with this account name you may enter one here.

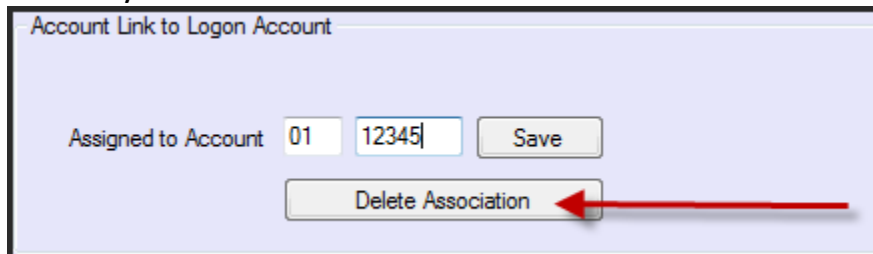


Account Link to Logon Account

Assigned to Account 01 12345 Save

Delete Association

- b. You may delete the account number associated with this account name.



Account Link to Logon Account

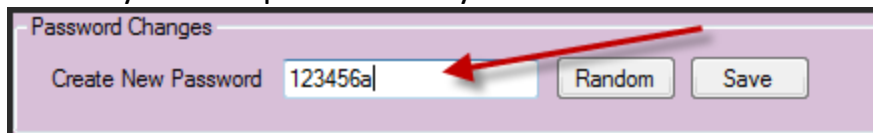
Assigned to Account 01 12345 Save

Delete Association

\*\*\*You must click on Save to save your choices in this box! \*\*\*

12. Password Changes:

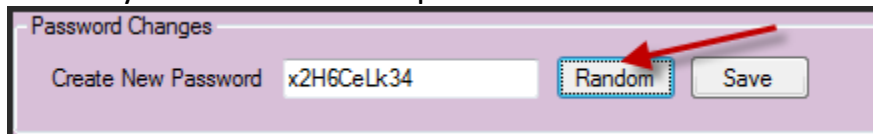
- a. You may enter a password of your choice and click save:



Password Changes

Create New Password 123456a Random Save

- b. You may choose a random password and click save:



Password Changes

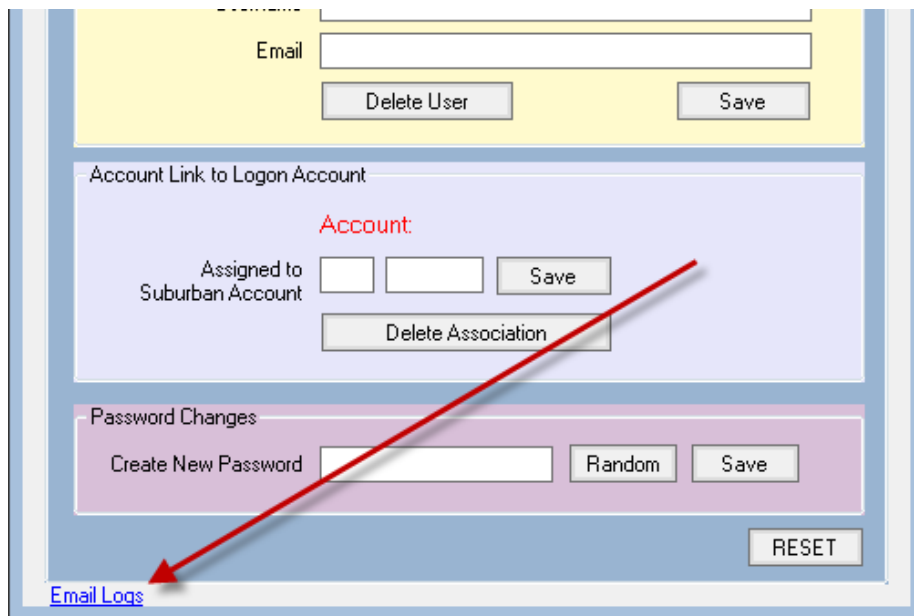
Create New Password x2H6CeLk34 Random Save

\*\*\*You must click on Save to save your choices in this box! \*\*\*

13. Click on the reset button to choose another account or to start over.



14. If you run into an error, an email can be sent to the Suburban Software support staff by clicking on the "Email Log" link at the bottom of the main window



If you have any questions, please email us at [sssupport@suburbansoftware.com](mailto:sssupport@suburbansoftware.com)

Thanks,  
Suburban Software