MyAccount

Grant Access to Accounts Guide

Direct Energy.

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**.

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

Step 2 – Preferences

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

Step 3 – Third Party Access

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

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.