



POWERED BY



Customer iPortal Troubleshooting User Guide

For Assistance Please Contact NXL:

Toll Free: 1.877.253-0114


support@nexusenergytech.com

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1. Email Requirements

1. If your company is not registered with NXL, you will not be able to login to the iPortal without approval from NXL. You will receive the following error “Your registration is complete and is currently pending approval. A notification will be sent to your email address when you are approved”.


 **Your registration is complete and is currently pending approval. A notification will be sent to your email address when you are approved.**

Login

[Forgot Password?](#) | [Create Account](#)

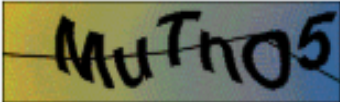
2. No personal emails will be accepted. If used the following error will be pop up “Registration with this email address is not allowed due to policy restrictions”.

Register - Enter Email

 **Registration with this email address is not allowed due to policy restrictions.**

Specify your email address and the characters shown in the image, then click Next.

Email Address *

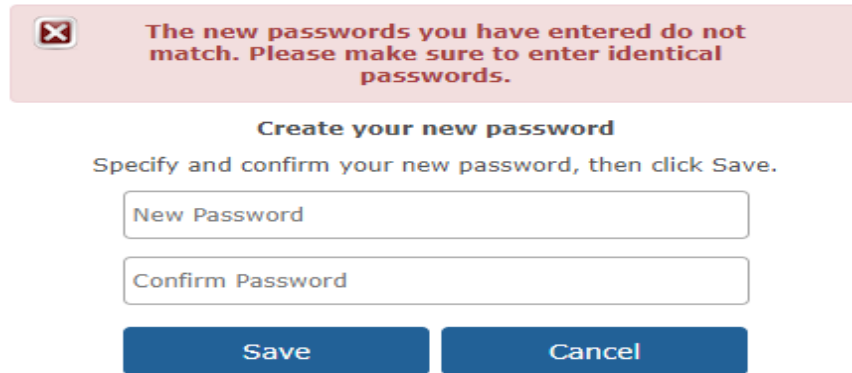
[Try a different image](#) 

Characters From Image *

If you require access to the iPortal please contact support@nexusenergytech.com.

2. Password Requirements

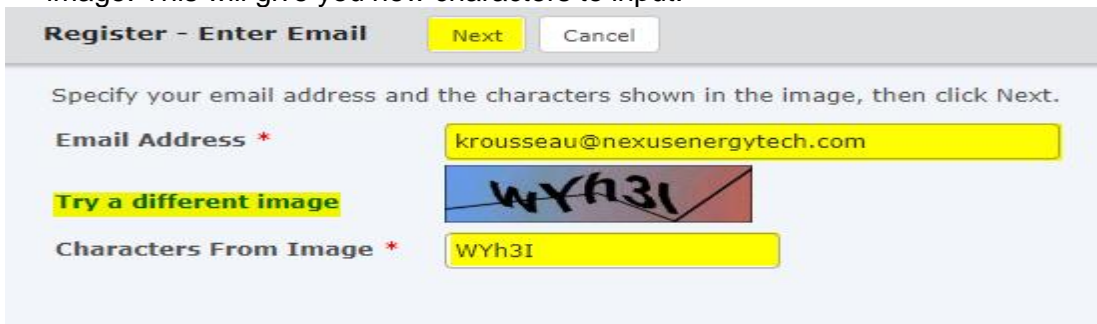
1. Password policy requirements:
 - Must be at least 8 character(s) long
 - Must have at least 1 upper case letter(s)
 - Must have at least 1 digit(s)
 - Only special characters allowed are ~ @ # \$ % ^ & * () - _ = + < > ? / \ ; : [] { } , .
2. If you receive the below error. Ensure you are entering the same password in both fields



The screenshot shows a red error message box at the top: "The new passwords you have entered do not match. Please make sure to enter identical passwords." Below this is a form titled "Create your new password" with the instruction "Specify and confirm your new password, then click Save." The form contains two input fields: "New Password" and "Confirm Password". At the bottom of the form are two buttons: "Save" and "Cancel".

3. Character Images

1. Capitalization is not required when typing the characters from the image.
2. If you cannot distinguish the characters in the image, please select Try a different image. This will give you new characters to input.



The screenshot shows the "Register - Enter Email" form. It has a title bar with "Next" and "Cancel" buttons. The main instruction is "Specify your email address and the characters shown in the image, then click Next." The form includes:

- An "Email Address" field with the value "krousseau@nexusenergytech.com".
- A "Try a different image" button next to a character image showing "WYh3I".
- A "Characters From Image" field with the value "WYh3I".

Or select the refresh button "C"

Specify your user name and the characters shown in the image, then click Submit. A message will be sent to the email address associated with your account which will contain a link to reset your password. Please contact your account representative if you do not remember your user name.

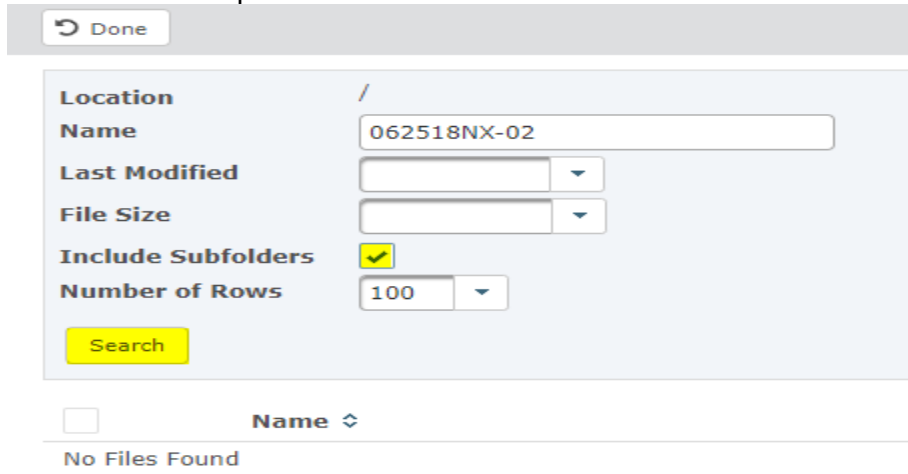


The screenshot shows a form with the following elements:

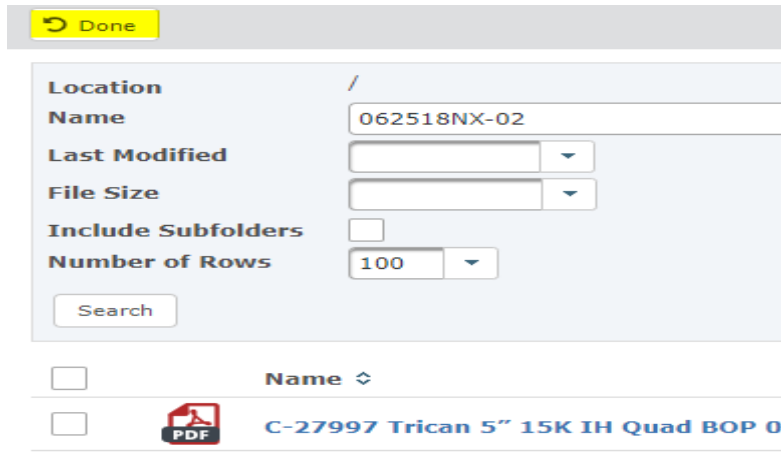
- An "Email Address" field with the value "krousseau@nexusenergytech.com".
- A character image showing "rtPZr" with a refresh button "C" to its right.
- A field for "Characters From Image" with the value "rtPZr".
- Two buttons at the bottom: "Submit" (highlighted with a red border) and "Cancel".

4. Searching

1. When searching from the Home Folder “Include Subfolders” must be checked or you will not be able to complete the search.



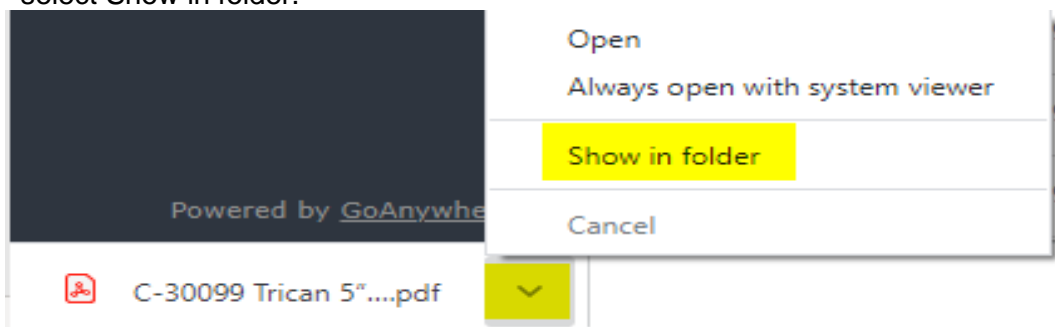
2. The “Done” button must be selected after every search or you will not be able to complete another search.



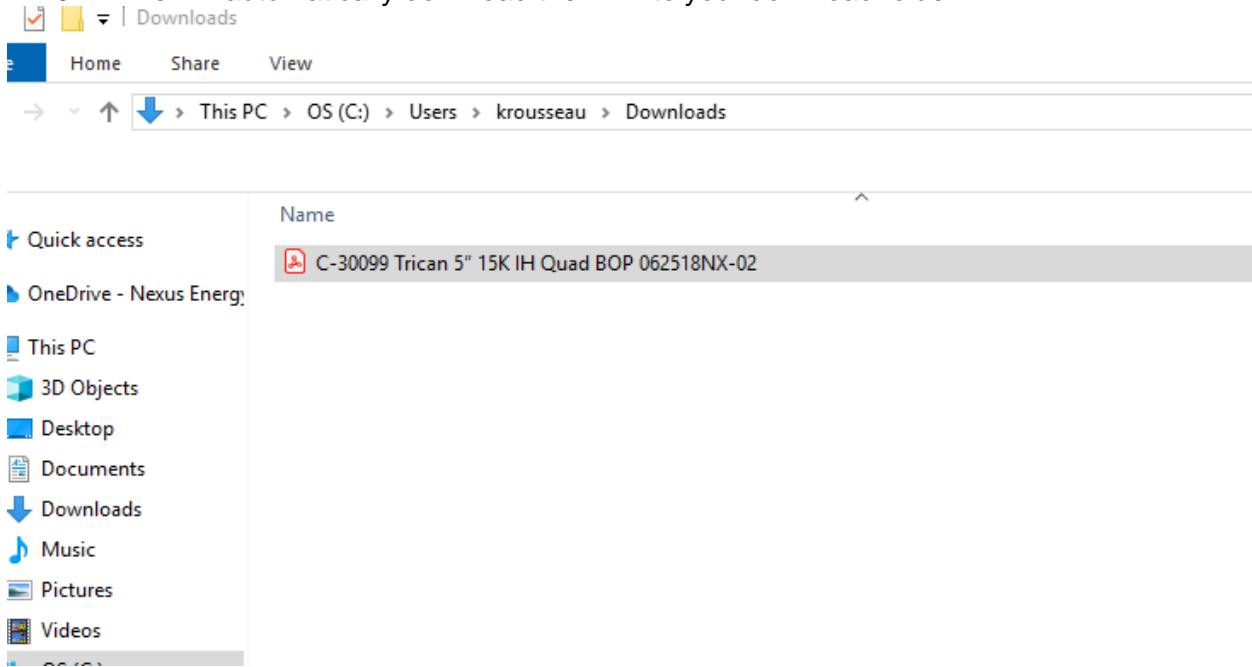
5. Downloading a PDF

5.1 Using Chrome

1. Select the PDF you require this will generate the PDF in the bottom of the browser.
2. In the bottom of the browser select the up arrow on the PDF. A pop up will appear select Show in folder.

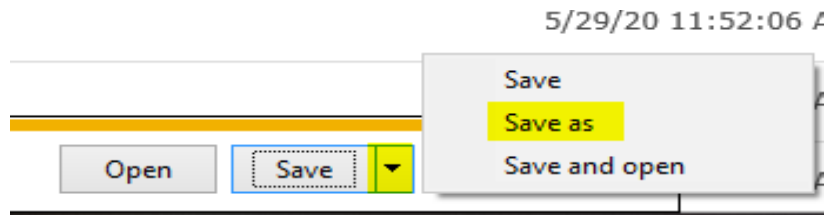


3. This will automatically download the PDF to your download folder.

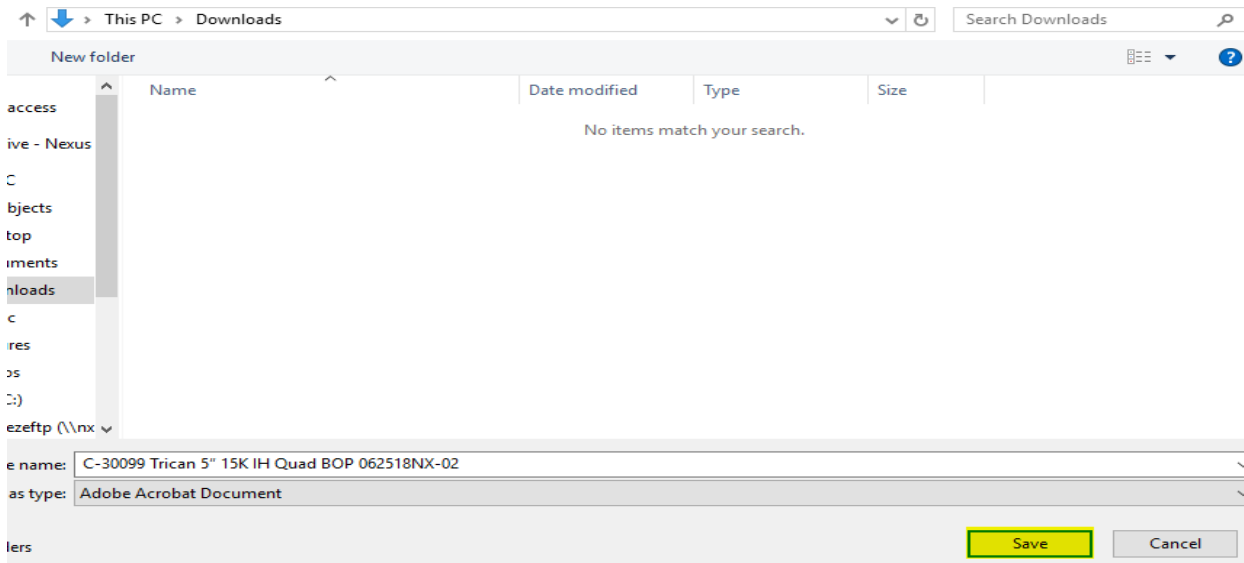


5.2 Using Internet Explorer

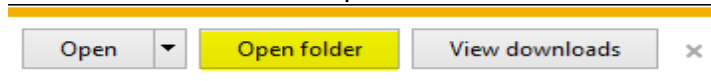
1. Select the PDF you require a pop up will appear at the bottom of the browser.
2. Select the up arrow next to the save button and select Save as.



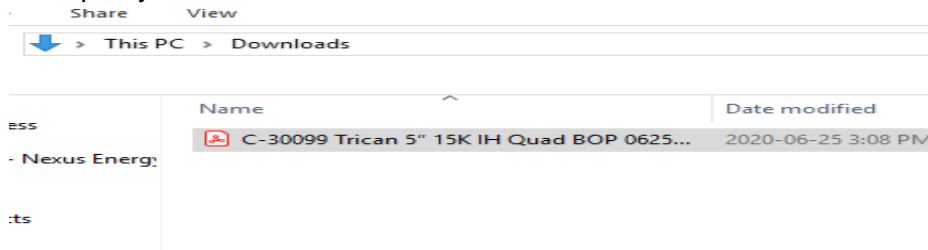
3. A window will pop up prompting you to save the PDF to the download folder. Select Save



- On the bottom of the browser select Open folder

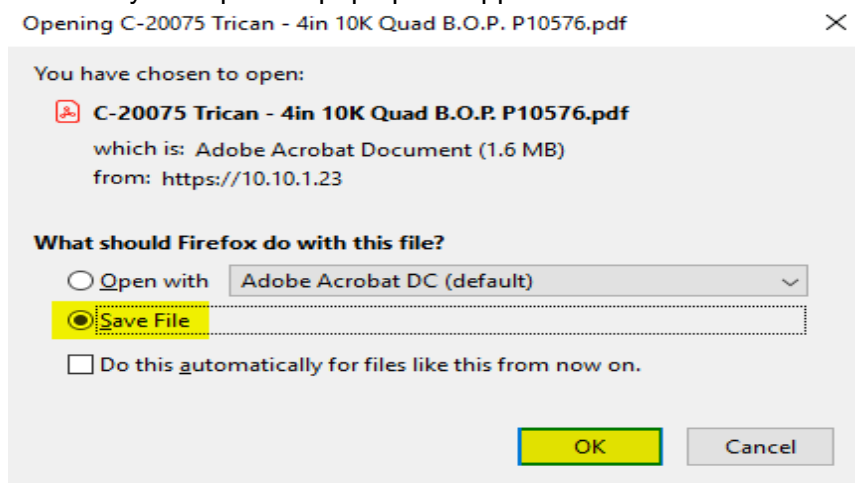


- This will open your download folder.

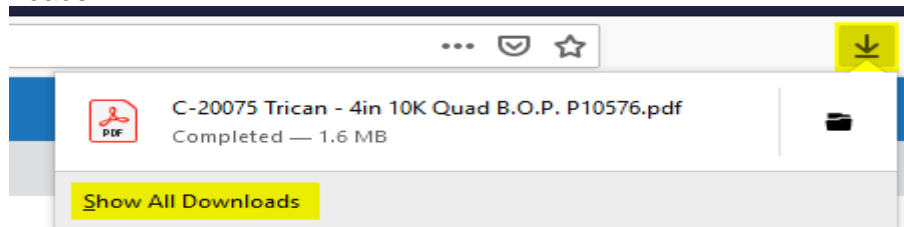


5.3 Using Firefox

- Select the PDF you require. A pop up will appear select Save File and Ok.



- In the top right-hand corner of your browser select the down arrow and select Show All Downloads.



- This will open in your download folder.

