

# Enroll on the CPS Energy Construction & Renovation Web Portal

Through your portal account you will be able to perform a variety of actions including requesting a new project, submitting for temporary service, letting us know when your site is ready for inspection, accessing your project to provide updates, and track your project status all the way through to permanent service.

Once your enrollment request has been submitted, it will typically take 24-48 hours for your account to be activated.

A Consultant or Contractor can enroll for their own portal account and request a separate billing account for each client they represent prior to applying for services.

To enroll in the portal, you will need to provide:

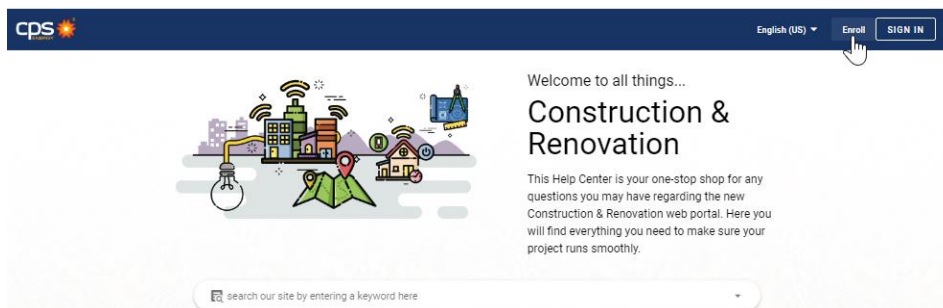
- Company/ Home Owner Name
- Contact Name (if a business)
- Email Address
- Phone Number
- User Name for portal account
- Mailing Address
- Billing Address (if different than Mailing address)
- A CPS Construction Billing Account - a Tax ID number (EIN/ SSN/ ITIN) is required

NOTE: Manage My Account registration is not affiliated with Construction & Renovation portal enrollment and requires a separate User Name.

Click to [Register on Web Portal](#) Or email [csiwebaccess@cpsenergy.com](mailto:csiwebaccess@cpsenergy.com) for more information.


## NEW COMPANY/USER ENROLLMENT

1. Open your internet web browser.
2. In the address bar, type in <https://secure.cpsenergy.com/crportal/#/>
3. Click on **Enroll** located in the top right corner of the page.




4. Click on **NEXT** from the New Account Enrollment view.

### New Account Enrollment



Online Profile Enrollment



1 - 2 - 3 - 4

What type of portal account are you requesting?

**New Company or Home Owner:** You are requesting access to create and manage projects within the portal. For example, Subdivision Developers, Home Builders or homeowners, etc.

The enrollment process can take up to 48 hours to complete.

If you have enrollment questions, please contact the CPS Energy Web Portal Support team at 210-353-2450 or by email at [CSIWebAccess@cpsenergy.com](mailto:CSIWebAccess@cpsenergy.com).

Click the next button to proceed with requesting enrollment of a new company with CPS Energy

NEXT

5. Enter **all information requested** and scroll down using the side bar. Mark the Check Box if the Billing Address is the same as the Mailing Address and review to update as needed, then click on **Next**.

### Enrollee Details

Through the next few screens, please complete all relevant details. Missing information may cause delays in registration.

A primary Federal Tax ID/EIN/TIN or Homeowner SSN should be provided for billing purposes during project creation. Companies registering must also attach an associated EIN or W2 form for verification. Not doing so will delay your registration.

Account Name *	Account User Name
Any One	Anyone1
7 / 60	7 / 20

Federal Tax ID/EIN/TIN/SSN *	Select the EIN PDF file to include
1234567890	

Account Email	Confirm Email Address

Account phone number *	Office
1234567890	
10 / 10	

Alternate Phone Number	Phone Type
0 / 10	

Street number *	Street name *	Apt/Unit/Blc
123	Any	

City *	State *	Zip code *
San Antonio	TX	78201
2 / 2		5 / 5

**Provide the address for account billing**


Check if same as account address

Street number *	Street name *	Apt/Unit/Blc
123	Any	

City *	State *	Zip code *
San Antonio	TX	78201
2 / 2		5 / 5

BACK NEXT

6. Enter **all Contact information requested**, review to update as needed, then click on **Next**.

 **Account Details**

Please provide contact information for your portal account. In the event CPS Energy needs to contact you regarding your portal account, the following information will be used. Check the box below to use the same information provided in the previous screen.

Check if same as New Account Details

First Name *	MI	Last Name *	Desired user name (if
<small>First name is required 0 / 9</small>	<small>0 / 1</small>	<small>Last name is required 0 / 18</small>	<small>User Name is required 0 / 20</small>

Email Address *	Confirm Email Address *
<small>Contact Email is required</small>	<small>Confirmation must match provided email</small>

Contact Phone *	Phone Type
<small>Contact Phone is required 0 / 10</small>	<small>Account admin phone type is required</small>

Alternate Phone Number	Phone Type
<small>0 / 10</small>	

Additional notes

7. Check the details from the Enrollment Details window and click on Submit.

**Enrollment Details**

Please review the details entered to ensure all information is accurate. Once ready, click the complete button to submit your enrollment request.

**Enrollee Details**  
Account Name: Any Once  
Federal Tax ID/EIN/TIN/SSN: 1234567890  
Federal Tax ID/EIN/TIN/SSN letter:  
Account Address  
123 Any Street San Antonio, TX 78299  
Account Billing Address  
123 Any Street San Antonio, TX 78299  
Account Email: Anyone@any.com  
Cell Phone Number: (210) 555-5555  
Account User Name: AnyOne

**Account Details**  
Name: Any One  
Email Address: Anyone@any.com

8. Click on **Close** from the Enrollment Submitted confirmation view.

# Enrollment Submitted

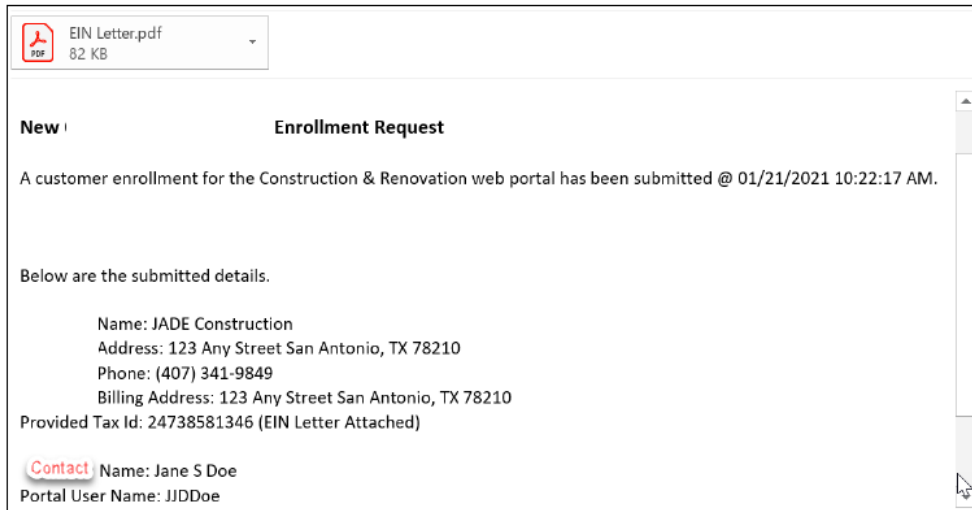
Your request to create the new account is now underway!

Expect to see confirmation from us within the next 24-48 hrs.

For Questions regarding general enrollment and subcontractor access please contact [csiwebaccess@cpsenergy.com](mailto:csiwebaccess@cpsenergy.com) or call 210-353-2450.



## 9. Check your email for a confirmation of submission.



## 10. Check your email for instructions to create a password with **Username** and hyperlink. (allow 24-48 hours after enrollment submittal is generated)

### CPS Energy: Construction & Renovation Web Portal

#### Account Activation

We are pleased to inform you that your enrollment request has been approved and the account is now ready for use. Please click on the following link to complete the registration process to activate your account.

**Username: JSDOE**

[CPS Energy: Construction & Renovation Web Portal](#)

We look forward to working with you,

Thank you,

CPS Energy

Phone: 210-353-2450

11. Enter a **Password** and confirm to validate - do not use ampersand (&) or dash (-) in your password. Select the security question and enter **Security Answer** and click on **Submit**.

Profile

Please complete your profile details.

Please note that the password must be 8-16 characters, contain at least one Upper or Lower Case letter, at least one number, AND at least one of the following special characters: ! @ # \$ % ^ \* ( ) \_ +

Enter your password  Enter your password

Invalid password, confirm against requirements Password must match Password Confirmation

Please select a security question.


- What is your mother's maiden name?
- What is your pet's name?
- What city or town were you born in?
- Who's your favorite superhero?
- What's your favorite food?
- What is the name of your CEO?
- What is the month and year your company was founded? (e.g., 11/2008)
- What is the State where your company was founded?
- What is the City where your company was founded?
- What is Street Name of your Company Headquarters? (e.g., Main Avenue)
- What type of business do you own or manage?

Security answer

Security answer

**SUBMIT**

12. You will be redirected to the Sign In page. Enter your **Account ID** and click **NEXT**.



Sign in

Use your CPS Energy user name

Enter your user name

JSDOE

**Forgot password?**

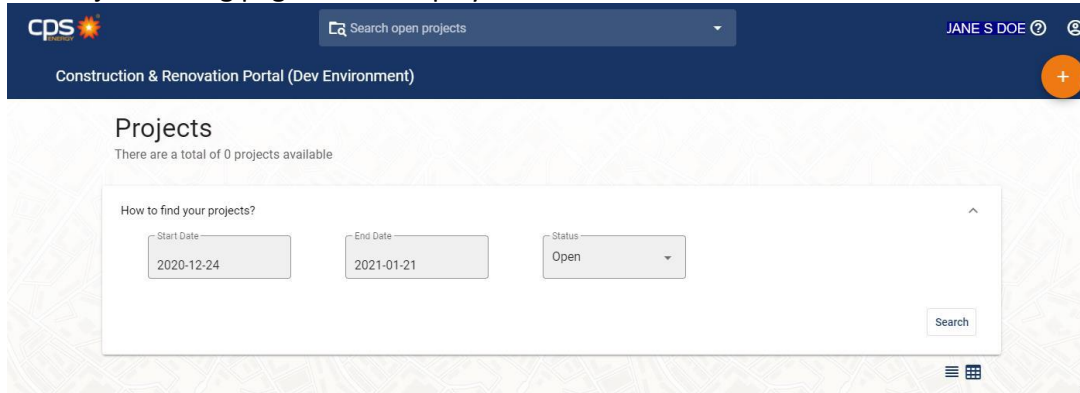
**CANCEL** **NEXT**

English (US) ▾ Help

13. Enter your **password** and click **NEXT**.



14. Projects listing page will be displayed



**Contact the Web Portal Support Team if you have any questions regarding portal functionality or access:**

**Email: [CSIWebaccess@cpsenergy.com](mailto:CSIWebaccess@cpsenergy.com) Ph: 210-353-2450  
(Mon – Fri 7:30AM – 4PM)**