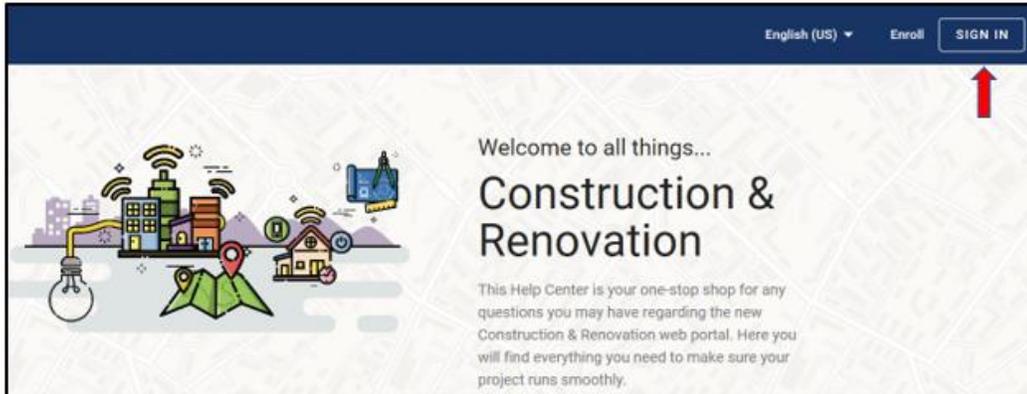


# RESET YOUR PASSWORD

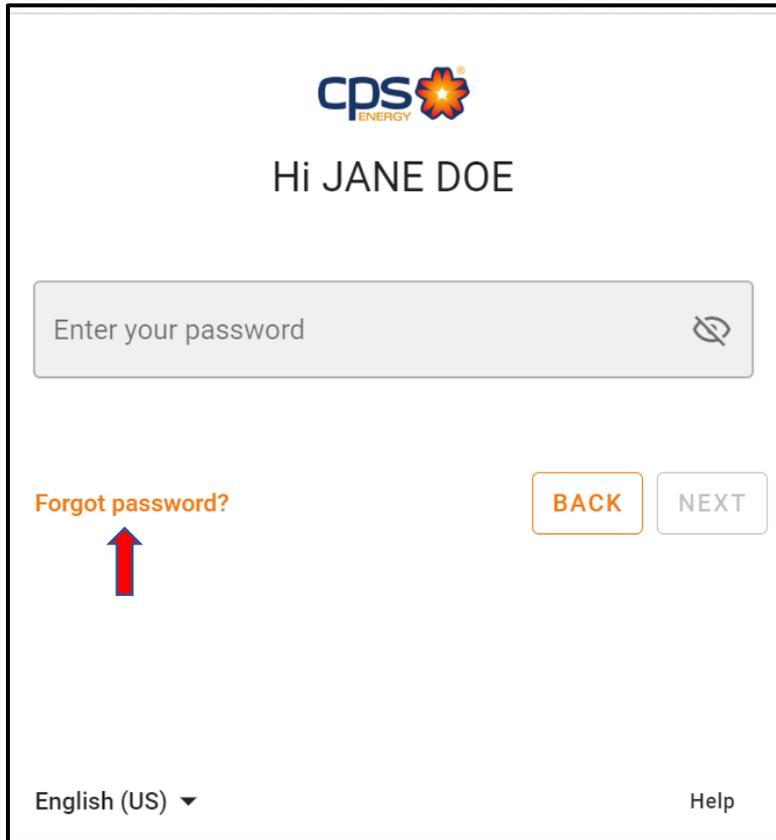
1. Open your internet web browser.
2. In the address bar, type in <https://secure.cpsenergy.com/crportal/#/>
3. Click **SIGN IN** located in the top right corner of the page.



4. Enter your **User Name** and click **NEXT**.

A screenshot of the CPS Energy 'Sign in' page. At the top center is the CPS Energy logo. Below it, the text reads 'Sign in' and 'Use your CPS Energy username'. There is a large text input field with the placeholder text 'Enter your username'. A red arrow points to this input field. Below the input field is a link that says 'Forgot your username?'. At the bottom of the page, there are three buttons: 'Enroll', 'CANCEL', and 'NEXT'. A red arrow points to the 'NEXT' button. In the bottom left corner, there is a language selector 'English (US)' with a dropdown arrow. In the bottom right corner, there is a 'Help' link.

5. Underneath the password entry bar, click “Forgot password?”



6. Re-enter your **User Name** in the **Provide the portal user name** input box, and click **SUBMIT**



## Online Profile Password Recovery

Please complete the following details to assist in creating your online account.

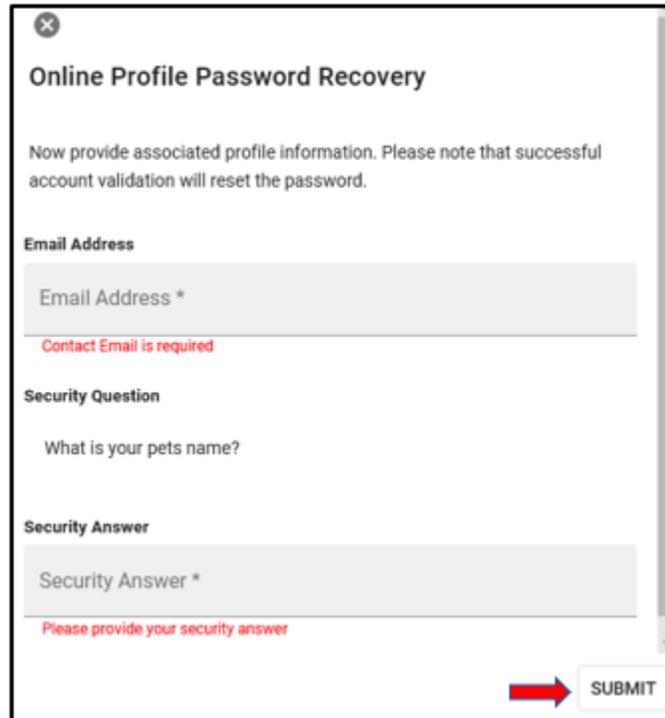
Provide the portal user name

User Name is required



SUBMIT

7. Enter the **Email Address** associated with your account and **Security Answer** to the corresponding **Security Question**. and click **SUBMIT**.



The screenshot shows a web form titled "Online Profile Password Recovery". It includes a close button (X) in the top left corner. Below the title is a message: "Now provide associated profile information. Please note that successful account validation will reset the password." The form has three main sections: "Email Address" with a text input field labeled "Email Address \*" and a red error message "Contact Email is required" below it; "Security Question" with the text "What is your pets name?"; and "Security Answer" with a text input field labeled "Security Answer \*" and a red error message "Please provide your security answer" below it. A "SUBMIT" button is located at the bottom right, with a red arrow pointing to it.

8. If correctly submitted, you will receive an email to the inbox associated with your account. When you open the email, click on the linked text that says "CPS Energy: Construction & Renovation Application Portal".



9. Enter, and then re-enter your new password into the respective text boxes. Answer your security question again and click **SUBMIT**.

Please complete your profile details.

Enter your password  Enter your password 

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?

profile.secQ.answer  
profile.secQ.answer

Dog

 **SUBMIT**

10. You will be taken back to the login page. Enter your name and new password and you should gain access to your account.



Sign in

Use your CPS Energy username

Enter your username

[Forgot your username?](#)

[Enroll](#) [CANCEL](#) [NEXT](#)

English (US)  [Help](#)

