

Getting Started

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ABOUT SAP SSA

SAP Self-Service Accelerator (SSA) integrates all customer interactions with the utility company into one single view that significantly improves customer engagement and satisfaction while reducing the cost and complexity of customer service operations for the utility.

SSA is composed of:

- **Customer Experience Platform** – Known as SSA Smart Customer Experience (CX), it consists of a customer-facing web portal and native mobile apps for Apple iOS and Google Android.
- **Utility Customer Service Platform** – Known as SSA Smart Business Experience (BX), it is a utility-facing Admin portal for reporting and analytics.

GETTING STARTED WITH SSA CX PORTAL

SSA's Smart Customer Experience (CX) platform enables utility customers to access power, water, and gas usage consumption data, compare consumption, receive notifications and messages from the utility via their preferred communication channel, leverage weather overlay information, receive personalized power, water, and gas reports, submit a service request to utility, access their billing information, and so on making it a complete solution for customer engagement.

Accessing the CX Portal

Before you use the SSA CX, you should be familiar with the layout and basic functionalities of SSA. This section consists of the following subsections:

- [Navigating through the CX Portal](#)
- [Pre-Login Features](#)
- [Registering with the CX Portal](#)
- [Login to the CX Portal](#)
- [Viewing the CX portal Home Page](#)

Navigating through the CX Portal

Figure 1 displays the SSA CX Login page that appears when you access the SSA web portal.

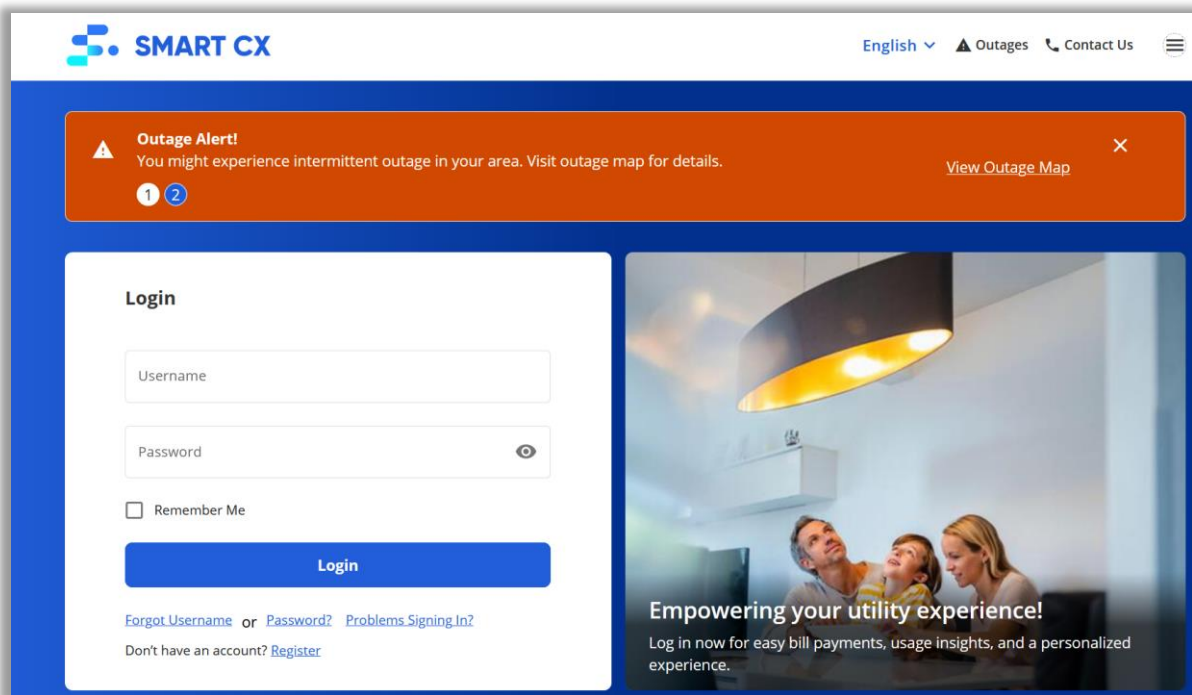


Figure 1: SSA Login Page

The Login page displays the following elements:

Element	Description
Utility Logo and Language Options	Displays the utility logo and language selection options that SSA supports, to select your preferred language.
Menu bar	Displays the options that you can select to perform tasks on the SSA pre-login page.
Alerts/Messages	Displays the banner alerts and messages.
Login Fields	Displays the fields that you can use to enter your credentials and log on to SSA.
Download App	Displays the options to download the app from the App Store and Google Play.
Customer Service	Displays the customer service contact details (Phone number and Email Address).
Miscellaneous Options	Displays quick links at the bottom to view contact us, privacy policy, and terms and conditions.

Element	Description
Status Bar	Displays the information related to the CX portal, such as copyright, version number, and organization name as SEW

Pre-Login Features

You need to log on to SSA to access all the functionalities that it provides; however, you can perform certain activities on the pre-login page.

Before you log on, SSA allows you to perform the following tasks:

- Make a payment for their utility bill using multiple payment options or view the payment locations to make physical payments.
- Create requests for a start service, stop service, or transfer services.
- View ways to save energy resources.
- View and report outages.
- View FAQs and send emails directly to the utility.

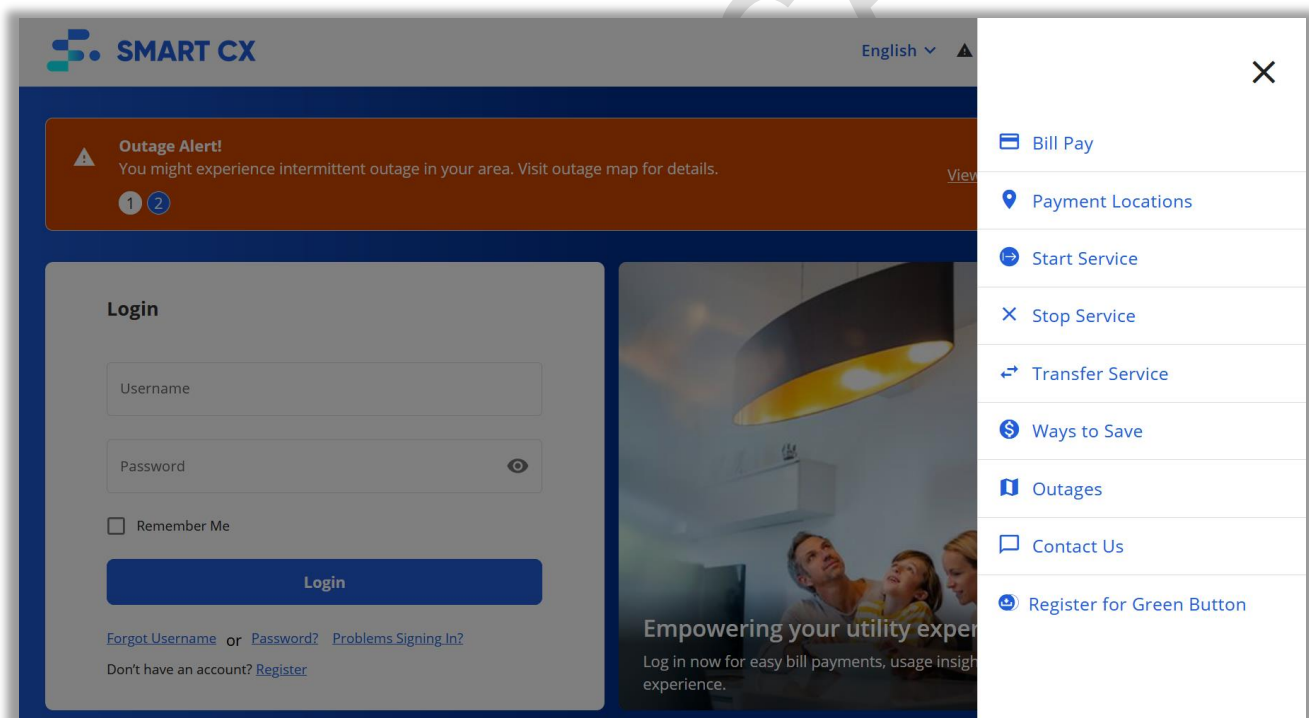


Figure 2: Prelogin Features

Registering with the CX Portal

Before you log on to SSA CX, you need to register your account and get access to SSA. Perform the following steps to register with SSA:

1. On the **Login** page, choose **Register**.

The system displays the **Register for Online Account** page with Step 1 fields as shown in **Figure 3**.

The screenshot shows the 'SMART CX' portal's registration page. The main heading is 'Register For MyAccount' with a sub-heading 'Step 1: Look Up Account' and a progress indicator 'Step 1 Of 2'. Below this, there are two radio buttons: 'Residential' (selected) and 'Non-Residential'. There are three input fields: 'Customer Account Number', 'Last 4 Digits of SSN' (with an information icon), and 'Service Address Zip Code'. Below these is a link 'Where I can find my account number?' with an information icon. At the bottom left, there is a link 'Already have an account? [Log In](#)'. At the bottom right, there are two buttons: 'Cancel' and 'Next'. On the right side of the page, there are two sections: 'Why Register for an Account?' with a bulleted list of benefits, and 'What You'll Need' with a bulleted list of required information. Below these is a section 'Already Have a MyAccount?' with a bulleted list and a 'Login Now' link.

Figure 3: SSA User Registration Page – Step 1

2. Select **Residential** or **Non-Residential**.

Note

The system displays dynamic fields based on the option you select. In this procedure, registration for the **Residential** option is shown.

3. Enter the Customer Account Number, Last 4 digits of SSN, Service Address ZIP Code, and then choose **Next**.

The system displays the second and final step for user registration as shown here.

SMART CX English Outages Contact Us

Register For MyAccount

Profile Information Step 2 Of 2

First Name

Last Name

Username

Password

Confirm Password

Why Register for an Account?

- Track billing, gas usage, and payment history
- Manage billing and payment preferences
- Easily update account information
- Manage notification preferences
- Start, Stop, or Transfer gas service
- Quickly set up Automatic Payment Plan

What You'll Need

- Your account number
- Your tax ID number if registering for a commercial account

Already Have a MyAccount?

- Your account number

[Log In](#)

Figure 4: SSA User Registration Page – Step 2

4. Enter all the field details and choose **Register**.

- First Name
- Last Name
- Username
- Password and Confirm Password
- Email Address
- Mobile and Landline contact number.
- Select the checkbox to sign up for billing, payment, and outage notifications
- Select the checkbox to enroll in paperless billing.
- Select the checkbox to agree to privacy policy and terms and conditions.

The system sends an account activation email to your registered email address.

5. Check the registered email address and click the activation URL in the email to activate your account.

Login to the CX Portal

Once you have registered with SSA, you can log on to the application. To log on, you must enter your username and password, and choose **Login**.

SMART CX English ▼ ▲ Outages ☎ Contact Us ☰

Outage Alert!
You might experience intermittent outage in your area. Visit outage map for details. [View Outage Map](#)

1 2

Login

Username

Password

☐ Remember Me

Login

[Forgot Username](#) or [Password?](#) [Problems Signing In?](#)

Don't have an account? [Register](#)

Empowering your utility experience!
Log in now for easy bill payments, usage insights, and a personalized experience.

Figure 5: SSA Login Page

The system verifies your credentials and displays the home page.

Note

The user must be in an active state to be able to successfully login.

The system displays the Home or Dashboard page for Mass Market. See **Figure 6**.

If a user has entered an invalid username or incorrect password X times, the system blocks the associated IP for the next few (Y) hours. Here X and Y are configurable.

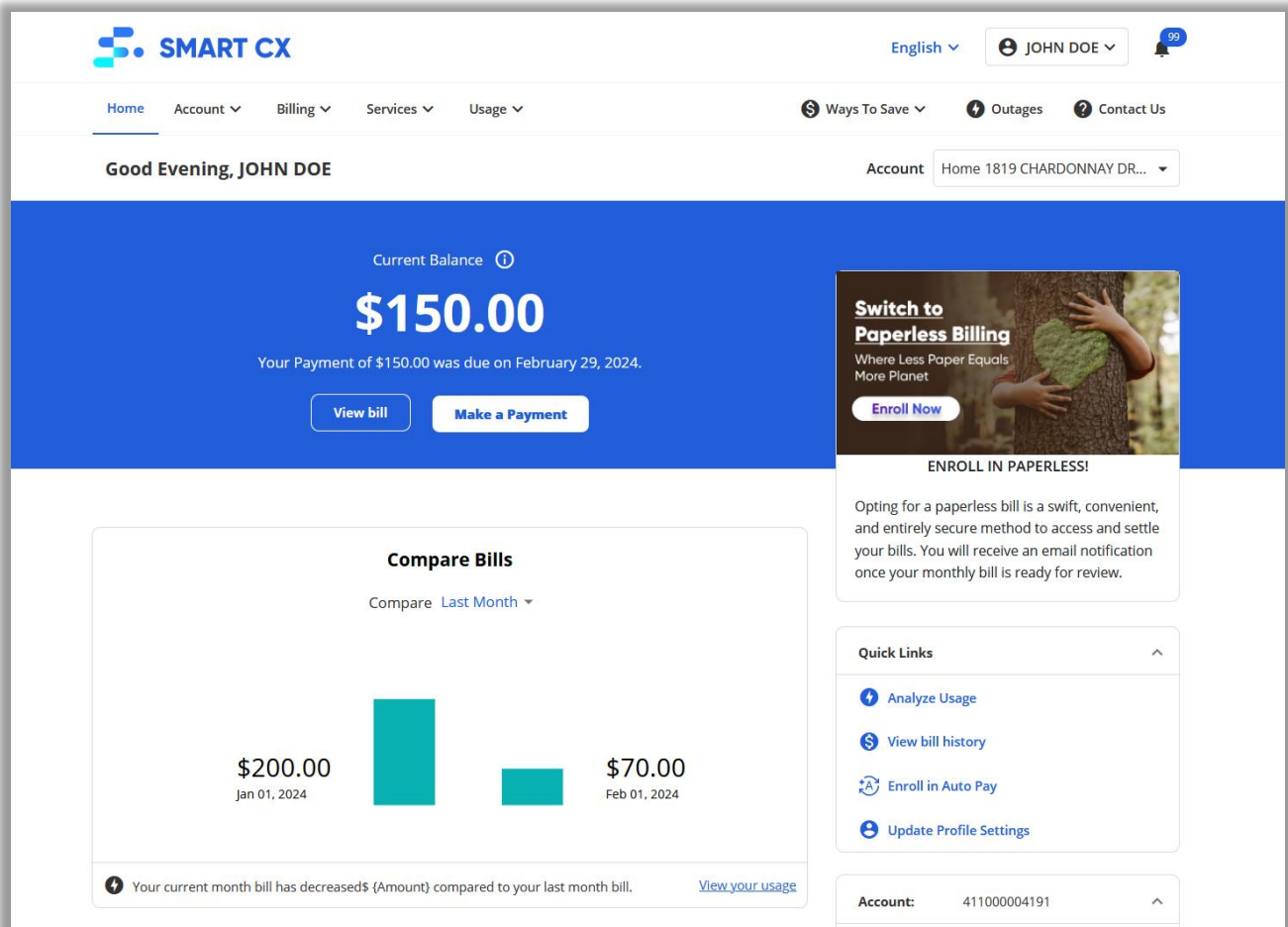


Figure 6: Dashboard

If you do not remember your username or password or receive an error while login, you can use the hyperlinks described in the subsequent sections.

Recovering the Username

On the SSA login page (see [Figure 1](#)), choose the **Forgot username** link. The system displays the **Forgot Username** dialog box as shown in [Figure 7](#).

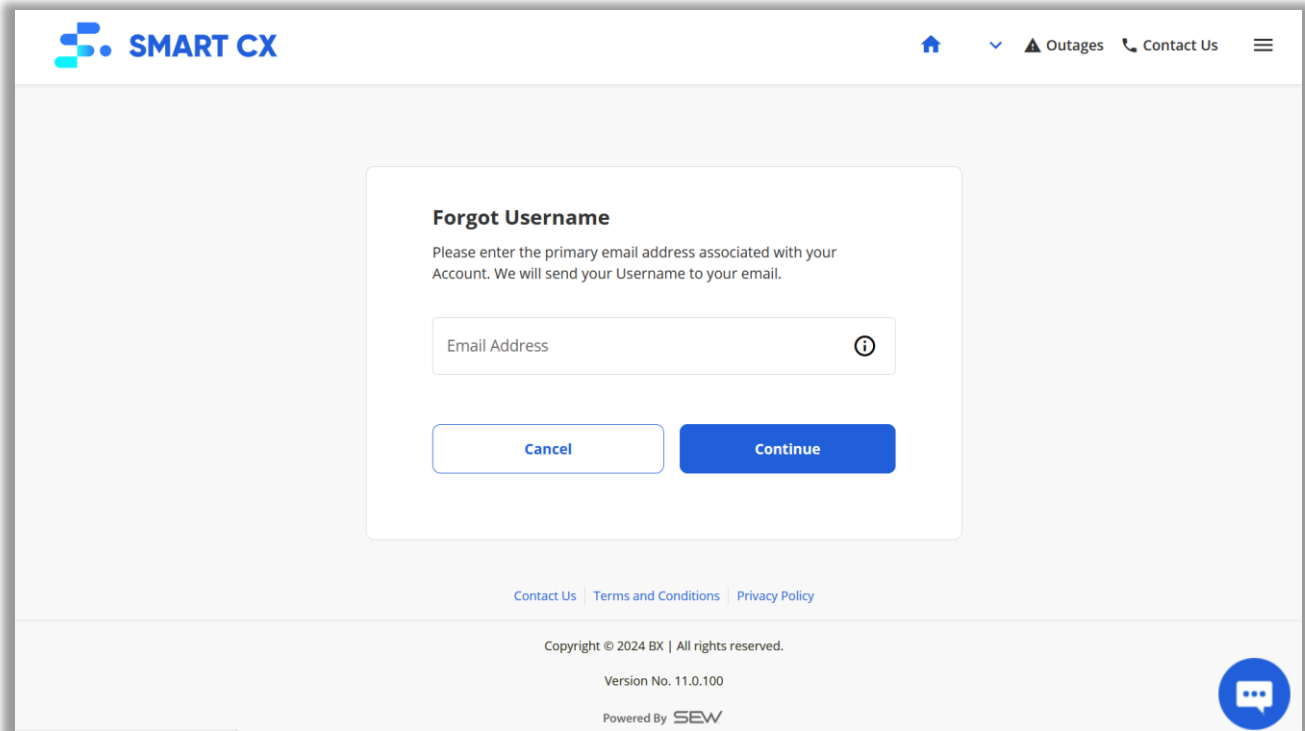
The screenshot shows the SMART CX web interface. At the top, there is a navigation bar with the SMART CX logo, a home icon, a dropdown arrow, an 'Outages' status indicator, a 'Contact Us' link, and a menu icon. The main content area features a central white dialog box titled 'Forgot Username'. Inside the dialog, it says 'Please enter the primary email address associated with your Account. We will send your Username to your email.' Below this is a text input field labeled 'Email Address' with an information icon to its right. At the bottom of the dialog are two buttons: 'Cancel' and 'Continue'. Below the dialog, there are links for 'Contact Us', 'Terms and Conditions', and 'Privacy Policy'. The footer contains copyright information 'Copyright © 2024 BX | All rights reserved.', the version number 'Version No. 11.0.100', and the text 'Powered By SEW' next to the SEW logo. A blue speech bubble icon is located in the bottom right corner of the page.

Figure 7: Forgot Username

Enter your email address and click **Continue**. The system sends you the username to the registered email address.



Note:

Currently, the email link expiration time is 1 hour to retrieve the username details.

Recovering the Password

On the SSA Login page (see [Figure 1](#)), choose the **Can't login** link. The system displays the **Forgot Password** dialog box as shown in [Figure 8](#). Enter your username and choose **Continue**. The system sends you a URL to reset your password. You need to choose the URL, enter the required security fields, and reset the password.

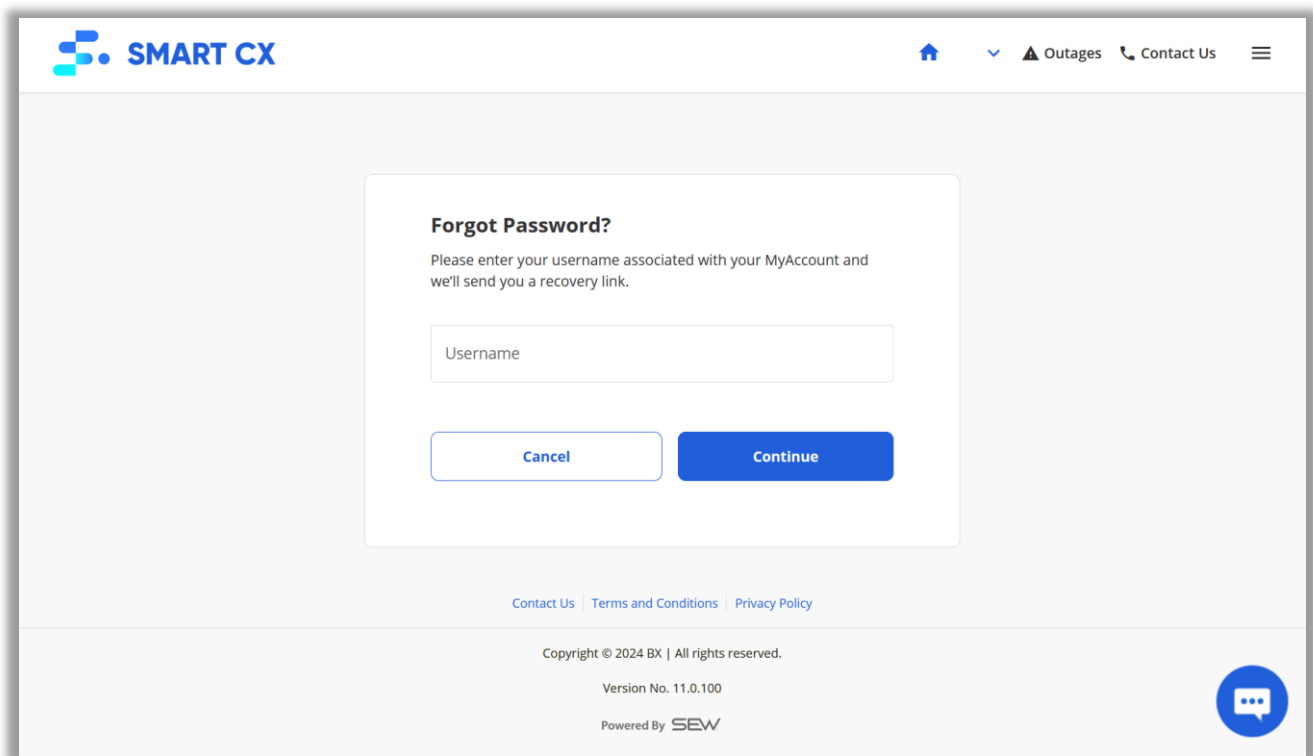
The screenshot shows the SMART CX web interface. At the top left is the SMART CX logo. At the top right are navigation links: a home icon, a dropdown arrow, 'Outages' with a triangle icon, 'Contact Us' with a phone icon, and a hamburger menu icon. In the center is a white dialog box titled 'Forgot Password?'. Below the title is the text: 'Please enter your username associated with your MyAccount and we'll send you a recovery link.' There is a text input field labeled 'Username'. Below the input field are two buttons: 'Cancel' (white with a blue border) and 'Continue' (solid blue). At the bottom of the page, there are links for 'Contact Us', 'Terms and Conditions', and 'Privacy Policy'. Below these links is the copyright notice 'Copyright © 2024 BX | All rights reserved.', the version number 'Version No. 11.0.100', and the text 'Powered By SEW' next to the SEW logo. A blue circular chat icon is in the bottom right corner.

Figure 8: Forgot Password Window

The system sends you a URL to reset your password to your registered email address. You need to click the URL and follow the steps to reset the password.

Note

Your password should have at least 8 characters, one letter, one uppercase letter, one number, and one special character (#, %, *, _, -, \$, & and). These conditions may vary depending on the settings made by the Administrator. The recovery link is valid for 1 hour.

Viewing the CX portal Home Page

The first page that the system displays when you log on to SSA is the **Home** page or Dashboard. The Dashboard displays the **Quick Access** bar to access various modules, notifications, and alerts. The **Home** page allows you to enroll in the automatic payment option, paperless billing, and make payments.

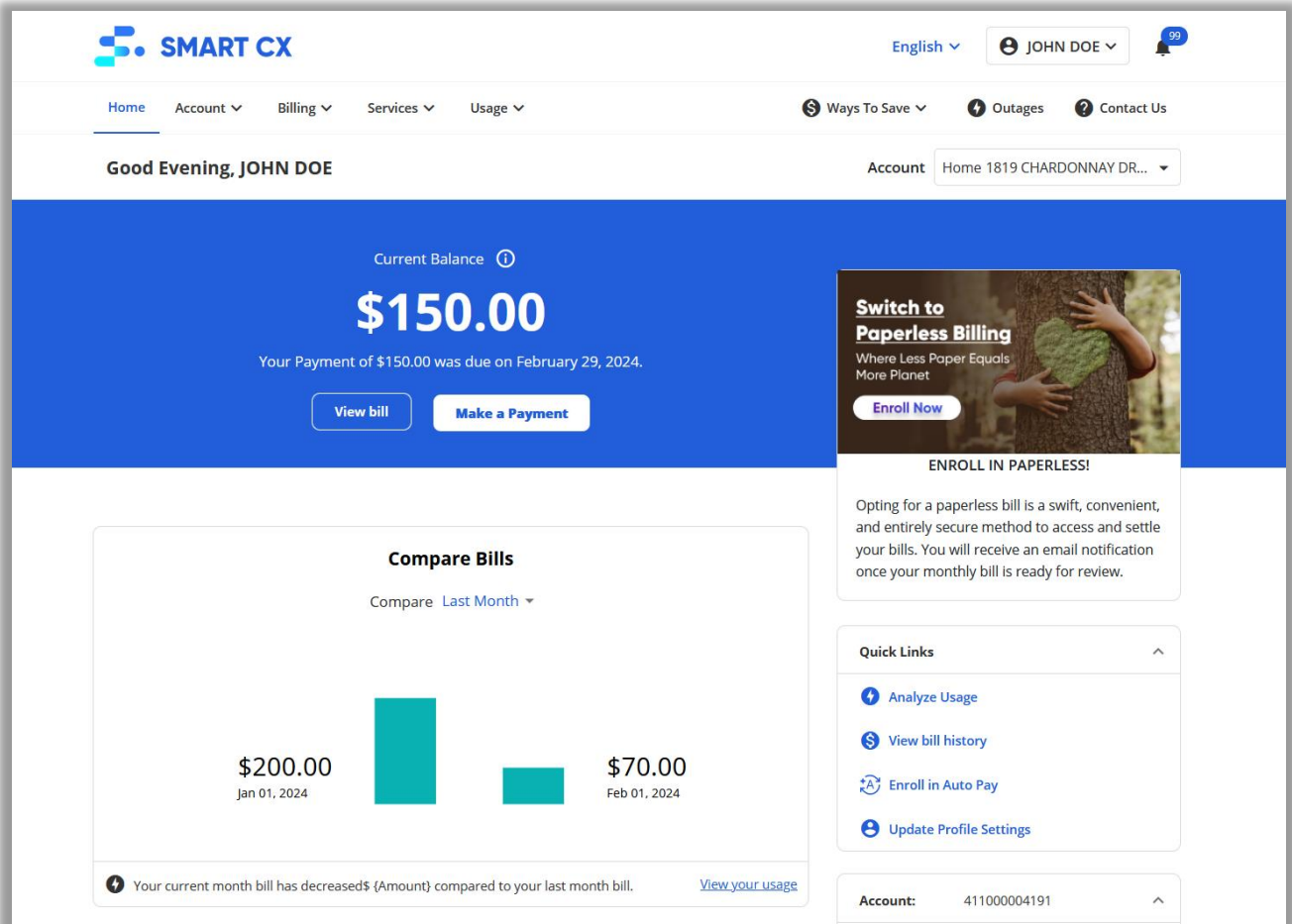
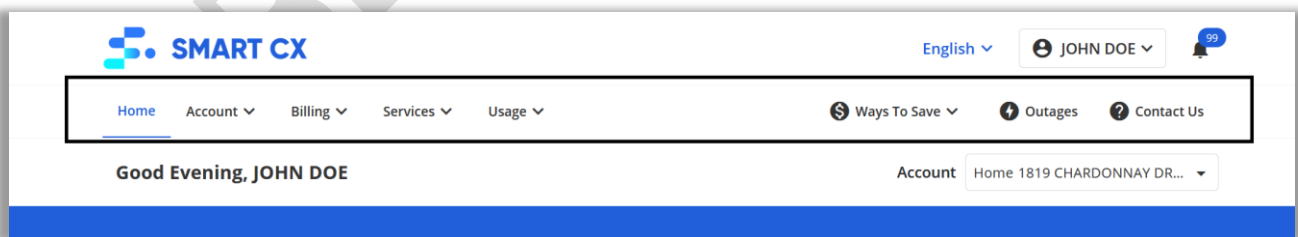


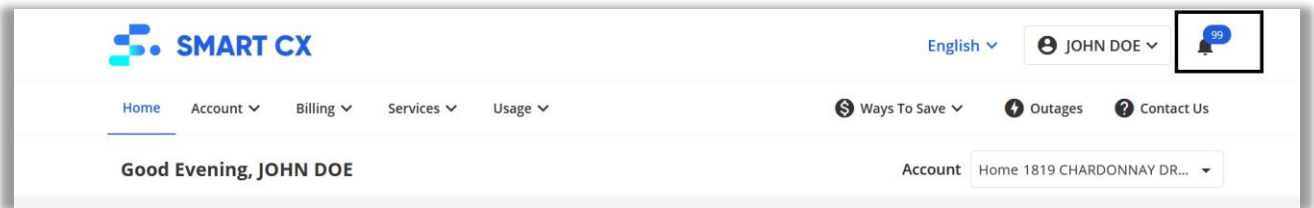
Figure 9: Dashboard Page

Choose the respective module tab under the Quick Access Bar to navigate to the desired module.



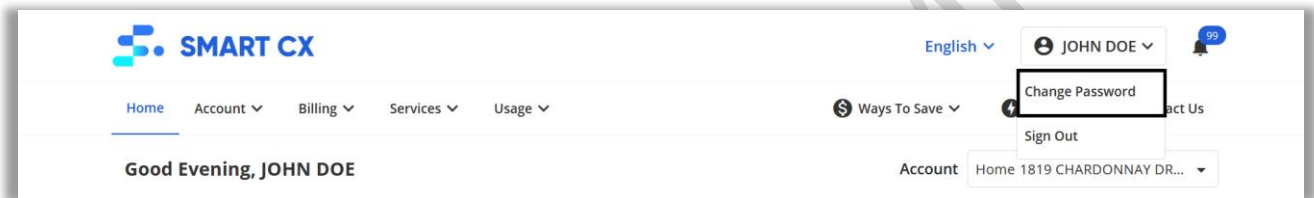
Priority Alerts

You can view proactive alerts on the Dashboard screen. The top ribbon displays alert and show the count of unread notifications. This feature proactively notifies the customer on important topics and allows seamless communication with their utility. Choose the Notification icon to navigate to the **Notification** module.



Updating Password

You can change your service account's password. Choose the dropdown next to the username and select **Change Password** to update the current password.



Note

For more information on all the modules and features of the Mass Market Smart CX portal, refer to the **SAP_PQ_MM_SSA_v11_CX User Guide_2024**.

www.sap.com/contactsap

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