



Construction Portal – Quick Reference Guide

The *Construction Portal – Quick Reference Guide* provides instructions on first-time registration and general Construction Portal use, and includes usage off the Meter Installation process. For additional assistance, contact us @ 208-388-2323 (Treasure Valley) or 1-800-488-6151 (Outside of Treasure Valley).

Access the Construction Portal: <https://tools.idahopower.com/construction servicerequest/>

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Register: Create your Customer Construction profile as a first-time user.

To access the Customer Construction application, you must first register with Idaho Power.

1. Click “Sign In” on the top-right corner of the screen. The Customer Construction sign-in screen displays.
2. On the sign-in screen, select “Create a new account”. The “Create a New Account” screen displays.
3. Complete the “Create a New Account” form (all form fields are required), and then click “Create Account”.

The screenshot shows the Idaho Power website's 'Construction Requests' section. The top navigation bar includes 'Create New Request', 'Order Status', 'Reference Guide', and 'Sign In'. The main content area is titled 'Create a New Account' and contains a form with fields for First Name, Last Name, Email, Password, Confirm password, Security Question 1, Security Question 1 Answer, Security Question 2, and Security Question 2 Answer. A 'Create Account' button is at the bottom right. A red circle with the number 1 points to the 'Sign In' button in the top right. A red circle with the number 2 points to the 'Create a new account' button. A red circle with the number 3 points to the 'Create Account' button.

4. After clicking “Create Account”, a confirmation email (screenshot #4) is sent to the registered email address with instructions on activating your account. Your account registration must be verified via this email to be granted access and begin using the Customer Construction application.

Click “Activate My Account” to continue. The login screen displays (step #5).

Hi Valued Customer,
A new Idaho Power account was created with this email address. To activate your account, verify your email address by clicking on the link below:

[Activate My Account](#)

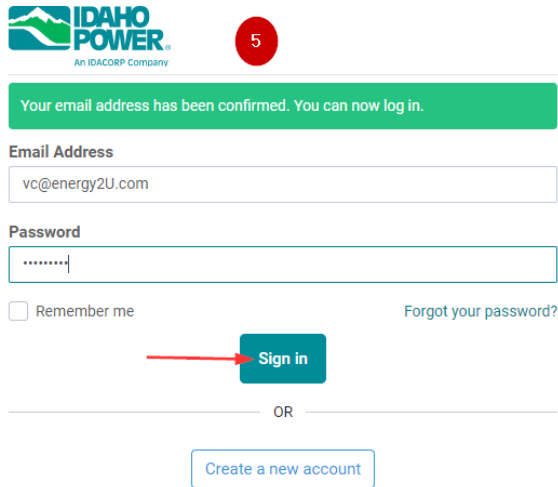
4

Please note: for security purposes, this link will expire 2 hours from the time it was sent.

- Once your registration is verified and access is granted, the application sign-in screen displays with a note at the top confirming your registration is complete.

Log in by entering your email address and password. If not on a shared computer, click “Remember me” to have your email address saved.

Click “Sign in” to continue to the Customer Construction application.



- After signing in for the first time, the “Enable Two-Factor Authentication” screen displays.

Although two-factor authentication is not required to use the application at this time, it is recommended all users complete this step for additional security. To skip this step, click “No”, and continue to step #8.

To set up two-factor authentication, click “Yes, Take Me to Setup”, and continue to step #7.

Enable Two-Factor Authentication

6

We noticed this was your first time logging in. We recommend turning on two-factor authentication now to further protect your account.

What is Two-Factor Authentication?

Two-factor authentication is an extra layer of security to ensure that you're the only person who can access your account, even if someone knows your password. You can configure your account to use either an Authenticator app or text messaging to receive a one-time use code. After logging in with the correct email address and password, you will be required to enter this code to gain access to your account.

Would you like to enable two-factor authentication to further protect your account?

Yes, Take Me To Setup

No

7. After clicking “Yes, Take Me To Setup” (step #6), the “Enable Two-Factor Authentication” screen two displays (screenshot #7) with the option of using an authenticator or your phone as the two-factor authentication device.

Choose “Authenticator” or “Phone” and follow the on-screen instructions to complete two-factor authentication setup.

Once complete, continue your access to the Customer Construction application with step #8.

[Home](#) » [Enable Two-Factor](#)

Enable Two-Factor Authentication 7

Two-factor authentication is an extra layer of security to ensure that you're the only person who can access your account, even if someone knows your password. Choose your two-factor authentication provider and follow the steps below to protect your account.

Authentication Provider: Authenticator Phone

8. Once your account is created, verified, and you sign in for the first time, you are asked to set up your Customer Construction profile.

Complete the “Profile Registration” form by entering applicable information. Click “Register” to continue to your Meter Installations dashboard (see section “View Request History” for additional information).

[Home](#) » [Profile Registration](#)

Profile Registration 8

Please fill out the information below to create your construction portal profile.

Name	Valued Customer
Email	VC@energy2U.com
Organization Name	<input type="text" value="Big Builders, INC."/>
Person Type *	<input type="text" value="Contractor"/> x ▾
Phone Number *	<input type="text" value="208-555-1234"/>
Phone Type *	<input type="text" value="Work"/> x ▾

NOTE: If the “Builder” person type is selected (screenshot #8b), your company’s Idaho Power account number and the last payment amount for that account, are required.

Any Idaho Power account that exists for your company where electrical service is charged, can be used. Once this information is added and submitted, you can view and manage all request history for the company you represent.

Profile Registration

8b

Please fill out the information below to create your construction portal profile.

Name Valued Customer
Email VC@energy2U.com

Organization Name *

Person Type * x ▾

Phone Number *

Phone Type * x ▾

Builder Verification: ⓘ

Account Number *

Last Payment Amount * \$

The account number and last payment can be found in the top section of the latest billing statement for the applicable company account (screenshot #8c).

 **8c**

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Billing Date	10/29/2018	Due Date:	11/13/2018	Amount Due:	\$62.32
Print Date	10/29/2018				

Valued Customer
Account Number: 123456789

Previous Balance	114.78
Payments Received – Thank You	- \$114.78
Balance Forward	\$0.00
Current Charges	\$62.32
Account Balance	\$62.32

Sign up for My Account!
Access your account 24/7 to pay your bill, track your use and learn to save. Visit idahopower.com/myaccount to get started.

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View Request History: View the construction request history for yourself or the company you represent.

1. Once you have registered successfully and created your profile, you will be routed to your request history (this is also the Home page). The request history page allows you to see every temporary or permanent meter request you've submitted through your profile. You will see the number of requests by different statuses and can filter by different data types to find specific requests. The image below shows the request history display, and each number bubble is described in detail below the image:

Home » My Requests
My Requests

Construction request history for all requests submitted from your user profile, or those you have additional access to.

1 SUBMITTED 0 | IN PROGRESS 1 | PENDING INSTALL 0 | COMPLETED 0 | TEMP READY FOR PERM 0 | CANCELED 0

2 Billing Name Service Address Service City Service State
Request Type Request Status Request Date From Request Date To

3 4 Search Requests Reset

5

Request ID	Request Type	Request Status	Billing Name	Service Address	City	State	Zip	Submitted Date	Completed Date	View
19583	Temporary	In Process		123 Main St	Boise	ID	83706	05/14/2019		

5 items per page 1 - 1 of 1 items

- 1 **Request History Dashboard:** Each status box displays the count of requests currently in the specific status. Clicking any of these boxes will narrow the search results down to only the requests in that status.
- 2 **Search Fields:** You will have the ability to search for one or multiple requests using the search parameters provided. For example, you can type in the city and state fields, and narrow your results down to only requests created for the specific city and state you searched for.
- 3 **Detail View:** Here you will see the details of each request that is displayed in a grid format.
- 4 **Map View:** Here you will see the request locations in a map format, based on the data displayed in the Detail View:



- 5 **View Button:** Each request has a View button that you can click on and be routed to further details for that request.

2. **For Builders:** If you are registered as a builder, the Registered Users tab will allow you to see all other users that have registered as an agent of the same builder. Each user that has access to an account can also remove other users from that account:

Home > Builder Requests
Builder Requests


Builder Name:

[Request History](#) [Registered Users](#)

Listing of all users that have registered as an agent of this builder. Click the icon in the Remove User column to remove access for that user.

Email	First Name	Last Name	Date Added	Remove User
No Users Found				

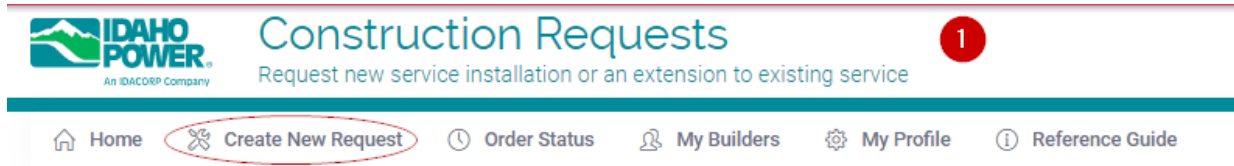
« ‹ 0 › » 5 items per page No items to display



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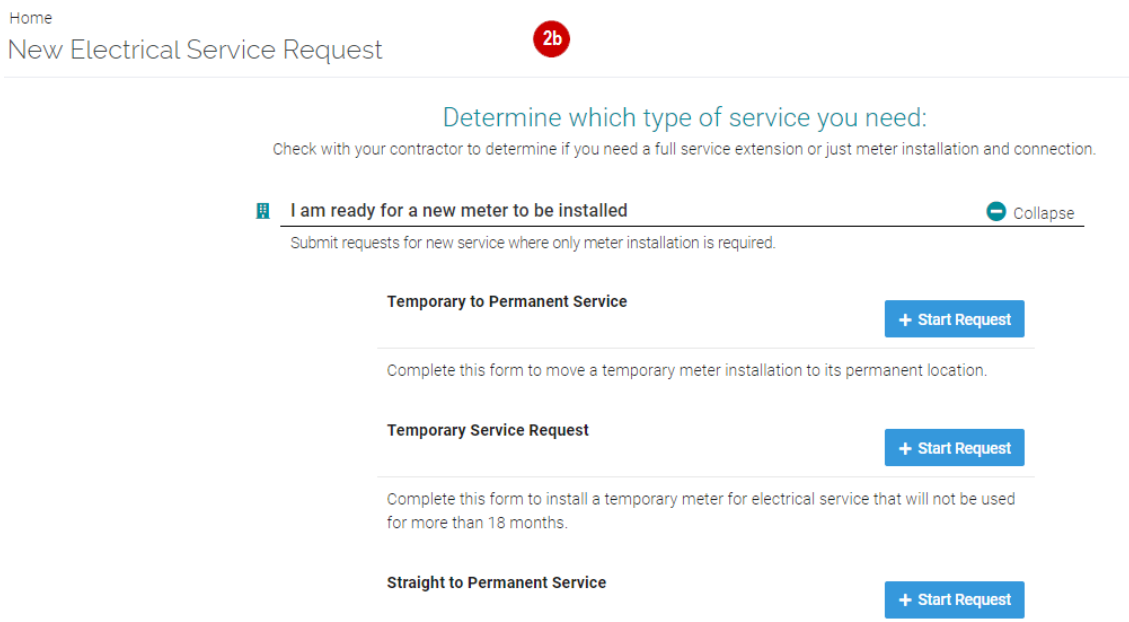
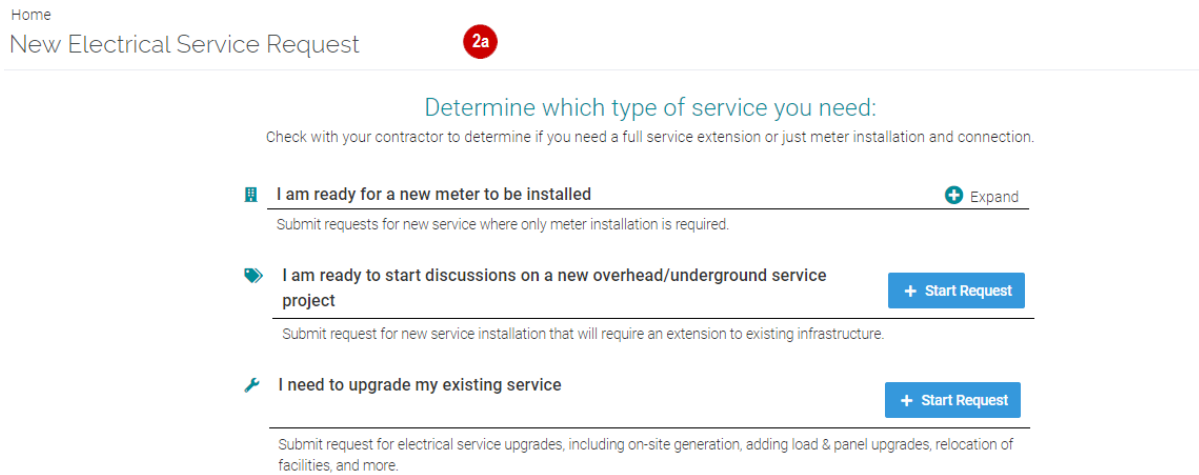
Create New Meter Installation Request: Create a new Meter Installation request using your profile information.

1. To create a new service request, sign in and click “Create New Request”. The “New Electrical Service Request” screen displays.



2. On the “New Electrical Service Request” screen, you can choose the type of request to create: “new meter”, “new overhead/underground service”, or “upgrade to existing service” (screenshot #2a).

NOTE: Click the Meter Installation “Expand” button to display the Meter Installation create options: “Sign In/Register” (unless already registered and signed-in), and “Temporary to Permanent”, “Temporary”, or “Straight to Permanent” service (screenshot #2b).



3. When signed in, the service request form pre-populates contact information based on your profile information.

Contact Information CLEAR CONTACT INFO

Person Type * x

Contact First Name * 3

Contact Last Name *

Organization Name

Phone Number *

Phone Type * x

Email Address *

4. The Billing Information section provides the option to preload data with previously saved builder information (this option is not available if you are already registered as a builder). You can select a saved builder and the billing information fields will be automatically populated. See Builder List section below for more details on how to save your frequently used builders:

Billing Information SAME AS PREVIOUS ORDER

Select Builder From My Builders List

All

Builder Industries - 123 Main St, Boise, ID

Bob's Building - 123 Idaho st, Boise, ID

Phone Type *

Email Address

Billing Address *

Suite/Floor

Apartment

City *

State *

Zip *

5. Next, complete the Service Information section and click the Submit Request button. This will log your new service request which will then be visible in your home dashboard:

Service Information

Service Address *

Apartment

City *

State *

Zip *

Nearest Crossroads

Lot

Block

Subdivision

Phase

Service Type *

Amps *

Est. Footage

Permit Number

Permit Type

Owner Occupied? * Yes No

Note

Please verify all information is correct before submitting this request.

Submit Request

6. **Builder List:** The builder list allows you to save builder information to use for future service requests. To access your builder list, click on the My Builders item in the main menu section or from the Billing Information section within a new request, shown below:

Home » Temporary Service Request

Temporary Service Request

Complete this form to connect temporary electrical service that will not be used for more than 18 months.

Contact Information

CLEAR CONTACT INFO

Person Type * Person Type	Contact First Name *	Contact Last Name *	Organization Name
Phone Number *	Phone Type * Phone Type	Email Address *	

Billing Information

SAME AS PREVIOUS ORDER

Select Builder From My Builders List

All





- Once the builder list is accessed, you can save as many builders as needed which will then be available to select when creating new requests. To add new builders, click the Add Builder button, fill out the required information for that builder, and then click the Add Builder button again, shown below:

Home » My Builders

My Builders

Listing of all builders associated with your profile for populating billing information on new service requests.

Add Builder

Billing Name	Billing Address	Phone	Email	Edit	Remove
Builder Industries	123 Main St Boise, ID 83706	2085556666	Builder@Construction.com		
Bob's Building	123 Idaho St Boise, ID 83706	2085556666	bob@building.com		

10 items per page 1 - 2 of 2 items

Home » My Builders » Add Builder

Add Builder

Add a new builder to the My Builders list associated with your profile. This is used to populate billing information on new service requests.

Billing Name *	Phone Number *	Phone Type * Phone Type	Email Address
Billing Address *	Suite/Floor	Apartment	
City *	State * State	Zip *	

Add Builder





Cancel

- Saved builders can also be removed from your Builder list. To remove a builder, click the Remove button for the specific builder that needs to be removed:

My Builders

Listing of all builders associated with your profile for populating billing information on new service requests.

[+ Add Builder](#)

Billing Name	Billing Address	Phone	Email	Edit	Remove
Builder Industries	123 Main St Boise, ID 83706	2085556666	Builder@Construction.com		
Bob's Building	123 Idaho st Boise, ID 83706	2085556666	bob@building.com		

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