

# **npower Business Solutions (nBS) authentication**

Registering for  
Energy Generators



# Contents

Page  
**3**

## Introduction

Page  
**4**

## How to register

[Starting the process](#)

[Creating your account](#)

[Selecting security options](#)

[Adding facial and fingerprint recognition  
or a pin](#)

[Enabling multifactor authentication](#)

Page  
**9**

## Logging in

[Resetting your password](#)





# You have been invited to join Energy Generators

We have secure Multifactor Authentication to ensure simple access to Energy Generators on your device.

Here we provide a guide on

- Registering
- How to login
- Resetting your password

# How to register

**1**

**Login or Register**

Log in with your email address, or register for a new account.

**LOGIN**

**SIGN UP**

**2a**

**2b**

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**Create Your Account**


Sign Up to npower Business Solutions to continue to My Energy Coach.


Email address

**Continue**

Already have an account? **Log in**

OR

 Continue with Google

 Continue with Microsoft Account

## Step 1 - Starting the process

Head to <https://energygenerators.npowerbusinesssolutions.com/>

Click on the **Sign up** button.

## Step 2 - Creating an account

When you have selected **Sign up**, the window will reload, allowing you to **Create Your Account**.

To create your account, please choose one of two options:

- Enter your email into the **Email Address** field, then press **Continue**.
- Opt to log in with a Microsoft or Google account, by selecting **Continue with Google** or **Continue with Microsoft Account**.

# How to register

**2a**

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## Create Your Account

Set your password to continue to your nBS account

[Edit](#)

Password

Your password must contain:

- At least 8 characters
- At least 3 of the following:
  - Lower case letters (a-z)
  - Upper case letters (A-Z)
  - Numbers (0-9)
  - Special characters (e.g. !@#%&\*)

[Continue](#)

Already have an account? [Log in](#)

**2b**

Sign in with Google

## Sign in

to continue to [auth0.com](#)

Email or phone

[Forgot email?](#)

To continue, Google will share your name, email address, language preference, and profile picture with [auth0.com](#). Before using this app, you can review [auth0.com's privacy policy](#) and terms of service.

[Create account](#) [Next](#)

English (United States) [Help](#) [Privacy](#) [Terms](#)

## 2a - Register using email option

Once you have entered your email and selected **Continue**, you will be given the opportunity to choose a new **Password**.

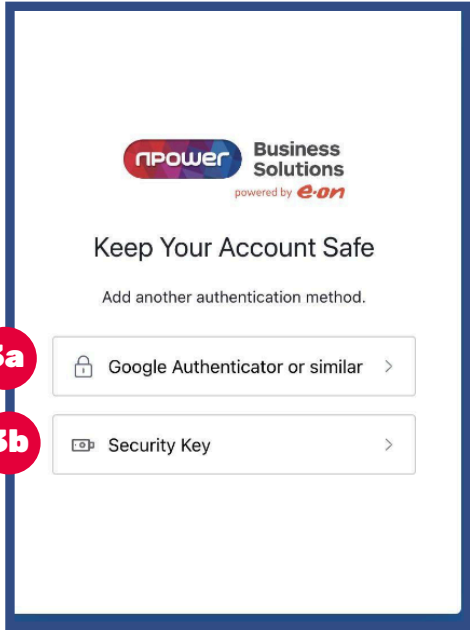
Please enter a secure password, following the guidance provided, then press **Continue** to move onto the **Security** options.

**If using this option you will need to verify your email address before you are able to access the platform.** You will be sent an email with a link to verify your email address. Please complete this verification before continuing with the registration process.

## 2b - Register using Google or Microsoft option

Selecting **Continue with Google** or **Continue with Microsoft** will take you to the login page for your Google or Microsoft account. Please enter your usual details for this account to complete this step, allowing you to be redirected to the **Security** options.

# How to register



## Step 3 - Selecting security options

Next, it's time to choose the security options that will be most useful and convenient for you.

At this step, you can choose to either create a secret passcode using **Google Authenticator** or a similar app, such as **Microsoft Authenticator**, or by creating a **Security Key**. Please choose your preferred option to continue.


# How to register

3a

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### Secure Your Account

Scan the QR Code below using your preferred authenticator app and then enter the provided one-time code below.



Trouble Scanning?

THEN

Enter your one-time code

Continue

Try another method

### Almost There!

IMPORTANT! You will have received an email and you will need to verify BEFORE clicking continue. Copy this recovery code and keep it somewhere safe. You'll need it if you ever need to log in without your device.

VYN9CK4S99PERCX5DEH66N84

I have safely recorded this code, and confirmed my email address

Continue

3b

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### Adding Your Security Key

Security Keys can be used as an additional authentication factor.

- 1 Connect your Security Key and continue.
- 2 Follow the steps on the browser.
- 3 Name your Security Key to easily identify it later.

Use security key

Try another method

## 3a - Using the Authenticator app or similar

To secure your account using the Google Authenticator app or similar, you will need to install your chosen app onto your mobile phone and open it.

The app will ask you to scan the QR that appears on the **Secure Your Account** window.

A six digit code will then appear on the app. Please enter the code into the 'Enter your one time code' box and select the **Continue** button to be taken to the next step.

Finally, a window will appear with a code in a grey box. This is your **recovery code** and should be saved into a safe space. This code can be used to reset your account should you lose access to your Authenticator app.

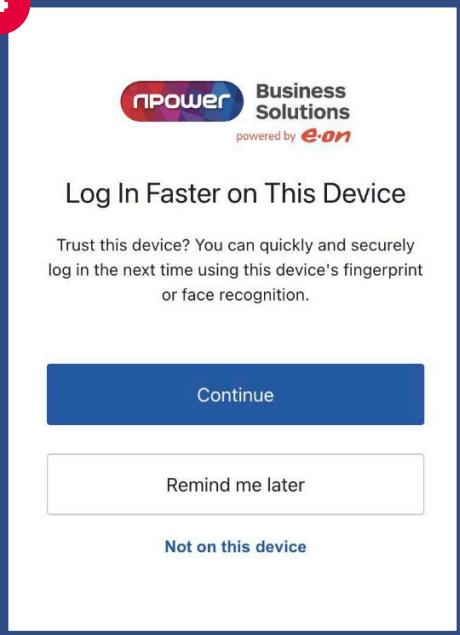
**If you have chosen to register using your email, you will need to verify your email address.** An email will be sent to you with a link for you to click. If this does not appear in your inbox, please check your junk mail folder.

## 3b - Using the Security Key option

If you would like to use the Security Key option, you will need to create a Security Key by inserting your flash drive or secure flash device and following the instructions provided.

# How to register

**4**



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### Log In Faster on This Device

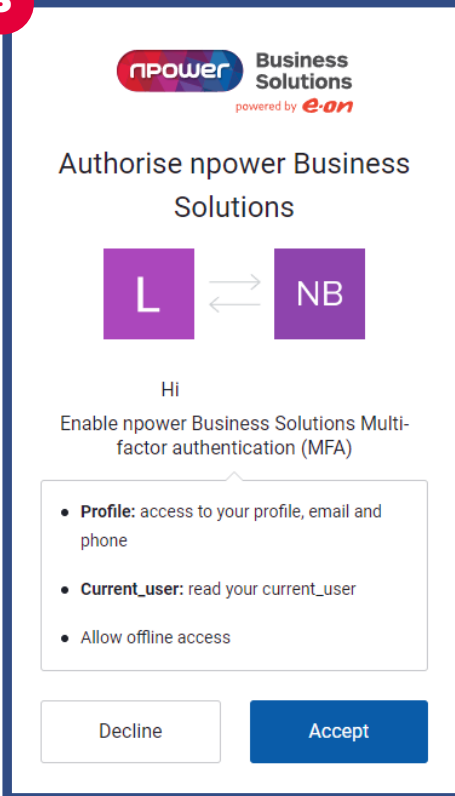
Trust this device? You can quickly and securely log in the next time using this device's fingerprint or face recognition.

**Continue**

Remind me later

**Not on this device**

**5**



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### Authorise nPower Business Solutions

Hi

Enable nPower Business Solutions Multi-factor authentication (MFA)

- **Profile:** access to your profile, email and phone
- **Current\_user:** read your current\_user
- Allow offline access

**Decline** **Accept**

## Step 4 - Adding facial and fingerprint recognition or a pin

If the device you are using to create your account supports facial and fingerprint recognition, you can also set this up.

You will see a **Log in Faster on This Device** window. Please select **Continue** and follow the steps provided by your device.

## Step 5 - Enabling multifactor authentication

You will then be presented with a screen which is providing permission to create your **multifactor authentication account**. Click **Accept**.



# Logging in

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## Welcome

Log in to nPower Business Solutions to continue to My Energy Coach.

Email address

[Continue](#)

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

OR

[Continue with Google](#)

[Continue with Microsoft Account](#)

If you opted to log in using your email address, you will need to enter this the next time you see the **Welcome** window.

This will allow you to enter your password, proceed through your chosen security options and view your account.

Alternatively, click on **Continue with Google** or **Continue with Microsoft Account**, to complete the login and security process as directed on screen.

If your device had **face or fingerprint recognition**, or a **pin code** and you have chosen the option for a faster login you will now be asked to use the selected credential and you will be automatically logged into your account.

If you have chosen to use an **authentication app**, once the email is entered you will be asked to open the app and enter your 6 digit code.

If you have used your **security key**, you will be prompted to enter this during log in. Once you have entered your email and selected continue, you will be automatically logged into your account.



# We hope you found this quick guide useful.

If you have any questions about SSO or your online nBS services in general, please get in touch.

Contact us:



0800 622 6966



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