

My ENERGY STAR Account Reference Guide

Product Retailers

This guide provides instructions to ENERGY STAR® partners and program support organizations on completing common tasks using My ENERGY STAR Account.



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LOGGING IN

Go to www.energystar.gov/mesa and enter the My ENERGY STAR Account (MESA) username and password you received by email. If you did not receive an email, select the **“Forgot your password?”** link on the landing page.

You will see a home page similar to this:

The screenshot shows the My ENERGY STAR Account home page. At the top, there is a navigation bar with links for Home, My MESA Account, My Organization Information, and Manage Contact Information. Below the navigation bar is a large banner image of green trees. The main content area is divided into several sections:

- My ENERGY STAR Account:** Welcome, MESA Product TestUser!
- Programs (1):** A table listing the organization's involvement in ENERGY STAR programs.
- My ENERGY STAR Tools & Resources:** A section with a 'Tools' sub-section containing links for 'Apply for an Award' and 'Logo Downloads'.
- ENERGY STAR Quick Links:** A section with a 'Quick Links' sub-section containing links to 'ENERGY STAR Home page', 'ENERGY STAR Web Linking Policy', 'ENERGY STAR Special Offer/Rebate Finder', and 'ENERGY STAR Training Center'.

PROGRAM NAME	BRANCH	ORG. RELATIONSHIP	STATUS
Product Retailer	Products	Partner	Active

PROGRAMS

The Programs section of the MESA home page lists your organization's involvement in ENERGY STAR programs. It includes details such as the program name, the ENERGY STAR branch that oversees the program, your organization's relationship with the program, and your organization's status with the program. An organization can be involved in one or more ENERGY STAR programs.

CONTACTS

The Contacts section of the MESA home page lists all contacts within your organization. Details are provided for each contact, such as the email address and phone number. Each of your organization's programs can have one or more contacts associated with it, and you can associate the same contact with one or more programs. To associate a contact with a program, you must assign a program role for the contact. See the following for instructions for this, as well as how to add a new contact, reassign an existing contact to a new program, and remove a contact from a program or from your organization altogether.

MY ENERGY STAR TOOLS & RESOURCES

The My ENERGY STAR Tools & Resources section provides your organization with links to program-specific tools and resources.

ENERGY STAR QUICK LINKS

The ENERGY STAR Quick Links section provides links to relevant program participation information and other places on the energystar.gov site.

YOUR MESA USER PROFILE

Access your MESA user profile information by selecting the user icon in the upper-right corner of the screen. Here you can edit your personal profile, contact information, and other account settings.

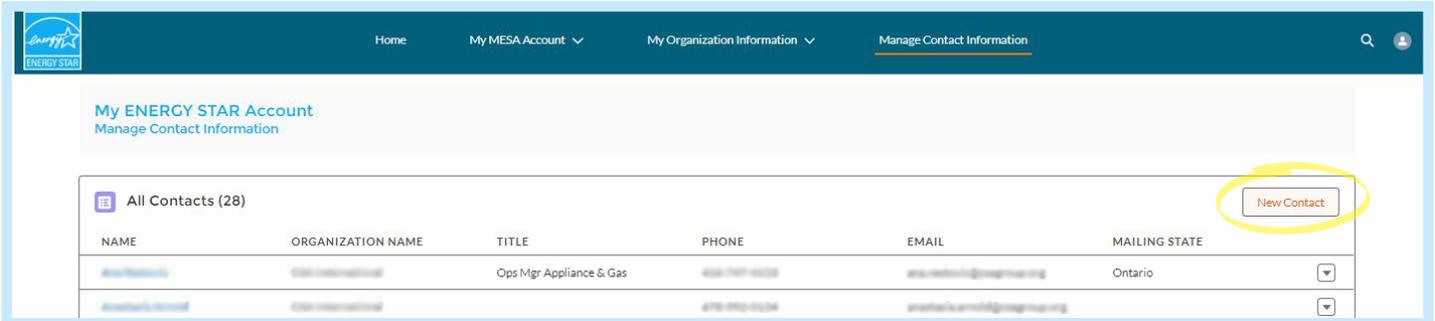
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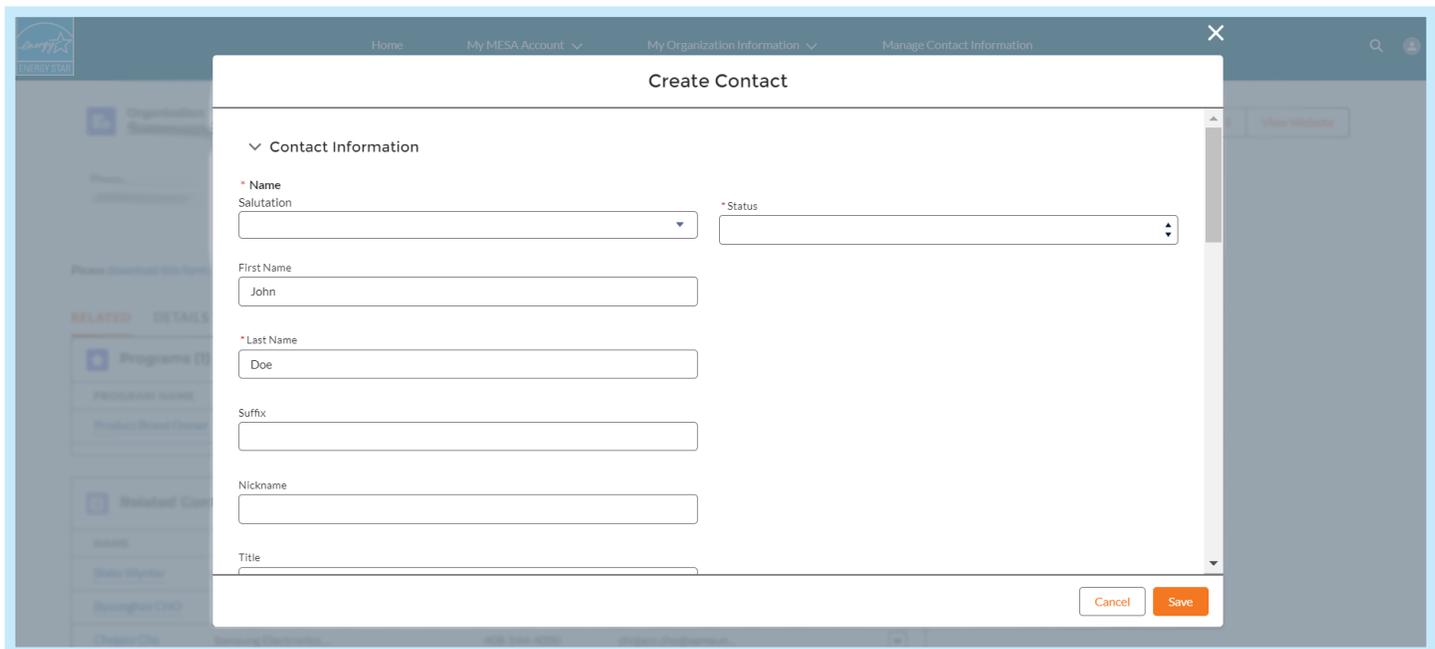


ADD A NEW CONTACT

Step 1: From the top menu, select "**Manage Contact Information.**" Click the "**New Contact**" button (on the top right of the list).



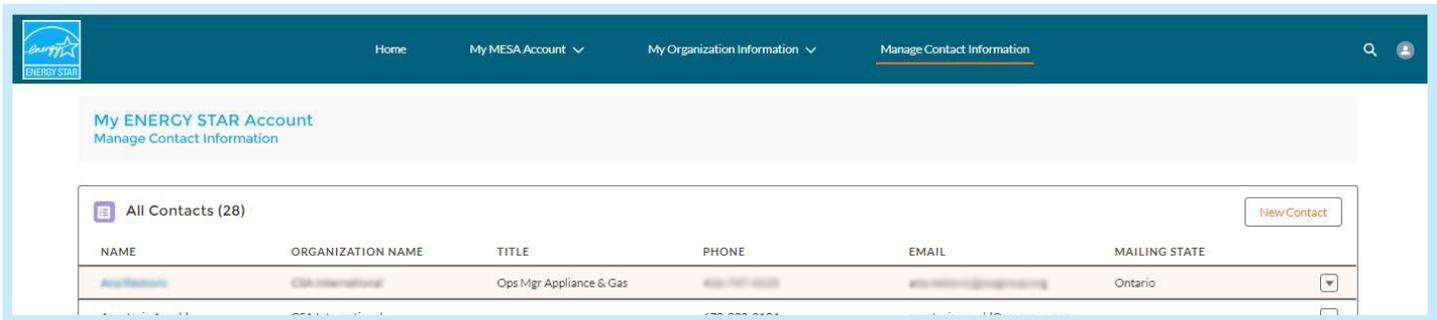
Step 2: Fill in the "**Create Contact**" form. Press "**Save.**"



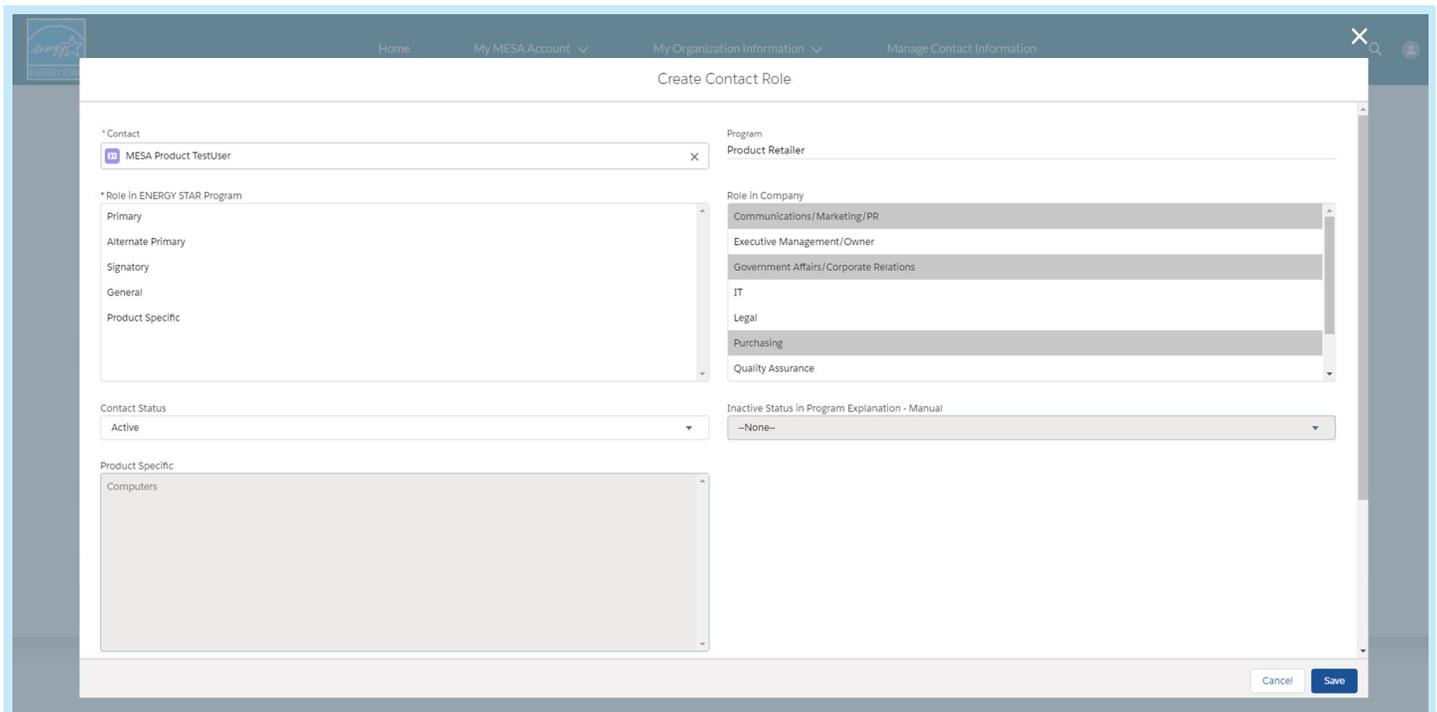


CREATE A CONTACT ROLE FOR THE NEW CONTACT

Step 1: Select **"Manage Contact Information"** from the top menu. Select the new contact from the list of **"All Contacts."**



Step 2: In the **"Role in Programs"** list, select **"New."** Select the relevant program, then fill out the **"Create Contact Role"** form. To select multiple roles or deselect a role, press **Ctrl** and **left-click** simultaneously. Press **"Save."**



Note: Contacts must have a contact role to receive ENERGY STAR communications. Contacts without a contact role will be highlighted on the MESA home page under the header, **"Action Needed: Associate Contact(s) to Program."** To add a role for one of these contacts, click the arrow to the right of the contact name, which will bring up the **"Create Contact Role"** form.



UPDATING INFORMATION

Viewing and editing organization information

Step 1: Select “My Organization Information” from the top menu, and then “Manage My Organization.”

Step 2: From the “All Organizations” list, select your organization name.

Step 3: On the page for your organization, select “Edit” (at the top right of the screen).

Step 4: Edit your organization’s information (such as address, website, or phone). Press “Save.”

Note: The organization name cannot be edited in MESA. To request a change to your organization’s name, select “My Organization Information” from the top menu, then select “Org Name Change Request.” Complete and submit the form provided. The organization name will be changed once the request has been reviewed and approved by ENERGY STAR.

Edit information for an existing contact

Step 1: Select “Manage Contact Information” from the top menu.

Step 2: Select the relevant contact name from the list to reach the contact page.

Step 3: Press “Edit,” at the top right of the page, to change the contact information.

To change the email address for a MESA user account, the contact will be required to verify the updated email address via email.

Change the types of ENERGY STAR communications a contact receives

Step 1: From the top menu, select “Manage Contact Information” and the relevant contact from the list.

Step 2: In the “Role in Programs” list, select the drop-down arrow to the right of the contact and click the “Edit Contact Role” button. Search for the relevant program, then complete the information on the “Edit Contact Role” form. Press “Save.”

Note: To change from a primary, alternate primary, general, or product-specific role, click Ctrl+D to deselect the current role and select a different role.

Note: To deselect any options in the “Create Contact Role” form, hold the Control [Ctrl] key and click on the option that should be deselected.

Remove a contact

Step 1: From “Manage Contact Information” in the top menu, select the relevant contact from the “All Contacts” list.

Step 2: On the contact page, in the “Role in Programs” list, click the arrow on the right side and select “Edit Contact Role” from the drop-down menu.

Step 3: Change the Contact Status to “Inactive” and indicate the reason in the “Inactive Status in Program Explanation – Manual” box. Press “Save.”

If the contact is not participating in any ENERGY STAR programs or has left the organization:

Step 1: On the contact page, select the “Edit” button at the top right of the page.

Step 2: In the “Edit Contact” form, change the “Status” to “Inactive.” Press “Save.”

Note: EPA will provide further guidance as additional features are released in MESA.

For more help, please contact
energystarproducts@energystar.gov



Tips for Product Retailer Partners

Downloading Logos

To download high resolution ENERGY STAR logos, from the MESA home page, select “ENERGY STAR Logos” from the “Tools” area on the right side of the page.

Ensure Contacts Receive Relevant Communications

Contacts will receive emails from EPA based on their contact roles. See the list below for information on available contact roles. Please add additional product offerings to your retailer program if you wish to receive communications about products not currently listed under your partnership.

Retailer Contact Roles in ENERGY STAR Program

- **Signatory:** Individual who signed the partnership agreement. This contact does not change.
- **Primary:** Main point of contact for organization’s retailer program. Only one primary contact is allowed for the retailer program. This contact will receive all communications relevant for the retailer partnership.
- **Alternate Primary:** Alternative to the main point of contact for organization’s retailer program. There may be multiple alternate primary contacts and they will receive the same correspondence as the primary contact.
- **General:** General contact for partnership who wishes to receive communications about all ENERGY STAR product types sold by the retailer.
- **Product-Specific:** Contacts who only wish to receive communications regarding specific products for the organization’s retailer partnership.