

# My ENERGY STAR Account Reference Guide

## Product Laboratories and Accreditation Bodies

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



# My ENERGY STAR Account Reference Guide

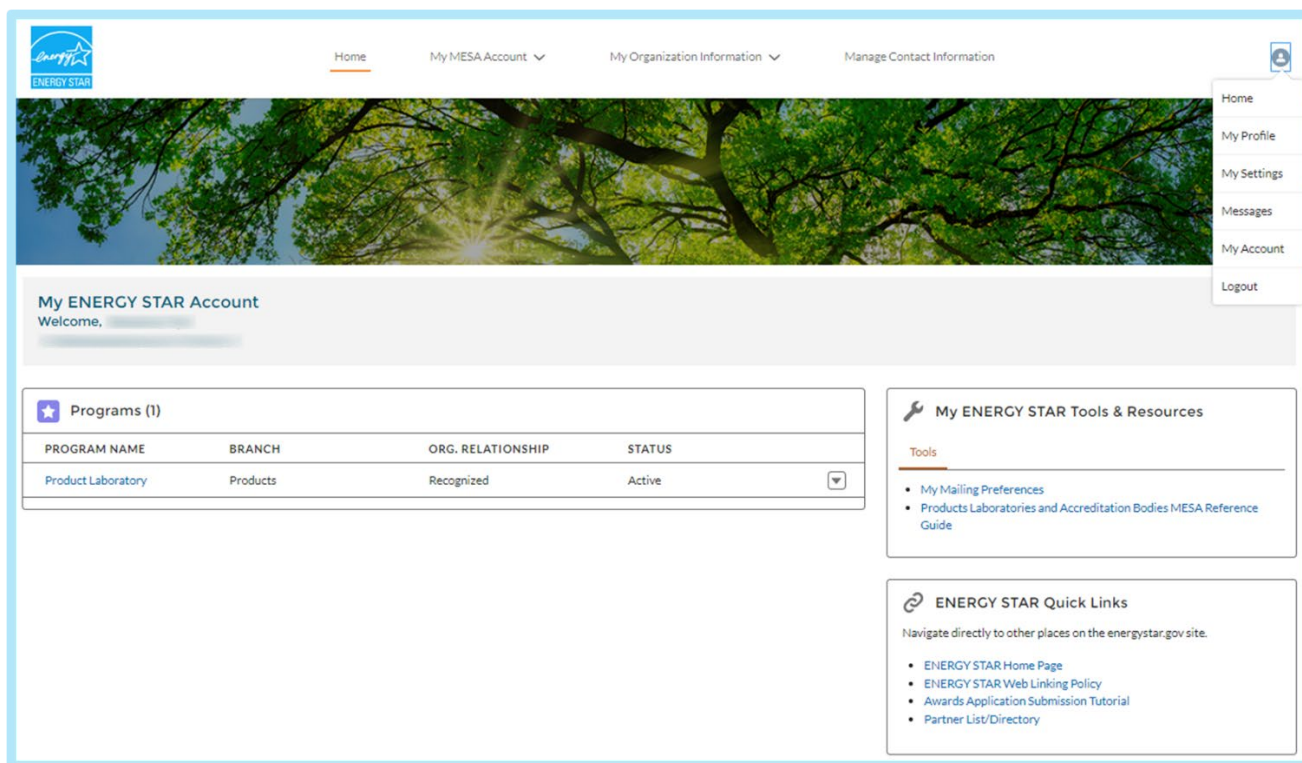
## Product Laboratories and Accreditation Bodies



### LOGGING IN

Go to [www.energystar.gov/mesa](http://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:



### 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 Manage Contact Information section of MESA 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.

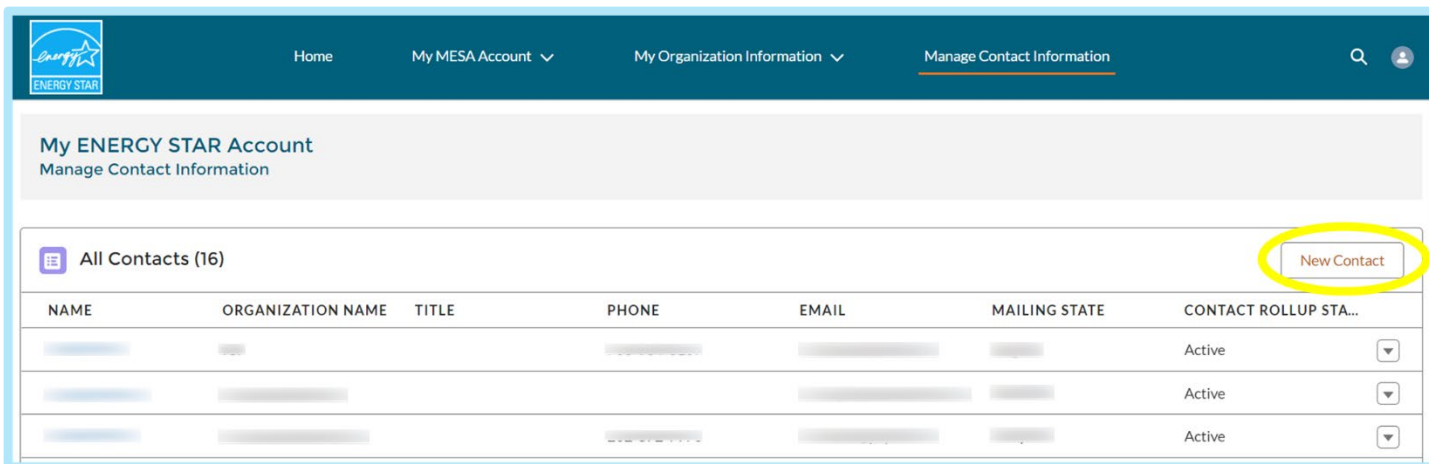
# My ENERGY STAR Account Reference Guide

## Product Laboratories and Accreditation Bodies



### 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 out the **"Create Contact"** page. If the contact should not have access to MESA, uncheck the **"Give contact access to My ENERGY STAR?"** checkbox. Select the program this contact should be added to using the dropdown.

The screenshot shows the 'Create Contact' form. The form is titled 'My ENERGY STAR Account Create Contact'. It has a section for 'Contact Information' with fields for Name (Salutation, First Name, Last Name, Email, Title), Phone (Phone, Phone Ext, Phone Type), and Mailing Address (Mailing Country Code, Mailing Street, Mailing City, Mailing State/Province Code, Mailing Zip/Postal Code). The 'Give contact access to My ENERGY STAR?' checkbox is checked and circled in yellow. Below the 'Contact Information' section is the 'Contact Role in Program' section, which includes a dropdown menu for 'Select the program this contact should be added to:' and a 'Select Program' button. The 'Save Contact' button is circled in yellow.

# My ENERGY STAR Account Reference Guide

## Product Laboratories and Accreditation Bodies



Step 3: Additional fields will automatically populate based on the program selected. Fill out the “**Role in ENERGY STAR Program**”, “**Role in Company**”, and “**Contact Status in Program**”. To select multiple roles or deselect a role, press **Ctrl** and **left-click** simultaneously. Press “**Save.**”

▼ **Contact Role in Program**

In order to make sure this contact receives relevant information from ENERGY STAR, you must associate them with the appropriate program. If you need to associate them with more than one program, you can do so after saving this form. For more help, refer to [https://www.energystar.gov/partner\\_resources/mesa](https://www.energystar.gov/partner_resources/mesa).

\* Select the program this contact should be added to:

Product Laboratory

\* Role in ENERGY STAR Program

Primary  
Alternate Primary  
Product Specific

\* Contact Status in Program

Please Select...

Product Specific

Audio/Video  
Computers  
Displays  
Enterprise Servers

Cancel Save Contact

Note: Contacts must have a contact role to receive ENERGY STAR communications.

# My ENERGY STAR Account Reference Guide

## Product Laboratories and Accreditation Bodies



### 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."

To add a new program to a contact, select "New" at the top of the "Role in Programs" list. Select program and enter contact role details. Press "Save."

*Note:* To change from a primary, general, or alternate primary, 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 selected.

#### Inactivate a contact

MESA does not allow you to delete a contact from the system, but you may inactivate a contact within a program using the following steps:

**Step 1:** Select the relevant program from the "Home" menu.

**Step 2:** On the program page, in the "Program Contacts" 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."



### Tips for Product Laboratories and Accreditation Bodies

#### 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.

#### Laboratory Contact Roles in ENERGY STAR Program

- **Primary:** Main point of contact for laboratory. Associated to all Product Areas of Recognition (AOR). Receives all mailings and outreach relevant to the laboratories AOR(s). Only one person can be designated as a "Primary" contact type.
- **Alternate Primary:** Alternative to the main point of contact for laboratory. Associated to all Product AOR(s). Receives all mailings and outreach relevant to the laboratories AOR(s). Multiple contacts can be designated as an "Alternative Primary" contact type.
- **Product Specific:** Contact that is only responsible for select AOR(s). Receives all mailings and outreach for laboratory for the specific AOR(s) designated.

#### Accreditation Body Contact Roles in ENERGY STAR Program

- **Primary:** Main point of contact for accreditation body. Only one person can be designated as a "Primary" contact type.
- **General:** All other contacts for an accreditation body.

*Note:* Accreditation bodies do not have any AOR(s).

*Note:* Laboratory **and** accreditation body contacts can only have one designated contact role and cannot have combinations of contact roles.

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

For more help, please contact  
[certification@energystar.gov](mailto:certification@energystar.gov)