

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:

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 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.

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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).

The screenshot shows the 'Manage Contact Information' page. At the top, there is a navigation bar with 'Home', 'My MESA Account', 'My Organization Information', and 'Manage Contact Information'. Below the navigation bar, the page title is 'My ENERGY STAR Account Manage Contact Information'. A table titled 'All Contacts (16)' is displayed, with columns for NAME, ORGANIZATION NAME, TITLE, PHONE, EMAIL, MAILING STATE, and CONTACT ROLLUP STA... The 'New Contact' button is circled in yellow in the top right corner of the table.

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 divided into two main sections: 'Contact Information' and 'Contact Role in Program'. The 'Contact Information' section includes 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. The 'Contact Role in Program' section includes a dropdown menu for selecting the program, which is also circled in yellow. The form has 'Cancel' and 'Save Contact' buttons at the bottom.

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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.

* Select the program this contact should be added to:

Product Retailer

* Role in ENERGY STAR Program

Primary
Alternate Primary
Signatory
General

Role in Company

Communications/Marketing/PR
Executive Management/Owner
Government Affairs/Corporate Relations
IT

* Contact Status in Program

Please Select...

Product Specific

Lighting

Cancel Save Contact

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

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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. Update the "Role in ENERGY STAR Program" and "Role in Company". 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, alternate primary, general, or product-specific role, click Ctrl+D to deselect the current role and select a different role.

Note: To deselect any option in the "Create Contact Role" for, hold the Control [Ctrl] key and click on the option that should be deselected

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 Retailers

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 areas of interest to your product brand owner program if you wish to receive communications about products not currently covered by your brand owner partnership.

Retailer Contact Roles in ENERGY STAR Program

- **Signatory:** Individuals who signed the partnership agreement. This contact does not change.
- **Primary:** Main Point of contact for the organization's retailer program. Only one primary contact is allowed for the retailer program. This contact will receive all communications relevant to the retailer partnership.
- **Alternate Primary:** Alternative to the main point of contact for the 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 wished to receive communications about all ENERGY STAR product types sold by the retailer.
- **Product-Specific:** Contacts who wish to receive communications regarding specific products for the organization's retailer partnership.

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

For more help, please contact
mesa@energystar.gov