

## EXTERNAL ACCESS MANAGER

External Access Manager is the Web Navigation system to gain access to register and maintain users within the Rate Management portal. A link will be sent to access the site to register.

Once registered, the user will access the External Access Manager site to login. The user will only be able to view information for their company.

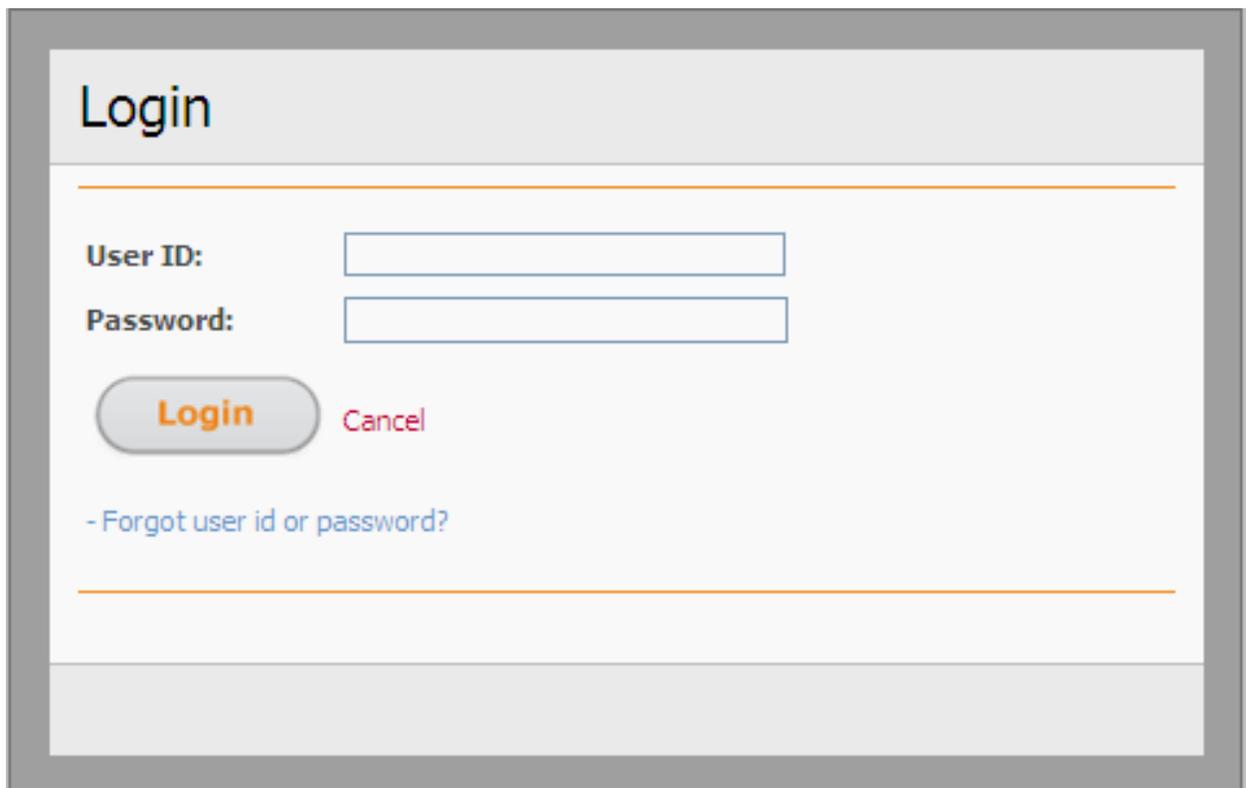
An email will be sent confirming your registration and then you can access the Rate Management portal.

Each provider will select an Administrator (XAM Broker) for their account. The Administrator will be able to register and maintain users within the site.

### Follow these instructions to register for access

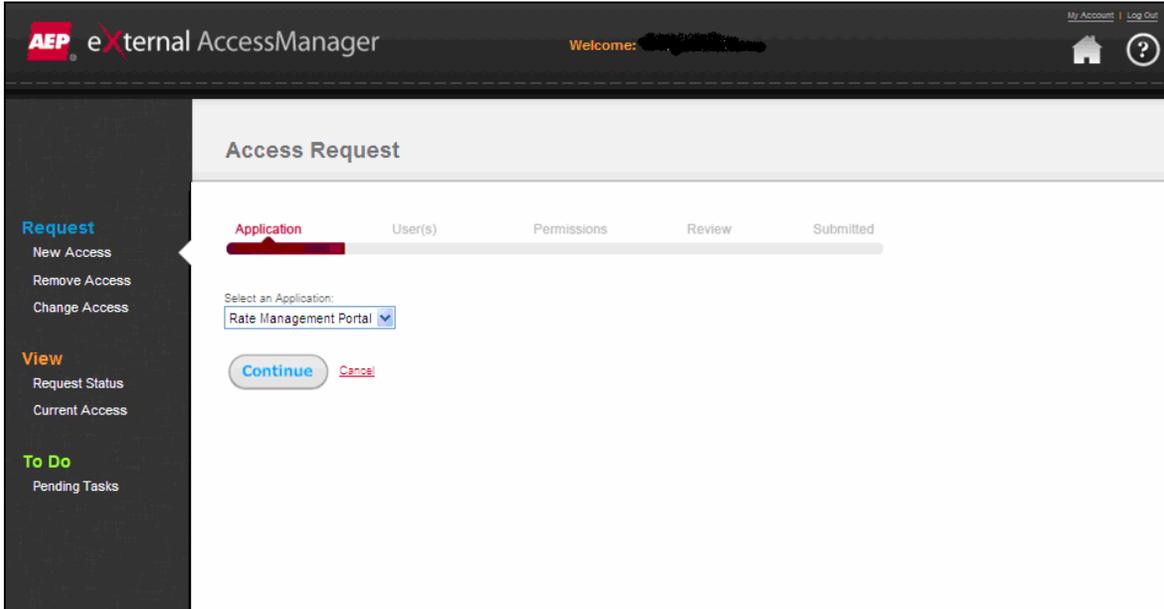
A User ID will be sent to the email address of the requester.

The login page allows for User Id or Password retrieval.

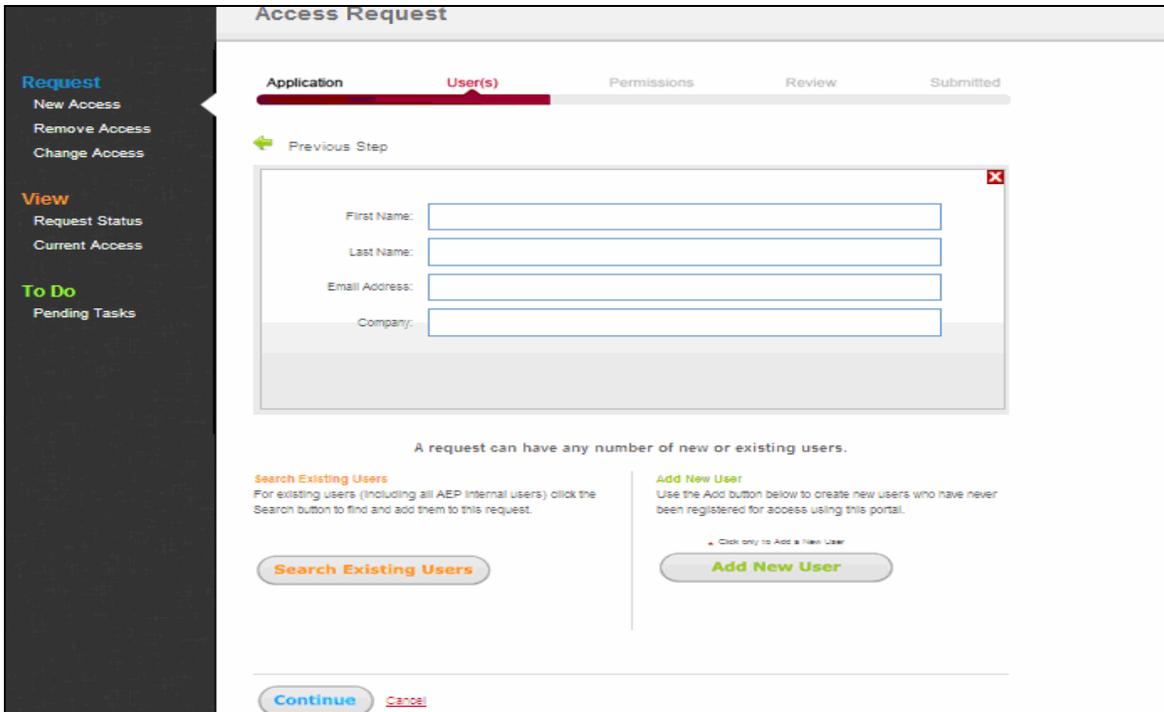


The image shows a screenshot of a web login page. At the top left, the word "Login" is displayed in a large, dark font. Below this, there are two input fields: "User ID:" followed by a text box, and "Password:" followed by a text box. Below the input fields, there are two buttons: a rounded "Login" button in orange and a "Cancel" button in red. At the bottom of the form area, there is a link that says "- Forgot user id or password?". The entire form is enclosed in a light gray border.

Request access to Rate Management Portal – This is the default. Click Continue.



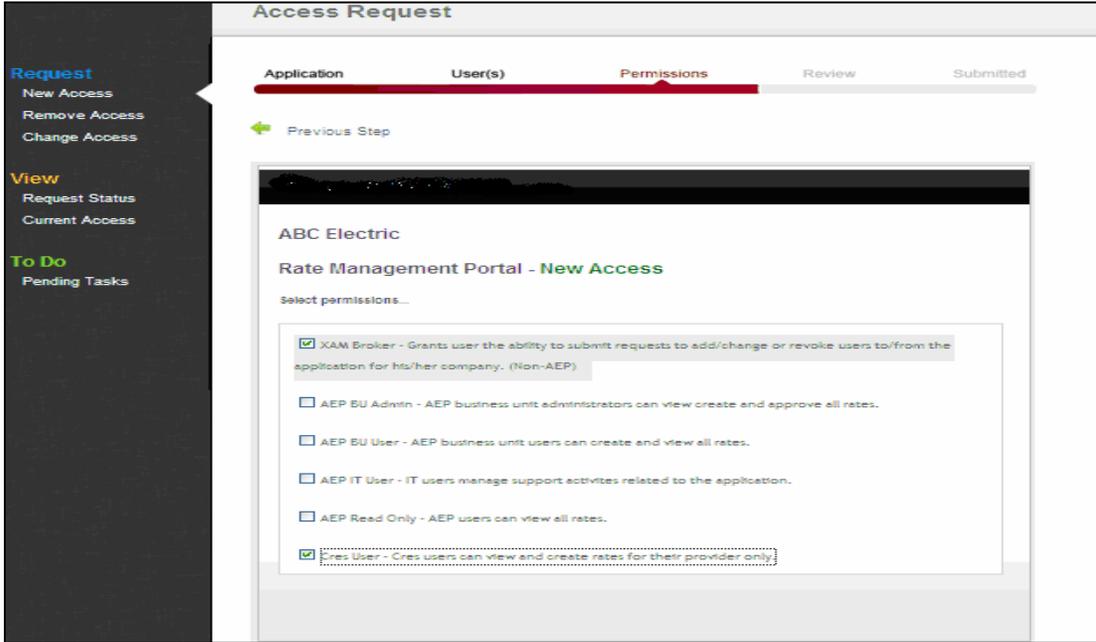
Complete the following fields to continue the registration process. Click Continue to select access permissions.



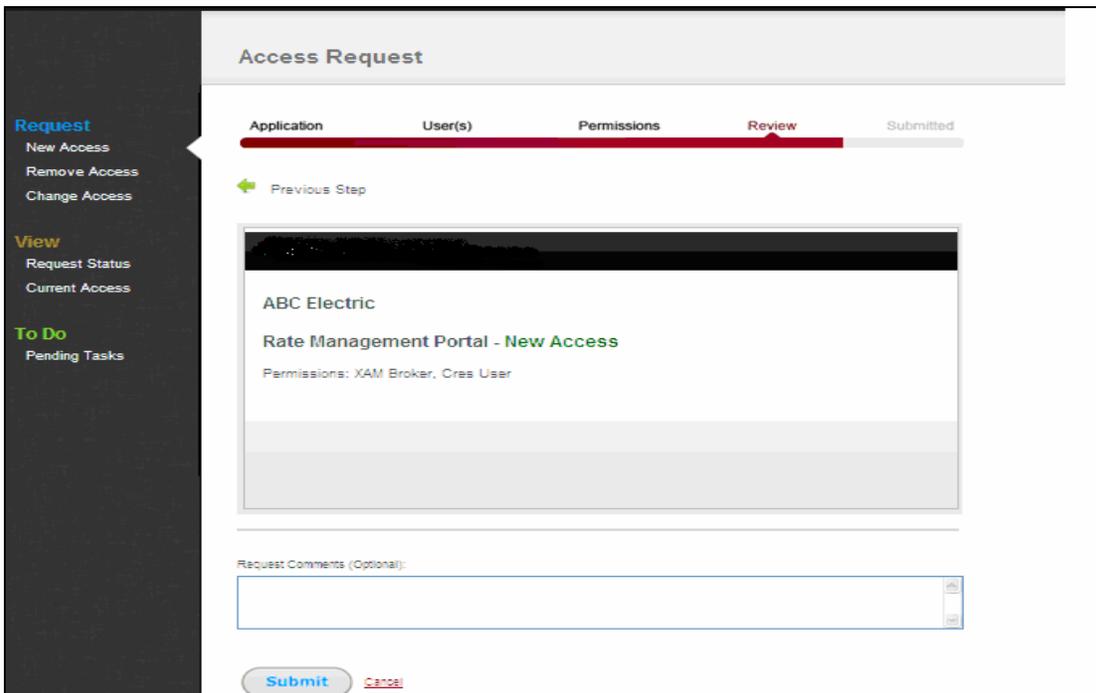
**NOTE: CRES Administrators are able to add additional users by clicking on ‘Add New User’**

CRES Administrators will need to select XAM Broker and CRES User.

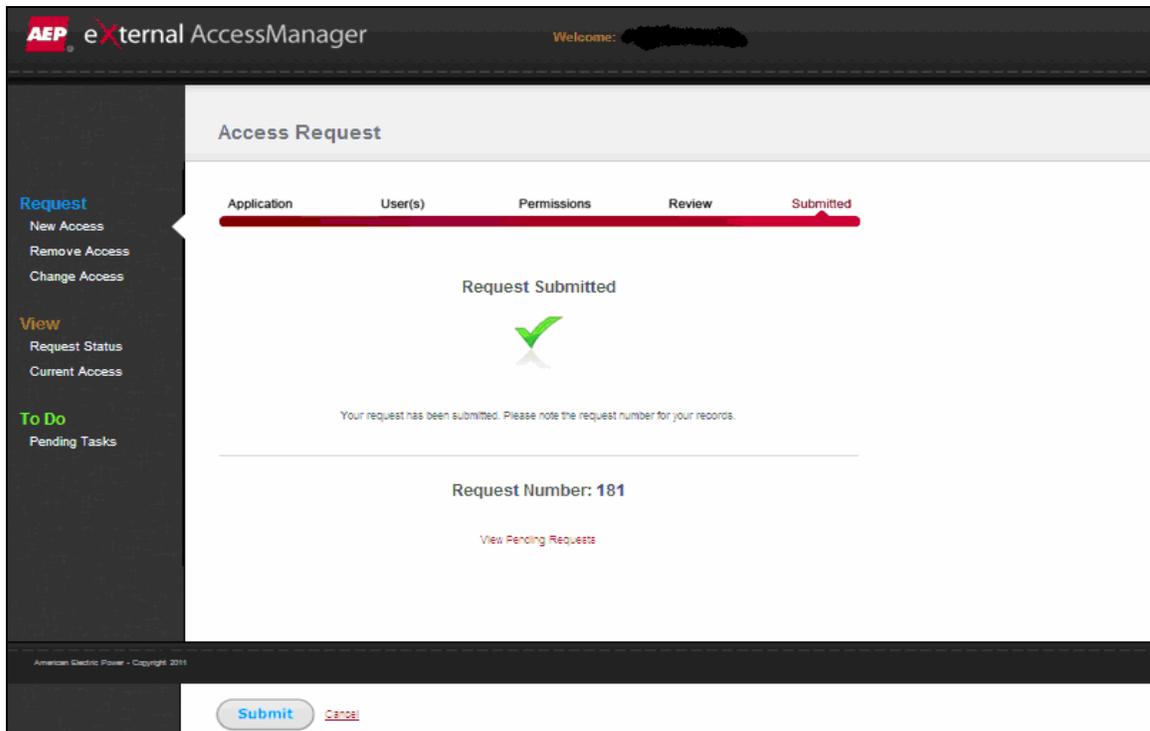
This will grant access to enter rates in the Rate Management portal and register additional users.



Click to continue and add optional note.

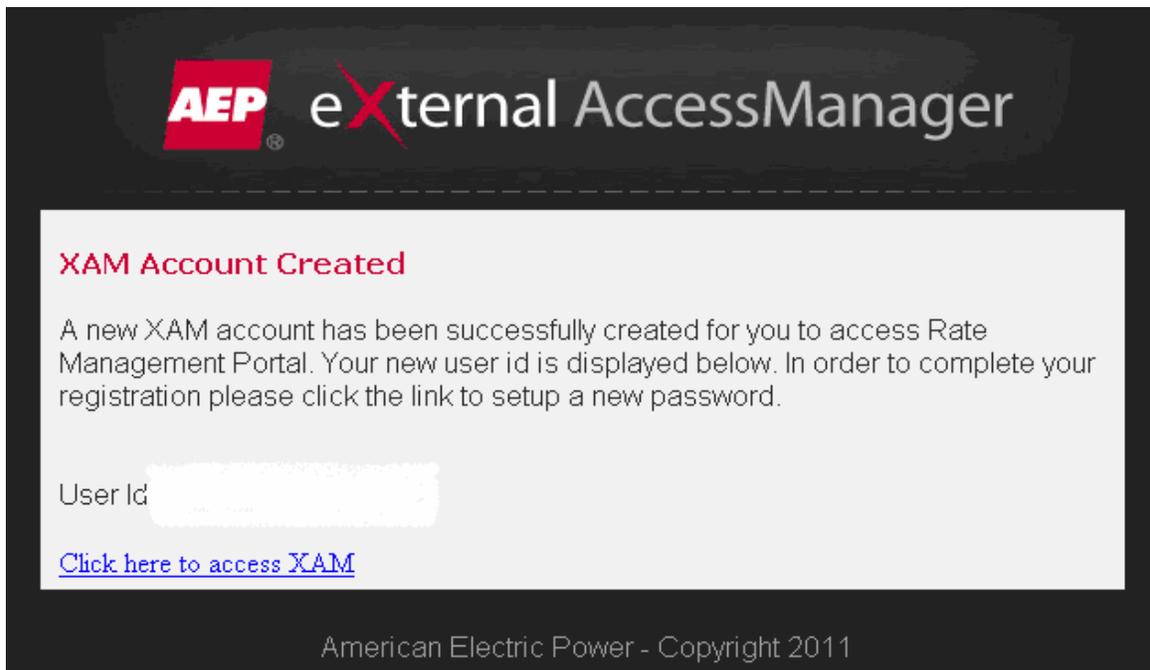


A message will display 'Request Submitted'. An AEP Administrator will need to approve the request.



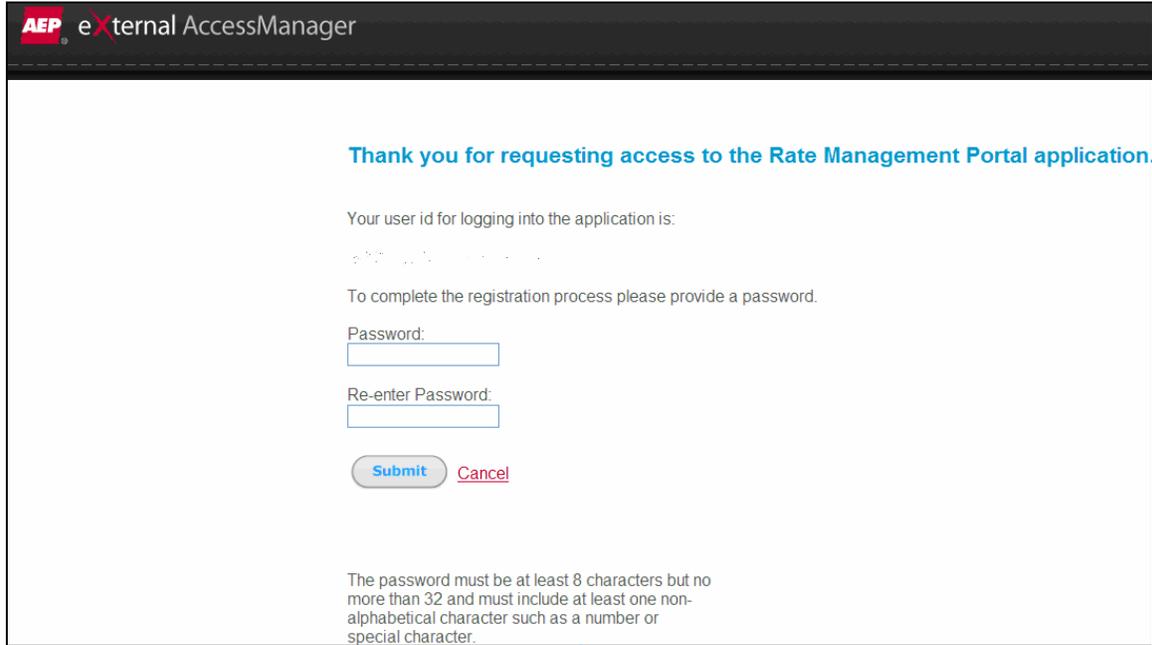
The screenshot shows the 'Access Request' page in the AEP eXternal AccessManager. The page has a dark header with the AEP logo and 'eXternal AccessManager' text. A 'Welcome:' message is partially visible. On the left, there is a navigation menu with sections: 'Request' (New Access, Remove Access, Change Access), 'View' (Request Status, Current Access), and 'To Do' (Pending Tasks). The main content area is titled 'Access Request' and features a progress bar with five steps: Application, User(s), Permissions, Review, and Submitted. The 'Submitted' step is highlighted in red. Below the progress bar, a green checkmark icon is displayed with the text 'Request Submitted'. A message states: 'Your request has been submitted. Please note the request number for your records.' Below this, the 'Request Number: 181' is shown, followed by a link 'View Pending Requests'. At the bottom of the page, there are 'Submit' and 'Cancel' buttons.

An approved access email will be sent back to the requestor to set up a new password. Click on the link.



The screenshot shows a confirmation message titled 'XAM Account Created' in red text. The message reads: 'A new XAM account has been successfully created for you to access Rate Management Portal. Your new user id is displayed below. In order to complete your registration please click the link to setup a new password.' Below the text, the 'User Id' is displayed in a white box with a blurred background. At the bottom of the message, there is a blue hyperlink that says 'Click here to access XAM'. The footer of the page reads 'American Electric Power - Copyright 2011'.

Once a password is established, click on submit button.



**AEP** external AccessManager

**Thank you for requesting access to the Rate Management Portal application**

Your user id for logging into the application is:  
aep@rate.com

To complete the registration process please provide a password.

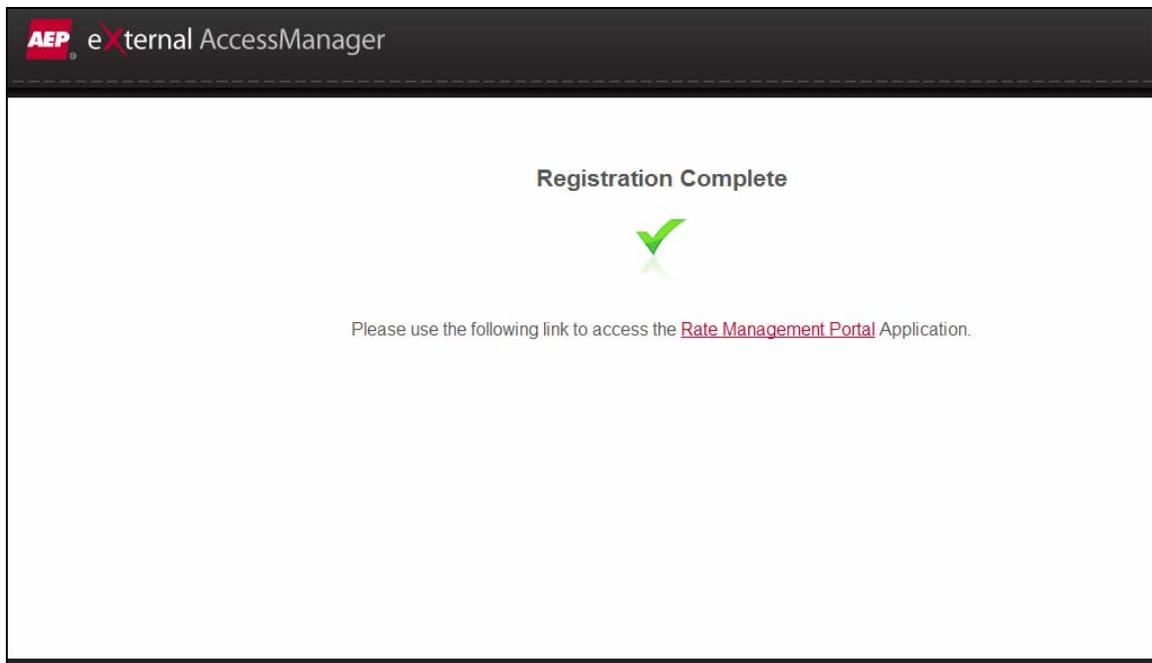
Password:

Re-enter Password:

[Submit](#) [Cancel](#)

The password must be at least 8 characters but no more than 32 and must include at least one non-alphabetical character such as a number or special character.

After receiving the message that the registration is complete, click on the 'Rate Management Portal' link to begin entering rates.



**AEP** external AccessManager

**Registration Complete**



Please use the following link to access the [Rate Management Portal](#) Application.

**NOTE: For instructions on how to enter rates, see the instruction for the Rate Management Portal.**

## To revoke a users access

Click on Remove Access

**AEP** external AccessManager Welcome: [REDACTED]

### Access Request

Application User(s) Permissions Review Submitted

Select an Application:  
Rate Management Portal

[Continue](#) [Cancel](#)

[Submit](#) [Cancel](#)

The password must be at least 8 characters but no more than 32 and must include at least one non-alphabetical character such as a number or special character.

A list of users will display. Click on the 'X' to delete access.

**AEP** external AccessManager Welcome: [REDACTED]

### Current Access

ABC Electric

Application	Permissions	Actions
Rate Management Portal	XAM Broker, Cres User	<a href="#">X</a> <a href="#">✎</a>

**Note:** Only the users associated to that provider can be viewed.

Enter Comments (Optional) and click on Submit.

The screenshot shows the 'Access Request' page in the AEP external AccessManager. The top navigation bar includes the logo and a 'Welcome:' message. The main header is 'Access Request'. Below it is a progress bar with five steps: 'Application', 'User(s)', 'Permissions', 'Review', and 'Submitted'. The 'Review' step is currently active, indicated by a red bar and a red arrow. A 'Previous Step' link with a left-pointing arrow is visible. The main content area displays the request details: 'ABC Electric', 'Rate Management Portal - Revoke Access', and 'Permissions: XAM Broker, Cres User'. Below this is a text input field for 'Request Comments (Optional)'. At the bottom, there are 'Submit' and 'Cancel' buttons.

A 'Request Submitted' message will display.

The screenshot shows the 'Access Request' page after submission. The progress bar now has the 'Submitted' step highlighted with a red bar and a red arrow. The main content area displays a large green checkmark and the text 'Request Submitted'. Below this is a message: 'Your request has been submitted. Please note the request number for your records.' The request number '183' is displayed prominently. At the bottom, there is a link for 'View Pending Requests'. The footer contains the text 'Swedish Electric Power - Product 1214'.

Click on View Pending Requests to cancel request.

The screenshot shows the 'Request Status' page in the AEP external AccessManager. The page header includes the AEP logo and 'Welcome: [redacted]'. The left sidebar has a 'Request' section with 'New Access', 'Remove Access', and 'Change Access', and a 'View' section with 'Request Status' and 'Current Access'. The main content area displays a table with the following data:

Application	Submitted By	Submitted Date	Request Status	Request #
Rate Management Portal	[redacted]	12/15/2011 2:06:18 PM	Pending Approval	183

Navigation links above the table include: 30 Days, 90 Days, 6 Months, 1 Year, 2 Years, 3 Years, 4 years. The table footer shows 'Total Rows: 1' and 'PREV Page 1 of 1 NEXT'.

A message will display 'Are you sure you wish to cancel this request?'

The screenshot shows the same 'Request Status' page as above, but with a confirmation dialog box overlaid. The dialog box is titled 'Message from webpage' and contains the text: 'Are you sure you wish to cancel this request? This action cannot be undone.' with 'OK' and 'Cancel' buttons.

**Note: All requests must also be approved by the AEP Administrator. Modifications can be made if approval has not been done.**