

# Accessing the NYSERDA Partner Portal

Accessing the NYSERDA Partner Portal is required when accessing project records, submitting deliverables, and raising invoices. In order to access the NYSERDA Partner Portal, Contractors must first create an account following the NYSERDA Portal Registration Instructions on this page.

Please contact [SalesforceSupport@nyserda.ny.gov](mailto:SalesforceSupport@nyserda.ny.gov) if you experience login issues with the NYSERDA Partner Portal.

## Access Setup

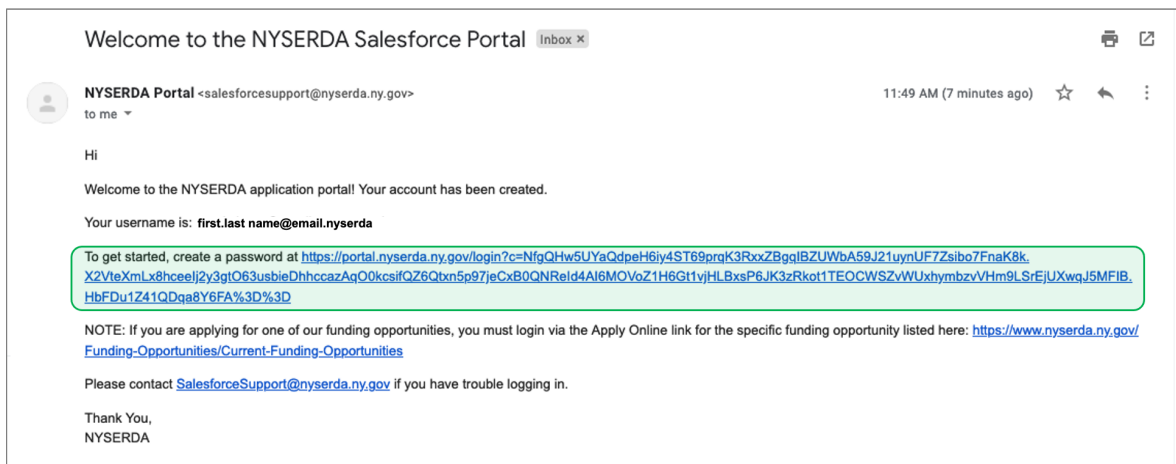
### Setting up Your Partner Portal Access

1

Once you are registered in Salesforce you will receive an email from the NYSERDA Partner Portal to activate your account and set your password. Click the **To get started, create a password** hyperlink in the email to begin this process. You will be directed to the **Change Your Password** page for the NYSERDA Portal.



Please note that if you are applying for one of our funding opportunities, you must log in via the **Apply Online** link within the email instead.



2

On the **Change Your Password** page you will be prompted to set your password. Follow the guidance to ensure your password conforms to the requirements listed. Re-enter your password in the **Confirm New Password** field, then click **Change Password**.

## Change Your Password

Enter a new password for  
**first.last name@email.nyserda**. Make sure to  
include at least:

- ✓ 15 characters
- ✓ 1 uppercase letter
- ✓ 1 lowercase letter
- ✓ 1 number
- ✓ 1 special character ⓘ

\* New Password

..... Good

\* Confirm New Password

..... Match

**Change Password**

Password was last changed on 4/13/2022 11:49 AM.

Portal Login

## Logging into the NYSERDA Partner Portal

1

After you have set your password, return to the [NYSERDA Partner Portal](#).

2

Then, enter in your **Username** and **Password**, and click **Log In** to access your NYSERDA Portal account.

## Welcome to the NYSERDA Partner Portal

### Login Instructions:

Your **Username** is typically your email + ".nyserda" on the end.

Example: If your email is abc@gmail.com, your username will be abc@gmail.com.nyserda

You can also find your username in the welcome email sent to you from NYSERDA.

## Residential Customers

If you are a residential user trying to enter in an application, then please login here: [Residential Customer Portal](#)

Username

Password

Log In

[Forgot Your Password?](#)

Password Reset

## Resetting your Partner Portal Password

1

On the NYSERDA Partner Portal log in page, click the **[Forgot Your Password?](#)** button to navigate to the **Portal Password Reset** page.

## Welcome to the NYSERDA Partner Portal

### Login Instructions:

Your **Username** is typically your email + ".nyserda" on the end.

Example: If your email is abc@gmail.com, your username will be abc@gmail.com.nyserda

You can also find your username in the welcome email sent to you from NYSERDA.

## Residential Customers

If you are a residential user trying to enter in an application, then please login here: [Residential Customer Portal](#)

**Username**

**Password**

[Forgot Your Password?](#)

[Log In](#)

2

On the **Portal Password Reset** page enter the email address associated with your NYSERDA Partner Portal account, then click the **Reset** button. Instructions on how to reset your password will be sent to the email provided. Follow the instructions in that email to reset your password.

### PORTAL PASSWORD RESET

Returning Users: Your Username for the NYSERDA Portal is your email address followed by ".nyserda". For example, jsmith@abc.com.nyserda . You must include the ".nyserda" or you will not be able to login to the system.

If you have trouble in resetting the password please reach out to us at [salesforcesupport@nyserda.ny.gov](mailto:salesforcesupport@nyserda.ny.gov)

Reset NYSERDA  
Portal Password

RESET