



# Online Portal User Guide

## ***Spire Natural Gas Contractor Online Portal User Guide***

This user guide provides residential and commercial contractors with instructions for accessing and utilizing the online portal to apply for participation in the **Spire Natural Gas Contractor Program**.


The Spire online portal can be accessed at the following URL: <http://spirecontractors.programprocessing.com>.

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# 1. Portal Application Overview

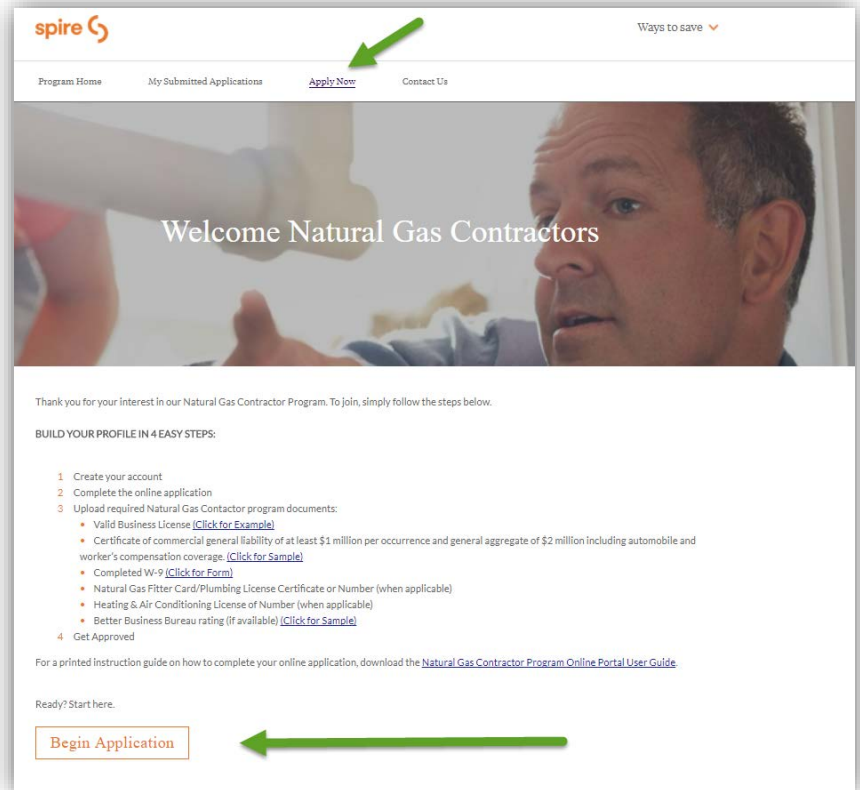
The Spire Natural Gas Contractor Online Portal provides contractors an easy way to apply directly to the program, manage their application and submit required documentation updates.

- Start the application process by visiting the **Welcome Natural Gas Contractors** page and clicking the **'APPLY NOW'** link at the top. This page provides information regarding documentation needed to register for the program and a link to the online portal to begin an application. *It's recommended to assemble ALL required documentation, before beginning the application.*

- To enter the online portal and Begin the application process, select the  button.

- (To directly access the **Spire Natural Gas Contractor Online Portal** for future use, enter the URL: <https://spirecontractors.programprocessing.com>.)

The application entry process is explained in **Section 2. Contractor Application Entry Process**



## Step 1: LOG-IN / CREATING AN ACCOUNT

1. **(RETURNING Contractors\*** must enter their **Email Address** and **Password**, then select the **Account Login** button to access their account.

2. **NEW Contractors** must create a 'new' account by selecting the **Create Account** button as shown.

3. The **Account Details Profile** will display as shown:

- First Name
- Last Name
- Email
- **Utility Account Number NOTE:** Enter **"NONE"** in the field, as shown in the screenshot. An account number is not needed as part of this program.
- Password
- Re-enter Password

**NOTE:** Required fields are marked with a red asterisk. \*

4. Select the **SUBMIT** button. Once you select Submit, you will be taken back to the log in page. You can now log-in as a returning user to begin the application.

The screenshot shows a web form with two main sections. The top section is titled "Returning User? Please Log In:" and contains two input fields: "Email Address: \*" with a placeholder "Enter Email Address" and "Password: \*" with a placeholder "Enter Password". Below these fields is an orange button labeled "Account Login", which is pointed to by a green arrow. Underneath the button is a link: "Forgot your password? Click [HERE](#) to retrieve it". The bottom section is titled "New User? Please Create An Account:" and features an orange button labeled "Create Account", also pointed to by a green arrow.

The screenshot displays the "Account Details" form. It has a blue header with the title "Account Details". The form contains several input fields, each with a red asterisk indicating it is required. The fields are: "First Name" (placeholder "Enter First Name"), "Last Name" (placeholder "Enter Last Name"), "Email" (placeholder "Enter eMail Address"), and "Utility Account Number" (with the value "NONE" entered). Below these are "Password" and "Re-Enter Password" fields. A blue "SUBMIT" button is located at the bottom right of the form. A red oval highlights the asterisks on the right side of the form.

## Step 2: CONTRACTOR APPLICATION

**FORM** is now displayed and includes the following sections:

- *Natural Gas Contractor Application*
- *Company Contact Information*
- *Additional Company Contact Information*
- *Certification Information\**
- *Company Information to be promoted on: [spireenergy.com/find-contractor](http://spireenergy.com/find-contractor)*
- *Company Demographics*
- *Terms and Conditions*

(\*NOTE: Your Insurance Expiration date entry will be used to send you a reminder email when it is time to upload new documentation to the program).

**NOTE:** All fields marked with a **red asterisk \*** throughout the Application Form are **REQUIRED FIELDS** in the online portal.

1. Please complete all applicable and required sections with available contractor and company information.

Natural Gas Contractor Application  
Company Contact Information (Company Name is Required)  
\* indicates required fields

First Name: * First & Last or Company	City: *
<input type="text"/>	<input type="text"/>
Last Name: * First & Last or Company	State/Province: *
<input type="text"/>	--Select--
Company: * First & Last or Company	Postal Code: *
<input type="text"/>	<input type="text"/>
Address: *	Phone: *
<input type="text"/>	<input type="text"/>
Address (continued):	Fax:
<input type="text"/>	<input type="text"/>
	eMail: *
	<input type="text"/>

Save contact for later use in your contact list?  
 Yes, save this as a new contact in my profile contact list


Additional Company Contact Information

*Optional section. Enter the contact information of a second company contact.*

Additional Contact's Name

Phone Number (format as xxx-xxx-xxxx)

Email Address

Certification Information 

Please enter the Expiration Dates for the following documents. An email reminder will be sent when it's time to update and submit new documentation to the Program.

Insurance Certificate Expiration

Business License Expiration

**NOTE:** All fields marked with a **red asterisk \*** throughout the Application Form are **REQUIRED FIELDS** in the online portal.

Company Information to be promoted on [spireenergy.com/find-contractor](http://spireenergy.com/find-contractor)

Company Name (DBA)

Company Website

Phone Number (format as xxx-xxx-xxxx): \*

Email Address \*

Company Demographics

Year Business Established (format as 4 digit year):

Federal Tax Identification Number (format as xx-xxxxxxx):

Number of Employees

- 1-25
- 26-50
- 76-100
- 101+

Customer Audiences You Serve (check all that apply) \*

- Residential
- Small-Mid Commercial
- Large Commercial

Business Type (check all that apply) \*

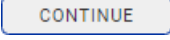
- HVAC Contractor
- Sheet Metal Contractor
- Plumbing Contractor
- Appliance Sales
- Distributor
- Manufacturer
- Manufacturer Rep
- Electrical Contractor (Gas Generator)
- Energy Auditor
- Insulation Company
- Other

Other Business Type

Services Offered \*

- Home Heating & HVAC
- Home Plumbing - Gas Water Heating
- Generators

2. Check the **YES - I AGREE** to the Terms and Conditions section before selecting Continue.

3. Select the  button.

4. The **Almost Finished** dialog box appears. **Your application has now been created in the system but you will still need to upload required documents before it will be submitted for review.**

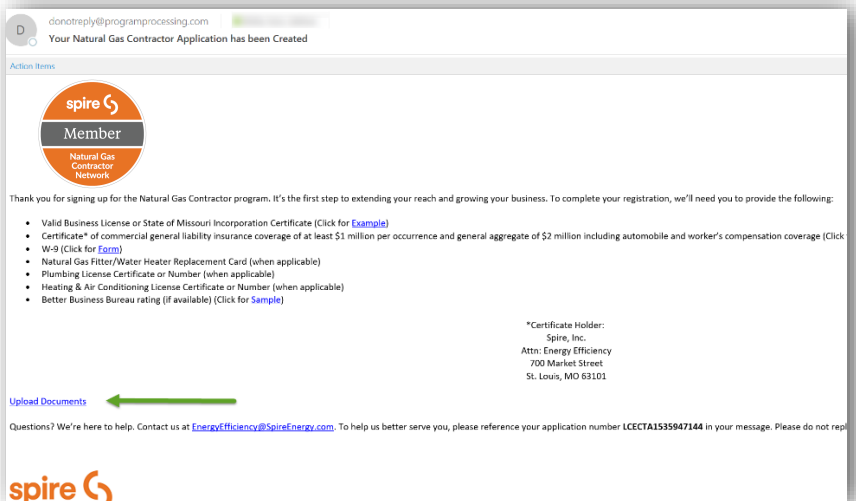
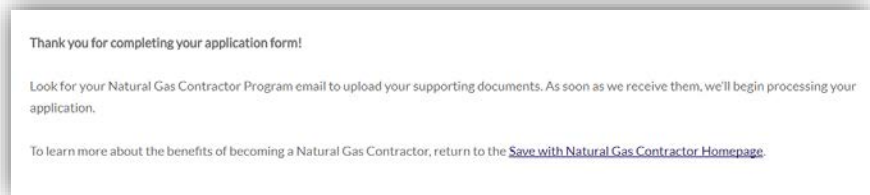
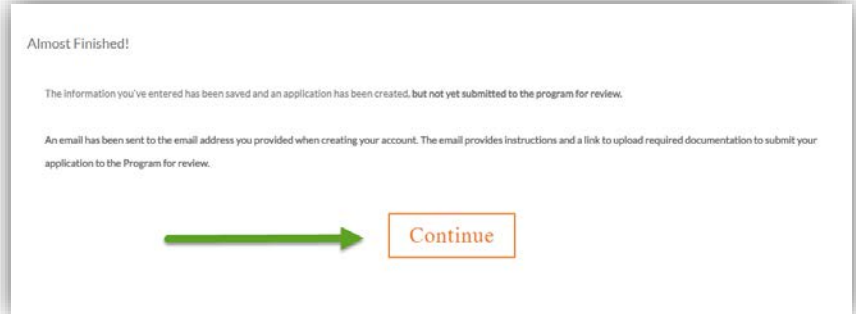
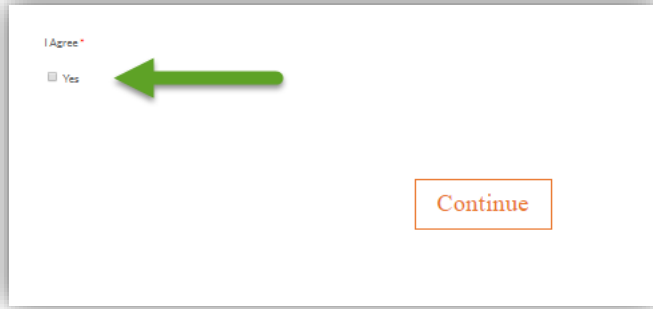
5. Select the  button.

6. You will receive a **thank you message** and an email will be sent to the account email address you provided with instructions and a link to upload the required documentation.

**NOTE:** All emails regarding your application will be sent from [donotreply@programprocessing.com](mailto:donotreply@programprocessing.com). Make sure to whitelist this address to receive program communications.

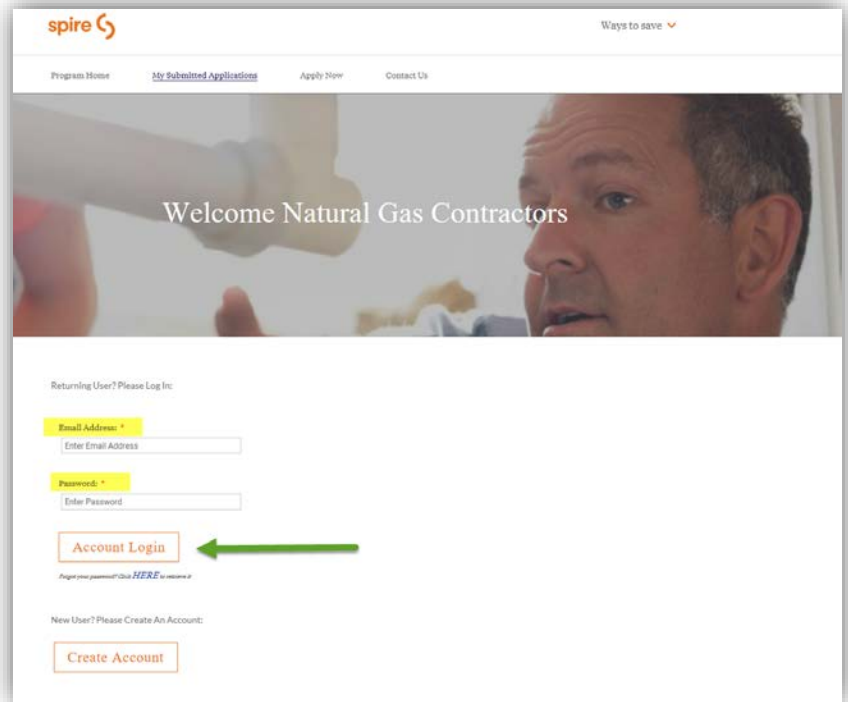
7. A 2<sup>nd</sup> message will appear thanking you for creating your application. You are now finished completing the form and may close your browser window or return to the Save with Natural Gas contractor homepage.

**NOTE:** You **MUST** upload all requested documentation listed in your email via the [Upload Documents](#) link as shown in the sample email notification here. Program Administrators will not begin processing your application until all documentation is received!




## 2. Uploading Application Required Documents

1. Click the [Upload Documents](#) link from your email notification. **NOTE:** If you come back later or in the future to upload documents, you will need to login. You will then be returned to the Login page for **RETURNING USERS** in the Laclede Gas/MGE Natural Gas Contractor Program Portal as shown here. If so, log in with your email address and password.

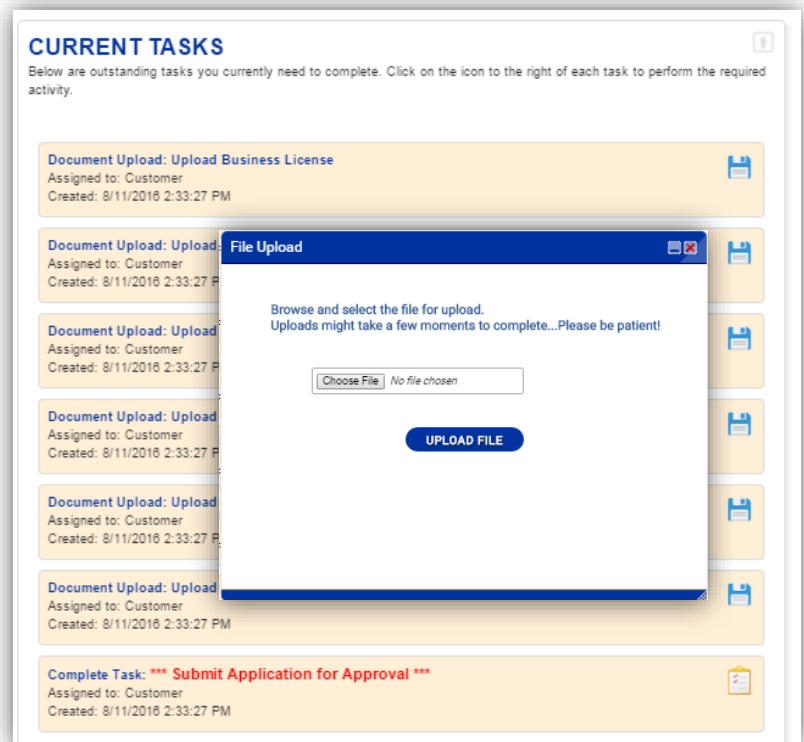


The screenshot shows the Spire website's login page. At the top, there is a navigation bar with the Spire logo and links for 'Program Home', 'My Submitted Applications', 'Apply Now', and 'Contact Us'. Below the navigation bar is a banner image of a man in a white shirt with the text 'Welcome Natural Gas Contractors'. The main content area is titled 'Returning User? Please Log In:' and contains two input fields: 'Email Address \*' and 'Password \*'. Below these fields is an 'Account Login' button, which is highlighted with a green arrow. There is also a link for 'Forgot your password? Click HERE to restore it.' Below the login section is a section for 'New User? Please Create An Account:' with a 'Create Account' button.

2. You will now advance to the **Application Management CURRENT TASKS** view of your application.

3. Select the  **Document Upload** icon and upload the required files for all 6 Document Upload tasks.

**Important Note:** **Contractors MUST submit all Document Uploads requested in the Current Tasks section to complete their application submission process.**



The screenshot shows the 'CURRENT TASKS' section of the Spire portal. The title 'CURRENT TASKS' is in blue. Below the title is a message: 'Below are outstanding tasks you currently need to complete. Click on the icon to the right of each task to perform the required activity.' There are six task cards. The first five are 'Document Upload: Upload Business License' tasks, each with 'Assigned to: Customer' and 'Created: 8/11/2016 2:33:27 PM'. Each task card has a blue document upload icon on the right. A 'File Upload' dialog box is open over the second task card, with the text 'Browse and select the file for upload. Uploads might take a few moments to complete...Please be patient!' and a 'Choose File' button. The sixth task card is a 'Complete Task: \*\*\* Submit Application for Approval \*\*\*' with 'Assigned to: Customer' and 'Created: 8/11/2016 2:33:27 PM' and a yellow checkmark icon on the right.



4. As all Document Upload tasks are completed, they will be removed from the Current Tasks section and appear in the **Documents & Files** section, as shown here.

5. Select the final Task **\*\*\*Submit Application for Approval\*\*\***.

6. Check 'Yes I certify this task has been completed' as shown.

7. Click .

8. You're finished! Your application submission is now **COMPLETE** and will be reviewed by program staff. You will receive an email confirmation as shown in the sample here. **The email will reference your application number and there will be a link to send any questions to the Program staff.**

**NOTE:** Upon review of your application, you will receive an email notification welcoming you to the program. If additional information is needed, staff will contact you by email.

9. To contact the program at any time, please send an email to [EnergyEfficiency@SpireEnergy.com](mailto:EnergyEfficiency@SpireEnergy.com).

