How to access the Customer Portal as a new user

(Brand new users who have never accessed a GE application)
Click “Sign Up”

Go to: https://www2.gepower.com/ssoreg/

Once you click “Sign Up” you will be redirected to the User Registration Page.
User Registration Page

Fill out the required information:

- Select the Relationship as Customer
- First Name
- Last Name
- Email Address
- Username (Email Address)
- Password
- Password Challenge Question
- Security Challenge Question
- Read & agree to the GE Terms & Condition.
- Once complete, click “Next”

Please remember to enter your username as your email address
(Sample - John.Doe@xyz.com)
Application Selection

- Select **DP Web Portal**

- Scroll down the page, click **Next** to proceed.
User Profile Information

Fill out the remaining Profile information, and any additional application questions required.

- Company Name
- Phone and extension
- Country
- Country of citizenship
- Job title
- GE contact
- Time Zone
- Additional Security Questions
Thank You!

Your registration request is complete!

The “DP Web Portal” should be listed on this page.

First time users are required to activate their account. Please “click here” to activate your account.
Login

Enter User Name and Password created during registration.
Change Password

To activate your account, you will be prompted to change your password. This is a security feature to protect your ID and your personal information.
Confidentiality Acknowledgement

• Read and acknowledge the confidentiality acknowledgement by clicking **OK**

![Message from webpage](image)
Change Password Confirmation

Your registration request is complete!

Open the Customer Portal using the link below:

https://www.ge-distributedpower.com/
• Open the Customer Portal using the link https://www.ge-distributedpower.com/

• Click on Login in extreme right of page.

• Enter User Name (SSO ID) and Password
• Click on Login to a Shared Computer Button
After you have logged into the DP Customer Portal, you will see a message similar to below.

A Distributed Power Representative will be contacting you regarding access to the site.
You will receive an automated email that confirms your username and the applications you requested access to. This email is purely informational. The next communication you will receive will be from the application team for the application(s) you requested access for.
Email Confirmation On Password Change

You will receive an automated email that confirms your password reset for username. This marks the activation of your account.
Important Note

Your Customer Portal username and password can only be used to log into the Customer Portal.

These login credentials **may not work** for individual applications within the Customer Portal like EPIC, iStore, etc.

You are required to request for access for these applications individually, and you will receive separate login credentials for the applications.
How to navigate to specific Documentation/Forms within the Customer Portal

• Service Bulletins
• Service Bulletin Index
• Technical Data Index
• Open the Customer Portal using the link https://www.ge-distributedpower.com/

• Click on Login in extreme right of page.

• Enter User Name (SSO ID) and Password

• Click on **Login to a Shared Computer** Button
• Click on the **Docs** Tab as shown below
Service Bulletins

- Scroll down to the Filter section.
- In the Directory drop-down menu, Locate “Service Bulletin”.
- Click Search.
Service Bulletin Index

- In the Directory drop-down menu, Locate “Service Bulletin”.
- Use Keyword as Service Bulletin Index and Click Search.
- Search will display the Index as shown
Technical Data

- Use Keyword as Technical Data and Click Search.
- Search will display the information as shown below.
For help, go to...

- The Contact link in the email.

Or this link:  [http://info.ge-energy.com/DP_Customer_Portal>ContactUs.html](http://info.ge-energy.com/DP_Customer_Portal>ContactUs.html)
Submit form

• The link (on page 46) takes you to the form below.
• Enter the required fields as indicated by the red box.
• Click on Contact me.