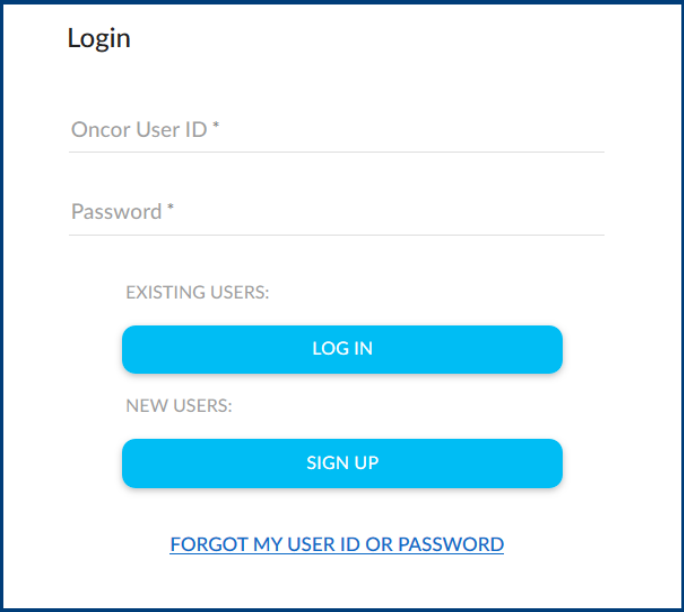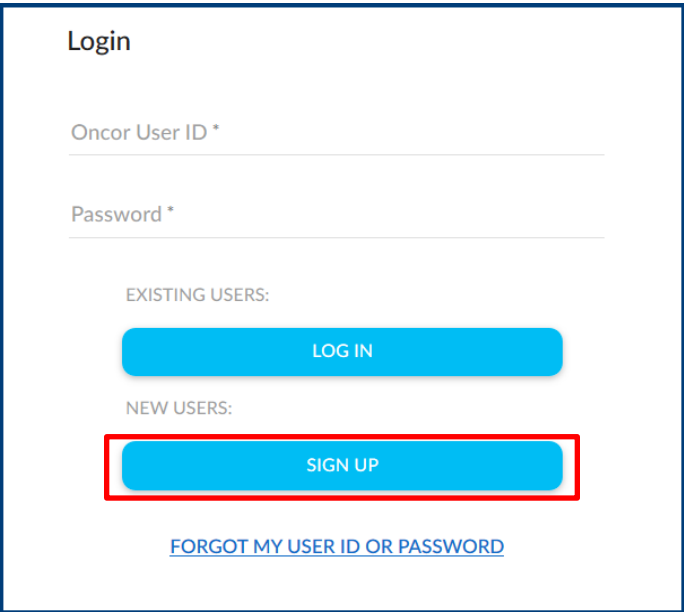# Requesting Oncor account using Self Service Portal

The job aid below outlines the steps taken to request Oncor user id or Oncor account using Self Service Portal. After completing the request, the approver will need to approve the request before your access is granted.

For help or questions, contact IT Help: (214) 486-3700

Request Oncor account	
1. **Access Self Service Portal using below link** https://contractor.oncor.com/ **Please use following browsers for the best experience** • Google Chrome • Mozilla Firefox • Microsoft Edge • Safari **Please do NOT use Internet Explorer**	
2. **Click on the 'SIGN UP' button if you are a new user**	

3. Fill the information in the Sign up form **a) Make sure you enter correct company email address ID in both the 'Email ID' and 'Confirm Email' fields. The email addresses should match.** **b) Please enter Your company name which is contracted by Oncor**	**Registration Form** *All fields are required* Email ID * Confirm Email * First Name * Last Name * Phone Number * Company * Department * ▾ Primary Work Location * ▾ Justification * SUBMIT BACK
c) Please select appropriate Department from the drop-down list. You need to scroll down to see all the departments. If you have questions, please check with Your FCC, FCC supervisor or Oncor point of contact.	**Registration Form** *All fields are required* Email ID * Confirm Email * First Name * Last Name * Phone Number * Company * Department * Transmission Construction Transmission Operations Distribution construction East DOC Distribution construction West DOC Distribution Operations Underground cabling BACK

d) **After selecting the department, select the work location county from the drop-down list where the work is being performed.**

Registration Form
All fields are required

Email ID *

Confirm Email *

First Name *

Last Name *

Phone Number *

Company *

Department *

Primary Work Location *
Culberson

Dallam

Dallas

Dawson

De Witt

Deaf Smith

e) **After selecting the location, enter valid justification. Please mention Your job role and the reason why You need an Oncor user id. Lack of enough details in the justification field may result in this request getting rejected.**

Registration Form
All fields are required

Email ID *

Confirm Email *

First Name *

Last Name *

Phone Number *

Company *

Department *

Primary Work Location *

Justification *

SUBMIT

BACK

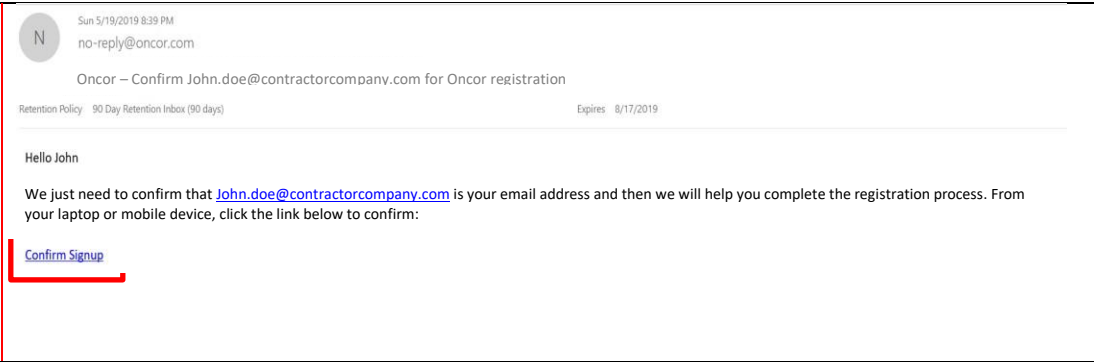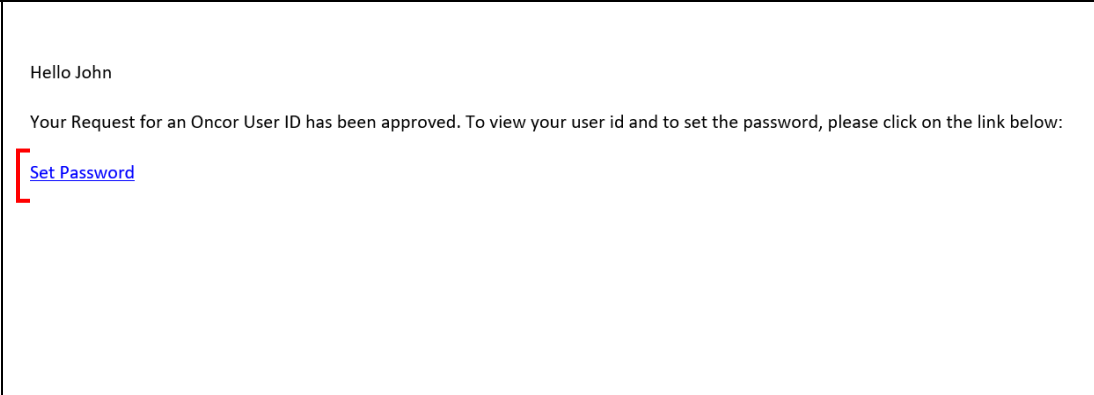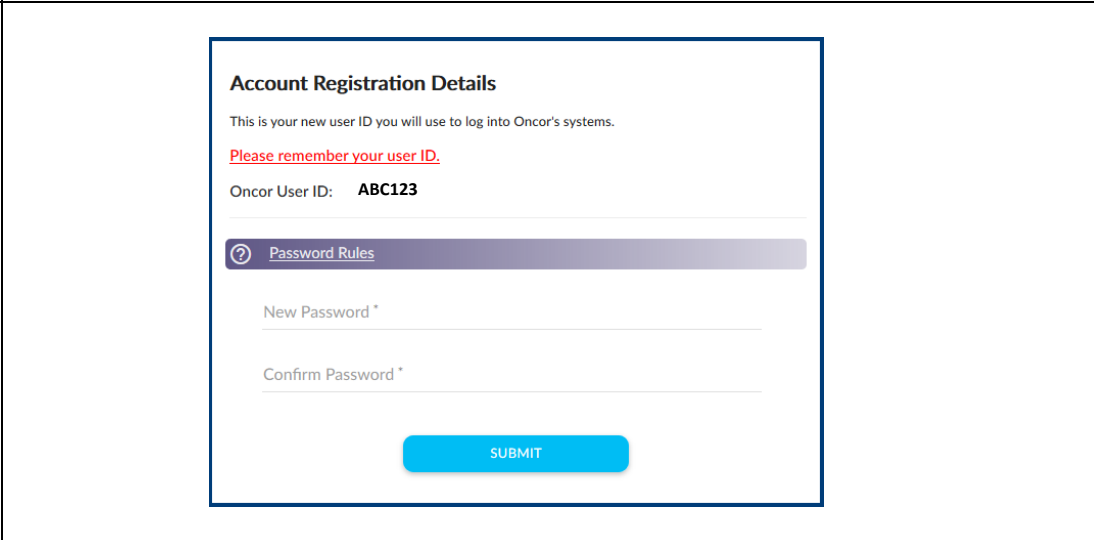|		
4) **After verifying that all the correct information has been entered, click on the 'Submit' button and wait for the message.**		**Registration Form** *All fields are required* Email ID * Confirm Email * First Name * Last Name * Phone Number * Company * Department * Primary Work Location * Justification * SUBMIT BACK
5) **A message will be displayed after submitting the request as shown. Please wait until this message is displayed to proceed to the next step. Click OK.**		Sending, please wait... **Registration Form** *All fields are required* Email ID * John.doe@contractorcompany.com Confirm Email * John.doe@contractorcompany.com First Name * **Success!** Your request has been received successfully. Please validate your email by following the link sent to proceed with registration. OK Company * XYZ Department * Transmission Construction Primary Work Location * Dallas Justification * I am working as a foreman with XYZ company and need the Oncor account to be able SUBMIT

6) You will receive an email at the email address provided during the registration. Please follow instructions and click on the 'Confirm Signup' link	Sun 5/19/2019 8:39 PM N no-reply@oncor.com Oncor – Confirm John.doe@contractorcompany.com for Oncor registration Retention Policy 90 Day Retention Inbox (90 days) Expires 8/17/2019 Hello John We just need to confirm that John.doe@contractorcompany.com is your email address and then we will help you complete the registration process. From your laptop or mobile device, click the link below to confirm: Confirm Signup
7) After you submit the registration request, a message will be displayed on the screen. Please wait until the message is displayed. The approval may take up to 5 days. You can close this page after You see this message.	Thank you. Your registration is received and is awaiting approval. You will receive an email wih the status of your request and next steps within 5 days.
8) Once the request is approved by the approver, You will receive a notification on Your email address confirming Your request. Click on the 'Set Password' link	Hello John Your Request for an Oncor User ID has been approved. To view your user id and to set the password, please click on the link below: Set Password
9) Please note Your assigned user id. You will need to remember it. PLEASE DO NOT COPY IT ANYWHERE. Click on the 'Password Rules' to know the password criteria	**Account Registration Details** This is your new user ID you will use to log into Oncor's systems. Please remember your user ID. Oncor User ID: **ABC123** ⑦ Password Rules New Password * Confirm Password * SUBMIT

10) Set the password as per the password rules and click the 'Submit' button	**Account Registration Details** This is your new user ID you will use to log into Oncor's systems. Please remember your user ID. Oncor User ID ABC123 ⑦ Password Rules New Password * ••••••• Confirm Password * ••••••• SUBMIT
11) A success message will be displayed as shown. Please wait to see this message. Click 'Ok' and You are set to login to the Self Service Portal with the user id and the password	**Account Registration Details** This is your new user ID you will use to log into Oncor's systems. Please remember your user ID. Oncor User ID: ABC123 ⑦ Password Rules New Password * ••••••• **Success!** Password has been successfully set! OK Confirm Password * ••••••• SUBMIT