



a world class African city



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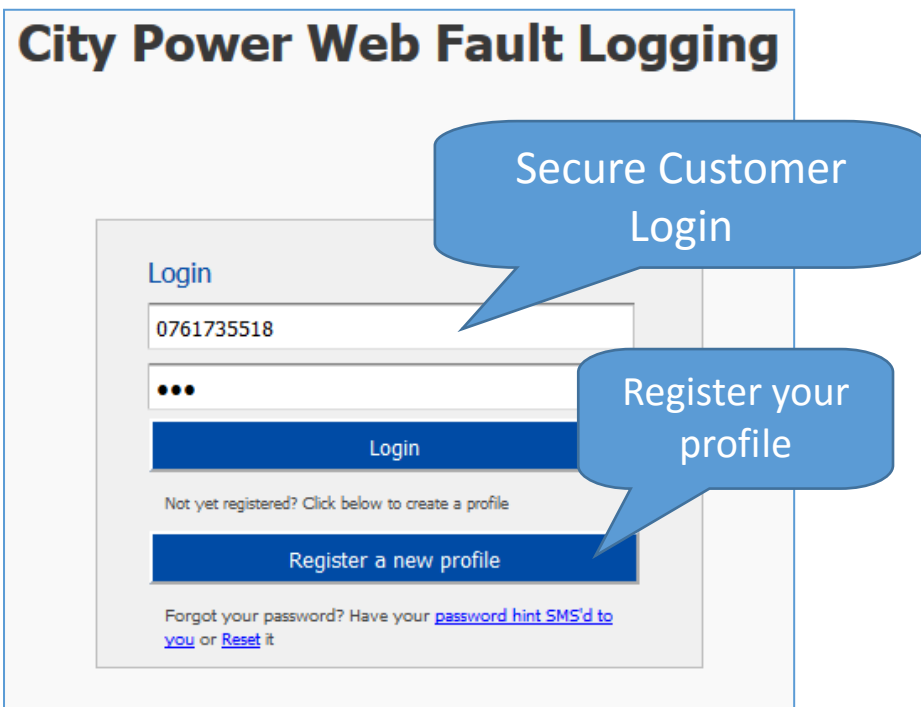
www.citypower.co.za

CITY POWER WEB FAULT LOGGING USER MANUAL

Link to access the Portal:

https://za4.forcelink.net/forcelink/customportal/cp_mdt/customerportal.html#

City Power Web Fault Logging Landing Page – defined below



NB: Please note that this system requires all users to register before they can log faults using the 'Register a new Profile' button above

Register a new Profile:

Customer details form – defined below

NB: Fields with asterisk (*) on top means the information must be filled or specified. The form will not save unless the information is filled.



City Power Web Fault Logging

Customer Name

Customer Name doing the registration

Fields marked with an asterisk

Customer Account Details

Customer Name *	CustomerType *	Account Number	Meter Number
<input type="text"/>	--Please Select	<input type="text"/>	<input type="text"/>
Password *	Password Reminder *	City Power Employee?	
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	

Contact Person

Contact Person *	Mobile Number *	Home Number	Email Address
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Customer name above or someone else who can be contacted

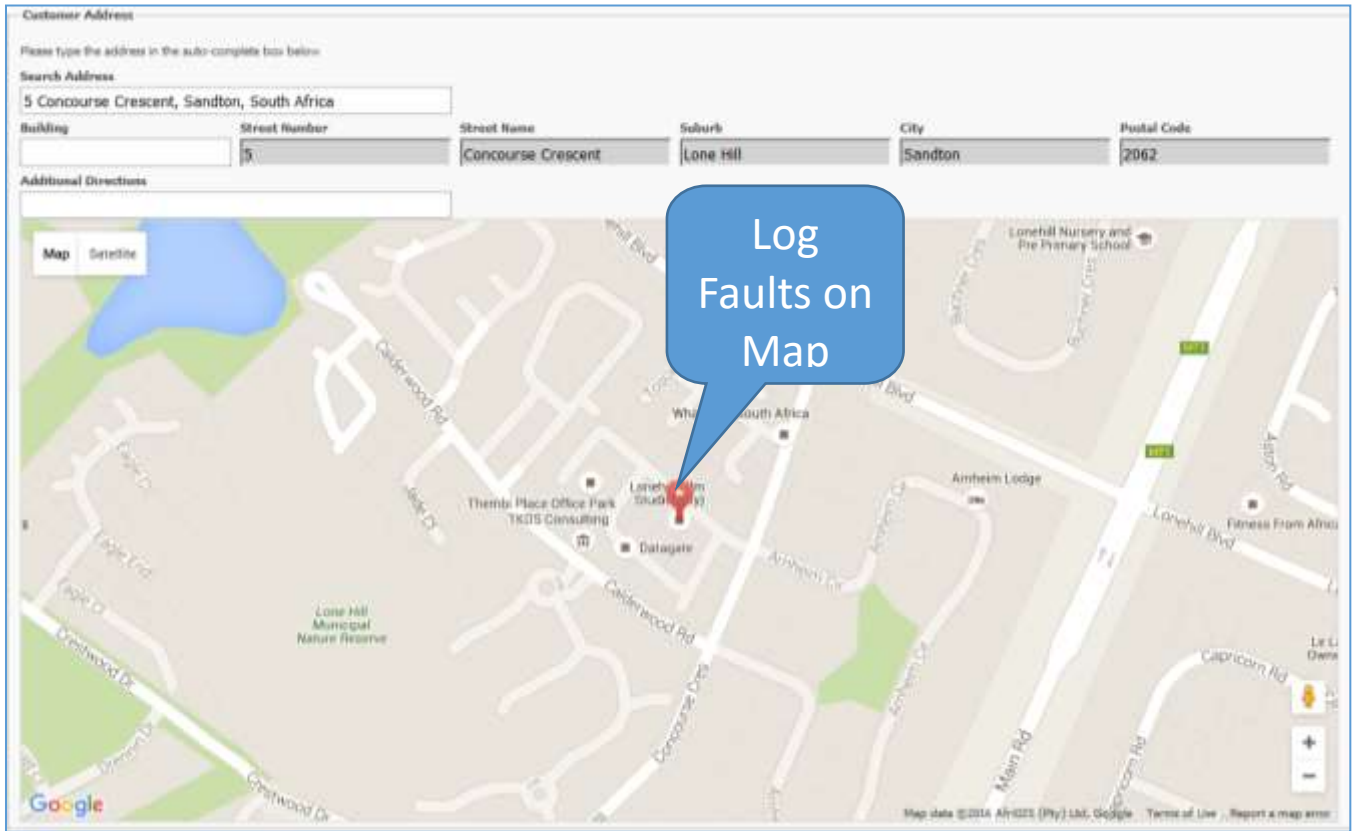
Select which SMS Alerts to receive from City Power

Customer SMS Alerts

Pro-active SMS Alerts

- Unplanned Outage
- Planned Outage
- Load Shedding
- Load Limiting

Choose the correct address using Google Maps



Successful Registration brings the below Screen:

