



To request an account, simply visit the ESN platform <a href="here">here</a> and select the **'CREATE ACCOUNT'** option from the top right of the menu bar.



2

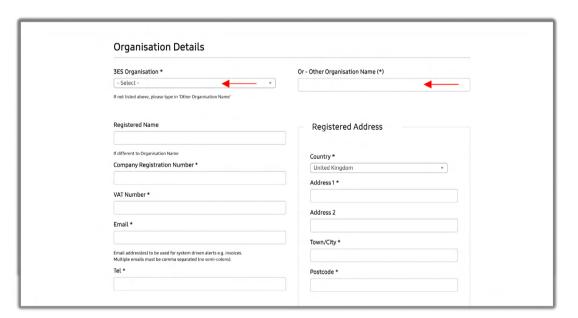
Then simply input your user details into the appropriate fields of the Customer Onboard form, making sure that you check **'ESN'** beneath **'Account Type'**.



3

Beneath 'Organisations Details', ensure that every mandatory field marked \* is completed accurately. If you are a public body, and therefore, do not have a Company Registration Number, please enter "NA Public Body" beneath 'Company Registration Number'.

Note: If your organisation is not listed in the dropdown beneath '3ES Organisation', please type your official ESN approved organisation name beneath the 'Other Organisation Name' field, ensuring this is typed accurately.





When creating an account, it is essential that we have a Primary and Secondary contact, as well as a contact for Accounts and IT Support. Therefore, beneath **'Contact Type'** you must assign each of these options to a user, whether that is all four to User 1, or split according to role across multiple users.

Note: More than one contact type can be assigned to one user.





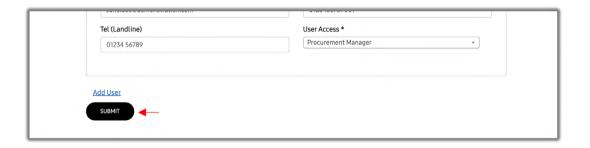


Make use of the 'Add User' option located beneath the 'User Accounts' information section to increase the number of user's associated to your requested account.





Once you have input all of the requested information, click 'Submit' at the bottom of the form.





Following your submission, you will receive a confirmation email while our ESN security operations team review your request. You will be notified of the outcome via a confirmation email, and if approved your account and each user you have requested will be contacted for on boarding.



Each user associated to the account will then receive a welcome email. From here, follow the 'Click here to on-Board' link to complete account setup.







Here, you'll be prompted to set your password, input security information for any future verification, and 'save' to complete your account.





You will receive a final confirmation of your account set up and one of our ESN support agents will schedule a welcome and portal training call with each user, for their roles based requirements. Now all that's left to do is login in and explore the platform.

