



BENEFITS OF USING DELEGATED AUTHORITY

01 Allow multiple users to access accounts 

02 Set access level for each delegate 

03 Monitor the actions of your delegates 

04 View activity on your account 

For more information on delegated authority, visit
WWW.OUC.COM/DELEGATEDAUTHORITY

or
407-423-9018

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DELEGATED AUTHORITY

myOUC Online Features
for Business Customers

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WWW.OUC.COM/DELEGATEDAUTHORITY

THE POWER IS IN YOUR HANDS.



WHAT IS DELEGATED AUTHORITY?

With Delegated Authority, you can grant OUC online account access to other people within your business, allowing them to complete self-service activities based on specific permissions decided by you.

WHY SHOULD I USE IT?

OUC understands that various members of your team have specialized responsibilities. Based on customer feedback, we developed Delegated Authority as a way to grant various levels of access to team members, allowing them to perform account activities without

sharing a single log-in. With Delegated Authority, you can assign bill payment to your Accounting team, outage reporting to your Facilities team, and start/stop access to your Property Management team — the power is in your hands.

HOW DO I GET STARTED?

Log into your myOUC Online Profile and click the Delegated Authority link in the left navigation. You will be asked to create an Access ID. Once set, you are ready to begin inviting delegates. Once accepted, your delegates are ready to begin using the access privileges you have assigned to them.

WHAT IS A DELEGATOR?

A Delegator is an individual in your company that has full access privileges on your account. The Delegator will be the individual that invites and assigns the access privileges to Delegates. This person would most likely be a high level individual with your company.

WHAT IS A DELEGATE?

A Delegate is an individual that has been granted specific account access privileges by the Delegator. Depending on the access levels granted by the Delegator, a Delegate can then perform activities such as Billing & Payment, Service Requests, Report a Problem, and View Account Summary.

Manage Delegates

The table below displays the permissions assigned to your delegates. Use Filter By Account to see all delegates that are assigned to each account and update their permissions. Use Filter By Delegates to review and update all account permissions assigned to an individual delegate. Unsaved modifications to permissions are highlighted in yellow while delegates slated to be deleted are highlighted in red. Be sure to save any changes before navigating off of this screen.

Filter by Account: 000000001

Filter by Delegate: Select Delegate Name

Account Number: 000000001 (Assign Delegates)

<input type="checkbox"/>	Delegate Name	Billing & Payment	Service Requests	Report A Problem	View Account Summary
<input type="checkbox"/>	Michelle Anderson	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Gloria Coppedge	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Allen Davis	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Linda Durham	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Rustin Finkler	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Walter Hobbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Randy Williams	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>