myOUC Online Features for Business Customers

DELEGATED AUTHORITY

For more information on delegated authority, visit
WWW.OUC.COM/DELEGATEDAUTHORITY
or
407-423-9018

Orlando Utilities Commission
100 West Anderson Street Orlando, Florida 32801
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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
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.