

# Migrating to GivEnergy SSO

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# 0. Background

## 0.1 Purpose of this Document

This document describes how to link an existing portal account to GivEnergy SSO. As of 27<sup>th</sup> April 2026, all portal accounts must be linked to SSO.

Portal accounts that aren't linked to SSO on or after this date will be forced to do so before being able to access the GivEnergy portal or login to the app. Users that are already logged into the app will need to perform these steps the next time they log in.

This guide is suitable for users of both the [givenergy.cloud](https://www.givenergy.cloud) web portal and the GivEnergy app. Screenshots throughout this guide show how to migrate using the web portal, however the same steps can be taken if you login to the GivEnergy app.

## 0.2 What is SSO?

Single Sign-On (SSO) is a way of authenticating with GivEnergy services that enables the user to use a single set of credentials (typically an email address and password) to access multiple accounts and services. This improves security and the user experience as it eliminates the need for a user to remember multiple passwords.

Multiple portal accounts can be linked to SSO, meaning that users are easily able to switch between whichever account they need to access without having to logout and back in again.

# 1. Login With Legacy Credentials

## 1.1 Enter Username or Email Address


Firstly, enter your username or email address into the labelled field (whichever you typically use to login) and click 'Continue'.

If you enter an unknown username or email address, an error will be shown on the screen. If this happens, change the username or email address to the correct value.



# GivEnergy

## Log In to GivEnergy

 We're making it easier to sign into our services with Single-Sign-On (SSO).

Read our blog on how it works and why it matters, [here](#).

development@givenergy.co.uk

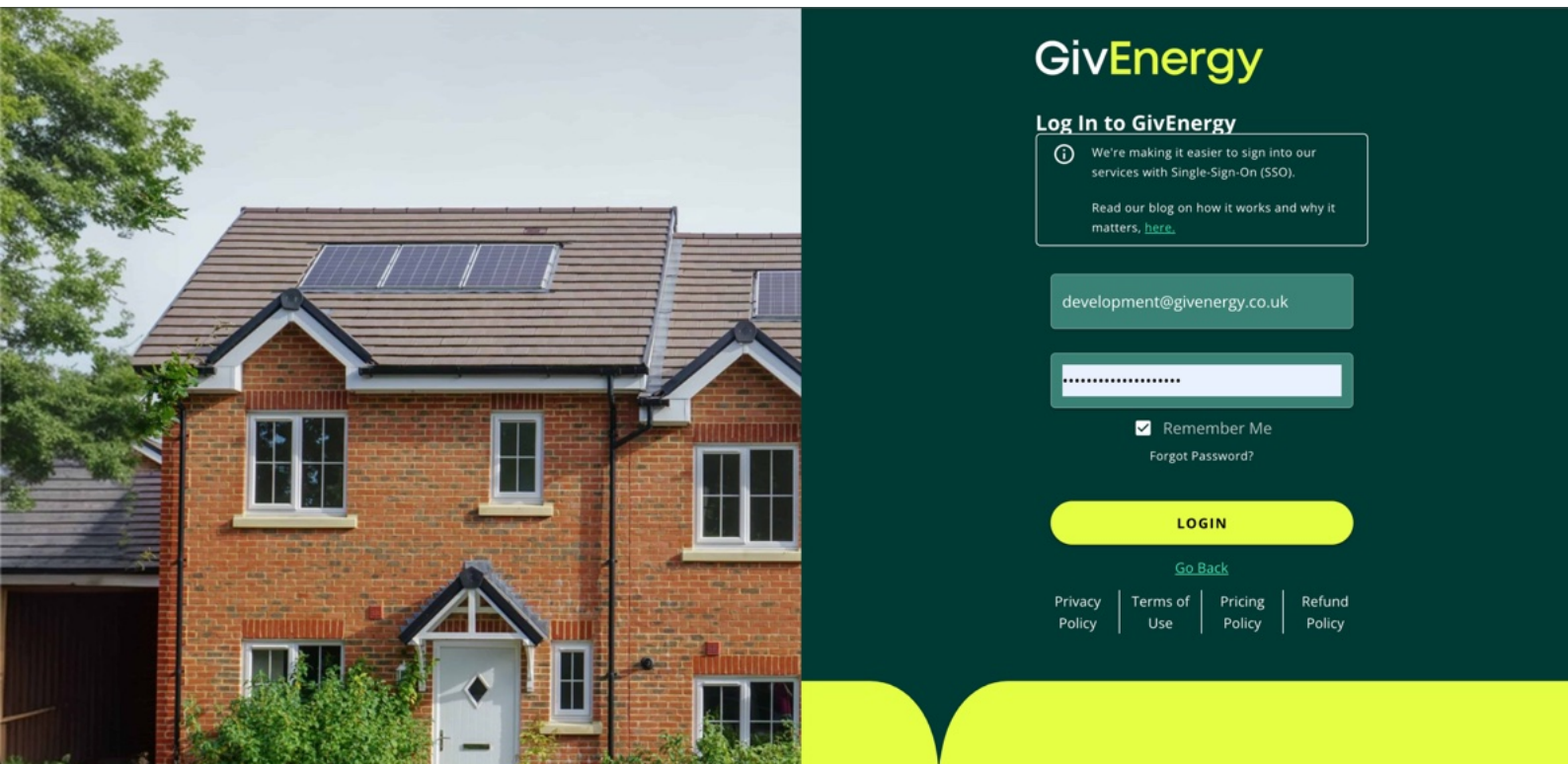
Which do I use?

**CONTINUE**

[Privacy Policy](#) | [Terms of Use](#) | [Pricing Policy](#) | [Refund Policy](#)

## 1.2 Enter Password

You should then be prompted to enter your password. Enter your password and click 'Login' to continue.



*If you don't see a password field but are instead taken to a different page, you have entered an email address that belongs to an SSO account. If this happens, you can simply login with your SSO credentials by following [Login with an Existing SSO Account](#).*

## 1.3 Start SSO Setup

Upon login, you should be shown the following page:



### Security upgrade (SSO) required

We've made it easier to sign into our services with Single-Sign-On (SSO). This security feature will allow you to access all your portal accounts in one place, with a single username.

You are now required to migrate your account to continue to access GivEnergy applications and services.

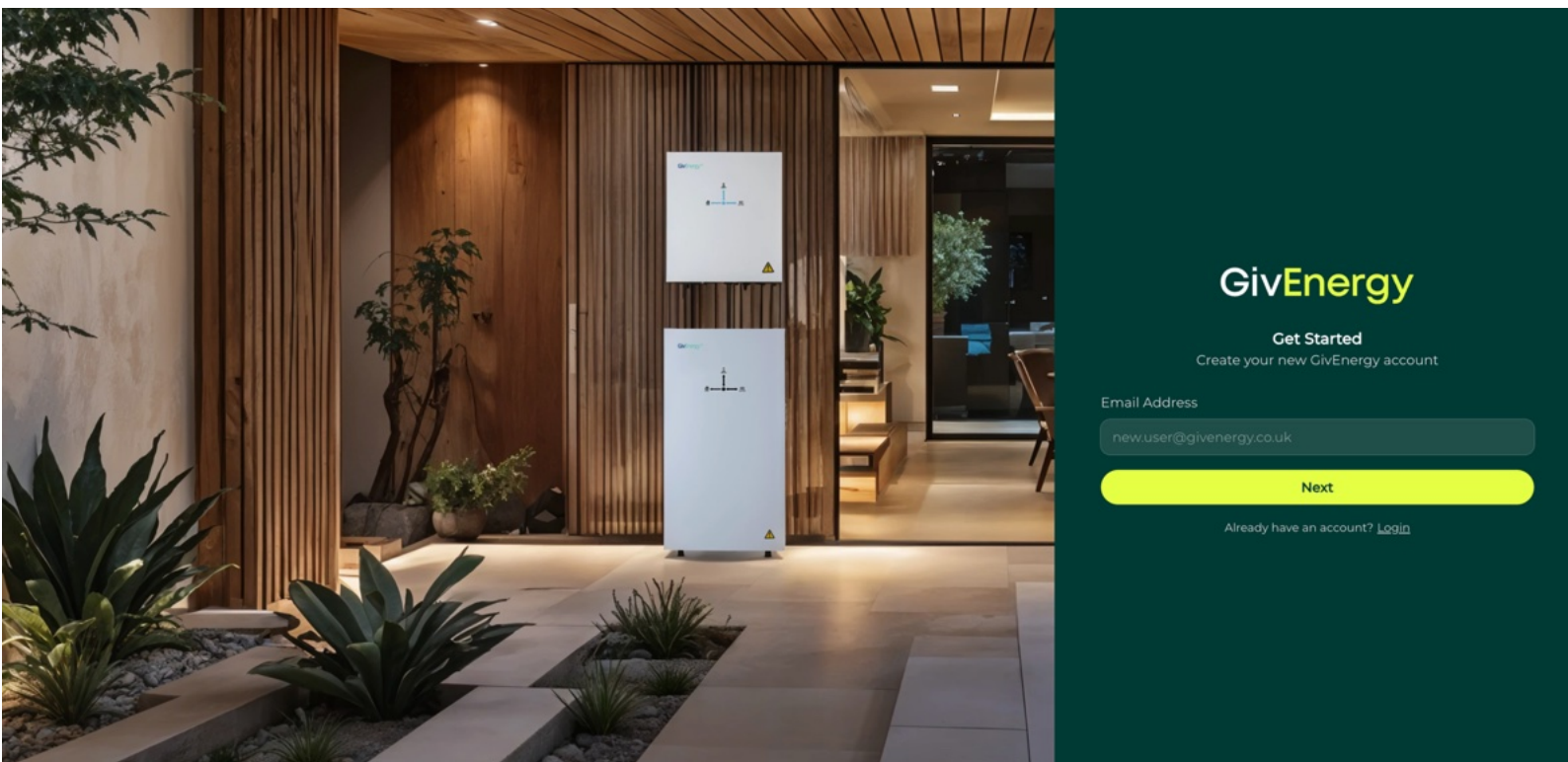
To migrate, you will need to register a new SSO Identity account. The email for this account can match your existing portal email address. If you already have an SSO Identity account, you can log in to link this Portal account to your existing SSO identity.

[SETUP NOW](#)

From here, simply click 'Setup Now' to be taken to SSO.

## 2. Upgrade to SSO

Now you should see the following page:



What you need to do next will depend on if you've already created an SSO account.

If you've never used GivEnergy SSO before (or aren't sure if you have), please follow the steps found in [Create a New SSO Account](#).

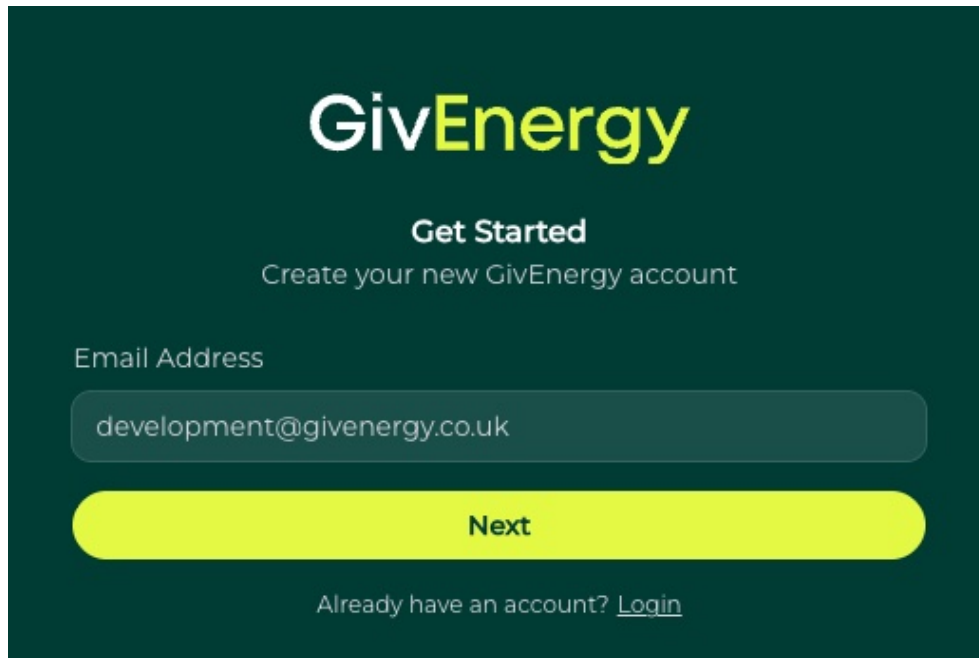
If you've created a GivEnergy SSO account before, and simply want to link your existing portal account to your SSO account, please follow the steps found in [Login with Existing SSO Account](#).

## 2.1 Create a New SSO Account

If you've never logged in with SSO, you'll need to create a new SSO account.

### 2.1.0 Enter Email Address

Firstly, enter your email address in the field shown below and click 'Next'.



**GivEnergy**

**Get Started**  
Create your new GivEnergy account

Email Address

development@givenergy.co.uk

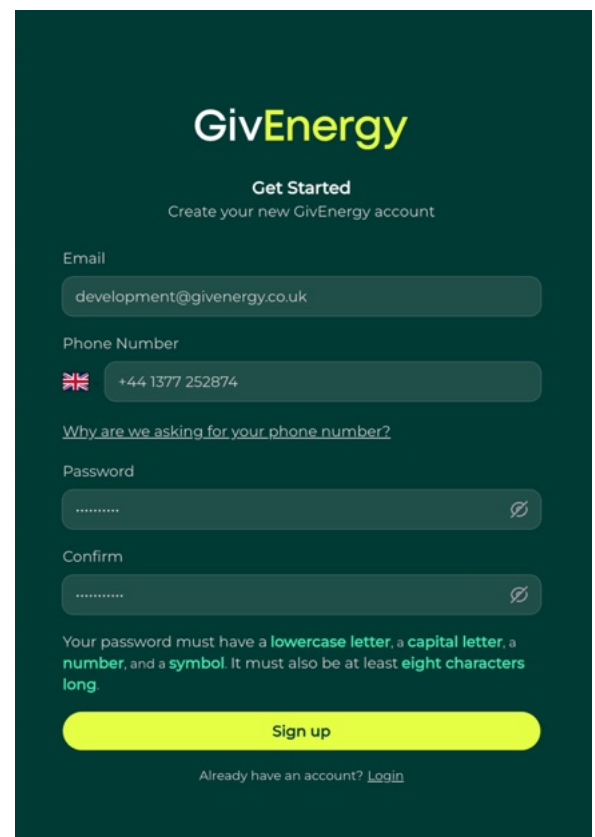
**Next**

Already have an account? [Login](#)

### 2.1.1 Provide Additional Information

Then, fill out the required details on the page. We ask for a telephone number and password. Make sure that the password entered follows all of the rules found at the bottom of the page, such as password length and special characters.

Once you have filled out this form, click 'Sign Up' to continue.




**GivEnergy**

**Get Started**  
Create your new GivEnergy account

Email


development@givenergy.co.uk

Phone Number


 +44 1377 252874

[Why are we asking for your phone number?](#)

Password

..... 

Confirm

..... 

Your password must have a **lowercase letter**, a **capital letter**, a **number**, and a **symbol**. It must also be at least **eight characters long**.

**Sign up**

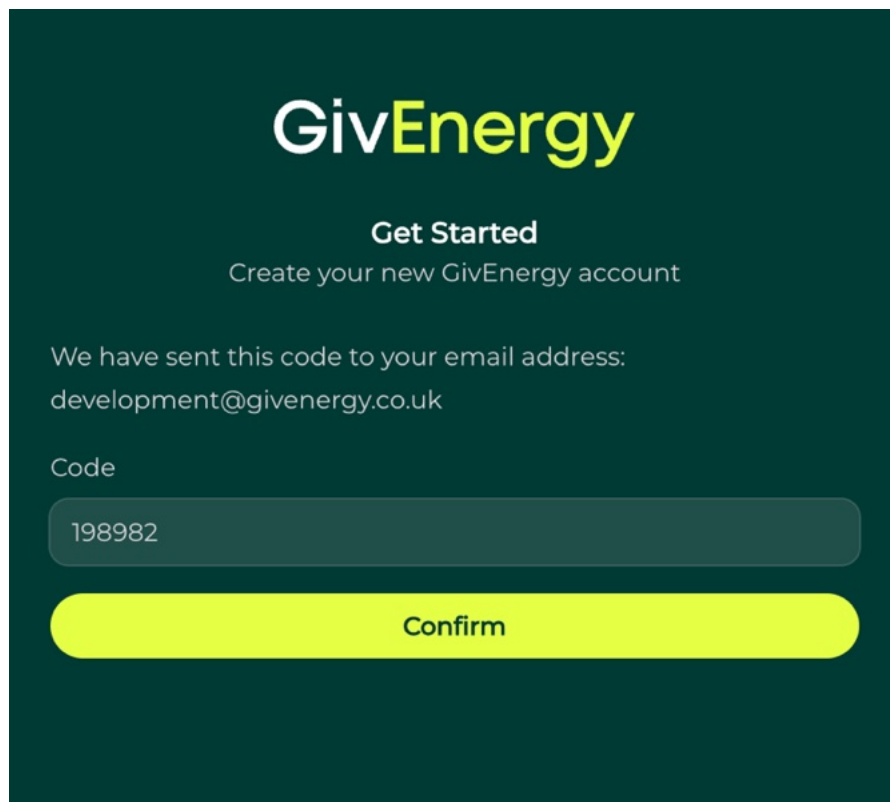
Already have an account? [Login](#)

## 2.1.2 Enter Confirmation Code

Once you have entered your details, you will be sent an email containing a confirmation code that looks like this:

**Your confirmation code is 198982**

Enter this confirmation code on the page and click 'Confirm' to continue.

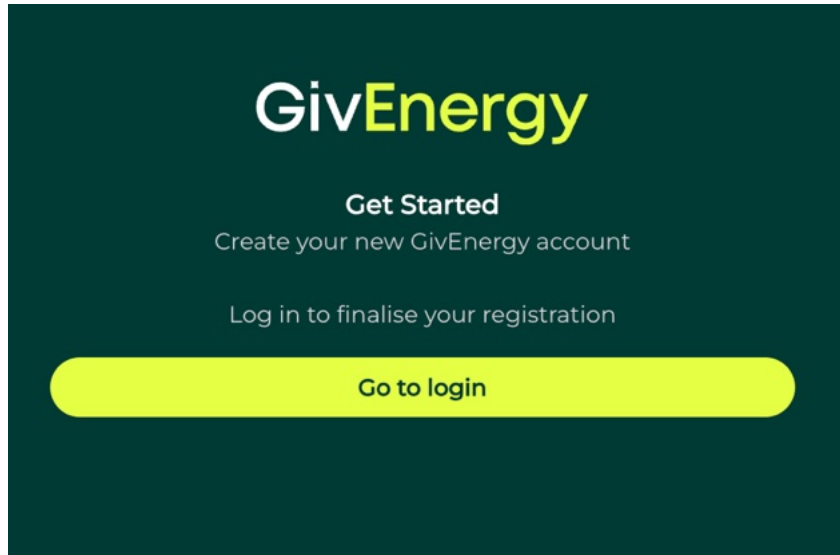


The screenshot shows a dark green background with the GivEnergy logo at the top. Below the logo, the text 'Get Started' is centered, followed by 'Create your new GivEnergy account'. A message states: 'We have sent this code to your email address: development@givenergy.co.uk'. Below this, there is a label 'Code' and a text input field containing the number '198982'. At the bottom, there is a prominent yellow button labeled 'Confirm'.

### 2.1.3 Login

Your SSO account has now been created successfully!

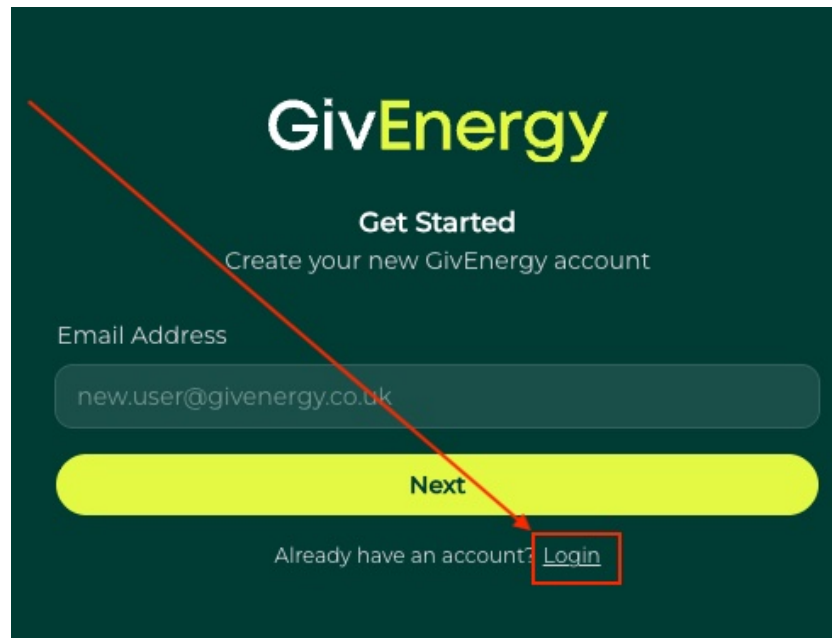
Click 'Go to login' and follow [Login with Existing SSO Account](#) to complete the process.



## 2.2 Login with Existing SSO Account

### 2.2.0 Go to Login

If you've previously created an SSO account, click the 'Login' link shown below to login with an existing account instead of attempting to create a new one.



**GivEnergy**

**Get Started**  
Create your new GivEnergy account

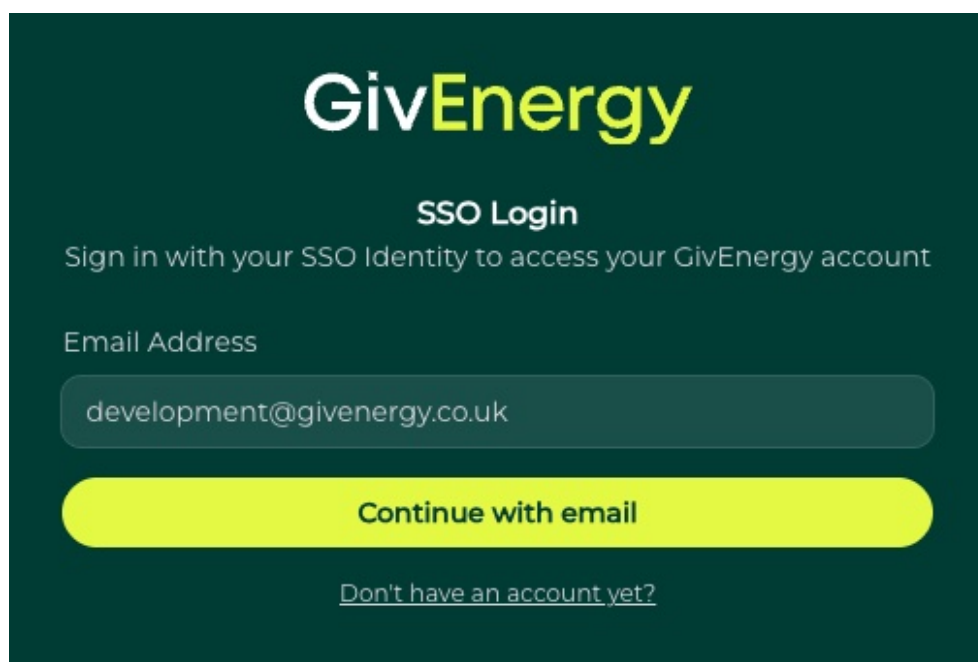
Email Address  
new.user@givenergy.co.uk

**Next**

Already have an account? [Login](#)

### 2.2.1 Enter Email Address

Enter your email address into the field marked 'Email address' and click 'Continue with email' to proceed.



**GivEnergy**

**SSO Login**  
Sign in with your SSO Identity to access your GivEnergy account

Email Address  
development@givenergy.co.uk

**Continue with email**

[Don't have an account yet?](#)

## 2.2.2 Enter Password

Then, enter your password into the field marked 'Password' and click 'Login'.

**GivEnergy**

**SSO Login**

Sign in with your SSO Identity to access your GivEnergy account

Email Address

development@givenergy.co.uk

Password

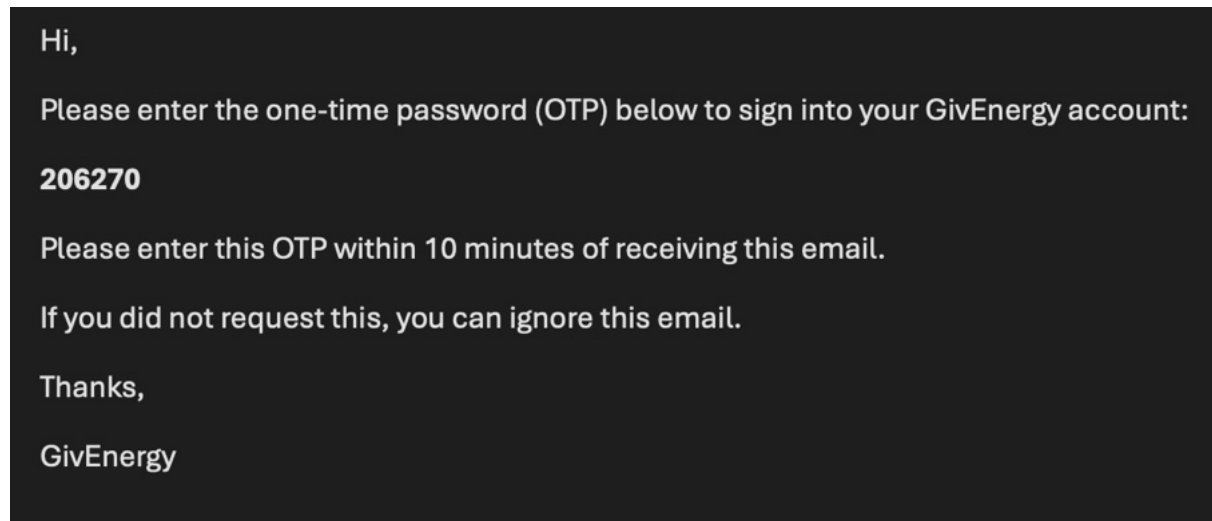
.....

**Login**

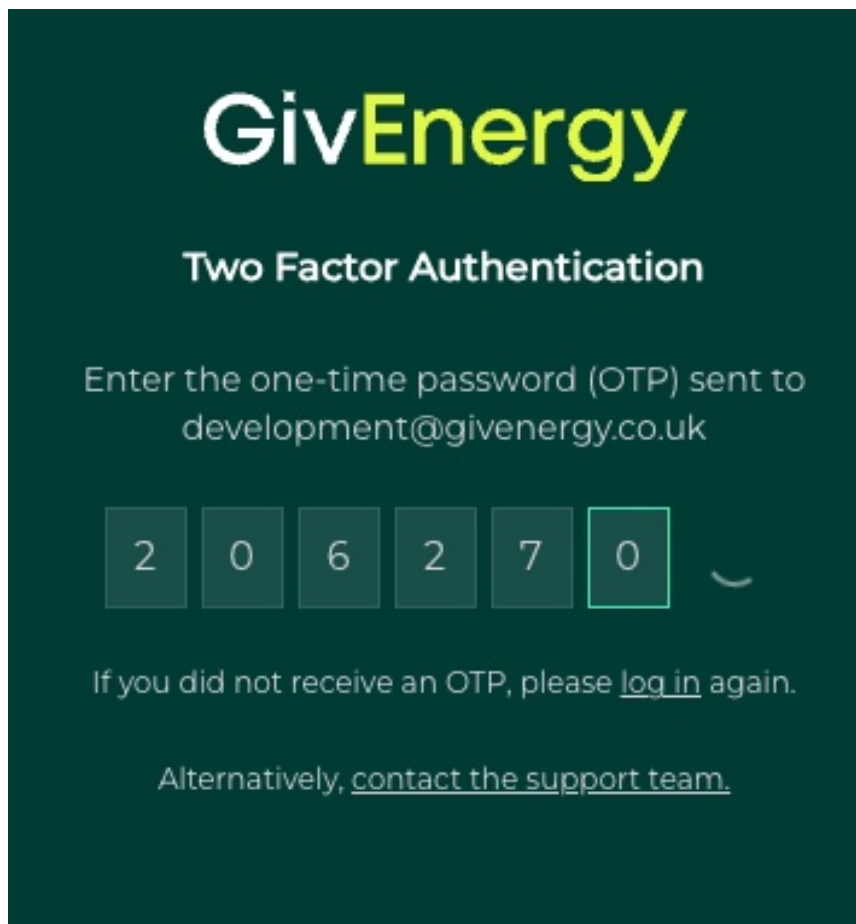
[Go back](#) [Forgot Password?](#)

### 2.2.3 Enter One-Time Password (OTP)

Once you have entered the correct credentials and logged in, you will be sent an email containing an OTP that looks like this:



Enter the OTP you received into the field to progress. The page should automatically detect that you've done this and progress automatically. If this doesn't happen, click the arrow to the right to continue.



### 3. Login with SSO

Now that you've migrated to SSO, you will need to use SSO to login to the portal going forward.

When attempting to log into the portal, enter your SSO email address when prompted for username or password then follow [Login with Existing SSO Account](#).