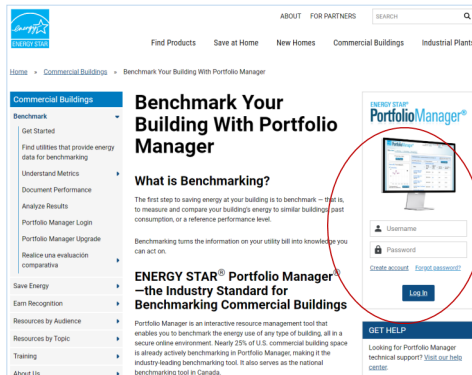


It is important that all Portfolio Manager accounts have the most up to date **contact information** and are **confirmed or updated annually**. The City of Seattle Benchmarking Program uses your Portfolio Manager contact information to send building-specific compliance information to the email associated with the account. This includes deadline reminders, data quality alerts when errors are identified in submitted benchmark reports, and enforcement notifications when building owners fail to meet annual compliance requirements.

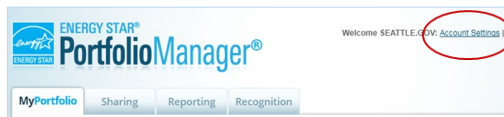
Follow the steps below to update the Property Administrator contact in Portfolio Manager:

1. Log into your **Portfolio Manager** account using your **username and password**. *If you are unable to remember your login credentials see instructions on the next page.*

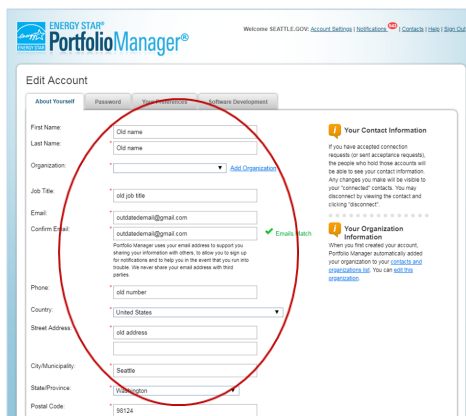
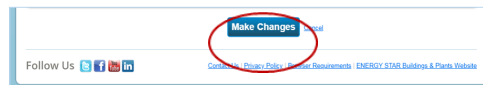


energystar.gov/buildings/benchmark

2. Once logged into your Portfolio Manager account click on **Account Settings**.



3. Update contact with **current information** and select **Make Changes** at the bottom of the page.

Your contact information is now current in your Portfolio Manager account. Please retain these instructions for future updates should your staff responsible for annual benchmarking change.

Can't Login to Portfolio Manager?

City of Seattle and benchmarking help desk staff cannot reset forgotten passwords or provide usernames associated with existing Portfolio Manager accounts. Access to Portfolio Manager is administered by the U.S. Environmental Protection Agency (EPA), and you must contact them directly if you have trouble logging into your Portfolio Manager account.

- If you cannot login to your existing Portfolio Manager account, [submit a password reset request](#).
- If you do not remember the Portfolio Manager username, [submit a request to retrieve your username](#).
- If you do not have access to the email associated with the account, [submit a request to EPA to gain access to the Portfolio Manager account](#).

Need to Update Multiple Contacts?

Portfolio Manager only allows one Property Administrator contact per account. If you have additional contacts you would like the City of Seattle to add or update for mailed notification letters, such as new building ownership or management, please email energybenchmarking@seattle.gov and provide the following information to update our building database records:

- Seattle OSE Building ID
- Building Name and Address
- New contact name, organization, mailing address, phone, email and relationship to building



How do I
get help?



Email us at energybenchmarking@seattle.gov



Attend our weekly group virtual office hours



Make a virtual appointment for technical assistance