

**ACN<sup>®</sup> Energy**

in partnership with



**IBOs Accreditation  
Process Overview**

# General process overview

As the energy market is a heavily regulated industry, it is vital that any person promoting the service is fully trained on the industry standards; therefore all IBOs have to register themselves, complete the training and pass the exam before they can start promoting the service to prospective customers.

Any IBO who promotes or acquires an energy customer without registration and completion of the test will be subject to compliance action including permanent suspension.



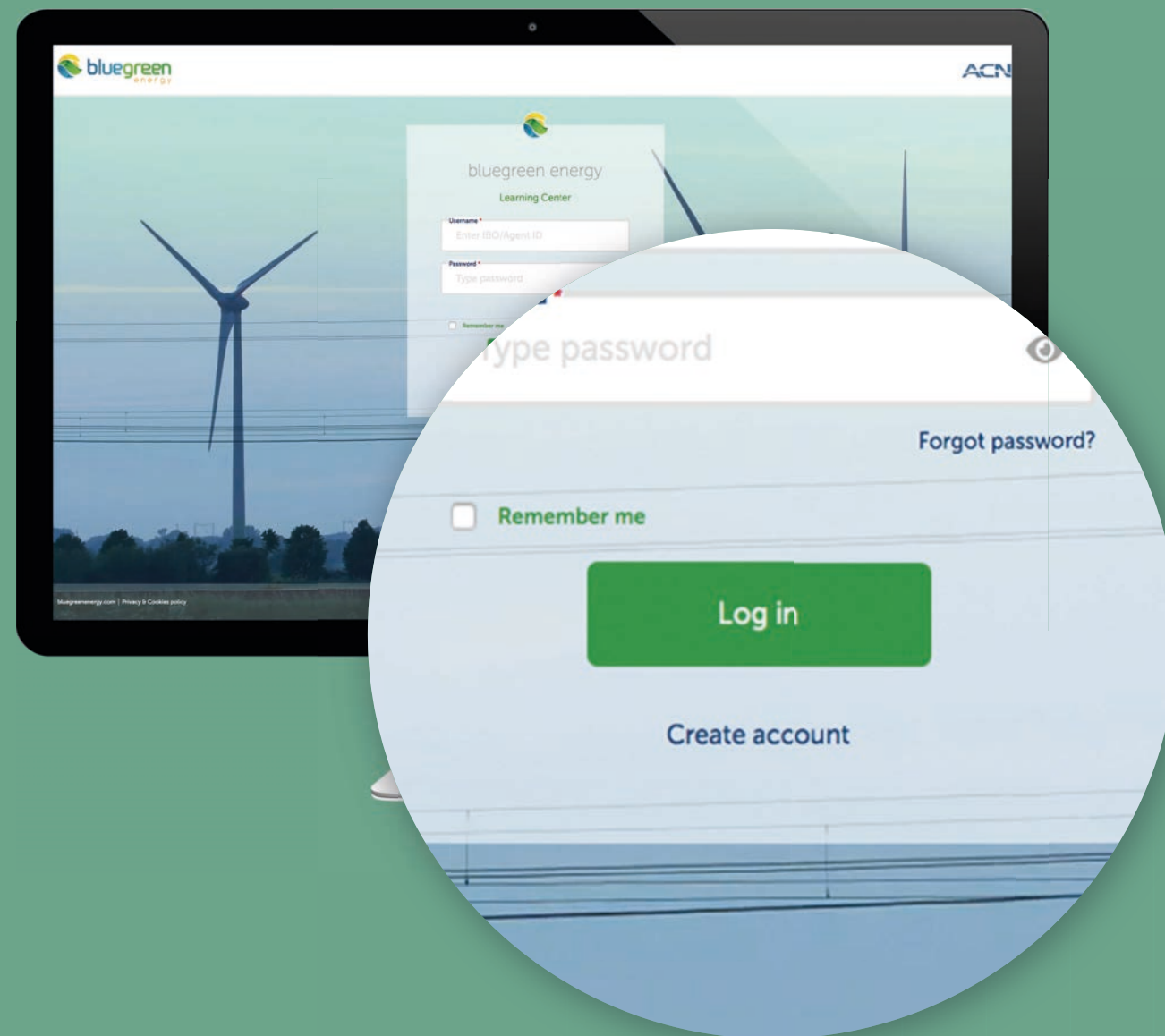
# General process overview



1

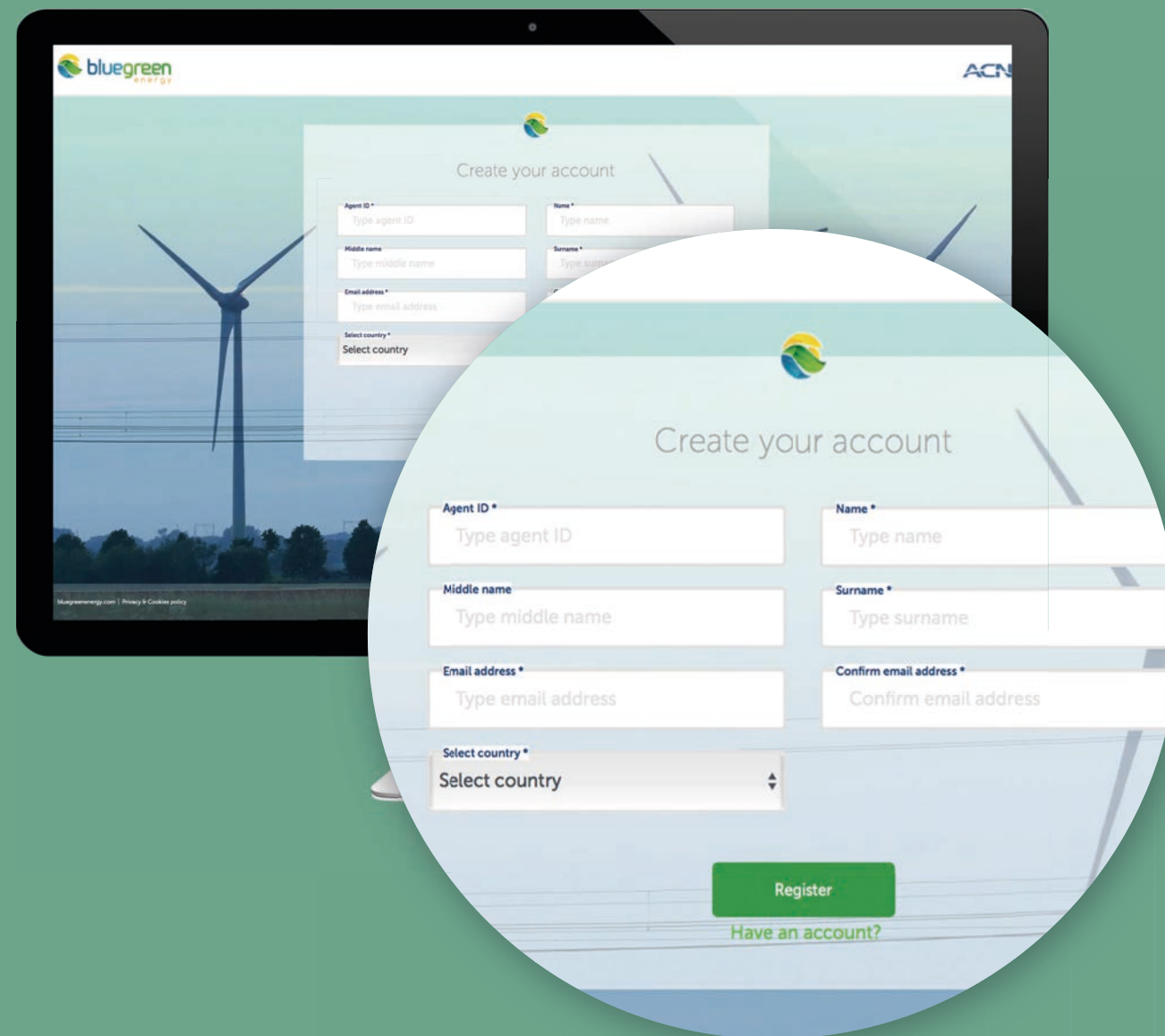
## IBO registration

The IBO has to enter their Online Shop/ MyACN web and click on the accreditation link. After that, the IBO needs to **create an account** to proceed with the accreditation process.



1

## IBO registration



The image shows a tablet displaying the ACN IBO registration form. A circular inset provides a magnified view of the form fields. The form is titled "Create your account" and includes the following fields:

- Agent ID \* (Type agent ID)
- Name \* (Type name)
- Middle name (Type middle name)
- Surname \* (Type surname)
- Email address \* (Type email address)
- Confirm email address \* (Confirm email address)
- Select country \* (Select country)

At the bottom of the form, there is a green "Register" button and a link that says "Have an account?".

**Contact details should be provided by the IBO.** Once the process is completed, the IBO will be redirected to a confirmation screen and will receive a confirmation email. The IBO's status will remain 'Pending' until they pass the exam.



1

## IBO registration

The IBO will receive an email with an activation link. Once the IBO creates an account, **the status changes to 'Pre-active'**.

# General process overview

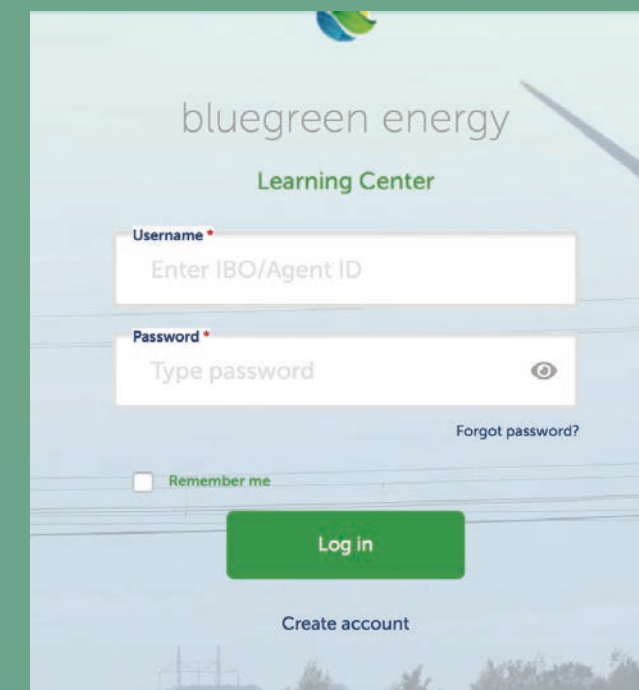


## 2

### Training and exam compliance

The IBO needs to log in to their accreditation website. **In case the IBO cannot remember the password, they can reset it.**

The IBO will be asked to provide the email address associated to the account and will receive an email with a link that will allow the generation of a new password. Once the process is completed, the IBO will receive a confirmation message and they will be able to log in.



bluegreen energy  
Learning Center

Username \*  
Enter IBO/Agent ID

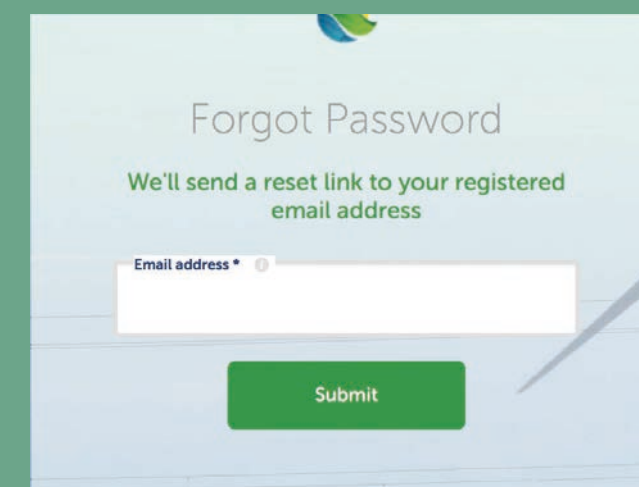
Password \*  
Type password

[Forgot password?](#)

Remember me

Log in

[Create account](#)

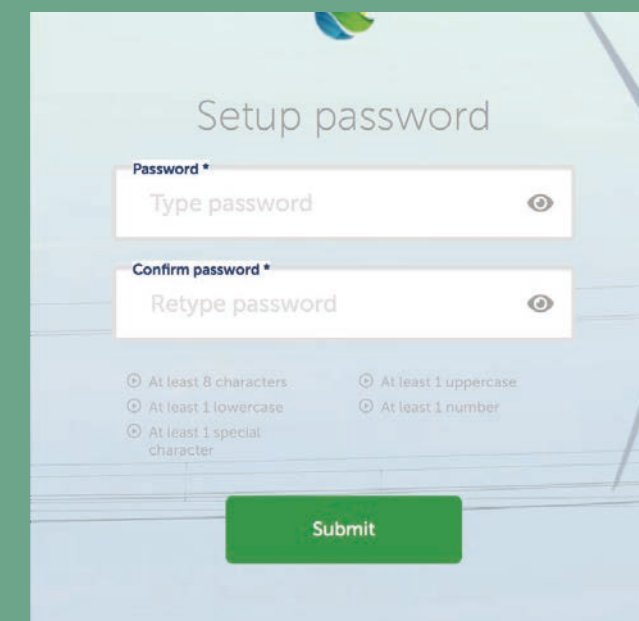


Forgot Password

We'll send a reset link to your registered email address

Email address \*

Submit



Setup password

Password \*  
Type password

Confirm password \*  
Retype password

At least 8 characters  
 At least 1 lowercase  
 At least 1 special character

At least 1 uppercase  
 At least 1 number

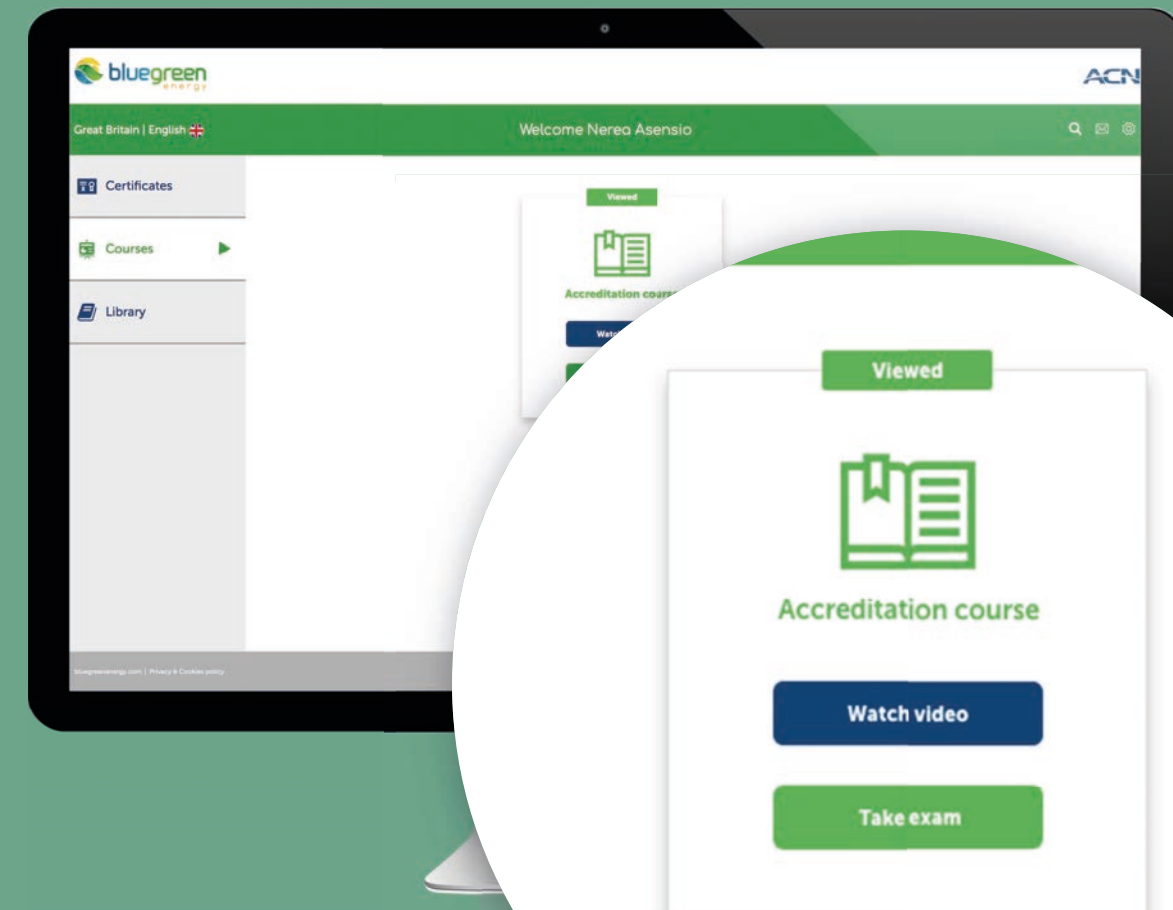
Submit



2

## Training and exam compliance

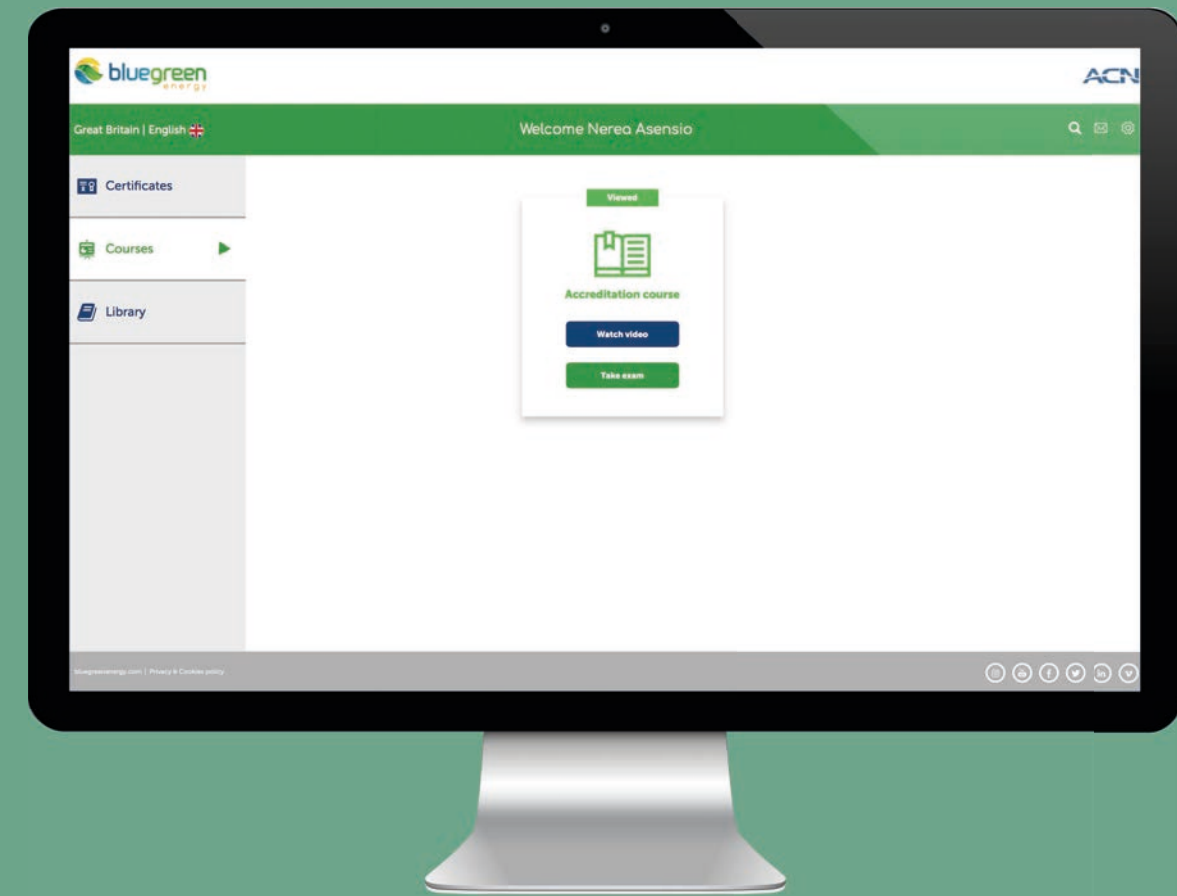
After logging in, the IBO is redirected to the course content. The IBO needs to watch the videos before taking the exam.



2

## Training and exam compliance

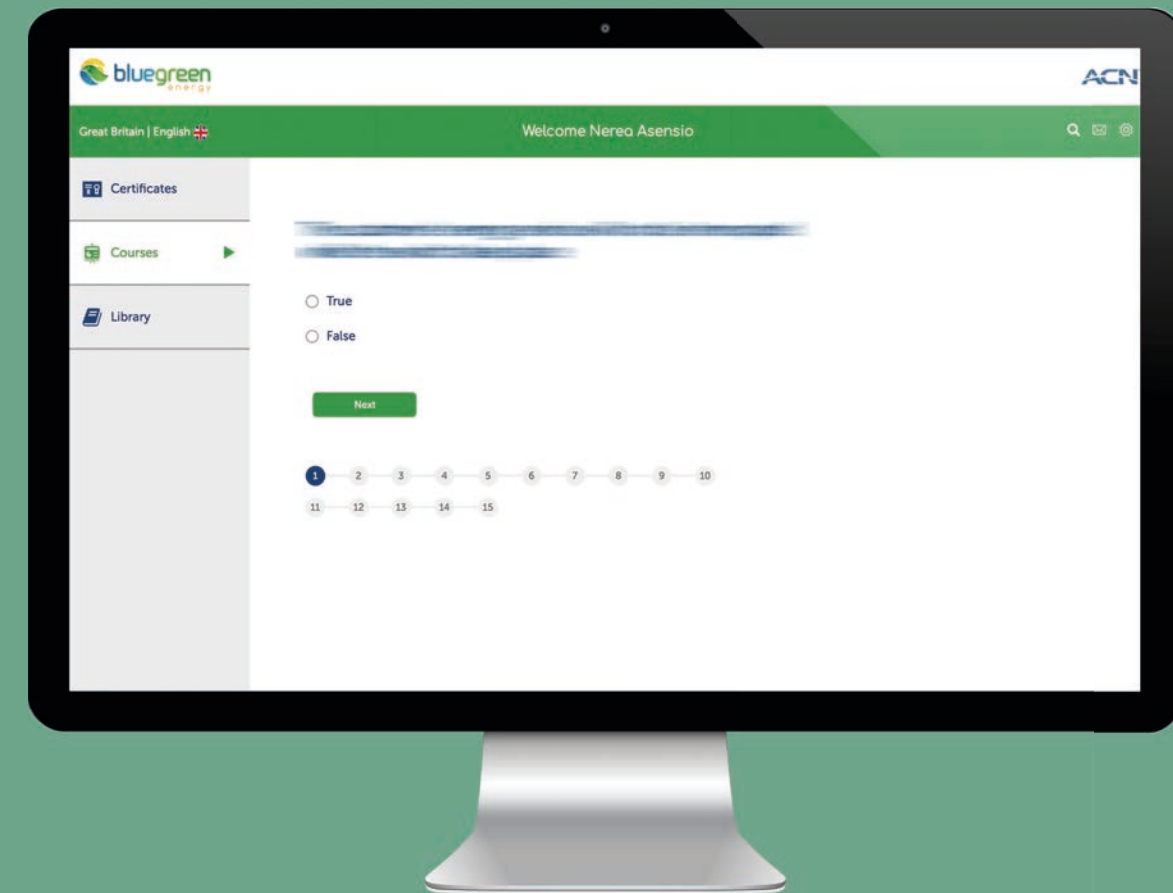
Once the videos have been watched, the **IBO** needs to take the exam.



2

## Training and exam compliance

The IBO needs to answer **at least 12 out of the 15 questions correctly** in order to pass the test. There is no time or attempts limit.



2

## Training and exam compliance

If the IBO failed, yet answered **more than 60%** of questions correctly, it will be possible to **take the exam again**.

If **less than 60%** of the questions were answered correctly, the IBO needs to **review the training material again before taking the exam**.



Almost there!

Try taking the exam again.  
Your score was between 60% - 79%.

Close

Take exam



You didn't pass.

Watch the video and  
then take the exam again.  
Your score was between 0% - 59%.

Close

Watch video

2

## Training and exam compliance

When the exam is passed, the IBO **will receive a confirmation notice and a certificate is created.**

The IBO's status will automatically change to 'Active'.

