



Understanding EnergyU Licenses

It is up to your company to add and remove users from the system. You must purchase a sufficient number of licenses for the users you wish to add to the system. Both active and inactive users hold a license. Deleting a user will free up a license; the free license may then be used for a new individual.

NOTE: Deleted users and their records cannot be recovered. Please back up user records before removing a user. Backups must be kept on file for 5 years.

Request to Archive EnergyU User Records

There are times when you may want to free up a license, but you do not have any users you can permanently delete. In these instances, you may use this form to request that MEA archive the user. Although no longer accessible to your company administrator(s), the user and records will be maintained in the system without using a license. **NOTE: Please back up user records before making an archive request. Backups must be kept on file for 5 years.**

Request to Reinstate EnergyU User Records

Archived users remain in the system, and can be returned to your company level as long as you have a sufficient number of licenses available. If you wish to reinstate a user who was archived by a different company, that company will need to sign a Release of Records in order for the user to be reinstated at your company level. **NOTE: There is a \$50 fee to reinstate an archived user.**

Authorization for MEA to: Archive User Records Reactivate User (\$50 fee applies)

User Last Name	User First Name	EnergyU Login	LMS ID
Company Name		Company ID	Employee ID
Archive requested by (first and last name)		Title	
Signature		Date	
Email address		Telephone	

Please return completed form to MEA Technical Support:

Email: ProductSupport@meaenergy.org

Telephone: 651-289-9600