# Connection Issues: ESPM and BPRS

For a building's ENERGY® STAR® Portfolio Manager (ESPM) and **Building** Performance Reporting System (BPRS) account to be properly connected, a building owner needs to make sure key steps are followed. If each step is not completed correctly, the owner will have a connection issue between the two systems. To resolve any connection issues between ESPM and the BPRS, please ensure all steps below were followed correctly:

## Vancouver Building ID
1. Select your building in ESPM and navigate to the "Details" tab
2. Find the "Unique Identifiers (IDs)" box on the lefthand side and select "Edit"
3. Go to the Standard ID City/Town dropdown – confirm "Vancouver Building ID" is selected
4. Confirm the Vancouver Building ID is correct - capitalize the "V" and delete spaces or extra characters
5. Select "Save"

## Connection Request
1. Log in to ESPM and navigate to "Contacts" at the very top of the page
2. Find "CityofVancouver" in the table below
3. Confirm "Connection Status" says "Web Services Connection" – if not, re-connect your building by following Step 9 in the How-To Guide

## Share Request
1. Log in to ESPM and select the "Sharing" tab
2. Find "City of Vancouver" under the "Organization" column in the table below
3. Select "Edit Contact's Permissions" from the "Action" dropdown menu
4. Select "Edit" under "Exchange Data" in the table below and confirm the following is selected:
   - "Read Only" for property details and meters
   - "None" for Goals, Improvement & Checklists and Recognition
   - "Yes" for "Share Forward"

## Account Preferences
1. Log in to ESPM and select "Account Settings" from the top right of the screen
2. Select the "Your Preferences" tab
3. Confirm "Yes" is selected for "Do you want your username to be searchable…"

## Email Address Match
1. Log into ESPM and select "Account Settings" from the top right of the screen
2. Confirm this email address matches your email in the BPRS - to find your BPRS email, log in to the BPRS and select your username from the top right of the screen

## If the above does not connect the account, you must re-connect and share your building
1. Log in to ESPM and navigate to "Contacts" at the very top of the page
2. Select the checkbox for "Gurmeet Ghera - CityofVancouver" from the table, select "Delete Selected Entries" and select "Continue"

3.  Navigate to the "Sharing" tab. From the table below, select "Remove Contacts Access to My Properties" from the "Action" dropdown menu next to the City of Vancouver
4.  Select "Remove Access"
5.  Re-connect and share your building by following Step 9 in the [How-To Guide](#)

For more detailed information, refer to the [Energy and Carbon Reporting How-To Guide](#)