

About this guide

Self-service platforms such as the **Connections Portal** and **Contractor Booking System** are accessed via the Endeavour Energy **Enterprise Customer Portal**

This guide covers the following topics:

- **register** as a **new user** on the Endeavour Energy **Enterprise Customer Portal**
- **set up your profile** to access the relevant platform / portal e.g. **Connections Portal** or **Contractor Booking System**

How to use this guide

Each topic has a brief **SUMMARY** of the steps and then **DETAILED INSTRUCTIONS** with screenshots

Summary of the steps


Detailed instructions

Click this icon on the next page to jump to the instruction format you prefer

How to video

These instructions are also covered in a how-to video on our Support Materials page

Topics in this guide

Click  to jump to the relevant page

REGISTER AS NEW USER

Self-registration steps to **register** as a **new user** on the **Enterprise Customer Portal**

SUMMARY 

DETAILED INSTRUCTIONS 

SET UP PROFILE

For access to -> **CONNECTIONS PORTAL**

When you have registered and logged in to the Enterprise Customer Portal, the next step is **to set up your profile** to enable access to the **Connections Portal**

SUMMARY 

DETAILED INSTRUCTIONS 

SET UP PROFILE

To request access to -> **CONTRACTOR BOOKING SYSTEM**

When you have registered and logged in to the Enterprise Customer Portal, the next step is **to set up your profile** to request access to the **Contractor Booking System**

SUMMARY 

DETAILED INSTRUCTIONS 

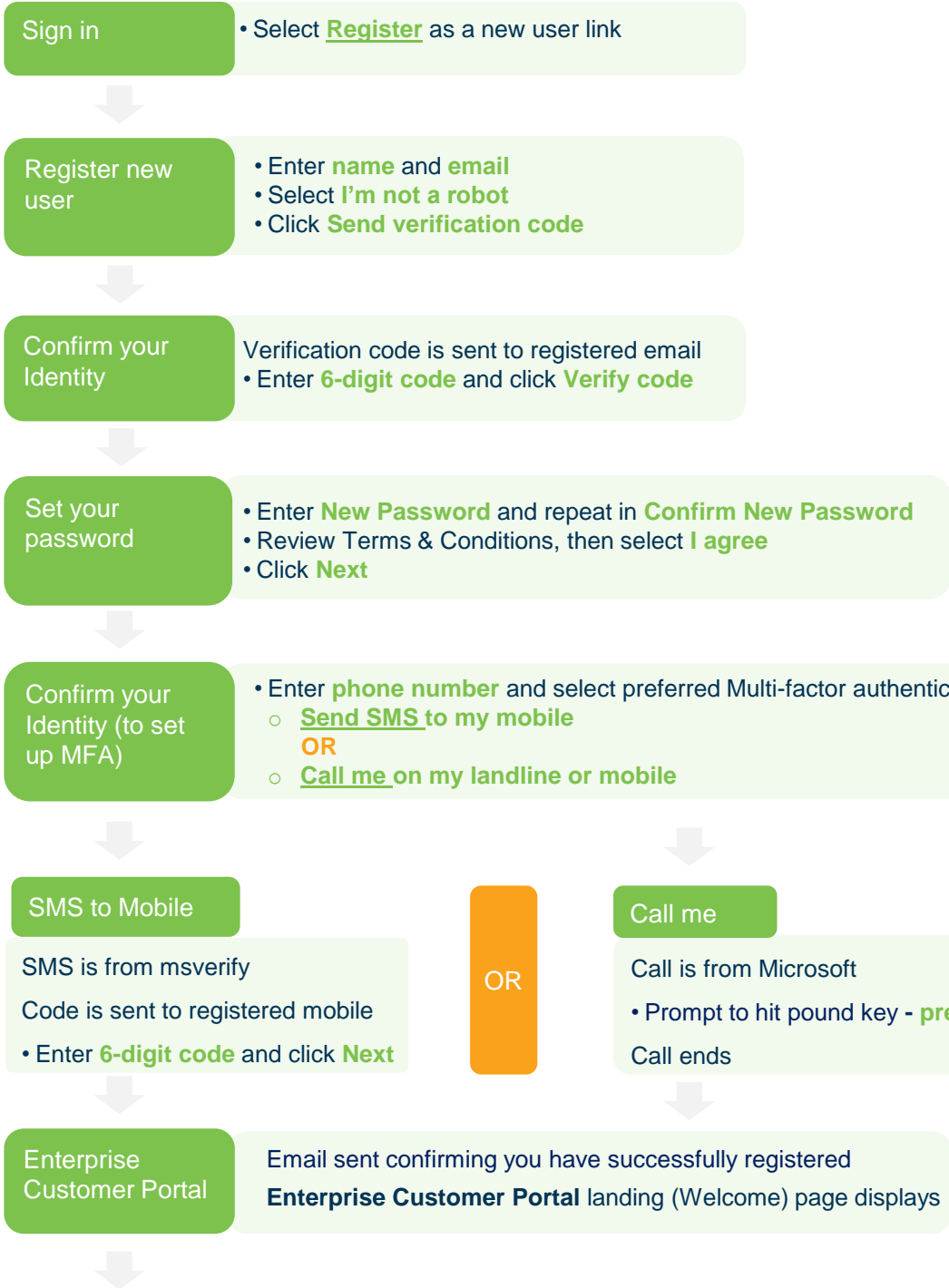
REGISTER AS NEW USER

SUMMARY OF STEPS

Link for Connections Portal:
 1. **Click here** to access the **Connect online** page on our Endeavour Energy website
 2. Click **the link to launch our Connections Portal** and access the sign in page *(this links to the log in page for the Enterprise Customer Portal)*



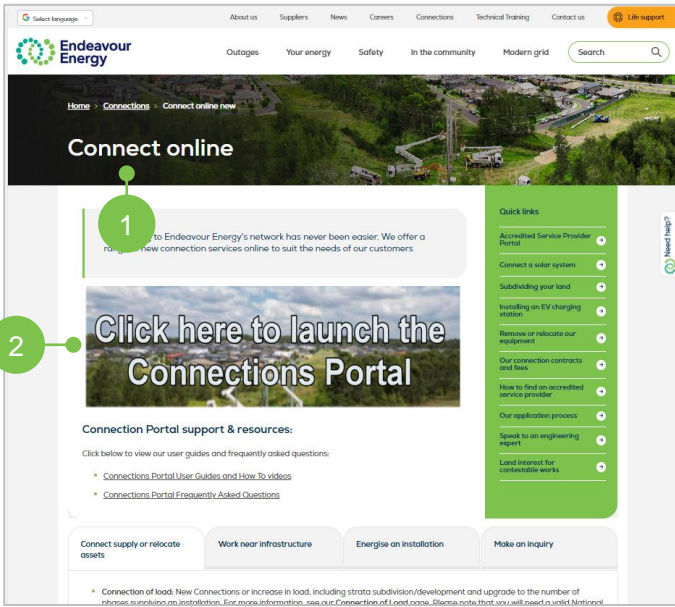
[Click here](#) if you want to jump to the **detailed instructions** (with screenshots)



SET UP PROFILE

Next step is to set up your profile so you have [access to the CONNECTIONS PORTAL](#) or to [request access to the CONTRACTOR BOOKING SYSTEM](#)

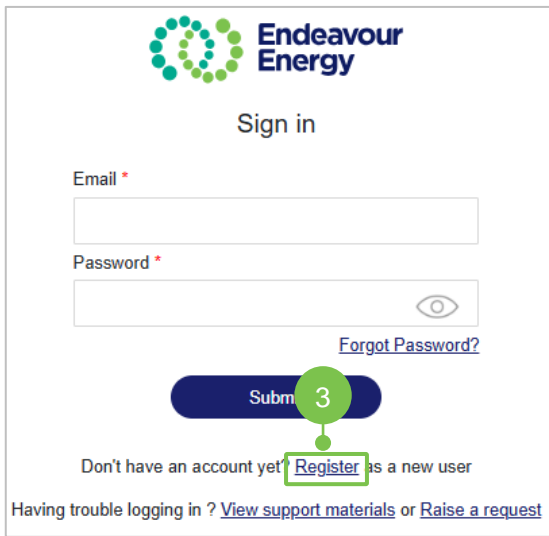
DETAILED INSTRUCTIONS – REGISTER AS NEW USER



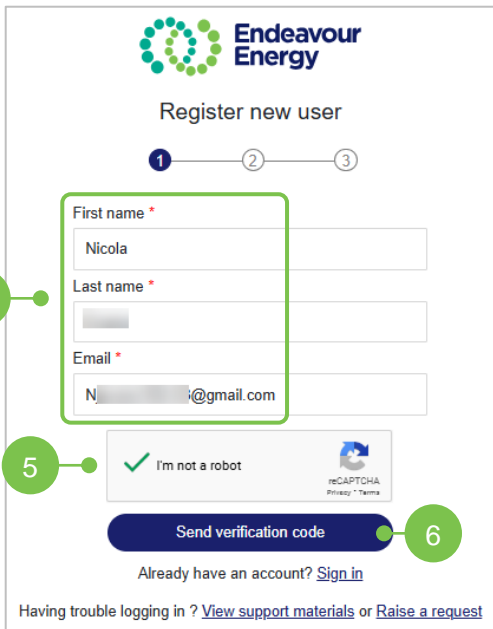
How to register as a new user on the Enterprise Customer Portal

1. [Click here](https://www.endeavourenergy.com.au/connections/connect-online) to access the **Connect online** page on our Endeavour Energy website - <https://www.endeavourenergy.com.au/connections/connect-online>

2. Click the link to **launch our Connections Portal** and access the log in page
(this links to the log in page for the Enterprise Customer Portal)

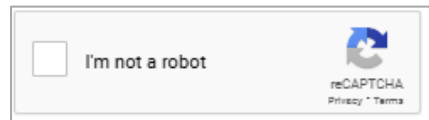


3. Click [Register](#) as a new user link



4. Enter **First name**, **Last name** and **Email**

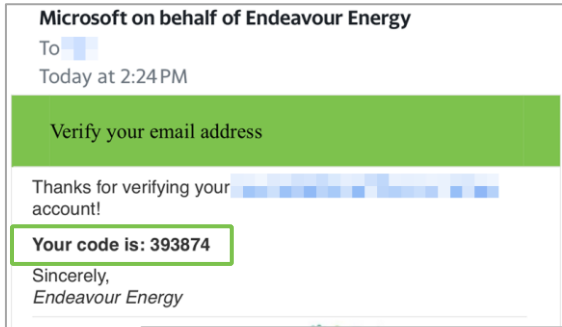
5. Select **I'm not a robot** checkbox



6. Click [Send verification code](#)

(instructions are continued on the [next page](#))

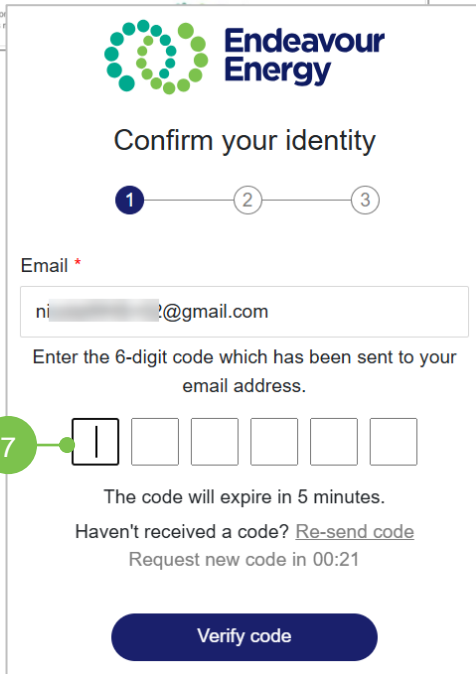
DETAILED INSTRUCTIONS – REGISTER AS NEW USER (continued)



You will receive an email with a **verification code**.

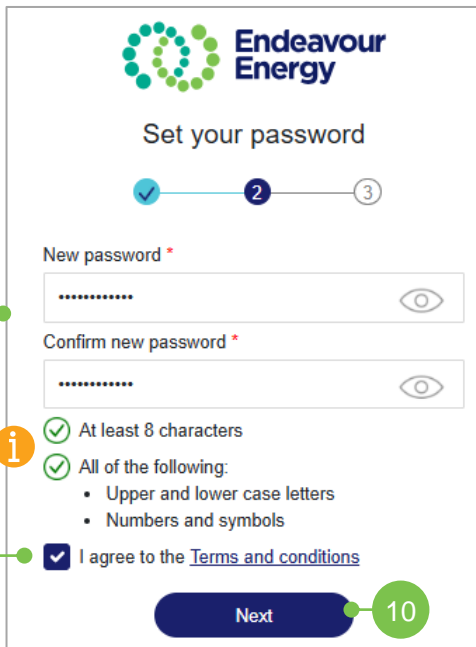
The email is sent to the registered email (i.e. the email address entered in step 5).

The email is from Microsoft on behalf of Endeavour Energy



7. Enter the **6-digit code** provided in the email

*Note: Click the **Re-send code** link if you have not received the email with the code or if the activity has timed out after 5 minutes.*



8. Enter the password you want to set in **New Password** and repeat the password in **Confirm New Password**

i Both grey ticks turn to **green** when you have met the password requirements successfully.

9. After reviewing the terms and conditions, agree by selecting the **I agree** checkbox

10. **Click**

(instructions are continued on the [next page](#))

DETAILED INSTRUCTIONS – REGISTER AS NEW USER (continued)

11. Enter your **Phone number** - this is for Multi Factor Authentication (MFA)

12. Select your preferred contact method (for Multi-factor authentication):

- **Send SMS to my mobile** - to receive the verification code via SMS (text message)
- **Call me on my landline or mobile** - to complete authentication via a call

Send SMS to my mobile

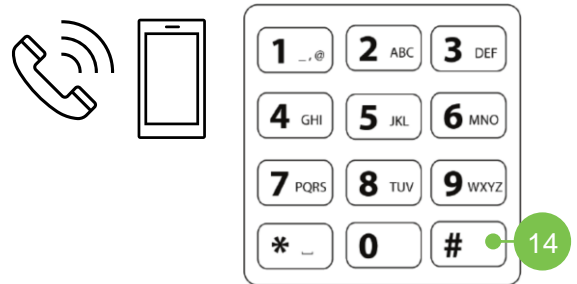
If you selected **Send SMS to my mobile**, you will receive an SMS from msverify

13. Enter the **6-digit verification code** you received via SMS

Note: Click the **Re-send code** link if you have not received the code to your mobile number or if the request has timed out after 5 minutes.

Call me on my landline or mobile

If you selected **Call me on my landline or mobile**, you will receive a call from Microsoft

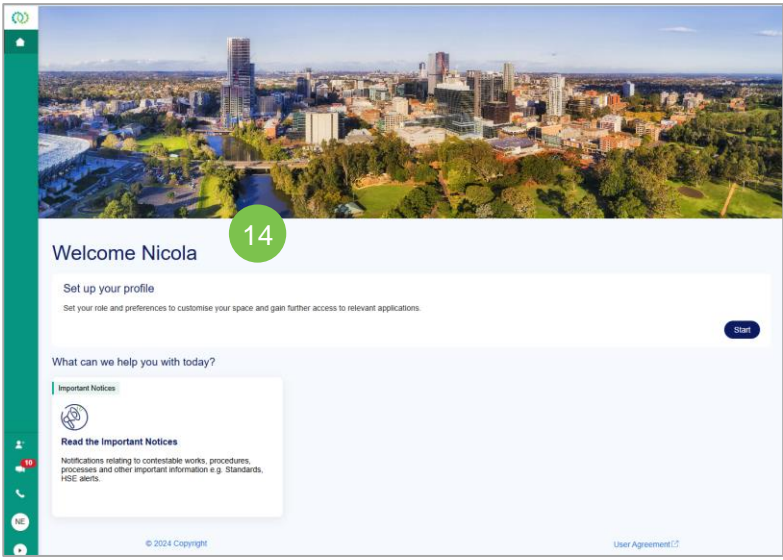


13. When you hear the prompt to hit the pound key - **press #**

You will hear a prompt that your sign in has been successful, and the call will end



DETAILED INSTRUCTIONS – REGISTER AS NEW USER (continued)



Your **Customer Portal** landing page displays

The next step is to **set up your profile:**

- Instructions to set up your profile to access the **Connections Portal** are on the [next page](#)
- Instructions to set up your profile to request access to the **Contractor Booking System** are on [page 13](#)



Note. You will also receive an **email** confirming you have successfully registered to access the Endeavour Energy Customer Portal.

SET UP PROFILE: NEW USER

For access to:
CONNECTIONS PORTAL

SUMMARY OF STEPS

Click [here](#)  if you want to jump to the **detailed instructions** (with screenshots) for these steps

Customer Portal **Customer Portal** landing (Welcome) page
 • Set up your profile section – click **Start**

Create Profile Page **About me**
 • Enter your **Contact Number**
My role
 • Select **I am requesting services or advice from Endeavour Energy**
 • Select the radio button for the **role which best describes you**

ACCREDITED SERVICE PROVIDER (ASP)

- select your **ASP type** from the drop-down list
- enter your **ASP Service Provider (ASP) number** (4 digits)
- enter your **Company name** and **Company ABN / CAN**
- enter your **address**
- click **Submit**

DEVELOPER / ELECTRICAL CONSULTANT / ELECTRICAL RETAIL WORKER / SOLAR RETAILER

- enter your **Company name** and **Company ABN / CAN**
- enter your **address**
- click **Submit**

HOME / PROPERTY OWNER OR RESIDENT

- enter your **NMI**
- enter your **Address**
- click **Submit**

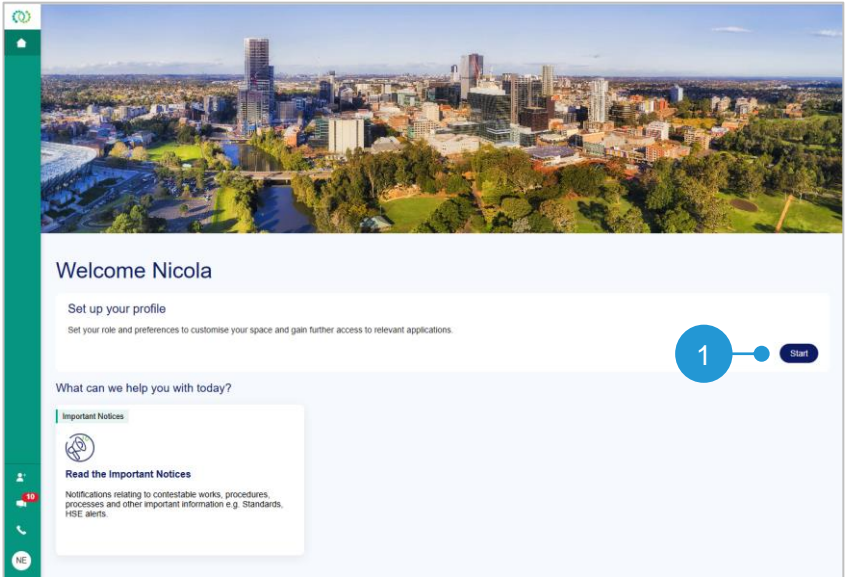
Note: It may take a few seconds for the dialog box to close (after you click Submit)

Enterprise Customer Portal **Enterprise Customer Portal** landing (Welcome) page
 • Select **Connections Portal > Manage a Network Application** tile

Connections Portal **Connections Portal** Home screen opens in new tab
 For further information, refer to the **user guides** and **how to videos** on our **Support Materials** page

DETAILED INSTRUCTIONS - SET UP PROFILE

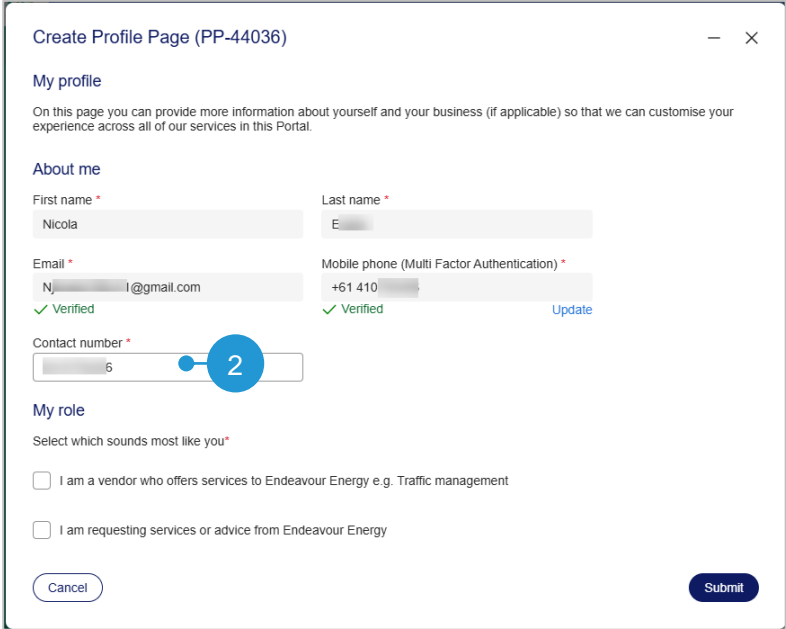
NEW USER – CONNECTIONS PORTAL



When you have registered and logged in to the Enterprise Customer Portal, the next step is to set up your profile

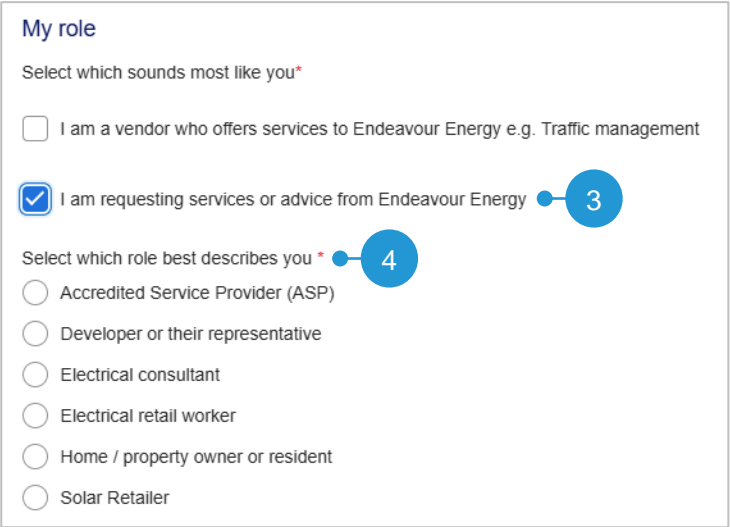
1. To set up your profile **click** 

or **click**  on the bottom left panel



The **Create Profile Page** displays

2. Enter your **Contact number**
This can be the same as your mobile number for Multi Factor Authentication or another number



3. For access to the **Connections Portal**, select **I am requesting services or advice from Endeavour Energy**

4. Select the radio button for the **role which best describes you**

The fields you are then prompted to complete differ depending on the role you select

(instructions are continued on the [next page](#))

ACCREDITED SERVICE PROVIDER (ASP)

Accredited Service Provider details **5**

ASP type * Accredited Service Provider (ASP) number

Company name * Company ABN/ACN *

Address *

When you have selected the ASP role radio button, the **Accredited Service Provider details** section displays

5. Complete the following:

- select the **ASP type** from the drop-down list
- enter your **ASP Service Provider (ASP) number** (4 digits)
- enter your **Company name** and **Company ABN / ACN**

DEVELOPER / ELECTRICAL CONSULTANT / ELECTRICAL RETAIL WORKER / SOLAR RETAILER

Developer details **5**

Company name * Company ABN/ACN *

Address *

When you have selected the role, the **details** section displays.

*The fields to complete are the same for **Developer, Electrical Consultant, Electrical retail worker and Solar Retailer***

5. Complete the following:

- enter the **Company name**
- enter the **Company ABN / ACN**

HOME / PROPERTY OWNER OR RESIDENT

Home / property owner or resident details **5**

NMI ⓘ
Please enter the first 10 characters of the National Metering Identifier (NMI) as displayed in your electricity bill

Address * ⓘ

Can't find your address ? [Click here](#)

When you have selected the role, the **Home / property owner or resident details** section displays

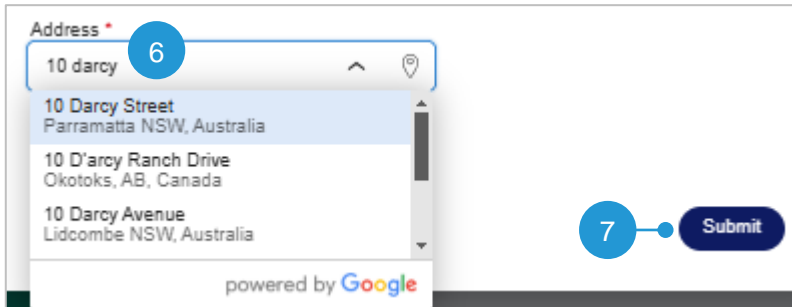
5. Enter the NMI for your property if known / if available

*Enter the **first 10 digits / characters only** (the 11th digit in your NMI is a checksum that we don't require)*

*(instructions to enter the **address** are continued on the [next page](#))*

DETAILED INSTRUCTIONS - SET UP PROFILE *(continued)*

NEW USER – CONNECTIONS PORTAL



6. Start to enter your address in the **Address** field and then select from the search results

7. Click **Submit**

Note: It may take a few seconds for the dialog box to close (after you click Submit)

OR

OR



6. If your address is not found in the Google address search, select the **Can't find your address** checkbox **and enter the address manually**

7. Click **Submit**

Note: It may take a few seconds for the dialog box to close (after you click Submit)

(instructions are continued on the next page)

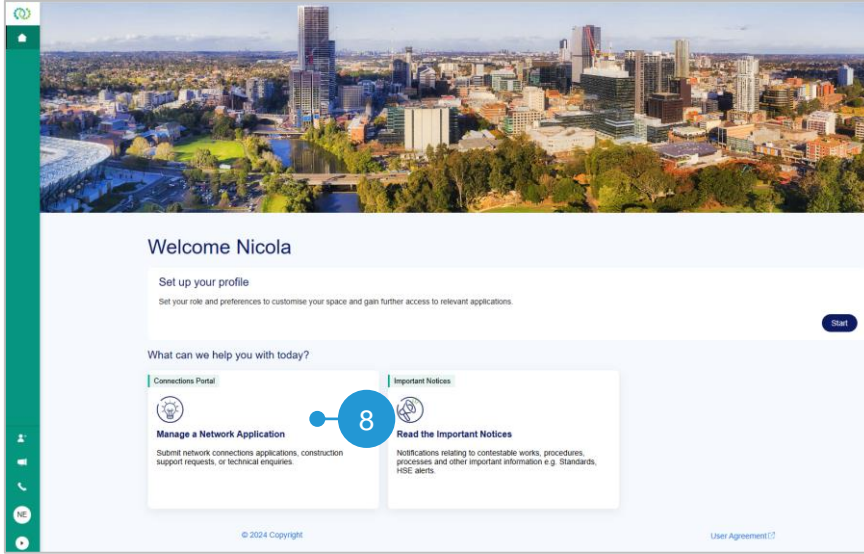
DETAILED INSTRUCTIONS - SET UP PROFILE *(continued)*

NEW USER – CONNECTIONS PORTAL

After you click Submit, you are returned to your Customer Portal landing (Welcome) page

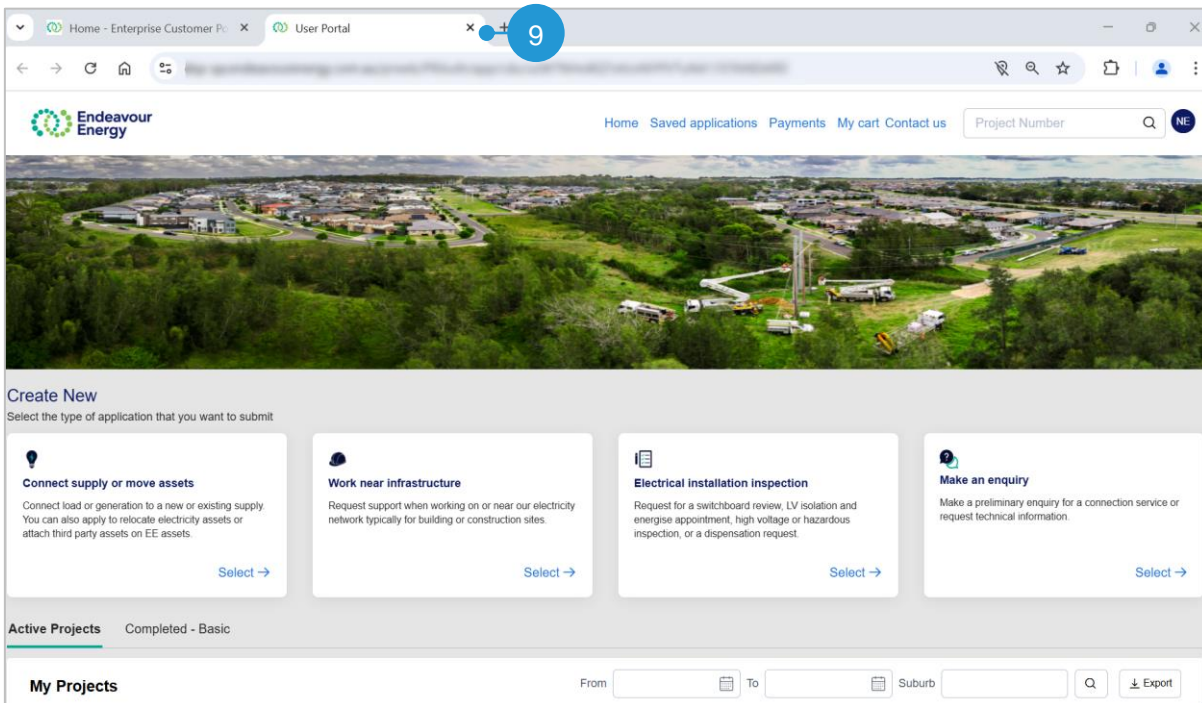
The **Connections Portal: Manage a Network Application** tile now displays on your Customer Portal landing (Welcome) page

8. To access the Connections Portal **click**



(if the tile is not displayed, click Home to refresh the page or refresh your browser)

9. Your **Connections Portal** Home page opens in a new tab



For further information, refer to the user guides and how to videos on our [Support Materials](#) page

SET UP PROFILE: NEW USER

To request access to:
CONTRACTOR BOOKING SYSTEM

SUMMARY OF STEPS

[Click here](#)  if you want to jump to the **detailed instructions** (with screenshots) for these steps

Enterprise Customer Portal **Enterprise Customer Portal** landing (Welcome) page

- Set up your profile section – click **Start**



Create Profile Page

About me

- Enter your **Contact Number**

My role

- Select **I am a vendor who offers services to Endeavour Energy e.g. Traffic management**
- Select your **Company name** from the drop-down list
- Click **Submit**



Enterprise Customer Portal **Enterprise Customer Portal** landing (Welcome) page

- Tile to access **Contractor Booking System** is added but **inactive** (greyed out) until your access is approved (24 – 48 hours)



Please allow **24-48 hours** for your registration request to be **approved**

You will receive an **email** confirmation when your **access has been approved**.



Enterprise Customer Portal **Enterprise Customer Portal** landing (Welcome) page

- Select **Contractor Booking System > Engagement of Contracted Services and Equipment** tile which is now **active** (white)

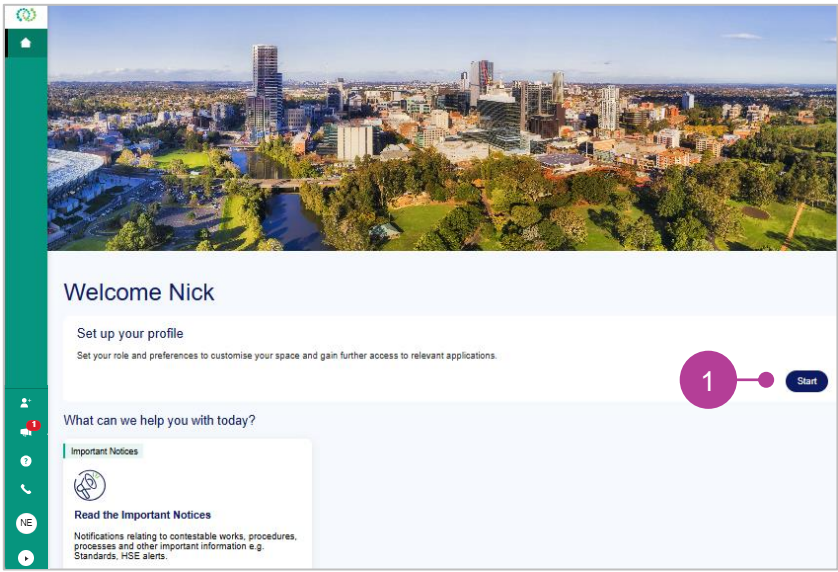


Contractor Booking System **Contractor Booking System** Home screen opens in new tab

DETAILED INSTRUCTIONS - SET UP PROFILE

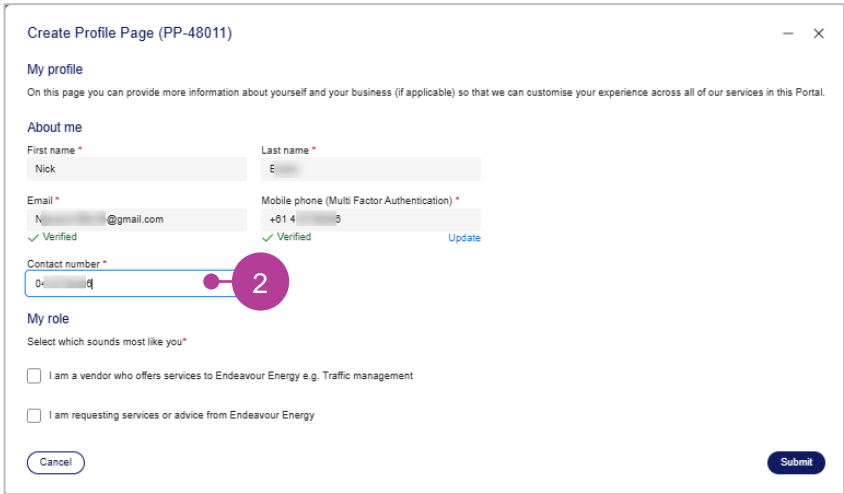
NEW USER – CONTRACTOR BOOKING SYSTEM

When you have registered and logged in to the Enterprise Customer Portal, the next step is to set up your profile



1. To set up your profile click **Start**

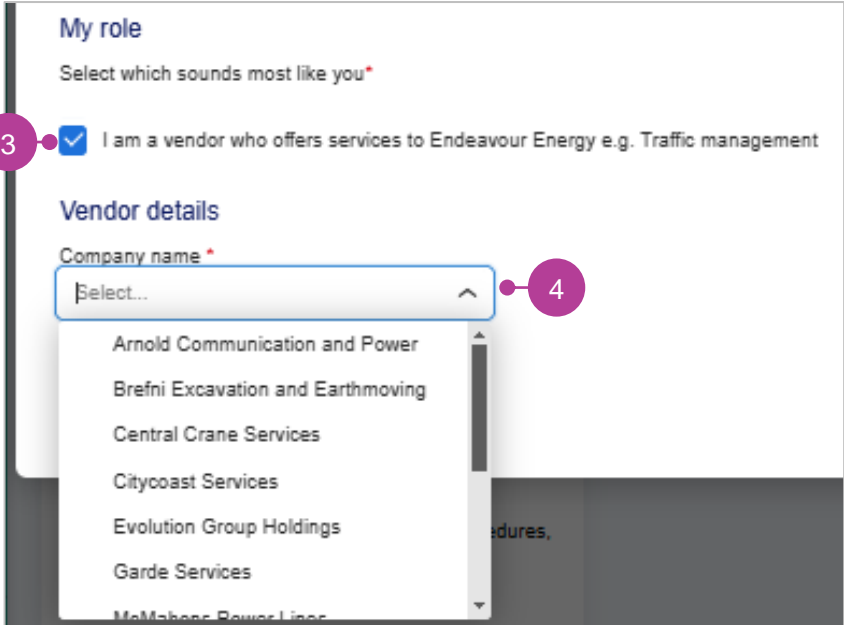
or click  on the bottom left panel



The **Create Profile Page** displays

2. Enter your **Contact number**

This can be the same as your mobile number for Multi Factor Authentication or another number



3. For access to the **Contractor Booking System**, select **I am a vendor who offers services to Endeavour Energy e.g. Traffic management**

4. Select your **Company name** from the drop-down list

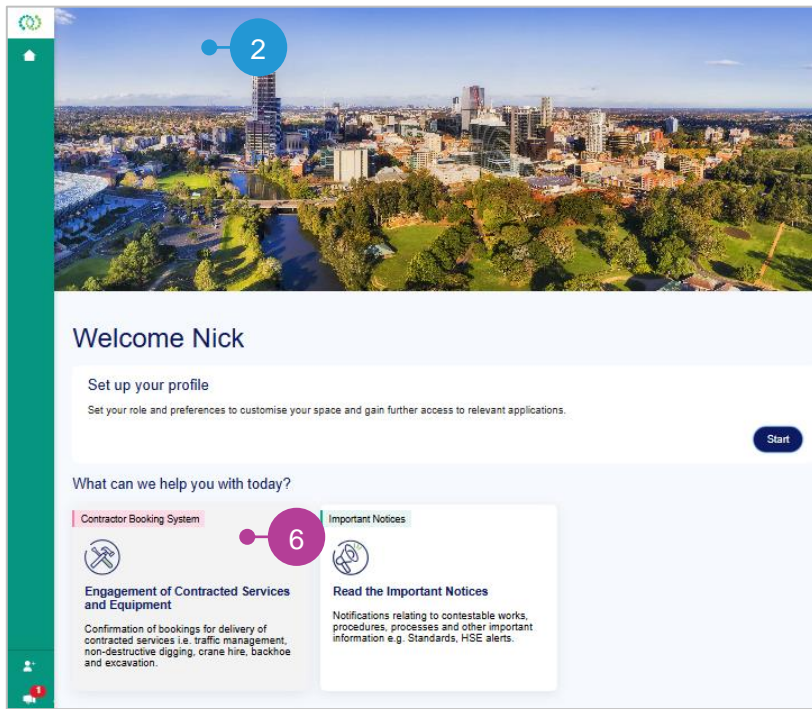
(instructions are continued on the [next page](#))

DETAILED INSTRUCTIONS - SET UP PROFILE *(continued)*

NEW USER – CONTRACTOR BOOKING SYSTEM

5. Click **Submit**

! **Note:** It may take a few seconds for the dialog box to close *(after you click Submit)*



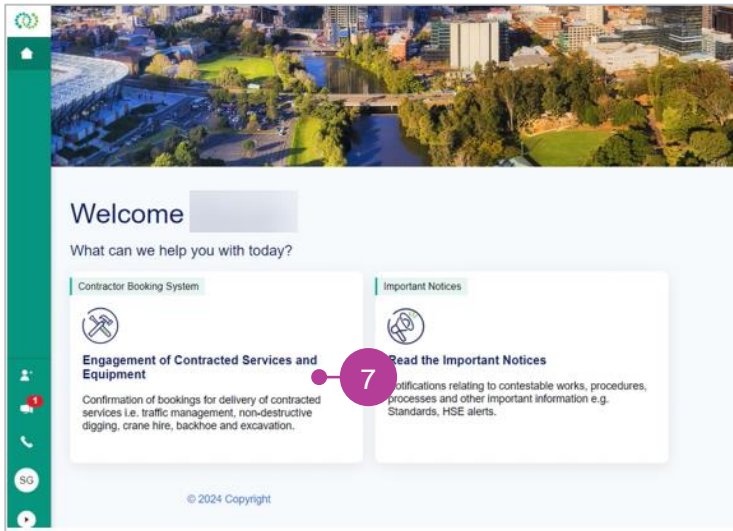
6. The tile to access the **Contractor Booking System** is added to your landing (Welcome) page but is **inactive** (greyed out) until your access is approved

Please allow **24-48 hours** for your registration request to be **approved**

(instructions are continued on the next page)

DETAILED INSTRUCTIONS - SET UP PROFILE *(continued)*

NEW USER – CONTRACTOR BOOKING SYSTEM



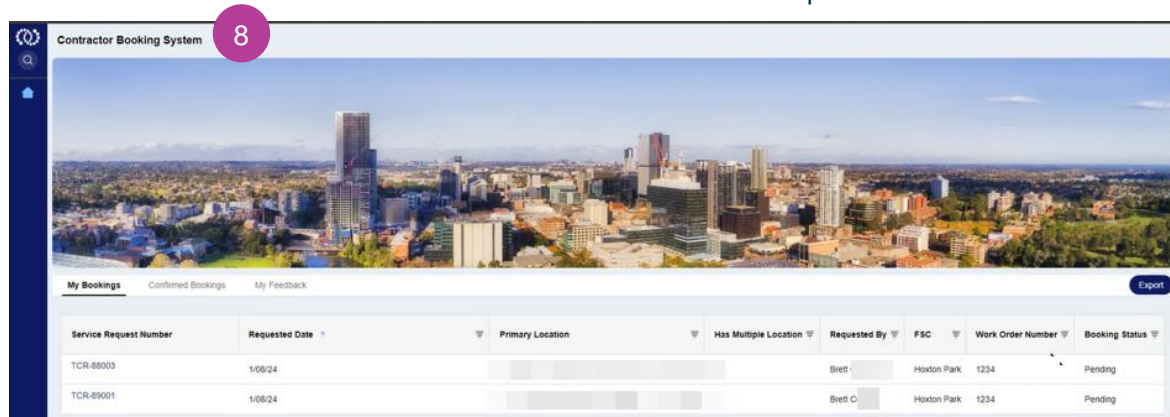
You will receive an **email** confirmation when your **access has been approved**.

The **Contractor Booking System: Engagement of Contracted Services and Equipment** tile is now active (*displays in white*) on your Enterprise Customer Portal landing page

7. To access the Contractor Booking System **click**



8. Your **Contractor Booking System** Home page opens in a new tab



For further information, refer to the [quick reference guide](#) and [support materials](#)

