

About this guide

This guide covers the following help options:

- view support materials (user guides, how-to videos, quick reference guides) •
- raise a help request for the Endeavour Energy team to investigate your issue and / or provide more information
- track the status of the help request
- view responses and add further information using the Comments function and / or attach files to a help request.

How to use this guide

Use the format you prefer:

the next page is a one-page quick summary the other pages in this guide have more detailed of the help options and the steps to follow Summary of steps (1) Entry AMONG PROPERTY. Indexi the West of support respect I cannot believe believe standing in the standard of the stepset free are the little through the scheme is another, and this Related Re-Yas - order your much Lots for he

Click this icon bon the summary page if you want to jump to the detailed instructions step by step instructions with screenshots Detailed instructions COLUMN



how-to video

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

Endeavour Energy	SUMMARY OF HELP OPTIONS User Guide – How to get Help
Endeavour Energy website	The Endeavour Energy web site > <u>Connect Online</u> page has links to the following <u>Support</u> <u>Materials</u> : • User Guides & How-to Videos • Frequently asked questions
Raise a help request via Enterprise Customer Portal	 Enterprise Customer Portal: Click I Wy Help Requests icon (navigation panel on left of screen) Click Raise a request Select the relevant portal (e.g. Connections Portal or Contractor Booking System) Select the kind of support request (I need more information or Something is not working). The questions differ depending on the kind of request Complete the relevant questions and click Submit Request Click I to return to your list of Help Requests or click I to return to the Home (Welcome) page Connections Portal: In the Connections Portal, the Contact us link (in the toolbar at the top of the screen) directs you to your My Help Requests Not logged in? Use the Raise a request link on the log in page
Check status of help request View / add comments	 Email: You will receive an email when you submit a help request, when we update your request and when we resolve your request. The Endeavour Energy team working on your request will receive an email when you add a comment to your help request. 1. Click My Help Requests icon to view your Help Requests dashboard 2. The dashboard shows the date of the last update and the status 3. Click the Case ID 4. To view or add comments, select the Comments tab 5. Enter the comment / information/ response in the text box. Click if you want to attach a file 6. Click to post the comment (and trigger the email).
Log in page: View support materials Raise a help request	 Every page in the log in process has a link to View support materials and a link to Raise a (help) request Having trouble logging in? View support materials or Raise a request The View support materials link takes you to the Support Materials page on our website which has user guides and how-to videos To raise a help request: Click Raise a request Enter your First Name, Last Name and contact email address Have you registered for an account in the customer portal – if you select: Yes – enter your registered email address and your telephone number. If the contact email address you used to register for the portal, select the Same as the email address you used to register for the portal, select the Same as contact email checkbox No - enter your telephone number Select which browser you are using, have you cleared the cookies, what device you're using, have you rebooted / restarted and select the issue you are facing (if your issue is not listed, select Other and enter a description of the issue) Enter the text in the image (captcha verification step) Click Submit You will receive an email confirming your help request has been raised and transferred to the relevant team to investigate. You will receive an email every time we have an update for your issue and you will receive an email when we have resolved your issue



ENDEAVOUR ENERGY WEBSITE - VIEW SUPPORT MATERIALS AND FAQS



3. Click the **link** to view the user guide or to view the how-to video for the steps you need help with

see the details for a question

3. Click + or - to expand or collapse the view to

4. Click the link to view the FAQs for another topic





Important Notices

Read the Important Notices

Notifications relating to contestable processes and other important infor HSE alerts.

(fl)

Welcome Nicola

Manage a Network Application

Submit network connections applications, construction support requests, or technical enquiries.

Connections Portal

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My Help Requests

What can we help you with today?

If you need more information or you're encountering technical issues in one of our portals (e.g. Connections Portal, Contractor Booking System), you can submit a request for help through the Enterprise Customer Portal



Note: If you are in the Connections Portal, you can also use the Contact us link to access your Help Requests screen in the Customer Portal









3. Select the **service** you need help with (Connections Portal or Contractor Booking System)

(instructions are continued on the next page)



CONTRACTOR BOOKING SYSTEM

Create Support (S-174016)	- ×
Collect help details	0
Need help?	
On this page you can find FAQ's and support materials. If you can't find what you're are looking for, you can report an issue to our support team.	
Which service do you need help with? *	
Connections Portal - Manage a network application	
O Contractor Booking System - Engage contractor services or book equipment	
Contractor Booking System	
Before you raise a support request, be sure to check out the published support materials.	
For assistance with viewing/actioning service requests, refer to Contractor Booking System Quick Reference under the still need help, submit a re clicking on Raise a support request.	quest by
I can't view/action service requests For assistance with viewing/actioning service requests, refer to <u>Contractor Booking System Quick</u> Reference Guide. If you still need help, submit a request by clicking on Raise a support request.	
Cancel Raise a support	rt request

4. For the **Contractor Booking System**, there are links to view **support materials** and a **quick reference guide**. These will open in a new tab.

If you cannot find the information you need or you are still experiencing the issue, you can raise a support request



(instructions to raise a support request are continued on the <u>next page</u>)

CONNECTIONS PORTAL

Create Support (S-174016) - ×	
Collect help details	
Need help0	
Need help?	
On this page you can find FAO's and support materials. If you can't find what you're are looking for, you can report an issue to our support team.	
Which service do you need help with? *	4. For the Connections Portal, there are
O Connections Portal - Manage a network application	links to view:
Contractor Booking System - Engage contractor services or book equip	
Connections Portal	 the support materials page
Before you raise a support request he sure to check out the published support materials (Ilser Quides How to Videos and EAOs)	user guides for the most common
Hara ara soma common scanarios	scenarios
	3001/21/03
✓ I can't see any of my projects	 Frequently asked questions
For assistance with viewing your active projects, refer to the <u>My Projects Dashboard Quick</u> <u>Reference Guide</u> . If you still need help, submit a request by clicking on Raise a support request.	
✓ I can't lodge a new application	
For assistance with submitting an application, refer to the <u>How to Submit an Application Quick</u> <u>Reference Guide</u> . If you still need help, submit a request by clicking on Raise a support request.	
✓ I can't make a payment or see my invoice	If you cannot find the information you need
For assistance with making a payment, refer to the <u>Make a Payment Quick Reference Guide</u> . If you still need help, submit a request by clicking on Raise a support request.	or you are still experiencing the issue, you can raise a support request
✓ I can't find my scenario	
If your scenario is not listed above, refer to the <u>Frequently Asked Questions</u> . If you still need help,	
Cancel Raise a support request	5. Click Raise a support request

(instructions to raise a support request are continued on the <u>next page</u>)



Create Support (S-174016)	- ×
0	Raise support request
Raise support request Submitting this form will send a request to our Endea	avour Energy teams.
How can we help you?	
I need more information Something is not working	n ? ~
Cancel	Back Submit request

6. Select the kind of support request you want to submit:

- I need more information (instructions below)
- Something is not working (instructions on <u>next page</u>)

The **questions** to complete **differ** depending on the kind of support request

Create Support (S-174016) - ×	
Raise support request	I NEED MORE INFORMATION
Raise support request Submitting this form will send a request to our Endeavour Energy teams.	A red asterisk * denotes a mandatory field or question
How can we help you? What kind of support request would you like to submit? *	7. Enter details of the information you are
Something is not working	looking for
Provide details of the information you are looking for *	8. Enter the Application ID or Project ID or Invoice Number or leave blank if not relevant / not known
Provide a reference, such as the Application Id or Project Id or an Invoice Number	9. You can also attach files (drag and drop or click choose files to browse to the file)
Upload supporting documents or screenshots if available	Click (i) to view Additional info (helper text) for a question
Allowable/Acceptable file types : PDF, DOC, DOCX, DWG, XLS, XLSX, JPEG, PNG Cancel Back Submit request	10. Click Submit request

(instructions are continued on page 8)

I NEED MORE INFORMATION



SOMETHING IS NOT WORKING

Create Support (S-174016) - ×	
Raise support request	
Raise support request	SOMETHING IS NOT WORKING
Submitting this form will send a request to our Endeavour Energy teams. How can we help you?	A red asterisk * denotes a mandatory field or question
What kind of support request would you like to submit? *	
Something is not working	7. Enter details of the issue you are experiencing
Provide a description of the issue you are experiencing *	
0 of 3000	8. Complete the following questions if known or applicable:
Provide a reference, such as the Application Id or Project Id or an Invoice Number	 Enter the Application ID or Project ID or Invoice Number or leave blank if not relevant / not known
Has the issue occurred previously? Ves No 8	Has the issue occurred previously
Have you restarted your device to see if the issue continues?	Have you restarted your device
○ Yes ○ No	Which browser are you using
Which browser are you using?	 Are you connected to Endeavour Energy (IT) network
Select V	 Have any changes been made to your device
Are you connected to Endeavour Energy network/VPN/Citrix?	
Have any changes been made to your device recently (software installs, updates, moved)?	Click (i) to view Additional info (helper text) for a question
Upload supporting documents or screenshots if available	
Ø Drag and drop or choose files	9. Upload supporting documents or screenshots - it is not mandatory to upload
Allowable/Acceptable file types : PDF, DOC, DOCX, DWG, XLS, XLSX, JPEG, PNG	your issue if you provide screenshots
Cancel Back Submit request	(drag and drop or click choose files to browse to the files)



(instructions are continued on the <u>next page</u>)



0	Support S-174016	•	Request submitted			Demuest submitted server confirms you
	Request Status		Your request has been successfully submitted. R	equest details below	0	Request submitted screen confirms you
	PENDING- INVESTIGATION		Request details			nave submitted your help request
			Request Number INC2005980 Request Type Something is r	ot working		successiully.
			Request Submitted Date Time 28 Jan 2025, 2	::23 pm		The status is PENDING-INVESTIGATION
			Request Status PENDING-INV	ESTIGATION		
			What's next			
			 You will receive an acknowledgement to your the request details. Endeavour Energy support 	registered email address with t team will review the request		
			and respond within 5 business days.			
				Done		
			Request Details Comments			
			De suest detaile			
			Request details Request Number	INC2005980		
			Request Type	Something is not working		
			Request Submitted Date Time	28 Jan 2025, 2:23 pm		11. Click ڬ to return to your Help
			Request Status	PENDING-		Requests screen
			Vaux reasonance . Is sur	internation		-
			TOUT RESPONSE - ISSUE Provide a description of the issue you are experi-	encing.		
			cannot be validated and to try again later	get an error that the NMI		
			Provide a reference, such as the Application Id of Project Id or an Invoice Number	·		
			Has the issue occurred previously?	NO		
2 1		INC2005980 In	icident is Created. 🕨 🔤	× XC		
-		Endea	vour			You will also receive an email confirming
0	- 11	Series Energy	y			your help request (incident) has been
1 C -		Lii Nisolo				created successfully
		HI NICOIA,				
		Thank you for submitting y the details below.	your request. An incident has been create	d for your request and p	lease find	
		Incident Number - INC200	15980			
		Request Submitted on - 2	28 Jan 2025, 02:23 pm			
		Details of the request - Wh	hen I enter the NMI in the Site Details scr	een, I get an error that th	ie NMI	
		Reference Number -	o try again later			
		This is an automated ema	iil. Please do not reply to this message as	the inbox is not monitor	ed.	
		For any enquiries, please	contact us via the 'My Help Requests' Da	shboard using the 'Com	ments'	
		section. To access the hel	lp request, please <u>click here</u> .	_		
		Regards				
		Endeavour Energy				
		endeavourenergy.com.au				
		Endeav	vour POWER			
12						
	Help Reque	ests				
	Deire e recurst					

Raise a new request

PENDING-INVESTIGATION

Q :

:

12. Click **1** to return to your Enterprise Customer Portal Home (Welcome) page

(the <u>next page</u> in this guide shows how to check the status, view responses and add comments to a help request)

My Requests 1 result

INC2005980

Please click the button to access user guides, support materials, or to submit a new request.

 Request Number :
 Case ID :
 Request Type :
 Submitted Date Time :
 Last Updated Date Time :
 Request Status

S-174016 Something is not working 28 Jan 2025, 2:23 pm 28 Jan 2025, 2:25 pm



CHECK STATUS OF YOUR HELP REQUEST & VIEW OR ADD COMMENTS



Welcome Nicola

Manage a Network Application

Submit network connections applications, construction support requests, or technical enquiries.

Connections Portal

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My Help Requests

What can we help you with today?

You receive an email when the Support Team update your help request and when the help request is resolved.

You can also view the updates (comments and status change) in your Help Requests dashboard.

You can respond to our Support Team by adding comments to the Help Request.



Note: If you are in the **Connections Portal**, you can also use the **Contact us** link to access your Help Requests screen in the Customer Portal

)	-	O	×
Home Saved applications Payments My cart Conta	ct us Project Nur	nber	Q	۲
		C.C.C.		
A DESCRIPTION OF THE OWNER OF THE	Martin Party			

The Help Requests screen lists your help requests.



Import

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Proce

The status of your help request is shown in the Request Status column:

- PENDING-INVESTIGATION the relevant Endeavour Energy team is investigating your help request
- RESOLVED-COMPLETED we have resolved your help request
- NEW you have started to create a help request but have not submitted the request to us
 - 2. Click the Case ID to view / access the help request

(instructions are continued on the <u>next page</u>)



Use the arrows ◀ ► to

expand or collapse a panel

CHECK STATUS OF YOUR HELP REQUEST & VIEW OR ADD COMMENTS (continued)

The help request displays.

The **Request Details** tab is selected by default and shows the details you entered.

The **Utilities** panel on the right lists all **Attachments** for the help request. This is any files attached to the help request and all emails generated (an email is generated when you create the help request, when anyone adds a comment and when we resolve the request).



3. To view responses and / or to add a comment or attach a file, select the **Comments** tab

Support s-170021	•	~ Assignments (1)	Utilitie	s
Request Status PENDING-		Await Updates Assigned to SupportRequest@EE • Task in S-170021 • Urgency 10	ØA	ttachments
INVESTIGATION		Request Details Comments	Ø	INC2003223 Corresponde Help Service
		Comments ₹	Ø	INC2003223 Corresponde Help Service
			- 5	INC2003223 Corresponde Nicola UAT
		HS Endeavour Energy Support 4		
		Can you please attach a screenshot showing the issue or advise the address you entered so I can replicate the issue. Thank you		

4. Comments / responses added by the Endeavour Energy support team are shown as Endeavour Energy Support

You also receive an "Incident updated" email with the same information

5. To attach a file, click @ (paper clip icon)



CHECK STATUS OF YOUR HELP REQUEST & VIEW OR ADD COMMENTS (continued)



6. File Explorer opens

Browse to and select the screenshot or file you want to attach

7. Click Open



The attachment is now shown.

There is a delete icon (trash can) to delete the file if you have attached the wrong file.

8. To add a comment, enter the information in the Start a conversation text box

9. Click \geqslant (Post) to post the comment.

This triggers an **email notification** to the Endeavour Energy team who are working on your help request



10. The comment you added (posted) is now visible in the **Comments**

11. Click Wy Help Requests to return to your Help Requests dashboard

(instructions are continued on the next page)

Page 11 11/02/2025



CHECK STATUS OF YOUR HELP REQUEST & VIEW OR ADD COMMENTS (continued)

INC2002563 Incident is R	esolved > Inbox *	4	3 C		FOUFOT
ecp.stg <ecp.stg@endeavourenergy.com.au< td=""><td>Mon 20 Jan, 10:57 (9 days ago)</td><td>☆ ☺ ↔</td><td>- I</td><td>HELP R</td><td>EQUESI</td></ecp.stg@endeavourenergy.com.au<>	Mon 20 Jan, 10:57 (9 days ago)	☆ ☺ ↔	- I	HELP R	EQUESI
Endeavour Energy					
Hi Nicola,					
The request submitted by you has been Re below.	solved on 20-Jan-2025, 10:56 AM. Please find the	details of the reque	est	You wil	l receive a
Incident Number - INC2002563 Request Submitted on 15 Jan 2025 12:0	6 DM				
Details of the request -		and in only take.		The em	
teference Number -				i ne en	iali quotes
Jpdated Notes - Indated Date Time - 20- Ian-2025 10-56 /	AM .			Numbe	r in vour F
panea pane title - Lo ant Loco, tetoor				Numbe	a in your i
or any enquiries, please don't hesitate to	contact us and please quote the Incident Number IN	VC2002563 for any	details.		
iternatively, you can login to the portal, cli	ck on request for help to view the status of all the re	quests/ update any	,	I he sta	tus of the
omments.	M	1		COMPI	ETED
Godhi noto that the request will be automore	tiadhu alaaad in 7 kualaasa daxa			COMPL	
andly note that, the request min be deterre	noony oroson in r business days.				
Endeavour Pr	OWER gether				
👋 🔳 Help Reque	ests				
Raise a request					
Please click the button to a	occess user guides, support materials, or to subm	nit a new request.			
Please click the button to a	access user guides, support materials, or to subm	nit a new request.			
Please click the button to a	access user guides, support materials, or to subm	nit a new request.			
Please click the button to a	access user guides, support materials, or to subm	iit a new request.			
Please click the button to a My Requests 10 result	access user guides, support materials, or to subm	nit a new request.			
Please click the button to a My Requests 10 result Request Number	access user guides, support materials, or to subm s Case ID : Request Type :	it a new request.	Time ;	Last Updated Date Time 🚦	Request Status
Please click the button to a My Requests 10 result Request Number : INC2002583	s Case ID : Request Type : S-107012 Something is not working	iit a new request. Submitted Date 15 Jan 2025, 1:1	Time : D6 pm	Last Updated Date Time : 20 Jan 2025, 10:57 am	Request Status RESOLVED-COMPLETED
Please click the button to a My Requests 10 result Request Number : INC2002663 INC2002663	s ccess user guides, support materials, or to subm s Case ID i Request Type i S-167012 Something is not working S-17021	iit a new request. Submitted Date 15 Jan 2025, 1:1	Time : 08 pm	Last Updated Date Time : 20 Jan 2025, 10:57 am 17. Jan 2025, 10:40 am	Request Status RESOLVED-COMPLETED PENDING-INVESTIGATION



(Back) Submit request

O Something is not working

Cancel

HELP REQUEST – RESOLVED-COMPLETED STATUS

You will receive an email when we have resolved your help request.

The email quotes the **INC Incident Number** (which is the **Request Number** in your Help Requests dashboard)

The status of the help request will also show RESOLVED-COMPLETED

HELP REQUEST – NEW STATUS

If you start to create a help request but click Cancel (instead of Submit Request), the help request is saved in NEW status.

To complete the details and submit the help request:

1. Click the Case ID to view / access the help request

The Assignments shows that the Raise support request is still assigned to you.



3. Complete the required **questions** and then click Submit request (as per the Raise a Help Request steps detailed on pages 4 - 8 of this guide)



RAISE A HELP REQUEST VIA LOG IN PAGE

	End Ene	leavour rgy	If you're having problems logging in, you can ra a request for help through the log in page.
	Sign ir	า	
Email *			
			1. <u>Click here</u> to access the Enterprise Custom
Passwo	rd *		Portal -
1 455170			https://dsp.endeavourenergy.com.au/prweb/k h/ECP
		\odot	
Don't h Having trouble l	Submit lave an account yet? <u>R</u> ogging in? <u>View suppo</u>	egister as a new user	2. Click the link to Raise a request
Endeavour Energy o Home - Connections Connections support mat	Mages Yourenergy Safety by the co nerge Connections Partial support matterial Portal erial	onmunity Modern grid Search Q	Ator in Seguer Ator in Sequer Correction Service Training Carter in Contention
Endeavour Energy o Nome - Connections - Connect on Support mat	Nalages Your energy Safety I it the co for new Connections Portal apport material Portal erial Getting started with Enterprise Custo	ommunity Modern grid Search Q	Abort in: Septers: New Career: Correction: Schwalt Noting: Context in: Correction: Schwalt Noting: Context in: Correction: Schwalt Noting: Schwalt Notinget Notinget Noting: Schwalt Noting:
Endeavour Energy o Hom Connections Support mate Connect online A (Our connection services 1)	Atlages Your energy Safety I the co benew Corrections Ported support meterical Portal erial Getting started with Enterprise Custo User Gudes	ommunity Modern grid Search Q Constant Search Search Search Search Q Constant Search Search Search Q Constant Search Searc	Non-through Allow the Supplers New Connection Subsect Totaling Connection (Connection Subsect Totaling) Conneconnection (Connection S
Endeavour Energy o Iome > Connections > Connect oni Connect online ((Our connection services)) Accredited Service Provider Partal	Natages Your energy Safety It the co tensor Connections Fortal apport material Portal erial Getting started with Enterprise Custo User Guides User Guides Exator	ommunity Modern grid Search Q Somer Portal Hew To Video Video	Report An Issue Light Heip and support Heind State Ingiting of Plass provide stratil below and are support than will get alort to you Prevand details Image: The mean and support Heind State Ingiting of Plass provide stratil below and are support than will get alort to you
Bene Connections Connect online	Nationes Your energy Safety in the co Report Call Port Call erical Getting started with Enterprise Custor User Guides Estime user - Loosing into the Connections Extra 1 Prove the content of the Connections Prove the Connections Extra 1 Prove the C	ommunity Modern grid Search Q Search Search	Anne Seguer New Career Correction Motion Datage Careau Correction Motion Datage Careau Correction Motion Datage Correction Dat
Endeavour Energy o	Natages Your energy Safety I the constrained Portal erial Getting started with Enterprise Custor User Guides Existing user-Logging into the Connections Partal New user -Saferegistration & Logging into the Connections Bortal	ommunity Modern grid Search Q Sorrier Portal Hew To Video Watch video	Report An Issue Light Help and Support Ment service
Endeavour Energy o Hare Connections Connect and Connect online ^ ((Our connection services)) Accordited Service Provider Portal Connect a solar system Subdividing your land Installing on EV charging station	Mages Your energy Safety II the constraints Fordal apport molecular Portal erial Constraints Fordal apport molecular Portal erial User Guides Existing started with Enterprise Custor Pacad New user -Safetrage stration & bageta pito the Connections Rotal New user -Safetrage stration & bageta pito the Connections Rotal Hore to reset, your bostowerd	ommunity Moslem grid Search Q	About Segues New Career Connection Solved Hairing Careau O Despect Encloseyour Oxloges Tour energy Sofely In the community Modern grid Sorth • Preport An Issue Image to imaging on Press point desits before and nor tapport tam will get boots you. Previow deedel Tour energy on the support I Tour energitation for an account information grand ? Tour enterts and address * Tour enterts The spin entert* The support **
Endeavour Energy o	Natages Your energy Suffery & the constructions Partial support motions of the constructions Partial support motions of the constructions Partial support motions of the constructions Partial Support into the Constructions Partial Support into the Constitutions of the constitutions	ommunity Modern grid Search Q	Alore is legeles in a case a case in the community i
Endeavour Energy o Home Connections Connectent Connections support mate (Our connection services)) Accredited Service Provider Portal Connect a solar system Subdividing your land Installing an EV charging station Remove or relocate our equipment	Mages Your energy Safety II the constraints of the second	ommunity Modern grid Search Q	Commercian and address "
Endeavour Energy o Hare Connections Connect on Connect online ^ (Cour connection services)) Accredited Service Provider Portal Connect a solar system Subdividing your land Installing on EV charging attation Remove or relocate our equipment Our connection contracts and fees	National Vour energy Safety in the con- Portal energy Safety in the Con- Safety Safety Safety Safety in the Con- Safety Safety S	ommunity Modern grid Search Q	Normality
Endeavour Energy Acredites - Connections Support mate Connect online A ((Our connection services)) Acredited Service Provider Pertal Connect a solar system Subdividing your land Installing an EV charging station Remove or relocate our equipment. Our connection contracts and fees How to find an accredited	Natages Your energy Safety I the co Portal P	ommunity Modern grid Search Q Search Q Searc	Marcine Seguers Marcine Seguers General Concession Security Marcine Security Marcine Security Marcine Security General Concession Security Marcine Security General Concession Secure Security General Concession Sec
Endeavour Energy o Hone Connections Connect of Connections support mate (Our connection services)) Accrudited Service Provider Portal Connect a solar system Subdividing your lond Installion Environmention contracts and fees Connection contracts and fees	National of the submit on predictions in the CCI. Network of the submit on predictions in the CCI.	ommunity Modern grid Search Q	

(instructions are continued on the next page)



RAISE A HELP REQUEST VIA LOG IN PAGE (continued)

Login Help and support	
Having issues logging in? Please provide details below and our support team will get b	ack to you.
Personal details First Name *	
Nicola	
Last Name *	
Evans	
Your contact email address *	
N @gmail.com	

3. Enter your First Name, Last Name and contact email address

Have you registered for an account in the Yes No	e customer portal ? •4
Same as contact email address	
Your registered email address	
Your telephone number *	





5	
Which browser are you using? *	6 – 0
Chrome	~
Have you cleared the cookies in the browser ?*	Ċ
O Yes	
No	
What device did you use to login ?*	
Laptop/Desktop	~
Have you rebooted/restarted your device and tried again ? *	Ċ
Yes	
O NO	

4. Have you registered for an account in the customer portal – select the relevant response. If you select:

 Yes – you will be prompted to enter your registered email address and your telephone number (enter the number without spaces)

If the **contact email address** you have entered is the same as the email address you used to register for the portal, select the checkbox

OR

No- you will be prompted to enter your telephone number

Note: An error message displays if you enter the telephone number with spaces *(delete the spaces to clear the error)*

	Your telephone number *	
	0410 7) 4 5	
ļ	A Please enter a valid mobile or landline number. Enter valid 10 digit telephone number	Ί

5. Select the relevant responses for the following questions:

- Which browser you are using
- Have you cleared the cookies
- What device
- Have you rebooted / restarted

6. Click (i) to view Additional info (helper text) for a question

(instructions are continued on the next page)



RAISE A HELP REQUEST VIA LOG IN PAGE (continued)

efer to the guide in the <u>link</u> to find out the c	letails of the browser.
browser are you using?	\times
ł	orowser are you using?

7. Click the <u>link</u> to view the **Additional info** details



FAQs for Device & Browser Issues

Connect online ^	What browser do I use to access the Connections Portal?	
((Our connection services))	How do I find what browser I am using?	
Accredited Service Provider Portal Connect a solar system	Browsers Steps to find the browser you are using Image: Ima	8
Subdividing your land	How do I clear cookies on my browser?	
nstalling an EV charging station	How do I restart my device?	

8. A new tab opens which displays the FAQs (frequently asked questions) for Device & Browser Issues

Click + to view the information (in this example to find which browser you are using)

9. Click X to close the FAQs tab

😳 FAQs for Device & Browser Issue 🗙

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Rep	oort A	n Issu	e
			Login Help and support Having Issues logging in? Please provide details below and our support team will get back to you. Personal details First Name * Nicola Last Name * Evans
			Your contact email address *

Complete the remaining questions

(instructions are continued on the next page)



RAISE A HELP REQUEST VIA LOG IN PAGE (continued)

Cannot reset password		~- 10	
wfccg7	Generate new Image		
Enter the text from a	bove image		

10. Select **the issue you are facing** from the list of options

If your issue is not listed, select **Other** and then enter a description in the **Specify Other** field

Select the issue you are facing *	
Other	~
pecify Other *	



11. Enter the text from the image (this is a captcha verification step)



 Request submitted

 Your request has been successfully submitted. Request details below

 Request details

 Request Type
 Login issue

 Request Submitted Date
 27 Jan 2025, 5:13 pm

 Time

 Request Status
 NEW

 What's next

 • You will receive an acknowledgement to your registered email address with the request details. Endeavour Energy support team will review the request and respond within 5 business days.

Request submitted screen confirms you have submitted your help request successfully.

13. Click X to close the browser tab

You will also receive an **email** confirming your help request has been submitted successfully.