

About this guide

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

This guide covers the following topics:

- use your existing Connections Portal log in and password to log into the Enterprise Customer Portal
- update your profile and access the Connections Portal

Note: For the **Contractor Booking System** (or for Connections Portal users who registered after 1 Feb 2025), use the email and password you set when you registered on the Enterprise Customer Portal.

How to use this guide

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



How-to video

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



Topics in this guide



LOGIN AS EXISTING USER

Log in steps for an existing user. Follow these steps if you are already registered on the Connections Portal and have your user ID and password, or if you have already registered on the Enterprise Customer Portal



SUMMARY



DETAILED INSTRUCTIONS

CHECK OR UPDATE PROFILE

For an existing user of the Connections Portal.

When you have logged in to the Enterprise Customer Portal **for the first time**, it is recommended that you update your profile e.g. check contact details and address

I Note: The profile step is <u>not required</u> for:

- Contractor Booking System users
- Connections Portal users who registered after 1 Feb 2025

However, refer to these steps if you want to update your number for Multi Factor Authentication



LOGIN AS EXISTING USER

SUMMARY OF STEPS



(this links to the log in page for the Enterprise Customer Portal)

Link for Connections Portal:

- 1. <u>Click here</u> to access the Connect online page on our Endeavour Energy website
- 2. Click the **link to launch the Connections Portal** and access the sign in page

(this links to the log in page for the Enterprise Customer Portal)

<u>Click here</u> 🖤 if you want to jump to the **detailed instructions** (with screenshots) for these steps





DETAILED INSTRUCTIONS - LOG IN AS EXISTING USER







Log in steps for an **existing user**. Follow these steps if you are already registered on the Connections Portal or Enterprise Customer Portal and have your user ID and password

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

2. Click the link to launch the Connections Portal and access the sign in page

(this links to the log in page for the <u>Enterprise</u> <u>Customer Portal</u>)

3. Enter your Email and Password

The details you currently use to log in i.e. the email you used when you registered on our Connections Portal or Enterprise Customer Portal



- 5. Select your preferred Multi-factor authentication method:
 - Send SMS to my mobile to receive the verification code via SMS (text message)

0

 Call me on my landline or mobile - to compete authentication via a call

(instructions are continued on the next page)

Note: If you want to change your registered number (for multi factor authentication):

- and you still have access to this number, continue to log in and then change the MFA number by using the Update link in your profile (page 8)
- and it is an old number that you no longer have access to, raise a Help request for this to be updated. Refer to the How to get help user guide or how to video on our <u>Support Materials</u> page



DETAILED INSTRUCTIONS - LOG IN AS EXISTING USER (continued)

Send SMS to my mobile

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



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

Call me on my landline or mobile

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



OR



6. 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



Your Enterprise Customer Portal landing page displays

(instructions are continued on the next page)



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Welcome

Contractor Booking System

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What can we help you with today?

Engagement of Contracted Services and Equipment

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DETAILED INSTRUCTIONS - LOG IN AS EXISTING USER (continued)

CONNECTIONS PORTAL



It is recommended that you check your profile – instructions are on the <u>next page</u> of this guide

7. To access the **Connections Portal**, click the **Manage a Network Application** tile

Manage a Network Application	1	
Submit network connections applications, construction support requests, or technical enquiries.		

8. Your Connections Portal Home page opens in a second tab



Important Notices

Read the Important Notices

processes and other i Standards, HSE alert

CONTRACTOR BOOKING SYSTEM

7. To access the Contractor Booking System, click the Contractor Booking System: Engagement of Contracted Services and Equipment tile





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

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CHECK OR UPDATE PROFILE

SUMMARY OF STEPS

Click here type if you want to jump to the detailed instructions (with screenshots) for these steps

Customer Portal	Click Start	
Create Profile Page	About me • Enter your Contact Number My role • For an existing Connections Por advice from Endeavour Energ • The radio button for the role wh	rtal user, the option I am requesting services or y is already selected ich best describes you is also already selected

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

- 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

SOLAR RETAILER

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

Customer Portal

Customer Portal landing (Welcome) page

• Select Connections Portal > Manage a Network Application tile

Connections Portal

Connections Portal Home screen opens in new tab

For instructions on completing an application or enquiry in the Connections portal, refer to the <u>How to Submit an Application</u> user guide or how-to video on our <u>Support Materials</u> page



DETAILED INSTRUCTIONS - CHECK OR UPDATE PROFILE





When you have logged in to the Enterprise Customer Portal, it is recommended that you check and update your profile e.g. check contact details and address

- 1. To view your profile click Start
 - or click on the bottom left panel

The Create Profile Page displays

As you are an existing Connections Portal user, the following details are already populated in the **About me** section:

First Name, Last name, Email and Mobile phone

- 2. Check or update your Contact Number
- Note: Use the Update link if you want to change your number for multi factor authentication

The following are also already selected for you in the **My Role** section:

- I am requesting services or advice from Endeavour Energy
- the radio button for the role which best describes you

3. The fields to check / complete in the **details** section differ depending on your role

Click to jump to the instructions in this guide for your role:

- Accredited Service Provider (ASP)
- Developer or their representative
- <u>Electrical Consultant</u>
- <u>Electrical retail worker</u>
- <u>Home / property owner or resident</u>
- Solar Retailer



User Guide - Existing User: Logging In

DETAILED INSTRUCTIONS - CHECK OR UPDATE PROFILE

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ACCREDITED SERVICE PROVIDER (ASP)

4. Check or update the following in the Accredited Service Provider details section :

- ASP type
- ASP Service Provider (ASP) number (4 digits)
- Company name and Company ABN / ACN

5. If your address is not populated, start to enter your address in the **Address** field and then select from the search results

OR

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





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

7. To access the Connections Portal click



8. Your Connections Portal Home page will open in a new tab



User Guide – Existing User: Logging In

AILED INSTRUCTIO	NS - CHECK OR UPDATE PRO	FILE DEVELOPER / ELECTRICAL CONSULTANT OR ELECTRICAL RETAILER WORKER
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8. Your Connections Portal Home page will open in a new tab

Manage a Network Application

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







DETAILED INSTRUCTIONS - CHECK OR U	PDATE PROFILE SOLAR RETAILER
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 Home / property owner or resident Solar Retailer 	6. Click Submit
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DETAILED INSTRUCTIONS - CHECK OR UPDATE PROFILE (continued)



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

7. To access the Connections Portal click



Manage a Network Application

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

8. 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 🕵