

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:

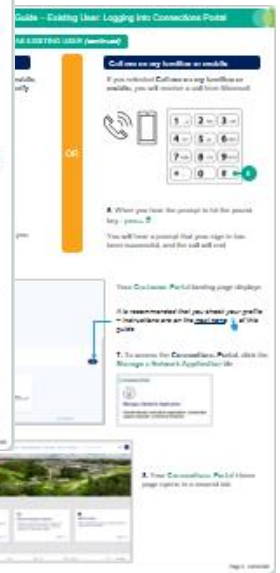
- use your existing **Connections Portal** log in and password to log into the **Enterprise Customer Portal**
- update your **profile** and access the **Connections Portal**

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

Click this icon  on any topic 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

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

SUMMARY 

DETAILED INSTRUCTIONS 

 **Note:** The profile step is not required 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. **Click here** 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)

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

Sign in

- Enter **email** and **password**
- Click **Submit**

Confirm your Identity (MFA)

- Select preferred Multi-factor authentication method:
 - **Send SMS to my mobile**
 - OR**
 - **Call me on my landline or mobile**

SMS to Mobile

SMS is from msverify
Code is sent to registered mobile

- Enter **6-digit code** and click **Next**

OR

Call me

Call is from Microsoft

- Prompt to hit pound key - **press #**

Enterprise Customer Portal

Customer Portal landing (Welcome) page displays

Connections Portal user:

- Click **Start** to check your Profile

Contractor Booking System user:

- Click **Engagement of Contracted Services and Equipment** tile to access the Contractor Booking System

CHECK OR UPDATE PROFILE

Next step is to Check or update your profile
Your contact details are populated from the details you entered when you registered on the Connections Portal. Check these are still current

Contractor Booking System

Contractor Booking System Home screen opens in new tab

Enterprise Customer Portal

Customer Portal landing (Welcome) page displays

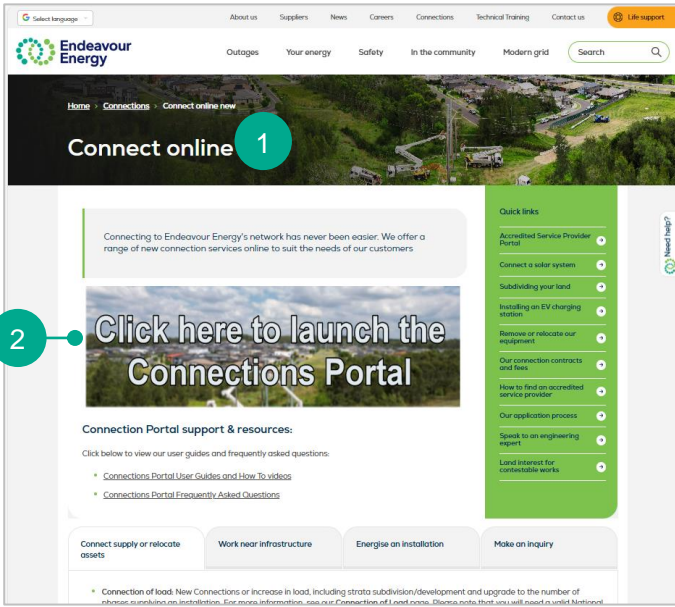
- Select **Connections Portal > Manage a Network Application** tile

Connections Portal

Connections Portal Home screen opens in new tab

DETAILED INSTRUCTIONS – LOG IN AS EXISTING USER

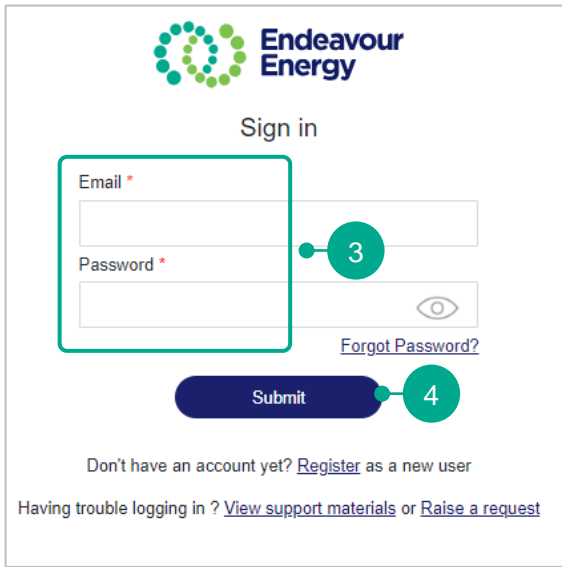
Log in steps for an **existing user**. Follow these steps if you are already registered on the Connections Portal or Enterprise Customer Portal and have your user ID and password



1. [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 the Connections Portal](#) and access the sign in page

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



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

4. [Click](#) **Submit**

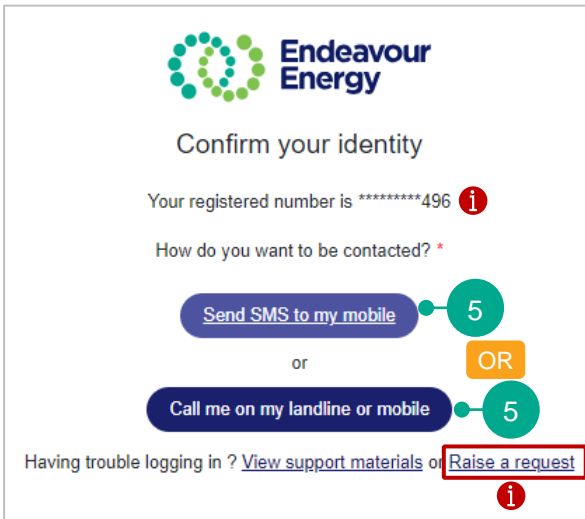
5. Select your preferred Multi-factor authentication method:

- **Send SMS to my mobile** - to receive the verification code via SMS (text message)

OR

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

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



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

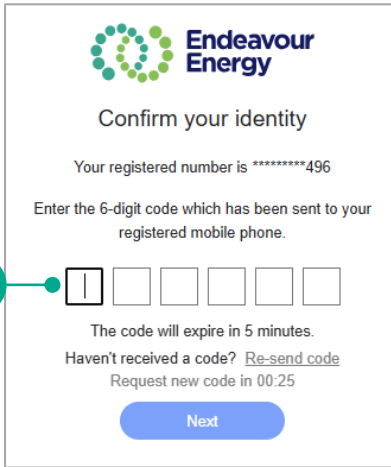
- and you still have access to this number, **continue to log in** and then change the MFA number by using the **Update** link in your **profile** ([page 8](#))

- 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 [Support Materials](#) 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

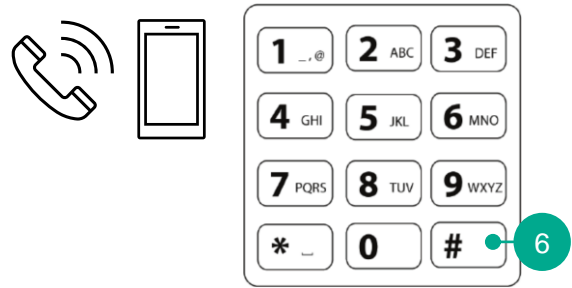


6. Enter the **6-digit verification code** you received via SMS



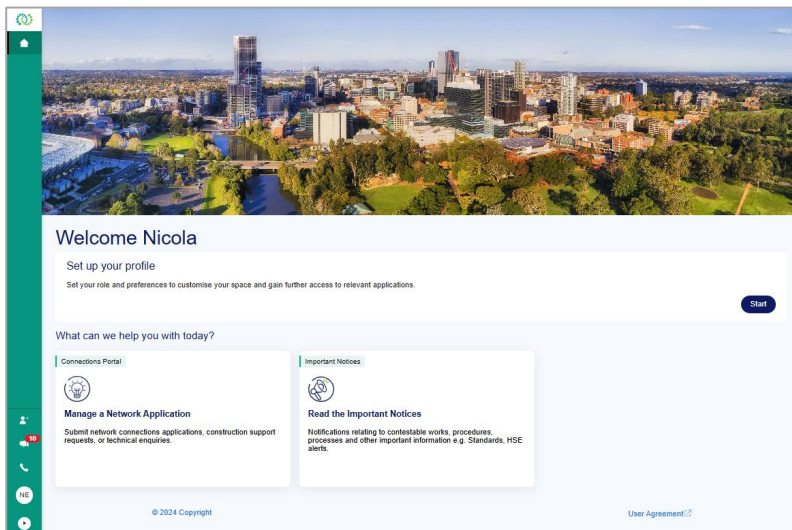
Call me on my landline or mobile

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



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

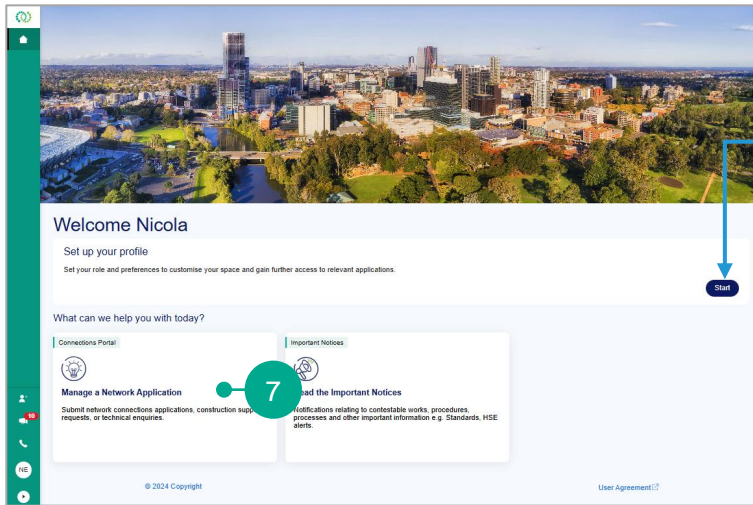


Your **Enterprise Customer Portal** landing page displays

(instructions are continued on the next page)

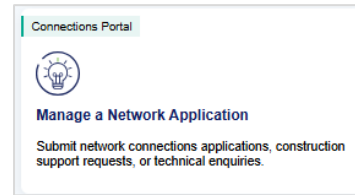
DETAILED INSTRUCTIONS – LOG IN AS EXISTING USER (continued)

CONNECTIONS PORTAL

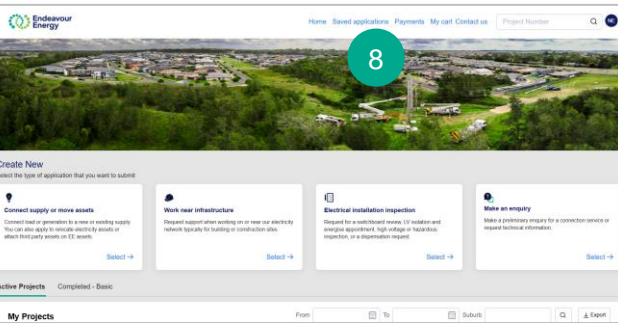


It is recommended that you check your profile – instructions are on the next page of this guide

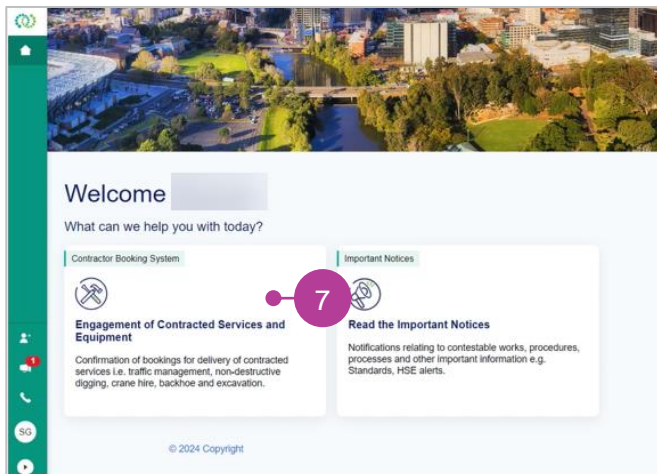
7. To access the **Connections Portal**, click the **Manage a Network Application** tile



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



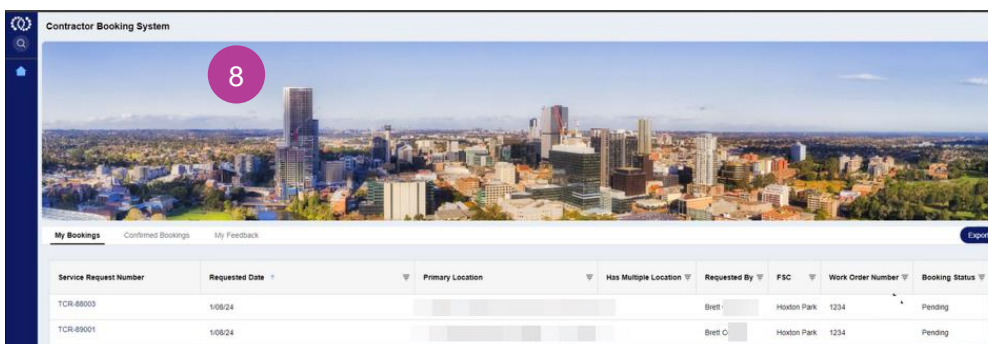
CONTRACTOR BOOKING SYSTEM



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



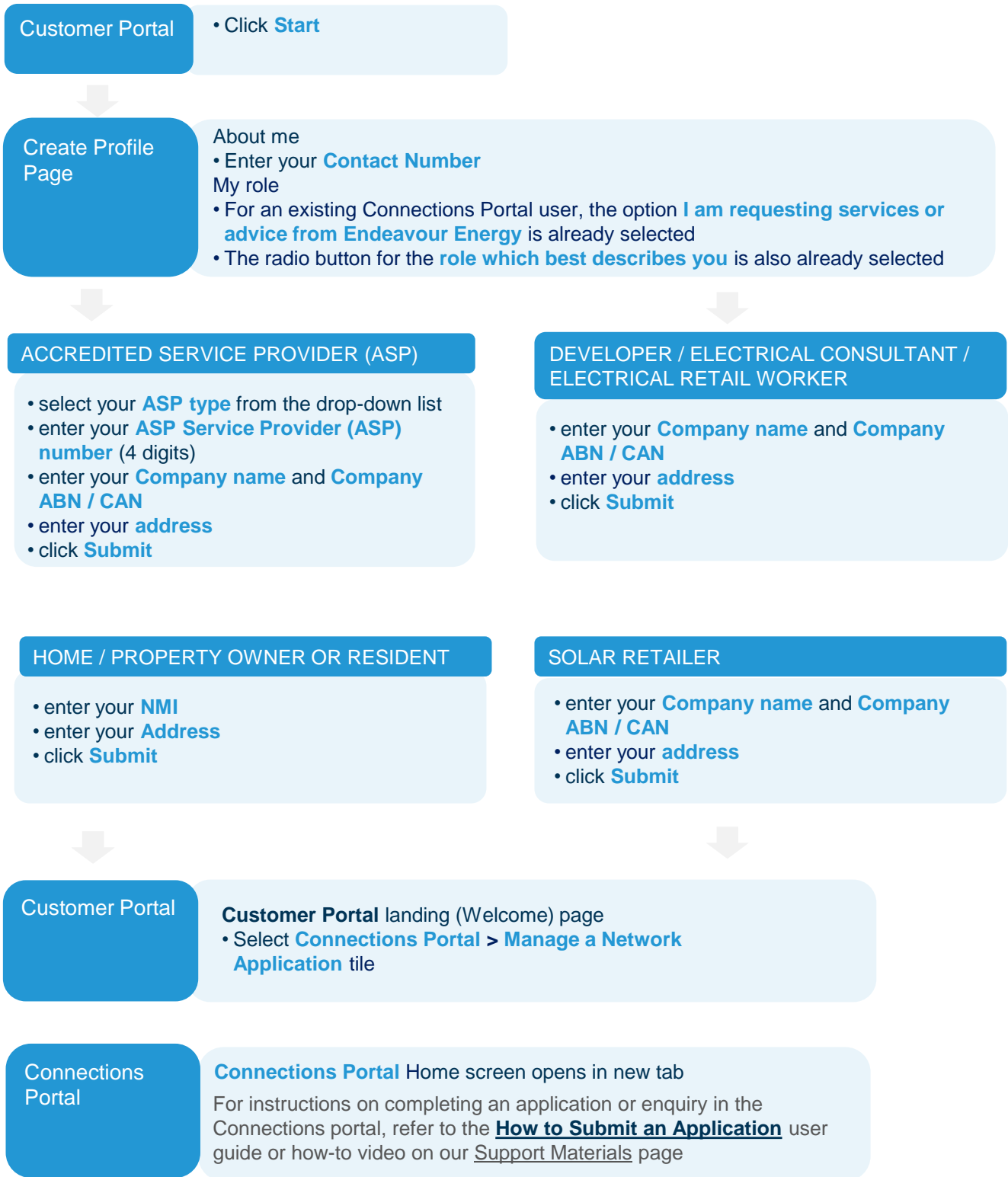
8. Your **Contractor Booking System** Home page opens in a new tab



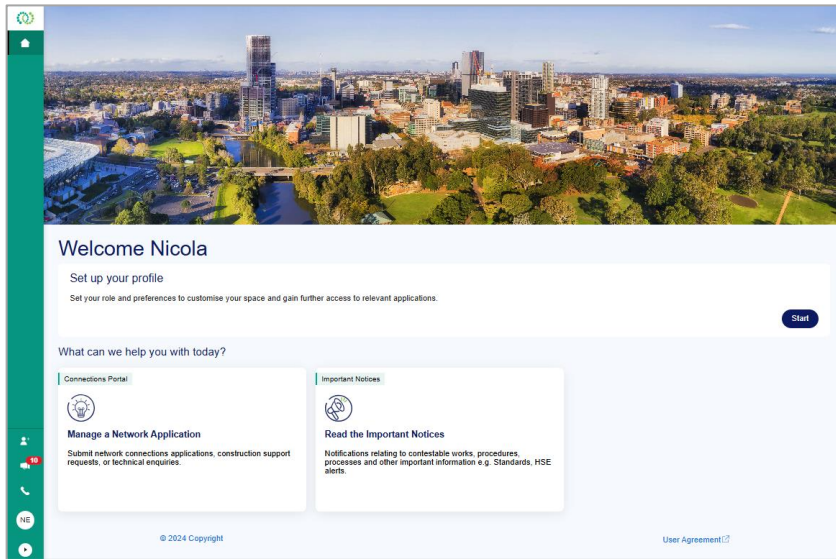
CHECK OR UPDATE PROFILE

SUMMARY OF STEPS

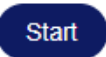

Click [here](#)  if you want to jump to the **detailed instructions** (with screenshots) for these steps



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

- 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


- 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**

- 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](#) 
- [Electrical Consultant](#) 
- [Electrical retail worker](#) 
- [Home / property owner or resident](#) 
- [Solar Retailer](#) 

DETAILED INSTRUCTIONS - CHECK OR UPDATE PROFILE

ACCREDITED SERVICE PROVIDER (ASP)

Create Profile Page (PP-44036)

Contact number *
0410759496

My role
Select which sounds most like you*

I am a vendor who offers services to Endeavour Energy e.g. Traffic management

I am requesting services or advice from Endeavour Energy

Select which role best describes you *

Accredited Service Provider (ASP)

Developer or their representative

Electrical consultant

Electrical retail worker

Home / property owner or resident

Solar Retailer

Accredited Service Provider details

ASP type *
Select...

Accredited Service Provider (ASP) number

Company name *

Company ABN/ACN *

Address *

Can't find your address ? Click here

OR

Cancel

Submit

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

Address *

10 DARCY STREE

10 Darcy Street
Parramatta NSW, Australia

10 Darcy Street
South Hobart TAS, Australia

10 Darcy Street
Marsfield NSW, Australia

10 Darcy Street
Lara VIC, Australia

10 D'Arcy Street
Toronto, ON, Canada

Use 10 DARCY STREE

OR

Can't find your address ? Click here

Street number

Street name *

Postcode *

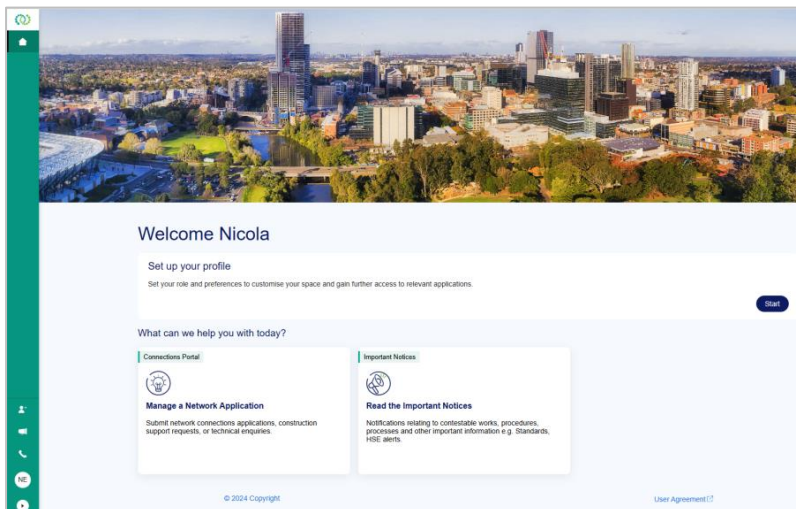
State *

Suburb *

Cancel

Submit

6. Click **Submit**



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

7. To access the Connections Portal click

Connections Portal

Manage a Network Application

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

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

DETAILED INSTRUCTIONS - CHECK OR UPDATE PROFILE

DEVELOPER / ELECTRICAL CONSULTANT OR ELECTRICAL RETAILER WORKER

The fields in the Details section are the same for Developer, Electrical Consultant and Electrical retail worker so the instructions for these roles are combined on this page.

4. Check or update the following in the Developer / Electrical Consultant / Electrical retail worker details section:

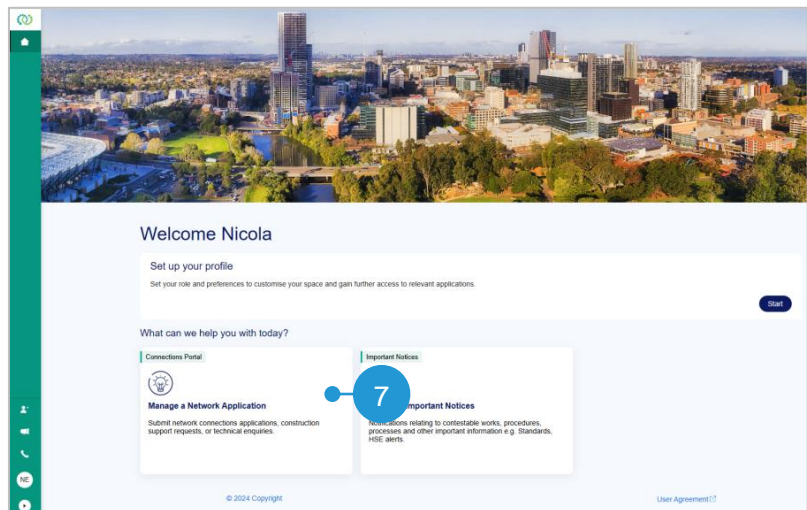
- Company name
- Company ABN / ACN

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

OR

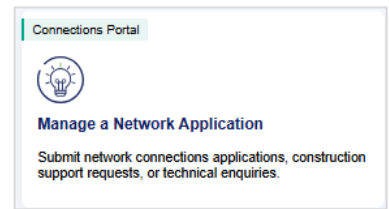
If your address is not found in the Google address search, select the Can't find your address checkbox, enter the address manually and click Submit

6. Click **Submit**



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

DETAILED INSTRUCTIONS - CHECK OR UPDATE PROFILE

HOME / PROPERTY OWNER OR RESIDENT

Create Profile Page (PP-44036)

My profile

On this page you can provide more information about yourself and your business (if applicable) so that we can customise your experience across all of our services in this Portal.

About me

First name * [N] Last name * [E]

Email * [N.1@gmail.com] Mobile phone (Multi Factor Authentication) * [+61 410] ✓ Verified Update

Contact number * [6]

My role

Select which sounds most like you*

I am a vendor who offers services to Endeavour Energy e.g. Traffic management

I am requesting services or advice from Endeavour Energy

Select which role best describes you *

Accredited Service Provider (ASP)

Developer or their representative

Electrical consultant

Electrical retail worker

Home / property owner or resident

Solar Retailer

Home / property owner or resident details

NMI * [4] Address * [5]

Can't find your address ? Click here OR 5

Cancel 6 Submit

Check or update the following fields in the **Home / property owner or resident details** section:

4. Enter the **NMI** for your property (*you can find this on your electricity bill*)

5. 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, **enter the address manually** and click **Submit**

6. Click **Submit**

(instructions are continued on [page 12](#))

Address *

10 DARCY STREET

- 10 Darcy Street Parramatta NSW, Australia
- 10 Darcy Street South Hobart TAS, Australia
- 10 Darcy Street Marsfield NSW, Australia
- 10 Darcy Street Lara VIC, Australia
- 10 D'Arcy Street Toronto, ON, Canada

Use 10 DARCY STREET

powered by Google

5

OR

Can't find your address ? Click here

Street number [] Street name * []

Postcode * [] State * []

Suburb * []

Cancel Submit

DETAILED INSTRUCTIONS - CHECK OR UPDATE PROFILE

SOLAR RETAILER

Create Profile Page (PP-44036)

My profile

On this page you can provide more information about yourself and your business (if applicable) so that we can customise your experience across all of our services in this Portal.

About me

First name * Last name *

Email * Mobile phone (Multi Factor Authentication) *

✓ Verified Update

Contact number *

My role

Select which sounds most like you*

I am a vendor who offers services to Endeavour Energy e.g. Traffic management

I am requesting services or advice from Endeavour Energy

Select which role best describes you *

Accredited Service Provider (ASP)

Developer or their representative

Electrical consultant

Electrical retail worker

Home / property owner or resident

Solar Retailer

Solar Retailer Details

Company name * Company ABN/ACN * 4

Address * 5

Can't find your address ? Click here OR

6

4. Check or update the following in the Solar Retailer details section

- Company name
- Company ABN / ACN

5. 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, **enter the address manually** and click **Submit**

Submit

6. Click

(instructions are continued on next page)

Address *

- 10 Darcy Street Parramatta NSW, Australia
- 10 Darcy Street South Hobart TAS, Australia
- 10 Darcy Street Marsfield NSW, Australia
- 10 Darcy Street Lara VIC, Australia
- 10 D'Arcy Street Toronto, ON, Canada

Use 10 DARCY STREET

powered by Google

5

OR

Can't find your address ? Click here

Street number

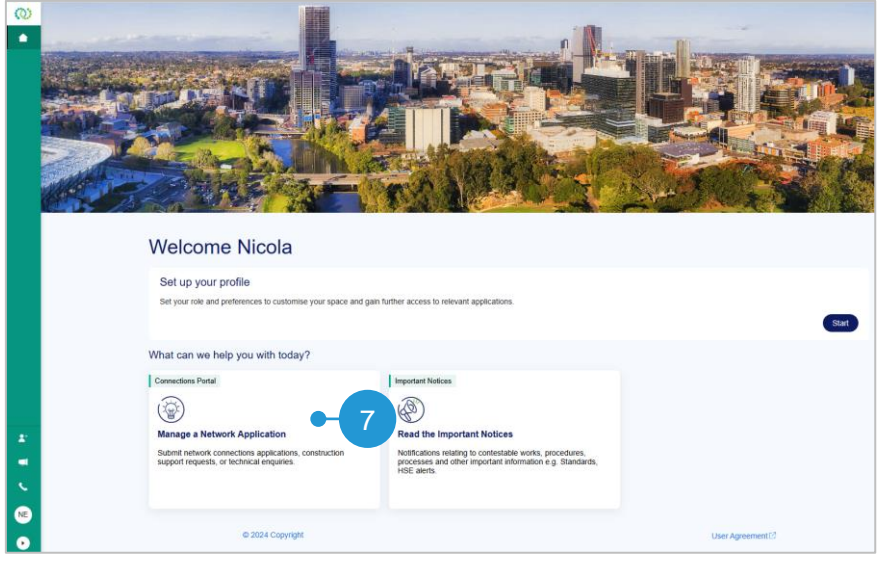
Street name *

Postcode *

State *

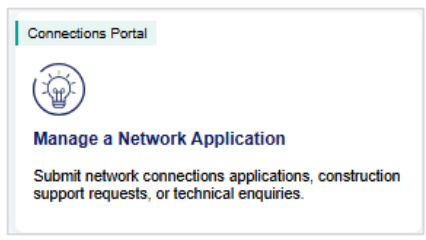
Suburb *

DETAILED INSTRUCTIONS - CHECK OR UPDATE PROFILE *(continued)*

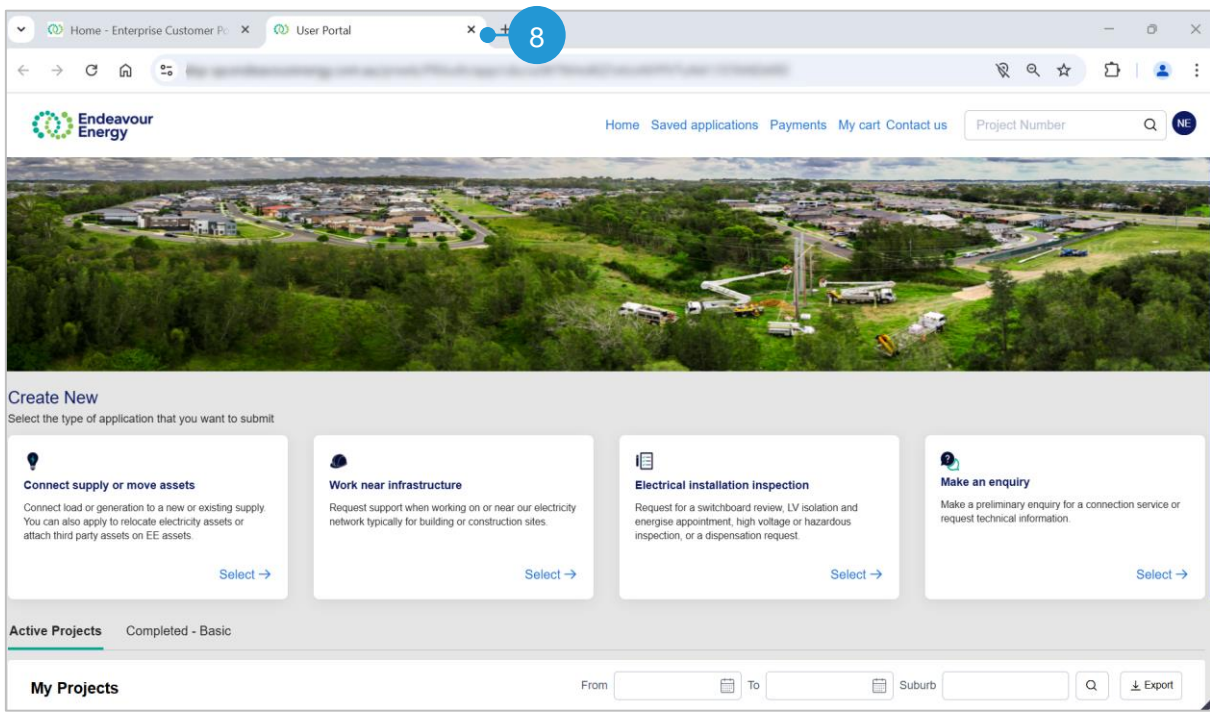


After you click Submit, you are returned to your Enterprise Customer Portal landing (Welcome) page.

7. To access the Connections Portal [click](#)



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