

About this guide

This guide covers the following:

- Managing bookmarks and favourites in Google, Microsoft Edge and Firefox browsers
- Frequently asked questions.

Managing bookmarks and favourites

The **Contractor Booking System (CBS)** is accessed via the Endeavour Energy **Enterprise Customer Portal**.

This section of the guide provides detailed, step-by-step instructions on how to delete an existing URL link and add a new one to the Endeavour Energy Enterprise Customer Portal, across various browsers.

Accessing the Enterprise Customer Portal from a bookmarked URL will ensure a seamless experience when accessing the Contractor Booking System (CBS).

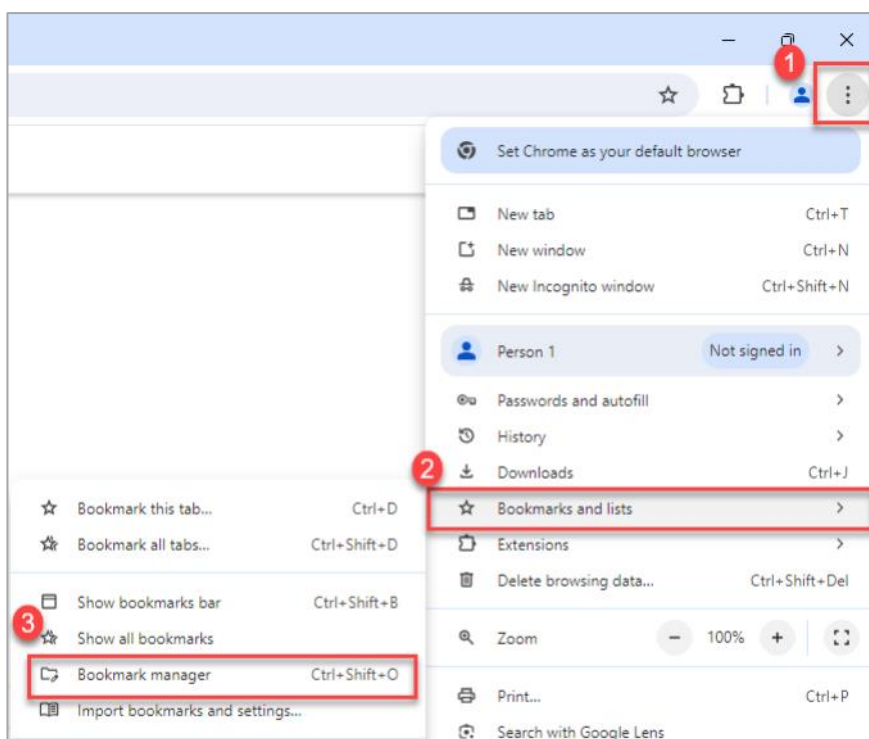
Note: Please delete an old bookmark/favourite before proceeding to add a new bookmark/favourite.



Google Chrome Browser

Steps to remove/delete an existing bookmark and replace with a new bookmark link in Google Chrome

DELETE BOOKMARK

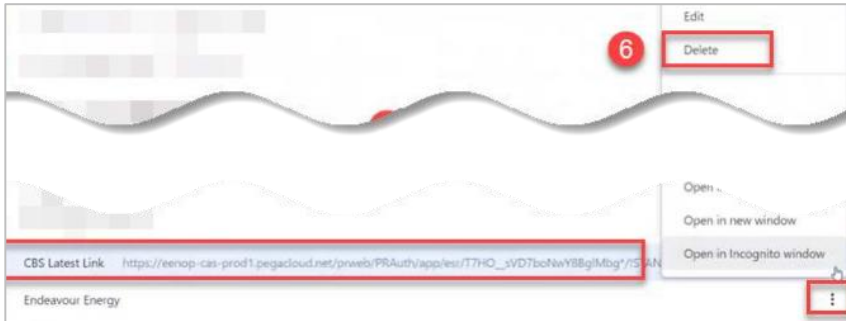


Launch **Google Chrome** 

1. Select the **menu** (3 dots) icon
2. Select **Bookmarks and lists** >
3. Select **Bookmark manager**

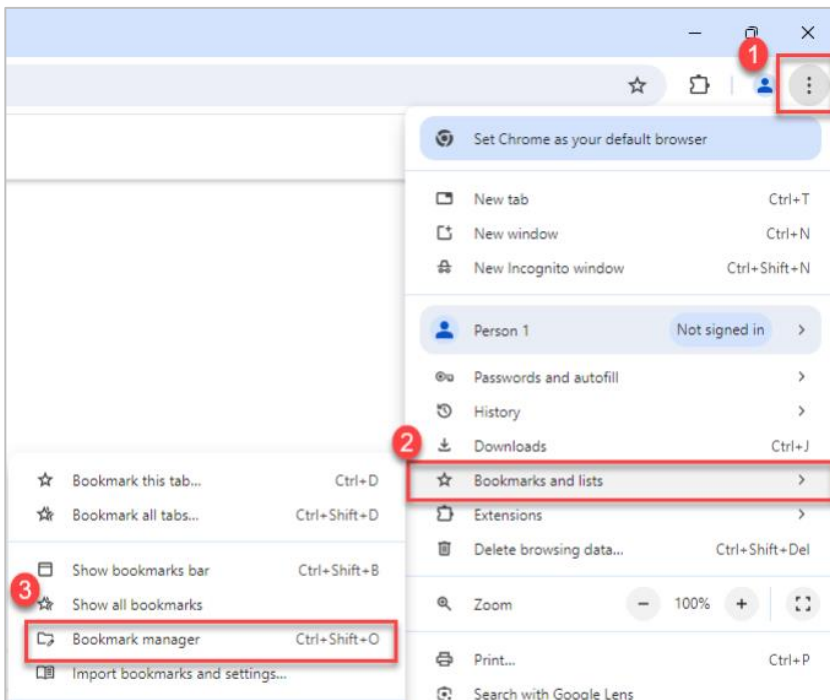
(instructions to delete bookmark in Chrome are continued on the [next page](#))

DELETE BOOKMARK (continued)



4. Locate the **bookmark** to delete
5. Click on the **menu** (3 dots) icon to the right of the saved bookmark
6. Click **Delete**

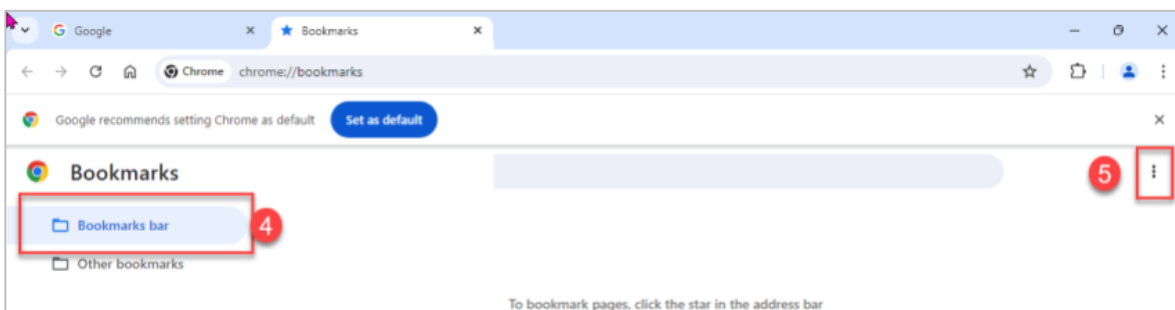
ADD NEW BOOKMARK



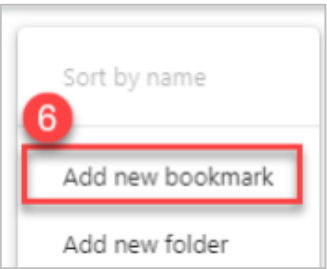
The next steps are to **add** a new bookmark

1. Select the **menu** (3 dots) icon
2. Select **Bookmarks and lists >**
3. Select **Bookmark manager**
4. Ensure **Bookmarks bar** is selected
5. Click on the **menu** (3 dots) icon on the **right-hand corner of the screen**

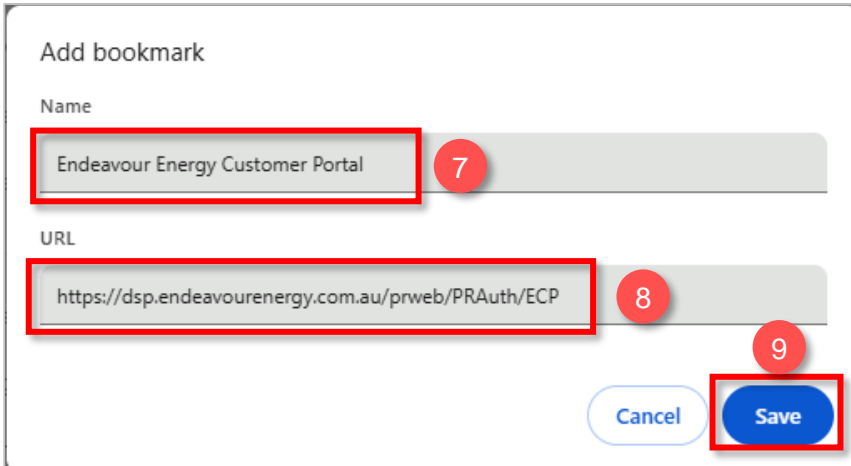
(instructions to add bookmark in Chrome are continued on the next page)



ADD NEW BOOKMARK (continued)



6. Select **Add new bookmark**



7. Enter bookmark **Name**
(e.g. *Endeavour Energy Customer Portal*)

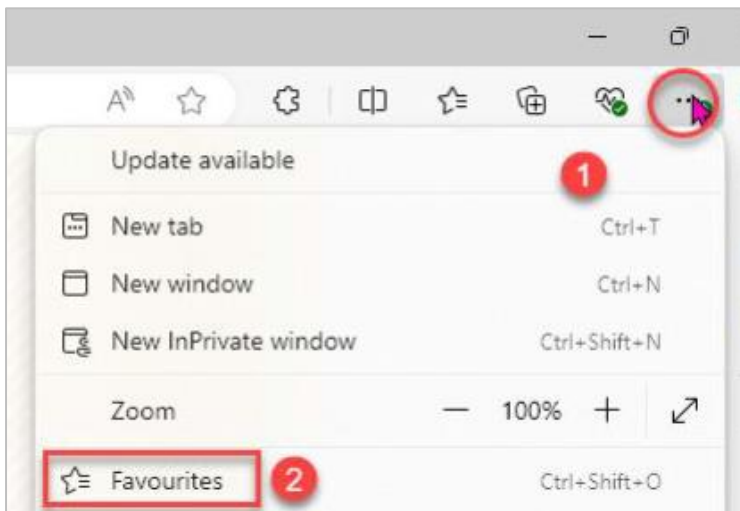
8. Enter **URL**
<https://dsp.endeavourenergy.com.au/prweb/PRAuth/ECP>

9. Click **Save**

Microsoft Edge Browser

Steps to remove/delete an existing bookmark and replace with a new bookmark link in Microsoft Edge

DELETE BOOKMARK



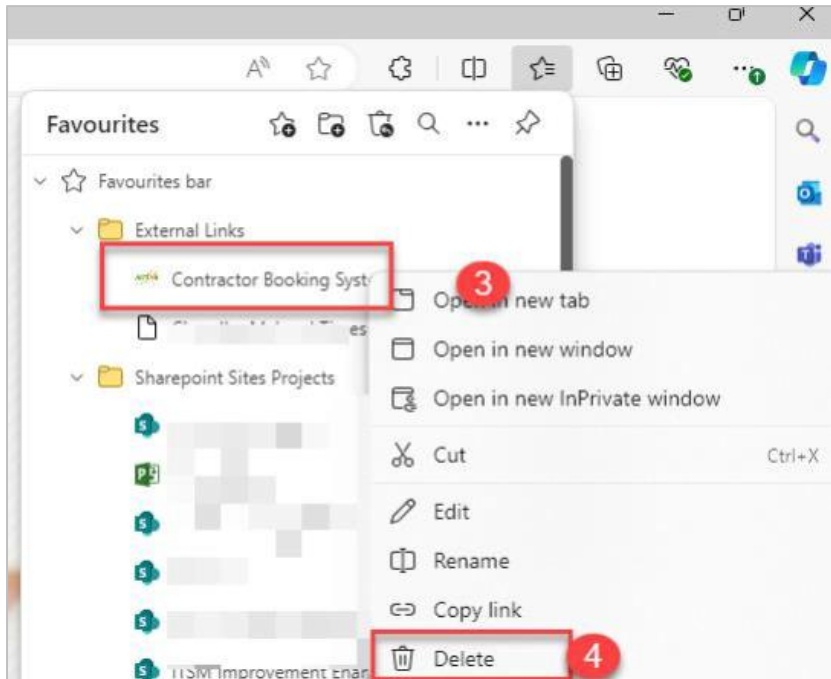
Launch Microsoft Edge

1. Select the **menu** (3 dots) icon

2. Select **Favourites**

(instructions to delete bookmark in Edge are continued on the [next page](#))

DELETE BOOKMARK (continued)

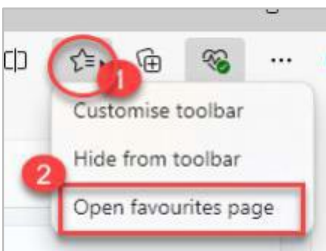


3. Locate the **favourite** to delete

4. Click **Delete**

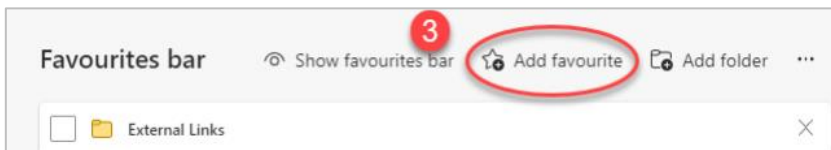
The next steps are to **add** a new bookmark

ADD NEW BOOKMARK

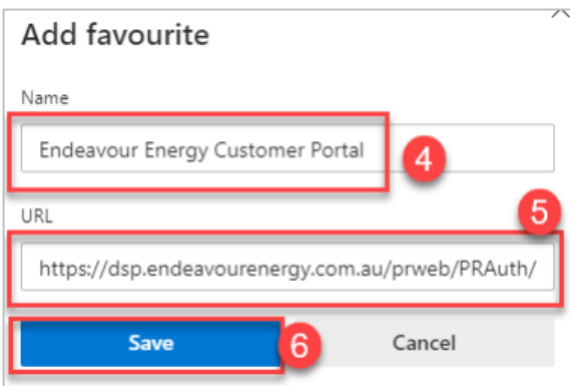


1. Click on the **Favourites icon**

2. Select **Open favourites page**



3. Select **Add favourite**



4. Enter bookmark **Name**

(e.g. *Endeavour Energy Customer Portal*)

5. Enter **URL**

<https://dsp.endeavourenergy.com.au/prweb/PRAuth/ECP>

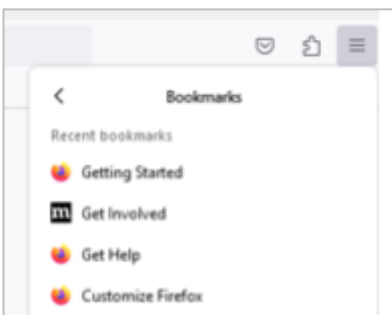
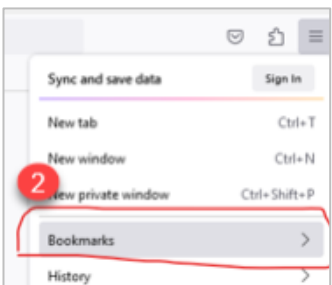
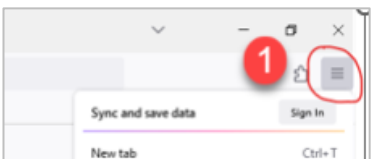
6. Click **Save**



Firefox Mozilla

Steps to remove/delete an existing bookmark and replace with a new bookmark link in Microsoft Edge

DELETE BOOKMARK



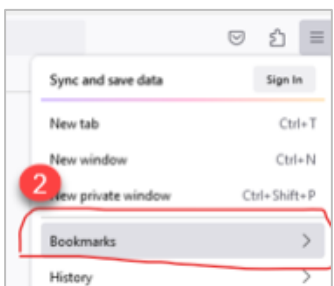
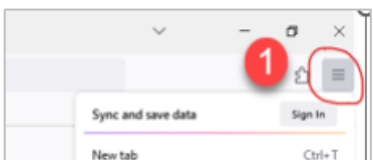
Launch Firefox Mozilla

1. Click on the **menu** (3 vertical lines) icon located in the top right-hand corner of your screen

2. Select **Bookmarks**

3. If the bookmark is listed in Recent bookmarks, **right-click** on the bookmark and select **Delete Bookmark**

ADD NEW BOOKMARK



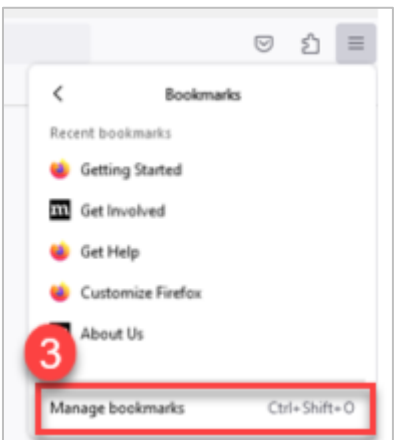
The next steps are to **add** a new bookmark

1. Click on the **menu** (3 vertical lines) icon located in the top right-hand corner of your screen

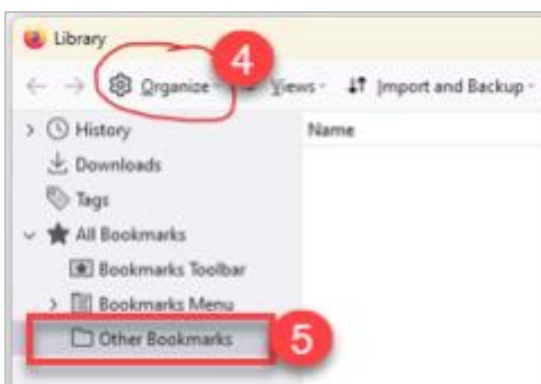
2. Select **Bookmarks**

(instructions to add a bookmark in Firefox are continued on the [next page](#))

ADD NEW BOOKMARK (continued)

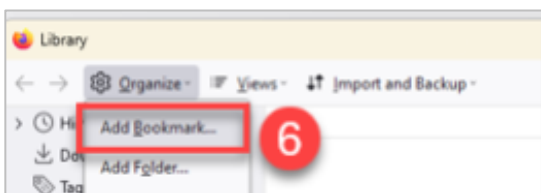


3. Select **Manage Bookmarks**

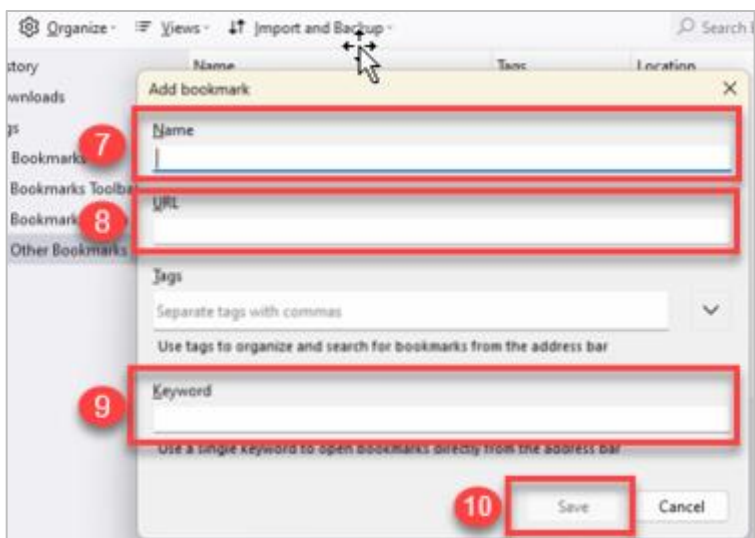


4. Select **Organize**

5. Select **Other Bookmarks**



6. Select **Add Bookmark**



7. Enter bookmark **Name**

(e.g. Endeavour Energy Customer Portal)

8. Enter **URL**

<https://dsp.endeavourenergy.com.au/prweb/PRAuth/ECP>

9. Enter a **keyword** (this is optional)

10. Click **Save**

Frequently asked questions

When do I need to make the change to how I access the Contractor Booking System?

All users will be requested to access the Contractor Booking System (CBS) via the Enterprise Customer Portal asap. The link to the Enterprise Customer Portal [is here](#).

Why do I have to keep authenticating to access the system?

Each time you access the Enterprise Customer Portal, you will be asked to authenticate your session; this keeps you and our business safe and aligns with our cybersecurity policy.

Why are new browser tabs opened when I click on a tile on my landing page?

This is by design; the Enterprise Customer Portal will be used to access all Endeavour Energy applications in the future, each application will require their own browser.

Can I still use the old URL to access the Contractor Booking System?

The old Contractor Booking System (CBS) URL will be deactivated; we encourage all users to access the Contractor Booking System using the Enterprise Customer Portal and this [new link](#).

Who do I contact if I need assistance?

If you experience any issues accessing the Contractor Booking System (CBS) please contact Mauro Tommaselli for assistance:

M: 0435 961 282

E: mauro.tommaselli@endeavourenergy.com.au