

## 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

## How to video

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







## 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)



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



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## DETAILED INSTRUCTIONS - REGISTER AS NEW USER



Endeavour Energy
Sign in
Email *
Password *
$\bigcirc$
Forgot Password?
Subm 3
Don't have an account yet Register as a new user
Having trouble logging in ? <u>View support materials</u> or <u>Raise a request</u>

	Endeavour Energy							
	Register new user							
	<b>0</b> 3							
		First	name *					
		Nic	ola					
4	-•	Last r	name *					
			-					
		Emai	*					
		N	@gmail.com					
	5	-•	🗸 l'm not a robot	2				
	Ŭ			reCAPTCHA Privacy " Terma				
	Send verification code							
	Already have an account? Sign in							
	Having	troubl	e logging in ? <u>View support</u>	materials or Raise a request				

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

## 1. <u>Click here</u> 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



(instructions are continued on the next page)



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Verify you	r email address	COC
Thanks for ve account!	rifying your	The ema
Your code is Sincerely, Endeavour E	: 393874 hergy	The
This message was sent fro Please do not reply to this i	Endeavour Energy	
	Confirm your identity	
	Email * ni ?@gmail.com	<b>7</b> . E
	Enter the 6-digit code which has been sent to your email address.	No
		rec has
	The code will expire in 5 minutes.	
	Haven't received a code? <u>Re-send code</u> Request new code in 00:21	
	Verify code	
	Endeavour Energy	8. E
	Set your password	Nev
	<b>V U U U</b>	Botl
	New password *	the
8	New password *	the
8	New password *	the <sub>l</sub>

receive an email with a verification his is a one-time password / OTP)

ail is sent to the registered email (i.e. the ddress entered in step 4).

ail is from Microsoft on behalf of our Energy

r the 6-digit code provided in the email

Click the **Re-send code** link if you have not d the email with the code or if the activity ed out after 5 minutes.



r the password you want to set in New ord and repeat the password in Confirm

ey ticks turn to **green** when you have met sword requirements successfully.

reviewing the terms and conditions, y selecting the **I agree** checkbox

Next

(instructions are continued on the next page)





The security measure you select on this page, becomes your preferred way to confirm your identity every time you log in (but you can change this at any time via your profile)

11. Select your preferred security method (to confirm your identity as part of Multi-factor authentication):

SMS - to receive the verification code via SMS / text message (follow SMS instructions on next page)

Phone call - to compete authentication via a call to your mobile or landline (follow Phone call instructions on page 8)

Email - to compete authentication via a code to your email (follow Email instructions on page 9)



App - to compete authentication via an authenticator app (follow Authenticator app instructions on page 10)



Note: If you experience any issues setting up your security preference, there is a link on each screen to Choose another option.

This takes you back to the Security preference screen where you can choose another MFA option (SMS, phone call, email or authenticator app)



### SMS







If you select **SMS to my mobile**, you will be prompted to enter your number and you will then receive an SMS from **msverify** (see steps below)

**12**. Enter the **mobile number** you want to use for Multi Factor Authentication (MFA)



**14.** 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.

Your Enterprise Customer Portal landing page displays

(instructions are continued on page 11)



### Phone call



Confirm your identity Confirm your identity Phone \* +61 • 0. • 12 Call me on my landline or mobile • 13 Not working? Choose another option Having trouble logging in? <u>View support materials</u> or <u>Raise a request</u> If you select **Phone call**, you will be prompted to enter your phone number (mobile or landline) and you will then receive a call from Microsoft (see steps below)

**12**. Enter the **Phone number** *(mobile or landline)* you want to use for Multi Factor Authentication (MFA)



Call me on my landline or mobile



You will receive a call from Microsoft

14. 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 <u>page 11</u>)



### Email





If you select **Email**, you will be logged in to the Enterprise Customer Portal

**Note**: This is not the preferred option as you will not have a phone number registered as a back up option if you have problems accessing your email.

Your Enterprise 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 page 12 n
- Instructions to set up your profile to request access to the Contractor Booking System are on page 17

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







#### 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 <u>next page</u>
- Instructions to set up your profile to request access to the Contractor Booking System are on page 17



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



Endeavour Energy

# User Guide – New User: Self-Registration & Logging In

## DETAILED INSTRUCTIONS - SET UP PROFILE

**NEW USER – CONNECTIONS PORTAL** 



### DETAILED INSTRUCTIONS - SET UP PROFILE (continued)

### NEW USER - CONNECTIONS PORTAL

## ACCREDITED SERVICE PROVIDER (ASP)

	Accredited Service Provider (ASP) number
~	
	Company ABN/ACN *
	~

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

Instructions to enter the **address** are continued on the <u>next page</u>

## DEVELOPER / ELECTRICAL CONSULTANT / ELECTRICAL RETAIL WORKER / SOLAR RETAILER

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

Instructions to enter the **address** are continued on the <u>next page</u>

## **HOME / PROPERTY OWNER OR RESIDENT**

Home / property owner or resident details 5	
NMI	<i>i</i> )
Please enter the first 10 characters of the National Metering Identifier (NMI) as displayed in your electricity bill	
Address *	
	0
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 11<sup>th</sup> digit in your NMI is a checksum that we don't require)

Instructions to enter the **address** are continued on the <u>next page</u>

Note that you can change these details at any time. On the Enterprise Customer Portal landing (Welcome) page, click to access this profile page, make the changes and click Submit to save the updates.





## DETAILED INSTRUCTIONS - SET UP PROFILE (continued)

#### **NEW USER – CONNECTIONS PORTAL**



After you click Submit, you are returned to your Enterprise 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



## DETAILED INSTRUCTIONS - SET UP PROFILE

### NEW USER - CONTRACTOR BOOKING SYSTEM





DETAILED INSTRUCTION	NS - SET UP PROFILE (continu	<i>ed)</i> NEW	USER – CONTRA	CTOR BOOKING SY	STEM
Create Profile Page (PP-58008)		- ×			
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 *				
Nicola	120000011100011000110				
Email *	Contact number *				
Nj i@gmail.com	cardinal Procession Constitution				
✓ Verified					
My security preferences					
Multifactor authenticator preferences	Phone for Multifactor authentication				
SMS	+61 410				
✓ Verified Update	✓ Verified				
My role					
Select which sounds most like you *					
<ul> <li>I am a vendor who offers services to Endeavo</li> </ul>	ur Energy e.g. Traffic management				
I am requesting services or advice from Endea	avour Energy				
Vendor details					
Company name *					
Cits ~			5 Click Sul	bmit	
Cancel		5 Submit	J. CIICK		

**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



