

This guide covers the steps to change your password, or reset your password if you have forgotten your password for the Enterprise Customer Portal

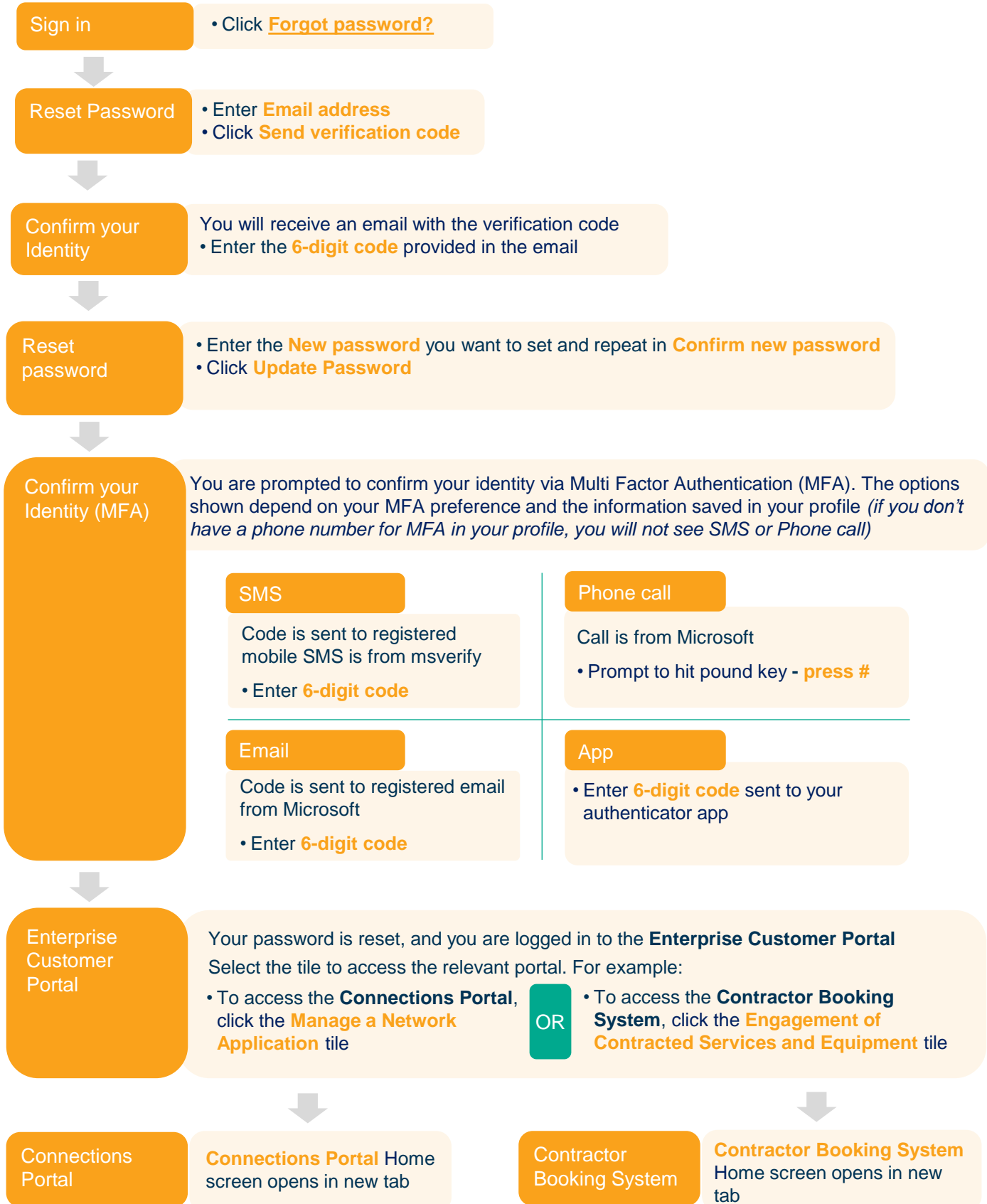
 The next page has a brief SUMMARY of the steps and then pages 3 to 8 are DETAILED INSTRUCTIONS with screenshots



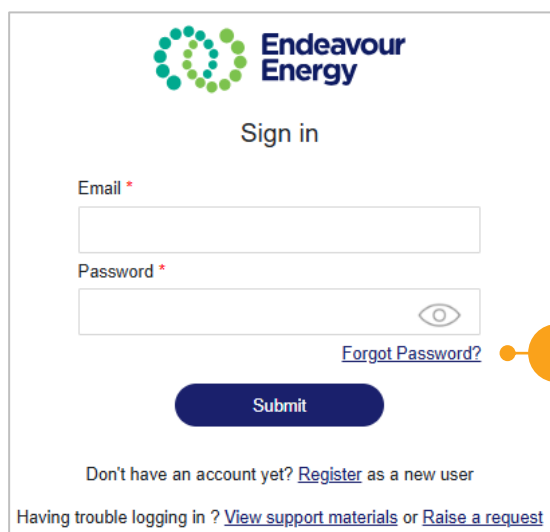
 These instructions are also covered in a [how-to video](#) on our [Support Materials](#) page

SUMMARY OF STEPS

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



DETAILED INSTRUCTIONS



Endeavour Energy

Sign in

Email *

Password *

[Forgot Password?](#)

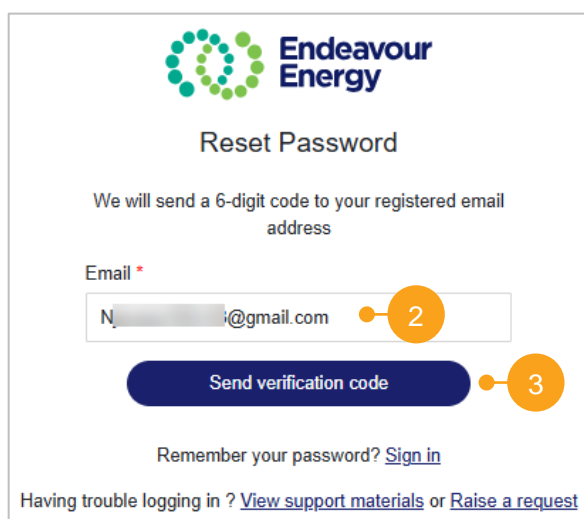
Submit

Don't have an account yet? [Register](#) as a new user

Having trouble logging in? [View support materials](#) or [Raise a request](#)

To change your password, or reset your password if you have forgotten your password

1. Click [Forgot Password?](#)



Endeavour Energy

Reset Password

We will send a 6-digit code to your registered email address

Email *

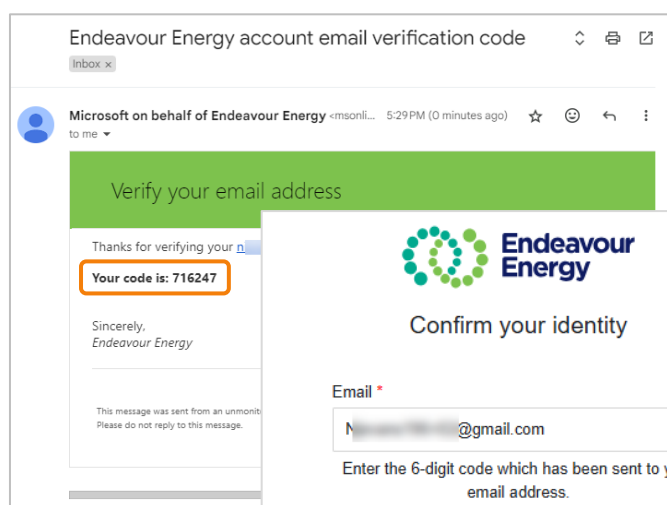
[Send verification code](#)

Remember your password? [Sign in](#)

Having trouble logging in? [View support materials](#) or [Raise a request](#)

2. Enter your registered **Email address**

3. Click [Send verification code](#)



Endeavour Energy account email verification code

Inbox x

Microsoft on behalf of Endeavour Energy <msonli... 5:29 PM (0 minutes ago) ☆ 😊 ↩ ⋮

to me ▾

Verify your email address

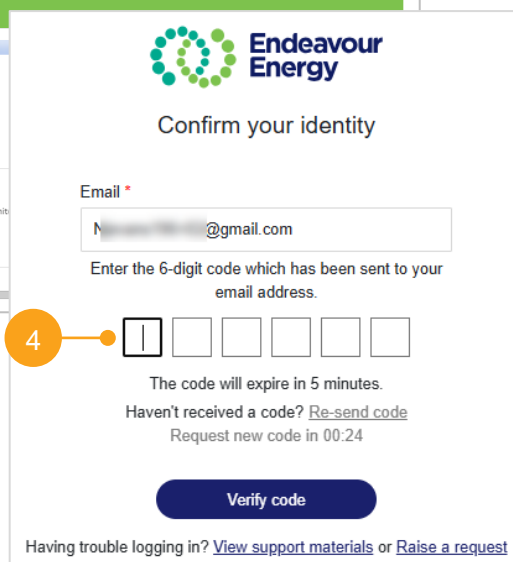
Thanks for verifying your n

Your code is: 716247

Sincerely,
Endeavour Energy

This message was sent from an unmonit
Please do not reply to this message.

You will receive an email with the verification code



Endeavour Energy

Confirm your identity

Email *

Enter the 6-digit code which has been sent to your email address.

The code will expire in 5 minutes.

Haven't received a code? [Re-send code](#)
Request new code in 00:24

Verify code

Having trouble logging in? [View support materials](#) or [Raise a request](#)

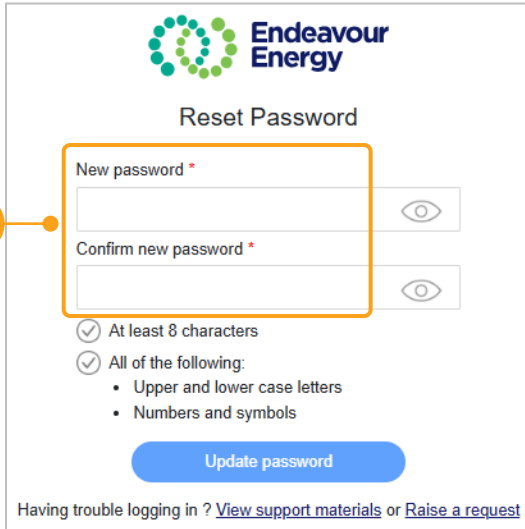
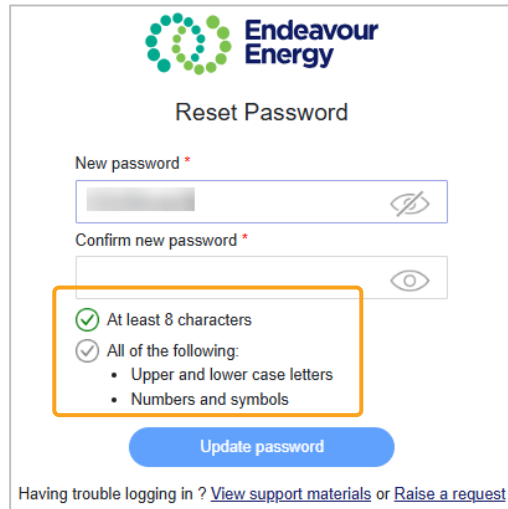
4. Enter the **6-digit code** provided in the email

Note: Click the **Re-send code** link if you have not received the email with the code or if the activity has timed out after 5 minutes

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

The **Reset Password** page displays

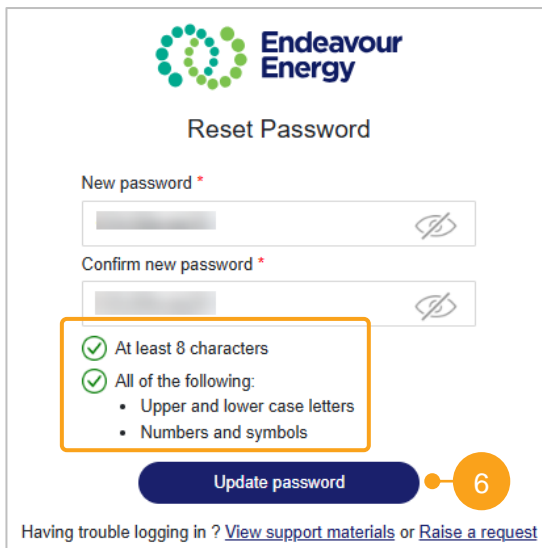
5. Enter the **New password** you want to set and repeat this in **Confirm new password**

Click  if you want to view the value you entered

Both grey ticks turn **green** when you have met the password requirements successfully

The **Update Password** button is also then coloured navy



6. Click

Update password


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





Confirm your identity

How do you want to confirm your identity?

7

 **SMS** Send a code to my mobile

 **Phone call** Call my mobile or landline


 **Email** Send a code to my email


Having trouble



Confirm your identity

How do you want to confirm your identity?

 **Email** Send a code to my email

 **App** Use an authenticator app on my computer or mobile

Having trouble logging in? [View support materials](#) or [Raise a request](#)

You are prompted to confirm your identity via Multi Factor Authentication (MFA)

The options shown depend on your MFA preference and the information saved in your profile

For example, you won't see SMS or Phone call if you don't have a phone number for MFA in your profile

*Note: You can change your MFA preference at any time via the **Update** link in your profile*

7. Select your preferred **MFA method** and then complete the MFA steps:

- **SMS** – instructions below
- **Phone call** or **Email** – instructions are on the [next page](#)
- **Authenticator app** – instructions are on [page 7](#)

SMS



Confirm your identity

Your registered number is *****496

Enter the 6-digit code which has been sent to your registered mobile phone.



The code will expire in 5 minutes.

Haven't received a code? [Re-send code](#)

Request new code in 00:00


[Next](#) 

 Not working? [Choose another option](#)

Having trouble logging in? [View support materials](#) or [Raise a request](#)

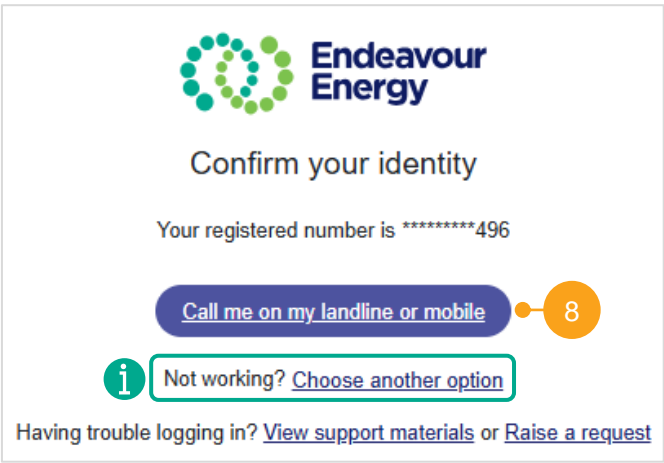
For **SMS**, you will receive an SMS / text message from **msverify**

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

 *Note: If you have any issues entering the code, there is a link to choose another MFA option*

Your **Enterprise Customer Portal** landing page displays (instructions are continued on [page 8](#))

Phone call



For **Phone call**, the last three digits of your registered phone number are shown

Note: If you have any issues, there is a link to choose another MFA option

8. Click **Call me on my landline or mobile**

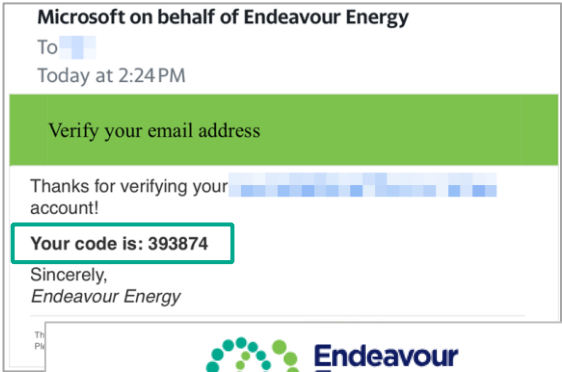
You will receive a call from Microsoft

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

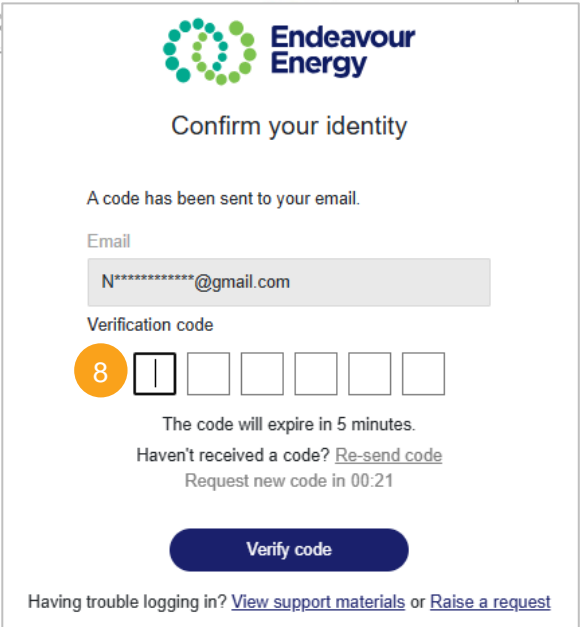
Your **Enterprise Customer Portal** landing page displays (instructions are continued on [page 8](#))

Email



For **Email**, you will receive an email with a **verification code**

The email is from Microsoft on behalf of Endeavour Energy




8. Enter the **6-digit code** provided in the email

Note: Click the **Re-send code** link if you have not received the email with the code or if the activity has timed out after 5 minutes.

Your **Enterprise Customer Portal** landing page displays (instructions are continued on [page 8](#))

Authenticator App



Confirm your identity

Open your authenticator app and enter the number shown to sign in.

Continue

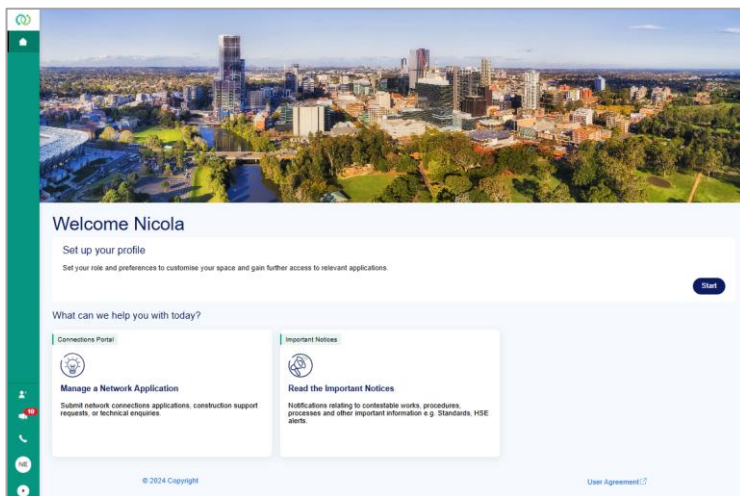
Not working? [Choose another option](#)

Having trouble logging in? [View support materials](#) or [Raise a request](#)

For **Authenticator App**, you will receive a 6-digit code in your app

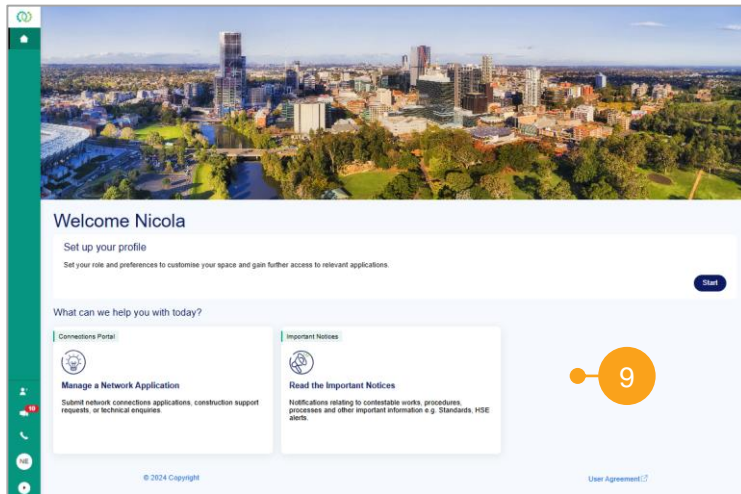
8. Enter the **6-digit code** provided in your Authenticator app

Note: If you have any issues, there is a link to choose another MFA option



Your password is reset, and you are logged in to the **Enterprise Customer Portal**.

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

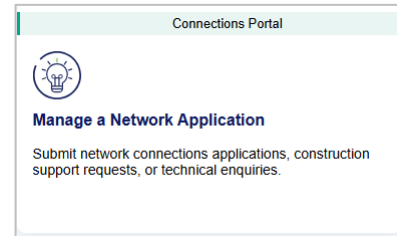


Your password is reset, and you are logged in to the **Enterprise Customer Portal**.

9. Select the tile to access the relevant portal.

For example:

- click the **Manage a Network Application** tile to access the **Connections Portal**



- or click the **Engagement of Contracted Services and Equipment** tile to access the **Contractor Booking System** *(tile not shown in example screenshot)*

