

About this guide

This guide covers the following help options:

- view support materials (**user guides**, **how-to videos**, **quick reference guides**)
- **raise a help request** for the Endeavour Energy team to investigate your issue and / or provide more information
- track the **status** of the help request
- view responses and add further information using the **Comments** function and / or attach files to a help request.

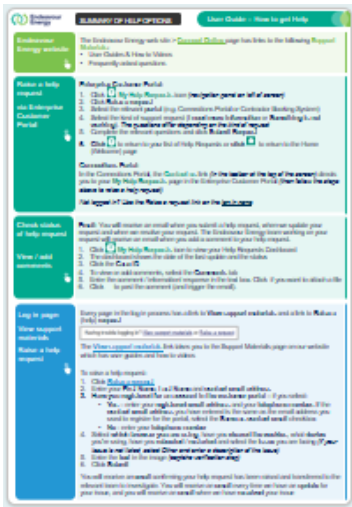
How to use this guide

Use the format you prefer:

- the next page is a one-page quick **summary** of the help options and the steps to follow


- the other pages in this guide have more detailed step by step instructions with screenshots

Summary of steps




Detailed instructions



Click this icon  on the summary page if you want to jump to the detailed instructions

how-to video

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

## Endeavour Energy website






The Endeavour Energy web site > [Connect Online](#) page has links to the following **Support Materials**:

- User Guides & How-to Videos
- Frequently asked questions

## Raise a help request via Enterprise Customer Portal



### Enterprise Customer Portal:

1. Click  **My Help Requests** icon (*navigation panel on left of screen*)
2. Click **Raise a request**
3. Select the relevant **portal** (e.g. Connections Portal or Contractor Booking System)
4. Select the kind of support request (**I need more information** or **Something is not working**). *The questions differ depending on the kind of request*
5. Complete the relevant questions and click **Submit Request**
6. Click  to return to your list of Help Requests or click  to return to the Home (Welcome) page

### Connections Portal:

In the Connections Portal, the **Contact us** link (*in the toolbar at the top of the screen*) directs you to your **My Help Requests** page in the Enterprise Customer Portal (*then follow the steps above to raise a help request*)




*Not logged in? Use the Raise a request link on the [log in page](#)*

## Check status of help request

### View / add comments



**Email:** You will receive an email when you submit a help request, when we update your request and when we resolve your request. The Endeavour Energy team working on your request will receive an email when you add a comment to your help request.

1. Click  **My Help Requests** icon to view your Help Requests dashboard
2. The dashboard shows the date of the last update and the status
3. Click the **Case ID**
4. To view or add comments, select the **Comments** tab
5. Enter the comment / information/ response in the text box. Click  if you want to attach a file
6. Click  to post the comment (and trigger the email).

## Log in page:

### View support materials

### Raise a help request



Every page in the log in process has a link to **View support materials** and a link to **Raise a (help) request**

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

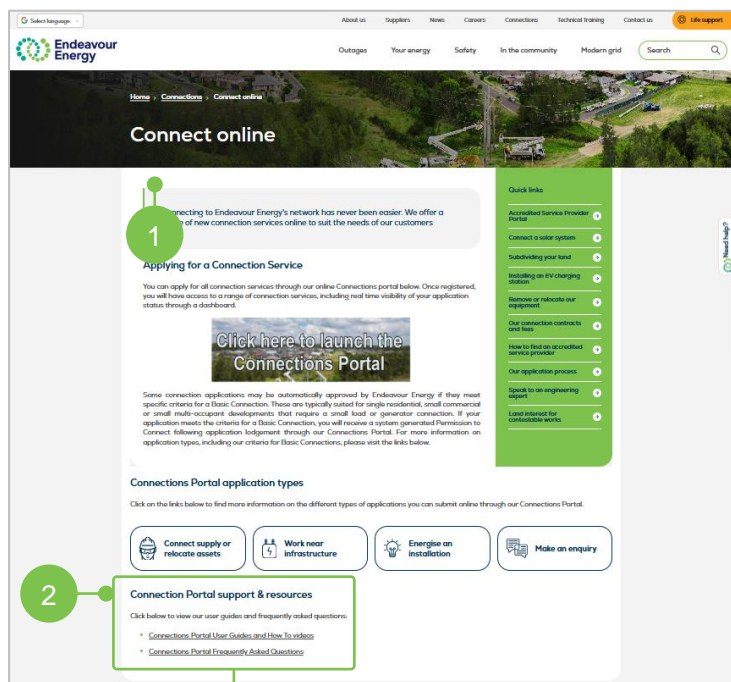
The [View support materials](#) link takes you to the Support Materials page on our website which has user guides and how-to videos

To raise a help request:

1. Click [Raise a request](#)
2. Enter your **First Name**, **Last Name** and **contact email address**
3. **Have you registered for an account in the customer portal** – if you select:
  - **Yes** – enter your **registered email address** and your **telephone number**. If the **contact email address** you have entered is the same as the email address you used to register for the portal, select the **Same as contact email** checkbox
  - **No** - enter your **telephone number**
4. Select **which browser you are using**, have you **cleared the cookies**, what **device** you're using, have you **rebooted / restarted** and select the **issue** you are facing (*if your issue is not listed, select Other and enter a description of the issue*)
5. **Attach** any **screenshots** or **documents** if available
6. Enter the **text** in the image (*captcha verification step*)
7. Click **Submit**

You will receive an **email** confirming your help request has been raised and transferred to the relevant team to investigate. You will receive an **email** every time we have an **update** for your issue, and you will receive an **email** when we have **resolved** your issue

## ENDEAVOUR ENERGY WEBSITE - VIEW SUPPORT MATERIALS AND FAQs

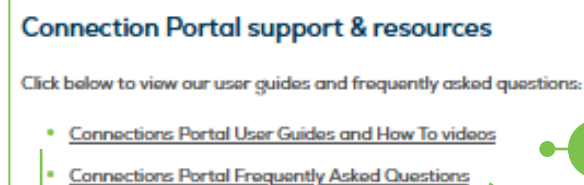


The Connect online page on our Endeavour Energy website has links to user guides, how-to videos and frequently asked questions

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

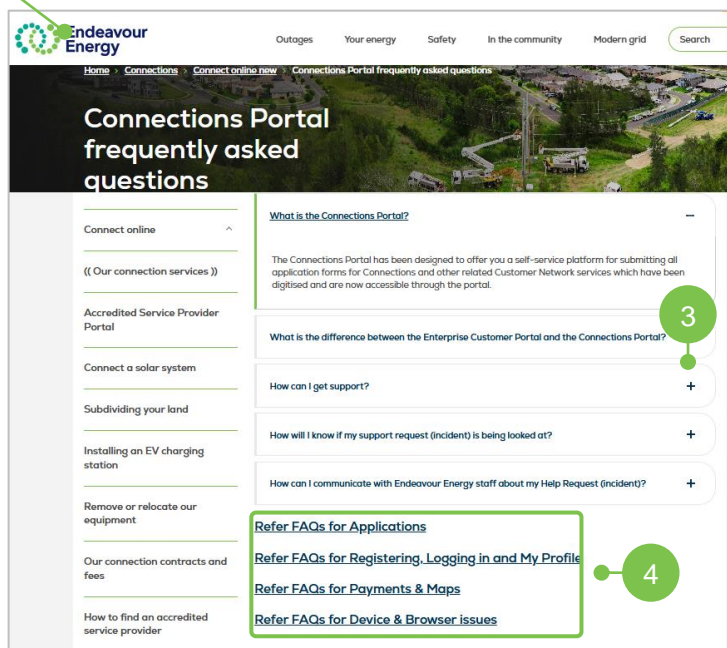
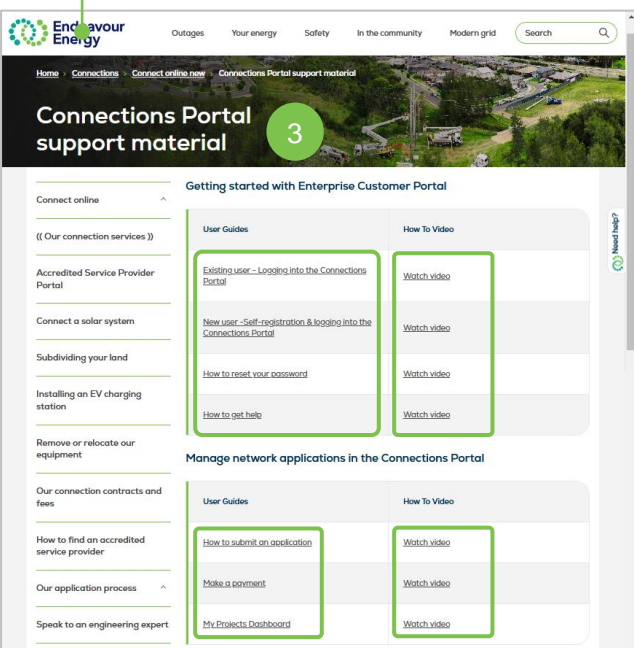
2. **Scroll down** the page and **click the link** to view:

- the **User Guides and How-To Videos** on the support material page
- or
- the **Frequently Asked Questions** page



### USER GUIDES AND HOW-TO VIDEOS

### FAQs

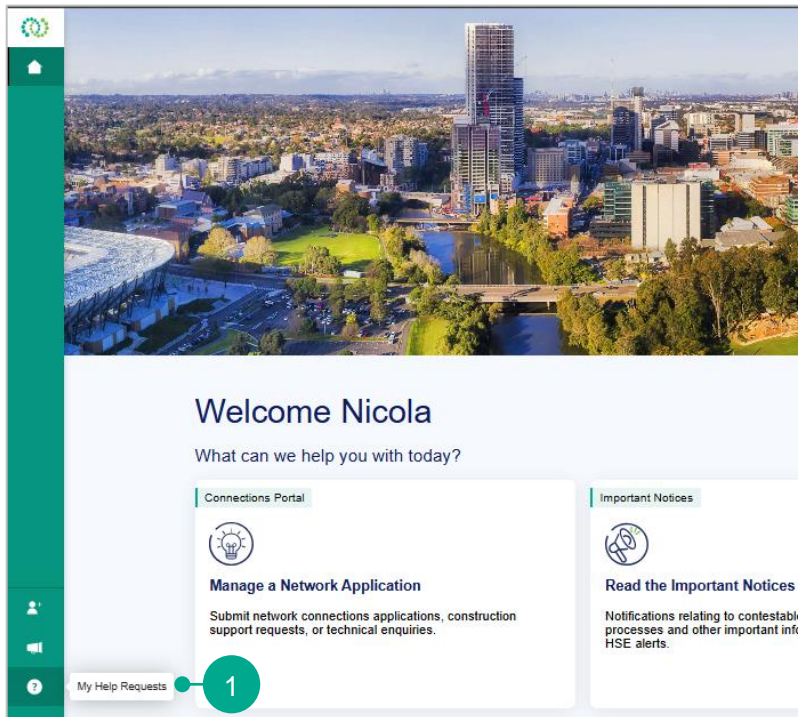


3. Click the **link** to view the user guide or to view the how-to video for the steps you need help with

3. Click **+** or **-** to expand or collapse the view to see the details for a question

4. Click the **link** to view the FAQs for another topic

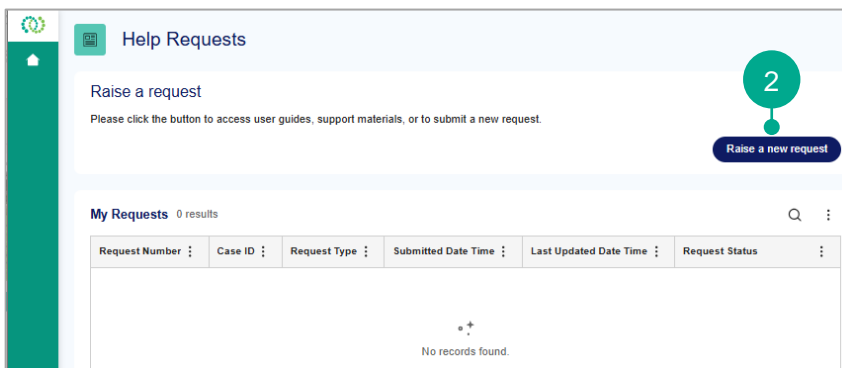
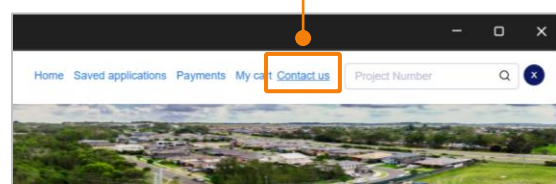
## RAISE A HELP REQUEST VIA THE ENTERPRISE CUSTOMER PORTAL



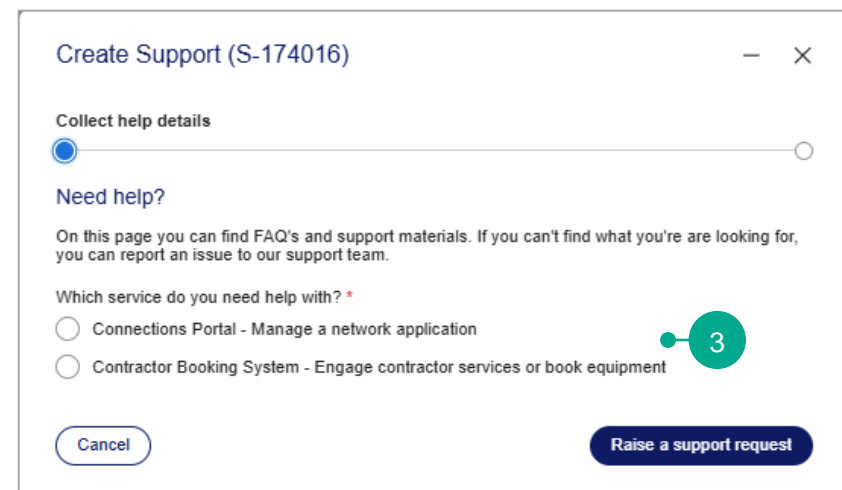
If you need more information or you're encountering technical issues in one of our portals (e.g. *Connections Portal*, *Contractor Booking System*), you can submit a request for help through the Enterprise Customer Portal

1. Click  **My Help Requests**

**Note:** If you are in the **Connections Portal**, you can also use the **Contact us** link to access your Help Requests screen in the Customer Portal



2. Click **Raise a new request**



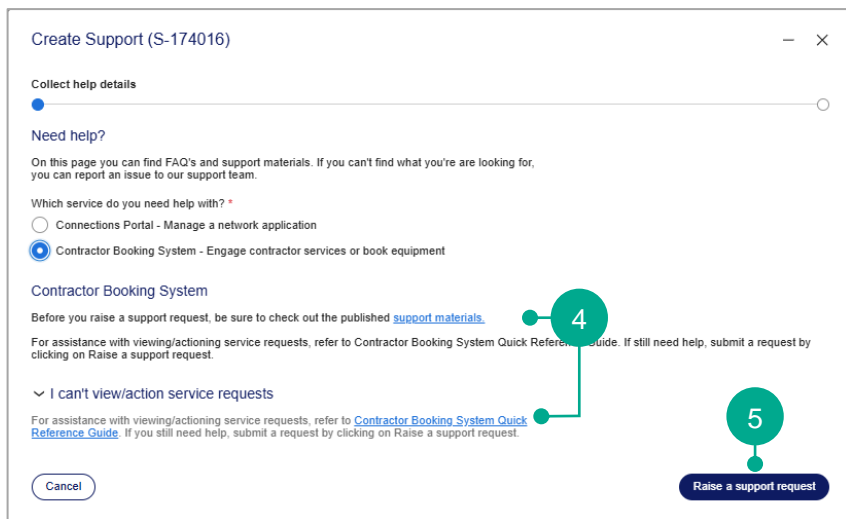
3. Select the **service** you need help with (*Connections Portal* or *Contractor Booking System*)

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



## RAISE A HELP REQUEST VIA THE ENTERPRISE CUSTOMER PORTAL *(continued)*

### CONTRACTOR BOOKING SYSTEM



Create Support (S-174016)

Collect help details

Need help?

On this page you can find FAQ's and support materials. If you can't find what you're looking for, you can report an issue to our support team.

Which service do you need help with? \*

☐ Connections Portal - Manage a network application

☒ Contractor Booking System - Engage contractor services or book equipment

Contractor Booking System

Before you raise a support request, be sure to check out the published [support materials](#).

For assistance with viewing/actioning service requests, refer to Contractor Booking System Quick Reference Guide. If still need help, submit a request by clicking on Raise a support request.

▼ I can't view/action service requests

For assistance with viewing/actioning service requests, refer to [Contractor Booking System Quick Reference Guide](#). If you still need help, submit a request by clicking on Raise a support request.

[Cancel](#) [Raise a support request](#)

4. For the **Contractor Booking System**, there are links to view **support materials** and a **quick reference guide**. These will open in a new tab.

If you cannot find the information you need or you are still experiencing the issue, you can raise a support request

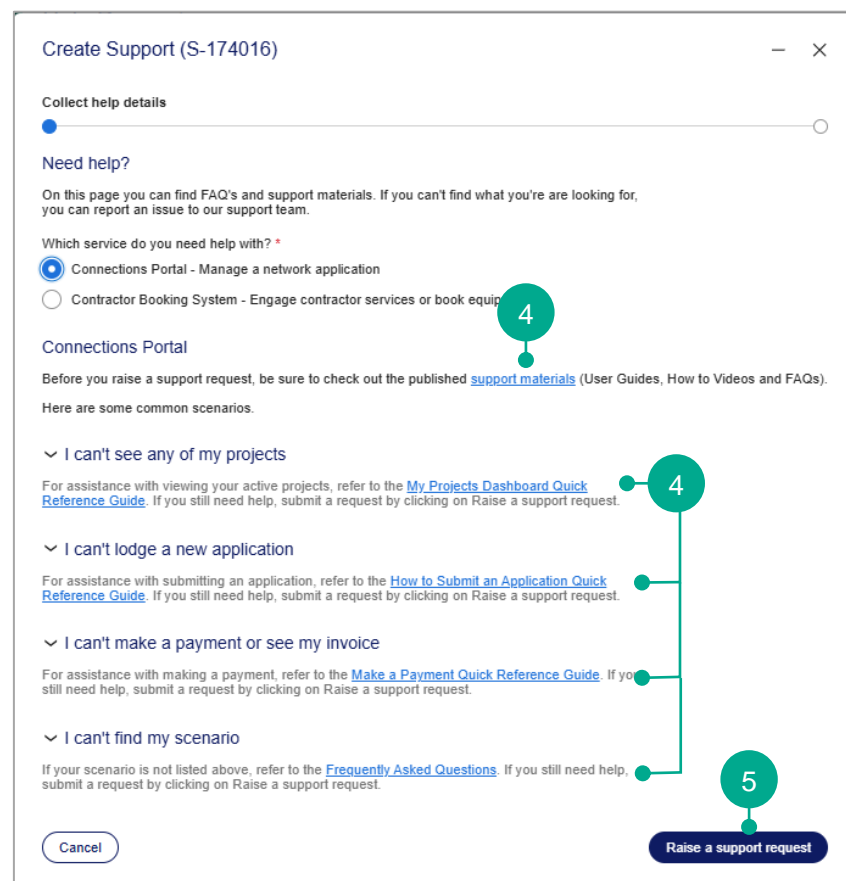
5. Click [Raise a support request](#)

(instructions to raise a support request are continued on the [next page](#))

OR

OR

### CONNECTIONS PORTAL



Create Support (S-174016)

Collect help details

Need help?

On this page you can find FAQ's and support materials. If you can't find what you're looking for, you can report an issue to our support team.

Which service do you need help with? \*

☒ Connections Portal - Manage a network application

☐ Contractor Booking System - Engage contractor services or book equipment

Connections Portal

Before you raise a support request, be sure to check out the published [support materials](#) (User Guides, How to Videos and FAQs).

Here are some common scenarios.

▼ I can't see any of my projects

For assistance with viewing your active projects, refer to the [My Projects Dashboard Quick Reference Guide](#). If you still need help, submit a request by clicking on Raise a support request.

▼ I can't lodge a new application

For assistance with submitting an application, refer to the [How to Submit an Application Quick Reference Guide](#). If you still need help, submit a request by clicking on Raise a support request.

▼ I can't make a payment or see my invoice

For assistance with making a payment, refer to the [Make a Payment Quick Reference Guide](#). If you still need help, submit a request by clicking on Raise a support request.

▼ I can't find my scenario

If your scenario is not listed above, refer to the [Frequently Asked Questions](#). If you still need help, submit a request by clicking on Raise a support request.

[Cancel](#) [Raise a support request](#)

4. For the **Connections Portal**, there are links to view:

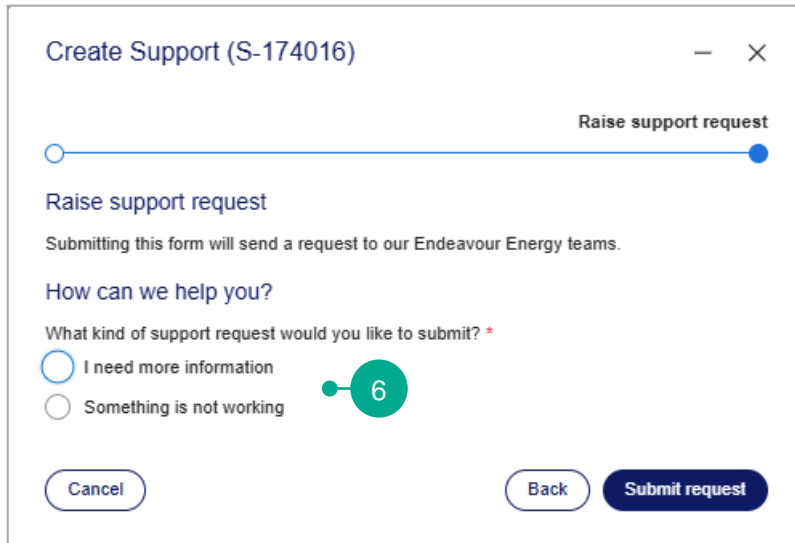
- the **support materials** page
- user guides** for the most common scenarios
- Frequently asked questions**

If you cannot find the information you need or you are still experiencing the issue, you can raise a support request

5. Click [Raise a support request](#)

(instructions to raise a support request are continued on the [next page](#))

## RAISE A HELP REQUEST VIA THE ENTERPRISE CUSTOMER PORTAL *(continued)*

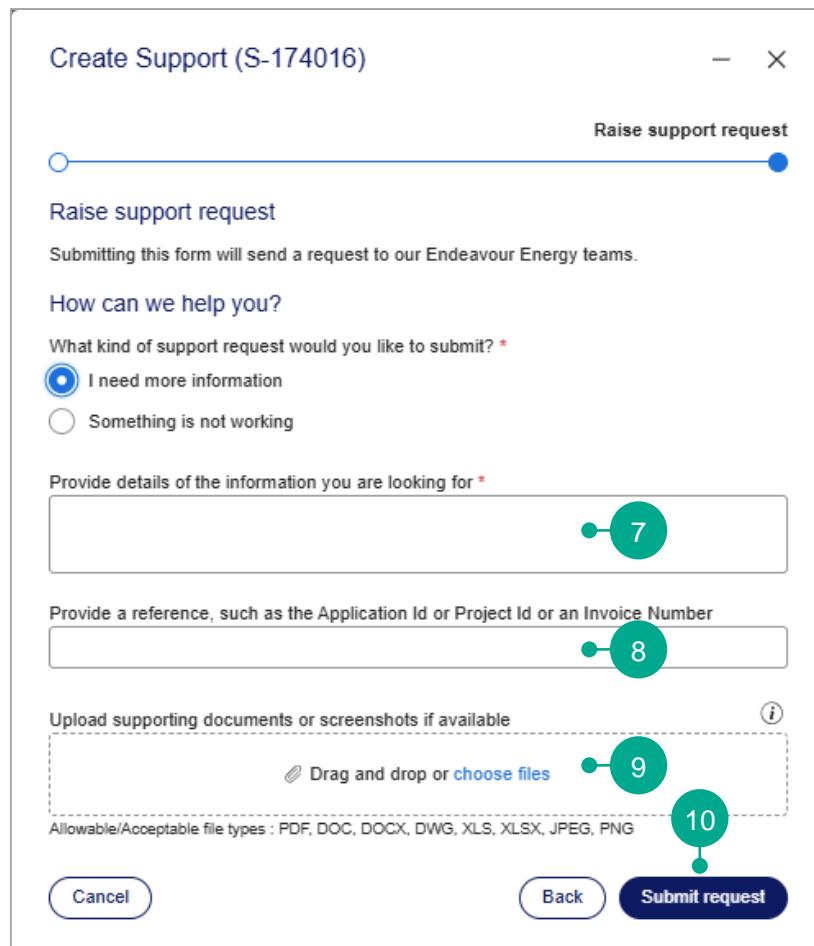


6. Select the kind of support request you want to submit:

- **I need more information** *(instructions below)*
- **Something is not working** *(instructions on next page)*

The **questions** to complete **differ** depending on the kind of support request

### I NEED MORE INFORMATION




### I NEED MORE INFORMATION

A red asterisk \* denotes a mandatory field or question

7. Enter **details of the information you are looking for**

8. Enter the **Application ID** or **Project ID** or **Invoice Number** or leave blank if not relevant / not known

9. You can also **attach files** (drag and drop or click choose files to browse to the file)

Click  to view **Additional info** (helper text) for a question

10. Click **Submit request**

*(instructions are continued on [page 8](#))*

# RAISE A HELP REQUEST VIA THE ENTERPRISE CUSTOMER PORTAL *(continued)*

## SOMETHING IS NOT WORKING

Create Support (S-174016)

Raise support request

Raise support request

Submitting this form will send a request to our Endeavour Energy teams.

How can we help you?

What kind of support request would you like to submit? \*

I need more information

Something is not working

Provide a description of the issue you are experiencing \*

7

0 of 3000

Provide a reference, such as the Application Id or Project Id or an Invoice Number

Has the issue occurred previously?

Yes

No

Has the issue occurred previously?

Yes

No

Which browser are you using?

Select...

Are you connected to Endeavour Energy network/VPN/Citrix?

Yes

No

Have any changes been made to your device recently (software installs, updates, moved)?

Yes

No

Upload supporting documents or screenshots if available

9

10

Allowable/Acceptable file types : PDF, DOC, DOCX, DWG, XLS, XLSX, JPEG, PNG

Cancel

Back

Submit request

## SOMETHING IS NOT WORKING

A red asterisk \* denotes a mandatory field or question

### 7. Enter details of the issue you are experiencing

### 8. Complete the following questions if known or applicable:

- Enter the **Application ID** or **Project ID** or **Invoice Number** or leave blank if not relevant / not known
- Has the issue occurred previously**
- Have you restarted your device...**
- Which browser are you using**
- Are you connected to Endeavour Energy (IT) network**
- Have any changes been made to your device**

Click  to view **Additional info** (helper text) for a question

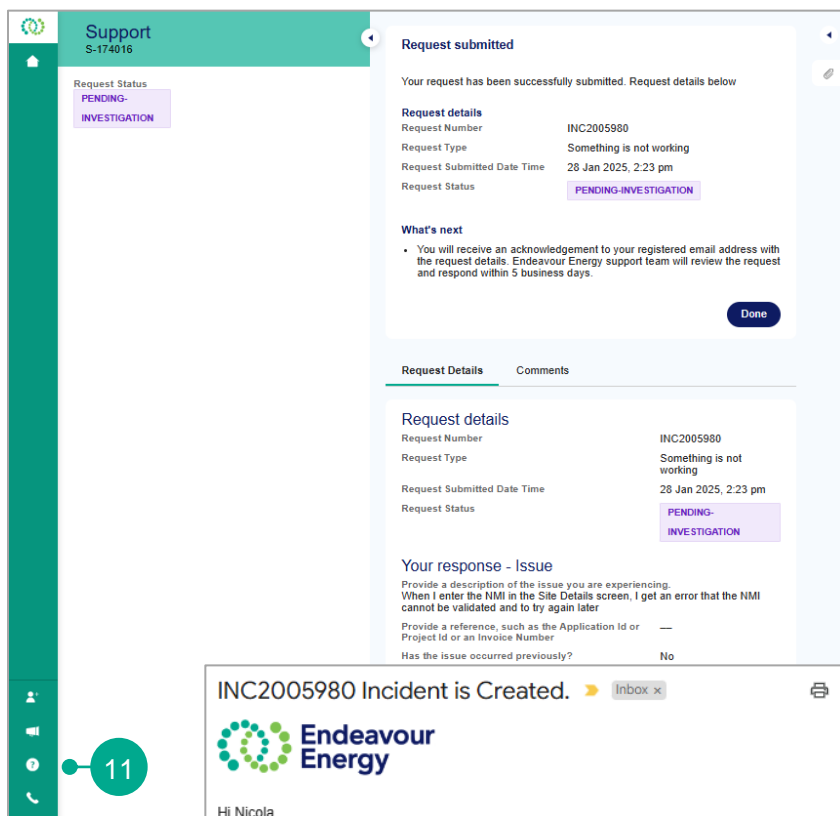
### 9. Upload supporting documents or screenshots - it is not mandatory to upload a file but it helps our support team investigate your issue if you provide screenshots

(drag and drop or click choose files to browse to the files)

### 10. Click **Submit request**


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

## RAISE A HELP REQUEST VIA THE ENTERPRISE CUSTOMER PORTAL *(continued)*

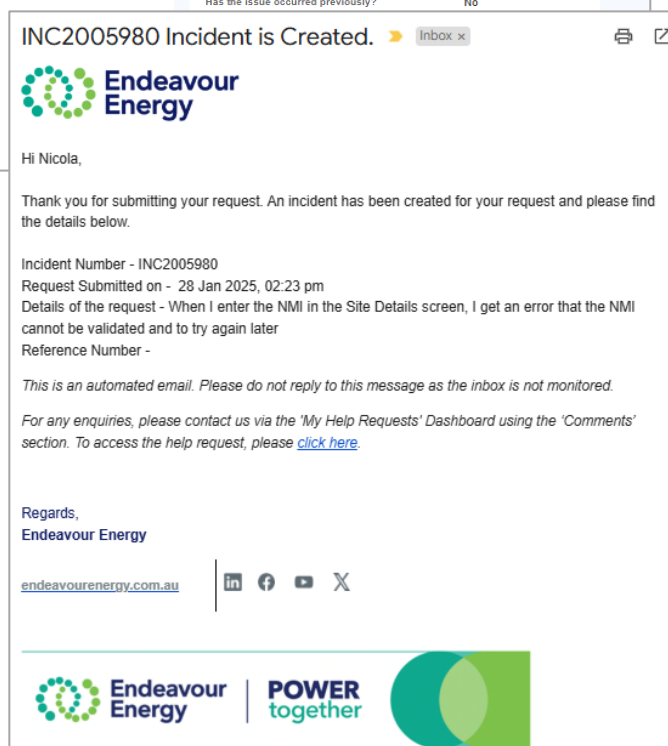


**Request submitted** screen confirms you have submitted your help request successfully.

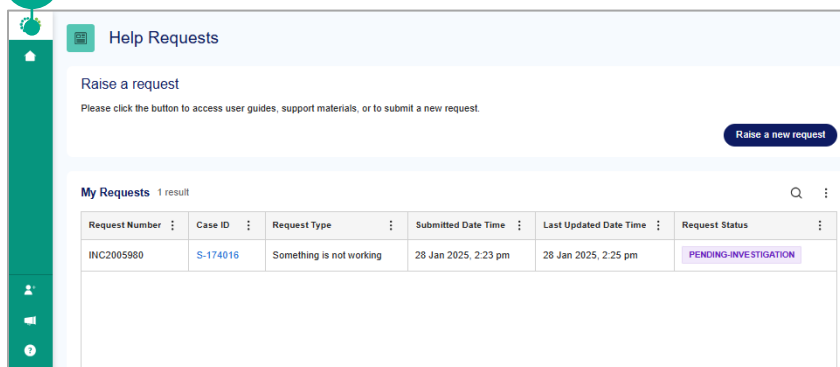
The status is **PENDING-INVESTIGATION**

11. Click  to return to your **Help Requests** screen

You will also receive an **email** confirming your help request (incident) has been created successfully



12

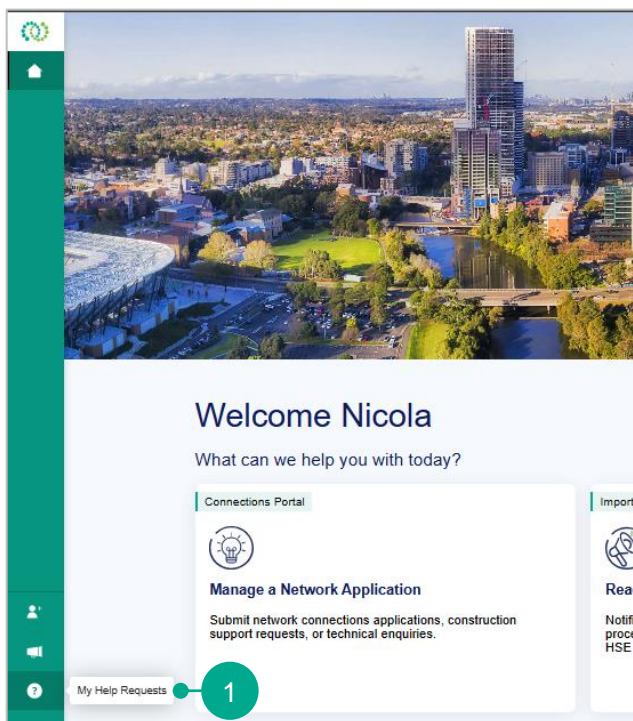


12. Click  to return to your Enterprise Customer Portal Home (Welcome) page

(the next page in this guide shows how to check the status, view responses and add comments to a help request)



## CHECK STATUS OF YOUR HELP REQUEST & VIEW OR ADD COMMENTS



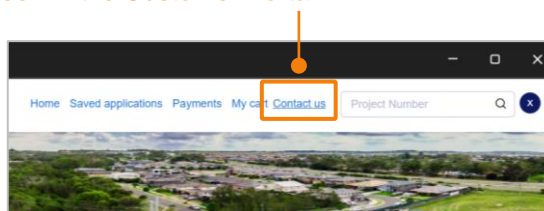
You receive an email when the Support Team update your help request and when the help request is resolved.

You can also view the updates (comments and status change) in your Help Requests dashboard.

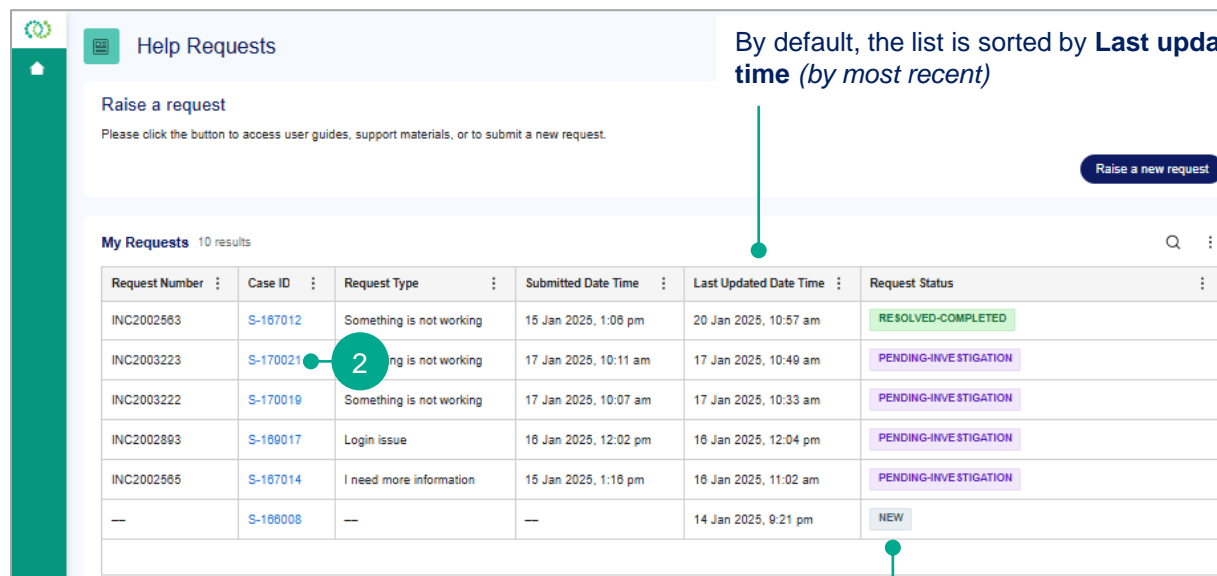
You can respond to our Support Team by adding comments to the Help Request.

### 1. Click **My Help Requests**

**Note:** If you are in the **Connections Portal**, you can also use the **Contact us** link to access your Help Requests screen in the Customer Portal



The **Help Requests** screen lists your help requests.



By default, the list is sorted by **Last updated date & time (by most recent)**

The status of your help request is shown in the **Request Status** column:

- **PENDING-INVESTIGATION** – the relevant Endeavour Energy team is investigating your help request
- **RESOLVED-COMPLETED** – we have resolved your help request
- **NEW** – you have started to create a help request but have not submitted the request to us

### 2. Click the **Case ID** to view / access the help request

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

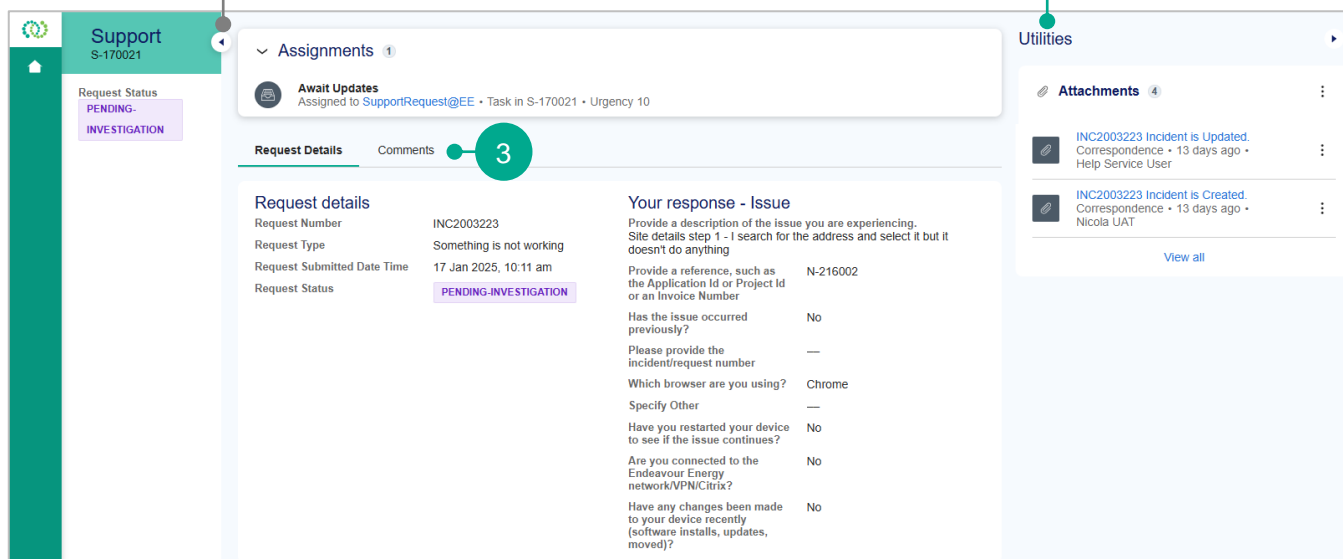
## CHECK STATUS OF YOUR HELP REQUEST & VIEW OR ADD COMMENTS *(continued)*

The help request displays.

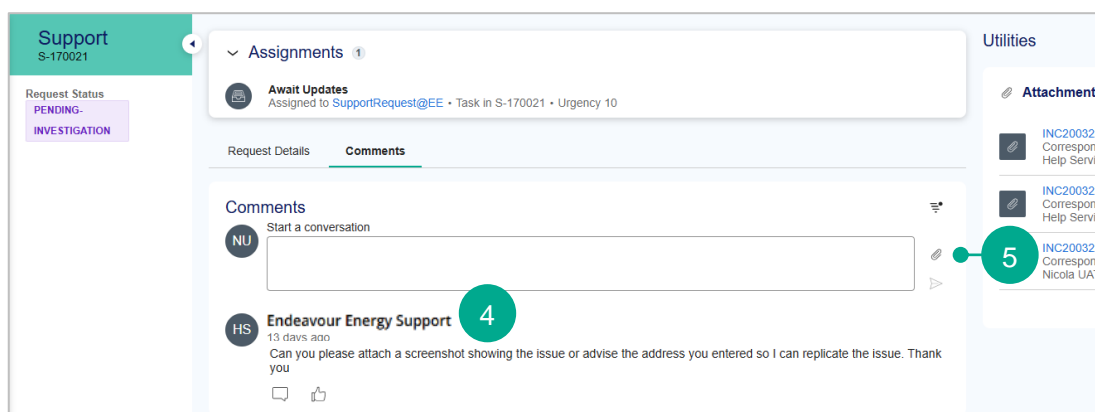
The **Request Details** tab is selected by default and shows the details you entered.

The **Utilities** panel on the right lists all **Attachments** for the help request. This is any files attached to the help request and all emails generated *(an email is generated when you create the help request, when anyone adds a comment and when we resolve the request)*.

Use the arrows ◀ ▶ to expand or collapse a panel



**3. To view responses and / or to add a comment or attach a file, select the **Comments** tab**



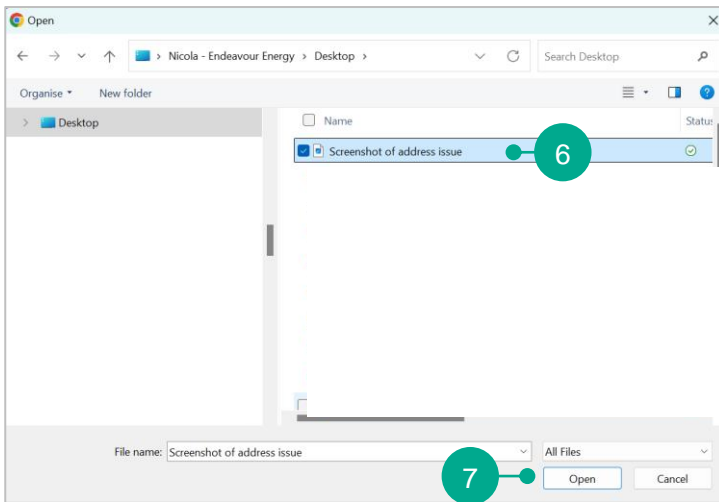
**4. Comments / responses added by the Endeavour Energy support team are shown as **Endeavour Energy Support****

You also receive an “**Incident updated**” **email** with the same information

**5. To attach a file, click**  (paper clip icon)

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

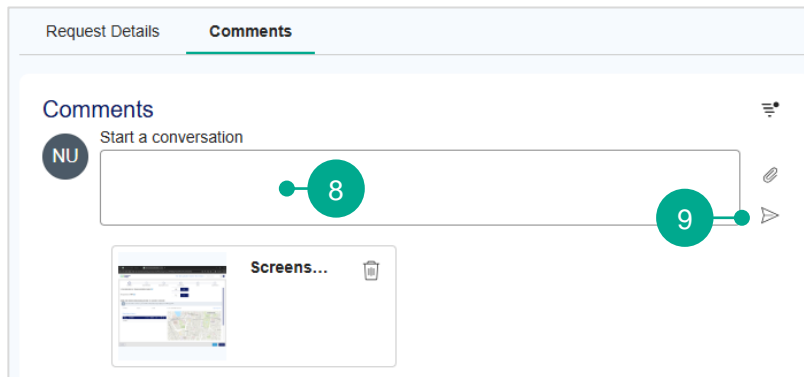
## CHECK STATUS OF YOUR HELP REQUEST & VIEW OR ADD COMMENTS *(continued)*



6. File Explorer opens

Browse to and **select the screenshot or file** you want to attach

7. Click **Open**



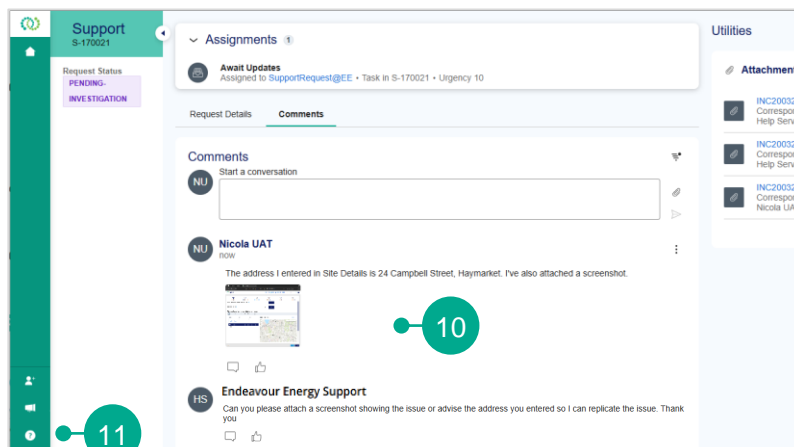
The attachment is now shown.

*There is a delete icon (trash can) to delete the file if you have attached the wrong file.*

8. To **add a comment**, enter the information in the **Start a conversation** text box

9. Click **Post** (Post) to post the comment.

This triggers an **email notification** to the Endeavour Energy team who are working on your help request

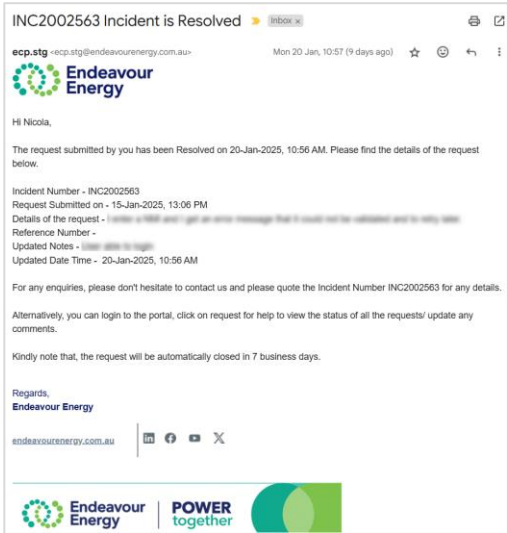


10. The comment you added (posted) is now visible in the **Comments**

11. Click **My Help Requests** to return to your Help Requests dashboard

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

CHECK STATUS OF YOUR HELP REQUEST & VIEW OR ADD COMMENTS (continued)

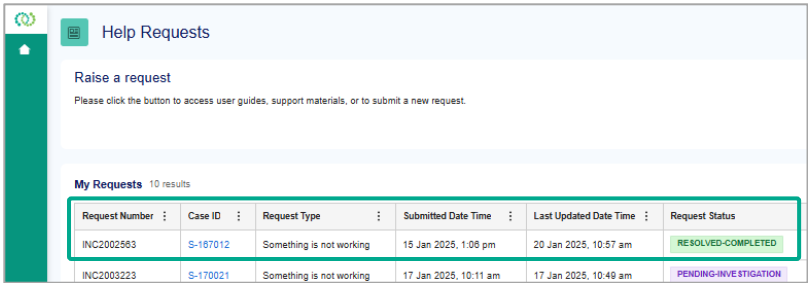


HELP REQUEST – RESOLVED-COMPLETED STATUS

You will receive an email when we have resolved your help request.

The email quotes the **INC Incident Number** (which is the **Request Number** in your Help Requests dashboard)

The status of the help request will also show **RESOLVED-COMPLETED**

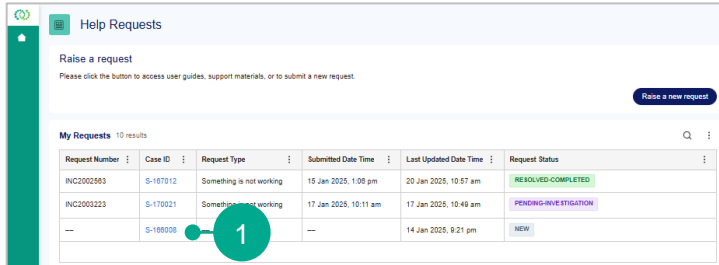


HELP REQUEST – NEW STATUS

If you start to create a help request but click Cancel (instead of Submit Request), the help request is saved in NEW status.

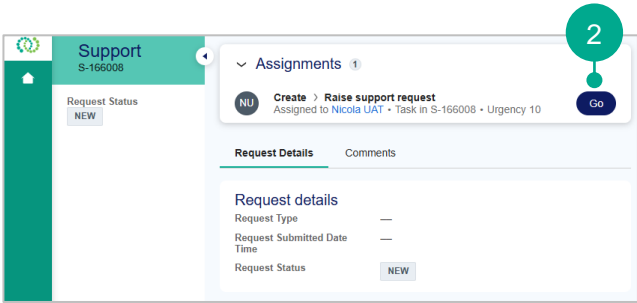
To complete the details and submit the help request:

- 1. Click the **Case ID** to view / access the help request

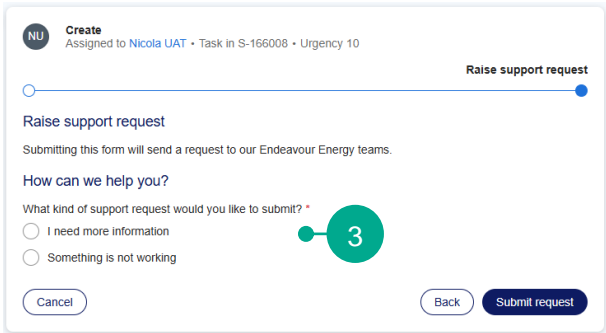


The Assignments shows that the Raise support request is still assigned to you.

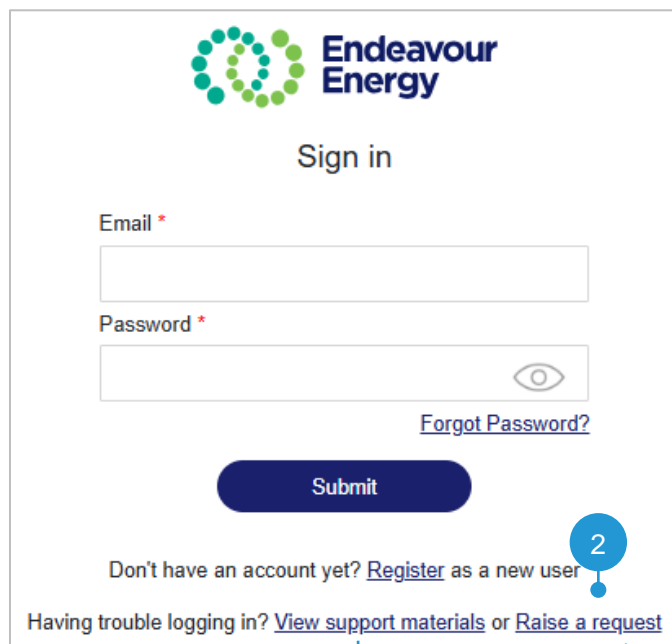
- 2. Click **Go**



- 3. **Complete** the required **questions** and then click Submit request (as per the Raise a Help Request steps detailed on pages 4 - 8 of this guide)



## RAISE A HELP REQUEST VIA LOG IN PAGE



**Endeavour Energy**

Sign in

Email \*

Password \*

[Forgot Password?](#)

**Submit**

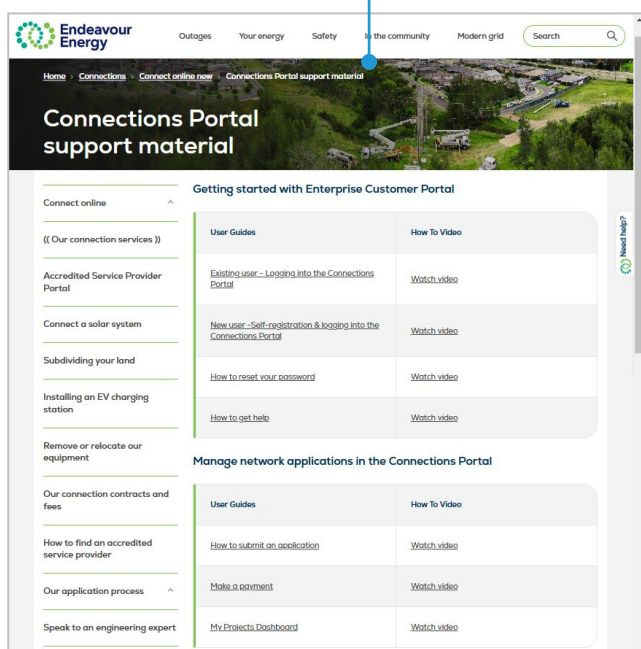
Don't have an account yet? [Register](#) as a new user

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

If you're having problems logging in, you can raise a request for help through the log in page.

1. [Click here](#) to access the **Enterprise Customer Portal** - <https://dsp.endeavourenergy.com.au/prweb/PRAuth/ECP>

2. [Click the link](#) to **Raise a request**



**Endeavour Energy**

Outages Your energy Safety In the community Modern grid Search

Home Connections Connect online now Connections Portal support material

### Connections Portal support material

Connect online

([ Our connection services ])

Accredited Service Provider Portal

Connect a solar system

Subdividing your land

Installing an EV charging station

Remove or relocate our equipment

Our connection contracts and fees

How to find an accredited service provider

Our application process

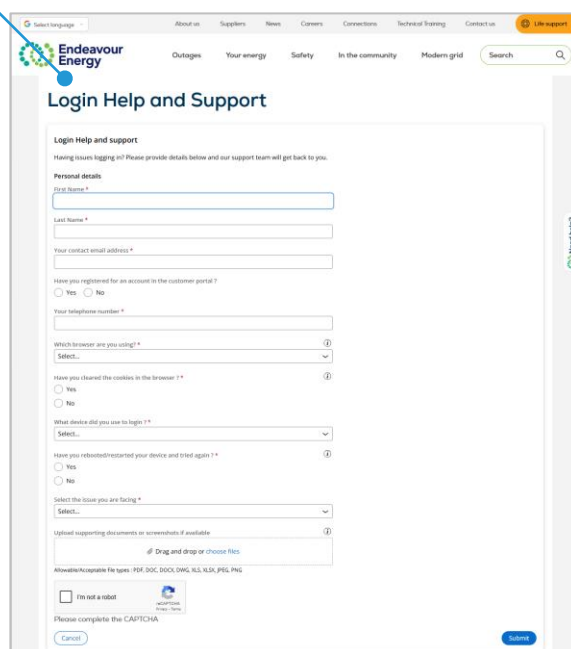
Speak to an engineering expert

#### Getting started with Enterprise Customer Portal

User Guides	How To Video
Existing user - Logging into the Connections Portal	<a href="#">Watch video</a>
New user - Self registration & logging into the Connections Portal	<a href="#">Watch video</a>
How to reset your password	<a href="#">Watch video</a>
How to get help	<a href="#">Watch video</a>

#### Manage network applications in the Connections Portal

User Guides	How To Video
How to submit an application	<a href="#">Watch video</a>
Make a payment	<a href="#">Watch video</a>
My Projects Dashboard	<a href="#">Watch video</a>



**Endeavour Energy**

Outages Your energy Safety In the community Modern grid Search

### Login Help and Support

Login Help and support

Having issues logging in? Please provide details below and our support team will get back to you.

**Personal details**

First Name \*

Last Name \*

Your contact email address \*

Have you registered for an account in the customer portal?

☐ Yes ☐ No

Your telephone number \*

Which browser are you using? \*

Select...

Have you cleared the cookies in the browser? \*

☐ Yes ☐ No

What device did you use to login? \*

Select...

Have you rebooted/restarted your device and tried again? \*

☐ Yes ☐ No

Select the issue you are facing \*

Select...

Upload supporting documents or screenshots (if available)

Drag and drop or choose files

Allowed file types: PDF, DOC, DOCX, PNG, XLS, XLSX, PPT, PPTX

☐ I'm not a robot

Please complete the CAPTCHA

**Submit**

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



## RAISE A HELP REQUEST VIA LOG IN PAGE *(continued)*

### Login Help and support

Having issues logging in? Please provide details below and our support team will get back to you.

#### Personal details

3

First Name \*

Nicola

Last Name \*

Evans

Your contact email address \*

N @gmail.com

3. Enter your **First Name**, **Last Name** and **contact email address**

Have you registered for an account in the customer portal ?

☒ Yes ☐ No

4

☐ Same as contact email address

Your registered email address

Your telephone number \*

4. Have you registered for an account in the customer portal – select the relevant response. If you select:

- **Yes** – you will be prompted to enter your **registered email address** and your **telephone number** (*enter the number without spaces*)

If the **contact email address** you have entered is the same as the email address you used to register for the portal, select the checkbox

OR

OR

Have you registered for an account in the customer portal ?

☐ Yes ☒ No

4

Your telephone number \*

- **No**– you will be prompted to enter your **telephone number**

**Note:** An error message displays if you enter the telephone number with spaces (*delete the spaces to clear the error*)

Your telephone number \*

0410 123 456789

▲ Please enter a valid mobile or landline number. Enter valid 10 digit telephone number

5

Which browser are you using? \*

Chrome

6

Have you cleared the cookies in the browser? \*

☐ Yes  
☒ No

What device did you use to login? \*

Laptop/Desktop

Have you rebooted/restarted your device and tried again? \*

☒ Yes  
☐ No

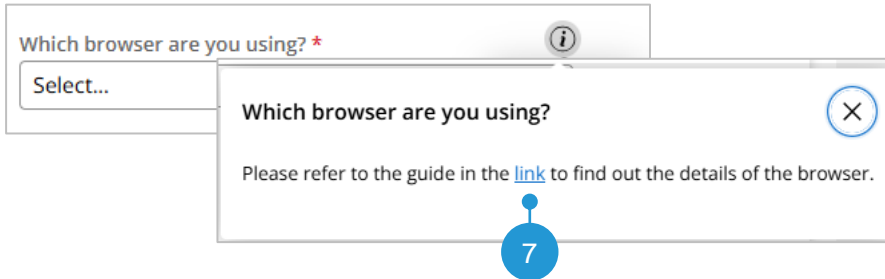
5. Select the relevant responses for the following questions:

- Which **browser** you are using
- Have you **cleared the cookies**
- What **device**
- Have you **rebooted / restarted**

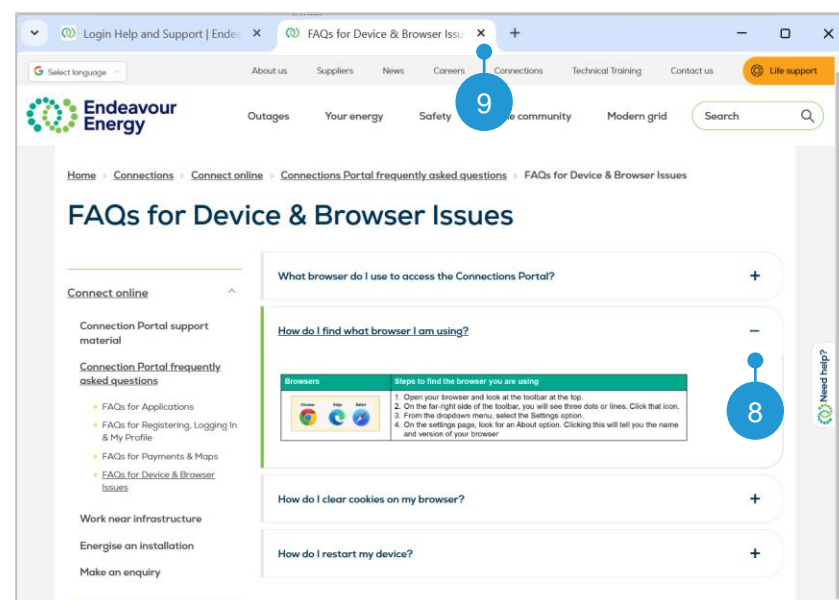
6. Click ⓘ to view **Additional info** (helper text) for a question

(instructions are continued on the next page)

## RAISE A HELP REQUEST VIA LOG IN PAGE *(continued)*



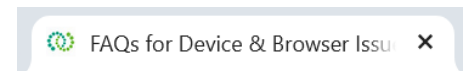
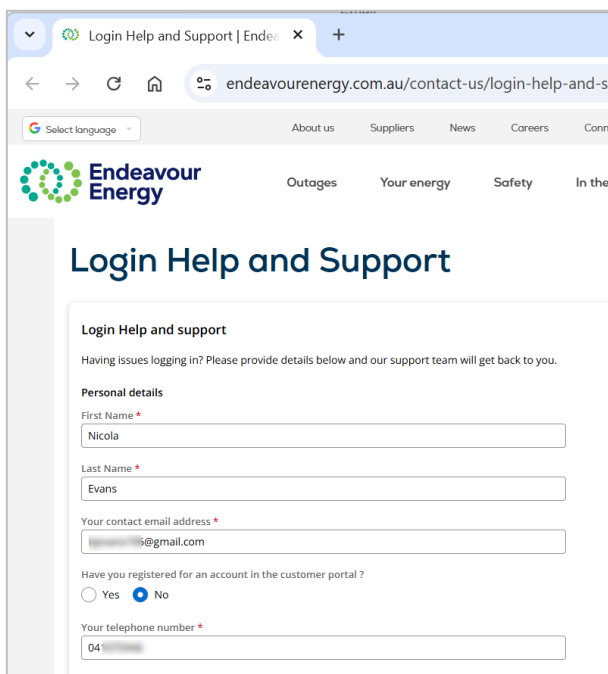
7. Click the [link](#) to view the **Additional info** details



8. A new tab opens which displays the **FAQs** (frequently asked questions) **for Device & Browser Issues**

Click **+** to view the information *(in this example to find which browser you are using)*

9. Click **X** to close the FAQs tab

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

RAISE A HELP REQUEST VIA LOG IN PAGE (continued)

Select the issue you are facing \*

Cannot reset password

10


Upload supporting documents or screenshots if available

Drag and drop or choose files

11

Allowable/Acceptable file types : PDF, DOC, DOCX, DWG, XLS, XLSX, JPEG, PNG

☐ I'm not a robot



Please complete the CAPTCHA

Cancel

Submit

10. Select the **issue you are facing** from the list of options

If your issue is not listed, select **Other** and then enter a description in the **Specify Other field**

11. **Upload supporting documents or screenshots** - it is not mandatory to upload a document, but it helps our support team investigate your issue if you provide screenshots

Drag and drop or click choose files to browse to the files


Select the issue you are facing \*

Cannot reset password

Upload supporting documents or screenshots if available


Drag and drop or choose files

Allowable/Acceptable file types : PDF, DOC, DOCX, DWG, XLS, XLSX, JPEG, PNG

 Log in error screenshot.png

Uploaded successfully

☐ I'm not a robot




Please complete the CAPTCHA


Cancel


Submit

12. Select **I'm not a robot** checkbox (and complete the captcha verification step if prompted)

 Log in error screenshot.png

Uploaded successfully

 I'm not a robot



Cancel

Submit

13

13. Click **Submit**

Request submitted

Your request has been successfully submitted. Request details below

Request details

Request Type

Login issue

Request Submitted Date

27 Jan 2025, 5:13 pm

Request Status

NEW

What's next

- You will receive an acknowledgement to your registered email address with the request details. Endeavour Energy support team will review the request and respond within 5 business days.

Done

**Request submitted** screen confirms you have submitted your help request successfully

13. Click **X** to close the browser tab

You will also receive an **email** confirming your help request has been submitted successfully