

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

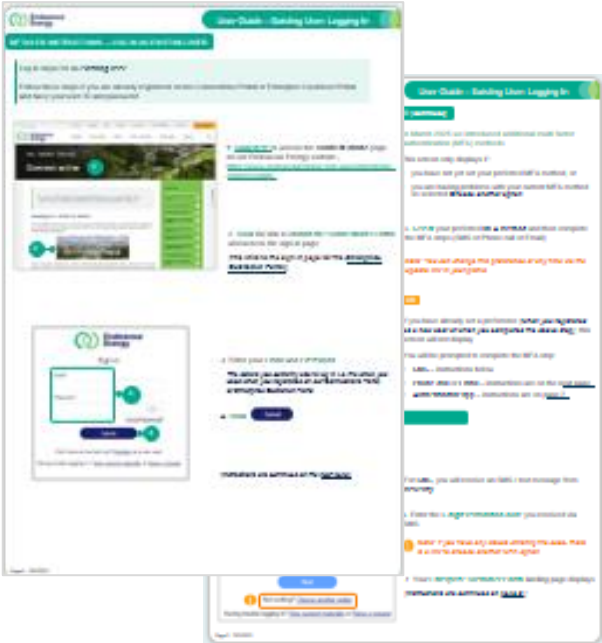
Each topic has a brief SUMMARY of the steps and then DETAILED INSTRUCTIONS with screenshots

Click this icon  on any topic page to jump to the instruction format you prefer


Summary of the steps




Detailed instructions



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 check profile step is not required for:

- **Contractor Booking System** users
- Connections Portal users who registered after 1 Feb 2025 (*as the profile steps were completed when you registered*)

 However, **refer to these steps if you want to:**

- **update your number** for Multi Factor Authentication, or
- **change your MFA method** (e.g. switch from SMS to an authenticator app)

LOGIN AS EXISTING USER

SUMMARY OF STEPS

Click here to launch the Connections Portal

(this links to the sign 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 sign 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)

- If you have not set a preference for Multi Factor Authentication (MFA), you are prompted to select (and set) your preferred MFA: SMS or Phone call or Email

OR

- If you have already set a preference (when you registered as a new user or when you completed the above step), you are prompted to confirm your identity via your MFA option:

SMS

Code is sent to registered mobile SMS is from msverify

- Enter **6-digit code**

Phone call

Call is from Microsoft

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

Email

Code is sent to registered email from Microsoft

- Enter **6-digit code**

App

- **Scan** the **QR code** or enter code manually (if not set up) and click **Next**
- Enter **6-digit code**

Enterprise Customer Portal

Customer Portal landing (Welcome) page displays

- Connections Portal** user:
- Click **Start** to check your Profile

OR

- 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](#)

You can also change your MFA method (e.g. switch to authenticator app) or update your phone number for MFA in your Profile

Enterprise Customer Portal

- Customer Portal** landing (Welcome) page displays
- Select **Connections Portal > Manage a Network Application** tile

Contractor Booking System

Contractor Booking System Home screen opens in new tab

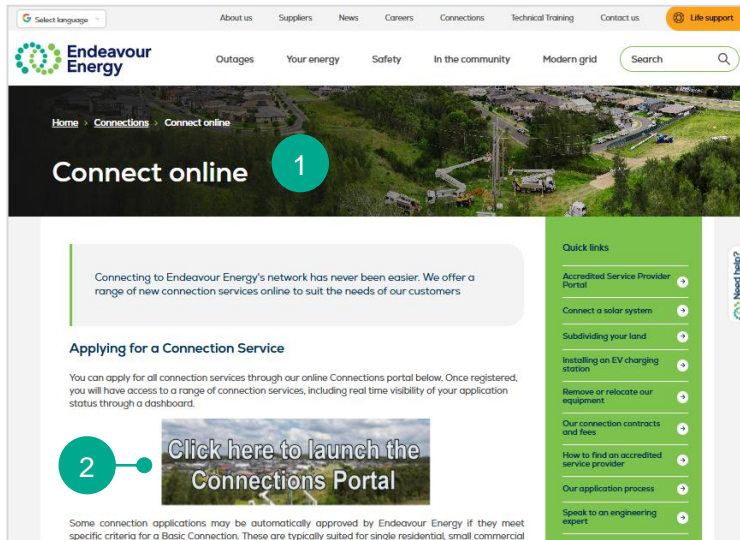
Connections Portal

Connections Portal Home screen opens in new tab

DETAILED INSTRUCTIONS – LOG IN AS EXISTING USER

Log in steps for an **existing user**

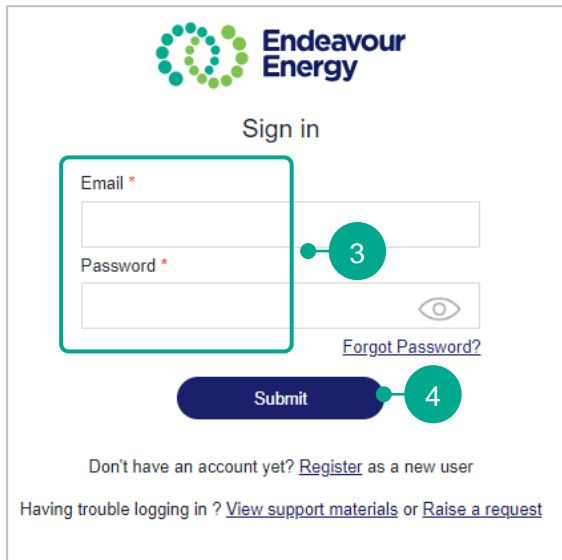
Follow these steps if you are already registered on the Connections Portal or Enterprise Customer Portal and have your user ID and password



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 sign in page for the **Enterprise Customer Portal**)



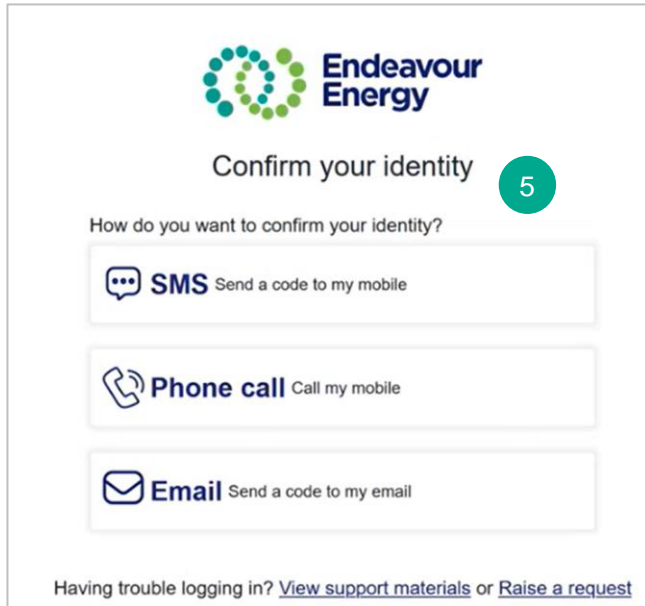
3. Enter your **Email** and **Password**

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**

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

DETAILED INSTRUCTIONS – LOG IN AS EXISTING USER *(continued)*



In March 2025 we introduced additional multi factor authentication (MFA) methods

This screen only displays if :

- you have not yet set your preferred MFA method, or
- you are having problems with your current MFA method so selected *Choose another option*

5. Select your preferred **MFA method** and then complete the MFA steps (SMS or Phone call or Email)

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

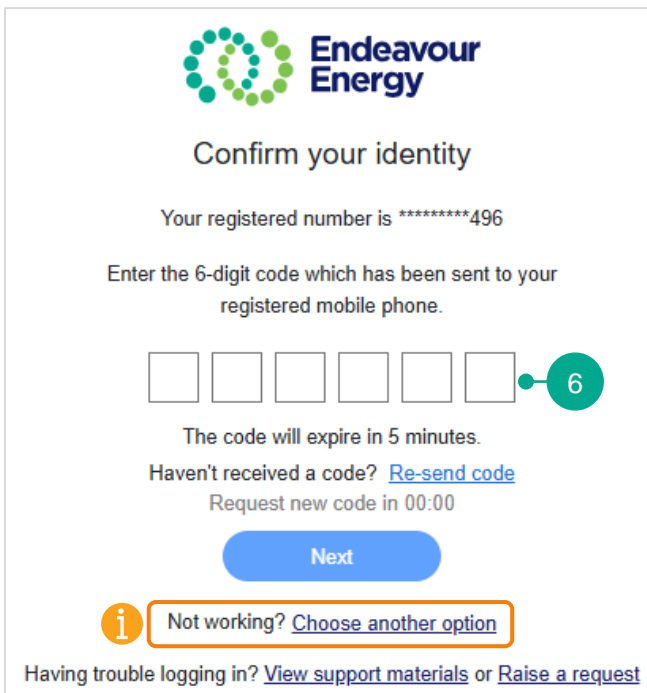
OR

If you have already set a preference (*when you registered as a new user or when you completed the above step*), this screen will not display

You will be prompted to complete the MFA step:

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

SMS



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

6. 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

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

DETAILED INSTRUCTIONS – LOG IN AS EXISTING USER *(continued)*

Phone call



Confirm your identity

Your registered number is *****496

[Call me on my landline or mobile](#)

6

i Not working? [Choose another option](#)

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

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

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

6. 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

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

Email

Microsoft on behalf of Endeavour Energy

To [redacted]
Today at 2:24 PM

Verify your email address

Thanks for verifying your account!

Your code is: 393874

Sincerely,
Endeavour Energy



Confirm your identity

A code has been sent to your email.

Email

N*****@gmail.com

Verification code

6

[input type="text"/> [input type="text"/> [input type="text"/> [input type="text"/> [input type="text"/> [input type="text"/>

The code will expire in 5 minutes.

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

Request new code in 00:21

[Verify code](#)

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

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

The email is from Microsoft on behalf of Endeavour Energy

6. 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.

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

Authenticator App

For **Authenticator App**, a QR code displays if you haven't yet set up this option e.g. you're updating your profile to switch to authenticator app MFA

If you have already set this in your profile, **this screen will not display** and you will be prompted to enter the 6-digit code (go to step 7 below)

6. Open your authenticator app and **scan the QR code**

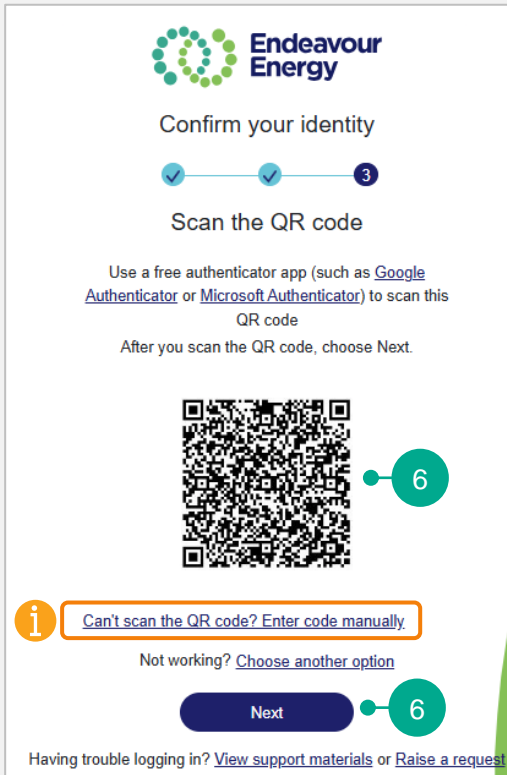
and then **click** 

i If you are unable to scan the QR code, click the [Enter code manually](#) link to see the code to enter

Enter the account details manually:

Account Name: N. [redacted] @gmail.com

Secret: sya [redacted] fwz

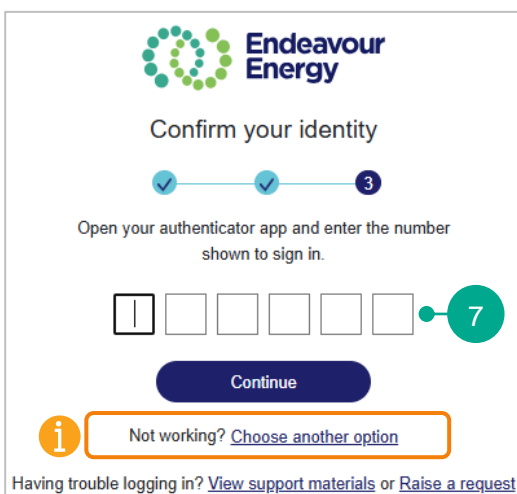


7. Enter the **6-digit code** provided in your Authenticator app

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

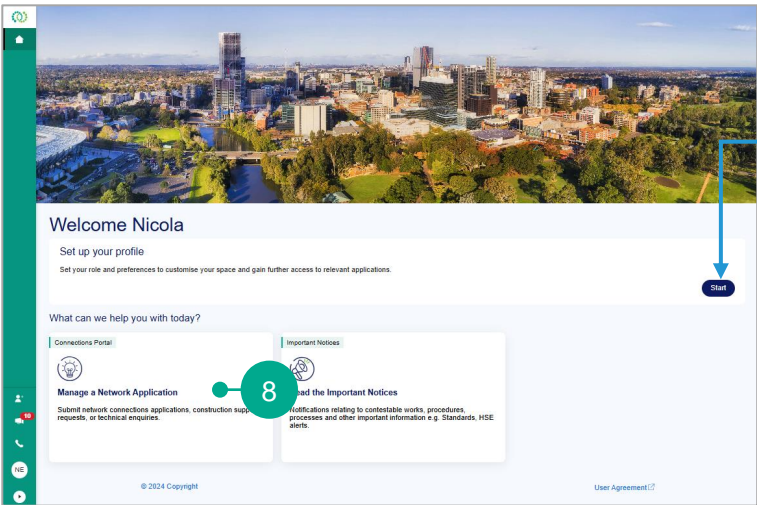
Your **Enterprise Customer Portal** landing page displays

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



DETAILED INSTRUCTIONS – LOG IN AS EXISTING USER (continued)

CONNECTIONS PORTAL



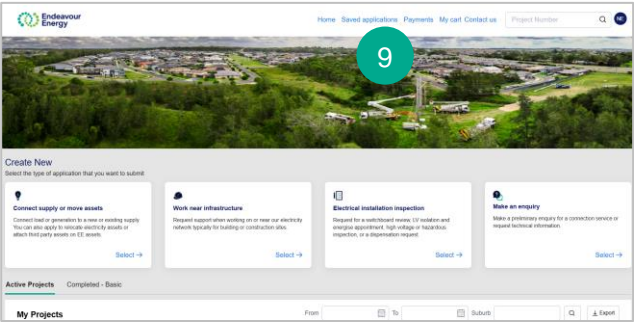
Your **Enterprise Customer Portal** landing (Welcome) page displays

It is recommended that you check your profile – instructions are on the [next page](#) of this guide

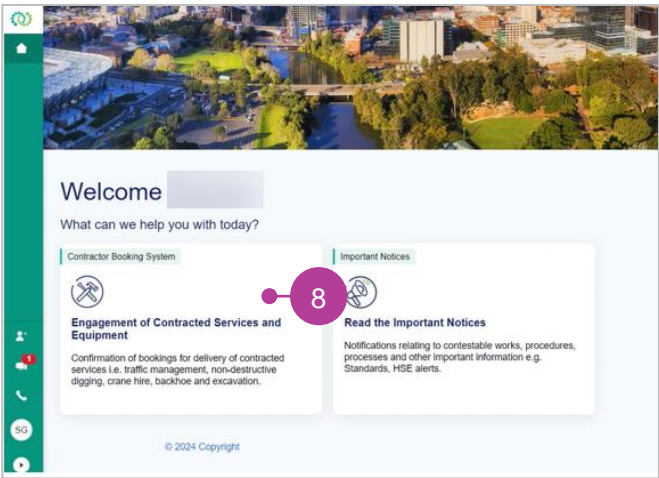
8. To access the **Connections Portal**, click the **Manage a Network Application** tile



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



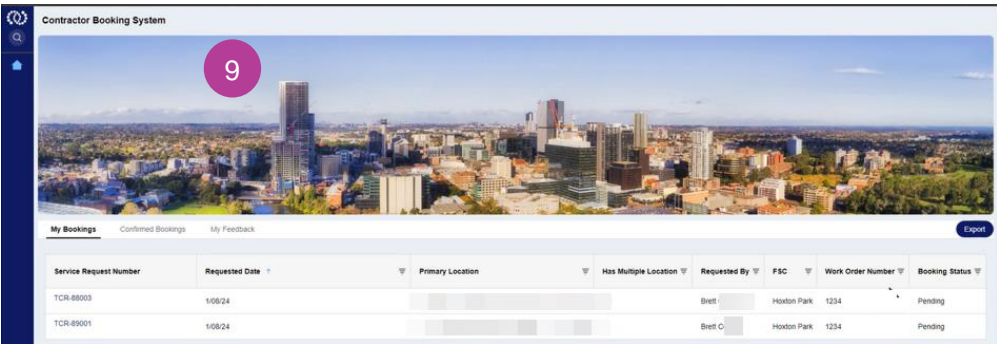
CONTRACTOR BOOKING SYSTEM



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



9. 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

Customer Portal

- Click **Start**

Create Profile Page

About me

- Enter your **Contact Number**

My role

- For an existing Connections Portal user, the option **I am requesting services or advice from Endeavour Energy** is already selected
- The radio button for the **role which best describes you** is also already selected

ACCREDITED SERVICE PROVIDER (ASP)

- select your **ASP type** from the drop-down list
- enter your **ASP Service Provider (ASP) number** (4 digits)
- enter your **Company name** and **Company ABN / CAN**
- enter your **address**
- click **Submit**

DEVELOPER / ELECTRICAL CONSULTANT / ELECTRICAL RETAIL WORKER

- enter your **Company name** and **Company ABN / CAN**
- enter your **address**
- click **Submit**

HOME / PROPERTY OWNER OR RESIDENT

- enter your **NMI**
- enter your **Address**
- click **Submit**

SOLAR RETAILER

- enter your **Company name** and **Company ABN / CAN**
- enter your **address**
- click **Submit**

Customer Portal


Customer Portal landing (Welcome) page

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

Connections Portal

Connections Portal Home screen opens in new tab

For instructions on completing an application or enquiry in the Connections portal, refer to the **[How to Submit an Application](#)** user guide or how-to video on our **[Support Materials](#)** page



Welcome Nicola


Set up your profile

Set your role and preferences to customise your space and gain further access to relevant applications.

1 [Start](#)

What can we help you with today?


Connections Portal



Manage a Network Application

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

Important Notices



Read the Important Notices

Notifications relating to contestable works, procedures, processes and other important information e.g. Standards, HSE alerts.

© 2024 Copyright [User Agreement](#)

1. To view your profile [click](#) [Start](#)

Create Profile Page (PP-58026)

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 *

Nicola

Last name *

Email *

nicola.rossi2@gmail.com

✓ Verified

Contact number *

0411 1234567

2

My security preferences

Multifactor authenticator preferences

SMS

✓ Verified

Update

Phone for Multifactor authentication

+61 410 123456

✓ Verified

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

3

Please enter the first 10 characters of the National Metering Identifier (NMI) as displayed in your electricity bill

Address *

☐ Can't find your address ? Click here

Cancel

Submit

First Name, Last name, Email and Mobile phone

Note: Use the [Update](#) link if you want to:

- *change your MFA phone number*
- *change your MFA method (e.g. switch from SMS to an authenticator app, switch from email to SMS etc.).*

Then click **Refresh** to see the updated information

The following are 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

3. The fields to check / complete in the **details** section differ depending on your role
(instructions continue on the next page)

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

ACCREDITED SERVICE PROVIDER (ASP)

Accredited Service Provider details
3

ASP type *
Select...

Accredited Service Provider (ASP) number

Company name *

Company ABN/ACN *

Address *

3. If your role is ASP, 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**
- Instructions to check or enter the **address** are continued on the [next page](#)

DEVELOPER

ELECTRICAL CONSULTANT

ELECTRICAL RETAILER WORKER

SOLAR RETAILER

Developer details
3

Company name *

Company ABN/ACN *

Address *

The fields to check or update are the same for **Developer**, **Electrical Consultant**, **Electrical retail worker** and **Solar Retailer**

3. Check or update the following:

- **Company name**
- **Company ABN / ACN**
- Instructions to check or enter the **address** are continued on the [next page](#)

HOME / PROPERTY OWNER OR RESIDENT

Home / property owner or resident details
3

NMI
Please enter the first 10 characters of the National Metering Identifier (NMI) as displayed in your electricity bill

Address *

☐ Can't find your address ? Click here

3. If your role is Home / Property Owner or Resident, check or update the following in the **details** section:

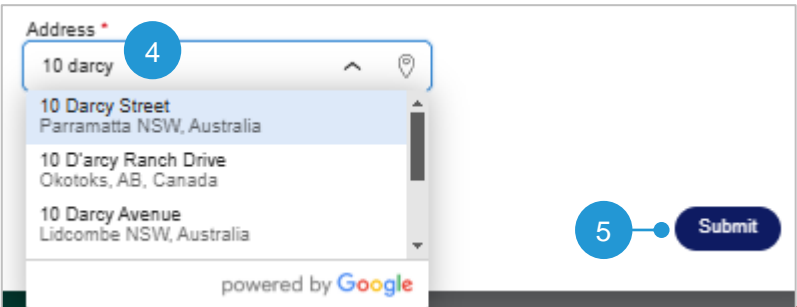
- **NMI** for your property if known / if available. Enter the **first 10 digits / characters only** (the 11th digit in your NMI is a checksum that we don't require)
- Instructions to check or enter the **address** are continued on the [next page](#)



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 - CHECK OR UPDATE PROFILE *(continued)*



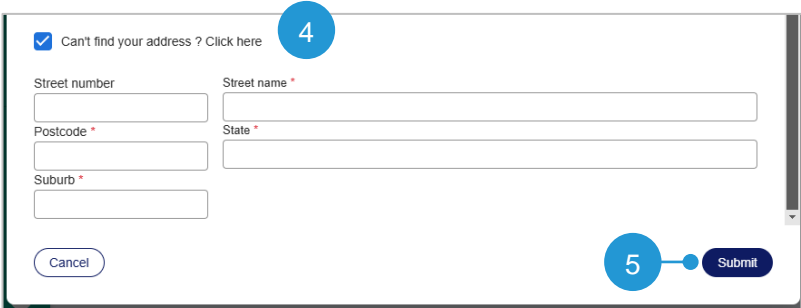
4. Start to enter your address in the **Address** field and then select from the search results

5. Click **Submit**

Note: It may take a few seconds for the dialog box to close (after you click Submit)

OR

OR



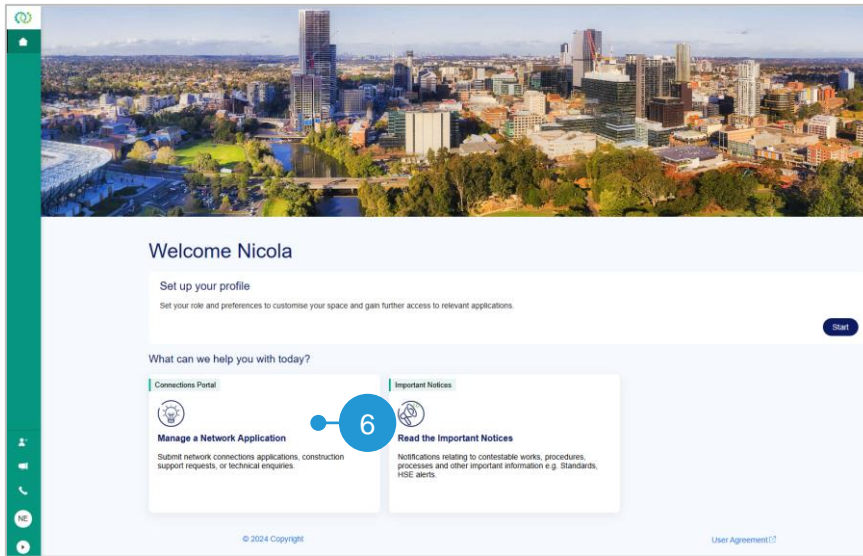
4. If your address is not found in the Google address search, select the **Can't find your address** checkbox **and enter the address manually**

5. Click **Submit**

Note: It may take a few seconds for the dialog box to close (after you click Submit)

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

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

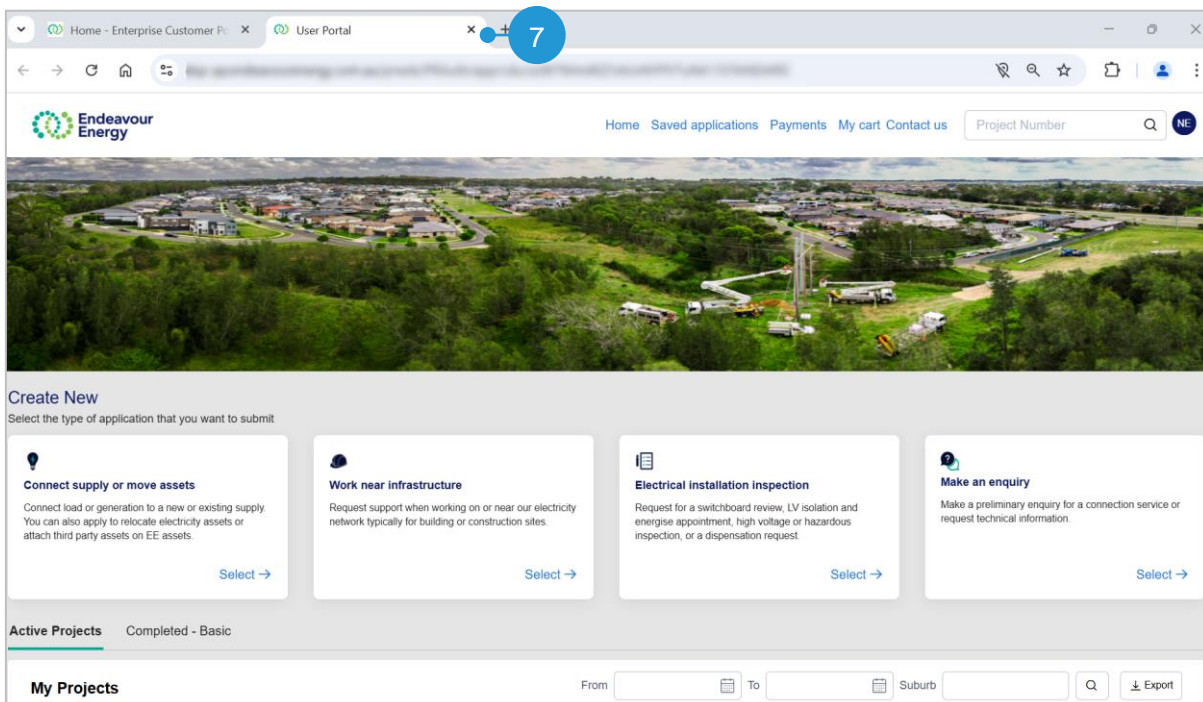


After you click Submit, you are returned to your Enterprise Customer Portal landing (Welcome) page.

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



7. 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 