

This pack contains the following Quick Reference Guides:

Quick Reference Guide – Register as a New User on the Connections Portal

[Link to QRG](#)

This QRG lists the self-registration steps to register as a new user on the Connections Portal

Quick Reference Guide – Log In to Connections Portal (Existing User)

[Link to QRG](#)

This QRG lists the steps to log in to the Endeavour Energy Connections Portal for an existing user. Follow these log in steps if you have already registered on the Connections Portal and have set up your user ID and password.

Quick Reference Guide – Reset Password / Forgot Password

[Link to QRG](#)

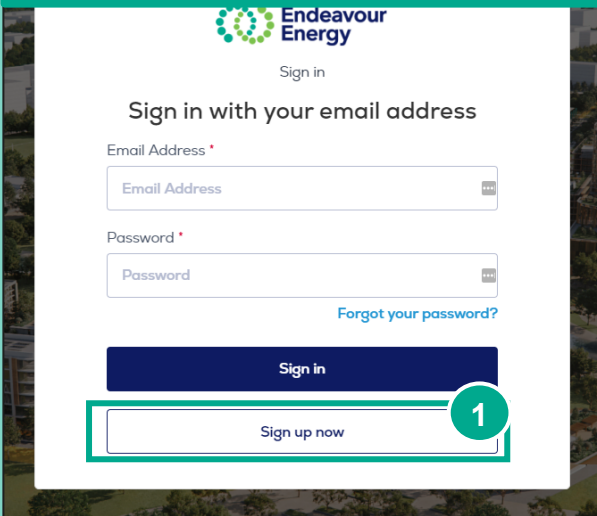
This QRG lists the steps to reset your password for the Connections Portal

Quick Reference Guide – Register as a New User on the Connections Portal

This QRG lists the self-registration steps to register as a new user on the Connections Portal

Link to Connections Portal: [Click here](#) to access the Connections Portal log in page

1 Click **Sign up now**



Endeavour Energy
Sign in

Sign in with your email address

Email Address *

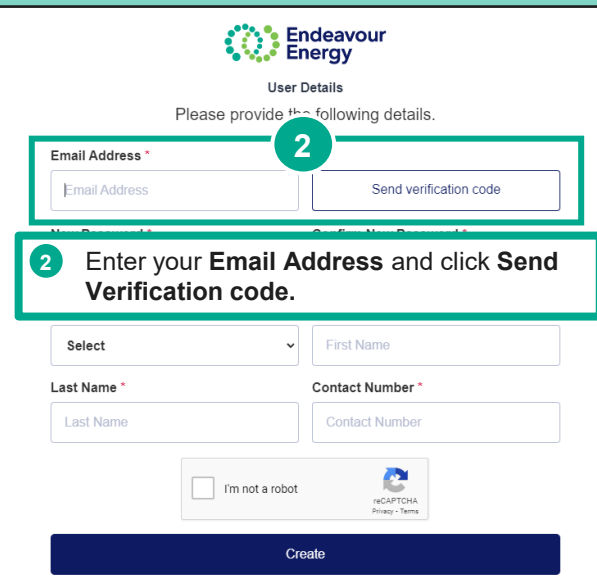
Password *

[Forgot your password?](#)

Sign in

Sign up now

2 Enter your **Email Address** and click **Send Verification code**.



Endeavour Energy
User Details

Please provide the following details.

Email Address *

Send verification code

Select First Name

Last Name * Contact Number *

Last Name Contact Number

I'm not a robot

reCAPTCHA

Create

Endeavour Energy account email verification code Inbox x

Microsoft on behalf of Endeavour Energy <msonlineserviceteam@microsoftonline.com>
to sahana.ee21+89

Verify your email address

Thanks for verifying your sahana.ee21+89@gmail.com account!

Your code is: **269834**

Sincerely,
Endeavour Energy

3 You will receive an email with your verification code

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address *

Send new code

Verification Code *

Verification Code

Verify code

4 Enter the **Verification Code** (as per the email) and click **Verify code**

Select First Name

Last Name * Contact Number *

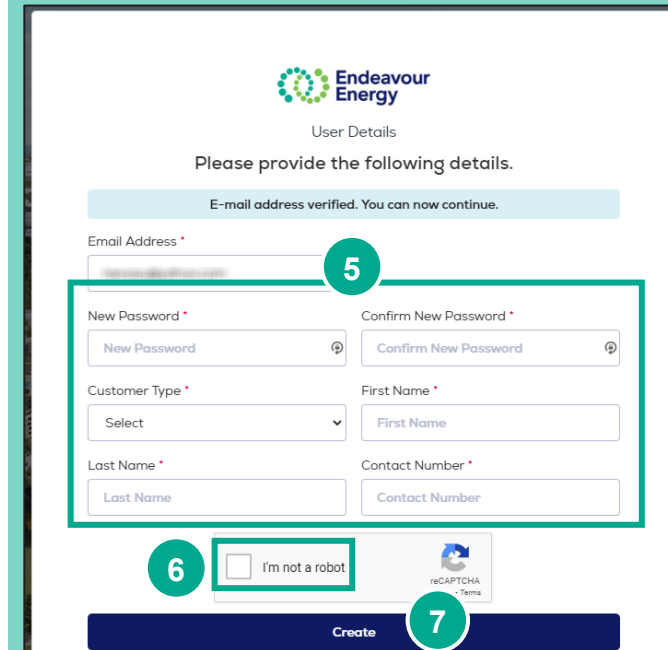
Last Name Contact Number

5 Complete the following:

- **New Password** and **Confirm New Password** – enter the password you want to set and repeat the password
- **Customer Type** – select from the list
- **First Name** – enter your first name
- **Last Name** – enter your surname
- **Contact Number** – enter your mobile number

6 Select **I'm not a robot**

7 Click **Create**



Endeavour Energy
User Details

Please provide the following details.

E-mail address verified. You can now continue.

Email Address *

New Password * Confirm New Password *

New Password Confirm New Password

Customer Type * First Name *

Select First Name

Last Name * Contact Number *

Last Name Contact Number

I'm not a robot

reCAPTCHA

Create

You are then prompted to complete **Multi-factor authentication**:

8 Phone Number - enter the same mobile number that you used on the registration step.

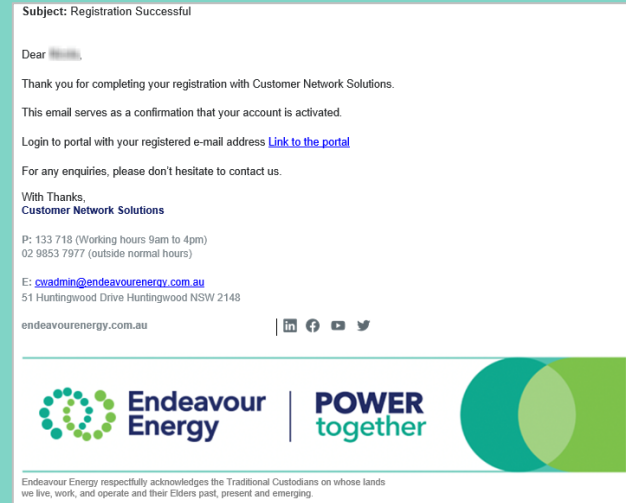
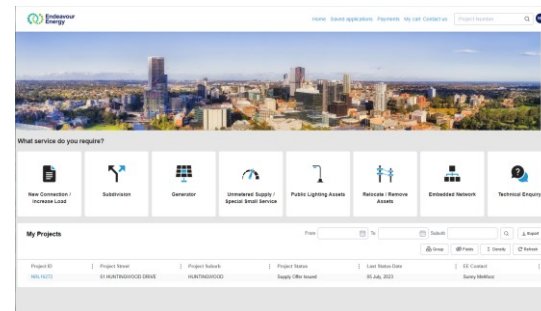
9 Select your preferred Multi-factor authentication method:

- **Send Code** - to receive the verification code via SMS
- **Call Me** – to complete authentication via a call (the call will be from Microsoft – when you hear the prompt to hit the pound key - press #. The call will end and you will be logged in to the Connections Portal).

10 If you have selected Send Code – enter the **verification code** you received via SMS and click **Verify Code**.

Note: The Verify Code button is not active until you have entered the six digit verification code.

It may take a few seconds for the screen to refresh. You will then be logged in to the Connections Portal and your Home page will be displayed.



Note: You will also receive an email (**Registration Successful**) confirming that your account is activated.

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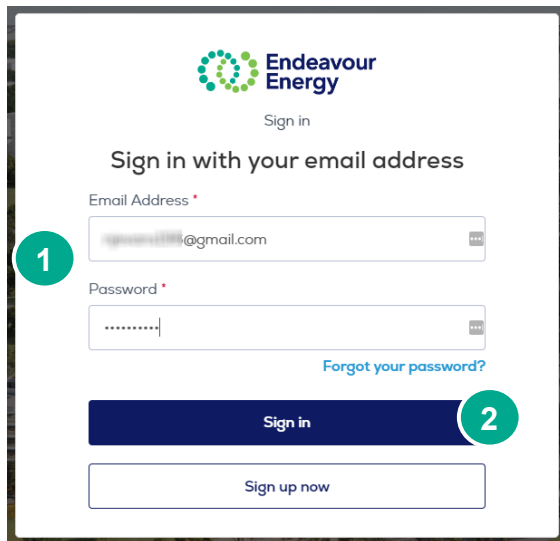
Quick Reference Guide – Log In to Connections Portal (Existing User)

This QRG lists the steps to **log in** to the Endeavour Energy Connections Portal for an **existing user**. Follow these log in steps if you have already registered on the Connections Portal and have set up your user ID and password.

Connections Portal link: [Click here](#) to access the Connections Portal log in page

1 Enter your **Email Address** and **Password**

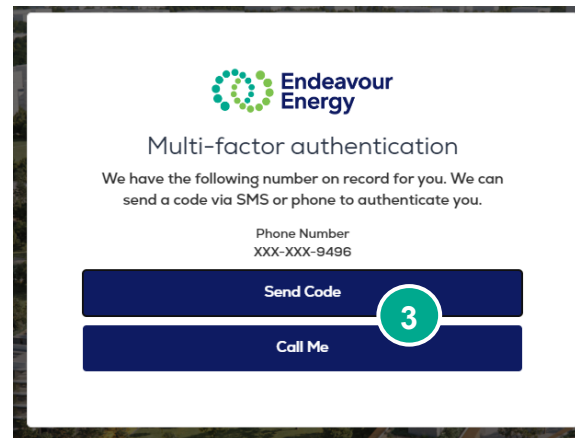
2 Click **Sign In**



3 Select your preferred Multi-factor authentication method:

Send Code - to receive the verification code via SMS or

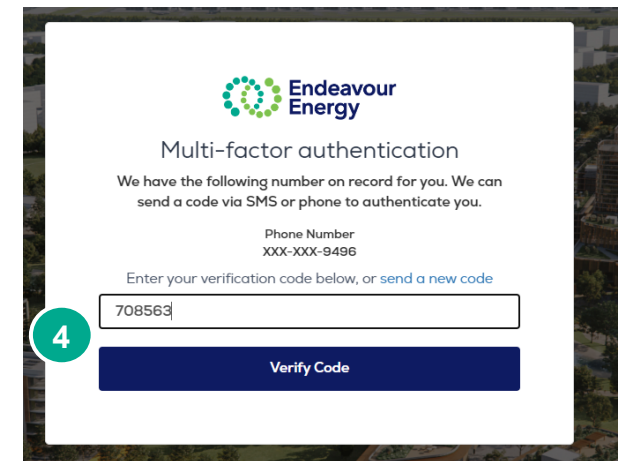
Call Me - to complete authentication via a call (*the call will be from Microsoft – when you hear the prompt to hit the pound key - press #. You will then be logged in and your Home page will display*)



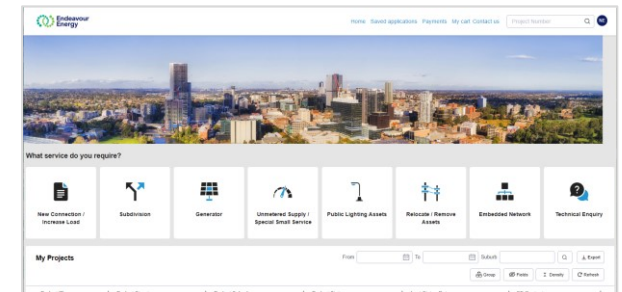
4 If you selected Send Code – enter the **verification code** you received via SMS (*from msverify*) and click **Verify Code**.

Note: The Verify Code button is not active until you have entered the six digit verification code.

It may take a **few seconds for the screen to refresh**. You will then be logged in to the Connections Portal and your **Home** page displays.



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Quick Reference Guide – Reset Password / Forgot Password



This QRG lists the steps to reset your password for the Connections Portal

Connections Portal link: [Click here](#) to access the Connections Portal log in page

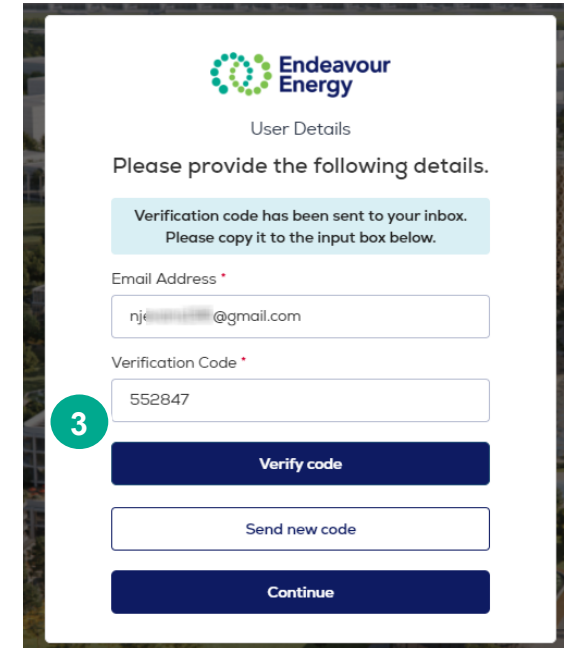
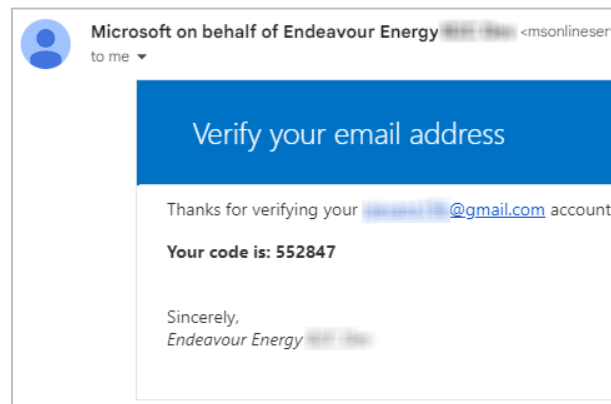
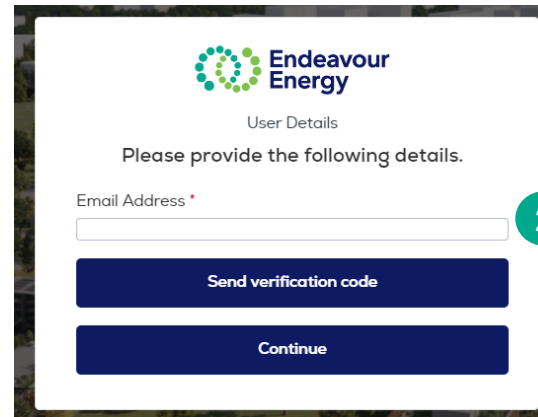
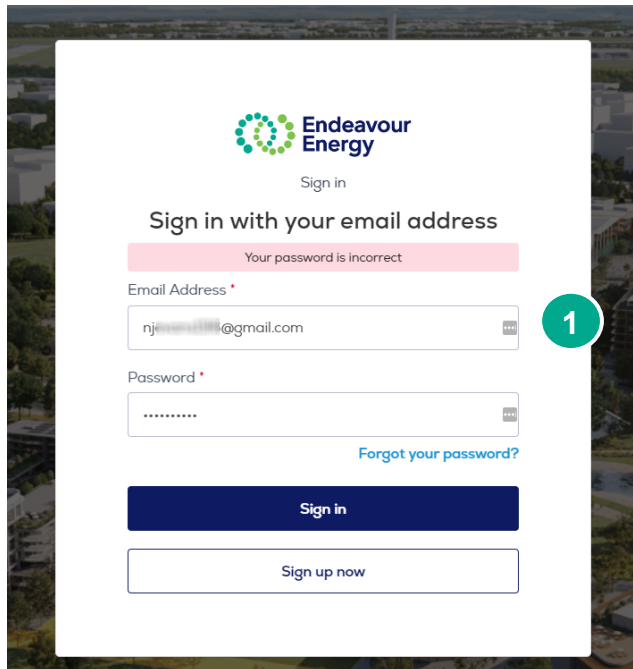
1 Click **Forgot your password?**

2 Enter your the **Email Address** and click **Send Verification code**.

You will receive an email with the verification code


It may take a few seconds for the dialog box to update.

3 Enter the **Verification code** and click **Verify code**



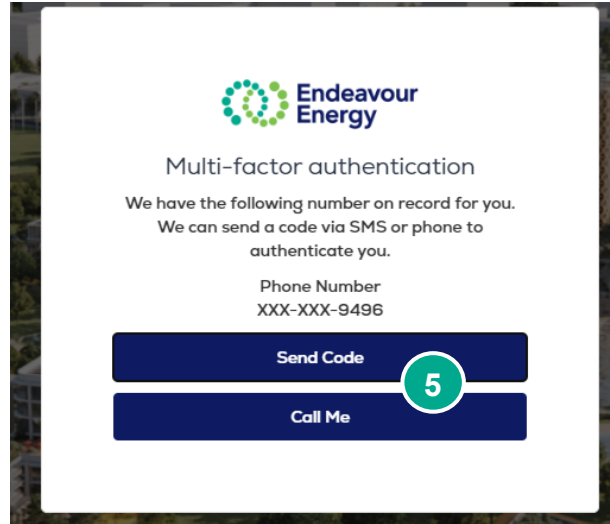
A system message confirms your email address has been verified.

4 Click **Continue**



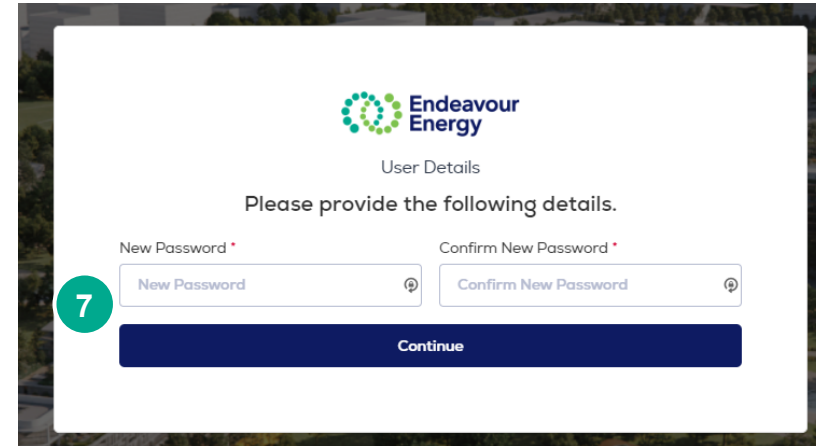
The screenshot shows the Endeavour Energy logo at the top. Below it, the text 'User Details' is centered. The main heading is 'Please provide the following details.' Below this, a light blue box contains the message 'E-mail address verified. You can now continue.' Underneath, there is a label 'Email Address *' followed by a text input field containing a partially obscured email address ending in '@gmail.com'. A dark blue button labeled 'Continue' is positioned below the input field. At the bottom, a red message reads 'Please wait while we process your information.'

5 Select your preferred Multi-factor authentication method:
Send Code (to receive a code via SMS) or
Call Me (to complete the verification step via a phone call prompt).



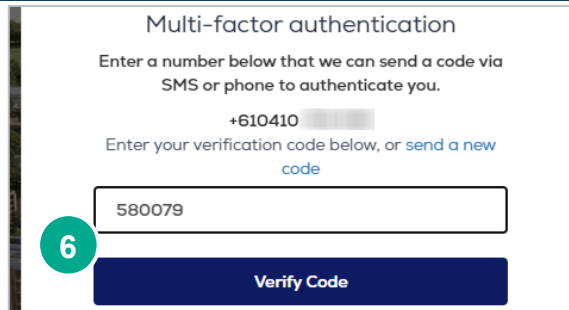
The screenshot displays the Endeavour Energy logo and the heading 'Multi-factor authentication'. The text reads: 'We have the following number on record for you. We can send a code via SMS or phone to authenticate you.' Below this, the phone number 'XXX-XXX-9496' is shown. Two dark blue buttons are visible: 'Send Code' and 'Call Me'. A green circle with the number '5' is overlaid on the 'Send Code' button.

7 Enter the password you want to set in **New Password** and repeat in **Confirm New Password**.
Click **Continue**



The screenshot shows the Endeavour Energy logo and 'User Details' heading. The main heading is 'Please provide the following details.' Below this, there are two input fields: 'New Password *' and 'Confirm New Password *'. Both fields contain the text 'New Password' and have a password icon on the right. A dark blue button labeled 'Continue' is located below the input fields. A green circle with the number '7' is overlaid on the left side of the screen.

6 If you selected Send Code – enter the **verification code** you received via SMS and click **Verify Code**.
Note: The *Verify Code* button is not active until you have entered the six digit verification code.



The screenshot displays the Endeavour Energy logo and the heading 'Multi-factor authentication'. The text reads: 'Enter a number below that we can send a code via SMS or phone to authenticate you.' Below this, the phone number '+610410' is shown. The text 'Enter your verification code below, or send a new code' is followed by a text input field containing the code '580079'. A dark blue button labeled 'Verify Code' is positioned below the input field. A green circle with the number '6' is overlaid on the left side of the screen.

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