

eNOSW User Guide



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Downloading the app

For iOS: [Click here](#) to download and install the eNOSW app from the Apple store for iOS.

For Android: [Click here](#) to download and install the eNOSW app from the Google Play Store for android.

Registration

Upon opening the app, the login screen will appear. Click *Register* to begin the registration process.

The below screenshots detail the process of opening the app for the first time, and entering and submitting your contact details. Your EE number is your NAAS ID. Once these steps are complete, you will be sent an email detailing how you complete your registration, including a link to follow.

1:08

Close Register

STEP 1. AUTHORISATION CARD
You will need to have your Authorization Card handy. Fill in the details as they appear on your card.

EE NUMBER ⓘ
1234567

BIRTHDATE
02/01/2000

STEP 2. EMAIL ADDRESS
You will need to provide us with your personal email address so we can finalise your registration.

john@exampleemail.com
confirm email address

STEP 3. PASSWORD
Choose a password that you can remember. It needs to be a minimum of 12 characters and include at least one number, one lowercase alphabet, one uppercase alphabet and one special character.

Password
Confirm Password

SUBMIT

1:23

Close Register

STEP 1. AUTHORISATION CARD
You will need to have your Authorization Card handy. Fill in the details as they appear on your card.

EE NUMBER ⓘ
2563590512

BIRTHDATE
02/01/2000

STEP 2. EMAIL ADDRESS
You will need to provide us with your personal email address so we can finalise your registration.

abc@outlook.com
abc@outlook.com

STEP 3. PASSWORD
Choose a password that you can remember. It needs to be a minimum of 12 characters and include at least one number, one lowercase alphabet, one uppercase alphabet and one special character.

SUBMIT

3:59

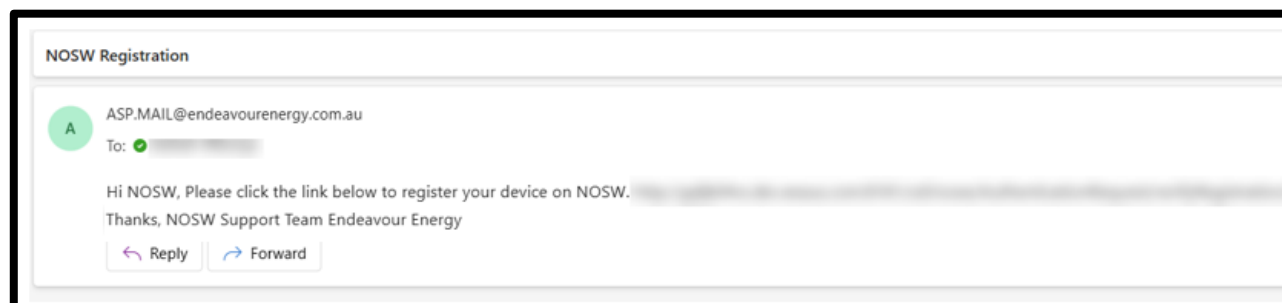
Endeavour Energy

NEW USER?
REGISTER

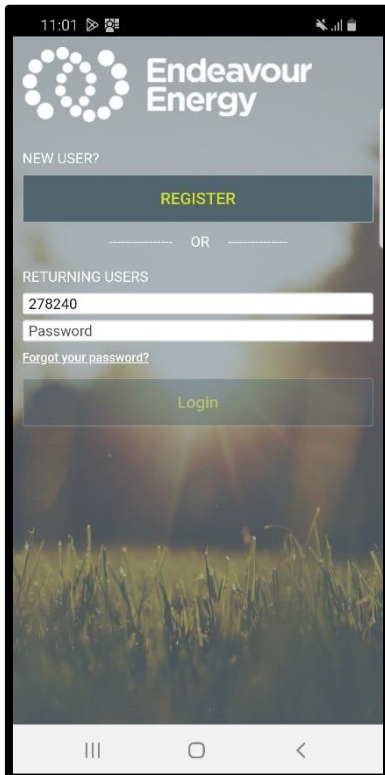
OR

RETURNING USERS
268351
Password
Forgot your password?
Login

User Registration
NOSW you are nearly done with the registration process. We have sent an email detailing how you can complete your registration.
Ok

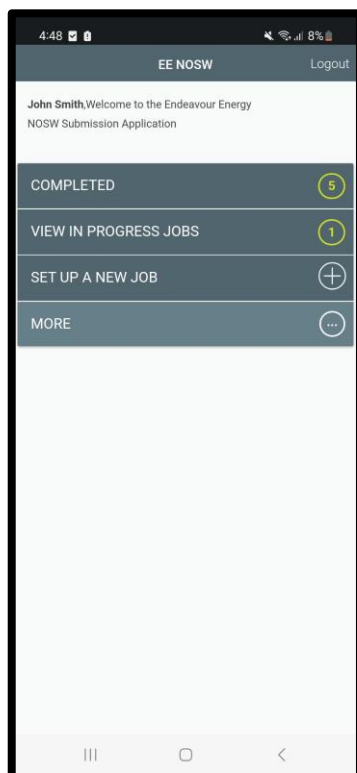


Logging in



To log in to the app, simply input your EE number/NAAS ID and your password.

Dashboard

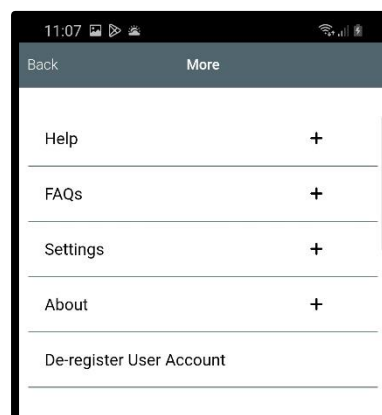


Once logged in, your dashboard will appear.

You can view your *Completed* and *In Progress* jobs by clicking on their associated buttons.

Setting up a new job is covered in the next section of this guide.

Select *More* to access:



All Job Types

Click on *Set Up A New Job* to select and create different types of NOSW jobs.

Click on *What Is The Job* to select the job type.

- ☒ Select the job type
- ☐ New Service Connection
- ☐ Modify Existing Service / Defect Rectification
- ☐ Removal of all gear
- ☐ Special Small Service Installation
- ☐ Special Small Service Removal of all gear

NOSW Submissions

New Service Connection

Job Type: New Service Connection

Sub Type: Service Work Only

Step 1: Select job type 'New Service Connection' and sub type 'Service Work Only', enter a valid PTC number and NMI, select premise type, and then click *Save & Continue*.

Cancel New Job

WHO IS THE JOB FOR?
NOSW TEST

WHAT IS THE JOB?
New Service Connection

WHAT DOES THIS JOB INVOLVE?
Service Work Only

PTC NUMBER REQUIRED: ?

WHERE IS THE JOB?
Enter the NMI

Close Current Job

SERVICE WORK DETAILS

☐ Disconnect/Reconnect/Energise

☐ Underground Services and Energise

☐ Overhead Services and Energise

CONNECTION POINT DETAILS

CONNECTION POINT ASSET NUMBER:

☐ Asset Number not visible

CONNECTION POINT LOCATION:
While facing the premise the asset is on..

LEFT CENTRE RIGHT OTHER

SERVICE ROUTE DIAGRAM

Note: Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

Attach a Photo

DEFECT RECTIFICATION DETAILS

DEFECT RECTIFICATION NUMBER

IS THIS A CUSTOMER DEFECT (OVERHEAD LINES)

Step 2: 'Service Work Details'. On this screen, you will need to select the service work details, complete the asset details and upload a service route diagram. You will also need to select the phase value and the conductor codes from the drop-down menus.

Select the phase

- ☒ A
- ☐ AB
- ☐ ABC
- ☐ AC
- ☐ B
- ☐ BC
- ☐ C
- ☐ SWER

Select the conductor code

- ☒ 25mm2 2C LVABC (OH) .415
- ☐ (2 PH used) 25mm2 4C LVABC (OH) .415
- ☐ 25mm2 4C LVABC (OH) .415
- ☐ 95mm2 4C LVABC (OH) .415
- ☐ 16mm2 Cu 2C XLPE/PVC (UG) .415
- ☐ 16mm2 Cu 1C XLPE/PVC (UG) .415
- ☐ (1 PH used) 25mm2 Cu 4C XLPE/PVC (UG) .415
- ☐ 2 x 16mm2 Cu 1C PVC/PVC 7/1.70 (UG) .415
- ☐ (1 PH used) 50mm2 Cu 4C XLPE/PVC (UG) .415
- ☐ (1 PH used) 16mm2 Cu 4C XLPE/PVC (UG) .415

Step 3: 'Test Report'. On this page you will provide all test report details including the Earth Integrity Test Value and Fault Loop Impedance Test value

Mandatory

Earth Integrity 0-6 V Test Value
e.g. 0.2

Fault Loop Impedance Test Value 0-1 Ohm

☐ Cannot complete voltage test due to restricted site access.

BACK NEXT

11:46

Close Current Job

NEW SERVICE CONNECTION
ASP: NOSW TEST
NMI:
PREMISE:
4/6

TEST REPORT
Please check off the tests which you have conducted.
All mandatory tests for this job type are marked.

☐ Mandatory-Insulation Resistance

☐ Correct Phase Rotation

☐ Mandatory- Continuity of Service Cables

☐ Mandatory- Fault Loop Impedance Test

☐ Mandatory- Correct Polarity

☐ Mandatory- Earth Integrity

☐ Mandatory- External Metal Work Not Alive

10:10

Close Current Job

CCEW COMPLIANCE AND CERTIFICATION
Enter the licence number of the contractor who certifies the electrical work conforms with the Electrical (Consumer Safety) Regulations 2015.

LICENCE NUMBER

CCEW DATE OF NOTICE

CERTIFICATE NUMBER

CCEW Form
Note:Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

Attach a Photo Attach a Photo Attach a Photo

Add Details Of Another CCEW

BACK NEXT

Step 4: 'CCEW Details'. In this screen you will need to fill all the correct CCEW details including Licence Number, CCEW Date of Notice and Certificate Number as well as upload a CCEW image. You can upload up to 3 CCEW images.

Step 5: 'Summary'. This is the final screen and allows you to view all the details you have inputted before submitting the NOSW.

The screenshot shows a mobile application interface for 'Current Jobs'. At the top, there's a status bar with the time 3:58 and various icons. Below it, a header bar contains 'Close' and 'Current Jobs'. The main section is titled 'CCEW' with an 'EDIT' link on the right. It lists the following details: License No: 1, Date Of Notice: 2024-12-16, Certificate Number: 1, and CCEW Form: . A note states: 'Note: Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB'. Below this, there are three identical buttons, each with a camera icon and the text 'Attach a Photo'. Further down, the 'SERVICE WORK DATE:' is shown as a dropdown menu with '16/12/2024' selected. A section titled 'PLEASE INDICATE THE SITE STATUS UPON COMPLETION OF THIS JOB:' contains two buttons: 'Energised up to servi...' (highlighted in green) and 'Metered installation ...'. Below this is a section for 'CERTIFICATION BY AUTHORISED PERSON' with a disclaimer: 'I/WE NOTIFY THAT THE SERVICE WORK DETAILED IN THIS NOTICE COMPLIES WITH ENDEAVOUR ENERGY'S REQUIREMENTS, THE SERVICE AND INSTALLATION RULES OF'. At the bottom, there are three navigation icons: a list icon, a home icon, and a back arrow.

Modify Existing Service / Defect Rectification

Service Work or Defect Rectification

Job Type: Modify Existing Service/Defect Rectification

Sub Type: Service Work or Defect Rectification

Step 1: Select job type 'Modify Existing Service/Defect Rectification' and sub type 'Service Work or Defect Rectification', enter valid NMI and select premise type before clicking *Save & Continue*.

15:42

Close Current Jobs

MODIFY EXISTING SERVICE / DEFECT RECTIFICATION

2/6

EXISTING METERS

METER NUMBER -

METER TYPE - SINGLE METER

☐ Meter not found on premise

OFF PEAK METER READ

RELAY NUMBER:

CHANNEL:

Note: Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

Attach a Photo

Add existing equipment not on record

15:42

Cancel New Job

WHO IS THE JOB FOR?

NOSW TEST - TESTING ONLY DO NOT USE

WHAT IS THE JOB?

Modify Existing Service / Defect Rectification

WHAT DOES THIS JOB INVOLVE?

Service Work or Defect Rectification

WHERE IS THE JOB?:

CONFIRMED PREMISE ADDRESS

+ Add Address Details if Necessary

WHAT KIND OF PREMISE IS THIS?

Commercial

SAVE & CLOSE SAVE & CONTINUE

Step 2: 'Existing Meter'. On this screen you will need to fill in the existing meter reading details and upload images of meters.

Step 3: 'Service Work Details'. On this screen you will select service work details, fill asset details, and upload a service route diagram.

Select the phase value from the list, as shown below -

Select the "Conductor Codes" from the list as shown below –

Step 4: 'Test Report'. On this page you will provide all test report details including the Earth Integrity Test Value and Fault Loop Impedance Test value

Step 5: 'CCEW Details'. In this screen you will need to fill all the correct CCEW details including Licence Number, CCEW Date of Notice and Certificate Number as well as upload a CCEW image. You can upload up to 3 CCEW images.

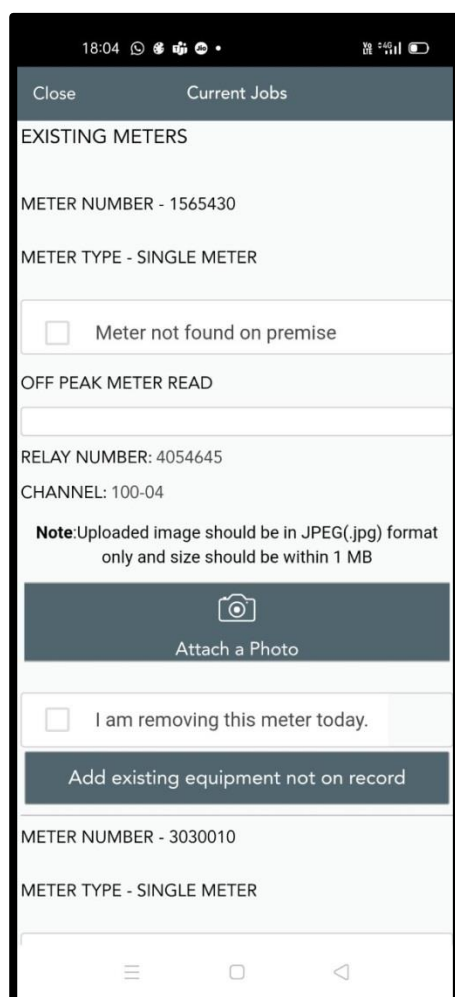
Step 6: 'Summary'. This is the final screen and allows you to view all the details you have inputted before submitting the NOSW

Meter Removal Only

Job Type: Modify Existing Service/Defect Rectification

Sub Type: Meter Removal Only

Step 1: Select job type 'Modify Existing Service/Defect Rectification' and sub type 'Meter Removal Only', enter valid NMI and select premise type before clicking *Save & Continue*.



18:04

Close Current Jobs

EXISTING METERS

METER NUMBER - 1565430

METER TYPE - SINGLE METER


☐ Meter not found on premise

OFF PEAK METER READ

RELAY NUMBER: 4054645

CHANNEL: 100-04

Note: Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

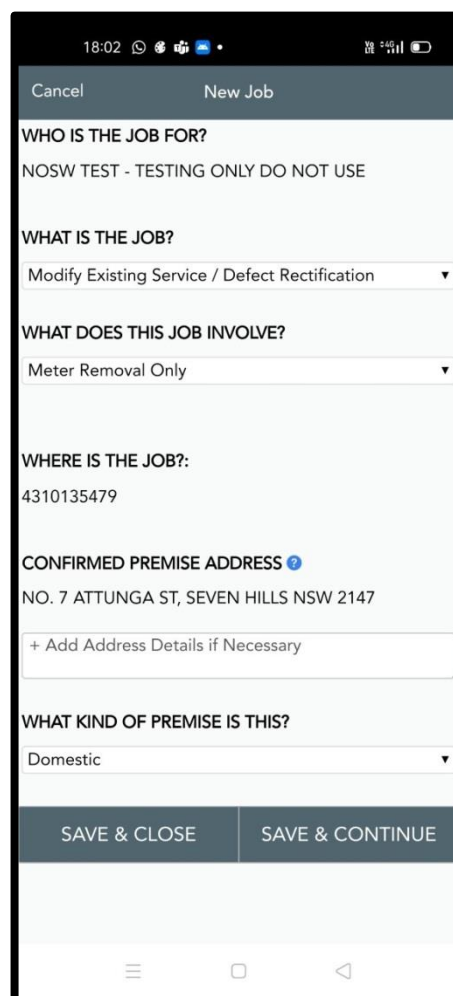
 Attach a Photo

☐ I am removing this meter today.

Add existing equipment not on record

METER NUMBER - 3030010

METER TYPE - SINGLE METER



18:02

Cancel New Job

WHO IS THE JOB FOR?

NOSW TEST - TESTING ONLY DO NOT USE

WHAT IS THE JOB?

Modify Existing Service / Defect Rectification

WHAT DOES THIS JOB INVOLVE?

Meter Removal Only

WHERE IS THE JOB?:

4310135479

CONFIRMED PREMISE ADDRESS

NO. 7 ATTUNGA ST, SEVEN HILLS NSW 2147

+ Add Address Details if Necessary

WHAT KIND OF PREMISE IS THIS?

Domestic

SAVE & CLOSE SAVE & CONTINUE

Step 2: 'Existing Meter'. On this screen you will need to fill existing meter reading details and upload images of meters, selecting which meter needs to be removed from the premise.

17:57

Close Current Job

SERVICE WORK DETAILS

☐ Disconnect/Reconnect/Energise

☐ Underground Services and Energise

☐ Overhead Services and Energise

CONNECTION POINT DETAILS

CONNECTION POINT ASSET NUMBER:

☐ Asset Number not visible

CONNECTION POINT LOCATION:

While facing the premise the asset is on:.

LEFT CENTRE RIGHT OTHER

SERVICE ROUTE DIAGRAM

Note:Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

Attach a Photo

DEFECT RECTIFICATION DETAILS

DEFECT RECTIFICATION NUMBER

IS THIS A CUSTOMER DEFECT (OVERHEAD LINES)

Step 3: 'Service Work Details'. On this screen you will need to select service work details, fill asset details and upload service route diagram.

Step 4: 'CCEW Details'. On this screen you will need to fill all the correct CCEW details including Licence Number, CCEW Date of Notice, Certificate Number and upload a CCEW image.

10:10

Close Current Job

CCEW COMPLIANCE AND CERTIFICATION

Enter the licence number of the contractor who certifies the electrical work conforms with the Electrical (Consumer Safety) Regulations 2015.

LICENCE NUMBER

CCEW DATE OF NOTICE

CERTIFICATE NUMBER

CCEW Form

Note:Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

Attach a Photo Attach a Photo Attach a Photo

Add Details Of Another CCEW

BACK NEXT

Step 5: 'Summary'. This is the final screen and allows you to view all the details you have inputted before submitting the NOSW

18:02

Cancel New Job

WHO IS THE JOB FOR?
NOSW TEST - TESTING ONLY DO NOT USE

WHAT IS THE JOB?
Removal of all gear

WHAT DOES THIS JOB INVOLVE?
Metering and Service Work

WHERE IS THE JOB?:
4310135479

CONFIRMED PREMISE ADDRESS ⓘ
NO. 7 ATTUNGA ST, SEVEN HILLS NSW 2147
+ Add Address Details if Necessary

WHAT KIND OF PREMISE IS THIS?
Commercial

SAVE & CLOSE SAVE & CONTINUE

11:24

Close Current Jobs

CCEW EDIT

License No: 1
Date Of Notice: 2024-12-17
Certificate Number: 1
CCEW Form:
Note: Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

Attach a Photo Attach a Photo Attach a Photo

METER LOCATION:

SERVICE WORK DATE:
17/12/2024

PLEASE INDICATE THE SITE STATUS UPON COMPLETION OF THIS JOB:
Energised up to servi... Metered installation ...

Removal of All Gear Metering and service work

Job Type: Removal of all gear

Sub Type: Metering and Service Work

Step 1: Select job type 'Removal of all gear' and sub type 'Metering and Service Work', enter valid NMI and select premise type before clicking *Save & Continue*.

Step 2: 'Existing Meter'. On this screen you will need to fill existing meter reading details and upload images of meters, Customer Confirmation Letter and select which meter needs to be removed from the premise.

12:31

Close Current Jobs

SUMMARY

ASP: NOSW TEST - TESTING ONLY DO NOT USE
NMI: 4310135479
PREMISE: NO. 7 ATTUNGA ST, SEVEN HILLS NSW 2147
PREMISE TYPE: DOMESTIC
JOB TYPE: REMOVAL OF ALL GEAR
SUB JOB TYPE: SERVICE WORK ONLY

SERVICE WORK DATE:
11/11/2020

PLEASE INDICATE THE SITE STATUS UPON COMPLETION OF THIS JOB:

Energised Deenergised

CERTIFICATION BY AUTHORISED PERSON

I/WE NOTIFY THAT THE SERVICE WORK DETAILED IN THIS NOTICE COMPLIES WITH ENDEAVOUR ENERGY'S REQUIREMENTS, THE SERVICE AND INSTALLATION RULES OF NSW.

☐ NOSW , Acting for NOSW TEST - TESTING ONLY do not use , agree

SUBMIT

Step 3: 'Summary'. This is the final screen and allows you to view all the details you have inputted before submitting the NOSW

18:00

Close Current Jobs

EXISTING METERS

METER NUMBER - 1565430
METER TYPE - SINGLE METER

☐ Meter not found on premise

OFF PEAK METER READ

RELAY NUMBER: 4054645
CHANNEL: 100-04

Note: Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

Attach a Photo

Add existing equipment not on record

METER NUMBER - 3030010
METER TYPE - SINGLE METER

☐ Meter not found on premise

BASIC METER READ

18:03

Cancel New Job

WHO IS THE JOB FOR?
NOSW TEST - TESTING ONLY DO NOT USE

WHAT IS THE JOB?
Removal of all gear

WHAT DOES THIS JOB INVOLVE?
Service Work Only

WHERE IS THE JOB?:
4310145245

CONFIRMED PREMISE ADDRESS
UNIT 4 NO. 11 RAILWAY RD, QUAKERS HILL NSW 27...

+ Add Address Details if Necessary

WHAT KIND OF PREMISE IS THIS?
Domestic

SAVE & CLOSE SAVE & CONTINUE

Removal of All Gear Service Work Only

Job Type: Removal of all gear

Sub Type: Service Work Only

Step 1: Select job type 'Removal of all gear' and sub type 'Service Work Only', enter valid NMI and select premise type before clicking *Save & Continue*.

Step 2: 'Summary'. This is the final screen and allows you to view all the details you have inputted before submitting the NOSW

12:31

Close Current Jobs

SUMMARY

ASP: NOSW TEST - TESTING ONLY DO NOT USE

NMI: 4310135479

PREMISE: NO. 7 ATTUNGA ST, SEVEN HILLS NSW 2147

PREMISE TYPE: DOMESTIC

JOB TYPE: REMOVAL OF ALL GEAR

SUB JOB TYPE: SERVICE WORK ONLY

SERVICE WORK DATE:
11/11/2020

PLEASE INDICATE THE SITE STATUS UPON COMPLETION OF THIS JOB:

Energised Deenergised

CERTIFICATION BY AUTHORISED PERSON

I/WE NOTIFY THAT THE SERVICE WORK DETAILED IN THIS NOTICE COMPLIES WITH ENDEAVOUR ENERGY'S REQUIREMENTS, THE SERVICE AND INSTALLATION RULES OF NSW.

☐ NOSW , Acting for NOSW TEST - TESTING ONLY do not use , agree to the above

SUBMIT

Special Small Service installation

Service Work Only

Job Type: Special Small Service installation

Sub Type: Service Work Only

Step 1: Select job type 'Special Small Service installation' and sub type 'Service Work Only', enter valid PTC number and NMI, and select premise type before clicking *Save & Continue*.

18:04

Cancel New Job

WHO IS THE JOB FOR?
NOSW TEST - TESTING ONLY DO NOT USE

WHAT IS THE JOB?
Special Small Service Installation

WHAT DOES THIS JOB INVOLVE?
Service Work Only

PTC NUMBER REQUIRED: ?
[Empty field]

WHERE IS THE JOB?
Enter the NMI
Please provide details of the location

SAVE & CLOSE SAVE & CONTINUE

17:57

Close Current Job

SERVICE WORK DETAILS

☐ Disconnect/Reconnect/Energise

☐ Underground Services and Energise

☐ Overhead Services and Energise

CONNECTION POINT DETAILS

CONNECTION POINT ASSET NUMBER:
[Empty field]

☐ Asset Number not visible

CONNECTION POINT LOCATION:
While facing the premise the asset is on:

LEFT CENTRE RIGHT OTHER

SERVICE ROUTE DIAGRAM

Note: Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

Attach a Photo

DEFECT RECTIFICATION DETAILS

DEFECT RECTIFICATION NUMBER
[Empty field]

IS THIS A CUSTOMER DEFECT (OVERHEAD LINES)

Step 2: 'Service Work Details'. On this screen you will need to select service work details, fill asset details and upload service route diagram.

11:55

Close Current Job

TEST REPORT

Please check off the tests which you have conducted.
All mandatory tests for this job type are marked.

- ☐ Insulation Resistance
- ☐ Correct Phase Rotation
- ☐ Continuity of Service Cables
- ☒ **Mandatory- Fault Loop Impedance Test**
- ☐ Correct Polarity
- ☐ Earth Integrity
- ☐ External Metal Work Not Alive

Earth Integrity 0-6 V Test Value

e.g. 0.2

Fault Loop Impedance Test Value 0-1 Ohm

0.4

Step 3: 'Test Report'. On this page you will provide all test report details including the Earth Integrity Test Value and Fault Loop Impedance Test value

Step 4: 'CCEW Details'. In this screen you will need to fill all the correct CCEW details including Licence Number, CCEW Date of Notice and Certificate Number as well as upload a CCEW image. You can upload up to 3 CCEW images.

10:10

Close Current Job

CCEW COMPLIANCE AND CERTIFICATION

Enter the licence number of the contractor who certifies the electrical work conforms with the Electrical (Consumer Safety) Regulations 2015.

LICENCE NUMBER

CCEW DATE OF NOTICE

CERTIFICATE NUMBER

CCEW Form

Note: Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

Attach a Photo Attach a Photo Attach a Photo

Add Details Of Another CCEW

BACK NEXT

11:24

Close Current Jobs

CCEW EDIT

License No: 1
Date Of Notice: 2024-12-17
Certificate Number: 1
CCEW Form:

Note: Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

Attach a Photo Attach a Photo Attach a Photo

METER LOCATION:

SERVICE WORK DATE:
17/12/2024

PLEASE INDICATE THE SITE STATUS UPON COMPLETION OF THIS JOB:

Energised up to servl... Metered installation ...

Step 5: 'Summary'. This is the final screen and allows you to view all the details you have inputted before submitting the NOSW

Special Small Service removal of all gear

Service Work Only

Job Type: Special Small Service removal of all gear

Sub Type: Service Work Only

Step 1: Select job type 'Special Small Service removal of all gear' and sub type 'Service Work Only', enter valid NMI, specific site location and select premise type before clicking *Save & Continue*.

12:08

Cancel New Job

WHO IS THE JOB FOR?
NOSW TEST

WHAT IS THE JOB?
Special Small Service Removal of all gear

WHAT DOES THIS JOB INVOLVE?
Service Work Only

WHERE IS THE JOB?:
4311232762

CONFIRMED PREMISE ADDRESS ⓘ
LOT 100 NO. 91 CADDIES BVD, ROUSE HILL NSW 2155
Allen

WHAT KIND OF PREMISE IS THIS?
Commercial

SAVE & CLOSE SAVE & CONTINUE

Step 2: 'Service Work Details'. On this screen you will select service work details, enter a pole/pillar number, and upload a service route diagram.

12:11

Close Current Job

SPECIAL SMALL SERVICE REMOVAL OF ALL GEAR
ASP: NOSW TEST
NMI: 4311232762
PREMISE: LOT 100 NO. 91 CADDIES BVD,
ROUSE HILL NSW 2155

3/6

POLE/PILLAR:

1

SERVICE ROUTE DIAGRAM

Note: Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

Attach a Photo

BACK NEXT

12:12

Close Current Jobs

CONNECTION DETAILS EDIT

Pole/Pillar: 1
Service Route Diagram:
Note: Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

Attach a Photo

SERVICE WORK DATE:

17/12/2024

PLEASE INDICATE THE SITE STATUS UPON COMPLETION OF THIS JOB:

Energised Deenergised

CERTIFICATION BY AUTHORISED PERSON

I/WE CERTIFY THAT THE CUSTOMER'S ELECTRICAL INSTALLATION HAS BEEN PERMANENTLY DISCONNECTED FROM THE DISTRIBUTION NETWORK FROM THE POINT OF COMMON COUPLING AND THAT THE SERVICE WORK DETAILED IN THIS NOTICE COMPLIES WITH ENDEAVOUR ENERGY'S REQUIREMENTS, THE SERVICE AND INSTALLATION RULES OF NSW

Step 3: 'Summary'. This is the final screen and allows you to view all the details you have inputted before submitting the NOSW

Forgot Password/Reset Password

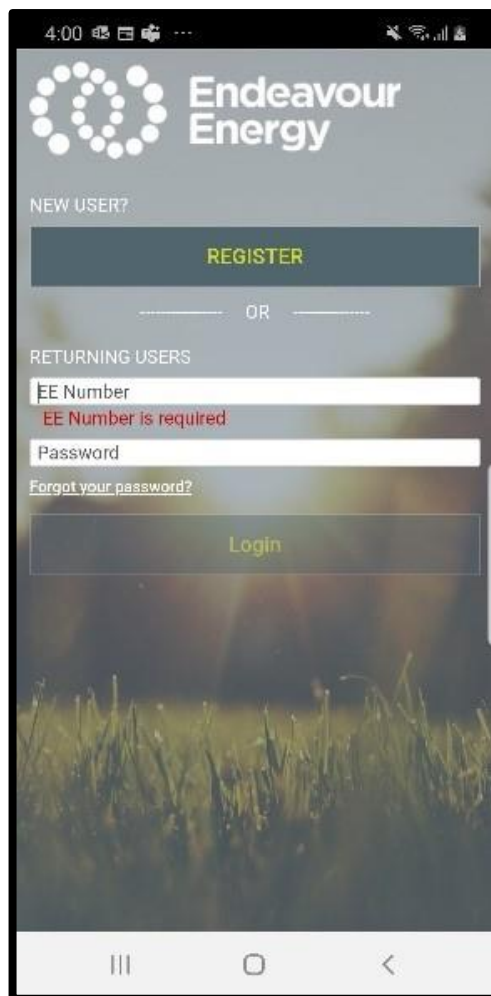
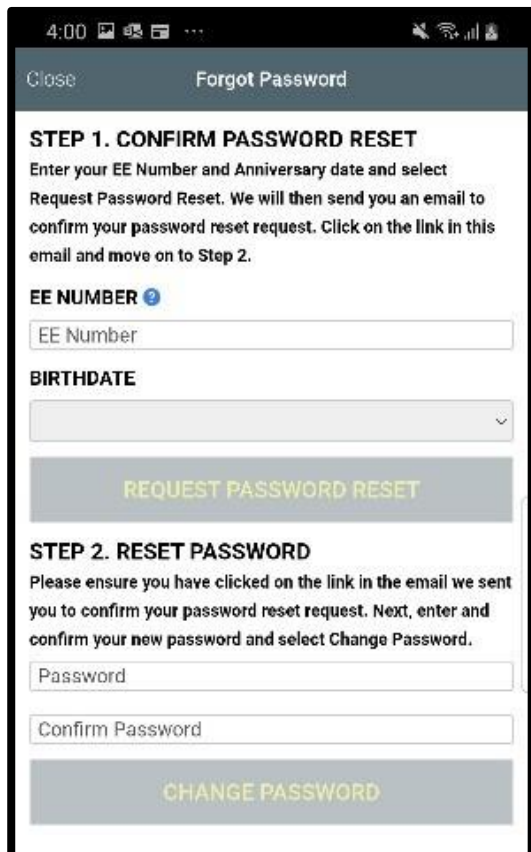
To reset your password, you need to have an existing account in the eNOSW portal, including having a valid EE ID and password, date of birth and email address.

When resetting your password, please ensure your password has:

- between 12-30 characters
- at least 1 symbol (non-letter or number) character
- at least 1 lowercase letter
- at least 1 uppercase letter
- at least 3 types of characters from the following list:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)
 - Other language characters not listed above

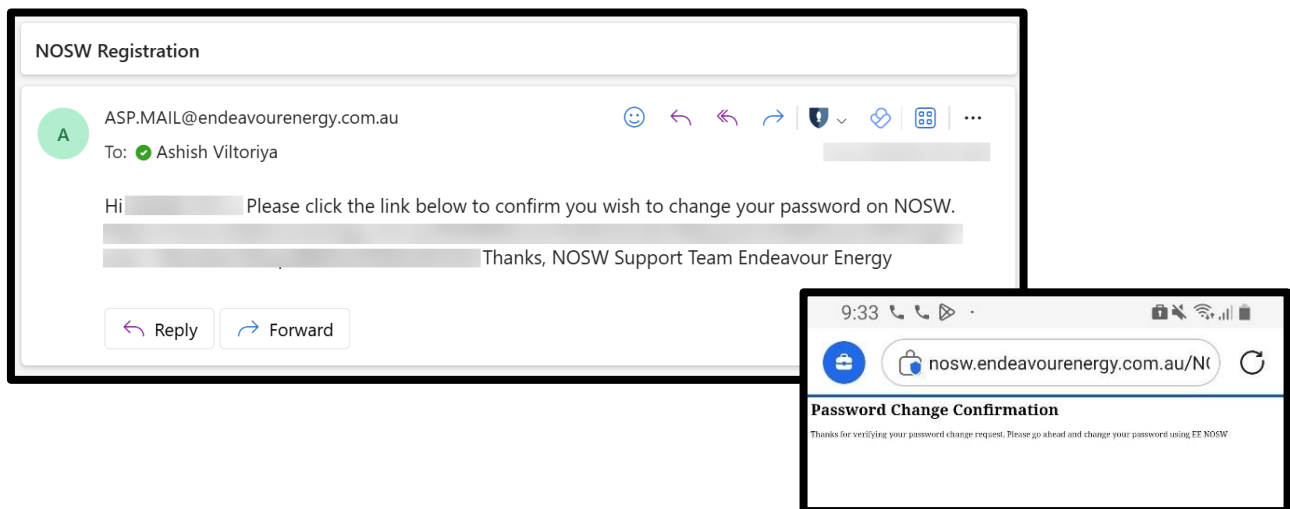
If you do not login for more than 3 months, your password will need to be reset.

Step 1: From the login screen, select *Forgot your password?*

The image shows the Endeavour Energy mobile app login screen. At the top is the Endeavour Energy logo. Below it, there's a 'NEW USER?' section with a 'REGISTER' button. A horizontal line with 'OR' in the center separates this from the 'RETURNING USERS' section. In the 'RETURNING USERS' section, there are input fields for 'EE Number' and 'Password'. The 'EE Number' field has a red error message 'EE Number is required' below it. Below the 'Password' field is a link that says 'Forgot your password?'. At the bottom of the login section is a 'Login' button. The background of the app is a blurred image of green grass.The image shows the 'Forgot Password' screen in the Endeavour Energy mobile app. The screen has a dark header with 'Close' and 'Forgot Password' text. The main content is divided into two steps. 'STEP 1. CONFIRM PASSWORD RESET' includes instructions to enter the EE Number and Anniversary date, and a 'REQUEST PASSWORD RESET' button. 'STEP 2. RESET PASSWORD' includes instructions to enter a new password and confirm it, with a 'CHANGE PASSWORD' button. There are input fields for 'EE Number', 'BIRTHDATE' (with a dropdown arrow), 'Password', and 'Confirm Password'.

Step 2: Input your EE Number and birthdate, and click the *Request Password Reset* button and check your email inbox. Note: If these details are incorrect, you will not be sent the reset email password to your nominated email address.

Step 3: You will receive an email with the reset password link. Clicking on this will open a browser screen that will verify your identity. You can close the browser once it shows the *Password Change Confirmation* page.



Step 4: Once the link is verified, return to the eNOSW app to enter your new password and click the *Change Password* button.

The screenshot shows the 'Forgot Password' screen in the eNOSW app. At the top, there's a 'Close' button and the title 'Forgot Password'. Below this, it says 'STEP 1. CONFIRM PASSWORD RESET' and provides instructions: 'Enter your EE Number and Anniversary date and select Request Password Reset. We will then send you an email to confirm your password reset request. Click on the link in this email and move on to Step 2.' There are input fields for 'EE NUMBER' and 'BIRTHDATE', followed by a 'REQUEST PASSWORD RESET' button. Below this, 'STEP 2. RESET PASSWORD' is shown, with instructions: 'Please ensure you have clicked on the link in the email we sent you to confirm your password reset request. Next, enter and confirm your new password and select Change Password.' There are input fields for 'Password' and 'Confirm Password', followed by a 'CHANGE PASSWORD' button. The bottom of the screen shows a mobile navigation bar with three icons.

Troubleshooting and help

If you have any issues with accessing the eNOSW app, following the steps, or any other IT related issues, please call the Endeavour Energy Tech Bar on **02 9853 6888**.

