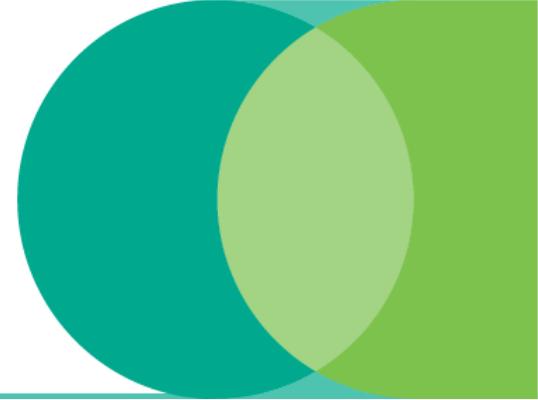


A message from

# Customer Network Solutions



**IN021/2023**

## Introducing a more secure ESRI Portal

15 September 2023

We have implemented some important updates to our ESRI Portal, which will significantly enhance the security of your data and our platform. In our ongoing commitment to safeguarding your information, we are implementing Multi-Factor Authentication (MFA) as a crucial security measure.

### What is Multi-Factor Authentication (MFA)?

MFA is a security process that requires users to provide two or more different authentication factors to verify their identity before granting access. This additional layer of security helps protect against unauthorised access, even if passwords are compromised.

### Why Are We Implementing MFA?

At Endeavour Energy, we understand the importance of data security, especially when it comes to your valuable data stored within our ESRI Portal. With the increase in cyber threats, we want to ensure that your information remains safe and secure.

### What's changing?

From Monday 18<sup>th</sup> September, you will use a new link to login to the ESRI platform. Please save this to your bookmarks: <https://aspgis.endeavourenergy.com.au/portal/apps/webappviewer/index.html?id=444a922c04754d448fe10c57c1c010da>. **Please note that you will not be able to login before Monday.**

You will use a combination of your email address, password, mobile number and SMS code in order to access the platform.

If you have previously registered for our Connections Portal, the login details will be the same for the new ESRI Portal; please use these details to sign in.

If you don't already have a login to the Connections Portal, you won't be automatically set up on the ESRI Portal. Instead, you will be emailed your password on Monday ([click here to view the ESRI Portal login how to guide](#)).

You will be unable to change your password on the ESRI Portal. Should you wish to change it, you will need to sign into the Connections Portal to do this ([click here to view the Connections Portal how to guide](#)).

If you have any questions, please contact us at [aspaudit@endeavourenergy.com.au](mailto:aspaudit@endeavourenergy.com.au). Should you have any technical difficulties with the ESRI Portal, please call our helpdesk on 9853 6888.

Kind regards,

**Customer Network Solutions**