

A message from

## Customer Network Solutions

13/2024

### eNOSW Update – Password Reset Reminder

5 April 2024

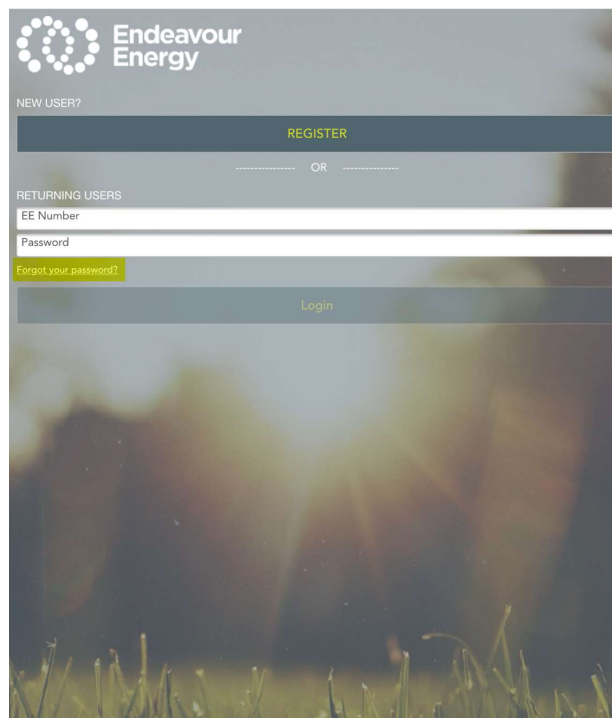
A reminder that the eNOSW update will take effect on Monday 9<sup>th</sup> April.

#### What's changing and why we are changing it:

We are strengthening our IT security by changing the encryption technique the eNOSW app currently uses. We are doing this to keep your (ASP) data secure. There is no impact on how you will use the eNOSW app, you will be able to login the same way you are doing it now.

#### What you will need to do:

Starting from 9<sup>th</sup> April, you will need to reset your password by clicking on “**Forgot your password?**” (highlighted below) in order to login and use the eNOSW app:



If at any time, you are unable to login or reset your password, you can contact the Endeavour Energy helpdesk by pressing the **Contact Us** button on the login page or calling them directly on 9853 6888.

From the go live date, users who have not signed in for over 12 months will be deactivated from the eNOSW app and will need to re-register.

Kind regards,

Customer Network Solutions