



A message from

Customer Network Solutions

02/2025

Improving the Connections Portal - Preparing to Go-Live

21 Jan 2025

Following on from our email on 14 November 2024, Endeavour Energy is making it easier to **submit all types of Connection Applications online** through our Connections Portal. This means you'll have a **single-entry point** for all your Connection Applications, including Basic Applications (System Generated Permission to Connect) and other related services.

The updates to expand the use of our Connections Portal have been completed and we are preparing to Go-Live.




When is this change happening?

This change is planned for **Monday, 3 February 2025**.

Connections Portal unavailable prior to Go-Live

During the **weekend of 1-2 February 2025**, the **current Connections Portal** will be **unavailable**. Our technicians will be working on integrating the updated system to ensure it is ready for use on Monday, 3 February.

What to do on the day we Go-Live

Existing Connections Portal Users		New Connections Portal Users	
	New URL link <ul style="list-style-type: none"> Remove any previously saved bookmarks to the Connections Portal and save the new Enterprise Customer Portal URL (link will be provided on the morning of Go-Live and available on our Connect Online website). 	Self-Register <ul style="list-style-type: none"> Using the Enterprise Customer Portal URL follow the prompts to Self-Register and log in for the first time (link will be provided on the morning of Go-Live and available on our Connect Online website). Bookmark this URL for easy access. 	
	Logging In <ul style="list-style-type: none"> Continue to use your current Connections Portal Username and Password. 	Logging In <ul style="list-style-type: none"> Create your Username and Password for the first time as part of the Self-Registering process. 	
	Update Your Profile <ul style="list-style-type: none"> On the left-hand side of the Enterprise Customer Portal landing page, you will see a narrow green panel with icons. Select the icon of a person with a + sign, this is your Profile. Add your postal address in the required field. 	Setting up your Profile <ul style="list-style-type: none"> When self-registering for the first time you will be guided to complete all required Profile details. 	

What to do before Go-Live – Existing Users Only

Existing Connections Portal Users	
	Complete Saved Applications Finalise any saved applications in the current Connections Portal by 5:00pm on Friday 31 January 2025, by submitting and proceeding to payment . This will avoid the need to start a new application in the updated system. Any saved applications that do not proceed to payment and remain in the system after this date will be removed.

Support

There will be a variety of support materials and help services available to assist you in navigating the updated Connections Portal. These following resources and help will be available to you when we Go-Live on our Connect Online website:

- Frequently Asked Questions (FAQs)
- Users Guides
- How To Videos
- Online Help Prompts (helpful tips to assist you in filling out fields correctly)
- Raise a support request

What happens next?

On the morning that we go live, Monday, 3 February, you'll receive an **email** advising that we successfully migrated to the updated system. The enhanced Connection Portal will be accessible through our Connect Online website. This redesigned portal aims to provide a smoother, more efficient experience for submitting and managing your applications.

If you have any questions, please reach out to the Customer Networks Solutions team on cwadmin@endeavourenergy.com.au.

Kind regards,

Customer Network Solutions