08/2025
We're changing the way you access our Connections Portal

11 March 2025

We are excited to announce improvements to the way you access our customer portals. You may have noticed that the **Connections Portal** is now located within the **Enterprise Customer Portal**, providing a centralised location for accessing key services including online connection applications, important notices, and future enhancements as our technology evolves.

What this means for you

- You now log into the **Enterprise Customer Portal** to access the **Connections Portal** and other important resources.
- This change allows us to enhance your experience by offering a more seamless, secure, and future-ready platform.

Enhanced Multi-Factor Authentication (MFA)

To further strengthen security, we have introduced additional MFA options. In addition to SMS and phone call verification, you can now use email or an authenticator app.

SMS	Phone call	Email	App
Receive verification code via SMS/text message	Authenticate via call to mobile or landline	Receive verification code to your registered email	Use authenticator app on your computer or mobile

For Existing Users:

- When you log in, you will initially see three options: SMS, Phone Call, and Email.
- Once you select one, it will be your default but can be changed in your profile settings.
- To enable the Authenticator App, simply set it up in your profile.

For New Users:

- During registration, you will see all four MFA options: SMS, Phone Call, Email, and Authenticator App.
- Your selected method will be the default, but you can update it anytime in your profile.

Should you need any further assistance, please refer to the user guide for detailed instructions.

For any enquiries, please contact our CWAdmin mailbox at **cwadmin@endeavourenergy.com.au**.

Kind regards,

Customer Network Solutions