



A message from

Customer Network Solutions

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eNOSW Application – Android System Changes and Compliance Reminder

1 October 2025

Upcoming System Changes (Android Users Only)

We are upgrading the backend system of the eNOSW app and migrating to a modern web-based platform. From 15 October 2025, the **eNOSW Android application will be decommissioned and removed from the Google Play Store.**

- **If you use Android devices:** You will need to complete all Notification of Service Work (NOSW) submissions via the new web-based version of eNOSW, accessible in any browser (e.g., Chrome, Edge) on your laptop or mobile device. We will send you the link for this version closer to the go-live date.
- **If you use iOS devices (iPhone/iPad):** No functional impacts. You can continue to use the app as usual. Once the changes go live, you'll simply download the latest version from the App Store and reset your password.

Training Materials

The look, feel and functionality will largely be the same for the new web-based platform. An updated eNOSW User Guide will be uploaded to the ASP Portal as there are some changes due to limitations operating on a browser.

Key Changes for Android Users

The following features will not be available in the new browser version:

- Barcode scanner (meter numbers must be entered manually)
- Direct camera uploads (photos must be uploaded via Gallery)
- Completed jobs not visible in the “Completed” tile
- No offline storage or offline capability

Key Changes for iOS Users

No functional impacts to users on iOS devices (iPhone and iPad). Once the changes go live, we'll ask you to download the latest version from the App Store and reset your password.

Kind regards,
Customer Network Solutions