

About this guide

Self-service platforms such as the **Connections Portal**, **Contractor Booking System** and **Environment Portal** are accessed via the Endeavour Energy **Enterprise Customer Portal**

This guide covers the following topics:

- use your existing **Connections Portal** log in and password to log into the **Enterprise Customer Portal**
- update your **profile** and access the **Connections Portal**

Note: For the **Contractor Booking System** (or for *Connections Portal* users who registered after 1 Feb 2025), use the email and password you set when you registered on the Enterprise Customer Portal.

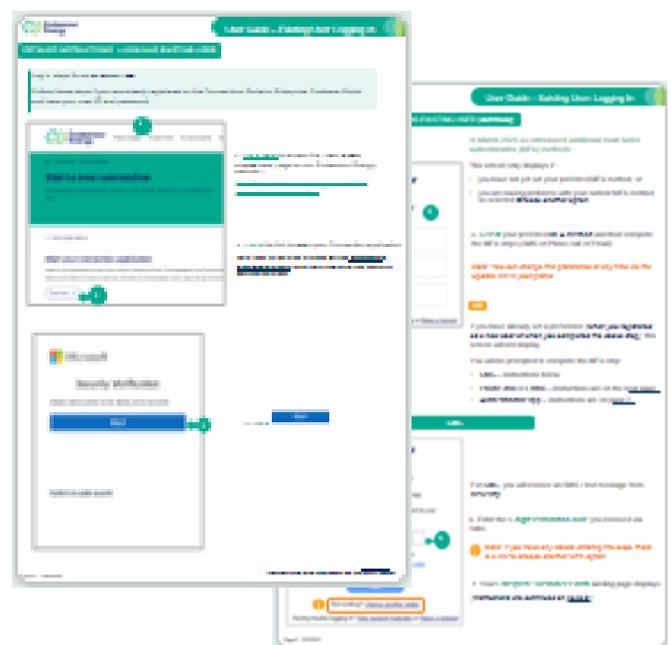
How to use this guide

Each topic has a brief SUMMARY of the steps and then DETAILED INSTRUCTIONS with screenshots

Click this icon  on any topic page to jump to the instruction format you prefer

Summary of the steps

Detailed instructions



How-to video



These instructions are also covered in a how-to video on our Portal Support page

Topics in this guide

Click  to jump to the relevant page

LOGIN AS EXISTING USER

Log in steps for an existing user.
Follow these steps if you are already registered on the Connections Portal and have your user ID and password, or if you have already registered on the Enterprise Customer Portal

SUMMARY 

DETAILED INSTRUCTIONS 

CHECK OR UPDATE PROFILE

For an existing user of the Connections Portal.

When you have logged in to the Enterprise Customer Portal **for the first time**, it is recommended that you update your profile e.g. check contact details and address

SUMMARY 

DETAILED INSTRUCTIONS 

 **Note:** The check profile step is not required for:

- **Contractor Booking System** users
- Connections Portal users who registered after 1 Feb 2025 (*as the profile steps were completed when you registered*)

 However, **refer to these steps if you want to:**

- **update your number** for Multi Factor Authentication, or
- **change your MFA method** (e.g. switch from SMS to an authenticator app)

LOGIN AS EXISTING USER

SUMMARY OF STEPS

Start your connection application

Apply for all connection services via our online Connections Portal. When you're ready to connect a new site, just follow our simple steps

[Start now →](#)

Link for Connections Portal:

1. **Click here** to access the **Start a new connection** page on our Endeavour Energy website
2. Click the **Start now** link (or the **Start your application** link) (this links to the sign in page for the Enterprise Customer Portal)

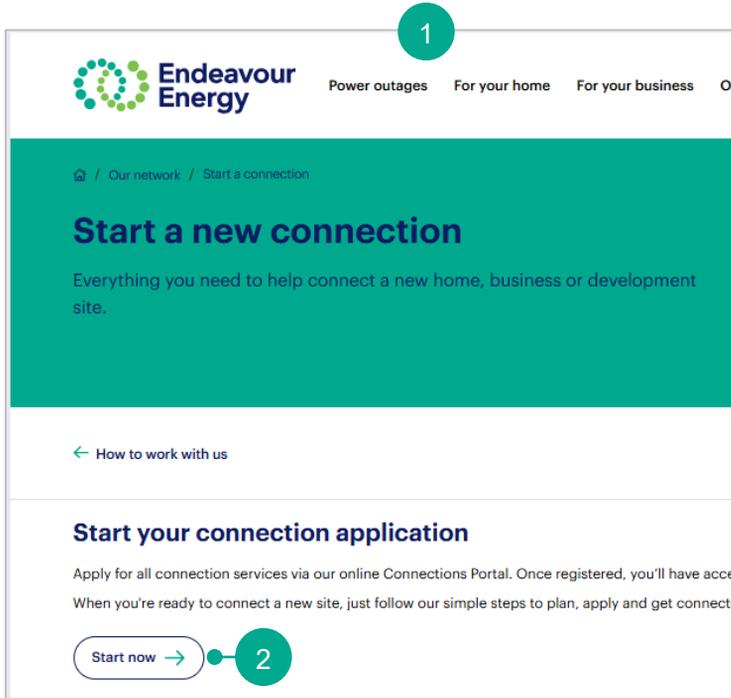
[Click here](#) if you want to jump to the **detailed instructions** (with screenshots) for these steps



DETAILED INSTRUCTIONS – LOG IN AS EXISTING USER

 Log in steps for an **existing user**

Follow these steps if you are already registered on the Connections Portal or Enterprise Customer Portal and have your user ID and password



1

Endeavour Energy

Power outages For your home For your business Our

Home / Our network / Start a connection

Start a new connection

Everything you need to help connect a new home, business or development site.

← How to work with us

Start your connection application

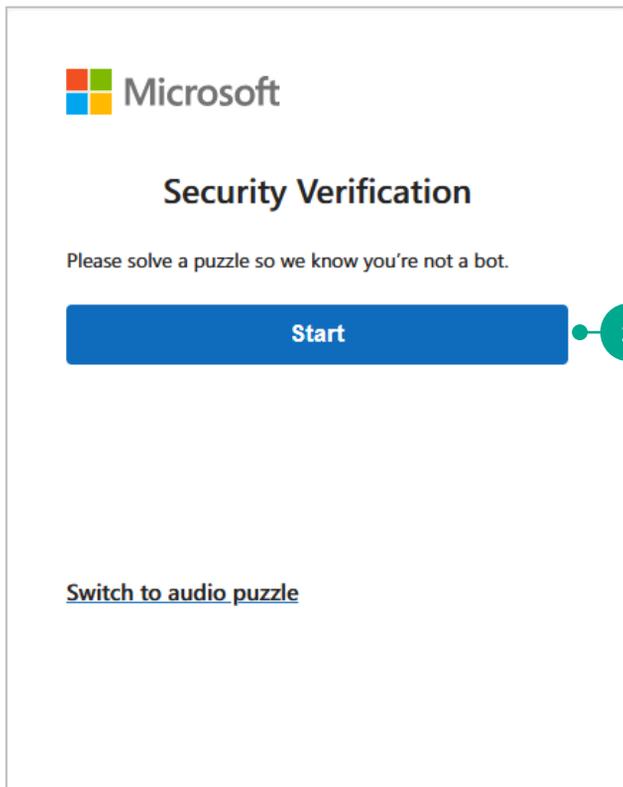
Apply for all connection services via our online Connections Portal. Once registered, you'll have access to our Connections Portal. When you're ready to connect a new site, just follow our simple steps to plan, apply and get connected.

Start now → 2

1. [Click here](https://www.endeavourenergy.com.au/our-network/start-a-connection) to access the **Start a new connection** page on our Endeavour Energy website - <https://www.endeavourenergy.com.au/our-network/start-a-connection>

2. Click the **Start now** link to start your Connection application

(this links to the sign in page for the **Enterprise Customer Portal** after you complete the security verification step)



Microsoft

Security Verification

Please solve a puzzle so we know you're not a bot.

Start 3

[Switch to audio puzzle](#)

3. Click

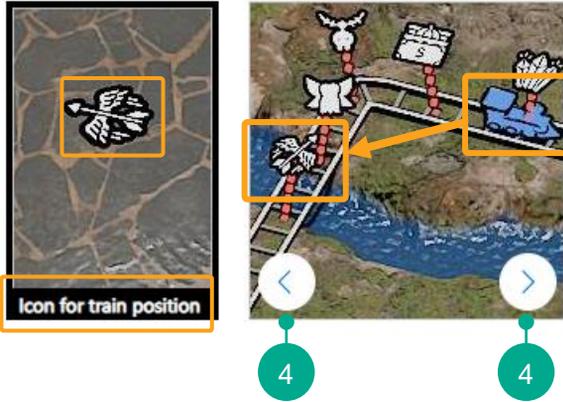


(instructions are continued on the [next page](#))

DETAILED INSTRUCTIONS – LOG IN AS EXISTING USER

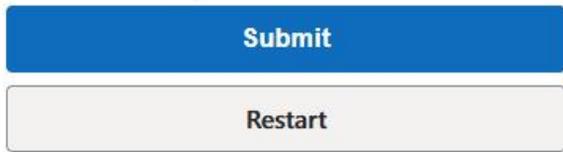


Use the arrows to move the train to the icon indicated in the left image (1 of 1)



4. Click or to move the train to the relevant icon

[Switch to audio puzzle](#)



Use the arrows to move the train to the icon indicated in the left image (1 of 1)



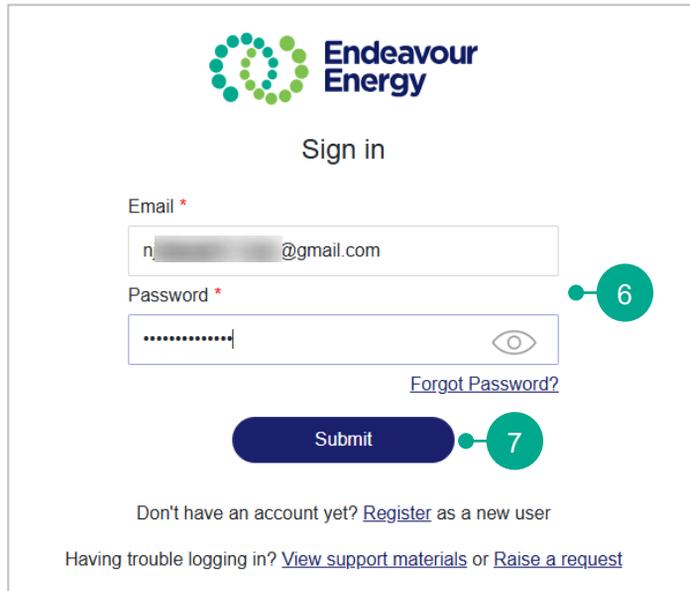
5. Click

[Switch to audio puzzle](#)



(instructions are continued on the [next page](#))

DETAILED INSTRUCTIONS – LOG IN AS EXISTING USER



6. Enter your **Email** and **Password**

The details you currently use to log in i.e. the email you used when you registered on our Connections Portal or Enterprise Customer Portal

7. **Click**



In March 2025 we introduced additional multi factor authentication (MFA) methods

This screen only displays if :

- you have not yet set your preferred MFA method, or
- you are having problems with your current MFA method so selected *Choose another option*

5. **Select** your preferred **MFA method** and then complete the MFA steps (SMS or Phone call or Email)

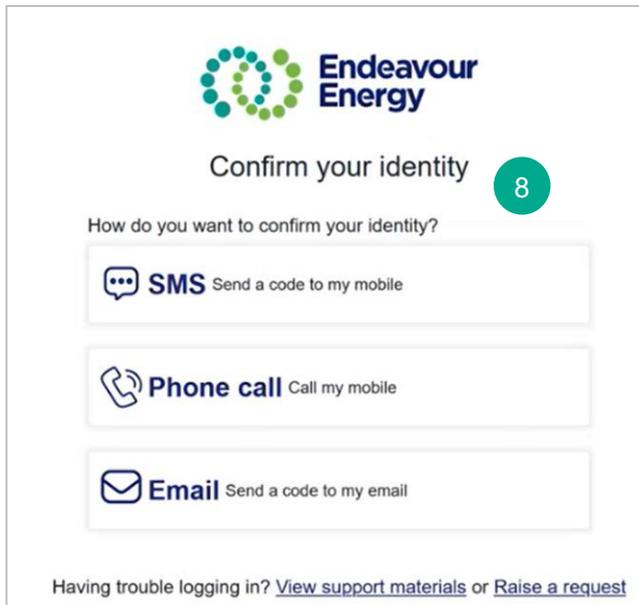
*Note: You can change this preference at any time via the **Update** link in your profile*

OR

If you have already set a preference (*when you registered as a new user or when you completed the above step*), this screen will not display

You will be prompted to complete the MFA step:

- **SMS** or **Phone call** – instructions are on the next page
- **Email** – instructions are on the next page
- **Authenticator app** – instructions are on page 7



DETAILED INSTRUCTIONS – LOG IN AS EXISTING USER (continued)

SMS



Confirm your identity

Your registered number is *****496

Enter the 6-digit code which has been sent to your registered mobile phone.

 9

The code will expire in 5 minutes.

 Haven't received a code? [Re-send code](#)

Request new code in 00:00

Next

i Not working? [Choose another option](#)

 Having trouble logging in? [View support materials](#) or [Raise a request](#)

 For **SMS**, you will receive an SMS / text message from **msverify**

9. Enter the **6-digit verification code** you received via SMS

i **Note:** If you have any issues entering the code, there is a link to choose another MFA option

10. Your **Enterprise Customer Portal** landing page displays (instructions are continued on [page 10](#))

Phone call



Confirm your identity

Your registered number is *****496

[Call me on my landline or mobile](#)
9

i Not working? [Choose another option](#)

 Having trouble logging in? [View support materials](#) or [Raise a request](#)

 For **Phone call**, the last three digits of your registered phone number are shown

i **Note:** If you have any issues, there is a link to choose another MFA option

9. **Click** Call me on my landline or mobile

You will receive a call from Microsoft

 When you hear the prompt to hit the pound key - **press #**

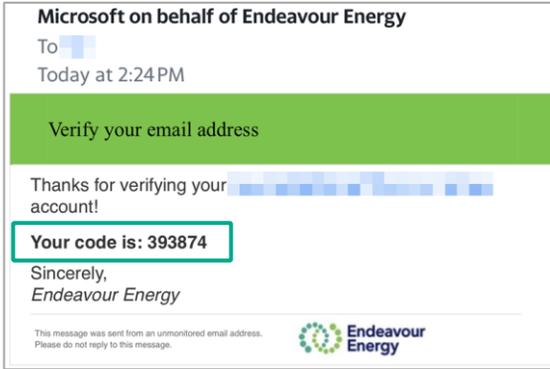
You will hear a prompt that your sign in has been successful, and the call will end

10. Your **Enterprise Customer Portal** landing page displays

(instructions are continued on [page 10](#))

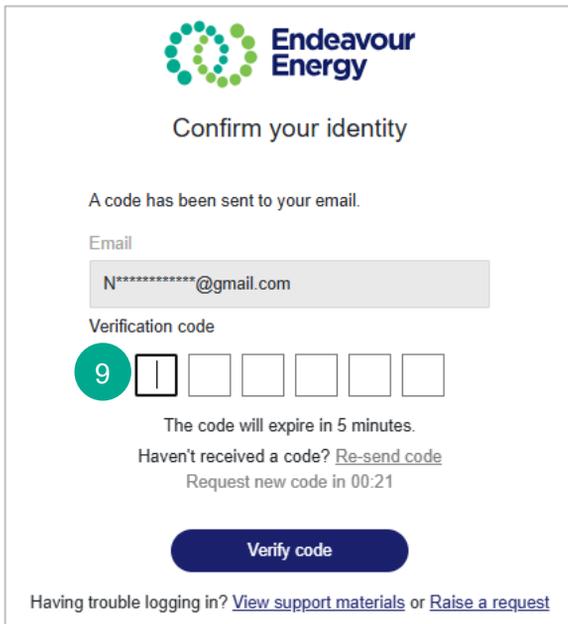
DETAILED INSTRUCTIONS – LOG IN AS EXISTING USER (continued)

Email



For **Email**, you will receive an email with a **verification code**

The email is from Microsoft on behalf of Endeavour Energy



9. Enter the **6-digit code** provided in the email

Note: Click the **Re-send code** link if you have not received the email with the code or if the activity has timed out after 5 minutes.

10. Your **Enterprise Customer Portal** landing page displays

(instructions are continued on [page 10](#))

Authenticator App

For **Authenticator App**, a QR code displays if you haven't yet set up this option e.g. you're updating your profile to switch to authenticator app MFA

If you have already set this in your profile, **this screen will not display** and you will be prompted to enter the 6-digit code (go to step 7 below)

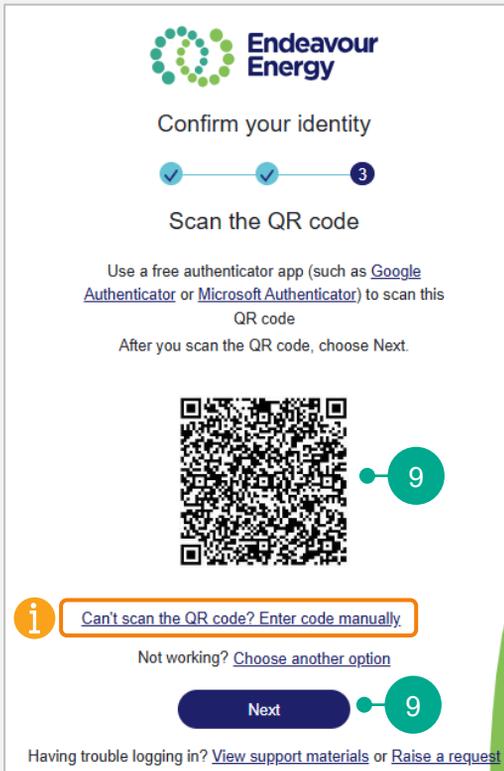
9. Open your authenticator app and **scan the QR code**

and then **click** 

i *If you are unable to scan the QR code, click the [Enter code manually](#) link to see the code to enter*

Enter the account details manually:

Account Name: N. [redacted] @gmail.com
Secret: sya [redacted] fwz



Endeavour Energy

Confirm your identity

✓ — ✓ — 3

Scan the QR code

Use a free authenticator app (such as [Google Authenticator](#) or [Microsoft Authenticator](#)) to scan this QR code

After you scan the QR code, choose Next.

9

i [Can't scan the QR code? Enter code manually](#)

Not working? [Choose another option](#)

Next **9**

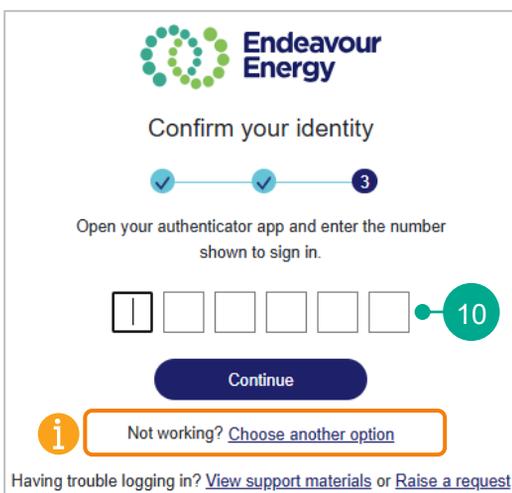
Having trouble logging in? [View support materials](#) or [Raise a request](#)

10. Enter the **6-digit code** provided in your Authenticator app

i *Note: If you have any issues, there is a link to choose another MFA option*

Your **Enterprise Customer Portal** landing page displays

(instructions are continued on the [next page](#))



Endeavour Energy

Confirm your identity

✓ — ✓ — 3

Open your authenticator app and enter the number shown to sign in.

10

Continue

i [Not working? Choose another option](#)

Having trouble logging in? [View support materials](#) or [Raise a request](#)

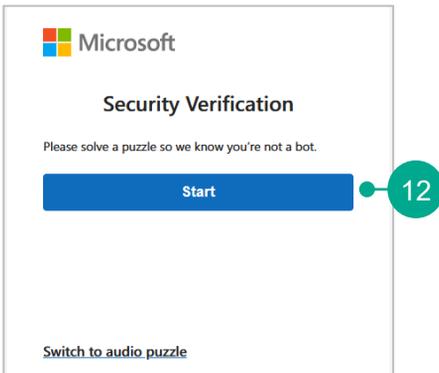
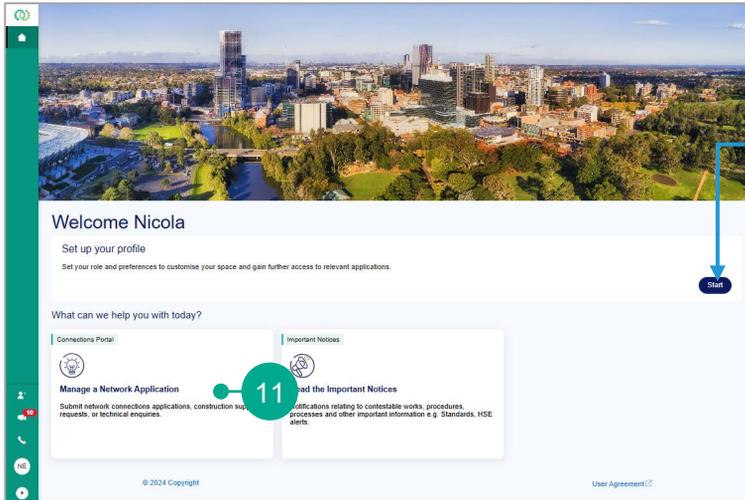
DETAILED INSTRUCTIONS – LOG IN AS EXISTING USER (continued)

CONNECTIONS PORTAL

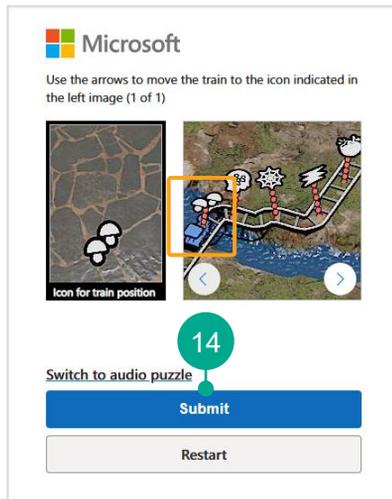
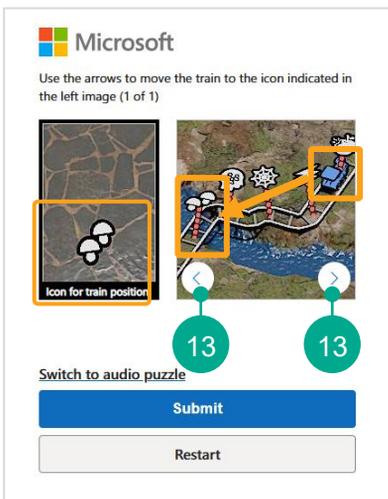
Your **Enterprise Customer Portal** landing (Welcome) page displays

It is recommended that you check your profile – instructions are on the next page of this guide

11. To access the **Connections Portal**, click the **Manage a Network Application** tile

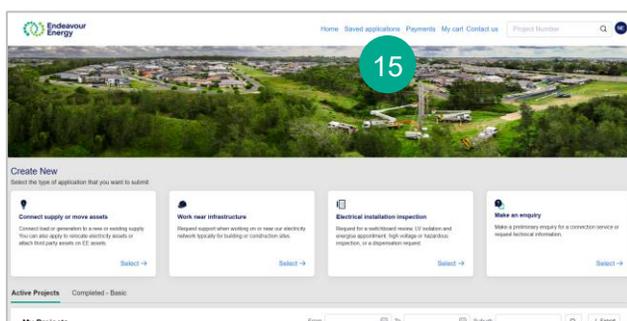


12. Click 



13. Click  or  to move the train to the relevant icon

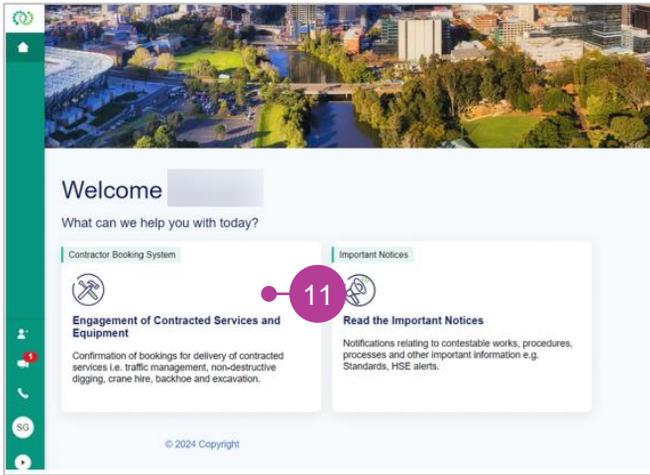
14. Click 



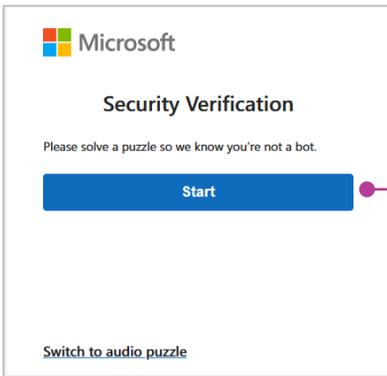
15. Your **Connections Portal** Home page opens in a second tab

DETAILED INSTRUCTIONS – LOG IN AS EXISTING USER (continued)

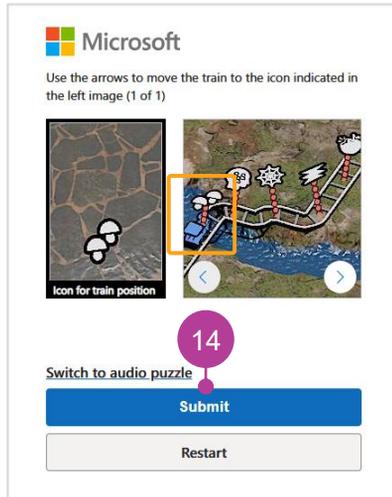
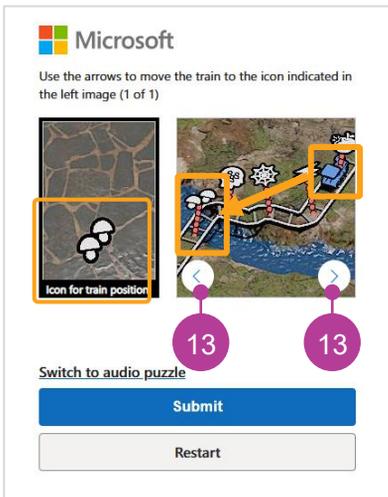
CONTRACTOR BOOKING SYSTEM



11. To access the Contractor Booking System, click the **Contractor Booking System: Engagement of Contracted Services and Equipment** tile

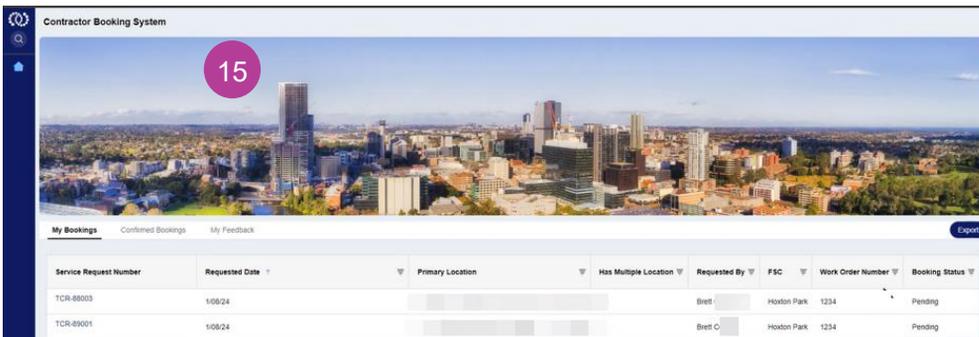


12. Click **Start**



13. Click  or  to move the train to the relevant icon

14. Click **Submit**



15. Your **Contractor Booking System** Home page opens in a new tab

CHECK OR UPDATE PROFILE

SUMMARY OF STEPS

Click [here](#)  if you want to jump to the **detailed instructions** (with screenshots) for these steps

Customer Portal

- Click **Start**

Create Profile Page

About me

- Enter your **Contact Number**

My role

- For an existing Connections Portal user, the option **I am requesting services or advice from Endeavour Energy** is already selected
- The radio button for the **role which best describes you** is also already selected

ACCREDITED SERVICE PROVIDER (ASP)

- select your **ASP type** from the drop-down list
- enter your **ASP Service Provider (ASP) number** (4 digits)
- enter your **Company name** and **Company ABN / CAN**
- enter your **address**
- click **Submit**

DEVELOPER / ELECTRICAL CONSULTANT / ELECTRICAL RETAIL WORKER

- enter your **Company name** and **Company ABN / CAN**
- enter your **address**
- click **Submit**

HOME / PROPERTY OWNER OR RESIDENT

- enter your **NMI**
- enter your **Address**
- click **Submit**

SOLAR RETAILER

- enter your **Company name** and **Company ABN / CAN**
- enter your **address**
- click **Submit**

Customer Portal

Customer Portal landing (Welcome) page

- Select **Connections Portal > Manage a Network Application** tile

Security Verification

- Click **Start**, complete the **puzzle** and click **Submit**

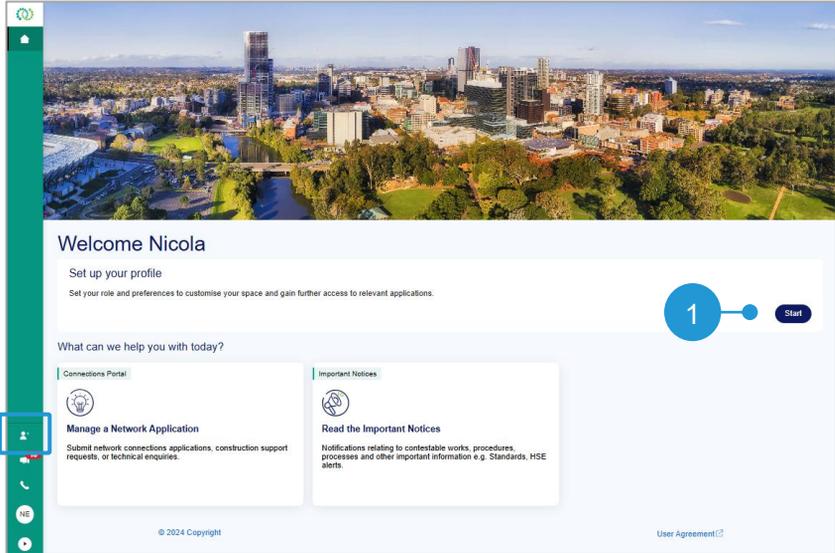
Connections Portal

Connections Portal Home screen opens in new tab

For instructions on completing an application or enquiry in the Connections portal, refer to the **How to Submit an Application** user guide or how-to video on our [Portal Support](#) page

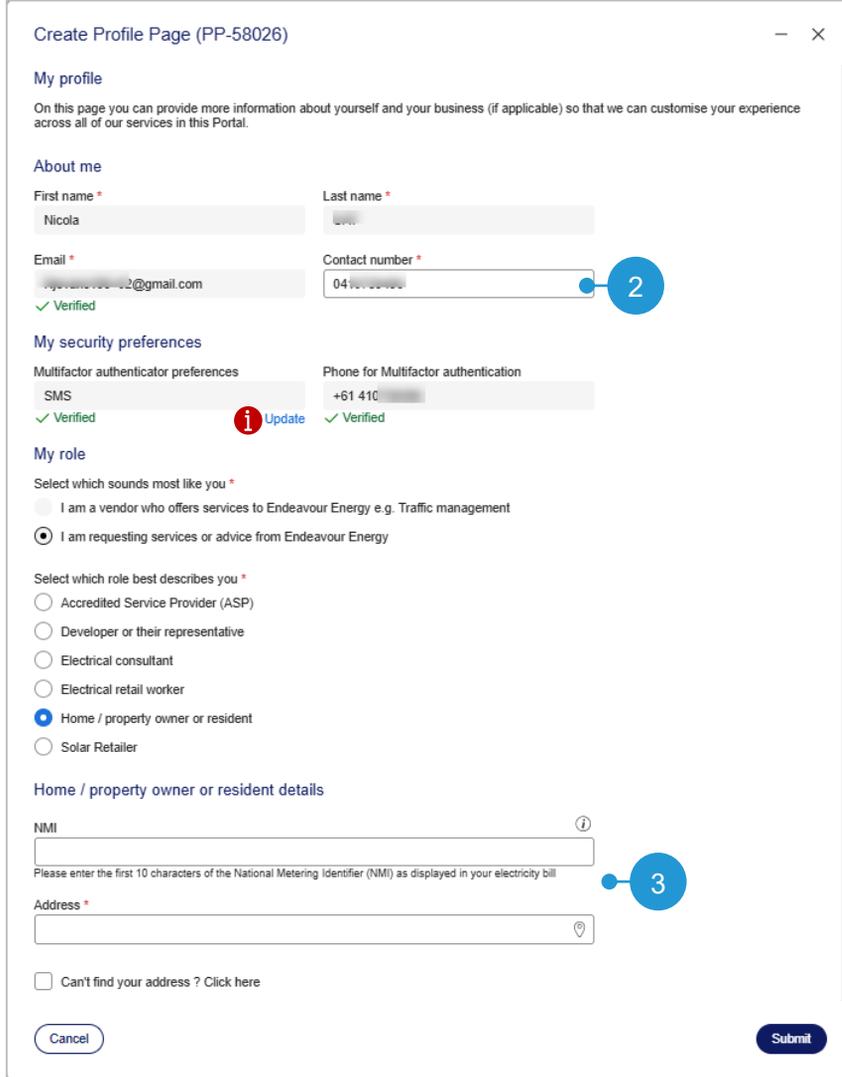
DETAILED INSTRUCTIONS - CHECK OR UPDATE PROFILE

When you have logged in to the Enterprise Customer Portal, it is recommended that you check and update your profile e.g. check contact details and address



1. To view your profile **click** 

or click  on the bottom left panel



The **Create Profile Page** displays

As you are an existing Connections Portal user, the following details are already populated in the **About me** section:

First Name, Last name, Email and Mobile phone

2. Check or update your **Contact Number**

- i Note:** Use the **Update** link if you want to:
- change your MFA phone number
 - change your MFA method (e.g. switch from SMS to an authenticator app, switch from email to SMS etc.).

Then click **Refresh** to see the updated information

The following are already selected for you in the **My Role** section:

- I am requesting services or advice from Endeavour Energy
- the radio button for the role which best describes you

3. The fields to check / complete in the **details** section differ depending on your role (instructions continue on the next page)

DETAILED INSTRUCTIONS - CHECK OR UPDATE PROFILE *(continued)*

ACCREDITED SERVICE PROVIDER (ASP)

Accredited Service Provider details 3

ASP type * Accredited Service Provider (ASP) number

Company name * Company ABN/ACN *

Address *

3. If your role is ASP, check or update the following in the **Accredited Service Provider details** section:

- **ASP type**
- **ASP Service Provider (ASP) number** (4 digits)
- **Company name** and **Company ABN / ACN**
- Instructions to check or enter the **address** are continued on the [next page](#)

DEVELOPER

ELECTRICAL CONSULTANT

ELECTRICAL RETAILER WORKER

SOLAR RETAILER

Developer details 3

Company name * Company ABN/ACN *

Address *

The fields to check or update are the same for **Developer, Electrical Consultant, Electrical retail worker** and **Solar Retailer**

3. Check or update the following:

- **Company name**
- **Company ABN / ACN**
- Instructions to check or enter the **address** are continued on the [next page](#)

HOME / PROPERTY OWNER OR RESIDENT

Home / property owner or resident details 3

NMI

Please enter the first 10 characters of the National Metering Identifier (NMI) as displayed in your electricity bill

Address *

Can't find your address ? [Click here](#)

3. If your role is Home / Property Owner or Resident, check or update the following in the **details** section:

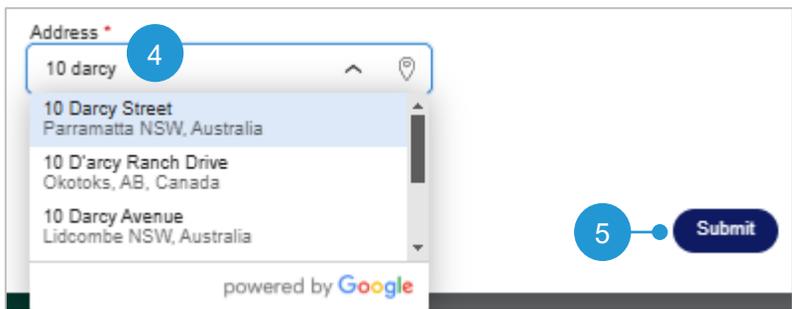
- **NMI** for your property if known / if available. Enter the **first 10 digits / characters only** *(the 11th digit in your NMI is a checksum that we don't require)*
- Instructions to check or enter the **address** are continued on the [next page](#)



Note that you can change these details at any time.

On the Enterprise Customer Portal landing (Welcome) page, click to access this profile page, make the changes and click Submit to save the updates.

DETAILED INSTRUCTIONS - CHECK OR UPDATE PROFILE *(continued)*



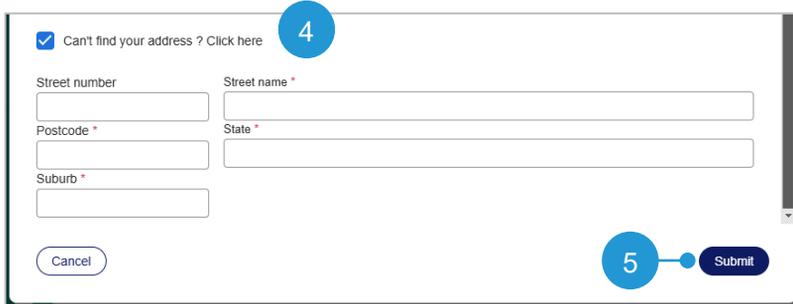
4. Start to enter your address in the **Address** field and then select from the search results

5. Click **Submit**

Note: It may take a few seconds for the dialog box to close (after you click Submit)

OR

OR



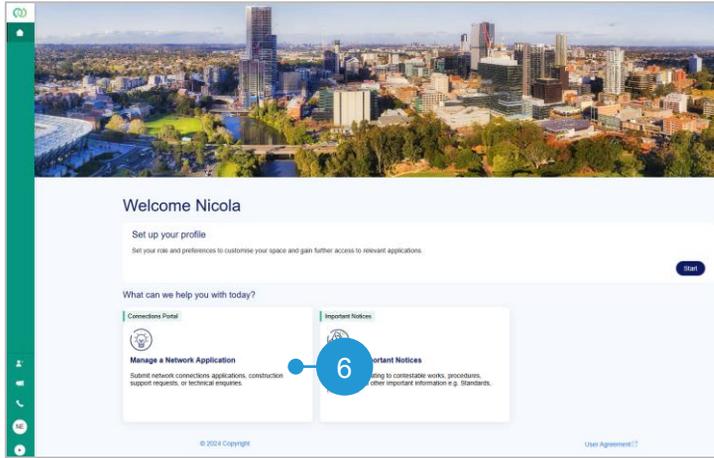
4. If your address is not found in the Google address search, select the **Can't find your address** checkbox **and enter the address manually**

5. Click **Submit**

Note: It may take a few seconds for the dialog box to close (after you click Submit)

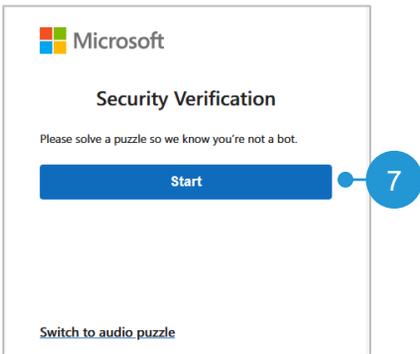
(instructions are continued on the [next page](#))

DETAILED INSTRUCTIONS - CHECK OR UPDATE PROFILE (continued)



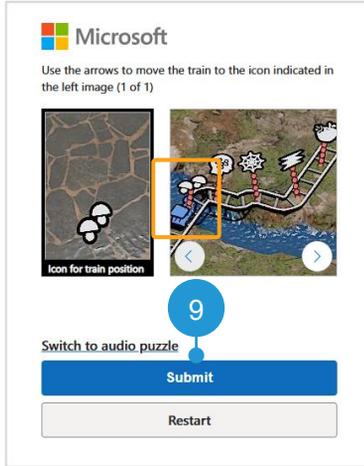
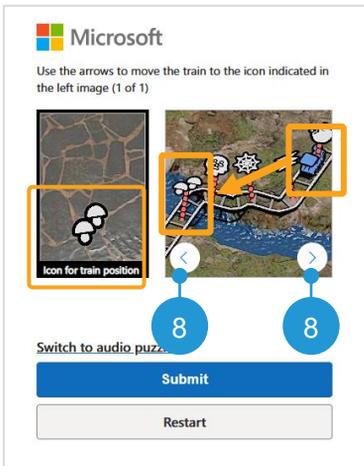
After you click Submit, you are returned to your Enterprise Customer Portal landing (Welcome) page.

6. To access the Connections Portal [click](#)



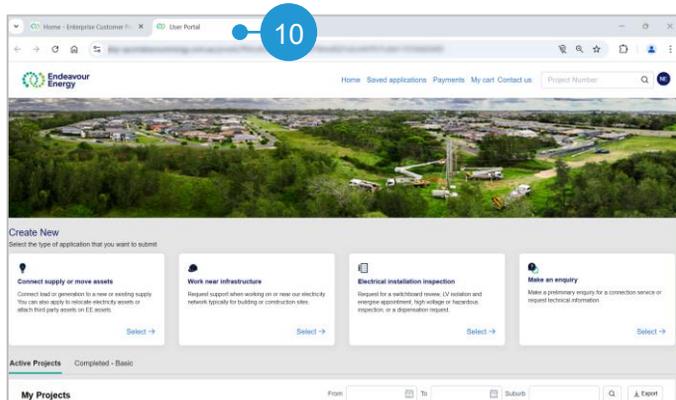
The **Security Verification** screen displays

7. Click [Start](#)



8. Click [>](#) or [<](#) to move the train to the relevant icon

9. Click [Submit](#)



10. Your **Connections Portal** Home page opens in a new tab

i For further information, refer to the user guides and how to videos on our [Portal Support](#)