

## 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:
- **register** as a **new user** on the Endeavour Energy **Enterprise Customer Portal**
  - **set up your profile** to access the relevant platform / portal e.g. **Connections Portal**, **Contractor Booking System**, **Environment Portal**

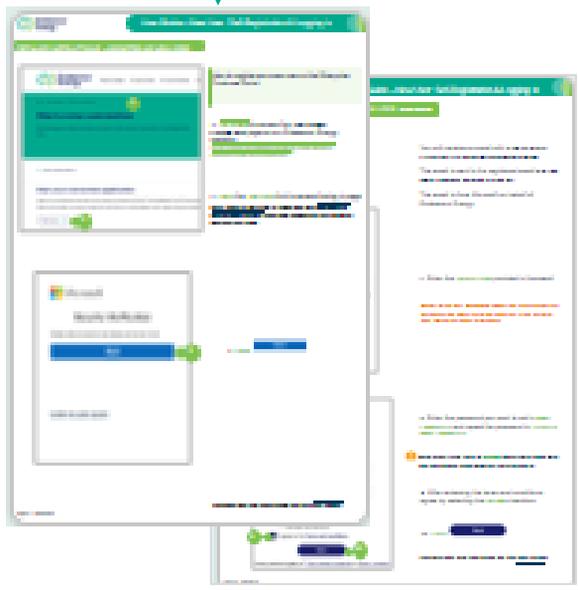
## How to use this guide

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

Summary of the steps



Detailed instructions



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

## 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

### REGISTER AS NEW USER

Self-registration steps to **register** as a **new user** on the **Enterprise Customer Portal**

SUMMARY 

DETAILED INSTRUCTIONS 

For access to -> **CONNECTIONS PORTAL**

### SET UP PROFILE

For ASP 3 to request access to -> **ENVIRONMENT PORTAL**

When you have registered and logged in to the Enterprise Customer Portal, the next step is to **set up your profile** to enable access to the **Connections Portal**

SUMMARY 

DETAILED INSTRUCTIONS 

For an **ASP 3** this will also trigger a request for access to the **Environment Portal**

### SET UP PROFILE

To request access to -> **CONTRACTOR BOOKING SYSTEM**

When you have registered and logged in to the Enterprise Customer Portal, the next step is to **set up your profile** to request access to the **Contractor Booking System**

SUMMARY 

DETAILED INSTRUCTIONS 

Click  to jump to the relevant page

## REGISTER AS NEW USER

## SUMMARY OF STEPS

Link for Connections Portal:

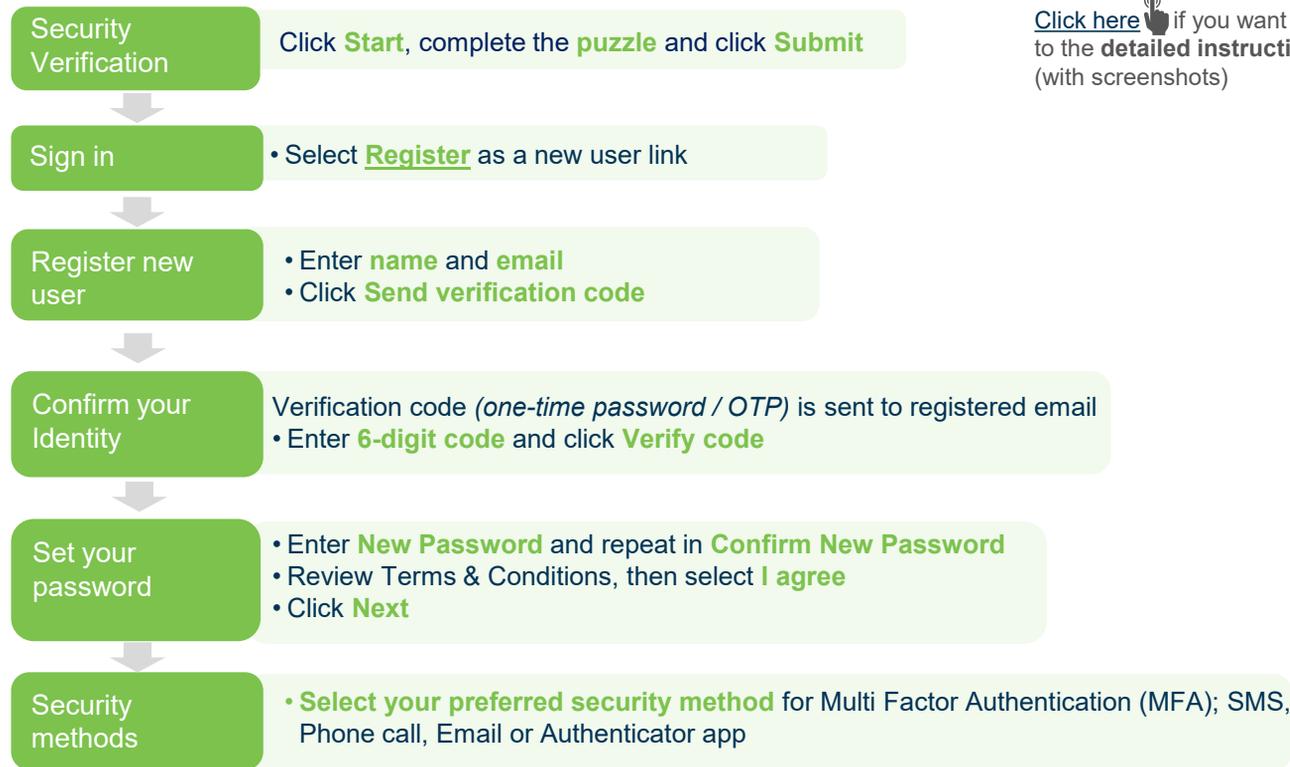
1. [Click here](#) to access the **Start a new connection** page on our Endeavour Energy website
2. Click the **Start now** link (or the **Start your application link**) (this links to the log in page for the Enterprise Customer Portal)

### 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 →](#)

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



### SMS

SMS is from msverify  
Code is sent to registered mobile

- Enter **6-digit code**

### Phone call

Call is from Microsoft

- Prompt to hit pound key - **press #**

Call ends

### Email

You are logged in to the Enterprise Customer Portal

### App

- **Scan the QR code** or enter code manually
- Click **Next** and then enter **6-digit code**

### Enterprise Customer Portal

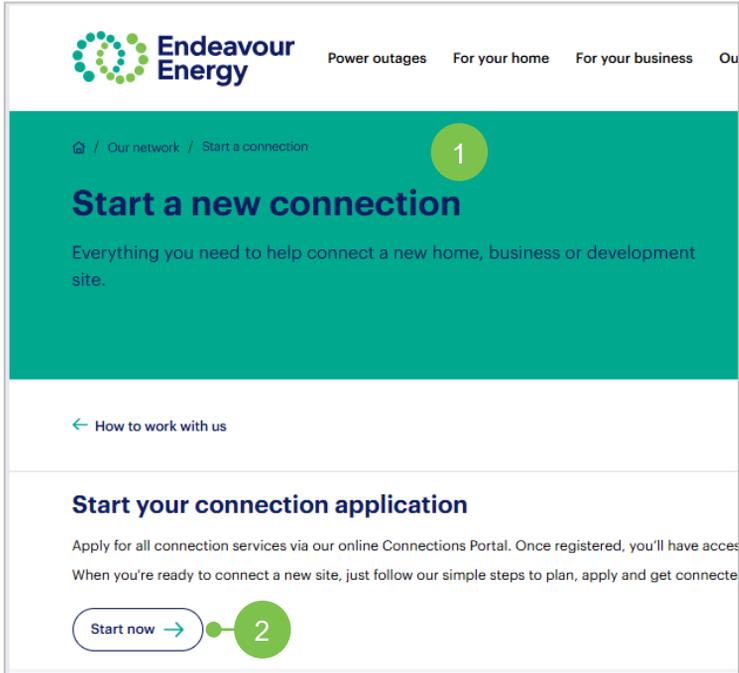
**Enterprise Customer Portal** landing (Welcome) page displays  
Email sent confirming you have successfully registered

### Set up profile

**Next step** is to set up your profile:

- for [access to the Connections Portal](#) or [to request access to the Environment Portal](#)
- or to [request access to the Contractor Booking System](#)

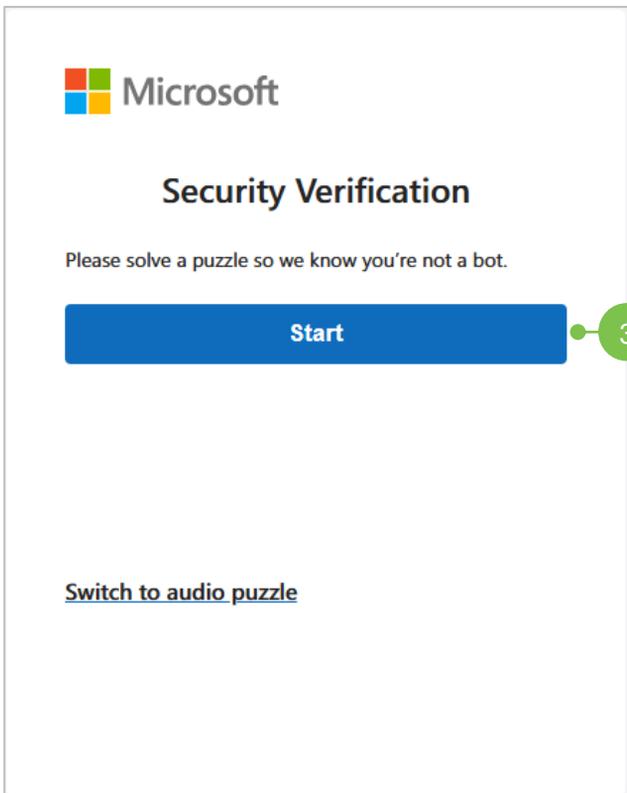
DETAILED INSTRUCTIONS – REGISTER AS NEW USER



How to register as a new user on the Enterprise Customer Portal

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



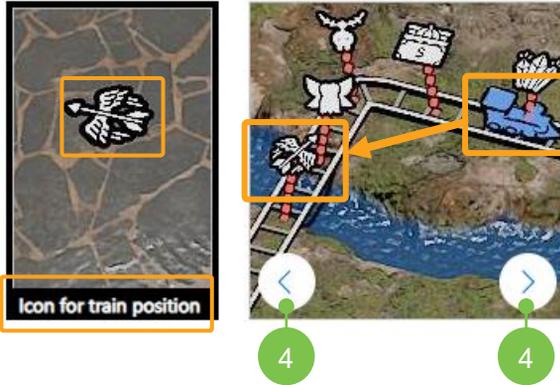
3. **Click** 

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

DETAILED INSTRUCTIONS – REGISTER AS NEW USER (continued)



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



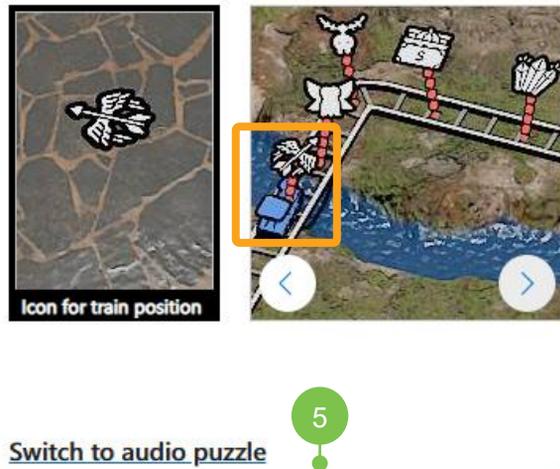
Switch to audio puzzle



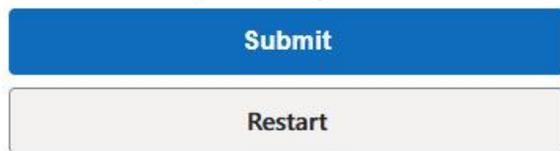
4. Click  or  to move the train to the relevant icon



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



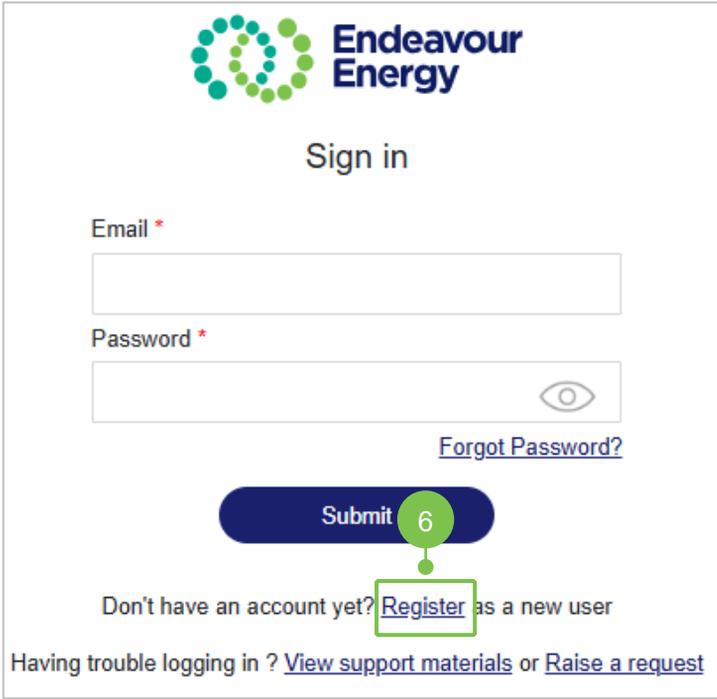
Switch to audio puzzle



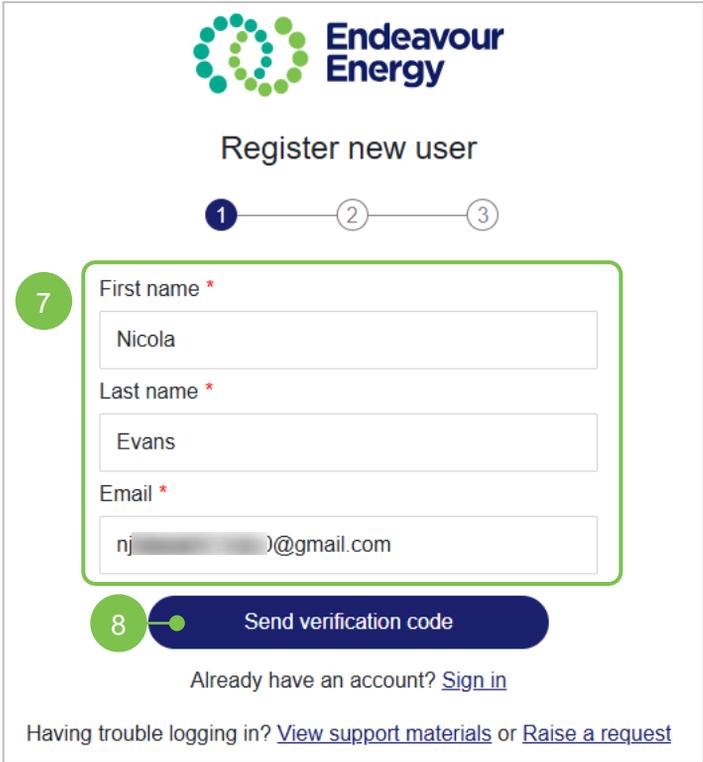
5. Click 

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

DETAILED INSTRUCTIONS – REGISTER AS NEW USER (continued)



6. Click **Register** as a new user link

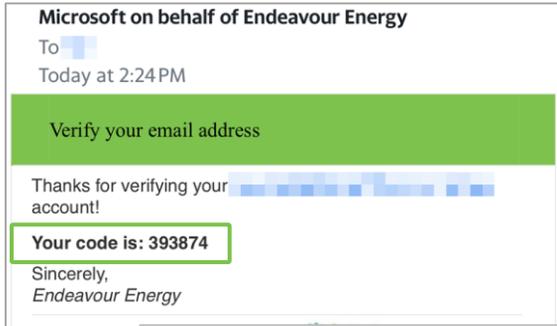


7. Enter **First name**, **Last name** and **Email**

8. Click **Send verification code**

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

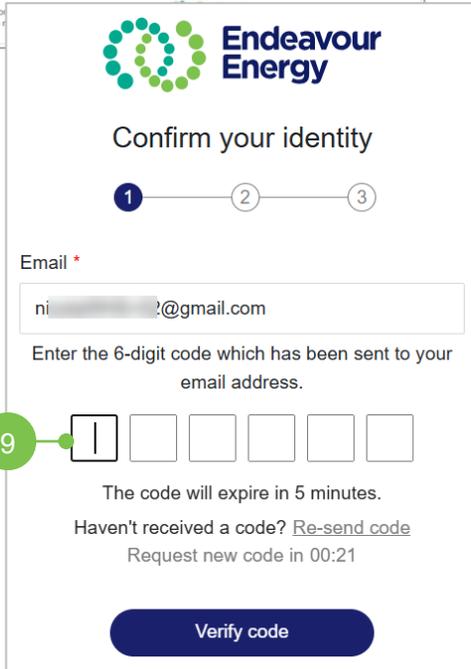
DETAILED INSTRUCTIONS – REGISTER AS NEW USER (continued)



You will receive an email with a **verification code** (this is a one-time password / OTP)

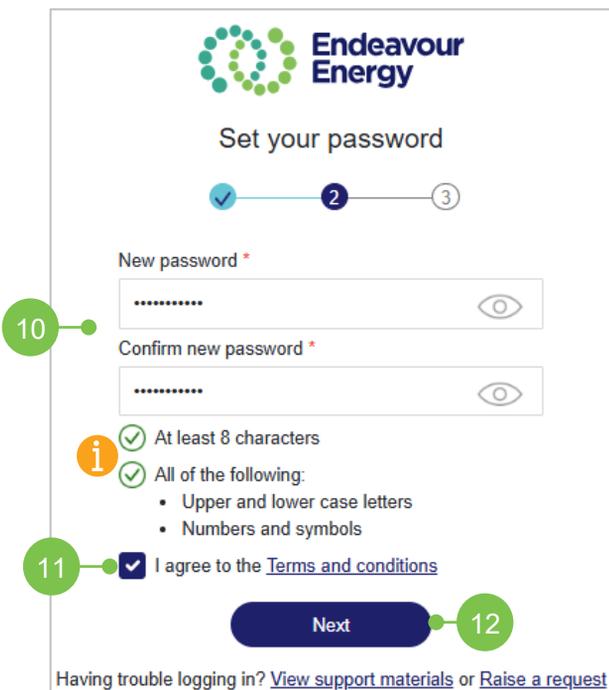
The email is sent to the registered email (i.e. the email address entered in the previous step).

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. Enter the password you want to set in **New Password** and repeat the password in **Confirm New Password**

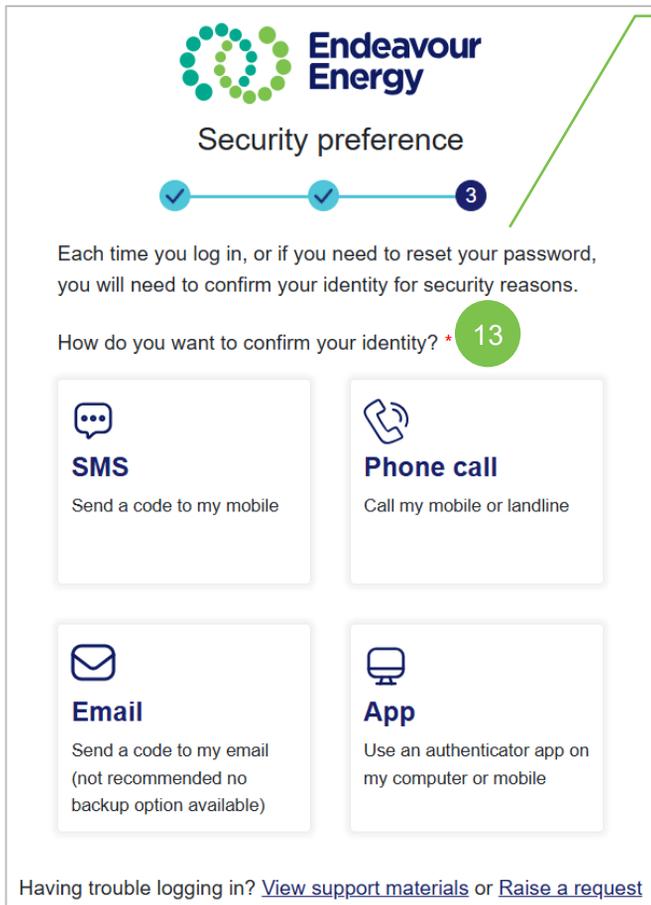
**i** Both grey ticks turn to **green** when you have met the password requirements successfully.

11. After reviewing the terms and conditions, agree by selecting the **I agree** checkbox

12. **Click**

(instructions are continued on the next page)

DETAILED INSTRUCTIONS – REGISTER AS NEW USER *(continued)*



The security measure you select on this page, becomes your preferred way to confirm your identity every time you log in (but you can change this at any time via your profile)

13. Select your preferred security method (to confirm your identity as part of Multi-factor authentication):

- **SMS** - to receive the verification code via SMS / text message (follow SMS instructions on [next page](#))

OR

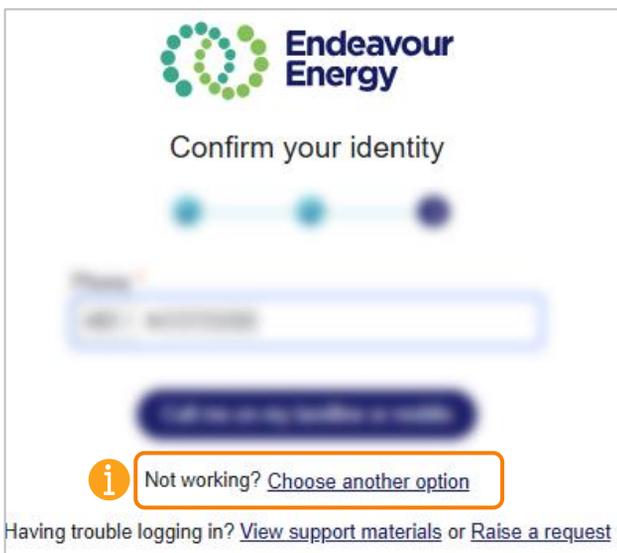
- **Phone call** - to complete authentication via a call to your mobile or landline (follow Phone call instructions on [page 10](#))

OR

- **Email** - to complete authentication via a code to your email (follow Email instructions on [page 11](#))

OR

- **App** - to complete authentication via an authenticator app (follow Authenticator app instructions on [page 12](#))



**Note:** If you experience any issues setting up your security preference, there is a link on each screen to [Choose another option](#).

*This takes you back to the Security preference screen where you can choose another MFA option (SMS, phone call, email or authenticator app)*

DETAILED INSTRUCTIONS – REGISTER AS NEW USER *(continued)*

SMS

How do you want to confirm your identity? \*

**SMS**  
Send a code to my mobile

**Phone call**  
Call my mobile or landline

**Email**  
Send a code to my email  
(not recommended no backup option available)

**App**  
Use an authenticator app on my computer or mobile

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

If you select **SMS to my mobile**, you will be prompted to enter your number and you will then receive an SMS from **msverify** (see steps below)

Confirm your identity

✓ — ✓ — 3

Phone \*

+61 - 0410 [redacted] 14

Send SMS to my mobile 15

Not working? [Choose another option](#)

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

14. Enter the **mobile number** you want to use for Multi Factor Authentication (MFA)

Send SMS to my mobile

15. Click

Confirm your identity

✓ — ✓ — 3

+610410 [redacted]

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

[ ] [ ] [ ] [ ] [ ] [ ] 16

The code will expire in 5 minutes.  
Haven't received a code? [Re-send code](#)  
Request new code in 00:09

Next

Not working? [Choose another option](#)

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

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

*Note: Click the **Re-send code** link if you have not received the code to your mobile number or if the request has timed out after 5 minutes.*

Your **Enterprise Customer Portal** landing page displays *(instructions are continued on [page 13](#))*

DETAILED INSTRUCTIONS – REGISTER AS NEW USER *(continued)*

Phone call

How do you want to confirm your identity? \*

**SMS**  
Send a code to my mobile

**Phone call**  
Call my mobile or landline

**Email**  
Send a code to my email  
(not recommended no backup option available)

**App**  
Use an authenticator app on my computer or mobile

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

If you select **Phone call**, you will be prompted to enter your phone number (mobile or landline) and you will then receive a call from Microsoft *(see steps below)*

Confirm your identity

✓ — ✓ — 3

Phone \*

+
61
0
[Redacted]
14

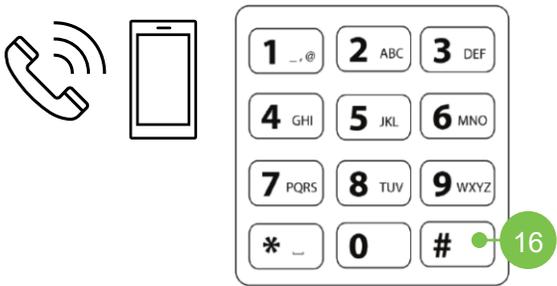
Call me on my landline or mobile
15

Not working? [Choose another option](#)

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

14. Enter the **Phone number** *(mobile or landline)* you want to use for Multi Factor Authentication (MFA)

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



You will receive a call from Microsoft

16. 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

Your **Enterprise Customer Portal** landing page displays *(instructions are continued on [page 13](#))*

DETAILED INSTRUCTIONS – REGISTER AS NEW USER (continued)

Email

How do you want to confirm your identity? \*

**SMS**  
Send a code to my mobile

**Phone call**  
Call my mobile or landline

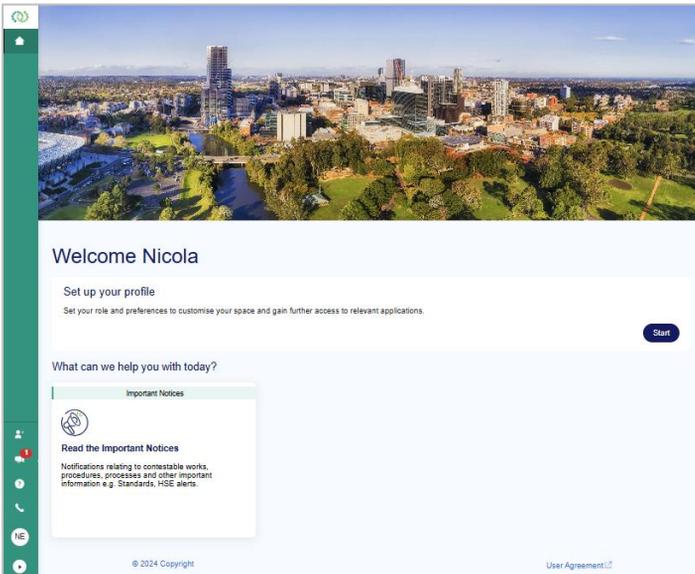
**Email**  
Send a code to my email  
(not recommended no backup option available)

**App**  
Use an authenticator app on my computer or mobile

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

If you select **Email**, you will be logged in to the Enterprise Customer Portal

*Note: This is not the preferred option as you will not have a phone number registered as a back up option if you have problems accessing your email.*



Your **Enterprise Customer Portal** landing page displays

The next step is to **set up your profile:**

- Instructions to set up your profile to access the **Connections Portal** and / or to request access to the **Environment Portal (ASP 3)** are on [page 14](#)
- Instructions to set up your profile to request access to the **Contractor Booking System** are on [page 20](#)



**Note.** You will also receive an **email** confirming you have successfully registered to access the Endeavour Energy Customer Portal.

DETAILED INSTRUCTIONS – REGISTER AS NEW USER *(continued)*

Authenticator App

How do you want to confirm your identity? \*

**SMS**  
Send a code to my mobile

**Phone call**  
Call my mobile or landline

**Email**  
Send a code to my email  
(not recommended no backup option available)

**App**  
Use an authenticator app on my computer or mobile

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

If you select **App**, you will be prompted to scan the QR code *(see steps below)*

Confirm your identity

1 2 3

Scan the QR code

**i** 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.

14

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

Not working? [Choose another option](#)

Next

15

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

**i** If you do not currently have an authenticator app installed on your device, there are links on this page to [Google Authenticator](#) and [Microsoft Authenticator](#) (but you can use any authenticator app)

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

**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

15. Click Next

Confirm your identity

1 2 3

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

16

Continue

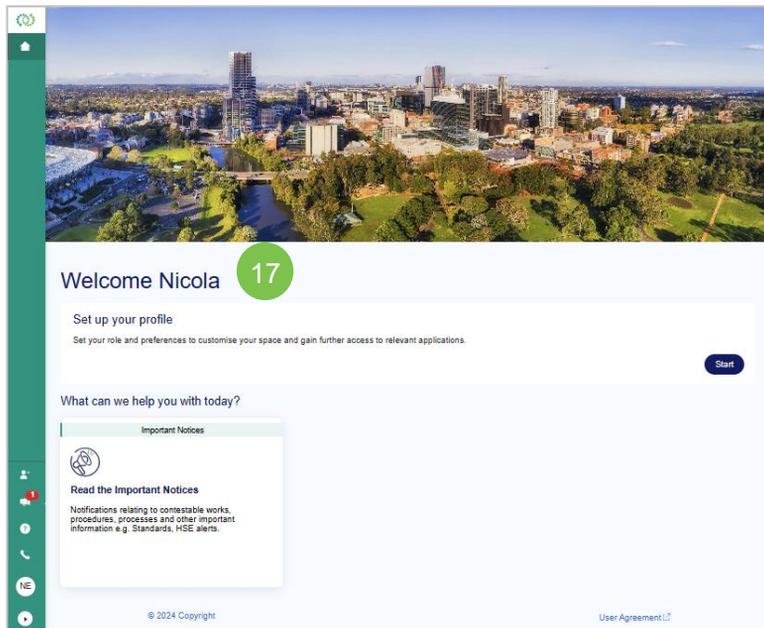
Not working? [Choose another option](#)

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

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

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

DETAILED INSTRUCTIONS – REGISTER AS NEW USER (continued)



Your **Customer Portal** landing page displays

The next step is to **set up your profile**:

- Instructions to set up your profile to access the **Connections Portal** and / or to request access to the **Environment Portal (ASP 3)** are on the next page 
- Instructions to set up your profile to request access to the **Contractor Booking System** are on page 20 



**Note.** You will also receive an **email** confirming you have successfully registered to access the Endeavour Energy (Enterprise) Customer Portal.

SET UP PROFILE: NEW USER

For access to:  
CONNECTIONS PORTAL

SUMMARY OF STEPS

Request access to:  
ENVIRONMENT PORTAL (ASP 3)

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

**Customer Portal** **Customer Portal** landing (Welcome) page  
• Set up your profile section – click **Start**

**Create Profile Page**  
**About me**  
• Enter your **Contact Number**  
**My role**  
• Select **I am requesting services or advice from Endeavour Energy**  
• Select the radio button for the **role which best describes you**

ACCREDITED SERVICE PROVIDER (ASP)

- select your **ASP type** from the drop-down list
- enter your **ASP Service Provider (ASP) number** (4 digits)
- enter your **ABN** or **ACN** and click outside the field to validate (your **Company name** then auto populates)
- enter your **address**
- click **Submit**

DEVELOPER / ELECTRICAL CONSULTANT / ELECTRICAL RETAIL WORKER / SOLAR RETAILER

- enter your **ABN** or **ACN** and click outside the field to validate (your **Company name** then auto populates)
- enter your **address**
- click **Submit**

HOME / PROPERTY OWNER OR RESIDENT

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

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

**Enterprise Customer Portal** **Enterprise Customer Portal** landing (Welcome) page  
• To access the **Connections Portal** select the **Manage a Network Application** tile  
• **ASP 3** only – the **Environment Portal (Assess Environmental Impact)** tile is inactive (*greyed out*) – your access request is triggered, and you will receive an email with details of your pre-requisite online training

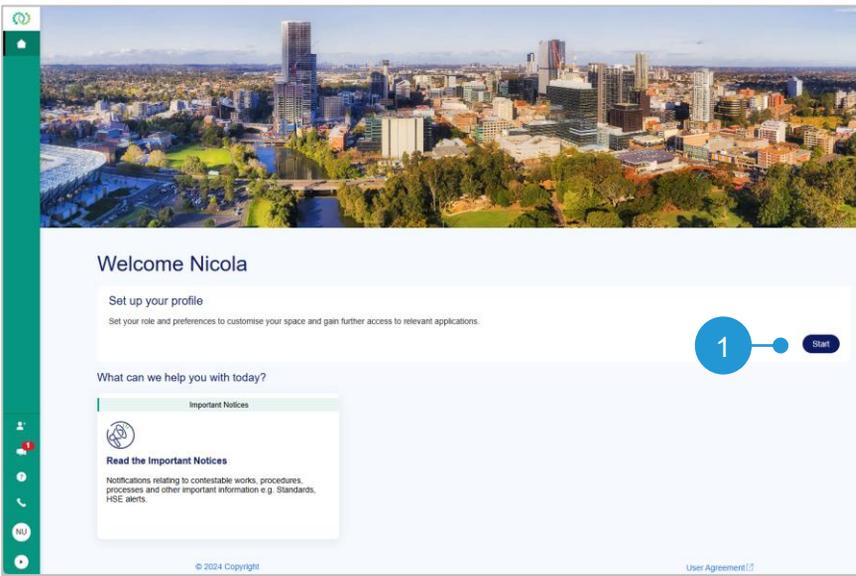
**Security Verification** Click **Start**, complete the **puzzle** and click **Submit**

**Connections Portal** **Connections Portal** Home screen opens in new tab  
For further information, refer to the **user guides** and **how-to videos** on our **Portal Support** page

DETAILED INSTRUCTIONS - SET UP PROFILE

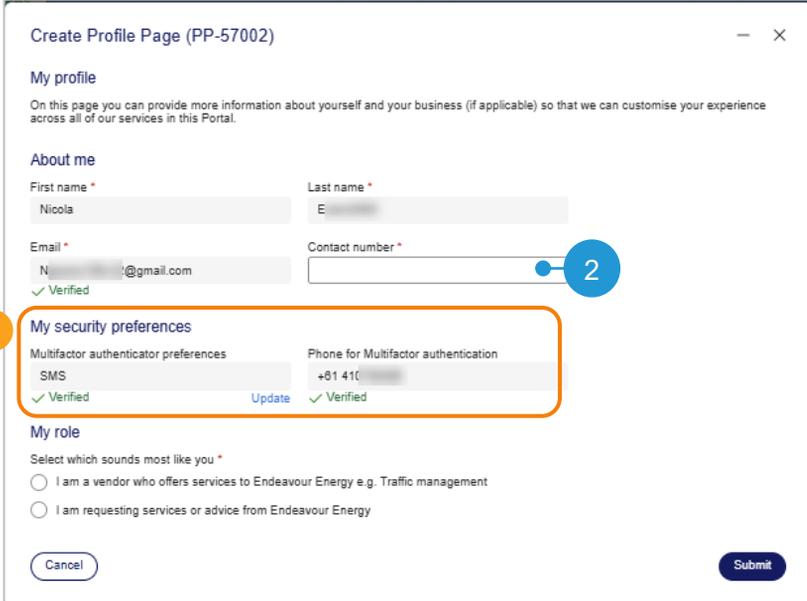
NEW USER – CONNECTIONS PORTAL

When you have registered and logged in to the Enterprise Customer Portal, the next step is to set up your profile



1. To set up your profile **click** 

or click  on the bottom left panel



The **Create Profile Page** displays

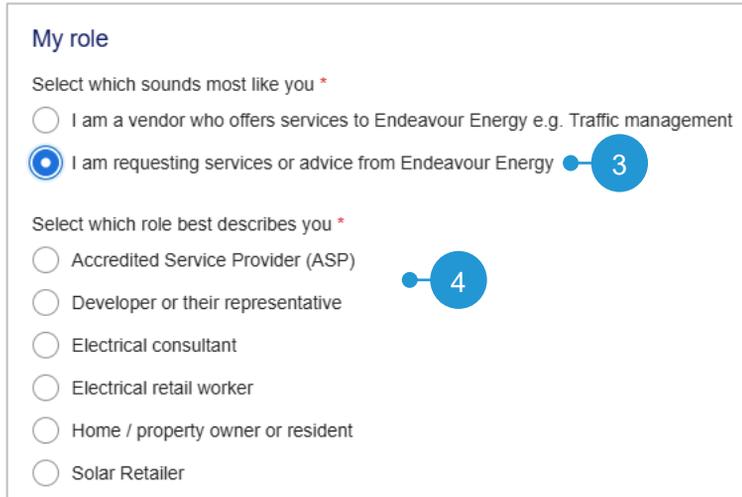
2. Enter your **Contact number**

*This can be the same as your phone number for Multi Factor Authentication or another number*

**i** There is an **Update** link below your current Multifactor authentication (MFA) option to change the details, 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.).

Click **Refresh** to see the updated information



3. For access to the **Connections Portal** or **Environment Portal**, select **I am requesting services or advice from Endeavour Energy**

4. Select the radio button for the **role which best describes you**

The fields you are then prompted to complete differ depending on the role you select

*(instructions are continued on the next page)*

**ACCREDITED SERVICE PROVIDER (ASP)**

Accredited Service Provider details **5**

ASP type \*  Accredited Service Provider (ASP) number

Company ABN/ACN \*

Company name

---

Address  ASP type \*  Accredited Service Provider (ASP) number

Company ABN/ACN \*  ✓ Verified

Company name

Address \*

When you have selected the ASP role radio button, the **Accredited Service Provider details** section displays

5. Select the **ASP type** from the drop-down list

Enter your **ASP Service Provider (ASP) number** (4 digits)

Enter your **Company ABN / ACN** and **click outside the field to validate** your entry

Your **Company name** auto-populates and the Company ABN/ACN shows ✓ Verified

Instructions to enter the **address** are continued on the [next page](#)

**DEVELOPER / ELECTRICAL CONSULTANT / ELECTRICAL RETAIL WORKER / SOLAR RETAILER**

Solar Retailer Details

Company ABN/ACN \*  **5**

Company name

Address \*

When you have selected the role, the **details** section displays.

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

5. Enter your **Company ABN / ACN** and **click outside the field to validate** your entry

Your **Company name** auto-populates and the Company ABN/ACN shows ✓ Verified

Instructions to enter the **address** are continued on the [next page](#)

Solar Retailer Details

Company ABN/ACN \*  ✓ Verified

Company name

Address \*

**i** 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.

HOME / PROPERTY OWNER OR RESIDENT

When you have selected the role, the **Home / property owner or resident details** section displays

5. Enter the **NMI** for your property if known / if available

Enter the **first 10 digits / characters only** (the 11<sup>th</sup> digit in your NMI is a checksum that we don't require)

ENTER ADDRESS

The last field to complete is the **Address**

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

7. Click **Submit**

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

OR

OR

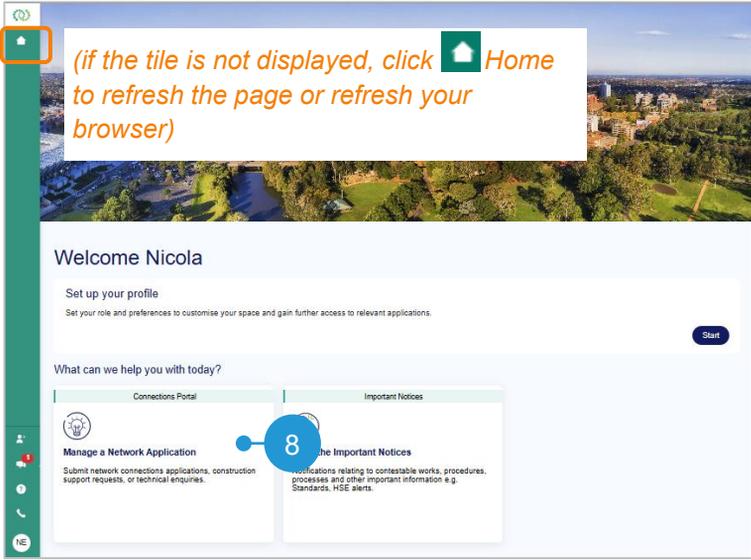
6. If your address is not found in the Google address search, select the **Can't find your address** checkbox and enter the address manually

7. 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 - SET UP PROFILE (continued)



NEW USER – CONNECTIONS PORTAL

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

The **Connections Portal: Manage a Network Application** tile now displays on your Customer Portal landing (Welcome) page

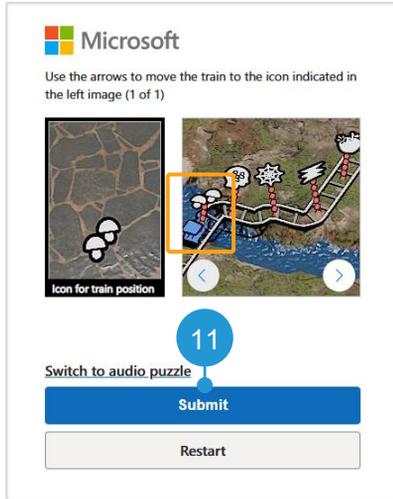
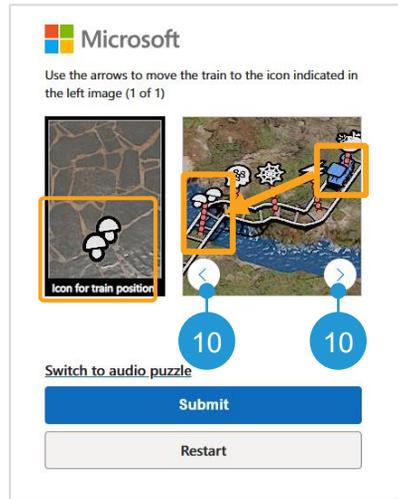
If you registered as an **ASP 3**, an access request for the **Environment Portal** is triggered (see [next page](#))

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



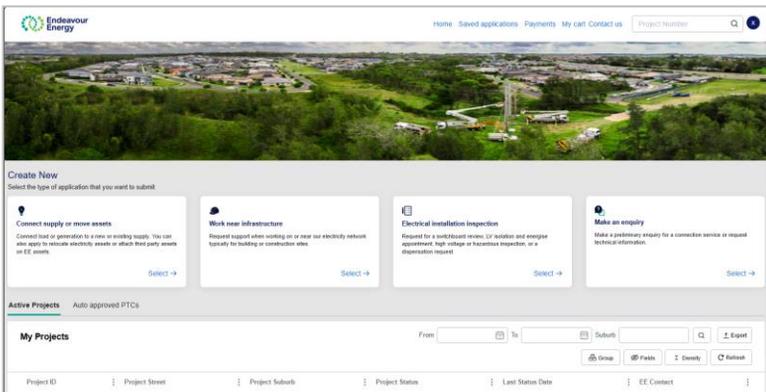
The **Security Verification** screen displays

9. [Click](#)



10. [Click](#) or to move the train to the relevant icon

11. [Click](#)

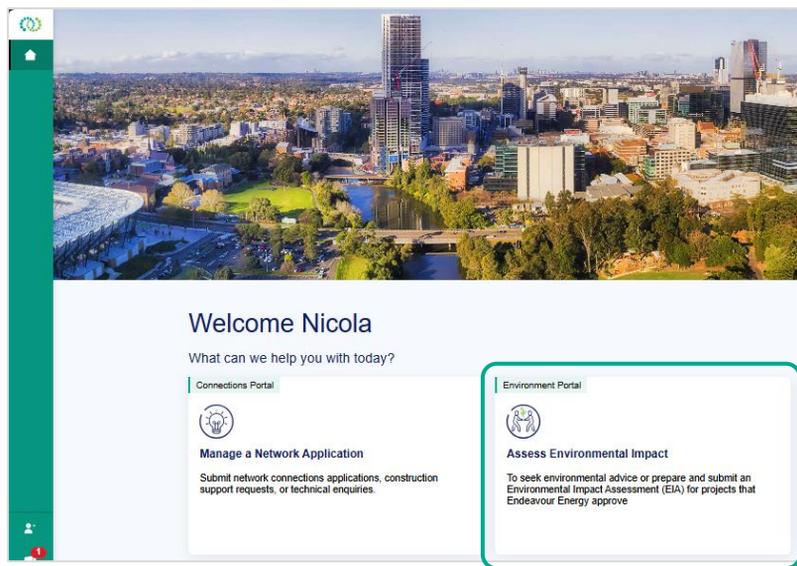
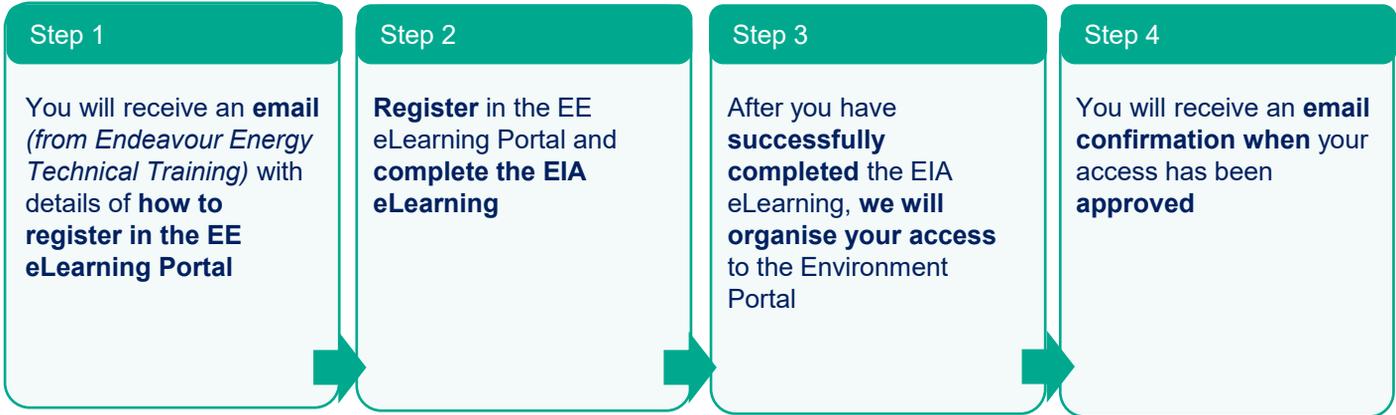
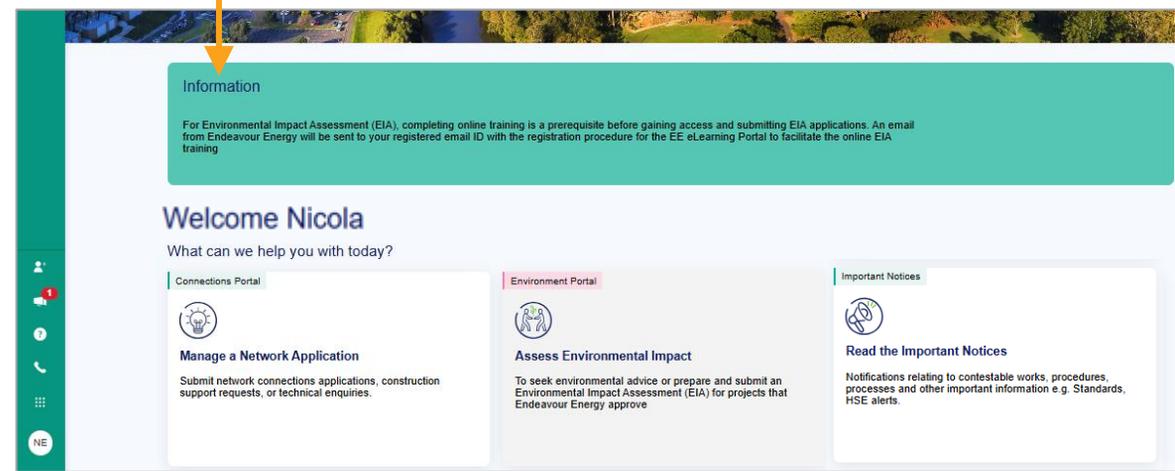


12. Your **Connections Portal** Home page opens in a new tab

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

If you registered as an **ASP 3**, the **Environment Portal** tile will display but will be greyed out (*inactive*). All new users must **complete pre-requisite training** before we grant access to the Environment Portal (see numbered steps below).

For Environmental Impact Assessment (EIA), completing online training is a prerequisite before gaining access and submitting EIA applications. An email from Endeavour Energy will be sent to your registered email ID with the registration procedure for the EE eLearning Portal to facilitate the online EIA training



The **Environment Portal: Assess Environmental Impact** tile is now active (*displays in white*) on your Enterprise Customer Portal landing page. Click the tile to access the Environment Portal.

SET UP PROFILE: NEW USER

To request access to:  
CONTRACTOR BOOKING SYSTEM

SUMMARY OF STEPS

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



Enterprise Customer Portal

**Enterprise Customer Portal** landing (Welcome) page  
• Set up your profile section – click **Start**

Create Profile Page

**About me**  
• Enter your **Contact Number**  
**My role**  
• Select **I am a vendor who offers services to Endeavour Energy e.g. Traffic management**  
• Select your **Company name** from the drop-down list  
• Click **Submit**

Enterprise Customer Portal

**Enterprise Customer Portal** landing (Welcome) page  
• Tile to access **Contractor Booking System** is added but **inactive** (greyed out) until your access is approved (24 – 48 hours)

Please allow **24-48 hours** for your registration request to be **approved**

You will receive an **email** confirmation when your **access has been approved**.

Enterprise Customer Portal

**Enterprise Customer Portal** landing (Welcome) page  
• Select **Contractor Booking System > Engagement of Contracted Services and Equipment** tile which is now **active** (white)

Security Verification

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

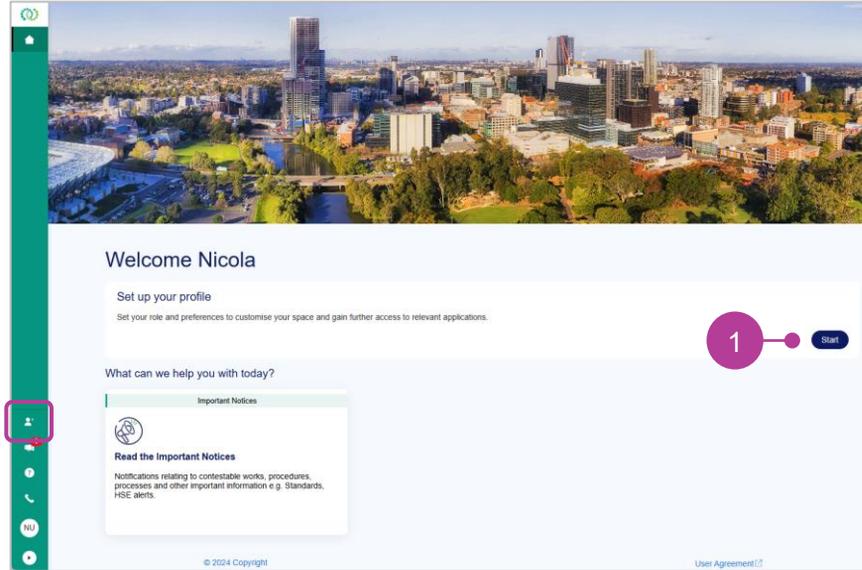
Contractor Booking System

**Contractor Booking System** Home screen opens in new tab

DETAILED INSTRUCTIONS - SET UP PROFILE

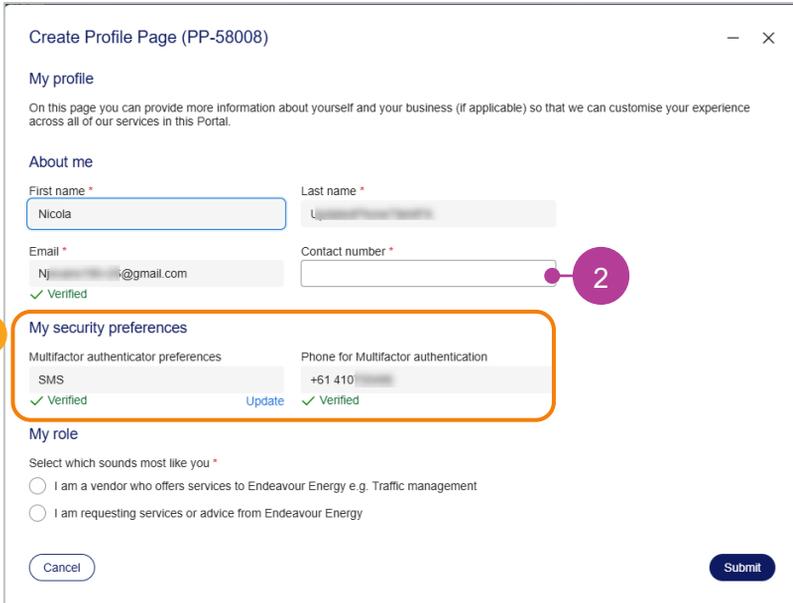
NEW USER – CONTRACTOR BOOKING SYSTEM

When you have registered and logged in to the Enterprise Customer Portal, the next step is to set up your profile



1. To set up your profile click **Start**

or click  on the bottom left panel



The **Create Profile Page** displays

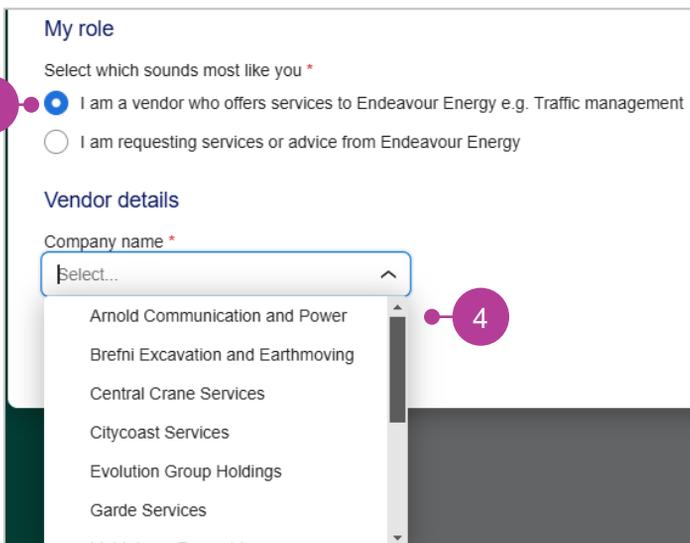
2. Enter your **Contact number**

*This can be the same as your phone number for Multi Factor Authentication or another number*

**i** There is an **Update** link below your current Multifactor authentication (MFA) option to change the details, 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.)

Click **Refresh** to see the updated information



3. For access to the **Contractor Booking System**, select **I am a vendor who offers services to Endeavour Energy e.g. Traffic management**

4. Select your **Company name** from the drop-down list

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

DETAILED INSTRUCTIONS - SET UP PROFILE *(continued)*

NEW USER – CONTRACTOR BOOKING SYSTEM

Create Profile Page (PP-58008)

**My profile**

On this page you can provide more information about yourself and your business (if applicable) so that we can customise your experience across all of our services in this Portal.

**About me**

First name \*  Last name \*

Email \*  ✓ Verified Contact number \*

**My security preferences**

Multifactor authenticator preferences  ✓ Verified [Update](#) Phone for Multifactor authentication  ✓ Verified

**My role**

Select which sounds most like you \*

I am a vendor who offers services to Endeavour Energy e.g. Traffic management

I am requesting services or advice from Endeavour Energy

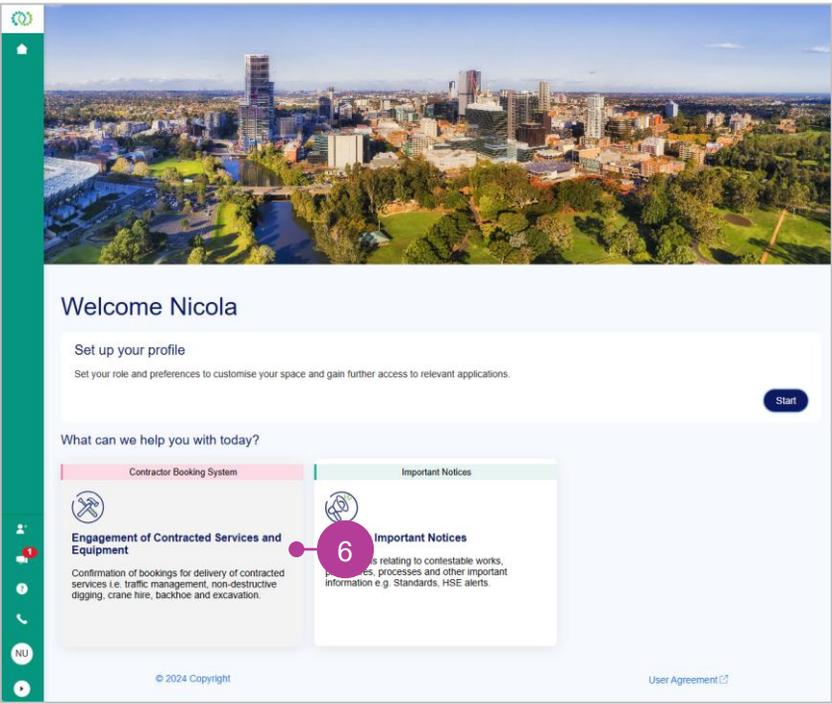
**Vendor details**

Company name \*

5

5. Click

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



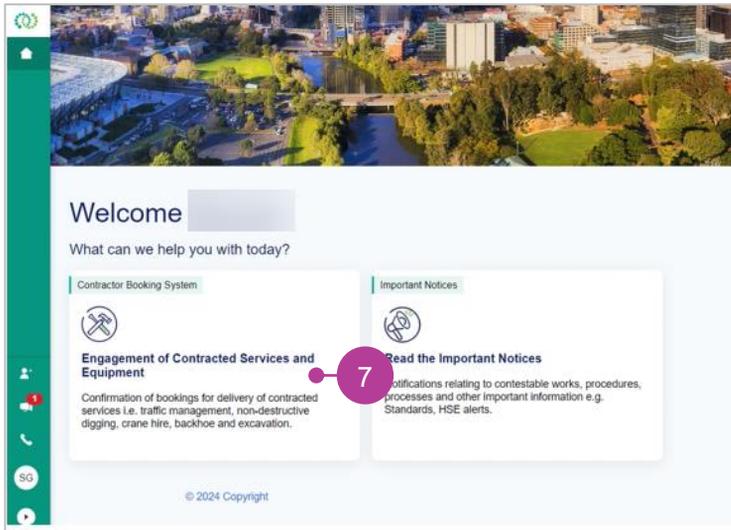
6. The tile to access the **Contractor Booking System** is added to your landing (Welcome) page but is **inactive** (greyed out) until your access is approved

Please allow **24-48 hours** for your registration request to be **approved**

*(instructions are continued on the next page)*

DETAILED INSTRUCTIONS - SET UP PROFILE (continued)

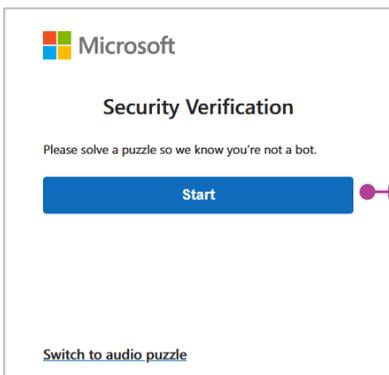
NEW USER – CONTRACTOR BOOKING SYSTEM



You will receive an **email** confirmation when your **access has been approved**.

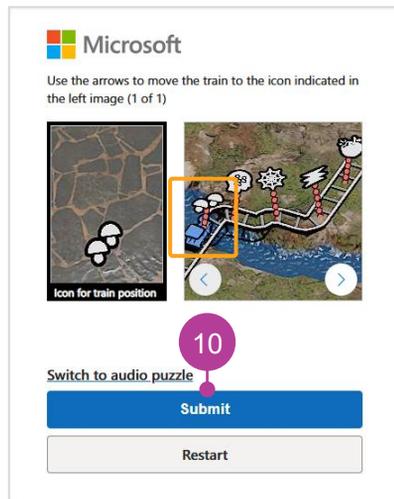
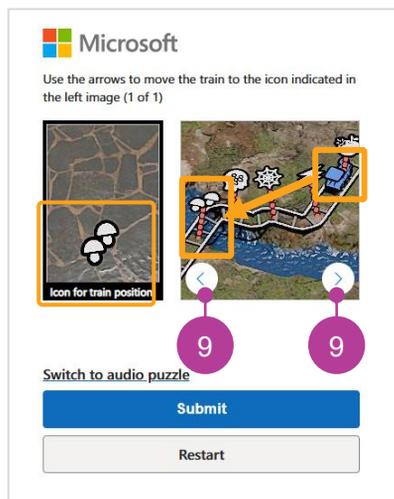
The **Contractor Booking System: Engagement of Contracted Services and Equipment** tile is now active (*displays in white*) on your Enterprise Customer Portal landing page

7. To access the Contractor Booking System **click**



The **Security Verification** screen displays

8. **Click**



9. **Click** or to move the train to the relevant icon

10. **Click**



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

