

Customer Portal

My Profile
Changing or Adding Details

Updating Profile Information

The screenshot shows the Energex Customer Portal home page. On the left is a vertical navigation menu with five buttons: 'Alerts' (orange, envelope icon), 'My Profile' (blue, gear icon), 'Application Summary' (green, magnifying glass icon), 'Help' (purple, question mark icon), and 'Links' (red, browser address bar icon). The main content area features a banner for 'MyConnect' application, a 'POSITIVE PAYBACK' promotion with 'Apply Now!' buttons, and another 'POSITIVE PAYBACK -BUSINESS-' promotion. A callout box with a green border points to the 'My Profile' button, containing the text: 'Click on My Profile on the Home page to change your registration details such as First Name, Last Name, Email Address, Mobile Phone Number, Username and Password.'

In the MyProfile area of the Energex Customer Portal you can:

- Update your **Registration Details** (e.g. username, first name, last name, mobile phone number, email address and password)
- Add an **Alternate Contact Number**
- Update or add **Postal Address**

Registration Details

The screenshot shows a form titled "Registration Details" with the following fields:

Username	joe12345	Email	myemail@hotmail.com
First Name	Joe	Mobile Phone	0499999999
Last Name	Citizen		

At the bottom right, there are two buttons: "Update Details" and "Change Password". Below the buttons, a message reads: "Having trouble updating your details? Try a different browser."

Registration Details relates to information entered when registration was completed to gain access to the Customer Portal, such as username, password and your unique email address. Changing these details can only be done via this area in the Energex Customer Portal.

- Click on Update Details under Registration Details to change any of the listed information such as First Name, Last Name, Email Address, Mobile Phone Number, Username or Password.
- All your Registration Details will be displayed. To change any of these details you will need to click on UPDATE next to the relevant heading and update the details accordingly.

The screenshot shows the "Registration Details" page with the following sections:

Fields marked with * are mandatory fields.
To change your details, click Update

Update User Registration Details	
First Name*	Joe
Last Name*	Citizen
Mobile Phone Number	0499999999
Username*	Brolyza
	UPDATE

Update Email Address	
Email Address*	joe12345@energex.com.au
	UPDATE

Update Password	
Password*	*****
	UPDATE

[BACK TO MY PROFILE](#)

NEED TO KNOW

Any changes made to your Registration Details will not be visible under My Profile until your next login. Depending on what details you change you may receive email notification.

Contact Details

Type

- The selection includes:
 - Home
 - Work
 - Mobile

Phone Number

- Enter the phone number in the field provided.
 - For a landline include the area code (e.g. 0799999999)
 - For a mobile number include the country code (e.g. +64 9999999999)

Are you the electricity account holder? (E.g. is your name on the electricity bill?)

- Select Yes or No

Click on the Save Details button to complete the update.

Postal Address

Country

- Select the correct country from the drop down options

Street Address

- Enter the street name and number or PO box details.

Suburb

- Enter the suburb

State/ Province

- Select the state from the drop down options if the postal address is within Australia
- If the postal country is a selection other than Australia, this field will change to a free form text field. Enter the province.

Postcode/ ZIP

- If the postal address is within Australia, enter the postcode
- If the postal address is outside Australia, enter the ZIP code or similar reference.

Click on the Save Details button to complete the update.