

Energex Electrical Partners Portal

First Time Subscription
Group Manager or
Member User Guide

Energex Limited
11 February 2021



Part of Energy Queensland

Version Control

Version	Date	Description
1.0	11/02/2021	Initial
1.1	02/01/2026	Updated to general enquiries opening times

Contact Energex

To report loss of supply:

13 62 62

For electricity emergencies:

13 19 62

For general enquiries:

energex.com.au

custserve@energex.com.au

13 12 53 (8:30am to 4:30pm, Monday to Friday)

Telephone interpreter service 13 14 50

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Log In

You can access the Energex EP Portal by entering in the direct link or via the Energex internet website.

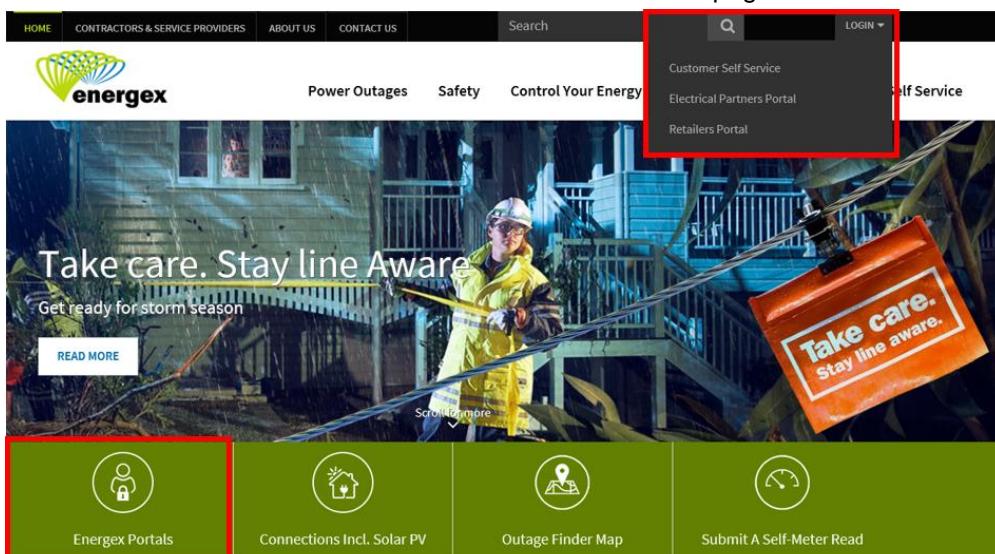
Direct EP Portal Link

Enter the direct link of <http://www.energex.com.au/energexportals>

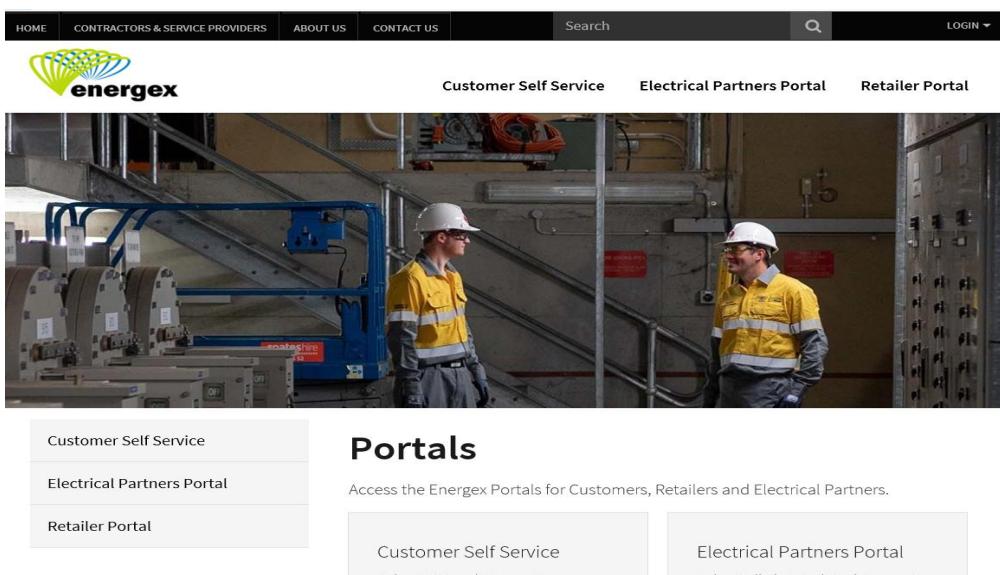
You can save this link to your favourites for your ease of access!

Energex Internet Website

1. Access the Energex website on <http://www.energex.com.au>
2. You can either:
 - click on LOGIN in the top toolbar, or
 - click on the Portals tile located in the centre of the home page

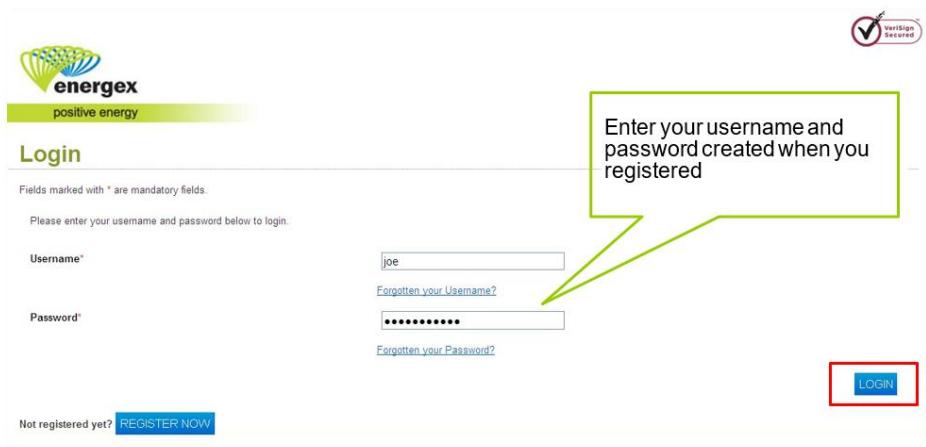


3. Click on the **Electrical Partners Portal** from the Portals page:



I'm Registered and Want to Login

If you have already registered to the EP Portal, you can enter in your username and password and click LOGIN.



The screenshot shows the Energex login page. At the top is the Energex logo with the tagline 'positive energy'. Below it is a 'Login' button. A note says 'Fields marked with * are mandatory fields.' A message asks to 'Please enter your username and password below to login.' The 'Username*' field contains 'joe'. Below it is a link 'Forgotten your Username?'. The 'Password*' field contains '*****'. Below it is a link 'Forgotten your Password?'. At the bottom are 'Not registered yet?' and 'REGISTER NOW' buttons, and a 'LOGIN' button which is highlighted with a red box. In the top right corner is a 'VeriSign Secured' logo.

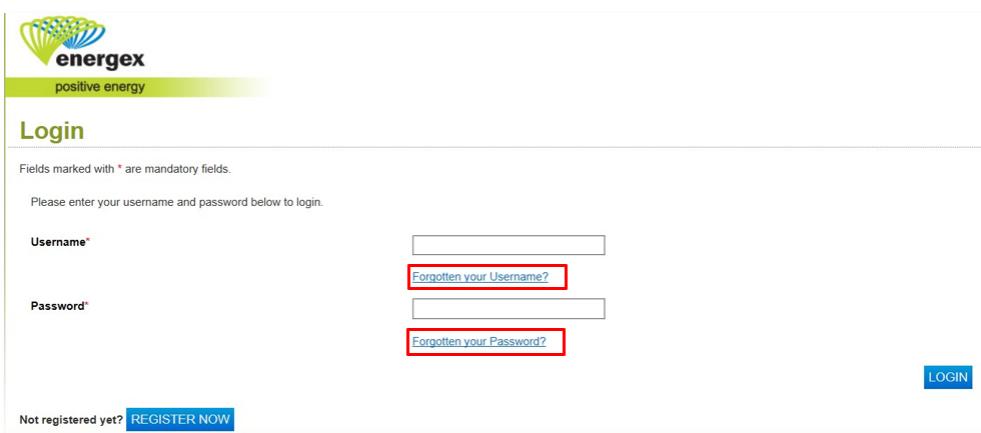
Once you click on LOGIN the 'You are logged in' page will load. This will display your username and the date and time of your last login. Click on CONTINUE to enter the EP Portal.



The screenshot shows the 'You are logged in' page. At the top is the Energex logo. Below it is a message 'You are logged in'. It shows the 'Username' as 'joseph' and 'Last login' as '03 March 2012 02:01:53 PM'. At the bottom is a 'CONTINUE' button which is highlighted with a red box.

Forgotten Your Username or Password?

If you have forgotten either your username or password, you can simply click on the 'Forgotten your Username?' or 'Forgotten your Password?' link on the main login page to reset your details.



The screenshot shows the login page again. The 'Username*' field and its 'Forgotten your Username?' link are highlighted with red boxes. The 'Password*' field and its 'Forgotten your Password?' link are also highlighted with red boxes. The 'LOGIN' button is at the bottom right.

Enter the email address you registered with and click Submit.



Forgotten username or password

Fields marked with * are mandatory fields.

To retrieve your username or password information, please enter the email address you used to register and click Submit. An email will be sent to your registered email address with instructions on how to retrieve your username or password.

Email address*

SUBMIT

Check your email (including your junk/spam folder).

We will send you an email to your registered email address. Look for a message with the subject: Reset your details.

The email will contain your username and a link to reset your password. Click the link and follow the steps to reset your username or password.

Electrical Partner Portal (EP Portal) Subscription

Once logged into the EP Portal, the primary purpose of subscription must be confirmed; what is your business's primary job? Your three options include:

1. ESO Licensed Electrical Contractor
2. CEC Accredited Solar Installer
3. Other Electrical Partner

The screenshot shows the Energex Electrical Partner Portal Subscription page. At the top, there is a navigation bar with the Energex logo, a 'positive energy' tagline, and links for 'Links', 'Reference', and 'Support'. On the right, there are 'Welcome' and 'Sign out' buttons. The main content area has a heading 'Electrical Partner Portal Subscription'. It asks for the primary purpose of subscription (with three radio button options: ESO Licensed Electrical Contractor, CEC Accredited Solar Installer, Other Electrical Partner, and 'I'm not sure what to select'). Below this, there is a section for 'Your Registration Details' with fields for First Name (Joe), Last Name (Citizen), Email (train17@qna.net.au), and Mobile Phone. A note states: 'This is the information you entered during registration. No action required.' At the bottom, there is a checkbox for accepting the 'Terms of use' and a 'Next >>' button. A callout box highlights the primary purpose selection area, another highlights the registration details, and a third highlights the 'Please ensure you read the EP Portal Terms of use' note.

You can subscribe to more than one option (e.g. ESO licensed Electrical Contractor AND a CEC Accredited Solar Installer), however as this is the first time you are subscribing to the EP Portal, you must select your primary purpose to access the Portal.

Once you are in the EP Portal you are able to add additional subscriptions through MyProfile.

There are two role types within the EP Portal; Group Manager and Member.

- **Group Manager** – can view all Electrical Work Requests (EWRs), Connect Applications and Enquiries submitted for the business, as well as the responsibility to approve, decline or unsubscribe (remove) members from the Group.
 - Users who are set up as Group Manager will receive emails sent from the EP Portal when Group Manager or Member subscription details change.
 - If you are setting up your Group for the very first time, you will be automatically added as Group Manager.
- **Members** – can only view EWRs, Connect Applications and Enquiries they have submitted for the business.

ESO Licensed Electrical Contractor

You must have a valid Electrical Contractor license number to complete your subscription under the ESO licensed Electrical Contractor option.

Subscribing your Group for the first time

- Select the ESO licensed Electrical Contractor option



Electrical Partner Portal Subscription

Please confirm your primary purpose of subscription

ESO Licensed Electrical Contractor

CEC Accredited Solar Installer

Other Electrical Partner

- Enter in the license number for the Group you are subscribing against. You will need to click on Check to validate the license number. Ensure the name is correct before continuing.



Please enter a valid Electrical Contractor (ESO) Licence Number

1234

Check ✓

Test Electrical

The EC license number entered is validated against information provided to Energex from the ESO. If the EC license number is not valid, you will receive a pop-up message which will tell you the status of the EC license number.

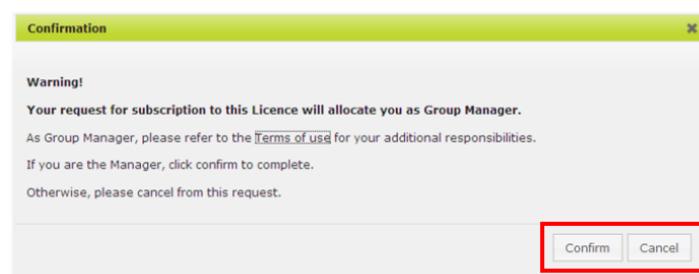
When setting up a Group for the very first time, the business details will need to be entered. Complete all the fields provided and then click on **Subscribe>>** to continue.

When setting up a Group for the very first time, the EP Portal will automatically assign the first user to the role of Group Manager.

- **Group Manager** - can view all Electrical Work Requests (EWR), Connect Applications and Enquiries submitted for the business as well as the responsibility to approve, decline or unsubscribe (remove) members from the Group.
- **Member** – can only view their submitted EWRs, Connects and Enquiries.

A Confirmation message will be received to advise you that you are the first user and will be set up as Group Manager.

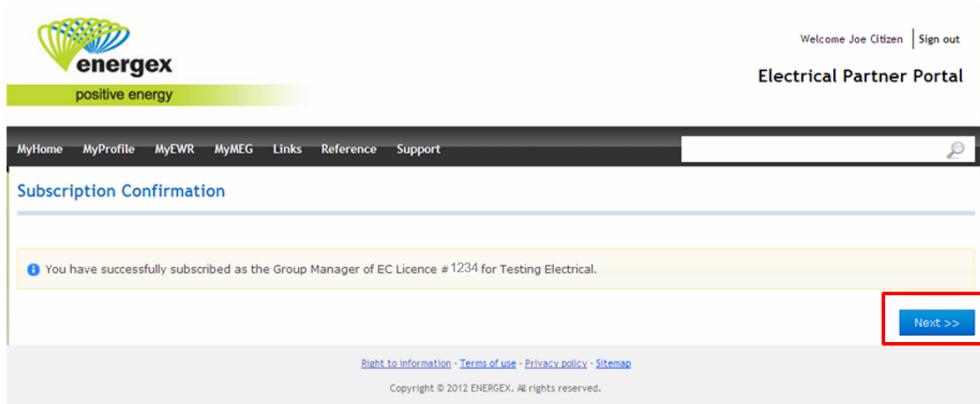
- If you **don't** want to be set up as the Group Manager for your Group, you will need to click Cancel to return to the subscription page.
- If you **do** want to be set up as the Group Manager for your Group, click Confirm.



You have the ability to easily change your role once you are in the EP Portal under MyProfile. For example; change from Group Manager to Group Member, or Group Member to Group Manager.

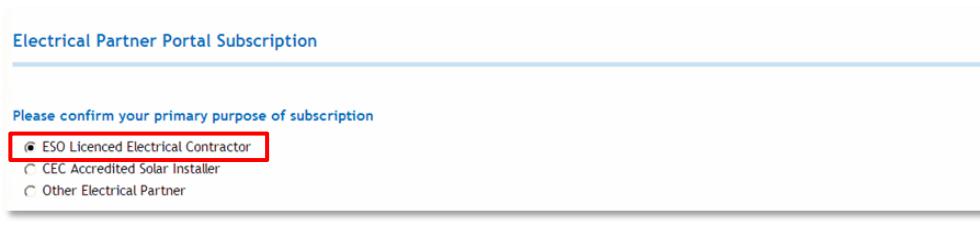
You must always have at least one Group Manager set up for your Group.

When Confirm is selected, a message will populate advising that you have successfully subscribed as Group Manager for your Group. Click Next>> to access the EP Portal.



Your Group is already set up in the Portal

- Select the ESO Licensed Electrical Contractor option

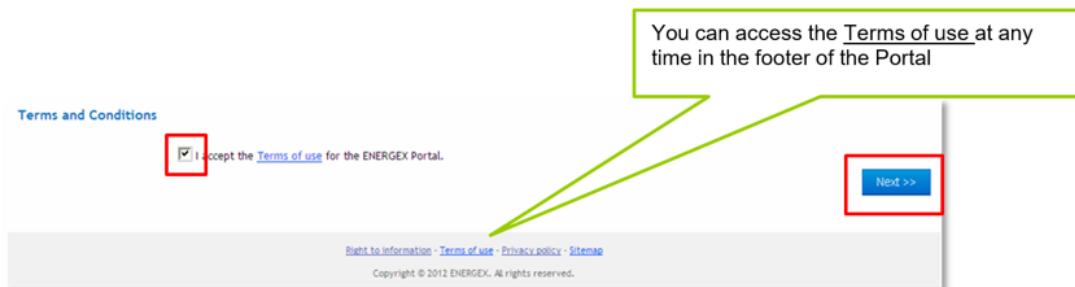


- Enter in the EC license number for the Group you are subscribing against. You will need to click on Check to validate the EC license number. Ensure the name is correct before continuing.

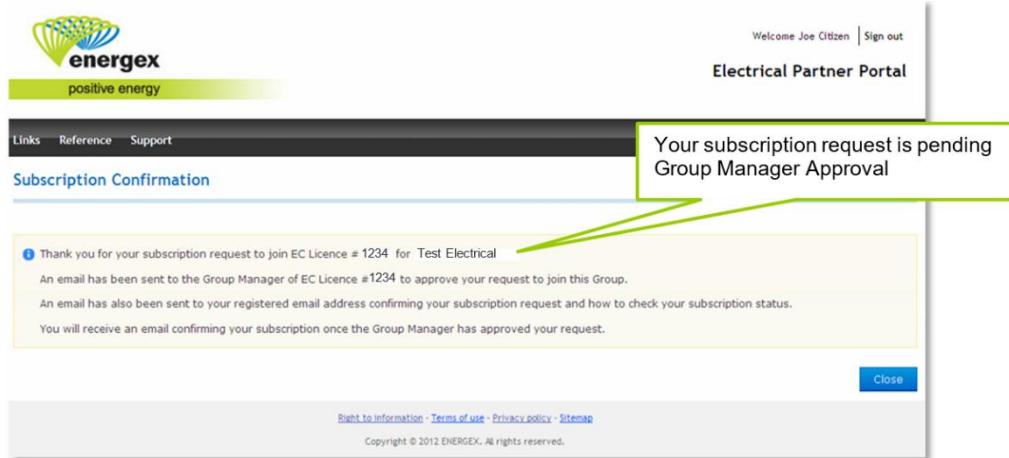
A screenshot of a validation form. It asks 'Please enter a valid Electrical Contractor (ESO) Licence Number' and has a text input field containing '1234'. Next to it is a 'Check' button with a green checkmark, also highlighted with a red box. Below the input fields is a button labeled 'Test Electrical'.

The EC license number entered is validated against information provided to Energex from the ESO. If the EC license number is not valid, you will receive a pop-up message which will tell you the status of the EC license number.

- Click in the box to say that you have read the Terms of use for the ENERGEX Portal and then click Next >> to continue.



- A message will populate advising that you have subscribed to the applicable Group and the EC Licence number that was entered. An email has been sent to the Group Manager of your Group who can either approve or decline your subscription.



You will only receive access to the EP Portal once the Group Manager approves your subscription.

CEC Accredited Solar Installer

You must have a valid CEC Accreditation Number to complete your subscription under the CEC Accredited Solar Installer option.

Subscribing your Group for the first time

- Select the CEC Accredited Solar Installer option



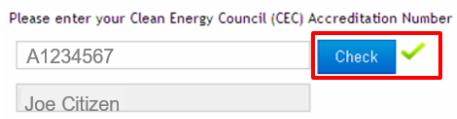
Please confirm your primary purpose of subscription

ESO Licensed Electrical Contractor

CEC Accredited Solar Installer

Other Electrical Partner

- Enter in your CEC Accreditation number. You will need to click on Check to validate the number. Ensure the name is correct before continuing.



Please enter your Clean Energy Council (CEC) Accreditation Number

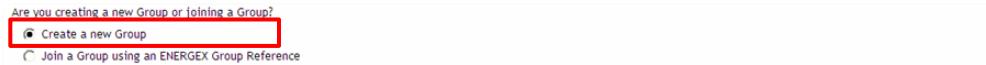
A1234567

Check ✓

Joe Citizen

The CEC Accreditation number entered is validated against information provided to ENERGEX from the CEC. If the CEC number is not valid, you will receive a pop-up message which will tell you the status of the CEC number.

- As you are setting up your Group for the very first time, you will need to select Create a new Group.



Are you creating a new Group or joining a Group?

Create a new Group

Join a Group using an ENERGEX Group Reference

- Click in the box to say that you have read the Terms of use for the ENERGEX Portal and then click Next >> to continue.



Terms and Conditions

I accept the [Terms of use](#) for the ENERGEX Portal.

Next >>

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- When setting up a Group for the very first time, the business details will be required. Complete all the fields provided and then click on Subscribe>> to continue.

Group Details

Business Name: Test Solar

ABN: 1111111111

Group Contact Details

Contact Name: Joe Citizen

Contact Email: train17@qna.net.au

Business Phone: 0400000000

Business Fax:

Physical Address

Street Address: 26 Reddcliff Street

Suburb: Newstead

State: Queensland

Postcode: 4006

Postal Address

Postal Street Address:

Postal Suburb:

Postal State:

Postal Postcode:

Subscribe >> **Cancel**

- When setting up a Group for the very first time, the EP Portal will automatically assign the first user to the role of Group Manager.
 - Group Manager** – can view all Connect Applications and Enquiries submitted for your business as well as the responsibility to approve, decline or unsubscribe (remove) members from your Group.
 - Member** - can only view their Connect Applications and Enquiries.

Welcome Joe Citizen | Sign out

Electrical Partner Portal

Subscription Confirmation

As you are the first user, you have been set up as Group Manager for your Group

You have successfully subscribed as the Group Manager for Test Solar. Your new Energex Group Reference is EGX128. Members joining your Group will need to use this reference. The ENERGEX Group Reference can also be found in your My Profile area in the Portal.

Next >>

An ENERGEX Reference Number is provided when you subscribe your Group for the very first time. You must provide this EGX reference number to any members who will be joining your group.

You can find the EGX reference number under MyProfile in the EP Portal

Your Group is already set up in the Portal

- Select the CEC Accredited Solar Installer option



Please confirm your primary purpose of subscription

ESO Licensed Electrical Contractor

CEC Accredited Solar Installer

Other Electrical Partner

- Enter in your CEC Accreditation number. You will need to click on Check to validate the number. Ensure the name is correct before continuing.



Please enter your Clean Energy Council (CEC) Accreditation Number

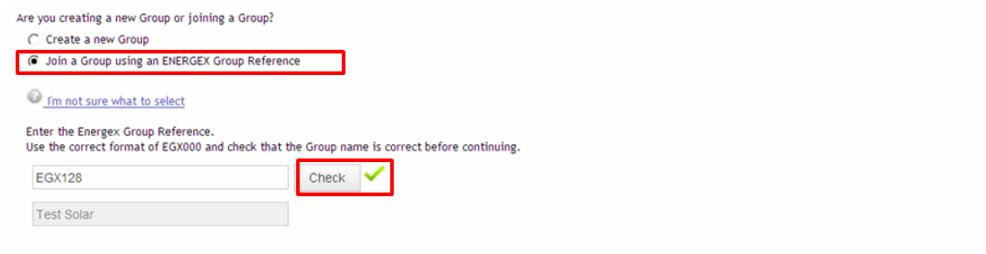
A1234567

Check 

Joe Citizen

The CEC Accreditation number entered is validated against information provided to ENERGEX from the CEC. If the CEC number is not valid, you will receive a pop-up message which will tell you the status of the CEC number.

As your Group has already been set up in the EP Portal, you will need to select Join a Group using an ENERGEX Group Reference and enter in your ENERGEX Group Reference that has been provided to you by your Group Manager (or the first user to the EP Portal). You will need to click on Check to validate your ENERGEX Group reference number. Ensure the name is correct before continuing.



Are you creating a new Group or joining a Group?

Create a new Group

Join a Group using an ENERGEX Group Reference

I'm not sure what to select

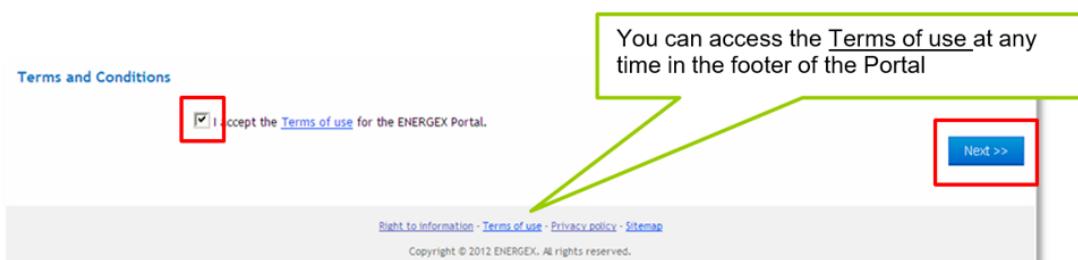
Enter the Energex Group Reference.
Use the correct format of EGX000 and check that the Group name is correct before continuing.

EGX128

Check 

Test Solar

Click in the box to say that you have read the Terms of use for the ENERGEX Portal and then click Next > to continue.



Terms and Conditions

I accept the [Terms of use](#) for the ENERGEX Portal.

You can access the [Terms of use](#) at any time in the footer of the Portal

Next >

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Copyright © 2012 ENERGEX. All rights reserved.

You will receive a message advising that you have subscribed to the applicable Group and the ENERGEX reference number you entered. An email has been sent to the Group Manager of your Group who can either approve or decline your subscription.

Links Reference Support

Subscription Confirmation

Your subscription request is pending Group Manager approval

i Thank you for your subscription request to join Test Solar (#EGX128).

An email has been sent to the Group Manager for Test Solar to approve your request to join this group.

An email has also been sent to your registered email address confirming your subscription request and how to check your subscription status.

You will receive an email confirming your subscription once the Group Manager has approved your request.

[Close](#)

You will only receive access to the EP Portal once the Group Manager approves your subscription.

Other Electrical Partner

You must have a valid ENERGEX Group reference number (for example EGX128) to complete your subscription under Other Electrical Partner.

You will need to subscribe using Other Electrical Partner when:

- I am the Administration person for a Solar Installer business, I don't have a CEC Accredited Solar Installer number and I do the data entry for all the Connect Applications and Enquiries for the business.
- I am a UMS Consultant/ Customer and require access to the EPP to complete Connect Applications and Enquiries relating to Un Metered Supply.

Select the Other Electrical Partner option:

Please select additional subscriptions

ESO Licensed Electrical Contractor
 CEC Accredited Solar Installer
 Other Electrical Partner

Enter in your Energex Group reference number that has been provided to you by your Group Manager (for the first user to the Portal). You will need to click on Check to validate your ENERGEX Group reference number. Ensure the name is correct before continuing.

Enter the Energex Group Reference.
 Use the correct format of EGX000 and check that the Group name is correct before continuing.

EGX128

[Check](#)

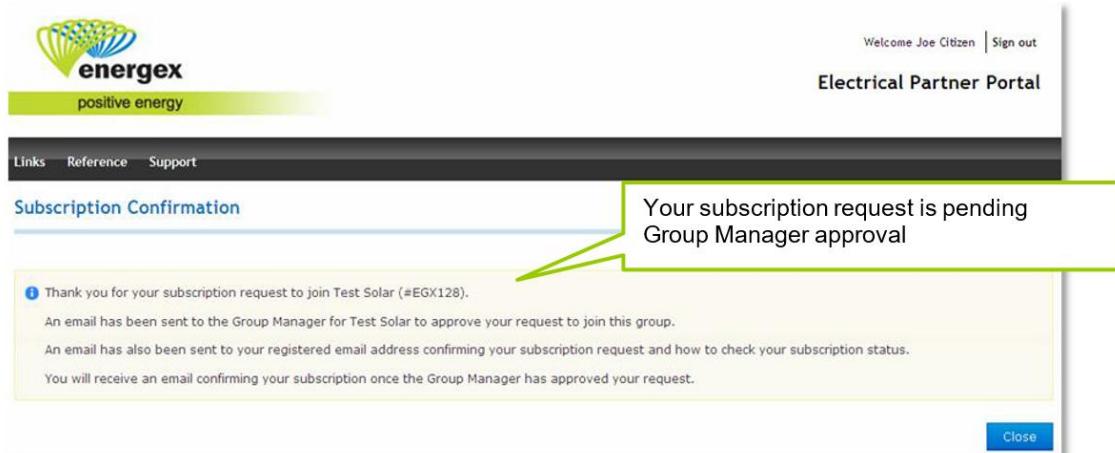


Test Solar

Click in the box to say that you have read the Terms of use for the ENERGEX Portal and then click Next >> to continue.



You will receive a message advising that you have subscribed to the applicable Group and the ENERGEX reference number you entered. An email has been sent to the Group Manager of your Group who can either approve or decline your subscription.

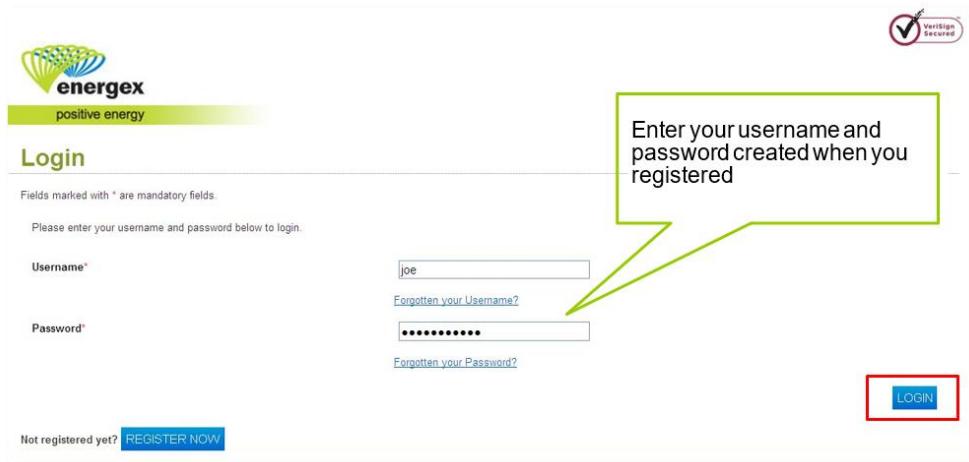


You will only receive access to the EP Portal once the Group Manager approves your subscription.

Want to Cancel Your Subscription?

If you are a Member (not the Group Manager or first-time user), you have the ability to cancel your subscription request.

- Login to the EP Portal using your username and password:



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Login

Fields marked with * are mandatory fields.

Please enter your username and password below to login.

Username*

[Forgotten your Username?](#)

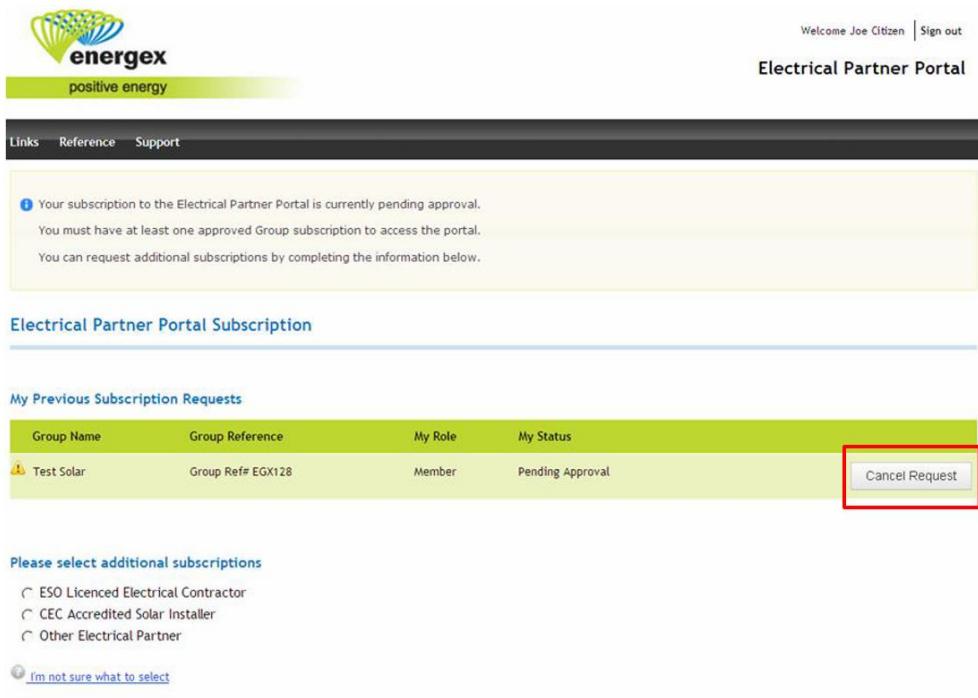
Password*

[Forgotten your Password?](#)

LOGIN

Not registered yet? [REGISTER NOW](#)

Once you have logged in, you will see your previous subscription request. Click on Cancel Request to remove your subscription request.



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positive energy

Welcome Joe Citizen | Sign out

Electrical Partner Portal

Links Reference Support

>Your subscription to the Electrical Partner Portal is currently pending approval.
You must have at least one approved Group subscription to access the portal.
You can request additional subscriptions by completing the information below.

Electrical Partner Portal Subscription

My Previous Subscription Requests

Group Name	Group Reference	My Role	My Status	
⚠ Test Solar	Group Ref# EGX128	Member	Pending Approval	Cancel Request

Please select additional subscriptions

ESO Licensed Electrical Contractor

CEC Accredited Solar Installer

Other Electrical Partner

I'm not sure what to select

Subscription Emails

Each time you create a new Group or join an existing Group within the EP Portal, you will receive emails which advise you where your subscription status is at or what change you have made in the EP Portal.

Subscription emails will be generated for a number of reasons, some of the key scenarios may include:

- A **Group Manager** subscribing for the first time will receive an email to advise they are the Group Manager for their Group
- A **Group Member** subscribing for the first time will receive an email to advise their subscription request is pending, and the Group Manager will receive a request to either approve or decline their subscription.
- A **Group Manager** or **Group Member** cancels their subscription request will receive an email confirming their cancellation has been processed.

All subscription emails will be sent from energexportal@energex.com.au

An example of a subscription email sent to the Group Member (John)

Subject: ENERGEX Portal - Subscription Awaiting Group Manager Approval

Hello John Smith (John),

Thank you for your subscription request to join the ENERGEX Electrical Partners Portal.

Your request to join as Group Member to Test Electrical on 03 March at 15:00 is awaiting Group Manager approval.

How to check the status of your subscription on the Portal

Checking the status of your subscription is easy, simply follow the steps below:

Visit the ENERGEX Portal website at www.energex.com.au/epp
Enter your username or password
Then follow the prompts

Alternatively, once your Group Manager has approved your request, you will receive an email.

Any questions?

If you have any questions or would like further information:

Email us at energexportal@energex.com.au
Call the ENERGEX Electrical Contractor Line on 1300 762 397 Monday to Friday between 8:00am and 4:00pm
Call the ENERGEX Solar PV Installer Line on 1300 366 846 Monday to Friday between 8:00am and 6:30pm

Regards,

ENERGEX Portal Team



An example of a subscription email sent to the Group Manager (Joe) to approve Group Member (John)

Subject: ENERGEX Portal - Subscription Approval Required

Hello Joe Citizen (Joe),

You have the following pending subscription request:

John Smith (John) has requested to subscribe to Test Electrical on 03 March at 15:00.

How to approve / decline subscription requests on the Portal

Approving / declining a request is easy, simply follow the steps below:

Visit the ENERGEX Portal website at www.energex.com.au/epp
Enter your username or password
Select Manage My Groups from the My Profile section
Then follow the prompts

Alternatively, once your Group Manager has approved your request, you will receive an email.

Any questions?

If you have any questions or would like further information:

Email us at energexportal@energex.com.au
Call the ENERGEX Electrical Contractor Line on 1300 762 397 Monday to Friday between 8:00am and 4:00pm
Call the ENERGEX Solar PV Installer Line on 1300 366 846 Monday to Friday between 8:00am and 6:30pm

Regards,

ENERGEX Portal Team