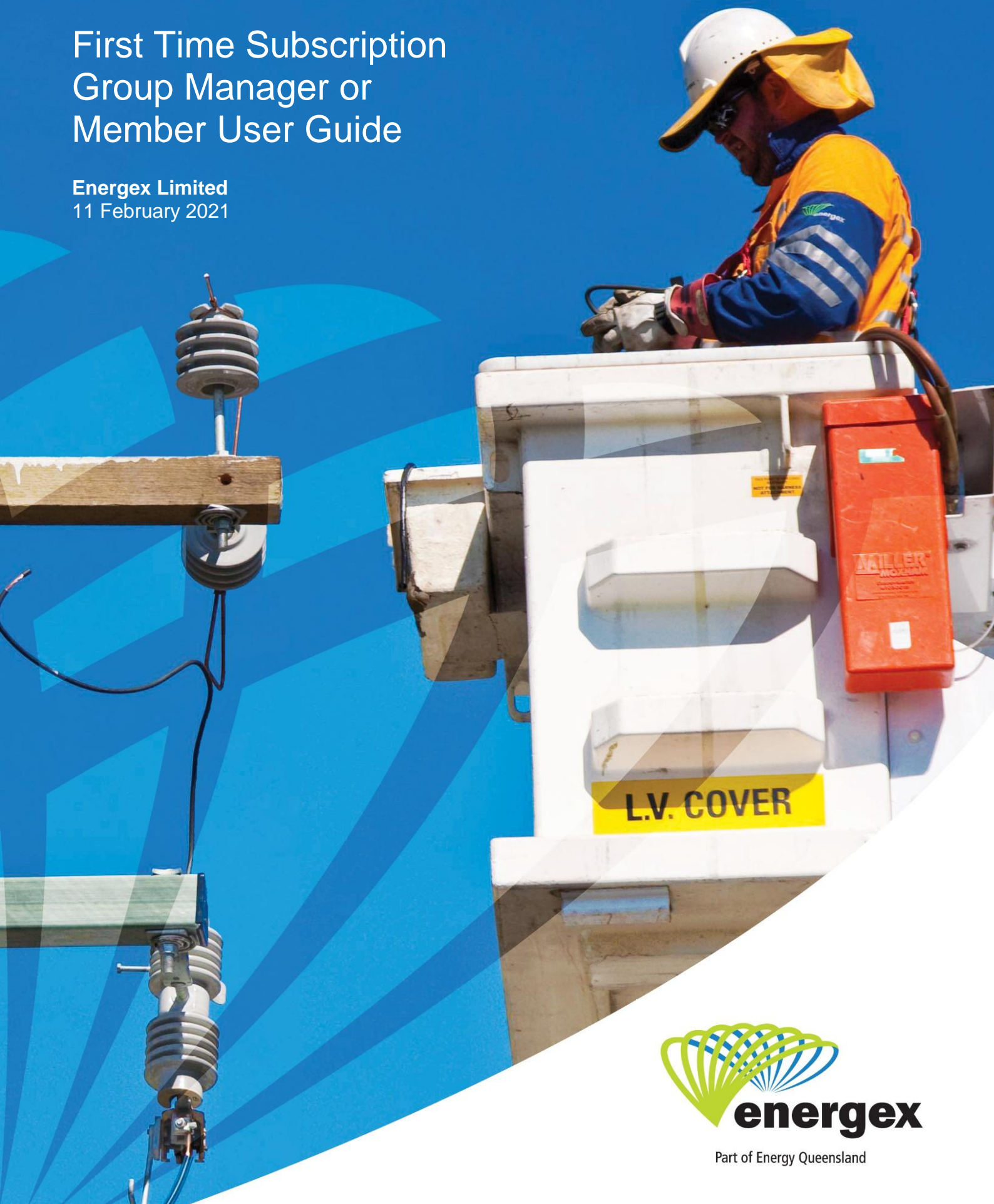


# Energex Electrical Partners Portal

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](http://energex.com.au)

[custserve@energex.com.au](mailto:custserve@energex.com.au)

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

Telephone interpreter service 13 14 50



Follow us on [twitter.com/energex](https://twitter.com/energex)



Like us on [facebook.com/energex](https://facebook.com/energex)

© Energex Limited 2020

® Energex and Energex Positive Energy are registered trademarks of Energex Limited

Energex Limited ABN 40 078 849 055

GPO Box 1461, Brisbane QLD 4001

# Contents

---

<b>Log In</b>	<b>1</b>
Direct EP Portal Link.....	1
Energex Internet Website .....	1
I'm Registered and Want to Login.....	2
Forgotten Your Username or Password? .....	2
<b>Electrical Partner Portal (EP Portal) Subscription</b> .....	<b>4</b>
<b>ESO Licensed Electrical Contractor</b> .....	<b>5</b>
Subscribing your Group for the first time .....	5
Your Group is already set up in the Portal.....	7
<b>CEC Accredited Solar Installer</b> .....	<b>9</b>
Subscribing your Group for the first time .....	9
Your Group is already set up in the Portal .....	11
<b>Other Electrical Partner</b> .....	<b>12</b>
<b>Want to Cancel Your Subscription?</b> .....	<b>14</b>
<b>Subscription Emails</b> .....	<b>15</b>

# Log In

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

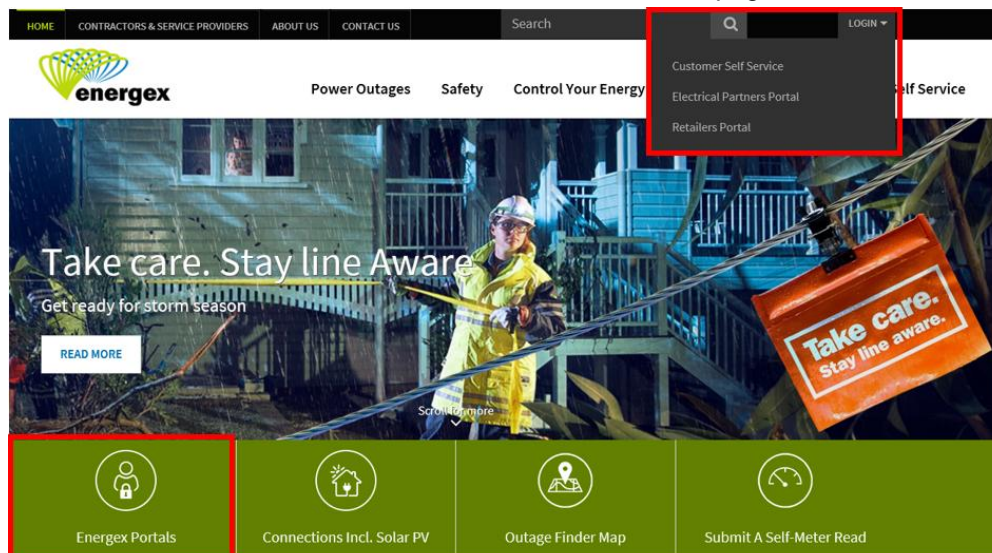
## Direct EP Portal Link

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

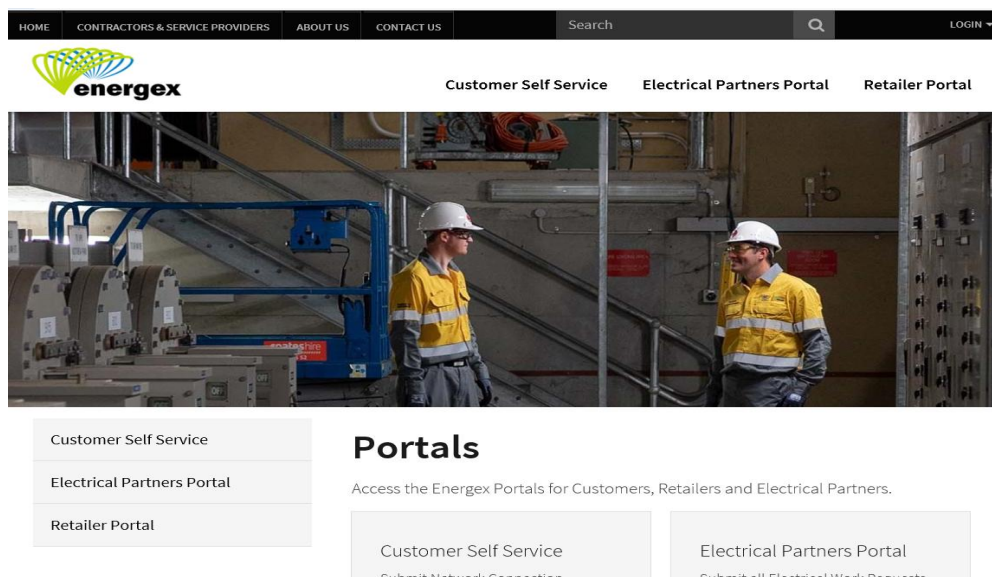
You can save this link to your favourites for your ease of access!

## 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.

energenx  
positive energy

### 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 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.

energenx  
positive energy

### You are logged in

Username	joseph
Last login	03 March 2012 02:01:53 PM

CONTINUE

## 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.

energenx  
positive energy

### Login

Fields marked with \* are mandatory fields.

Please enter your username and password below to login.

Username\*

Forgotten your Username?

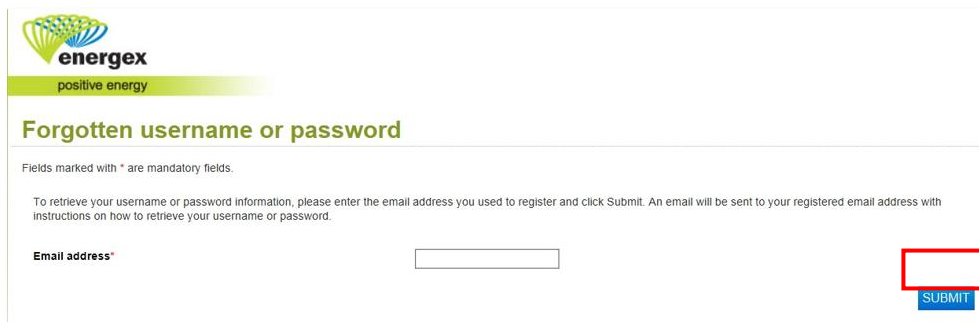
Password\*

Forgotten your Password?

LOGIN

Not registered yet? [REGISTER NOW](#)

Enter the email address you registered with and click Submit.



The screenshot shows a web form for recovering a forgotten username or password. At the top left is the Energen logo with the tagline 'positive energy'. The title of the form is 'Forgotten username or password'. Below the title, a note states: 'Fields marked with \* are mandatory fields.' A paragraph of instructions follows: '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.' The form contains a single input field labeled 'Email address\*'. To the right of the input field is a blue 'SUBMIT' button, which is highlighted with a red rectangular box.

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 'Electrical Partner Portal Subscription' form. At the top, the EnergeX logo and 'positive energy' tagline are visible. A navigation bar includes 'Links', 'Reference', and 'Support'. A callout points to the 'Support' link, stating: 'Under Support access Frequently Asked Questions, Tips and Tricks, Training Materials and how to Contact Us'. The main heading is 'Electrical Partner Portal Subscription'. Below it, a message says: 'Please complete the details below to confirm your subscription to the Electrical Partners Portal. All fields are mandatory.' The section 'Please select additional subscriptions' has three radio buttons: 'ESO Licensed Electrical Contractor', 'CEC Accredited Solar Installer', and 'Other Electrical Partner'. A callout points to these options, asking: 'Select your primary purpose of subscription; what is your business's primary job?'. Below this is a link: 'I'm not sure what to select'. The 'Your Registration Details' section contains input fields for 'First Name' (Joe), 'Last Name' (Citizen), 'Email' (train17@qna.net.au), and 'Mobile Phone'. A callout points to the 'First Name' field, stating: 'This is the information you entered during registration. No action required.' Below the details is the 'Terms and Conditions' section with a checkbox and the text: 'I accept the [Terms of use](#) for the ENERGEX Portal.' A callout points to the 'Terms of use' link, stating: 'Please ensure you read the EP Portal Terms of use'. A 'Next >>' button is at the bottom right.

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.

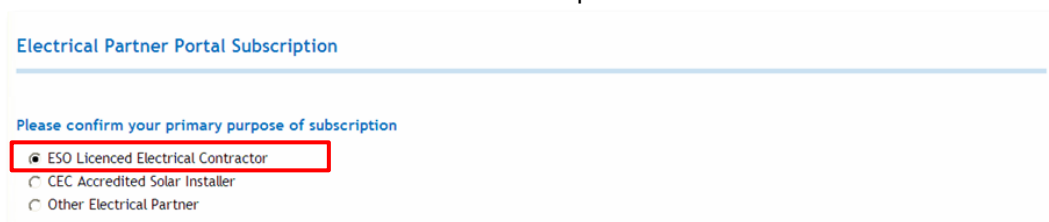
- **Group Manager** – can view all Electrical Work Requests (EWRs), Connect Applications and Enquiries submitted for the business, as well as the responsibility to approve, decline or unsubscribe (remove) members from the Group.
  - Users who are set up as Group Manager will receive emails sent from 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



- 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.



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.

The screenshot shows the 'Electrical Partner Portal' interface. At the top, there's a header with the 'energex positive energy' logo on the left and 'Welcome | Sign out' on the right. Below the header is a navigation bar with 'Links', 'Reference', and 'Support'. The main content area is titled 'Group Subscription'. It contains several sections: 'Electrical Contractor Details' with fields for 'LicenceNumber' (1234) and 'LegalName' (TestElectrical); 'Group Details' with 'Business Name' (Test Electrical) and 'ABN' (1111111111); 'Physical Address' with 'Street Address' (26 Reddycliff Street), 'Suburb' (Newstead), 'State' (Queensland), and 'Postcode' (4006); 'Group Contact Details' with 'Contact Name' (Joe Citizen), 'Contact Email' (train17@qna.net.au), 'Business Phone' (0400000000), and 'Business Fax'; and 'Postal Address' with 'Postal Street Address', 'Postal Suburb', 'Postal State', and 'Postal Postcode'. A link 'Use Physical Address' is also present. At the bottom right, there are two buttons: 'Subscribe >>' (highlighted with a red box) and '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 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 Enquires.

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

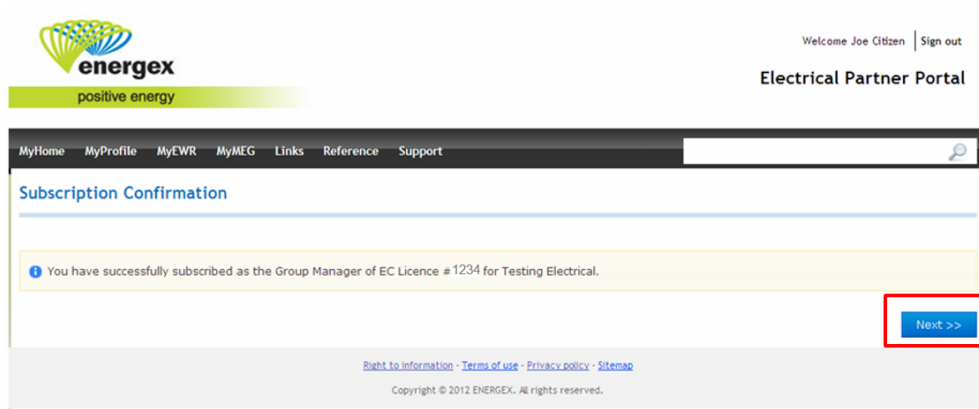
- If you **don't** want to be set up as the Group Manager for your Group, you will need to click Cancel to return to the subscription page.
- If you **do** want to be set up as the Group Manager for your Group, click Confirm.

The screenshot shows a 'Confirmation' dialog box with a yellow header. The text inside reads: 'Warning! Your request for subscription to this Licence will allocate you as Group Manager. As Group Manager, please refer to the [Terms of use](#) for your additional responsibilities. If you are the Manager, click confirm to complete. Otherwise, please cancel from this request.' At the bottom right, there are two buttons: 'Confirm' and 'Cancel' (both highlighted with a red box).

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.

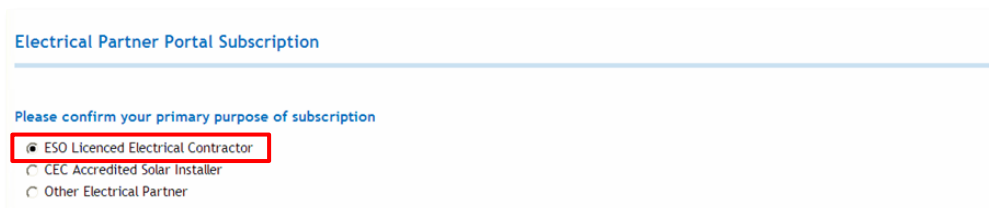
You must always have at least one Group Manager set up for your Group.

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.

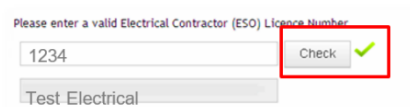


## Your Group is already set up in the Portal

- Select the ESO Licenced 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.



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.

Terms and Conditions

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

[Next >>](#)

[Right to information](#) - [Terms of use](#) - [Privacy policy](#) - [Sitemap](#)

Copyright © 2012 ENERGEX. All rights reserved.

- 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.

energex  
positive energy

Welcome Joe Citizen | Sign out

Electrical Partner Portal

Links Reference Support

Subscription Confirmation

Thank you for your subscription request to join EC Licence # 1234 for Test Electrical

An email has been sent to the Group Manager of EC Licence #1234 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](#)

[Right to information](#) - [Terms of use](#) - [Privacy policy](#) - [Sitemap](#)

Copyright © 2012 ENERGEX. All rights reserved.

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 Licenced 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.

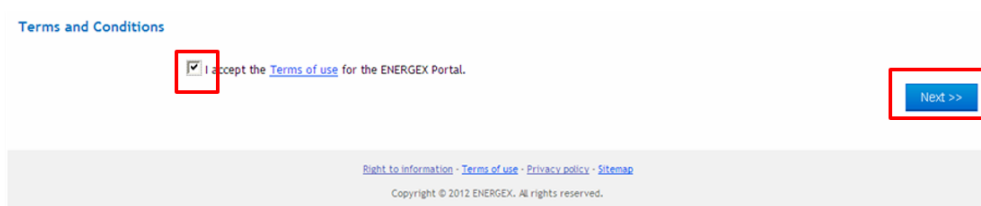


Are you creating a new Group or joining a Group?

☒ 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 >>

[Right to information](#) - [Terms of use](#) - [Privacy policy](#) - [Sitemap](#)

Copyright © 2012 ENERGEX. All rights reserved.

- 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.

energex positive energy

Welcome | Sign out

Electrical Partner Portal

Links Reference Support

### Group Subscription

#### Group Details

Business Name:

ABN:

#### Physical Address

Street Address:

Suburb:

State:

Postcode:

#### Group Contact Details

Contact Name:

Contact Email:

Business Phone:

Business Fax:

#### Postal Address

[Use Physical 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.

energex positive energy

Welcome Joe Citizen | Sign out

Electrical Partner Portal

MyHome MyProfile MyTWR MyMEG Links Reference Support

### Subscription Confirmation

**Success** You have successfully subscribed as the Group Manager for Test Solar.

**Important!** 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



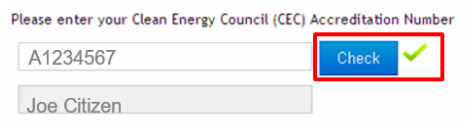
Please confirm your primary purpose of subscription

☐ 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

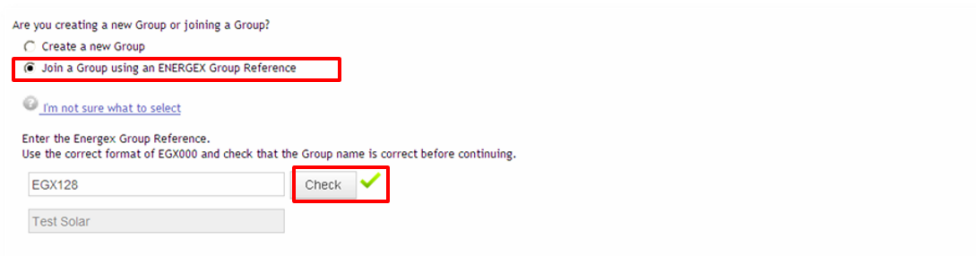
A1234567

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](#)

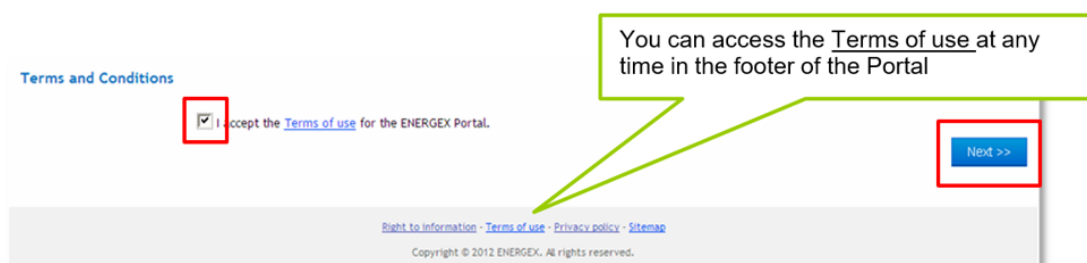
Enter the Energex Group Reference.  
Use the correct format of EGX000 and check that the Group name is correct before continuing.

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.

[Next >>](#)

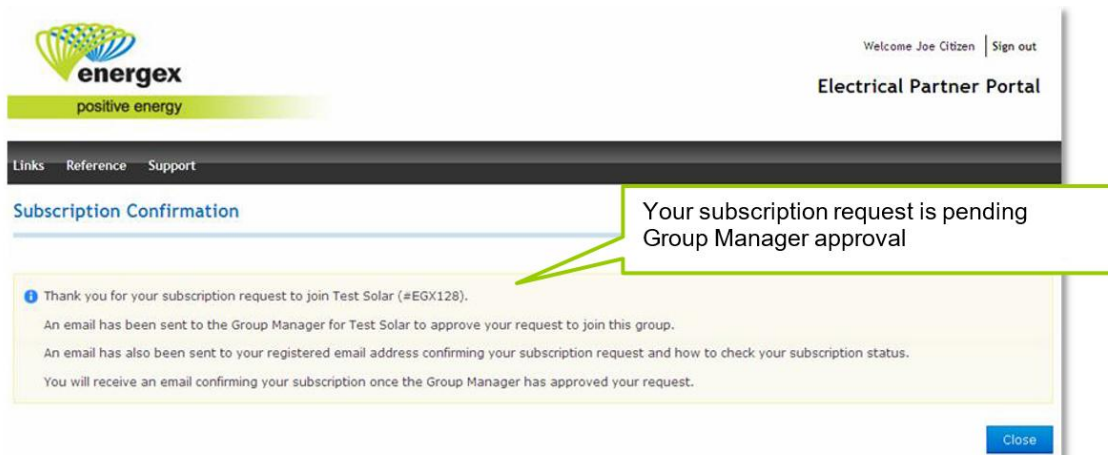
[Right to information](#) - [Terms of use](#) - [Privacy policy](#) - [Sitemap](#)

Copyright © 2012 ENERGEX. All rights reserved.

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

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.

## 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 Licenced 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

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.

[Next >>](#)

[Right to information](#) - [Terms of use](#) - [Privacy policy](#) - [Sitemap](#)

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.

**energex**  
positive energy

Welcome Joe Citizen | [Sign out](#)

**Electrical Partner Portal**

[Links](#) [Reference](#) [Support](#)

**Subscription Confirmation**

**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.

## 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:

energex  
positive energy

### Login

Fields marked with \* are mandatory fields.

Please enter your username and password below to login.

Username\*  [Forgotten your Username?](#)

Password\*  [Forgotten your Password?](#)

Not registered yet? [REGISTER NOW](#)

[LOGIN](#)

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

energex  
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 Licenced 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:

- **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](mailto: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](http://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](mailto: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](http://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](mailto: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