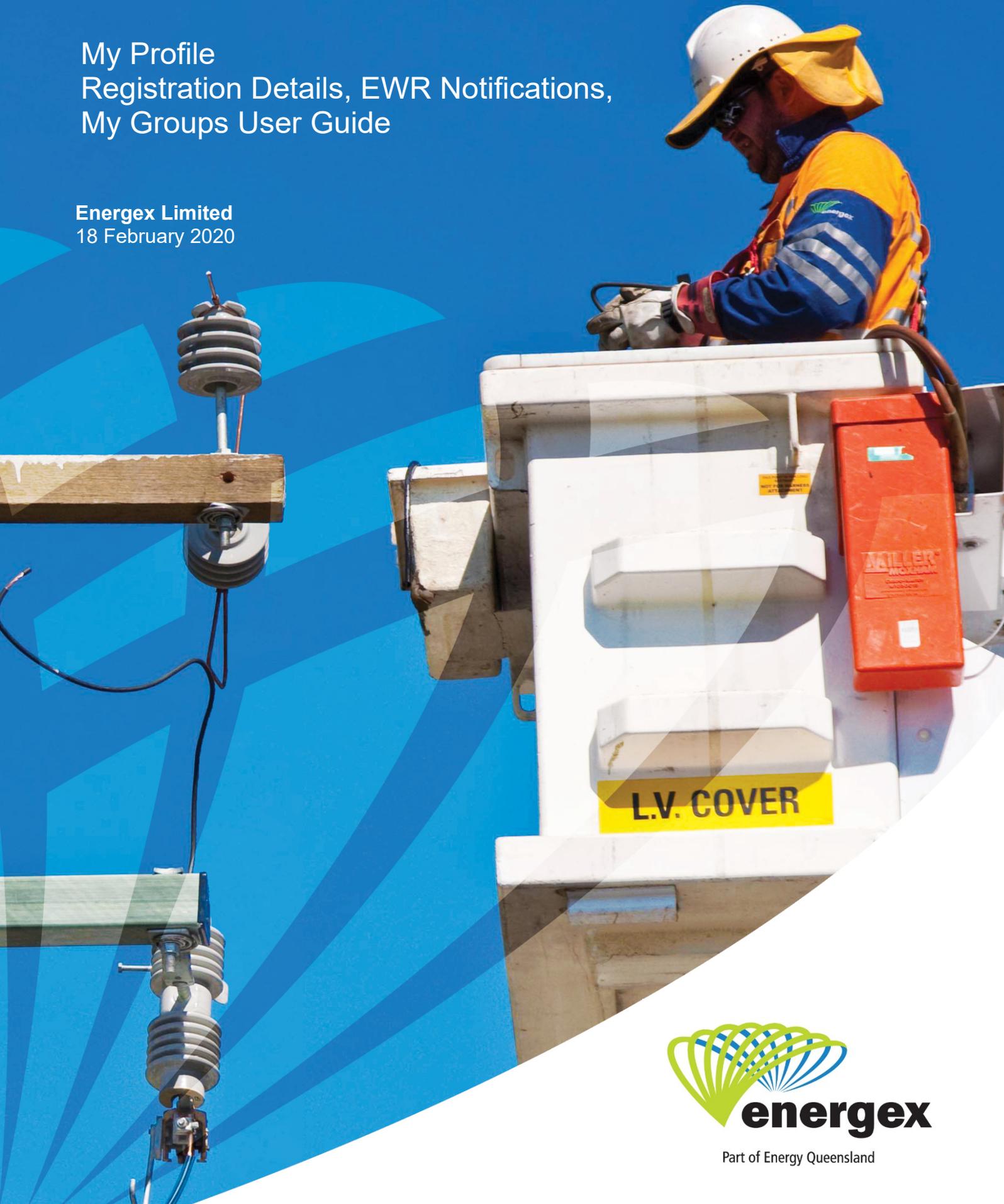


Energex Electrical Partners Portal

My Profile
Registration Details, EWR Notifications,
My Groups User Guide

Energex Limited
18 February 2020



Part of Energy Queensland

Version Control

Version	Date	Description
1.0	18/02/2021	Initial

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 (7:00am to 5:00pm, Monday to Friday)

Telephone interpreter service 13 14 50



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MyProfile



In the [MyProfile](#) area of the External Partners (EP) Portal you can:

Update your **Registration Details** (e.g. username, password, email address)

As a Solar Installer, you can **add multiple or new** CEC Accreditation numbers in manually

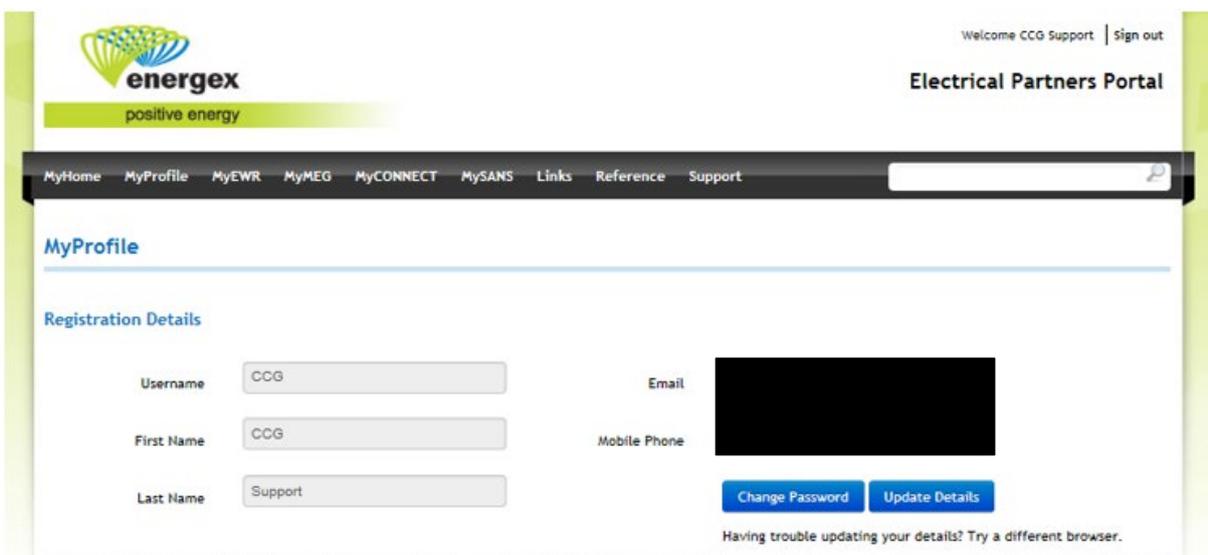
As an Electrical Contractor, you can **select what EWR status updates** you would like to be notified for all EWRs

Access to My Groups. This is the area where you can subscribe to another group and manage your group members as a Group Manager.

Registration Details

[Registration Details](#) holds the information you entered when you registered for access to EP Portal such as username, password and your unique email address. Changing these details can only be done via this area in the EP Portal.

1. Click on [Update Details or Change Password](#) under [Registration Details](#) to change any of the listed information.



- You will notice that a new tab or window has opened displaying all your [Registration Details](#). To change any of these details you will need to click on [UPDATE](#) next to the relevant heading.

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Registration Details

Fields marked with * are mandatory fields.

To change your details, click Update.

Update User Registration Details

First Name* [REDACTED]
Last Name* [REDACTED]
Mobile Phone Number [REDACTED]
Username* [REDACTED] [UPDATE](#)

Update Email Address

Email Address* [REDACTED] [UPDATE](#)

Update Password

Password* [REDACTED] [UPDATE](#)

[BACK TO MY PROFILE](#)

Copyright © Energex [Right to Information](#) [User Agreement](#) [Privacy Policy](#)

- Once you have updated your details click on [CONFIRM](#).
- A message will display confirming your details have been updated. Click on [COMPLETE](#) to return to [Registration Details](#).

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User Details Updated

Your user details have been successfully updated.

[COMPLETE](#)

- When updating an email address, an email will be sent to your updated email address where you will need to activate the link to confirm the change of your email. Your request to change email address will only be complete once this link is activated.

6. An email will also be sent to your original email address confirming this change request.

Subject: Activate your changed email address

Hello Sterling,

We have received a request to change your email address for the EnergeX Portal.

To activate your changed email address, please click on the link below:

<https://www.sparq.com.au/my-access-preprod/Profile/ConfirmEmailAddressChange.aspx?userName=test01&confirmationCode=a1e8c99dc5d644d886353cbb9dab3d57&emailType=New&returnUrl=https%3a%2f%2fwww.energex.com.au%2fpp-preprod%2fCP%2fProfile&CPY=EX>

This email change request was made on 15/03/2013 4:05:44 PM.

For security reasons, the above link will expire in 24 hours if it is not accessed and no changes will be made to your details.

Regards,
EnergeX Portal Team
energexportal@energex.com.au

You will need to click on the link provided to change your email address

This email message (including any file attachments transmitted with it) is for the sole use of the intended recipient(s) and may contain confidential and legally privileged information. Any unauthorised review, use, alteration, disclosure or distribution of this email (including any attachments) by an unintended recipient is prohibited. If you have received this email in error, please notify the sender by return email and destroy all copies of the original message. Any confidential or legal professional privilege is not waived or lost by any mistaken delivery of the email. EnergeX accepts no responsibility for the content of any email which is sent by an employee which is of a personal nature.

Sender Details:
EnergeX
GPO Box 1461 Brisbane QLD Australia 4001
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<http://www.energex.com.au>

EnergeX policy is to not send unsolicited electronic messages. Suspected breaches of this policy can be reported by replying to this message including the original message and the word "UNSUBSCRIBE" in the subject.

To report this email as spam, please forward to spam@mailcontrol.com

NEED TO KNOW
For security reasons, you have 24 hours from the time the request was made to change your password using the link in the email. If you do not click on the link inside this 24 hour timeframe, your request will expire, and you will need to try your request again.

Changes to Update on your Next Login

Any changes made to your [Registration Details](#) can be seen on the [Update Details](#) page, however these changes will not be visible under the heading [Registration Details](#) under [MyProfile](#) until you logout, then log back in.

Clean Energy Council (CEC) Details

Clean Energy Council Details

If you have multiple CEC Accreditations or need to replace an expired Accreditation, enter the CEC number, check it then click 'Add CEC Number'.
Please enter your Clean Energy Council (CEC) Accreditation Number:

Accreditation Number	Licencee	Status
A12345678	Joe Citizen	Current

If you have **multiple** CEC Accreditation Numbers or your existing CEC Accreditation Number has **expired**, manually add in your new or additional CEC Number here.

If your existing CEC Accreditation Number has **expired**, the **Status** will automatically update in the green table from Current to Expired.

To add another CEC Number:

1. Enter in the **CEC Accredited number** in the field provided and click on **Check**.
2. If the name is correct, click on **Add CEC Number** to add this CEC number into the EP Portal. When submitting a CONNECT, this number will now appear under the **Clean Energy Council Accreditation No.** field.

NEED TO KNOW

If your CEC Accreditation Number has expired the status will change from Current to Expired. When submitting a new CONNECT, the expired CEC Number will no longer appear in the drop down list under the Clean Energy Council Accreditation No. field. You cannot delete an expired CEC Accreditation Number.

Manage My Notifications

Manage My Notifications

Use my Registration Email Address
 Change my Notification Email Address to: [Redacted]

Use my Registration Mobile Number
 Change my Notification Mobile Number to: 0400000001

The email address and phone number will automatically default to your Registration email address and phone number.

Status	Notify Me By
EWR Processing	<input type="checkbox"/> Email <input type="checkbox"/> SMS
Awaiting Retailer Request	<input type="checkbox"/> Email <input type="checkbox"/> SMS
Retailer Request Received	<input type="checkbox"/> Email <input type="checkbox"/> SMS
Appointment Set	<input type="checkbox"/> Email <input type="checkbox"/> SMS
Work Scheduled	<input type="checkbox"/> Email <input type="checkbox"/> SMS
Retailer Request Cancelled	<input type="checkbox"/> Email <input type="checkbox"/> SMS
Cancelled due to Scheduling	<input type="checkbox"/> Email <input type="checkbox"/> SMS
Cancelled by Retailer	<input type="checkbox"/> Email <input type="checkbox"/> SMS
Closed - No Access	<input type="checkbox"/> Email <input type="checkbox"/> SMS
Incomplete - Form 3 Left	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Completed	<input type="checkbox"/> Email <input type="checkbox"/> SMS
Completed - Form 3 Left	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS

Hover your mouse over a Status type to see the definition or click on help

You will automatically be notified on Form 3 Left updates

Save Settings

[Manage My Notifications](#) allows you to select which of the EWR statuses you would like to receive an update on, and how you wish to receive these updates.

- You can receive updates via Email, SMS or both.
- Your selection here will be the default for all submitted EWRs.
- You will automatically receive updates on Incomplete - Form 3 Left and Completed – Form 3 Left.

NEED TO KNOW

When submitting a new EWR, you can change these notification settings for that EWR only, through the *Change EWR Notification* area.

Change your Email Address or Mobile Number

1. The email address and mobile number will **automatically default to your Registration** email address and Mobile number. If you would like to send your EWR status updates to a different email address and/or mobile number, click on:
 - [Change my Notification Email Address to:](#)
 - [Change my Notification Mobile Number to:](#)
2. You will need to enter in your new email address and/or mobile number **in the blank field**.
3. Click on [Save Settings](#) located underneath the **green** status table to save changes.

NEED TO KNOW

If you make any changes to your email address or mobile number, you will receive an email to confirm that these changes have been made. Look for an email from energexportal@energex.com.au

Select or Change your EWR Status Updates

1. If you are not sure what each EWR status means, you can hover over the status (e.g. EWR Processing, Completed) or click on the help  for more information.
2. Next to the EWR **Status**, tick how you wish to be notified under the [Notify Me By](#) heading. You can select Email, SMS or both.
3. Click on [Save Settings](#) located underneath the **green** status table to save changes.

My Groups

My Groups

Group Name	Group Reference	My Role	My Status	
Test Electrical	Group Ref# EGX988 EC# 1234	Manager	Approved	Manage Unsubscribe
Test Solar	Group Ref# EGX989	Manager	Approved	Manage Unsubscribe

[Subscribe to another Group](#)

The [My Groups](#) area will display all Groups (or businesses) you have subscribed to, your role and the status for that Group.

[My Groups](#) will look slightly different for all users depending on how you have been set up - whether you are Group Manager or a Member.

- [Group Name](#) - This is the business you have subscribed to
- [Group Reference](#)
 - If you are an Electrical Contractor - your EC Licence number will be displayed
 - If you are a Solar Installer - you will see your EGX reference number which associates all users to the same Group
- [My Role](#) – Are you a Manager or a Member for your Group
- [My Status](#) – What is your subscription status?
 - [Approved](#) – your subscription been Approved by the Group Manager
 - [Pending Approval](#) – the Group Manager has yet to Approve or Decline your subscription
- [Manage](#) button – This button will only appear if you are set up as a Group Manager. The [Manage](#) button allows you change a user's role (Group Manager or Member), approve or decline subscription requests and view all members associated with your Group.
- [Unsubscribe](#) button – This button will only appear when your subscription request has been approved. If your subscription request is not approved, the button will display as [Cancel Request](#).
- [Subscribe to another Group](#) – If you work for more than one business, you can subscribe to another Group.

How to Approve or Decline a Member Subscription

The Group Manager will receive an email each time a new member subscribes to their

My Groups

Group Name	Group Reference	My Role	My Status		
Test Electrical	Group Ref# EC#1234	Manager	Approved	Manage	Unsubscribe
Test Solar	Group Ref#EGX989	Manager	Approved	Manage	Unsubscribe

[Subscribe to another Group](#)

Group. it is the Group Managers responsibility to [Approve](#) or [Decline](#) their subscription.

1. Click on the [Manage](#) button to take you to your [Group Members](#) list. If you are a Manager for more than one group, ensure you select the [Manage](#) button next to the correct [Group Name](#). (Refer to above example).

Group Members

Name	Username	Mobile Phone	Role	Status	
Joe Citizen	joe	0400000001	Manager	Approved	Unsubscribe
John Test	John	0400000000	Member	Pending Approval	Approve Decline

2. Look for the member who is requesting access to your Group and click on the action to either [Approve](#) or [Decline](#) their request.
 - [Approve](#) – will allow access to your Group
 - [Decline](#) – will not allow access to your Group

NEED TO KNOW

An email is sent to the Member to advise the outcome of their subscription request, whether they have been approved or declined. An email is also sent to the Group Manager. Once a member is approved, they can access the EP Portal straight away.

Change Role from Member to Manager or Manager to Member

My Groups

Group Name	Group Reference	My Role	My Status		
Test Electrical	Group Ref# EC#4234	Manager	Approved	Manage	Unsubscribe
Test Solar	Group Ref#EGX989	Manager	Approved	Manage	Unsubscribe

[Subscribe to another Group](#)

There are two types of roles within the EP Portal; [Group Manager](#) and [Member](#).

- [Group Manager](#) – can view all EWRs and/or CONNECTs (Solar PV – Form 1060) 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 the Group Manager will receive emails sent from the EP Portal when a user's details change.
- [Member](#) – can only view EWRs and/or CONNECTs (Solar PV – Form 1060) they have submitted for the business.

NEED TO KNOW

Only a user set up as Group Manager can change roles from Member to Manager or Manager to Member.

1. Click on the [Manage](#) button to take you to your [Group Members](#) list. If you are a Manager for more than one group, ensure you select the [Manage](#) button next to the correct [Group Name](#). (Refer to above example).

Group Members

Name	Username	Mobile Phone	Role	Status	
Joe Citizen	joe	0400000001	Manager	Approved	Unsubscribe
John Test	John	0400000000	Member	Pending Approval	Approve Decline

2. Look for the name of the user whose role you wish to change.
3. From the drop down list select the role you now wish this user to have – [Manager](#) or [Member](#). You will receive a pop-up box asking if you are sure you wish to make this change.
4. Once a user's role has changed, an email is sent to the user to advise them of the role change.

NEED TO KNOW

- It is at your discretion how many users you set up as Group Manager for your Group.
- The EP Portal requires a minimum of one Group Manager per Group.
- If you are the only Group Manager, you will need to change a Member to a Manager role before you can change yourself to a Member.
- An email will be sent to the Group Manager and Member to advise that their role has been changed. Look for an email from energportal@energex.com.au

Change your Business Details

My Groups

Group Name	Group Reference	My Role	My Status		
Test Electrical	Group Ref# 989 EC#1234	Manager	Approved	Manage	Unsubscribe
Test Solar	Group Ref#988	Manager	Approved	Manage	Unsubscribe

[Subscribe to another Group](#)

Under the [My Groups](#) area you can change any of your business details that were entered when your Group was first set up. This includes your Business Name, ABN, Physical Address or Group Contact Details. Only a user set up as **Group Manager** can update business details.

1. Click on the [Manage](#) button to take you to the [Manage Group](#) area. If you are a Manager for more than one group, ensure you select the [Manage](#) button next to the correct [Group Name](#). (Refer to above example)
2. Update the required fields and click on [Save Details](#).
3. An email will be sent to the Group Manager when changes are made to Group Details. Look for an email from energexportal@energex.com.au

Welcome Joe Citizen | [Sign out](#)

Electrical Partners Portal

[MyHome](#) [MyProfile](#) [MyEWR](#) [MyMEG](#) [MyCONNECT](#) [Links](#) [Reference](#) [Support](#)

Manage Group

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:

[Save Details](#)

Subscribe to Another Group

My Groups

Group Name	Group Reference	My Role	My Status		
Test Electrical	Group Ref# EC#1234	Manager	Approved	Manage	Unsubscribe
Test Solar	Group Ref# EGX989	Manager	Approved	Manage	Unsubscribe

Subscribe to another Group

When you register to the EP Portal you are asked to subscribe against your business's primary role. Once you are in the EP Portal, if you work for several businesses, you can now subscribe to additional Groups if required.

Click on [Subscribe to another Group](#) if you work for more than one business and subscribe to groups as required.

Cancel your Subscription

You can cancel your additional subscription request under the [My Groups](#) area.

Member

1. If you subscribed as a Member to a Group, you will see under the [My Status](#) heading that your subscription is [Pending Approval](#).
2. To cancel this subscription request, click on [Cancel Request](#).
3. You will receive a prompt box confirming that you wish to cancel the pending subscription request which will remove it from the list. Click [Yes](#) to continue.
4. You will no longer see your subscription request under My Groups as it has now been removed.
5. When you cancel your pending subscription request, an email will be sent to the Group Manager and to your registered email address advising that your subscription request has been cancelled. Look for emails from energexportal@energex.com.au

Group Manager

1. If you have subscribed to a Group as Group Manager, there is no Cancel Request option.
2. As a [Group Manager](#) you can only [unsubscribe](#) yourself from a group if there is another [Group Manager](#) set up.
3. If you are the only user for your Group (set up as Group Manager), you will need to email us at energexportal@energex.com.au to disable your Group from the EP Portal.

My Groups

Group Name	Group Reference	My Role	My Status		
⚠ Testing Electrical	Group Ref# EC# 0123	Member	Pending Approval	Cancel Request	
Test Electrical	Group Ref# EC# 1234	Manager	Approved	Manage	Unsubscribe

To Unsubscribe from a Group

You can remove your subscription from a [Group](#) at any time under the [My Groups](#) area.

My Groups

Group Name	Group Reference	My Role	My Status
Testing Electrical	Group Ref# 1111 EC# 0123	Member	Approved
Test Electrical	Group Ref# 1555 EC# 1234	Manager	Approved

Buttons: Manage, Unsubscribe (highlighted in red)

Member

1. Once your subscription has been approved an [Unsubscribe](#) button will display.
2. To remove yourself from a Group, click on [Unsubscribe](#). If you are a [Member](#) to multiple Groups, ensure you [unsubscribe](#) from the correct Group.
3. You will receive a prompt box confirming that you wish to remove yourself from this Group. Click [Confirm](#) to continue.

My Groups

Group Name	Group Reference	My Role	My Status
Testing Electrical	Group Ref# 1111 EC# 0123	Member	Unsubscribed
Test Electrical	Group Ref# 1555 EC# 1234	Manager	Approved

Buttons: Manage, Unsubscribe, Delete (highlighted in red)

4. Click on the [Delete](#) button that will now appear for you to remove the [Group](#) from your [My Groups](#) area.
5. When you unsubscribe from a Group, an email will be sent to the Group Manager and to your registered email address advising that you have removed your subscription to that Group. Look for emails from energportal@energex.com.au

NEED TO KNOW

If you unsubscribe yourself from your only Group, your access to the EP Portal will be removed and you will be taken back to the EP Portal Subscription page. To access the EP Portal, you will need to subscribe to another Group.

Group Manager

1. As a **Group Manager**, you can only **Unsubscribe** yourself from a group if there is another **Group Manager** set up. The EP Portal will not allow you to unsubscribe if you are the **only Group Manager**.

NEED TO KNOW

The EP Portal will now allow you to unsubscribe yourself if you are the only Group Manager. You will need to change a Member to a Group Manager before you can unsubscribe yourself. If you are the only user for your Group (set up as Group Manager), you will need to email us at energexportal@energex.com.au to disable your Group from the EP Portal.

My Groups

Group Name	Group Reference	My Role	My Status	
Testing Electrical	Group Ref# 1111 EC# 0123	Member	Approved	Unsubscribe
Test Electrical	Group Ref# 1555 EC# 1234	Manager	Approved	Manage Unsubscribe

2. If you are not the only Group Manager set up for the Group, click on **Unsubscribe** to be removed.
3. You will receive a prompt box confirming that you wish to remove yourself from this Group. Click **Confirm** to continue.

My Groups

Group Name	Group Reference	My Role	My Status	
Test Electrical	Group Ref# 1555 EC# 1234	Manager	Unsubscribed	Delete

4. Click on the **Delete** button that will now appear for you to remove the **Group** from your **My Groups** area.
5. When you unsubscribe from a Group, an email will be sent to the Group Manager and to your registered email address advising that you have removed your subscription to that Group. Look for emails from energexportal@energex.com.au

NEED TO KNOW

If you unsubscribe yourself from your only Group, your access to the EP Portal will be removed and you will be taken back to the EP Portal Subscription page. To access the EP Portal, you will need to subscribe to another Group.

Subscription Emails

Each time you [create a new Group](#) or [join an existing Group](#) within the EP Portal, you will receive emails which advise where your subscription status is at or what change you have made in the EP Portal. These emails will be generated for several reasons such as:

- A [Group Manager](#) subscribing to the EP Portal for the first time
- A [Member](#) subscribing to the EP Portal for the first time
- A [Group Manager](#) or [Member](#) unsubscribe from the EP Portal
- A [Group Manager](#) or [Member](#) is unsubscribed from the EP Portal by the Group Manager
- A [Member](#) cancels their pending subscription request under My Groups
- A [Group Manager](#) changes the role of a Member or Group Manager under My Groups
- A [Group Manager](#) updates any business details under My Groups
- A [Group Manager](#) or [Member](#) changes their email address under Manage My Notifications
- A [Group Manager](#) or [Member](#) changes their mobile number under Manage My Notifications

All users who are set up as Group Manager will receive emails. Look for emails from energexportal@energex.com.au