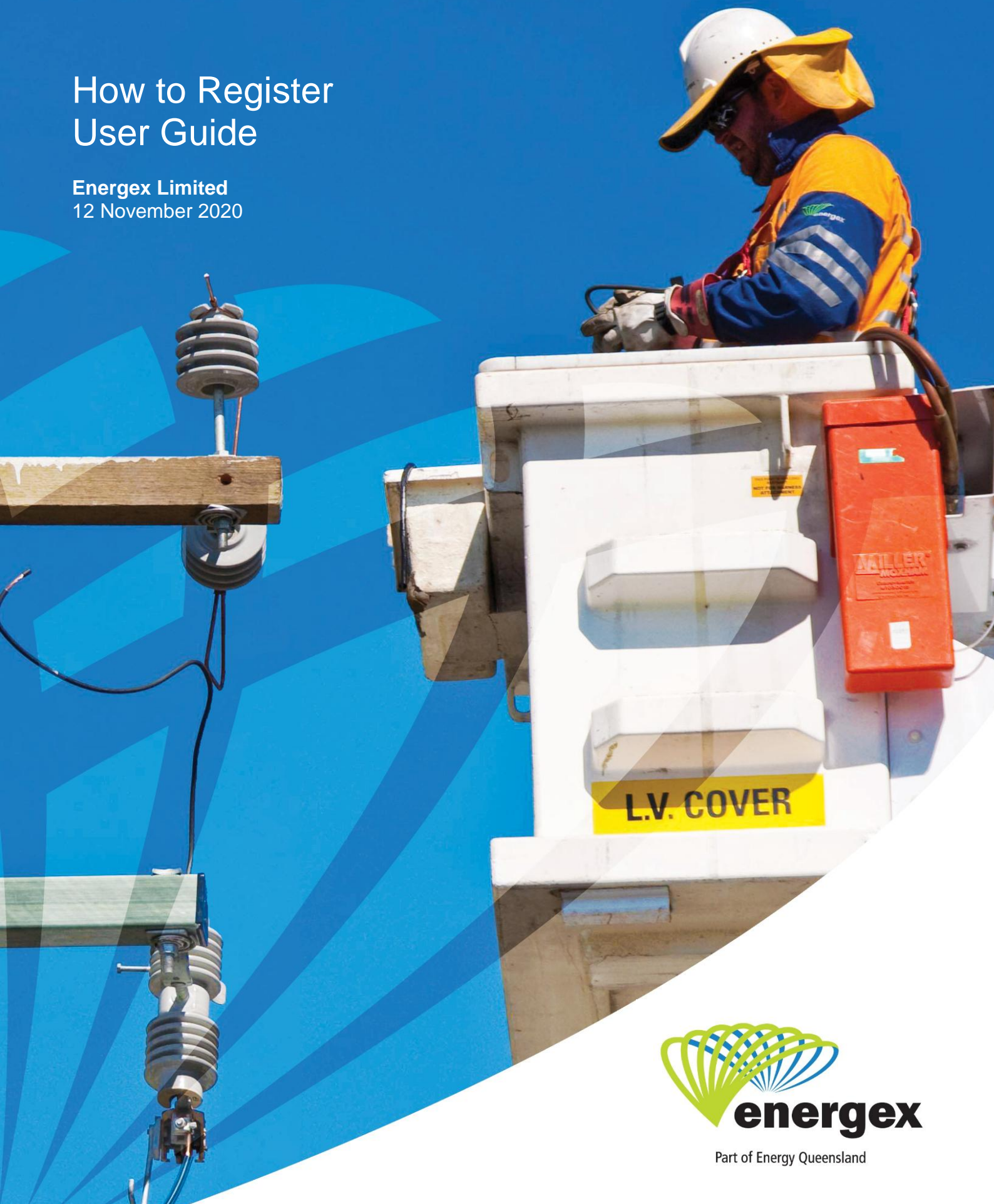


Electrical Partners Portal

How to Register User Guide

Energex Limited
12 November 2020



Part of Energy Queensland

Version Control

Version	Date	Description
1.0	12/11/2020	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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Accessing the Electrical Partners Portal (EPP)?

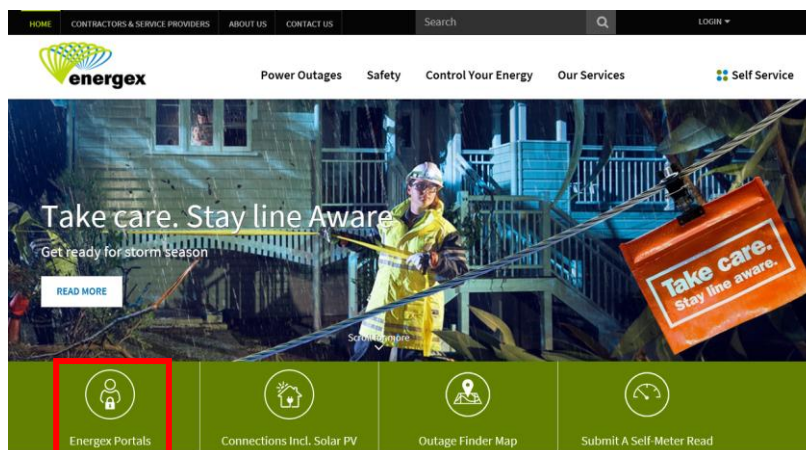
You can access the EPP by direct link or via the Energex website.

Direct EEP Link

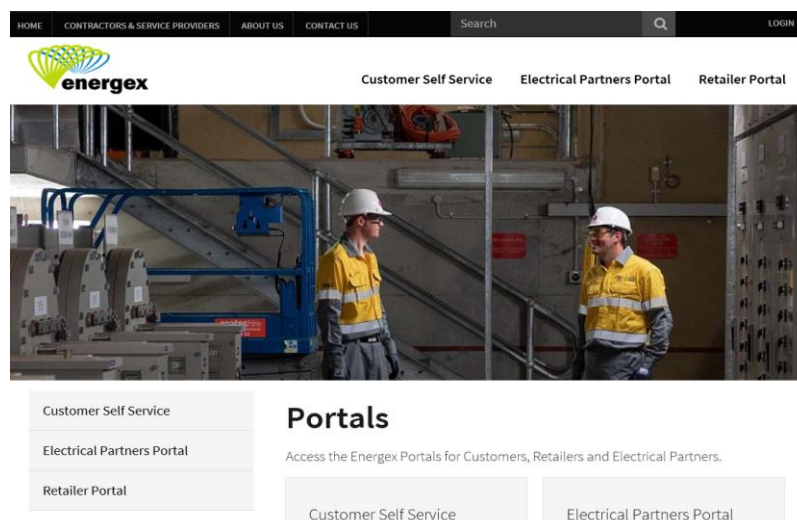
- Enter the direct link <http://www.energex.com.au/energexportals>
- You can save this link to your favourite for ease of access!

Energex Website

1. Access the Energex website on <http://www.energex.com.au>
2. Click on Energex Portals:



3. Click on EEP from the Portals page:



Registering for the EPP

If you are not registered to the EPP you will need to provide your information to complete the registration process - click on the REGISTER NOW button:

The screenshot shows the Energex 'positive energy' website. At the top left is the Energex logo. Below it is a 'Login' section with fields for 'Username*' and 'Password*', each with a 'Forgotten your Username?' or 'Forgotten your Password?' link. A 'LOGIN' button is on the right. At the bottom left, the text 'Not registered yet?' is followed by a red-bordered 'REGISTER NOW' button. A 'VeriSign Secured' logo is in the top right corner. The footer contains 'Copyright © ENERGEX' and links for 'Right to Information', 'User Agreement', and 'Privacy Policy'.

Register Now

You will only need to complete this process once to be registered to the EPP. All fields must be completed correctly for your registration to be successful. See below an example of a completed Registration screen:

The screenshot shows the Energex 'positive energy' website's 'Register' page. It includes fields for 'First Name*', 'Last Name*', 'Create your username*' (with a note 'You need to create a username to login'), 'Create a password*' (with a note 'You need to enter a password to login'), 'Confirm password*', 'Email address*' (with a note 'You will use this to assist with retrieving your forgotten username or password'), and 'Mobile phone number'. A red bracket groups these fields with a callout box stating 'All fields must be completed correctly.' Below the fields is a green bar with the text 'Enter the code as shown below'. Underneath is a CAPTCHA image showing the word 'INUXEM5' with a refresh button to its right. A callout box points to the refresh button with the text 'Can't read the code? Click to refresh the code.' Below the CAPTCHA is a text input field. A note says 'If the code is too difficult to read, please click on the refresh button located to the right of the characters'. Below this is a checkbox for 'By registering, I hereby agree to the following:' followed by a red-bordered link to 'User Agreement and Privacy Policy'. Two bullet points follow: 'Confirm that I have read and agree to the User Agreement and Privacy Policy' and 'Understand that I may receive emails regarding updates to the User Agreement and information about my account'. At the bottom are 'BACK' and 'SUBMIT' buttons, both with red borders. The footer contains 'Copyright © Energex' and links for 'Right to Information', 'User Agreement', and 'Privacy Policy'.



1. Enter your First Name
2. Enter your Last Name
3. Create your username:
 - This will be your username when each time you log into the EPP
 - This will need to be a unique username - if the username you select exists in our database you will receive an error once you click on Submit. If this happens, create a new username.
 - Your username can be between 3 to 64 characters in length using letters, numbers and characters such as full stop, hyphen, underscore and @.
 - Your username must contain at least 3 letters and or numbers.
 - Your username is not case sensitive.
4. Create a password:
 - This will be your password each time you log into the EPP
 - Your password must be at least 8 characters - you can use a mix of uppercase, lowercase, letters, numbers and symbols.
 - You can't use any password that you have used in the past 6 password logins.
5. Email address:
 - This will need to be a unique email address - if the email address already exists in our database, you will receive an error once you click on Submit and you will need to enter another email address.
 - If you forget your username or password, an email will be sent to this email address with instructions on how to reset your details.
 - Are you an Electrical Contractor? When you set up your EWR Notification status updates in the EPP, you can change the email address to receive status updates to a different email address if required.
6. Mobile phone number:
 - Your number must start with 04 and can't be longer than 10 characters in length.
 - We will use this number if we need to contact you during registration.
7. Enter the code as shown below:
 - To identify you are a human being and not 'spam', you will need to enter the code shown on the registration page.
 - If you find the code hard to read, you can refresh it as many times as you like using the refresh button until you find a code you can read.
 - The code is not case sensitive; however, you will need to add a space between the codes.
8. Before you click on Submit, read the User Agreement and Privacy Policy - once you click Submit, you are automatically agreeing to these terms and conditions.
9. If the all the information was entered correctly, you will receive a Thank you for registering email.
10. If you enter any information into the Registration that is incorrect, you will receive an error message(s) in the field that was incorrect. If you receive any an error message(s), you will need to re-enter your password and code again before you can Submit.

Thank you for Registering

Once you have successfully completed and submitted via REGISTER NOW, you will receive the Thank you for registering message (see below) advising you what to do next.

Once you receive the below message, go to your registered email address to activate your registration.

The activation email will have the subject heading of 'Activate your registration' and will be sent from energexportal@energex.com.au.



Thank you for registering

Check your email!

- We have sent an email to your registered email address
- Look for a message with the subject: Activate your registration
- Click the link in the email to confirm your registration details

Didn't receive our email?

- Check that your registered email address is spelt correctly
- Check your email account's junk or spam folder
- Still didn't receive the email? Please try again to ensure your email address is correct. If you are still experiencing issues, please call us for assistance on 13 12 53

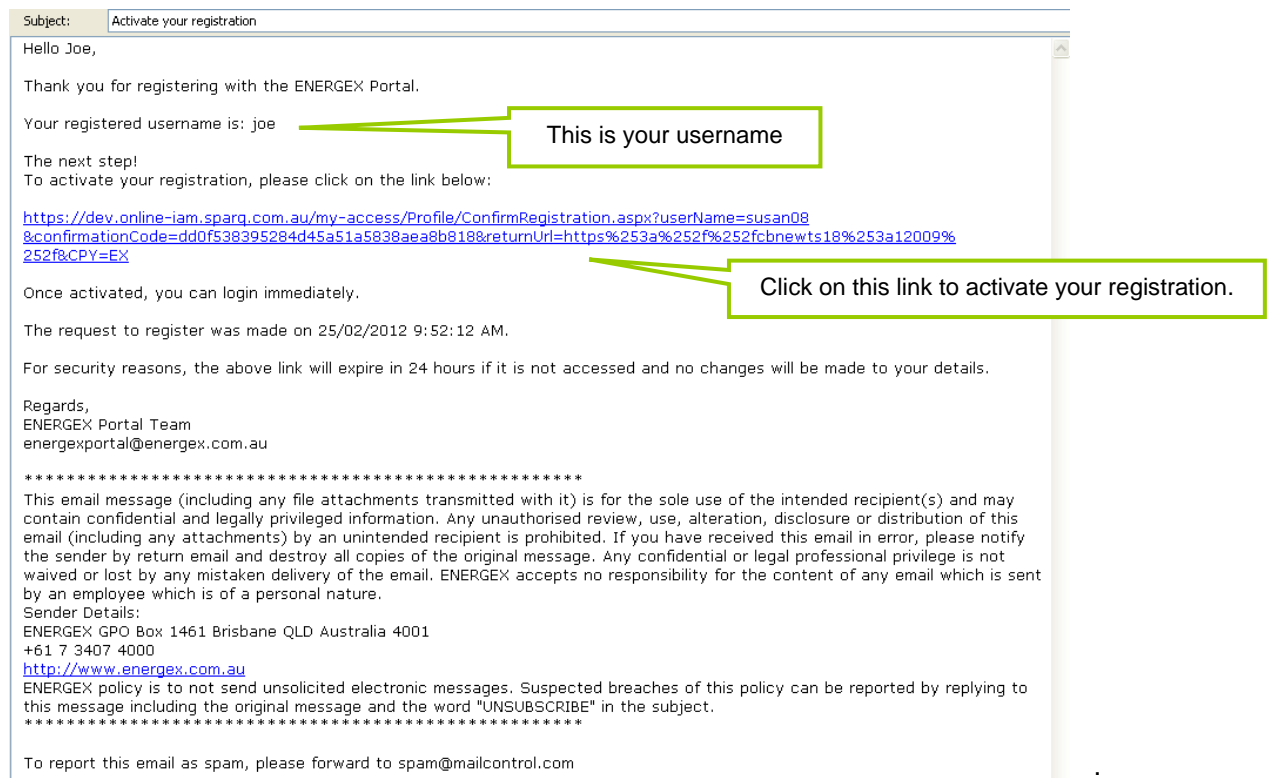
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Activate Your Registration

Energex will send you an activation email to your registered email address to activate your registration to the EPP. The activation email will have the subject heading of 'Activate your registration' and will be sent from energexportal@energex.com.au.

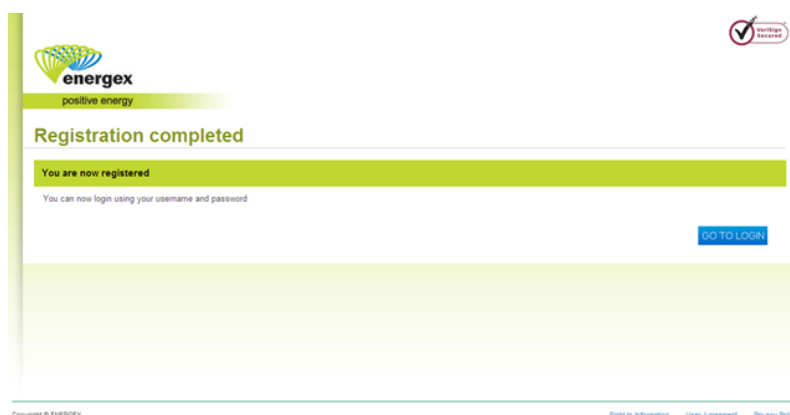
Click on the link in the email to activate your registration – once this has been completed you will receive a 'Registration completed' email

For security reasons, you have 24 hours from the time the request was made to activate your registration. If you do not click on the link inside this 24 hour timeframe, your request will expire, and you will need to begin the registration process again.



Registration Completed

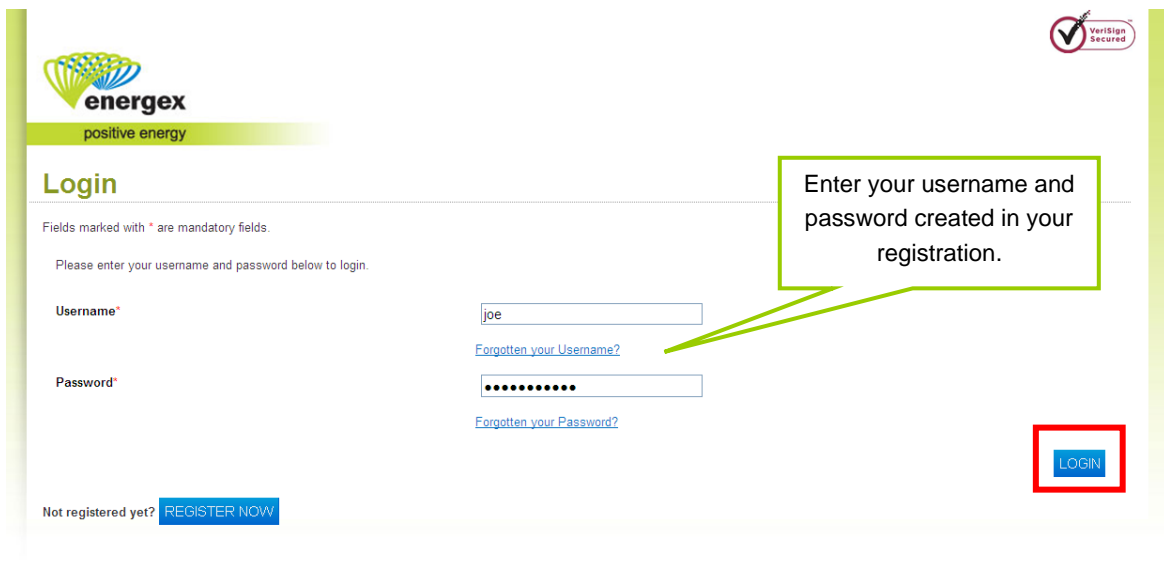
Once you have activated your registration, you will receive the 'Registration completed' message to advise you that your registration is complete, and you can log in.



Logging into the EPP

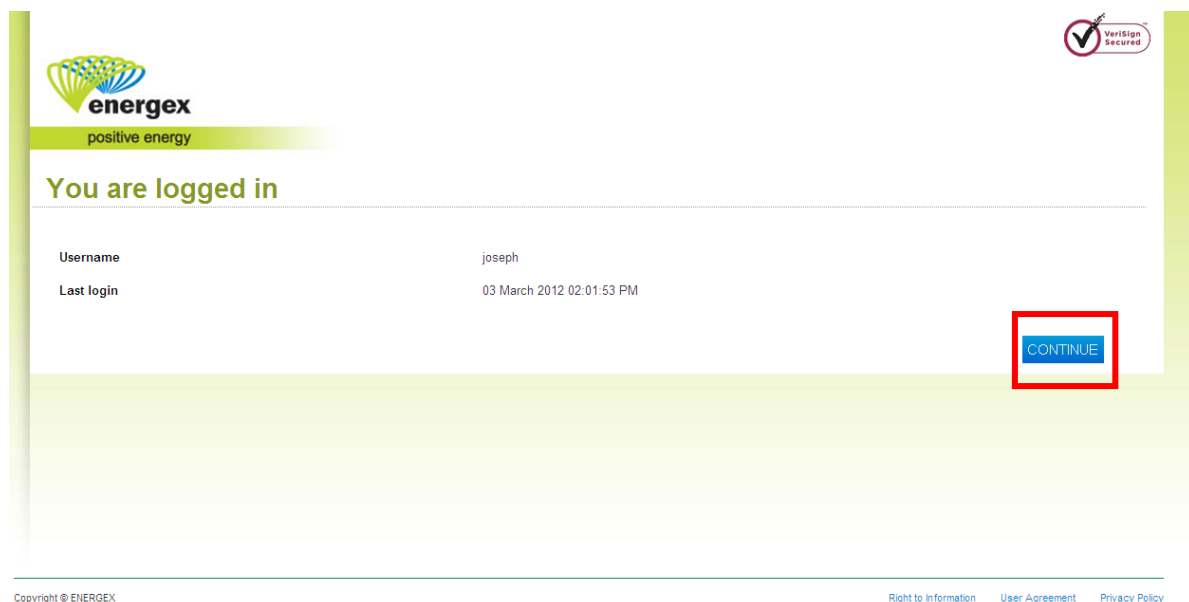
If you have already registered to the EPP, you can log in using your username and password.

1. Access the EPP via the direct link of <http://www.energex.com.au/energexportals>
2. Click on Electrical Partners Portal, enter in your username and password and click 'LOGIN':



The screenshot shows the Energex 'positive energy' login page. At the top left is the Energex logo. At the top right is a 'VeriSign Secured' badge. The main heading is 'Login'. Below it, a note states: 'Fields marked with * are mandatory fields. Please enter your username and password below to login.' There are two input fields: 'Username*' containing 'joe' and 'Password*' containing masked characters. Below each field is a link: 'Forgotten your Username?' and 'Forgotten your Password?'. A blue 'LOGIN' button is highlighted with a red box. A callout box points to the input fields with the text: 'Enter your username and password created in your registration.' At the bottom left, there is a link 'Not registered yet?' followed by a blue 'REGISTER NOW' button. The footer contains 'Copyright © ENERGEX' and links for 'Right to Information', 'User Agreement', and 'Privacy Policy'.

3. Once you click 'LOGIN' the 'You are logged in' page will appear - this displays your username, date and time of your last log in. Click 'CONTINUE' to enter the EPP:

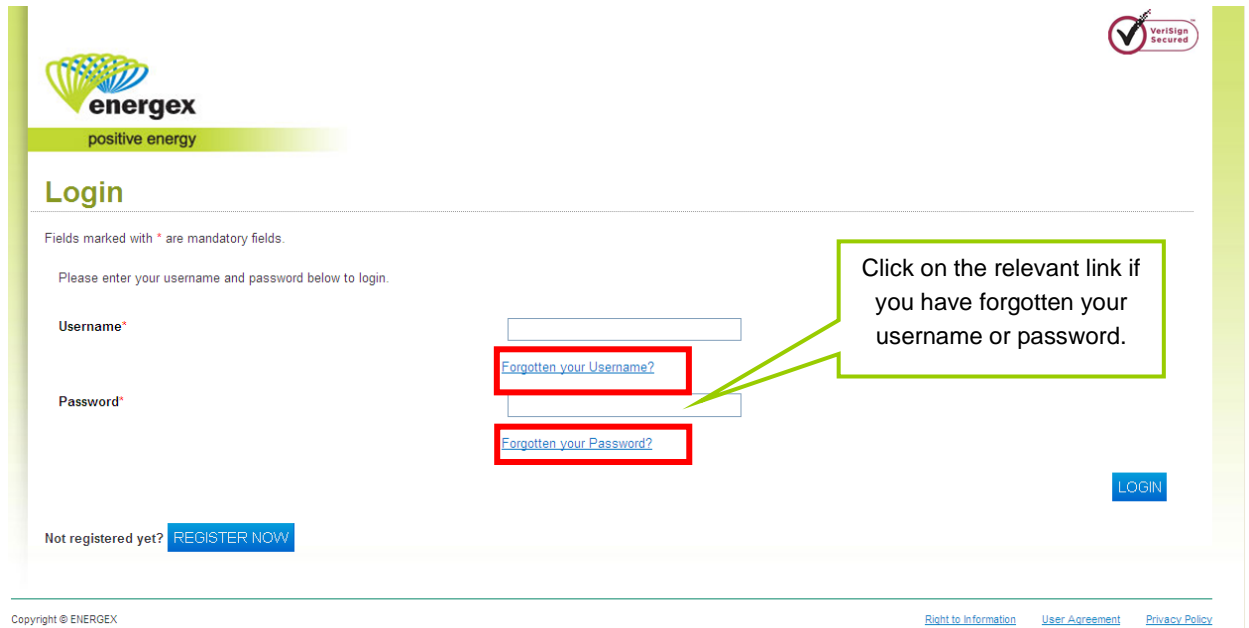


The screenshot shows the 'You are logged in' page. At the top left is the Energex logo. At the top right is a 'VeriSign Secured' badge. The main heading is 'You are logged in'. Below it, there is a table with two rows: 'Username' with the value 'joseph' and 'Last login' with the value '03 March 2012 02:01:53 PM'. A blue 'CONTINUE' button is highlighted with a red box. The footer contains 'Copyright © ENERGEX' and links for 'Right to Information', 'User Agreement', and 'Privacy Policy'.

Forgotten your Username or Password?

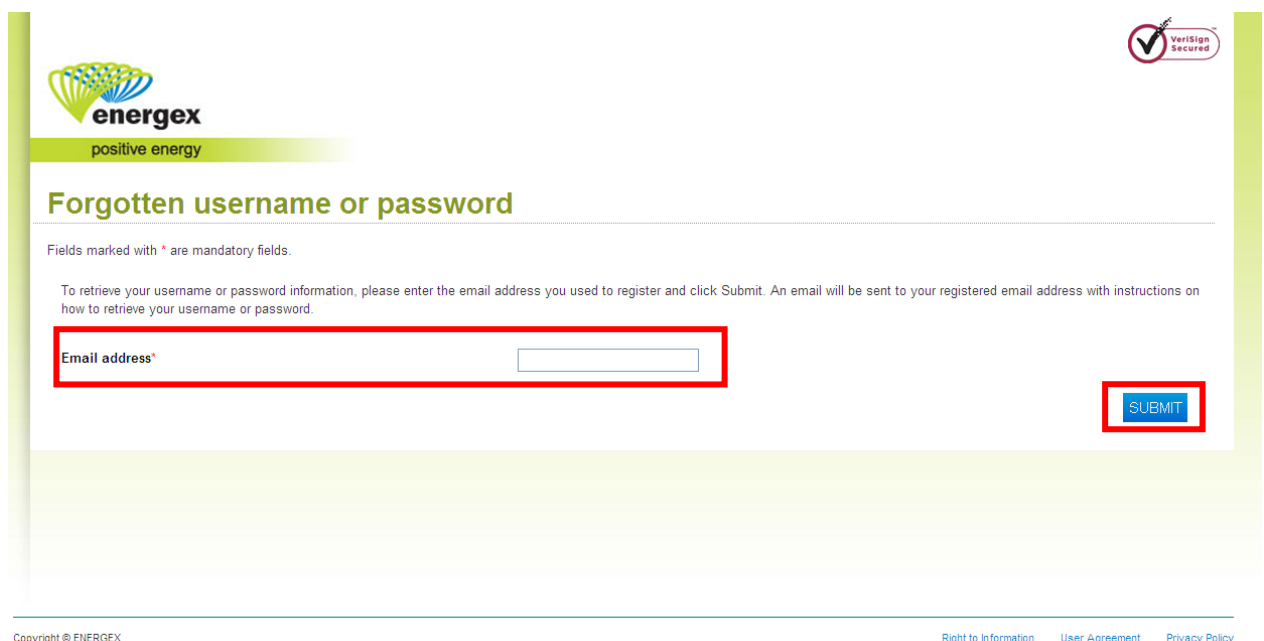
If you have forgotten your username or password, click on the 'Forgotten your Username?' or 'Forgotten your Password?' link on the main log in page to reset your details.

1. Access the EPP via the direct link <http://www.energex.com.au/energexporthals>
2. Click on 'Electrical Partners Portal' and then click on 'Forgotten your Username?' or 'Forgotten your Password?':



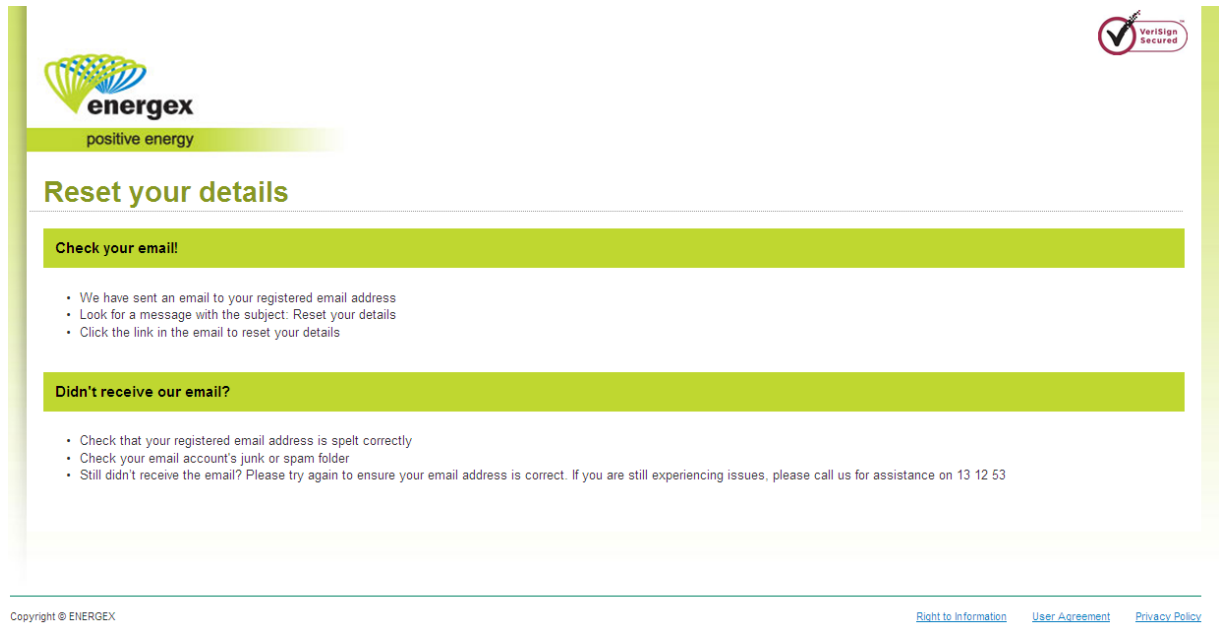
The screenshot shows the Energex 'positive energy' Login page. At the top left is the Energex logo. At the top right is a 'VeriSign Secured' badge. Below the logo is the 'Login' heading. A note states: 'Fields marked with * are mandatory fields.' Below this, a message says: 'Please enter your username and password below to login.' There are two input fields: 'Username*' and 'Password*'. Below the 'Username*' field is a red-bordered box containing the link 'Forgotten your Username?'. Below the 'Password*' field is a red-bordered box containing the link 'Forgotten your Password?'. A green callout box with two arrows pointing to these links contains the text: 'Click on the relevant link if you have forgotten your username or password.' To the right of the password field is a blue 'LOGIN' button. At the bottom left, it says 'Not registered yet?' followed by a blue 'REGISTER NOW' button. At the bottom right, there are three links: 'Right to Information', 'User Agreement', and 'Privacy Policy'. The footer on the left says 'Copyright © ENERGEX'.

3. Enter your registered email address in the 'Email address' field provided and click 'SUBMIT':



The screenshot shows the Energex 'positive energy' 'Forgotten username or password' page. At the top left is the Energex logo. At the top right is a 'VeriSign Secured' badge. Below the logo is the heading 'Forgotten username or password'. A note states: 'Fields marked with * are mandatory fields.' Below this, a message says: '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.' There is a single input field labeled 'Email address*'. To the right of this field is a blue 'SUBMIT' button. At the bottom right, there are three links: 'Right to Information', 'User Agreement', and 'Privacy Policy'. The footer on the left says 'Copyright © ENERGEX'.

4. Once you click on 'SUBMIT' you will receive the below 'Reset your details' message advising you what to do next:



5. Once you receive the above message, go to your registered email address and look for the email with the subject heading of 'Reset your details', this will be sent from `energexportal@energex.com.au`.

Reset Your Details – Username and Password

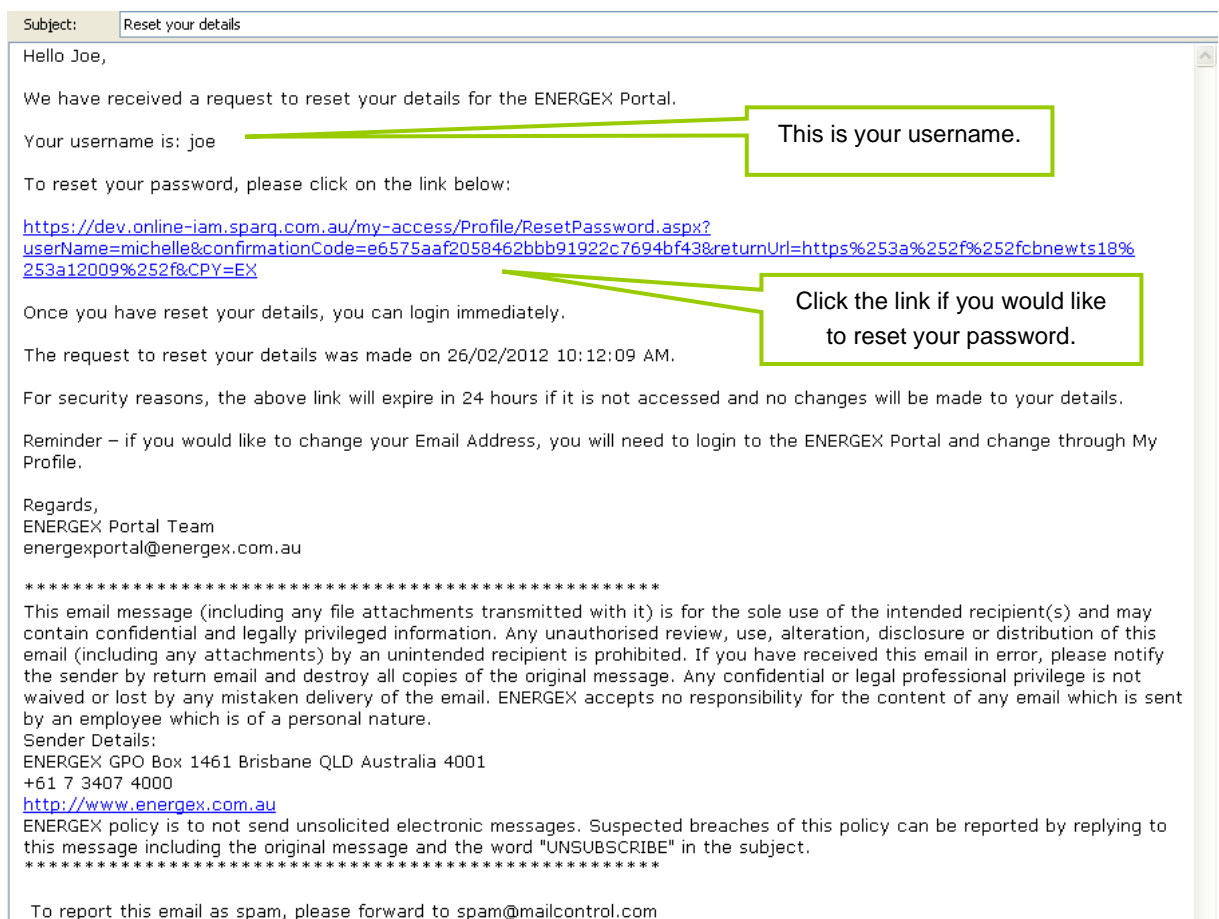
An email from energexpportal@energex.com.au has been sent to your registered email address with the subject heading 'Reset your details'.

Username:

- If you have forgotten your username, this will be displayed in the email - you can log in using your username and password.
- If you want to change your username, you will need to do this in the EPP under 'MyProfile'.

Password:

- If you have forgotten your password, click on the link in the email to create a new password. 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 don't access the link within 24 hours, your request will expire and you will need to action another request.



- To reset your password, complete the fields by creating a new password, then confirming the new password.
 - This will be your new password each time you log into the EPP;
 - Your password must be at least 8 characters, you can use a mix of uppercase, lowercase, letters, numbers and symbols; and
 - You can't use a password that you have used for your past 6 passwords.

energenx
positive energy

Reset your password

Fields marked with * are mandatory fields.

To reset your password, complete the following and click Submit.

Create a new password*

Confirm new password*

Your password is case sensitive.
You need your password and username to login.

SUBMIT

Enter a new password and then confirm the new password before you click 'SUBMIT'.

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- Once you click 'SUBMIT', you will receive a message to advise your password has been changed and you can log in - click on 'GO TO LOGIN' to access the EPP:

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Password changed

Your password has now been changed.

You can now login using your username and password.

GO TO LOGIN

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