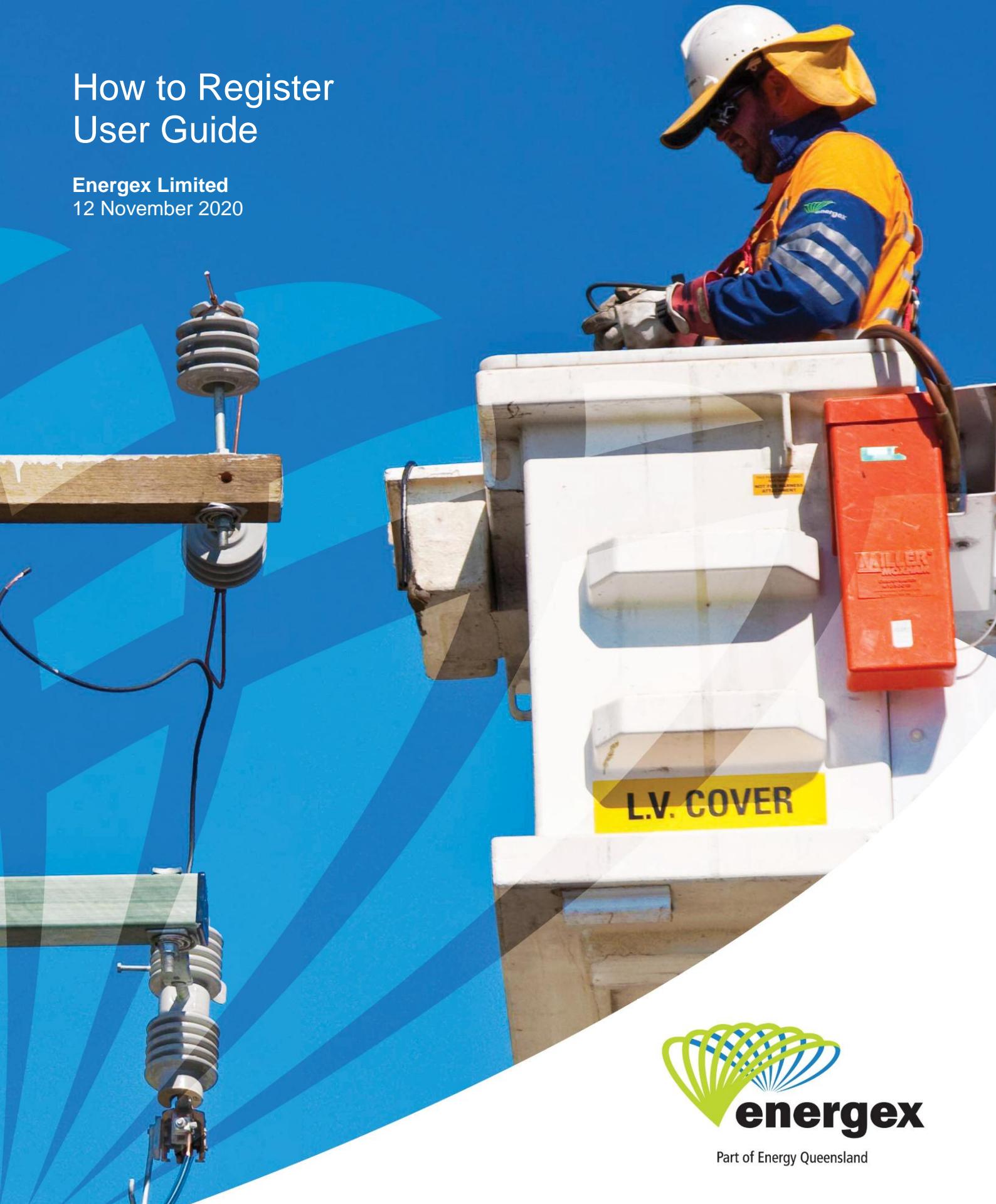


# Electrical Partners Portal

## 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](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)

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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

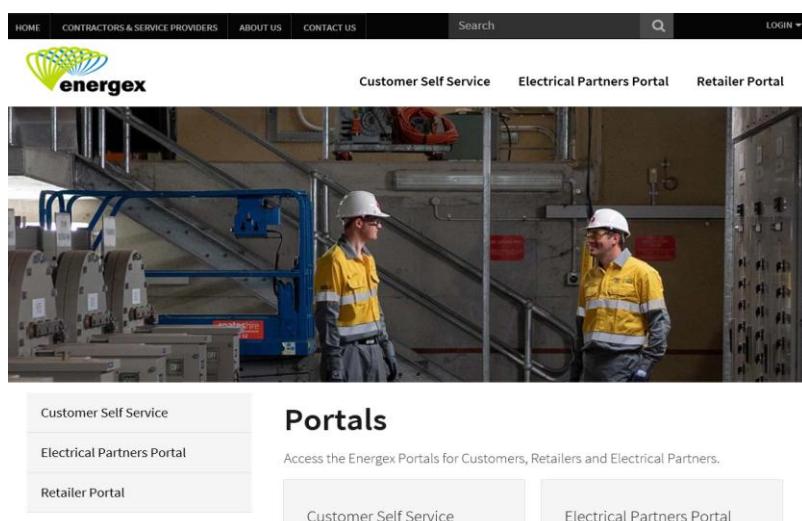
- Enter the direct link <http://www.energex.com.au/energexportals>
- You can save this link to your favourite for ease of access!

## Energex Website

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

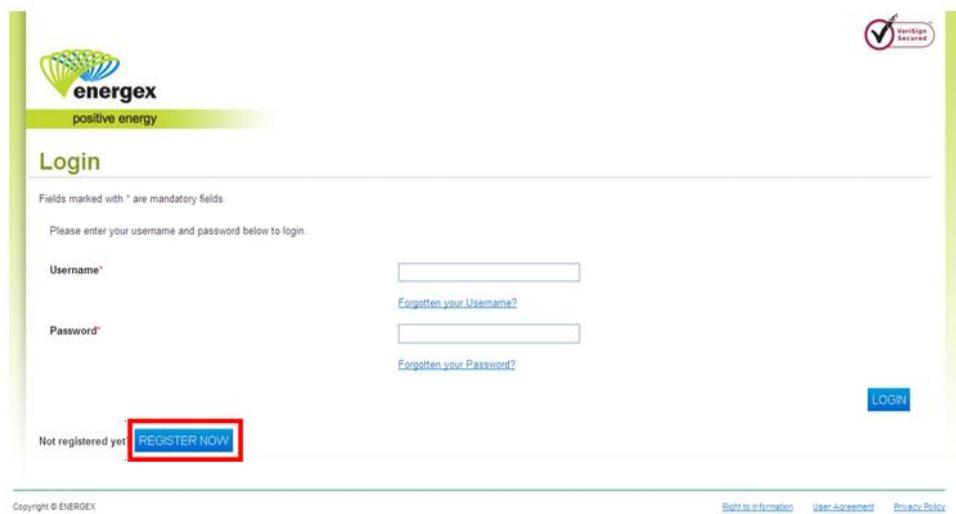


3. Click on EEP from the Portals page:



# 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:



Fields marked with \* are mandatory fields.

Please enter your username and password below to login.

Username\*

Forgot your Username?

Password\*

Forgot your Password?

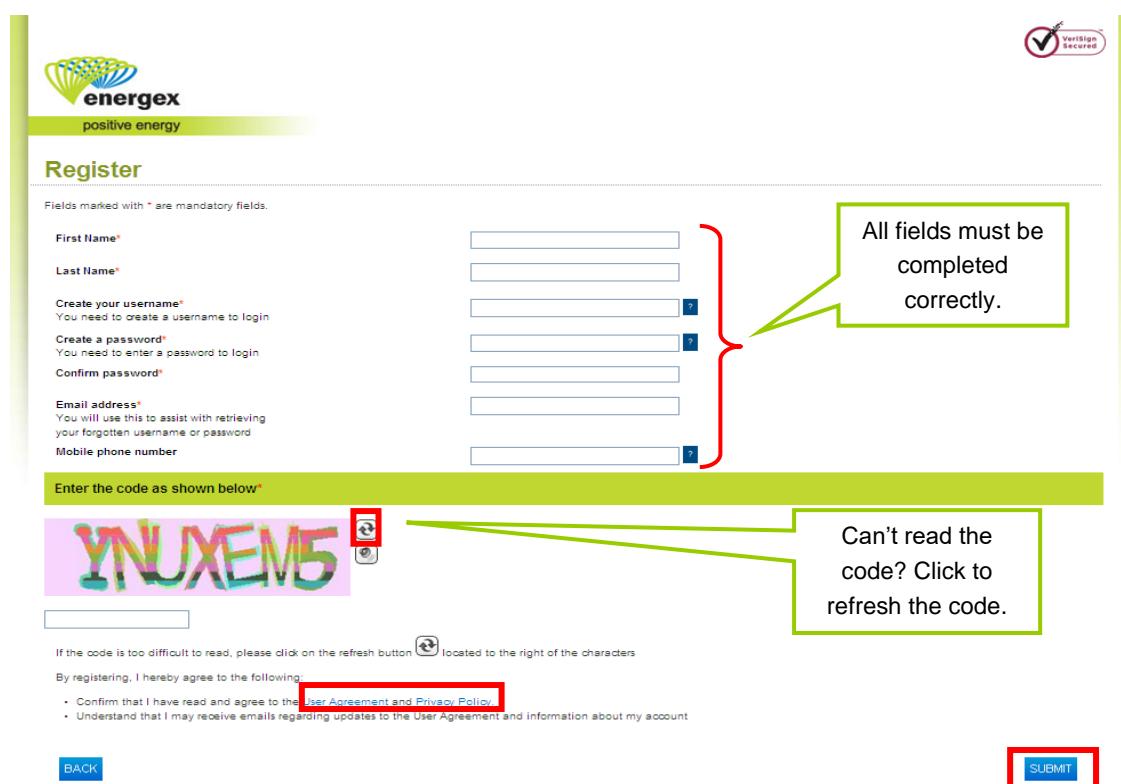
LOGIN

Not registered yet? **REGISTER NOW**

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## 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:



Fields marked with \* are mandatory fields.

First Name\*

Last Name\*

Create your username\*  
You need to create a username to login

Create a password\*  
You need to enter a password to login

Confirm password\*

Email address\*  
You will use this to assist with retrieving your forgotten username or password

Mobile phone number

Enter the code as shown below\* 

If the code is too difficult to read, please click on the refresh button  located to the right of the characters

By registering, I hereby agree to the following:

- Confirm that I have read and agree to the [User Agreement and Privacy Policy](#)
- Understand that I may receive emails regarding updates to the User Agreement and information about my account

BACK **SUBMIT**

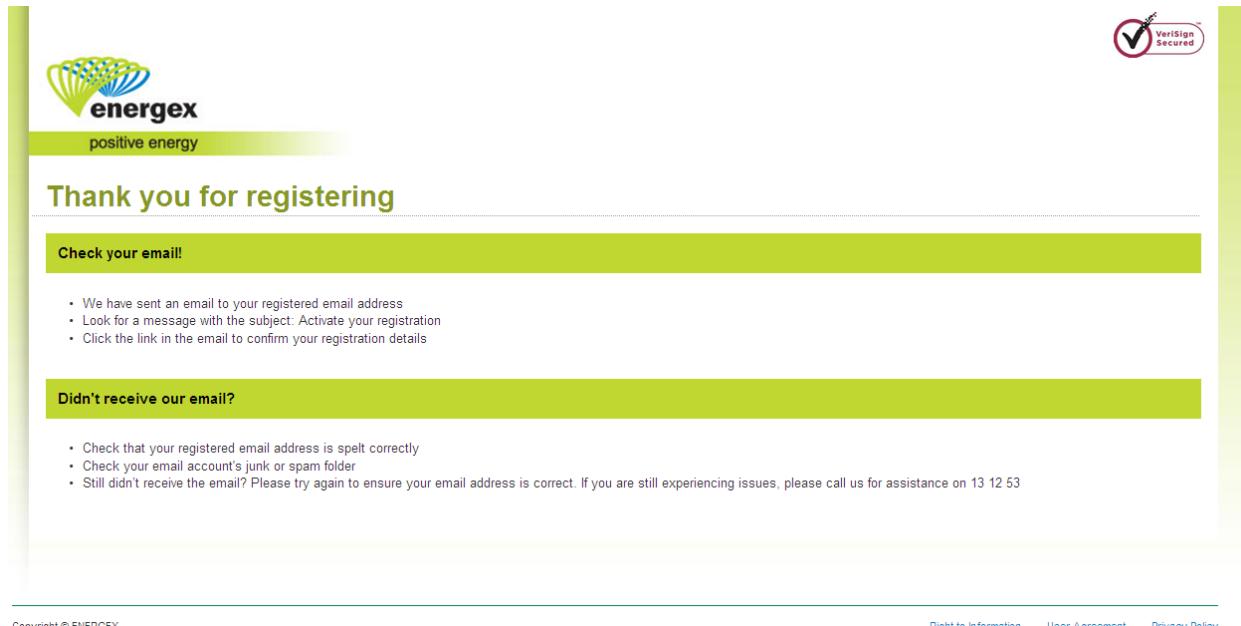
- 1. Enter your First Name**
- 2. Enter your Last Name**
- 3. Create your username:**
  - This will be your username when each time you log into the EPP
  - This will need to be a unique username - if the username you select exists in our database you will receive an error once you click on Submit. If 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.



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**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

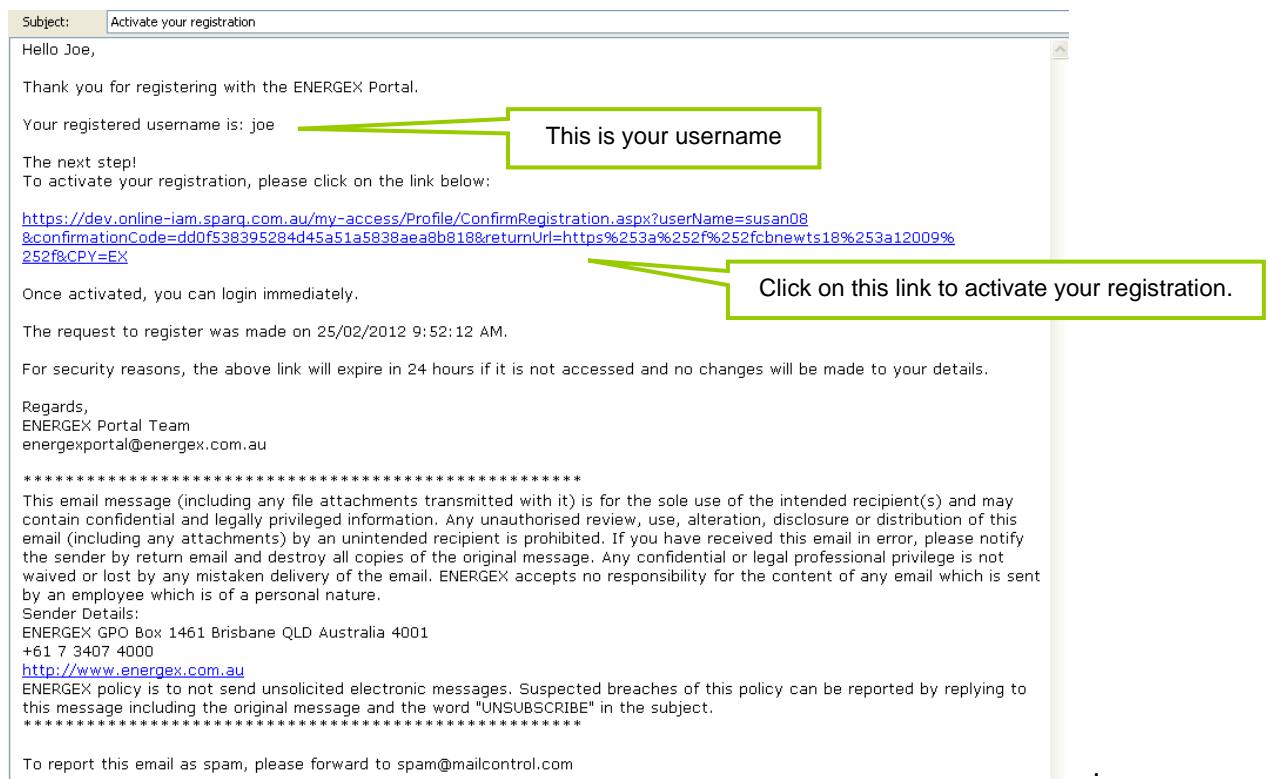
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## Activate Your Registration

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.



Subject: Activate your registration

Hello Joe,

Thank you for registering with the ENERGEX Portal.

Your registered username is: joe This is your username

The next step!  
To activate your registration, please click on the link below:

<https://dev.online-iam.sparg.com.au/my-access/Profile/ConfirmRegistration.aspx?userName=susan08&confirmationCode=dd0f538395284d45a51a5838aea8b818&returnUrl=https%253a%252f%252fcbnewts18%253a12009%252f&CPY=EX>

Once activated, you can login immediately. Click on this link to activate your registration.

The request to register was made on 25/02/2012 9:52:12 AM.

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

\*\*\*\*\*

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  
+61 7 3407 4000  
<http://www.energex.com.au>

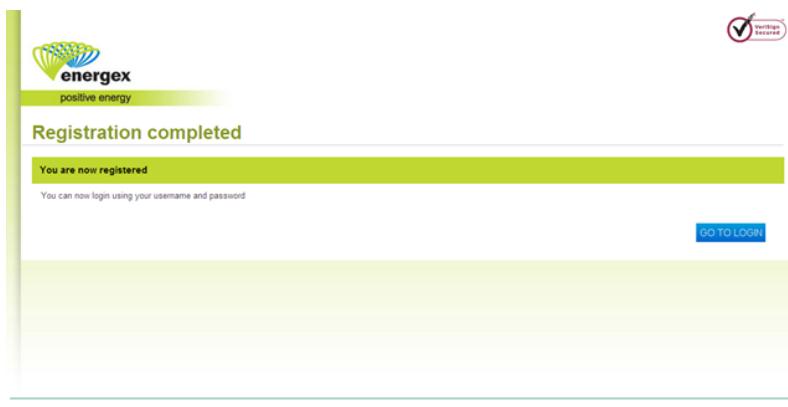
ENERGEX policy is to not send unsolicited electronic messages. Suspected breaches of this policy can be reported by replying to this message including the original message and the word "UNSUBSCRIBE" in the subject.

\*\*\*\*\*

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

## 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':

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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](#)

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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:

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**You are logged in**

Username **joseph**

Last login **03 March 2012 02:01:53 PM**

**CONTINUE**

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# 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/energexportals>
2. Click on 'Electrical Partners Portal' and then click on 'Forgotten your Username?' or 'Forgotten your Password?':

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](#)

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

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

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



The screenshot shows an email from energex with the subject 'Reset your details'. The email content is as follows:

**Check your email!**

- We have sent an email to your registered email address
- Look for a message with the subject: Reset your details
- Click the link in the email to reset your 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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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 energexportal@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.

The screenshot shows an email message with the following content and annotations:

**Subject:** Reset your details

Hello Joe,

We have received a request to reset your details for the ENERGEX Portal.

Your username is: joe

**This is your username.**

To reset your password, please click on the link below:

<https://dev.online-iam.sparq.com.au/my-access/Profile/ResetPassword.aspx?userName=michelle&confirmationCode=e6575aaf2058462bbb91922c7694bf43&returnUrl=https%253a%252f%252fcbnewts18%253a12009%252f&CPY=EX>

Once you have reset your details, you can login immediately.

The request to reset your details was made on 26/02/2012 10:12:09 AM.

Click the link if you would like to reset your password.

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.

Reminder – if you would like to change your Email Address, you will need to login to the ENERGEX Portal and change through My Profile.

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

\*\*\*\*\*

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Sender Details:  
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<http://www.energex.com.au>

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\*\*\*\*\*

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

- 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.



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### Reset your password

Fields marked with \* are mandatory fields.

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

Create a new password\*

?

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

Confirm new password\*

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

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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.

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