

# Energex Electrical Partners Portal

BASS  
(Booking Appointment Scheduling System)  
Authorised External Contractors  
Register and Subscribe User Guide

Energex Limited  
18 February 2021



Part of Energy Queensland

## Version Control

Version	Date	Description
1.0	18/02/2021	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

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# Electrical Partners (EP) Portal

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

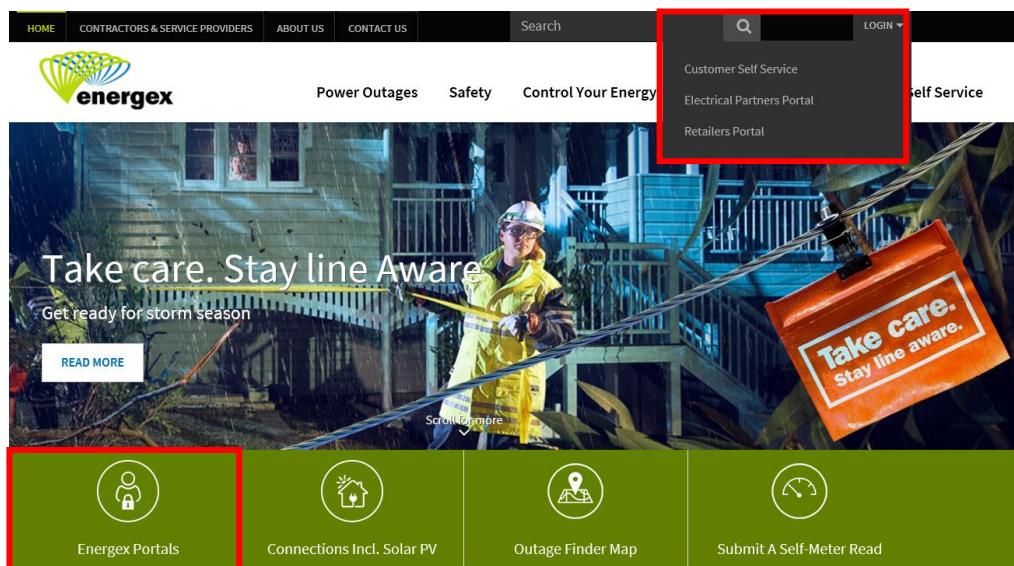
## Direct EP Portal Link

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

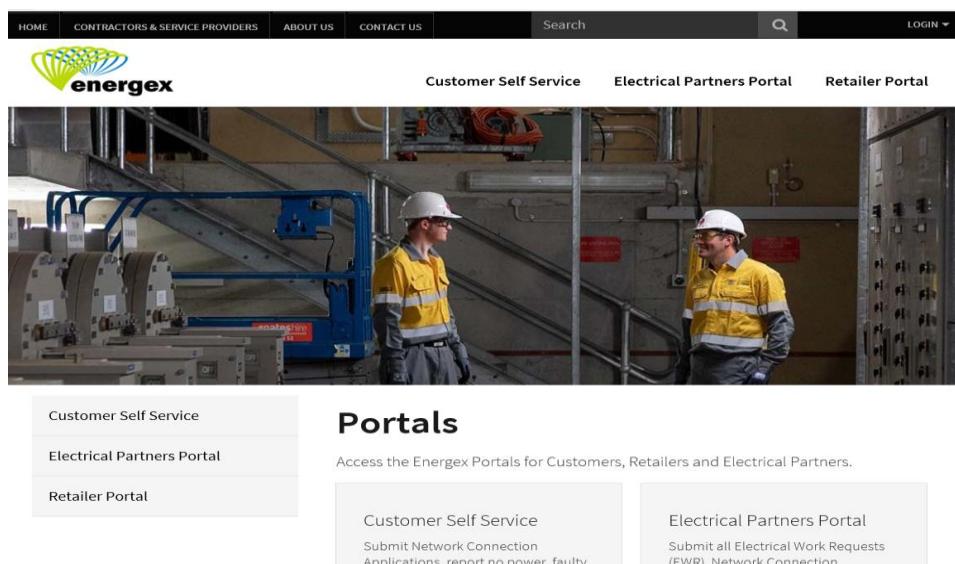
You can save this link to your favourites for your ease of access!

## 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 Portals tile located in the centre of the home page.



# Register for the EP Portal

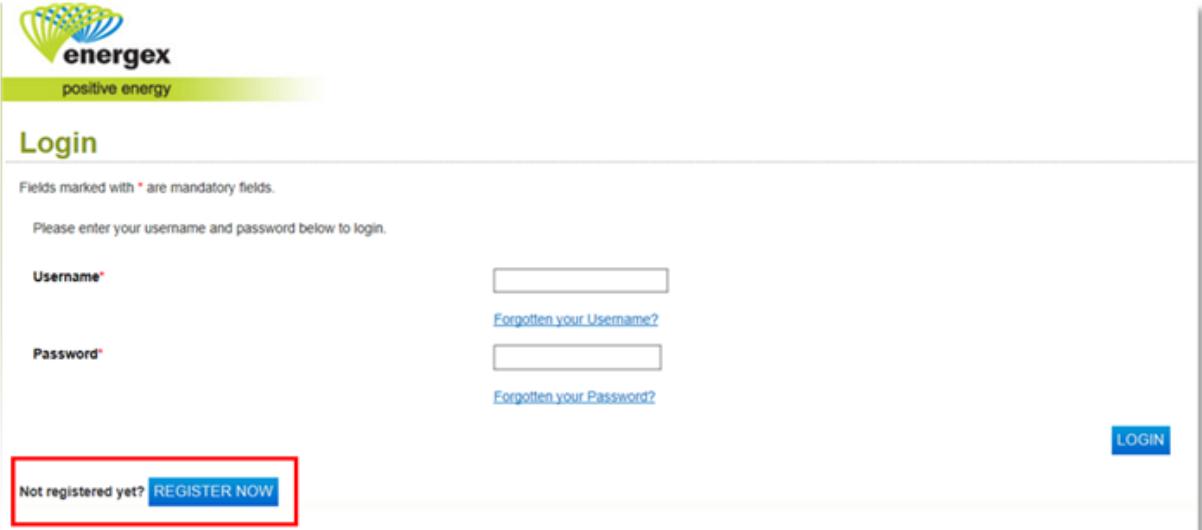
If you are not registered to the EP Portal you will need to provide your information to complete our simple registration process. Once you have accessed the EP Portal, click on the REGISTER NOW button.

You will only need to complete this process once to be registered to the EP Portal. All fields must be completed correctly for your registration to be successful.

## Enter the code as shown below

As with most internet websites, 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. 
- Click on the audio button if you would prefer to hear the code. 
- This code is not case sensitive; however you will need to add a space between the codes.



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](#)

# Registration Details



## Register continue

Fields marked with \* are mandatory fields.

First Name\*

Last Name\*

Create your username\*

You need to create a username to login

[Check Availability](#)

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

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 service 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 to login each time to the EP Portal
- This will need to be a unique username.
  - Once you have entered a username click on [Check Availability](#)
  - If the username exists in our database you will receive an error advising that the username specified already exists. A red cross will also appear next to the Check Availability button.
  - If this happens, please create a new username.
  - If the username is available, a green tick will appear next to the Check Availability button.
- A username can be between 3 to 64 characters in length using letters, numbers and the following 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 to login each time to the EP Portal
- A password must be at least 8 characters. Use a mix of uppercase, lowercase, letters, numbers and symbols
  - You cannot use any password that you have used in the past 6 password logins.

#### **5. Enter an email address**

- This will need to be a unique email address. If the email address already exists in the Energex database, you will receive an error once you click on Submit and you will need to change your 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.

#### **6. Enter a mobile phone number**

- The number must start with 04 and cannot be longer than 10 characters in length.
- Energex will use this number if contacting you during registration.

#### **7. User Agreement/ Privacy Policy**

- Before you click on Submit, please read the User Agreement and Privacy Policy. Once you click Submit, you are automatically agreeing to these terms and conditions.

##### **NEED TO KNOW**

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.

If all the information was entered correctly, you will receive an *Activate your registration* email.

## Thank you for registering

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



The screenshot shows an email from energex. At the top left is the energex logo with the tagline 'positive energy'. At the top right is a 'VeriSign Secured' logo. The main subject line is 'Thank you for registering'. Below it is a green bar containing the text 'Check your email!'. A list of instructions follows: 'We have sent an email to your registered email address', 'Look for a message with the subject: Activate your registration', and 'Click the link in the email to confirm your registration details'. Another green bar below says 'Didn't receive our email?'. A list of troubleshooting steps is provided: 'Check that your registered email address is spelt correctly', 'Check your email account's junk or spam folder', and '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'. At the bottom of the email are standard links: 'Copyright © ENERGEX', 'Right to Information', 'User Agreement', and 'Privacy Policy'.

Go to your registered email address and look for a message with the subject heading of 'Activate your registration'. This email will be sent from [energexportal@energex.com.au](mailto:energexportal@energex.com.au).

# Subscribing to your Group

Once the group has been set up in the Electrical Partners Portal, staff can subscribe to the group using the Energex Group Reference number. This can be provided by the Group Manager.

## Electrical Partners Portal Subscription

Please select additional subscriptions

- ESO Licensed Electrical Contractor
- CEC Accredited Solar Installer
- Other Electrical Partner
- Retailer
- External Contractor

 I'm not sure what to select

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.

egx5925

Check



UAM 055

Cancel

Next >>

Tick the box *I accept the Terms of Use for the Energex Portal* before clicking on Next>>

### Terms and Conditions

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

Next >>

A message will load 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 will either approve or decline your subscription.

### Subscription Confirmation

 **Thank you for your subscription request to join Formway 557 (#EGX5921).**

An email has been sent to the Group Manager for Formway 557 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.

[Next](#)