I have completed the registration process but I haven’t received an email to activate my registration.

- It is possible that the user has entered an incorrect email address.

Does the link in the registration email expire?

- Yes. For security reasons the links to activate the registration and change of email address are only valid for 24 hours.

I have forgotten my username and/or password.

- If a user has forgotten their username or password, they will need to click on the Forgotten your Password or Forgotten your Username on the main login page.
- An email will be sent to their registered address advising your username and providing a link to reset your password.

I am trying to reset my password but I am not receiving the email to change it.

This usually occurs for one of the following reasons:

- The user has not clicked the link to activate their registration
- The email address they are using is incorrect
- The email has gone to their email junk folder

I am trying to register but the Portal is saying my email address is in use.

- It is possible that the user has already registered in the past but has either not activated their registration or has forgotten their password.
- Ask the customer/electrician to reset their password or username using their email address via the “Forgotten your Username” or “Forgotten your Password” links on the log on page.
- They will then receive an email which will include their username and a link to reset their password.

My EC licence number has changed to when I first subscribed to the EP Portal.

- The user will need to subscribe to the new EC licence number.
- To do this, click on MyProfile and under My Groups click on Subscribe to another Group.
- Complete the EC licence number and continue.
- If they are setting up the Group for the first time they will be asked to complete some business details and will be assigned as Group Manager.
- If they are a member, enter the EC licence number and the Group Manager will either approve or decline their subscription to that Group.

How many people can I have set up under my Group?

As many as the company requires, however all users will need to register with a unique email address and username.

I’m an EC and work for more than one business; do I need to register for the Portal again?

No. If they have already registered to the EP Portal:

- Login and click on MyProfile.
- Under My Groups click on Subscribe to another Group and subscribe to the other business.

What is the difference between Registering and Subscribing?

- When the user registers, they complete their details to login to the EP Portal such as name, username, password and your unique email address.
- Once they have registered, they need to subscribe to a Group (or business) to have the ability to submit EWRs, Connects and/or MEGs (Solar PV).
- Access to the EP Portal will only be available once the user has subscribed to a Group.

How do I change my registration details?

Once the user has logged into the EP Portal:

- click on MyProfile and
- Under Registration Details click on Update Details.
This is the area to change any of their registration details such as username, password and email address.

**What is the difference between a Group Manager and Member role?**

**Group Manager**: can view all EWRs, Connects and/or MEGs (Solar PV) 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 they are setting up their Group for the very first time, they will be automatically added as Group Manager.

**Member**: can only view EWRs, Connects and/or MEGs (Solar PV) they have submitted for the business.

**The Group Manager is no longer in that role or has left the business**

- If the Group Manager is still with the company they will need to log in and approve a new manager to take over.
- If they have left the company, we require an email sent to EnergexPortal@energex.com.au from the owner/director, naming the previous Group Manager, advising they have left the company, and naming the new person who is to be made Group Manager (that person will need to be registered in the portal).
- We recommend that where possible Groups should have more than one Group Manager.

**I am waiting for approval from Group Manager but they do not know who the Group Manager is.**

- The role of Group Manager is assigned to the first person to register using that licence number.
- Ask the caller if there is someone else that has used the licence number e.g. a business partner, administration person.
- It is also possible that the user has registered in the past using a different email address and user name and that they are the Group Manager under another account.

**I have set up our Solar Installer business and now the installer can’t register with this CEC number.**

- Each person must individually register and subscribe to the EP Portal.
- They cannot set others up on their behalf.

A CEC accredited solar installer MUST subscribe first to set up the Group (business). If they are an Administration person who does not have a CEC accreditation number they must register by choosing Other Electrical Partner.

**I want to create a general group in the Portal.**

A general group can be set up for a business by Ergon or Energex. General groups only have access to raise Connects and Enquiries and are not suitable for Electrical Contractors or Solar Installers.

The following may apply for a general group:

- Engineering Firms
- Builders
- Design Firms
- Local and State Government departments

**Browser Issues**

**All of the following are examples of an internet browser that is not compatible with the EP Portal.**

- I cannot access the EP Portal link
- The EP Portal is not displaying correctly.
- I have received my registration email but when I click on the link I get an error message
- I have received my registration email but the link is only half highlighted in blue and I get an error message when I click on it

The Electrical Partners Portal is fully compliant with the following browsers only; Internet Explorer 8 and above, Google Chrome version 14 and above, Firefox 8 and above.

Most other browsers have been tested; however the Safari browser is currently not fully supported. All of these browsers are freely available on the internet. Please ensure you are running a compatible version.

**Will the EP Portal time me out?**

The EP Portal will prompt the user after one hour of inactivity to confirm if they wish your session to remain open. Once they receive this prompt, they have 30 seconds to confirm before the session will log them out.
I have submitted EWRs on the EP Portal but it now won’t let me click on NEW, even though MyEWR is there.

- Has their EC licence number expired?
- If their EC licence number has expired, the EP Portal will not allow them to submit a new EWR until it has been renewed. They can view saved EWRs and search on EWRs, however they cannot submit a new EWR.
- If they have renewed their EC licence number, it will not automatically update in the portal.
- It can take a couple of days for this to be processed in the EP Portal and the button to submit a new EWR is available again.
- We are unable to manually update licence registration information and will receive the information directly from the ESO when it is available.

Can I see all the EWRs for the business?

- Depends on what role they have been set up as.
- If they are a Group Manager, they will see all EWRs for their business as well as the responsibility to approve, decline or unsubscribe (remove) users from the Group.
- If they are a Member, they will only see the EWRs they have entered.

I have submitted EWRs but I am not receiving any notifications (status updates).

To check that they have selected their required status updates:

- Click on My Profile and go to Manage My Notifications.
- Select the statuses they wish to be notified for and to which email address and mobile phone number these are to be sent.
- Once changes are made, they must click on Save Settings to save these changes.
- If they have an Admin person submitting these on their behalf, please check that they have selected the required status updates also.

I have access to the EP Portal, but I don’t have access to submit EWRs.

To be able to submit EWRs they must subscribe to an Electrical Contractor Licence Number and be approved by the Group Manager.

Once they are approved, the MyEWR heading will be available for them to submit EWRs.

Is there an online manual to find out more on how to use the EP Portal?

- Yes. Under the Support heading in the black toolbar they can access training materials, Portal tips and tricks and FAQ’s.