Electrical Partners Portal

Getting Started: How to Register?
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How do I access the Electrical Partners Portal (EP Portal)?

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

**Direct EP Portal link**


**NEED TO KNOW**
You can save this link to your favourites for ease of access.

**Energex internet website**

2. Click on Energex Portals
3. Click on Electrical Partners Portal from the Portals 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.

1. click on the REGISTER NOW button.

Register Now

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.

Example of a completed Registration screen
1. Enter your First Name

2. Enter your Last Name

3. Create your username
   1. This will be your username to login each time to the EP Portal
   2. This will need to be a unique username. If the username exists in our database you will receive an error once you click on Submit. If this happens, please create a new username.
   3. As mentioned in the username help ?, your 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**
   1. This will be your password to login each time to the EP Portal
   2. As mentioned in the password help question, your password must be at least 8 characters. You can use a mix of uppercase, lowercase, letters, numbers and symbols. You can not use any password that you have used in the past 6 password logins.

5. **Enter an email address**
   1. 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.
   2. If you forget your username or password, an email will be sent to this email address with instructions on how to reset your details.
   3. Are you an Electrical Contractor? When you set up your EWR Notification status updates in the EP Portal, you can change the email address to receive status updates to a different email address if required.

6. Enter in your **mobile phone number**. The number must start with 04 and can not 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**
   1. 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.
   2. 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.
   3. This code is not case sensitive; however you will need to add a space between the codes.

8. **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.

9. **If the all the information was entered correctly, you will receive a** **Thank you for registering** email.

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**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.

**NEED TO KNOW**
Once you click Submit, you are automatically agreeing to the User Agreement and Privacy Policy.
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.

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

**NEED TO KNOW**
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
Activate your registration

An email from Energex has been sent to your registered email address to activate your registration to the EP Portal.

1. Look for the email from energexportal@energex.com.au and the subject heading of: Activate your registration
2. Click on the link in the email to activate your registration. You will receive a Registration completed message once this is done.

NEED TO KNOW
This email may look slightly different for each person depending on what mailbox setting you have.

Subject: Activate your registration

Hello Joe,

Thank you for registering with the ENERGEX Portal.

Your registered username is: joe

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


Once activated, you can login immediately.

The request to register was made on 23/02/2012 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

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Sender Details:
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+61 7 3407 4000
http://www.energex.com.au

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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 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 by clicking on the link in the email, you will receive the below message – Registration completed – to advise that your registration is now complete and you can login.

1. Click on GO TO LOGIN and login using your username and password from the registration process.
I’m registered and want to login

If you have already registered to the EP Portal, you can simply login using your username and password.

2. Click on Electrical Partners Portal and then enter in your username and password and click LOGIN

3. Once you click on LOGIN you will receive the You are logged in page. This will display your username and the date and time of your last login. Click on CONTINUE to enter the EP Portal.
Forgotten your username or password?

If you have forgotten either your username or password you can simply click on the Forgotten your Username or Forgotten your Password link on the main login page to reset your details.

2. Click on Electrical Partners Portal and then click on Forgotten your Username or Forgotten your Password.

3. Enter your registered email address in the Email address field provided and click on Submit.

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Click on the relevant link if you have forgotten your username or password.

NEED TO KNOW
This is the email address you provided during your registration process.
4. Once you click on Submit you will receive the below message – Reset your details - advising you what to do next.

- Once you receive the below message, go to your registered email address to access the Reset your details email.

**NEED TO KNOW**

Go to your registered email address and look for a message with the subject heading of ‘Reset your details’. This email will be sent from energexportal@energex.com.au
Reset your details – Username and Password

An email from Energex has been sent to your registered email address to reset your details.

1. Look for the email from energexportal@energex.com.au and the subject heading of: Reset your details

**NEED TO KNOW**
This email may look slightly different for each person depending on what mailbox setting you have.

2. If you have forgotten your username, this will be displayed in the email. You can login immediately using your username and password. If you want to change your username, you will need to do this in the EP Portal under MyProfile.

3. If you have forgotten your password, you will need to click on the link in the email to create a new password.

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This is your username

Only click on the link if you need to reset your password

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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

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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.

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4. Complete the fields to reset your password by creating a new password, then confirming the new password.
   - This will be your NEW password to login each time to the EP Portal
   - As mentioned in the password help, your password must be at least 8 characters. You can 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. Once you click Submit, you will receive a message to advise your password has been changed and you can login immediately. Click on GO TO LOGIN to access the EP Portal using your username and new password.