Electrical Partners Portal
How to Register

User Guide – April 2021

Contents

How to Register

1. Click on the Portal registration link – https://epp.ergon.com.au/epp

2. You will see the Portal login screen. Click on **Register Now**.

3. Type in the code and click **Submit**.

4. Fill in all the fields. Click on **Check Availability** to ensure your chosen Username is available. When finished, click **Submit**.

5. Registration is complete. You will receive an email with a link to confirm your registration details. **The link is only active for 24 hours**.

NEED TO KNOW

Once you have clicked on the link in the email to confirm your registration, the next step is to complete your **MyProfile details** in the Portal. **Read on………**

MyProfile Set-up

For Licenced Electrical Contractors

1. After registering, on the Portal login screen enter your **Username** and **Password** and click **Sign In.**

2. Select **ESO Licenced Electrical Contractor** and enter your Electrical Contractor (EC) Licence Number. Click on **Check** to validate the number. Ensure the name that displays is correct.
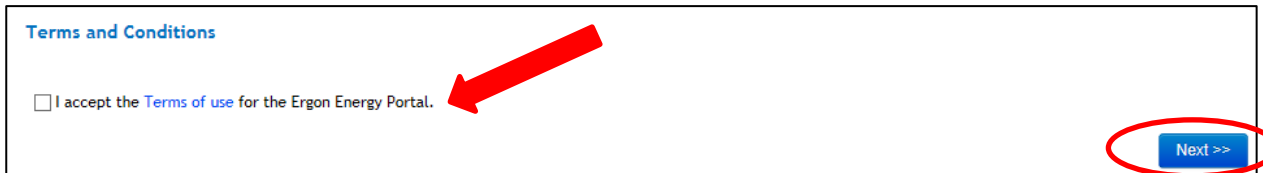
NEED TO KNOW

The EC Licence Number entered is validated against information provided to us from the ESO. If the number is not valid, you will receive a message which will tell you the status.

3. Tick the **Terms and Conditions** box at the bottom of the page (read the Terms of Use if you haven't already) and click **Next**.

4. From here there are two options:

    - If the EC Licence Number is not yet registered in the Portal, go to **step 5 below**.
    - If the EC Licence Number is already registered in the Portal, go to **step 9 below**.
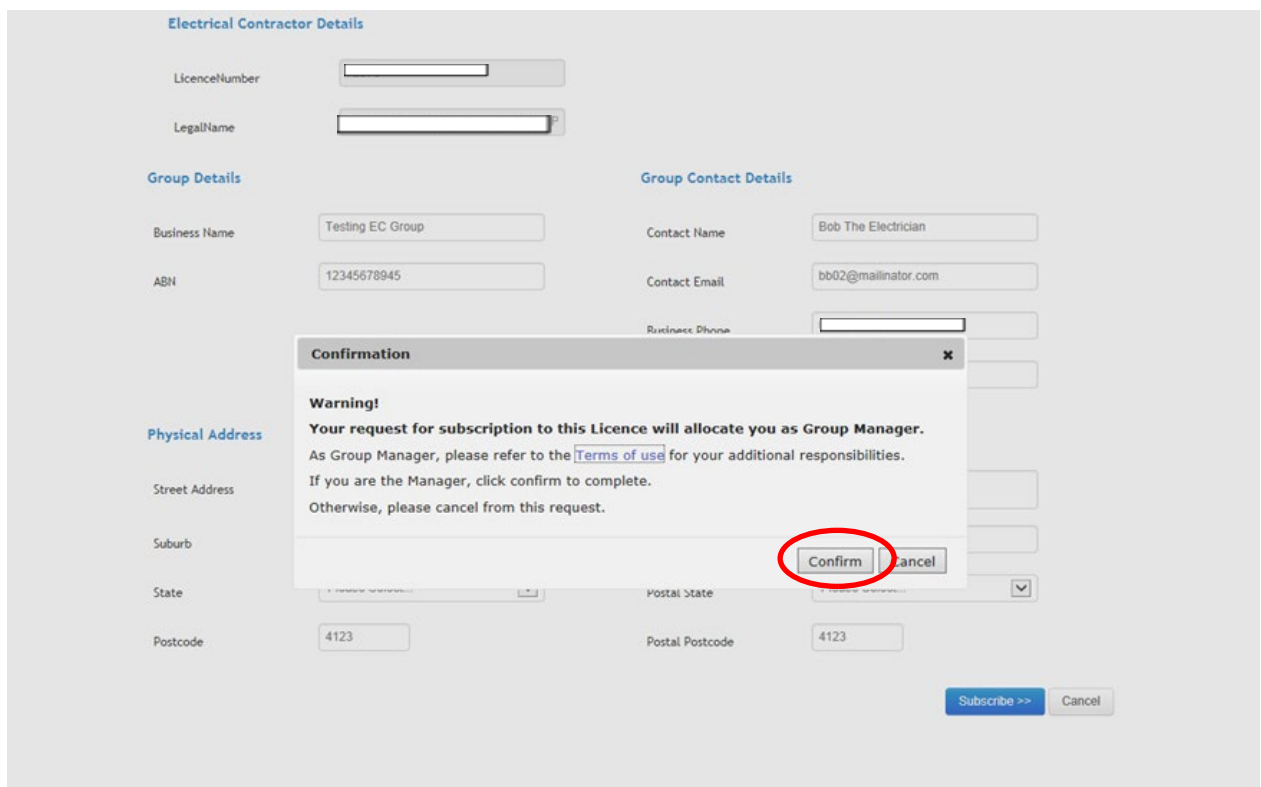
The EC Licence Number is not yet registered in the Portal

5. If you are the first Portal user to enter the EC Licence Number, you will need to complete the business details to set up a **Group**. The first person who sets up the Group will be automatically allocated as the **Group Manager**.

    - **Group Manager -** can view all EWR's submitted under the EC Licence Number as well as the responsibility to approve, decline or unsubscribe (remove) Members from the Group.
    - **Member -** can only view their own submitted EWRs.

    Complete all the fields and then click on **Subscribe.** You will see a Confirmation message to advise you that you have been allocated as Group Manager.

    Click **Confirm** if you are happy to be the Group Manager.

NEED TO KNOW

EC Licence Numbers are set up as '**Groups**' (or businesses) in the Portal so more than one person can submit EWRs under that number.

If you are the only Portal user under your EC Licence Number you will need to be the **Group Manager**. This will allow you to perform all functions.

If you have more than one Electrical Contractor working in the same Group, one person can be allocated as the Group Manager and others as **Members**.

NOTE: The Group Manager will be responsible for approving a Members' access. Learn how in the **Updating MyProfile User Guide**.

6. After clicking Confirm you will receive a message advising that you have successfully subscribed as Group Manager for your Group. Click **Next** to continue.
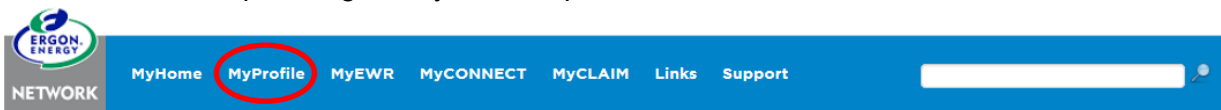
Subscription Confirmation

ⓘ You have successfully subscribed as the Group Manager of EC Licence #10227 for Test.

Next >>

You will next see your home page – **MyHome**. Click on **MyProfile** to set-up your notification preferences.

New Alerts

You currently have no new alerts.

View All

EWR

Know what you need? ⇨   EWR Power User Links   EWR Quick Links

New Permanent Supply
Solar Install <30Kw
New Temporary Builder's Supply
Add Meter (H/W or Control Load)
Form 3 Faults Rectified

| Form 3 (Incomplete) | 5 | Open | 297 | Awaiting Retailer Requests | 96 |
| Saved | 22 | Open > 30 Days | 207 | Form 3 (Complete) < 60 Days | 0 |

View Recent   View All

On your MyProfile screen, scroll down to **Manage My Notifications** and complete your default options. If you are also a Solar Installer, you can enter your **CEC Accreditation Number**. Click **Save Settings** when finished.

Clean Energy Council Details

If you have multiple CEC Accreditations or need to replace an expired Accreditation, enter the CEC number, check it then click 'Add CEC Number'.
Please enter your Clean Energy Council (CEC) Accreditation Number:

[   ] [Check]

[   ] [Add CEC Number]

Status	Notify Me By
Awaiting Retailer Request	☑ Email ☐ SMS
Retailer Request Received	☑ Email ☐ SMS
Work Scheduled	☑ Email ☑ SMS
Appointment Set	☑ Email ☑ SMS
Cancelled due to Scheduling	☑ Email ☑ SMS
Cancelled by Retailer	☐ Email ☑ SMS
Completed	☐ Email ☑ SMS
Incomplete - Form 3 Left	☑ Email ☑ SMS
Completed - Form 3 Left	☑ Email ☑ SMS
Closed - No Access	☑ Email ☑ SMS
Retailer Request Cancelled	☑ Email ☑ SMS
EWR Processing	☑ Email ☑ SMS
MP to Complete	☑ Email ☑ SMS

Hover your mouse over a Status type to see the definition

[Save Settings]

MyProfile set up is now complete.

At the bottom of your MyProfile screen you will see **My Groups**. Here you can check the status of your Group subscription requests, unsubscribe from Groups and join a new Group. Learn how in the **Updating MyProfile User Guide.**

My Groups

Group Name	Group Reference	My Role	My Status		
[ ]	[ ]	Manager	Approved	Manage	Unsubscribe
⚠ [ ]	[ ]	Member	Pending Approval		Cancel Request
[ ]	[ ]	Manager	Approved	Manage	Unsubscribe

[Subscribe to another Group]

7. You can now return to **MyHome** to use other features in the Portal.

> **NEED TO KNOW**
>
> From **MyHome** you can do a number of things, such as submit a new EWR, check on the status of your submitted EWRs, and update your profile details. Check out our other User Guides to learn how.
>
> - **EWR User Guide**
> - **Connect Application User Guide**
> - **Updating MyProfile User Guide**

The EC Licence Number is already registered in the Portal

8. If the EC Licence Number you entered is already registered in the Portal, you will be able to join its Group as a **Member**. You will see a confirmation message and an email will be sent to the Group Manager to **approve** your membership subscription request.

    You will also be sent an email confirming your subscription request and advising how to check the status. You can also see your pending subscription request under MyGroups in your MyProfile screen in the Portal.

    You will be sent another email when the Group Manager **approves** your membership subscription. Once approved, you can start submitting EWRs under the EC Licence Number.

    Click **Next** to continue**.**

> **NEED TO KNOW**
>
> You cannot submit any EWRs under an EC Licence Number until the Group Manager has approved your request to be a Member of the Group.

9. You will next see your MyProfile screen. Scroll down to **Manage My Notifications** and complete your default options. If you are also a Solar Installer, you can enter your **CEC Accreditation Number**. Click **Save Settings** when finished.

10. **MyProfile set-up is now complete.**
    At the bottom of your MyProfile screen you will see **My Groups**. Here you can check the status of your Group subscription requests, unsubscribe from Groups and join a new Group. Learn how in the **Updating MyProfile User Guide**.

For CEC Accredited Solar Installers

You must have a valid CEC Accreditation Number to subscribe as a Solar Installer in the Portal.

1. On the Portal login screen enter your **Username** and **Password** and click **Sign In.**

2. Select **CEC Accredited Solar Installer** and enter your CEC Accreditation Number. Click on **Check** to validate the number. Ensure the name that displays is correct.

3. For the next field there are two options:

   - If the CEC Accreditation Number is **not yet registered** in the Portal, go to **step 4 below.**
   - If the CEC Accreditation Number is **already registered** in the Portal, go to **step 10 below.**

NEED TO KNOW

CEC Accreditation Numbers are set-up as '**Groups**' (or businesses) in the Portal so more than one person can submit CONNECT Applications under that number.
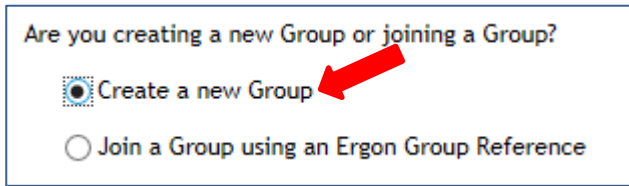
If you are the only Portal user under your CEC Accreditation Number you will need to be the **Group Manager**. This will allow you to perform all functions.

If you have more than one Solar Installer working in the same Group, one person can be allocated as the Group Manager and others as **Members**.

NOTE: The Group Manager will be responsible for approving a Members' access. Learn how in the **Updating MyProfile User Guide.**

The CEC Accreditation Number is not yet registered in the Portal

4. If the CEC Accreditation Number is **not yet registered** in the Portal select **Create a new Group.**
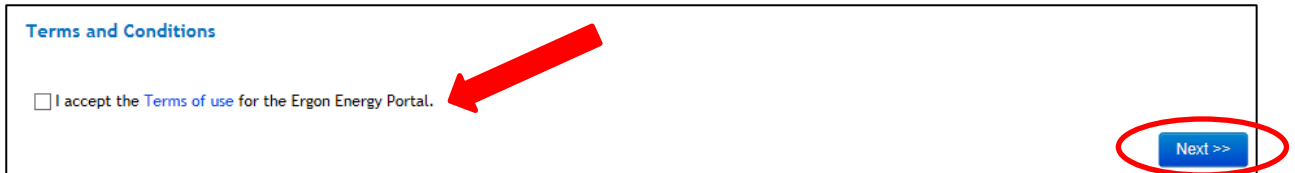
> Are you creating a new Group or joining a Group?
>
> ◉ Create a new Group
>
> ○ Join a Group using an Ergon Group Reference

5. Tick the **Terms and Conditions** box at the bottom of the page (read the Terms of Use if you haven't already) and click **Next.**

> **Terms and Conditions**
>
> ☐ I accept the Terms of use for the Ergon Energy Portal.
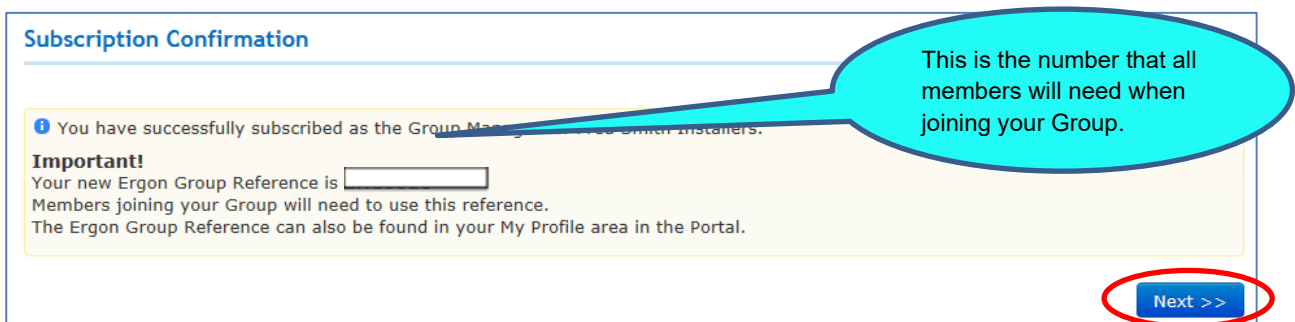>
> Next >>

6. As you are the first Portal user to enter the CEC Accreditation Number, you will need to complete the business details to set-up a **Group.** The first person who sets-up the Group will be automatically allocated as the **Group Manager.**

   • **Group Manager -** can view all CONNECT Applications submitted under the CEC Accreditation Number, as well as the responsibility to approve, decline or unsubscribe (remove) Members from the Group.
   • **Member -** can only view their own submitted CONNECT Applications.

   Complete all the fields and then click on **Subscribe.**

7. You will see a Confirmation message to advise that you have been subscribed as the **Group Manager.** You will also see your **Ergon Group Reference number** – it's important to keep this number handy to give to people you want as Members in your Group.

   Click **Next.**

> **Subscription Confirmation**
>
> ℹ You have successfully subscribed as the Group Manager for Fred Smith Installers.
>
> **Important!**
> Your new Ergon Group Reference is ⬚
> Members joining your Group will need to use this reference.
> The Ergon Group Reference can also be found in your My Profile area in the Portal.
>
> Next >>

This is the number that all members will need when joining your Group.

8. You will next see your home page – **MyHome**. Click on **MyProfile** to finalise your set-up.

9. On your **MyProfile** screen check you are happy with all your details. At this point you can add another CEC Accreditation Number (if you have multiple ones) and subscribe to other Groups.

Learn how in the **Updating MyProfile User Guide**. **Your MyProfile set-up is complete.**

The CEC Accreditation Number is already registered in the Portal

10. If the CEC Accreditation Number is **already registered** in the Portal select **Join a Group using an Ergon Group Reference.** Enter the number (you need to get this from your Group Manager), click on **Check** and ensure the name that displays is correct.

> Before you begin, ask your Group Manager for the Ergon Group Reference number for their CEC Accreditation Number.

11. Tick the **Terms and Conditions** box at the bottom of the page (read the Terms of Use if you haven't already) and click **Next**.

12. You will see a **Subscription Confirmation** message and an email will be sent to the **Group Manager** to **approve** your request to join the Group. You will also be sent an email confirming your subscription request and advising how to check the status. You will be sent another email when the Group Manager **approves** your membership subscription.

> Your subscription request is pending Group Manager approval

Click **Next.**

> **NEED TO KNOW**
>
> You cannot submit any CONNECT Applications requests under a CEC Accreditation Number until the Group Manager has approved your request to be a Member of the Group.
>
> You can see your pending subscription requests under **MyGroups** in your MyProfile screen in the Portal.

13. You will next see your **MyProfile** screen so you can check you are happy with your details. At this point you can add another CEC Accreditation Number (if you have multiple ones) and subscribe to other Groups. Learn how in the **Updating MyProfile User Guide**.

   Your MyProfile set-up is complete.

Other Electrical Partner (e.g. Admin Staff)

You must have a valid Ergon Group Reference number (eg. ERG128) to subscribe as an Other Electrical Partner in the Portal.

Other Electrical Partners include:

- Administration staff who enter EWRs
- Other people who enter EWRs that don't have licences/accreditation (eg spouse).

1. After registering, on the Portal login screen enter your **Username** and **Password** and click **Sign In.**

2. Select the **Other Electrical Partner** option.

3. Enter in your **Ergon Group Reference** number that has been given to you by your Group Manager. Click on **Check** and ensure the name that displays is correct. Click **Next**.

4. You will see a **Subscription Confirmation** message and an email will be sent to the **Group Manager** to **approve** your request to join the Group. You will also be sent an email confirming your subscription request and advising how to check the status. You will be sent another email when the Group Manager **approves** your membership subscription.

    Click **Next**.

5. You will next see your MyProfile screen so you can double check your details. Scroll down to **Manage My Notifications** and complete your default options for EWR. Click **Save Settings** when finished.

    MyProfile set-up is now complete.
    At the bottom of your MyProfile screen you will see **My Groups**. Here you can check the status of your Group subscription requests, unsubscribe from Groups and join a new Group. Learn how in the **Updating MyProfile User Guide**.

Other Portal User Guides

Check out our other User Guides to ensure you learn all of the great features of the Electrical Partners Portal!

- **EWR User Guide**
- **Connect Application User Guide**