

Electrical Partners Portal How to Register



NETWORK

User Guide – April 2021




Contents

How to Register	2
MyProfile Set-up	4
For Licenced Electrical Contractors	4
The EC Licence Number is not yet registered in the Portal	5
The EC Licence Number is already registered in the Portal	8
The CEC Accreditation Number is not yet registered in the Portal	10
The CEC Accreditation Number is already registered in the Portal	11
Other Electrical Partner (e.g. Admin Staff).....	12
Other Portal User Guides	14

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**.



Login

Fields marked with * are mandatory fields.

Please enter your username and password below to login.

Username*

[Forgotten your Username?](#)

Password*

[Forgotten your Password?](#)

Not registered yet?

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




Register

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.

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



Register to continue

Fields marked with * are mandatory fields.

First Name*

Last Name*

Create your username* ? [Check Availability](#)

Create a password* ?

Confirm password*

Email address* ?


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 User Agreement and information about my account

[Back](#) [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.**



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 74 66

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**.

ERGON ENERGY

Login

Fields marked with * are mandatory fields.

Please enter your username and password below to login.

Username*

[Forgotten your Username?](#)

Password*

[Forgotten your Password?](#)

Not registered yet?

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.

Electrical Partners Portal Subscription

Please select additional subscriptions

- ESO Licenced Electrical Contractor
- CEC Accredited Solar Installer
- Other Electrical Partner
- Retailer

Please enter a valid **Electrical Contractor (ESO) Licence Number**

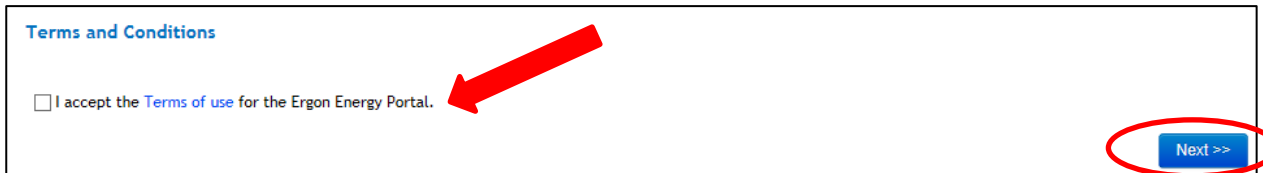
✓

ENSOR ELECTRICAL PTY LTD

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**.



Terms and Conditions

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

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**.

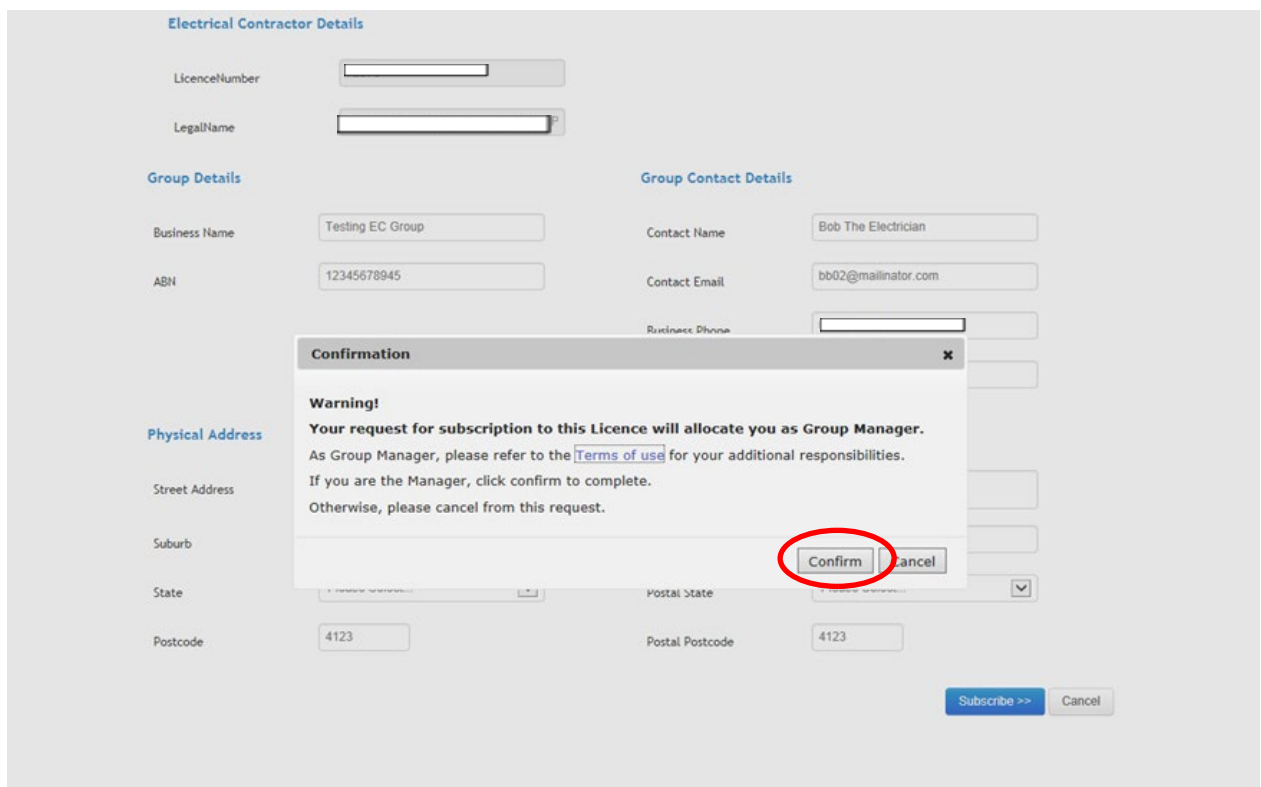
The EC Licence Number is not yet registered in the Portal

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.



Electrical Contractor Details

LicenceNumber

LegalName

Group Details

Business Name: Testing EC Group

ABN: 12345678945

Group Contact Details

Contact Name: Bob The Electrician

Contact Email: bb02@mailinator.com

Ruzinacc Dhuwa

Physical Address

Street Address

Suburb

State

Postcode: 4123

Postal State

Postal Postcode: 4123

Subscribe >> Cancel

Confirmation

Warning!

Your request for subscription to this Licence will allocate you as Group Manager.

As Group Manager, please refer to the [Terms of use](#) for your additional responsibilities.

If you are the Manager, click confirm to complete.

Otherwise, please cancel from this request.

Confirm Cancel

NEED TO KNOW

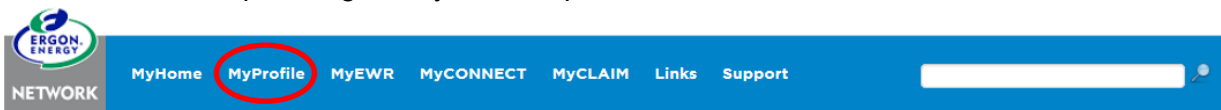
EC Licence Numbers are set up as '**Groups**' (or businesses) in the Portal so more than one person can submit EWRs under that number.

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

i 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:


Status	Notify Me By
Awaiting Retailer Request	<input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Retailer Request Received	<input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Work Scheduled	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Appointment Set	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Cancelled due to Scheduling	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Cancelled by Retailer	<input type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Completed	<input type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Incomplete - Form 3 Left	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Completed - Form 3 Left	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Closed - No Access	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Retailer Request Cancelled	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
EWR Processing	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
MP to Complete	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS

Hover your mouse over a Status type to see the definition

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	
<input type="text"/>	<input type="text"/>	Manager	Approved	<input type="button" value="Manage"/> <input type="button" value="Unsubscribe"/>
 <input type="text"/>	<input type="text"/>	Member	Pending Approval	<input type="button" value="Cancel Request"/>
<input type="text"/>	<input type="text"/>	Manager	Approved	<input type="button" value="Manage"/> <input type="button" value="Unsubscribe"/>

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**.

Fields marked with * are mandatory fields.

Please enter your username and password below to login.

Username*

[Forgotten your Username?](#)

Password*

[Forgotten your Password?](#)

Not registered yet?

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.

ERGON ENERGY NETWORK

MyHome MyProfile MyEWR MyCONNECT MyCLAIM Links Support

Electrical Partners Portal Subscription

Please select additional subscriptions

ESO Licenced Electrical Contractor

CEC Accredited Solar Installer

Other Electrical Partner

Retailer

Please enter your Clean Energy Council (CEC) Accreditation Number

egx_internal use-only

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.

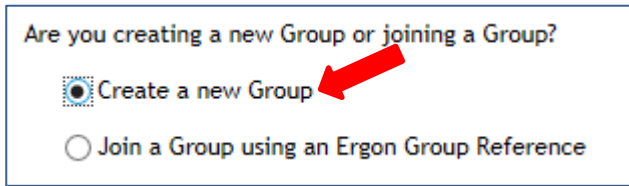
If you are the only Portal user under your CEC Accreditation Number you will need to be the **Group Manager**. This will allow you to perform all functions.

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**.

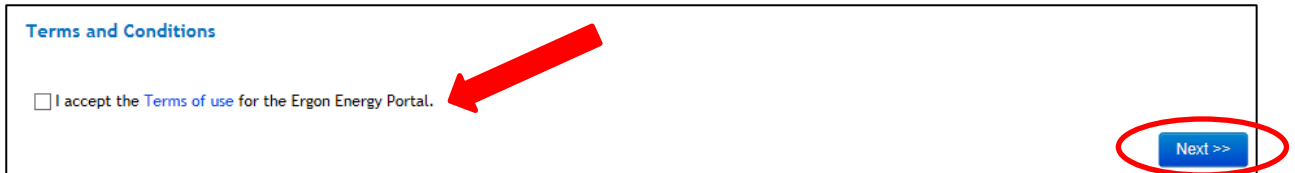


Are you creating a new Group or joining a Group?

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 >>

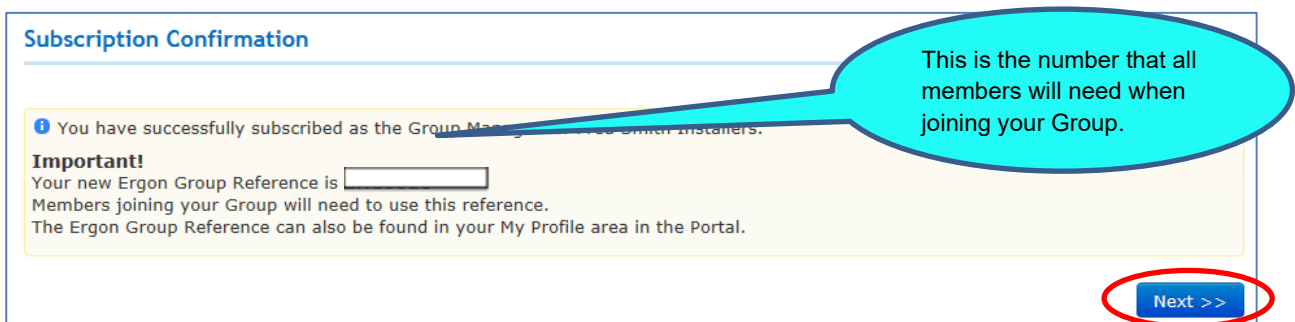
6. As you are the first Portal user to enter the CEC Accreditation Number, you will need to complete the business details to set-up a **Group**. The first person who sets-up the Group will be automatically allocated as the **Group Manager**.

- **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... similar 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.

Are you creating a new Group or joining a Group?

Create a new Group

Join a Group using an Ergon Group Reference

I'm not sure what to select

Enter the Ergon Group Reference.
Use the correct format of ERG000 and check that the Group name is correct before continuing.

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**.

Terms and Conditions

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

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.

Electrical Partners Portal

Subscription Confirmation

Thank you for your subscription request to join Fred Smith Installers ().
An email has been sent to the Group Manager for Fred Smith Installers 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.

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**.

The image is a screenshot of the Ergon Energy login page. At the top, there is a header with the Ergon Energy logo on the left and a blue bar on the right. Below the header, the page title is 'Login'. A note states 'Fields marked with * are mandatory fields.' Below this, there is a prompt: 'Please enter your username and password below to login.' There are two input fields: 'Username*' and 'Password*'. Both fields have red arrows pointing to them. Below the 'Username*' field is a link 'Forgotten your Username?'. Below the 'Password*' field is a link 'Forgotten your Password?'. At the bottom left, there is a blue button labeled 'Sign In' which is circled in red. Below the 'Sign In' button is the text 'Not registered yet?' and a blue button labeled 'Register Now'.

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](#).

My Groups

Group Name	Group Reference	My Role	My Status	
<input type="text"/>	<input type="text"/>	Manager	Approved	Manage Unsubscribe
 <input type="text"/>	<input type="text"/>	Member	Pending Approval	Cancel Request
<input type="text"/>	<input type="text"/>	Manager	Approved	Manage Unsubscribe

[Subscribe to another Group](#)

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](#)