Register an Account and Update Account Details for a Non-Electrician to eConnect.

<Document Id.>

Purpose   This Work Instruction describes the steps required to for a Non-Electrician User (solar installer, builder, customer, market participant or other) can register an account to eConnect, update profile details and reset their password.

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Page 1 of 31

Task Detail: Registering an Account, Updating Account Details and Resetting Password.

Proceed to [Section 1](#) for **Registering Account** Instructions.

Proceed to [Section 2](#) for **Updating Account** Instructions.

Proceed to [Section 3](#) for **Changing Password** Instructions.

Proceed to [Section 4](#) for **Forgotten Password** Instructions.

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Page 2 of 31

Section 1: Registering an Account.

Step 1   Select "Register Account" on the login homepage.

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Page 3 of 31

Step 2   Select "Non-Electrician" on the login homepage.

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Page 4 of 31
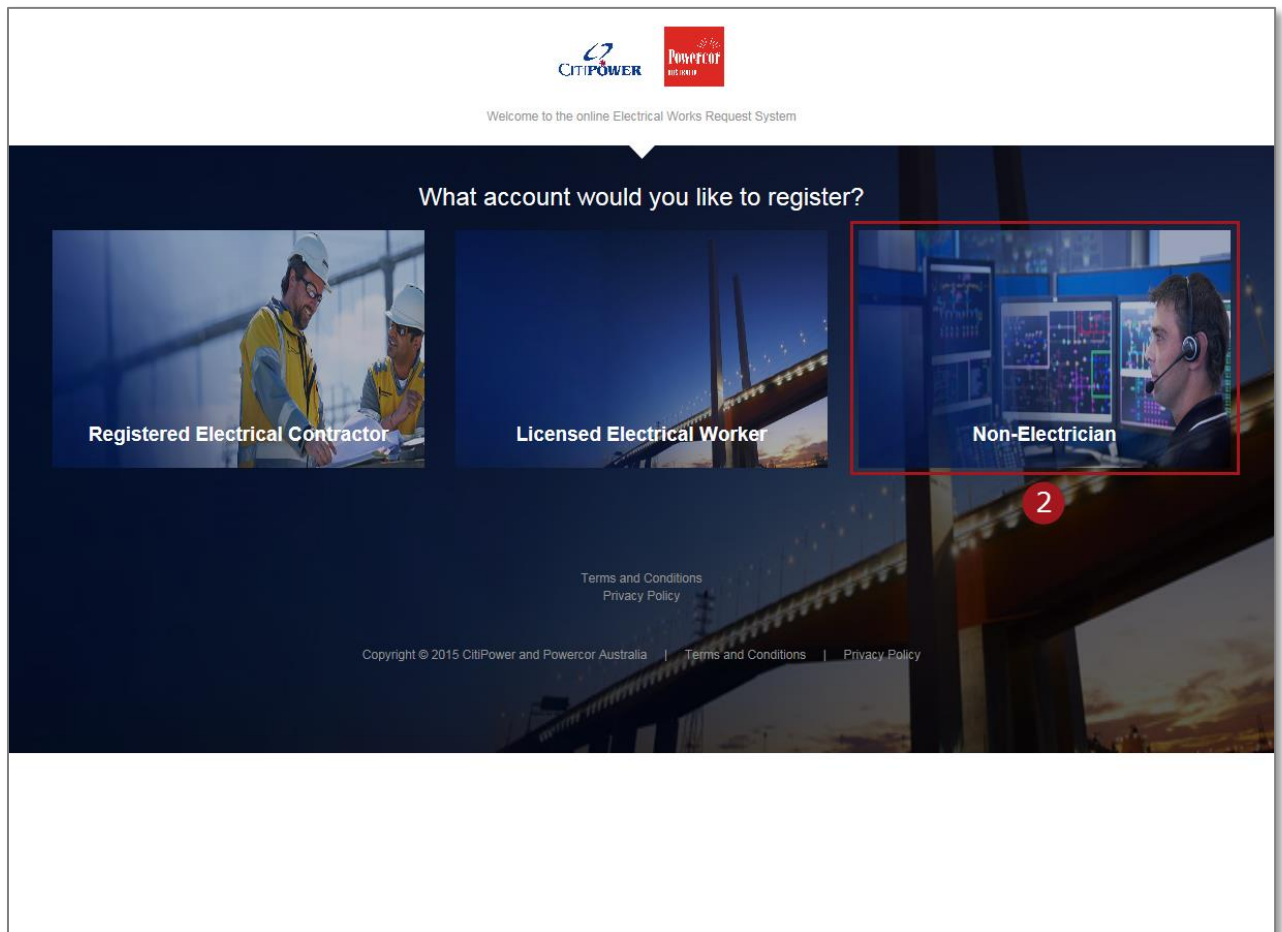
The blue message box provides you with the criteria of a Non-Electrician. If these conditions apply to you, you should proceed with registering an account.

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Page 5 of 31

Step 2   Enter your contact details.

Step 3   Select your "Preferred Contact Method" that CitiPower and Powercor will contact you regarding the status of your requests or any relevant updates.

If you are a **Solar Installer** continue to **Step 4.**

If you are a **Builder, Customer, Market Participant or Other** continue to **Step 7.**

Step 4   Select "Solar Installer" under "Account Type".

Step 5   Enter your "Accreditation Number".

Step 6   Enter your "Installer Details" and continue to **Step 9**.

An error message will appear if the "Accreditation Number" does not meet the conditions.

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Page 8 of 31

Step 7   Select your "Account Type" from the following options:
1. Builder
2. Customer
3. Market Participant
4. Other

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Page 9 of 31

Step 8   Read and accept "Terms and Conditions" then select "Register".

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Page 10 of 31

Upon submission of the "Non-Electrician Details" form, you will see a confirmation of submission on your screen.

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Page 11 of 31
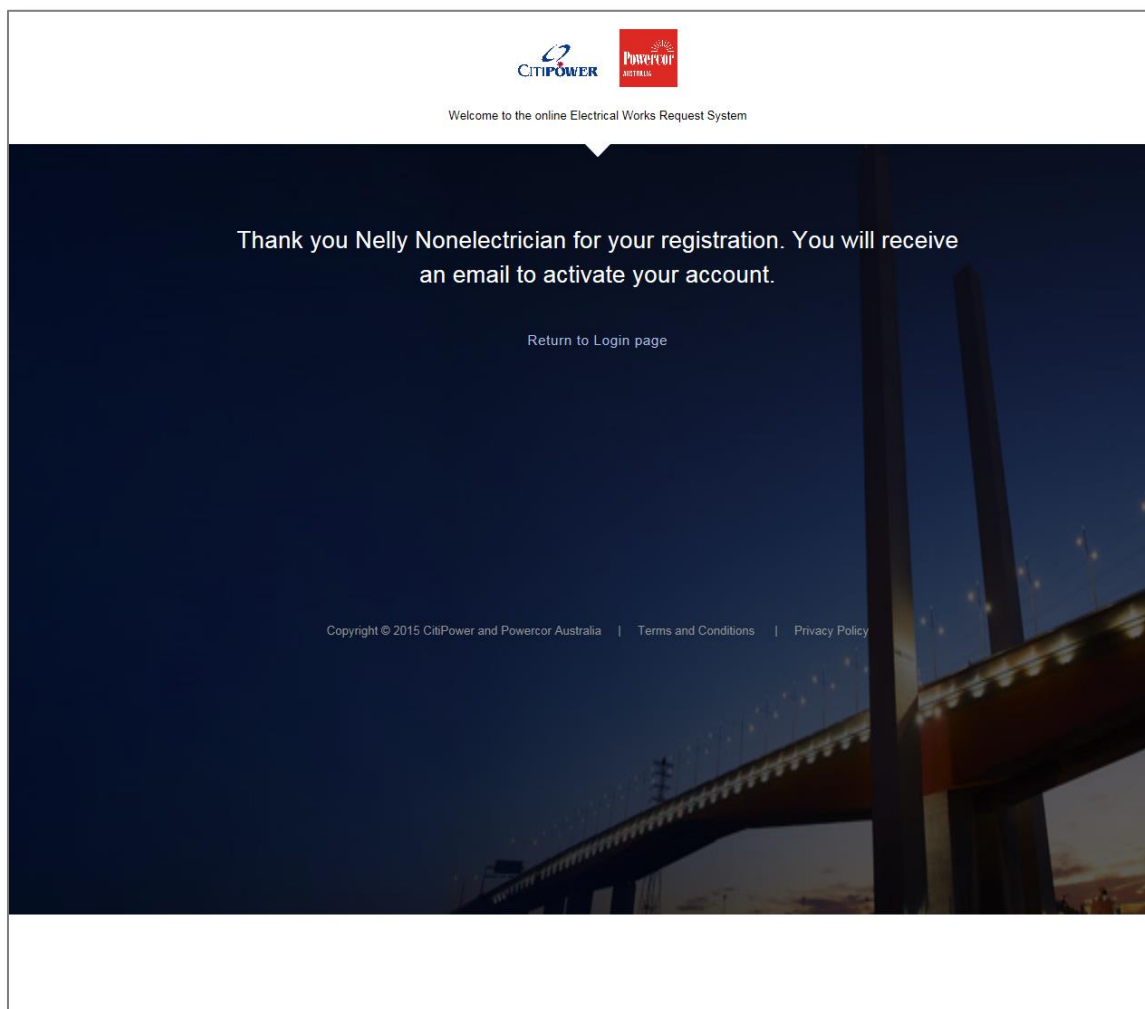
Step 10   You will receive a "Welcome to eConnect" email.
Select "Active your account".

Note: If you do not receive this email follow these steps:
1. Check your junk mail folder for the "Welcome to eConnect" email.
2. If that fails, call 132 206 or email eConnect_Enquiries@powercor.com.au so a CitiPower and Powercor team member can assist you with the registration process.
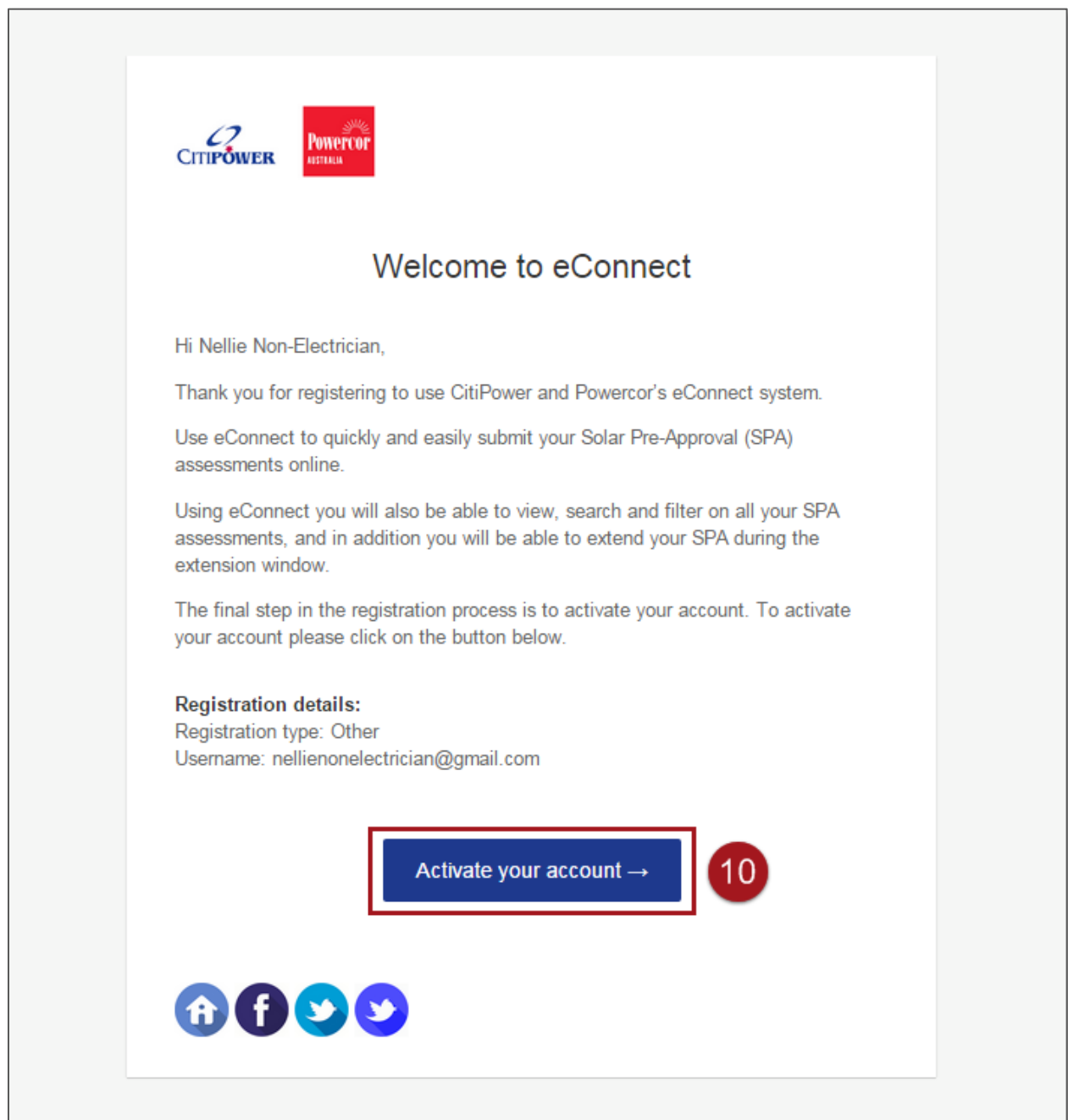
Step 11   Enter a password.

Note: Must be at least 8 characters and contain at least one number.

Then validate your password.

Step 12   Select "Set Password" to complete the registration process.

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Page 13 of 31

Once your password is accepted, you will be directed to the Dashboard homepage and you can begin using eConnect.

To view CitiPower and Powercor's Terms and Conditions or Privacy Policy, select the hyperlinks located at the bottom of every page.

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Page 14 of 31

Section 2: Updating an Account.

Step 1a   To update your account, select your account name in the top left hand corner of the Home Page.

Step 1b   Alternatively, select "Manage my profile", from the sidebar menu on the left-hand side, continue to **Step 3**.

Step 2   Select "Edit Profile".

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Page 15 of 31

If you are a **Solar Installer** continue to **Step 3.**

If you are a **Builder, Customer, Market Participant or Other** continue to **Step 7.**

Step 3   Under "Contact Details" you can update your account name, email and mobile.

Note: If you update your email this will become your username when you sign into eConnect.

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Page 16 of 31

Step 4   Select your "Preferred Contact Method" that CitiPower and Powercor will contact you regarding the status of your requests or any relevant updates.

Step 5   Under "Installer Details" you can update your Solar installer details.

Step 6   Select "Update Profile Settings" when you have completed your changes.

Upon submission you will receive the following confirmation of update.

Step 7   Under "Contact Details" you can update your account name, email and mobile.
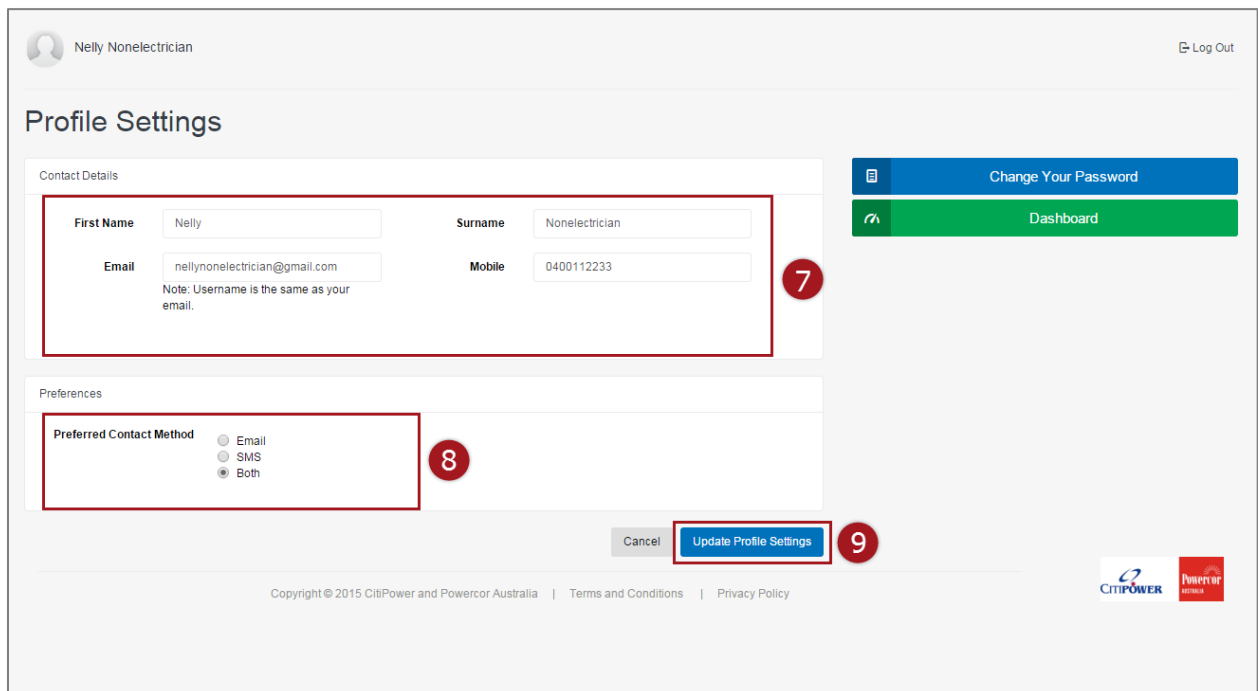
Note: If you update your email this will become your username when you sign into eConnect.

Step 8   Select your "Preferred Contact Method" that CitiPower and Powercor will contact you regarding the status of your requests or any relevant updates.

Step 9   Select "Update Profile Settings" when you have completed your changes.

Upon submission you will receive the following confirmation of update.

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Page 20 of 31
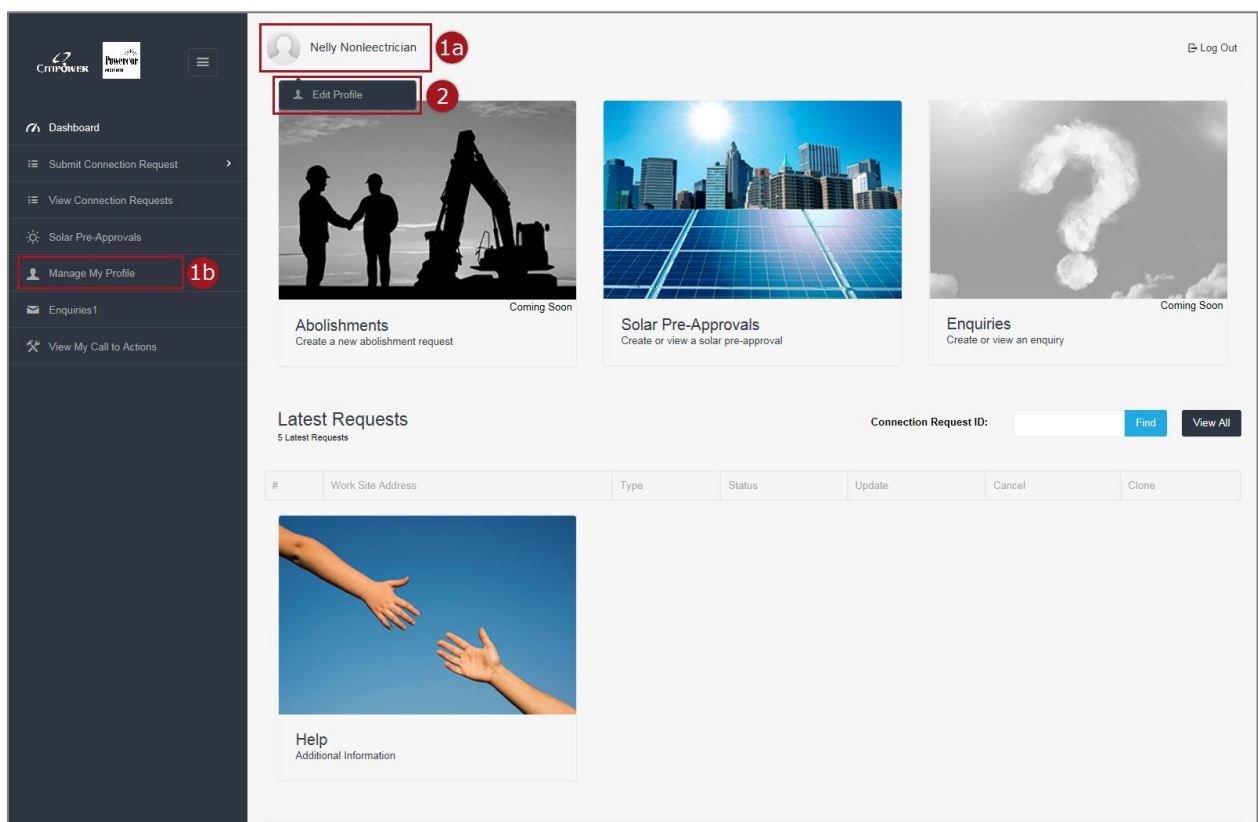
Section 3: Changing Password.

Step 1a   To update your account, select your account name in the top left hand corner of the Home Page.

Step 1b   Alternatively, select "Manage my profile", from the sidebar menu on the left-hand side, continue to **Step 3**.

Step 2   Select "Edit Profile".

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Page 21 of 31

Step 3   Select "Change Your Password".

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Page 22 of 31

Step 4   Enter your old password.

Step 5   Enter a password.
                    Note: Must be at least 8 characters, contain at least one number
                    and cannot have been previously used by this account.
                    Then validate your password.

Step 6   Select "Set Password" to complete the process.

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Page 23 of 31

An error message will appear if you try to reuse an old password. You must choose a password that has never been used for this account.

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Page 24 of 31

Upon submission you will receive the following confirmation of update.

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Page 25 of 31

Section 4: Forgotten Password.

Step 1   Select "Forgot your Password?"

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Page 26 of 31

Step 2   Enter the email you used to register as the "Username".

Step 3   Select "Reset Password".

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Page 27 of 31

Upon submission you will see a confirmation that a link has been sent to your email.

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Page 28 of 31
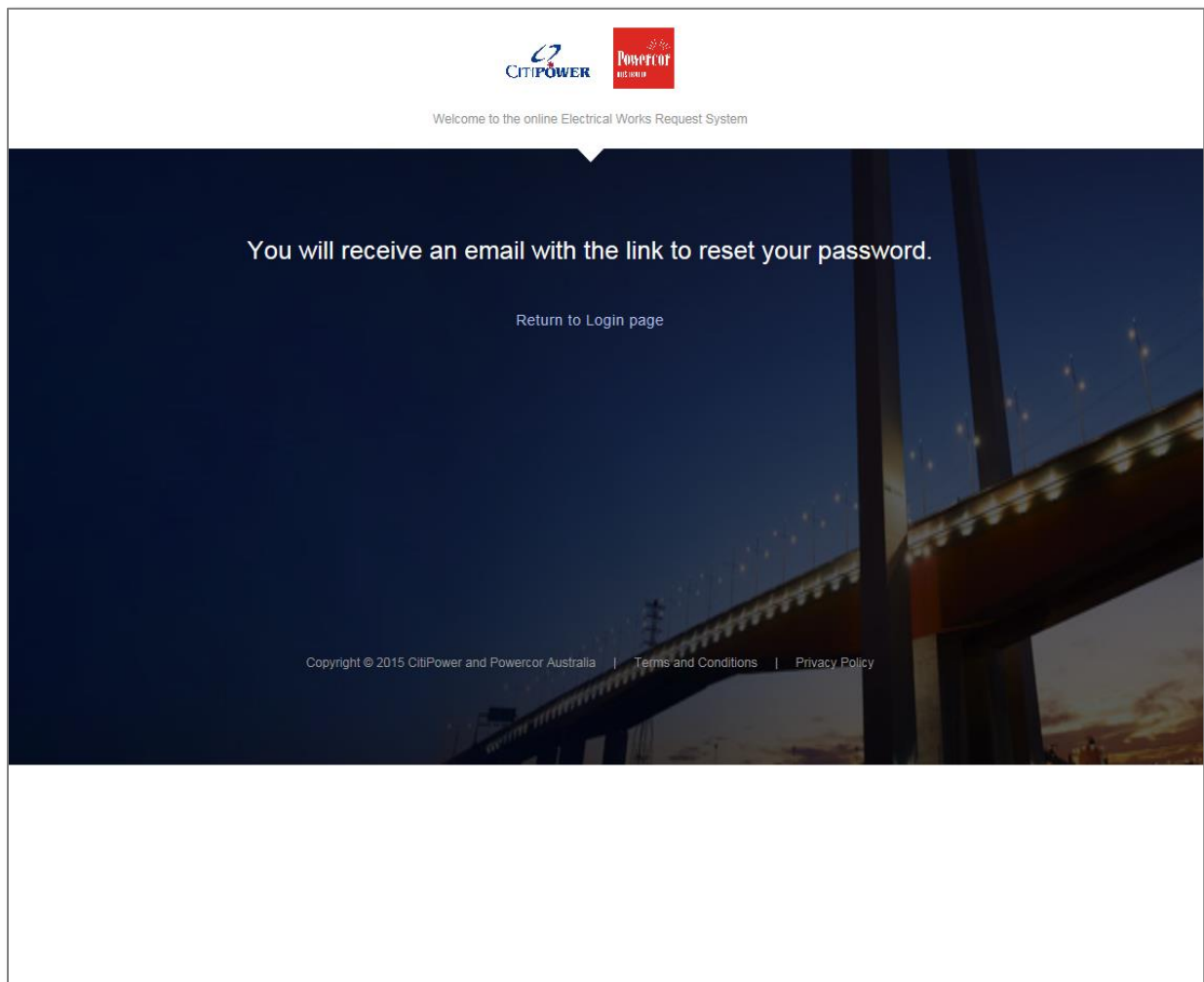
Step 4   You will receive a "Your new customer password" email with a link
to activate your account.

Select the link in the email.

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Page 29 of 31
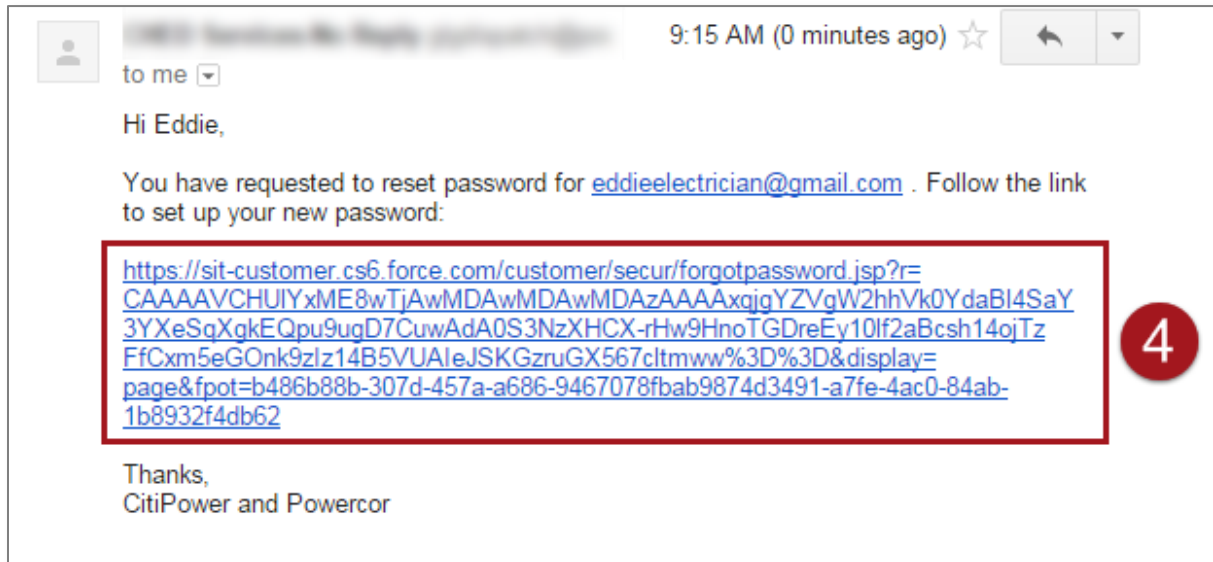
Step 5   Enter a new password.

Note: Must be at least 8 characters, contain at least one number and cannot have been previously used by this account.

Then validate your password.

Step 6   Select "Set Password" to complete the process.

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Page 30 of 31

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