

## WORK INSTRUCTION

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

<Document Id.>

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### 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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## **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.

## Section 1: Registering an Account.

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

WELCOME TO THE ONLINE ELECTRICAL WORKS REQUEST SYSTEM

name@gmail.com

Password

Login

[Register Account](#) 1

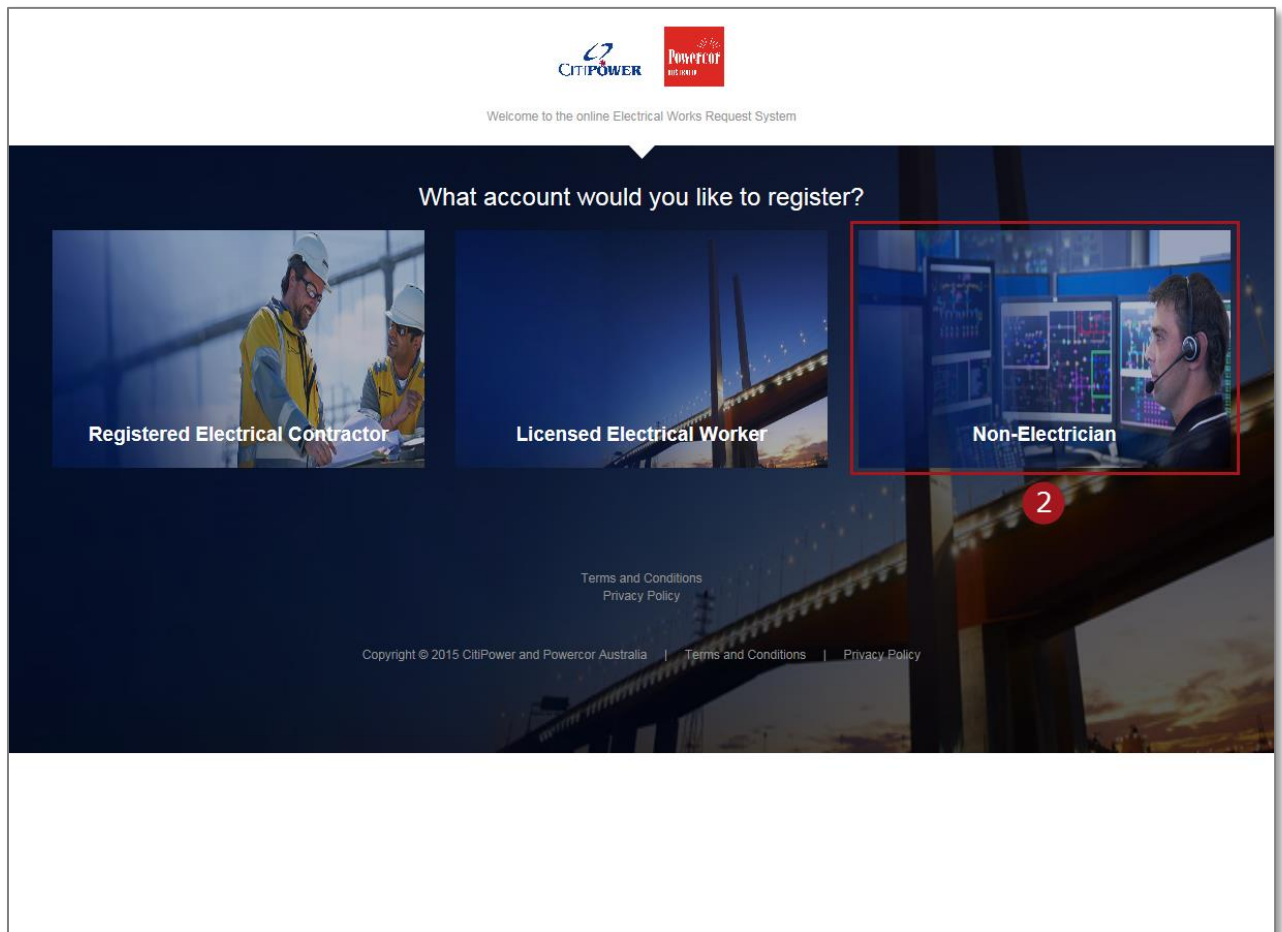
[Forgot your Password?](#)

[Welcome Guest](#)



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## Step 2

Select "Non-Electrician" on the login homepage.



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.



Signing up is free and simple. Complete the form below and get registered today!

Register as a Non-Electrician if you are a Solar Installer, Builder, Demolition Contractor or Property Owner in the CitiPower or Powercor distribution area.

If you are an electrician, you should register as a Registered Electrical Contractor or Licensed Electrical Worker.

Contact Details

First Name

Surname

Email

Mobile

Preferred Method of Contact

☐ Email

☐ SMS

☐ Both

Account Type

Please Choose

▼

## 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.

Contact Details

First Name

Nelly

Surname

Nonelectrician

Email

nellynonelectrician@gmail.com

Mobile

0411223344


Preferred Method of Contact

☐ Email

☐ SMS

☒ Both

Account Type

Please Choose 

Terms and Conditions

I acknowledge that as a non-REC or LEW using this system that I am only permitted to lodge Abolishment work requests and Solar Pre-Approvals.

#### Solar Pre-Approval

It is the responsibility of those utilising the Solar Pre-approval submission system to ensure information provided to CitiPower and Powercor is accurate. Failure to provide accurate information may result in cancellation of the pre-approval request or outcome.

Pre-approval request outcomes remain valid for a period of 90 calendar days. Solar connections not completed within 90 calendar days of receiving approval will require another Solar Pre-approval submission.

Once confirmation of the Solar Pre-Approval has been received, the Solar Connection should not exceed the approved size. In doing so, this may result in the disconnection of Electricity Supply to the property.

#### Abolishment request

By submitting an Abolishment request I acknowledge that I am responsible for payment of charges outlined by CitiPower and Powercor, unless I have deferred responsibility to another person. Where deferring to another person, they will be contacted to accept charges before work is commenced .

Payment of relevant charges is required within 30 days.

All information I have provided is true and accurate.

This information which has been provided will be used and disclosed by CitiPower and Powercor in accordance with its privacy policy. You can find more information on the privacy policy on our website.

<https://www.powercor.com.au/privacy-and-disclaimer/>

By ticking on the checkbox below, I declare that I have read, understood and accept the terms and conditions outlined above.

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](#).

The screenshot displays a registration form with two main sections: "Contact Details" and "Installer Details".

**Contact Details Section:**

- First Name:** Nelly
- Surname:** Nonelectrician
- Email:** nellynonelectrician@gmail.com
- Mobile:** 0411223344
- Preferred Method of Contact:** Radio buttons for Email, SMS, and Both (selected).
- Account Type:** A dropdown menu showing "Solar Installer" (highlighted with a red box and callout 4).
- Accreditation Number:** A2345678 (highlighted with a red box and callout 5).

**Installer Details Section:**

- Company Name:** Sonny Solar
- Company Email:** sonny@gmail.com
- Mailing Address:** 21 Elizabeth Street, Melbourne 3000
- Phone:** 0400778899 (highlighted with a red box and callout 6).

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

Contact Details

First Name

Nelly

Surname

Nonelectrician

Email

nellynonelectrician@gmail.com

Mobile

0411223344

Preferred Method of Contact

☐ Email

☐ SMS

☒ Both

Account Type

Solar Installer

Accreditation Number

123456

×

Accreditation Number must be 8 digits and must start with A

Installer Details

Company Name

Company Email

Mailing Address

Phone

Warning: HARD COPIES OF THIS DOCUMENT MAY NOT BE THE LATEST VERSION. The most up-to-date document is located on the Intranet.

Page 8 of 31



## Step 7

Select your "Account Type" from the following options:

1. Builder
2. Customer
3. Market Participant
4. Other

The screenshot shows a 'Contact Details' form with the following fields and options:

- First Name:** Nelly
- Surname:** Nonelectrician
- Email:** nellynonelectrician@gmail.com
- Mobile:** 0411223344
- Preferred Method of Contact:**
  - ☐ Email
  - ☐ SMS
  - ☒ Both
- Account Type:** A dropdown menu with 'Market Participant' selected. This field is highlighted with a red rectangular box.

A red circle with the number '7' is positioned to the right of the 'Account Type' dropdown menu, indicating the step number.

## Step 8

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

Contact Details

**First Name**

**Surname**

**Email**

**Mobile**

**Preferred Method of Contact**  

☐ Email  
☐ SMS  
☒ Both

**Account Type**  

Market Participant ▼

Terms and Conditions

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All information I have provided is true and accurate.

This information which has been provided will be used and disclosed by CitiPower and Powercor in accordance with its privacy policy. You can find more information on the privacy policy on our website.

<https://www.powercor.com.au/privacy-and-disclaimer/>

By ticking on the checkbox below, I declare that I have read, understood and accept the terms and conditions outlined above.

☒ I accept the Terms and Conditions

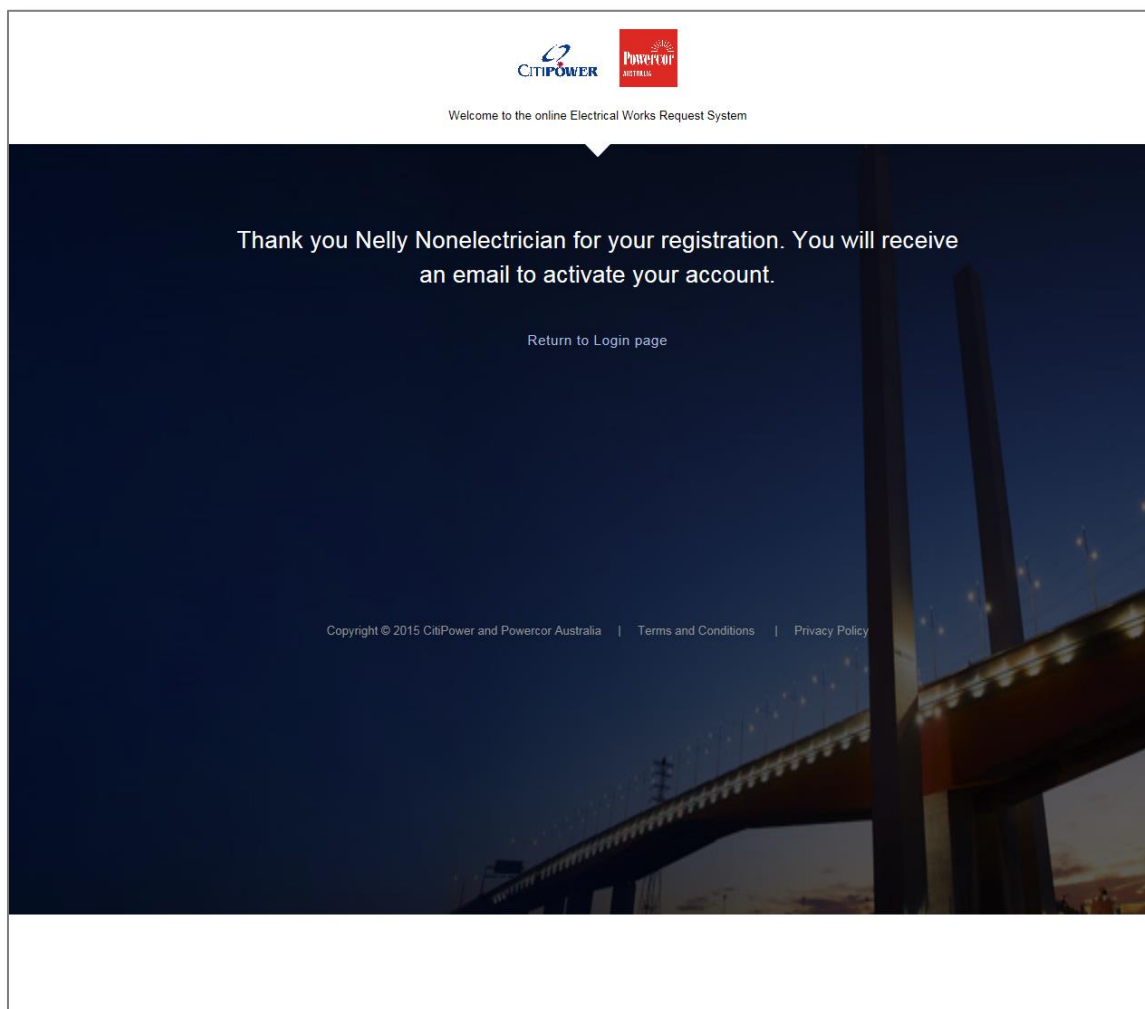
8

Register

Return to Login

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

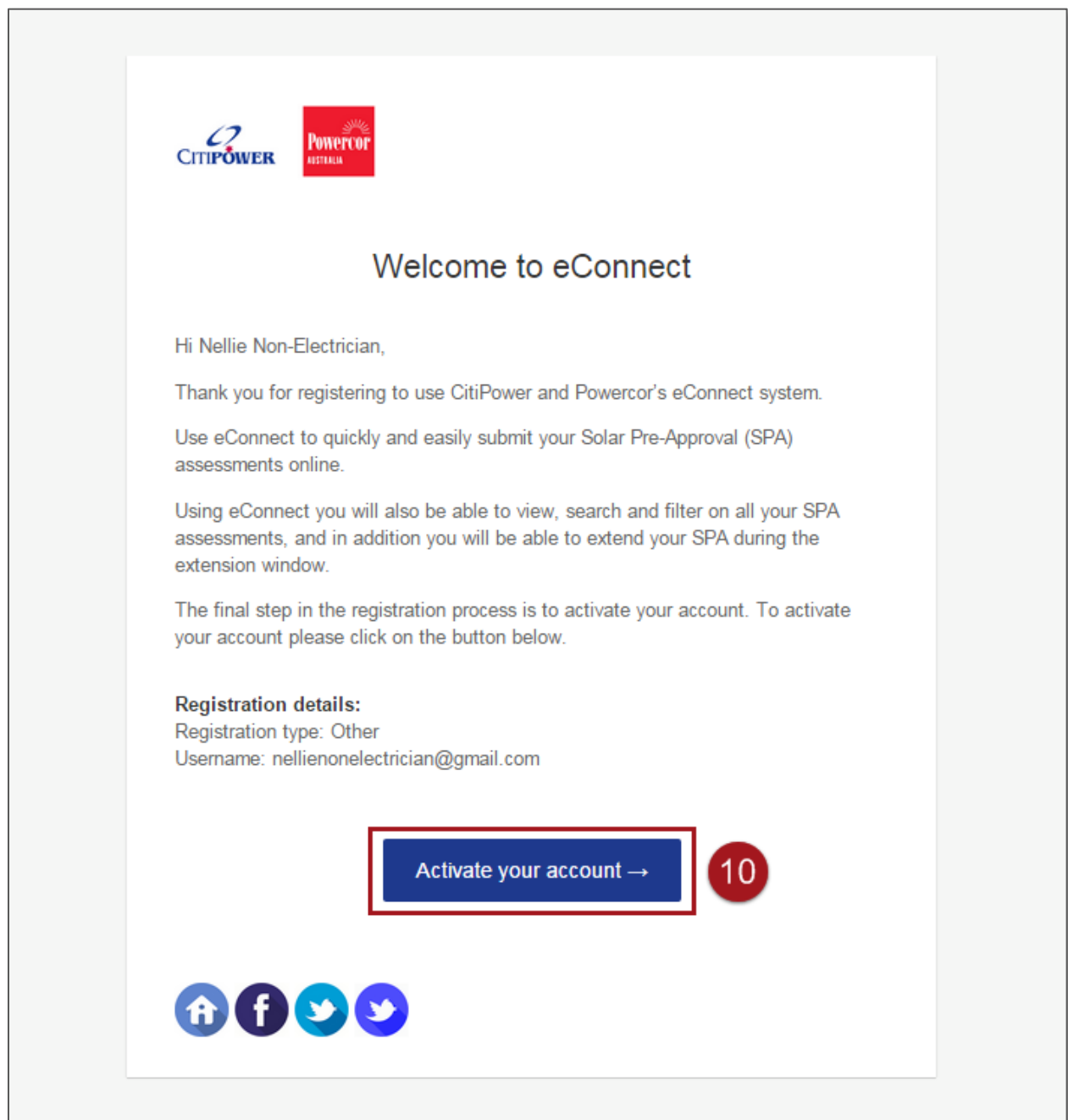


## Step 10

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](mailto: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.

The screenshot shows the 'Set Your Password' page of the online Electrical Works Request System. At the top, there are logos for CitiPower and Powercor Australia, and a welcome message. A light blue box contains password requirements: 'Your password must be a minimum of 8 characters and contain at least 1 number. It is the user's responsibility to manage the security of their password. Please make sure your password is not easy to guess and keep it safe.' The form itself has a title 'Set Your Password' and two input fields: 'New Password' and 'Verify New Password', both masked with asterisks. A red rectangular box highlights these two fields, with a red circle containing the number '11' next to it. Below the fields is a blue button labeled 'Set Password', which is also highlighted with a red circle containing the number '12'. At the bottom of the page, there is a copyright notice and links to 'Terms and Conditions' and 'Privacy Policy'.

Set Your Password

New Password

\*\*\*\*\*

Verify New Password

\*\*\*\*\*

Set Password

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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.

The screenshot displays the eConnect dashboard for a user named 'Eddie Electrician'. The interface includes a dark sidebar with navigation links: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries, and View My Call to Actions. The main content area features a 'Welcome to eConnect!' message, a 'Call to action' banner indicating updates, and six interactive tiles: 'New Connections' (lightbulb icon), 'Alterations' (house icon), 'Abolishments' (excavator icon), 'Solar Pre-Approvals' (solar panels icon), 'Enquiries' (question mark icon), and 'Help' (hands icon). A 'Latest Requests' section with a search bar and a table is also present. The footer contains copyright information, links to Terms and Conditions and Privacy Policy, and the CitiPower and Powercor logos.

**eConnect**

Dashboard

- Submit Connection Request
- View Connection Requests
- Solar Pre-Approvals
- Manage My Profile
- Enquiries
- View My Call to Actions

Welcome to eConnect!

**Call to action.** Some of your requests have updates. [View Updates](#)

**New Connections**  
Create a new connection request

**Alterations**  
Create a new additions and alterations request

**Abolishments**  
Create a new abolishment request

**Latest Requests**  
5 Latest Requests

Connection Request ID:  [Find](#) [View All](#)

#	Work Site Address	Type	Status	Update	Cancel	Clone

**Solar Pre-Approvals**  
Create or view a solar pre-approval

**Enquiries**  
Create or view an enquiry

**Help**  
Additional Information

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**CITIPower** **Powercor**

## 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".

The screenshot displays the user interface of the CitiPower/Powercor system. On the left is a dark sidebar menu with options: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, **Manage My Profile** (highlighted with a red box and callout 1b), Enquiries, and View My Call to Actions. The main content area shows the user's profile 'Nelly Nonelectrician' (callout 1a) and an 'Edit Profile' button (callout 2). Below this are three cards: 'Abolishments' (Coming Soon), 'Solar Pre-Approvals' (Coming Soon), and 'Enquiries' (Coming Soon). A 'Latest Requests' section shows a table with columns: #, Work Site Address, Type, Status, Update, Cancel, and Clone. Below the table is a 'Help' section with 'Additional Information'. A 'Connection Request ID' search bar with 'Find' and 'View All' buttons is also present.

#	Work Site Address	Type	Status	Update	Cancel	Clone
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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.

The screenshot shows the 'Profile Settings' page for a user named 'Nelly Nonelectrician'. The page is divided into three main sections: 'Contact Details', 'Preferences', and 'Installer Details'. The 'Contact Details' section is highlighted with a red box and a red circle with the number 3. It contains fields for 'First Name' (Nelly), 'Surname' (Nonelectrician), 'Email' (nelly@grr.la), 'Mobile' (0400112233), and 'Accreditation Number' (A1234543). A note below the email field states: 'Note: Username is the same as your email.' The 'Preferences' section has a 'Preferred Contact Method' with radio buttons for 'Email' (selected), 'SMS', and 'Both'. The 'Installer Details' section has fields for 'Company Name' (Sonny Solar), 'Company Email' (sonnysolar@gmail.com), 'Mailing Address' (21 Elizabeth Street, Melbourne), and 'Phone' (0400123456). At the bottom right, there are 'Cancel' and 'Update Profile Settings' buttons. On the right side of the page, there are two buttons: 'Change Your Password' and 'Dashboard'. The top right corner has a 'Log Out' link.

Nelly Nonelectrician Log Out

## Profile Settings

Contact Details

First Name	Nelly	Surname	Nonelectrician
Email	nelly@grr.la	Mobile	0400112233
Note: Username is the same as your email.			
Accreditation Number	A1234543		

Change Your Password

Dashboard

Preferences

Preferred Contact Method

☒ Email  
☐ SMS  
☐ Both

Installer Details

Company Name	Sonny Solar	Company Email	sonnysolar@gmail.com	
Mailing Address	21 Elizabeth Street, Melbourne		Phone	0400123456

Cancel

Update Profile Settings

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**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.

The screenshot shows the 'Profile Settings' page for a user named 'Nelly Nonelectrician'. The page is divided into three main sections: 'Contact Details', 'Preferences', and 'Installer Details'. On the right side, there are two buttons: 'Change Your Password' (blue) and 'Dashboard' (green). At the bottom, there are 'Cancel' and 'Update Profile Settings' buttons. Red boxes and numbers highlight specific areas: a red box around the 'Preferred Contact Method' section is labeled '4'; a red box around the 'Installer Details' section is labeled '5'; and a red box around the 'Update Profile Settings' button is labeled '6'.

**Contact Details**

First Name	Nelly	Surname	Nonelectrician
Email	nelly@grr.la	Mobile	0400112233
Note: Username is the same as your email.			
Accreditation Number	A1234543		

**Preferences**

Preferred Contact Method

☒ Email  
☐ SMS  
☐ Both

**Installer Details**

Company Name	Sonny Solar	Company Email	sonnysolar@gmail.com
Mailing Address	21 Elizabeth Street, Melbourne		Phone
			0400123456

Cancel Update Profile Settings

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Upon submission you will receive the following confirmation of update.

The screenshot displays the 'Profile Settings' page for a user named 'Nelly Nonelectrician'. The page is divided into three main sections: Contact Details, Preferences, and Installer Details. On the right side, there are buttons for 'Change Your Password' and 'Dashboard'. At the bottom, there are 'Cancel' and 'Update Profile Settings' buttons. A green success message 'Profile updated successfully' is highlighted in the bottom left corner.

**Contact Details**

First Name	Nelly	Surname	Nonelectrician
Email	nellynonelectrician@gmail.co	Mobile	0400112233
Note: Username is the same as your email.			
Accreditation Number	A1234543		

**Preferences**

Preferred Contact Method

☒ Email  
☐ SMS  
☐ Both

**Installer Details**

Company Name	Sonny Solar	Company Email	sonnysolar@gmail.com
Mailing Address	21 Elizabeth Street, Melbourne	Phone	0400123456

Cancel Update Profile Settings

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Profile updated successfully

## Step 7

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

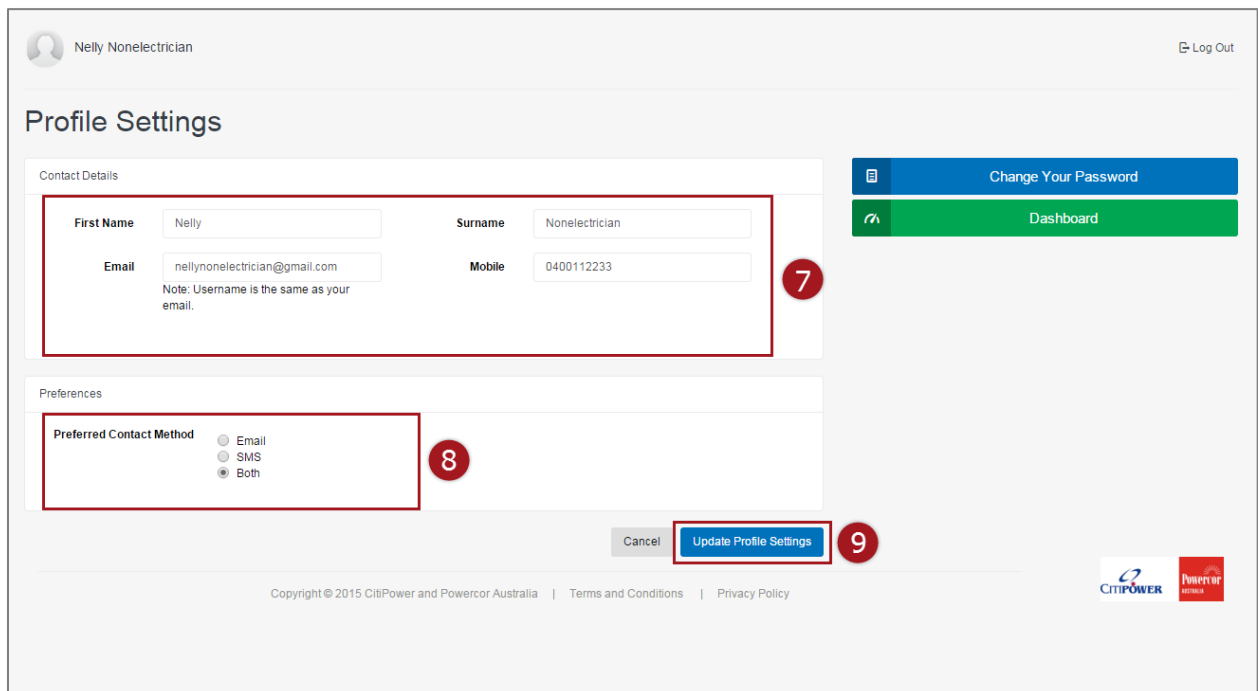
Note: If you update your email this will become your username when you sign into eConnect.

## 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.



The screenshot displays the 'Profile Settings' page for a user named 'Nelly Nonelectrician'. The page is divided into two main sections: 'Contact Details' and 'Preferences'. In the 'Contact Details' section, there are input fields for 'First Name' (Nelly), 'Surname' (Nonelectrician), 'Email' (nellynonelectrician@gmail.com), and 'Mobile' (0400112233). A red box labeled '7' highlights the entire 'Contact Details' section. In the 'Preferences' section, there is a 'Preferred Contact Method' section with three radio buttons: 'Email', 'SMS', and 'Both'. A red box labeled '8' highlights this section. At the bottom of the page, there are two buttons: 'Cancel' and 'Update Profile Settings'. A red box labeled '9' highlights the 'Update Profile Settings' button. On the right side of the page, there are two buttons: 'Change Your Password' and 'Dashboard'. The footer contains copyright information, terms and conditions, and privacy policy links, along with the CitiPower and Powercor logos.

Upon submission you will receive the following confirmation of update.

The screenshot displays the 'eConnect' user interface. On the left is a dark sidebar with navigation links: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile (highlighted), Enquiries, and Call to Actions. The main content area is titled 'Profile Settings' for user 'Nelly Nonelectrician'. It contains two sections: 'Contact Details' with fields for First Name (Nelly), Surname (Nonelectrician), Email (nellynonelectrician12@gmail.com), and Mobile (0400112233), and 'Preferences' with radio buttons for Preferred Contact Method (Email, SMS, Both). A green confirmation message at the bottom left states 'Profile updated successfully'. On the right, there are buttons for 'Change Your Password' and 'Dashboard'. The footer includes copyright information for 2015 CitiPower and Powercor Australia, along with links to Terms and Conditions and Privacy Policy, and logos for CitiPower and Powercor.

**eConnect**

Nelly Nonelectrician [Log Out](#)

### Profile Settings

**Contact Details**

First Name: Nelly Surname: Nonelectrician

Email: nellynonelectrician12@gmail.com Mobile: 0400112233

Note: Username is the same as your email.

**Preferences**

Preferred Contact Method: ☐ Email ☐ SMS ☒ Both

[Cancel](#) [Update Profile Settings](#)

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[Change Your Password](#)

[Dashboard](#)

✓ Profile updated successfully

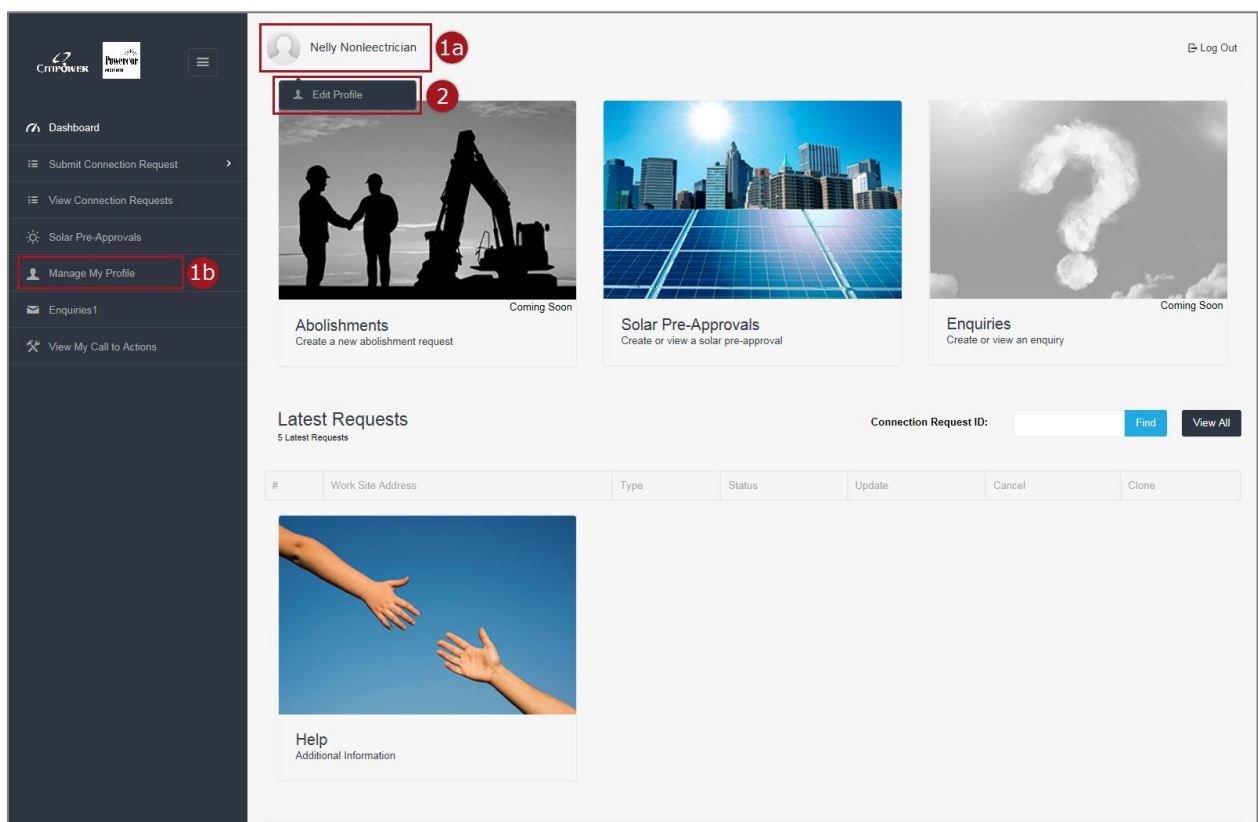
CitiPower Powercor

## 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".



### Step 3

Select "Change Your Password".

The screenshot displays the 'Profile Settings' page for a user named 'Nelly Nonelectrician'. The page is divided into two main sections: 'Contact Details' and 'Preferences'. In the 'Contact Details' section, there are input fields for 'First Name' (Nelly), 'Surname' (Nonelectrician), 'Email' (nellynonelectrician@gmail.com), and 'Mobile' (0400112233). A note below the email field states: 'Note: Username is the same as your email.' The 'Preferences' section includes a 'Preferred Contact Method' with radio buttons for 'Email', 'SMS', and 'Both' (which is selected). At the bottom of the 'Contact Details' section, there are 'Cancel' and 'Update Profile Settings' buttons. On the right side of the page, there is a vertical menu with two buttons: 'Change Your Password' (highlighted with a red circle and the number 3) and 'Dashboard'. The top right corner of the page has a 'Log Out' link. The footer contains copyright information: 'Copyright © 2015 CitiPower and Powercor Australia | Terms and Conditions | Privacy Policy' and logos for CitiPower and Powercor Australia.

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**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.

---

WELCOME TO THE ONLINE ELECTRICAL WORKS REQUEST SYSTEM

Your password must be a minimum of 8 characters and contain at least 1 number.  
It is the user's responsibility to manage the security of their password. Please make sure your password is not easy to guess and keep it safe.

Set Your Password

Old Password  
.....

New Password  
.....

Verify New Password  
.....

Cancel Set Password

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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.

The screenshot displays the 'Set Your Password' form within the online Electrical Works Request System. At the top, the CitiPower and Powercor logos are shown alongside the text 'Welcome to the online Electrical Works Request System'. A light blue informational box states: 'Your password must be a minimum of 8 characters and contain at least 1 number. It is the user's responsibility to manage the security of their password. Please make sure your password is not easy to guess and keep it safe.' The 'Set Your Password' section contains a red-bordered error box with the message: 'Error: You cannot reuse this old password.' Below this, there are three input fields labeled 'Old Password', 'New Password', and 'Verify New Password'. At the bottom right of the form are 'Cancel' and 'Set Password' buttons. The footer includes copyright information and links to 'Terms and Conditions' and 'Privacy Policy'.

Set Your Password

Error: You cannot reuse this old password.

Old Password

New Password

Verify New Password

Cancel Set Password

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Upon submission you will receive the following confirmation of update.

The screenshot displays the 'eConnect' web application interface. On the left is a dark sidebar with navigation links: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile (highlighted), Enquiries, and Call to Actions. The main content area is titled 'Profile Settings' for user 'Nelly Nonelectrician'. It contains two sections: 'Contact Details' with input fields for First Name (Nelly), Surname (Nonelectrician), Email (nellynonelectrician12@gmail.com), and Mobile (0400112233), and 'Preferences' with radio buttons for Preferred Contact Method (Email, SMS, Both). A green success message at the bottom left states 'Your password has been changed successfully'. On the right, there are buttons for 'Change Your Password' and 'Dashboard'. The footer includes copyright information and logos for CitiPower and Powercor Australia.

**eConnect**

Nelly Nonelectrician [Log Out](#)

### Profile Settings

**Contact Details**

**First Name**  **Surname**

**Email**  **Mobile**

Note: Username is the same as your email.

**Preferences**

**Preferred Contact Method**

☐ Email  
☐ SMS  
☒ Both

[Cancel](#) [Update Profile Settings](#)

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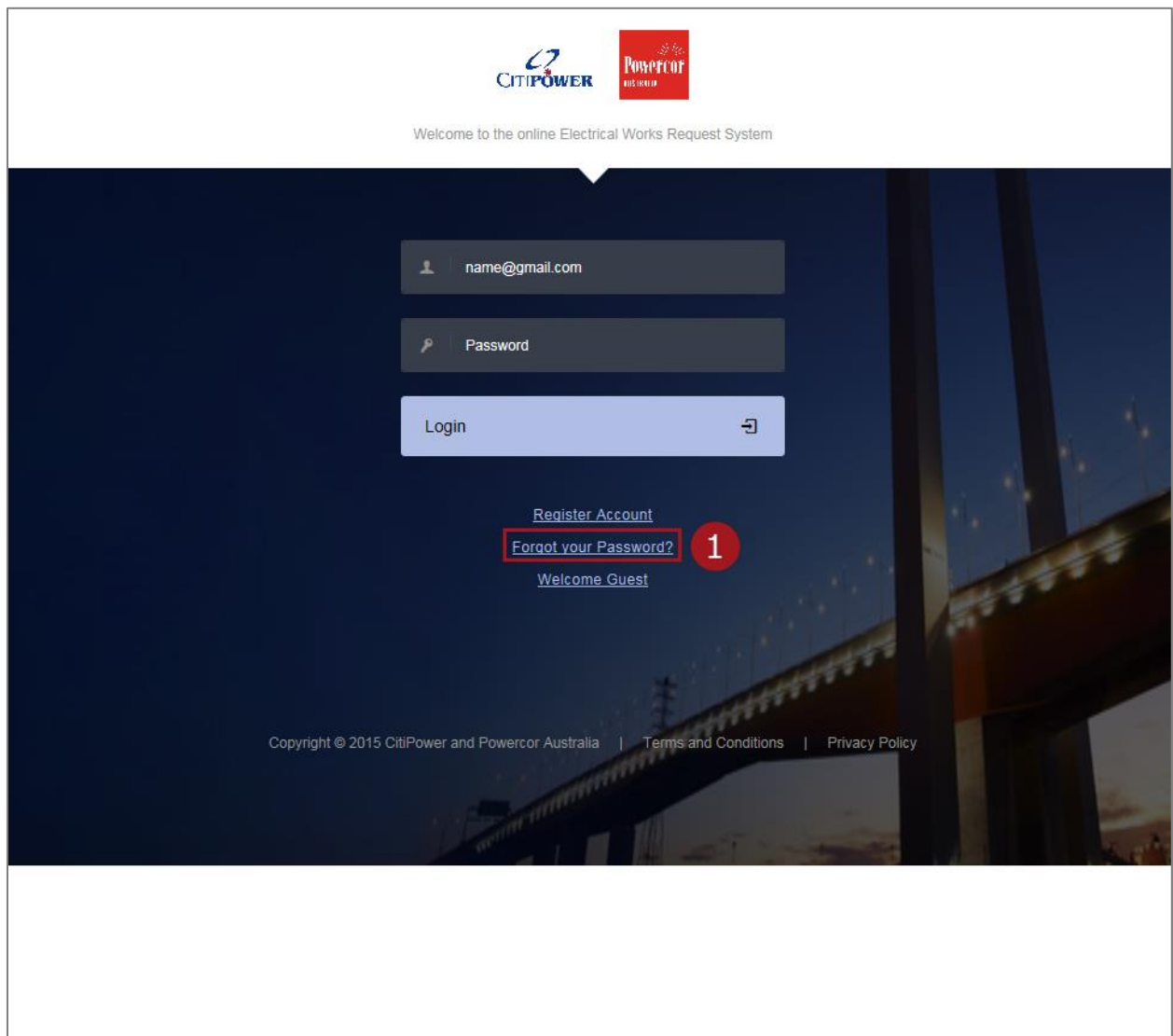
[Change Your Password](#)  
[Dashboard](#)

✓ Your password has been changed successfully

CITIPower POWERCOR AUSTRALIA

## Section 4: Forgotten Password.

### **Step 1**      Select "Forgot your Password?"



Welcome to the online Electrical Works Request System

[name@gmail.com](#)

[Password](#)

Login

[Register Account](#)

[Forgot your Password?](#) 1

[Welcome Guest](#)

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

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**Step 3** Select "Reset Password".

---

Change Your Password

Username

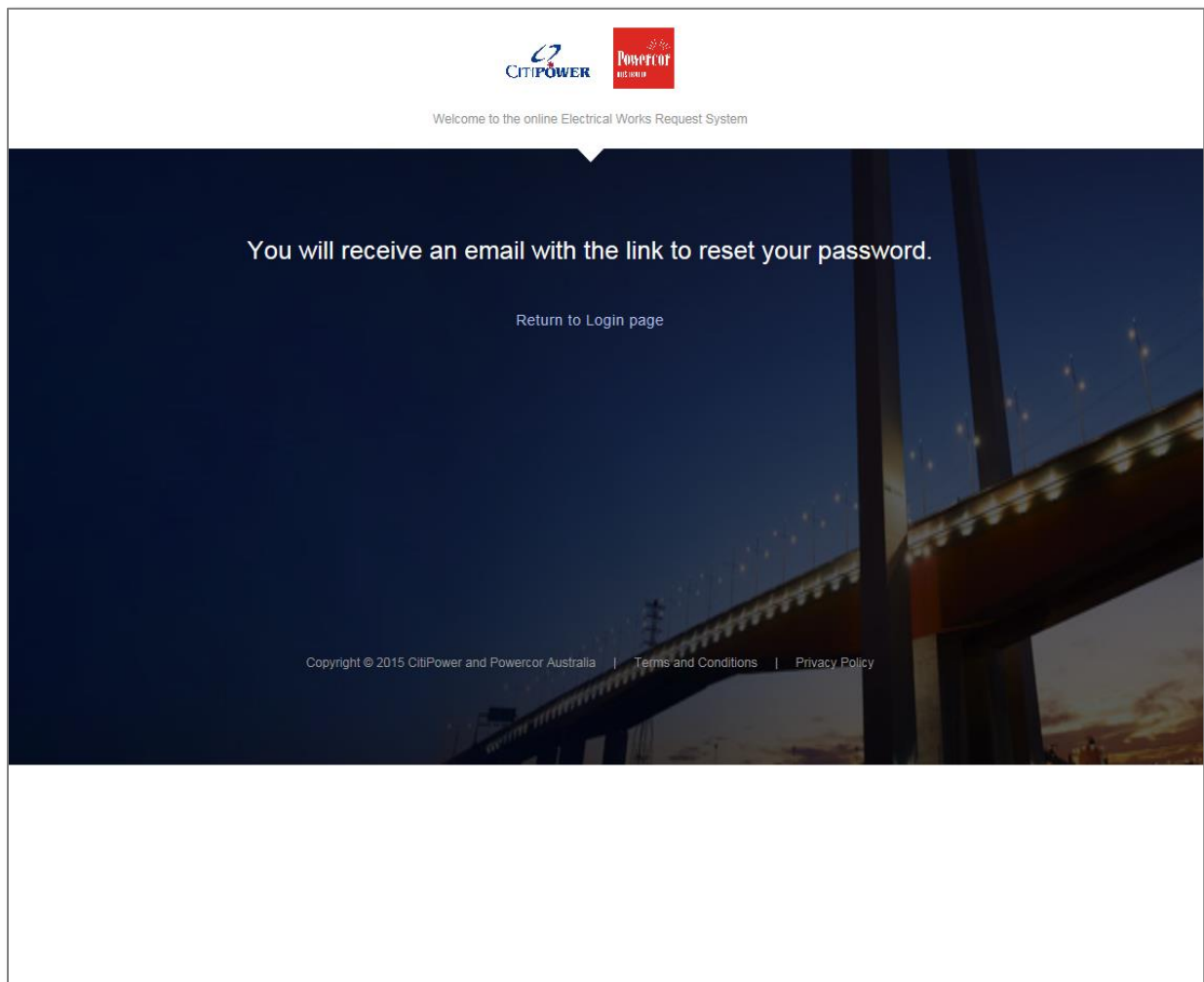
nellynonelectrician@gmail.com

Return to Login

Reset Password

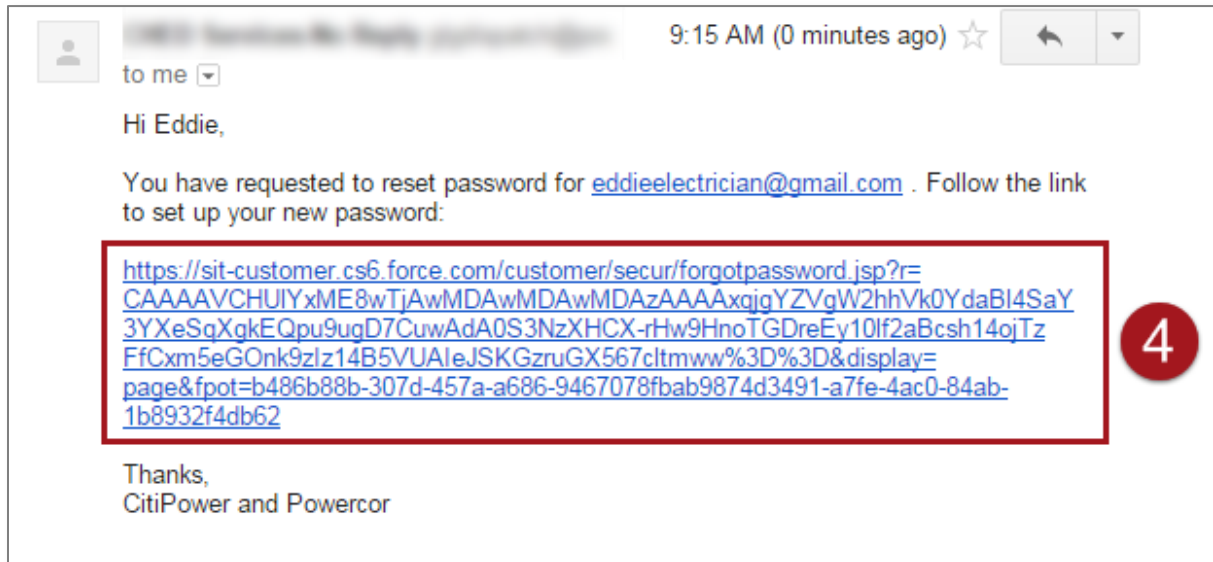
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Upon submission you will see a confirmation that a link has been sent to your email.



#### Step 4

You will receive a "Your new customer password" email with a link to activate your account.  
Select the link in the email.



## 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.

The screenshot shows the 'Set Your Password' page of the online Electrical Works Request System. At the top, there are logos for CitiPower and Powercor Australia, and a welcome message. Below this, a light blue box contains password requirements: 'Your password must be a minimum of 8 characters and contain at least 1 number.' and 'It is the user's responsibility to manage the security of their password. Please make sure your password is not easy to guess and keep it safe.' The main form area is titled 'Set Your Password' and contains two input fields: 'New Password' and 'Verify New Password', both with masked text (\*\*\*\*\*). A red rectangular box highlights these two fields, with a red circle containing the number '5' next to it. Below the input fields is a blue button labeled 'Set Password', which is also highlighted with a red rectangular box and a red circle containing the number '6'. At the bottom of the page, there is a copyright notice: 'Copyright © 2015 CitiPower and Powercor Australia | Terms and Conditions | Privacy Policy'.

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





Dashboard

Submit Connection Request


View Connection Requests


Solar Pre-Approvals

Manage My Profile

Enquiries


View My Call to Actions

 Nelly Nonelectrician Log Out




Abolishments  
Create a new abolishment request

Coming Soon



Solar Pre-Approvals  
Create or view a solar pre-approval




Enquiries  
Create or view an enquiry

Coming Soon

Latest Requests  
5 Latest Requests

Connection Request ID:  Find View All

#	Work Site Address	Type	Status	Update	Cancel	Clone
<div><div>Help Additional Information</div></div>						