



WORK INSTRUCTION

Register and Update a Licensed Electrical Worker (LEW) Account to eConnect.

<Document Id.>

Purpose

This Work Instruction describes the steps required to ensure that a Licensed Electrical Worker (LEW) can register an account to eConnect, update profile details and reset their password.

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

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

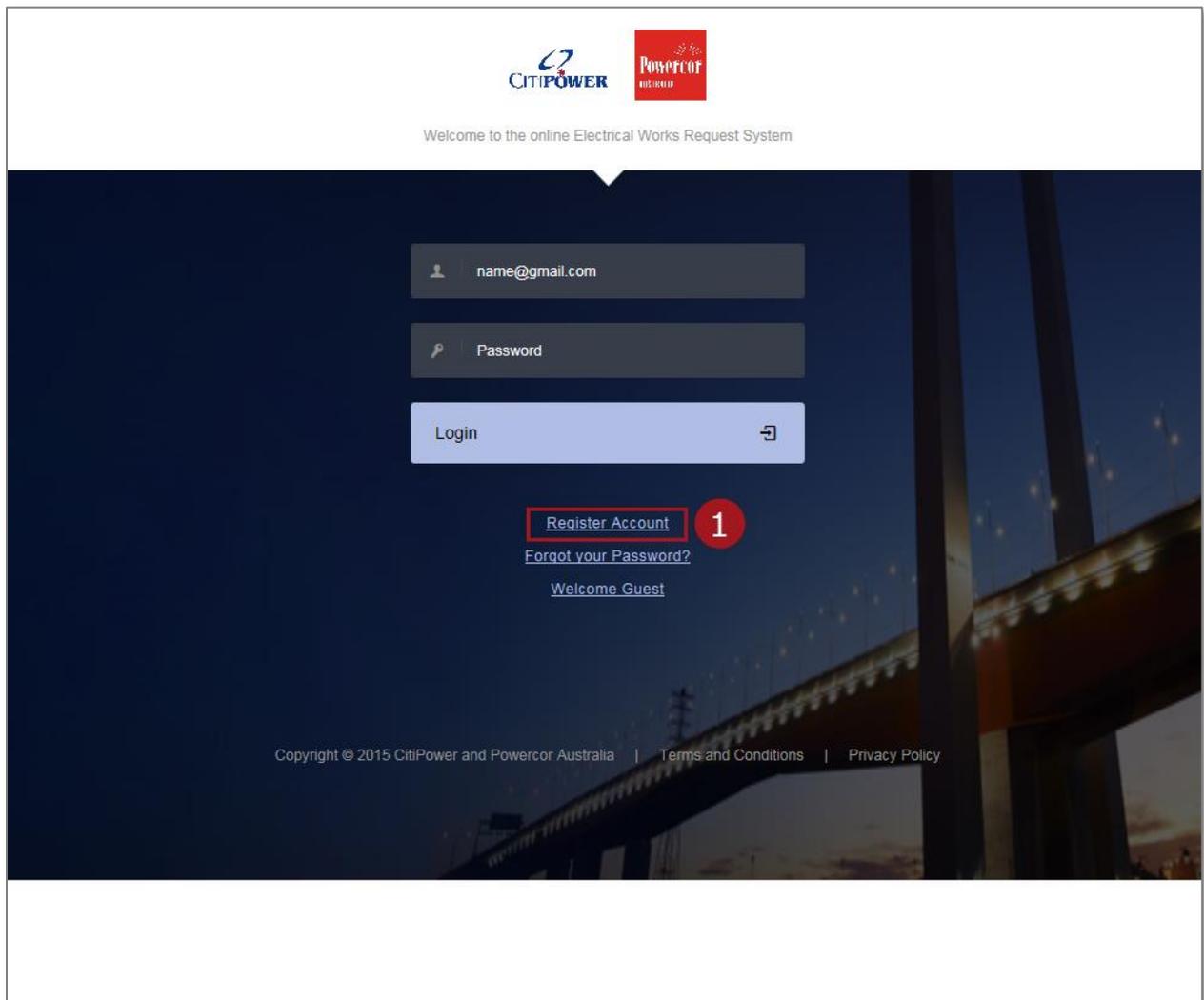
Proceed to [Section 2](#) for **Updating Account Details** Instructions.

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

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

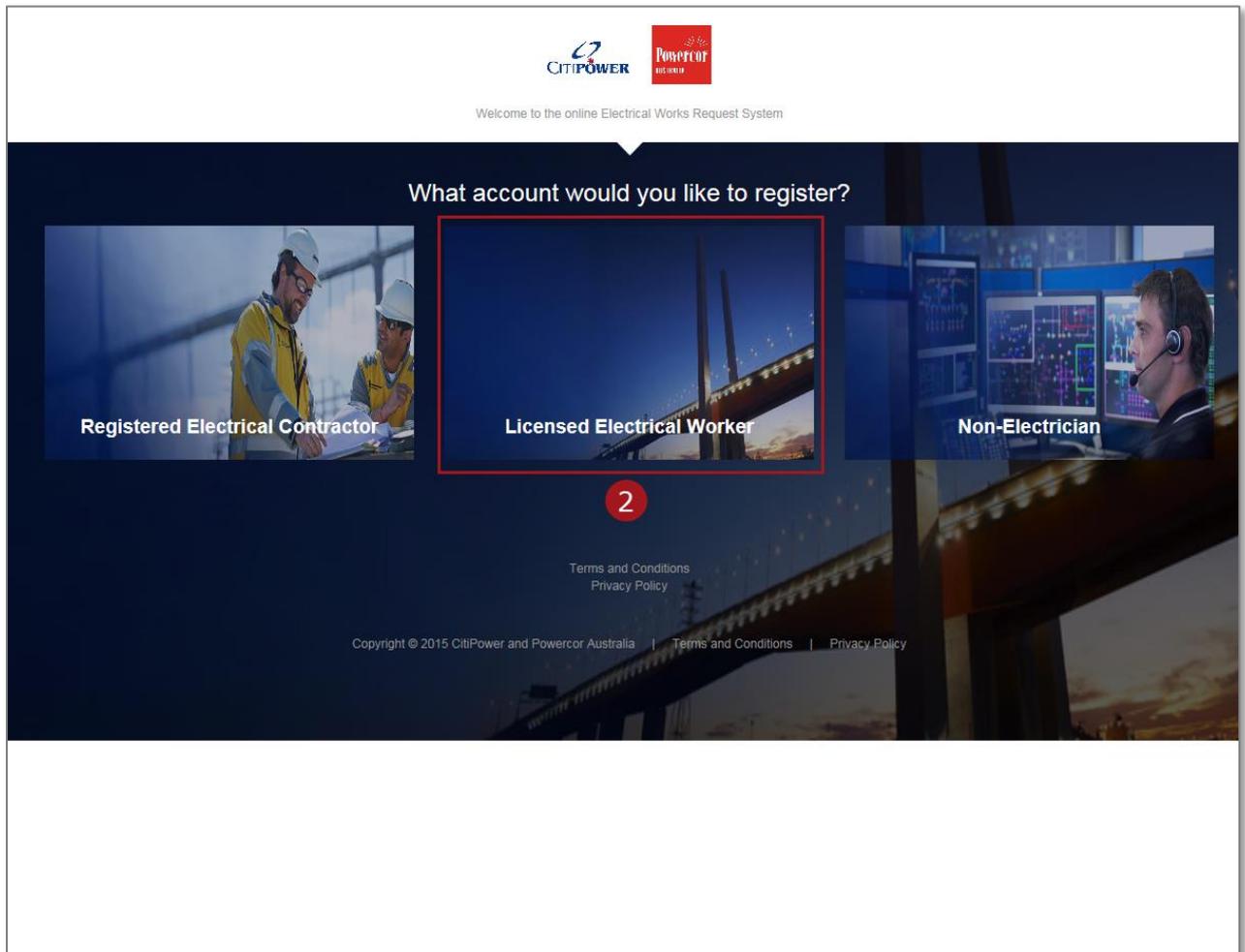
Section 1: Registering an Account.

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



Step 2

Select "Licensed Electrical Worker" on the login homepage.



The blue message box provides you with the criteria of a LEW. 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!

A Licensed Electrical Worker (LEW) is an individual that cannot perform work for the public unless under the employment of a Registered Electrical Contractor (REC).

[When should you register as a LEW?](#)
If you are a Licensed Electrical Worker (LEW), not registered with ESV as a Registered Electrical Contractor (REC).

Licensed Electrical Worker (LEW) Details

Electrical Licence Number

First Name **Surname**

Email **Mobile**

Preferred Contact Method

Email
 SMS
 Both

Terms and Conditions

Application for service – Electrical Works Request (EWR) for new and existing installations

I acknowledge the requirements of *CitiPower and Powercor* have been adhered to and certify the electrical work complies with the Victorian Service & Installation Rules and the Electrical Safety Act and Regulations. I also acknowledge the initial connection will not be connected without a Prescribed Certificate of Electrical Safety and that I am responsible for any associated *CitiPower and Powercor Distribution Company* charges unless I have deferred responsibility to another person or to a Retailer. Where deferring to another person or to a Retailer, 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.

By ticking on the checkbox below, I declare that I have read, understood and accept the terms and conditions outlined above as they pertain to all future Electrical Work Requests submitted via the Electrical Work Request system.

Step 3 Enter your contact details including your Electrical Licence Number.

A Licensed Electrical Worker (LEW) is an individual that cannot perform work for the public unless under the employment of a Registered Electrical Contractor (REC).

[When should you register as a LEW?](#)
If you are a Licensed Electrical Worker (LEW), not registered with ESV as a Registered Electrical Contractor (REC).

Licensed Electrical Worker (LEW) Details

Electrical Licence Number

First Name **Surname**

Email **Mobile**

Preferred Contact Method

Email
 SMS
 Both

Terms and Conditions

Application for service – Electrical Works Request (EWR) for new and existing installations

I acknowledge the requirements of *CitiPower and Powercor* have been adhered to and certify the electrical work complies with the Victorian Service & Installation Rules and the Electrical Safety Act and Regulations. I also acknowledge the initial connection will not be connected without a Prescribed Certificate of Electrical Safety and that I am responsible for any associated *CitiPower and Powercor Distribution Company* charges unless I have deferred responsibility to another person or to a Retailer. Where deferring to another person or to a Retailer, 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.

By ticking on the checkbox below, I declare that I have read, understood and accept the terms and conditions outlined above as they pertain to all future Electrical Work Requests submitted via the Electrical Work Request system.

I accept the Terms and Conditions

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

A Licensed Electrical Worker (LEW) is an individual that cannot perform work for the public unless under the employment of a Registered Electrical Contractor (REC).

[When should you register as a LEW?](#)
If you are a Licensed Electrical Worker (LEW), not registered with ESV as a Registered Electrical Contractor (REC).

Licensed Electrical Worker (LEW) Details

Electrical Licence Number	<input type="text" value="12345"/>		
First Name	<input type="text" value="Eddie"/>	Surname	<input type="text" value="Electrician"/>
Email	<input type="text" value="eddieelectrician@gmail.com"/>	Mobile	<input type="text" value="0400123456"/>

Preferred Contact Method

Email

SMS

Both

4

Terms and Conditions

Application for service – Electrical Works Request (EWR) for new and existing installations

I acknowledge the requirements of *CitiPower and Powercor* have been adhered to and certify the electrical work complies with the Victorian Service & Installation Rules and the Electrical Safety Act and Regulations. I also acknowledge the initial connection will not be connected without a Prescribed Certificate of Electrical Safety and that I am responsible for any associated CitiPower and Powercor Distribution Company charges unless I have deferred responsibility to another person or to a Retailer. Where deferring to another person or to a Retailer, 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.

By ticking on the checkbox below, I declare that I have read, understood and accept the terms and conditions outlined above as they pertain to all future Electrical Work Requests submitted via the Electrical Work Request system.

I accept the Terms and Conditions

RegisterReturn to Login

Error messages in red will appear if your entry is not allowed.

A Licensed Electrical Worker (LEW) is an individual that cannot perform work for the public unless under the employment of a Registered Electrical Contractor (REC).

[When should you register as a LEW?](#)
If you are a Licensed Electrical Worker (LEW), not registered with ESV as a Registered Electrical Contractor (REC).

Licensed Electrical Worker (LEW) Details

Electrical Licence Number

First Name

Email

Preferred Contact Method

Email
 SMS
 Both

Surname

Letters only allowed.

Mobile

Please enter at least 10 characters.

Terms and Conditions

Application for service – Electrical Works Request (EWR) for new and existing installations

I acknowledge the requirements of *CitiPower and Powercor* have been adhered to and certify the electrical work complies with the Victorian Service & Installation Rules and the Electrical Safety Act and Regulations. I also acknowledge the initial connection will not be connected without a Prescribed Certificate of Electrical Safety and that I am responsible for any associated *CitiPower and Powercor Distribution Company* charges unless I have deferred responsibility to another person or to a Retailer. Where deferring to another person or to a Retailer, 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.

By ticking on the checkbox below, I declare that I have read, understood and accept the terms and conditions outlined above as they pertain to all future Electrical Work Requests submitted via the Electrical Work Request system.

I accept the Terms and Conditions

RegisterReturn to Login

Step 5 Read and accept "Terms and Conditions" then select "Register".

A Licensed Electrical Worker (LEW) is an individual that cannot perform work for the public unless under the employment of a Registered Electrical Contractor (REC).

When should you register as a LEW?
If you are a Licensed Electrical Worker (LEW), not registered with ESV as a Registered Electrical Contractor (REC).

Licensed Electrical Worker (LEW) Details

Electrical Licence Number

First Name **Surname**

Email **Mobile**

Preferred Contact Method

Email
 SMS
 Both

Terms and Conditions

Application for service – Electrical Works Request (EWR) for new and existing installations

I acknowledge the requirements of *CitiPower and Powercor* have been adhered to and certify the electrical work complies with the Victorian Service & Installation Rules and the Electrical Safety Act and Regulations. I also acknowledge the initial connection will not be connected without a Prescribed Certificate of Electrical Safety and that I am responsible for any associated *CitiPower and Powercor Distribution Company* charges unless I have deferred responsibility to another person or to a Retailer. Where deferring to another person or to a Retailer, they will be contacted to accept charges before work is commenced. Payment of relevant charges is required within 30 days.

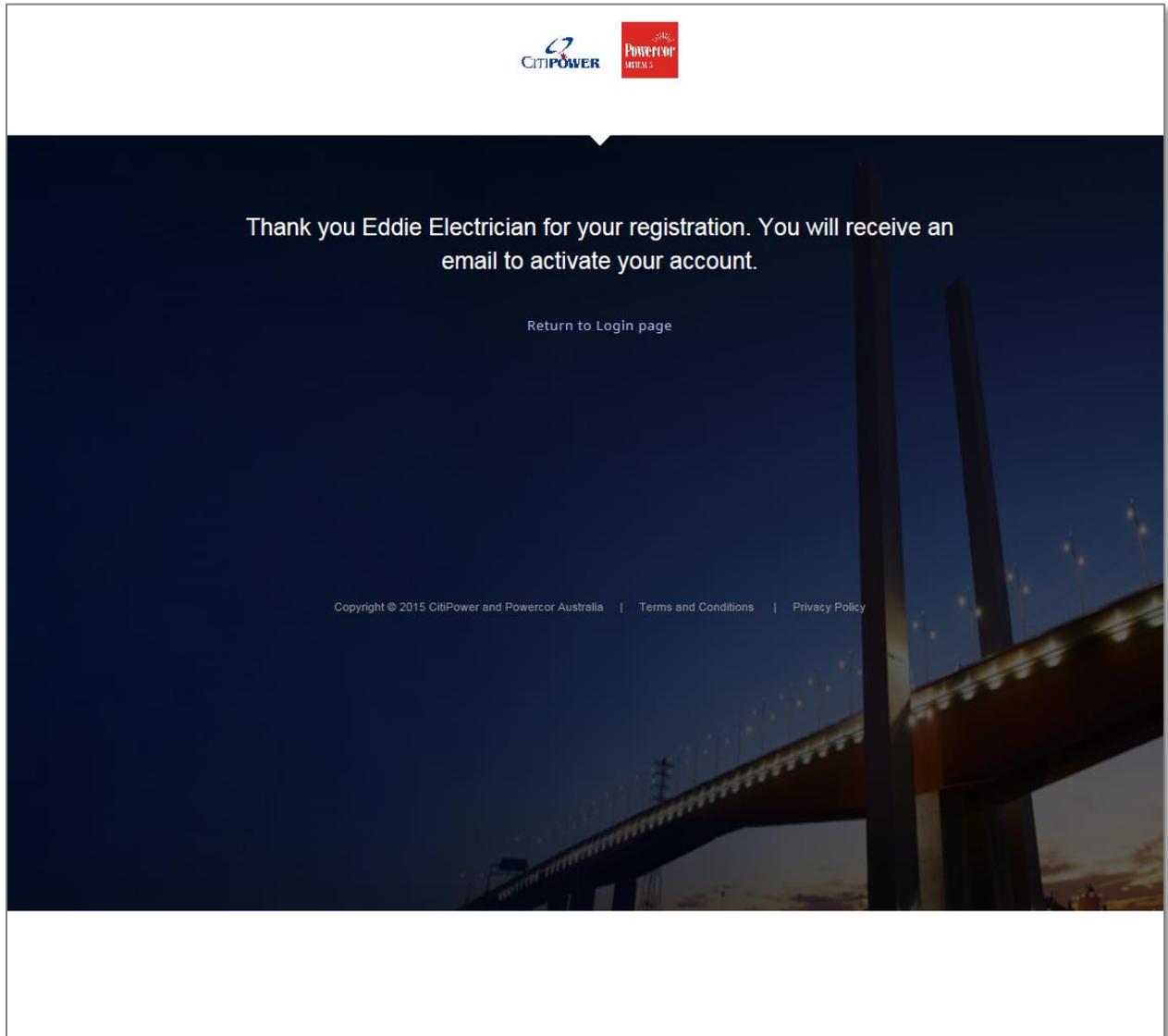
All information I have provided is true and accurate.

By ticking on the checkbox below, I declare that I have read, understood and accept the terms and conditions outlined above as they pertain to all future Electrical Work Requests submitted via the Electrical Work Request system.

I accept the Terms and Conditions 5

Register Return to Login

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

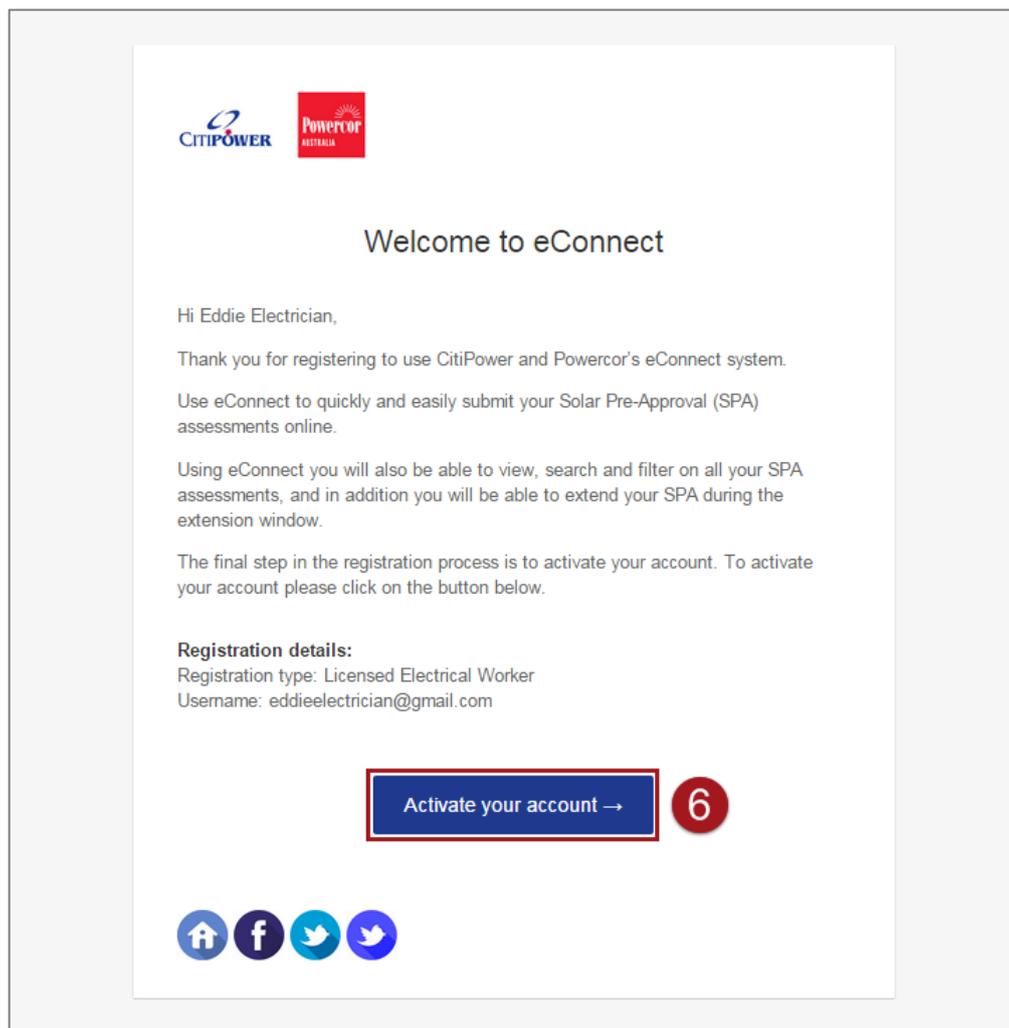


Step 6

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 7 Enter a password.
Note: Must be at least 8 characters and contain at least one number.
Then verify your password.

Step 8 Select "Set Password" to complete the registration process.

CITIPOWER Powercor AUSTRALIA

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

New Password

Verify New Password

Set Password

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.

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 options: 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' section with a 'View Updates' button, and a grid of request types: New Connections, Alterations, Abolishments, Solar Pre-Approvals, Enquiries, and Help. A 'Latest Requests' table is also visible, and the footer contains copyright information and links to Terms and Conditions and Privacy Policy.

eConnect

Eddie Electrician Log Out

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				

Copyright © 2015 CitiPower and Powercor Australia [Terms and Conditions](#) | [Privacy Policy](#)

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 CitiPower user interface. On the left is a dark sidebar menu with the following items: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, **Manage My Profile** (highlighted with a red line and callout '1b'), Enquiries, and View My Call to Actions. At the top of the main content area, the user's name 'Eddie Electrician' is shown with a callout '1a', and an 'Edit Profile' button is highlighted with a red box and callout '2'. Below this are six feature cards: 'New Connections' (lightbulb icon), 'Alterations' (house wireframe icon, 'Coming Soon'), 'Abolishments' (silhouettes of workers icon, 'Coming Soon'), 'Solar Pre-Approvals' (solar panels icon), 'Enquiries' (question mark icon, 'Coming Soon'), and 'Help' (hands icon). Below the cards is a 'Latest Requests' section with a search bar for 'Connection Request ID' and a table with columns: #, Work Site Address, Type, Status, Update, Cancel, and Clone.

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.

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

The screenshot shows the 'Profile Settings' page for 'Eddie Electrician'. The page has a header with the user's name and a 'Log Out' link. The main content is divided into two sections: 'Contact Details' and 'Preferences'. The 'Contact Details' section contains input fields for 'First Name' (Eddie), 'Surname' (Electrician), 'Email' (eddieelectrician@gmail.com), 'Mobile' (0400123456), and 'Electrical Licence Number' (13456). A red box labeled '3' highlights these fields. The 'Preferences' section contains a 'Preferred Contact Method' section with radio buttons for 'Email', 'SMS', and 'Both'. A red box labeled '4' highlights this section. At the bottom of the page, there are 'Cancel' and 'Update Profile Settings' buttons. A red box labeled '5' 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 and links to 'Terms and Conditions' and 'Privacy Policy'.

Upon submission you will receive the following confirmation of update.

Eddie Electrician Log Out

Profile Settings

Contact Details

First Name	<input type="text" value="Eddie"/>	Surname	<input type="text" value="Electrician"/>
Email	<input type="text" value="eddieelectrician@gmail.com"/>	Mobile	<input type="text" value="0400123456"/>

Note: Username is the same as your email.

Electrical Licence Number:

Preferences

Preferred Contact Method

- Email
- SMS
- Both

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

[Change Your Password](#)

[Dashboard](#)

Copyright © 2015 CitiPower and Powercor Australia | [Terms and Conditions](#) | [Privacy Policy](#)

✓ Profile updated successfully

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".

The screenshot shows the CitiPower user dashboard. On the left is a dark sidebar menu with the following items: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, **Manage My Profile** (highlighted with a red box and labeled '1b'), Enquiries, and View My Call to Actions. At the top of the main content area, the user's name 'Eddie Electrician' is displayed in a box labeled '1a', with an 'Edit Profile' button below it labeled '2'. The dashboard features six main cards: 'New Connections' (lightbulb icon), 'Alterations' (wireframe house icon, 'Coming Soon'), 'Abolishments' (silhouettes of workers icon, 'Coming Soon'), 'Solar Pre-Approvals' (solar panels icon), 'Enquiries' (question mark icon, 'Coming Soon'), and 'Help' (hands icon). Below these cards is a 'Latest Requests' section with a search bar for 'Connection Request ID' and a table with columns: #, Work Site Address, Type, Status, Update, Cancel, and Clone.

Step 3 Select "Change Your Password".

The screenshot shows a user profile page for 'Eddie Electrician'. At the top right, there is a 'Log Out' link. The main heading is 'Profile Settings'. Below this, there are two main sections: 'Contact Details' and 'Preferences'. In the 'Contact Details' section, there are input fields for 'First Name' (Eddie), 'Surname' (Electrician), 'Email' (eddieelectrician@gmail.com), and 'Mobile' (0400123456). A note states 'Note: Username is the same as your email.' There is also a field for 'Electrical Licence Number' with the value 13456. The 'Preferences' section has a 'Preferred Contact Method' with radio buttons for 'Email' (selected), 'SMS', and 'Both'. At the bottom right, there are 'Cancel' and 'Update Profile Settings' buttons. On the right side of the page, there is a navigation menu with a 'Change Your Password' button highlighted by a red circle with the number 3, and a 'Dashboard' button below it.

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 verify 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

Copyright © 2015 CitiPower and Powercor Australia | Terms and Conditions | Privacy Policy

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' section of the online Electrical Works Request System. At the top, there are logos for CitiPower and Powercor Australia Ltd, and a welcome message: 'Welcome to the online Electrical Works Request System'. 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 'Set Your Password' form is highlighted with a red border and contains an error message: 'Error: You cannot reuse this old password.' The form has three input fields: 'Old Password', 'New Password', and 'Verify New Password'. At the bottom right of the form are two buttons: 'Cancel' and 'Set Password'. The footer of the page contains the text: 'Copyright © 2015 CitiPower and Powercor Australia | Terms and Conditions | Privacy Policy'.

Upon submission you will receive the following confirmation of update.

The screenshot displays a user profile settings page for 'Eddie Electrician'. The page is divided into several sections:

- Contact Details:** Includes fields for First Name (Eddie), Surname (Electrician), Email (eddieelectrician@gmail.com), and Mobile (0400123456). A note states: "Note: Username is the same as your email."
- Preferences:** Includes a "Preferred Contact Method" section with radio buttons for Email (selected), SMS, and Both. It also includes a question "Can any electrician submit a connection request?" with radio buttons for Yes (selected) and No.
- REC Details:** Includes fields for REC Number (265656), Business Phone, Trading Name (Robbo's Co), ABN, Address (21 Smith Street), Suburb (Melbourne), and Postcode (3000).

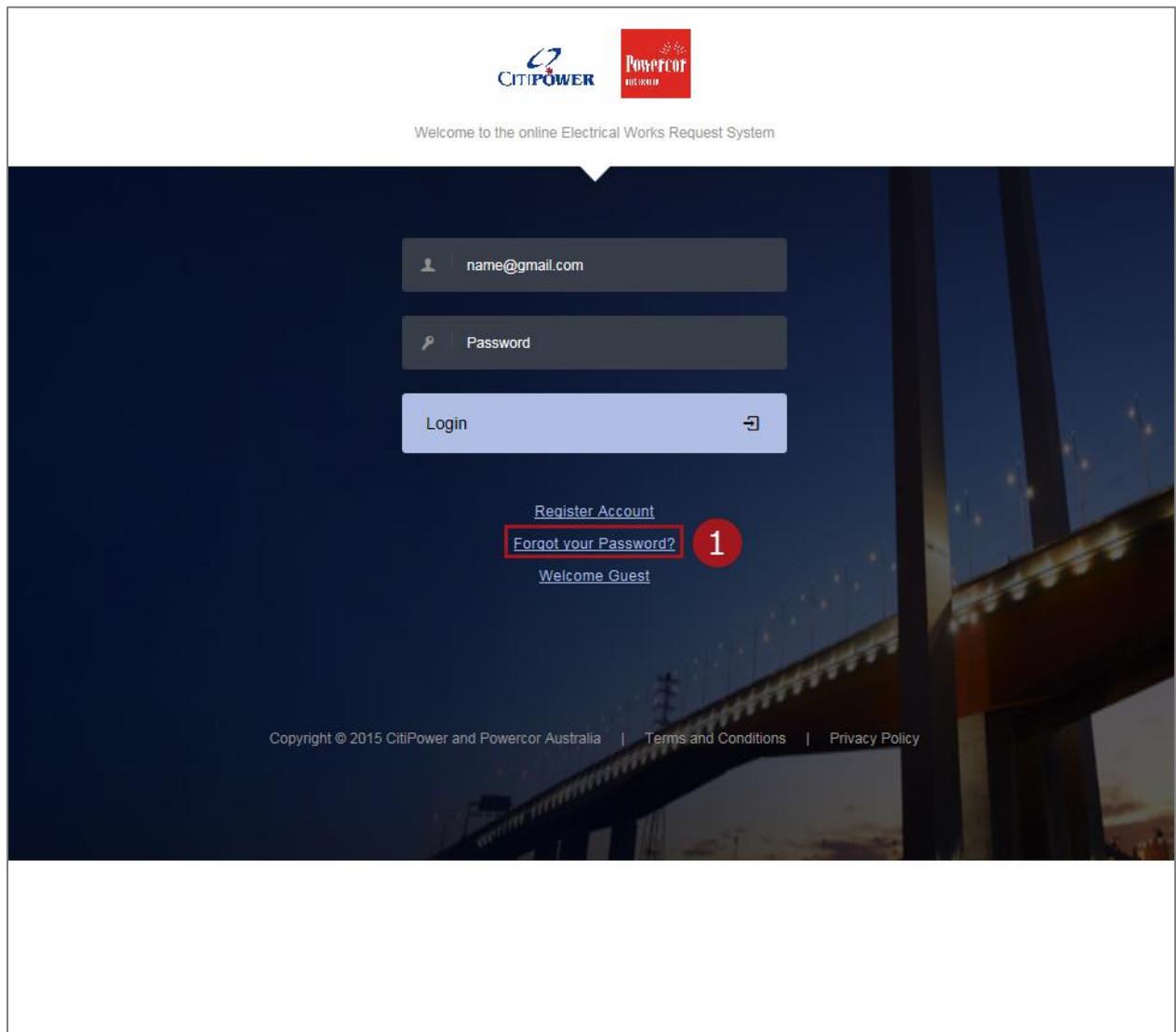
At the bottom of the settings form, there are "Cancel" and "Update Profile Settings" buttons. A green notification box at the bottom left of the page contains a checkmark and the text: "Your password has been changed successfully".

On the right side of the page, there are two buttons: "Change Your Password" (blue) and "Dashboard" (green).

The footer of the page contains the text: "Copyright © 2015 CitiPower and Powercor Australia | Terms and Conditions | Privacy Policy".

Section 4: Forgotten Password.

Step 1 Select "Forgot your Password?"



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

Step 3 Select "Reset Password".

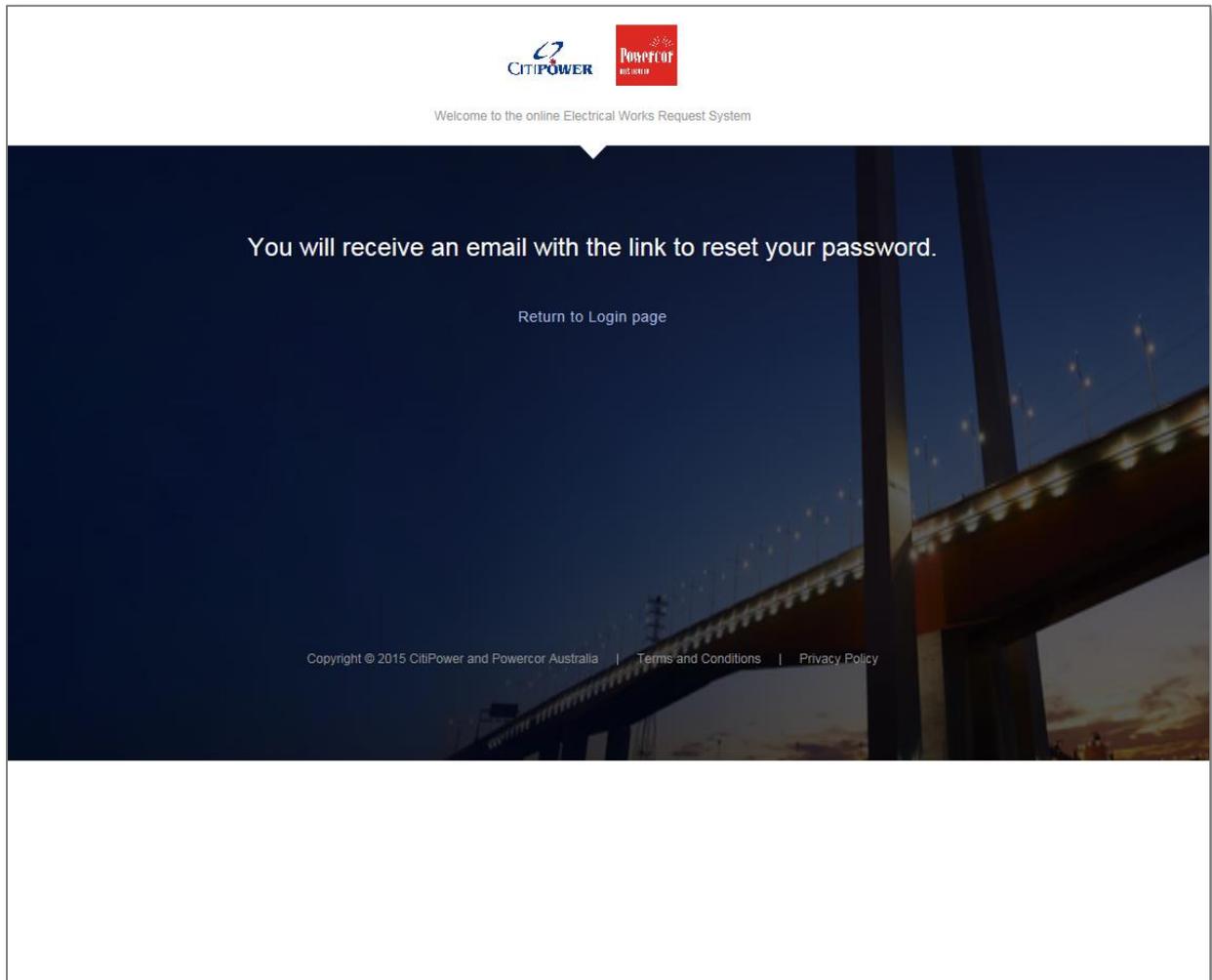
Change Your Password

Username
eddieelectrician@gmail.com

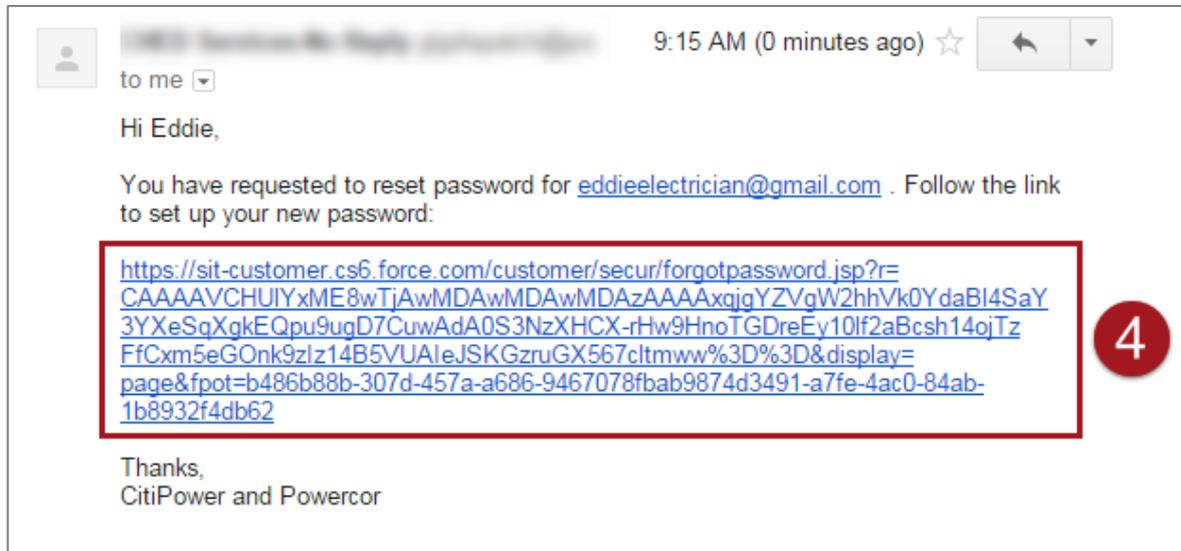
Return to Login Reset Password

Copyright © 2015 CitiPower and Powercor Australia | [Terms and Conditions](#) | [Privacy Policy](#)

Upon submission of then 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.

CITIPOWER Powercor AUSTRALIA

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

New Password

Verify New Password

Set Password

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

Eddie Electrician Log Out

New Connection
Create a new connection requests.

Alterations
Create a new additions and alterations requests.

Abolishments
Create a new abolishment requests.

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 Solar Pre-Approval

Enquiries
Create or View an Enquiry

Help
Additional Information

Copyright © 2015 CitiPower and Powercor Australia