

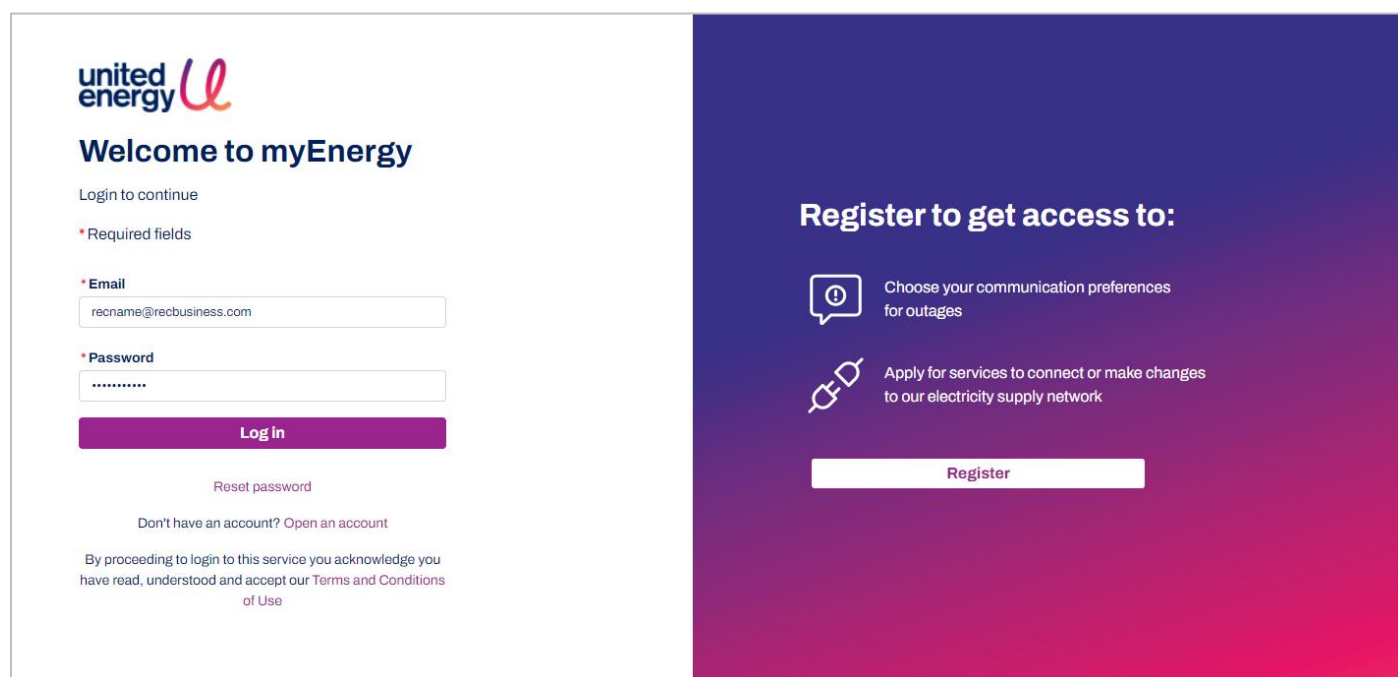
# How to sign into and navigate myEnergy

This instruction steps you through how to sign into and navigate **myEnergy's** connection services features.

You can access myEnergy by clicking [this link](#), or through United Energy website in the top right-hand corner by selecting **Login** and then **myEnergy**.

## Logging in

From the myEnergy sign in page, enter your **email** that was used for registration, and the **password** that you set after completing your registration, and then press **Log In**.

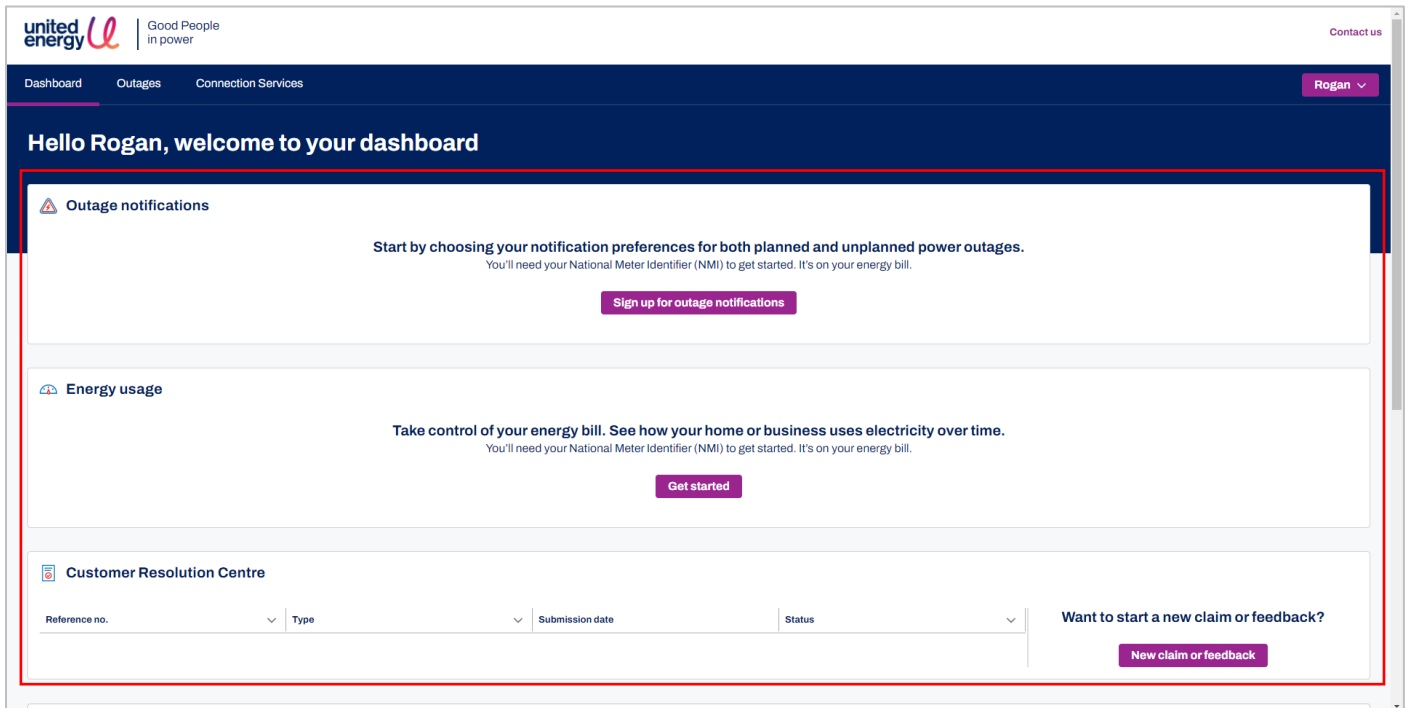


The screenshot shows the myEnergy login and registration interface. On the left, the 'Welcome to myEnergy' section includes a login form with fields for email (pre-filled with 'recname@recbusiness.com') and password, a 'Log in' button, and links for 'Reset password' and 'Don't have an account? Open an account'. A disclaimer at the bottom states: 'By proceeding to login to this service you acknowledge you have read, understood and accept our Terms and Conditions of Use'. On the right, the 'Register to get access to:' section lists two options: 'Choose your communication preferences for outages' (with a speech bubble icon) and 'Apply for services to connect or make changes to our electricity supply network' (with a plug icon). A 'Register' button is located at the bottom of this section.

If you have not previously created an account, please refer to the **How to create a myEnergy account** video or instruction.

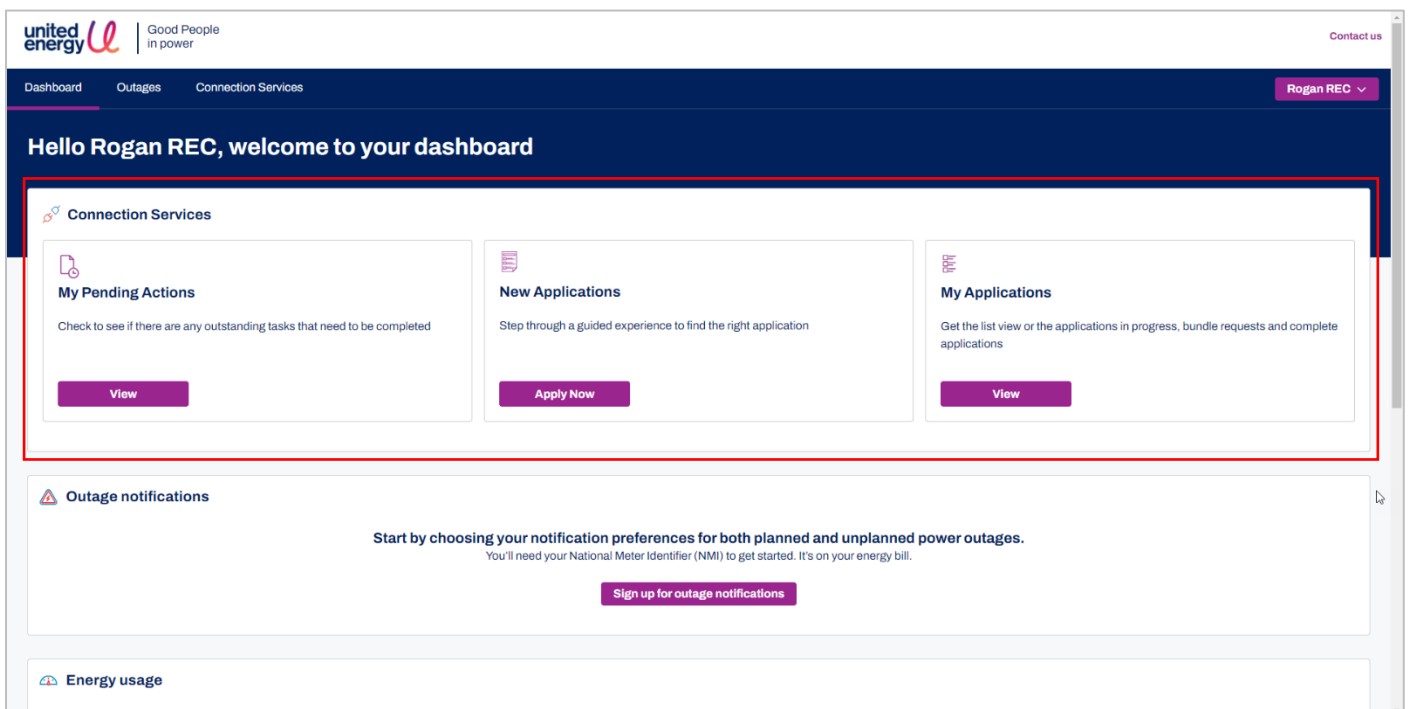
## Dashboard

Once you finish signing in, you will be directed to the dashboard – this screen shows features in a different order depending on the user-type selected on sign-up. If you registered as a customer, you will see customer related features such as **Outage notifications**, **Energy usage** and **Customer Resolution Centre** to the top -



The screenshot shows the myEnergy dashboard for a customer user named Rogan. The top navigation bar includes 'Dashboard', 'Outages', and 'Connection Services', with a 'Contact us' link on the right. The user's name 'Rogan' is displayed in the top right corner. The main content area is titled 'Hello Rogan, welcome to your dashboard'. Below this, there are three main sections: 'Outage notifications' with a 'Sign up for outage notifications' button, 'Energy usage' with a 'Get started' button, and 'Customer Resolution Centre' which includes a table with columns for 'Reference no.', 'Type', 'Submission date', and 'Status', and a 'New claim or feedback' button.

If you registered as a REC, LEW or Solar Installer, you will see **Connection Services** at the top -



The screenshot shows the myEnergy dashboard for a REC user named Rogan REC. The top navigation bar includes 'Dashboard', 'Outages', and 'Connection Services', with a 'Contact us' link on the right. The user's name 'Rogan REC' is displayed in the top right corner. The main content area is titled 'Hello Rogan REC, welcome to your dashboard'. Below this, there are three main sections: 'Connection Services' which includes 'My Pending Actions' (with a 'View' button), 'New Applications' (with an 'Apply Now' button), and 'My Applications' (with a 'View' button); 'Outage notifications' with a 'Sign up for outage notifications' button; and 'Energy usage'.

Through the dashboard tab, you will be provided quick access to the key features of the myEnergy portal

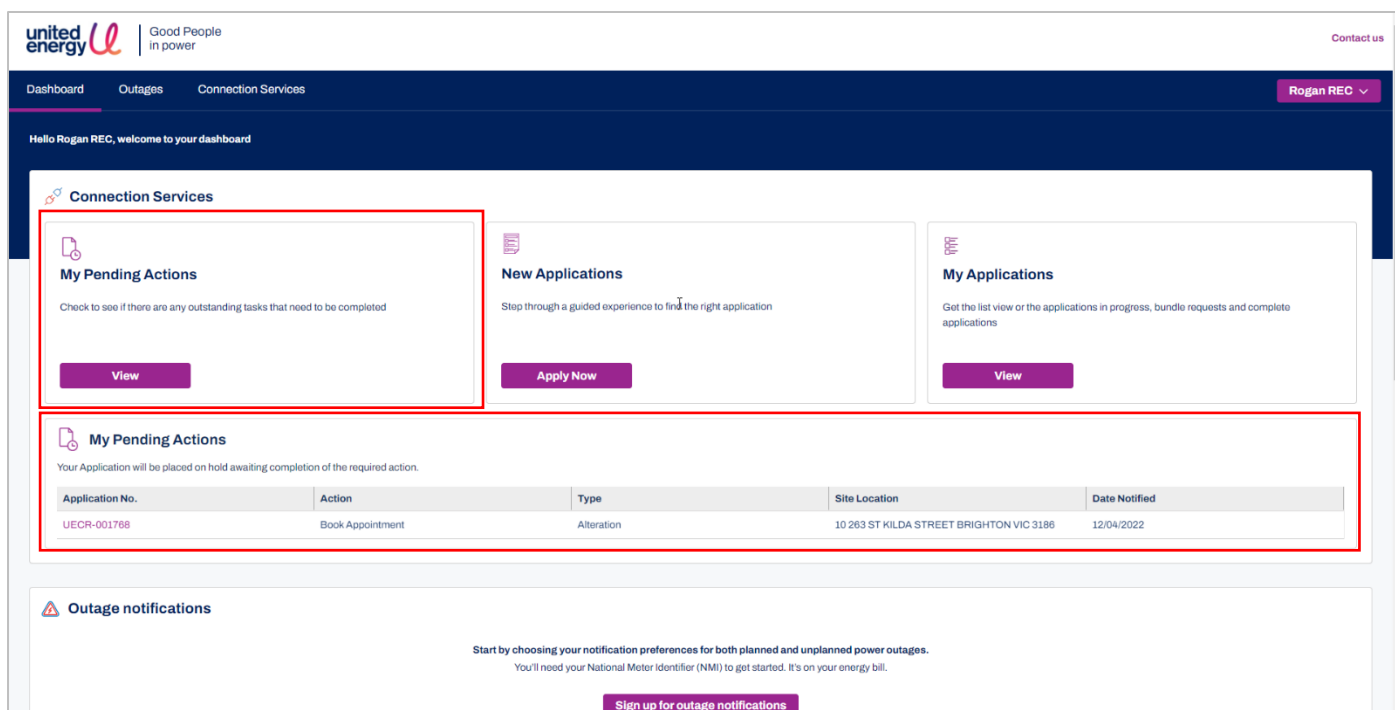
- Sign up to receive outage notifications
- Check the energy use of your home or business
- View and action pending tasks for submitted actions in **My Pending Actions**
- Submit an application in **New Applications**
- View existing, completed, and cancelled applications in **My Applications**

At all times you will have access to the navigation bar at the top of the screen, so you will always be able to return to the dashboard by clicking on the **Dashboard** button in the navigation.



## My Pending Actions

In **My Pending Actions** you will see any outstanding tasks. Any of these tasks awaiting your completion will also appear underneath as part of Connection Services.

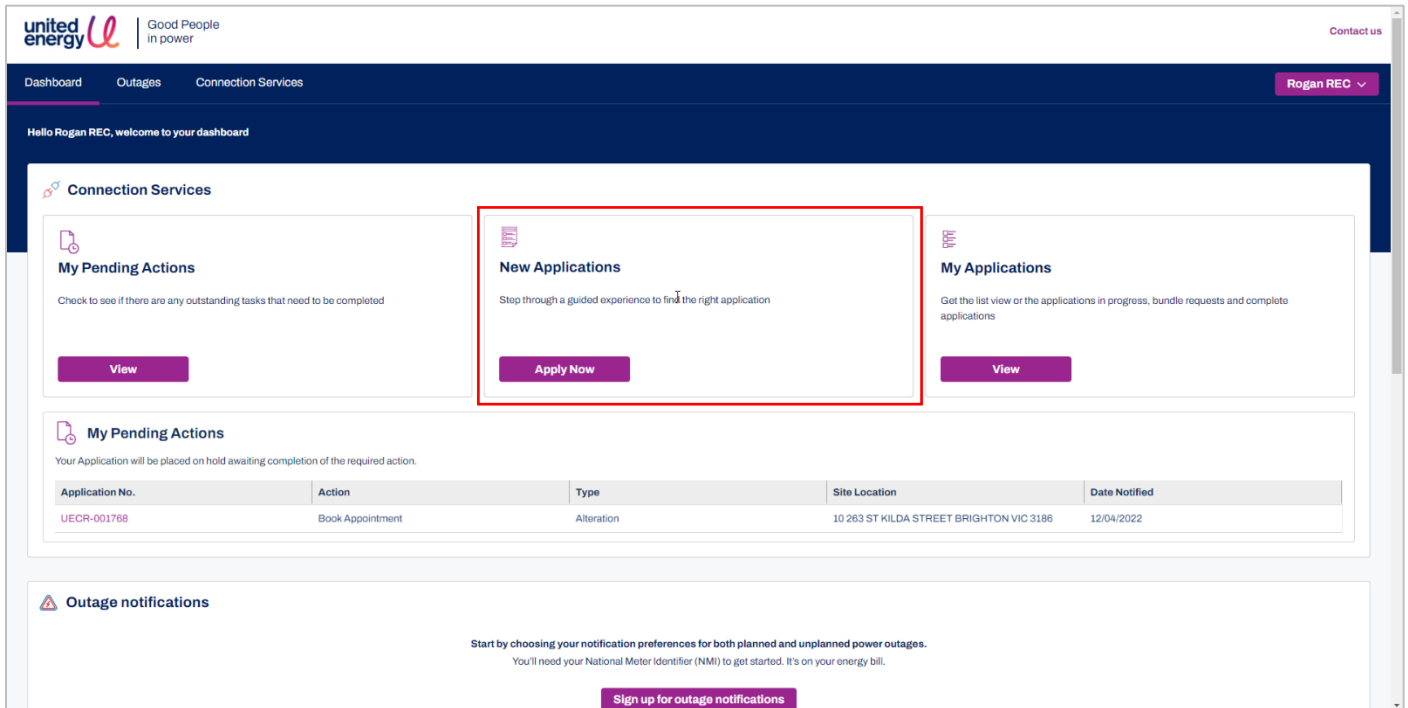


You will know if you have any pending actions as you will be notified through the preferred method chosen during registration, via email and/or SMS.

Click the link in the **Application No.** field of the table to complete your pending action.

## New Applications

Under **New Applications** you can select **Apply Now** to submit your application. For further instruction on applying, and how to complete the different variety of applications please refer to the relevant videos.

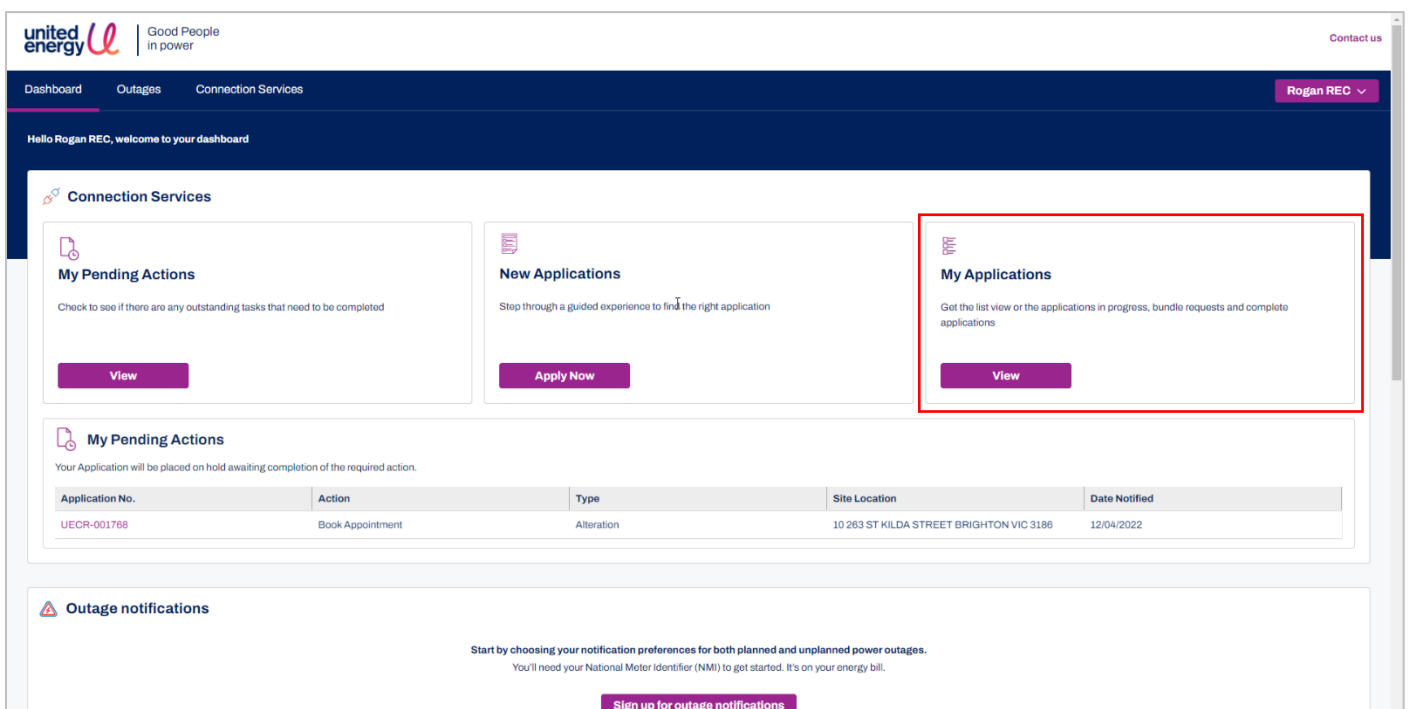


The screenshot shows the myEnergy dashboard for a user named Rogan REC. The dashboard has a dark blue header with the United Energy logo and navigation links: Dashboard, Outages, and Connection Services. A welcome message says "Hello Rogan REC, welcome to your dashboard". Below this, there are three main sections: "My Pending Actions", "New Applications", and "My Applications". The "New Applications" section is highlighted with a red box and contains a red "Apply Now" button. Below these sections is a table for "My Pending Actions" and a section for "Outage notifications".

Application No.	Action	Type	Site Location	Date Notified
UECR-001768	Book Appointment	Alteration	10 263 ST KILDA STREET BRIGHTON VIC 3186	12/04/2022

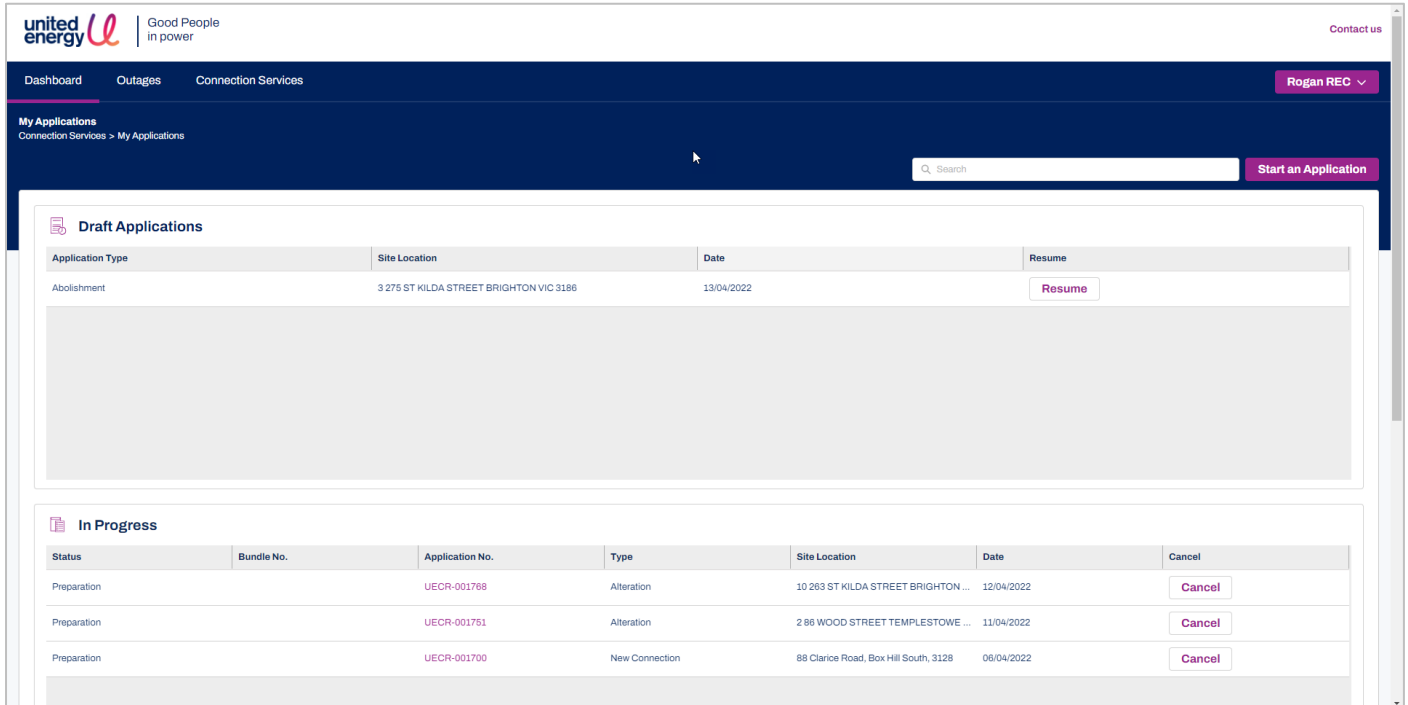
## My Applications

In **My Applications** you can view all your existing applications, including drafts.



This screenshot is identical to the one above, showing the myEnergy dashboard. In this view, the "My Applications" section is highlighted with a red box, and it contains a red "View" button. The rest of the dashboard layout, including the header, navigation, and other sections, remains the same.

Select the **View** button to expand the applications section. From this page you can view existing applications, including drafts. You can also use the search bar to find a specific application, and the **Start an Application** button to submit a new application.



The screenshot shows the 'My Applications' page with a dark blue header and a white main content area. The header includes the United Energy logo, the tagline 'Good People in power', and a 'Contact us' link. The main navigation bar has links for 'Dashboard', 'Outages', and 'Connection Services'. A user profile 'Rogan REC' is visible in the top right. The 'My Applications' section is titled 'Connection Services > My Applications' and features a search bar and a 'Start an Application' button. Below this, there are two main sections: 'Draft Applications' and 'In Progress'.

**Draft Applications**

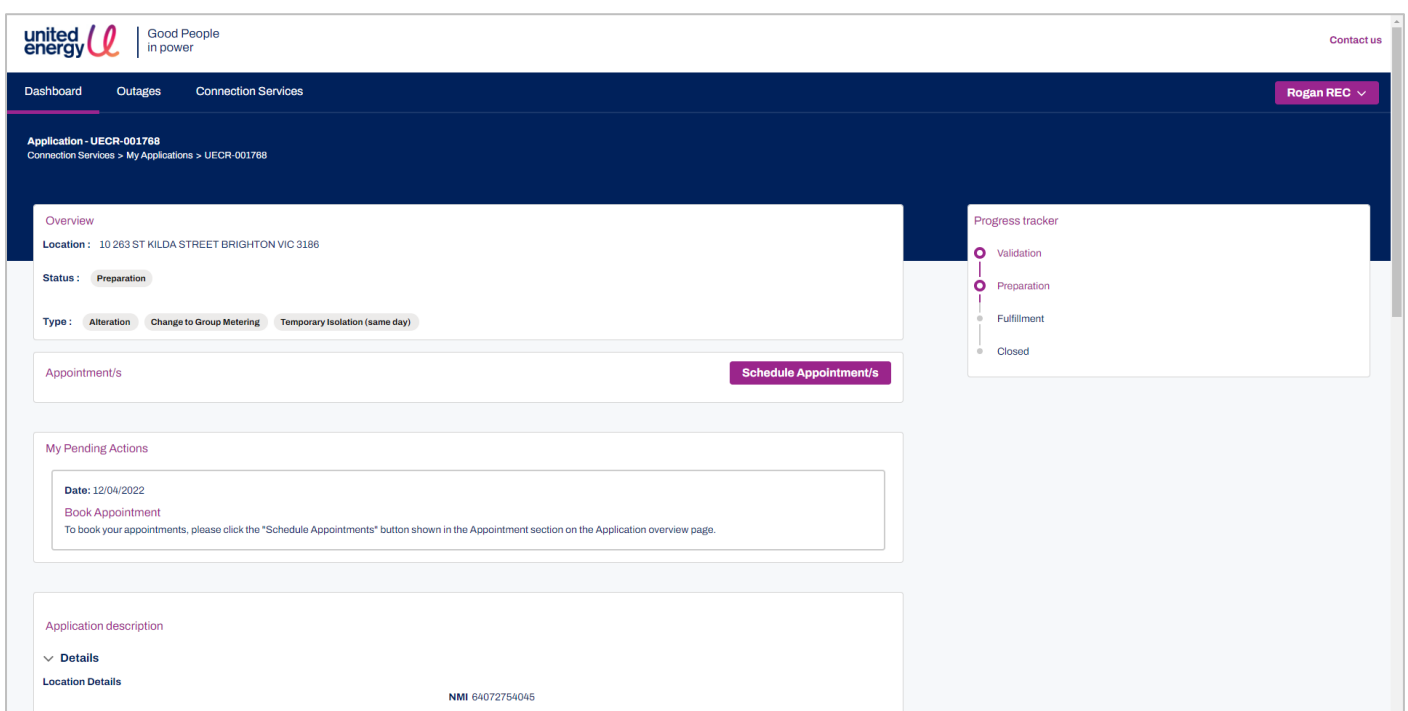
Application Type	Site Location	Date	Resume
Abolishment	3 275 ST KILDA STREET BRIGHTON VIC 3186	13/04/2022	<a href="#">Resume</a>

**In Progress**

Status	Bundle No.	Application No.	Type	Site Location	Date	Cancel
Preparation		<a href="#">UECR-001768</a>	Alteration	10 263 ST KILDA STREET BRIGHTON ...	12/04/2022	<a href="#">Cancel</a>
Preparation		<a href="#">UECR-001751</a>	Alteration	2 86 WOOD STREET TEMPLESTOWE ...	11/04/2022	<a href="#">Cancel</a>
Preparation		<a href="#">UECR-001700</a>	New Connection	88 Clarice Road, Box Hill South, 3128	06/04/2022	<a href="#">Cancel</a>

Draft applications display in the **Draft** section at the top of the page and will remain for 7 days. Click **Resume** alongside the application you wish to complete, and once completed it will appear with the **In Progress** applications.

Below drafts you can view **In Progress** applications. Here you can select an existing application using the **Application No** link, review the details and the status of the application in the system, and make small updates to information.



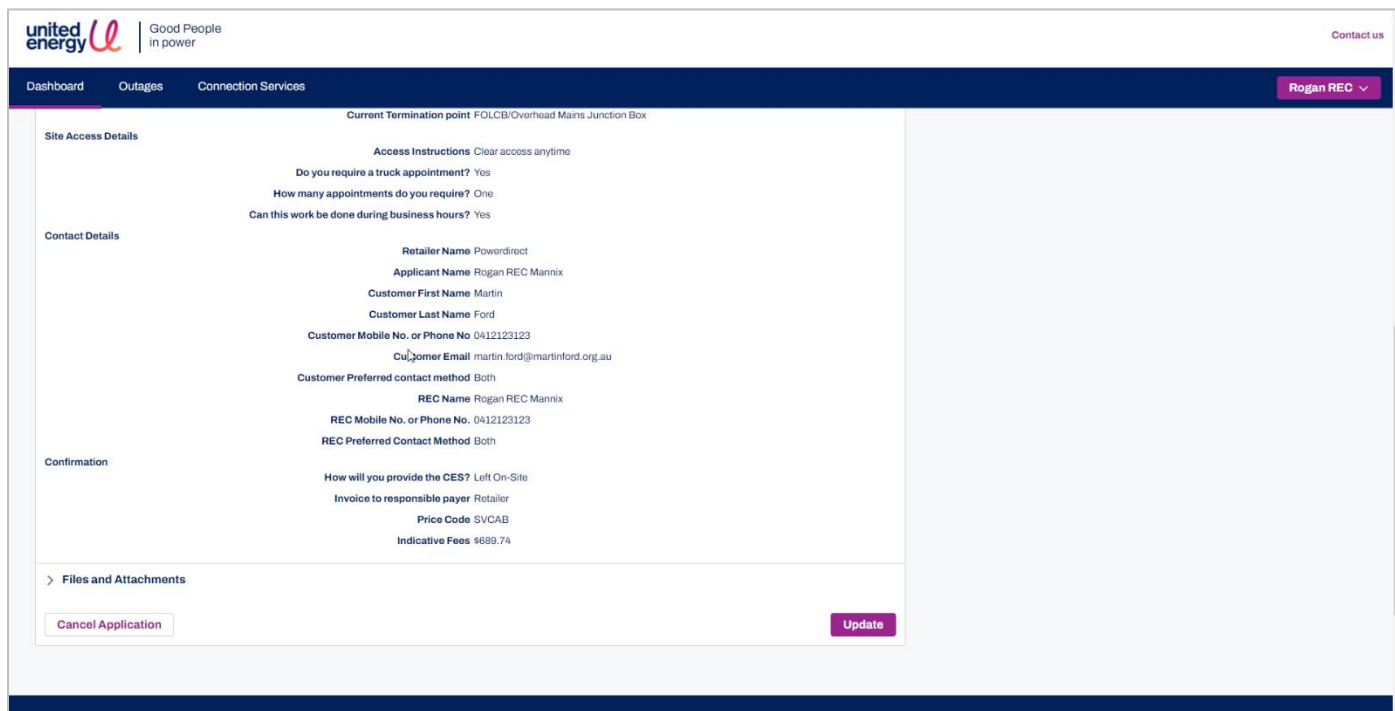
The screenshot shows the details page for application 'UECR-001768'. The header is the same as the previous page. The main content area is divided into several sections:

- Overview**: Shows the location '10 263 ST KILDA STREET BRIGHTON VIC 3186', the status 'Preparation', and the type 'Alteration'. There are also links for 'Change to Group Metering' and 'Temporary Isolation (same day)'.
- Appointment/s**: A section with a 'Schedule Appointment/s' button.
- My Pending Actions**: A section with a 'Date: 12/04/2022' and a 'Book Appointment' button. Below it, a message states: 'To book your appointments, please click the "Schedule Appointments" button shown in the Appointment section on the Application overview page.'
- Application description**: A section with a 'Details' link and 'Location Details'.
- Progress tracker**: A vertical timeline showing the stages: Validation, Preparation, Fulfilment, and Closed. The 'Preparation' stage is currently active.

At the bottom, the 'NMI 64072754045' and 'Site Address 10 263 ST KILDA STREET BRIGHTON VIC 3186' are displayed.

From this screen you will be able to make the following changes

- View **My Pending Actions** against this application (if applicable)
- Schedule Appointment/s (if applicable)
- View the application **Status** and review the application description



The screenshot shows the 'myEnergy' application form. At the top, there's a header with the United Energy logo and 'Good People in power'. Below this is a navigation bar with 'Dashboard', 'Outages', and 'Connection Services'. The main content area is divided into sections: 'Site Access Details', 'Contact Details', and 'Confirmation'. The 'Site Access Details' section includes 'Access Instructions' (Clear access anytime), 'Do you require a truck appointment?' (Yes), 'How many appointments do you require?' (One), and 'Can this work be done during business hours?' (Yes). The 'Contact Details' section includes 'Retailer Name' (Powervirect), 'Applicant Name' (Rogan REC Mannix), 'Customer First Name' (Martin), 'Customer Last Name' (Ford), 'Customer Mobile No. or Phone No.' (0412123123), 'Customer Email' (martin.ford@martinford.org.au), 'Customer Preferred contact method' (Both), 'REC Name' (Rogan REC Mannix), 'REC Mobile No. or Phone No.' (0412123123), and 'REC Preferred Contact Method' (Both). The 'Confirmation' section includes 'How will you provide the CES?' (Left On-Site), 'Invoice to responsible payer' (Retailer), 'Price Code' (SVCAB), and 'Indicative Fees' (\$689.74). At the bottom, there's a 'Files and Attachments' section with a 'Cancel Application' button and an 'Update' button.

- Click **Cancel Application** if the application is longer required
- Click **Update** to make minor changes to the information in the application if required

## Contact United Energy



The screenshot shows the footer of the United Energy website. It features the United Energy logo and 'Good People in power' on the left. On the right, there's a 'Contact us' button. Below this, there's a section titled 'Have a question for us?' with the text 'Phone, email, give us feedback or make a claim.' and a 'Contact us' button. At the bottom, there's a copyright notice: '© 2022 United Energy Limited' and a link to 'Privacy and Disclaimer'.

To send an enquiry, provide feedback or make a claim, click on **Contact us** button/s at the top and bottom of the page to be directed to the United Energy website contact page.

## Signing out



You will automatically be signed out of your myEnergy account after a period of inactivity; however, you can also manually sign out. Simply click or hover your cursor on your name in the top right and select **Log out**.