

User Guide

ESSENTIAL ENERGY STREETLIGHTING BUSINESS

Information Portal User guide

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1. Introduction

Essential Energy has introduced a secure Information Portal for Local Government customers to help improve communication by allowing Council's to easily access regulatory reports, log and track streetlighting service requests and return standard forms to Essential Energy.

This Users Guide introduces the key features of the Information Portal and provides step-by-step instructions to assist users.

1.1 Definitions

ASSET LABEL: The alphanumeric plate attached to Essential Energy assets such as poles or streetlight columns. Not all asset labels are unique.

NIGHTVISION LIGHT: Commercial security flood lighting provided to illuminate private areas.

PRIVATE LIGHTING: Streetlights that are owned and maintained by private customers.

STREETLIGHT: Public lighting with the purpose of illuminating public areas such as streets, traffic routes, awnings, pedestrian crossings, parks or public facilities.

1.2 What is the Information Portal?

The Information Portal is a secure online facility that allows local government representatives to communicate easily and directly with Essential Energy's Streetlighting Business team.

It provides quick and easy access to information about streetlighting services for each Local Government Area (LGA) within Essential Energy's distribution network – allowing Council representatives to download streetlighting reports and request information without having to directly contact a representative from Essential Energy's streetlighting team.

The Information Portal's homepage offers three options for users to choose from;

- 1) An inbox to facilitate communication between Essential Energy and Council
- 2) A section where users can lodge service requests
- 3) A text copy of this Users Guide

2. Key features matrix

FEATURE	DESCRIPTION
Secure system log in	<ul style="list-style-type: none">Log in to the portal with a unique username and password.Access streetlighting files specific to your LGA.
Password recovery	<ul style="list-style-type: none">Recover lost or forgotten passwords via the log in screen.Passwords will be sent to the email address registered to the username.
Password reset	<ul style="list-style-type: none">Manually reset passwords through a 'change password' link.Correct submission of the username and old password will allow users to easily reset their password.An automated email will be sent to the user to confirm the change.
User guide	<ul style="list-style-type: none">A text version of this user guide will be accessible from all pages on the Information Portal.The user guide contains detailed step-by-step instructions and screenshot illustrations.
Portal	<ul style="list-style-type: none">Users can access LGA specific files that are placed in by the Portal by the Streetlighting Business Team.Files can be downloaded and saved directly to the user's computer.The Portal contains information about the files contained including the report title, upload date and report status (for example 'unread' or 'read')Reports are shown in chronological order, with the most recent reports at the top.
Email notification	<ul style="list-style-type: none">Users will receive an automated email message to let them know that new information has been uploaded to the Portal.
Service request screen	<ul style="list-style-type: none">Users can request additional services and can upload forms when required.
Request reports	<ul style="list-style-type: none">Users can request additional reports from Essential Energy.Select from a list of reports, provide a date range and then submit the request.Requests are processed manually by Essential Energy.An automated email will notify users once the report has been delivered to the Portal.

FEATURE	DESCRIPTION
Glareshield installation request screen	<ul style="list-style-type: none"> • Users can access Glareshield information, Frequently Asked Questions (FAQs) and forms. • Completed Glareshield consent letters and forms can be uploaded and sent to Essential Energy.
Wireguard installation request screen	<ul style="list-style-type: none"> • Users can access wireguard information, FAQs and forms. • Completed wireguard consent letters and forms can be uploaded and sent to Essential Energy.
Streetlight business team customer support and assistance.	<ul style="list-style-type: none"> • Users can contact Essential Energy’s Streetlighting Business team to: <ul style="list-style-type: none"> – Update user information – Add new users – Reassign passwords – Resend reports – Provide a summary of report views – Provide a summary of user uploads – Disable user accounts.

3. User guide

3.1 Requesting a new user account

Requests for new user accounts should be sent to the Streetlight Business - Information Portal Support Officer.

The following information will be required:

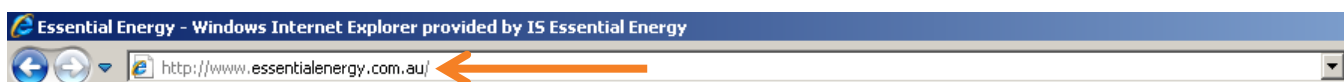
- Name of your streetlight representative
- Organisation name
- Email
- Contact number
- Postal address

An email detailing the username and password will be sent to the account's nominated email address once the log in details are ready to use.

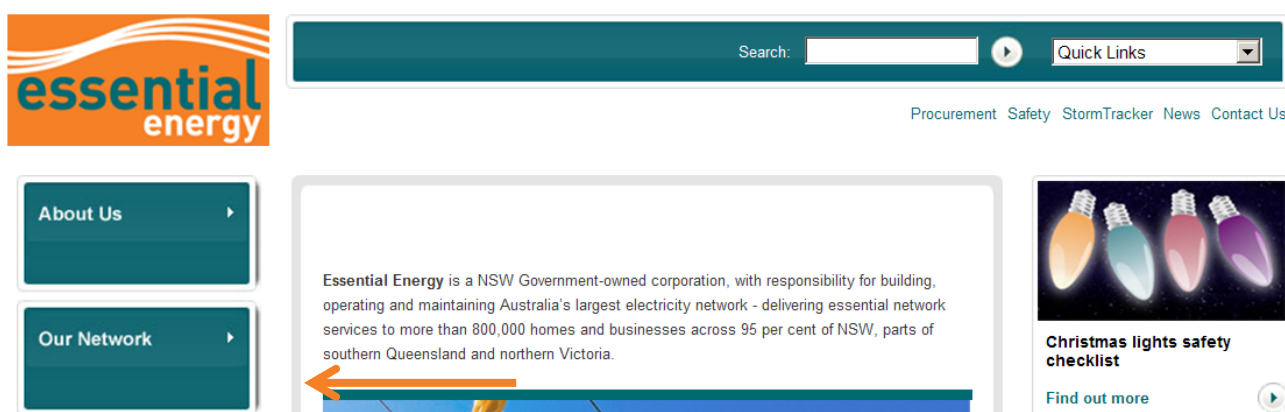
3.2 Logging in to the Information Portal

Follow these 5 simple steps to log in into the Information Portal.

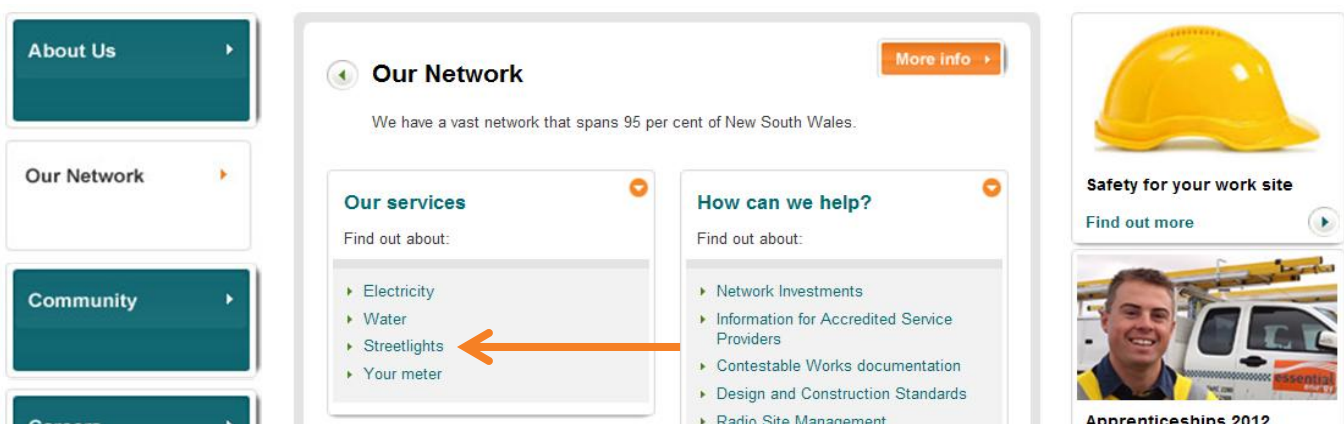
1. Visit www.essentialenergy.com.au through your web browser.



2. Click on the 'Our Network' tab



3. Select the 'Streetlights' link



4. Select the 'Information Portal' link located on the left-hand toolbar

The screenshot shows the Essential Energy website. The 'Our Network' sidebar on the left lists various services: Network Investments, Electricity, Water, Streetlights, Night Vision, Report a Fault, Information Portal (highlighted with a red circle), and Your Meter. The main content area is titled 'Streetlights' and features a banner image of a worker. Below the banner, text describes Essential Energy's streetlight business unit. A 'Tools' sidebar on the right includes a search bar and quick links.

essential energy

About Us Our Network Community Careers Sustainability

Procurement Safety StormTracker News Contact Us

Home / Our Network / Streetlights

Streetlights

Essential services for growing communities

Essential Energy's streetlight business unit is responsible for ensuring the maintenance and billing of 145,000 streetlights serving more than 100 councils across NSW, from Bega Valley in the south to Tweed Heads in the north.

Public lighting plays an important role in providing safe, secure and attractive public areas for both pedestrians and vehicles. It also represents between 25 and 70 per cent

Tools

Search:

Quick Links

- Latest careers
- StormTracker
- Switch on to Safety

5. Enter your username and password into the log in screen and click 'Log in' to access the Information Portal.

The screenshot shows the login screen for the Essential Energy Streetlight Information Portal. The 'Our Network' sidebar on the left lists various services: Network Investments, Electricity, Water, Streetlights, Night Vision, Report a Fault, Information Portal, Your Meter, Accredited Service Providers, Contestable Works, Design and Construction Standards, Radio Site Management, and High Load Permit. The main content area is titled 'Streetlights' and features a banner image of a worker. Below the banner, text welcomes users to the portal and provides login instructions. A login form with fields for Username and Password, and a Login button, is shown. Arrows point to the Username field, Password field, and Login button.

Our Network

Home / Our Network / Streetlights / Council Drop-box

Streetlights

Welcome to the Essential Energy Streetlight Information Portal.
Please login using the details supplied to your lighting representative by Essential Energy.

Username :

Password :

Login

Lost your password? [Click here](#)
Change your password? [Click here](#)

Enter username

Enter password

Click "Login"

3.3 Password recovery

Passwords can be recovered by following the steps below.

Click on the link next to 'Lost your password?'



A login form with an orange background. It contains two input fields: 'Username' and 'Password'. Below the 'Password' field is a 'Login' button. At the bottom of the form, there are two links: 'Lost your password? Click here' and 'Change your password? Click here'. A green arrow points to the first link.

Enter your username into the field provided and click 'Submit'. Your password will then be emailed to the nominated address.



A password recovery form with an orange background. It contains a message: 'Your password will be sent to the email address registered against this username.' Below this is a 'Username' input field. At the bottom are 'Cancel' and 'Submit' buttons. To the right of the form, there are two orange arrows pointing to the 'Username' field and the 'Submit' button, with the labels 'Enter username' and 'Click "Submit"' respectively.

3.4 Changing your password

For security purposes, we recommend that you change your password regularly. Simply follow these steps to change your password.

Click on the link next to 'Change your password?'

A login form with an orange background. It contains two input fields: 'Username' and 'Password'. Below the 'Password' field is a 'Login' button. At the bottom of the form, there are two links: 'Lost your password? Click here' and 'Change your password? Click here'. A blue arrow points to the 'Change your password? Click here' link.

Enter your details as outlined below and click on 'Submit' to complete the change.


A password change form with an orange background. It contains four input fields: 'Username', 'Old Password', 'New Password', and 'Re-type New Password'. Below the 'Re-type New Password' field are two buttons: 'Cancel' and 'Submit'. To the right of the form, there are five orange arrows pointing to the input fields and the 'Submit' button, each with a corresponding instruction: 'Enter username', 'Enter old password', 'Enter new password', 'Confirm new password', and 'Click "Submit"'.

- Enter username
- Enter old password
- Enter new password
- Confirm new password
- Click "Submit"

A confirmation email will be sent to your nominated email address.

4. Incorrect password or username prompt

If you type your username or password incorrectly, a box will appear on the screen advising you that you will need to try again. Remember – username and passwords are case sensitive.

ISSUE	ACTION
<p>Incorrect password and/or username prompt.</p> 	<p>Ensure you have the correct username and password.</p> <ul style="list-style-type: none">Remember: all fields are case sensitive.
<p>Forgotten username.</p>	<p>Contact Essential Energy's Streetlighting Business team:</p> <p>Email: unmetered.supplies@essentialenergy.com.au</p> <p>Subject: Information Portal - Username</p>

5. Using the Portal

After logging in, the screen below will appear. Click on the 'Council Inbox' icon.



Welcome to the streetlight information portal

You are logged in as a representative of Essential Energy



The Drop-Box contains the reports relevant to your organisation and includes information on report titles, updates to reports and status.

COUNCIL INBOX		
Report	Last update	Status
IR05 Total Inservice Lights	10 March 2011	Unread
IR09 Traffic Route Lighting Subsidy Scheme Report	5 March 2011	Unread
IR09 Luminaire Type by Region and Customer	20 February 2011	Unread
IR10 Inventory Consumption Report	20 October 2010	Read
Monthly Customer Asset Details Reporting	7 October 2010	Read

To view a report, click on the report title.

Alternatively, right click on the report title and follow any browser prompts to download and save your report to your computer (for example by clicking 'Save target as').

Once a report has been opened for the first time, the status column will change from 'unread' to 'read'.

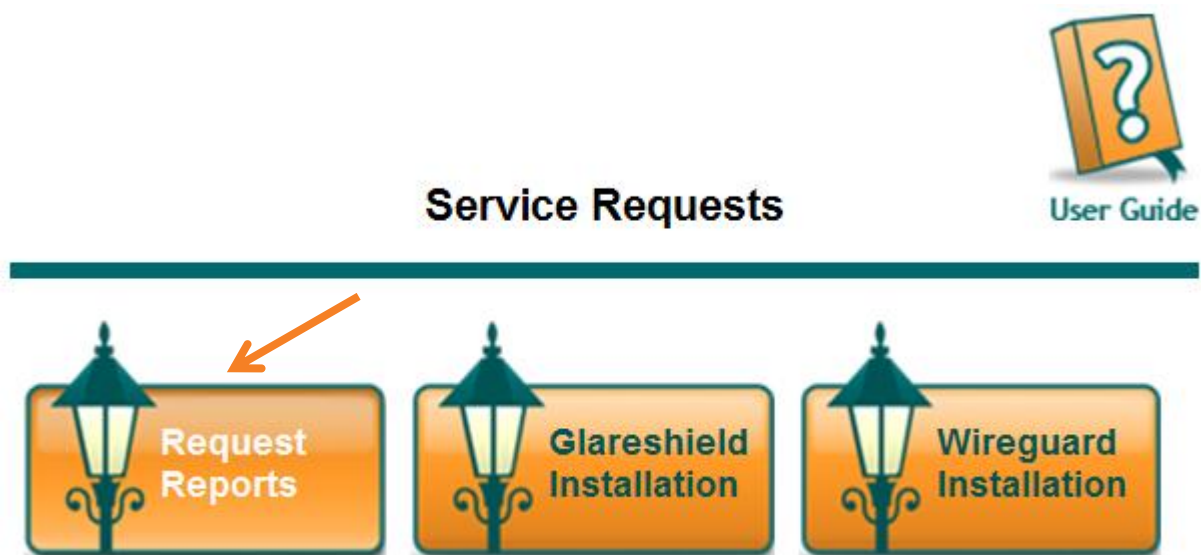
Note: Download and saving of reports is completed through the internet browser, rather than through the Information Portal application. This may be affected by firewall or security settings. Please contact your organisation's IT administrator if you have trouble downloading or saving reports.

5.1 Requesting reports

To request reports, click on the 'Service Requests' icon from the portal's home page.



Click on 'Request Reports'.



You will then be taken to the 'Request Reports' screen, where you will need to fill out information as shown below:



Request Reports

Select Report

Test
test2

Select a report

Start Date **Insert start date**

End Date **Insert end date**

Cancel

Submit

Click submit to request the report

<< < November 2011 > >>						
M	T	W	T	F	S	S
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

You can also click on the calendar to select the appropriate dates

Your request will be sent to Essential Energy's Streetlighting Business team for manual processing.

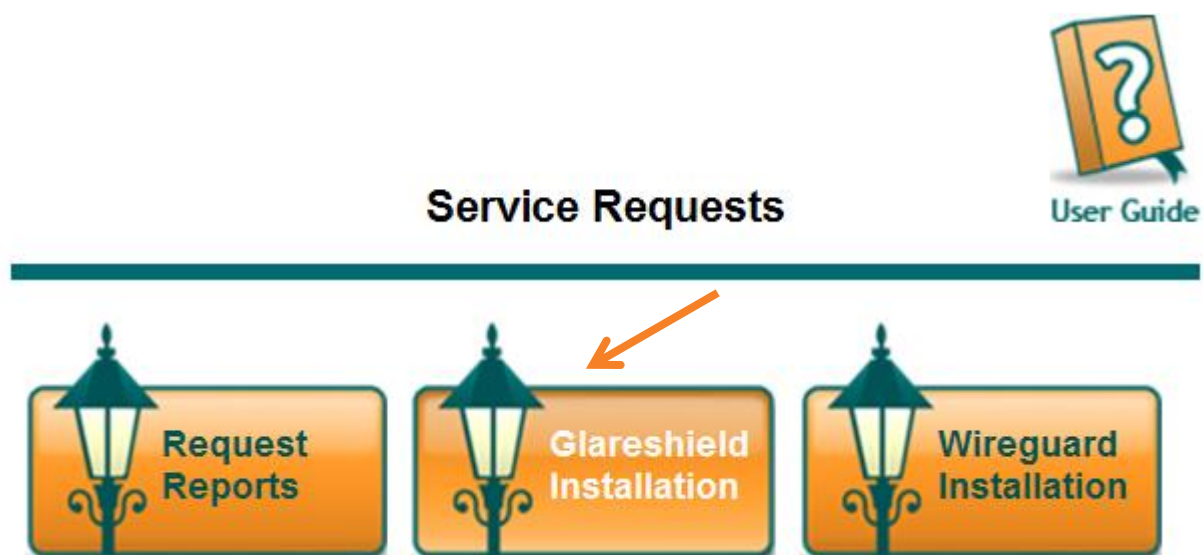
Once the report is available, it will be uploaded to your inbox and an email sent to the account's nominated email address to notify you.

5.2 Requesting Glareshields

To request Glareshields, click on the 'Service Requests' icon from the portal's front page.



Click on 'Glareshield Installation'.



You will be taken to the 'Glareshield Installation' portal.



Glareshield Installation

- ▶ [Glareshield Installation FAQs](#) ← **Click to view information about Glareshield installations**
- ▶ [Glareshield Installation Application Form](#) ← **Click to download and save an application form**

You will be taken to the 'Glareshield Installation' portal where you should click on the application form, complete it, save it to your computer and then upload the completed form.

To upload the form, click on 'Browse'.



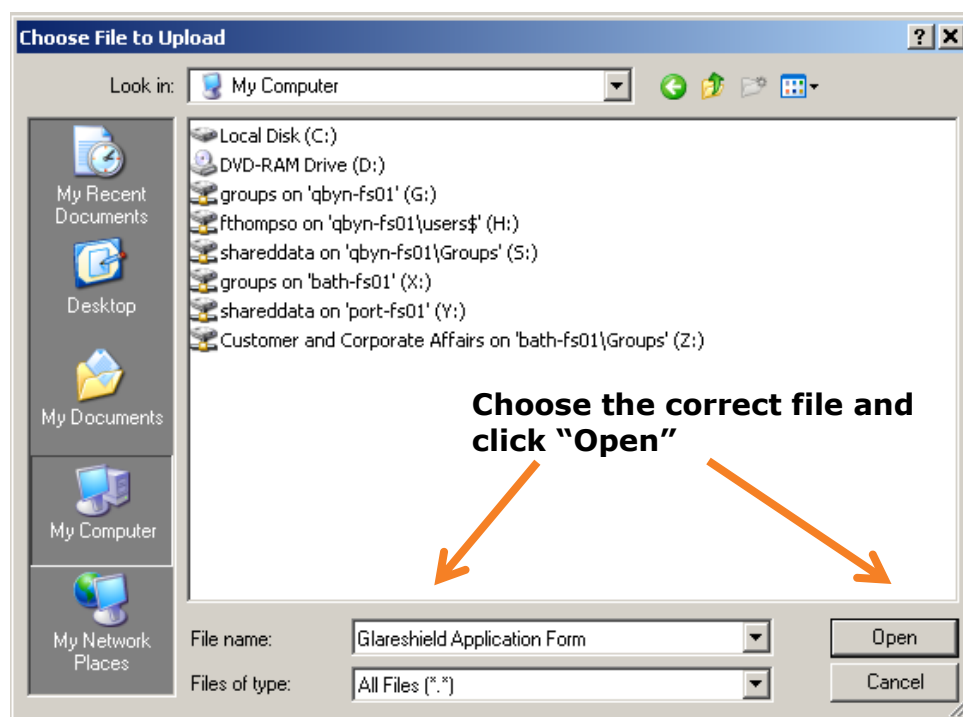
Glareshield Installation

- ▶ [Glareshield Installation FAQs](#)
- ▶ [Glareshield Installation Application Form](#)

The screenshot shows a web form with a text input field and a 'Browse...' button. Below these are two orange buttons: 'Cancel' and 'Submit'.

← **Click the "Browse" button**

Select the file from the upload screen, then click 'Open'.



Click the 'Submit' button to complete the request.



Glareshield Installation

- ▶ [Glareshield Installation FAQs](#)
- ▶ [Glareshield Installation Application Form](#)

Click "Submit"

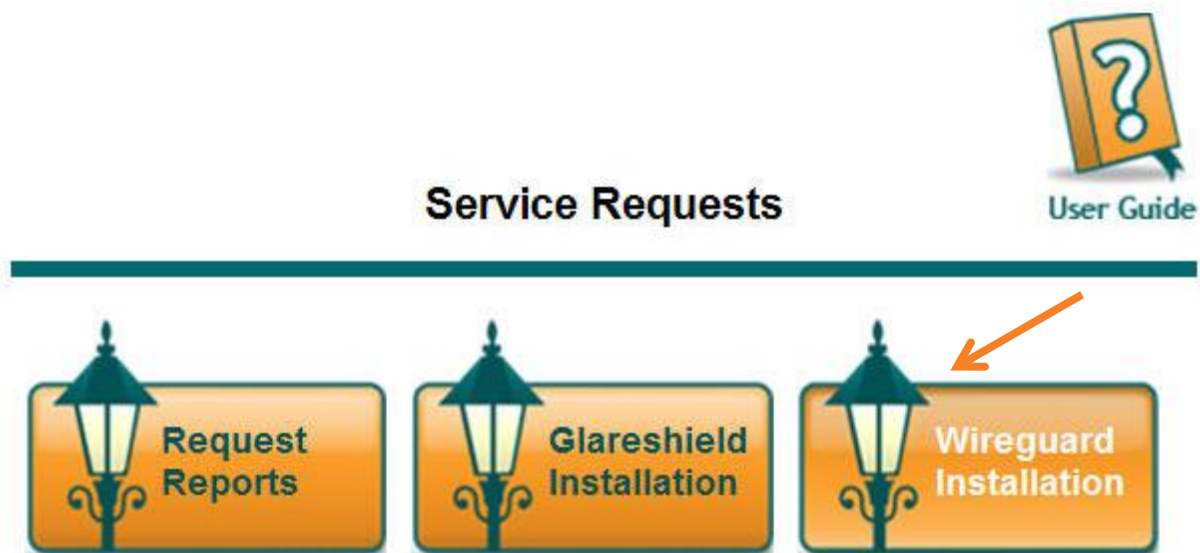
The request will be sent to Essential Energy's Streetlighting Business team for manual processing.

5.3 Requesting Wireguards

To request Wireguards, click on the 'Service Requests' icon from the portal's front page.



Click on 'Wireguard Installation'.



You will be taken to the 'Wireguard Installation' portal where you should click on the application form, complete it, save it to your computer and then upload the completed form.



Wireguard Installation

▶ Wireguard Installation FAQs

Click to view information about Wireguard installations

▶ Wireguard Installation Application Form

Click to download and save an application form

To upload the form, click on 'Browse'.



Wireguard Installation

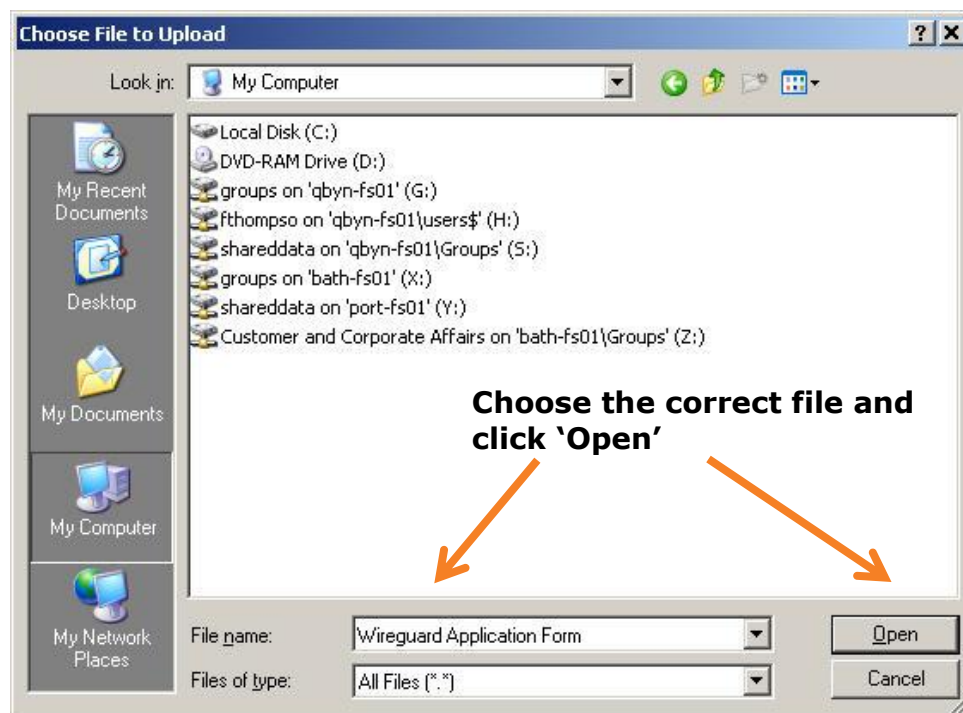
▶ Wireguard Installation FAQs

▶ Wireguard Installation Application Form

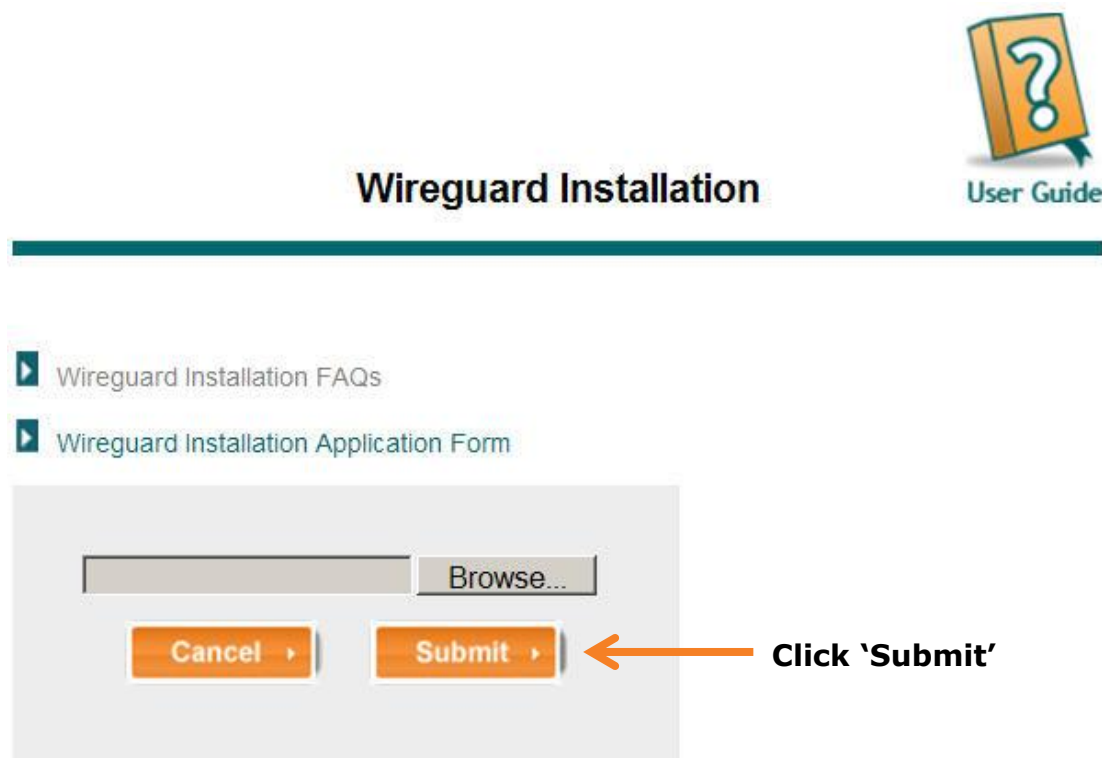
The screenshot shows a web form for uploading the application form. It consists of a text input field, a 'Browse...' button, and two buttons at the bottom: 'Cancel' and 'Submit'.

Click the 'Browse' button

Select the file from the upload screen, then click 'Open'.



Click the 'Submit' button to complete the request.



The request will be sent to Essential Energy's Streetlighting Business team for manual processing.

6. Online Information Portal user support

ISSUE	ACTION
Update customer contact details.	<ul style="list-style-type: none">• Contact the Streetlighting Business team's Information Portal Support Officer, advising of any amendments to be made.• A confirmation email will be sent to your registered email address to notify you of the changes once complete.
Provide a summary of report views.	<ul style="list-style-type: none">• Send a written request to Information Portal Support Officer requesting a summary of all reports sent and viewed.• If a specific date range is required, please include this in the request.• An email will be sent to your registered email address when the report is available.
Provide a summary of user uploads.	<ul style="list-style-type: none">• Send a written request to the Streetlighting Business Information Portal Support Officer requesting a summary of all user uploads.• If a specific date range is required, please include this in the request.• An email will be sent to your registered email address once the report is ready.
Disable user accounts.	<ul style="list-style-type: none">• Contact the Streetlighting Information Portal Support Officer to request that a user account be disabled.• An email will be sent to your registered email box to confirm the disabling. <p>NOTE: Accounts can be re-activated by contacting the Streetlighting Business Information Portal Support Officer.</p>

For all other matters, please contact the following members of Essential Energy's Streetlighting Business team.