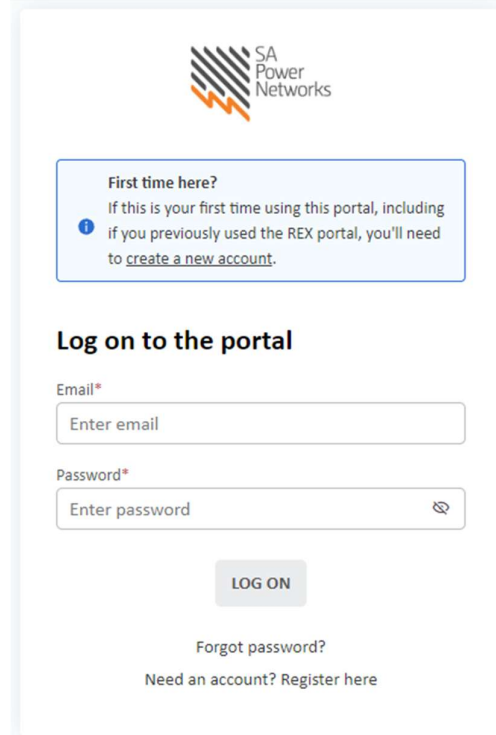


How to Register for the Portal

If you are a new user to the Portal, you will need to register to access in order to submit requests, track applications and view applications that have been submitted on your behalf.

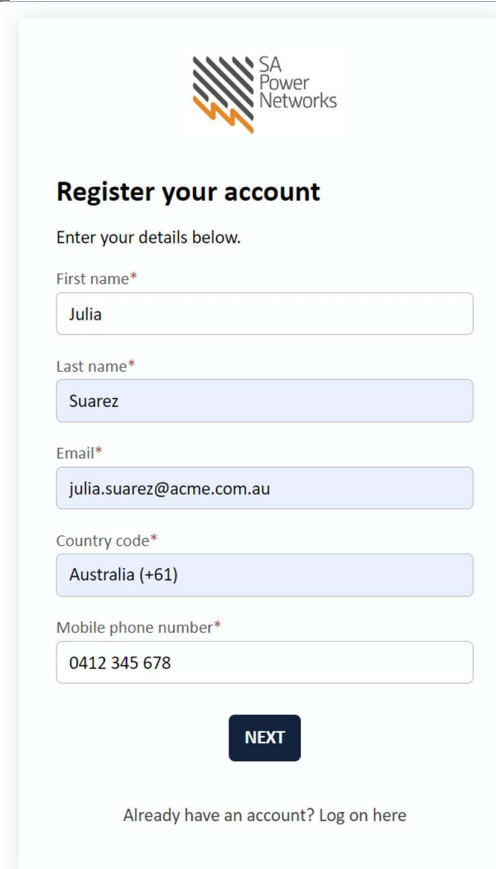
Step 1. Click on *Need an account? Register here*

The first time you access the portal, even if you have used REX before, you will need to create a new account.




The screenshot shows the SA Power Networks login interface. At the top right is the logo. Below it is a blue-bordered box with the text: "First time here? If this is your first time using this portal, including if you previously used the REX portal, you'll need to [create a new account](#)." Below this is the heading "Log on to the portal". There are two input fields: "Email*" with the placeholder "Enter email" and "Password*" with the placeholder "Enter password" and a toggle icon. A "LOG ON" button is centered below the fields. At the bottom, there are links for "Forgot password?" and "Need an account? Register here".

Step 2. Enter your name and contact details



The screenshot shows the SA Power Networks registration interface. At the top right is the logo. Below it is the heading "Register your account" followed by the instruction "Enter your details below.". There are six input fields: "First name*" with the value "Julia", "Last name*" with the value "Suarez", "Email*" with the value "julia.suarez@acme.com.au", "Country code*" with the value "Australia (+61)", and "Mobile phone number*" with the value "0412 345 678". A dark blue "NEXT" button is centered below the fields. At the bottom, there is a link: "Already have an account? Log on here".

Step 3. Set a new password which must be 12 characters or more and contain at least 1 upper case and 1 lower case letter



Register your account

Create a password to log on to the portal.

Password*

Your password must contain:


- × at least 12 characters
- × 1 lowercase letter (a-z)
- × 1 uppercase letter (A-Z)

Confirm password*

Already have an account? [Log on here](#)

Step 4. You will receive an email with a verification code which needs to be entered, then click *Verify*.

Please check your bulk/junk/trash folders if not received



Check your inbox

We've sent a verification code to your email address. Please verify your email to finish setting up your account.


Message sent to:

j*****z@acme.com.au

Verification code*

Step 5. You will also receive an SMS with a verification code which needs to be entered and then click verify

Your verification code is: 394110. Please enter this code to verify your mobile number. If you did not request this, please ignore this message. Regards, SA Power Networks



Check your mobile phone

We've sent a verification code to your mobile phone. Please verify your mobile phone to finish setting up your account.

Message sent to:
*****1734


Verification code*

! Enter the verification code.

VERIFY

Resend verification code

Step 6. You can then select your preferred MFA (Multi Factor Authentication) method



Select an MFA method

Adds an additional layer of security to your account by requiring an additional verification code each time you log on.

- Authenticator App** **PREFERRED**
Use an authenticator app such as Google Authenticator to authenticate.
- Text Message**
Receive an authentication passcode in a text message.
- Voice**
Receive a phone call with an authentication passcode.

Please note: If you are a solar installer and require access to the installations

Please also send an email to customerservice@sapowernetworks.com.au and provide your full name, preferred email address and your PGE number or CEC accreditation number.