

New Portal, Fresh Start

Getting you logged in



Trying to login? Let's get you connected!

What you might be experiencing:

- "I'm trying to log in, but it's not working."
- "I keep entering my email and password, but nothing happens."

What to do:**IMPORTANT: Have you registered for the new portal?**

- If you used the old REX Portal, you'll still need to create a new account.
- First time here? Click 'Need an account: Register here' at the bottom of the login screen.

Why?

The new portal requires a separate registration – your old REX login won't work here.

Are you using your old REX portal login?

What you might be experiencing:

- "I've been using these login details for years. Why aren't they working?"
- "My email isn't recognised – it always worked in the REX Portal."

What to do:

- The new portal requires a new account, even if you had a REX login.
- Click 'Need an account: Register here' at the bottom of the login screen.

Why?

Your old REX login won't work here – the new portal is a separate system.

New to the portal? You need to register

What you might be experiencing:

- "I thought I was already registered. Do I have to do this again?"
- "Isn't this the same as the REX? It's all SA Power Networks?"

What to do:

- Yes, you need to create a new account for the new portal – even if you had a REX account.

Why? The new portal is a separate system – one-time setup only.

Tried to reset your password but not registered?

What you might be experiencing:

- "I tried to reset my password, but nothing happened."
- "Why didn't I get the reset email?"

What to do:

- The reset link only works if you have already registered for the new portal.
- If you haven't registered, click 'Create a new account' and follow the steps.

Why? The system won't recognise your email for a reset until you register.

Register for a new account

What you might be experiencing:

- "How do I register?"

What to do:

- Click 'Need an account: Register here' at the bottom of the login screen (portal.sapowernetworks.com.au) and complete the steps.

Why? The new portal is a separate system and requires new login details.

Why didn't the reset link work?

What you might be experiencing:

- "I tried to reset my password, but didn't get the email."
- "Why can't I reset my password like I did in REX?"

What to do:

- The reset link only works if you are already registered for the new portal.
- If you haven't registered, click 'Create a new account'.
- If you have registered but didn't receive the reset email, check your spam/junk folder.

Why? If you're not registered, the system won't recognise your email for a reset. If registered, the email may have been filtered as spam.

Logged in or registered successfully

What you might be experiencing:

- "Okay, I'm in. What now?"
- "I've registered and logged in successfully."

What to do:

- You're all set! Bookmark the page for easy access: portal.sapowernetworks.com.au

Still having issues? Raise a bug

What you might be experiencing:

- "I'm still having trouble even after registering."
- "I followed all the steps, but it's still not working."

What to do:

If you're still having issues, you can:

- Call us on 13 12 61 for assistance.

When contacting support, provide:

- The email address you used to register
- Any error messages you received
- The steps you took before the issue occurred

Why?

This information helps us resolve the issue faster.