Ausgrid Sign-In

Quick Reference Guide

Home, Property Owner or Resident

9 July 2026

Ausgrid



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Quick Reference Guide

Home, Property Owner or Resident



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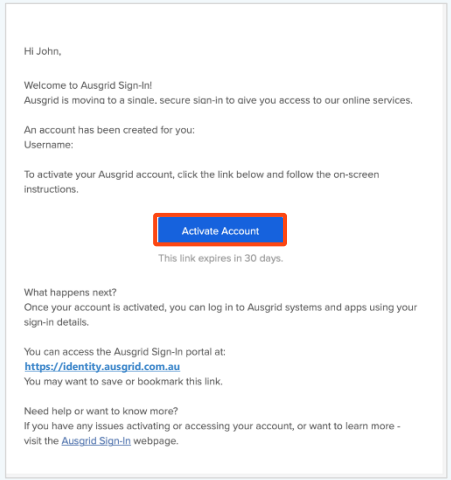
Use this guide to activate, access and manage your Ausgrid Sign-In account

Getting started	1	**Activate your Ausgrid Sign-In account** Complete registration using your invitation email	Pages 3 – 4
	2	**Register for Ausgrid Sign-In** Create an account without an invitation email	Pages 5 – 7
Using your account	3	**Log in to Ausgrid Sign-In** Access your account securely	Page 8
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Activate Ausgrid Sign-In from an invitation email

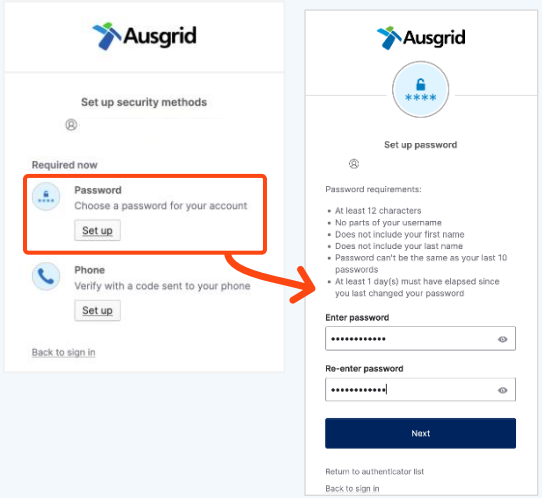
Follow these steps to activate your account from your invitation email

1 Activate from email



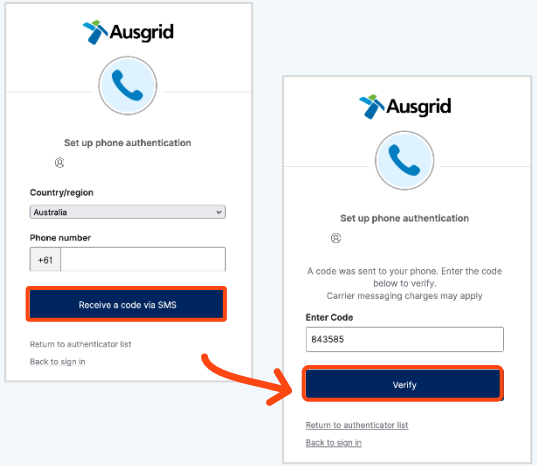
- If you have been invited to join Ausgrid Sign-In, look for your activation email from Ausgrid
- Select **Activate Account**

2 Set up password



- Under **Password**, select **Set up**
- Enter your chosen password following the password requirements

3 Set up phone authentication

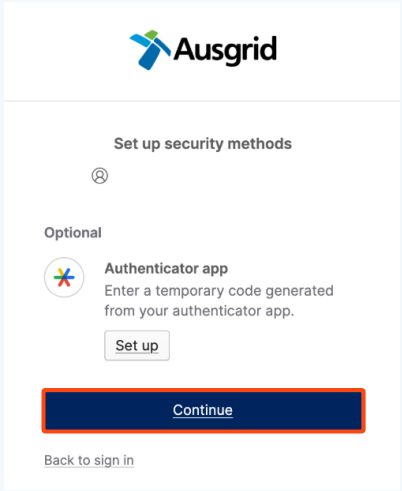


- Enter your mobile phone number, then select **Receive a code via SMS**
- Follow the prompts to **enter the code** sent to your phone
- Select **Verify**

Activate Ausgrid Sign-In from an invitation email

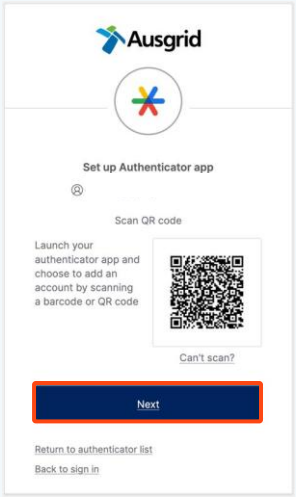
Follow these steps to activate your account from your invitation email

4 Set up optional security methods



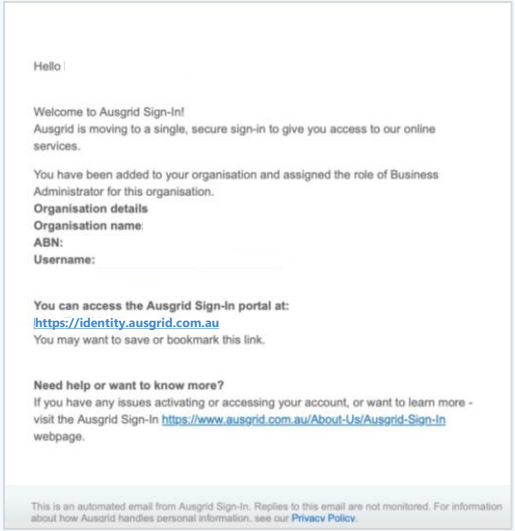
- When prompted, select your preferred multi-factor authentication (MFA) method: SMS to your mobile phone, or any authenticator app
- Select **Continue** to continue, or follow the prompts to add an **authentication app**.

5 Set up an authentication app



- For authenticator apps, follow the prompts to scan the QR code
- You may need to tap the '**+**' icon first, then click **Next**
- Select **Next** to complete the registration

6 Activation complete

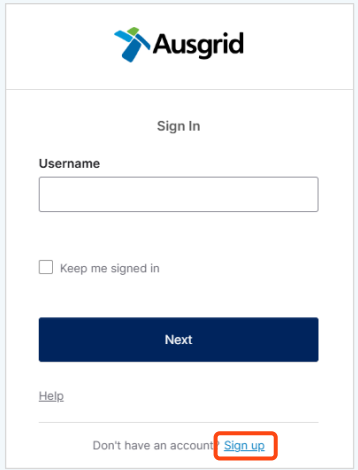


- You're now on the dashboard where you can access your Ausgrid services
- Check your **Welcome to Ausgrid Sign-In** email for help and resources
- **Activation complete!**

Register for Ausgrid Sign-In

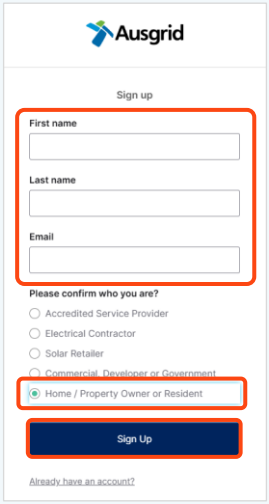
Create your Ausgrid Sign-In account by following the steps below

1 Access Ausgrid Sign-In



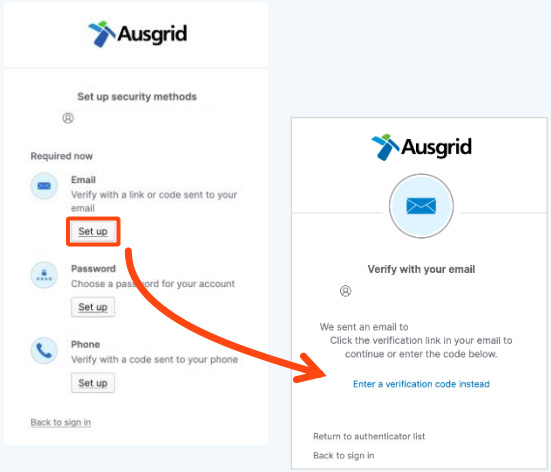
- Go to https://identity.ausgrid.com.au/
- Select **Sign up**

2 Create your account



- Enter your:
  - First name
  - Last name
  - Email Address
- Choose **Home / Property Owner or Resident**
- Select **Sign Up**

3 Request verification email

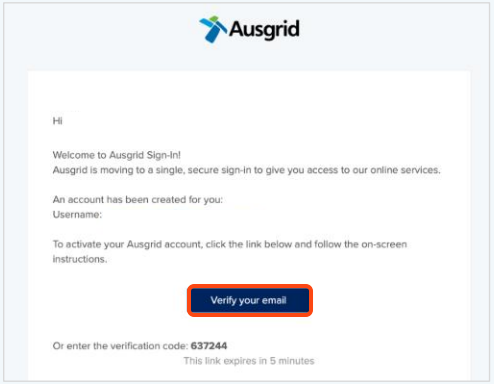


- Under **Email**, select **Set up** to verify your email address
- You will see a prompt that the verification link has been sent to your email

Register for Ausgrid Sign-In

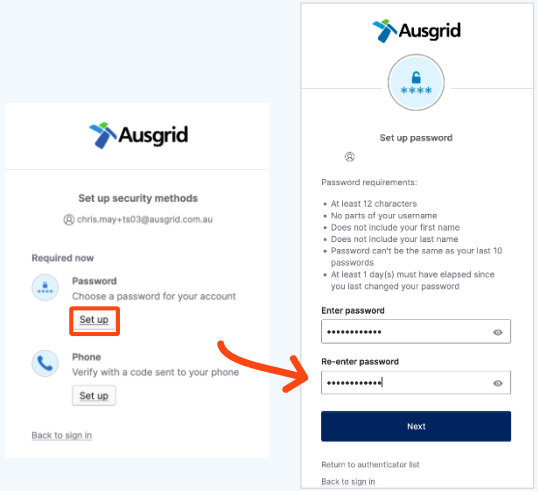
Create your Ausgrid Sign-In account by following the steps below

4 Verify your email address



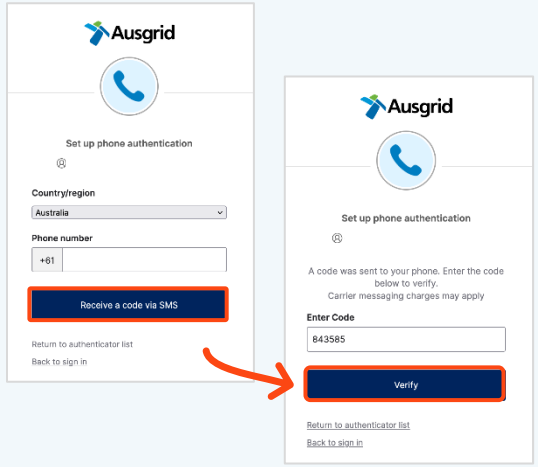
- Click on **Verify your email**. Or you can enter the verification code into the prompt at the previous step.

5 Set up password



- Under **Password**, select **Set up**
- Enter your chosen password following the password requirements

6 Set up phone authentication

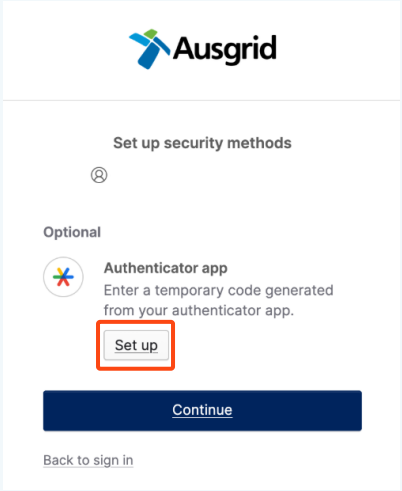


- Enter your mobile phone number, then select **Receive a code via SMS**
- Follow the prompts to **enter the code** sent to your phone
- Select **Verify**

Register for Ausgrid Sign-In

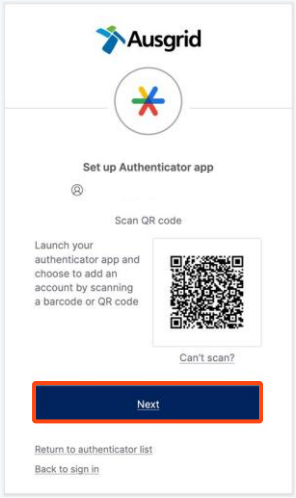
Create your Ausgrid Sign-In account by following the steps below

7 Set up optional security methods



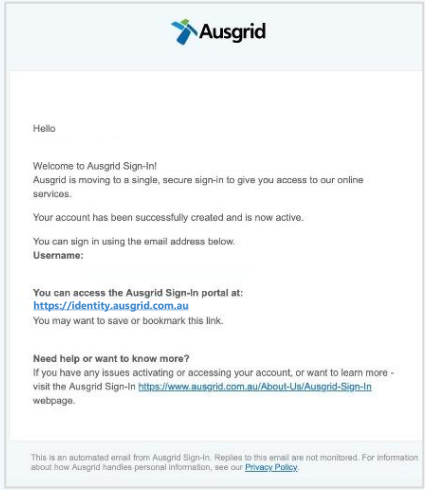
- When prompted, select your preferred multi-factor authentication (MFA) method: SMS to your mobile phone, or any authenticator app
- Select **Continue** to continue, or follow the prompts to add an **authentication app**.

8 Set up an authentication app



- For authenticator apps, follow the prompts to scan the QR code
- You may need to tap the '**+**' icon first, then click **Next**
- Select **Next** to complete the registration

9 Registration complete



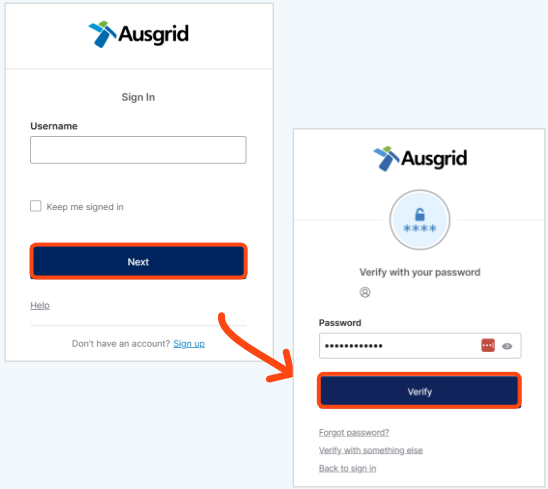
- Check your **Welcome to Ausgrid Sign-In** email for help and resources
- **Registration complete!**

Log in to Ausgrid Sign-In

Access your account securely

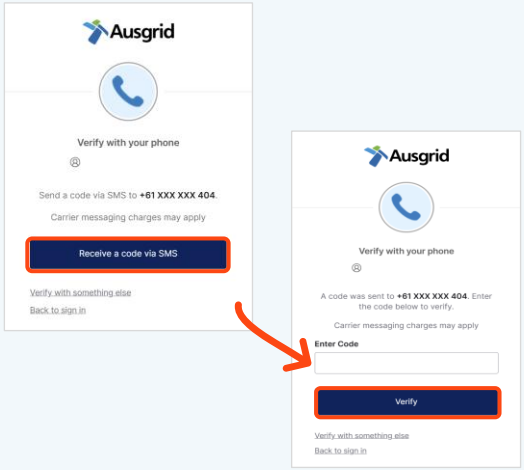
Step 2: Choose one verification method

1 Log in



- Once your account has been created, you can login at https://identity.ausgrid.com.au/
- Enter your **Username**, which is the email address you registered with, then select **Next**
- Enter your **Password**, then select **Verify**

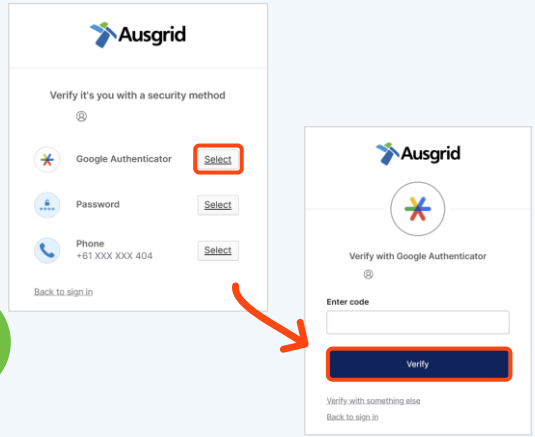
2A Verify by SMS



- Select **Receive a code by SMS**
- Enter the verification code sent to your phone
- Select **Verify**
- Enter your **password**
- **You are now signed in!**

OR

2B Verify by authenticator app

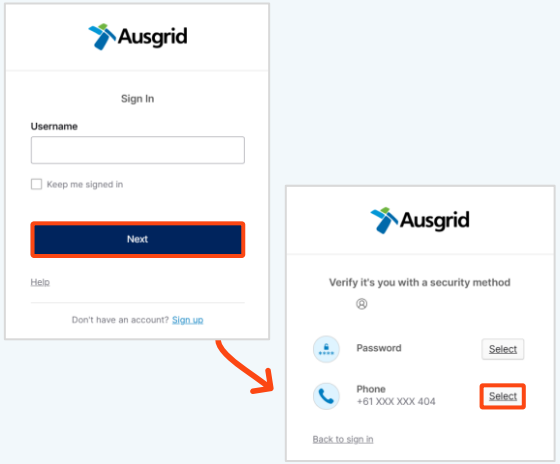


- Select **Verify with something else**
- **Select** Google Authenticator
- Enter the code from your app
- Enter your **password**
- **You are now signed in!**

Reset your Ausgrid Sign-In password

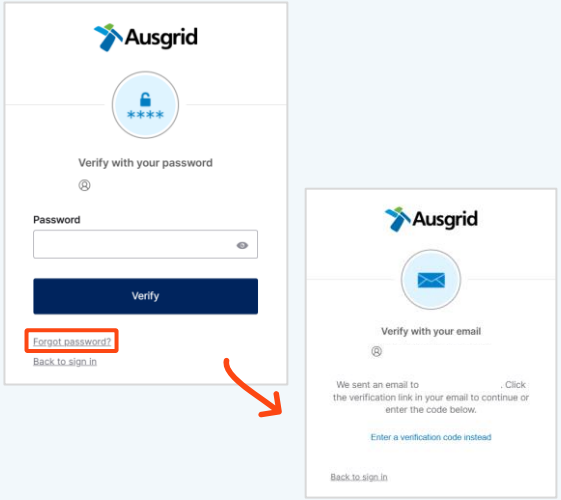
Change a forgotten password or reset it at sign-in

1 Verify your identity



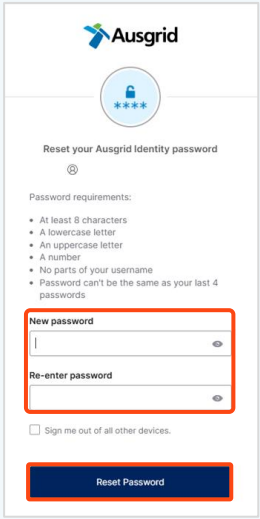
- Enter your **Username** (registered email address) at the **Ausgrid Sign-In page**, and select **Next**
- Click **Select** to verify by phone

2 Request a password reset



- Select **Forgot password?**
- A verification link will be sent to your email address
- Click on the email link or enter the code in the email

3 Create a new password

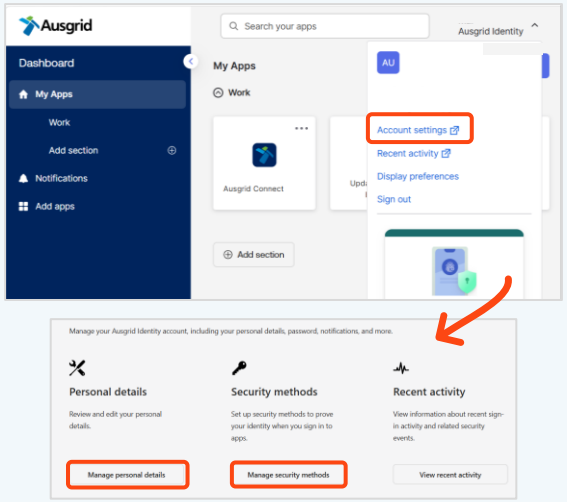


- Enter your new passwords following the password requirements
- You will receive a password reset notification
- **Password reset complete!**

Manage your Ausgrid Sign-In account settings

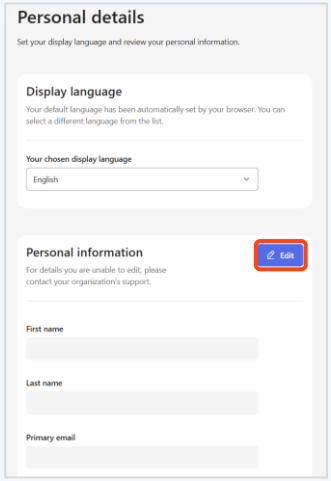
Update your personal details, security methods and update your password

A Accessing account settings



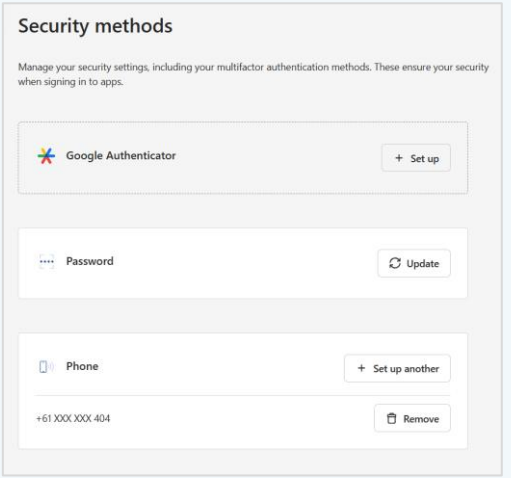
- Sign in to **Ausgrid Sign-In**
- Click on the **Ausgrid Identity** drop down menu, then select Account Settings
- Then select **Manage personal details** or **Manage security methods**

B Personal details



- From within **Personal details**, select **Edit**
- You will be able to change your chosen display language, first name, last name and email address for notifications
- Select **Save** when you are done
- Note: Usernames cannot be changed

C Security methods

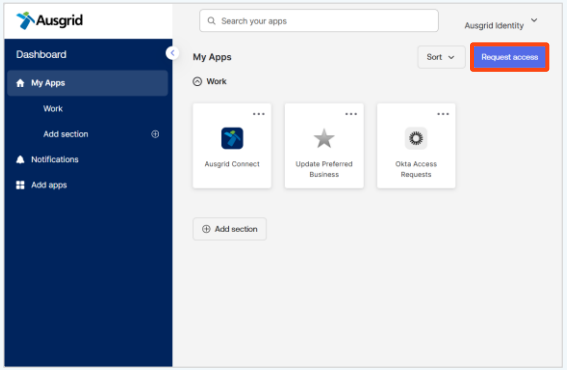


- From within **Security methods**, you will be able to setup your multifactor authentication method.
- You can set up an authenticator app, change your password and remove or set up a phone to receive the SMS codes

Deactivate your Ausgrid Sign-In account

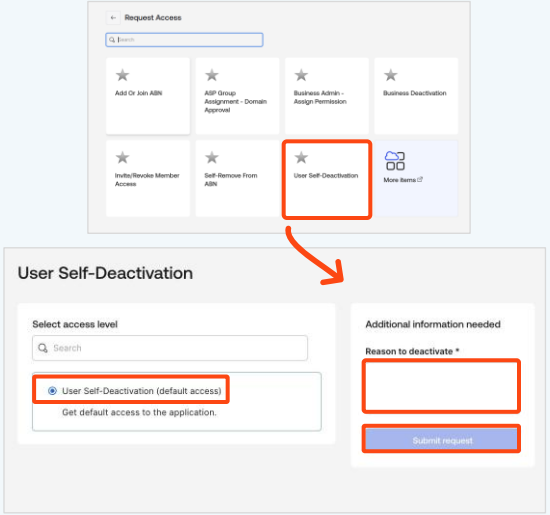
No longer need your account? Submit a request to deactivate it

1 Locate the catalog form



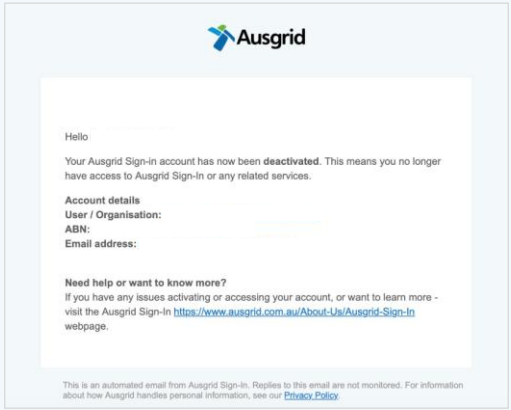
- Sign in to **Ausgrid Sign-In**
- From the landing page, select **Request Access**

2 Request deactivation



- Select **User Self-Deactivation**, then **User Self-Deactivation (default access)**
- **Enter the reason to deactivate,** for instance, account not required
- Select **Submit request**

3 Deactivation submitted



- The request is now submitted and is awaiting approval
- Once, approved, you will receive a deactivation notification email
- **Deactivation complete!**