

Ausgrid Sign-In

Quick Reference Guide

ASPs, Contractors and Industry Partners

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Ausgrid Sign-In

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ASPs, Contractors and Industry Partners



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

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1

Activate Ausgrid Sign-In from an invitation email

Complete registration using your invitation email

1

Activate from email

Hi John,

Welcome to Ausgrid Sign-In!
Ausgrid is moving to a single, secure sign-in to give you access to our online services.

An account has been created for you:
Username:

To activate your Ausgrid account, click the link below and follow the on-screen instructions.

Activate Account

This link expires in 30 days.

What happens next?
Once your account is activated, you can log in to Ausgrid systems and apps using your sign-in details.

You can access the Ausgrid Sign-In portal at:
<https://identity.ausgrid.com.au>
You may want to save or bookmark this link.

Need help or want to know more?
If you have any issues activating or accessing your account, or want to learn more - visit the [Ausgrid Sign-In](#) webpage.

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

2

Set up password

Ausgrid

Set up security methods

Required now

Password
Choose a password for your account

Set up

Back to sign in

Ausgrid

Set up password

Password requirements:

- At least 12 characters
- No parts of your username
- Does not include your first name
- Does not include your last name
- Password can't be the same as your last 10 passwords
- At least 1 day(s) must have elapsed since you last changed your password

Enter password

Re-enter password

Next

Return to authenticator list
Back to sign in

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

3

Set up security methods

Ausgrid

Set up security methods

Required now

Google Authenticator
Enter a temporary code generated from the Google Authenticator app.

Set up

Phone
Verify with a code sent to your phone

Set up

- Now choose your preferred security method for multi-factor authentication
- Options include using any **authentication app** e.g. Microsoft Authenticator, Google Authenticator or by **Phone SMS**
- **You only need to set up one method**

1

Activate Ausgrid Sign-In from an invitation email

Complete registration using your invitation email

4

Set up phone authentication

Ausgrid

Set up phone authentication

Country/region
Australia

Phone number
+61

Receive a code via SMS

[Return to authenticator list](#)
[Back to sign in](#)

Ausgrid

Set up phone authentication

A code was sent to your phone. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code
843585

Verify

[Return to authenticator list](#)
[Back to sign in](#)

- 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**

5

Set up an authentication app

Ausgrid

Set up Google Authenticator

Scan QR code

Launch Google Authenticator, tap the "+" icon, then select "Scan a QR code".

Next

[Return to authenticator list](#)
[Back to sign in](#)

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

6

Activation complete

Hello |

Welcome to Ausgrid Sign-In!
Ausgrid is moving to a single, secure sign-in to give you access to our online services.

You have been added to your organisation and assigned the role of Business Administrator for this organisation.

Organisation details
Organisation name
ABN:
Username:

You can access the Ausgrid Sign-In portal at:
<https://identity.ausgrid.com.au>
You may want to save or bookmark this link.

Need help or want to know more?
If you have any issues activating or accessing your account, or want to learn more - visit the Ausgrid Sign-In <https://www.ausgrid.com.au/About-Us/Ausgrid-Sign-In> webpage.

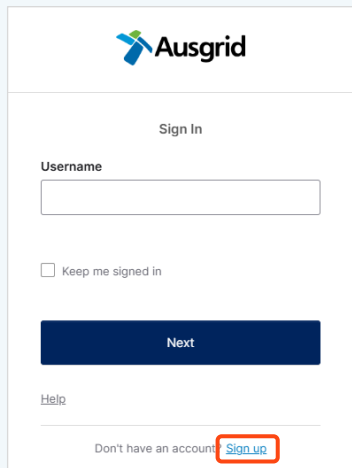
This is an automated email from Ausgrid Sign-In. Replies to this email are not monitored. For information about how Ausgrid handles personal information, see our [Privacy Policy](#).

- 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!**

2 Register for Ausgrid Sign-In

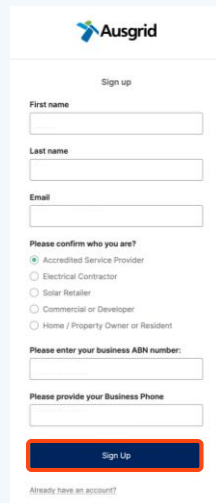
Create an account without an invitation email

1 Access Ausgrid Sign-In



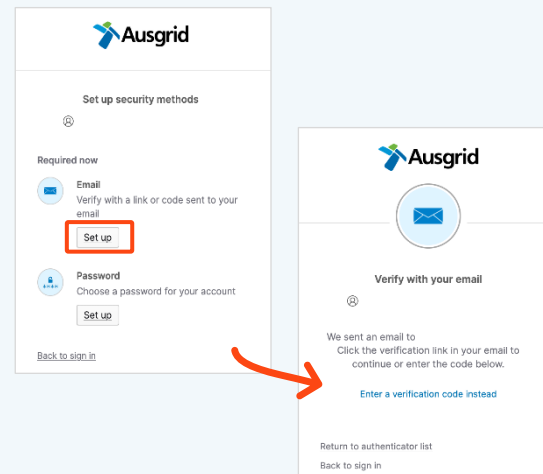
- Go to <https://identity.ausgrid.com.au/>
- Select **Sign up**

2 Create your account



- Enter your First name, Last name and Email address
- Choose your **business type**
- Enter your business **ABN number** and **business phone number**
- Select **Sign Up**

3 Verify your email address



- 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

2 Register for Ausgrid Sign-In

Create an account without an invitation email

4 Verify your email address

Ausgrid

Hi

Welcome to Ausgrid Sign-In
Ausgrid is moving to a single, secure sign-in to give you access to our online services.

An account has been created for you:
Username:

To activate your Ausgrid account, click the link below and follow the on-screen instructions.

Verify your email

Or enter the verification code: **637244**
This link expires in 5 minutes

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

5 Set up password

Ausgrid

Set up security methods

Required now

Email
Verify with a link or code sent to your email
Set up

Password
Choose a password for your account
Set up

[Back to sign in](#)

Ausgrid

Set up password

Password requirements:

- At least 12 characters
- No parts of your username
- Does not include your first name
- Does not include your last name
- Password can't be the same as your last 10 passwords
- At least 1 day(s) must have elapsed since you last changed your password

Enter password

Re-enter password

Next

[Return to authenticator list](#)
[Back to sign in](#)

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

6 Set up security methods

Ausgrid

Set up security methods

Required now

Google Authenticator
Enter a temporary code generated from the Google Authenticator app.
Set up

Phone
Verify with a code sent to your phone
Set up

- Now choose your preferred security method for multi-factor authentication
- Options include using any **authentication app** e.g. Microsoft Authenticator, Google Authenticator or by **Phone SMS**
- You only need to set up one method**

2 Register for Ausgrid Sign-In

Create an account without an invitation email

7 Set up phone authentication

The first screenshot shows the 'Set up phone authentication' screen with a phone icon. It includes a 'Country/region' dropdown set to 'Australia', a 'Phone number' field with a '+61' prefix, and a red-bordered button labeled 'Receive a code via SMS'. Below this are links for 'Return to authenticator list' and 'Back to sign in'. An orange arrow points from this button to the second screenshot. The second screenshot shows the 'Enter Code' screen, where a code '843585' is entered into a field. A red-bordered button labeled 'Verify' is at the bottom. Links for 'Return to authenticator list' and 'Back to sign in' are also present.

- 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**

8 Set up an authentication app

The screenshot shows the 'Set up Google Authenticator' screen with a Google Authenticator icon. It includes a 'Scan QR code' section with a QR code and a 'Can't scan?' link. A red-bordered button labeled 'Next' is at the bottom. Links for 'Return to authenticator list' and 'Back to sign in' are also present.

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

9 Registration complete

The screenshot shows an email titled 'Welcome to Ausgrid Sign-In!'. It states that the account has been successfully created and is now active. It provides the username as the email address and a link to the Ausgrid Sign-In portal: <https://identity.ausgrid.com.au>. It also includes a 'Need help or want to know more?' section with a link to the Ausgrid Sign-In webpage: <https://www.ausgrid.com.au/About-Us/Ausgrid-Sign-In>. At the bottom, it mentions that this is an automated email and provides a link to the Privacy Policy.

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

3 Log in to Ausgrid Sign-In

Access your account securely

Step 2: Choose one verification method

1 Log in

Ausgrid

Sign In

Username

☐ Keep me signed in

Next

Help

Don't have an account? [Sign up](#)

Ausgrid

Verify with your password

Verify

Forgot password?

Verify with something else

[Back to sign 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

Ausgrid

Verify with your phone

Send a code via SMS to +61 XXX XXX 404.
Carrier messaging charges may apply

Receive a code via SMS

Verify with something else

[Back to sign in](#)

Ausgrid

Verify with your phone

A code was sent to +61 XXX XXX 404. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

Verify

Verify with something else

[Back to sign in](#)

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

2B Verify by authenticator app

Ausgrid

Verify it's you with a security method

Google Authenticator **Select**

Password **Select**

Phone +61 XXX XXX 404 **Select**

[Back to sign in](#)

Ausgrid

Verify with Google Authenticator

Enter code

Verify

Verify with something else

[Back to sign in](#)

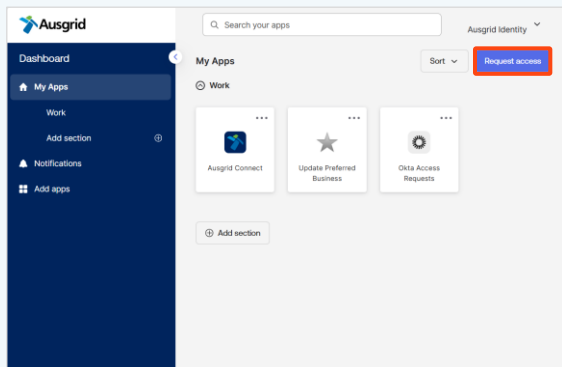
- Select **Verify with something else**
- Select Google Authenticator
- Enter the code from your app
- Enter your **password**
- **You are now signed in!**

OR

4 Add or join another ABN business

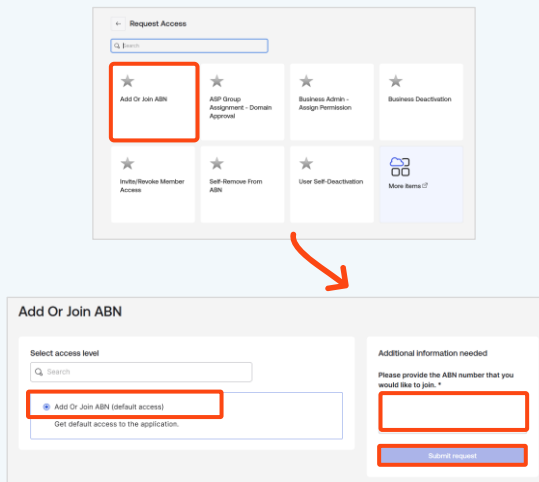
Add or join another ABN business under the same Ausgrid Sign-In account

1 Locate the catalog form



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

2 Request to join



- Select **Add or Join ABN**, then **Add or Join ABN (default access)**
- Enter the **ABN number** of the business you would like to join
- Select **Submit request**

3 Request submitted

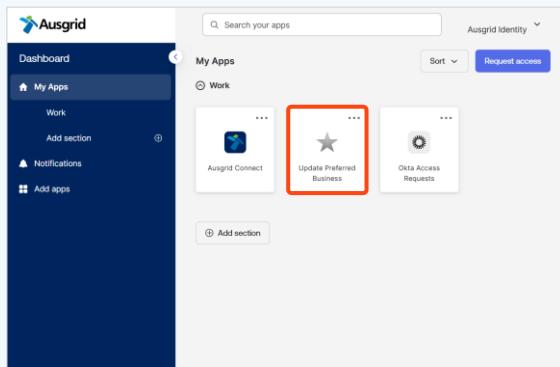
Request submitted and is awaiting approval.

- The request is now submitted to that ABN's Business Administrator for approval
- Once approved, you will receive a notification email

4 View another ABN business

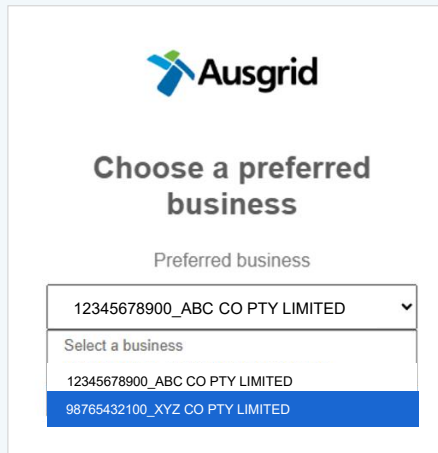
View another ABN business under the same Ausgrid Sign-In account

1 Update Preferred Business



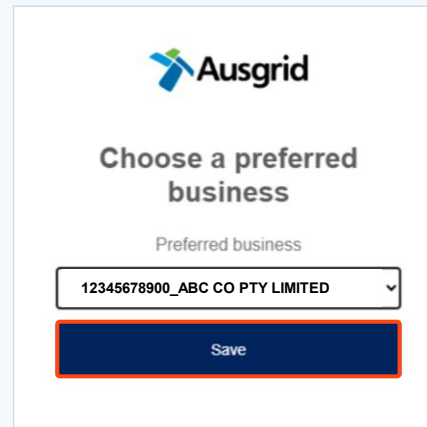
- Sign in to **Ausgrid Sign-In**
- From the landing page, select **Update Preferred Business**

2 Select a preferred business



- Select the business from the drop-down menu

3 Request submitted



- Select **Save**
- You can now launch eligible Ausgrid Sign-In services for that ABN business

5 Reset your Ausgrid Sign-In password

Reset a forgotten password

1 Verify your identity

The first screenshot shows the Ausgrid Sign In page. The 'Next' button is highlighted with a red box. An arrow points from the 'Next' button to the second screenshot. The second screenshot shows the 'Verify it's you with a security method' page. The 'Select' button next to the 'Phone' option is highlighted with a red box.

- 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

The first screenshot shows the Ausgrid 'Verify with your password' page. The 'Forgot password?' link is highlighted with a red box. An arrow points from the 'Forgot password?' link to the second screenshot. The second screenshot shows the Ausgrid 'Verify with your email' page.

- 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

The screenshot shows the Ausgrid 'Reset your Ausgrid Identity password' page. The 'New password' and 'Re-enter password' fields are highlighted with a red box. The 'Reset Password' button is also highlighted with a red box.

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

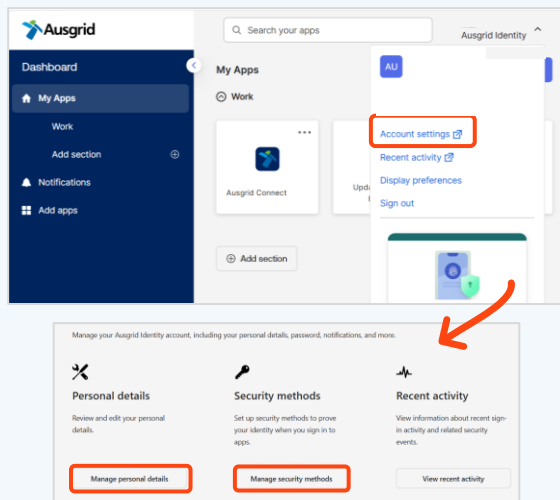
6

Manage your Ausgrid Sign-In account settings

Update your profile, password, and security settings

A

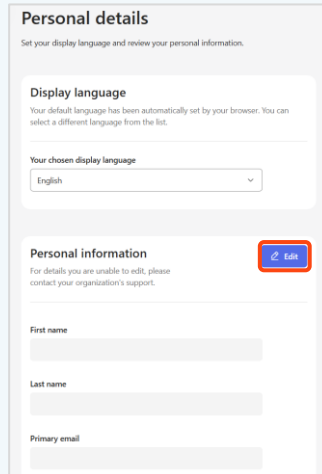
Accessing account settings



- 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

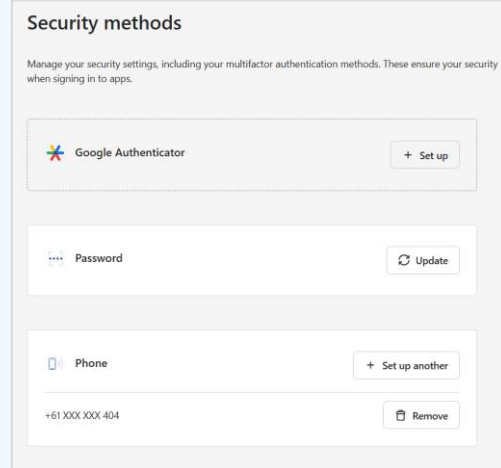
Personal details



- 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

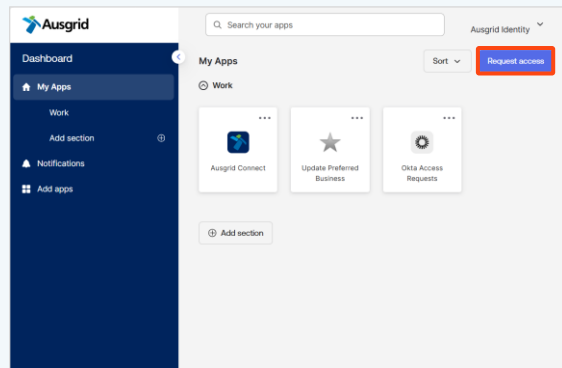


- From within **Security methods**, you will be able to setup your multifactor authentication method.
- You can set up an authenticator app, change your password and remove or set up a phone to receive the SMS codes

7 Self remove from an ABN business

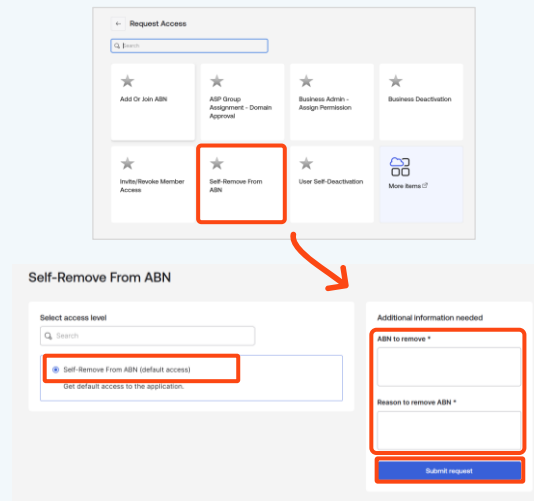
Remove yourself from an ABN business

A Locate the catalog form



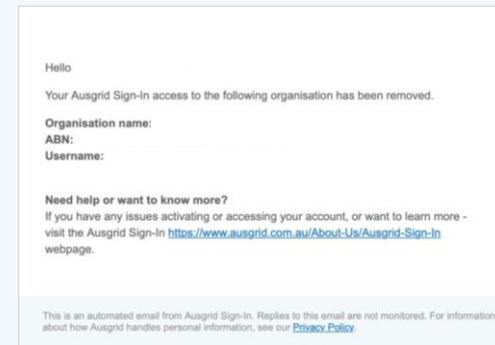
- Sign in to **Ausgrid Sign-In**
- From the landing page, select **Request Access**

B Request removal



- Select **Self-Remove From ABN**, then **Self-Remove From ABN (default access)**
- Enter the **ABN Number** to remove, and the **reason to deactivate**, for instance, account not required
- Select **Submit request**

C Removal notification



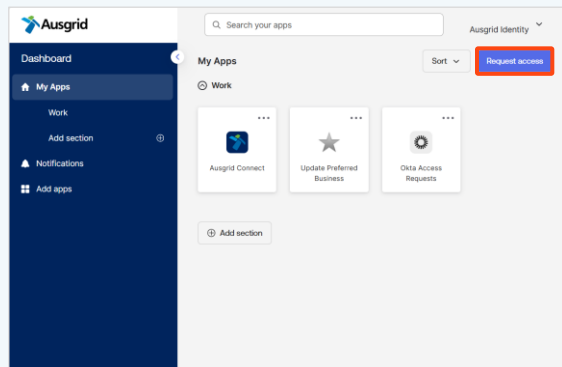
- The removal will now be actioned
- You will receive a removal notification email
- **Removal complete!**

8

Deactivate your Ausgrid Sign-In account

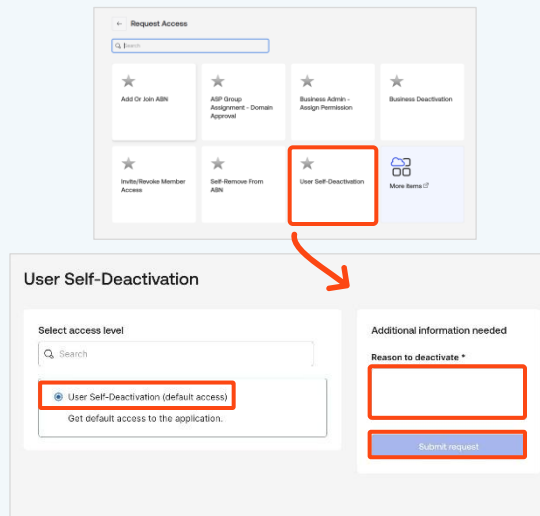
Deactivate an account you no longer use

1 Locate the catalog form



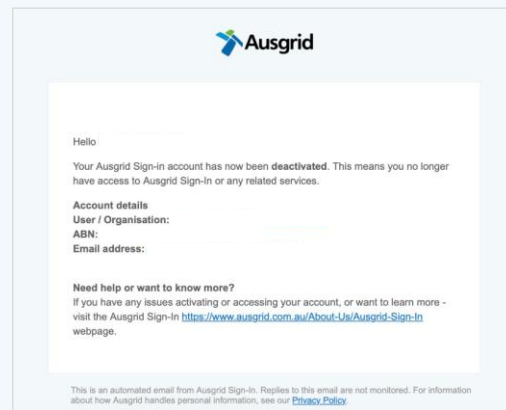
- Sign in to **Ausgrid Sign-In**
- From the landing page, select **Request Access**

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!**