Ausgrid Sign-In

Quick Reference Guide

Business Administrators

October 2026

Ausgrid



Ausgrid Sign-In

Quick Reference Guide

Business Administrators



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Use this guide to support Ausgrid Sign-In access for users in your organisation

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1 Your role as an Ausgrid Sign-In Business Administrator

Manage Ausgrid Sign-In access for people connected to your organisation's ABN

1 What can I do?

- Manage applicable membership requests for your organisation.
- Invite or revoke a person's access to your organisation.
- Assign Business Administrator permission to an eligible member.
- Manage access only within the organisation or ABN scope available to you.
- Request removal of your own ABN association.
- Request organisation or account deactivation where required.

2 How do I get administrator access?

- The first person to register your organisation's ABN becomes its initial Business Administrator.
- Each business can have only one Business Administrator at a time, who can transfer the role to someone else.
- If this isn't possible, contact support for help assigning access.



1 How Business Administrator access works

1 Establish your organisation

The first person who registers a new, valid ABN becomes the initial Business Administrator for that organisation.

2 Connect people to the organisation

A person must have an active Ausgrid Sign-In account and be connected to the correct ABN before organisation permissions can be assigned.

3 Review or initiate membership

Depending on the request pathway, a person may request to join an existing ABN, or the Business Administrator may invite the person using Invite/Revoke Member Access.

4 Assign Business Administrator permission

Once the person is an eligible member of the organisation, an existing Business Administrator can use Business Admin – Assign Permission to assign administrator access for the relevant ABN.

5 Manage organisation access

Business Administrators can manage membership, administrator access and organisation-related requests within the organisation scope available to them.

6 Remove or deactivate carefully

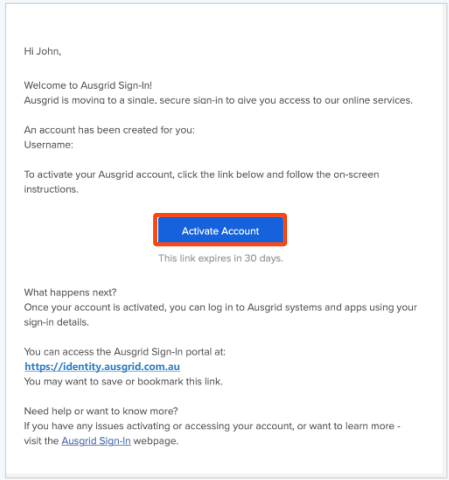
Removing a person from an ABN, deactivating a user account and deactivating an organisation have different impacts. Select the request that matches the required outcome.

For Official use only

2 Activate Ausgrid Sign-In from an invitation email

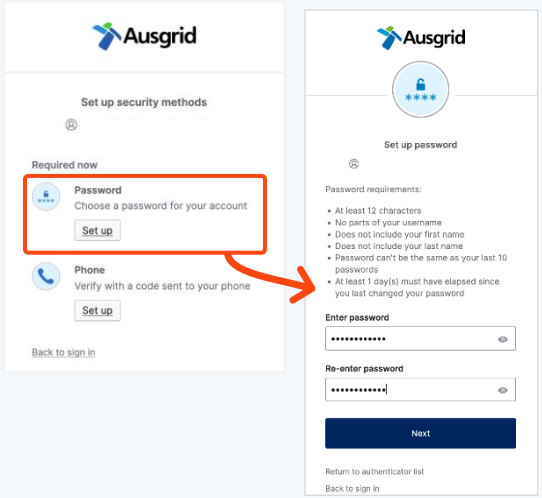
Complete registration using your invitation email

1 Activate from email



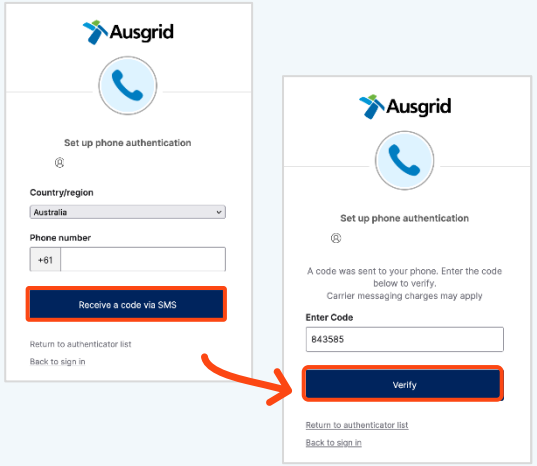
- If you have been invited to join Ausgrid Sign-In, look for your activation email from Ausgrid
- Select **Activate Account**

2 Set up password



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

3 Set up phone authentication

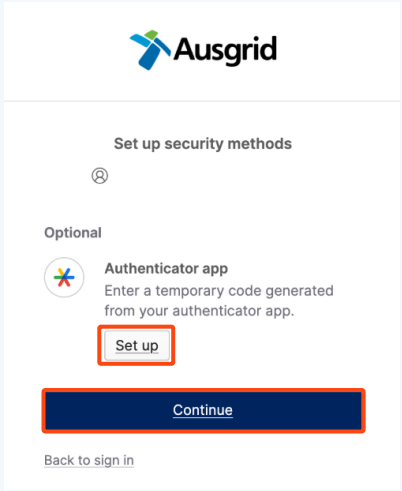


- Enter your mobile phone number, then select **Receive a code via SMS**
- Follow the prompts to **enter the code** sent to your phone
- Select **Verify**

2 Activate Ausgrid Sign-In from an invitation email

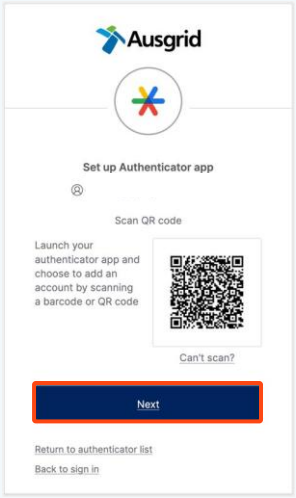
Complete registration using your invitation email

4 Set up optional security methods



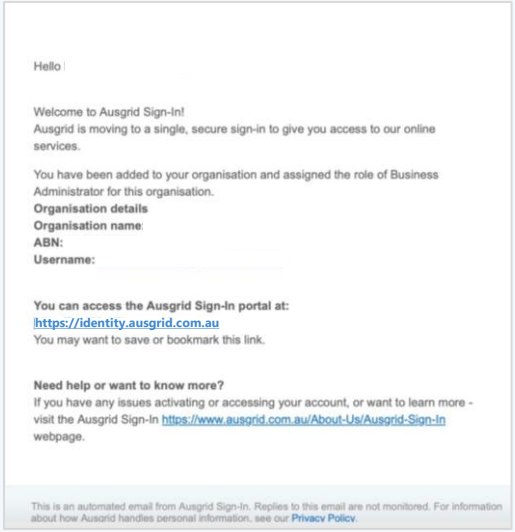
- When prompted, select your preferred multi-factor authentication (MFA) method: SMS to your mobile phone, or any authenticator app
- Select **Set Up** to continue to add an **authentication app**, or **continue** to skip.

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

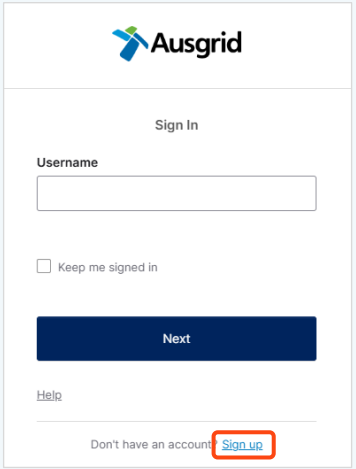


- Check your **Welcome to Ausgrid Sign-In** email for help and resources
- **Activation complete!**

2 Register for Ausgrid Sign-In

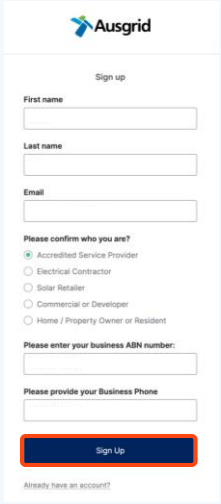
Create an account without an invitation email

1 Access Ausgrid Sign-In



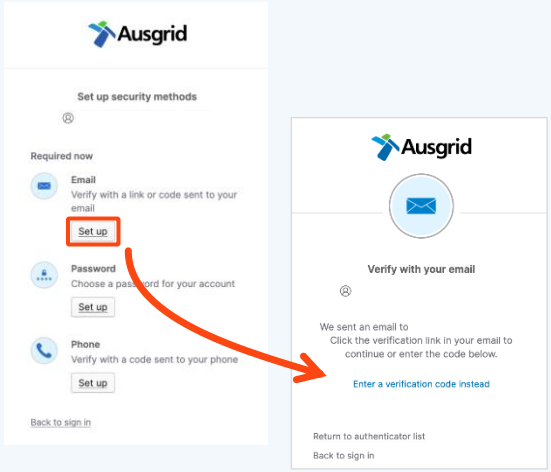
- Go to https://identity.ausgrid.com.au/
- Select **Sign up**

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 Request verification email

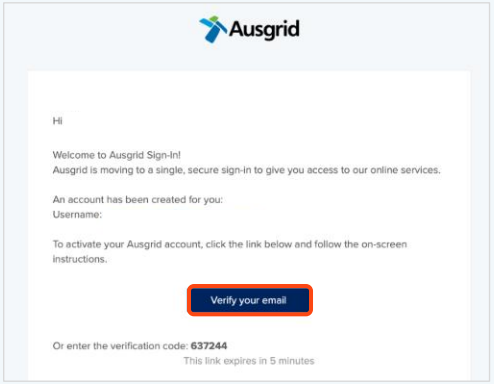


- Under **Email**, select **Set up** to verify your email address
- You will see a prompt that the verification link has been sent to your email

2 Register for Ausgrid Sign-In

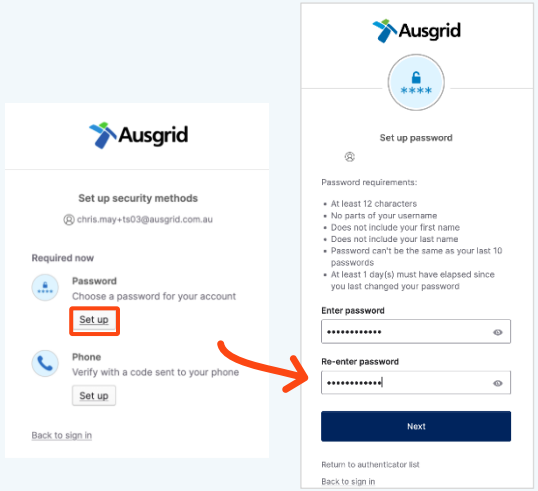
Create an account without an invitation email

4 Verify your email address



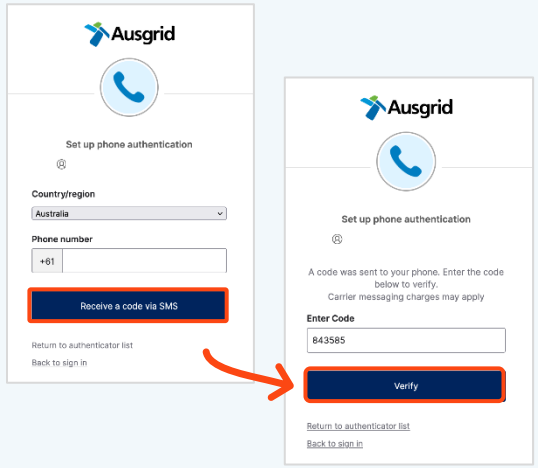
- Click on **Verify your email**. Or you can enter the verification code into the prompt at the previous step.

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**

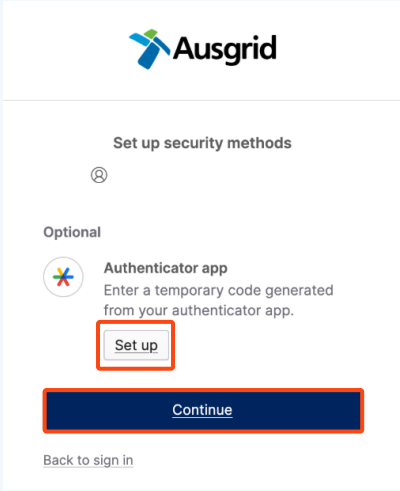
Wired for good.

2

Register for Ausgrid Sign-In

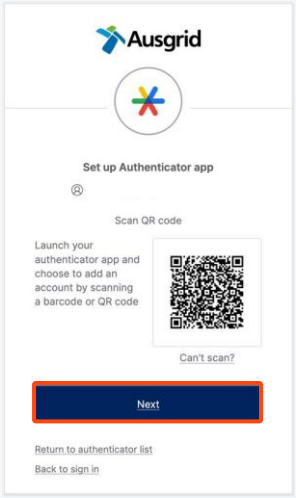
Create an account without an invitation email

7 Set up optional security methods



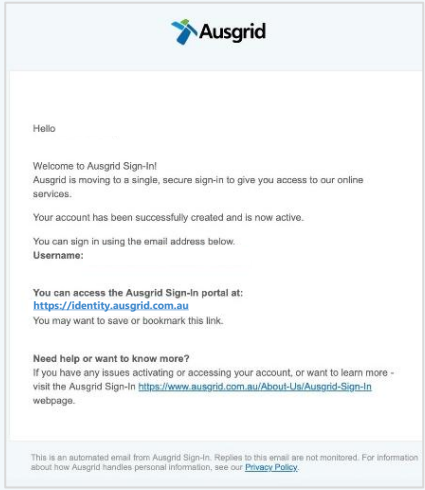
- When prompted, select your preferred multi-factor authentication (MFA) method: SMS to your mobile phone, or any authenticator app
- Select **Set Up** to continue to add an **authentication app**, or **continue** to skip.

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



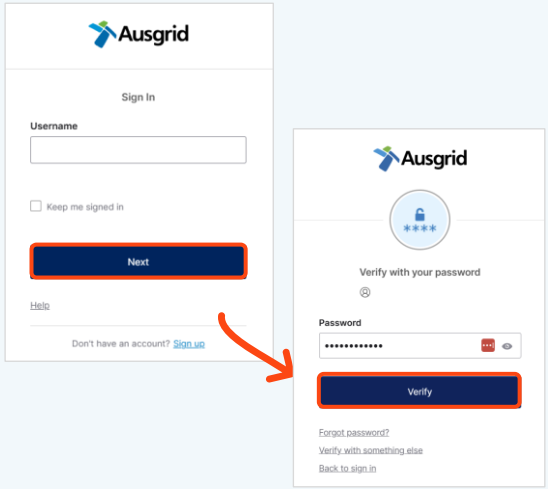
- Check your **Welcome to Ausgrid Sign-In** email for help and resources
- **Registration complete!**

3 Access Ausgrid Sign-In as a Business Administrator

Access your account securely

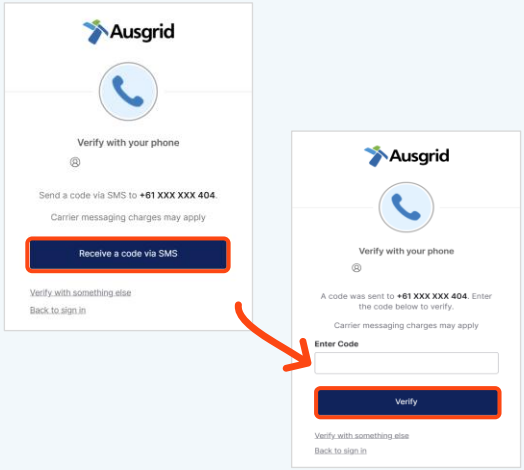
Step 2: Choose one verification method

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**

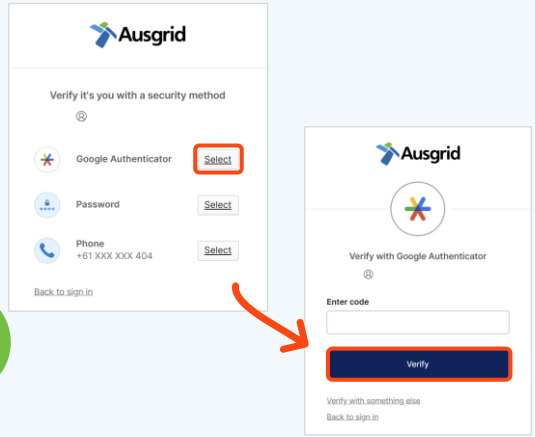
2A Verify by SMS



- 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



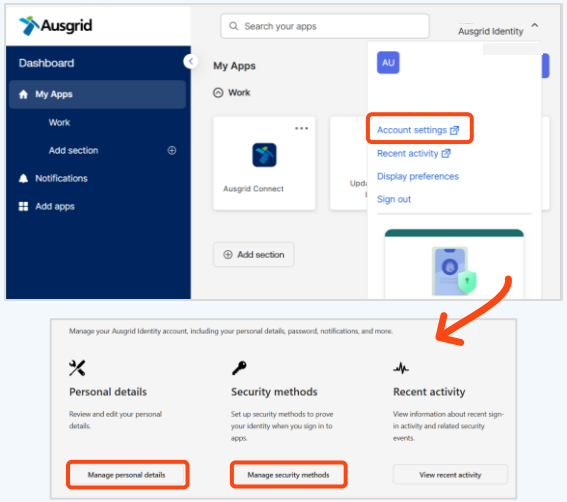
- Select **Verify with something else**
- **Select** Google Authenticator
- Enter the code from your app
- Enter your **password**
- **You are now signed in!**

3

Manage your Ausgrid Sign-In account settings

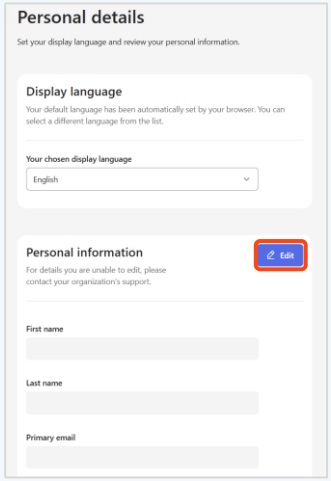
Update your personal details, security methods and update your password

A Accessing account settings



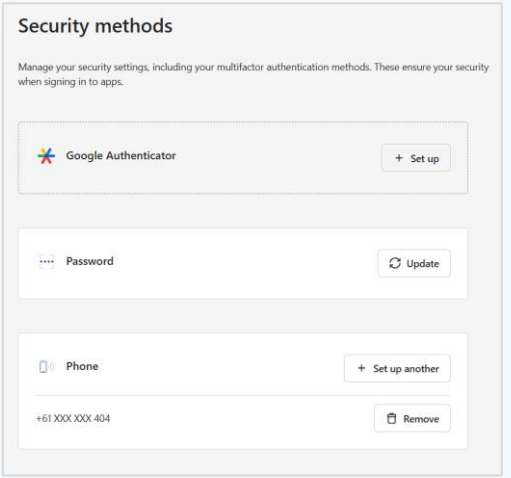
- Sign in to **Ausgrid Sign-In**
- Click on the **Ausgrid Identity** drop down menu, then select Account Settings
- Then select **Manage personal details** or **Manage security methods**

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

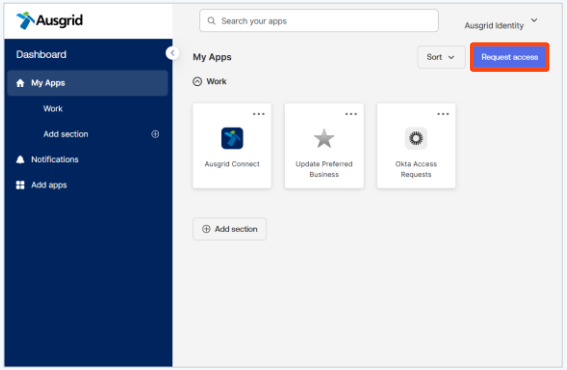


- From within **Security methods**, you will be able to setup your multifactor authentication method.
- You can set up an authenticator app, change your password and remove or set up a phone to receive the SMS codes

4 How to reach the Request Access catalogue page

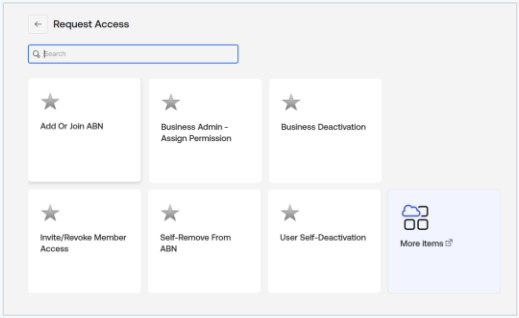
Open Request Access from your Ausgrid Sign-In landing page

1 Sign in



- Sign in to Ausgrid Sign-In.
- On the Home Page, select “Request Access”

2 Request Access catalogue

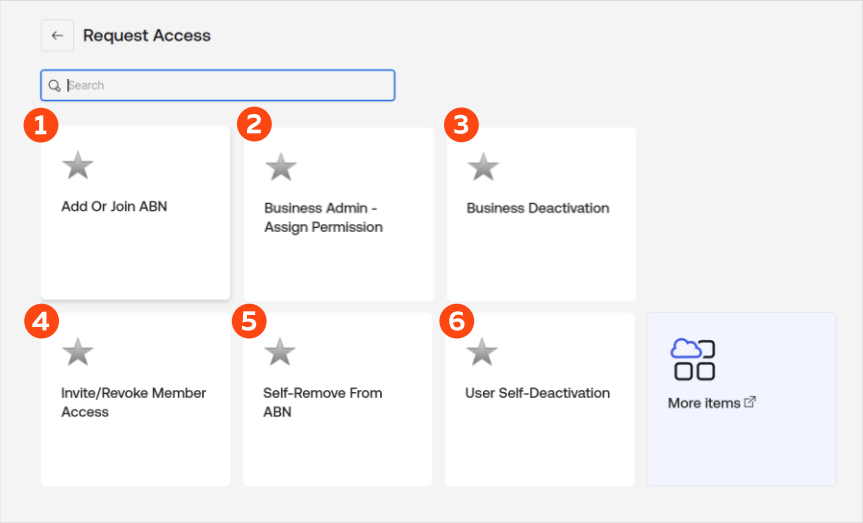


- The Request Access catalogue opens. The next slide explains what each option does.

Wired for good.

4 Business Administrator Navigation and Key Functions

Overview of the portal and where to perform admin tasks



WHAT EACH ITEM IS USED FOR

1 Add Or Join ABN

Associate your account with an ABN. Request membership of an organisation.

2 Business Admin – Assign Permission

Assign Business Administrator permission to an eligible member. The person must already be a member of the same ABN.

3 Business Deactivation

Request deactivation of the business or ABN access. Use when the organisation no longer requires Ausgrid services.

4 Invite/Revoke Member Access

Invite a person to join your organisation. Revoke an existing member's ABN access.

5 Self-Remove From ABN

Remove your own membership from an ABN. Use when you no longer need access.

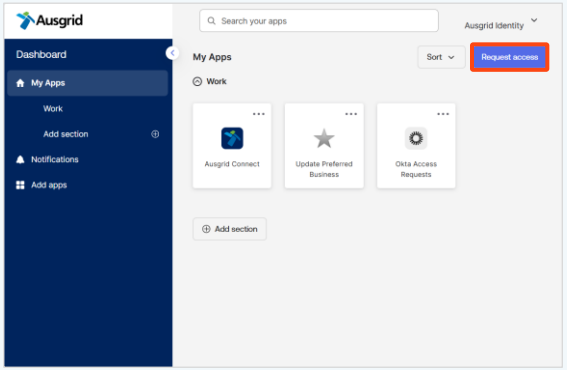
6 User Self-Deactivation

Request deactivation of your own Ausgrid Sign-In user account.

5 Add or join another ABN business

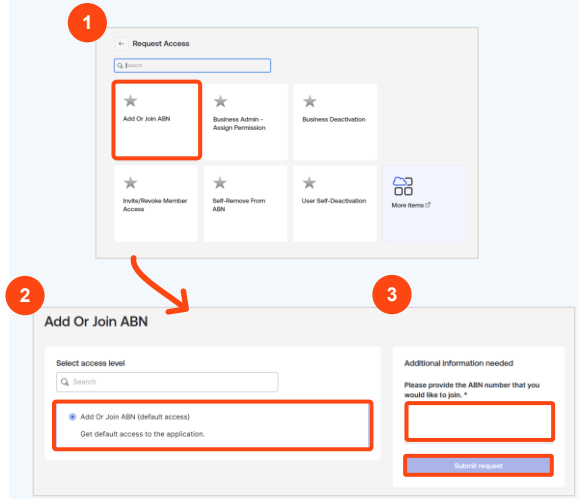
Add or join another ABN business under the same Ausgrid Sign-In account

1 Locate the catalog form



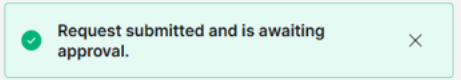
- Sign in to **Ausgrid Sign-In**
- From the landing page, select **Request Access**

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 What Happens Next?



Same email domain

- If your email domain matches the business's domain, you are automatically added to the ABN group after submitting your request.
- No Business Administrator approval is required.

OR

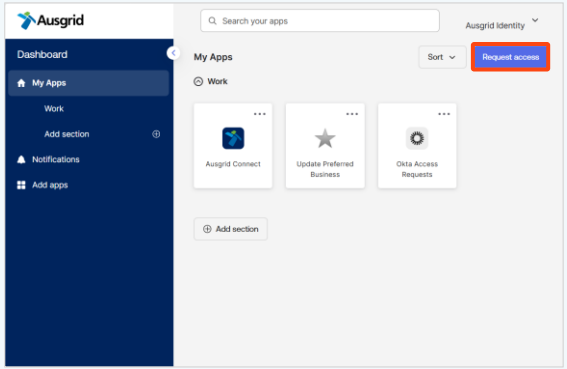
Different email domain

- If your email domain differs from the business's domain, your request requires Business Administrator approval.
- The administrator receives an email to approve or reject your request. You receive an email once approved.

6 Business Admin – Assign Permission

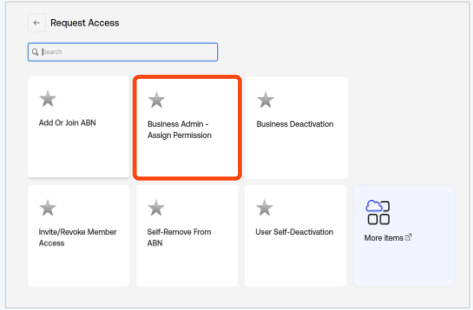
Assign or transfer administrator responsibility to an eligible member

A Locate the catalog form



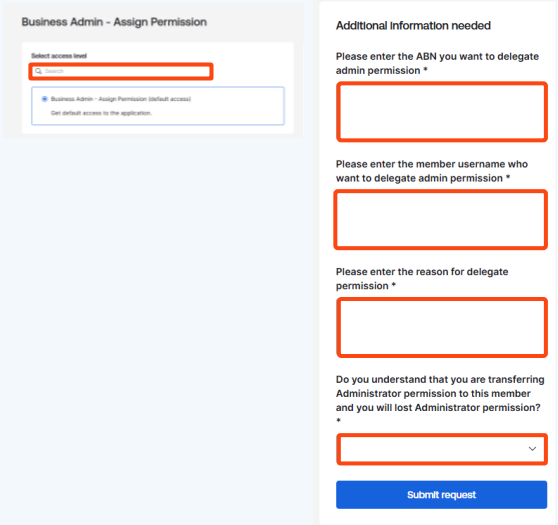
- Sign in to **Ausgrid Sign-In**
- From the landing page, select **Request Access**

B Select Business Admin



- Select **Business Admin – Assign Permission**

C Assign a new Business Administrator

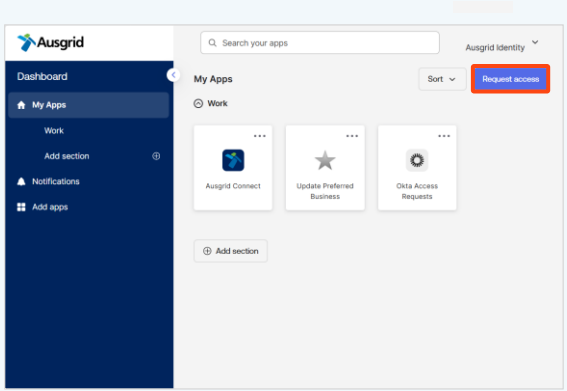


- Enter the **ABN** and the **member's username.**
- Provide a **reason** for the **request**.
- Choose **Yes** only if you intend to give up your own administrator permission.
- Select **Submit request**. The confirmation shows your request is awaiting approval.

7 Business Deactivation

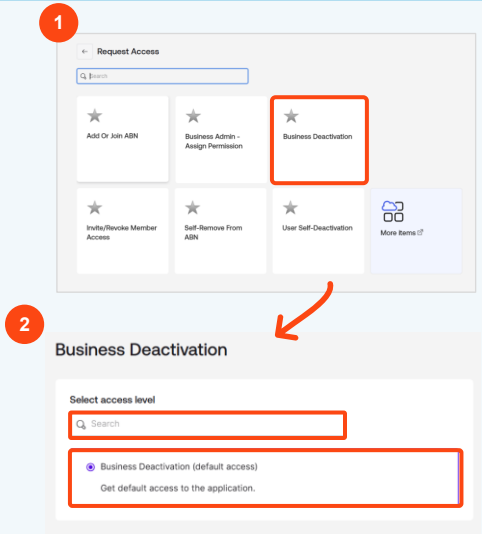
Deactivate a Business from Ausgrid Sign In

A Locate the catalog form



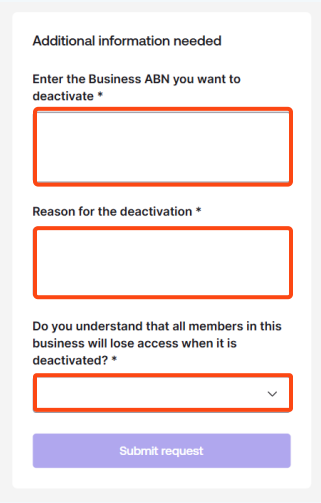
- Sign in to **Ausgrid Sign-In**
- From the landing page, select **Request Access**

B Business Deactivation



- Select **Business Deactivation**, then **Business Deactivation (default access)**
- Select **Access Level – Business Deactivation (Default Access)**

C Submit the Request

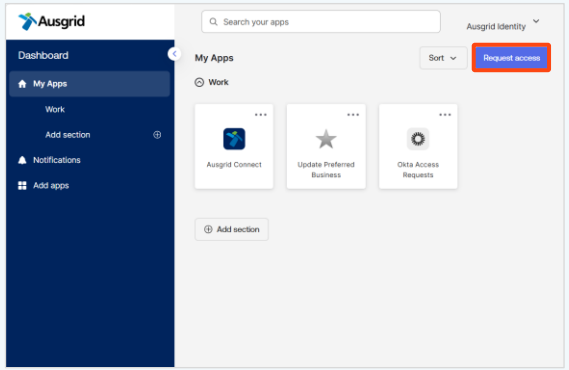


- Enter the Business ABN to deactivate.
- Enter the reason for the deactivation.
- Confirm loss of access & deactivation.
- Select **Submit request**.

8 Invite or revoke member access

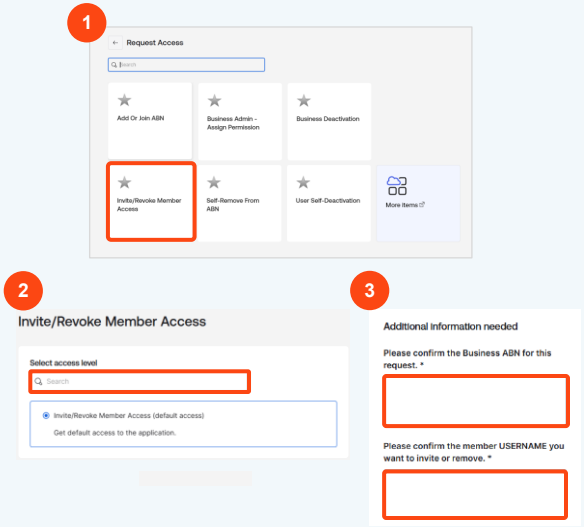
Request to add or remove a member's access to your business

A Locate the catalog form



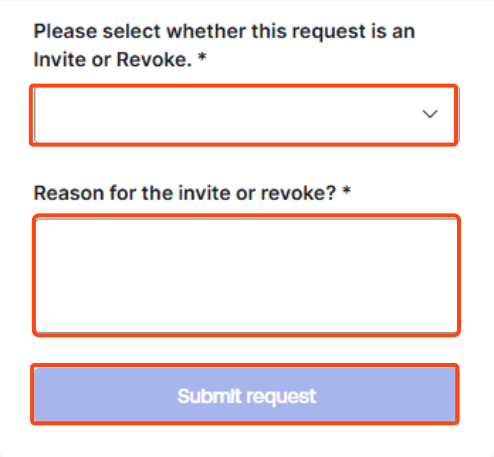
- Sign in to **Ausgrid Sign-In**
- From the landing page, select **Request Access**

B Request removal / addition



- Select **Invite/Revoke Member Access**, then **Invite/Revoke Member access (default access)**
- Enter the **Business ABN** for the request.
- Enter the member's **USERNAME** to invite or remove.
- Select **Submit request**

3 Submit the request

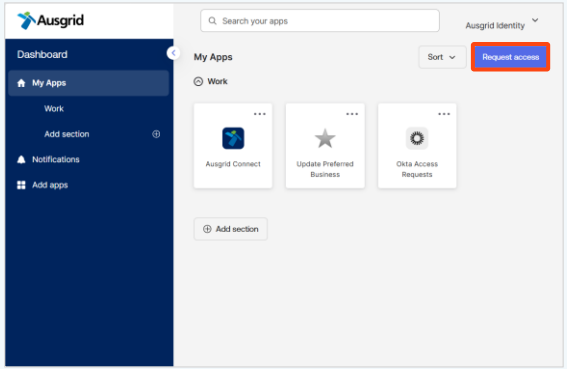


- Choose **Invite** or **Revoke** from the drop-down menu.
- Enter the reason for the request.
- Select **Submit request**.
- A confirmation message will appear advising that the request has been submitted and is awaiting approval.

9 Self remove from an ABN business

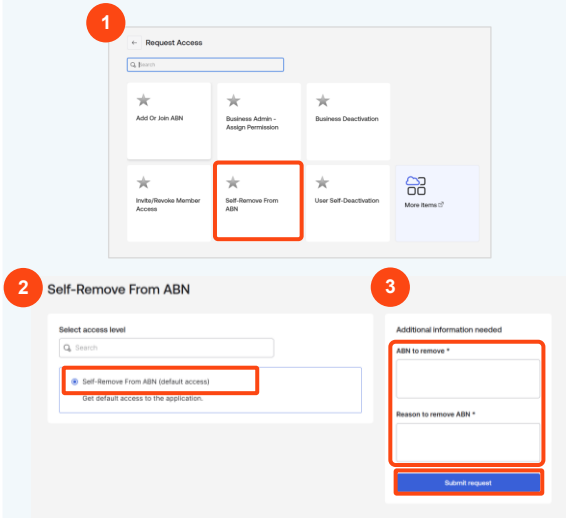
Remove yourself from an ABN business

A Locate the catalog form



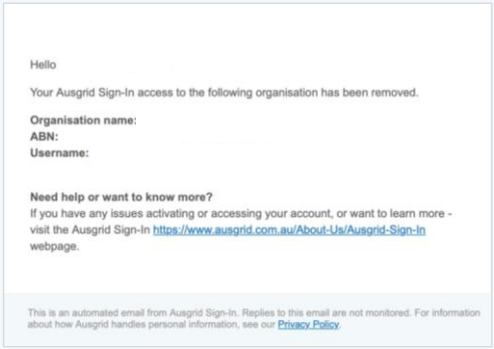
- Sign in to **Ausgrid Sign-In**
- From the landing page, select **Request Access**

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



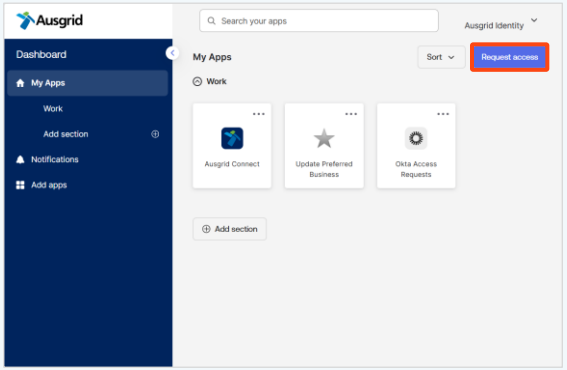
- The removal will now be actioned
- You will receive a removal notification email
- **Removal complete!**

10

Deactivate your Ausgrid Sign-In account

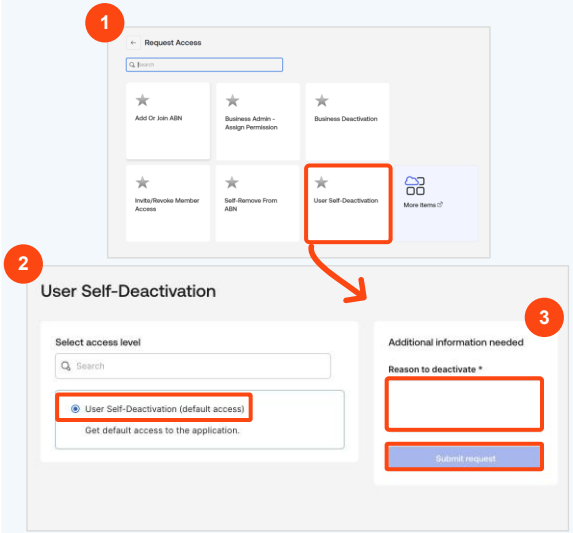
No longer need your account? Submit a request to deactivate it

1 Locate the catalog form



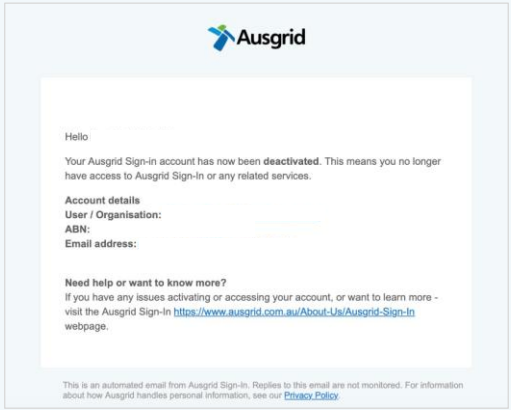
- Sign in to **Ausgrid Sign-In**
- From the landing page, select **Request Access**

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!**

11

Help and support

Ausgrid Sign-In and organisation access

Call Customer Network Solutions

(02) 4399 8101

Select Option 1 when prompted

For help with registration, sign-in or account access. Ask the team about unresolved organisation-access issues.

Never share your password or verification codes.

Check before calling

Use your registered email and the latest activation email. Check Junk or Spam and complete the MFA prompt.

Have these details ready

Your registered email and organisation ABN
The action you tried and exact error
A screenshot and the time it occurred