Ausgrid

Ausgrid Sign-In

FAQs for Business Administrators



Learn more about how Ausgrid Sign-In, how it works, the benefits, and how to access participating services

One sign-in
Access participating Ausgrid services with one account

Enhanced security
Protect your account with MFA

Self-service
Update details and reset passwords yourself

1. What is Ausgrid Sign-In?

Ausgrid Sign-In is a secure identity service that provides a single sign-in experience across participating Ausgrid digital applications and services. It is designed to make it easier and more secure to access Ausgrid's online services using one account.

2. Why is Ausgrid introducing Ausgrid Sign-In?

Ausgrid Sign-In provides:

- A single sign-in across participating services
- Improved security through multi-factor authentication (MFA)
- A consistent experience across Ausgrid applications
- Self-service account management, including password resets and profile updates

3. Who should use Ausgrid Sign-In?

Ausgrid Sign-In is available to external users who access Ausgrid services, including:

- Accredited Service Providers (ASPs)
- Electrical contractors
- Solar retailers
- Property developers
- Property owners
- Government agencies and councils
- Agents, brokers and legal representatives

Need help?

For assistance with registration, sign-in or account access, contact **Ausgrid Customer Network Solutions.**

customernetworksolutions@ausgrid.com.au

(02) 4399 8101 (Option 1)

Wired for good.

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FAQs for Business Administrators



1. Who is a Business Administrator?

A Business Administrator is your organisation's nominated Account Admin for a specific ABN. They manage users and access for that ABN, including invitations, membership approvals and removals, administrator delegation, and organisation or account change requests.

2. How do I add or approve a user?

Use Request Access to invite them or review a membership request. Confirm the person and ABN before approval. Creating an account alone does not grant organisation or application access.

3. Can I assign another administrator?

Yes. Use Business Admin – Assign Permission. The person must already be a member of the same ABN. Multiple administrators are recommended. If the current administrator is unavailable, contact Connections Support.

4. What should I do when someone leaves or no longer needs access?

Remove their ABN membership promptly and check you selected the correct organisation; unrelated ABN memberships should remain unchanged. Delegate the administrator role before deactivating the only administrator.

5. What is outside my role, and when should I get help?

You cannot manage users outside your ABN, change platform security settings or assume application access is automatic. Contact Connections Support for activation, sign-in, password or MFA recovery, incorrect ABN links, unavailable administrators or failed requests. Administration actions are logged for audit.

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