

ESVConnect for Lineworkers (LW)

Instructions for renewing your licence

All the instructions outlined below are catered for non-mobile devices. While ESVConnect is accessible on a mobile device, it's recommended that a computer is used for licensing applications (due to attachments, payment gateway, etc.). Google Chrome is the preferred browser.

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About ESVConnect and information that is available on your account

ESVConnect is the primary system for online regulation of the electrical industry in Victoria. In ESVConnect, you can:

- apply for a licence or registration
- renew existing licences
- manage your Continuing Professional Development (CPD) requirements
- update your contact details

Your email address is your unique identifier, allowing you to lodge and track your applications and maintain existing licences.

How to access your ESVConnect account

If you have previously accessed ESVConnect and/or your registered email address is current

1. Navigate to the [ESVConnect](#) login page. It is also accessible from the [Energy Safe website](#).

2. Enter your registered **email address** and your **password**.

If you do not remember your password, click on the 'Forgot Password?' button and follow the prompts (same as steps outlined below).

3. Click **Log In**.

The screenshot shows the ESVConnect login interface on a dark blue background. At the top is the 'ESVConnect' logo. Below it, a white login form is outlined with an orange border. Step 2 points to the 'Email address' field, and step 3 points to the 'Password' field. Below the fields is an orange 'Log in' button. Underneath the button is a link for 'Forgot Password?'. Further down is a white button labeled 'Register for ESVConnect'. At the bottom, the 'energysafe VICTORIA' logo is displayed, followed by the copyright notice: 'COPYRIGHT 2020. ENERGY SAFE VICTORIA. ALL RIGHTS RESERVED.'

If you have never accessed ESVConnect and your registered email address is still current, you will need to activate your account first

Please check your email inboxes (including junk folders) for an email inviting you to activate your ESVConnect account – titled 'Action required: Activate your ESVConnect account to prepare for your Lineworker licence renewal'.

If you do not receive an email, your ESVConnect account may already be activated or the registered email address we have associated with your Lineworker licence may not be current. You can contact the Electrical Licensing and Registration team to verify your contact details or follow the steps outlined below on how to change your password.

Why not use the 'Register for ESVConnect' pathway?

If you have an Energy Safe-issued Lineworker licence, your licence is already associated with an ESVConnect account. The account is registered to the email address you or your employer provided in your licence application when your licence was first issued in 2021.

We have simplified the process for you to activate your account via the 'Forgot Password?' pathway, provided you still have access to your registered email address.

If you use the 'Register for ESVConnect' pathway and register a new email address, a brand new account will be created and your Lineworker licence will not be associated with it.

We recommend that you first try the 'Forgot Password?' pathway. If you no longer have access to your registered email address, please contact the Electrical Licensing and Registration section to update your contact details.

Email: licensing@energysafe.vic.gov.au

Phone: 1800 815 721

- Monday, Thursday, Friday: 9am to 4pm
- Tuesday: 12.30pm to 4pm
- Wednesday: 9am to 12.30 pm

How to change your password

If you still have access to your current/registered email address

1. Navigate to the [ESVConnect](#) login page.
2. Click **Forgot Password?** located under the orange 'Log in' button

3. Enter your **email address**, confirm the characters on the screen and click the **Submit** button.

Keep the window requesting a verification code open on your browser.

The screenshot shows the 'ESVConnect' login page. At the top, it says 'Having trouble signing in?'. Below this is a text input field for 'Email address (ESVConnect Login ID.) *' with a red circle '3' next to it. Underneath is a CAPTCHA image showing the characters 'n46wmr' with a red circle '3' next to it. Below the CAPTCHA are two buttons: 'Cancel' and 'Submit' (highlighted with a red box and a red circle '3'). The 'energysafe' logo is at the bottom.

4. You will be sent an email with a verification code. Copy the code from the email and return to your open browser window.

Enter the code in the **Verification code by user** field and click the **Verify my account** button.

The screenshot shows the 'ESVConnect' login page. A blue box at the top says 'We have sent you the verification code in an email. Please enter the verification code to activate your account.' Below this, it says 'Your registered email address is: esvconnect032@energysafe.vic.gov.au'. There is a text input field for 'Verification code by user *' with a red circle '4' next to it. Below the field are three buttons: 'Cancel', 'Resend code', and 'Verify my account' (highlighted with a red box and a red circle '4'). The 'energysafe' logo is at the bottom.

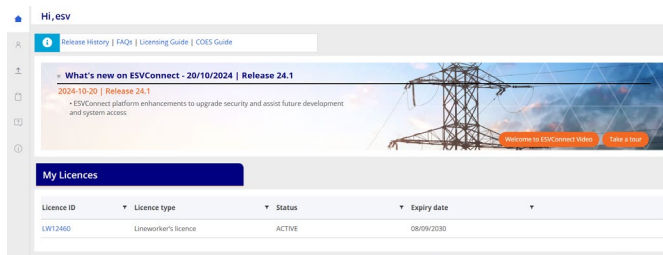
5. Set a new password and confirm the password. Click the **Submit** button.

The screenshot shows a form for setting a new password. It has two text input fields: 'Enter password *' and 'Confirm password *'. Both fields have red dots indicating required characters. Below the fields are two buttons: 'Cancel' and 'Submit' (highlighted with a red box and a red circle '5').

6. You will be redirected to the ESVConnect login page. Log in using your email address and the password you set up. Click the orange **Log in** button.

The screenshot shows the 'ESVConnect' login page. It has two text input fields: 'Email address' and 'Password'. Below these fields is a large orange button labeled 'Log in' (highlighted with a red box and a red circle '6'). At the bottom, there is a link that says 'Forgot Password?'.

Once you have successfully logged into ESVConnect, review and update your contact details or complete any outstanding actions, including your licence renewal.



If you no longer have access to your current/registered email address

Contact the Electrical Licensing and Registration section to update your contact details.

Email: licensing@energysafe.vic.gov.au

Phone: 1800 815 721

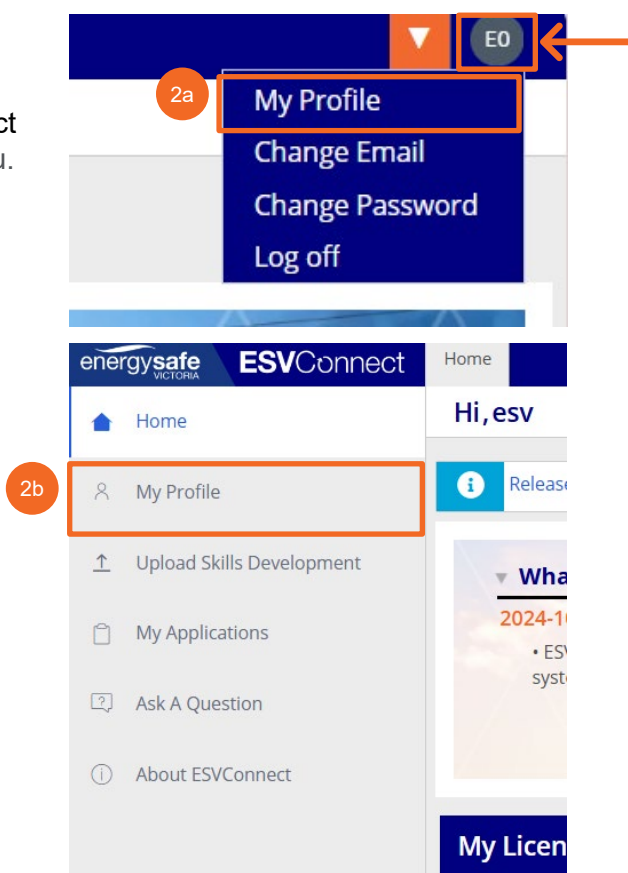
- Monday, Thursday, Friday: 9am to 4pm
- Tuesday: 12.30pm to 4pm
- Wednesday: 9am to 12.30 pm

How to update your contact details in ESVConnect

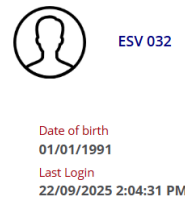
1. Login to [ESVConnect](#).
2. Access your profile details by;
 - a. Click on your initials in the top right-hand corner of the screen, then select **My Profile** from the drop down menu.

Or


- b. On the menu on the left of the dashboard click on **My Profile**.



- Click the **Edit icon** above your current contact details.



- Update your contact details. Click the **Submit** button.

3 


Residential address
10 RIVERSIDE DR CRAIGIEBURN VIC 3064

Postal address
10 RIVERSIDE DR CRAIGIEBURN VIC 3064

Communication details

An Australian mobile number must be provided if SMS reminders are required.

Home phone Mobile phone * Email

4 

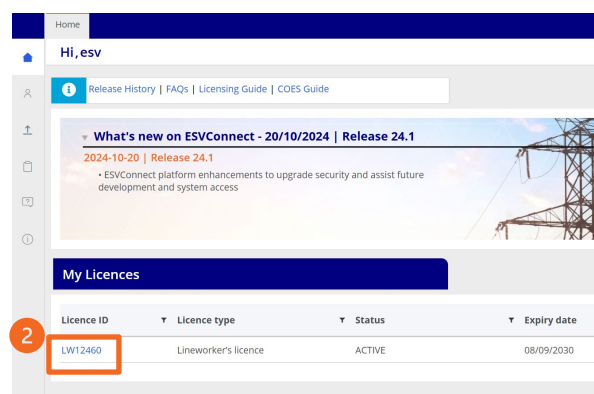
How to check your Lineworker licence details

You can view your licence details on your licence profile in ESVConnect. Licence details include;

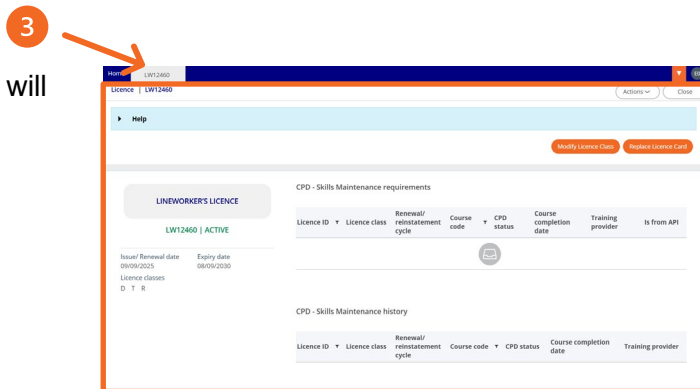
- your current licence class(es)
- licence expiry date
- CPD Skills Maintenance training requirements
- licence application history.

You can also renew your licence up to three months before your expiry date and request to add new licence class(es) via your licence profile.

- Login to [ESVConnect](#).
- Click on your **Lineworker licence number** (e.g. LW12345) under the 'My Licences' section on the home page.



3. Your **Lineworker licence profile** will open a new tab.



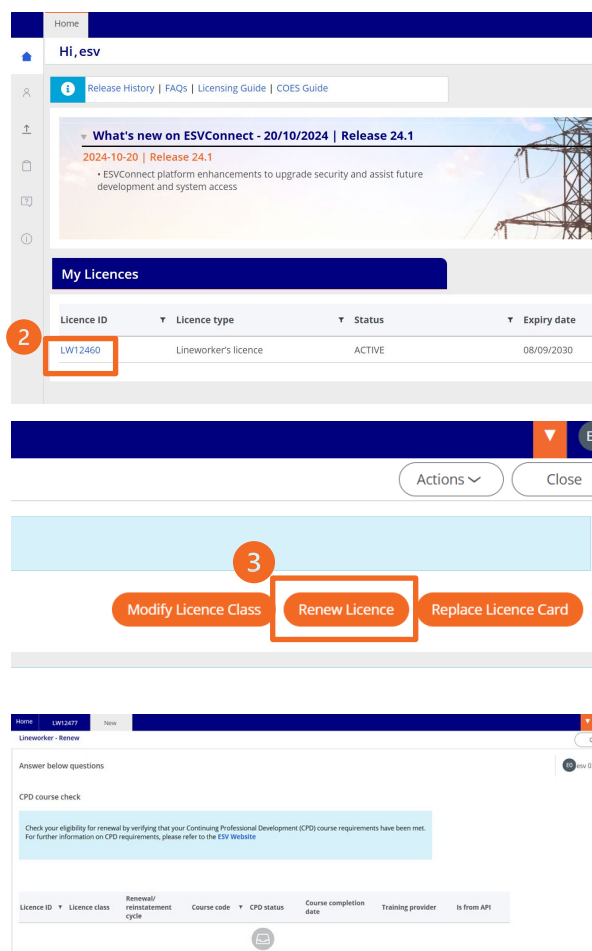
How to renew your Lineworker licence

Your Lineworker licence will be *eligible to renew up to three months before your licence expiry date*.

You will be emailed renewal reminders in the lead up to your licence expiry. We recommend that you wait to receive a renewal reminder before attempting to renew via ESVConnect as the renewal application may not be accessible yet.

If you do not receive any renewal reminders by the end of October 2025, please contact the Electrical Licensing and Registration team as your contact details may not be current.

1. Login to [ESVConnect](#).
2. Click on your **Lineworker licence number** (e.g. LW12345) under the 'My Licences' section on the home page. Your Lineworker licence profile will open a new tab.
3. Click on the **Renew Licence** button located on the top-right corner of the profile.
4. A draft renewal application will open in a new tab. Complete the application by following the prompts and providing payment for your licence renewal.
5. Upon successful submission, you will be emailed an Acknowledgement of Receipt, and your application will be reviewed by Energy Safe.

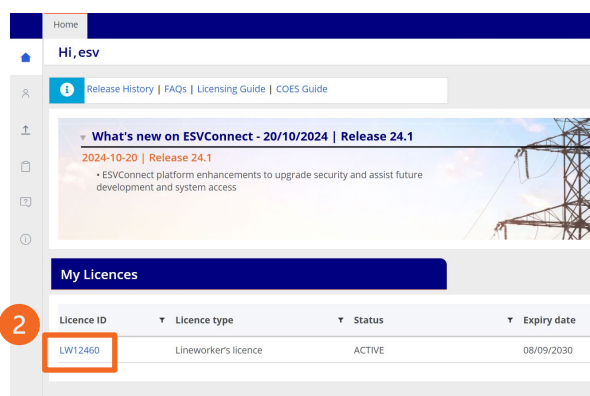


How to apply for a CPD Skills Maintenance extension

You are required to undertake CPD Skills Maintenance training before you renew your Lineworker licence. However, if you are unable to complete your training prior to your licence renewal, you can request an [extension of time](#) when you lodge your renewal application via ESVConnect.

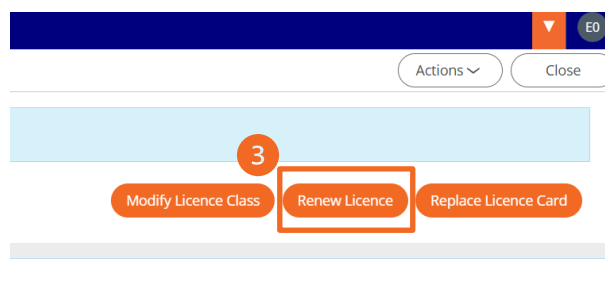
It is important that you lodge your renewal application before your licence expires as failure to apply for the renewal of your licence by the licence expiry date will result in your licence being cancelled in accordance with Regulation 37 of the *Electricity Safety (Registration and Licensing) Regulations 2020*.

1. Login to [ESVConnect](#).
2. Click on your **Lineworker licence number** (e.g. LW12345) under the 'My Licences' section on the home page. Your Lineworker licence profile will open a new tab.

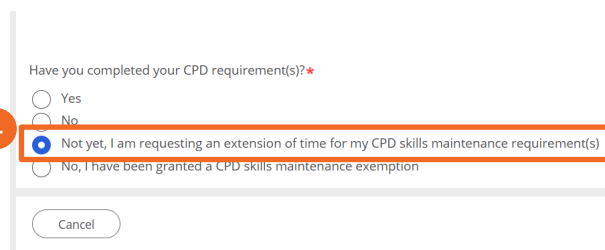


3. Click on the **Renew Licence** button located on the top-right corner of the profile.

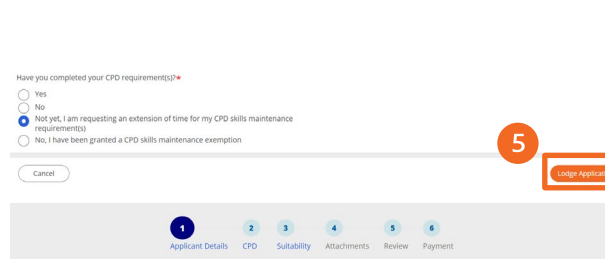
Note: this button will not be visible if your licence is not due for renewal yet.



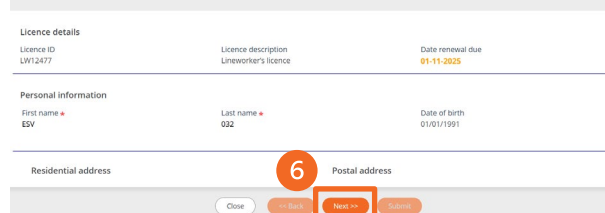
4. A draft renewal application will open in a new tab, and you will be directed to a CPD course check and asked if you have completed your training requirements. Select the option: **Not yet, I am requesting an extension of time for my CPD skills maintenance requirement(s)**.



5. Click the **Lodge application** button.



6. The Applicant Details page will open. Review your details to make sure they are correct. Click the **Next** button.



7. On the CPD page, complete all mandatory sections of the CPD extension request. Click the **Next** button.
8. The suitability page will have questions about licensing and registration history. Select the answer for each question and click on the **Next** button.
9. On the Attachments page, add attachments to support both your responses to the suitability screen and for the CPD extension request. Click on the **Add attachment** button to upload relevant documents.
Click on the **Next** button to continue.
10. Review page allows you to check all the details entered are correct. **Tick the declaration** at the bottom of the page.
Click on the **Next** button.

Reason(s) for extension request
Select the reason(s) for your request for additional time: *

☐ Select All

☐ Physical or mental illness, injury or disability

☐ Pregnancy or parental leave

☐ Carer's leave

☐ Loss or bereavement

☐ Domestic or family violence leave

☐ Gender affirmation leave

☐ Living or working outside Victoria

☐ Military deployment, including Reservists

☐ Other (please specify under Additional details)

Additional details
Please provide any additional details that you would like Energy Safe Victoria to take into consideration in the text box below.

7

Close << Back Next >> Submit

1 Applicant Details 2 CPD 3 Suitability 4 Attachments 5 Review 6 Payment

Suitability for Licensing

Licensing and registration history
Within the last 5 years in Australia, has the applicant:

Had any conditions imposed on an electrical licence or registration? *

☐ Yes

☒ No

Been refused an electrical licence or registration? *

☐ Yes

☒ No

Had any electrical licence or registration cancelled or suspended? *

☐ Yes

☒ No

8

Close << Back Next >> Submit

Please attach the documentation supporting your responses on the Suitability screen.

Other Supporting Documents

9 Add attachment

Please attach evidence to support your CPD Skills Maintenance extension request. For example:

- Medical certificate or report
- Death certificate or correspondence from a medical practitioner or other relevant authority
- Letter from your employer regarding absence from practice
- Statutory declaration or other proof relevant to the circumstance identified in your request

CPD Extension Supporting Documents *

Add attachment

Attachment required

9

Close << Back Next >> Submit

1 Applicant Details 2 CPD 3 Suitability 4 Attachments 5 Review 6 Payment

Review Application

> Applicant details

> CPD Extension Request

> Suitability

> Attachments

10

Declaration
I declare that the information contained in this application and attachments is true and correct and that I have read ESV's Privacy Statement and understand the obligations and conditions that apply to licensed electrical workers.
A tick box to complete the declaration above

10

Close << Back Next >> Submit

- The final step is payment. Click on **Proceed to Payment**.

- Enter the payment details and click on **Pay now**.

- Upon successful submission, you will be emailed an Acknowledgement of Receipt, and your application will be reviewed by Energy Safe.

How to access your applications

All your applications are saved on the portal for you to view and manage. If you have started an application but not completed and submitted it, ESVConnect will save your progress. You will be able to open and progress the application from where you left it through 'My Applications' in ESVConnect.

- Login to [ESVConnect](#).
- On the lefthand menu select **My Applications**.
- This will open a new tab for My Applications.

Here you can apply for licences and registrations and track progress of any current applications.

4. If you have an application, you have started but not submitted it will appear in **Drafts**.
5. Click on the **Application ID** to open the draft application to complete it.
6. **Needs Action** will show any applications that require your response such as a request for further information.
7. **In Progress** will show any applications that have been submitted and are currently under review with Energy Safe.
8. To view all resolved applications, click on **Completed**.

The screenshot displays the application management interface with four tabs: Drafts, Needs Action, In Progress, and Completed. The interface includes sections for 'Applications under draft', 'Applications that need action', 'Applications in progress', and 'Applications completed in past'. Each section contains a table of application records.

Applications under draft

Application ID	Description	Submitted on
L25-10033	Lineworker - Renew	Not yet submitted

Applications that need action

Application ID	Description	Submitted on
----------------	-------------	--------------

Applications in progress

Application ID	Description	Submitted on
----------------	-------------	--------------

Applications completed in past

Application ID	Description	Created on	Submitted on
L20-10417	Lineworker - Apply	22/09/25 4:03 PM	22/09/25 4:04 PM
L20-10416	Lineworker - Apply	22/09/25 4:01 PM	22/09/25 4:03 PM
L20-10399	Lineworker - Apply	9/09/25 11:34 AM	9/09/25 11:37 AM

Who we are

At Energy Safe Victoria we work to keep Victoria energy safe.

We regulate the energy industry and sector to ensure generation, supply and usage uphold safety standards and engage with the community to raise awareness of energy safety risks.

In everything we do, we strive to deliver on our purpose to keep Victoria energy safe. Always.

www.esv.vic.gov.au