

Origin Connect – Search and filter requests



Log in at originenergy.com.au/connect to display Origin Connect home. Your in-progress and historical requests display in order of most to least recent.

Search for requests

There are four ways to search for requests: you can use filters to narrow the list of what you see, search by request ID, search by site address or search by company name.

The screenshot shows the Origin Connect interface with a list of requests. A 'Filter requests' modal is open, allowing users to narrow down search results by location, energy type, request type, and status. The modal includes a 'Filter' button at the bottom and a 'Reset' button in the top right corner.

Search using filters

1. Click the down arrow next to **Filter** to show filter options for your request.
2. Click one or more of filters to narrow your search results, then click **Filter**. Choose from:
 - location (the state)
 - energy type (electricity or natural gas)
 - request type (the connection or work type requested, or an account based request)
 - the status of the request.

Requests that match your selection display on the screen, in request ID order (most to least recent). Click the request you want to view.

When you're done, click **Reset** on the Origin Connect home screen to remove the filter.

See the next page to search by:

- request ID
- site address
- company name.

Hints and tips

Can't find what you're looking for?

If it should be there and you can't find it, you might have a filter in place. Click **Reset** on the Origin Connect home page to clear any existing filters and try your search again.

What you'll see when you display a request

When you display a request, the summary information you'll see is:

- Request ID
- Fuel type
- Connection type
- Status
- Requesting company
- Origin account number (if available)
- Details of the request
- Service order number (if available).

Scroll down to see details of any associated tradesperson.

You'll also be able to see associated message, and you can send a message from here too.

Quick links

Log in: originenergy.com.au/connect
Info: originenergy.com.au/buildingindustry
Help & support by email:
OriginConnectHelp@originenergy.com.au

Origin Connect – Search and filter requests



Search for requests (continued)

Click directly in the **Search requests** field and start typing to filter the results as you type. Use this field to search by request ID, site address or company name.

Search by request ID
Type all or part of the request number in the **Search requests** field. Don't include the letters 'ID' (but you can include OC).
As you type, the request list narrows.
Click the request to view the details.

Search by site address
Type all or part of the address in the **Search request** field.
As you type, requests matching the address display. Add more address details to refine the search.
Click the request to view the details.

Search by company name
Type all or part of the company name in the **Search request** field.
As you type, requests matching the company name display.
Click the request to view the details.

Hints and tips

Searching by request ID

Don't include the letters 'ID'.

Can't find what you're looking for?

If you can't find a request, you might have a previous in the field, which is still active.

Simply click **X** on the Origin Connect home page (near **Filter**) to clear any existing search criteria and try your search again.