

Origin Connect – Check request & message status, and send messages



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

Check the status of your requests and send messages

Each job request has **one of three request statuses:**

IN PROGRESS

COMPLETED

CANCELLED

The screenshot shows the Origin Connect interface. On the left, there is a 'Requests' panel with a search bar and a list of requests. The first request is highlighted with a yellow border and labeled 'IN PROGRESS'. It is for 'Unit 4, 43 Sample Boulevard, Sample VIC 3191'. Below it are two 'CANCELLED' requests and two more 'IN PROGRESS' requests. A '+ New request' button is visible at the bottom of the list. On the right, the 'Details' panel shows information for the selected request, including 'Request ID: OC100512', 'Energy type: Electricity', 'Connection type: Permanent', 'Status: In Progress', 'Requesting company: Sample Homes Pty Ltd', and 'Origin Account Number: Pending'. A 'Close or transfer' button is at the top of the details panel. On the far right, the 'Messages' panel shows a message thread starting with 'Thank you.' and a message from 'Kevin T, Origin' dated 29 Nov 11:38 am. The message content says: 'Thank you for uploading the Customer Consent Form. However, it needs to be resubmitted as it's incomplete and requires amendment. Please make sure that the postal details is also filled. Once this is done by the customer, please upload it here in the portal so we can proceed. Kind regards,'. Below the message is an 'Enter message' field, a 'Send' button, and an '+ Upload file' button.

● Click a request to display its details – including its message thread and the overall status of the request.

Hints and tips

Requests display in the order of most to least recent – in request number order.

Messages display in the order they were sent and received – just like a text message.

You can filter by request status or by message status.

Send or reply to a message

1. Click the request you want to send a message about.
2. Type your message in the **Enter message** field, then click **Send**.

The message you sent displays in the Messages panel, in a thread.

3. Upload any items like forms or site plans we've asked you for by clicking **+ Upload file**, browsing for and choosing the file, then clicking **Upload**.

You'll see the uploaded item noted in your Messages list.

Quick links

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

Origin Connect – Check request & message status, and send messages



Check the status of your messages

Each job request can display one of two message statuses:



The screenshot shows the Origin Connect interface with three panels: Requests, Details, and Messages. The Requests panel lists four requests with their respective statuses: 'REPLY NEEDED', 'IN PROGRESS', and 'NEW MESSAGE'. The Details panel shows information for the selected request (ID OC100403), including request ID, energy type, connection type, status, and various order numbers. The Messages panel shows a conversation with Kevin T, Origin, dated 29 Nov 11:38 am. A callout box points to the 'REPLY NEEDED' status on the request card, stating: 'See the message status for any request at a glance. Read messages with a NEW MESSAGE status, and respond to anything with REPLY NEEDED.'

Hints and tips

Message notifications

- Origin Connect sends email notifications to the person who created the request, as well as the users with full access to the requesting company.
- You can also log in to Origin Connect at any time to look at your messages.

Do I need to do anything when I get a message?

Yes, if your status is **NEW MESSAGE** or **REPLY NEEDED**.

Your job may not progress if we are waiting for some information from you.

How can I see the status of my request when a new message is in?

Sometimes **NEW MESSAGE** and **REPLY NEEDED** messages temporarily cover the status of the request in the Requests panel.

Don't worry – it's easy to see the status. Just click the request and view its status in the Details panel.