

# Solar Victoria Portal – Customer User Guide

## Applying for eligibility for an interest-free solar battery loan

The purpose of this document is to walk you through the initial customer eligibility application check for interest-free solar battery loans.

After engaging a retailer and receiving a quote, your retailer will upload your quote to the **Solar Victoria Portal**.

You will then be sent an email with your quote number so you can begin your application for eligibility.

If your eligibility is confirmed, we will then send you information to complete your loan application.

This application must be completed by the customer and not the solar retailer.

## 1.0

On the **Solar Victoria Portal** home page check the eligibility criteria and which documents you need to get started.

Click

**Apply now**

## 1.1

When you're ready to begin your application, enter your **email address** and **mobile phone number**.

**Apply for a Solar Homes rebate or loan**

**Contact details**

**Your contact details**

We need this so we can contact you about your rebate application.  
We'll text you a unique security code to verify your phone number.

**Email**


**Confirm email**


**Mobile number**

You can't have used this phone number to apply if you've had this type of solar rebate before.

[Back](#) [Next](#)

A program of

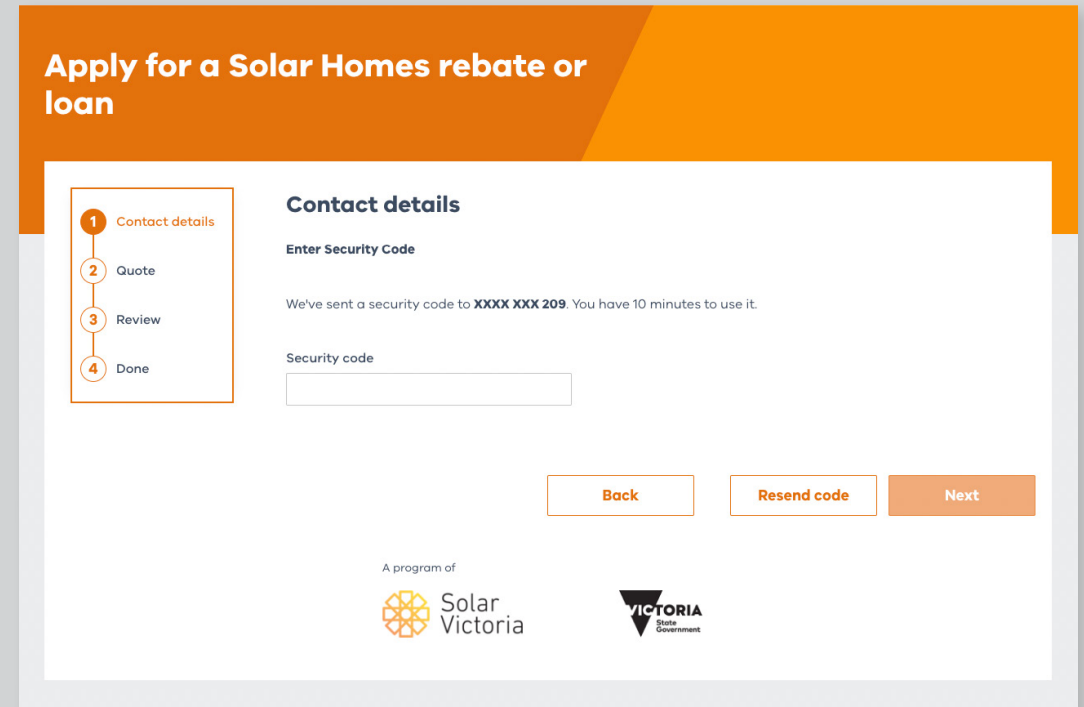
 Solar Victoria

 VICTORIA State Government

The screenshot shows a web form for applying for a Solar Homes rebate or loan. The form is titled 'Apply for a Solar Homes rebate or loan' and is part of a multi-step process. The current step is 'Contact details', which is highlighted in a red box on the left-hand side of the form. The form contains three input fields: 'Email' (with the value 'customer@test.com.au'), 'Confirm email' (with the value 'customer@test.com.au'), and 'Mobile number' (with the value '0123 456 789'). Below the input fields, there is a note: 'You can't have used this phone number to apply if you've had this type of solar rebate before.' At the bottom right of the form, there are two buttons: 'Back' and 'Next'. At the bottom of the page, there are logos for 'Solar Victoria' and 'VICTORIA State Government'.

## 1.2

Enter the **unique security code** sent to the mobile phone number you entered.



## 2.0

**Search** for the name of your chosen retailer and click on their name in the list.

**Enter the quote number** provided by your retailer, and the total quoted amount (including GST and before the loan amount is applied).

**Apply for a Solar Homes rebate or loan**

**Your quote**

Enter your quote details exactly as they appear in your email from Solar Victoria. Check your junk or spam folders just in case you may have missed it.

Tell us who your quote is from  
Start typing the name of your retailer and select them from the list.

Retailer Name

You can only submit quotes from approved retailers



Quote number

This must exactly match your quote

Total quote amount  
Before any deductions are applied

Total quote amount as it appears on your quote. If you're unsure, ask your retailer.

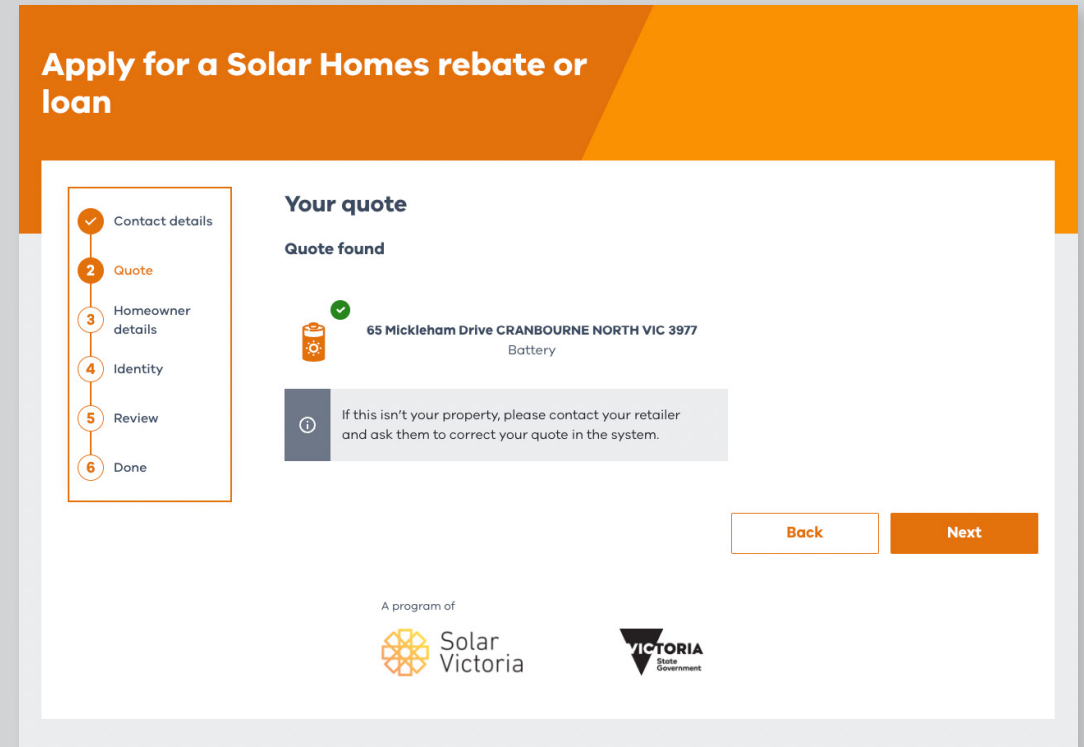
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## 2.1

Confirm that we've matched your details against the correct quote.

Contact your retailer if these details are incorrect.



## 2.2

Select that the loan is for your existing home.

Please note rental properties and homes under construction are not eligible for a solar battery loan.

**Apply for a Solar Homes rebate or loan**

**Applicant details**

You are:

- the owner occupier of a pre-existing home
- the owner-occupier of a new home under construction
- a landlord

Back Next

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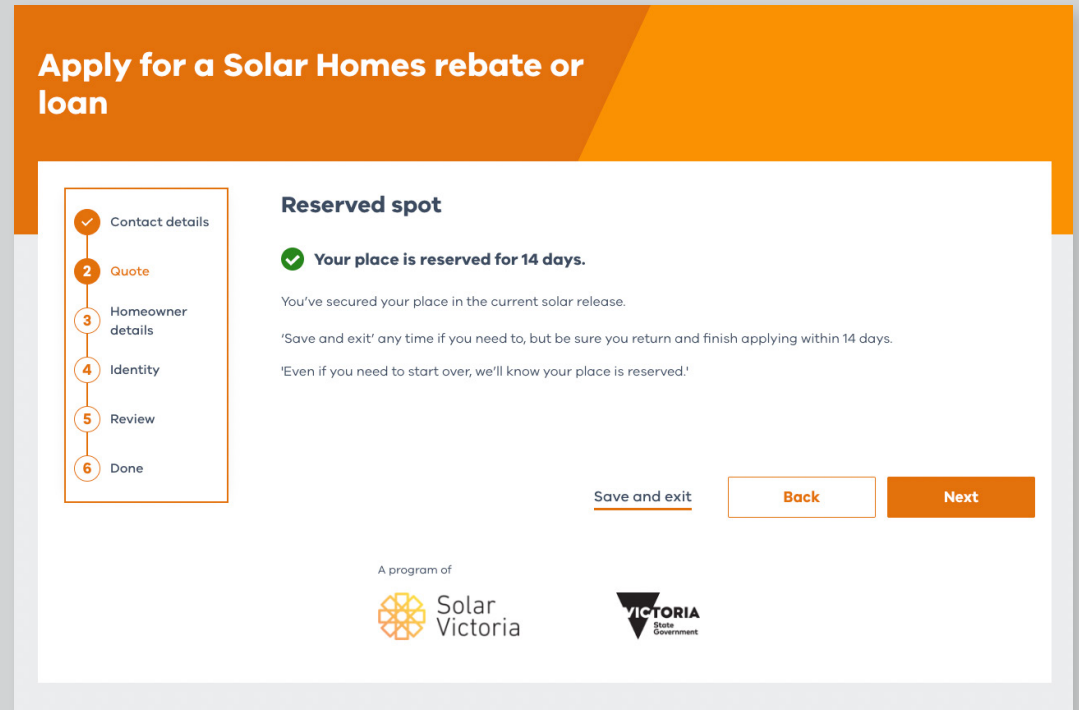


### 2.3

Once you have progressed to this page, you have reserved a place in the portal.

You have 14 days to complete your application once you have found your quote in the portal.

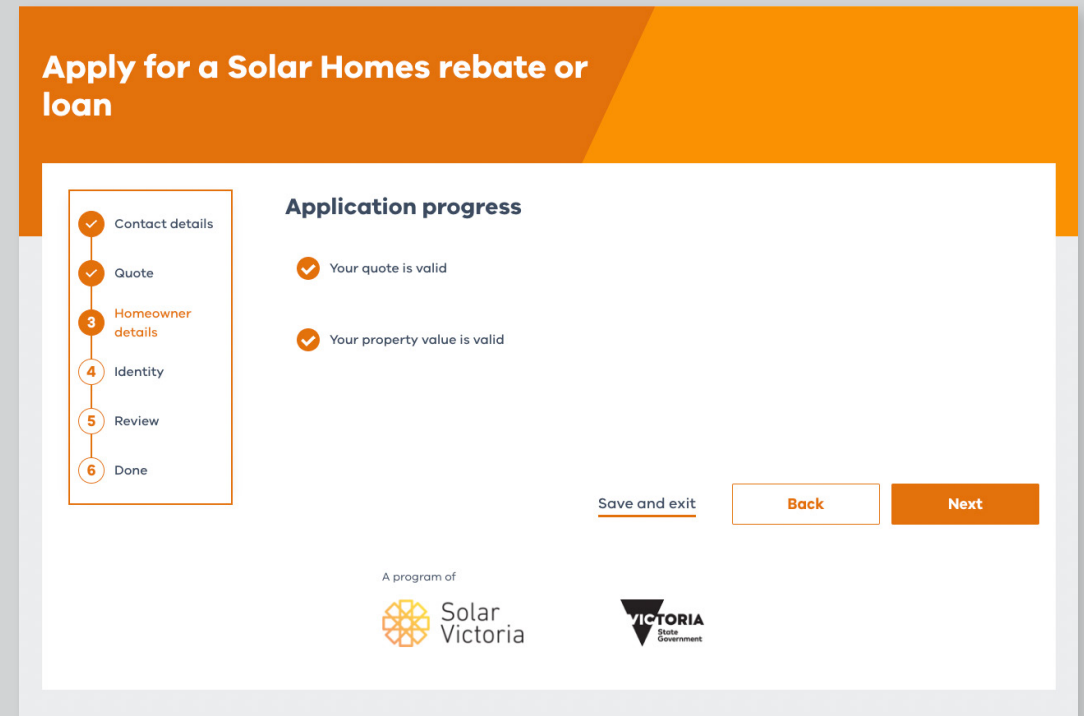
If you do not submit your application in this time frame you will lose your allocated place and you will need to restart the application process.



### 3.0

We will then confirm that the details you have entered are valid.

You can then proceed to your proof of income and identity.



## 3.1

You must enter the details of all homeowners. Homeowner details must be spelled exactly as they appear on your identification documents or Council Rates Notice.

You can also add or remove homeowners.

Once you've entered these details you can **save and exit** your application at any point, and you'll be sent a link so you can continue it at a later time.

Save and exit



### Apply for a Solar Homes rebate or loan

- ✓ Contact details
- ✓ Quote
- 3 Homeowner details**
- 4 Identity
- 5 Review
- 6 Done

#### Your property

##### Property details

Now we need to know a little more about the installation property.

Please enter the capital improved value from your council rates notice.

Capital Improved Value

##### Homeowner details

###### Add all homeowners

Add all of the homeowners that would appear on your council rates notice or certificate of title.

Check your name appears exactly as in ID or proof of ownership documents.

Homeowner 1 Remove

Family name

All given names in full

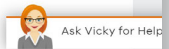
**+ Add a homeowner**

Eligibility declaration

I declare that:

- I meet the eligibility criteria for this rebate.
- No system has been installed at this address in the last ten years.
- Solar Victoria will reject my application if I'm ineligible.
- Solar Victoria can refuse payment if I provide false information.

Save and exit Back Next



## 3.2

To declare the total household income for the property, **each property owner** needs to provide the following:

- **Name**
- **Date of birth**
- **Proof of income**  
(select their income status, which will prompt you to upload the relevant document).

**Apply for a Solar Homes rebate or loan**

**Homeowner details**

Each homeowner needs to show proof of income to confirm eligibility.

**Homeowner 1**

Family name  
**SMITH**

Given name(s)  
Q D

[Edit Name](#)

Date of birth  
08 / 01 / 1980

I haven't received the Victorian Government's Solar Homes PV or battery rebate.

Income details  
[More information about proving your income](#)

Choose the statement that best fits:

I lodge an income tax return with the ATO each year.

All or most of my income is from Centrelink.

All or most of my income is from Department of Veteran's Affairs.

All or most of my income is from another source and the ATO doesn't require my income tax return.

Upload your Notice Of Assessment

This comes from the ATO and must be from 1 of the last 2 tax years. Find yours by logging in to myGov.

We'll use this to collect your:

- full name
- tax year, and
- taxable income

We won't collect any other details and we won't keep your document. [See an example.](#)

[+ Tips for uploading documents](#)

[Upload File](#)

Tap to browse

- We accept .jpg, .png or .pdf
- Files can be up to 5MB

Please enter your annual income and corresponding financial year.

Annual taxable income  
80000

If you don't earn any taxable income, please enter \$0

Financial year  
2021

[Save and exit](#) [Back](#) [Next](#)

## 4.0

If you have your identity documents on hand, you can begin confirming your identity. If you already have a Service Victoria account, you can log in with your details now. If not, you can continue as a guest.

### Apply for a Solar Homes rebate or loan

**Your identity**

We need to verify your identity to be sure you are who you say you are, and to protect you from identity fraud.

You'll need any 2 of these documents:

- Australian driver licence or learner permit
- Medicare card
- Australian passport
- Australian birth certificate
- Australian citizenship certificate
- Foreign passport and a valid Australian visa
- ImmiCard

Make sure your names on the 2 documents match.

If you don't have these handy now, please 'Save and exit' and finish your application when you've got everything you need. Make sure you do this within 14 days.

[Save and exit](#) [Back](#) [Next](#)

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### First time customer?

**Verify your identity now.**

If you already have a Service Victoria account, log in and use your stored details.

[Log in](#) [Verify your identity](#)

## 4.1

Select your **first** form of ID.

**Note that the names on both forms of ID will need to match.**

### Prove your identity

#### Choose your first ID:

**i** We can't verify the following documents right now as the issuer's system is down for maintenance:

- Foreign passport
- ImmiCard

Please choose another document or try these again after Invalid Date AEST. Sorry for the inconvenience.

Australian passport (current or expired less than 3 years ago)

Australian driver licence / learner permit (current)

Medicare card

Australian birth certificate

ImmiCard

Foreign passport

Australian citizenship certificate

[I don't have this](#) [Next](#)

## 4.2

Enter the required details.

You have three attempts to enter your details correctly.

**Prove your identity**

**Enter your details**

*Make sure your licence number and the state of issue are correct.*

**Document type**  
Australian driver licence / learner permit

**Registration state**  
VIC

**Licence number**  
054289198

**Card number (if you have one)**  
P9131906

If your licence has no card number on the back, leave this blank.

*Sticker on your licence?  
[Log in to the VicRoads portal](#) first to make sure you have your latest card number.*

**Given name**  
Andrea

**Middle name or initial**  
Suzanne

**Family name**  
Wilcock

**Date of birth**  
08 / 01 / 1980

I consent to have my licence checked with the issuer or official record holder

**Back** **Verify**

### 4.3

Select your **second** form of ID.

**Prove your identity**

**Choose your second ID:**

**i** We can't verify the following documents right now as the issuer's system is down for maintenance:

- Foreign passport
- ImmiCard

Please choose another document or try these again after Invalid Date AEST.  
Sorry for the inconvenience.

Australian passport (current or expired less than 3 years ago)

Medicare card

Australian birth certificate

ImmiCard

Foreign passport

Australian citizenship certificate

[I don't have this](#) [Next](#)



## 4.4

Enter the required details.

You have three attempts to enter your details correctly.

### Prove your identity

#### Enter your details

ID type  
Australian Passport

Passport number

Family name

Given name(s)

Date of birth

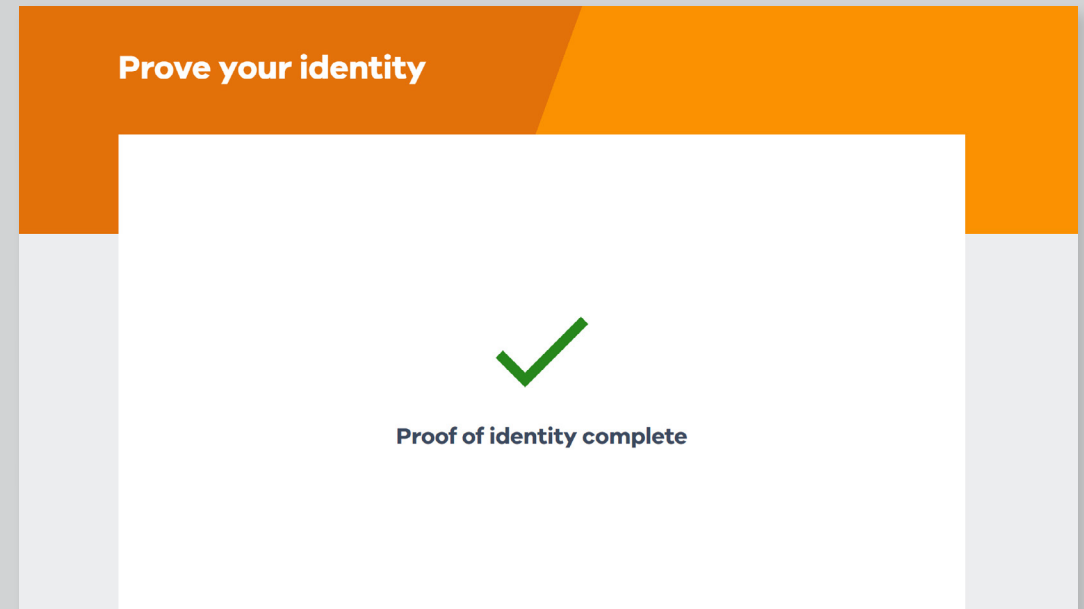
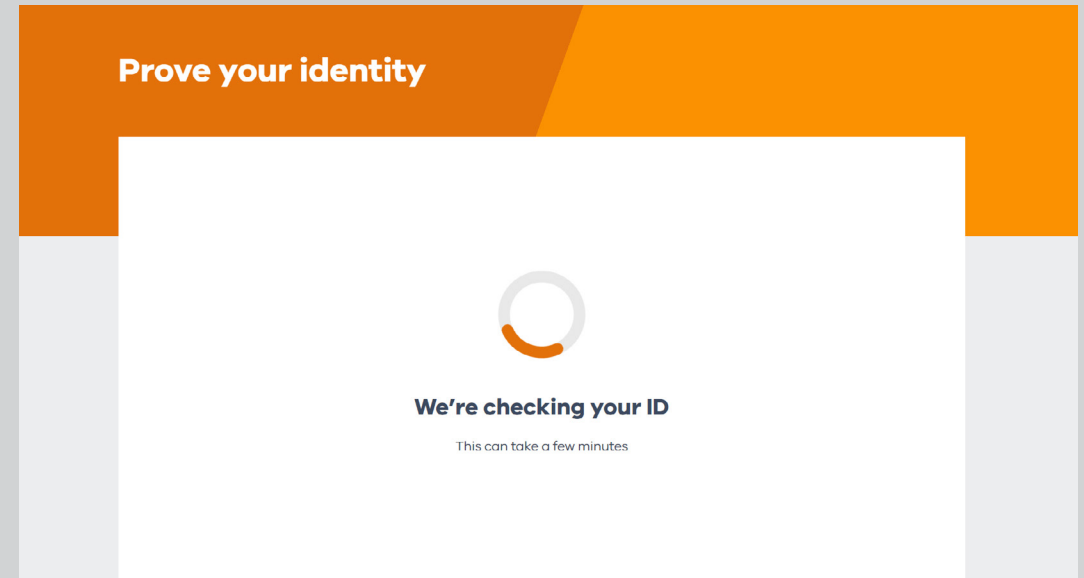
I consent to have my Australian Passport verified with the document issuer or official record holder

[Back](#) [Verify](#)

## 4.5

When you have successfully verified your identity, you can proceed to review your application details.

If the names on your documents match, you'll have successfully verified your identity. Now you can proceed to review your application details.



## 4.6

If you'd like, you can create a Service Victoria account to use for future transactions.

You don't have to create an account if you don't want to.

### Saving to an account

#### Remember me

Make things quicker next time. Remember that you verified your identity with a Service Victoria account.

If you don't have an account already, you'll need to create one.

Would you like us to remember you verified your identity today?

Yes

No

Next

## 5.0

### Review your details.

All the details you've provided will be displayed for you to review and confirm. You can go back and edit any details that are incorrect.

Click

**Next**

### Apply for a Solar Homes rebate or loan

- ✓ Contact details
- ✓ Quote
- ✓ Homeowner details
- ✓ Identity
- 5 Review**
- 6 Done

#### Review

Check your details and edit any incorrect info before submitting your application.

---

**Your quote** —

**Product**  
BATTERIES

**Retailer**  
Solar Retailer

**Total quote amount**  
\$10000

**Your home**

**Suburb**  
WANTIRNA, 3152

---

**Person applying** —

**Family name**  
Doe

**All given names in full**  
John

**Date of birth**  
20 - 05 - 1990

**Proof of income**  
Test-1099(2).pdf

**Annual income**  
100000

[Edit](#)

[Back](#) [Next](#)

## 5.1

### Consent to the program terms and conditions.

You need to agree to the terms and conditions of the program, as well as Service Victoria's terms and conditions and privacy policy. This is because Service Victoria is providing the digital identification service.

**Apply for a Solar Homes rebate or loan**

**Consent and declaration**

The following declarations must be made before submitting the application.

**Solar Victoria Terms and Conditions**

[Solar Homes General Terms and Conditions](#)

[Solar Homes Applicant Declaration](#)

I have read and agree to the Solar Homes General Terms and Conditions and Applicant Declaration

**Service Victoria Terms and Privacy policy**

[Service Victoria's Terms of Use](#)

[Service Victoria's Privacy and security policy](#)

I understand and agree to Service Victoria's Terms of Use and Privacy and security policy

**Solar Victoria updates**

(Optional) I would like updates from Solar Victoria, including info about:

- my solar system, and
- other relevant programs

[Back](#) [Next](#)

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## 6.0

### Submit your application.

Once you've confirmed this you're ready to submit your application.

### Apply for a Solar Homes rebate or loan

- ✓ Contact details
- ✓ Quote
- ✓ Homeowner details
- ✓ Identity
- 5** Review
- 6 Done



#### Submit application

Ready to submit

It looks like you're ready to go! Hit submit to complete your application.

[Back](#) [Submit](#)

A program of



- ✓ Contact details
- ✓ Quote
- ✓ Homeowner details
- ✓ Identity
- ✓ Review
- 6** Done

### Submitted

Thanks for applying to be part of a Solar Victoria program.

We just need to check a few more details. It may take up to 5 to 8 days to get back to you.

---

**Your Service Victoria transaction reference number**

**SV-SOH-000-004-414**


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#### What's next?

You'll get an email from us telling you what to do next.

While you wait, it's important to be aware of the following.

- You're not done yet. You still need to pass a credit history check if you opted for any loan offered. Solar Victoria will get in touch with you for more info.
- If it will help us assess your application, we may contact you using details you've given us, to get more info.

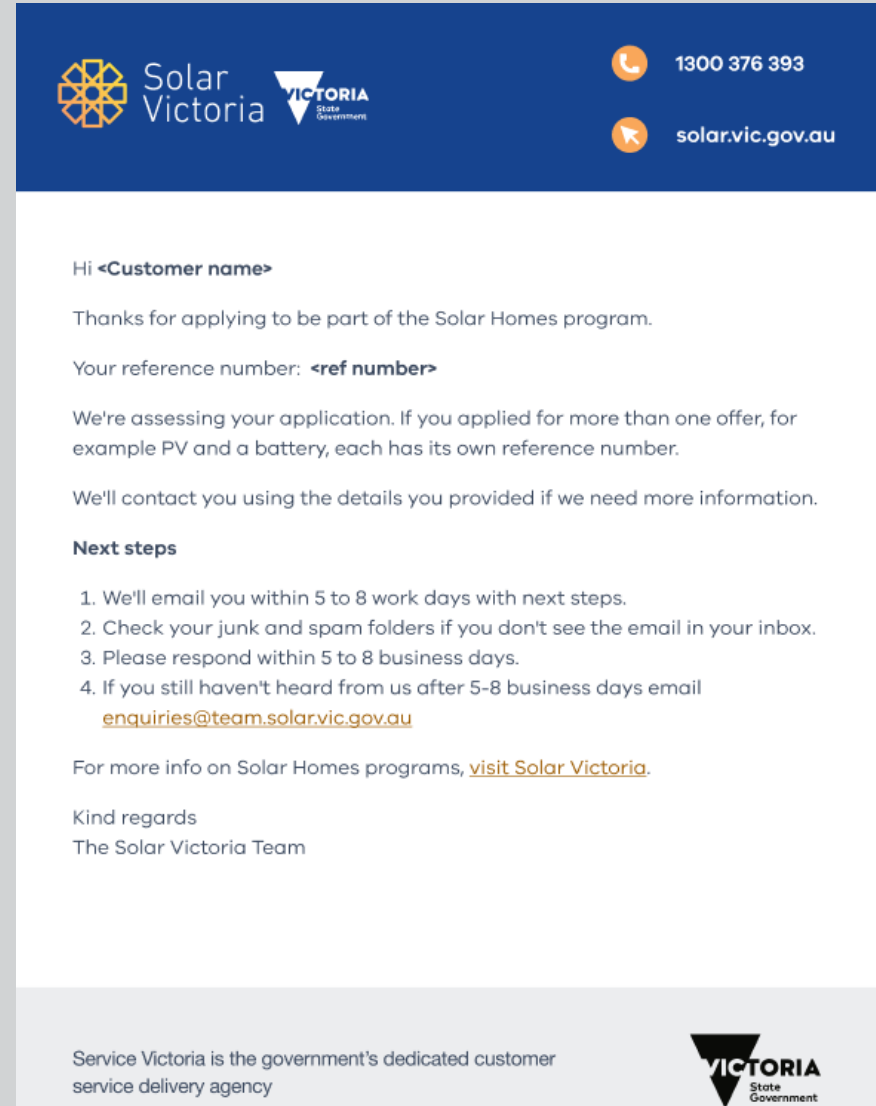
 Ask Vicky for Help

## 6.1

Once you've submitted your application you'll automatically receive an email from the portal confirming we received your initial eligibility application. We will review your application and let you know of the outcome.

If your eligibility is confirmed, we will then send you information to complete your loan application.

For more information visit [solar.vic.gov.au](https://solar.vic.gov.au)



The screenshot shows an email header with the Solar Victoria logo and the Victorian State Government logo. Contact information includes the phone number 1300 376 393 and the website solar.vic.gov.au. The email body starts with a personalized greeting 'Hi <Customer name>' and thanks the recipient for applying. It provides a reference number 'Your reference number: <ref number>' and explains that multiple applications (e.g., for PV and a battery) have separate reference numbers. It promises to contact the recipient if more information is needed. A 'Next steps' section lists four actions: 1. Wait for an email within 5-8 work days. 2. Check junk and spam folders. 3. Respond within 5-8 business days. 4. If no response after 5-8 business days, email [enquiries@team.solar.vic.gov.au](mailto:enquiries@team.solar.vic.gov.au). The email concludes with 'Kind regards' and 'The Solar Victoria Team'. The footer of the email states 'Service Victoria is the government's dedicated customer service delivery agency' and includes the Victorian State Government logo.