

Solar Victoria Platform

User Guide for Community Housing Organisations

Current as at 13.06.24



Solar
Victoria



The purpose of this document is to walk you through the steps involved in using the Solar Victoria Platform.

Demonstrate eligibility and register on the Solar Victoria Platform

A Community Housing Organisation (CHO) must first meet eligibility criteria to participate in the Solar for Community Housing Program. You will then be invited to register on the Platform.

More information is available [here](#).

Log into the Solar Victoria Platform

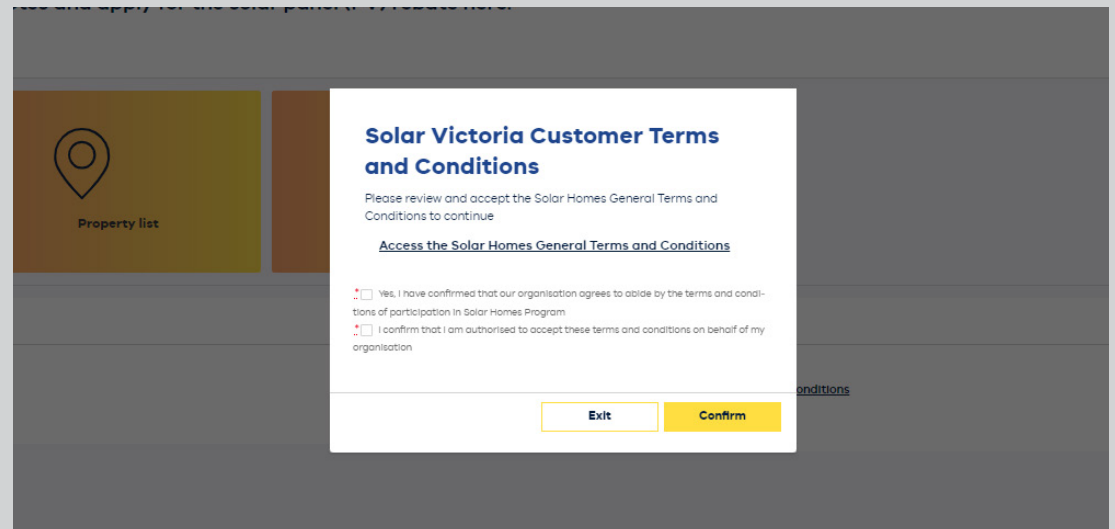
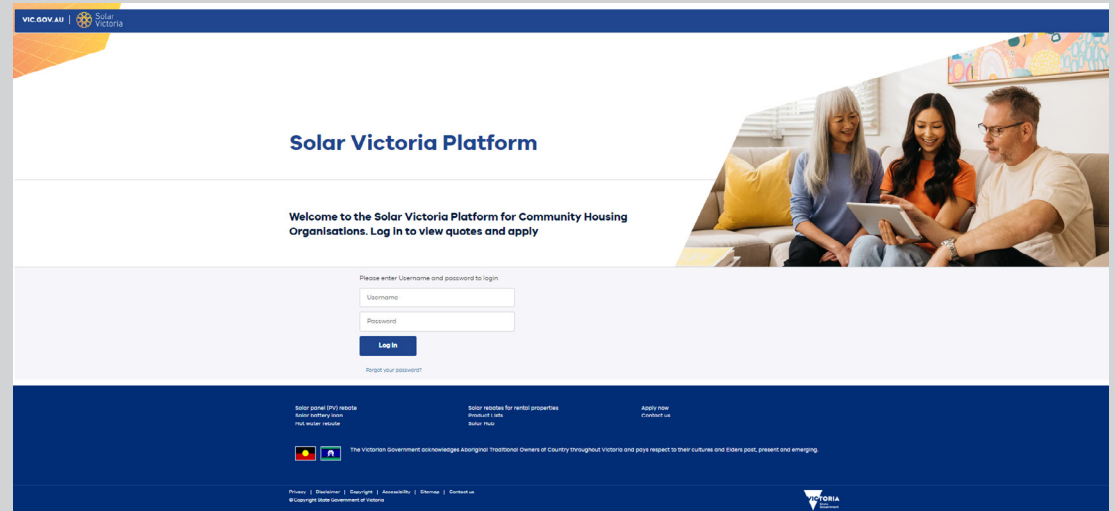
When you have completed your registration, you can log into the Platform to:

- apply for the solar panel (PV) rebate
- track progress and manage all applications
- create property lists
- view and manage quotes from retailers for your properties.

1.

Accept the Terms and Conditions

Log in to the Platform and accept the Solar Homes General Terms and Conditions.



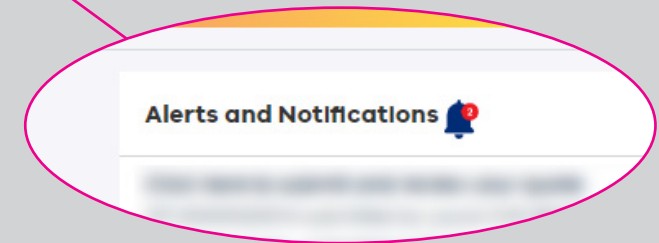
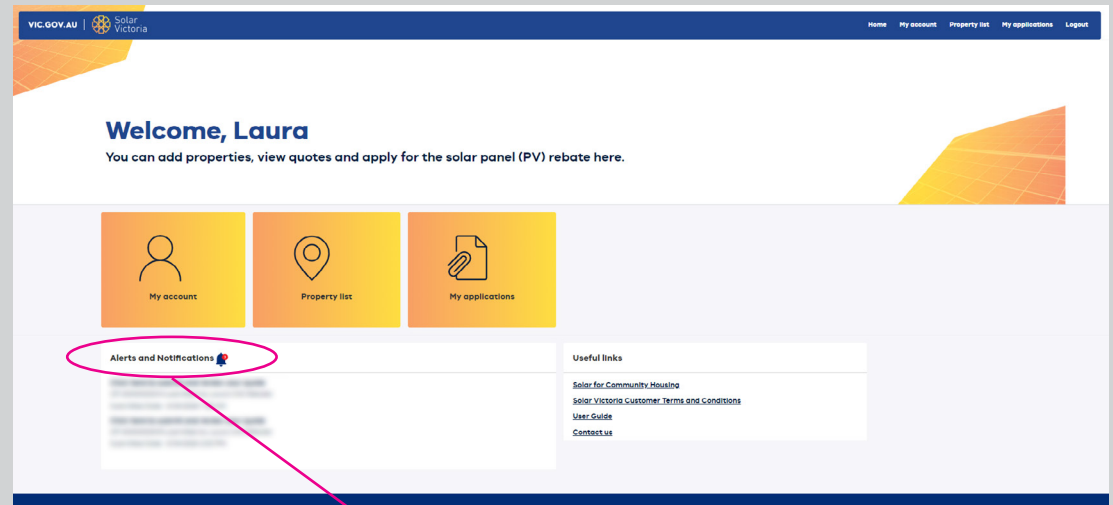
2.

The Platform homepage

When you first login to the Platform you will see the homepage.

You can click on the links to set up your account, manage property lists and view your applications.

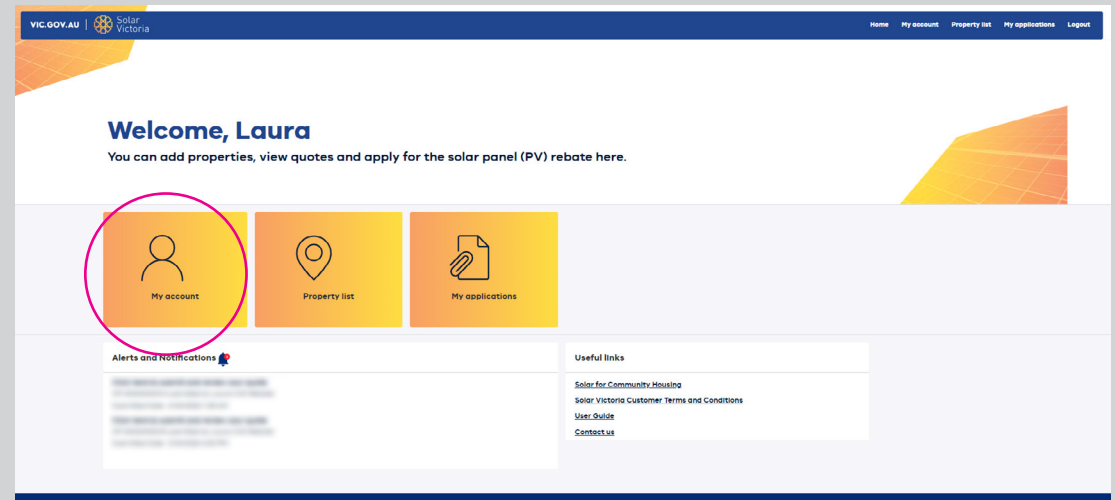
Items that need to be actioned will appear under the '**Alerts and Notifications**' section.



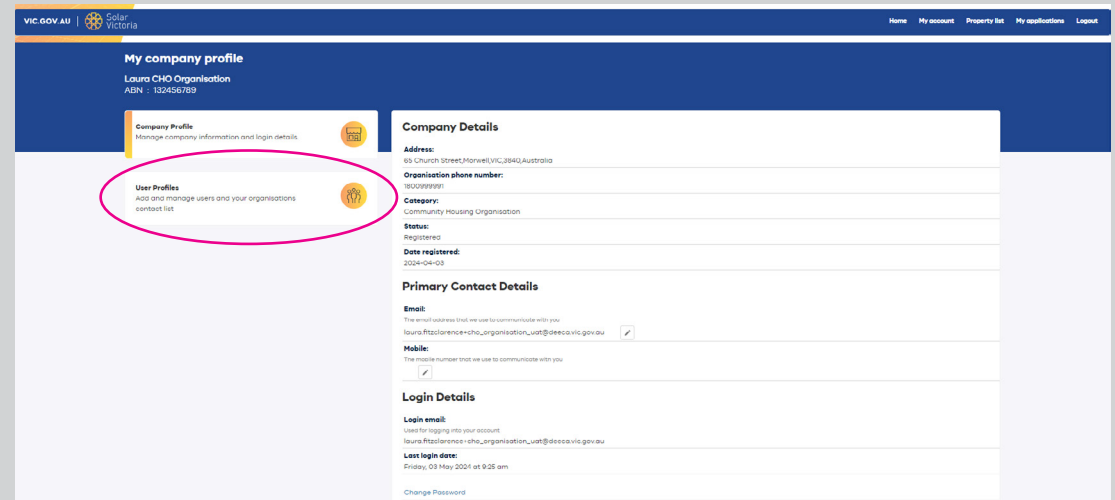
3.1

Set up your company profile

First, click on **'My Account'** to set up your company profile.



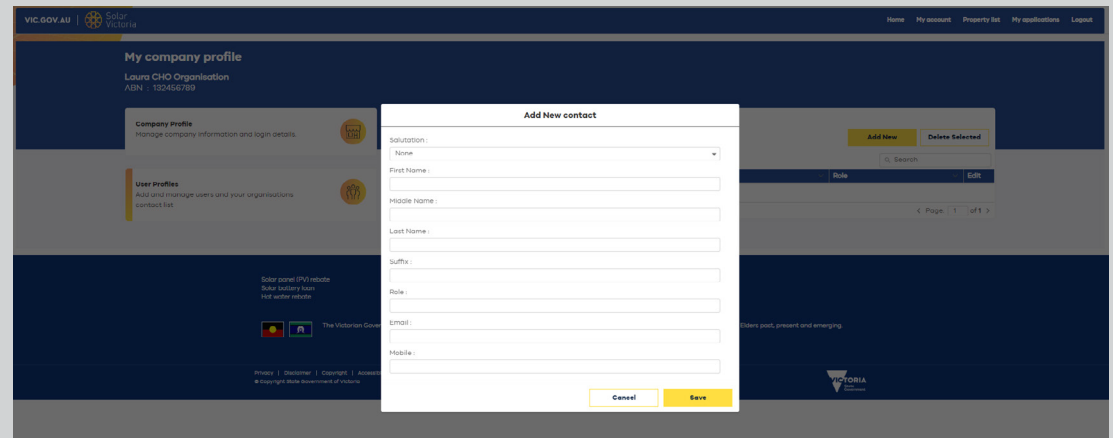
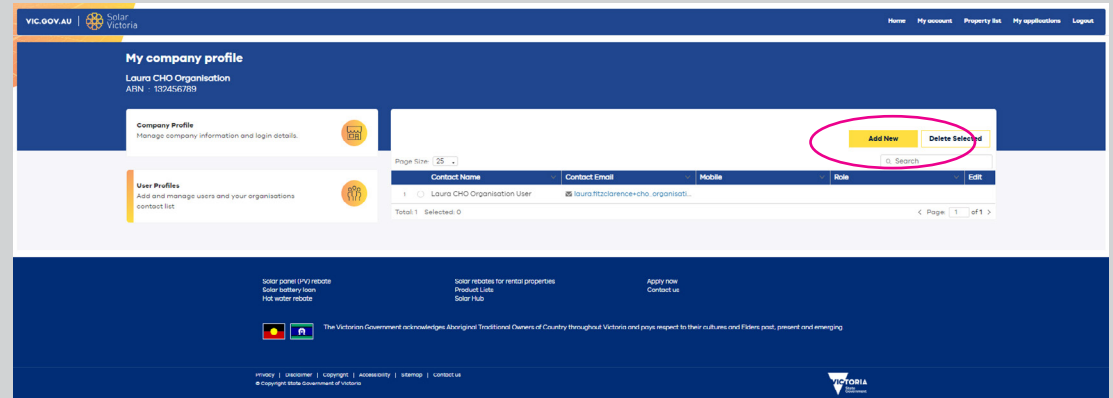
Then click on the **'User Profiles'** tab to view your organisation details. You can add new contacts here.



3.2

In the **User Profiles** section, click on the **'Add New'** tab to create a new contact and fill in the details.

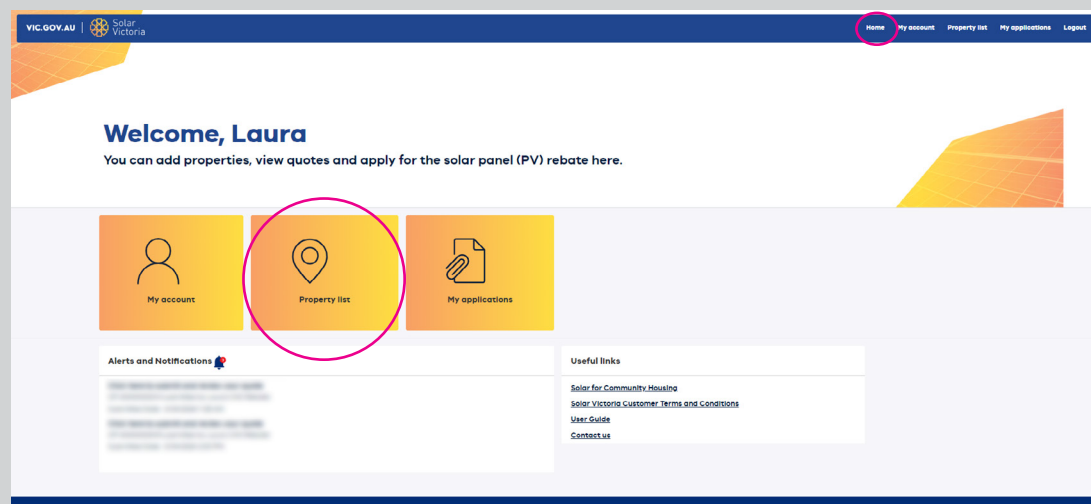
Note, if you would like to add a new platform user please contact cho@team.solar.vic.gov.au



4.1

Create property lists

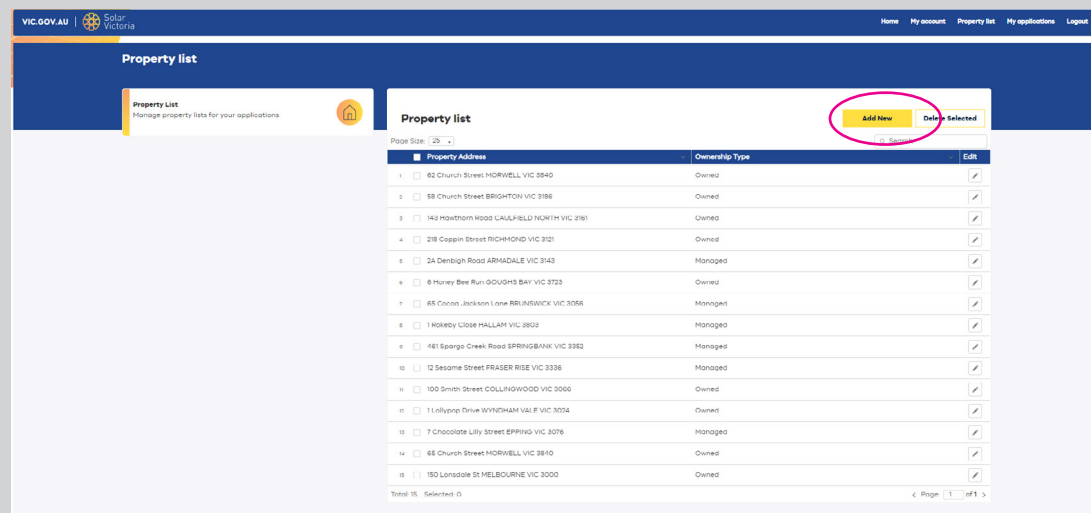
Click on the '**Home**' tab at the top of the page and select '**Property List**' to enter property details.



Property List

You can add or delete properties that you own or manage. Only add properties that will be a part of the application for the rebate so retailers can match quotes to addresses. If you are not applying for a rebate for a property, you do not need to add details here.

Click on the '**Add New**' tab to start.

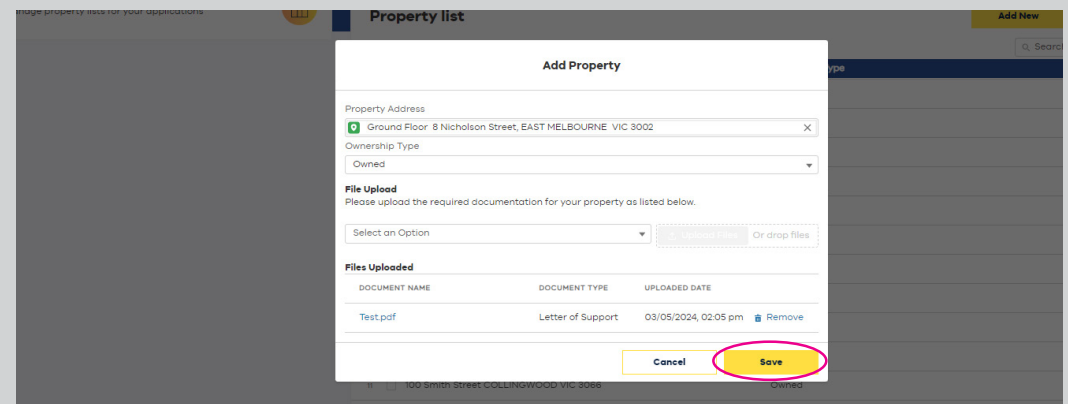
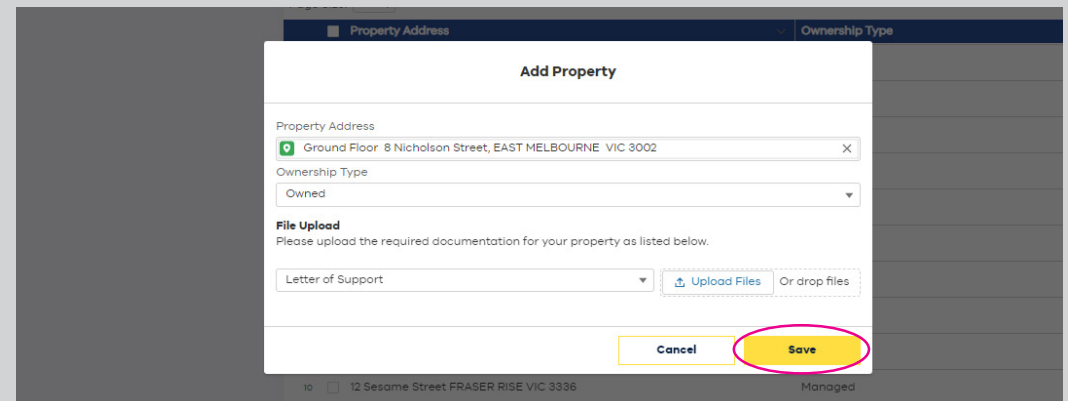
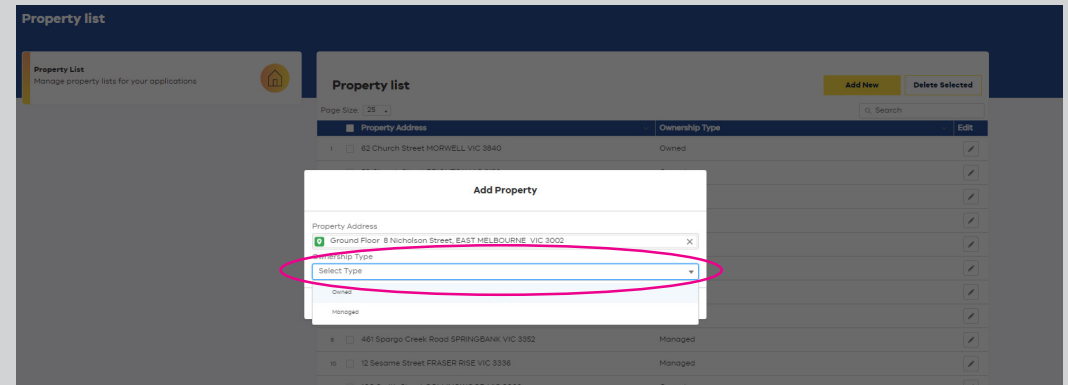


4.2

Search for the property address and select the '**Ownership Type**'.

Next, **upload** the documentation required for your property type as listed on the screen.

You can also upload this documentation later when you submit your application.



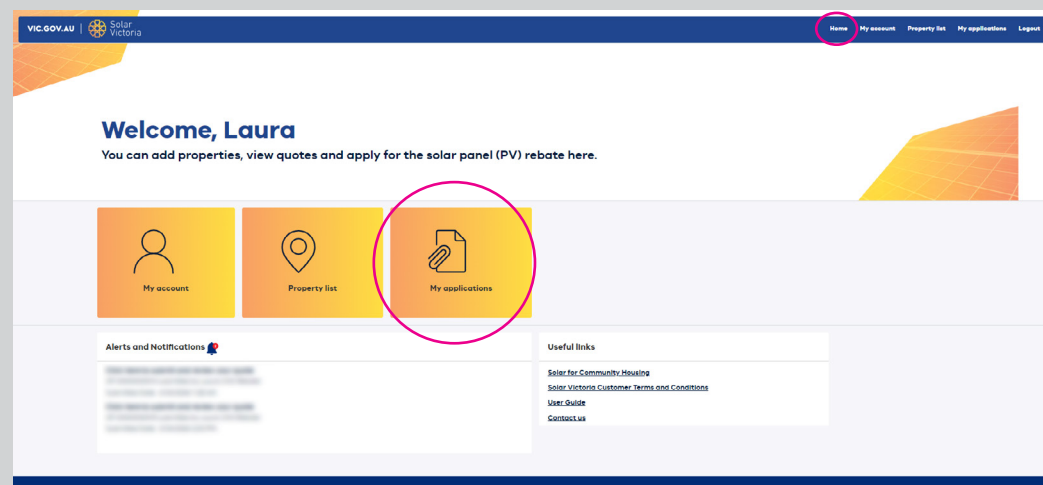
5.1

Review Quotes

Click on the '**Home**' tab at the top of the page and select '**My applications**' to view quotes and the status of all applications.

In this part of the Platform, you can view:

- quotes from retailers
- the quote amounts
- the status of the quote.



5.1 (continued)

Click on the **'quote number'** for more information.

You can view all the quote information in this section and check if the details are correct.

You can also accept/reject a quote and submit an application.

The screenshot shows the 'My Applications' page with a table of applications. The 'Status' column is circled in red. The table has columns for Quote Number, Application ID, Quote Amount, and Status. The status values include Submitted, Payment - In Progress, Application Approved, Rejected, and Application under review.

Quote Number	Application ID	Quote Amount	Status
1 QT-000000010		8800	Submitted
2 QT-000000019	APN-000000055	9000	Payment - In Progress
3 QT-000000043	APN-000000051	4400	Payment - In Progress
4 QT-000000041	APN-000000048	8000	Payment - In Progress
5 QT-000000036	APN-27	10000	Application Approved
6 QT-000000027		4400	Rejected
7 QT-000000024	APN-000000050	4400	Application under review
8 QT-000000023	APN-000000053	20000	Application Started
9 QT-000000015		10000	Submitted
10 QT-000000014		5000	Submitted

The screenshot shows the 'My Applications' page with the first row of the table selected. The 'Quote Number' '1 QT-000000010' is circled in red.

Quote Number	Application ID	Quote Amount	Status
1 QT-000000010		8800	Submitted
2 QT-000000019	APN-000000055	9000	Payment - In Progress
3 QT-000000043	APN-000000051	4400	Payment - In Progress
4 QT-000000041	APN-000000048	8000	Payment - In Progress
5 QT-000000036	APN-27	10000	Application Approved
6 QT-000000027		4400	Rejected
7 QT-000000024	APN-000000050	4400	Application under review
8 QT-000000023	APN-000000053	20000	Application Started
9 QT-000000015		10000	Submitted
10 QT-000000014		5000	Submitted

The screenshot shows the 'My applications' page for quote QT-000000010. The 'Quote information' section displays details for the quote and the retailer. The 'Quote line items' table shows two items with their respective costs and rebates. The 'Reject' and 'Accept and Submit' buttons are circled in red.

Quote information

Property address	Rebate type	System capacity	System cost	STC	Net price	Rebate amount	Action
8 Nicholson Street B457 MELBOURNE VIC 3002	Solar PV (Landscape)	5	\$4,400.00	\$300.00	\$2,300.00	\$1,400.00	
2A Derwent Road ARNHALE VIC 3143	Solar PV (Landscape)	5	\$4,400.00	\$395.00	\$2,295.00	\$1,400.00	

5.1 (continued)

If you choose to accept a quote and submit an application, you will need to agree to the customer declarations and the Solar Homes General Terms and Conditions to continue.

Application
Accept quotes and submit an application by following the steps below.

Step 1 Customer Acknowledgement | Step 2 Quote and Submit | Step 3 Application Submitted

Customer Declaration and Solar Homes General Terms and Conditions
Please review and accept the Solar Homes General Terms and Conditions and the Solar Homes Applicant's Declaration to continue.
Access the Solar Homes General Terms and Conditions
Access the Solar Homes Applicant's Declaration

- Yes, I have confirmed that our organisation (Laurea CHO Organisation) agrees to agree by the terms and conditions of participation in the Solar Homes Program.
- Yes, I have confirmed that our organisation (Laurea CHO Organisation) accepts the Solar Homes Applicant Declaration.
- I agree that 100% of the energy savings (S) will be passed on to the benefits as a result of the solar installation.
- I confirm that I am authorised to make these declarations and accept these terms and conditions on behalf of my organisation (Laurea CHO Organisation).

Cancel Next

You can review the details and click '**Submit**'. You can also '**Save and Exit**' and return to your application later.

Application
Accept quotes and submit an application by following the steps below.

Step 1 Customer Acknowledgement | Step 2 Quote and Submit | Step 3 Application Submitted

Quote Information

Quote Number	01-0000000010	Dealer	Laurea CHO Retailer
Quote Effective Date	03-05-2024	Quote Enquiry Date	01-08-2024
Organisation	Laurea CHO Organisation	ADN	STUDENT
Contact Name	Laurea CHO Organisation User	Email	laurea.cho@laurea-cho.org.au

Properties for Application

Property address	Rebate type	Rebate amount	Action
24 Denigh Road ARVADALE VIC 3143	Solar PV (Landscape)	\$1,400.00	Documents Required
8 Nicholson Street EAST MELBOURNE VIC 3002	Solar PV (Landscape)	\$1,400.00	No Action Required

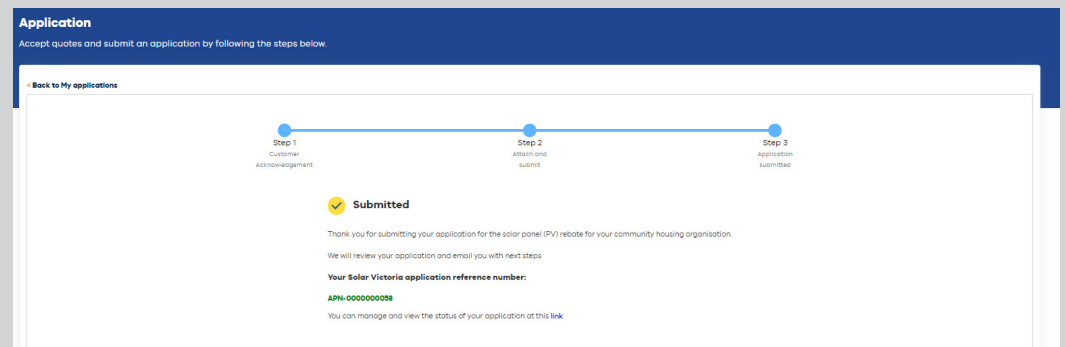
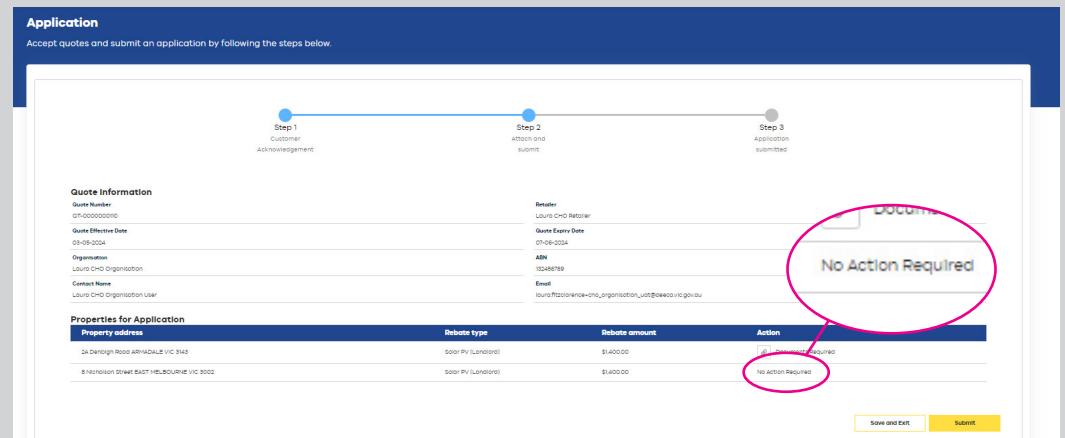
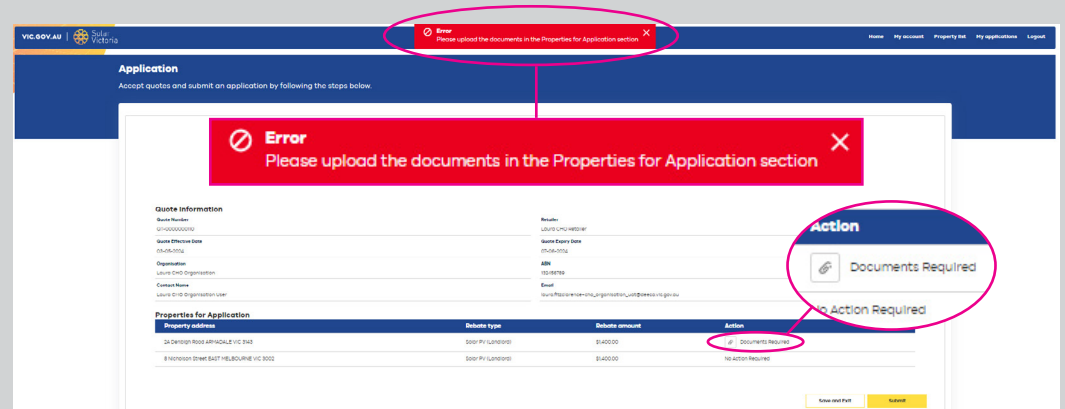
Save and Exit Submit

5.1 (continued)

You may get a notification if there are documents missing from your application and it cannot be submitted.

You can upload the documents by clicking on the **'Document Required'** link.

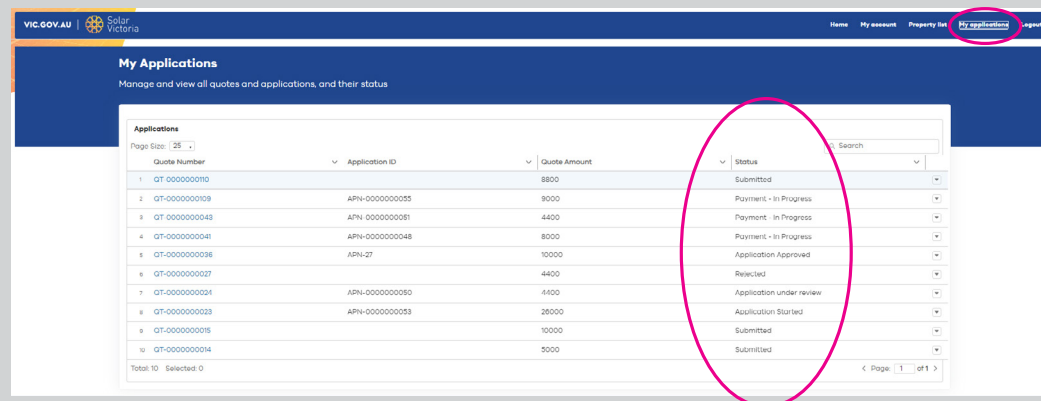
Your application is ready to be submitted when you see **'No Action Required'** and all documents have been uploaded.



5.2

Checking your quote status and applications

You can click on the 'My applications' tab on the home page at any time to check the status of your quotes and applications. Click on the **quote number** for more information.

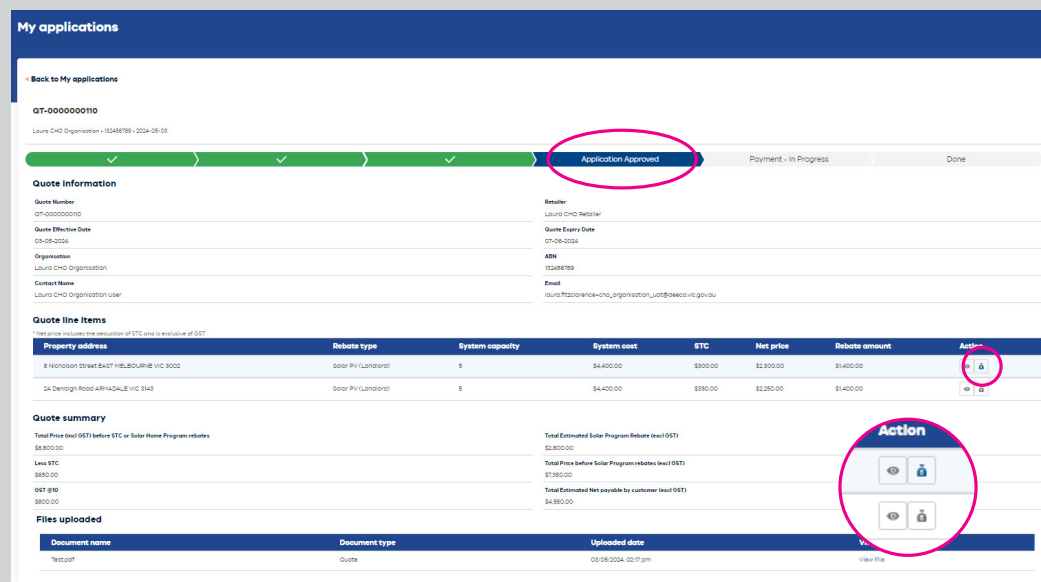


Approving applications, confirming installations and payments

You can see when an application is approved at the top of the **quote screen**. You can now work with your retailer to install the systems.

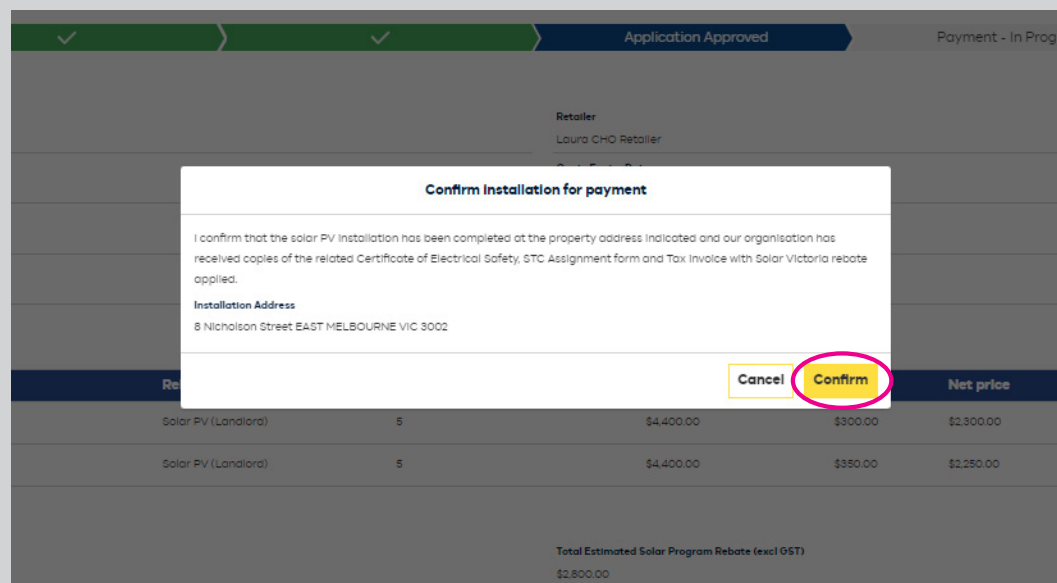
Once installation is complete, you will need to confirm installation in the Platform so your retailer can claim payment.

Click on the **dollar icon** to start this process.

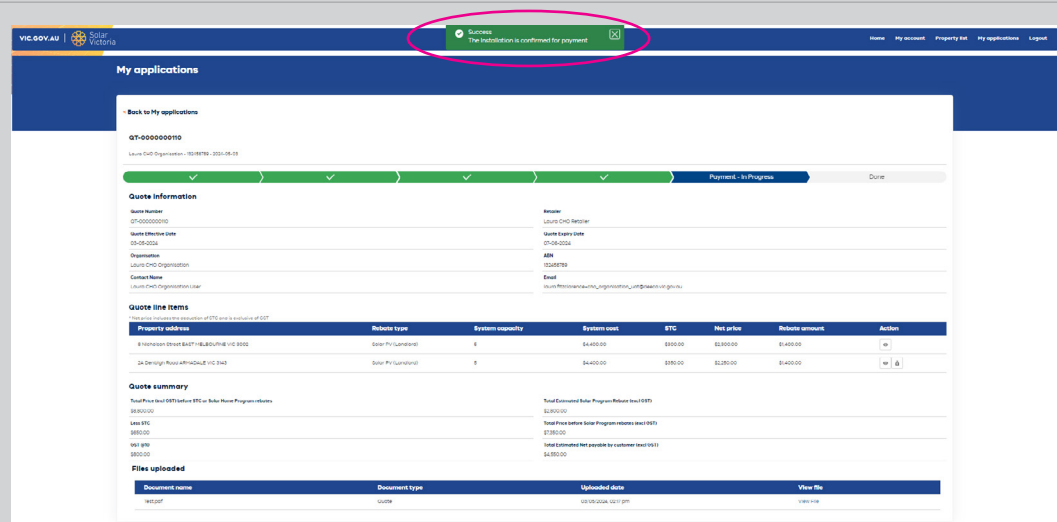


5.3

When you confirm installation for payment, an email will be automatically sent to your retailer to notify them that you have confirmed the installation and they can now claim for payment.



When the installation is confirmed for payment, a notification will appear at the top of the quote screen.



Contact details

If you have any questions or need help with the Platform, please email us at cho@team.solar.vic.gov.au

Helpful tips

Demonstrate organisation eligibility first

You must demonstrate your organisation eligibility before you can register and start using the Platform. More information is available [here](#).

Adding properties

- You must add each property individually.
- Only add properties that will be a part of the application for the rebate so retailers can match quotes to addresses.
- If you are not applying for a rebate for a property, you do not need to add details.
- When you confirm installation through the Platform, your retailer will get an email notifying them that they can now claim for payment.