**Solar Victoria Platform** 

# User Guide for Community Housing Organisations





Current as at 13.06.24

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 <u>here</u>.

# 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.

# Accept the Terms and Conditions

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

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# The Platform homepage

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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.



#### 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.



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 <u>cho@team.solar.vic.gov.au</u>



#### **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.



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.

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#### **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.

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### 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.



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

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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.





# 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.

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# 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.

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	24 Denbigh Rood ARMADALE VIC 3143	Solar PV (Landiara)	5	\$4,400.00	\$350.00	\$2,250.00	\$1,400.00	• •	
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\$20000 \$20000	\$5,500.00			\$2,800.00					
Les STC Text Precietors State Pregram robotes (seel 957)	Less STC			Total Price before Solar Program rebates (exc	(OST)		0	à	
				\$7,380.00				• •	
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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.

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Property address	Rebute type	System capacity	System cost	STC	Net price	Rebate amount	Action
8 Nicholson Street EAST HELBOURNE VIC 9000	Color PV (Londiard)	1	64,400.00	6900.00	62,500.00	\$1,400.00	•
24 Densign Rood ARHADALE VIC 3143	Safar PV (Londord)		\$4400.00	\$350.00	\$2,350.00	\$1,400.00	- à
Quote summary							
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991 999 500000			Total Estimated Net payable by customer lax \$4,550.00	d (951)			
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# **Contact details**

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

# 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 <u>here</u>.

# 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.