

Solar Victoria Retailer Portal – User Guide

Exploring the dashboard

May 2025



Solar
Victoria



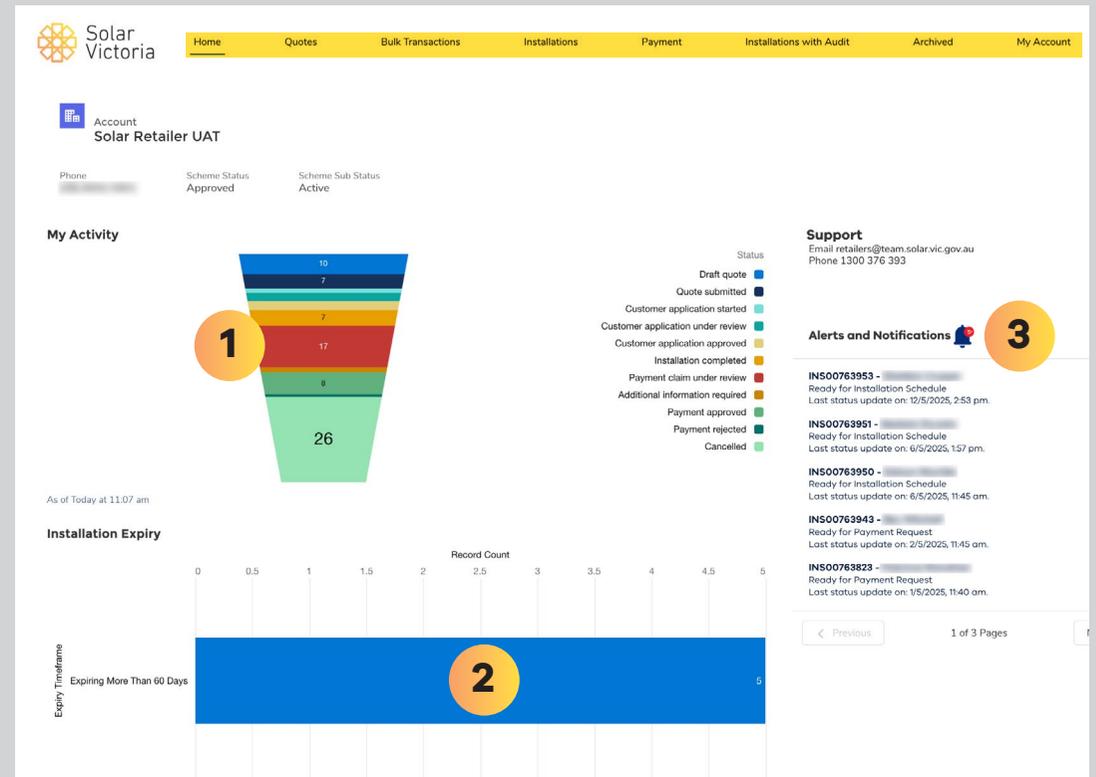
1.

Your **portal homepage** will appear when you log in.

Here you can view:

- 1 installations statuses
- 2 expiry timelines
- 3 alerts and notifications.

Quotes, Bulk Transactions, Installations, Payments, Installations with Audit and other information can be accessed through tabs at the top of the screen.



2.

Select sections on the 'Record Count' chart to view details of installations depending on their status.

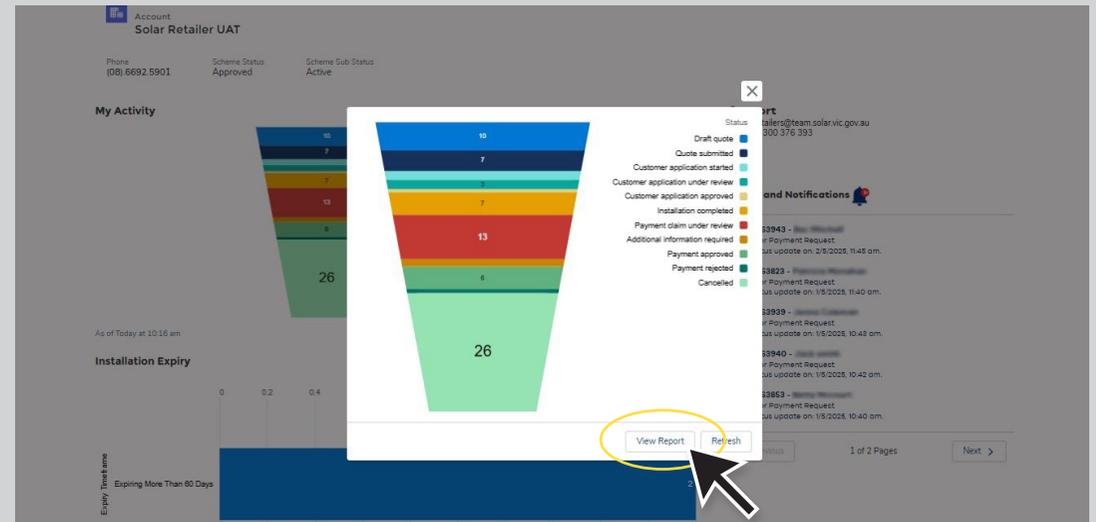
The screenshot shows the Solar Victoria Retailer Portal dashboard for 'Account Solar Retailer UAT'. The 'My Activity' section features a funnel chart with the following segments: Draft quote (10), Quote submitted (7), Customer application started (7), Customer application under review (17), Customer application approved (8), and Installation completed (26). A yellow circle highlights the chart, and a black arrow points to the 'Draft quote' segment. To the right, a status legend lists various stages with corresponding color-coded squares. Below the legend, there are sections for 'Support' (Email: retailers@team.solar.vic.gov.au, Phone: 1300 376 393) and 'Alerts and Notifications' (INSO0763953, INSO0763951, INSO0763950, INSO0763943).

This screenshot displays a detailed 'My Activity' report. At the top, it shows summary statistics: Total Records (11), Total Total installed system cost (\$115,863.00), Total Final STC Amount (\$9,681.00), Total Final Loan Amount (\$16,800.00), Total Final Rebate Amount (\$11,550.00), and Total Calculated Net Amount (\$94,332.00). Below the summary is a smaller funnel chart titled 'Record Count: 11' with segments: Quote submitted (3), Customer application approved (1), Payment claim under review (3), Additional information required (3), and Customer application under review awaiting response (1). A status legend is also present on the right side of the report.

Status	Quote Reference	Installation: SolarVic ID	Property Address	Total installed system cost (inc GST)
Draft quote (10)	-	INSO0763835	-	-
	-	INSO0763858	-	-
	Q121212	INSO0763860	17 Macleay Street, VIC 3182	-
	Ca123213	INSO0763865	25 Highway Street, VIC 3182	-
	-	INSO0763867	-	-
	-	INSO0763922	-	-
	-	INSO0763928	-	-
	-	INSO0763936	-	-
	-	INSO0763938	-	-
	-	INSO0763942	-	-
Subtotal				\$0.00
Quote submitted (7)	Q786	INSO0763675	41 Macleay Street, VIC 3182	\$20,000.00
	Ca123123	INSO0763834	17 Macleay Street, VIC 3182	\$12,111.00
	Solar040612547867	INSO0763836	18 Macleay Street, VIC 3182	\$10,000.00

3.

Double click on the **'Record Count'** chart and select **'View Report'** to see details of all installations, including applicant details, system costs, deductions and recent status updates.



Solar Victoria Home Quotes Bulk Transactions Installations Payment Installations with Audit Archived More Solar Retailer

Installations

7 items • Sorted by SolarVic ID • Filtered by All installations - Status: Quote, Archived • Updated a few seconds ago

SolarVic ID	Quote Reference	Last...	Property Address	Applica...	Quote...	Appli...	Status	Rebate Type
1	INS00763127	BAT1302	31 Middle Court CHANSHUANG VIC 3017	16/12/2025	14/5/2025		Customer application under review	Battery
2	INS00763804	SolarQuote_0489013624	7 Highridge Crescent SUNBURY VIC 3088		16/6/2025		Customer application under review	Solar PV (Owner Occupier)
3	INS00763833	Q-12312	38 Neerim Road CALDERFIELD VIC 3060		21/3/2025		Customer application started	Solar PV (Owner Occupier)
4	INS00763852	Solar040612547882	38 Neerim Road CALDERFIELD VIC 3060	19/7/2025	19/6/2025	21/3/2025	Customer application approved	Solar PV (Owner Occupier)
5	INS00763854	Test0411111111190	1 Amber Court SHAWTON VIC 3088		22/6/2025		Customer application started	Solar PV (Landlord)
6	INS00763885	H-12a2	38 Neerim Road CALDERFIELD VIC 3060		29/6/2025		Customer application under review	Hot Water (Owner Occupier)
7	INS00763910	Qa213	38 Neerim Road CALDERFIELD VIC 3060		8/7/2025		Customer application started	Solar PV (Owner Occupier)

4.

Select an individual installation to view the installation's progress and details for the customer, quote, products and documentation required.

SolarVic ...	Quote Reference	Last...	Property Address	Applica...	Quote...	Appli...	Status	Rebate Type	
1	INSO0763127	BAT1302	Shop	52 Middle Court (244880) (P&S) VIC 3007	16/12/2025	14/5/2025	Customer application under review	Battery	
2	INSO0763804	SolarQuote_0489013624	Commercial	7 Highbridge Crescent (244880) (P&S) VIC 3008	16/6/2025		Customer application under review	Solar PV (Owner Occupier)	
3	INSO0763852	Q-12312	Residential	28 Neerim Road (244880) (P&S) VIC 3002	21/3/2025		Customer application started	Solar PV (Owner Occupier)	
4	INSO0763852	Solar040612547682	Residential	28 Neerim Road (244880) (P&S) VIC 3002	19/7/2025	19/6/2025	21/3/2025	Customer application approved	Solar PV (Owner Occupier)
5	INSO0763854	Test0411111111190	Residential	1 Andler Court (244880) (P&S) VIC 3008	22/6/2025		Customer application started	Solar PV (Landlord)	
6	INSO0763885	H-12a2	Residential	28 Neerim Road (244880) (P&S) VIC 3002	29/6/2025		Customer application under review	Hot Water (Owner Occupier)	
7	INSO0763910	Qa213	Commercial	28 Neerim Road (244880) (P&S) VIC 3002	8/7/2025		Customer application started	Solar PV (Owner Occupier)	

Installation INSO0759469

Quote Reference: Batref | Application: | Program Type: Standard Application | Status: Payment approved | Retailer Scheme Status: Retailer is approved | Last status update: 17/03/2025 9:37 am

Customer

First Name: | Email: | Last Name: | Positive Estimated Benefits: | Quote Effective date: 17/12/2024 | STL Error: | Additional Information:

Quote

Quote Reference: Batref | Excess Amount:

Installers (0)

Products (2)

Authorised Pro...	Quantity	Status	Reason for Cha...
Sigenergy Sig...	0	Approved	Product not com...
Alpha ESS Sm...	1	Approved	More suitable pr...

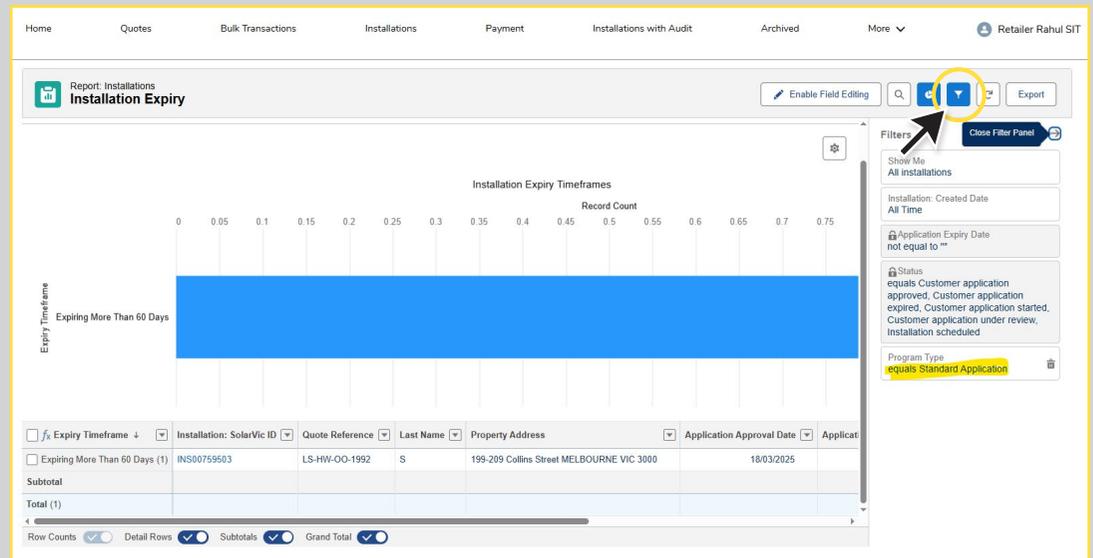
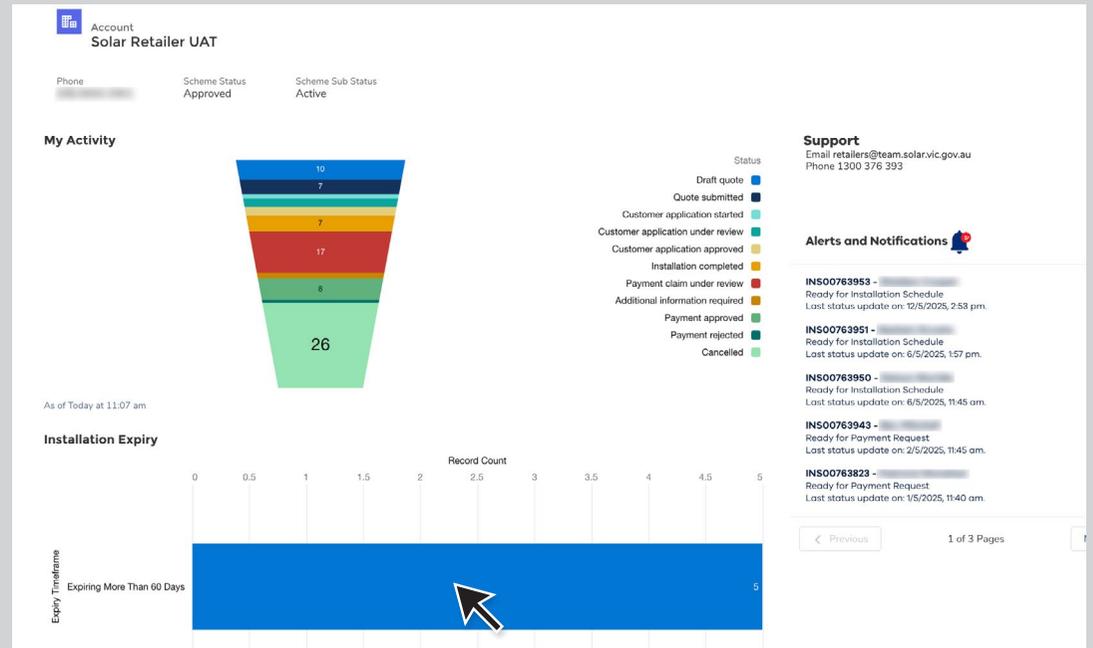
Documentation (3)

Documentatio...	File Name	Created Date	View File
DOC3635347	Test-1099(2).pdf	17/12/2024 5:2...	View File
DOC3635348	Test-1099(2).pdf	17/12/2024 5:2...	View File

5.

Double click the **'Installation Expiry Timeframe'** at the bottom of the homepage to view expiry dates for all your installations.

The **filter icon** allows you to sort expiry dates of installations in different statuses. Filters will reset next time you log in.



6.

On the right-hand side of the screen, access **notifications and alerts** for installations including status updates and further actions required.

The screenshot displays the Solar Victoria Retailer Portal dashboard. The top navigation bar includes links for Home, Quotes, Bulk Transactions, Installations, Payment, Installations with Audit, Archived, and My Account. The user is logged in as 'Account Solar Retailer UAT'. The dashboard shows 'Scheme Status Approved' and 'Scheme Sub Status Active'. The 'My Activity' section features a funnel chart with the following data:

Activity	Count
Draft quote	10
Quote submitted	7
Customer application started	7
Customer application under review	17
Customer application approved	6
Installation completed	26

Below the funnel chart, it says 'As of Today at 11:07 am'. The 'Installation Expiry' section shows a bar chart with a record count of 5 for 'Expiring More Than 60 Days'. On the right, the 'Support' section provides contact information: Email: retailers@team.solar.vic.gov.au, Phone: 1300 376 393. The 'Alerts and Notifications' section is highlighted with a yellow box and a red bell icon, with a black arrow pointing to it. It lists several notifications with IDs and last update times:

- INSO0763953 - Ready for Installation Schedule. Last status update on: 12/5/2025, 2:53 pm.
- INSO0763951 - Ready for Installation Schedule. Last status update on: 6/5/2025, 1:57 pm.
- INSO0763950 - Ready for Installation Schedule. Last status update on: 6/5/2025, 11:45 am.
- INSO0763943 - Ready for Payment Request. Last status update on: 2/5/2025, 11:45 am.
- INSO0763823 - Ready for Payment Request. Last status update on: 1/5/2025, 11:40 am.

At the bottom right, there are navigation buttons for '< Previous' and '1 of 3 Pages'.

Alerts and Notifications

7.

To filter notifications, select the 'My Account' tab.

Then select the checkboxes under 'Notification Settings' to sort by 'Scheduled installation notifications' and 'Payment request notifications'.

You will need to reset these filters to see all your notifications.

Solar Victoria Home Quotes Bulk Transactions Installations Payment Installations with Audit Archived **My Account**

Account: Solar Retailer UAT
Phone: (08) 6692 5901 Scheme Status: Approved Scheme Sub Status: Active

My Activity

Activity	Count
Draft quote	10
Quote submitted	7
Customer application started	7
Customer application under review	17
Customer application approved	9
Installation completed	26

As of Today at 11:07 am

Installation Expiry

Record Count: 0 0.5 1 1.5 2 2.5 3 3.5 4 4.5 5

Status Legend:
Draft quote (Blue)
Quote submitted (Dark Blue)
Customer application started (Light Blue)
Customer application under review (Teal)
Customer application approved (Yellow)
Installation completed (Orange)
Payment claim under review (Red)
Additional information required (Light Orange)
Payment approved (Green)
Payment rejected (Dark Green)
Cancelled (Light Green)

Support
Email: retailers@team.solarvic.gov.au
Phone: 1300 376 393

Alerts and Notifications

- INSO0763953** - Ready for installation Schedule. Last status update on: 12/5/2025, 2:53 pm.
- INSO0763951** - Ready for installation Schedule. Last status update on: 6/5/2025, 1:57 pm.
- INSO0763950** - Ready for installation Schedule. Last status update on: 6/5/2025, 11:45 am.
- INSO0763943** - Ready for Payment Request. Last status update on: 2/5/2025, 11:45 am.
- INSO0763823** - Ready for Payment Request. Last status update on: 1/5/2025, 11:40 am.

Account: Solar Retailer UAT
Phone: (08) 6692 5901 Scheme Status: Approved Scheme Sub Status: Active

Account Name: Solar Retailer UAT
Type: Retailer
Website: [Redacted]
Description: Retailer Subtype: NETCC Approved
Bank BSB Number: 086403
Bank Account Number: 636750079
Bank Account Name: Ut facilis officia. Corporis nostrum quae ipsam inventore possimus eaque. Fugit delectus quam quaerat tenetur rerum.

Notification Settings

- Schedule Installation Notifications
- Payment Request Notifications

Address Information

Billing Address: [Redacted] Shipping Address: [Redacted]

Custom Links

Google Maps, Google News, Google Search

Contacts (4)

Contact Name	Title	Email	Phone
Shelley Green		green@solvic.gov.au	(08) 6692 5901
Solar Retailer		retailers@team.solarvic.gov.au	
Shelley Green		shelley@solvic.gov.au	
Shelley Green		shelley@solvic.gov.au	

Files (0) Add Files
Upload Files
Or drop files

Notes (0)

Installations (6+)