

Solar Victoria Retailer Portal – User Guide

Multi-factor Authentication (MFA)

July 2025



Solar
Victoria



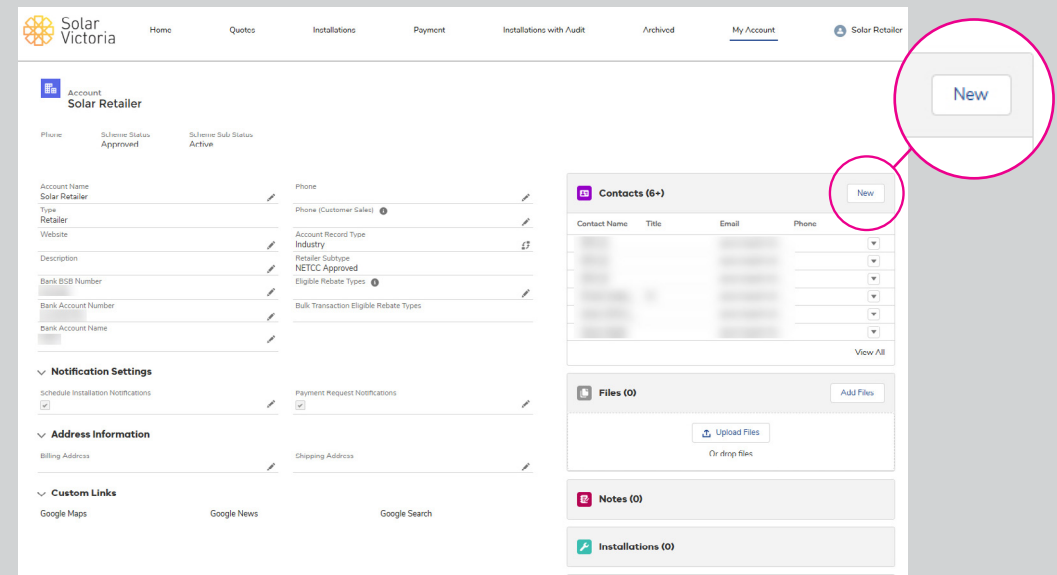
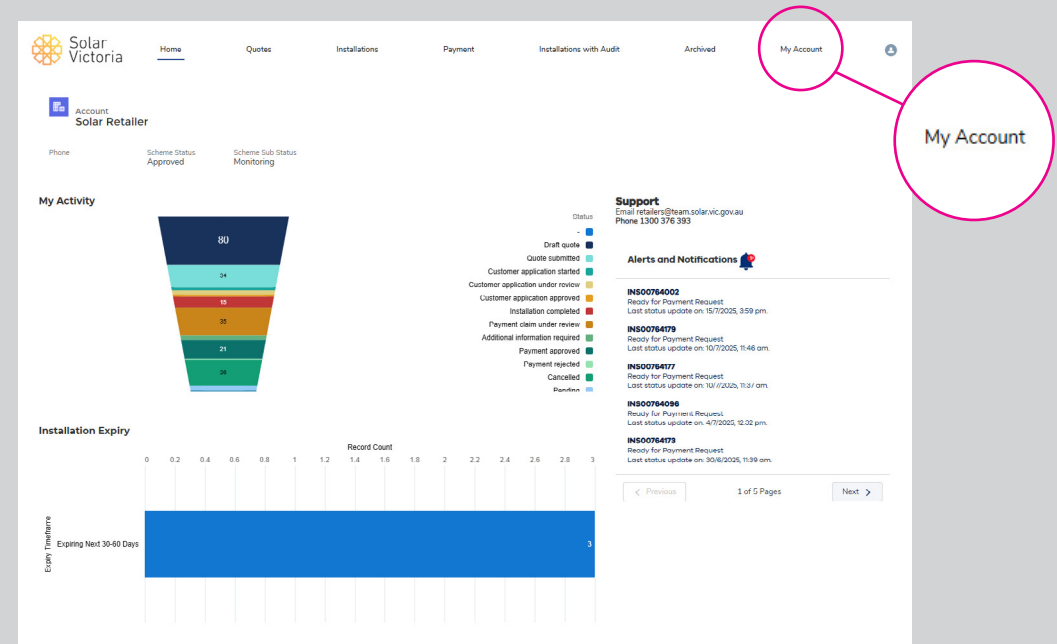
Updating contacts and using Multi-factor Authentication

1.

Adding new contacts

Select **'My Account'** on the retailer portal dashboard.

Then select **'New'**.



Updating contacts and using Multi-factor Authentication

2.

Entering new contact details

Enter the details of the new user you would like to add.

At the bottom of the screen select **'Standard User'** to allow the new contact to perform all operations in the portal such as uploading quotes and claiming payments.

Only select **'Admin User'** if the new contact will be required to make changes to the business' ABN, financial details and add and remove contacts.

After all details are entered select **'Active'** in access status and **'Invited'** in status then save.

The new contact will be sent an invitation email to register as a retailer. More information can be found [here](#).

New Contact

* = Required Information

Contact Information

* Name
Salutation
--None--
First Name
First Name
Middle Name
Middle Name
* Last Name
Last Name
Suffix
Suffix

* Account Name
Solar Retailer
Title
Title
Department
Department

Access Type
Standard User
Access Status
Active

Email
Email
Phone
Phone
Mobile
Mobile
Status
Invited

Cancel Save & New Save

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3.

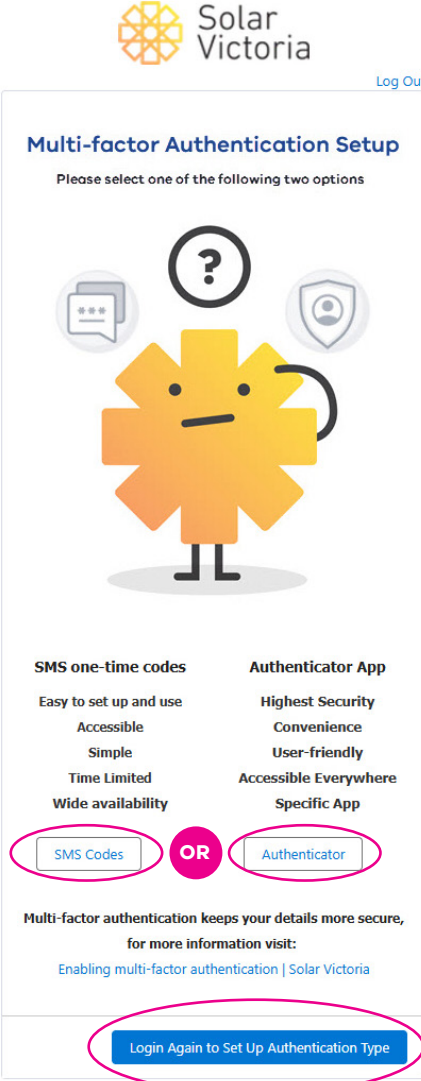
Using MFA

Use your existing User name and Password to log in to the portal, and the MFA screen will appear.

Select either:

- 'SMS Codes' option
- 'Authenticator' option
(Salesforce Authenticator App)

Then login again to set up Authentication Type.



Solar Victoria [Log Out](#)

Multi-factor Authentication Setup

Please select one of the following two options



SMS one-time codes

- Easy to set up and use
- Accessible
- Simple
- Time Limited
- Wide availability

Authenticator App

- Highest Security
- Convenience
- User-friendly
- Accessible Everywhere
- Specific App

SMS Codes

OR

Authenticator

Multi-factor authentication keeps your details more secure,
for more information visit:
[Enabling multi-factor authentication | Solar Victoria](#)

Login Again to Set Up Authentication Type

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4.

SMS code option

If you selected the SMS code option, enter your phone details.

You will then be texted a six-digit code.

Enter the six-digit code and select **'Verify'** to access the retailer portal.

The image displays two screenshots of the Solar Victoria mobile phone registration and verification process, along with a smartphone showing the received SMS code.

Register Your Mobile Phone

Make it easy to verify your identity when you log in to industry. Any time we have to verify it's you, we can text a code to your registered phone.

Country/Territory
Australia (+61)

Mobile Phone Number
0400000000

Cancel Register

Message and Data Rates May Apply

Enter Verification Code

To verify your phone number, enter the code we texted to +61 0400000000.

Verification Code

Verify

[Register a Different Mobile Phone Number](#)

Smartphone Screen:

SolarVic

Use 123456 to verify solar-retailer@solar.vic.gov.au using Chrome on Windows 10

Text Message

A pink arrow points from the 'Verify' button on the 'Enter Verification Code' screen to the '123456' code in the SMS message on the smartphone screen. The code '0400000000' in the 'Register Your Mobile Phone' screen and the code '123456' in the SMS message are both circled in pink.

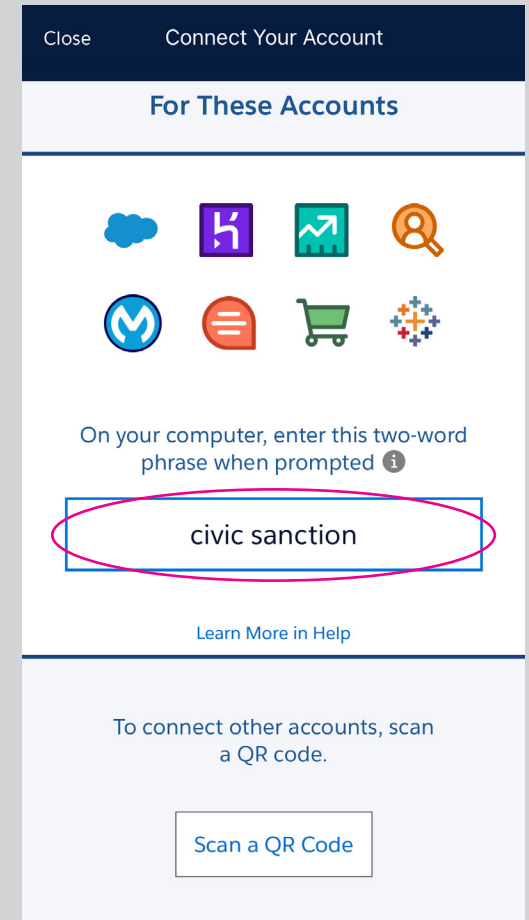
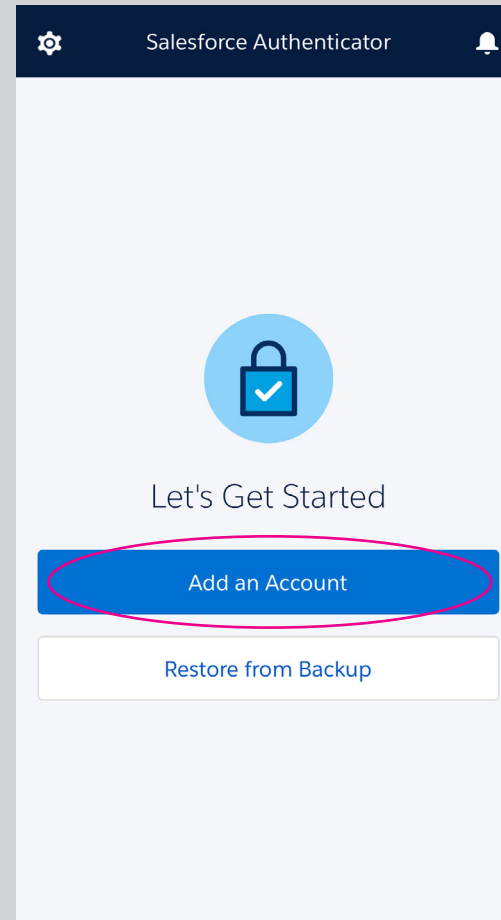
Updating contacts and using Multi-factor Authentication

5.

Setting up Salesforce Authenticator app option

If you selected the Salesforce Authenticator app option, you must have the app already installed on your mobile phone.

To set up your Solar Victoria account in the app select **'Add an Account'** to view the code.



Updating contacts and using Multi-factor Authentication

6.

Setting up Salesforce Authenticator app option

Enter the two-word code into the retailer portal on your computer and select '**Connect**'.



Connect Salesforce Authenticator

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your identity, and you verify with just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.

1. Install Salesforce Authenticator on your mobile device from the [App Store](#) or [Google Play](#).
2. Open Salesforce Authenticator and add your account.
3. The app shows a two-word phrase. Enter the phrase here.

Two-Word Phrase

civic sanction

Cancel

Connect

[Choose Another Verification Method](#)

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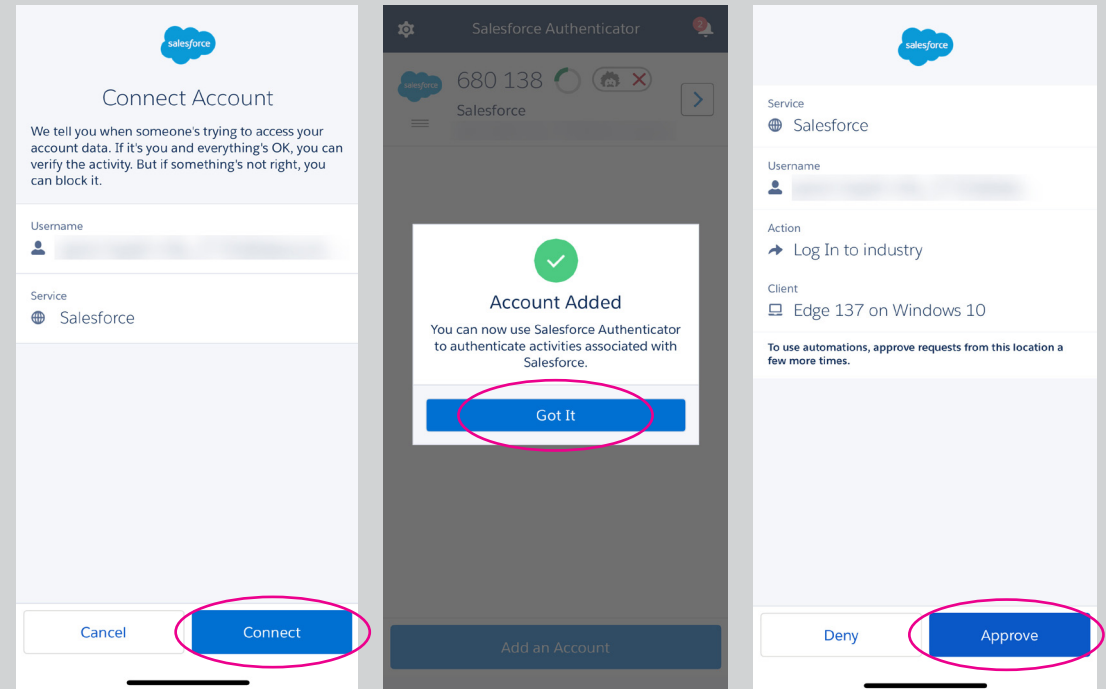
7.

Setting up Salesforce Authenticator app option

Open the Salesforce Authentication app on your phone.

Select 'Connect' to confirm your request.

Select 'Approve' in the app to access the portal.



Updating contacts and using Multi-factor Authentication

8.

Using the Salesforce Authentication app

After setting up your account you will be asked to check the app on your phone.

The app will display the login request.

Once approved on the app, you will be automatically taken to the retailer portal home page.

