

# Portal Enhancements and Compliance Trends

27<sup>th</sup> of August



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Victoria



We acknowledge and respect Victorian Traditional Owners as the original custodians of Victoria's land and waters, their unique ability to care for Country and deep spiritual connection to it.

We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

DEECA is committed to genuinely partnering with Victorian Traditional Owners and Victoria's Aboriginal community to progress their aspirations.



# Housekeeping



Q&A time at the end of the presentations.



This session will be recorded and shared for reference



Microphones and Cameras will be disabled until the Q&A session.

At that time, you will be able to come off mute and ask your question.



The chat function is available to ask questions at any time.

During Q&A, please raise your 'hand' and we will come to you ask a question.



The presentation materials will be distributed to you via email after the session.

# Multi-factor Authentication for Retailers

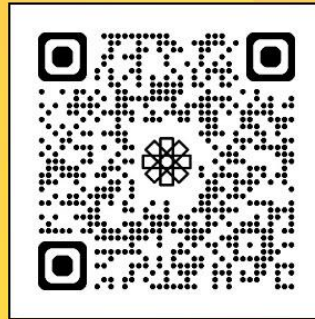
Solar Victoria has begun enabling multi-factor authentication (MFA) on our retailer portal, and we will require all users to select an authentication method.

Multi-factor authentication (MFA) is one of the best ways to keep your details on our retailer portal safe. MFA adds an extra security step to the login process, allowing you to choose between a one-time SMS code sent to your phone or authentication via the Salesforce Authenticator App.

**Scan for more information:**

## Solar Victoria Retailer Portal – User Guide

Multi-factor Authentication (MFA)





# Multi-factor Authentication for Retailers

## Authentication Options

### SMS Codes

After registering your mobile number, you will receive a 6-digit code to enter into the portal each time you log in.

#### Initial Set Up



#### 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

#### Each Login



#### Verify Your Identity

You're trying to **log in to industry**. To make sure your industry account is secure, we have to verify your identity.

Enter the verification code we texted to +\*\* \*\*\*\*\*0000

Verification Code

[Verify](#)

[Resend Code](#)



[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

[SMS Codes](#)

##### Authenticator App

Highest Security  
Convenience  
User-friendly  
Accessible Everywhere  
Specific App

[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](#)

# Multi-factor Authentication for Retailers

## Authentication Options

### Authenticator (Salesforce Authenticator App)

Once you connect the Salesforce Authenticator app, you will receive a push notification to confirm it's you logging into the retailer portal, and you will need to confirm each time you log in.



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

Cancel

Connect

[Choose Another Verification Method](#)




Connect Account

We tell you when someone's trying to access your account data. If it's you and everything's OK, you can verify the activity. But if something's not right, you can block it.


Username

Service

 Salesforce

Cancel

Connect



Check Your Mobile Device

Use Salesforce Authenticator to approve the request to  
Log In to industry.



Verify the details


[Having Trouble?](#)



[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](#)

[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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# Multi-factor Authentication for Retailers

## Creating New Retailer Users

To ensure all required users have access to your retailer account within the portal, please confirm your list of active users and create more if required.

This can all be managed from within 'My Account' on our retailer portal.

Some retailers share a single login credential among staff, and this will no longer be supported with the introduction of MFA.

Please refer to the [Solar Victoria Retailer Portal- User Guide \(MFA\)](#) for more information.

### 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

Department

Access Type

Standard User

Access Status

Active

Email

Phone

Mobile

Status

Invited

Cancel

Save & New

Save

# Multi-factor Authentication for Retailers - Summary

## Retailer Support

If retailers encounter any issues with MFA enablement, please call our Contact Centre on **1300 376 393**.

We have a dedicated support process set up for retailer multi-factor authentication issues.

## Enhanced Data Protection for Retailers and Solar Victoria

Enabling multi-factor authentication for the Solar Victoria Retailer Portal is part of a wider cyber security uplift project we're running to enhance our systems and the data they contain.

Multi-factor authentication is common, and most users will have used this extra layer of authentication on other systems.





# Installer Portal and Audit Performance

27 August 2025



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# Installer Portal changes

## Realtime Audit Results

- Retailers/Installers will now have access to audit outcomes once a final report has been raised by Solar Victoria's independent auditor



**Log in to the Solar Victoria portal – for retailers**

## Access to Audit Reports and Results

- Final report notification will be issued to the registered email address's listed
- Log into portal with your email address, registered with Solar Victoria




**Log in to the Solar Victoria portal – for installers**

[View audit results online | solar.vic.gov.au](https://solar.vic.gov.au)


# Installer Portal changes

## Installer View

- Upon log-in an installer will be able to view limited information under your individual profile
- Navigate to the 'Audits' icon under the top blue banner to access audit results

[Home](#) [Audits](#) 

UAT Installer Mehul ch...

 **Person Account**  
**Mr. UAT Installer Mehul chavan**


Status  
Signed Up

Email  
rahul.chavan+mehul@deeca.vic.gov.au


Phone

WSIS Compliant Status  
Compliant

WSIS Compliant Date  
30/6/2025

 **Auditor or Inspector Information**

Eligibility Status  
Eligible


 **Account Information**

Account Name  
Mr. UAT Installer Mehul chavan

Status ⓘ  
Signed Up


Email  
rahul.chavan+mehul@deeca.vic.gov.au

Mobile

 **Accreditations (1)**

Accreditation Name	Status
<a href="#">ACCR22933</a>	Active

[View All](#)

 **LGA Service Areas (0)**

[New](#)

**Documents to be uploaded**

You will need to upload evidence to confirm you have completed VU22744 Work safely in the solar industry. Acceptable forms of evidence are:

- Certificate of completion (issued by training organisation)
- Statement of attainment (issued by training organisation)
- Email or letter confirming successful completion of training (issued by training organisation)
- confirming successful completion of training including name, accreditation number, date of completion, location of training campus and training organisation name
- Statement of results (issued by training organisation)

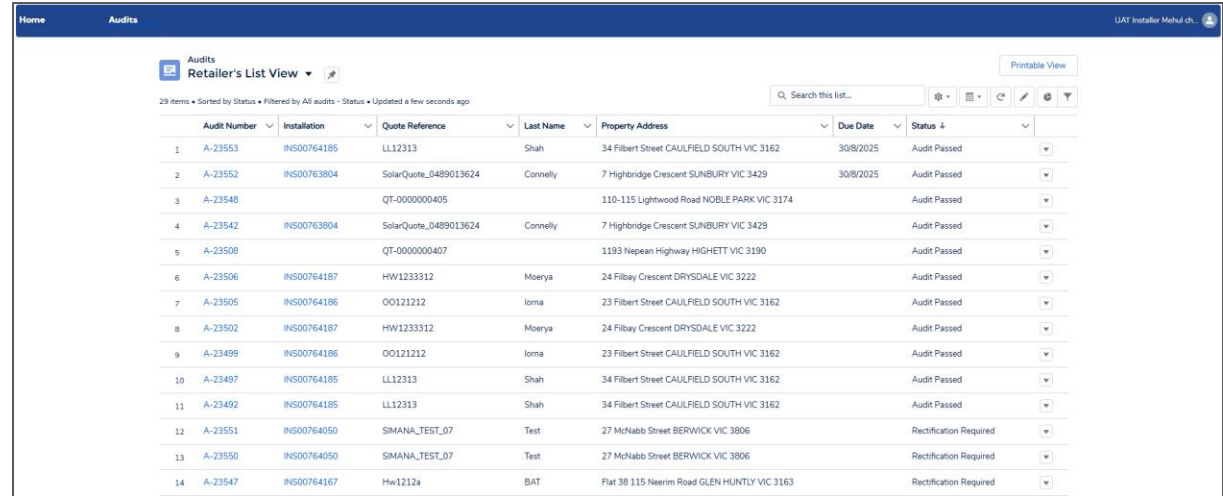
# Installer Portal changes

## Accessing Audits Reports and Results

- Review the property Address
- Click on the Audit Number Link

## What you can view

- Information of the installation
- Due Date
- Items that have failed
- Access to PDF version of Final report



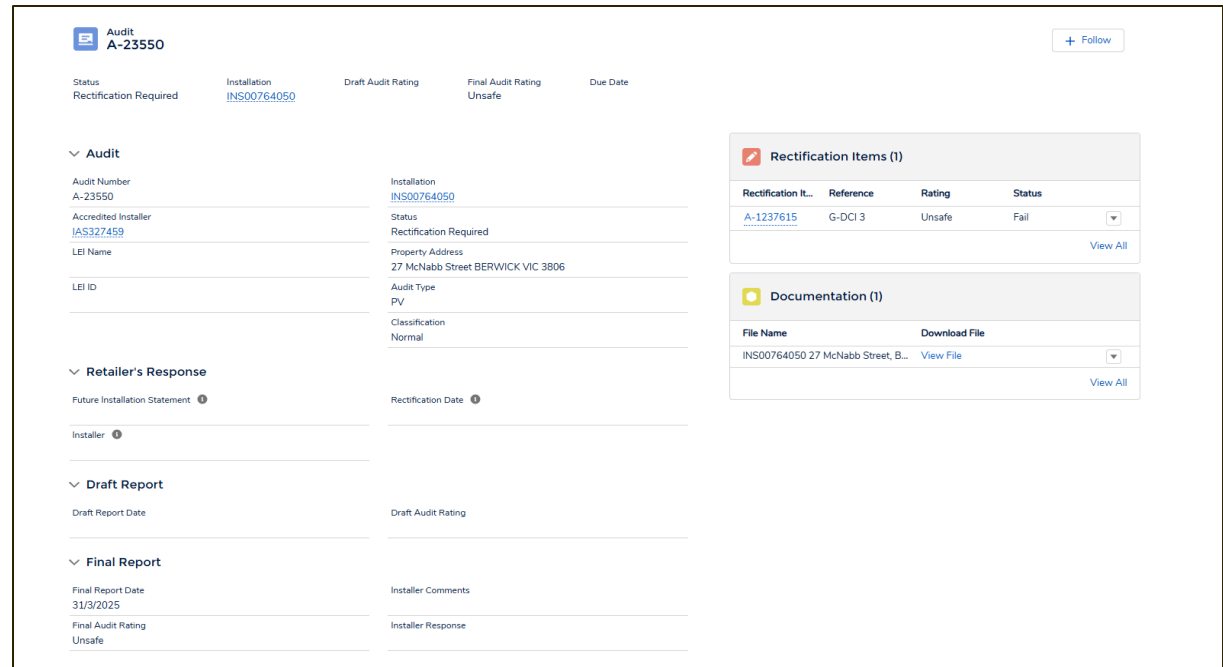
Home Audits UAT Installer Mahul ch...

Audits  
Retailer's List View

29 items • Sorted by Status • Filtered by All audits • Status • Updated a few seconds ago

Search this list...

	Audit Number	Installation	Quote Reference	Last Name	Property Address	Due Date	Status	
1	A-23553	INS00764185	LL12313	Shah	34 Filbert Street CAULFIELD SOUTH VIC 3162	30/8/2025	Audit Passed	
2	A-23552	INS00763804	SolarQuote_0489013624	Connelly	7 Highbridge Crescent SUNBURY VIC 3429	30/8/2025	Audit Passed	
3	A-23548		QT-0000000405		110-115 Lightwood Road NOBLE PARK VIC 3174		Audit Passed	
4	A-23542	INS00763804	SolarQuote_0489013624	Connelly	7 Highbridge Crescent SUNBURY VIC 3429		Audit Passed	
5	A-23508		QT-0000000407		1193 Nepean Highway HIGHETT VIC 3190		Audit Passed	
6	A-23506	INS00764187	HW1233312	Moerya	24 Filbay Crescent DRYSDALE VIC 3222		Audit Passed	
7	A-23505	INS00764186	DO121212	Ioma	23 Filbert Street CAULFIELD SOUTH VIC 3162		Audit Passed	
8	A-23502	INS00764187	HW1233312	Moerya	24 Filbay Crescent DRYSDALE VIC 3222		Audit Passed	
9	A-23499	INS00764186	OO121212	Ioma	23 Filbert Street CAULFIELD SOUTH VIC 3162		Audit Passed	
10	A-23497	INS00764185	LL12313	Shah	34 Filbert Street CAULFIELD SOUTH VIC 3162		Audit Passed	
11	A-23492	INS00764185	LL12313	Shah	34 Filbert Street CAULFIELD SOUTH VIC 3162		Audit Passed	
12	A-23551	INS00764050	SIMANA_TEST_07	Test	27 McNabb Street BERWICK VIC 3806		Rectification Required	
13	A-23550	INS00764050	SIMANA_TEST_07	Test	27 McNabb Street BERWICK VIC 3806		Rectification Required	
14	A-23547	INS00764167	Hw12121a	BAT	Flat 38 115 Neerim Road GLEN HUNTLY VIC 3163		Rectification Required	



Audit  
A-23550

+ Follow

Status: Rectification Required Installation: [INS00764050](#) Draft Audit Rating: Final Audit Rating: Unsafe Due Date:

▼ Audit

Audit Number: A-23550  
Accredited Installer: [IAS327459](#)  
LEI Name:  
LEI ID:

Installation: [INS00764050](#)  
Status: Rectification Required  
Property Address: 27 McNabb Street BERWICK VIC 3806  
Audit Type: PV  
Classification: Normal

▼ Retailer's Response

Future Installation Statement ⓘ Rectification Date ⓘ

Installer ⓘ

▼ Draft Report

Draft Report Date: Draft Audit Rating:

▼ Final Report

Final Report Date: 31/3/2025  
Final Audit Rating: Unsafe  
Installer Comments:  
Installer Response:

Rectification Items (1)

Rectification It...	Reference	Rating	Status
<a href="#">A-1237615</a>	G-DCI 3	Unsafe	Fail

View All

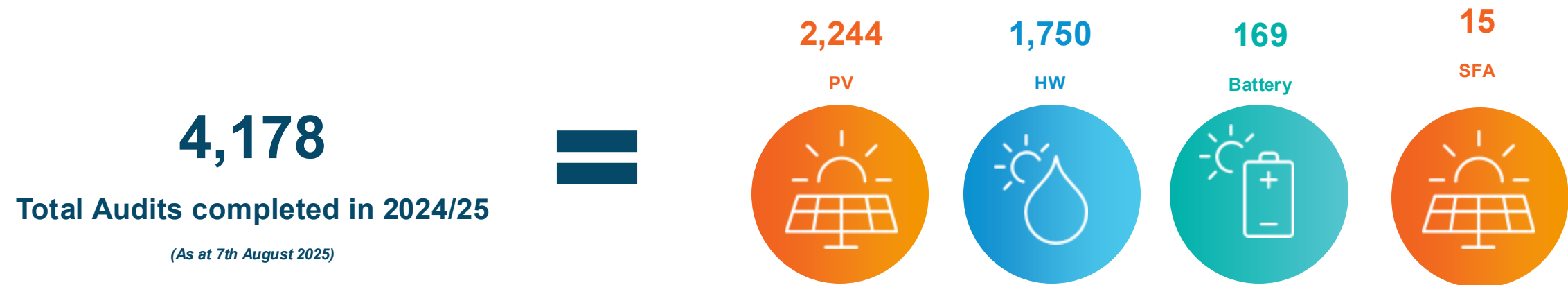
Documentation (1)

File Name	Download File
INS00764050 27 McNabb Street, B...	<a href="#">View File</a>

View All

# Solar Victoria Audit Program Overview

The audit program is used to ensure systems are installed in accordance with Australian Standards, Regulations and adhere to Safety and Quality requirements.

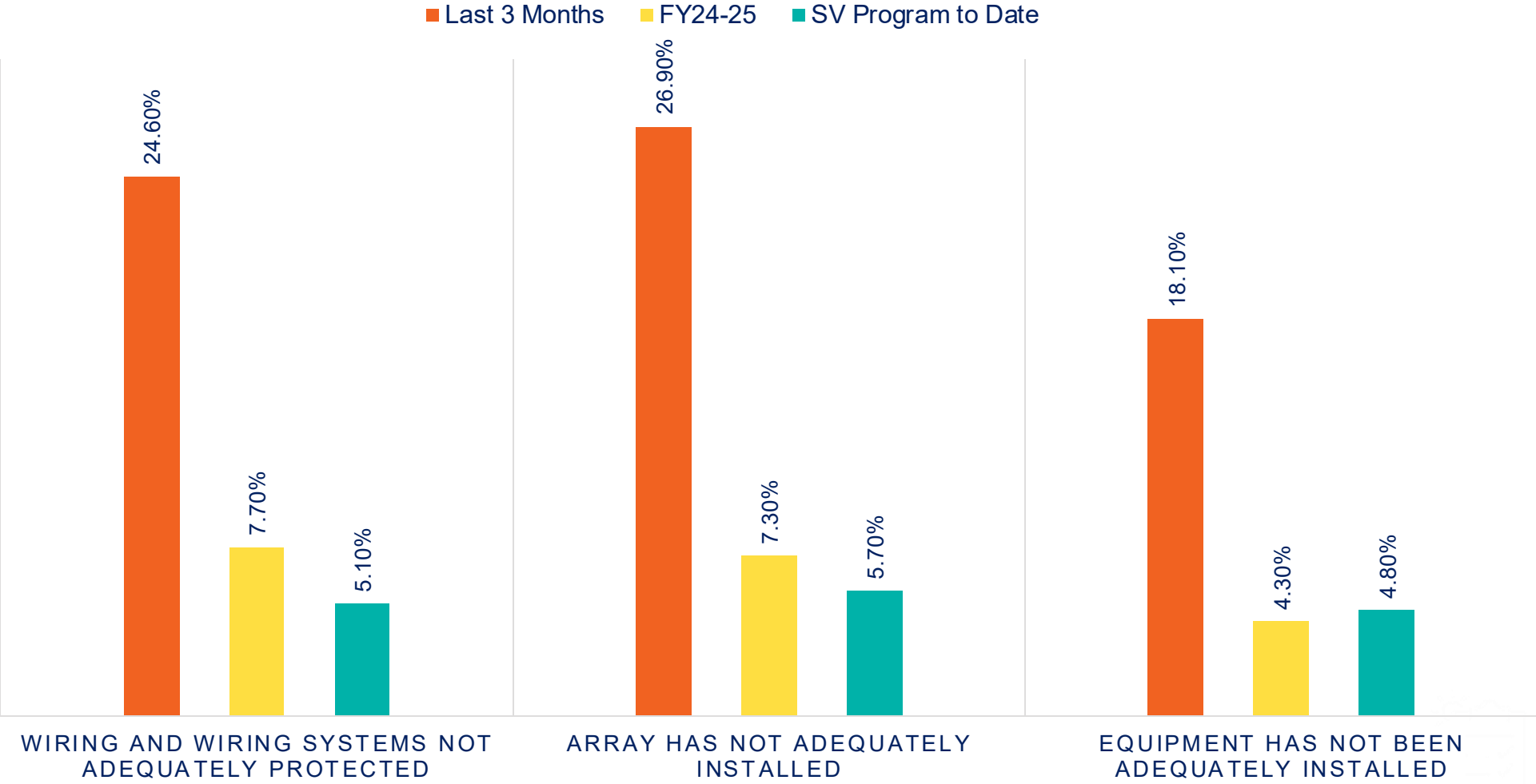




# PV – Top Issues



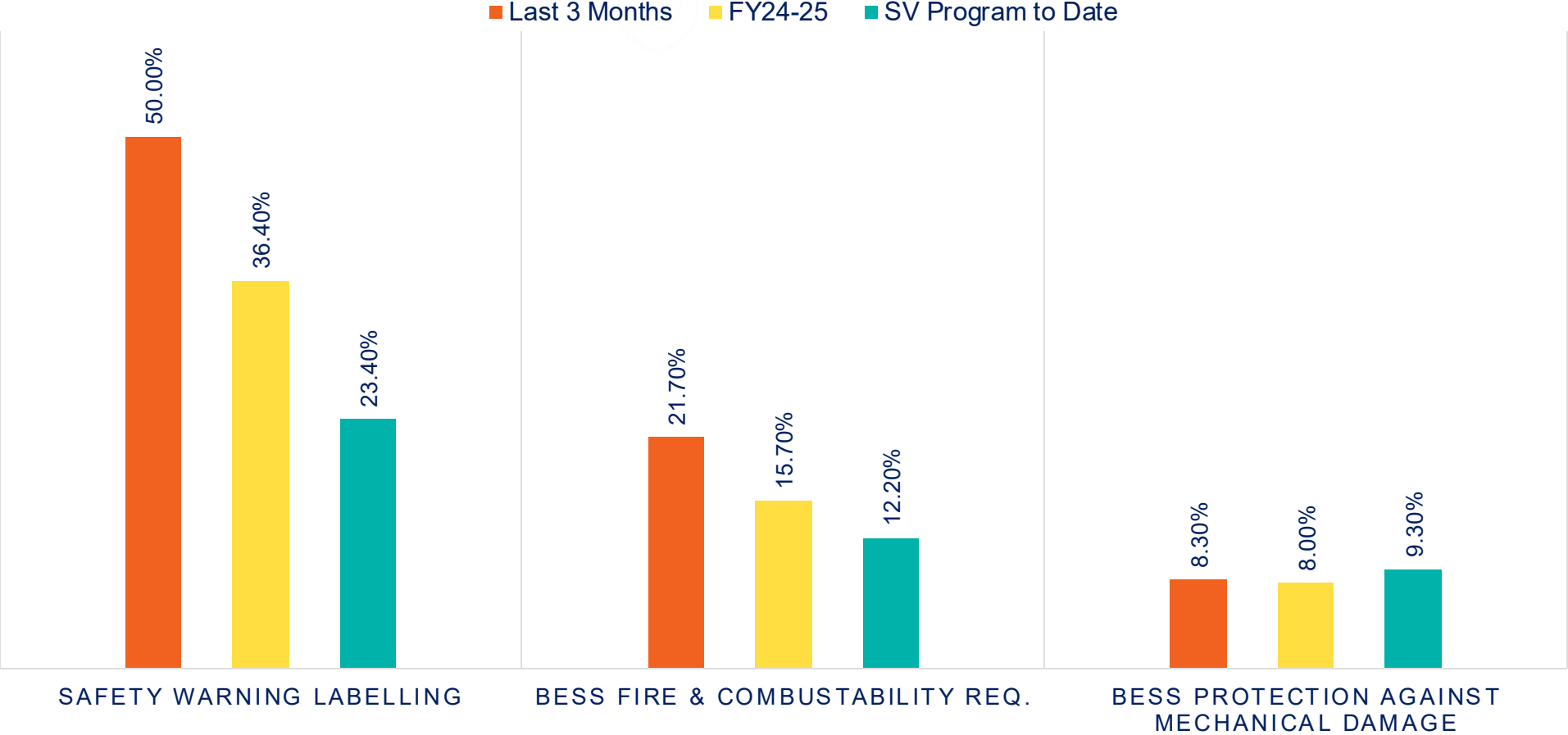
## Top 3 issues areas of non-compliance found in PV installations:



# Battery – Top Issues



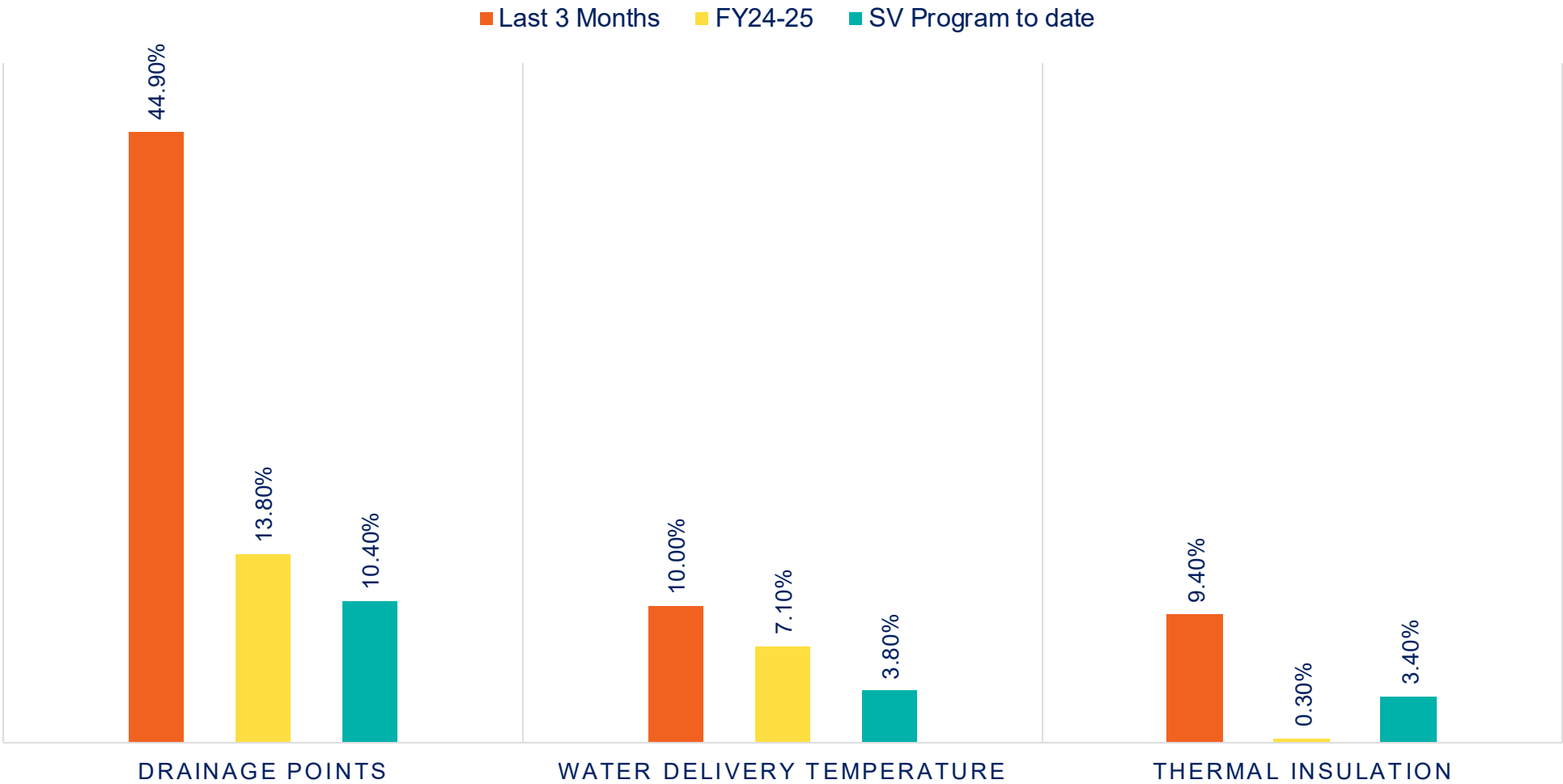
Top 3 issues areas of non-compliance found in Battery installations:



# Hot Water – Top Issues



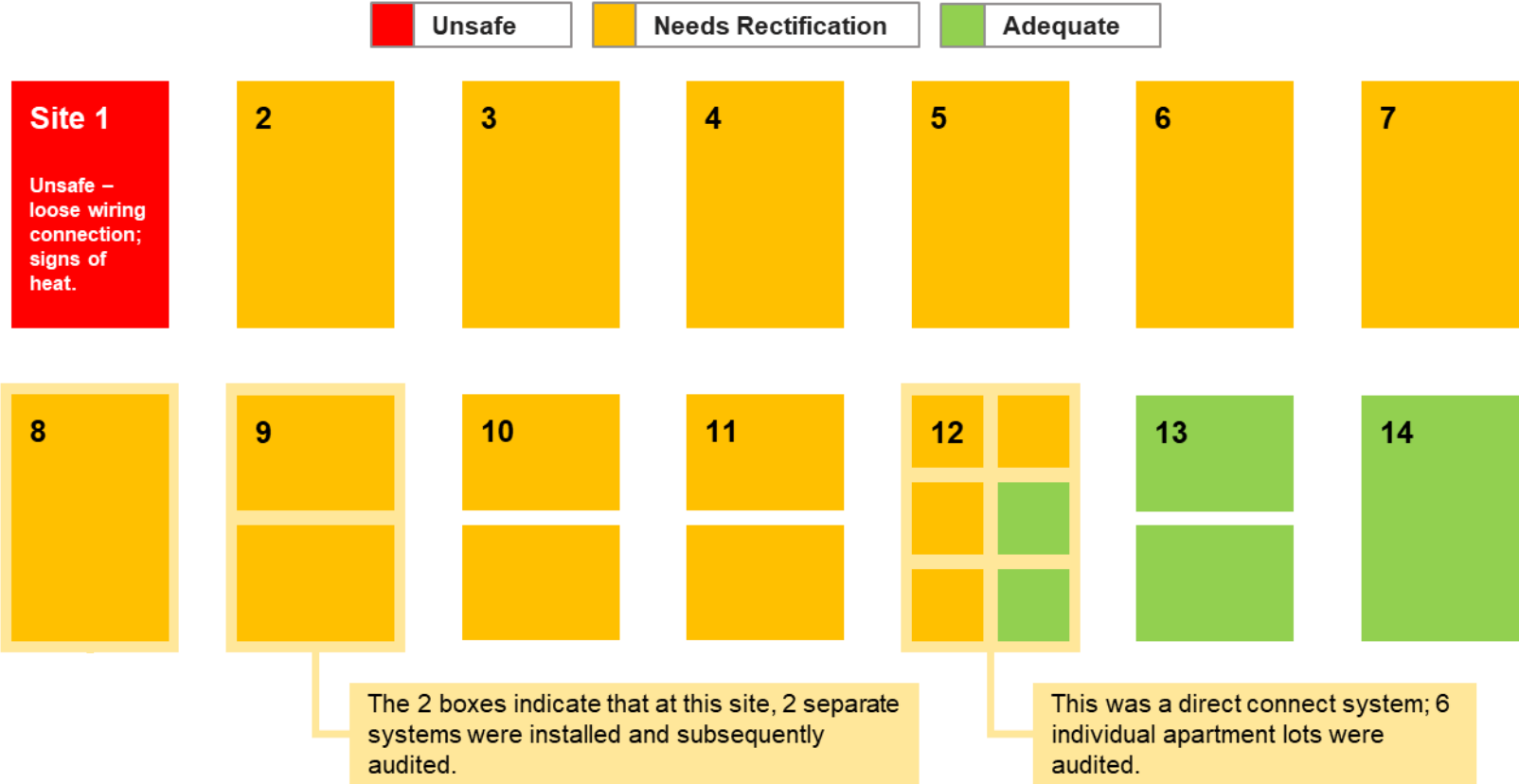
Top 3 issues areas of non-compliance found in Hot Water Installations:



# Solar for Apartments – Audit Summary Update

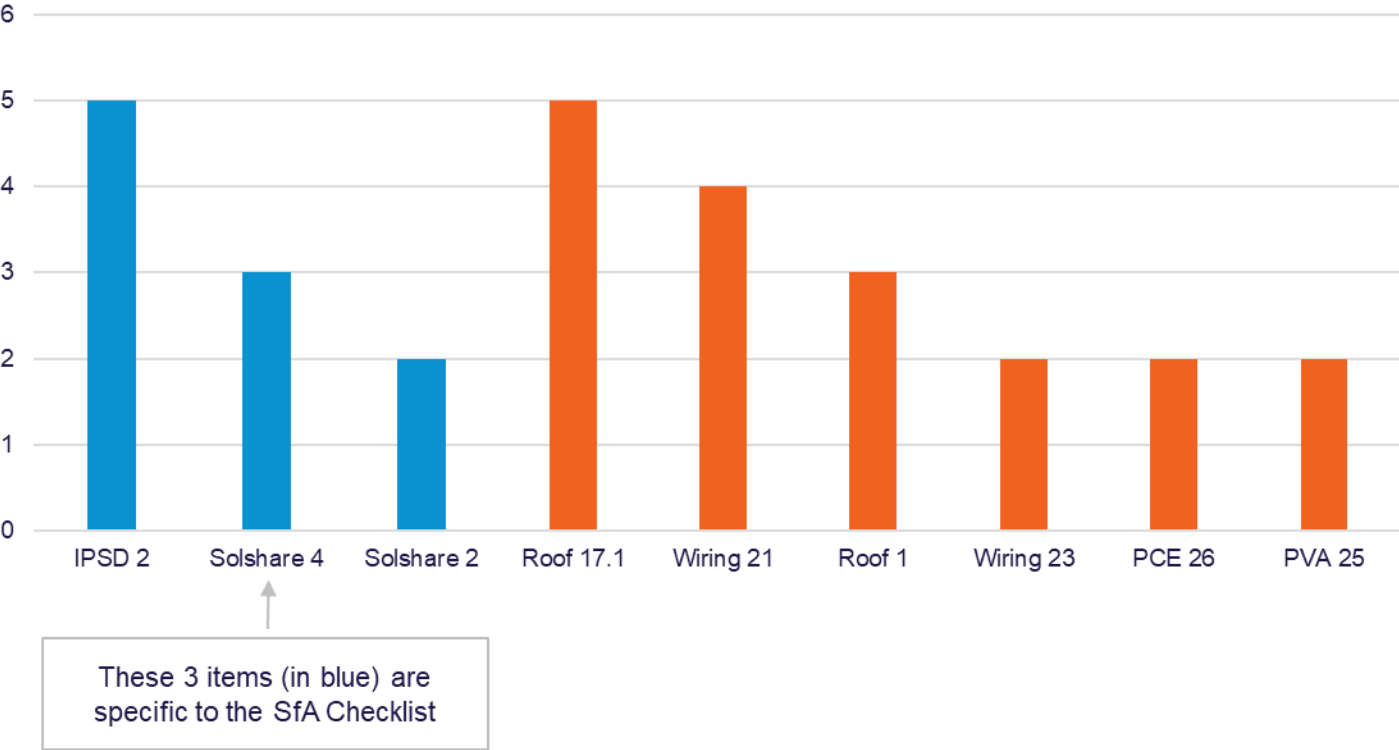
**14.3%**  
Apartment Installations fully compliant  
(2 of 14)

**21.7%**  
Individual Systems fully compliant  
(5 of 23)



# Solar for Apartments – Key Issues

In **Round 1** Audits, 53 **needs rectification** items were identified across the 14 sites and 23 audits, in addition to the 1 **unsafe** item.



## SfA Specific Questions with poor compliance

### IPSD 2

*5 issues*

Catch-all question; asks whether power sharing devices are installed to manufacturer requirements

### Solshare 4

*3 issues*

Inadequate circuit protection for the supply cable connected to the Solshare device.

### Solshare 2


*2 issues*


Solshare main switch has a rating lower than the max output of the connected inverter.




# Solar for Apartment – Common Rectification Items

 <b>Electrical 21 issues</b>	
Category	Issue
Wiring (PV):	6
Earthing (PV):	5
Potential Water Ingress:	4
Access to Live Parts:	3
General Electrical:	2
Disconnection Point:	1

 <b>SFA Specific 18 issues</b>	
Category	Issue
Circuit Protection (IPSD):	6
General IPSD Installation:	6
General Solshare Installation:	2
Isolation (IPSD):	1
Failed Performance Test:	1
Solshare/IPSD Wiring:	1
Termination (IPSD):	1

 <b>Roof &amp; Array 10 issues</b>	
Category	Issue
Array Installation:	5
Internal Ceiling Wiring:	3
Array Wiring:	2

 <b>Other 5 issues</b>	
Category	Issue
Label Not Installed:	3
Mechanical Damage:	2

# Support for installers

As part of our efforts to uplift compliance across industry a Multi-Agency working groups was formed for Hot Water and Battery which resulted in resources and guidance.

- ❑ Toolbox Talks - [Toolbox Talks for solar battery installers on Vimeo](#)
- ❑ Series battery guidance documents [Battery audit checklist and guidance | solar.vic.gov.au](#)
- ❑ Learning models created for SAA accredited installers from content on Toolbox talks
- ❑ Hot water heat pump installation compliance guidance [Heat pump installations | Victorian Building Authority](#)
- ❑ Safe drainage of temperature pressure relief valves – Potential hazards or unsafe installations [Hot water audit checklist and guidance | solar.vic.gov.au](#)
- ❑ Safe drainage of temperature pressure relief valves – Methods of compliance [Hot water audit checklist and guidance | solar.vic.gov.au](#)

# Where to go for help

Solar Victoria provides solar industry guidance, training and mentoring to help keep workers and customers safe and put industry leading standards into practice.

Access to further information on the resources below are available via the **Solar Victoria website**.

## Audit checklists and guidance

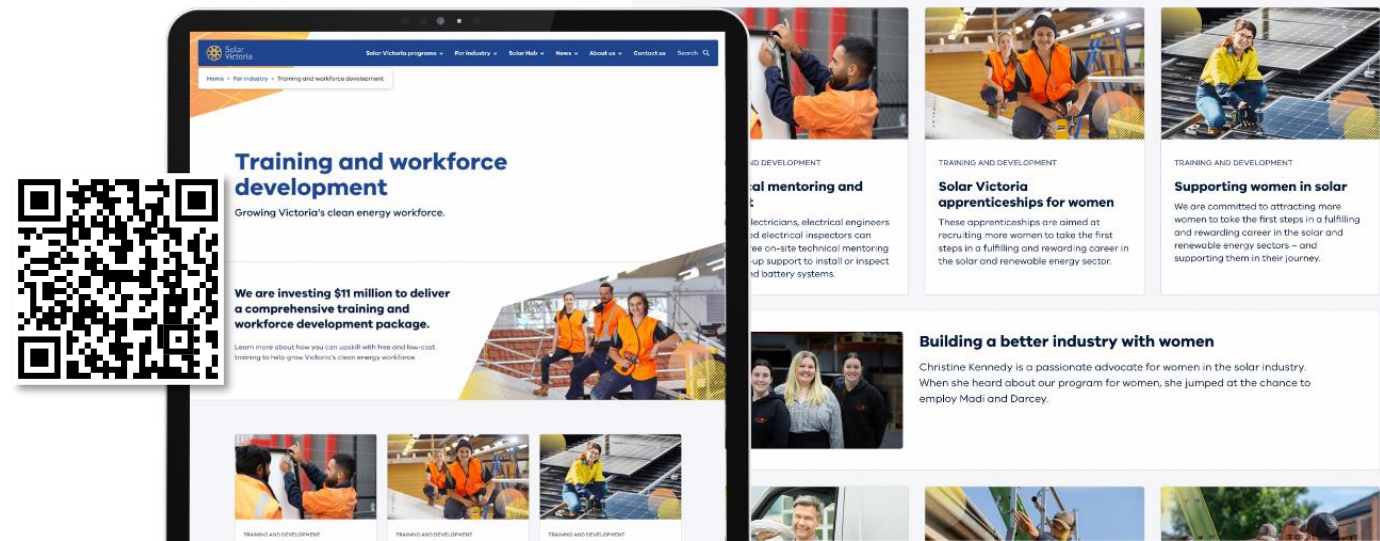
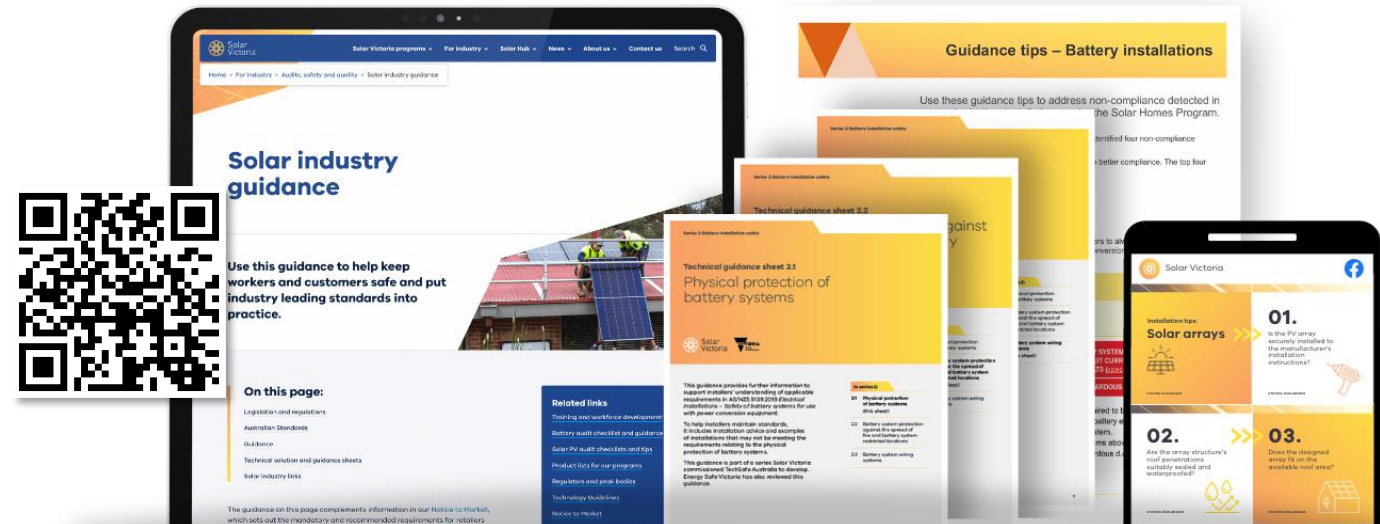
- Solar PV audit checklist and guidance
- Battery audit checklist and guidance
- Hot water audit checklist and guidance

## Technical solution and guidance sheets

- Series 1: Working safely at height
- Series 2: Battery installation safety
- Series 3: Solar PV installation safety
- Series 4: Hot water installation safety
- Series 5: Electrical safety (in development)

## Training and workforce development

- Solar Victoria apprenticeships for women
- Supporting women in solar
- Upskilling for plumbers
- Work safely in the solar industry
- Solar energy and construction industry training



# Thank you



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