Portal Enhancements and Compliance Trends

27th of August

solar.vic.gov.au

Solar Victoria

VICTORIA State Government

OFFICIAL

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 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)

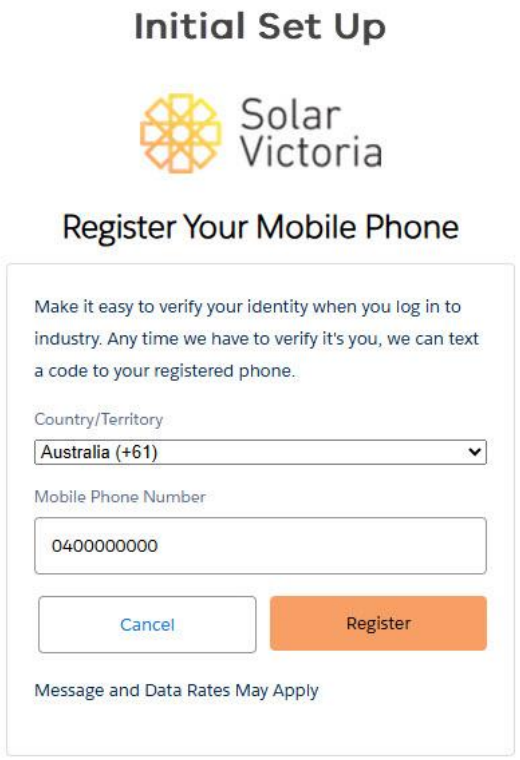
Multi-factor Authentication for Retailers

Authentication Options

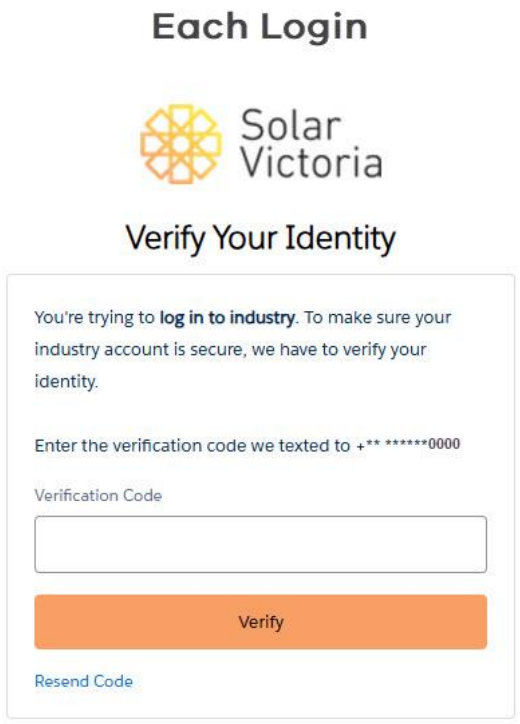
SMS Codes

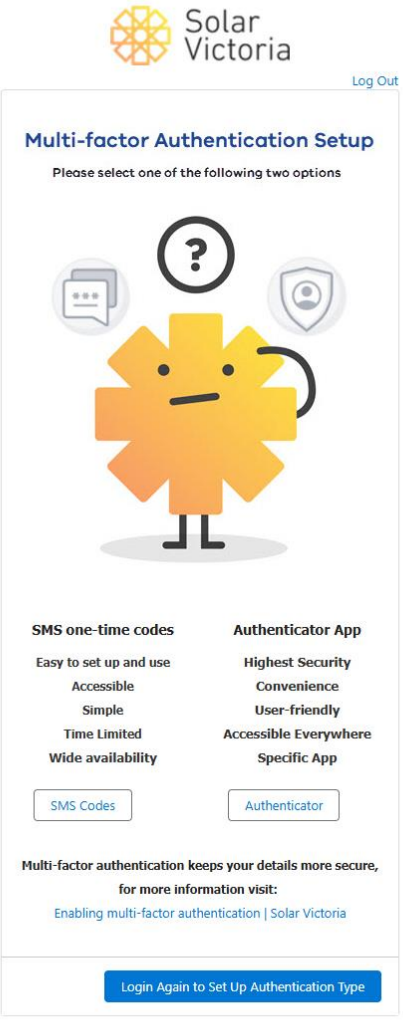
After registering your mobile number, you will receive a 6-digit code to enter into the portal each time you log in.

Initial Set Up



Each Login





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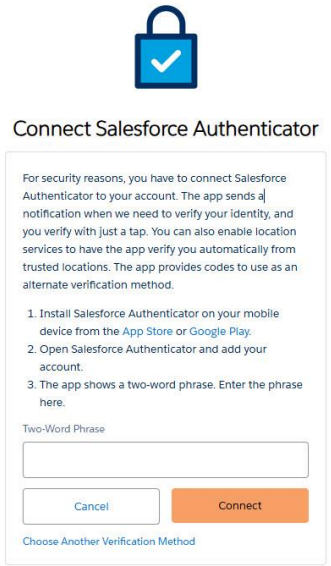
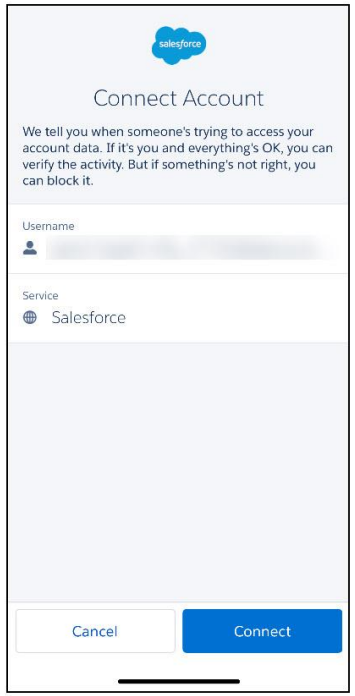
Multi-factor Authentication for Retailers

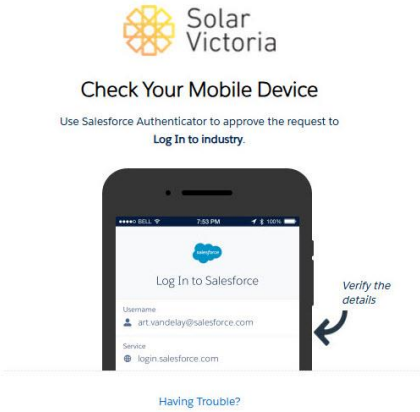
Authentication Options

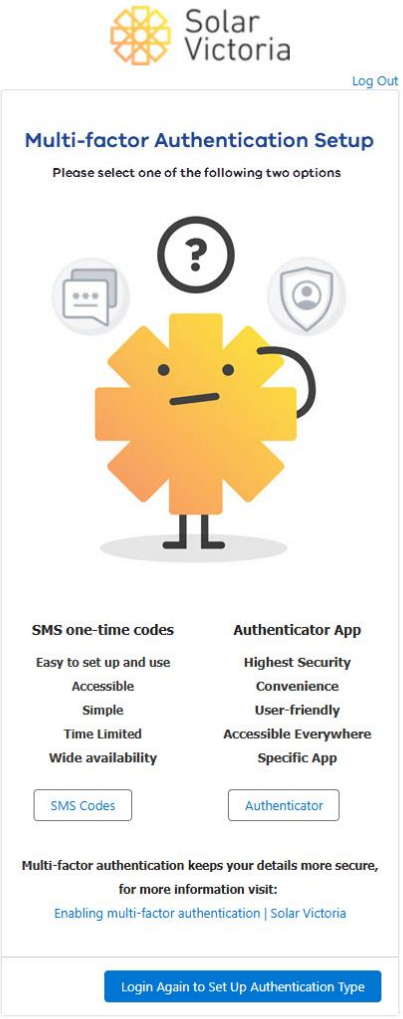
Authenticator (Salesforce Authenticator App)

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.









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Multi-factor Authentication for Retailers

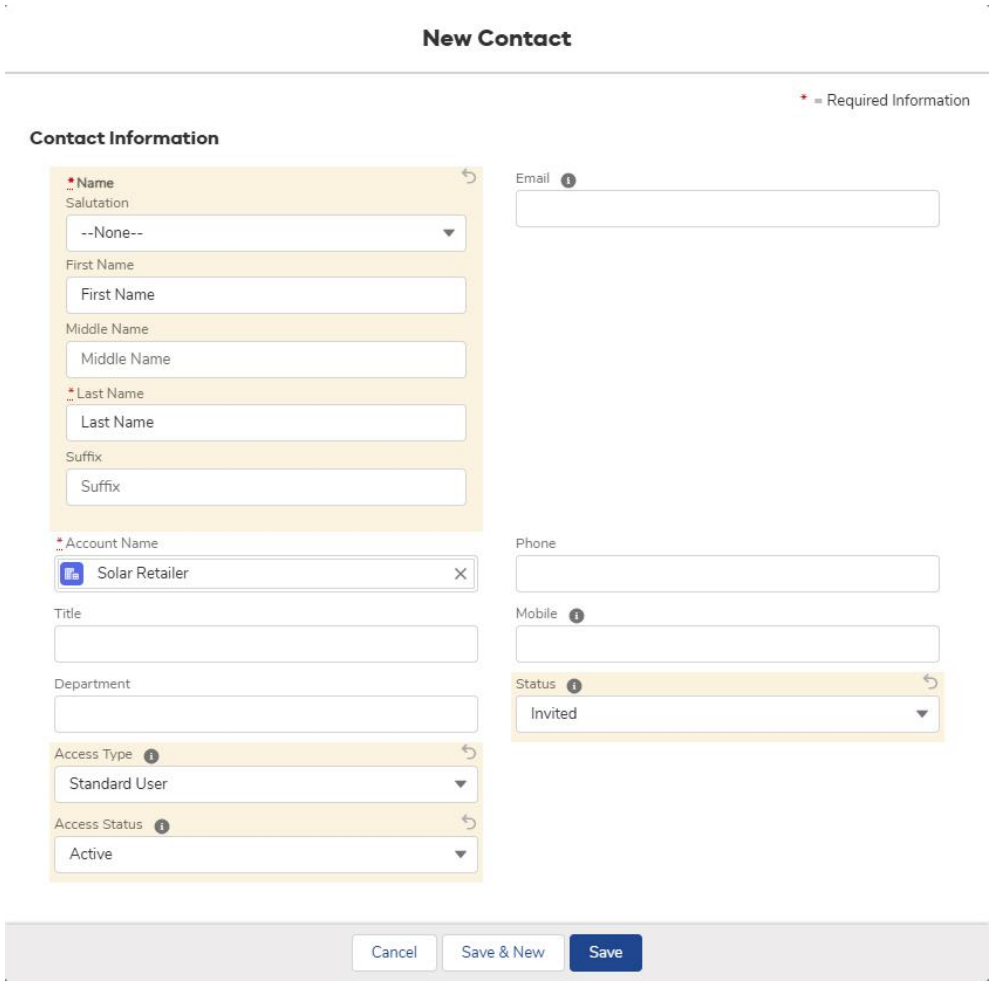
Creating New Retailer Users

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.



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

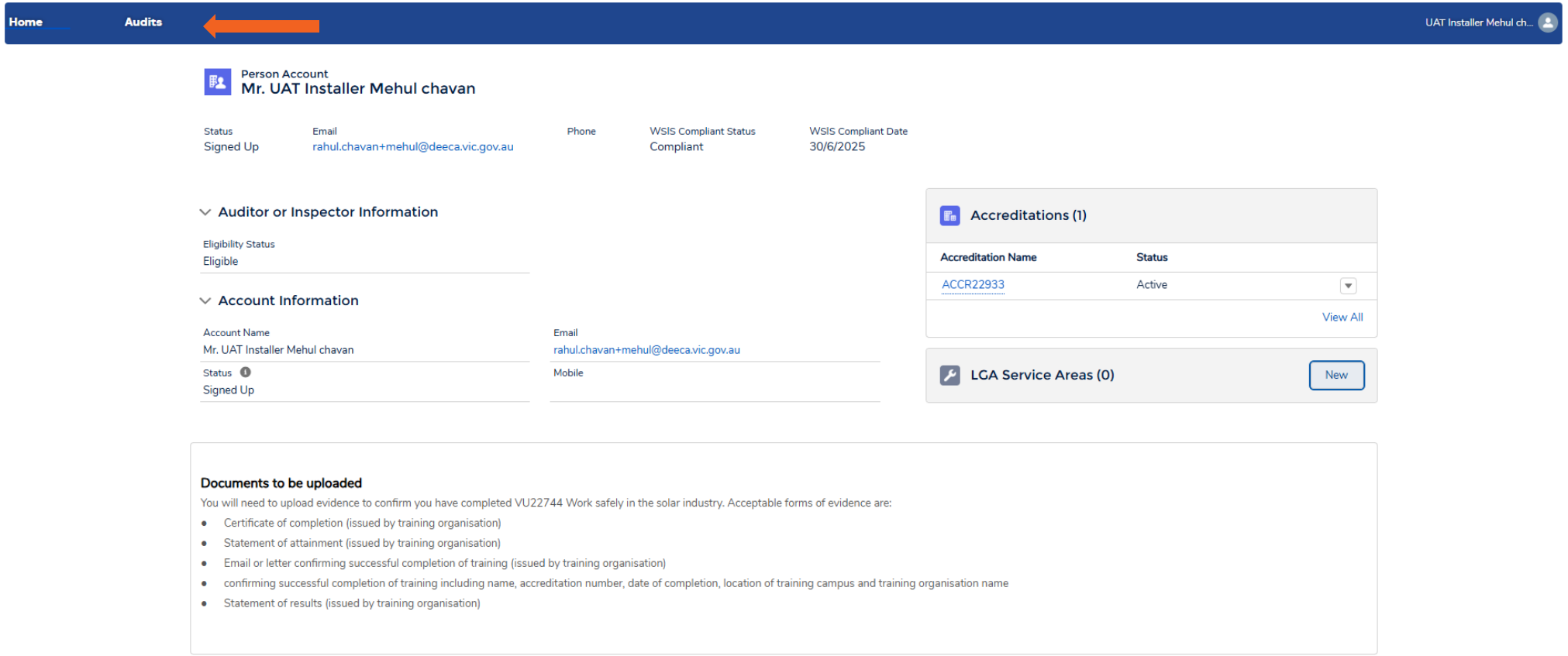
Log in to the Solar Victoria portal – for installers

View audit results online | solar.vic.gov.au

Installer Portal changes

Installer View

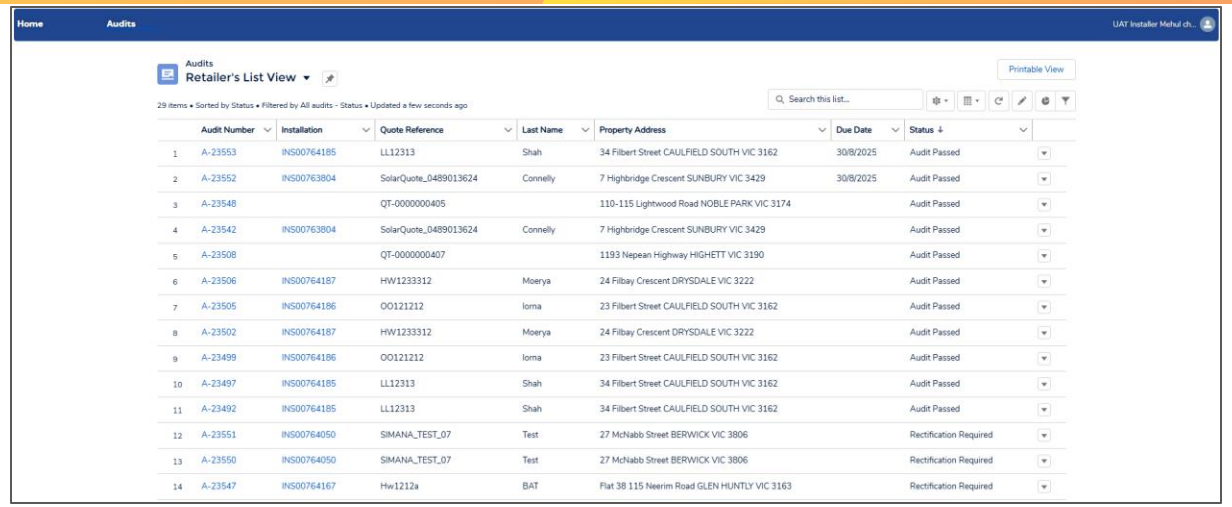
- Upon log-in an installer will be able to view limited information under your individual profile
- Navigate to the ‘Audits” icon under the top blue banner to access audit results



Installer Portal changes

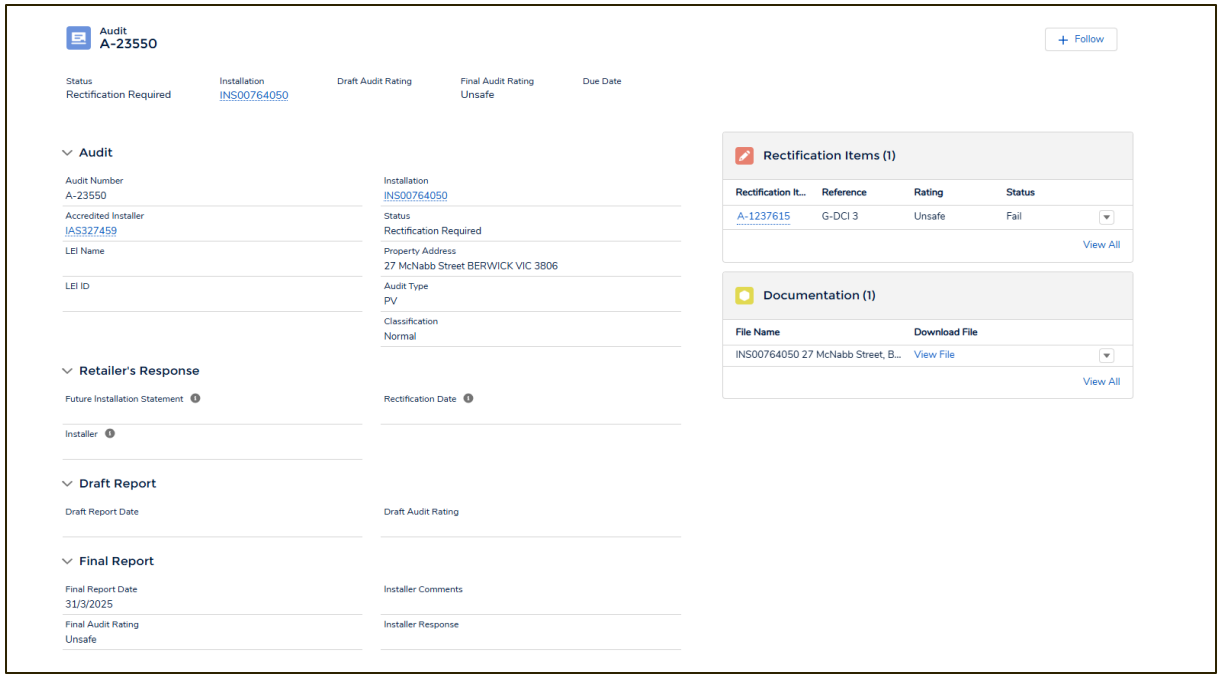
Accessing Audits Reports and Results

- 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



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.

4,178

Total Audits completed in 2024/25

(As at 7th August 2025)

=

2,244
PV

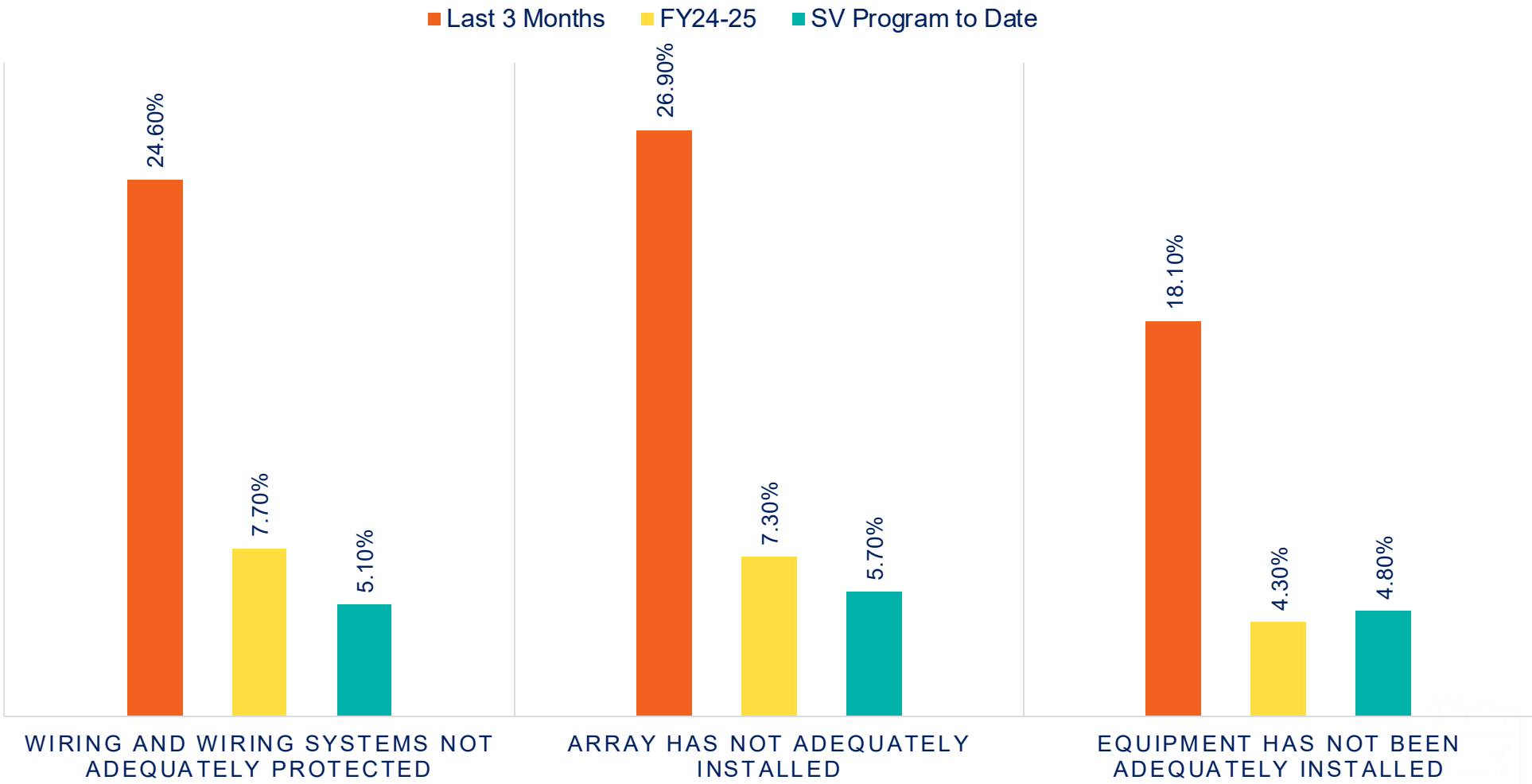
1,750
HW

169
Battery

15
SFA

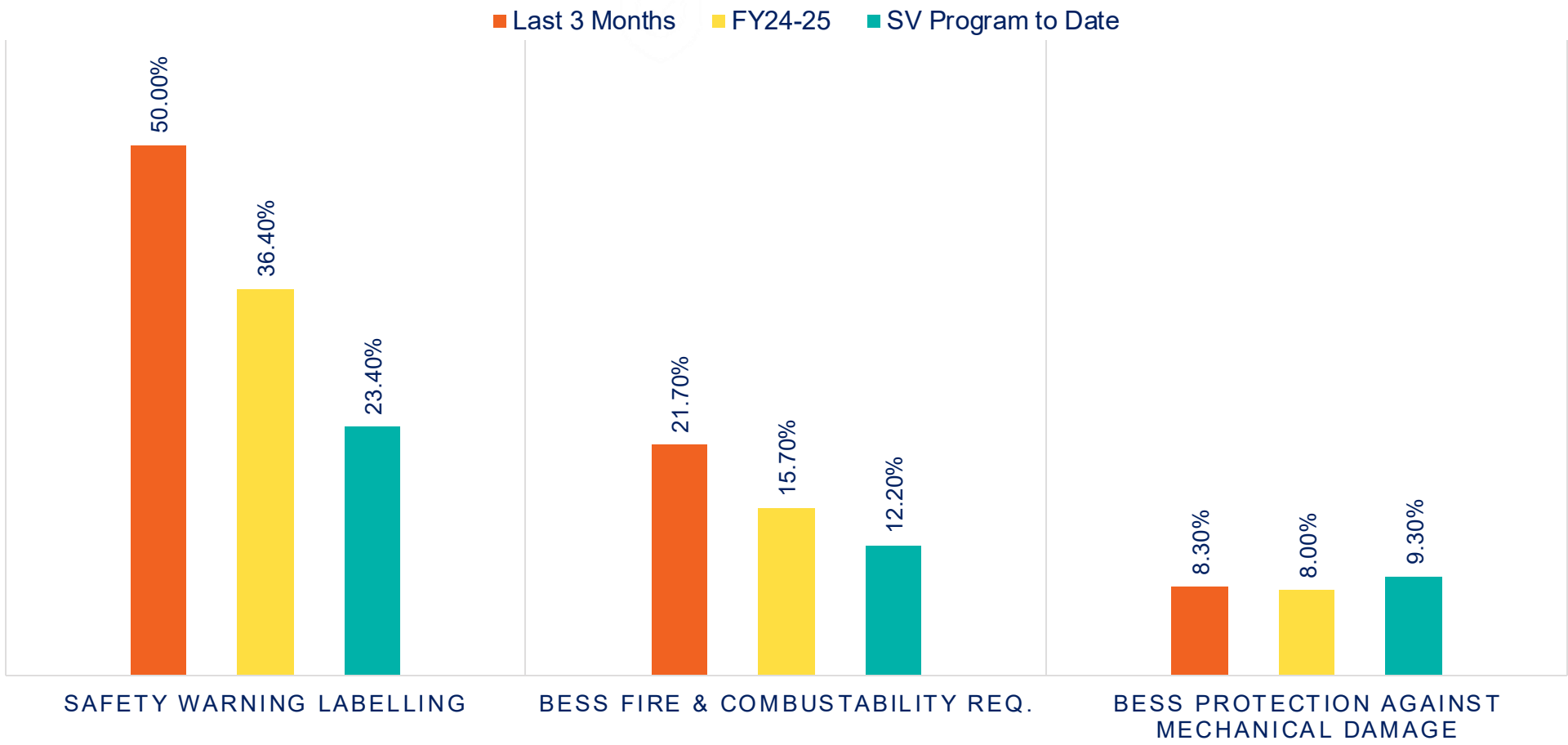
PV – Top Issues

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



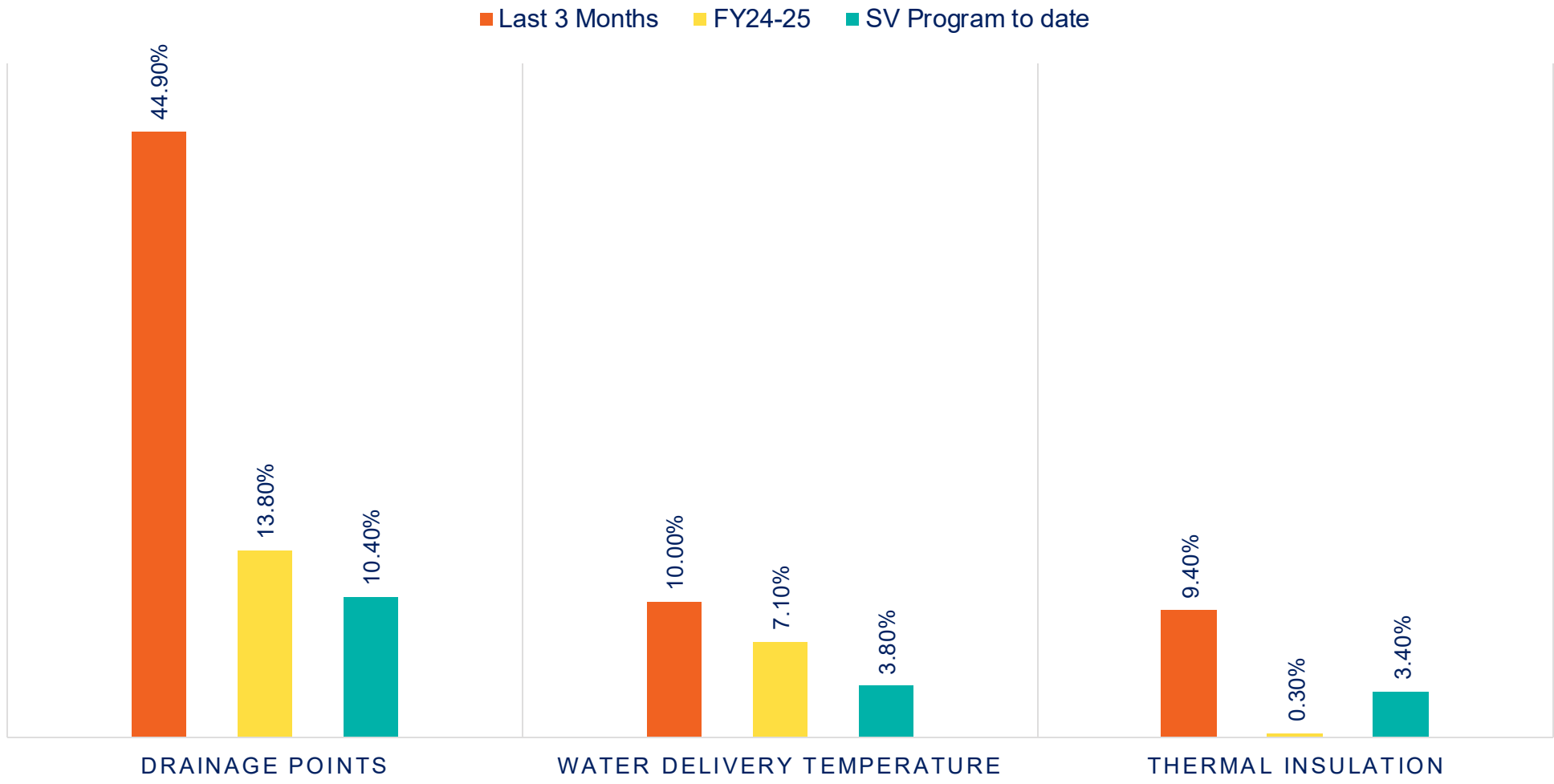
Battery – Top Issues

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%

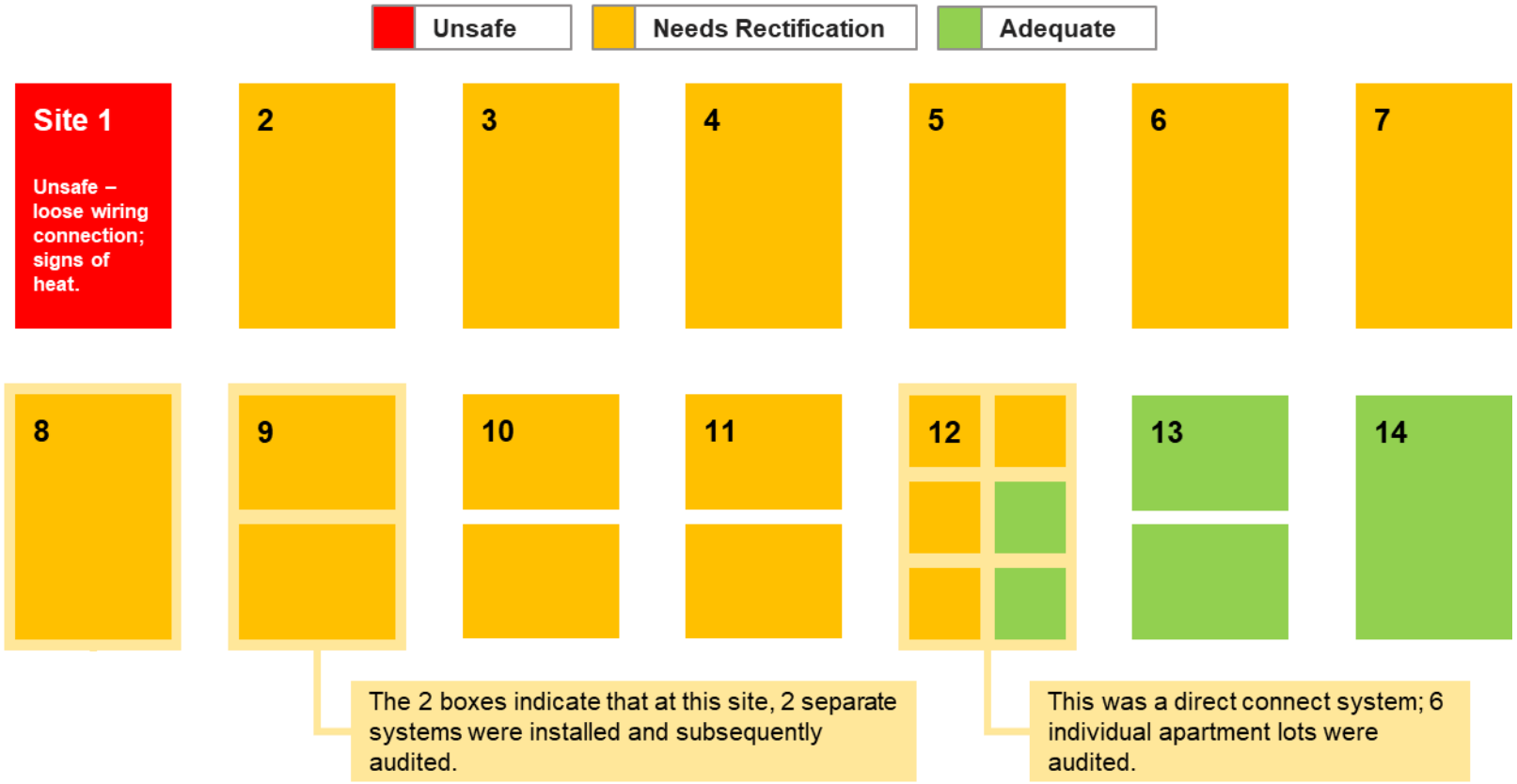
Apartment Installations fully compliant

(2 of 14)

21.7%

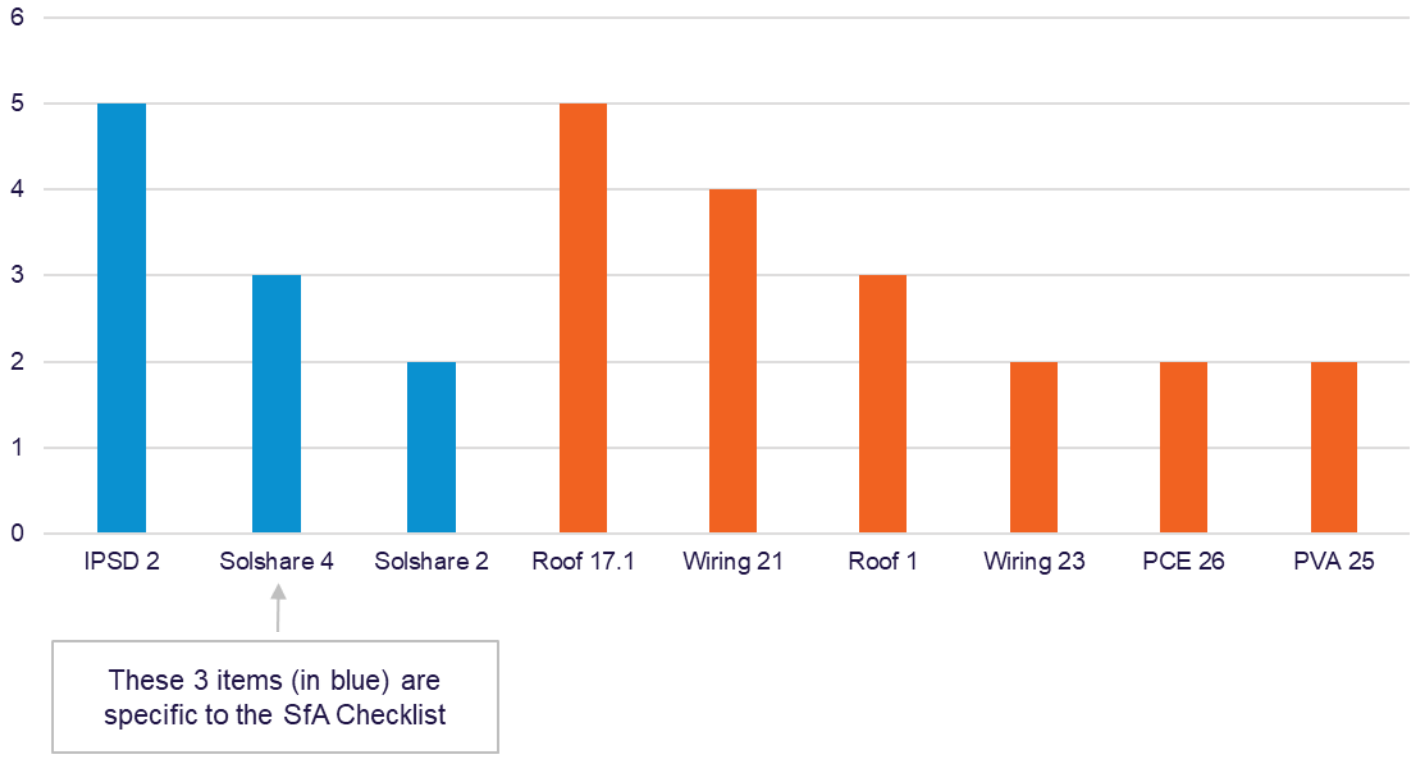
Individual Systems fully compliant

(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

Electrical
21 issues

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

SFA Specific
18 issues

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

Roof & Array
10 issues

Category	Issue
Array Installation:	5
Internal Ceiling Wiring:	3
Array Wiring:	2

Other
5 issues

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

SOLAR ACCREDITATION AUSTRALIA
CLEAN ENERGY COUNCIL
CONSUMER AFFAIRS VICTORIA
ESSENTIAL SERVICES COMMISSION
VBA VICTORIAN BUILDING AUTHORITY
WorkSafe VICTORIA
energysafe VICTORIA
Solar Victoria
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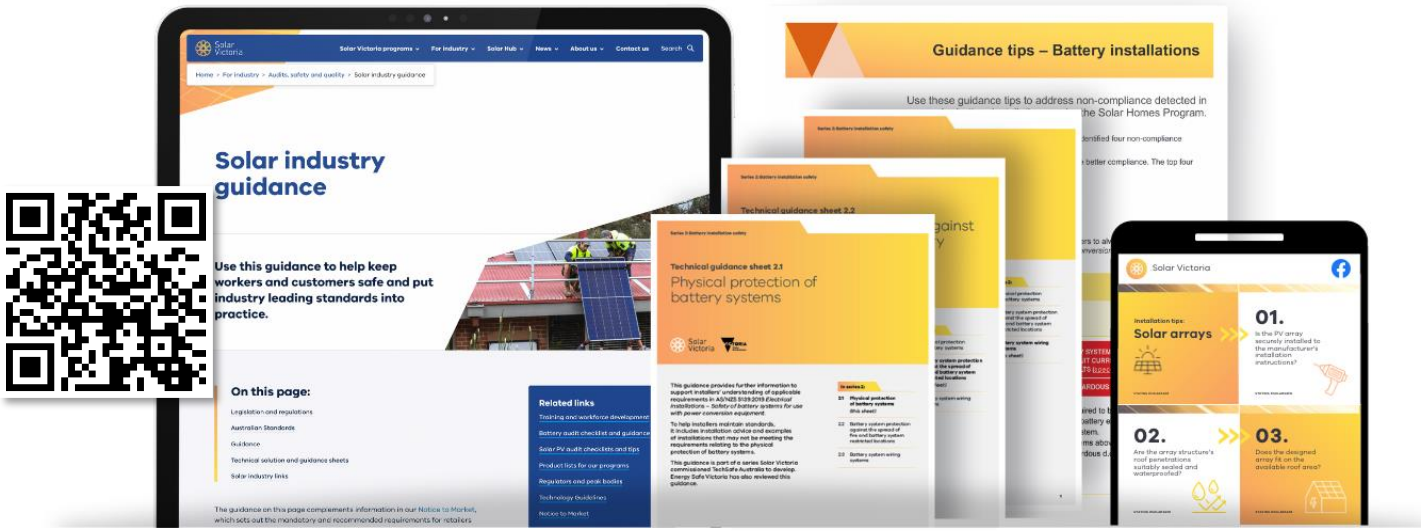
Where to go for help

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

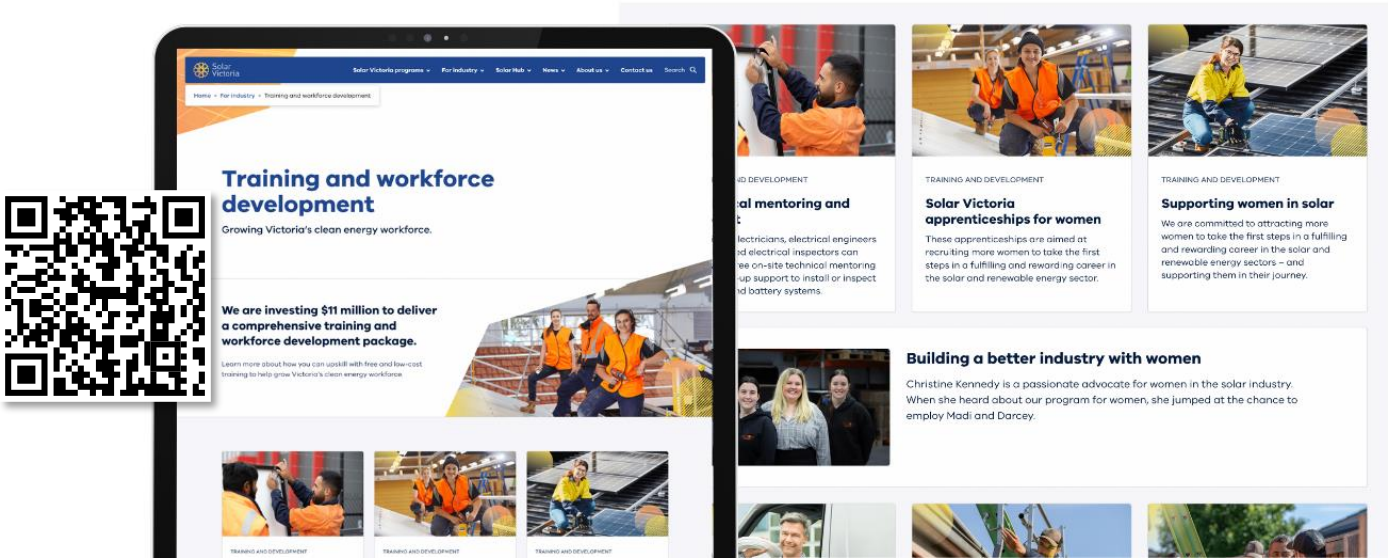
- Solar PV audit checklist and guidance
- Battery audit checklist and guidance
- Hot water audit checklist and guidance

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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