# Checklist: What to do on day one – new Victorian Energy Upgrades Registry system

All accredited persons, VEET scheme registry account holders (relevant entities and certificate traders) and product applicants should complete this checklist when the new Victorian Energy Upgrades (VEU) Registry system launches on 3 June 2025. This will help you get familiar with the new system and check your account information has been migrated correctly.

If you have any questions or issues with your account, please contact us at [veu@esc.vic.gov.au](mailto:veu@esc.vic.gov.au) or 03 9032 1310.

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| **Preparation** |  |
| **Account management** | Active users should access the new VEU Registry system via this link: <https://veu.esc.vic.gov.au/> and complete these steps:   * On the top right corner of the page, select ‘Login’. * On the login page, enter your email address and select ‘reset password’. * After a few minutes, check your email account for your password reset link (check your spam folder if you cannot see the email). * Click on the ‘password reset’ link and follow the prompts on the page to reset your password and access the new system.   When you login to the new system, you will be prompted to set up multi-factor authentication (MFA) through an authenticator app. You will be prompted to use MFA every time you log into your VEU Registry account. There is a step-by-step guide under ‘resources’ on the [project website page](https://www.esc.vic.gov.au/victorian-energy-upgrades/participating-veu-program/new-victorian-energy-upgrades-registry-system-project#tabs-container4) to guide your through this set up process.  Bookmark the URL in your browser for easy future access.  ​Tour the portal to familiarise yourself with the new system.  Once you have logged into your account you can review your account information. If you are a primary user, you will be able to set up new secondary users.  If you want to authorise a third-party application provider to enable bulk submissions uploads and haven’t already done so, please use the ‘contact us’ form in the new system, ensuring you tell us which third party you wish to authorise and what email account any bulk submission reports should be sent to. We will confirm when this is complete. |
| **Accreditations and VEET scheme registry accounts** | ​​Your current accreditation will be migrated to the new system:  Check that your accreditation status is correct for each activity you are accredited for. ​  ​​ ​ Note we will continue to assess any applications received before midday 23 May 2025 that are still in progress, and you will see an application under *My Account > Accreditation and VSRA > All Applications* view. We will contact you through the new system to confirm the outcome of your application or if we need further information, via a request for further information (RFI).  ​​ Note that any previous applications that received an outcome prior to the new system launch will not be migrated to the new system. They will be held in the previous Registry system in ‘read-only’ format and archived.  To submit a new accreditation or VEET scheme registry account (VSRA) application from 3 June 2025, use the online forms under *My Account > Accreditation and VSRA.* |
| **Submitting activities and creating certificates** | ​ Check your scheme participant details in *My Account > Scheme Participants.*  ​​ Add additional scheme participants to enable activity submission / certificate creation (full name and date of birth).  If you are using a third-party app provider, once a new scheme participant is registered you will need to provide them with the scheme participant ID. These will be published in your account in your Scheme Participants view from 6 June. If you register any new scheme participants before 6 June, please contact us to obtain the ID numbers of newly registered participants.  ​​ ​From 3 June 2025, start entering activities from the *Activities* section. |
| **Certificate transfer and surrenders** | ​​ Initiate certificate transfers or surrenders from the *VEECs > Surrenders* or *VEECs > Transfers* sections. |
| **Product management** | ​​ Check your registered products appear correctly in the new system under the Public Registry.  Note we will continue to assess product applications received before midday on 23 May 2025 that are still in progress. In progress applications will **not** be visible in your *Product > Applications* view. If you have any concerns, please contact us at [veu@esc.vic.gov.au](mailto:veu@esc.vic.gov.au).  We will contact you via email to confirm the outcome of your application, or if we need further information, via a request for further information (RFI). Once approved, it will appear in the VEU Register of Products.  ​ To submit new product applications from 3 June 2025, you can download the product application spreadsheet templates from the ESC website and submit your applications under the *Products > Product Applications* section. |
| **Project-based activities** | ​ Check that your current projects appear correctly in the new system under the *Projects* section.  Note that we will continue to assess project applications received before midday on 23 May 2025 that are still in progress, and you will see these applications under the *Projects section*.  ​​ We will contact you through the new system to confirm your application outcome or if we need more information, via a request for further information (RFI). If you have contacted us about an urgent scoping plan application, we will assess these as soon as possible.  ​​ From 3 June 2025, submit new applications via the online forms under the *Projects* section.  For any new urgent scoping plan applications from 3 June 2025, please submit these in the new Registry **and** contact us at [AMVP@esc.vic.gov.au](mailto:AMVP@esc.vic.gov.au). We will assess genuinely urgent applications as a priority where possible. |
| **Scheme participants** | ​​ Review all registered scheme participants, ensuring their details (names and dates of birth) are accurate and complete under the *My Account > Scheme Participant* section.  Notify us if any basic scheme participant details are incorrect.  ​ Register any scheme participants that you were not able to register before go-live under *My Account > Scheme Participants* section.  **If you are using a third-party app provider**, once a new scheme participant is registered you will need to provide the third party app provider with the scheme participant ID.  These will be published in your account in your Scheme Participants view from 6 June 2025. For Scheme Participants registered between 3 June and 6 June 2025, please contact us to obtain the ID numbers of newly registered participants. All accredited persons that register for third party API authorisation will receive further communications on this process. |