# Information sheet: Account management in the new VEU Registry system

This information sheet outlines key account management changes in the new Victorian Energy Upgrades (VEU) Registry system that went live on 3 June 2025.

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| **Date** | **20 June 2025** |
| **Version number** | **1.2** |

Key changes and impacts

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| Change | Impact |
| **Registration of new accounts with ABN** | New users will be able to easily register for an account by providing a valid ABN. |
| **Introduction of multi-factor authentication** | Multi-factor authentication is now enabled for all account users, providing an additional layer of security. |
| **Self-service password management** | Users have the ability to reset forgotten passwords, improving convenience and security. |
| **Creation and management of Secondary Users** | The Primary User, who opens the account, can create Secondary Users and assign permissions at the time of creating an account, offering flexibility in account management. |
| **Updates to account information through a form** | Users can update profile information or permissions by using the ‘contact us’ link within your account’, ensuring accurate and up-to-date account information, and traceable requests.  |
| **Accounts for industry participants only** | Accounts are limited to industry participants. Anyone can subscribe to VEU program updates by emailing veu@esc.vic.gov.au, to stay informed about relevant changes and updates. |

More information and support

For more information about the new VEU Registry system, visit our [project website page](https://www.esc.vic.gov.au/victorian-energy-upgrades/participating-veu-program/new-victorian-energy-upgrades-registry-system-project). If you have any questions, please email veu@esc.vic.gov.au .