# 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 going live on 3 June 2025, and how to prepare.

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| **Date** | **2 May 2025** |
| **Version number** | **1.1** |

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](mailto:veu@esc.vic.gov.au), to stay informed about relevant changes and updates. |
| **‘My VEECs’ view will not be available at go-live** | The ‘my VEECs’ summary list will be unavailable when the new system goes-live. We are aware this is an inconvenience to VEEC holders and have prioritised the implementation of this functionality.  We will publish regular extracts of the public register until this functionality is established, for example we will provide a list of VEEC holdings each day.  In addition, commission staff will be able to provide other data extracts on the request of accredited persons, VEET scheme registry account holders, relevant entities and other stakeholders. |

Future enhancements

The following future enhancements are planned for the new VEU Registry system:

* View of ‘My VEECs’ summary.
* Ability to export list views (account users, scheme participants, activities, transfers etc.)
* Enabling self-service changes to account user email address.

Checklist: How to prepare for go-live

Ensure your account user details are up to date by midday 23 May 2025.

Extract an export of your activities and VEEC’s for your records by midday 23 May 2025. Note that the export function will still be available from your read-only account until August.

Checklist: Day 1

An email will be sent to all current account users who are accredited persons, VEET scheme registry account holders or product applicants, with instructions to create new system passwords and set up multi-factor authentication.

If you are a nominated user on more than one account, you will receive login emails for each account.

Login to your account and check all details are correct under the ‘My account’ page.

Tour the portal to familiarise yourself with the new system.

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 [veuregistrysupport@esc.vic.gov.au](mailto:veuregistrysupport@esc.vic.gov.au).