Electrical Equipment Certification

APPLICANTS GUIDE TO THE EQUIPMENT APPROVAL DATABASE

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APPLICANTS GUIDE TO THE
EQUIPMENT APPROVAL DATABASE

1. Application status

The application status screen displays information regarding the status of an application.

Applications are colour coded according to their status as follows:

- **Not submitted**
- **Declined**
- **Approved**
- **Submitted**
- **Further information required – see the actual colors from the database**
- **Expires**
- **Expired**

**Tip:**

Once an application is approved its status changes to “Approved” and an email notification is immediately sent automatically.

Ensure your email address is up to date to receive this notification.
2. Tips and quick guides

Remember all passwords require at least one upper case and one numeral character to be accepted by the system. The password is required to be at least 6 characters long.

Fields marked with a red star ★ are mandatory fields and must be completed before the application can be submitted. The submit button on your application will be disabled while these mandatory fields are empty. Fields marked with a green star ★ are mandatory fields with options; either field must be completed before the application can be submitted.

Do not hit/click the back button on your web browser. Only navigate through the page links on the database.

The system will time out if there is no activity on your database screen for more than 20 minutes. If this happens you will need to re-login into the system and any unsaved data will be lost.

Click the 'Save' button on every screen regularly to avoid losing your work/data when you change screens or applications. It is recommended that you log in at least once a month to check on the status of applications and approvals.
3. Online application process

**Submission**
- Preparation

**Assessment**
- Further information required

**Approval**
- Approved
- Refusal/Declined

**Application**
- Application is approved
  - The issued Certificate can be downloaded by applicants.
- Application may be returned to applicant requesting further information to be provided. If there is no correspondence in 3 months, application can be refused/declined.
- An application can be refused/declined.

**Application**
- Applicant prepares application and submits online
4. Introduction

This guide is to assist you in understanding the functions and screens of the online certification database for electrical equipment approvals.

The electrical safety regulators in Victoria (Energy Safe Victoria (ESV)) and Queensland (Electrical Safety Office (ESO)) have established a joint online certification database for their respective Electrical Equipment Safety Approval Systems.

The new system is hosted by the Electrical Regulatory Authorities Council (ERAC) in readiness for a national system of equipment approvals, and responsible suppliers of electrical equipment. The database works on the existing state legislation supporting the issuing of certificates of approval for electrical equipment in either Victoria or Queensland.

The certification database provides online lodgment, payment and approval of electrical equipment. Once approved, the database will automatically send an email notification to the applicant and consultant (if selected) concerned informing that the article has been approved. Paper certificates will no longer be posted to applicants; instead these may be downloaded and printed by registered applicants for their own use.

The certificates issued by the database are not controlled when printed. If verification of a certificate is required, general information is available via a public search which can be accessed via www.erac.gov.au.

For further help, each page has a button which provides further information and explanation of database functions.

Details on the processing of individual applications can be accessed by applicants and authorised consultants by logging into the database and reviewing all their applications and approvals online.

Any further enquiries regarding your particular application should be directed to the individual assessing officer who has been allocated your application via the database system.

💡 Tip:

Applicants and consultants need to be registered on the database in order to access the system.
5. Registration

5.1 First Time Registration (Applicant)


2. Under the “NEWS” tab you will find the Equipment Certification Login.

   **Note:**
   You may need to expand this by clicking on the + symbol to either login using your enter your name and password or register as a first time user.

3. Click on the link to register your details.

4. Complete all details on the form, ensuring “Applicant” is ticked. These become your user details and can be accessed in your details page.
5. Click Register, these details now become your user details and can be accessed in your details page.

Note:
A business name cannot be changed this way. A transfer application is required to do this.

6. An email will be sent to the email you have detailed above. Check your nominated email address and open the confirmation email.

7. Click the verification link as highlighted.

8. Follow the link to the Login page

Note:
If registering as a Consultant, ensure you have selected consultant. Refer to section 5.2.
5.2 First Time Registration (Consultant)

A consultant may be given the authority by an applicant to submit and edit particular applications on their behalf.

Individuals may register as a consultant with the database. In order to register, consultants must go through the ERAC webpage and enter their details and selecting their user type as consultant. Consultants will be given their own User ID and password to access the system.


2. Under the “NEWS” tab you will find the Equipment Certification Login.

   Note: You may need to expand this by clicking on the + symbol to either login using your enter your name and password or register as a first time user.

3. Refer to section 5.1 on completing the form

   Note: Ensure that consult is selected for the User Type

   ![Equipment Certification Database](image)

   Note: An email will be sent to the email you have detailed above.

4. Check your nominated email address and open the confirmation email.
5. Click the verification link as highlighted.

Consultants may elect to be publicly viewable through the database by clicking a text box in their user details. Please refer to section 6.2 Consultant – Editing User Details on how to check your details and confirm if you are viewable or not.

A consultant may choose to refuse or accept an application sought by an applicant.

If a consultant submits an application on behalf of an applicant, all the notifications regarding this application will be sent to that consultant.

An applicant may elect to make a consultant their authorised consultant for all their applications. The consultant accepting this arrangement is automatically the default consultant for all applications generated from this applicant.

An applicant may revoke the authorisation of their preferred consultant at any time globally or on a job by job basis if required. In instances where there is no preferred consultant recorded, the applicant may specify a consultant.

A consultant is also able to prepare a new approval application and then request permission by an applicant to submit this to a regulator on their behalf. In this process the consultant does not have to be publicly viewable but the consultant does need to select the applicant. The consultant can either use the applicants ID number or use a drop down list of applicants that have nominated the consultant as their authorised consultant.
A consultant can also select an existing approval for modification (using the certificate number) and prepare a modification application. The consultant has to request and receive permission from the approval holder before this modification application can be submitted to the regulator.
5.3 Logging into the System

1. Login to the database using the supplied ID and password.

Note:
- Everyone is issued a user ID and password.
- User ID – 6 digit unique number
- Password – 6 Characters.
  - The password must include at least one UPPER CASE, and one number.
6. **Account Management**

We encourage applicants to only have one account, user ID and password.

Multiple accounts and passwords are confusing and are discouraged. If you have been issued or acquire more than one applicant account on the system, it is advisable that these be merged into one account. Applications may be forwarded to either ESO or ESV from the same account.
6.1 Applicant – Editing of user details

1. Login to the Certificate Database using your supplied user ID and password

2. Click the User Details Tab and ensure your details are correct (amend if necessary)

3. Save your details once entered.
6.2 Consultant – Editing of user details

1. Login to the Certificate Database using your supplied user ID and password

2. Click the User Details Tab and ensure your details are correct (amend if necessary)

*Note:
Consultants can select in their user details if they wish to have their details publicly available to applicants to select them for the preparation and submission of their applications.

*Please remember to save your details once entered on this screen.*
6.3 Merging Accounts:

To merge accounts and passwords, simply login under the account you wish to maintain (Primary)

1. Click the merge button under the user details tab.

2. Enter the account details (using the ID and password of the secondary account)

3. Click Merge

Tip:

Once the merger is accepted, the secondary account will no longer exist,

4. Select Application and click Application Status to confirm the process was successful.

Note:
Upon successful login, all applications from the secondary account will be displayed on the primary account. The applications will appear under the Application Status screen
7. Applications

Prescribed/Declared Equipment requires approval by a Certification Body prior to the product being offered for Sale or Supply.

There are several types of applications that can be entered via the Certification Database. These include:

New application for certification:
- An application for Electrical Equipment Approval made via the Certification Database to a participating Certification Body for the purposes of obtaining an electrical equipment approval certificate.
- The process for making a new application via the Certification Database is available in section 7.1.

Modification of an existing approval:
- An application made via the Certification Database to add additional variants, models and trade names etc to an existing certificate of approval.
- All changes to Prescribed/Declared Equipment require the change to be recorded through the process of modification.
- The process for making a modification application via the Certification Database is available in section 7.2.

Renewal of an existing approval:
- An application to renew an existing Electrical Equipment Approval made via the Certification Database. Certificates issued via the database have an expiry date of up to 5 years. The process for renewing a certificate is similar to a new approval application.
- The process for making a renew application via the Certification Database is available in section 7.3.

A transfer of an approval:
- An application to transfer the existing certificates from one company name into another company name, this process is done via the Certification Database.
- The process for making a transfer application via the Certification Database is available in section 7.4a and section 7.4b.
Extension application:
- An application made via the Certification Database to sell electrical equipment for an additional 12 months.
- The process for making an extension application via the Certification Database is available in section 7.5.

Payment of applications
- All applications made via the Certification Database require payment. The payment is the prescribed fee as required by state legislation.
- Payment information can be found in section 8.
7.1 A new application

To submit new applications, applicants should login to the Equipment Approval Database.

**Note:**
*All the approvals from the applicant including any draft applications (not yet un-submitted) and expired approval will also be displayed to the applicant.*

1. Click “New Application” found under the Application tab.

Complete all details mandatory fields marked with a Red Star

3. Select a consultant (optional);

4. Click “Save Details”.

**Note:**
*By clicking on the green button next to the applicants name you can edit the applicants contact details, ID and password, and select an authorised consultant.*

Please ensure all this information including your email address is current and up to date.
By selecting a particular consultant in your “details” page (presuming consultant acceptance), you are authorizing them to act on your behalf. This includes submission of original application, making payments, supplying additional material, amending original submission details (where required) and corresponding with reviewing officers (where necessary).

An applicant may elect to make a consultant their authorised consultant for all their applications. The consultant accepting this arrangement is automatically the consultant for all applications from this applicant to the exclusion of all others.

An applicant may revoke the authorisation of their preferred consultant at any time and on a job by job basis. In instances where there is no preferred consultant already recorded, the applicant may specify a consultant, particularly when renewing older approvals.

An applicant will also be required to provide the name and details of the manufacturer(s). By clicking on the green button next to the manufacturer’s field these details will be able to be entered. These details once entered will be available as a drop down box in subsequent applications made and do not need to be re-entered.

5. Click your equipment class

6. Select the description and manually type in the type of Equipment

Note: The Equipment Description is the definition of the equipment as per the Prescribing Definitions outlined in 4417. The free text field is the specific type of product, example: Kettle under the prescribing definition of Liquid Heating Appliance.

For non-prescribed equipment, users are encouraged to specify type of non-prescribed equipment in the second row of “Description” (free text field)
7. Input the standard number as per the information on the test report that supports your application.

**Note:**  
*If you manufacturer has previously been entered please skip to step 8b*  
*You do not need to add the same manufacturers’ details again.*  

8a. New manufacturer, click the green icon next to manufacturer and complete all mandatory fields marked with a red star.

8b. Located your correct manufacturer via the *drop down list.*

9. Click Save

10. Select “Profiles” and add relevant models and trade names for the application. Complete any other relevant fields ensuring that all Red Star fields are complete and at least one Green Star field is complete;

11. Click “Save Profile”.
Note: Profiles are the different variants of an article under an approval that contain different electrical characteristics or construction (each model has its own profile. However technically identical models may be listed on the same profile. Different models with only colour changes may be entered on the same profile).

Identical models may have more than one trade name attributed to them under their profile. Wild card descriptors or characters (example as *, or x, y or z) covering any different characteristics such as, rating figures in a series designation, are not acceptable.

In applications where a comments page is available for additional text for profiles, these should be restricted to additional critical notations or markings that will be reproduced on the certificate (e.g. Class II, IP Rating, or Drill Speeds etc) as well as brief descriptions of the profile.

Unnecessary text may be modified by the regulator and your application may be returned for further editing. Technical officers reserve the right to request applicants to amend their profile designations based on technical grounds.

11. Select “Test Reports”.

12. Complete all mandatory fields marked with a red star.
13. Click Browse and select your test report

14. Click upload file

    **Note:**
    *Documents greater than the 7MB limit should be either compressed or split to be able to be uploaded successfully.*

15. Click “Save Test Report”.

16. Click “Other Documents”

17. Complete all mandatory fields marked with a red star.

18. Click “Choose File” and select your files for uploading

19. Click Upload File

    **Note:**
    *Each file/document will require separate uploading*

20. Click “Save Other Document”.
Note:
This page should be used to upload documentation such as component certifications, user manuals, nameplate markings, declarations, and any associated email correspondence.

The comments field can be used to provide additional descriptions of uploaded documents such as:
- Plug Certificate;
- Cord Certificate;
- Component Certification;
- Supporting Email Documentation; and
- Identity Declaration

Documents greater than the 7MB limit should be either compressed or split to be able to be uploaded successfully.

21. Click “Summary”

22. Select a regulator.

Note:
You can compare prices and average lead times here.
(N.B. Lead time is an average, not a guarantee that your application will be approved in this time period.)
23. Click “Submit” (or submit to a consultant – if selected)

Note:
If you have not filled in all the mandatory fields you will not be able to submit your application. The submit button will be disabled and these omissions will be highlighted using red text on the summary page.
The applicant cannot submit their application to a consultant until all the mandatory fields are filled in. Until this is done the “Submit to Consultant” button is disabled.

The applicant can send the application to be accepted by a consultant by clicking the “Submit to Consultant” once all the mandatory fields have been completed.

The consultant will then receive an email requesting them to take over the application on behalf of the applicant. The consultant may accept the request by clicking on the link contained in the email.
A consultant can also be selected by an applicant in their own user details as the “authorized consultant” to do all their applications. If an applicant has selected a consultant to do all their applications they will not be able to directly submit an application to a regulator.

Once submitted you may be required to sign a declaration page regarding the accuracy of your submission.

24. Tick “I agree” to the declaration (if applicable)
25. Click Continue

Note:
If you submit your application to a regulator, you will then be directed to a credit card merchant page where you must pay for your application using your credit card. Your application will be processed on receipt of your payment.

For the payment process refer to section 8.
7.2 Modifying a certificate of approval

1. Select “Modify” under the certificate title.

2. Select the Certificate, Sub certificate and Type of Modification concerned.

3. Click the "submit” button.

4. Select “Profiles” and add relevant models and trade names for the application. Complete any other relevant fields ensuring that all Red Star fields are complete and at least one Green Star field is complete.

   Note:
   A general modification application does not require new models or profiles to be added.
5. Click “Save Profile”.

Note:
If you have not filled in all the mandatory fields you will not be able to submit your application. The submit button will be disabled and these omissions will be highlighted using red text on the summary page.

Profiles are the different variants of an article under an approval that contain different electrical characteristics or construction (each model has its own profile. However technically identical models may be listed on the same profile. Different models with only colour changes may be entered on the same profile).

In applications where a comments page is available for additional text for profiles, these should be restricted to additional critical notations or markings that will be reproduced on the certificate (e.g. Class II, IP Rating, or drill speeds etc) as well as brief descriptions of differences between models. Unnecessary text will be either deleted by the assessing officer or you will be asked to remove and resubmit the application.

6. Select “Test Reports”.

Note:
A change of marking modification does not require a new test report to be added.

7. Complete all mandatory fields marked with a red star.

8. Click Browse and select your test report

9. Click upload file
10. Click “Save Test Report”.

Note: 
Documents greater than the 7MB limit should be either compressed or split to be able to be uploaded successfully.

11. Click “Other Documents”

12. Complete all mandatory fields marked with a red star.

13. Click “Choose File” and select your files for uploading

14. Click Upload File

Note: 
Each file/document will require separate uploading

This page should be used to upload documentation such as:
• component certifications;
• user manuals;
• nameplate markings;
• declarations; and
• any associated email correspondence.

Documents greater than the 7MB limit should be either compressed or split to be able to be uploaded successfully.
15. Click “Summary”.

**Note:**
If you have not filled in all the mandatory fields you will not be able to submit your application. The submit button will be disabled and these omissions will be highlighted using red text on the summary page.

21. Click “Submit” (or submit to a consultant – if selected)

**Note:**
If you submit your application to a regulator, you will then be directed to a credit card merchant page where you must pay for your application using your credit card. Your application will be processed on receipt of your payment.

For the payment process refer to section 8.
7.3 Renewing a certificate of approval

1. Click “Renew” under the Certificate title.

2. Select certificate, sub-certificate and indicate renewal Type (i.e. renewal or extension).

Note:
An extension can only be for a maximum of 12 months and cannot be further renewed. Refer to section 7.5.

Applicants should further check with the respective issuing body of the approval for advice on what is available and required in these circumstances.
3. Complete all details as per following “Submitting an Application”.

4. Click “Profiles” and add relevant Models and Trade names for the application.

   **Note:**
   *No new or amended profiles can be added in a renewal but any models that are no longer being sold should be deleted.*

   *Any new additional models to the approval can only be added to the approval by a new and separate modification application.*

5. Complete any other relevant fields ensuring that all Red Star fields are complete and at least one Green Star field is complete;

   **Note:**
   *Profiles are the different variants of an article under an approval that contain different electrical characteristics or construction (each model has its own profile. However technically identical models may be listed on the same profile. Different models with only colour changes may be entered on the same profile).*

   *In applications where a comments page is available for additional text for profiles, these should be restricted to additional critical notations or markings that will be reproduced on the certificate (e.g. Class II, IP Rating, or drill speeds etc) as well as brief descriptions of differences between models. Unnecessary text will be either deleted by the assessing officer or you will be asked to remove and resubmit the application.*

6. Select “Test Reports”.

   **Note:**
   *If there has been no changes to the standard since the last approval then uploading a copy of the test report submitted last time may suffice. Please refer to the separate*
certification requirements document for more information on this point. This is available from www.erac.gov.au.

12. Complete all mandatory fields marked with a red star.
13. Click Browse and select your test report
14. Click upload file
15. Click “Save Test Report”.
16. Click “Other Documents”
17. Complete all mandatory fields marked with a red star.
18. Click “Choose File” and select your files for uploading
19. Click Upload File
20. Click “Save Other Document”.

![Application Details](image-url)
Note:
This page should be used to upload documentation such as:
- component certifications;
- user manuals;
- nameplate markings;
- declarations; and
- any associated email correspondence.

Documents greater than the 7MB limit should be either compressed or split to be able to be uploaded successfully.

21. Click “Summary”

22. Click “Submit” (or submit to a consultant – if selected)

Note:
If you have not filled in all the mandatory fields you will not be able to submit your application. The submit button will be disabled and these omissions will be highlighted using red text on the summary page.

If you submit your application to a regulator, you will then be directed to a credit card merchant page where you must pay for your application using your credit card. Your application will be processed on receipt of your payment.

For the payment process refer to section 8.
7.4a Transferring a certificate of approval

Note: These steps are completed by the company making the application (i.e., the transferee).

A transfer will be required when:
- the approval holder or ownership of an approval is moved from one entity to another; and
- when the company name of the holder of the approval is changed.

In these circumstances, applicants should upload a suitable legal document as evidence of the amended name or changed ownership.

Other changes in the details of the approval holder such as address or phone numbers or contact name can be directly edited by the applicant without requiring a transfer application.

In a transfer application, both the existing and new owners of the approval must agree to the transfer. The new owner must already have been registered on the system and be allocated a user name and ID to be able to accept the transfer.

A current approval holder must log in and make the transfer application for the approval from the existing certificate details.

In circumstances where the original approval holder is un-contactable, separate formal written correspondence authorising the change of ownership should be directed to the state regulator that issued the original approval.

1. Click “Transfer” under the certificate title.
2. Select the Approval Number and Applicant to transfer to,

3. Click “Submit”.

Note:
Once the acceptance of the new owner has been recorded on the database, the original owner can submit the transferred application. Once this has been approved the new owner will be notified of the approval and the status of the application will move to approved under the new approval owner name and account.

Note:
You will then be directed to a credit card merchant page where you must pay for your application using your credit card. Your application will be processed on receipt of your payment.

For the payment process refer to section 8.
7.4b Accepting a transfer

Note:
These steps are completed by the company who owns the original certificate (i.e., the transferor).

Tip:
Once transfer is accepted, you will no longer have access to the approval.

Continue from 7.4a:
An email notification is sent to the original approval holder stating an application for transfer has been made to one of their approvals.

1. Click on the link in the email
2. Login and select the Application.
3. Accept the request to transfer the approval

4. Click “Submit”.
7.5 Extending an approval

Note:
An approval expiry can be extended for a maximum of a further 12 months. This is to allow for unsold stock to be sold.

Applicants should check with the regulator who issued the original approval for advice before proceeding.

Extensions are subject to particular requirements covered by different state legislation and regulations in Queensland and Victoria. For example, in Queensland an extension application can only cover items already manufactured. You should check with the regulator who issued you the original approval before you make an application to extend your approval.

1. Login to the database
2. Click “Renew” under the Certificate title.
3. Select Certificate, Sub-certificate and indicate Renewal Type as Extension.
4. Click “Submit” (or submit to a consultant – if selected)

Note:
If you submit your application to a regulator, you will then be directed to a credit card merchant page where you must pay for your application using your credit card. Your application will be processed on receipt of your payment.

For the payment process refer to section 8.
8. Paying for your application

Note: Applications will only be accepted once a credit card payment has been received

1. Select your credit card type

Note: The following cards are accepted:
- Visa
- MasterCard
- American Express

2. Input details and select “pay”
3. Wait for the order to be processed.
(N.B. Closing the window before coming back to the database will result in your application not being submitted and an inability to pay again, manual remediation can result in substantial delays.)

Note:
A copy of the receipt will be emailed to your recorded email address and also kept in the 'other documents' page of your application.

![Receipt Image]

Payment Error Messages:

In cases of problems with credit card payment, the database will display an error message and screen shown below:

Payment errors with the database are usually as a result of:
- The payment page timing out because it has taken too long to enter the required credit card information.
- Applicants using the back button on their browser when on the Commonwealth Bank credit card page.
- Problems with the authorisation and credit limits in force on the credit card used for the payment transaction.

Please contact your regulator directly for further advice and assistance after you have checked and eliminated the three possible causes with paying with your credit card.
9. Applications returned to applicants

A regulator may require further information or amendments to the application before it can be approved. Applications with inadequate or insufficient information may be returned to applicants or (consultant who submitted it) for further information.

Applications returned for further information or corrections are coloured pink to indicate further information required status.

When an application is returned for further information, an additional email note is generated through the system to detail what is required.

An application returned to the applicant cannot be approved by the regulator until it has been returned back to the regulator. To return the application, applicants use the submit button that can be found under the “summary” tab.