

# APPLICANT'S GUIDE TO THE SUPPLIER AND EQUIPMENT REGISTRATION DATABASE

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# 1. Introduction

This guide is to assist you in understanding the functions and capabilities of the online registration database for:

- supplier registration and electrical equipment registrations for the ERAC *Electrical Equipment Safety System* (EESS);
- supplier registration for the ACMA regulatory arrangements; and
- supplier registration for the RSM regulatory arrangements.

## ERAC – Electrical Regulatory Authorities Council

The national database is the gateway for the supply of in-scope electrical equipment into Australia. The database records the registration details of Responsible Suppliers and the electrical equipment they supply.

This national database is for use by Responsible Suppliers and their Authorised Representatives to register themselves and also the electrical equipment they manufacture or import into Australia.

The registration database is a self-declared, online system. Users will be asked to make a declaration confirming the equipment they supply is electrically safe and meets relevant electrical safety standards.

General information regarding the EESS can be found at [www.erac.gov.au](http://www.erac.gov.au). Any further enquiries regarding the application and process should be directed to the ERAC Secretariat, either via email [erac@justice.qld.gov.au](mailto:erac@justice.qld.gov.au) or by using the 'contact us' page on the ERAC website, [www.erac.gov.au](http://www.erac.gov.au).

## ACMA – Australian Communications and Media Authority

The ACMA is using the online registration database for supplier registration. Suppliers who intend to supply devices that are required to be labeled under one, or more, of the ACMA's Labeling Notices must register on the database. Prior to labeling their devices, suppliers must ensure that they comply with the requirements of the applicable ACMA Labeling Notice.

**If registering *only for ACMA purposes*, a supplier must ensure that only the ACMA acknowledgement is checked, and not the EESS Declaration of Conformance.**

Suppliers who are registering for ACMA-only purposes (i.e. not for ERAC) are not required to enter any equipment details. There is no fee associated with ACMA only registration. See [www.acma.gov.au](http://www.acma.gov.au) for information relating to ACMA requirements.

## RSM – Radio Spectrum Management (New Zealand)

RSM is using the online registration database for supplier registration. Note that references to ACMA in the registration screens should be read as including RSM. Suppliers who intend to supply devices that are required to be labelled under the Radiocommunications (Compliance) Notice 2013 are required to include the supplier

registration number on their declaration of conformity. To obtain this number, suppliers must register on the database. Prior to registering on the database, suppliers must ensure that they comply with the requirements of that Notice.

**If registering *only for RSM purposes*, a supplier must ensure that only the ACMA acknowledgement is checked, and not the EESS Declaration of Conformance.**

Suppliers who are registering for RSM-only purposes (i.e. not for ERAC) are not able to enter any equipment details. There is no fee associated with RSM-only registration. See <http://www.rsm.govt.nz/cms> for information relating to RSM requirements. Further assistance on RSM requirements can be obtained from:

- Free phone number (NZ) 0508 RSM INFO (0508 776 463)
- Callers from outside NZ, phone +64 3 962 2603
- You may also email RSM at [info@rsm.govt.nz](mailto:info@rsm.govt.nz)



**Responsible Suppliers (for ERAC) and their associated Authorised Representatives, need to be registered on the database before they have the ability to register any equipment.**

## 1.1 General Information

*Please read before proceeding.*

This section of the guide provides some useful user information which may impact on how you operate the database.

### Helpful Hints:

- *Red Asterisk:* denotes that the field is mandatory for the registration to be successful.
- *Green Asterisk:* denotes that the field is not mandatory, however one of the fields marked with the green asterisk must be filled for registration to be successful.

### ERAC Definitions:

- *Responsible Supplier:* is a person, company or business that manufactures or imports in-scope electrical equipment with the intent for the item to be sold in a participating jurisdiction in Australia or New Zealand.
- *Authorised Officer:* is a member of staff within the Responsible Supplier's company that has been authorised to make electrical safety declarations on behalf of the company.
- *Authorised Representative:* is a person, company or business who has been authorised by the Responsible Supplier to act on their behalf to conduct

registrations for Level 2 and Level 3 electrical equipment, and for the management of Level 1 equipment.

- *Affiliated Supplier*: a company that is a related entity to the company registered as a Responsible Supplier. Affiliated Suppliers are limited to Australia/New Zealand related entities. If the Responsible Supplier is located in Australia, the Affiliated Supplier is the related entity in New Zealand. If the Responsible Supplier is located in New Zealand, the Affiliated Supplier is the related entity located in Australia. The Responsible Supplier (registered in either Australia or New Zealand) registers and takes responsibility for all items supplied by the Affiliated Supplier.

*Note: A company listed as an Affiliated Supplier by a Responsible Supplier does not need to register as a separate Responsible Supplier.*

### ACMA Definitions

- *Responsible Supplier* in relation to a device, is a person in Australia who is:
  - a) the manufacturer or the importer of the device; or
  - b) the agent of the manufacturer or importer of the device.
- *Authorised Officer*: is an officer or employee of the Responsible Supplier company, or an agent of the company, who is authorised to complete the Responsible Supplier registration on behalf of the company.

### RSM Definitions


- *Responsible supplier*: in relation to a device, is a person in New Zealand who installs, sells, distributes, manufactures, or imports the device.
- *Authorised Officer*: is an officer or employee of the Responsible Supplier company, or an agent of the company who is authorised to complete the Responsible Supplier registration on behalf of the company.

*Note: the term “Authorised Representative” does not apply to suppliers registering under the ACMA or RSM arrangements.*

*Important note: clicking “Cancel” at anytime during registration will take you back to the main screen. There is currently no back button during the registration process.*

*There is also a 20 minute window before the system will time out from inactivity. So please ensure you have all required information (refer to 2.1 or 3.1) before registering as there is no function to save current progress.*

### Further help

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

## Problems with registration

If you experience technical difficulties with the registration process, please contact the database help desk:

Phone: +61 7 3405 6463  
Email: [erac@justice.qld.gov.au](mailto:erac@justice.qld.gov.au)

If you have enquiries relating to the content of applications (ie; what scope the item needs to belong to (EESS/ERAC, ACMA or RSM) please contact the relevant state regulator via their respective websites.

## 2. Responsible Supplier

### 2.1 First Time Registration

The Responsible Supplier registration is the first step towards fulfilling the requirements of the EESS and/or ACMA/RSM. It is expected a person with sufficient seniority within the company will complete the declaration. This registration must be fully completed before Level 2 and Level 3 equipment can be registered.

**Note: as there is currently no Level 2 equipment, the option to register this level is unavailable at this time.**

#### ACMA arrangements

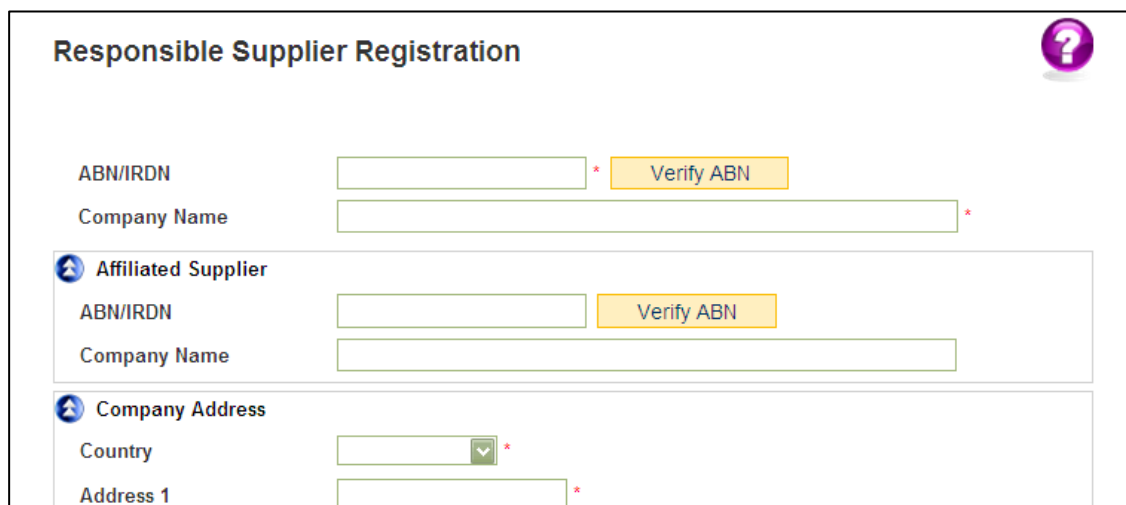
The ACMA Labeling Notices require a person to register as a Responsible Supplier prior to supplying a device subject to ACMA requirements in Australia. Further information on the requirements that must be met by a supplier prior to supplying devices in Australia is available on the ACMA website.

#### RSM arrangements

The RSM Radiocommunications (Compliance) Notice 2013 provides that a supplier's Declaration of Conformity (where required) must include the supplier's RCM Registration Number. Further information on the requirements that must be met by a supplier prior to supplying devices in New Zealand is available on the RSM website.

### Registration process

1. Browse to <https://equipment.erac.gov.au/Registration/>
2. Click on "Responsible Supplier", and after reading and agreeing to the declaration, complete required fields, noting that mandatory details are marked with a red asterisk. Remember that references to ACMA in the registration screens should be read as including RSM.



The screenshot shows a web form titled "Responsible Supplier Registration" with a help icon (question mark in a circle) in the top right corner. The form contains several input fields and buttons:

- ABN/IRDN**: A text input field followed by a red asterisk and a yellow "Verify ABN" button.
- Company Name**: A text input field followed by a red asterisk.
- Affiliated Supplier**: A section header with a blue arrow icon.
- ABN/IRDN**: A text input field followed by a yellow "Verify ABN" button.
- Company Name**: A text input field.
- Company Address**: A section header with a blue arrow icon.
- Country**: A dropdown menu followed by a red asterisk.
- Address 1**: A text input field followed by a red asterisk.

## Registration Fields:

- **ABN:** Australian Business Number.

*Important note: using the “verify ABN” button will auto populate certain details from the public register. It is also important to note that incorrect ABN numbers will not be recognised and will not allow the process to continue. Once the registration has been completed the ABN you entered cannot be changed or reused.*

- **IRDN:** Inland Revenue Department Number for New Zealand residents. If inputting a New Zealand IRDN please select “New Zealand” as the country before entering the number to avoid any system errors.

*Important note: the “verify ABN” button will not recognise an IRDN, and should not be used when inputting your details, if you are a New Zealand resident.*

- **Affiliated Supplier:** a company that is a related entity to the company registered as a Responsible Supplier (refer to [section 1.1](#) for further information).
- **Company Name:** full legal name of your company.
- **Authorised Representative (ERAC only):** the representative/s that will be able to register equipment on behalf of your company. These Authorised Representative are able to make equipment registrations on your behalf without requesting permission. This field is not mandatory, and can be left blank. – *Please note that you can have more than one Authorised Representative acting on behalf of your company.*
- **Country:** the country your company is located. Only Australian and New Zealand legal entities can register as a Responsible Supplier (see [www.erac.gov.au](http://www.erac.gov.au) or [www.acma.gov.au](http://www.acma.gov.au) or [www.rsm.govt.nz](http://www.rsm.govt.nz) for more information).
- **Address 1 and 2:** level, unit, and/or street number. Also the street name of your company’s address.
- **Suburb:** the suburb of your company’s address.
- **State/Postcode:** the state, territory or province with the corresponding postcode of your company’s address.

If your company address is the same as your postal address, click “Same as above” to auto populate the already input details of your address.

- **First Name:** first name of the Authorised Officer (this may also include a middle name if needed).
- **Last Name:** last name of the Authorised Officer.
- **Position:** the position of the Authorised Officer.
- **Email:** the nominated email address of the Authorised Officer. All related correspondence will be sent to this address.
- **Phone:** the landline number of the Authorised Officer.\*
- **Mobile:** the mobile number of the Authorised Officer.
- **Fax:** the fax number of the Authorised Office.



*\*The phone number is the only number field that is mandatory (marked with the red asterisk), although all three can be filled.*

3. Once you click “Save” the details then become your user details, and can be accessed from your user details page of your account after registration is complete (refer to [section 2.3](#)).

4. You will then be presented with two statements, an acknowledgement for the ACMA and a declaration for EESS. You will need to agree to one or both of these statements, by clicking on the relevant boxes, depending on the equipment you are supplying. Note that reference to ACMA in the acknowledgement screen should be read as including RSM.

The image shows two overlapping windows from a registration process. The top window is titled "Acknowledgement (ACMA)" and contains the text: "I acknowledge that the equipment to be supplied is subject to the applicable regulatory requirements specified in the ACMA Labelling Notices." Below this, it lists "John F Smith", "CEO", and "1234 5678". At the bottom left is a checkbox labeled "I Agree". The bottom window is titled "Declaration of Conformance (EES)" and contains the text: "I declare that:" followed by a bulleted list: "• The Responsible Suppliers ABN/IRD number is: 37093114286", "• John F Smith is an authorised officer who has been authorised to make this declaration on behalf of the Responsible Supplier.", "• All products supplied are electrically safe and meets relevant standards when the product is imported or manufactured", and "• All products supplied comply with the EESS and relevant electrical safety laws." Below the list, it lists "John F Smith", "CEO", and "1234 5678". A note states: "When registering Level 2 and Level 3 equipment on the database Responsible Suppliers must make an equipment declaration." At the bottom left is a checkbox labeled "I Agree" and at the bottom right is a yellow "Continue" button.

5a. ACMA-only and RSM-only suppliers are not brought to the Authorised Representative selection screen and further onto the ERAC payment portal, as there are no fees associated with ACMA-only or RSM-only registrations. Select “Save” to complete your registration. A confirmation email will be sent to your nominated email address informing you of your username and password. The email will include a copy of your acknowledgement and links to the relevant web pages. This completes the Responsible Supplier registration for ACMA-only or RSM-only registrations.

5b. For EESS registrations, once you agree to the declaration, you will be brought to the Authorized Representative selection screen.

6. Once you have selected your Authorised Representative/s from the available list, click “Save”.

Note: it is not necessary to select an Authorised Representative. To skip this step, click “Save” without selecting one.

This will take you to the next screen where the database will ask you to input your first piece of Level 1 equipment. If you are not supplying Level 1 equipment, skip this step by proceeding to step 8.

The screenshot shows a web form titled 'Equipment Details (Level 1 Only)'. It contains several sections: 'Affiliated Supplier', 'Company Address', 'Postal Address', 'Contact Details', and 'Authorised Representative'. The main section is 'Equipment Details (Level 1 Only)', which includes input fields for 'Type', 'Brand', and 'Model'. The 'Type' and 'Brand' fields have a red asterisk next to them, indicating they are mandatory. To the right of the 'Model' field is a green plus sign in a circle. Below these fields, there are two options: 'Or select a file to import from' with a 'Select File' button, and 'Or select a Certificate to import from' with a green plus sign in a circle. At the bottom of the form, there are 'Save' and 'Cancel' buttons.

### Equipment Details (Level 1 only):

Note: Under the EESS requirements, if you are supplying Level 1 equipment you must complete the mandatory fields for each item.

- **Type:** the type of Level 1 equipment you wish to list (i.e. set top box).
- **Brand:** the brand name of the Level 1 equipment you wish to list.
- **Model:** the model number of the Level 1 equipment you wish to list. If there is more than one model number, you will need to input them as individual profiles. This field is not mandatory.
- **Certificate:** the Certificate of Suitability number you wish to use to import the details of your Level 1 equipment.

*Important note: Level 2 and Level 3 equipment will be required to be registered through a subsequent registration process, once you have successfully registered as a Responsible Supplier (refer to [section 2.4.1](#)).*

7a. Once you have input the applicable details, click the green **plus** symbol to add the equipment to your list, and to bring up a fresh field screen.

You can add as many Level 1 pieces of equipment as necessary, ensuring you click the **plus** symbol after each profile. If you wish to remove a profile during the initial registration, click the red **cross** symbol to the right of the model.

7b. Alternatively, you can upload a CSV file using the “Select File” option to mass upload Level 1 equipment. Please ensure you click the green **plus** symbol to import the file to your account.

7c. A Certificate of Suitability can be used to import details for Level 1 equipment into the Database, if it has been issued in accordance with the Equipment Safety Rules. You can do this by inputting the certificate number into the “Certificate to Import” field, ensuring to click the green **plus** symbol to import each listing.

*Note: you can list additional Level 1 equipment at a later stage.*

8. Once you click “Save”, you will proceed to the summary screen for you to review and confirm the details you have just entered are correct prior to proceeding.

9. After clicking “Proceed to Payment”, an information note advising the cost of registration will appear and prompt you to click “ok” to proceed to the ERAC payment portal.

**IMPORTANT**

**Please ensure you have your payment details ready before proceeding to the payment portal.**

**An error will occur if the session is left open for more than five minutes of inactivity.**

**To avoid being charged incorrectly, do not close the browser window or use the back button until you are returned to the main page of the database.**

**IMPORTANT**

10. Choose from American Express, VISA, or MasterCard, and fill in your card details accordingly.

The screenshot shows a payment page from Commonwealth Bank. At the top left is the Commonwealth Bank logo. Below it, a message states: "Your details will be sent to and processed by The Commonwealth Bank of Australia and will not be disclosed to the merchant". To the right of this message is a "TEST MODE" label. A yellow bar displays the merchant name: "ERAC Registration Fees Fund". Below this is a "Card selection" section. A message says: "Pay securely using SSL+ by clicking on the card logo below". Three logos are shown: VISA, AMERICAN EXPRESS, and MasterCard. A white box contains the warning: "TO AVOID BEING CHARGED INCORRECTLY DO NOT CLOSE THE BROWSER WINDOW OR USE THE BACK BUTTON UNTIL YOU RETURN BACK TO MERCHANT'S WEBSITE." At the bottom, a yellow bar contains the link: "CommWeb Terms and Conditions of use".

11. On successful completion, a confirmation email will be sent to your nominated email address informing you of your username and password. The email will include a transaction receipt, a copy of your declaration, and a copy of the latest Australian / New Zealand Standards (AS/NZS) 4417.1 – Use of the Mark regarding the use of the RCM. If you have also registered under the ACMA or RSM arrangements, the email will include a copy of your acknowledgement and a link to the relevant ACMA or RSM webpage.

This completes the Responsible Supplier registration.

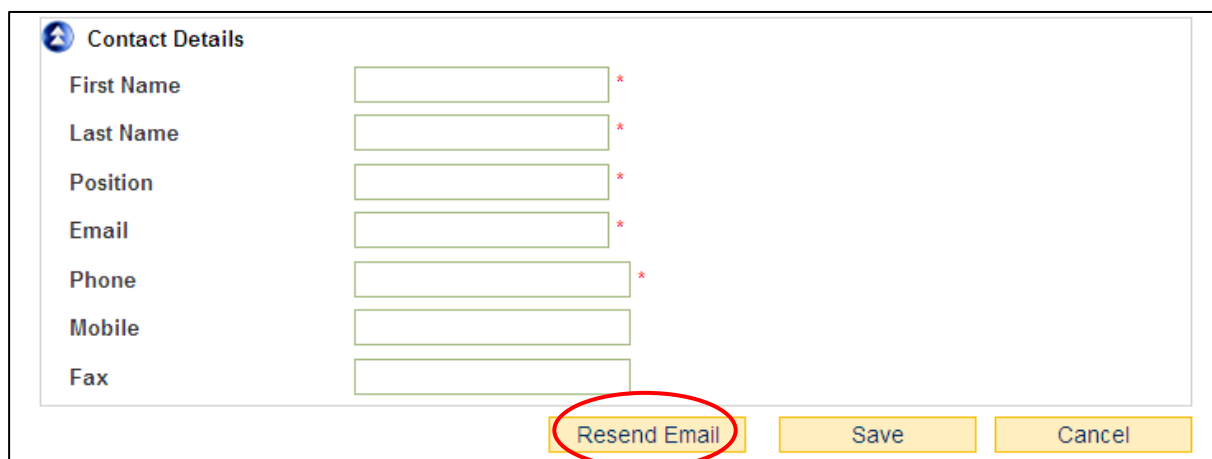
Please note, your account will have to be renewed annually (for ERAC), refer to [www.erac.gov.au](http://www.erac.gov.au) for more information.

You can now log in to the registration system and register Level 2 and Level 3 equipment (as described in the following sections), or list further Level 1 equipment.

### 2.1.2 Resending Registration Email

When you successfully register as a Responsible Supplier, you will receive a confirmation email detailing your User ID and password to use when accessing the Database. However if the system did not send you this email, you can utilise the “Resend Email” button in the Responsible Supplier registration page (refer to [section 2.1](#)).

1. To resend your confirmation email, you will need to input your details used during your initial registration.
2. Once you have input all necessary fields, ensuring all details you previously used in the initial registration are correct, click “Resend Email” to resend your confirmation email to the nominated email address.

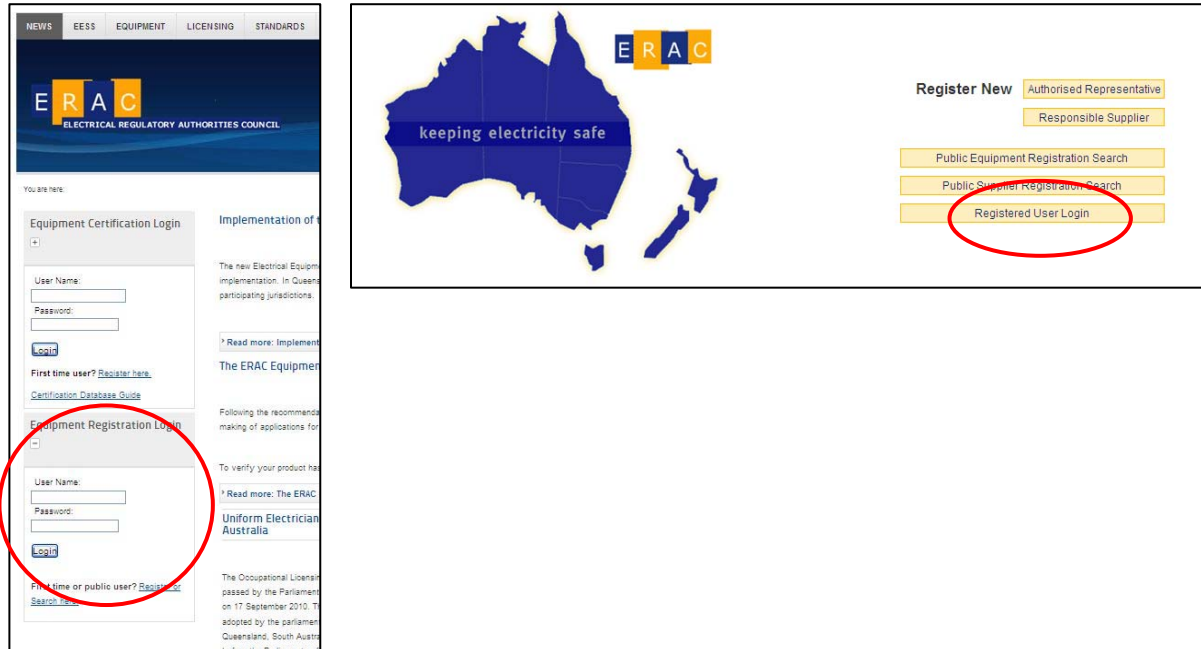


The screenshot shows a web form titled "Contact Details" with a blue arrow icon. It contains seven input fields: "First Name", "Last Name", "Position", "Email", "Phone", "Mobile", and "Fax". Each field has a red asterisk to its right. Below the fields are three buttons: "Resend Email", "Save", and "Cancel". The "Resend Email" button is highlighted with a red circle.

*Note: please check your email account's junk folder to ensure the confirmation email was not misplaced before utilising this function.*

## 2.2 Logging into the System

1. Once registered as a Responsible Supplier, you can login to the database from the 'NEWS' page on the ERAC website or from the home screen of the Database (click "Registered User Login").



2. Login using the supplied User ID and password. Once logged in you will be prompted to change your default password.

### LOGIN INFORMATION

**Your User ID consists of the letter "E" followed by a unique number.**

**Your password must contain at least six (6) digits/characters.**

**Your password must include at least one UPPER CASE character, and one number.**

When you login you will be able to manage your user details, register Level 2 and Level 3 equipment and list additional Level 1 equipment (if you are registered with ERAC).

## 2.3 Account Management - Editing of User Details

Once you are logged into the database, you have the ability to edit your User Details. These include viewing the expiry date of your account, your registration history, as well as inputting additional Level 1 equipment into the database and managing your list of Authorised Representatives.

1. Place mouse over the “My Account” tab, and click “Update My Profile” to edit your details.

Registered as	<input checked="" type="checkbox"/> ACMA	<input checked="" type="checkbox"/> EESS
Supplier Number	E199 [Active]	
<b>Note:</b> You will be asked for Equipment details before the options to choose registration for the purposes of complying with the ACMA and/or EESS requirements.		
ACMA-only suppliers cannot register equipment.		
Expiry Date	15/05/2014	
ABN/IRDN	18087384736	
Company Name	<input type="text" value="Example Co. Ltd."/> *	
<b>Affiliated Supplier</b>		
ABN/IRDN	<input type="text"/>	<input type="button" value="Verify ABN"/>
Company Name	<input type="text"/>	
<b>Company Address</b>		
Country	<input type="text" value="Australia"/> *	
Address 1	<input type="text" value="123 Electrical Street"/> *	
Address 2	<input type="text"/>	
Suburb	<input type="text" value="Brisbane"/> *	
State/Postcode	<input type="text" value="Queensland"/> *	<input type="text" value="4000"/> *

2. Click “Save” to save the alternations you have made.

*Note: if you have selected ACMA-only (for ACMA or RSM purposes) or ERAC-only during the first registration stage it is possible to upgrade your account using the link to the right of screen. Please be aware that upgrading from ACMA to include ERAC will incur a fee and you will be taken to the payment portal (refer to [section 2.1](#) step 9).*

8 weeks prior to the expiry date of your account, you will receive a notification prompting you to renew your registration.

**If at any time you wish to withdraw your company as a Responsible Supplier, you must contact the ERAC Secretariat ([erac@justice.qld.gov.au](mailto:erac@justice.qld.gov.au)).**

## 2.4 Registering Equipment – ERAC only

Registering Level 2 and Level 3 equipment is the next step in fulfilling the requirements of the EESS. The Authorised Officer from your company will be the one to register these types of equipment. Alternatively you are able to use an Authorised Representative to complete the registration of your equipment on your behalf (refer to [section 3.4](#)).

### 2.4.1 New Equipment

1. Place mouse over the “Equipment” tab, and click “Register New Equipment”.
2. Select an Authorized Representative from the drop down menu. If no Authorised Representative is required, click “Save” without selecting one.

*Note: if the Authorised Representative has not previously been selected to be a preferred Authorised Representative, they will only be granted permission to complete the specified equipment registration.*



**Register New Equipment**

Responsible Supplier: Example Company Pty Ltd [ERAC000165]

Authorised Representative: [Empty dropdown]

Business Name

Company Address

#### Equipment Fields:

Inputting a certificate number into the Certificate of Conformity/Suitability field and clicking the “Retrieve Certificate” button will automatically populate the majority of the required details.

*Note: If any of the Equipment Fields do not automatically populate when you press “Retrieve Certificate”, you will need to further describe the equipment in the free text prior to proceeding.*

- Equipment Level: the level of the in-scope piece of equipment you wish to register, i.e. Level 2 and Level 3.
- Certificate of Conformity: - the recognised certificate number which relates to the Level 3 equipment you wish register.
- Certificate of Suitability: the recognized certificate number which relates to the Level 2 equipment you wish to register
- Release Date: the date you wish the piece of equipment to be publically searchable on the Database.
- Equipment Type: the in-scope level of your equipment.

- **Sub Type:** the regulatory definition of your equipment according to electrical safety legislation.
- **Description:** the specific type of equipment you wish to register.
- **Registration Length:** the length of time you wish the equipment to be registered with EESS. This can be purchased in 1, 2, or 5 year blocks.
- **Registration Expires:** an automatically calculated date the system supplies depending on the length of registration you have selected.
- **Location of Responsible Supplier's Compliance Folder (RSCF):** *(Level 2 only)* the location of your RSCF for this equipment i.e. your company address.\*
- **Link to a site which contains information relating to the supplier compliance:** *(Level 2 only)* - a website the regulator can visit for relating information to your equipment if needed.\*
- **Comply to Standard:** the relevant Australian/New Zealand standard your equipment was tested and certified against.
- **Details Description:** any further relevant information regarding your equipment. This field can be used to detail the series of equipment. Please note, this field is not mandatory.

*\*Only one of the fields marked with the green asterisk is mandatory, although both can be filled.*

Equipment Details

Equipment Level  Level 2  Level 3

Certificate of Conformity/Suitability  Retrieve Certificate

Release Date

3. Input all mandatory equipment detail fields and click “Save” to proceed to the Model Details screen, and select which profiles, models and brand names of the equipment your company supplies from the list.

Model Details

Profiles

**Details**

SubCertificate: 00      Profile Name: 1

Rated Input: 1200W

Model:

AG125MAG

Brand:


GMC

4. Click “Save” once more and include any supporting documentation, you’re your company’s Compliance Folder, and a brief description of the attached file. Click the “select file” tab to import the chosen file. Once a file is selected, click on the green **plus** symbol to upload it into the database. Note - this can be removed as well using the red **cross** symbol if needed.

*Note: supporting documentation isn’t required for Level 3 equipment.*



5. Clicking “Save” again will lock-in all details, and provide a summary to review and confirm that all information is accurate and true.
6. Click “Add to Shopping Cart” once you have ensured all details are correct.
7. After agreeing to the declaration, the new equipment will be added to your cart. From here you can choose to register an additional piece of equipment (*repeat steps 1-7*), or pay for what is currently in your shopping cart.
8. Once payment is successful using the payment portal, a confirmation email will be sent to your nominated email address, including a transaction receipt and a copy of your declaration.



**Once a Responsible Supplier chooses to use an Authorised Representative, the nominated profile will be sent to the Authorised Representative to complete the equipment registration.**

### 2.4.2 Updating Equipment – ERAC only

Once your Level 2 and Level 3 equipment is registered, the Responsible Supplier has the ability to update the registration. This will allow you to amend certain details of the equipment that might be incorrect, or have changed since the date of first registration, including additional profiles.

1. Place mouse over the “Equipment” tab, and click “Update Equipment Registration”.
2. Choose the equipment type from the drop down menu and fill in any other necessary fields to narrow your search, before clicking on the search glass (🔍) to locate registrations listed to your company.

**Search Equipment Registrations to Update Equipment**

By Equipment

Type	<input type="checkbox"/> Level 1 Only	Or	<input checked="" type="checkbox"/> Level 2 Only	<input checked="" type="checkbox"/> Level 3 Only
Brand	<input style="width: 100%;" type="text"/>			
Certificate Number	<input style="width: 100%;" type="text"/>			

By Supplier

3.

Click on the equipment link to edit the chosen profile.

*Note: only limited fields are available for you to alter.*

4. Click “Save” to save the alterations you have made.

### 2.4.3 Renewing Equipment Registration – ERAC only

When registered Level 2 and Level 3 equipment are close to their expiry date, the Responsible Supplier has the ability to renew the registration for a further 1, 2, or 5 years.

*Note: The expiry date of Level 3 equipment will not exceed the certificate expiry date.*

You will receive a notification from the system advising you that your equipment registration is expiring, allowing you to renew for another registration period.

1. Place mouse over the “Equipment” tab, and click “Renew Equipment Registration”.
2. Choose the equipment type from the drop down menu and fill in any other necessary fields to narrow your search, before clicking on the search glass (🔍) to locate registrations listed to your company.

### Search Equipment Registrations to Renew Equipment

**By Equipment**

Type  Level 1 Only  Level 2 Or  Level 3 Only

Brand

Certificate Number

**By Supplier**

*Note – renewing your equipment will incur another fee, and you will be directed to the payment portal.*



**Please note this “renewal” section of the user guide is currently under construction awaiting further updates.**

## 2.4.4 Searching Equipment Registration – ERAC only

Once you register or list your in-scope electrical equipment with EESS, they can be viewable through the equipment registration search function. This allows you to view in detail the equipment your company supplies.

To search current equipment registrations:

1. Place mouse over the “Equipment” tab, and click “Search Equipment Registrations”.
2. Choose the equipment type from the drop down menu and fill in any other necessary fields to narrow your search, before clicking on the search glass (🔍) to locate registrations listed to your company.

### Search Equipment Registrations

**By Equipment**

Type  Level 1 Only  Level 2 Or  Level 3 Only

Brand

Certificate Number

**By Supplier**

Supplier Name

Supplier Number






**Authorised Representatives can only search for registrations to a linked Responsible Supplier, please refer to [section 3.4.2](#).**

## 2.5 Notifications

The notification function available under the “My Account” tab lets you know of any pending requests that need to be actioned. These include information only messages, renewal advice, Authorised Representative requests and other relevant notifications.

If at any time you, as a Responsible Supplier, wish to deny permission to an Authorised Representative that is not part of your preferred list, you can do so through your notifications by using the red **cross** symbol to the right of the specific notification.

Notifications			
Request ID	Date Requested	Responsible Supplier	Status
RQ000047	29/11/2012 2:19:04 PM	Example Co. Ltd. [ERAC000080]	Pending 
RQ000048	30/11/2012 1:23:20 PM	Example Co. Ltd. [ERAC000080]	Approved  

Total Requests: 2

The Authorised Representative will then be unable to complete registrations on your behalf, and view any future registrations.

## 3. Authorised Representative


### 3.1 First Time Registration – ERAC only

An Authorised Representative may be given the authority by a registered Responsible Supplier to register and edit particular electrical equipment on their behalf.

In order to register as an Authorised Representative:

1. Browse to <https://equipment.erac.gov.au/Registration>.
2. Click on “Authorised Representative”, and complete all mandatory detail fields on the form. As an Authorised Representative you are able to choose your own User ID and password to access the system.

### Authorised Representative Registration



**\*\* After saving your details, you will receive a confirmation email.  
Please Note: You must log in & accept the request via your notifications.**

**Account Details**

User Name	<input type="text"/>	*
Business Name	<input type="text"/>	*
First Name	<input type="text"/>	*
Last Name	<input type="text"/>	*
Position	<input type="text"/>	*
Visible to Public	<input type="checkbox"/>	

**Contact Details**

Country	<input type="text"/>	*
Address 1	<input type="text"/>	*
Address 2	<input type="text"/>	
Suburb	<input type="text"/>	*
State/Postcode	<input type="text"/>	*
Email	<input type="text"/>	*
Phone	<input type="text"/>	*
Mobile	<input type="text"/>	*
Fax	<input type="text"/>	

## Registration Fields:

- User Name: a unique login ID chosen by the user.
- Business Name: full legal name of your company.
- First Name: first name of the representative that will register equipment. This may also include a middle name if applicable.
- Last Name: last name of the representative that will register equipment.
- Position: the position of the representative.
- Visible to Public: this option will allow your company to be visible by Responsible Suppliers if they choose a preferred Authorised Representative.
- Country: the country your company is located.
- Address 1/2: level, unit, and/or street number. Also the street name of your company's address.
- Suburb: the suburb of your company's address.
- State/Postcode: the state, territory, or province with the corresponding postcode of your company's address.
- Email: the nominated email address of the representative, all related correspondence from the EESS will be sent to this address.
- Phone: the landline number of the representative.\*
- Mobile: the mobile number of the representative.\*
- Fax: the fax number of the representative.

*\*Two of the three number fields are marked as mandatory, although all three can be filled.*

3. Once you click "Save", the details entered become your user details.

4. On successful completion, a confirmation email will be sent to your nominated email address confirming your username and providing your password.

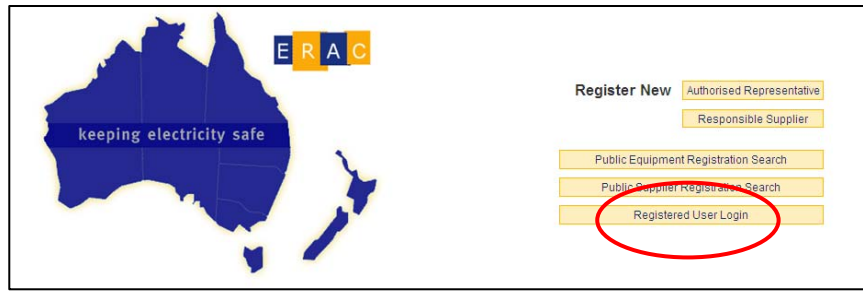
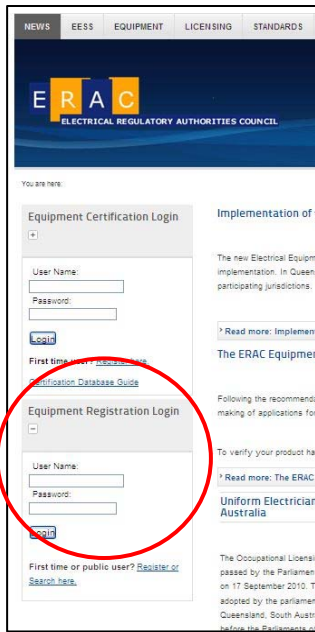
This completes the Authorised Representative registration. You can now log into the registration system and register Level 2 and Level 3 equipment on behalf of a registered Responsible Supplier, who has chosen you as their Authorised Representative.

*Note: clicking "Cancel" will only clear details. To return to the home screen, click "Home" in the top left of your browser.*

## **3.2 Logging into the System**

Once you have successfully registered as an Authorised Representative, you can access the Database with your User ID and password that was emailed to your nominated email address. When you log in you will be able to manage your user details, and register Level 2 and Level 3 equipment on behalf of a registered Responsible Supplier, who has chosen you as their Authorised Representative.

1. Once registered as a Authorised Representative, you can login to the database from the 'NEWS' page on the ERAC website or from the home screen of the EESS page by clicking "Registered User Login".



2. Log in using your User ID and supplied password. Once logged in you will be prompted to change your default password.

### **PASSWORD INFORMATION**

**Your password must contain at least six (6) digits/characters.**

**Your password must include at least one UPPER CASE character, and one number.**

### **3.3 Account Management - Editing of User Details**

Once you are logged into the database, you have the ability to edit your User Details. This includes viewing your registration history.

To update your user details:

1. Place mouse over the “My Account” tab, and click “Update My Profile” to edit your details.

#### Update Authorised Representative Registration ?

**\*\* After saving your details, you will receive a confirmation email.  
Please Note: You must log in & accept the request via your notifications.**

**Account Details**

<b>User Name</b>	example user id [Active]
<b>Business Name</b>	<input style="width: 80%;" type="text" value="Example Co. Ltd."/> *

You are able to select if your details are publicly available to Responsible Suppliers, by ticking (or un-ticking) the box marked “Visible to Public”.

2. Click “Save” to save any alterations you have made.

*Note: unlike Responsible Suppliers, an Authorised Representative’s account does not have an expiry date.*


***If at any time you wish to withdraw your company as an Authorised Representative, you must contact ERAC ([erac@justice.qld.gov.au](mailto:erac@justice.qld.gov.au)).***

### 3.4 Responsible Suppliers

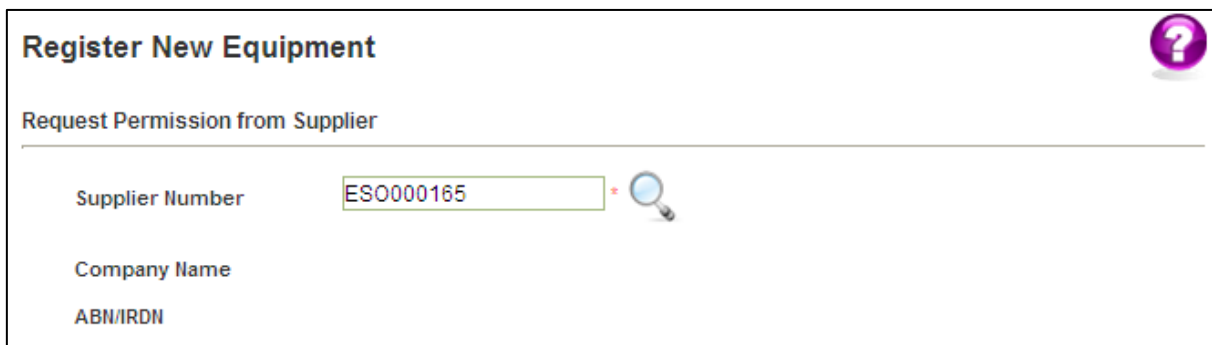
There are two ways a registered Authorised Representative is able to act on behalf of a Responsible Supplier. This could be through requesting their permission (refer to [section 3.4.1](#)), or through the Responsible Supplier selecting them through the Authorised Representative drop down menu while registering as a Responsible Supplier (refer to [section 2.1](#)), or registering a new piece of Level 2 or Level 3 equipment (refer to [section 2.4.1](#)).


#### 3.4.1 Requesting Permission – ERAC only

This option requires the Authorised Representative to know the Responsible Supplier’s unique User ID.


1. Place mouse over the “Equipment” tab, and click “Register New Equipment”.
2. Choose a Responsible Supplier from the drop down menu. Alternatively, select “Other Responsible Supplier” and enter the unique user ID, before clicking the search glass (  ).

*Note: for a Responsible Supplier to be available from the drop down menu, they must have you listed as their preferred Authorised Representative (refer to [section 2.1](#)).*



**Register New Equipment** 

Request Permission from Supplier

Supplier Number  

Company Name

ABN/IRDN

3. Click “Request Permission” to send a notification to the Responsible Supplier, which they in turn may approve.





**A notification that a response is pending will be sent to your notification inbox until the request is accepted or declined by the Responsible Supplier.**

This will grant you permission to register equipment on the Responsible Supplier's behalf, until the Responsible Supplier revokes that permission.

If at any time the Responsible Supplier revokes permission, you will no longer be able to complete registrations on their behalf.

### 3.4.2 Searching Supplier Registrations

1. Place mouse over the "Supplier" tab, and click "Search Supplier Registrations".
2. Fill in any necessary fields to narrow your search, before clicking on the search glass (🔍). Note that ticking the "ACMA only" or "ACMA and EESS" checkboxes will also search RSM Responsible Suppliers.

Search Responsible Suppliers			
First Name	<input type="text" value="John F"/>	User Role	<input type="text" value="Responsible Supplier"/>
Last Name	<input type="text" value="Smith"/>		
Responsible Supplier Specific			
Supplier Name	<input type="text"/>		
Supplier Number	<input type="text"/>	ABN	<input type="text"/>
Registered as	<input type="checkbox"/> ACMA only <input type="checkbox"/> EESS only <input type="checkbox"/> ACMA and EESS		
Country	<input type="text"/>	Address	<input type="text"/>
Suburb	<input type="text"/>	State	<input type="text"/>

*Note: using the "Search Supplier Registrations" function will only allow you to see Responsible Suppliers you, as an Authorised Representative, are already linked to and have permission to view. You will also only be able to see limited information regarding the Responsible Supplier.*

*For a full list of registered Responsible Suppliers refer to [section 3.4.3](#).*

### 3.4.3 Public Supplier Registration Search

1. Place mouse over the "Supplier" tab, and click "Public Supplier Registration Search".
2. Fill in any necessary fields to narrow your search, before clicking on the search glass (🔍).

*Note: you will only be able to see limited information regarding the Responsible Supplier.*

Search Responsible Suppliers	
First Name	<input type="text" value="John F"/>
Last Name	<input type="text" value="Smith"/>
User Role	<input type="text" value="Responsible"/>
<input type="checkbox"/> Responsible Supplier Specific	

### 3.5 Registering Equipment – ERAC Only

Registering Level 2 and Level 3 equipment is the next step in fulfilling the requirements for a Responsible Supplier with the EESS.

Once an Authorised Representative has been given permission by the Responsible Supplier to register equipment on behalf of their company (*refer to [section 3.4.1](#)*), they have the ability to complete equipment registrations.

#### 3.5.1 New Equipment

1a. Place mouse over the “Equipment” tab, and click “Register New Equipment”, and select the Responsible Supplier you are registering the equipment on behalf of from the drop down menu.

1b. If a Responsible Supplier has requested you to complete an equipment registration on their behalf, click the green **tick** symbol next to the correct notification to proceed to the new equipment registration page.

*Note: you will only be able to register the specified equipment registration on the Responsible Supplier’s behalf. Any further registrations must be requested separately.*

2. Click “Save” to confirm the Responsible Supplier details.

#### Equipment Fields:

Inputting a certificate number into the Certificate of Conformity/Suitability field and clicking the “Retrieve Certificate” button will automatically populate the majority of the required details.

*Note: If any of the Equipment Fields do not automatically populate when you press “Retrieve Certificate”, you will need to further describe the equipment in the free text prior to proceeding.*

- Equipment Level: the level of the in-scope piece of equipment you wish to register, i.e. Level 2 and Level 3.
- Certificate of Conformity/Suitability: - the recognised certificate number of the piece of Level 3 equipment you wish register.
- Release Date: the date you wish the piece of equipment to be publically searchable on the registration database.
- Equipment Type: the in-scope level of the equipment.

- Sub Type: the regulatory definition of the equipment according to electrical safety legislation.
- Description: the specific type of equipment you wish to register.
- Registration Length: the length of time you wish the equipment to be registered with EESS. This can be purchased in 1, 2, or 5 year blocks.
- Registration Expires: an automatically calculated date the system supplies depending on the length of registration you have selected.
- Location of Responsible Supplier's Compliance Folder (RSCF): *(Level 2 only)* the location of the RSCF for this equipment, i.e. the Responsible Supplier's company address.\*
- Link to a site which contains information relating to the supplier compliance: *(Level 2 only)* - a website the regulator can visit for relating information to the equipment if needed.\*
- Comply to Standard: the relevant Australian/New Zealand standard the equipment was tested and certified against.
- Details Description: any further relevant information regarding the equipment. This field can be used to detail the series of equipment. Please note, this field is not mandatory.

*\*Only one of the fields marked with the green asterisk is mandatory, although both can be filled.*

3. Input all mandatory equipment detail fields, and click "Save" to proceed to the Model Details screen, and select which profiles, models and brand names of the equipment the Responsible Supplier's company supplies from the list.

The screenshot shows a web interface titled "Model Details". Under the "Profiles" heading, there is a table with a dark blue header row labeled "Details". The table contains the following information:


SubCertificate: 00	Profile Name: 1
Rated Input: 1200W	
Model:	
<input checked="" type="checkbox"/> <input type="checkbox"/> AG125MAG	
Brand:	
<input type="checkbox"/> GMC	

4. Click "Save" once more and include any supporting documentation, i.e. the Responsible Supplier's Compliance Folder, and a brief description of the attached file. Click the "select file" tab to import the chosen file. Once a file is selected, click on the green **plus** symbol to upload it into the database. Note - this can be removed as well using the red **cross** symbol if needed.

*Note: supporting documentation isn't mandatory for Level 3 equipment.*

5. Clicking "Save" again will lock-in all details, and provide a summary to review and confirm that all information is accurate and true.

6. Click “Add to Shopping Cart” once you have ensured all details are correct.
7. After agreeing to the declaration, the new equipment will be added to your cart. From here you can choose to register an additional piece of equipment (repeat steps 1-7), or pay for what is currently in your shopping cart.
8. Once payment is successful using the payment portal, a confirmation email will be sent to your nominated email address, including a transaction receipt and a copy of your declaration.



**A notification will be sent to the Responsible Supplier advising them that the registration is complete.**

### 3.5.2 Updating Equipment – ERAC only

Once Level 2 and Level 3 equipment have been registered on behalf of the Responsible Supplier, the Authorised Representative has the ability to update the registration. This will allow you to amend certain details of the equipment that might be incorrect, or have changed since the date of first registration, including additional profiles.

1. Place mouse over the “Equipment” tab, and click “Update Equipment Registration”.
2. Choose the equipment type from the drop down menu and fill in any other necessary fields, to narrow your search, before clicking on the search glass (🔍) to locate registrations linked to your company.

#### Search Equipment Registrations to Update Equipment

**By Equipment**

Type  Level 1 Only  Level 2 Or  Level 3 Only

Brand

Certificate Number

3. Click on the equipment link to edit the chosen profile.

*Note: only limited fields are available for you to alter.*

4. Click “Save” to save any alteration you have made.

### 3.5.3 Renewing Equipment Registration – ERAC only

When registered Level 2 and Level 3 equipment are close to their expiry date, you, on behalf of the Responsible Supplier, have the ability to renew the registration for a further 1, 2, or 5 years.

You will receive a notification from the system advising that the equipment registration is expiring, allowing you to renew for another registration period.

1. Place mouse over the “Equipment” tab, and click “Renew Equipment Registration”.
2. Choose the equipment type from the drop down menu and fill in any other necessary fields to narrow your search, before clicking on the search glass (🔍) to locate registrations linked by your company.

### Search Equipment Registrations to Renew Equipment

**By Equipment**

Type  Level 1 Only  Level 2 Or  Level 3 Only

Brand

Certificate Number

**By Supplier**

Supplier Name

*Note – renewing the equipment will incur another fee, and you will be directed to the payment portal.*



**Please note this “renewal” section of the user guide is currently under construction awaiting further updates.**

### 3.5.4 Searching Equipment Registration – ERAC only

Once you register or list in-scope electrical equipment with EESS on behalf of a Responsible Supplier, the Authorised Representative can view the equipment registration via the search function.

To search current equipment registrations:

1. Place mouse over the “Equipment” tab, and click “Search Equipment Registrations”.

2. Choose the equipment type from the drop down menu and fill in any other necessary fields to narrow your search, before clicking on the search glass (🔍) to locate registrations linked by your company.

### Search Equipment Registrations

**By Equipment**

Type  Level 1 Only  Level 2 Or  Level 3 Only

Brand

Certificate Number

**By Supplier**




Supplier Name

Supplier Number

**Equipment Details**

### 3.6 Notifications

The notification function available under the “My Account” tab lets you know of any pending requests that need to be actioned. These include information only messages, renewal advice, Responsible Supplier requests/permissions and other relevant notifications.

Notifications			
Request ID	Date Requested	Responsible Supplier	Status
RQ000047	29/11/2012 2:19:04 PM	Example Co. Ltd. [ERAC000080]	Pending 
RQ000048	30/11/2012 1:23:20 PM	Example Co. Ltd. [ERAC000080]	Approved  

Total Requests: 2



**The Red Cross on the notification page does not remove the link between Responsible Suppliers and Authorised Representatives. Selecting the Red Cross only removes the notification.**