

PBI

ZERA APPLICANT USER GUIDE

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1. Introduction

○ Purpose of the System

The Solar Product Registration Portal is an online platform that enforces compliance with national solar product standards. This system serves as the official mechanism for registering solar products before they can be legally imported, manufactured, or traded in the country.

Key Functions

The portal enables:

- Importers and manufacturers to register solar products,
- Regulators to verify compliance with national standards,
- Public access to a database of approved solar products,
- Integration with customs management for import verification,
- Support for market surveillance activities.

Who Should Use This System

You need to use this system if you:

- Import solar products into the country,
- Manufacture solar products locally,
- Distribute registered solar products.

The public can use this system to:

- View all registered solar products,
- Verify product compliance status,
- Access information about authorized suppliers,
- Download and verify registration certificates.

Benefits

The system provides:

- Streamlined product registration process,
- Transparent verification of compliance,

- Easy access to product and supplier information,
- Protection against non-compliant products,
- Support for customs clearance procedures.

○ **System Requirements**

To use the Solar Product Registration Portal, you need:

- A device with internet access,
- A web browser (any modern browser),
- PDF viewer for certificates and documentation,
- Scanner or digital camera for document uploads,
- Valid email address for account creation,

Note: The system is web-based and requires no software installation.

○ **Accessing the Portal**

The portal is accessible by visiting `<example-url.go.zw/registry>` in your web browser.

For public access: Search or browse the registry directly from the homepage.

For product registration: Click "Login" in the top right corner.

2. Getting Started

○ Creating an Account

In order to register your product or organization or apply for a certificate, you must first create an account.

To create an account:

- Go to the portal home page by visiting `<www.example-url.gov/registry>` in your browser,
- Click the “Login” button on the upper right corner to access the Login /Sign up page,
- Fill in the “Email” and “Password” fields then click the “Login” button to sign in if you already have an account OR...,
- Click the “Register” link located on the top right corner of the sign-up area. (Not the top right corner of the page),
- Read and accept the privacy agreement,
- Fill in your details and click the “Register” button.

Note: The fields marked with an asterisk (*) are required and cannot be left unfilled when registering.

After successfully submitting the registration details, a verification email will be sent to your Email address. Click the “Confirm Email Address” button in the verification email. This will verify your email address and upon verification, redirect you back to the “Login” page.

○ Logging In

To log in, fill in your email and password in the “Email” and “Password” fields respectively then click the “Login” button.

If you do not have an account created, refer to the **Create an Account** section above on how to create an account. Upon successful login you will be redirected to the portal dashboard.

○ Dashboard Overview

On the dashboard, you will see your user details and a “Create Profile” link on the main area. On the left-hand side of your screen, you will find the following links:

- “Profile /Company” – This is the profile creation and management area.
- “Home” – This is the dashboard area.
- “New Application” – This is where new applications are made and submitted.
- “My Applications” – This is where you can view the details of your past applications and track their status.
- “My Certificates” – This area allows you to view and download your certificates.
- “Logout” – Logs you out of your session.

The portal requires users to complete their profile’s before being able to make an application. On the dashboard, click the “Create Profile” link go the profile creation page and complete your company profile. Refer to the **User Profile Management** section below on how to complete your system.

Once your profile is complete, the dashboard main area will change and be populated with your company details as well as the following links:

- “New Application” - This takes you where new applications are made and submitted.
- “My Applications” – This takes you where you can view the details of your past applications and track their status.
- “My Certificates” – This takes to the area that allows you to view and download your certificates.
- “Profile /Company” – This takes you to the profile creation and management area.

○ **User Profile Management**

Complete your company profile information. If your organization has partnered with other organizations, you can fill in their details by first clicking the “Add Partner” button.

The “Save Draft” button allows you to save your information as a draft so you can complete the it at a later time.

The “Save and Submit” saves and submits your detail to ZERA.

To edit your information, fill and resubmit the form.

3. Submitting a New License Application

○ **Starting a New Application**

On the side bar, click on “New Application” or on the dashboard, click on “Apply Now” under the “New Application” icon. This will bring you to the “License Applications page.

In the “Product Category” drop down, select your product category to begin the application process.

The application has four stages:

- Product Information,
- Product Specification (for the specified product category),
- Product Conformity,
- Consignment Based Conformity Assessment,
- Submit.

Fill in the application ensuring you upload ALL the requested compliance documents.

While filling the application, click on “Save and Continue” after filling each section to save your work.

In the final “Submit” section, review your application the click on “Submit for Approval” to submit your application

○ **Application Review and Submission**

In the final “Submit” section, review your application the click on “Submit for Approval” to submit your application. Ensure your application is filled in correctly before clicking the “Submit for Approval” button.

Ensure all documents are correctly uploaded and in their correct respective formats.

Ensure that all fields with required information are properly and correctly filled in. Submitting an incorrectly filled form may result in your application being denied by the regulator.

Clicking on the section name (e.g. “Product Information”) allows you to go back and edit your application details. One your application is submitted you will be notified via email and by the portal’s own notification panel on its approval or disapproval. You can manage and view the status of your application in the “My applications” section of the portal, accessible through the sidebar or dashboard.

4. Managing Existing Applications

- **Viewing Application Status**

The details and status of your license applications are available to view in the “My Applications” section of the portal. This page is accessible by clicking on “My Applications” in the sidebar or from the Dashboard by clicking on the “View” button under the “My Applications” icon.

From here, an application’s status can be tracked and available certificates may be downloaded. The ability to edit and delete draft applications is also available on this page.

- **Application History**

All applications made through the portal including drafts are listed on the “My Applications” page for easy access and management.

Applications made through the portal are all listed in chronological order from newest to oldest.

- **Renewing Existing Registrations**

Any licenses subject to renewal on a periodic basis can be renewed by filling and resubmitting a new application at time of expiry. The new application shall be vetted and approved or disapproved at submission as normal.

5. Certificates and Documentation

- **Downloading Licenses and Certificates**

Once an application has been approved, Licenses and other certificates can be downloaded in the “My Certificates” section or the “My Applications” section. Both are accessible by clicking on their respective links in the sidebar or from the dashboard by clicking on the buttons under their respective icons.

Each row approved applications will have a “Download” button marked by the <insert icon> icon. Clicking on this button will trigger the download of the certificate

- **QR Code Verification**

6. Support and Troubleshooting

- **Common Issues**
- **Contact Information**
- **FAQs**