**New features and benefits of the new WELS Registration Database**

Hello and welcome to this video demonstration of the new features available in the WELS Registration Portal.

In this video, we'll guide you through some of the key features and benefits of the upgraded system and provide an overview of what to expect when you first login.

The official launch is scheduled for June 2025 and we're excited to share these improvements with you and to support a smoother and more efficient registration experience.

The upgrade is part of our ongoing commitment to improving and strengthening the administration of the WELS scheme.

By modernising the Registration Portal, we aim to deliver a more efficient, accurate and user-friendly experience for all registrants.

We understand that change can be challenging, which is why we're prepared a range of resources to support you through the transition.

These include a detailed instruction manual, step by step how to videos and access to the WELS Registration Hotline for personalised assistance.

Our goal is to ensure that every registrant feels confident and supported as they navigate the new system.

One of the key enhancements in the new WELS Registration Portal is the improved handling of Watermark certification.

The updated WELS Registration portal now connects directly to the Watermark product database.
This integration ensures that the information displayed in WELS is nearly real time.

Any changes made in the Watermark product database, such as a product being cancelled, certificate expiring or changes to a model ID, will be reflected in the WELS Registration Portal by the following day.

The system helps reduce the number of applications returned to registrants for amendment thanks to improved validation cheques at the time of submission and system generated values for the Watermark certification.

Another significant benefit is that registrants only need to link their product to the Watermark product database once.

After this initial connection, there is no need to upload new Watermark certificates manually. The system will automatically reflect any changes.

We have made every effort to link existing registered models and applications into their corresponding entries in the Watermark product database. However, some registrants may need to update their model information by submitting a Major model edit.

Another important enhancement in the new WELS Registration Portal is the simplified access for registrants who manage multiple organisations.

Previously, registrants were required to maintain separate accounts for each organisation, each with its own unique username and password. Now a single account is all that is needed after signing in.

Using multi-factor authentication (MFA), registrants can easily switch between the organisations they are associated with, whether it's a primary or a secondary user. The name of the organisation currently in use is always displayed at the top right-hand corner of the screen, beneath the profile button and is visible across all pages.

When a registrant creates a new organisation request, they are automatically assigned as the primary contact. From there, they can add additional users through the organisation management screen. This update makes managing multiple organisations significantly easier.

The new system introduces a more refined approach to registering product variants, building on the improvements we first introduced in 2021.

Registrants may still select common variants using the check boxes. However, if you wish to include specific model codes, each variant mount must now be entered individually.

Each variant is treated as a unique entry linked to the parent model. Registrants are required to provide a model code for each of these variants. Additionally, they may choose to specify the colour or finish.

For example, a variant might be listed as ABC, Mixer, GM and Gun Metal entered into the colour field. These individual variants will be displayed in a table format in the WELS certificate.

Variants from the previous system will be migrated as they are, and model codes will all appear in the one field. At the moment, we encourage you to review and update your variant listings to ensure they are accurately reflected on the certificate and not all on the one line.

Please note that including a variant code in the WELS Registrant Portal does not automatically qualify as a valid variant. It must also meet the official definition of a variant in the WELS standard.

Once a model has been registered in the WELS Registration Portal, registrants may still make updates to the model's details. The new system introduces 2 distinct types of edits, Minor edits, and Major edits.

Minor edits refer to straightforward updates that do not require approval by the WELS Registration team. These include changes to model name, model code, or the additional removal of common variants.

These updates can be made directly in the system and will take effect immediately. Please note that any changes to the model name must also be reflected on the package.

Major edits, on the other hand, involve more significant changes such as updating the product image, modifying the references for Watermark, or adding individual variants.

These changes must be submitted as a formal application and will be reviewed by the WELS Registration team. Approval is required before these updates are reflected in the system.

It's important to note that once model is registered, it is its performance and star rating cannot be altered. If these attributes need to be changed, a new product application must be submitted.

WELS registrations must be renewed annually between the 15th of September and the 5th of December. To make this process easier, the new WELS Registrant Portal will automatically generate your renewal application on the morning of 15th of September, Australian time.

The application will include all of your registered models, which is slightly different to the previous system where you had to select which models were included in the manual application. Therefore, you will need to review the list and remove any models you do not wish to renew.

Please note that the renewal application no longer allows changes to model edits and as these are all managed through the model edit process.

While we encourage you to make changes throughout the year using the model edit processes, any model edits you submit prior to renewal application will be processed at the same time as your renewal. Again, slightly different in the in the way that things are managed in the new system.

During the renewal process, registers will also have an option to upgrade minor products to full fee-paying models. However, it's not possible to downgrade a full fee-paying model to a minor product.

With the latest updates to the WELS Registration Portal, registrants can now download their products directly from the portal when they're logged in.

Previously, certificates were only accessible through the public facing WELS Product Register and you had to wait overnight before the database was updated. The process is now significantly faster as the system should be updated within 30 minutes of a model being registered or changed.

Certificates will be available within the same time, both on the logged in portal or on the public product register. This improvement ensures quicker access to documentation and supports a more efficient registration experience.

The new system is built on Microsoft Dynamics 365 platform offering enhanced data security. Compared to the previous system, this modern platform it's designed to better protect your personal and business information.

In addition, the system now uses multi-factor authentication (MFA). This means that along with your password, you'll need to verify your identity using a second method, such as a code sent to your mobile device.

This added layer of security helps ensure that only you can access your account, significantly reducing the risk of unauthorised access. These improvements are part of our ongoing commitment to keeping your information safe and secure.

The new WELS Product Registration database has been separated into two sections, each with a different purpose.

The first is the WELS Registration Portal where industry users will log in to register WELS products.

The other is the WELS Product Register. This is the public facing page that lists all current registered WELS products as well as the historic and expired models.

You can access both pages through links provided on the Water Rating website. To help you navigate the new system, we've created a series of short videos. These will guide you through accessing the system using the new Watermark functionality and more.

We encourage you to watch each video in the series and check back regularly as we'll continue to add more helpful content soon.