KB07 Apply to become a Registered Redback Installer

Version 2.0 Date: 25/07/2022

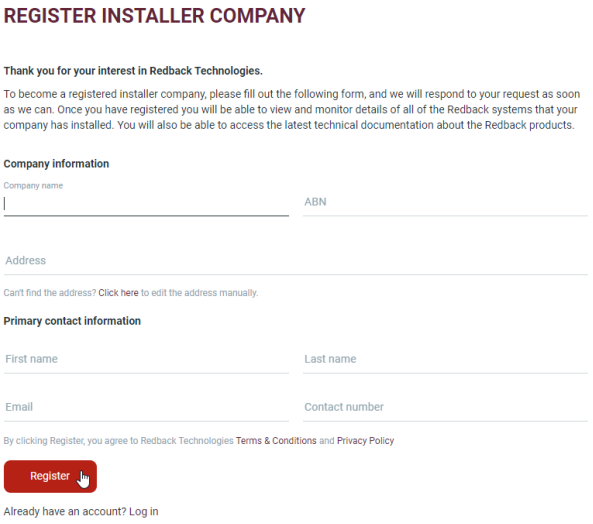
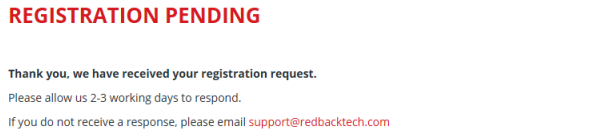
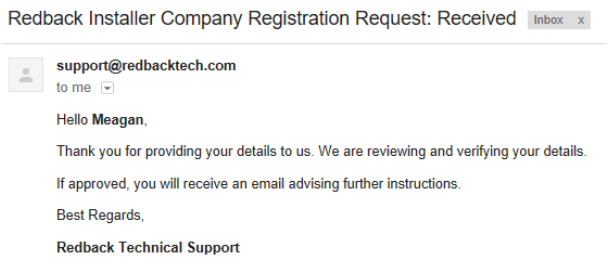
1. Apply to be a Registered Redback Installer

This guide will step you through the installer registration process via the Redback website and Portal. To ensure a trouble-free registration, you will need to ensure you have the below company information available, along with contact details of a company representative:

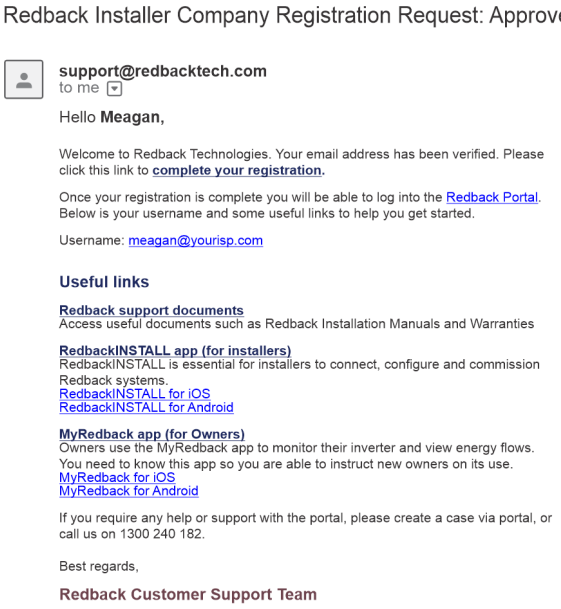
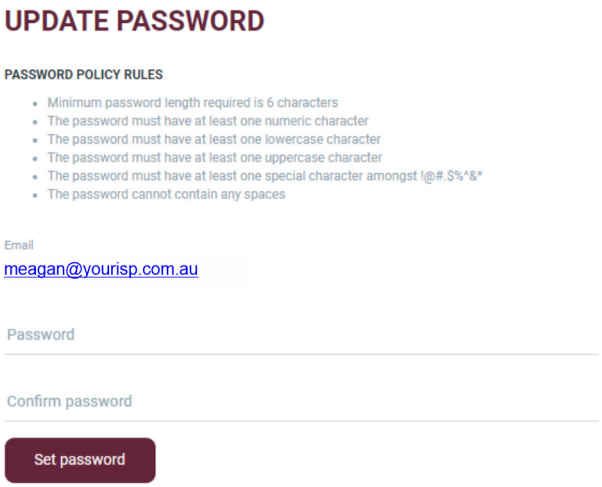
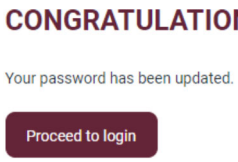
- Company name, business address, and ABN.
- Company representative's name, email, and contact number.

Application approvals take 2-3 business days to process. Please make your application several days before attending site for your first install.

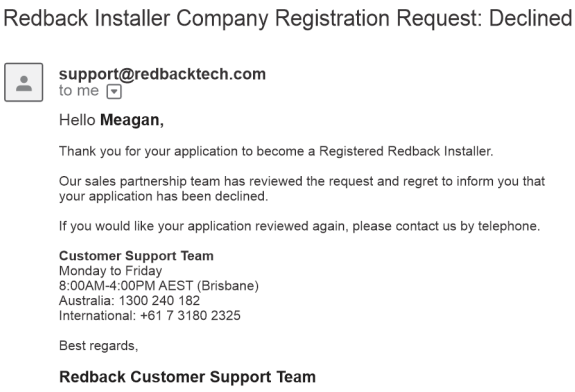
2. Starting the registration process

#	DESCRIPTION	IMAGE
1	Go to portal.redbacktech.com/AccountRequest/Register	
2	Complete the required fields and select **Register**.	
3	The Registration Pending page will appear.	
4	In the background, a confirmation of registration will be sent to the email address given on the registration form.	

3. Registration approved

#	DESCRIPTION	IMAGE
1	If your application is approved, you will receive a confirmation email from Redback. Click on the **Complete your registration** to go to the password setup page. This email includes some useful documentation links to get you started. You can access these as soon as you complete your registration.	
2	Choose a password that meets the security requirements listed, confirm, and select **Set password**.	
	A confirmation screen will appear. You now have Installer level permission to login to the Redback Portal using the **Proceed to login** button or by going to portal.redbacktech.com/login.	

4. Registration declined

#	DESCRIPTION	IMAGE
1.	Should your application for registration be declined, you will receive an email notification from Redback Technologies. If you would like your application reviewed, please contact us by telephone. • 8:00AM-4:00PM AEST (Brisbane) • Monday to Friday • From Australia: 1300 240 182 • International: +61 7 3180 2325	

5. Revision history

Amendment	Detail	Author	Date
V1.0	First issue	Kelly Garvin, CST Lead	17/05/2017
V2.0	Updated content and branding	Adam Shipway	25/07/2022

Document Owner	Mitu Banore, CST Lead
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