A message from

Customer Network Solutions

EIA Portal – Downloading your SER report and useful tips

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Thank you to everyone who has adopted the new EIA process and portal. Since launch, we have already received almost 250 EIA submissions, which is a strong indication that the industry is getting onboard with the new process. We appreciate the engagement and the feedback that has been coming through.

As a reminder, paper-based EIAs are no longer being accepted for new design submissions. All new EIA applications must be submitted through the EIA portal.

Several ASPs have also provided feedback requesting the ability to download a full copy of the SER report including all comments. The steps below outline how to download the report directly from the portal.

Thank you again for getting onboard with the new process. As with any new system, we will continue to listen to your feedback and make improvements where possible.

Downloading your SER Report

When your application receives approval, you will receive an email with one of the following subjects:

- Application EIA-XXXX received conditional approval, or
- Application EIA-XXXX received SER final approval

The detailed SER report will be available in the portal within approximately 4 hours of receiving this email.

How to download the SER report

Option 1 – Search for the application

1. Log in to the EIA portal.
2. Use the search bar and enter either the Project Number or Application Number (EIA-XXXX).

3. Open the application.
4. Click the attachments icon to expand the attachments section.

5. Select SER Report.pdf to open the full report.

6. Save the PDF to your local system if required.

7. If needed, you can also download the SER Determination document from the same attachments section.

Option 2 – Organisation applications view

1. Log in to the portal.

2. Navigate to Organisation Applications.

3. Applications submitted by users within your organisation are grouped by *Submitted By*.

4. Select the application number that received the approval email.

5. Click the attachments icon to expand the attachments section.

6. Select SER Report.pdf to open and download the full report.

7. The SER Determination document can also be downloaded from the same section if required.

Helpful tips

- The **SER report becomes available within 4 hours** of the approval email being issued.
- If you cannot see the report immediately, please allow time for the document to generate before checking again.
- All documents associated with the application can be accessed via the **attachments section** within the application.

If you continue to experience any issues accessing reports, or have further feedback on the EIA process, please let us know.

We appreciate your ongoing collaboration as we continue to refine and improve the system.

Kind regards,

Customer Network Solutions