

## Sharing Plant on iSolarCloud

### Disclaimer

The material in this document has been prepared by Sungrow Australia Group Pty. Ltd. ABN 76 168 258 679 and is intended as a guideline to assist solar installers for troubleshooting. It is not a statement or advice on any of the Electrical or Solar Industry standards or guidelines. Please observe all OH&S regulations when working on Sungrow equipment.

As the owner of the plant, the end-user is able to share their iSolarCloud plant with other users (e.g. installers) registered on iSolarCloud. For cases where the installer may need to share it with the retailer, the “**Channel/Partner**” option under the plant can be used.

This allows other users to access the plant to view the performance of the inverter and to keep an eye on it. There are two main ways of sharing the plant i.e. using the email or using organisation codes that the other account is registered under.

### Sharing using email by installers’ account:

Installers can share solar plants with the retailer, the “**Channel/Partner**” option under the plant can be used. For example, if a sub-contractor would like to share the plant with the head retailer, this option can be used.

**Channel/Partner** can be access under the plant settings of the plant.

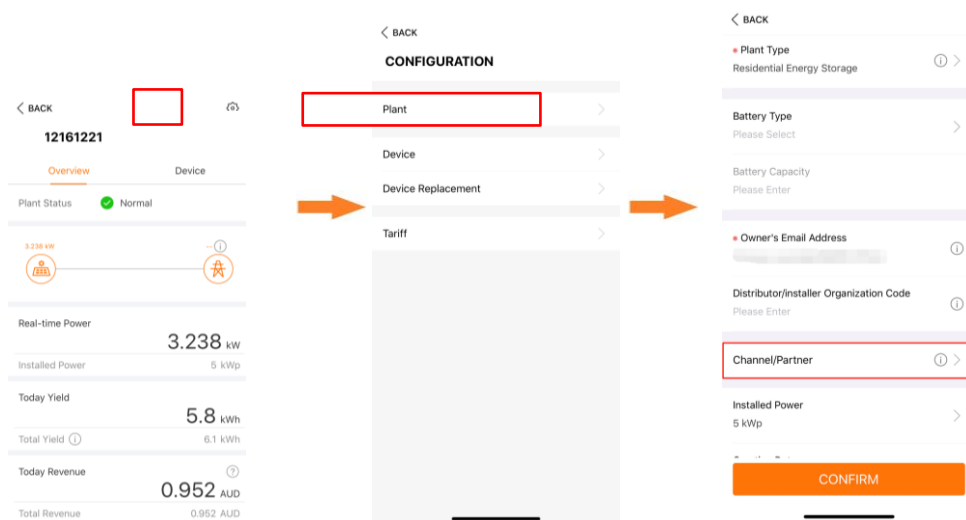


Figure 1 Accessing Plant Settings

Under Channel/Partner, an account can be added by clicking “ADD”. This will allow you to add the email for the other account.

The access level can also be selected. “**Viewers**” will only let the other account view the plant and its production while “**Administrators**” will allow the other account to have full access of parameters and settings.

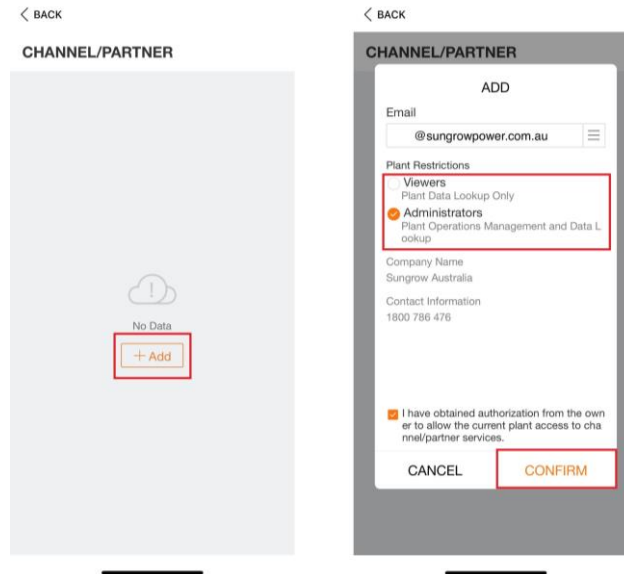


Figure 2 Channel/Partner Settings

Once the details have been entered, confirming will share the plant with the corresponding account.

**Note:** Please note that sharing the plant will alert the owner of the plant via email.

**Sharing using email via an end user’ account:**

As the owner of the plant, the end-user is able to share their iSolarCloud plant with other users (e.g. installers) registered on iSolarCloud.

To share the plant, click on the “three dots” on the dashboard next to your plant. A sub menu will pop up. Simply click “Share”.

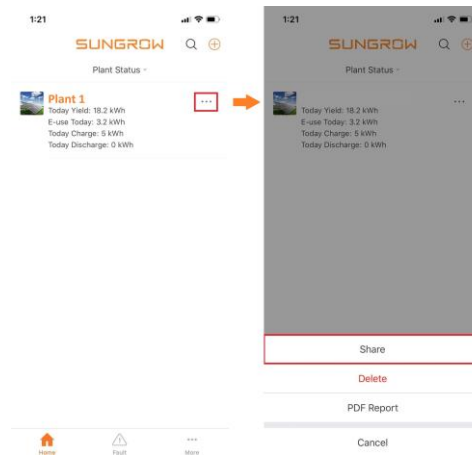


Figure 3 Sharing Plant

You can then click “ADD SHARE” which will allow you to put in the email for the other account. The access level can also be selected. “View Only” will only let the other account view the plant and its production while “Administrator” will allow the other account to have full access of parameters and settings.

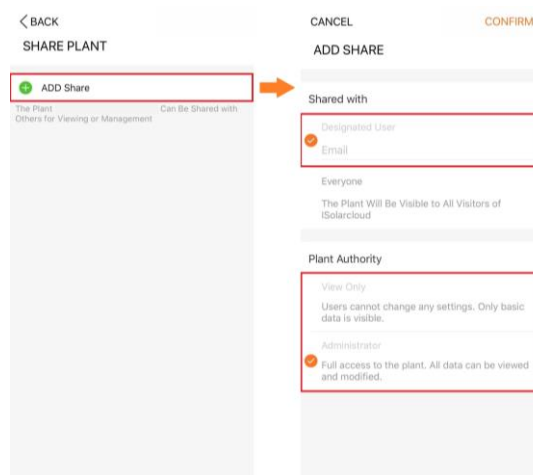


Figure 4 Adding Share and Access Level

**Note:** The email that is entered must be a registered iSolarCloud account else, the share will be unsuccessful.

**Sharing using organisation code:**

Each installer account gets assigned an “**organisation code**” when it is registered on the iSolarCloud platform. When a new plant is created through the installer account, the plant is automatically assigned that code however, if the end-user creates an account, no code will be designated. Hence, the installer can share their code with the end-user to enter under plant settings.

For any questions on how the organisation code works, please click [here](#).

The organisation code can be found under the account personal information. This can be accessed by clicking “**More**” on the bottom right corner and then tapping on your email on the top. You will then be able to see your organisation code which you can share with the end-user.

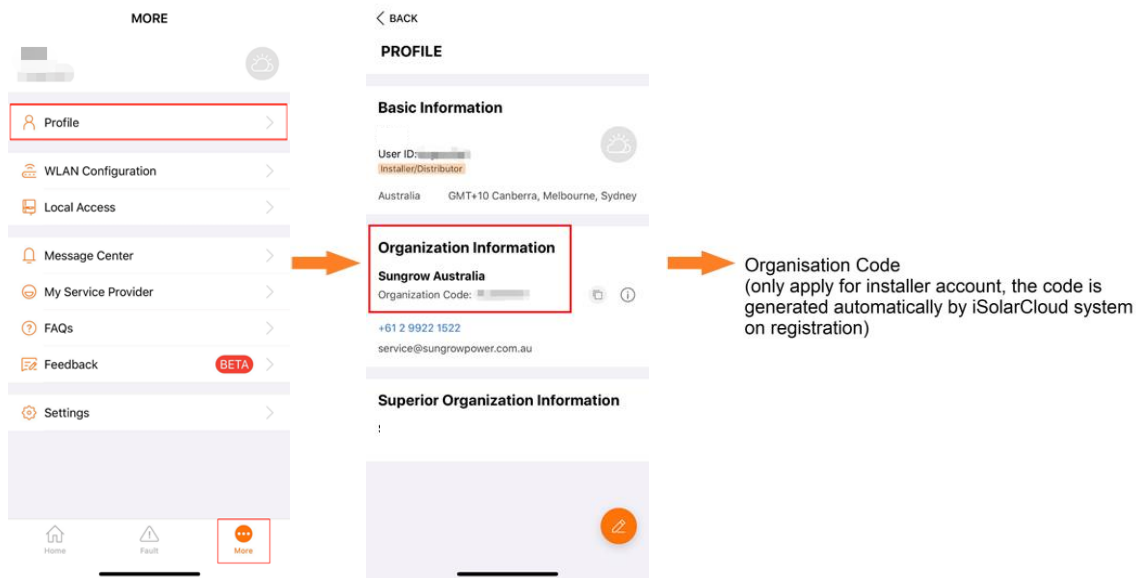


Figure 5 Organisation Code

The end-user can then input the code under plant settings. To access the settings, simply click on the plant and then the “**Settings button**” on the top right corner (Figure 2).

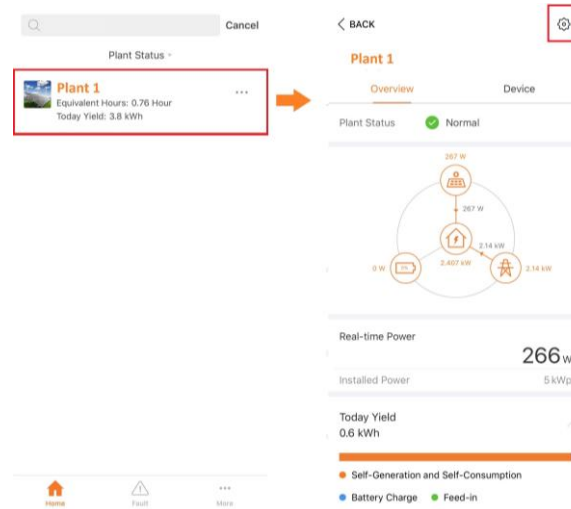


Figure 6 Accessing Plant Settings

Then click on “**Plant**” which will then allow you to configure the plant. The organisation code can be put under “**Installer/Distributor Organisation Code**”. Once entered and saved, the plant will be automatically shared with the installer account with that code and will be visible under the dashboard.

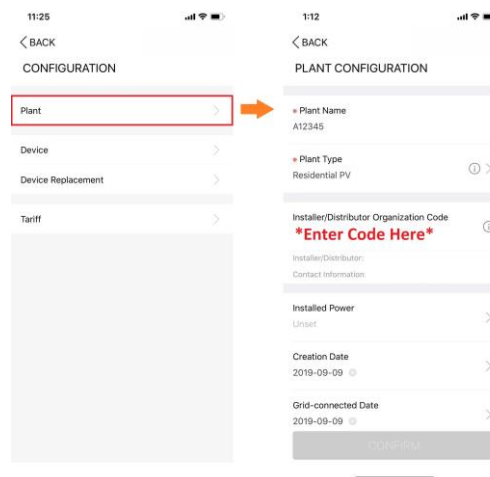


Figure 7 Plant Settings

**Note:** If there is already an installer code under plant configuration and it is changed over to a different one, the account associated with the old code will lose access to the plant.

If any issue is related to iSolarCloud, please contact Sungrow Service Department on 1800 786 476 or email to [service@sungrowpower.com.au](mailto:service@sungrowpower.com.au).