

Sharing Solar Plants 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 plants with other users registered via iSolarCloud. 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 organisation codes or using the email that the other account is registered under.

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 (Figure 1). You will then be able to see your organisation code which you can share with the end-user.

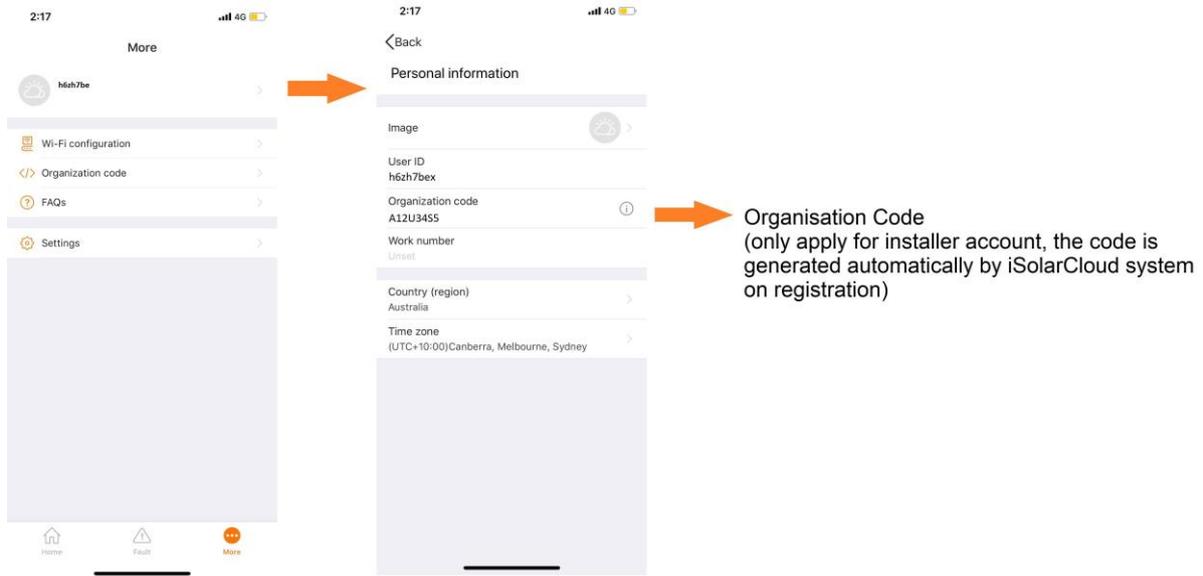


Figure 1 Organisation Code

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).

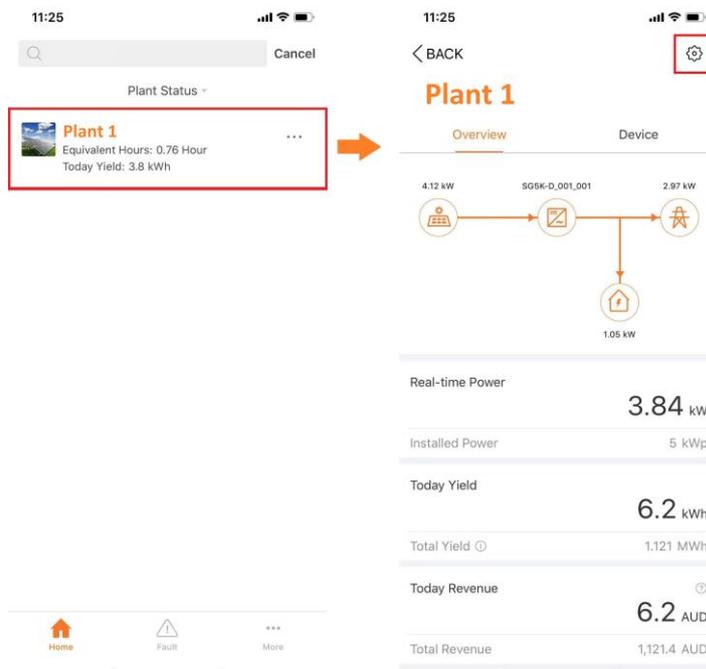


Figure 2 Accessing Plant Settings

Then click on “**Plant**” which will then allow you to configure the plant. The organisation code can be put under “**Installer/Distributor Organisation Code**” (Figure 3). Once entered and saved, the plant will be automatically shared with the installer account with that code and will be visible under the dashboard.

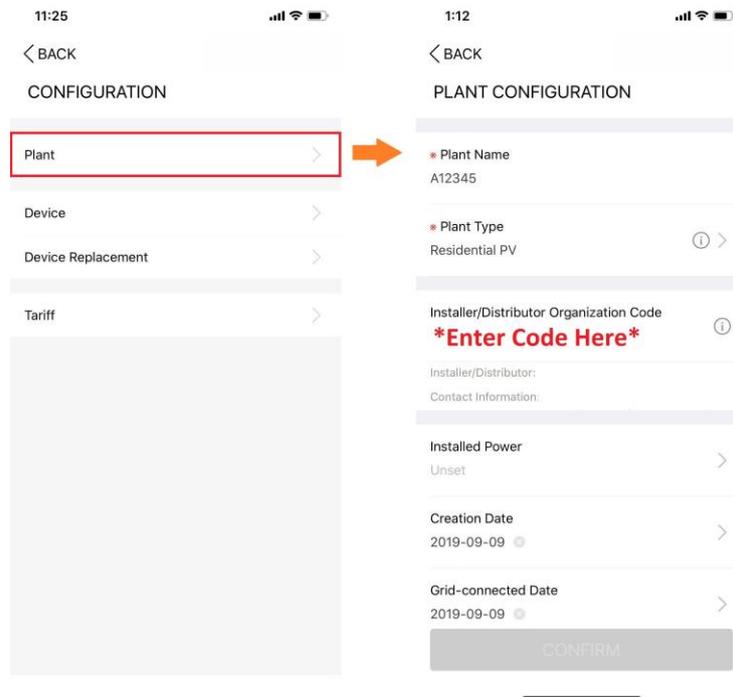


Figure 3 Plant Settings

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.

Sharing using email:

If a plant needs to be shared with multiple installer accounts (which involves multiple organisation codes) or an end-user account (no organisation code), it can be shared using the email of the account.

To share the plant, click on the “three dots” on the dashboard next to your plant (Figure 4). A sub menu will pop up. Simply click “Share”.

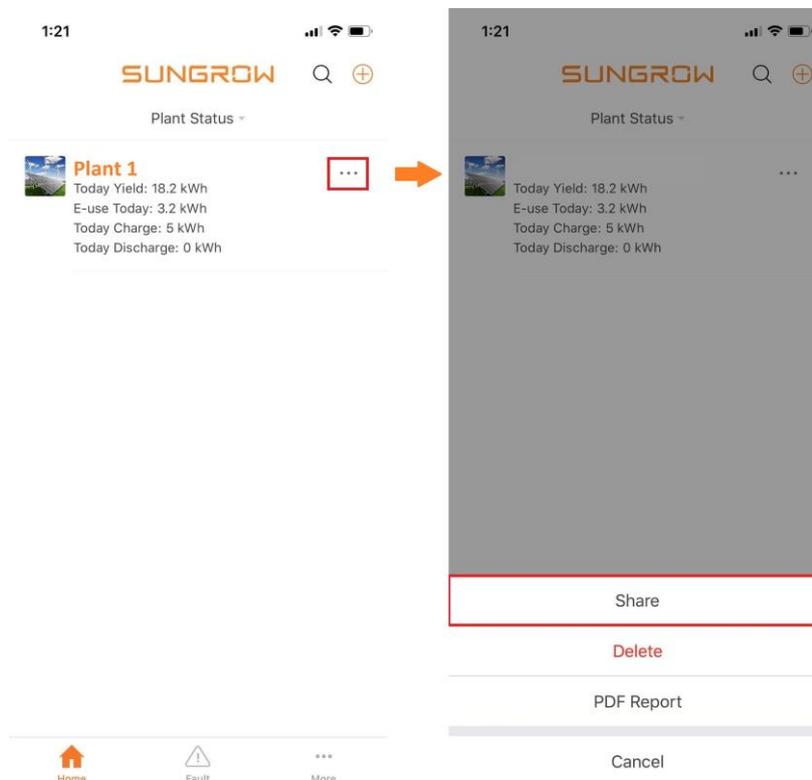


Figure 4 Sharing Plant

You can then click “**ADD Share**” which will allow you to put in the email for the other account (Figure 5). 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.

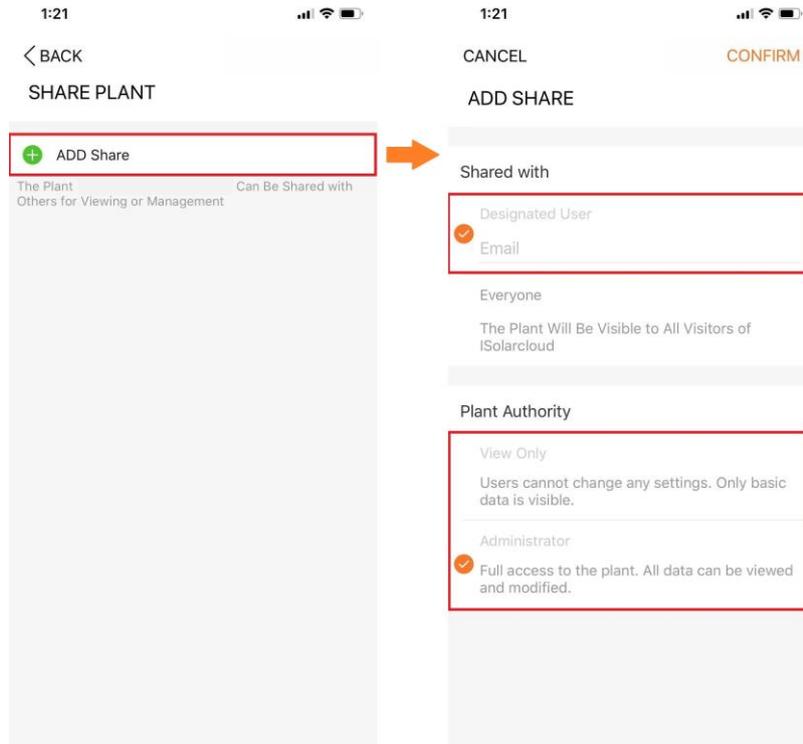


Figure 5 Adding Share and Access Level

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

If the issue continues to persist, please take photos testing on site and contact Sungrow Service Department on 1800 786 476 or email to service@sungrowpower.com.au.