

Installer Operation Manual

OSS installer user manual

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System Introduction

OSS is the abbreviation of Online Smart Service System. It is a web-based system that integrates monitoring management, service operation and maintenance, after-sales inquiry and other functional modules. Its Target Users include integrators, distributors, and installers. By connecting online and offline links, a closed loop is formed to improve the work efficiency of Target Users and save manpower and material costs.

User Overview

Object Oriented

This system is divided into three types of users: distributor users, installer users, and customer service personnel. There will be differences based on the background permissions that users have and the actual business. The specific details of user permissions can be viewed through Organization Management - Permission Management.

System address

Users can log in to the system through <https://oss.growatt.com/login>, and the system supports Chrome browser and IE browser.

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1. OSS installer manual

1.1 Register and log in to your account

Distributor Definition: The company that deals directly with Growatt and has signed an order uses the OSS system to monitor and manage the account of the purchased equipment

Installer definition: An account that purchases equipment from a distributor and monitors and manages the equipment without directly signing an order contract with Growatt

Register an account (installer)

Registering installers in some European regions requires providing information and waiting for approval before registration. Belgium (Belgium) needs to fill in the VAT Number on the registration account page.

Note: VAT (Value Added Tax) is a type of consumption tax that applies to the sale of goods and services. In Europe, companies must collect VAT from the goods or services they sell and pay it to the national tax authorities. Therefore, companies need to register a VAT number in order to collect VAT from their customers and report it to the tax authorities.

Register

Country

Select Country

*

Inverter SN

Number of Inverters

* ⓘ

Company Name

Company Name

*

Company Address

Company Address

*

Company website

Company website

☐

《OSS User Agreement》

《OSS Privacy Agreement》

《Data Protection Agreement》

Register

Previous

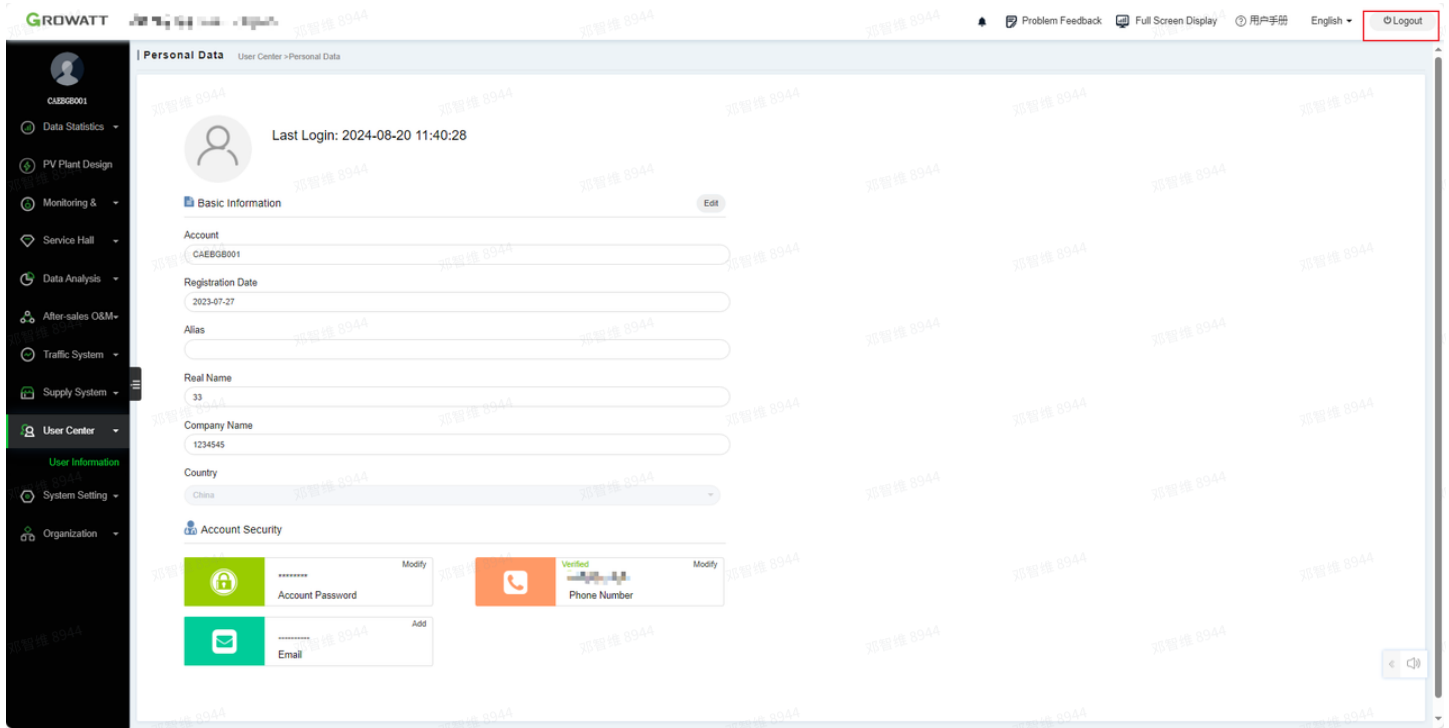
Serial number	Operating steps
1	Enter the specified address in the browser: https://oss.growatt.com/login
2	Select a server based on the region Chinese mainland Server: https://oss.growatt.com/login US & Canada server: https://oss.growatt.com/login

	<p>Global servers in other countries and regions: https://oss.growatt.com/login</p> <p>1. If the login region is Hong Kong, Macao and Taiwan, please select "other countries and regions around the world" server login account</p>
3	<p>After the user selects the server, click the register button and select the registered installer account. Depending on the type of account, the functions used in the OSS system are also different.</p> <p>After selecting the registration type, you need to check "Agree to our user policy" before proceeding to the next step.</p>
4	<p>After clicking "Next", the page switch selects detailed information pop-up window</p> <p>Select country (required option) Note: The information templates for subsequent improvement vary by country</p> <p>Inverter serial number (required) (actual generated device serial number)</p> <p>Company Name (required), Company Address (required)</p> <p>Order number (required) The actual order number generated</p> <p>Enter the information required to create an account according to the display items, click Register to successfully register.</p>
5	<p>After filling in all the above information, click the "Register" button to complete the registration</p> <p>After completing the information in Template 1, you can log in directly. Template 2 and Template 3 need to be approved by the approval personnel of the corresponding country before they can be used.</p>
6	<p>Note: When entering information, please be careful not to enter irrelevant information.</p>

Improve the account

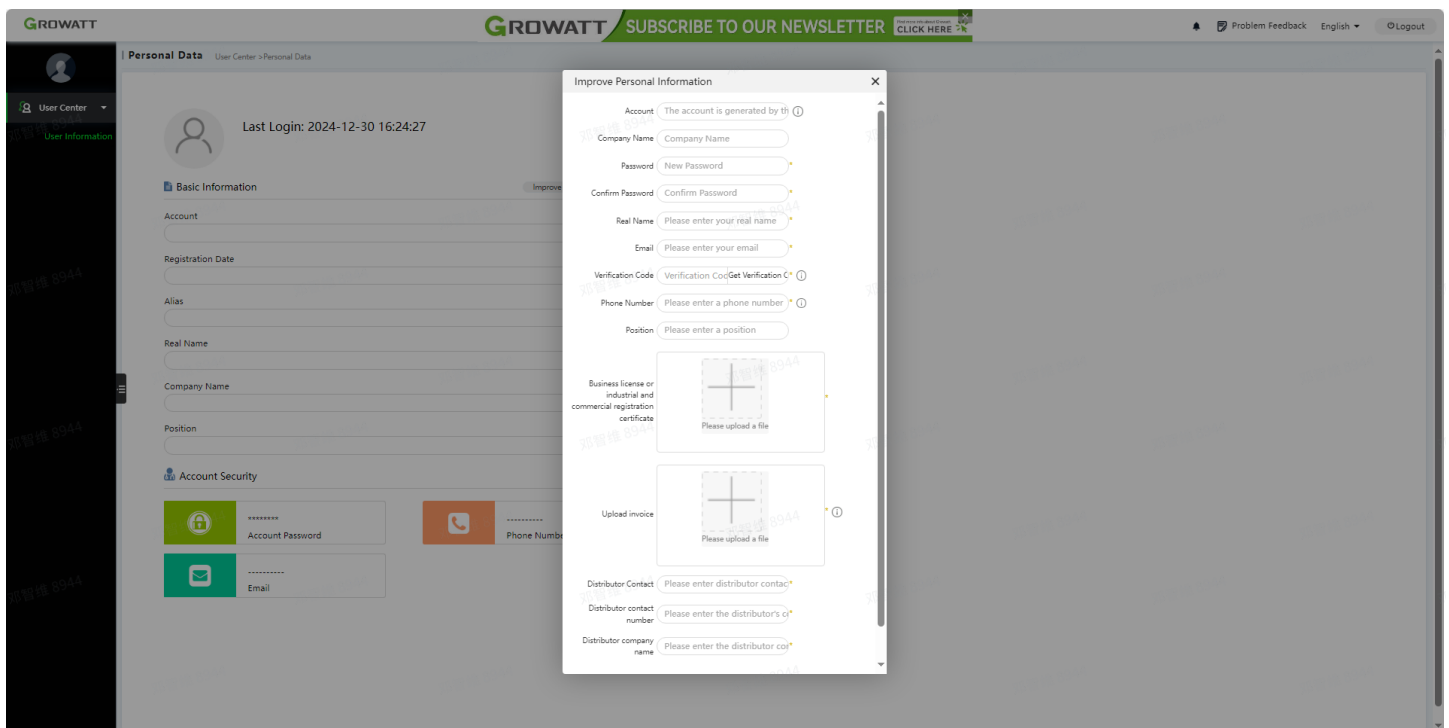
1. Foreign perfect account has to fill in the equipment, upload the auxiliary evidence description, according to different countries need different auxiliary verification evidence, perfect the user has 3 templates, according to the country selected at the time of registration to judge

Ordinary national



Template 2 corresponds to the country:

Svalbard And JanMayen, Denmark, Ukraine, Russia, Bulgaria, Croatia, Iceland, Liechtenstein, Hungary, Luxembourg, San Marino, Serbia, Aland Islands, Austria, Andorra, Greece, Germany, Italy, Latvia, Norway, Czech Republic, Moldova, Monaco, Slovakia, Slovenia, Guernsey, Vatican, Belgium, France, Faroe Islands, Poland, Jersey, Ireland, Estonia, Sweden, Switzerland, Belarus, Gibraltar, Lithuania, Romania, Finland, United-Kingdom, Netherlands, Portugal, Spain, Albania, Macedonia, Isle Of Man, Malta, Montenegro, Bosnia And Herzegovina, Saint Helena"



Installer accounts registered in these countries need to provide information other than basic information: account user position, invoice, company business license, distributor contact person, and phone number

Template 3 corresponds to the country:

Netherlands

The screenshot shows the 'Register' form in the GROWATT GrowattOSSManagement System. The form is titled 'Register' and has a close button (X) in the top right corner. It contains the following fields:

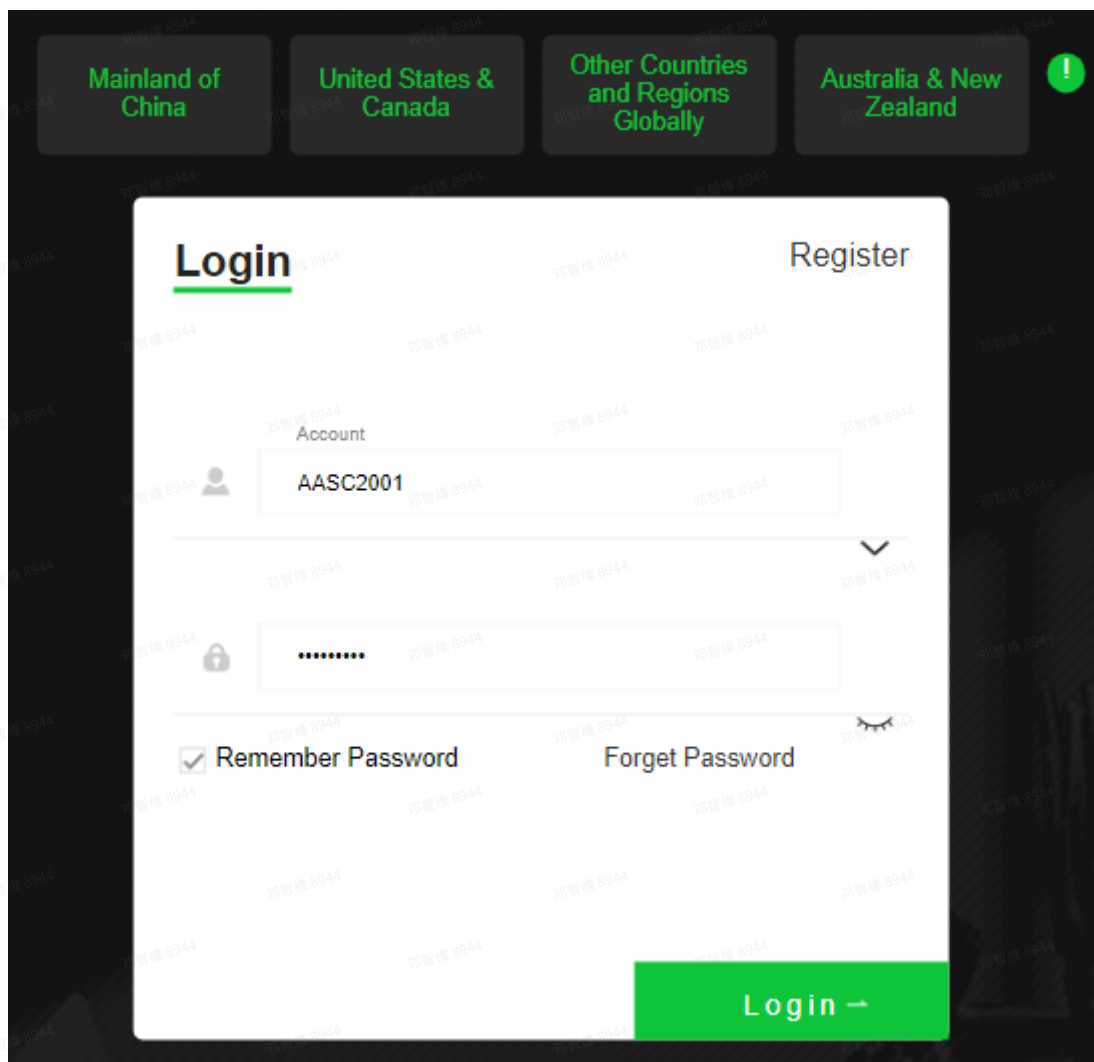
- Country: A dropdown menu with 'Netherlands' selected. This field is highlighted with a red rectangle.
- Inverter SN: A text input field.
- Company Name: A text input field.
- Company Address: A text input field.
- Company website: A text input field.
- KVK Number: A dropdown menu with 'KVK Number' selected. This field is highlighted with a red rectangle.

Below the KVK Number field, there is a checkbox labeled 'Agree with the Company's Terms' which is checked. At the bottom of the form, there are two buttons: 'Register' (green) and 'Previous' (grey). To the right of the main form, there is a sidebar with a 'Register' button and a 'Login' button. The background of the page is dark with a QR code and some text on the left side.

In addition to basic information, you also need to fill in the name of the company that purchased the equipment and the number of devices purchased in 2019

Users can fill in the account information according to the actual personal information

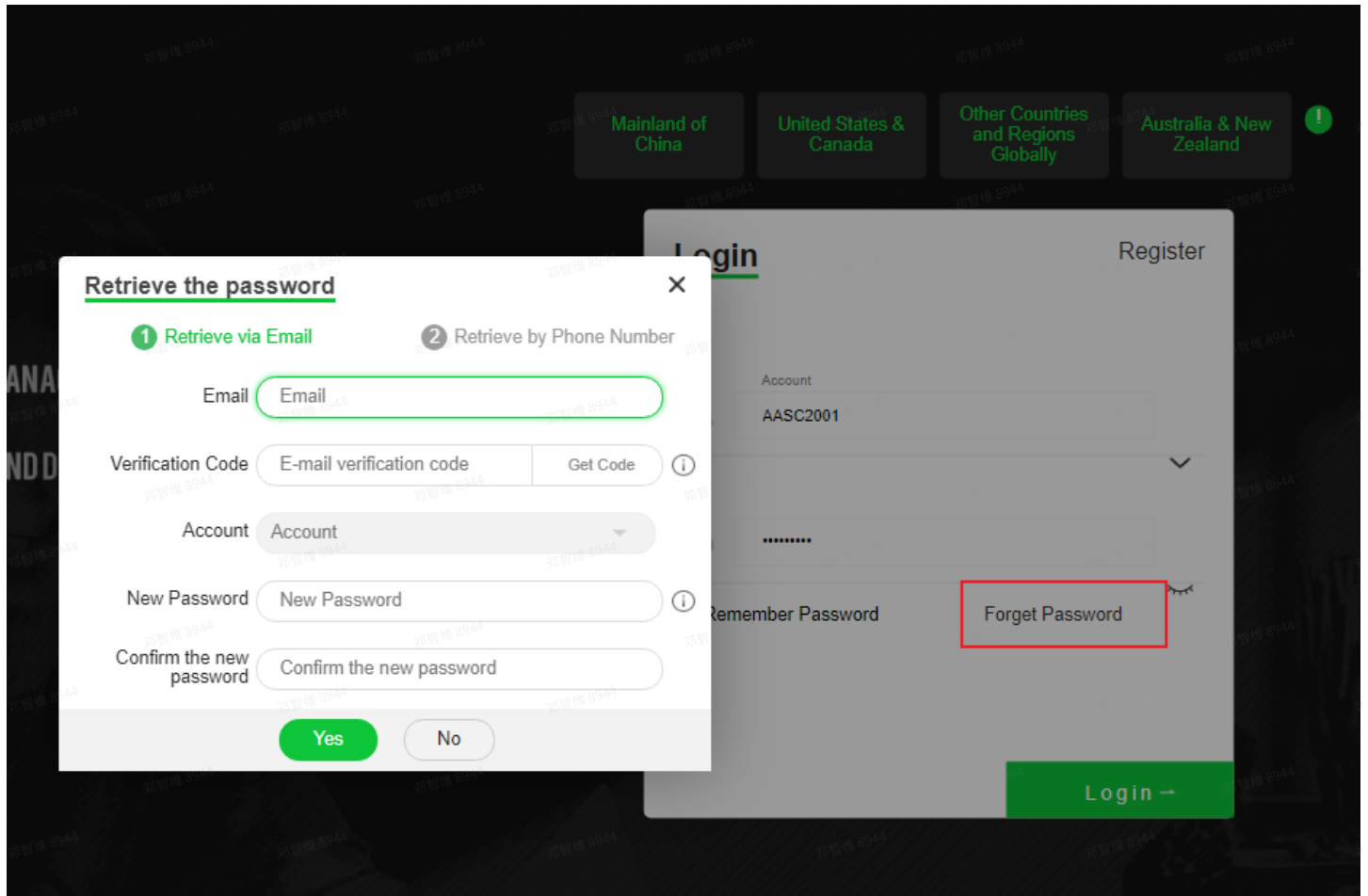
Log in account



Serial number	Operating steps
1.	Enter the specified address in the browser: https://oss-cn.growatt.com/login
2	<p>Select the server in the current location and enter the account password according to the prompts</p> <p>Logic when the account and password are incorrect when logging in to the oss system</p> <p>Enter the password incorrectly 5 times within 5 minutes, and lock the account for 15 minutes on the 6th input. Prompt: "The account is locked, please try again in 15 minutes."</p> <p>After 1 minute, when entering the account password again, it will prompt: 'The account is locked. Please try again in 14 minutes.'</p> <p>Enter password incorrectly once, prompt: 'Incorrect username or password'.</p> <p>Enter password error 3 times within 15 minutes, at the 4th time, prompt " Password input error 3 times, the remaining 2 opportunities, input error 5 times after the system will lock your account, please check the input password. "</p>

3. After entering the correct account password, click the login button to log in to the system

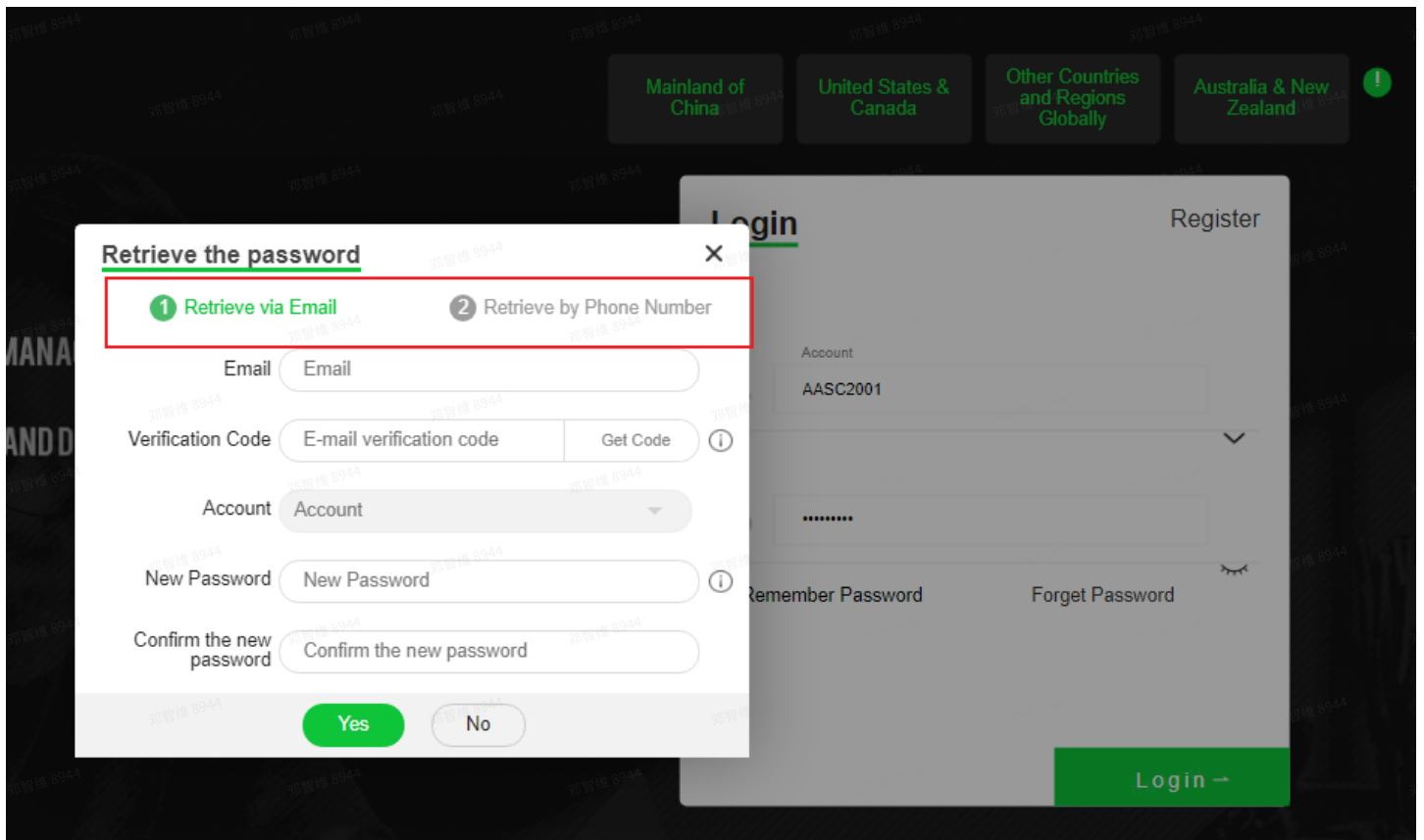
Retrieve account



If the user forgets their account number, they can use the "Retrieve Password" function on the login system page, enter the email number bound to the account, and then obtain the employee number (i.e. login account number) again.

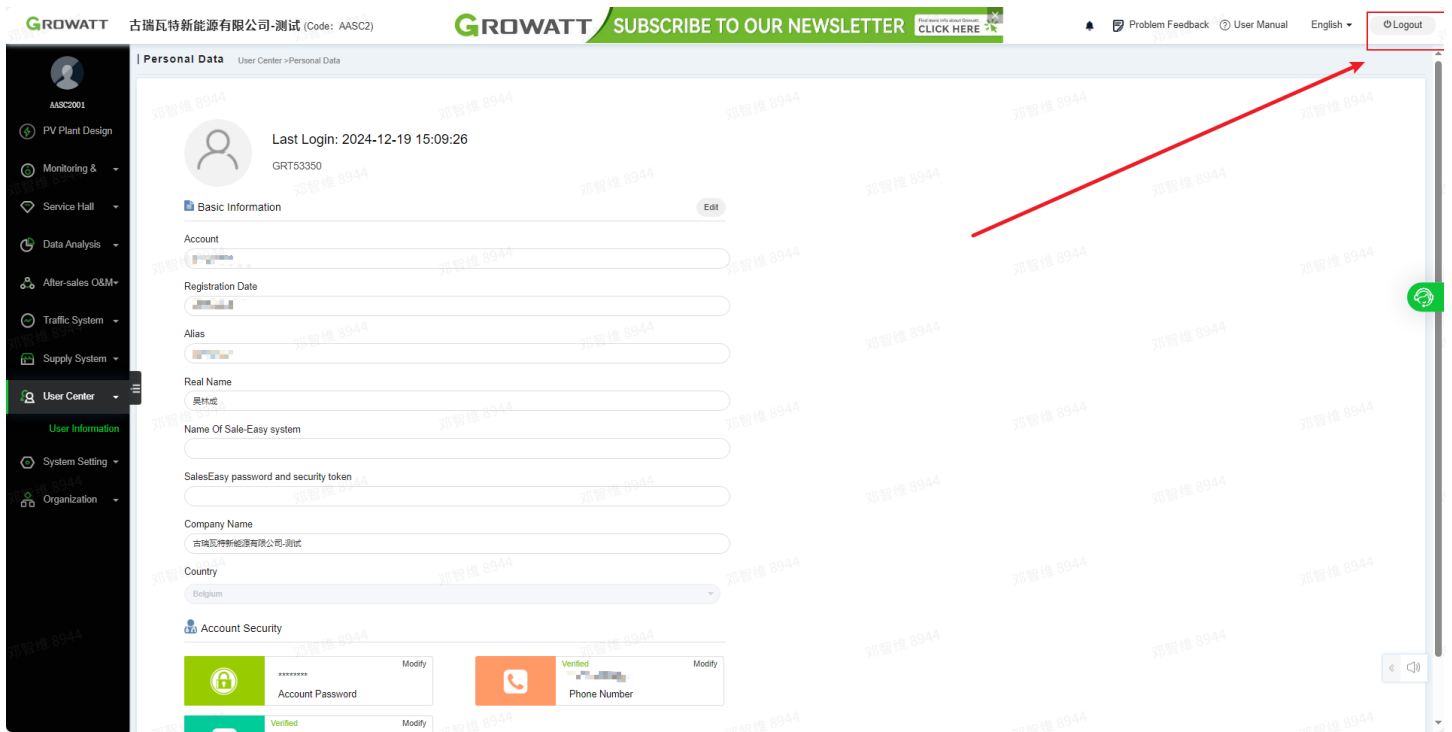
If you forget the login password, you can reset the password by binding the email or mobile phone number of the account.

Forgot password



Open the browser on the computer, enter "oss.growatt.com" in the browser address bar, and press "Enter" to enter the OSS login page. On the OSS login page, click "Forgot Password", select "Retrieve by Email" or "Retrieve by Phone Number" in the pop-up prompt box. To retrieve the email, you need to enter the email number when completing the information. Click the "Get Verification Code" button, and the system will automatically send an email to the email. After opening the email, enter the obtained email verification code in the verification code field, enter a new password, and then confirm the new password by clicking "Confirm". To retrieve the phone, you need to enter the phone number, phone verification code, etc. to modify the new password. After the modification is completed, it will automatically log in to the OSS system.

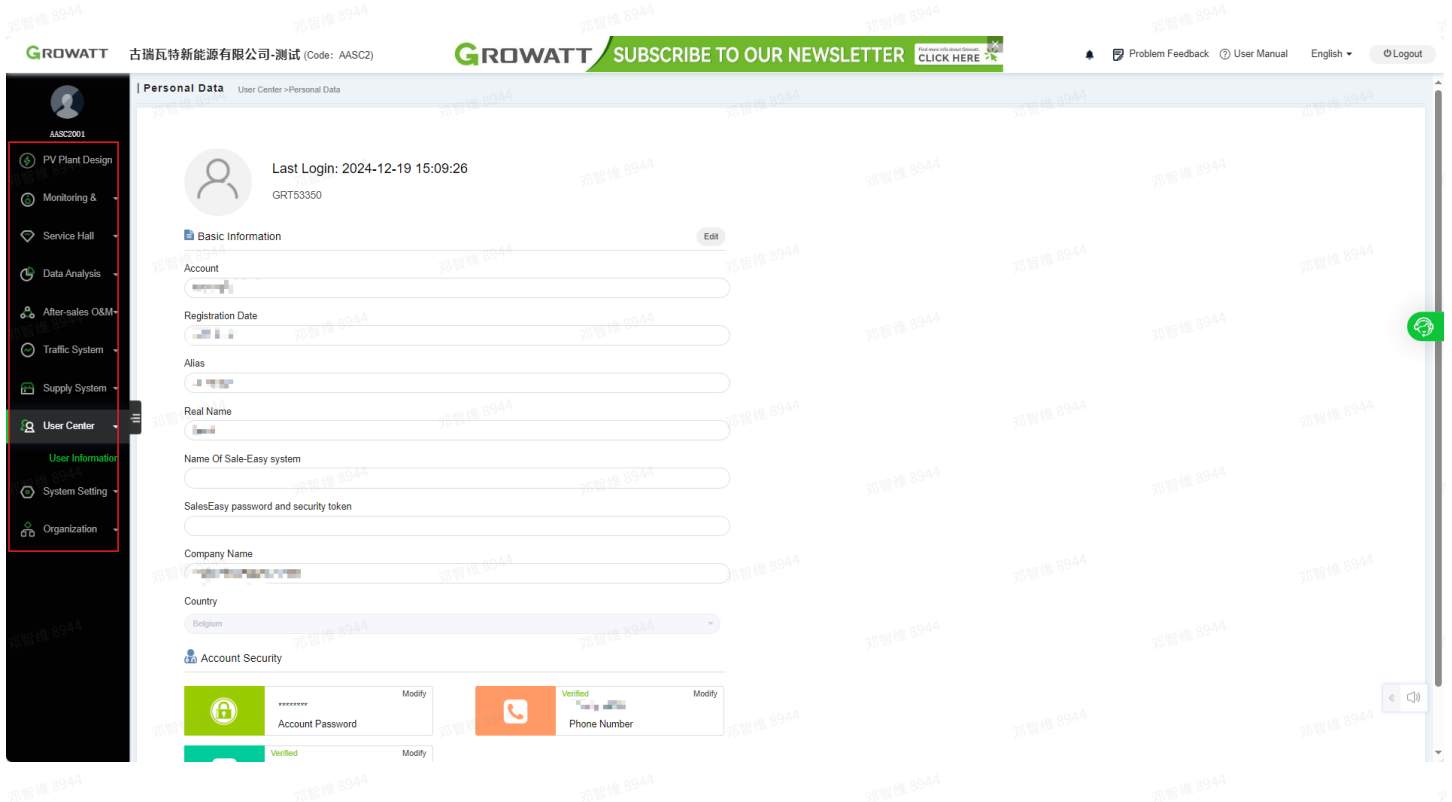
Log out



After logging in to the system, click the "Exit" button in the upper right corner, log out of the account, and return to the system login page.

1.2 Home

The main display is the distribution and usage functions of the Guriwatt OSS management system page



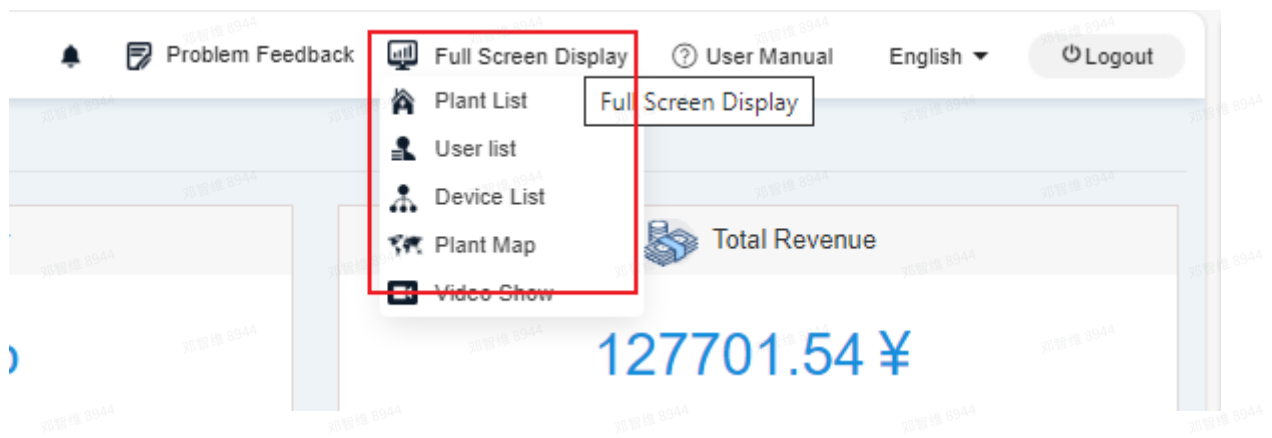
Menu bar

The menu bar mainly displays the main functional categories of the OSS management system. Users can enter the pages corresponding to different modules to perform relevant operations

according to their own needs.

Function page	Explanation
Data statistics (domestic only)	View power plant category, power generation and revenue status, new users, ticket problem statistics and equipment quantity, equipment emergency quantity
Power station design	Set the specific location, configuration system, economic benefits, etc. of the power station on the map, and display them in a list form after successful setting for intuitive viewing and statistics
Monitoring management	For the power stations, equipment (inverters, energy storage machines, charging piles), and end users added under the account, check the operating status of the inverters under the power station (online, waiting, offline, fault) and the operating efficiency of the power station, as well as the social contribution (reducing carbon dioxide, saving standard coal, reducing deforestation) and the year-on-year power generation in recent years
Service hall	Module for submitting switch request
Data Analysis	Real-time warning quantity statistics and power generation analysis of power stations under the account
Supply system	You can check the details of the quality assurance years of the equipment in this account
User Center	Set personal information
System settings	Manage installer account information, set large screen display parameters, and fill in survey analysis
Organizational management	Set available permissions for subordinate accounts (including distributor sub-accounts)

Top navigation bar

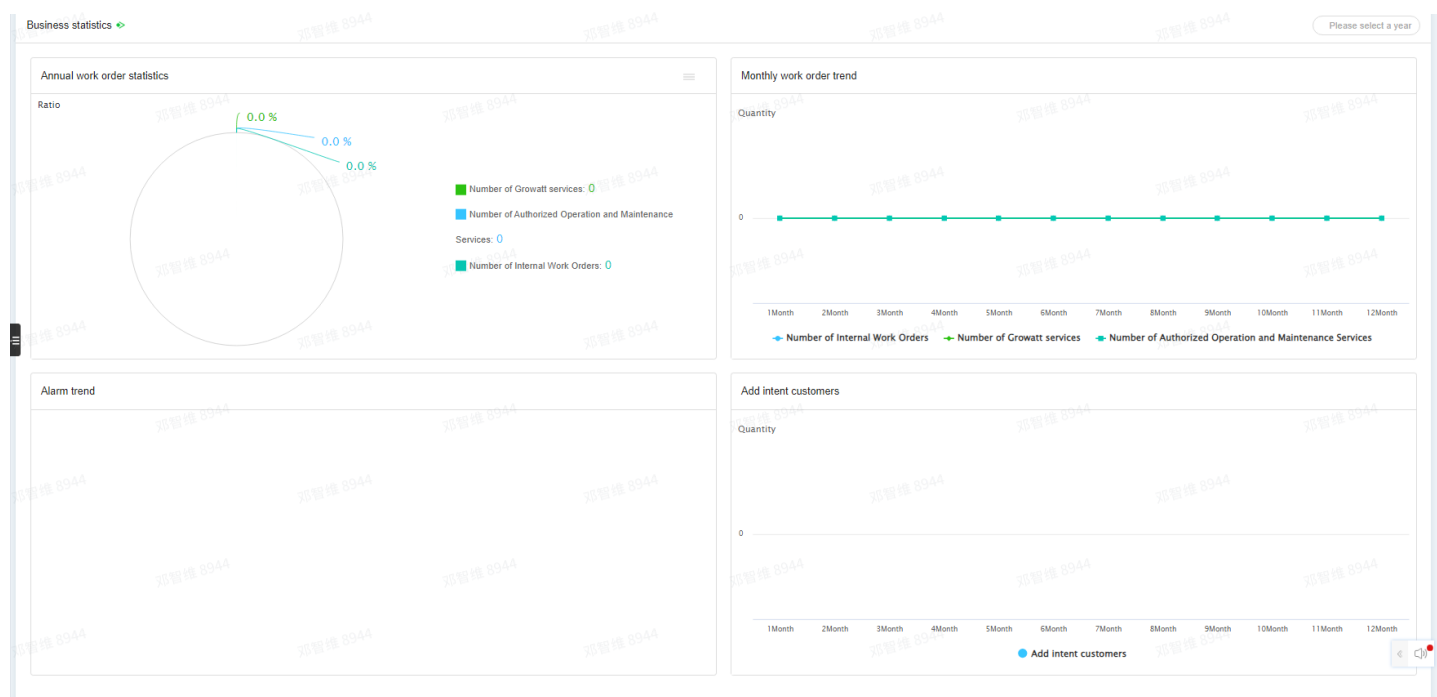
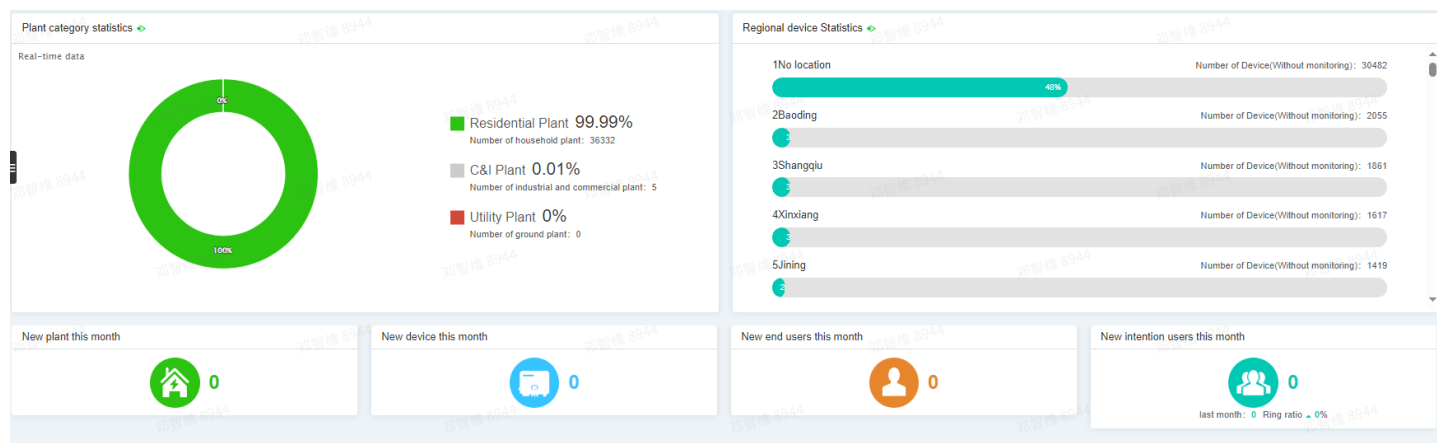


Component name	Explanation
Message center	Click the message prompt icon in the top navigation bar to view system announcements, device alarms and other messages.
Feedback on issues	Provide feedback on functional issues (such as Stuttering, no data display, network errors, etc.) that occur during the use of the oss system
Large screen display	Click "Big Screen Display" to directly jump to view the power station, user, equipment list, as well as the power station map or video display.
Language switch	Click the Chinese △ symbol in the navigation bar to freely switch the language you need.
Log out	Click the "Exit" button in the navigation bar to log out of the account.

1.3 Data Statistics

Data overview

The data overview page mainly conducts Data Analysis and display from monitoring indicators, power station types, installation equipment quantity, new indicator businesses, etc. Different data contents can be displayed by selecting cities, and page data can also be exported.



Feature name	Explanation
Generation and revenue	The total power generation for each time period can be viewed by day, month, and year, as well as the total revenue obtained by the current main power station
Power station status	Statistics on the number of power stations in normal, abnormal, and offline states
Inverter state	Statistics on the number of normal, abnormal, waiting, and offline states of the inverter
Inverter model ranking	Inverter models and quantity statistics monitored under the account
Dispersion chart of each power station at full power	The full power operation time of each power station under the statistical account

Power station category statistics	The number and proportion of different types of power stations under the statistical account
Installer Equipment Statistics	Statistics on the number of devices installed by the installer under the monitoring account
New power stations added this month	The number of newly added monitoring power stations under the account this month
New devices added this month	The number of new monitoring devices added to the account this month
New end users this month	Number of newly added managed end users under the account this month
New intended users this month	Count the number of customers who intend to use the OSS monitoring system on a monthly basis
Annual ticket statistics	Count the number of tickets submitted by the OSS system in years
Monthly ticket trends	Statistics on the changes in the number of tickets submitted by each type of OSS system in months
Warning trend	Statistics on equipment alarms in months for a period of one year
New potential customers	Count the number of customers who intend to use the OSS monitoring system on a monthly basis for one year

Click the option box in the upper-right corner of the navigation bar, switch the city, and display the data that is consistent with the Statistical Data that exists in the current city.

1.4 Power plant design

ShineDesign platform is a power station design platform that provides simulation data for installers to install photovoltaic systems for customers at various locations around the world. Based on the local historical radiation amount, it calculates the starting electricity and corresponding investment return, and forms a summary report to send to end users.

The power plant design process involves inputting power plant information, configuring photovoltaic modules and inverter systems, inputting various equipment and remaining costs, and forming a summary plan.

New/Edit Power Station

GROWATT Growatt OSS Management System **GROWATT** SUBSCRIBE TO OUR NEWSLETTER [CLICK HERE](#)

Problem Feedback English Logout

On-grid System Please enter the Plant Name/User Search

Design PV Plant

Plant Design List

AE-4 New: 4 Planning: 0 Postponed: 0 Completed: 0

No.	Plant Name	User Name	State	Country	City	Installation Address	System Type	Number of Device	PV Panels Power	Time of Plant Design	Operate
1	114		New	Cna	Jiang Men Shi	9MGG+4G Kaiping, Jiangmen, Guangdong Province, Cna	On-grid System	1	3200W	2024-11-14 11:12:46	Edit Delete Copy
2	cashi	k	New	Italy	Terni	Via XX Settembre, 101, 05100 Terni TR, Italy	On-grid System	0	5400W	2024-10-10 16:59:25	Edit Delete Copy
3	123		New				On-grid System	0	3520W	2024-09-18 08:36:38	Edit Delete Copy
4	11		New	法国	Saint-Vincent-Bragny	G4XS+VR Saint-Vincent-Bragny, 法国	On-grid System	1	320W	2024-09-10 17:44:48	Edit Delete Copy

Previous 1 Next To 1 Page Confirm

Click the edit button of the designed power station or the generated power station to enter the ShineDesign details page. You can delete and copy the power station in the list page.

Power station information input

GROWATT GRT53679 (Code: CAEBGB) Problem Feedback Full Screen Display 用户手册 English Logout

Design PV Plant Return

Step 1 Plant Information Step 2 System Design Step 3 Economic Analysis Step 4 Summary Plan

Basic Information

Project Name Please enter Voltage level Please select Customer Please enter

E-mail Please enter Project status Please select System Type On-grid System

Geographic location Left click or drag the cursor to select the location

Map Satellite

Installation Address

City Please enter Cumulative Radiation Dose Please enter Altitude M/m Please enter

Annual maximum temperature Annual minimum temperature Average temperature

Local voltage information needs to be entered. Based on the local voltage level, our corresponding inverter model will be matched. Click or drag the red mark with the left mouse button to select the installation location. After selection, the local historical radiation and temperature will be calculated based on the installation location.

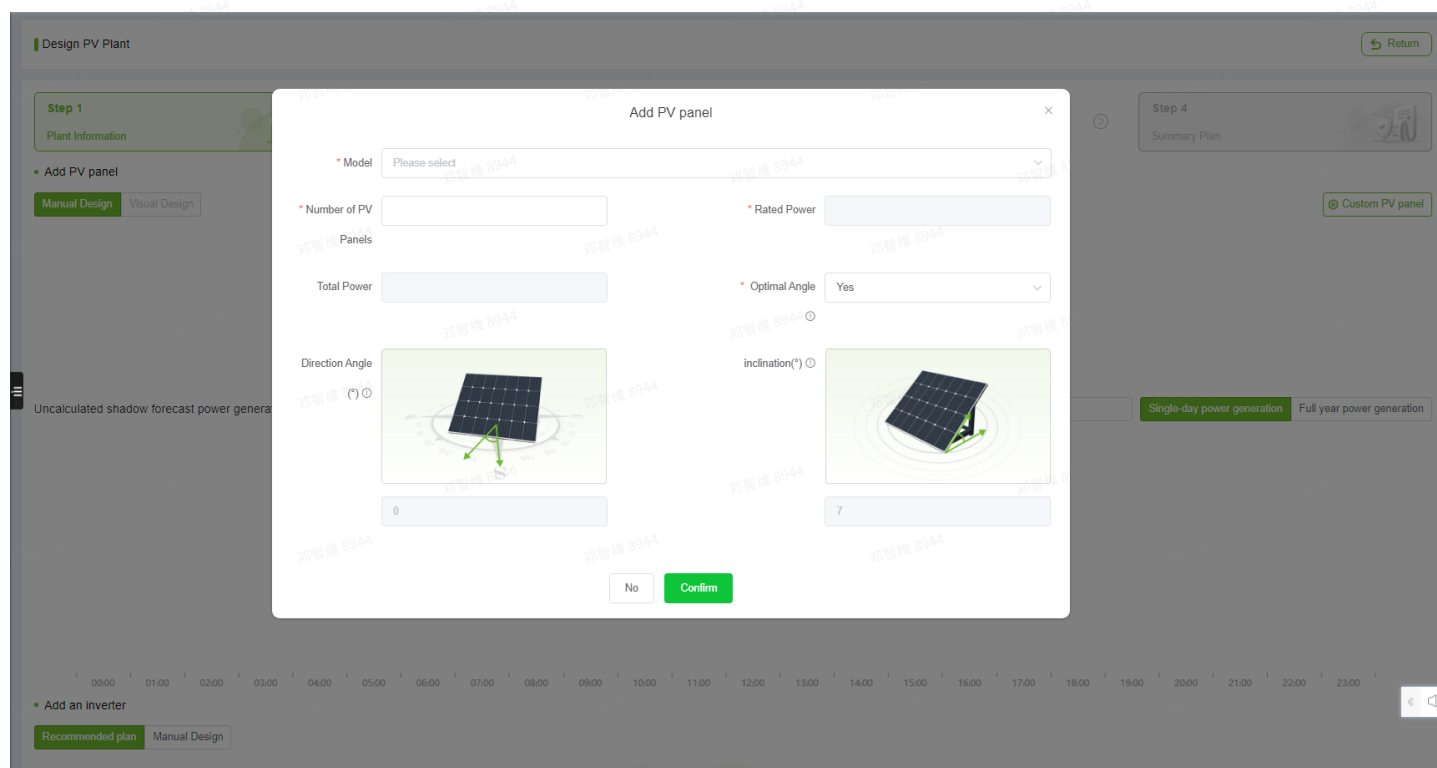
Temperature data association. When selecting the highest/lowest/average temperature voltage for the inverter in the second step, the temperature coefficient affects the generation voltage. If

the data is incorrect, it can be manually corrected.

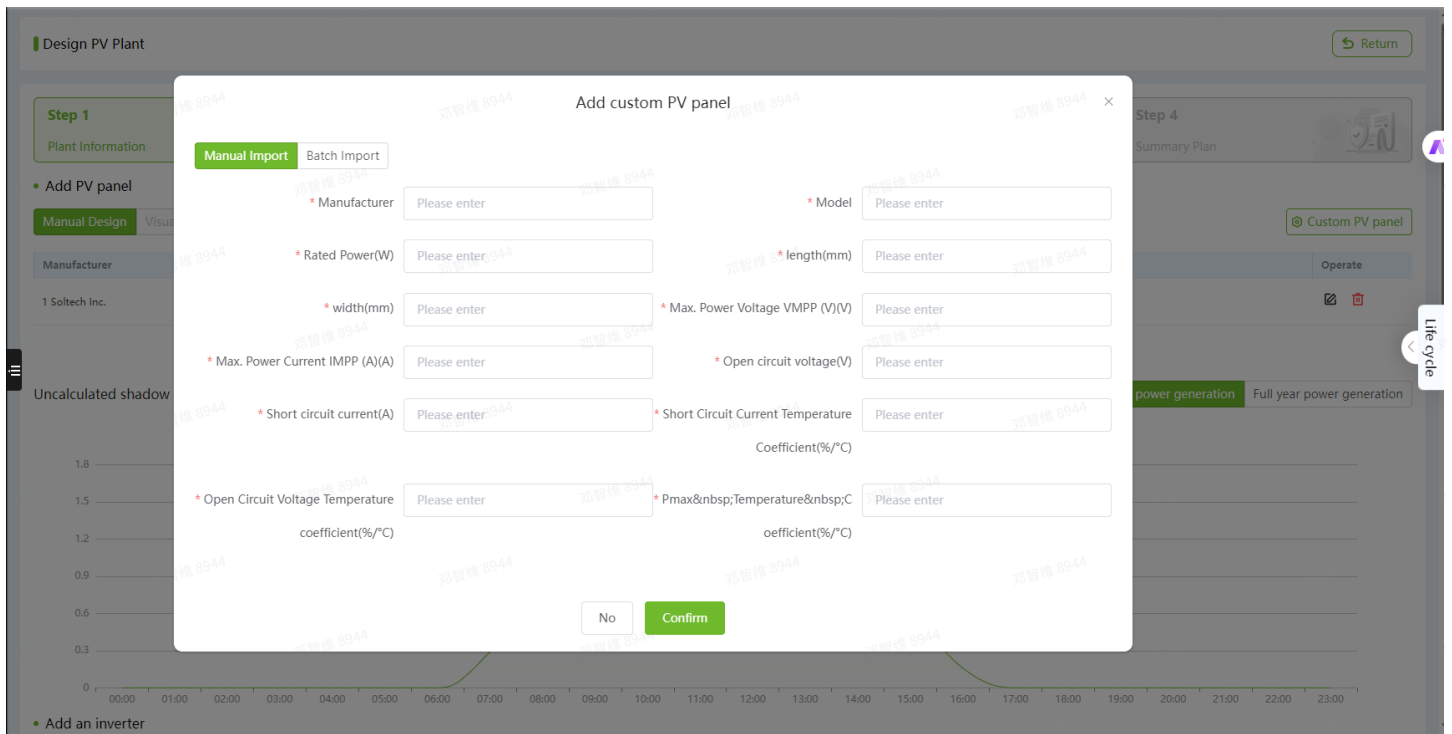
Configuration system

The configuration system requires the selection of photovoltaic modules and inverters. Photovoltaic modules can be selected in two ways: manual planning and visual (3D) planning. The 3D planning method is currently being optimized. Please try the manual planning method to select photovoltaic modules first.

Manual planning



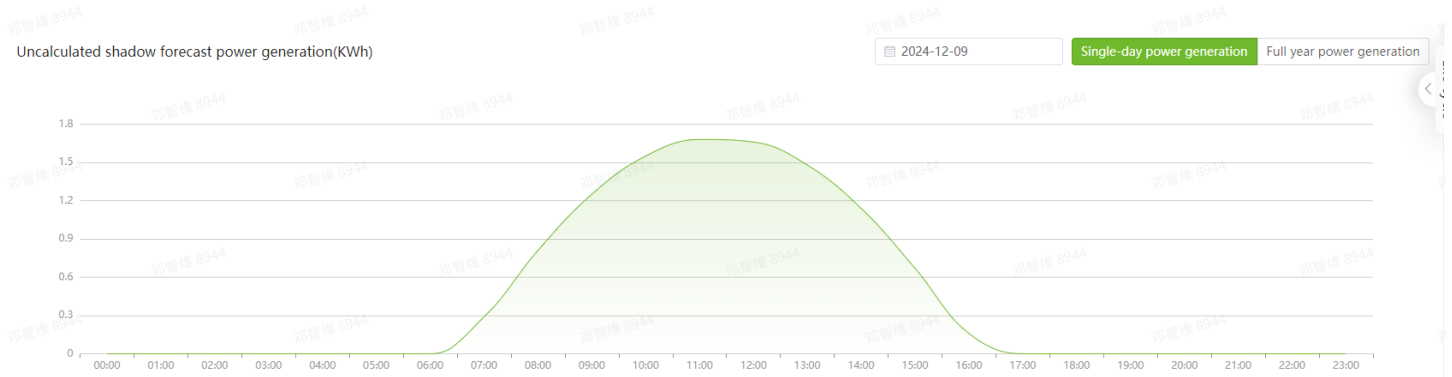
Click "Add Component" to select the components that our company has included in the pop-up window. It supports keyword fuzzy search. After selecting the components and entering the quantity, the total power of the components will be automatically calculated, and the best direction angle and inclination angle will be automatically input according to the installation location. If you need to adjust the direction angle or inclination angle, please select "Best Angle" as "No" first.



If the components we have collected do not contain the components you need, you can click "Custom Components" to add new components by yourself. It supports manual single entry and document batch entry.

Under special circumstances, you may need to add multiple types of components. After adding one type of component, you can click the "Continue to Add" button below to add more types of components.

Power generation simulation calculation



After selecting the component, a power generation curve will be generated below based on the geographical location/installation direction angle and inclination angle/total power of the component. You can view the power generation of a certain day or a whole year. If the addition method is manual planning, the shadow cannot be calculated. If added through 3D visualization, the power generation can be calculated based on the 3D model to calculate the power loss caused by the shaded shadow.

Add inverter

• Add an inverter

Recommended plan

Manual Design



View recommended solutions

Skip economic analysis

Economic Analysis

After configuring the components, an inverter needs to be added, which can be added through recommended solutions or manual design

Recommended plan

1 Soltech Inc. 1 STH-320M 10 3,200 0 7

Continue to add

Uncalculated

Recommended plan

Overmatching Ratio of Inverter 120 %

	Device Model	Rated Power	Minimum Working Voltage	Maximum Working Voltage	Maximum DC Input voltage	Quantity	Current overmatching ratio
1	MOD 3000TL3-X	3000	140	1000	1100	1	1.06
2	SPH 3000TL BL-UP	3000	120	550	550	1	1.06
3	MIN 3000TL-XH2 (EU)	3000	40	490	500	1	1.06
4	MOD 3000TL3-XH	3000	140	1000	1100	1	1.06
5	MIN 3000TL-XH	3000	70	500	500	1	1.06

No Confirm

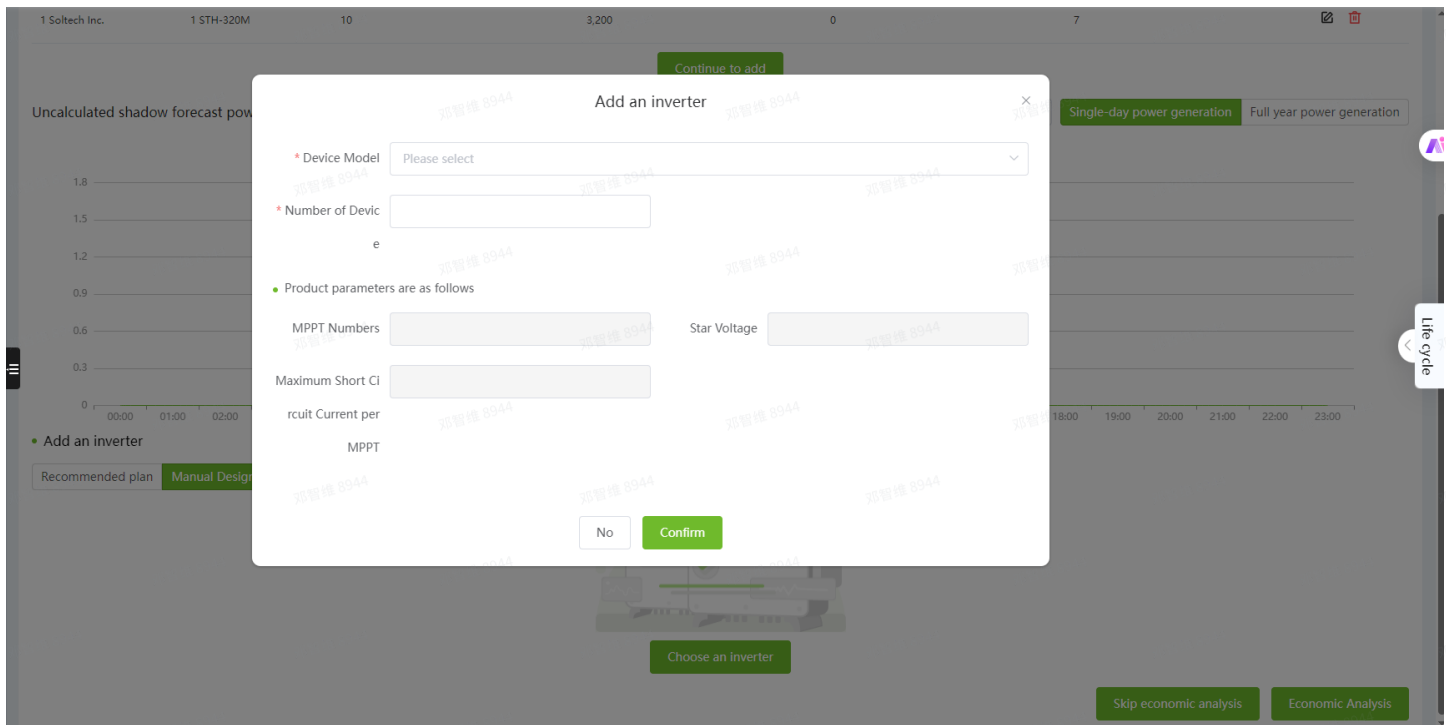
View recommended solutions

Skip economic analysis Economic Analysis

Life cycle

The recommended solution will be based on the voltage level and total power of the components selected in the first step. By default, we recommend our inverter products with an overconfiguration ratio of 120%. The overconfiguration ratio can be changed, but it is not recommended to set it to exceed 200%, otherwise the risk of equipment damage will increase sharply. After the change, the recommended data will be updated. Generally speaking, the solution that meets the needs of a single device will be given priority. If a single device cannot meet the needs, a multi-machine solution will be recommended.

Manual total



Manual design can display all our inverters that meet the corresponding voltage level according to the voltage level selected in the first step.

Inverter Configuration Detailed Plan

Detailed configuration plan		
	Tracker A	Tracker B
Module Type	1 STH-320M	1 STH-320M
String Number	1	1
Panel Number(String)	5	5
Manufacturer	1 Soltech Inc.	1 Soltech Inc.
String Power(Input)	1.6000 kW	1.6000 kW
MPP Voltage at 3.0°C	218.18 V	218.18 V
MPP Voltage at 24.5°C	200.35 V	200.35 V
MPP Voltage at 37.0°C	189.32 V	189.32 V
Star Voltage	160.0 V	160.0 V
Vmppt Max	1000.0 V	1000.0 V
Max Allowed DC Voltage	1100.0 V	1100.0 V
Nominal Current of PV	8.04 A	8.04 A
Max DC Current Permitted	13.0 A	13.0 A
Short Current of PV	8.60 A	8.60 A
Max DC short-circuit Current	16.0 A	16.0 A
Nominal Power Ratio	106.66 %	106.66 %

● When the parameter is red, it means that the parameter is out of the allowed range or the minimum starting voltage has not been reached, and the number of modules or inverter type needs to be adjusted.
 ● When the parameter is yellow, this means that the rated operating power of the device has not been reached or is slightly higher than the recommended value, the device is not affected in this state

After selecting the inverter, a detailed parameter scheme will appear below. You can input the number of strings and components per string. After inputting, each detailed parameter will automatically appear below, automatically checking whether it meets safety regulations.

If a certain parameter is slightly higher or lower than the standard level, the data will be presented in yellow, but it will not affect the normal operation of the equipment.

If a parameter exceeds the maximum operating level of the equipment, the data will be displayed in red. At this time, it is necessary to adjust the number of components or strings per string to meet the normal operating level of the equipment.

If you need multiple models of inverters (not recommended), you can click the "Continue to add" button below to select other inverters again.

Economic analysis

After completing the geographic information and configuration system, you can enter each device and custom cost in this step to calculate the ROI.

System costs

System Cost

Material Cost

Cost per Watt

+ Add custom fees

Fee Name	Unit Cost(\$)	Quantity	Subtotal(\$)	Operate rate
*MOD 3000TL3-X	<input type="text" value="0"/>	1	0.44	
*1 STH-320M	<input type="text" value="0"/>	10	0	
Total			0	

System Cost

Material Cost

Cost per Watt

Price per watt	Annual Fixed Cost	Other Costs	Total
<input type="text" value="3.6"/> \$/Per watt	<input type="text" value="Please enter the content"/> \$/Per year	<input type="text" value="Please enter the content"/> \$	\$

The system cost addition method can be added according to material pricing and pricing per watt

Material pricing is based on the construction cost of the photovoltaic system. You can input the cost for the previously selected equipment. In addition, other input costs (other equipment/wires/transportation/labor, etc.) can be added by clicking "Custom Expenses".

The pricing method per watt will be calculated based on the power generation, and the total cost = power generation * cost per watt

System revenue

There are two ways to calculate system income: full online and surplus online

• System Revenue

Full Power export to the grid Surplus Power export to the grid [+ Add custom income](#)

* Feed-in tariff \$/kWh 100 % Subsidy Amount \$/kWh

Income Name	Unit Income(\$)	Quantity	Subtotal(\$)	Operate
No data				

• System Revenue

Full Power export to the grid Surplus Power export to the grid [+ Add custom income](#)

* Feed-in tariff \$/kWh * Proportion % Subsidy Amount \$/kWh

Please enter the feed-in electricity price Please enter the ratio

* Electricity price for own use \$/kWh * Proportion %

Income Name	Unit Income(\$)	Quantity	Subtotal(\$)	Operate
No data				

Full Internet access

Full internet access means that 100% of the generated electricity is transmitted to the power grid company through the power grid. The unit price per kWh can be input, but it is not currently supported to set it in different time periods.

If there is a government subsidy for power generation, a subsidized electricity price per kWh can be added at the rear.

If there are other incomes, they can be added through the "Add Custom Income" method.

Surplus power grid

The surplus electricity grid connection method means that after meeting the household electricity demand, the surplus electricity is transmitted to the power grid company through the power grid. It is necessary to input the grid electricity price and grid electricity ratio, subsidy amount, and customized income, which are the same as the full grid connection.

Supplementary Loan Information

• Add loan information

Loan Ratio(%) 60 Repayment Method Equal installments of principal and int Annual Interest Rate(%) 2 Loan Period 5 [View summary plan](#)

If your photovoltaic system is a loan project, you can supplement loan information here. The expenses incurred by the loan will be included in the system cost and participate in the calculation of investment return analysis.

6RT53788

- PV Plant Design
- User Information
- Monitoring & ...
- Service Hall
- After-sales O&M
- Knowledge
- System Log
- Traffic System
- Supply System
- User Center
- System Setting
- Organization

Design PV Plant

Step 1
Plant Information

Step 2
System Design

Step 3
Economic Analysis

Step 4
Summary Plan

System Costs and Revenues

It is recommended that costs and benefits be calculated based on 25 years (design life of the inverter)

currency unit: USD(\$)

System Cost

Material Cost Cost per Watt

+ Add custom fees

Fee Name	Unit Cost (\$)	Quantity	Subtotal (\$)	Operate
*MOD 3000TL3-X	0	1	0	
*1 STH-320M	0	10	0	
Total			0	

System Revenue

Full Power export to the grid Surplus Power export to the grid

+ Add custom income

Feed-in tariff

Proportion

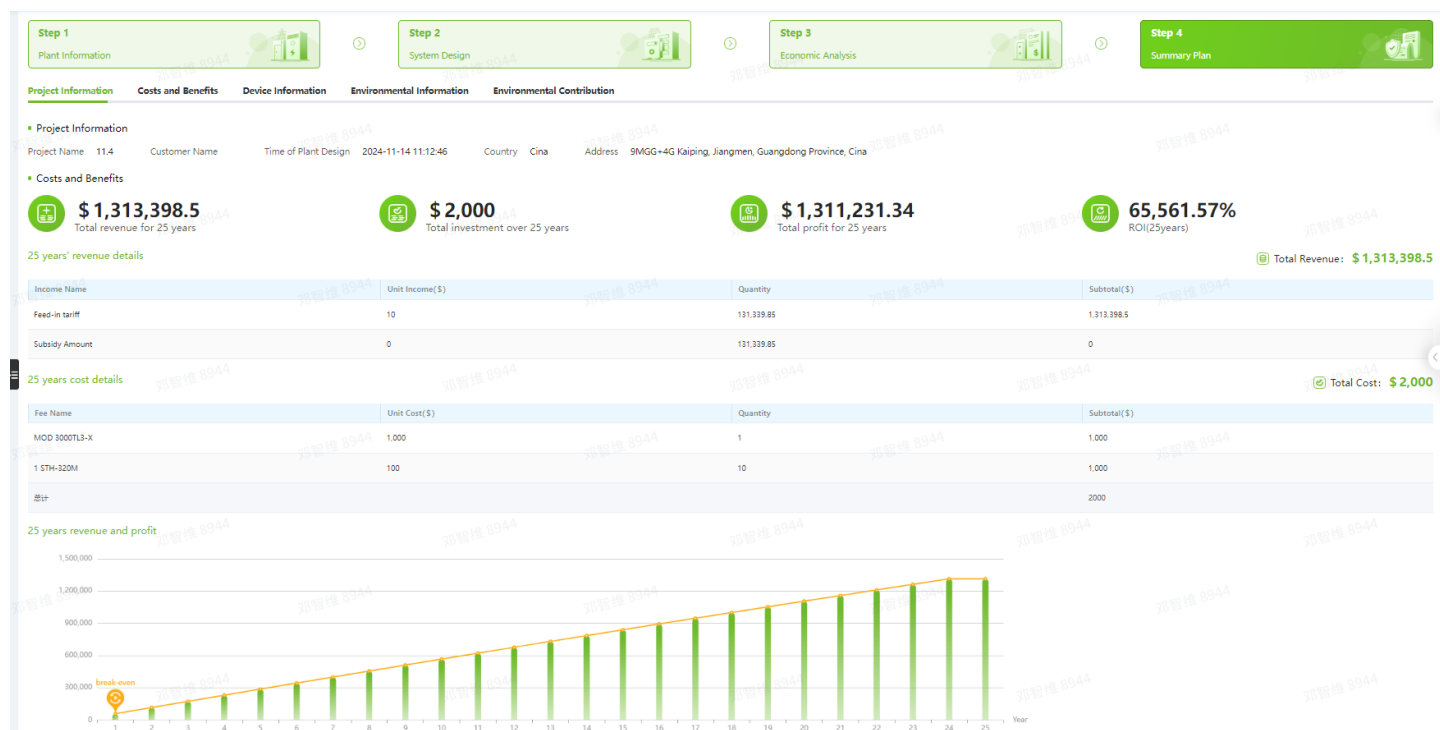
Subsidy Amount

Electricity price for own use

Proportion

After filling in all the information, you can click "Summary Plan" to check the final project analysis. Before that, don't forget to select the currency unit in the upper right corner.

Summary programme



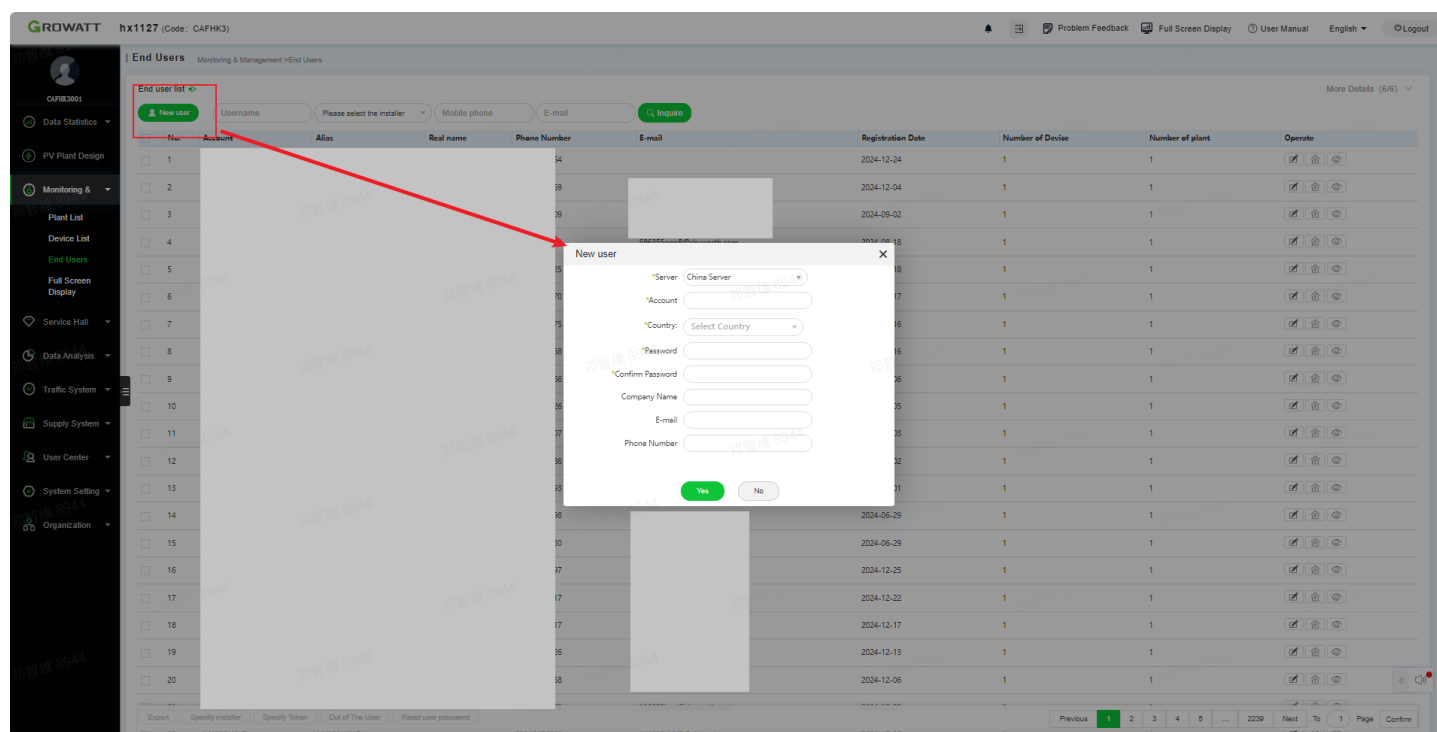
The summary plan mainly includes detailed data such as investment analysis, power generation curve, inverter configuration, energy conservation and emission reduction, etc. You can export the PDF at the bottom and send it to your end users for reference.

1.5 Monitoring and management

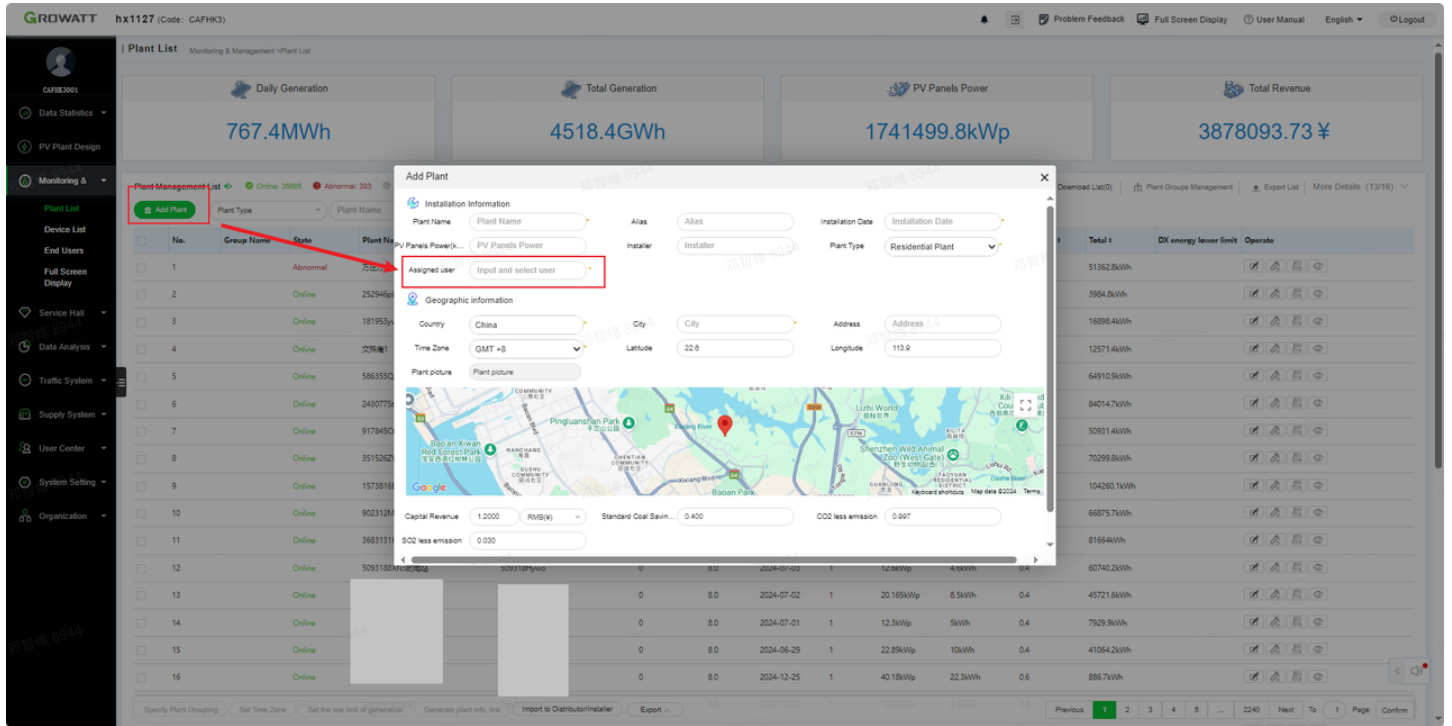
Note: All functions of importing users, power stations, and equipment to other distributors and installers under monitoring management are for sharing users, power stations, and equipment with other accounts for monitoring and management. They have the same operating permissions and functions as the original account, please operate with caution!

Add user, power station, equipment process:

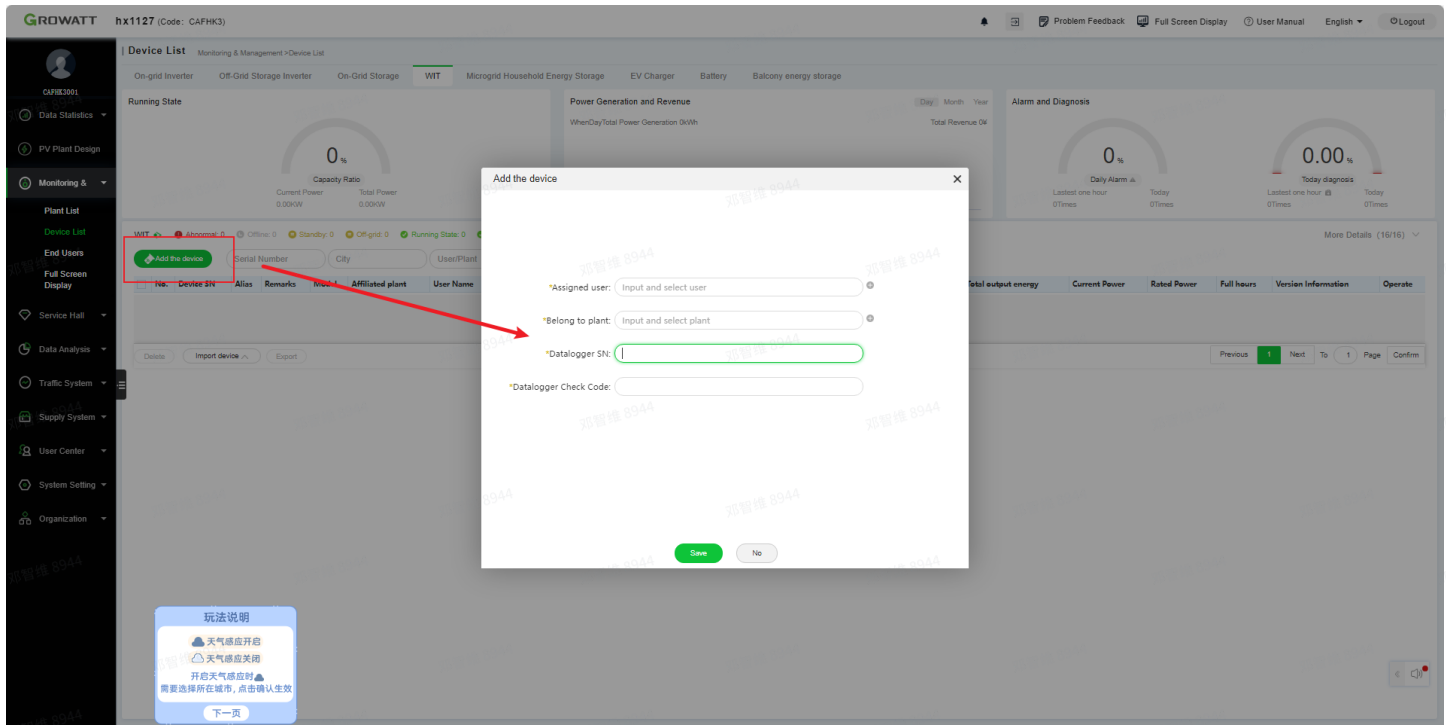
A. Add end users' accounts under installer and distributor accounts first



2. The prerequisite for adding a power station under an account is that there are already end users' accounts. When adding a power station, you can select the end users' names under the account, enter the relevant information of the power station, and then create a new power station under the account.



- When adding devices, you need to enter the name of the end users and the name of the power station. After establishing a binding relationship with the end users and the power station, you need to enter the serial number of the collector device and the collector verification code to successfully add the device



- If you want to add devices directly under the account, you can add user information and power station information together when adding devices, and then add device information
Add user information (new user)

Add the device

*Server: China Server

*Country: Select Country

*Account:

*Password:

*Confirm Password:

Company Name:

E-mail:

Contact Details:

Save

No

Add plant information (new plant)

Add the device



*Assigned user

Input and select user

*Plant Name

Plant Name

*Installation Date

Installation Date

*Time Zone

GMT +8

*PV Panels Power

PV Panels Power

*Plant Type

Residential Plant

Expand advanced information

Save

No

Add the device

Close advanced information

Assigned user

Input and select user

Plant Name

Plant Name

*

Capital Revenue

RMB(¥)

1.200

Alias

Alias

Standard Coal Sa...

0.400

Installation Date

Installation Date

*

CO2 less emission

0.997

PV Panels Power...

PV Panels Power

SO2 less emission

0.030

Country

China

*

City

City

*

Time Zone

GMT +8

*

Latitude

22.6

Longitude

113.9

Plant picture

Plant picture

Map

Satellite

Terrain

Xixiang River

Xixiang Blvd

Baoan Park

XIXIANG RESIDENTIAL DISTRICT

LAOHUKENG

CHENTIAN COMMUNITY

Map data ©2024

Save

No

1.5.1 user management

End users

CAFEES001

Data Statistics

PV Plant Design

Monitoring & Management

Plant List

Device List

End Users

Full Screen Display

Service Hall

Data Analysis

Traffic System

Supply System

User Center

System Setting

Organization

End Users

Monitoring & Management > End Users

End user list

New user

Username

Please select the installer

Mobile phone

E-mail

Inquire

No.	Account	Alias	Real name	Phone Number	E-mail	Registration Date	Number of Device	Number of plant	Operate
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

Export

Specify installer

Specify token

Out of The User

Reset user password

Previous

1

2

3

4

5

...

2239

Next

To

1

Page

Confirm

Module name	Function Description
New users	To add new users, you need to set their account, password, server address, and other basic information.
Filter	You can enter the username for fuzzy query, or select the installer to view end users.
Parameter display	Display and configure the number and content of columns in the list
User list	Display a list of all end users managed under the account, including their account, alias, phone number, registration date, number of devices, installer, and other data, as well as operations such as viewing and modifying.

Designated installer: Specify installer monitoring and management for end users under the distributor account

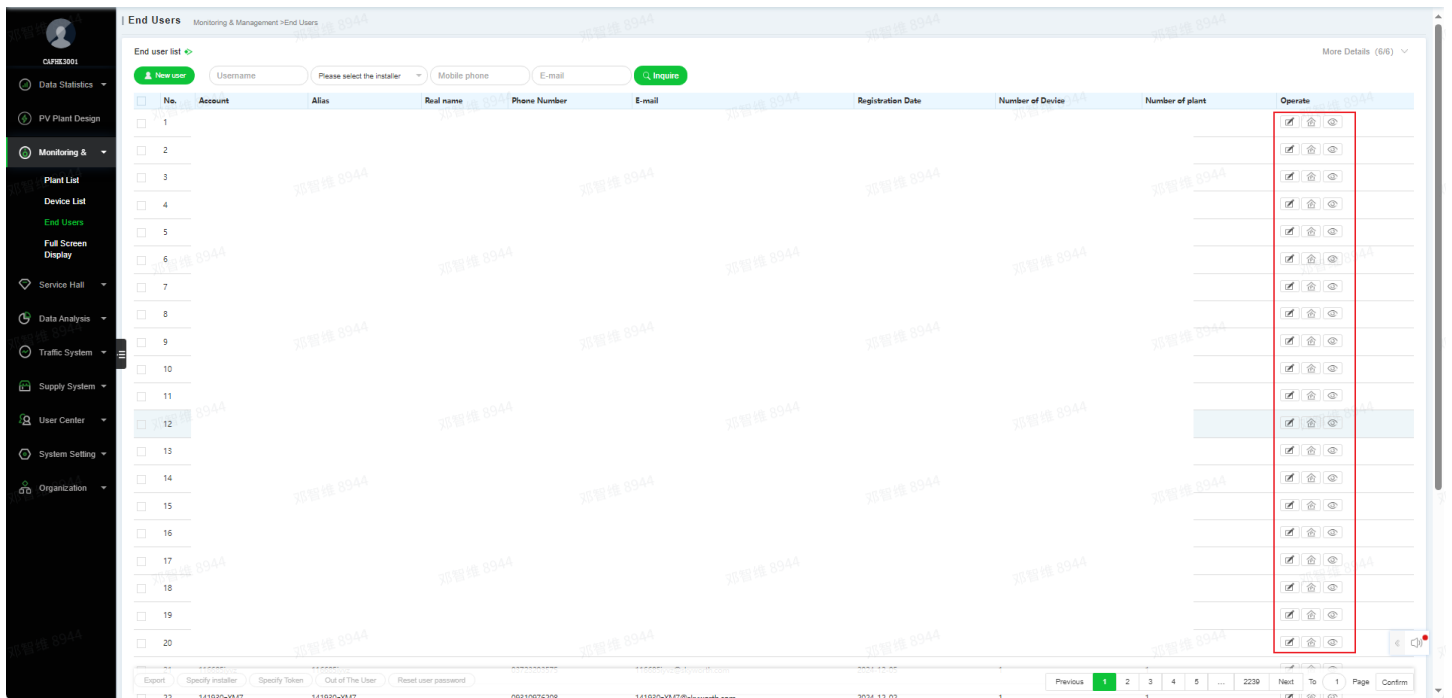
Specify user Token: The client obtains the data of the Shineserver system through the API (the designated token system will be automatically specified, and it will be automatically specified the next day when the end users are server users registered for other oss accounts. Emergency situations can be manually specified)

Server users are divided into three types of registration situations: web registration, API registration, and oss account registration. When obtaining data related to the above three types of registration situations, users can directly specify a token to obtain the data. However, when server users obtain data related to other oss accounts (oss accounts not associated with their own accounts) to share devices, users, power stations, etc., they need to wait until the next day to specify a token to obtain the data. However, in emergency situations, users can manually specify the token to obtain the data.

Detached users: The relationship between the account and end users is unbound

Reset user password: Reset the login password of end users

Operation bar:



1 Edit end users:

Edit(19926242264)

Alias

19926242264

Name

Name

E-mail

电子邮箱

Company Name

Company Name

Language

English

Phone Number

19926242264

Agency code

Agency code

User Token

API Token

Application

☐ Whether to reset the password

☐ Send new password to customer's email

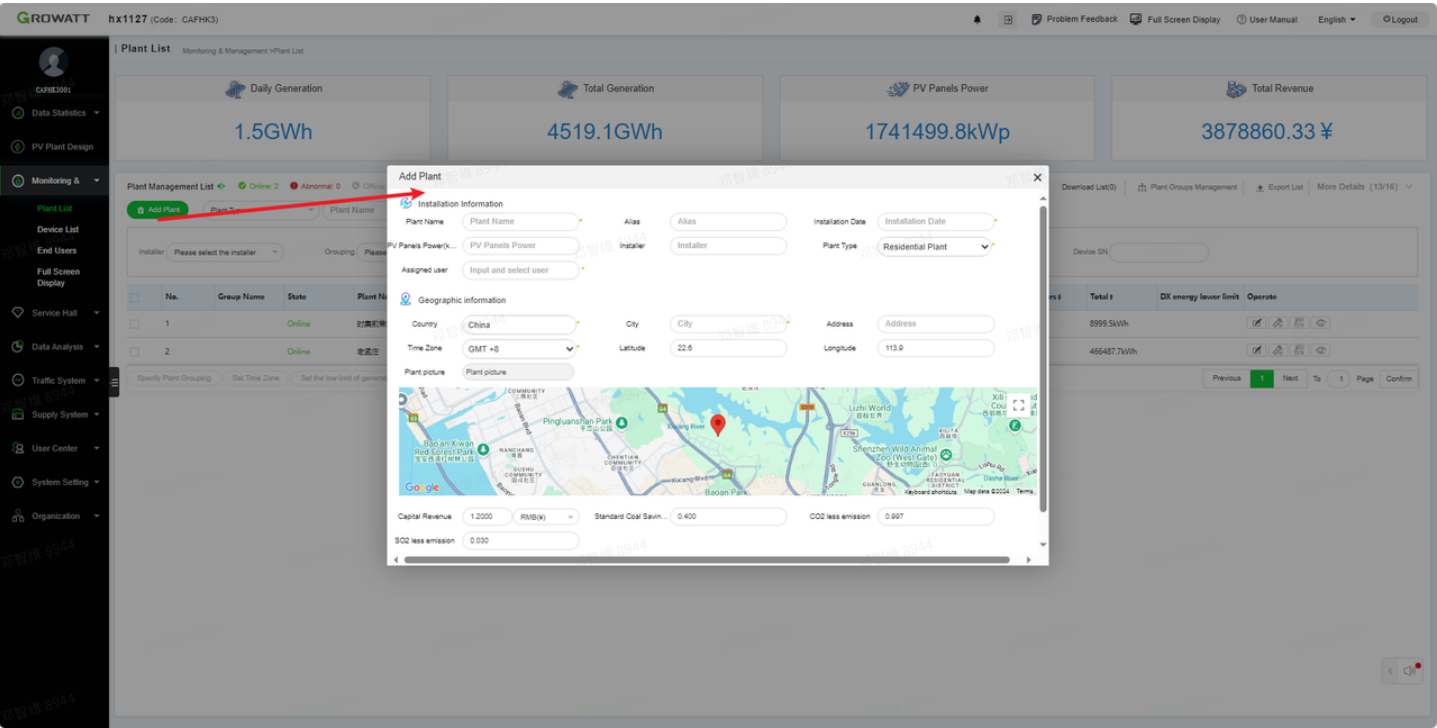
Modify the information of end users, including name, email, phone number, etc., bind agents to add API and other functions, reset passwords, etc. The user token is the certificate for the installer and distributor to obtain the end users account request, and generally does not show specific content

1.5.2 plant management

Detailed inquiry: Select the type of power station, enter the power station name and user name, select the power station region, and finally click the query button.

Advanced Filtering: Click the "Advanced Filtering" button to select the installer name, select the power station group, the total power range of the component, the installation time range, and the equipment serial number for filtering.

Add Station (Add User - Station - Collector) Process



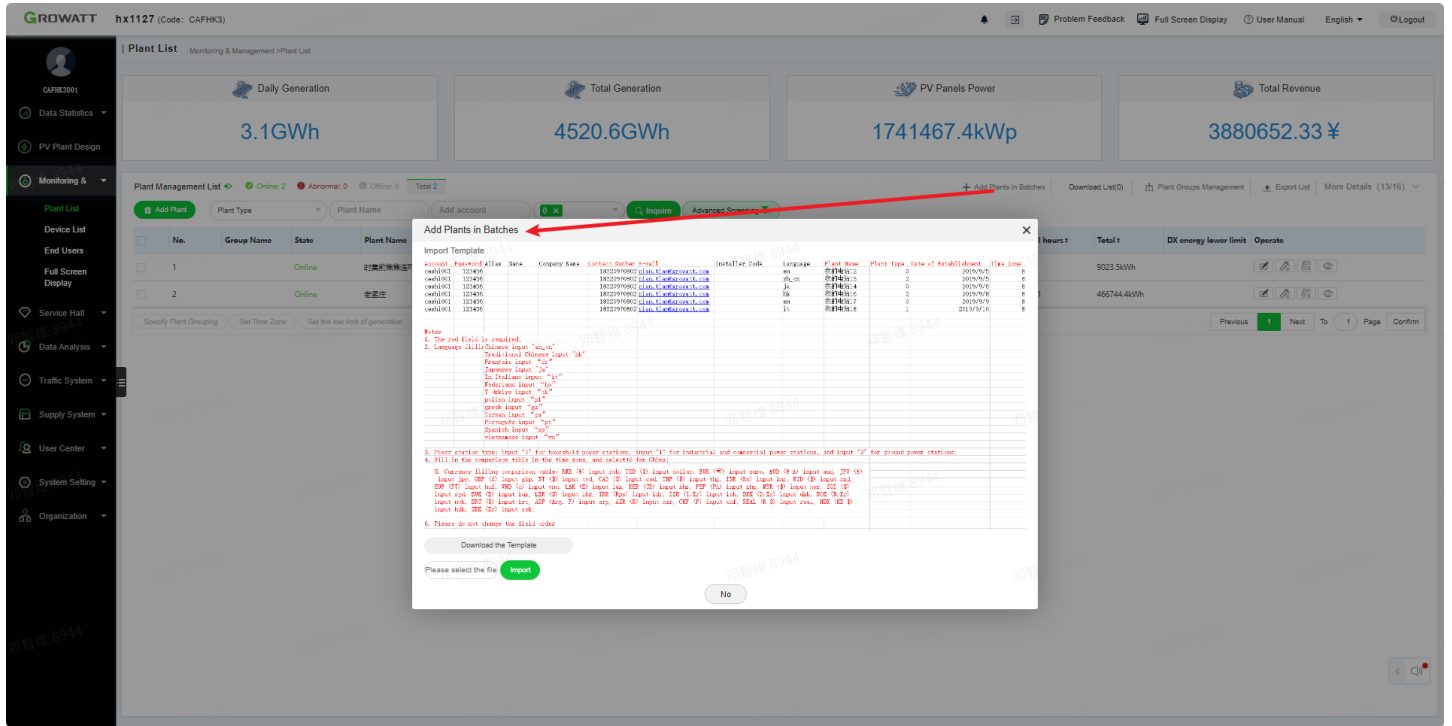
Click "Add Power Station" button to enter the Add Power Station page

Basic information of the power station:

Parameter name	Explanation
Installation information	
Power station name	Required option, any name can be entered
Alias	Any name can be entered
Installation date	Click on the text box and select the specific installation date
Component total power	Equipment rated power
Installer	Enter the real installer name
Power station type	Click the drop-down button to select "Household Power Station", "Industrial and Commercial Power Station", "Ground Power Station".
Owned user	

	Click the text box, enter part of the user name and select the user, or directly enter all user names and select the user
Geographic information	
Country	Choose the country of the power station
City	Select the region where the power station belongs
Detailed address	Fill in the detailed address of the power station
Time zone	Select the time zone where the power station is located
Latitude	Fill in the longitude of the power station
Longitude	Fill in the latitude of the power station
Power station pictures	Click to fill in the box to upload the power station picture
Property	
Capital gains	Click the drop-down button to set the currency unit and enter the power station revenue amount
Save standard coal	Enter the standard carbon weight of the power station (enter 0 to display the default information).
CO2 emission reduction	Enter the power plant to reduce CO2 emissions (enter 0 to display the default information).
SO2 emission reduction	Enter the power station to reduce SO2 emissions (enter 0 to display the default information).

Batch build websites



Click **Add Plants in Batches** Button to enter the upload Excel sheet interface.

Click to download the template file, fill in the information according to the template header, and upload the filled file to the OSS system for batch import.

Fill in the rules as follows:

1. Red field is required;

2. Language filling and comparison form:

Enter "zh_cn" in Chinese.

Input "hk" in Traditional Chinese.

Francais Enter "Fr"

Enter "je" in Japanese.

In Italian type "it"

Enter "ho" in Hedorland.

Type "tk" in T urkiye.

Polish input 'pl '

Greek type "gk"

German input "ga"

Portuguese" en "

Enter "sp" in Spanish

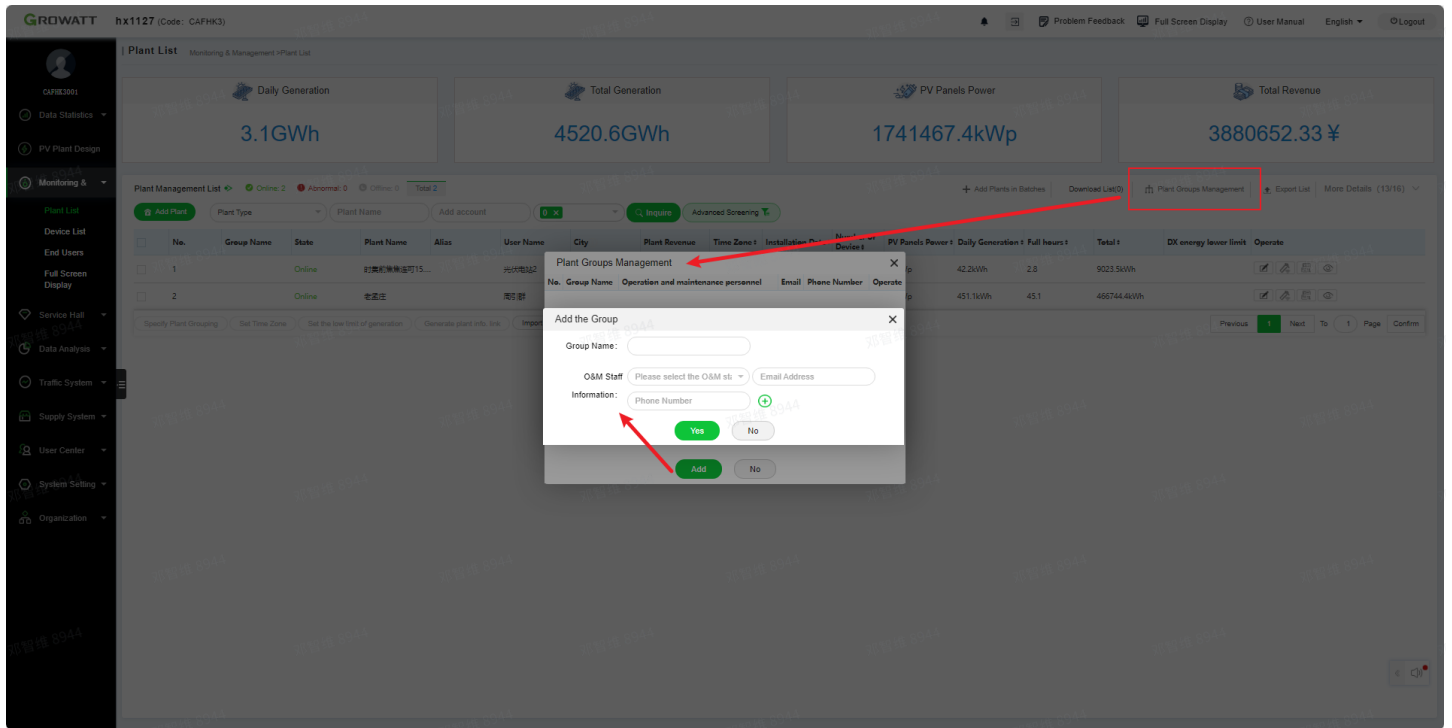
Enter'vn 'in vietnamese.

- 3. Power station type: Enter "0" for household power stations, "1" for industrial and commercial power stations, and "2" for ground power stations.
- 4. Time zone filling and comparison table, China selection + 8
- 5. Currency comparison table:

NIS (¥) Enter rmb	NIS (¥) Enter rmb,
EUR (€) Enter euros	AUD (¥A) Enter aud
JFY (¥) Enter jpy	GBP (E) input gbp
NT (\$) Enter tvd	CAD (\$) cad
THP (B) input thp	INR (Rs) input inr
NZD (\$) Enter nzd	HUF (FT) input huf
VND (d) input vnd	LAK (K) input 1ak
KHR (CR) Enter khr	PHP (Ph) input php
MYR (\$) Enter myr	SGD (\$) Enter sgd
BUK (K) input buk	LKR (S) input 1kr
IDR (Rps) input idr	ISK (I.Kr) input isk
DKK (D.Kr) input dkk	NOK (H.Kr) input enough
BRC (\$) Enter brc	ARP . P) input arp
AZR (R) input azr	CHE (F) input chf
REAL (RS) input redl	HDK (HKS) input hdk
SEK (Kr) input sek	

- 6. Please do not change the field order

Specify Power Station Group - Add Group



Click the Add button in the middle right of the page to modify, delete, and view the specific names of the power plants assigned to the group.

Add the Group

Group Name:

O&M Staff

Please select the O&M st:

Email Address

Information:

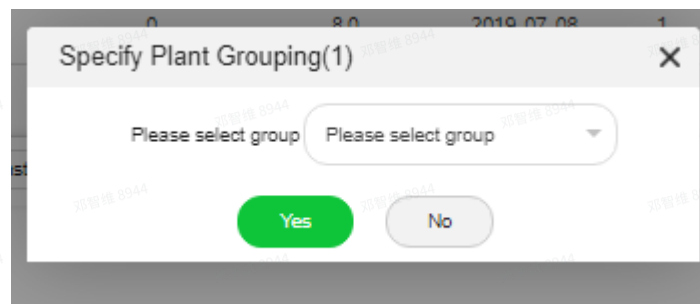
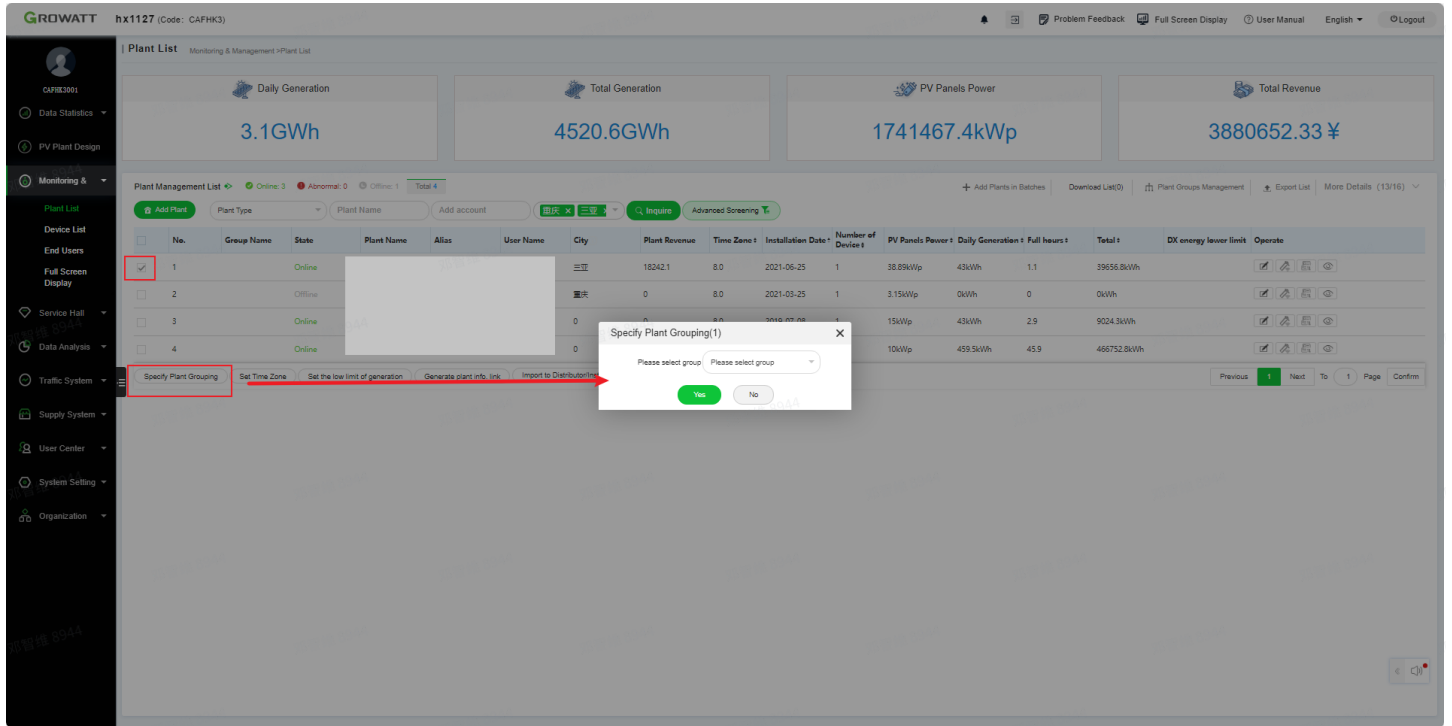
Phone Number

Yes

No

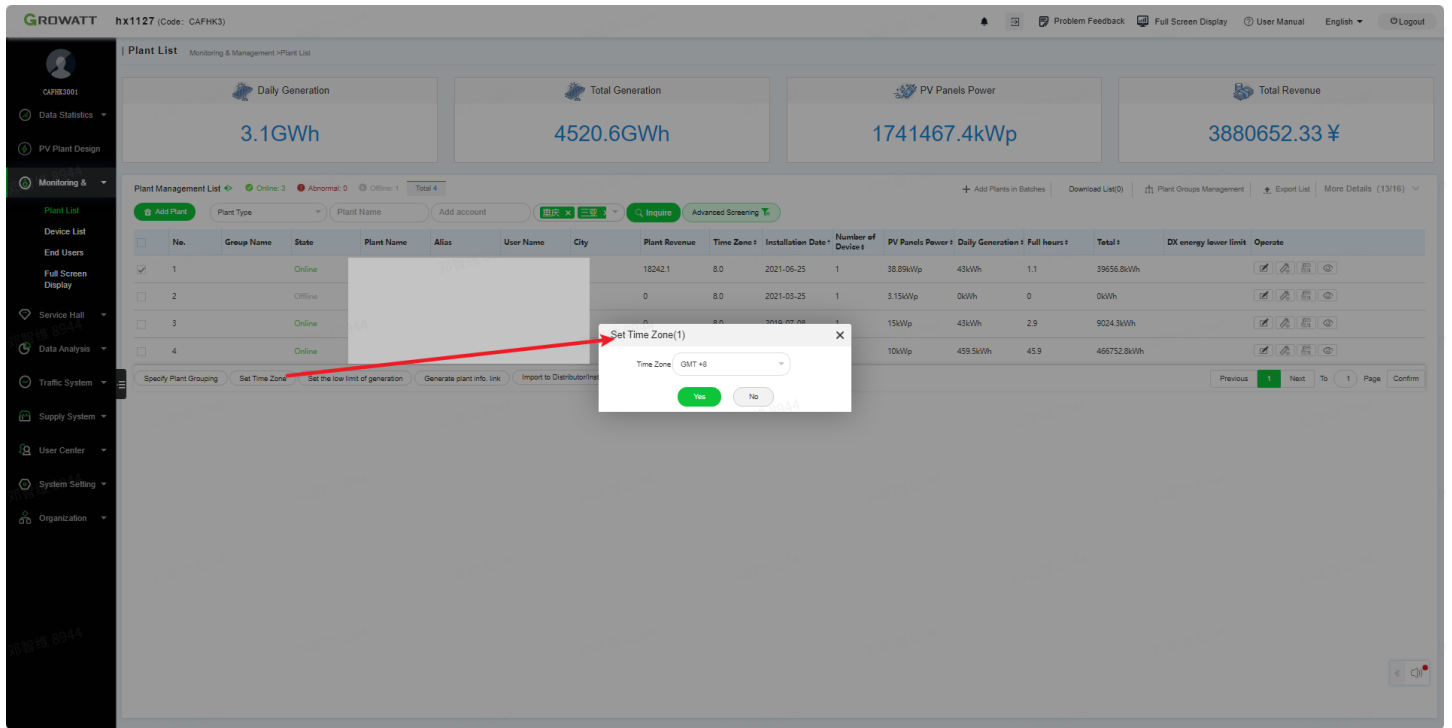
Click the Edit Group button in the pop-up window of power station group management to modify the group name of the power station and select the personnel information responsible for operating and maintaining the power station under this group. When there is a problem with the power station under the group, you can contact the operation and maintenance personnel for maintenance.

Assign groups to power stations



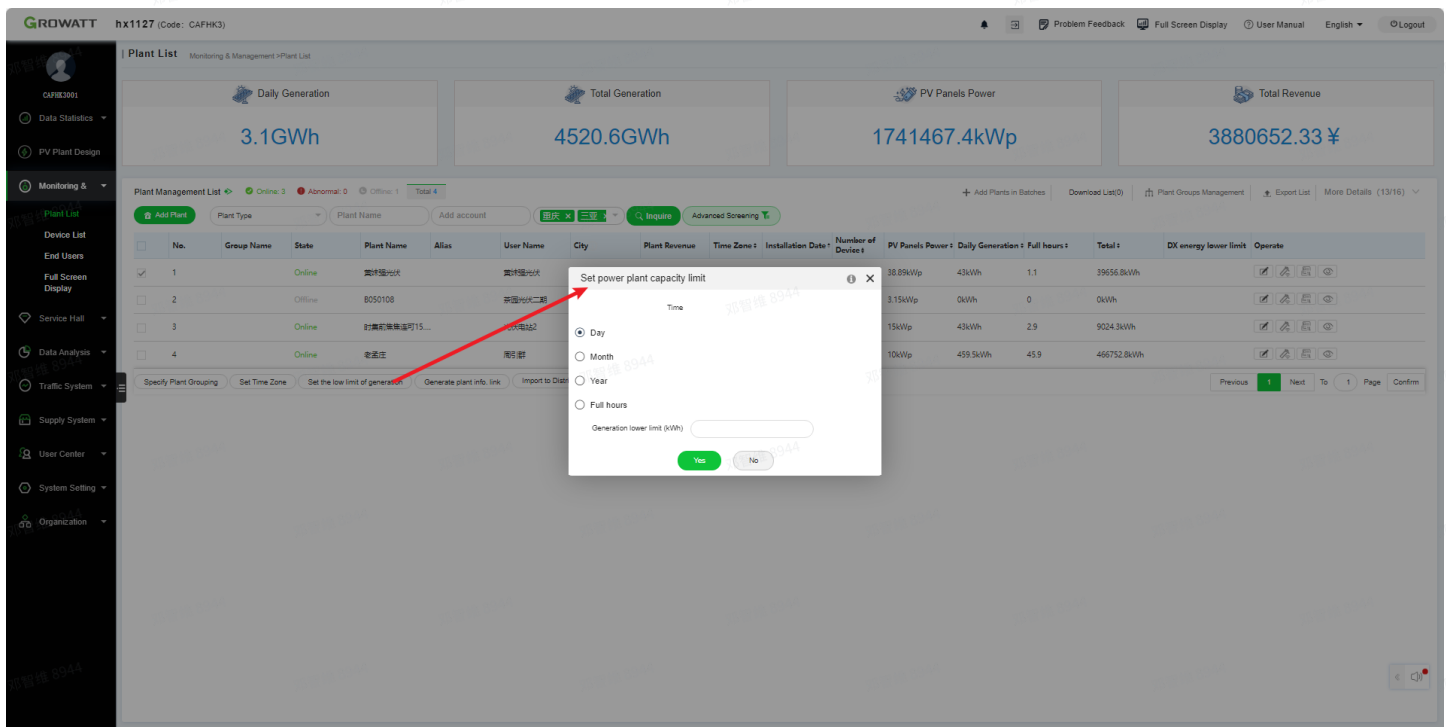
After checking the checkbox in front of the power station list, click the grouping function in the lower left corner, click the drop-down symbol key after the pop-up window appears, select the group name and click the confirm button to divide the power station into groups.

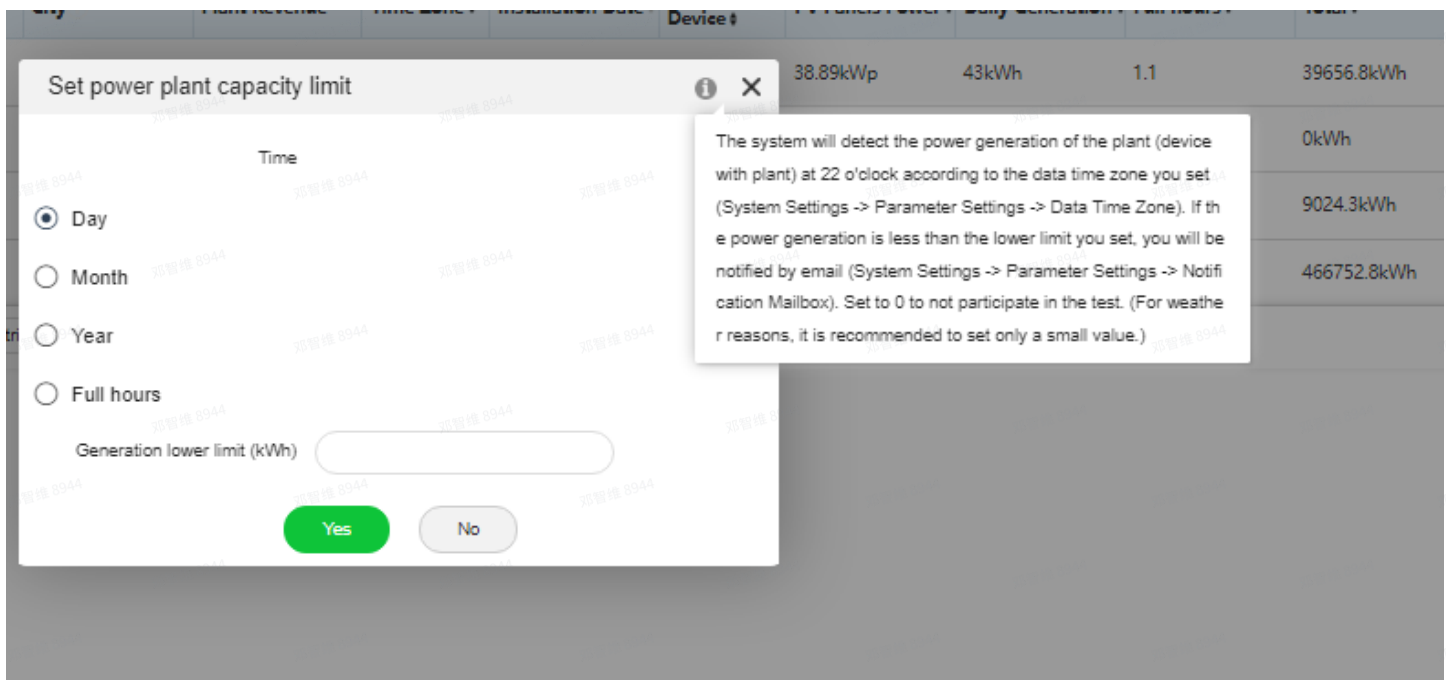
Set the time zone



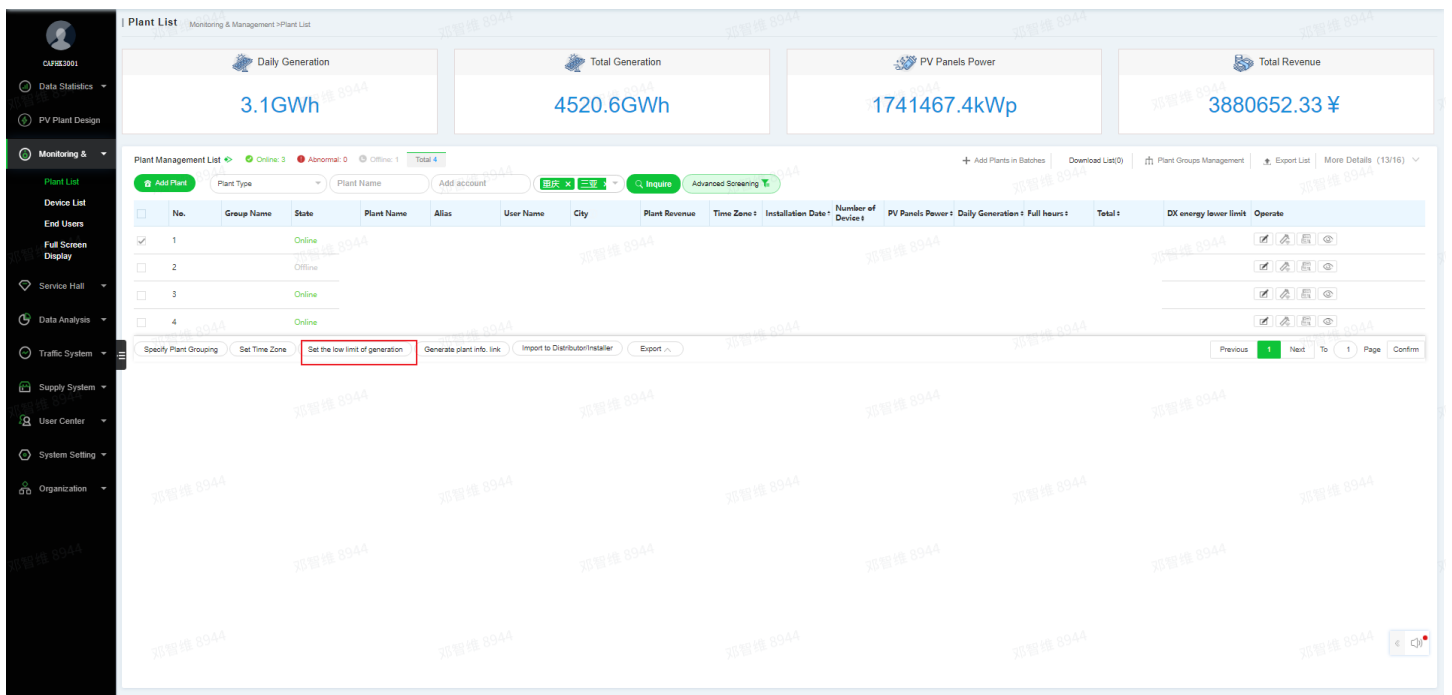
After checking the power station list checkbox, click the Set Time Zone button in the lower left corner to set the corresponding time zone for the selected power station list.

Set the lower limit of power generation





After checking the power station list, click



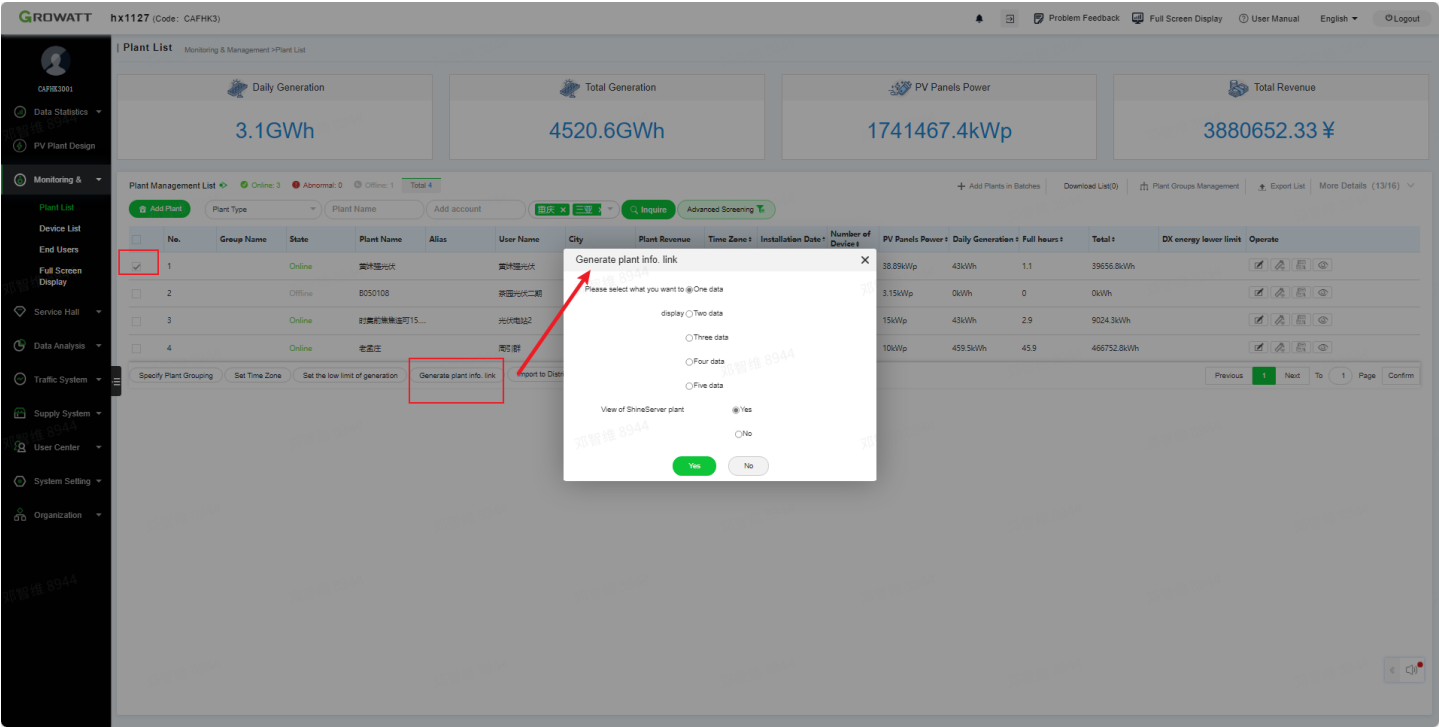
Button to set the lower limit of power generation (minimum power generation) for the selected power station list

Tip in the upper right corner: The system will detect the power generation of the power station (with equipment) at 22:00 at night according to the data time zone you set (System Settings -> Parameter Settings -> Data Time Zone). If the power generation is less than the lower limit value you set, you will be notified by email (System Settings -> Parameter Settings -> Notification Email). If it is set to 0, it will not participate in the detection. (Due to weather conditions, it is recommended to only set it to a small value.)

Different lower limits of power generation (i.e. minimum power generation) can be set according to the day, month, year, and full power generation hours

Generate display pages

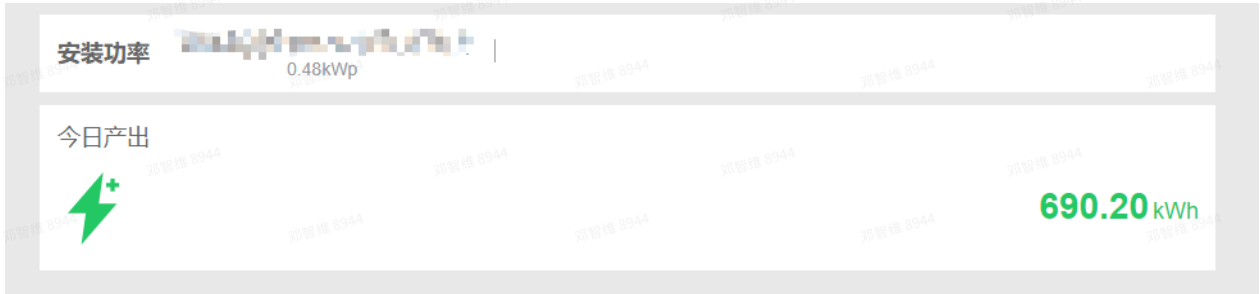
Click



Button, pop-up settings to generate a display page pop-up window, users can choose the amount of content they want to display (for general users, the station is displayed and shared), and set whether to view the ShineServer station. The generated display page link will be used to display the station for customers to view.

Display page data item description:

A piece of data: the power plant's output today



Two pieces of data: today's output and today's income



Three data points: installed power, today's output, total output, and carbon dioxide emissions reduction



Four data: electric mass production and revenue display



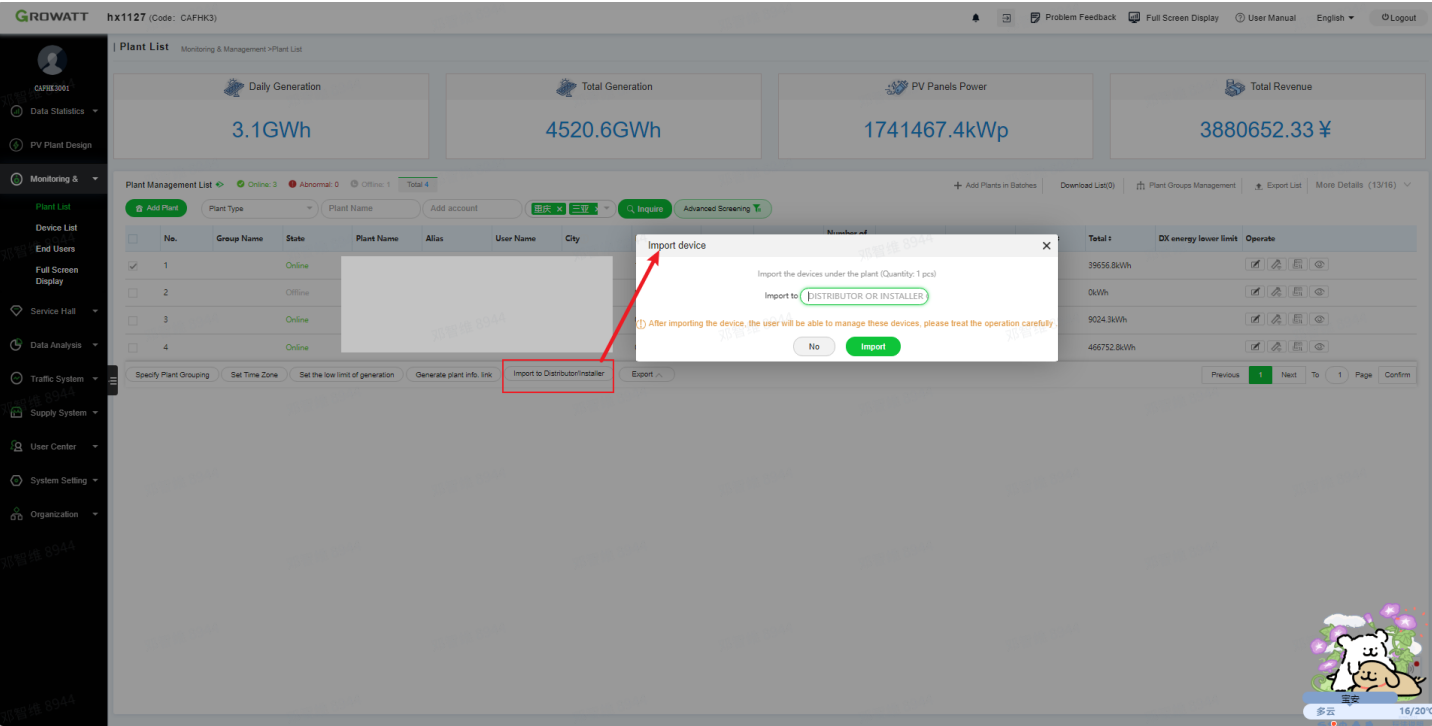
Five data points: output and benefits, as well as the amount of carbon dioxide emissions reduction



Import power stations to distributors/installers

Note: All functions of importing users, power stations, and equipment to other distributors and installers under monitoring management are for sharing users, power stations, and equipment with other accounts for monitoring and management. They have the same operating permissions and functions as the original account, please operate with caution!

Click the button in the red box



The selected power station can be imported to a distributor/installer account for monitoring, while the account retains the function of monitoring the power station. The sharing account has all the operation permissions of this device, please check carefully.

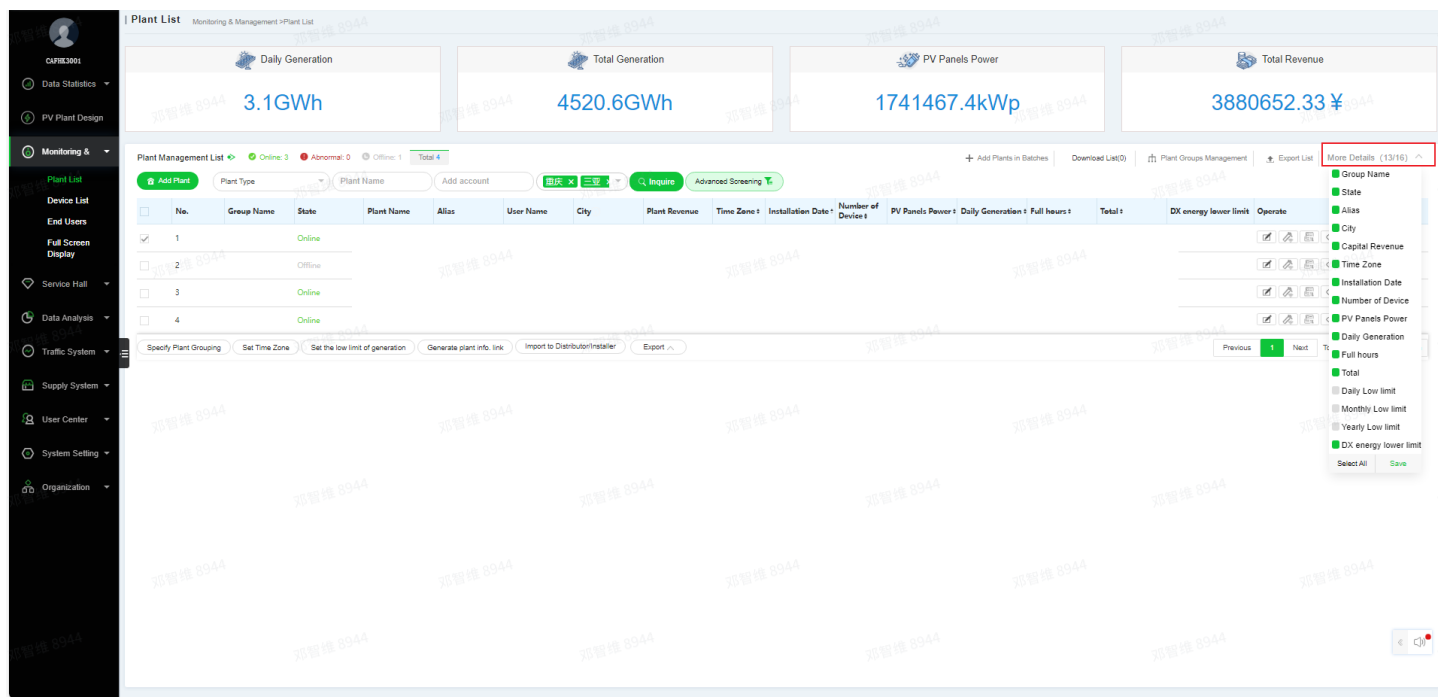
Parameter display

Click the Parameter Display button

Pull down to select the information item to be displayed in the power station list.

The main information items displayed by the parameters are: power station group name, status, alias, city, capital income, time zone, installation date, equipment quantity, total component power, today's power generation, full power generation hours, cumulative power generation, daily power generation lower limit, monthly power generation lower limit, annual power generation lower limit, full power generation hours lower limit, installer.

By checking the information to be displayed, click the "Save" button to display the checked information in the list, and the unchecked display items are hidden.



Export data

5000 pieces of data per page, with optional pagination export if exceeded.

Before exporting, you can check the parameters to be imported first. After checking the power station list, click the "Export" button to choose three export data types. Users can choose the data they need to export according to their needs. Confirm the selected export report type, as well as the export report purpose and time, and set the relevant user name by yourself.

After selecting the export data type, the User Information Export Instructions will appear. Follow the instructions to read the User Instructions, select the export purpose type, and click Agree and Confirm to export the data document.

Export the device data

Please follow the relevant user agreement and privacy policy, and properly keep user-related information. We will collect the log information generated during the export process based on providing you with better services

I have read and agree [《User information data export instructions》](#)

If your browser blocks the download window, please set it to not block

Type

☒ Daily report

☐ Month report

☐ Year Report

Export purpose

☒ Operation and maintenance

☐ Data Analysis

☐ Others

Date

start time

2024-12-26

End Time

2024-12-26

Exported File Name

Exported File Nan_2024-12-26~2024-12-26.xls

Confirm and Agree

No

Note: When exporting data,

Export list

Click the Export Data button to export power station data.

Export Selected Data

Please follow the relevant user agreement and privacy policy, and properly keep user-related information. We will collect the log information generated during the export process based on providing you with better services

I have read and agree [《User information data export instructions》](#)

If your browser blocks the download window, please set it to not block

Export purpose:

☒ Operation and maintenance

☐ Data Analysis

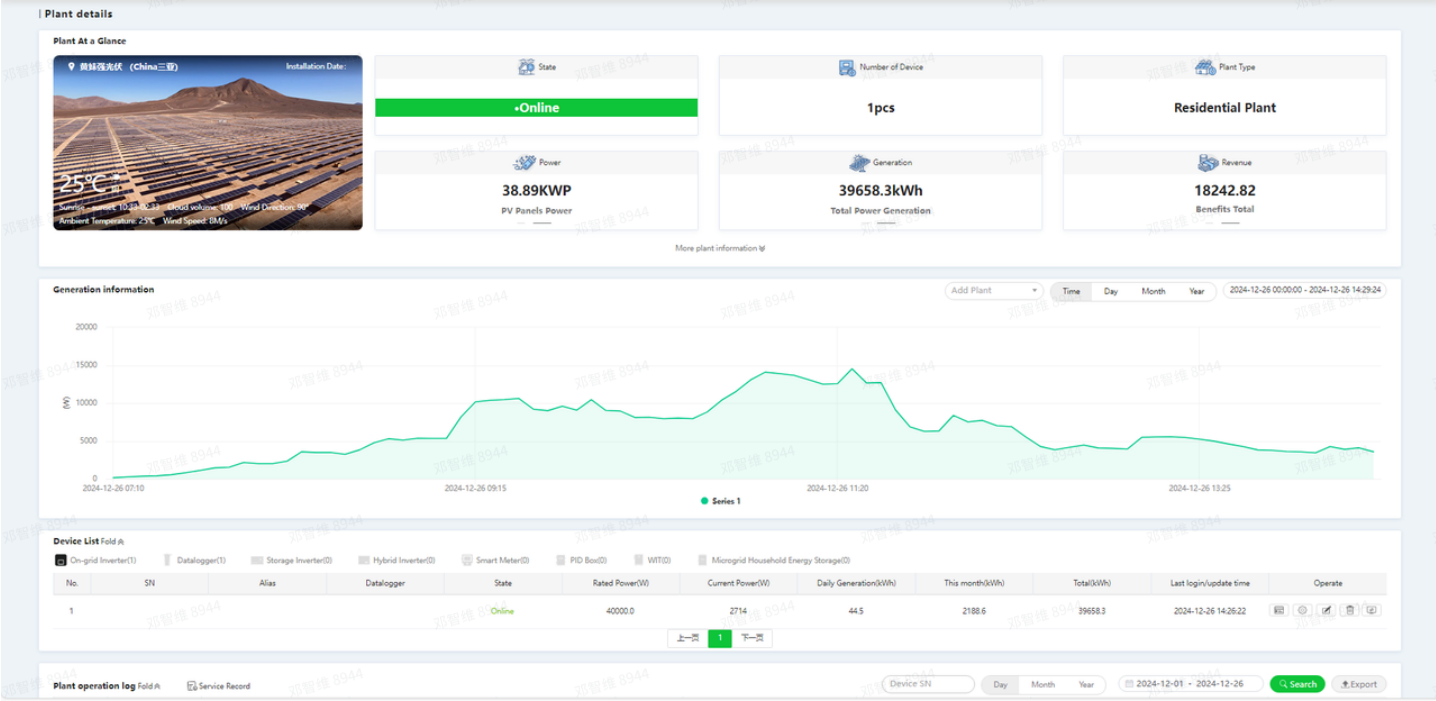
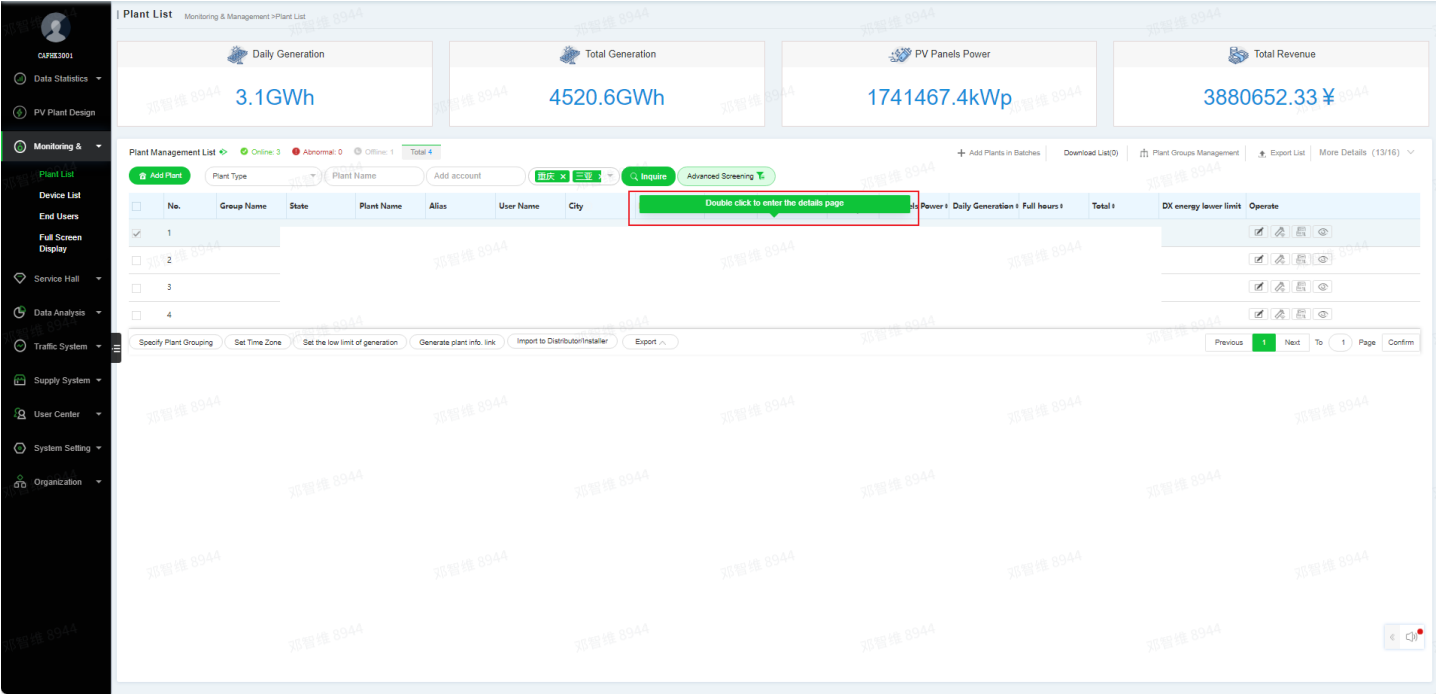
☐ Others

Confirm and Agree

No

Power plant details

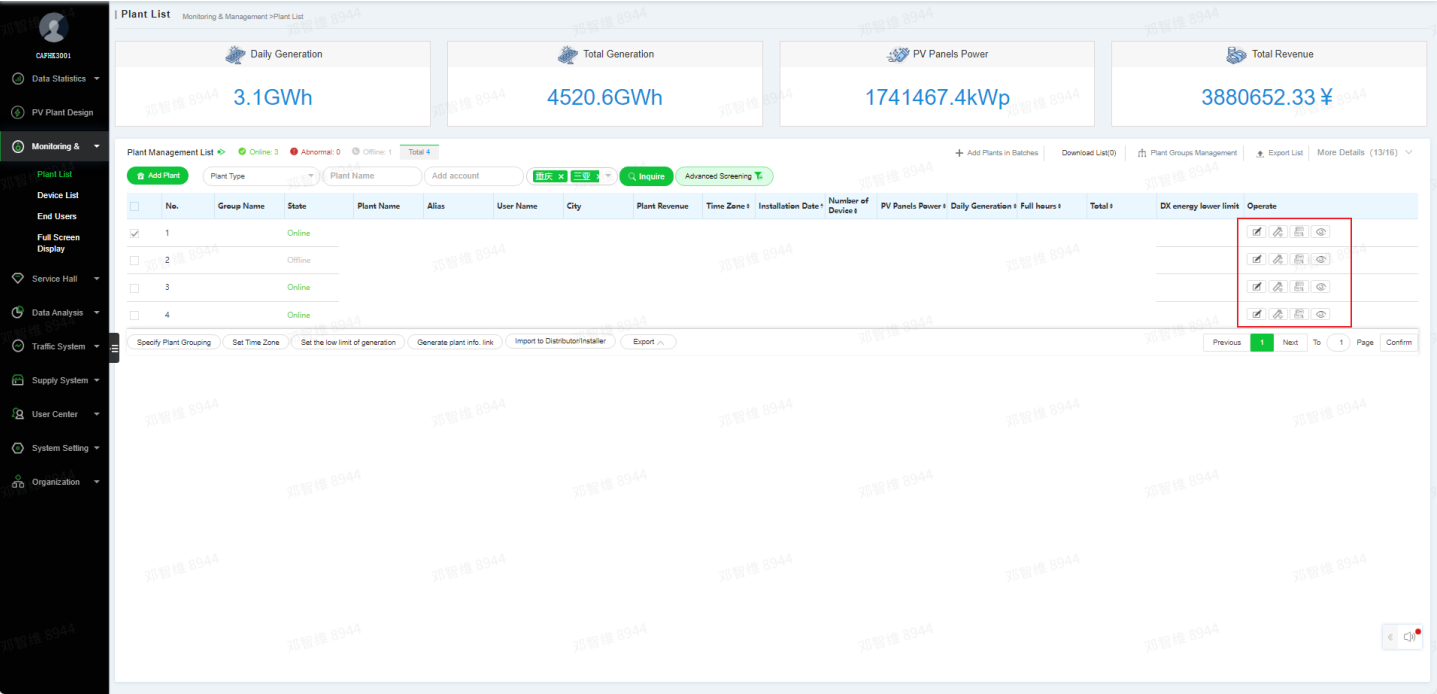
Click on a power station information in the list, double-click to enter the details page of the power station, where you can get the basic information of the power station



Module name	Function Description
Overview of power plant information	Understand the basic information of the power station, including total power of components, cumulative power generation, and overview of power generation revenue. Click the "More Power Station Information" drop-down button, and the system will display more information related to the power station (user information, installation information, geographic information).
Generation information report	The power generation trend of the power station can be viewed based on year, month, day, and hour. If it is counted in hours, the data will be counted every two hours.

Device list	Check the type and quantity of equipment installed under the power station, and count the status of the equipment (online or offline).
Power station operation log	Check the serial number and fault time of the equipment under the power station, as well as the method of handling faults.

Power station list operation bar



Power station list operation bar

Component name	Function Description
Edit	Edit the installation information and geographic information of the power plant
Add collector	Enter the collector serial number and check code in the newly popped-up window to add the collector
Export power station report	Consistent with the previous export data function
View the power plant	Jump to ShineServer webpage to view power plant details



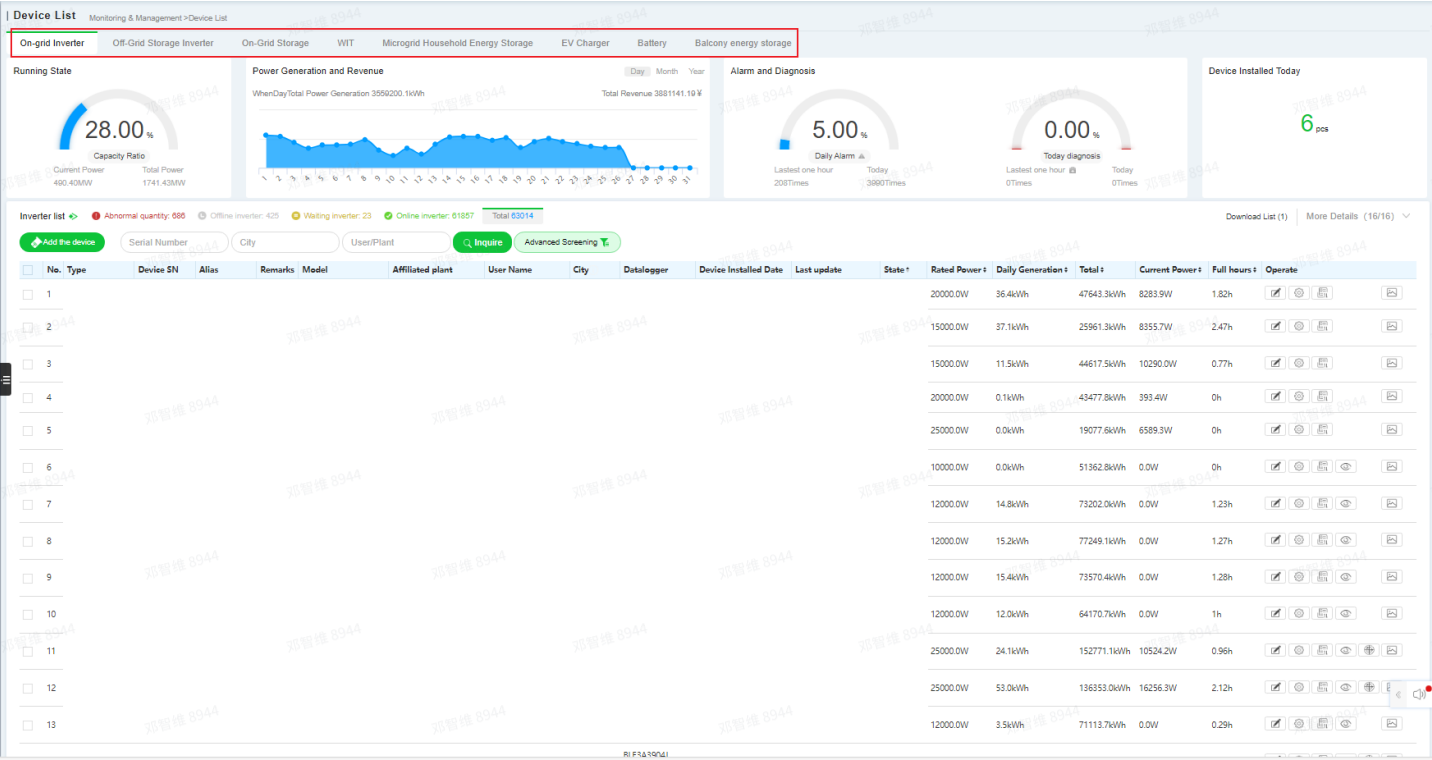
1.5.3 Facility Management

Facility Management Four Equipment Types

Module name	Function Description
Inverter	Data of all inverters monitored under this account
Off-grid energy storage	Data of all off-grid energy storage machines (energy storage machines not connected to the grid) monitored under this account
Grid-connected energy storage	Data of all grid-connected energy storage machines (energy storage machines connected to the grid) monitored under this account
Charging pile	Data of all charging piles monitored under this account

Click on a different device page to switch to a different device type management list.

1.5.3.1 Inverter Page



Feature name	Function Description
Operating state	View the current inverter operating power ratio (compared to total power).
Generation and revenue	View the power generation and revenue value of the inverter in three time periods: year, month, and day
Alarm and diagnosis	The number of inverter equipment alarms and diagnoses on the same day
Installed units today	Count the number of installed inverters in the current date
Inverter list	Statistics on the number of inverter operating states (fault, offline, waiting, online)

Inverter state

Module name	Function Description
Abnormal number	The number of inverters monitored under the account whose current status is abnormal
Offline inverter	The current status monitored under the account is the number of offline inverters

Waiting inverter	Inverter in waiting state
On-line inverter	Operating inverter

Inverter status : the number of devices with different states of all inverters monitored under this account

Add equipment : click to add new inverter equipment, need to fill in the user, power station, collector serial quantity, collector check code

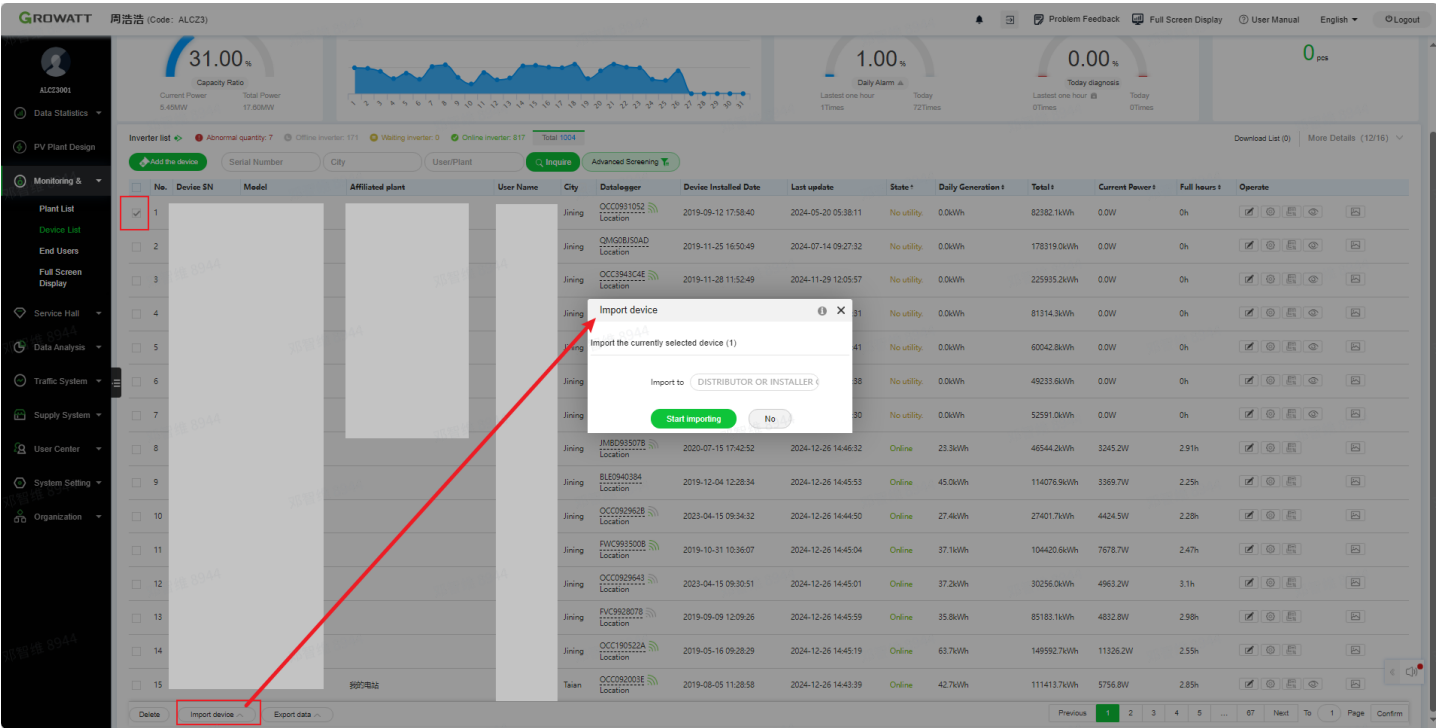
Query filtering conditions : You can use serial number, city, username/power station name as keywords for fuzzy queries and display query results in the list

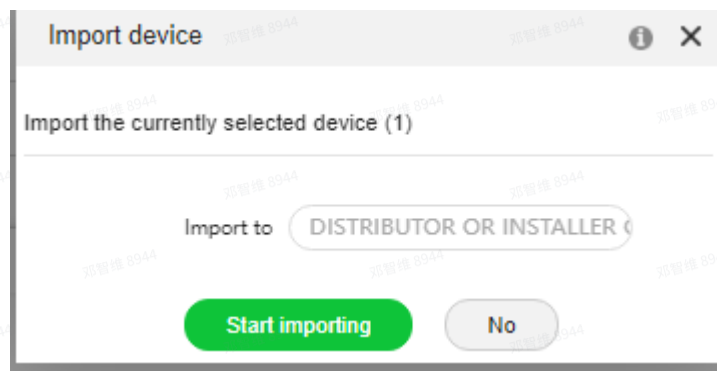
Parameter display : Users can choose to show or hide relevant information items in the list.

Advanced Filter : Click the "Advanced Filter" button and expand more detailed and clear filtering conditions to more accurately locate the information that needs to be searched.

Import equipment to distributors/installers (share equipment)

Note: All functions of importing users, power stations, and equipment to other distributors and installers under monitoring management are for sharing users, power stations, and equipment with other accounts for monitoring and management. They have the same operating permissions and functions as the original account, please operate with caution!

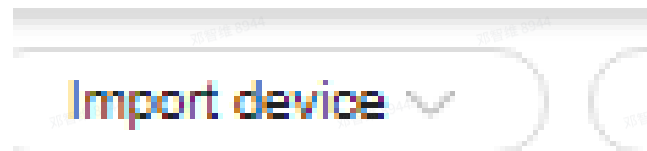




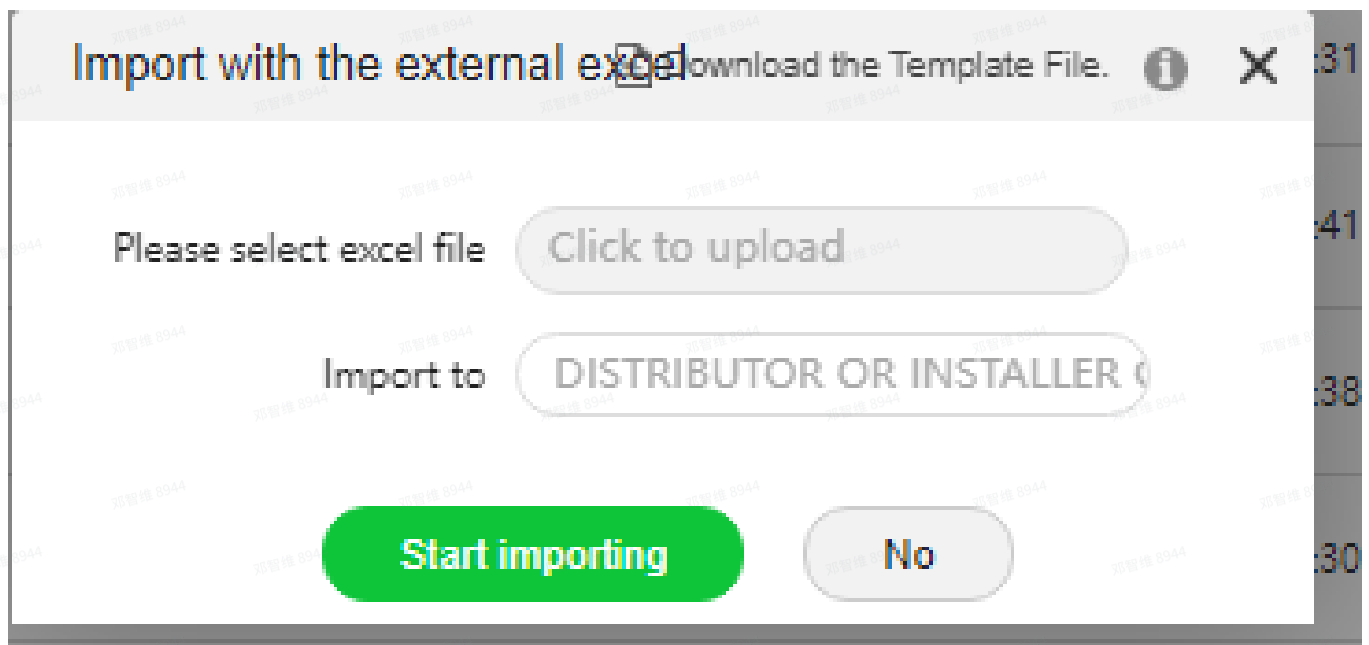
Check the devices that need to be imported to other distributors or other installer accounts, and click

Currently selected import

External Excel import



Button, select "Currently selected to import" and a pop-up window will appear to import the device. Follow the prompt to enter the permission to import the monitored device under your account to a distributor or installer account, that is, to share the monitoring device.



A	B	C	D	E	F	G	H	I	J	K	L	M
SN00000001												
SN00000002												
SN00000003												

请使用A列填写所有设备序列号。
此3个序列号只为示例，请将其删除。

Please use column A to fill in all device serial numbers.
These three serial numbers are examples only, and should be deleted.

If importing using an external Excel spreadsheet, you need to first download the sample file, fill in the device's serial number according to the prompts, then upload the file, enter the code of the distributor or installer, and share the device with other accounts for monitoring and management.

Inverter List Operation Bar

The screenshot displays the Growatt Inverter List Operation Bar. The top section shows key performance indicators: Capacity Ratio at 31.00%, Daily Alarm at 1.00%, and Today's diagnosis at 0.00%. Below these is the Inverter list table. The table has columns for No., Device SN, Model, Affiliated plant, User Name, City, Datalogger, Device Installed Date, Last update, State, Daily Generation, Total, Current Power, Full hours, and Operate. The Operate column contains icons for edit, delete, and other actions. A red box highlights the Operate column icons.

Edit: Used to add remarks to the inverter

Set up inverter

导出故障日志(IWB87480D2)

请遵循相关的用户协议和隐私政策，妥善保管用户相关信息。我们基于向您提供更好的服务将对导出过程产生的日志信息进行收集

我已阅读并同意《用户信息数据导出须知》

注意：若您的浏览器拦截下载窗口，请将其设置为不拦截。

类型

☒ 日☐ 月

导出用途

☒ 运营维护☐ 数据分析☐ 其他

日期

2023-12-13

导出的文件名

IWB87480D2_fault_2023-12-13.xls

同意并确认

取消

Export the number of failures and causes of the selected inverter equipment during a certain period of time to facilitate the handling of equipment problems.

View device details

设备管理

逆变器 离网储能 并网储能 商业储能机 微网用户储能 充电桩 储能电池 阳光储能

运行状态

发电及收益

告警及诊断

今日安装台数

运行效率

7.00%

当日总发电 19.78kWh

逆变器效率 258.54kWh

发电及收益

当日总发电 527830.4度

当前总收益 127837986.15元

告警及诊断

2.00%

今日告警 8次

今日告警 0次

今日安装台数

1台

逆变器列表

异常数量 231

离网逆变器 243

等待逆变器 5

在线逆变器 7423

总数量 7942

下载列表 (11)

参数显示 (16/16)

添加设备

序列号

城市

用户各电站名

查询

清除筛选

序号

类型

设备序列号

别名

备注

型号

所属电站

所属用户

城市

来源

最后更新时间

状态

额定功率

今日发电量

累计发电

当前总功率

满发小时数

操作

1

MAX-MID

TBM002Q002

影佳TBM002Q002

MAX 225KTL3-X HV

嘉兴嘉通航空

17757308999

嘉兴

BLEACLM057

2024-04-03 16:31:47

2024-12-26 15:53:06

在线

225000.0W

615.4kWh

208827.1kWh

22684.2W

2.74h

眼

耳

鼻

舌

身

心

2

2024-12-26 15:53:28

在线

225000.0W

570.5kWh

193199.5kWh

20897.1W

2.54h

眼

耳

鼻

舌

身

心

3

2024-12-26 15:51:33

在线

225000.0W

570.2kWh

195387.2kWh

23421.7W

2.53h

眼

耳

鼻

舌

身

心

4

2024-12-26 15:50:24

在线

225000.0W

567.8kWh

205321.2kWh

24959.0W

2.52h

眼

耳

鼻

舌

身

心

5

2024-12-26 15:51:03

在线

225000.0W

559.0kWh

193393.0kWh

23968.3W

2.48h

眼

耳

鼻

舌

身

心

6

2024-12-26 15:53:44

在线

225000.0W

530.1kWh

203473.2kWh

20706.3W

2.36h

眼

耳

鼻

舌

身

心

7

2024-12-26 15:50:45

在线

225000.0W

518.2kWh

192877.2kWh

22828.9W

2.3h

眼

耳

鼻

舌

身

心

8

2024-12-26 15:52:16

在线

225000.0W

515.2kWh

170324.1kWh

20238.7W

2.29h

眼

耳

鼻

舌

身

心

9

2024-12-26 15:50:27

在线

225000.0W

496.8kWh

172988.8kWh

22298.3W

2.21h

眼

耳

鼻

舌

身

心

10

2024-12-26 15:53:38

在线

225000.0W

490.3kWh

177739.2kWh

18481.1W

2.18h

眼

耳

鼻

舌

身

心

11

2024-12-26 15:53:49

在线

225000.0W

424.5kWh

67467.6kWh

16367.5W

1.89h

眼

耳

鼻

舌

身

心

12

2024-12-26 15:52:27

在线

110000.0W

394.8kWh

136616.1kWh

12552.5W

3.59h

眼

耳

鼻

舌

身

心

13

2024-12-26 15:53:49

在线

110000.0W

379.6kWh

135565.0kWh

11412.0W

3.45h

眼

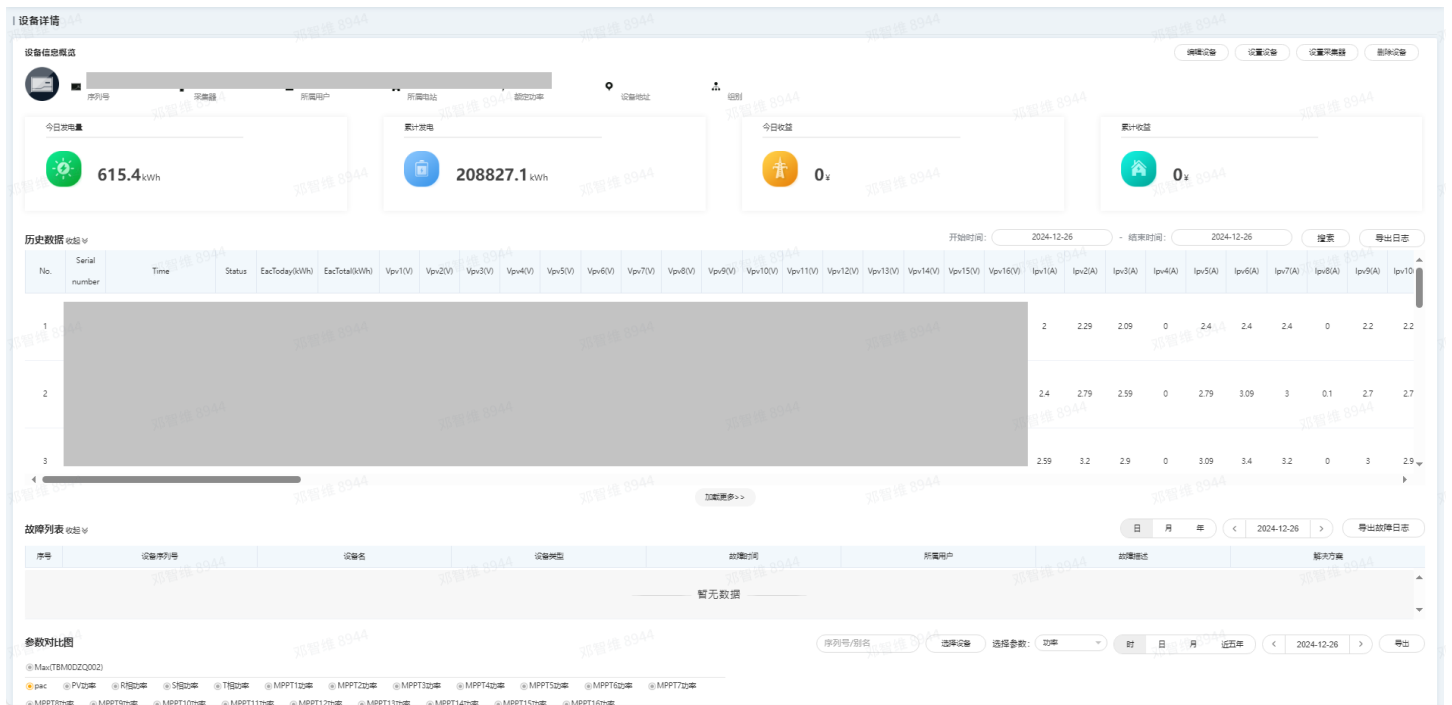
耳

鼻

舌

身

心



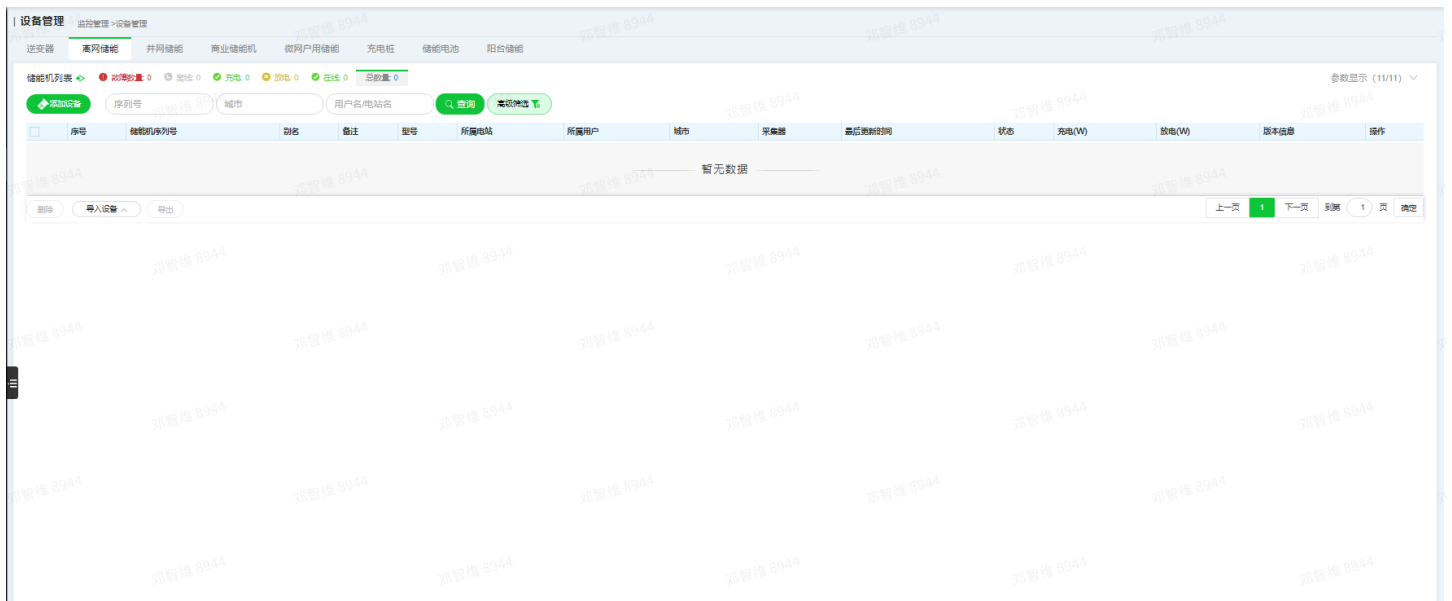
Click on the operation bar to enter.

Double-click the device list to enter the device details page, where you can set device-related information, delete devices, and other operations

Click the View button under the operation bar. It only supports viewing the relevant information of the individual data and cannot be operated.

Note: After double-clicking to enter the list details page under the monitoring and management power station, equipment, and user page, all operations, including editing power station, user, equipment and other related information, will be recorded. Please operate with caution.

1.5.3.2 off-grid energy storage page



Module name	Function Description
Energy storage state	The number of different state devices of all energy storage machines monitored under this account
Add devices	Click to add a new energy storage device, and you need to fill in the user, power station, collector serial number, and collector check code
Query filtering	Fuzzy queries can be performed by serial number, city, username/power station name as keywords and the query results can be displayed in the list
Advanced filtering	Click to show or hide more filtered content.
Parameter display	Display and configure the number and content of columns in the list
List of energy storage machines	Display the serial number, alias, model, status, charging power, discharging power, and other basic information of all energy storage machines monitored under this account
Import device	Support two ways: Excel table import and list import.

Function description

Add equipment : click to add a new off-grid energy storage equipment, you need to fill in the user, power station, collector serial number, collector check code

Query filtering conditions : You can use serial number, city, username/power station name as keywords for fuzzy queries and display query results in the list

Parameter display : Users can choose to show or hide relevant information items in the list.

Advanced Filter : Click the "Advanced Filter" button and expand more detailed and clear filtering conditions to more accurately locate the information that needs to be searched.

Set up energy storage machine

Set Storage Inverter

Information

Device Serial Number: DXE5A29002

Alias: 汪光东5号

Data Logger: XLD1BLE0GA

Property:048.02/049.02//A0B0D0T0P0U0M3S2

Command

☐ Ac Output Source

Battery First

☐ Charge Source

Pv Priority

☐ Ac Input Model

APL

☐ Ac Discharge Voltage

230VAC

☐ Ac Discharge Frequency

50Hz

☐ Overload Restart

Not Restart

☐ Overtemp Restart

Not Restart

Yes

No

Used for monitoring equipment and setting off-grid energy storage equipment parameters

Import equipment to distributors/installers

Note: All functions of importing users, power stations, and equipment to other distributors and installers under monitoring management are for sharing users, power stations, and equipment with other accounts for monitoring and management. They have the same operating permissions and functions as the original account, please operate with caution!

Import device

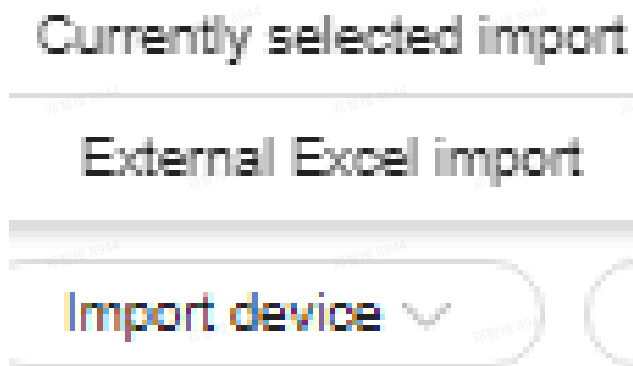
Import the currently selected device (1)

Import to DISTRIBUTOR OR INSTALLER

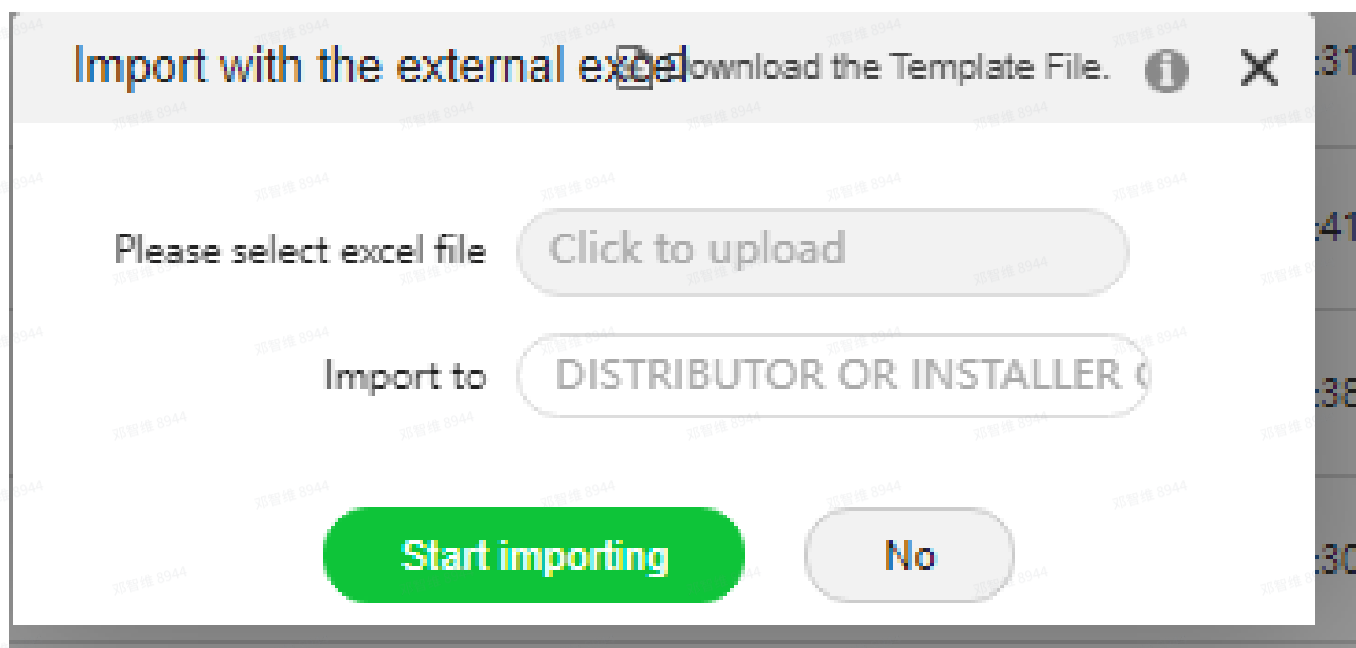
Start importing

No

click



account to a distributor or installer account, that is, to share the monitoring device.



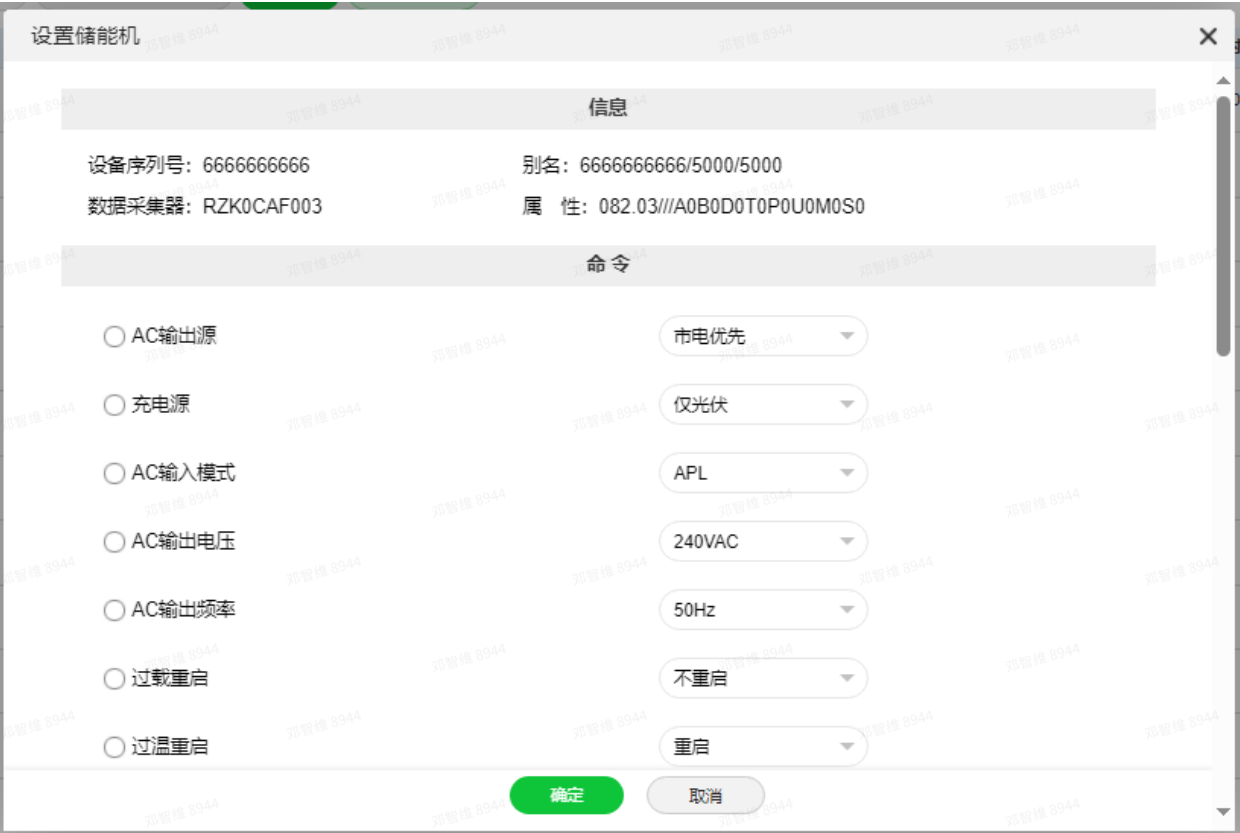
If importing using an external Excel spreadsheet, you need to first download the sample file, fill in the device's serial number according to the prompts, then upload the file, enter the code of the distributor or installer, and share the device with other accounts for monitoring and management.

Operation bar



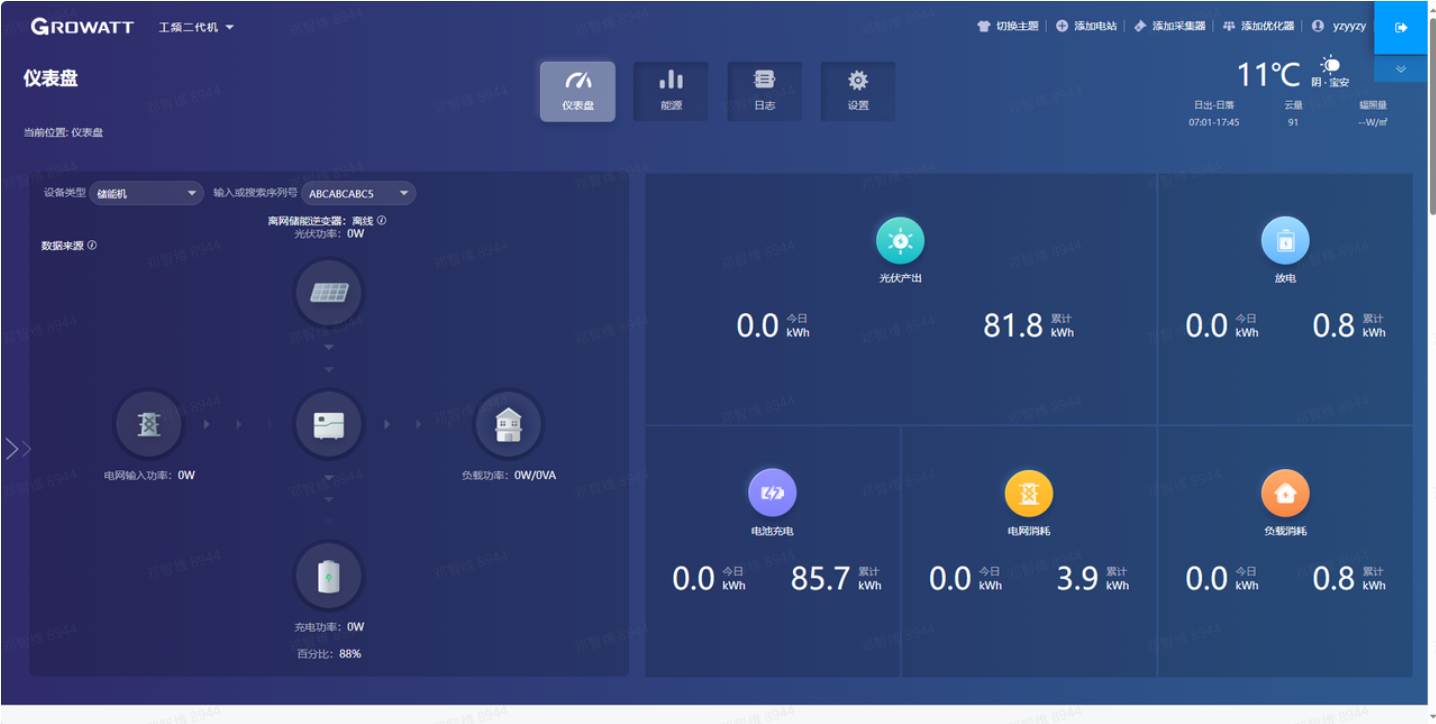
Edit : Add notes to devices

Set parameters: set relevant parameters for energy storage machine



View the power plant

Enter the ShineServer page to view the specific information of the power station, but the deletion operation cannot be performed on the server.



1.5.3.3 grid-connected energy storage page



Module name	Function Description
Operating state	The status of all grid-connected energy storage devices monitored under this account
Generation and revenue	Display the generation and revenue of day, month, and year that do not pass dimensions
Alarm and diagnosis	Display the number of alarms and diagnoses today
Mixed storage All in One state	The number of devices in different states of all grid-connected energy storage devices monitored under this account
Add devices	

	Click to add a new grid-connected energy storage device, and you need to fill in the user, power station, collector serial number, and collector check code
Query filtering	Fuzzy queries can be performed by serial number, city, username/power station name as keywords and the query results can be displayed in the list
Advanced filtering	Click to show or hide more filtered content.
Parameter display	Display and configure the number and content of columns in the list
Mixed Storage All in One List	Display the serial number, alias, model, status, and other basic information of all energy storage machines monitored under this account
Import device	Support two ways: Excel table import and list import.

Note: Advanced screening and other functions are consistent with inverters and off-grid energy storage

Set up energy storage machine

Set Storage Inverter

Information

Device Serial Number: DXE5A29002

Alias: 汪光东5号

Data Logger: XLD1BLE0GA

Property:048.02/049.02//A0B0D0T0P0U0M3S2

Command

☐ Ac Output Source

Battery First

☐ Charge Source

Pv Priority

☐ Ac Input Model

APL

☐ Ac Discharge Voltage

230VAC

☐ Ac Discharge Frequency

50Hz

☐ Overload Restart

Not Restart

☐ Overtemp Restart

Not Restart

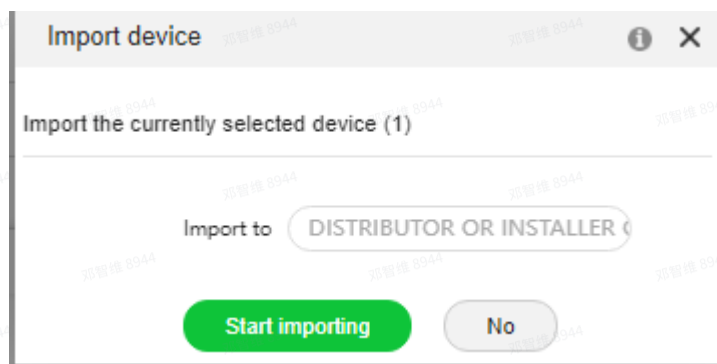
Yes

No

Used for monitoring equipment and setting off-grid energy storage equipment parameters

Import equipment to distributors/installers

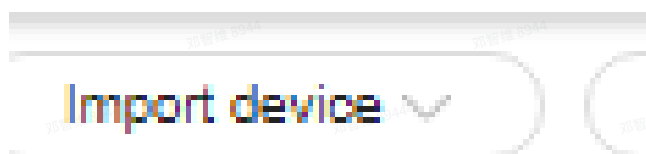
Note: All functions of importing users, power stations, and equipment to other distributors and installers under monitoring management are for sharing users, power stations, and equipment with other accounts for monitoring and management. They have the same operating permissions and functions as the original account, please operate with caution!



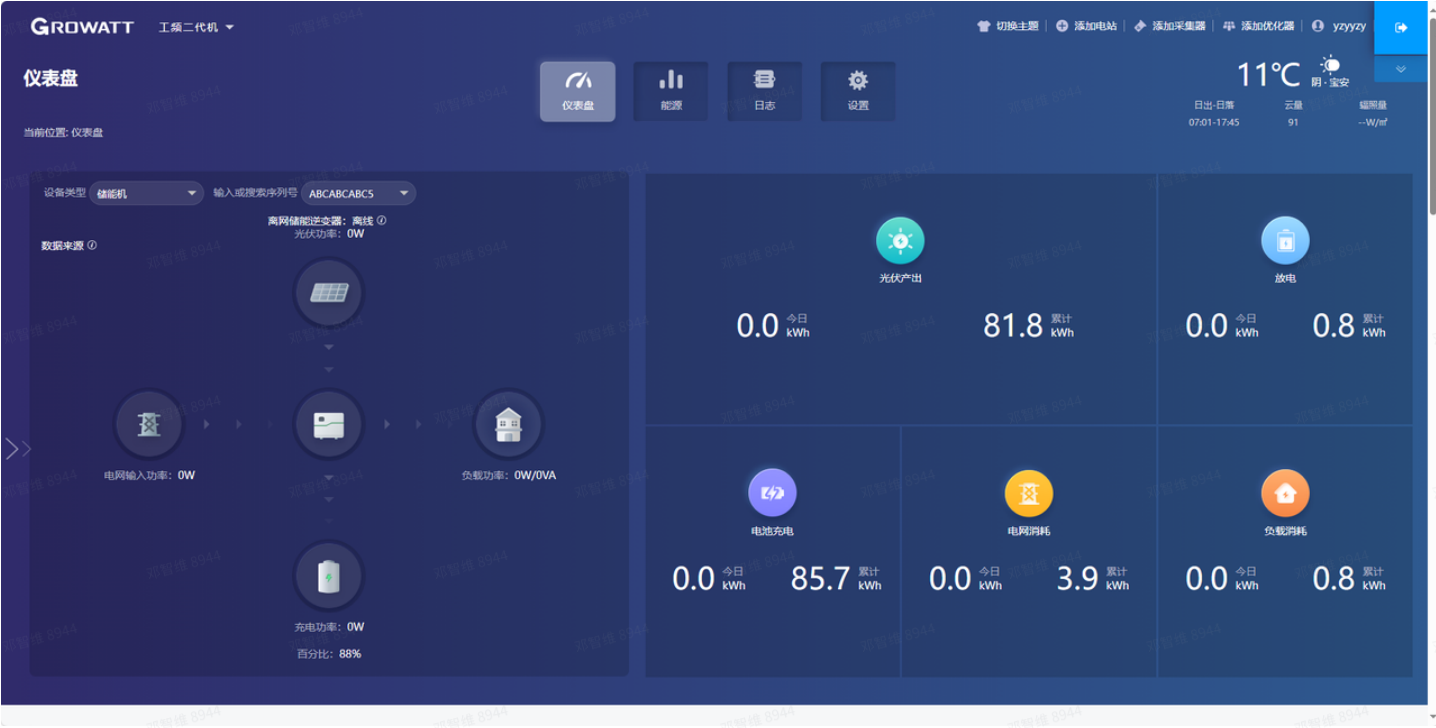
Check the devices that need to be imported to other distributors or other installer accounts, and click

Currently selected import

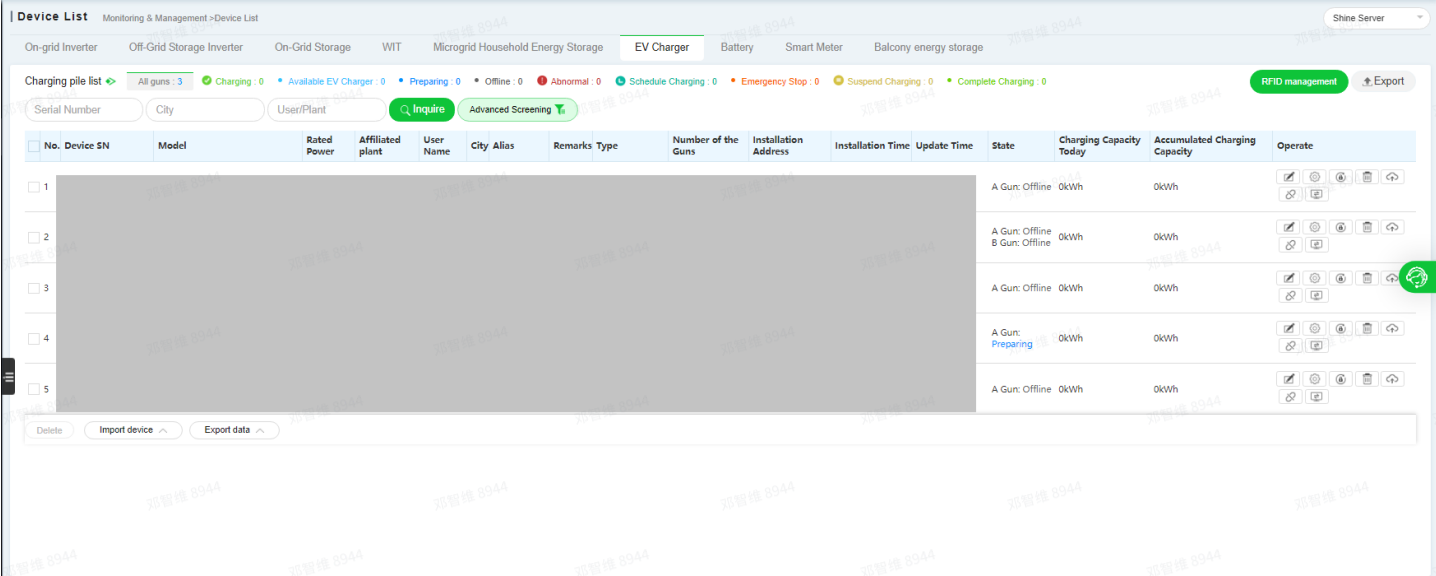
External Excel import



Button, select "Currently selected to import" and a pop-up window will appear to import the device. Follow the prompt to enter the permission to import the monitored device under your account to a distributor or installer account, that is, to share the monitoring device.



1.5.3.4 charging pile page



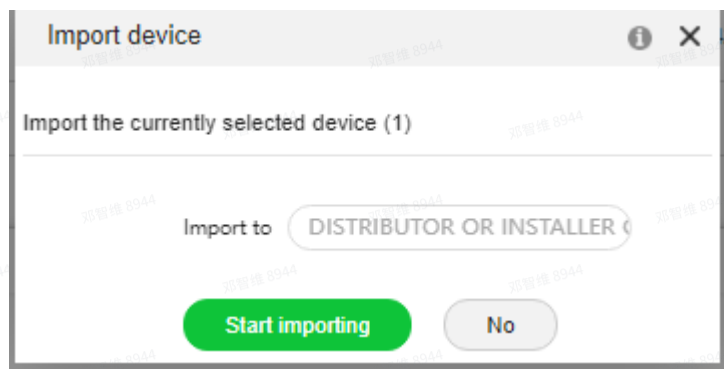
Module name	Function Description
Charging pile status	The number of devices in different states of all charging pile devices monitored under this account
RFID management	View, add, and batch import functions for RFID devices
Query filtering	Fuzzy queries can be performed by serial number, city, username/power station name as keywords and the query results can be displayed in the list
Advanced filtering	Click to show or hide more filtered content.

Charging pile list	Display the serial number, alias, model, status, and other basic information of all charging piles monitored under this account
Import device	Support two ways: Excel table import and list import.
Export data	Export the device list and save it as a file in Excel format

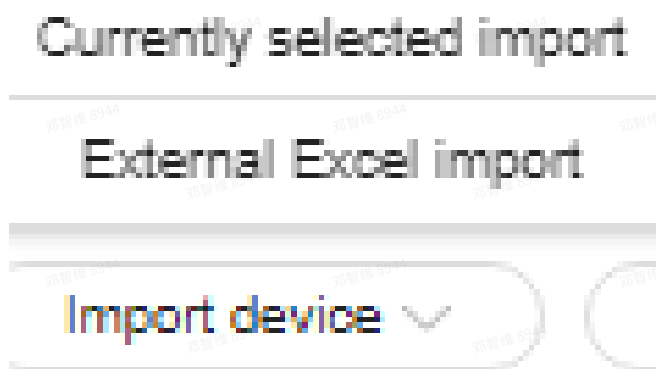
Note: Advanced filtering, operation bar and other functions are consistent with inverters and other equipment.

Import equipment to distributors/installers

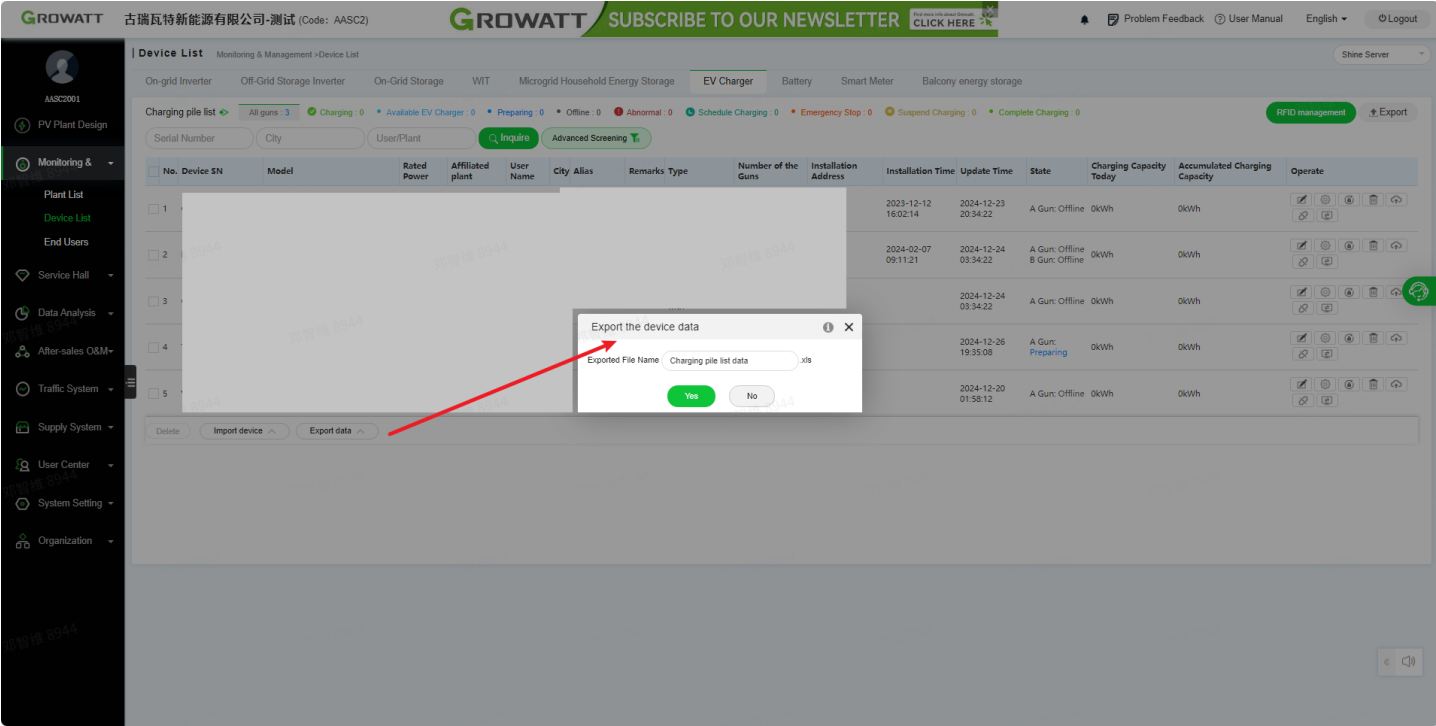
Note: All functions of importing users, power stations, and equipment to other distributors and installers under monitoring management are for sharing users, power stations, and equipment with other accounts for monitoring and management. They have the same operating permissions and functions as the original account, please operate with caution!



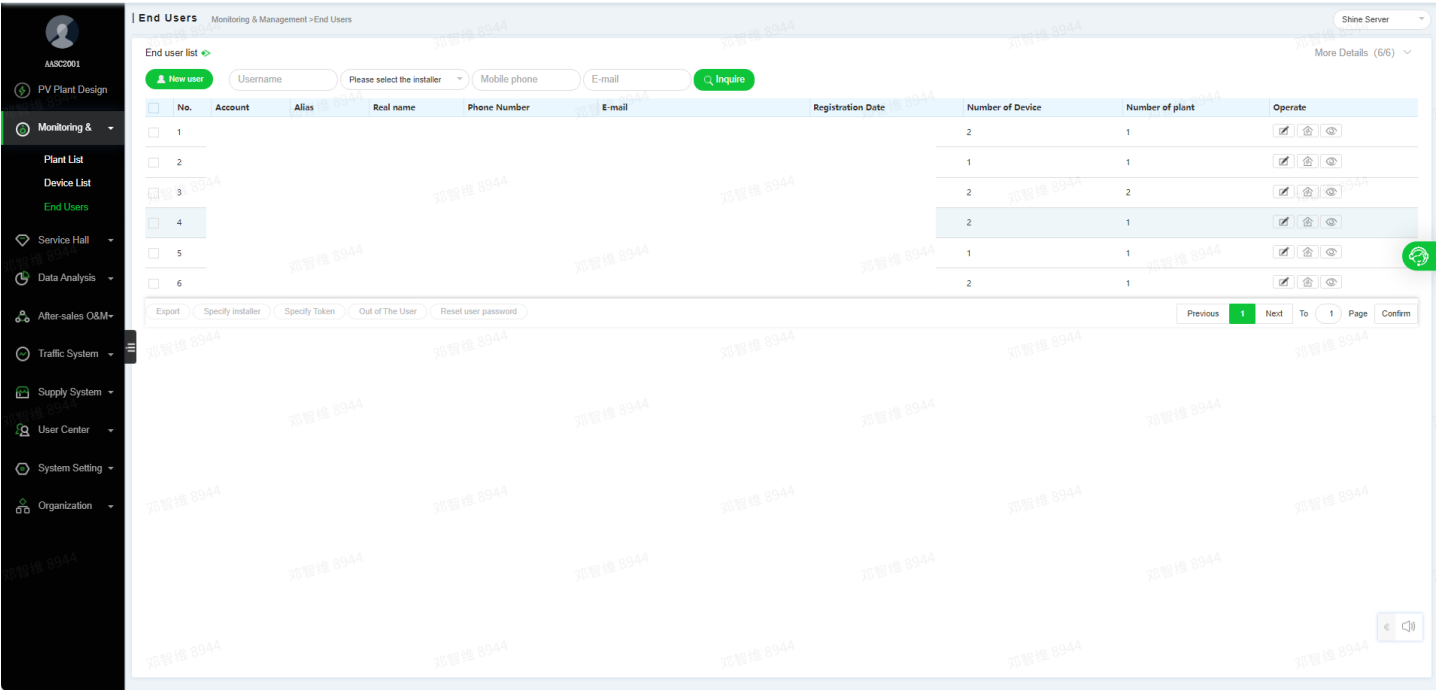
Check the devices that need to be imported to other distributors or other installer accounts, and click



Button, select "Currently selected to import" and a pop-up window will appear to import the device. Follow the prompt to enter the permission to import the monitored device under your account to a distributor or installer account, that is, to share the monitoring device.



1.5.4 end users



Module name	Function Description
New users	New users, need to set the user's account, password, server address and other basic information, in the oss account token will be automatically assigned to end users .
Filter	

	You can enter the username for fuzzy query, or select the installer to view end users.
Parameter display	Display and configure the number and content of columns in the list
User list	Display a list of all end users managed under the account, including their account, alias, phone number, registration date, number of devices, installer, and other data, as well as operations such as viewing and modifying.

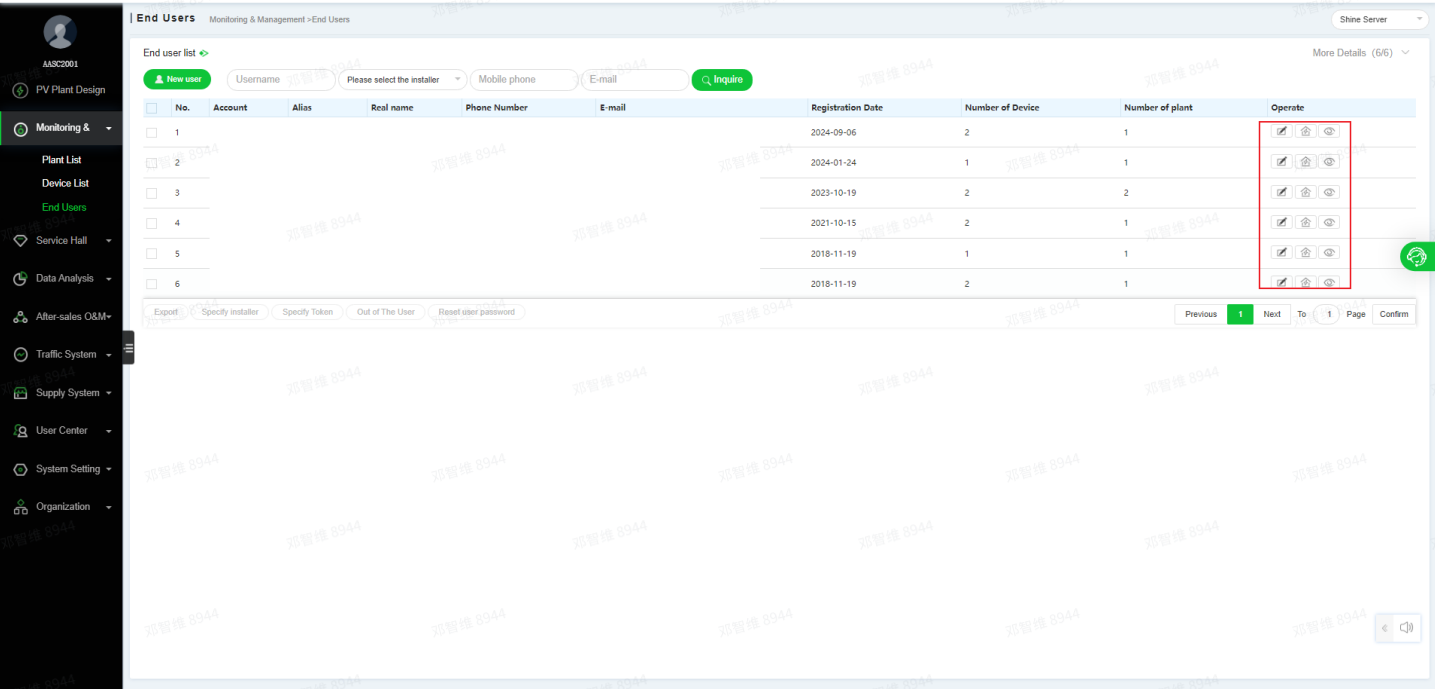
Designated installer: Specify installer monitoring and management for end users under the distributor account

Specify user Token: Customers obtain data from Shineserver system through api (manually specify token)

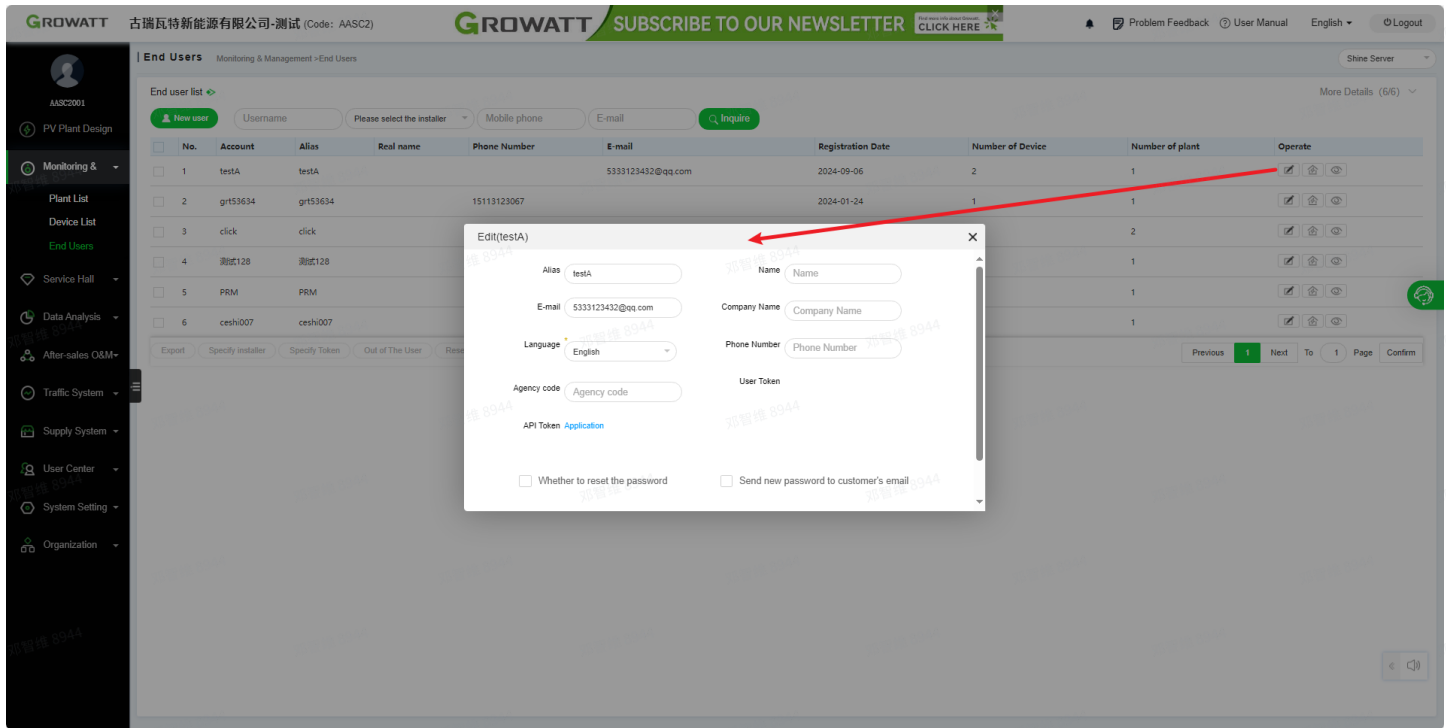
Detached users: The relationship between the account and end users is unbound

Reset user password: Reset the login password of end users

Operation bar:



1 Edit end users:

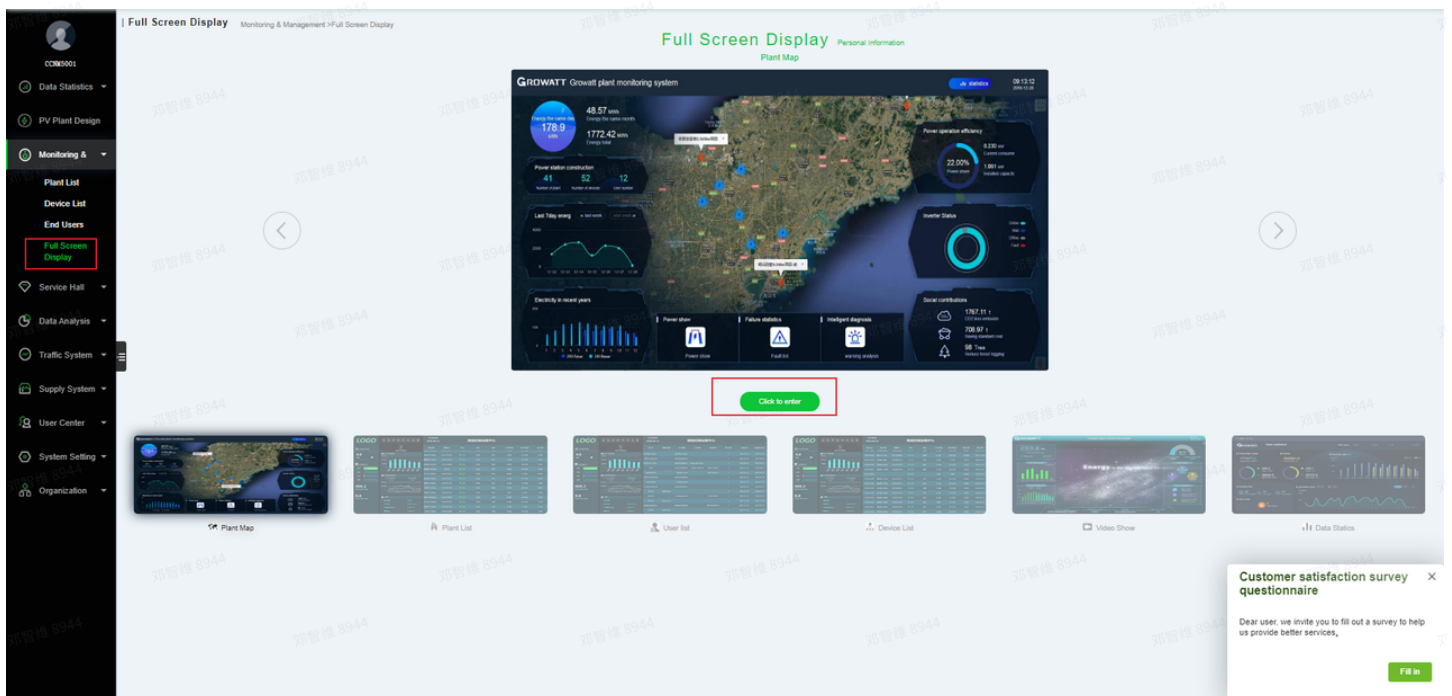


Modify the information of end users, including name, email, phone number, etc., bind agents to add API and other functions

1.5.5 large screen display

Large screen navigation

Used for screen projection display of all power stations, equipment, users and other information monitored under the account.



Module name	Function Description
Large screen effect display	Display the preview effect of the large screen.
Parameter settings	Set the logo, video, project name, electronic map, and time zone selection displayed on the large screen.
Preview on large screen	The system provides large-screen pages with different dimensions, including power plant maps, power plant lists, user lists, equipment lists, video displays, and statistical modules. Click to enter the large-screen preview page and view statistical information.

The large screen display includes the following display pages:

Power station map: Display the number and status of power stations located in each region under the account in the form of a panoramic map

Power station list: Display the power station list under the account in the form of data carousel

User list: Display the list of users under the account in the form of data carousel.

Device list: Display the device list under the account in the form of data carousel.

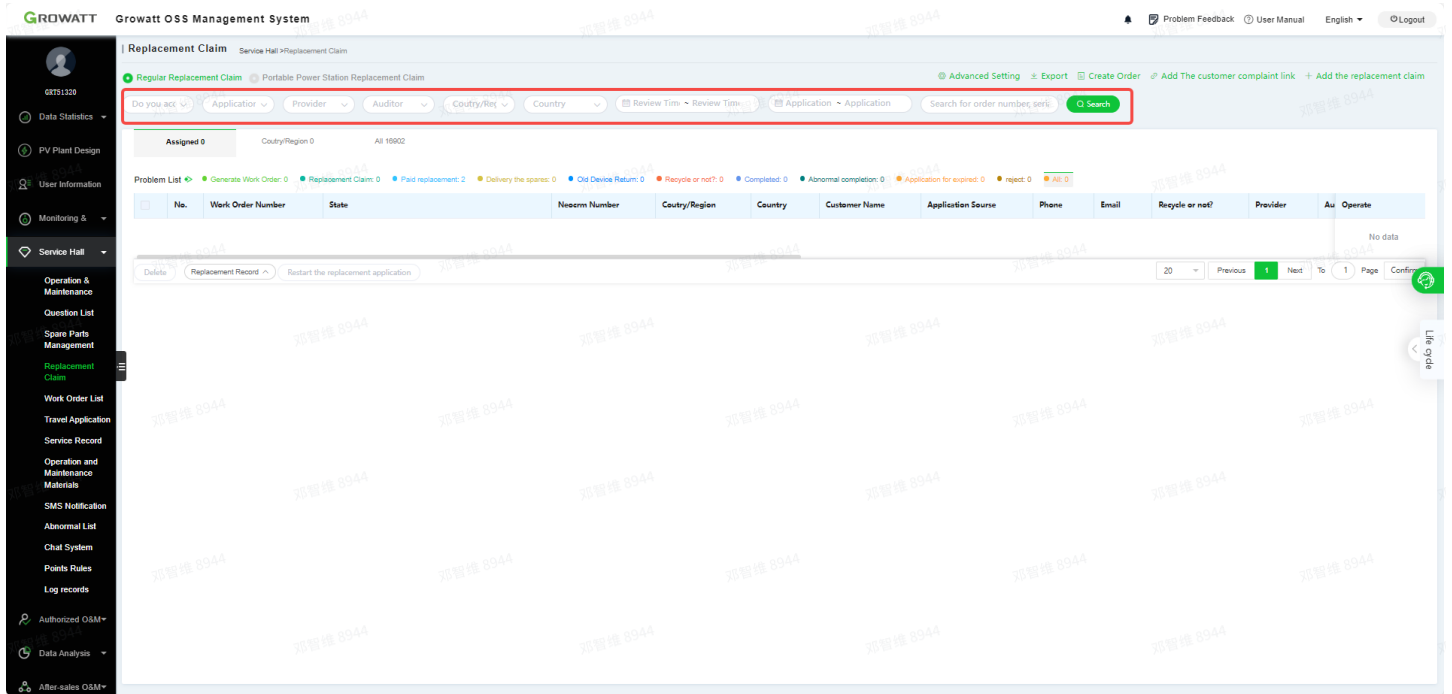
Video Display: Place Related Company Promotion Videos

Statistics Module: Equipment Power Generation and Revenue Statistics

1.6 Service Hall

1.6.1 exchange request

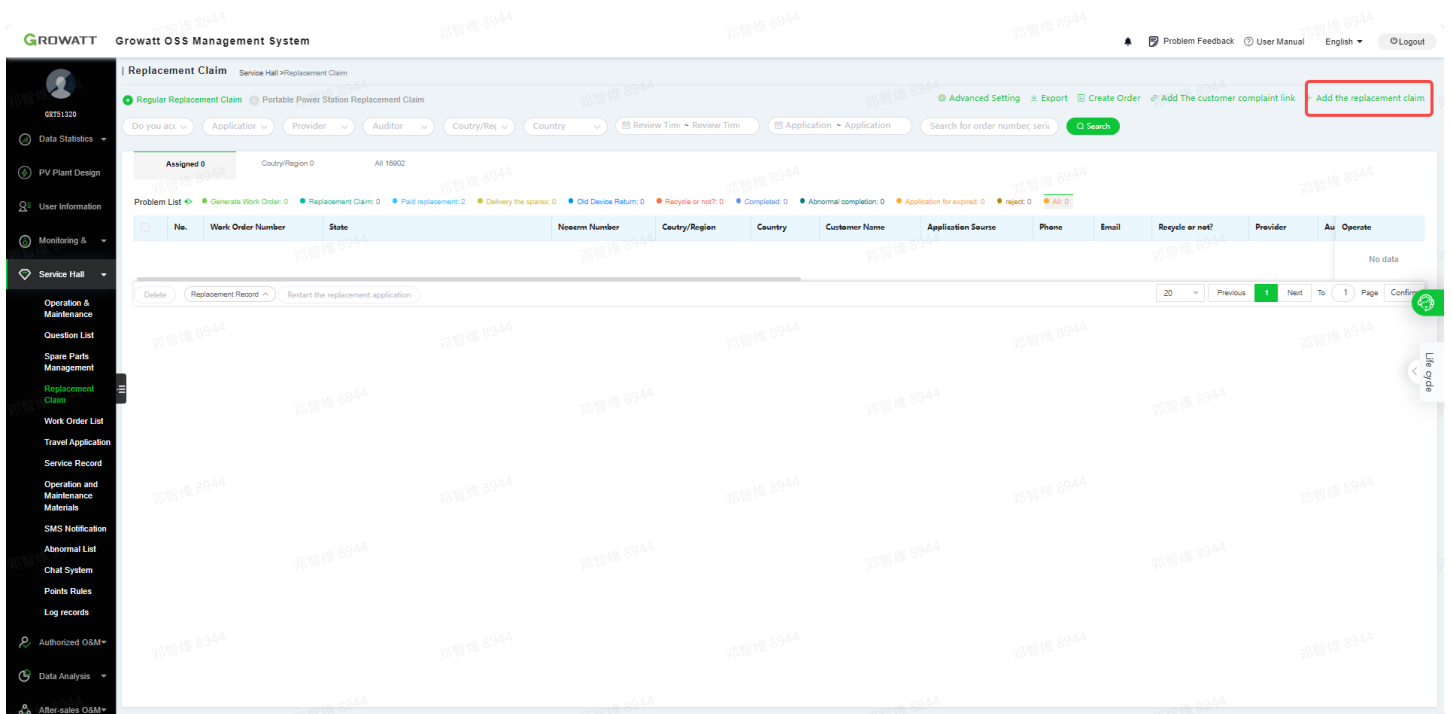
The replacement application form submitted by the customer will be recorded in the OSS system. The replacement application form supports multi-condition query and export. At the same time, it can be filtered and viewed according to the status of the ticket (replacement application, sending replacement machine, recycling old machine, whether to recycle old machine, completed ticket, abnormal completion, rejection, all).



Switch request

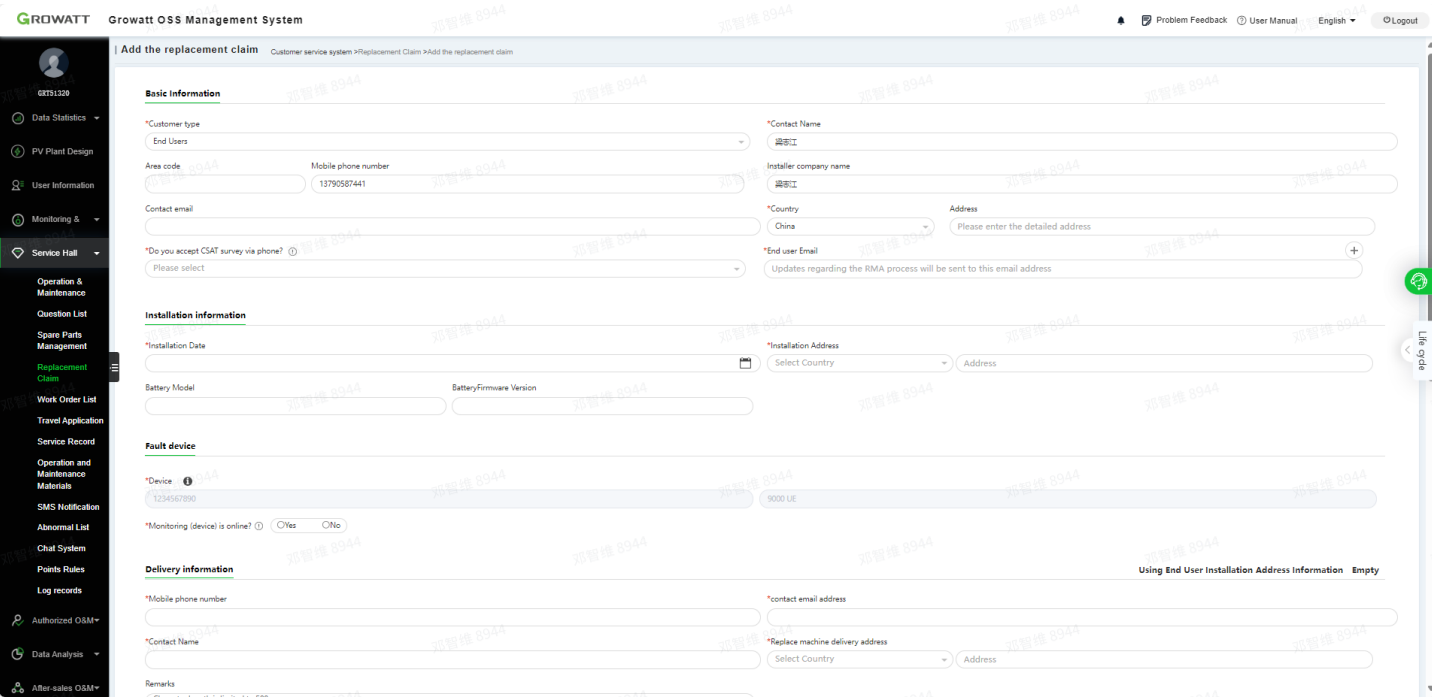
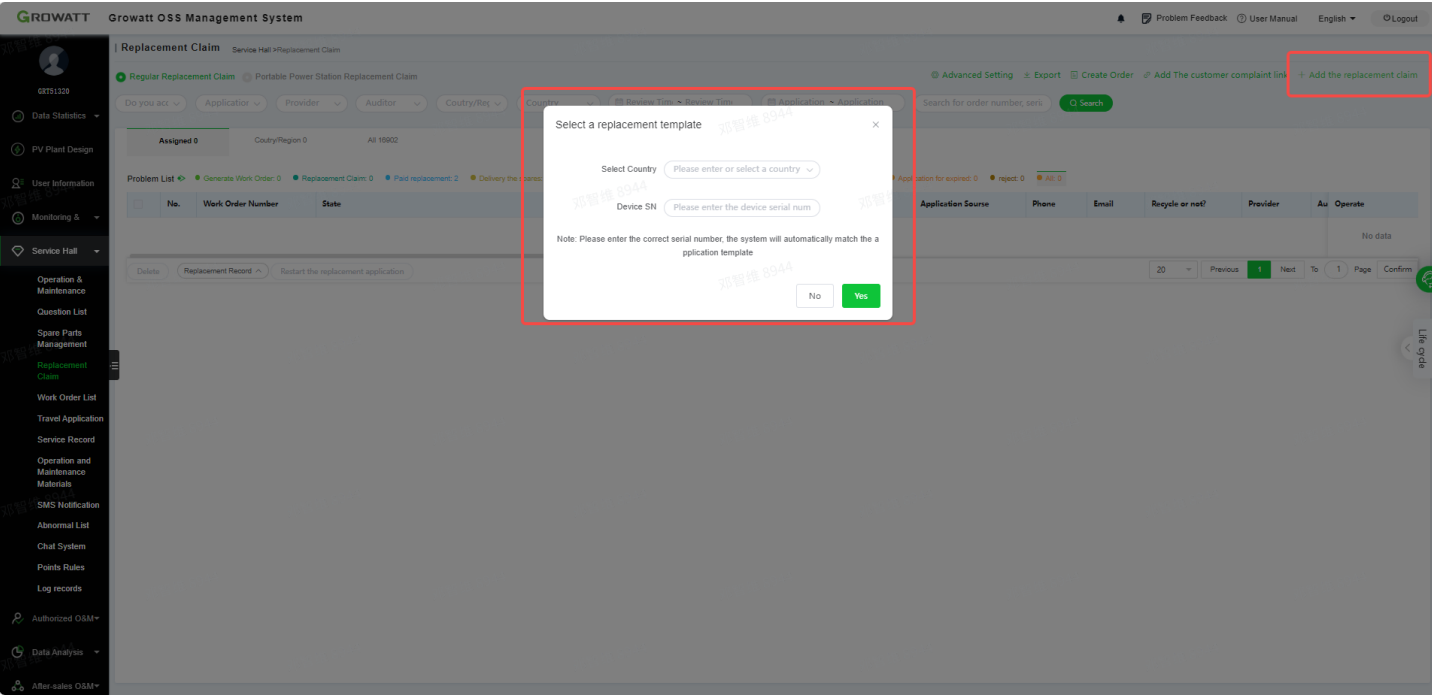
There are three ways to add a replacement request.

1. Customers submit switch application through <http://warranty.growatt.com>
2. Customer service through OSS - Service Hall - Switch Request - Add Switch Request Add Switch Request Form for end users
3. Installers/distributors can add a replacement request through OSS - Service Hall - Replacement Request

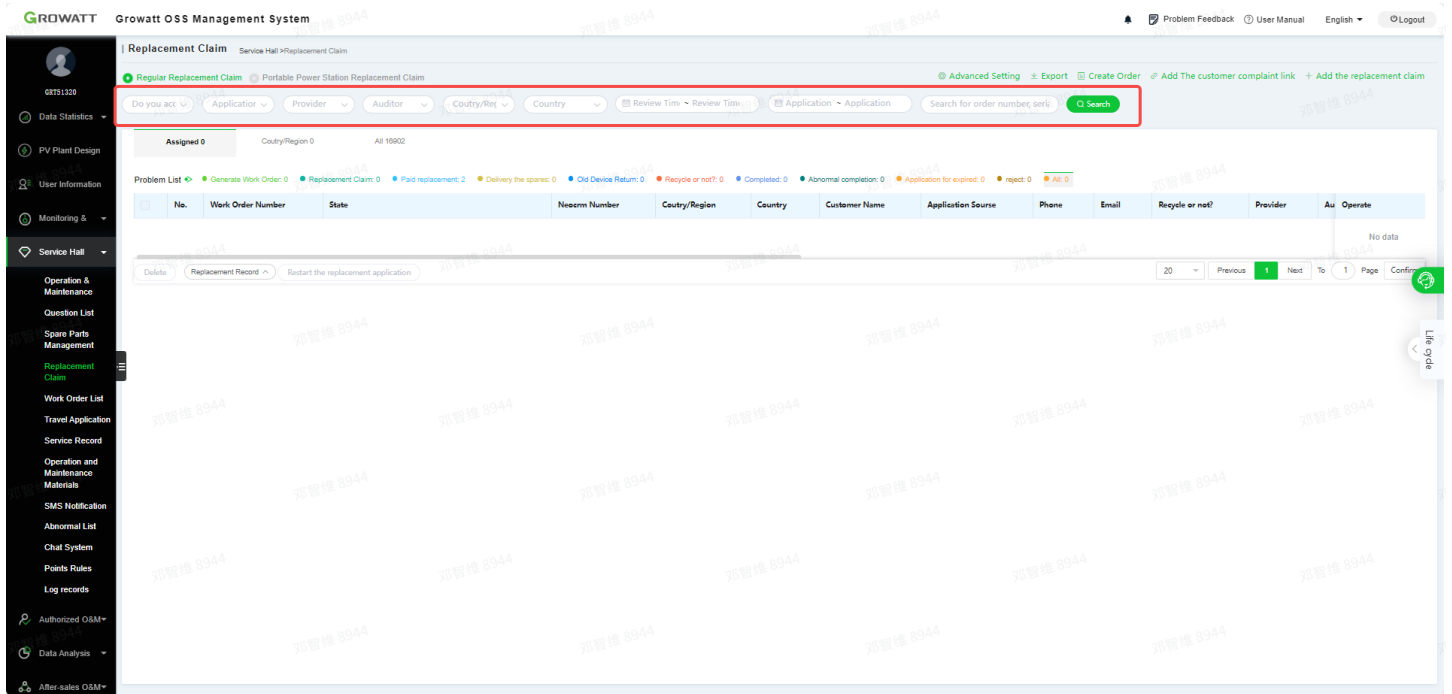


When you click Add Switch Application, the system will pop up a pop-up window to select the country and device type. There are a total of 9 switch application templates, and the system loads the templates according to the selected country and device type. When you enter the

device serial number on the switch application page, the system will check whether the serial number matches the selected template, otherwise it cannot be filled in successfully.



Regular exchange request



Module name	Function Description
Application status	Display the number of requests in different statuses for changing devices
Filter criteria	Fuzzy search that provides selection filters such as reviewer, region, country, time, and order number, serial number, and customer name
Parameter display	Display and configure the number and content of columns in the list
Add a replacement request	Select the country where the device is located, enter the device serial number to submit the application, and the system will automatically match the device. After successful matching, enter the information filling page
Switch Request List	Display the phone replacement request submitted by the user.

Fill in replacement information

Select a replacement template

Select Country

Please enter or select a country

Device SN

Please enter the device serial num

Note: Please enter the correct serial number, the system will automatically match the a
pplication template

No

Yes

When adding a replacement application, prioritize the country where the machine needs to be replaced and the serial number of the malfunctioning equipment. The system will automatically match the replacement application template based on the filled information

Basic Information

*Customer type

End Users

*Contact Name

陶志江

Area code

Mobile phone number

13790587441

Contact email

*Installer company name

陶志江

*Country

China

Address

Please enter the detailed address

*Do you accept CSAT survey via phone?

Please select

*End user Email

Updates regarding the RMA process will be sent to this email address

Installation information

*Installation Date

Loading ...

Address

Battery Model

BatteryFirmware Version

Address

Installation information

*Installation Date

*Installation Address

Select Country

Address

Battery Model

BatteryFirmware Version

Fault device

*Device

1234567890

9000 UE

*Monitoring (device) is online?

Yes

No

Delivery information

Using End User Installation Address Information

*Mobile phone number

*Contact Name

Remarks

Character length is limited to 500

*contact email address

*Replace machine delivery address

Select Country

Address

*Postal code

*City

Input & output information

Panel specifications

Voc(V):

Vmp(V):

Pmax(W):

The number of strings per MPPT

(A/B)

Number of panels for each string

(1/2/3/4/5/6)

Actual grid voltage(V)

(V/5/1)

Problem Details

*Fault message on LCD

Please enter and select

*LCD status (colour)

Please select a color LCD state

*Detailed description

Please describe the failure in detail (20-500 words)

Proof of purchase

Upload Picture

*Faulty product photo

Upload Picture

Please upload proof of purchase (Purchasing invoice or installation papers. The purchasing invoice must include customer name, inverter model and the fact that it has been

Please upload faulty product photos (Inverter LCD display showing the error message clearly and the product name)

Module name	Function Description
Basic information	Basic user information needs to be filled in, including user type, limited end users, country, and other information
Installation information	Fill in the installation date, installation address and other information
Failed equipment	Fill in the serial number and online status of the device
Delivery information	Fill in the address where the new machine needs to be delivered, and prepare the recipient's name, phone number, email, harvest address, postal code, and city
Fault description	Select LCD display fault code, LCD status and detailed description, upload pictures of faulty products and other auxiliary information
Signature	After the recipient and authorized person sign, submit the application and wait for review
Export function	Provide export function, export file format to Excel.

Specific process for phone replacement application

1. After the customer submits the switch application, the person in charge of the corresponding country in each region reviews the replacement application form. If it is not reviewed within 7 days, the system

will send an email to remind the customer service to review.
2. After the customer service browses the application submitted by the customer, it needs to review the replacement application form. If the application meets the requirements, click "Pass" to select the fault phenomenon classification and whether there is a fault code, and you can proceed to the next step.
3. If the application does not meet the requirements, the rejection reason entered by the customer service in the moderation page of the system shall be sent to the customer by email.
4. If the customer service does not need to change the machine after browsing the replacement request submitted by the customer, the replacement request can be transferred to the ticket category.
5. After the review is passed, it enters the sending replacement machine link. The customer service needs to select the status of "stock shipment", "lack of spare parts", "customer has replaced it", select the stock shipment, and fill in the sales easy number. Then fill in the replacement machine and shipping information. After filling in, click "replace".
6. After the replacement machine is sent, it is necessary to arrange for the recycling of the old machine. If you need to recycle the old machine, you need to fill in the scheduled recycling time; if you don't need to recycle it soon, choose not to recycle the old machine, fill in the remarks, and the replacement application is completed.
7. After confirming the need to recycle the old machine in the previous step, enter this step. After the old machine is recycled, you need to fill in the real recycling time again, submit it after filling in, and end the replacement application.
8. If it is found that the old machine does not need to be recycled midway, the customer service can choose "No, cancel the recycling of the old machine", fill in the reason for canceling the recycling of the old machine, fill in and submit it, and then end the replacement application.
9. If the customer needs the customer to return the faulty machine, and the customer has not returned it, you can click "email reminder to return the machine" to send an email to the customer to remind them to return the faulty machine.

1.6.2 ticket list (a few authorized companies have this feature)

The ticket list mainly has the following two functions: accepting tickets and adding dispatches

Work Order of China													
Work Order List													
To be assigned: 160 To be Reviewed: 0 To be Received: 19520 Processing: 544 To be returned visit: 11 Completed: 20577 All: 40912													
More Details (12/12) + Add New Work Order													
No.	Work Order Number	Work Order State	Work Order Type	Title of Problem	Company Name	Country	Country/Region	Provider	Sales Easy Order Number	recipient	Return Visitor	Application Time	Lastest Upgrade Time
1	2412301537641	To be assigned	On-site Maintenance	户主:徐玉娟17663961905, 青岛莱	青岛仁义新能源科技有限公司	China	Shandong District	GRT00774(吴静)				2024-12-30 00:00:00	2024-12-30 15:37:44
2	2412291719523	To be assigned	On-site Maintenance	MID20KTL3-X, GC68A390CY, 凤	石家庄进出口有限公司	China	Shandong District	GRT00774(吴静)				2024-12-29 00:00:00	2024-12-29 17:19:45
3	2412291200519	To be assigned	On-site Maintenance	济宁泗水區外鎮鎮北外野村, 鹿洲水	济宁泗水區外鎮鎮北外野村, 鹿洲水 18369701567 送修罐型号: E108F700G, 送修罐型号:30千瓦, 故障原因:电压电压异常			GRT00774(吴静)				2024-12-29 00:00:00	2024-12-29 12:00:37
4	2412291158698	To be assigned	On-site Maintenance	电站名称:涟水英 电站地址:山东泰安	山东泰安电力工程有限公司	China	Shandong District	GRT00774(吴静)				2024-12-29 00:00:00	2024-12-29 11:58:01
5	2412291155605	To be assigned	On-site Maintenance	山东烟台莱州市莱州镇水屯村, 刘庄	烟台莱州莱州镇水屯村, 刘庄	China	Shandong District	GRT00774(吴静)				2024-12-29 00:00:00	2024-12-29 11:55:42
6	2412281314682	To be assigned	On-site Maintenance	山东省泰安市岱岳区泰安镇, ML	泰安岱岳区泰安镇, ML	China	Shandong District	GRT00774(吴静)				2024-12-28 00:00:00	2024-12-28 13:14:02
7	2412281312863	To be assigned	On-site Maintenance	山东济南历下区历下区历下区, 香	山东济南历下区历下区历下区, 香	China	Shandong District	GRT00774(吴静)				2024-12-28 00:00:00	2024-12-28 13:12:31
8	2412270933617	To be assigned	On-site Maintenance	山东省淄博市张店区张店区, APK08	山东一木电力设备有限公司	China	Shandong District	GRT00774(吴静)				2024-12-27 00:00:00	2024-12-27 09:33:47
9	2412270932920	To be assigned	On-site Maintenance	户主:衣强云17663961905, 地址:青	青岛仁义新能源科技有限公司	China	Shandong District	GRT00774(吴静)				2024-12-27 00:00:00	2024-12-27 09:32:13
10	2412250940992	To be assigned	On-site Maintenance	户主:丁桂林17663961905, 地址:青	青岛仁义新能源科技有限公司	China	Shandong District	GRT00774(吴静)				2024-12-25 00:00:00	2024-12-25 09:40:47
11	2412250920760	To be assigned	On-site Maintenance	户主:曹金龙13081623639, 地址:山	烟台烟台烟台烟台烟台烟台烟台	China	Shandong District	GRT00774(吴静)				2024-12-25 00:00:00	2024-12-25 09:30:36

The company management account authorizes the installation and distribution accounts of the customer company to activate the ticket receiving function, and then the authorized operation and maintenance assigns the authorized service provider or authorized engineer

Ticket assignment can directly assign engineers to receive tickets, or assign them to service providers and then assign them to their own engineers

Module name	Function Description
Application status	Display the number of tickets with different statuses
Filter criteria	Provide ticket status, ticket type, recipient, caller, time range, and other selection filtering items for fuzzy search by title and company name.
Parameter display	Display and configure the number and content of columns in the list
Add dispatch	Add ticket
Ticket list	Display the list of tickets submitted by the user
Export function	Provide export function, export file format to Excel.

Add dispatch (optional to assign authorized service providers and engineers)

Click the Add Dispatch button to add a new ticket. On this page, specify the engineer account associated with the distributor or installer account to be responsible for this ticket.

Application and Distribution

To be Reviewed

To be Received

Processing

To be returned visit

Completed

1

Current

Please update or add a work order

*Work Order (Item) Title

产主徐玉娟17663961905，青岛黄岛区大港镇大石河口村15号，型号 MID 50KTL3-X2
序列号 WKNVD8R03E，故障 AC电源采样异常，申请换机

*Work Order Type

On-site Maintenance

*Country

China

*Country/Region

Shandong District

Address

青岛黄岛区大港镇大石河口村15号

*recipient

Engineer

Please select

Associated Customers

青岛仁光新能源科技有限公司

Unassociated Customers

Device SN:

WKNVD8R03E

Device Model:

MID 50KTL3-X2

*Contact Details

徐玉娟17663961905

*Application Time

2024-12-30 00:00:00

*Required Time of Arrival

2024-12-31 00:00:00

Remarks

50K-换机

Processing Information

Spare part required

☐ Yes

☒ No

Submit

Module name	Function Description
Ticket information	<div>Fill in the ticket source, ticket title, ticket type, country, and recipient (optional)</div> <div>Select specific personnel, applicant's contact information, application time, and required completion time, etc</div>
Ticket status	Current processing status of ticket

Accept tickets

After entering the ticket details page, you can accept tickets. After entering the relevant information, click Accept Ticket.

Application and Distribution

Approved

Received

Served

Have been returned visit

Completed

1

2

3

4

5

6

Click for details

Click for details

Click for details

Click for details

Click for details

Click for details

Please review the work order

*Work Order (Item) Title

户主: 梁建博, 电话: 18669869653, 地址: 莱阳市团旺镇三南村
型号: MOD 15KTL3-X, 序列号: TAJ08LG068
故障: 427故障, 申请: 申请换机

*Work Order Type

On-site Maintenance

*Country

China

*Country/Region

Shandong District

*Recipient

Engineer

周新佳(GRTS0116)/周新佳(GRTS0116)

*Associated Customers

烟台信田光伏发电设备有限公司

Unassociated Customers

*Contact Details

户主: 梁建博, 电话: 18669869653

*Application Time

2024-11-25 00:00:00

*Required Time of Arrival

2024-11-26 00:00:00

Remarks

15K-换机

Processing Information

Spare part required

☐ Yes

☒ No

Service ticket

On-site maintenance ticket filling page:

Application and Distribution

Approved

Received

Served

Have been returned visit

Completed

1

2

3

4

5

6

Click for details

Click for details

Click for details

Click for details

Click for details

Click for details

Please confirm to receive the work order

*Work Order (Item) Title

户主: 梁建博, 电话: 18669869653, 地址: 莱阳市团旺镇三南村
型号: MOD 15KTL3-X, 序列号: TAJ08LG068
故障: 427故障, 申请: 申请换机

*Work Order Type

On-site Maintenance

*Country

China

*Country/Region

Shandong District

*Associated Customers

烟台信田光伏发电设备有限公司

Unassociated Customers

*Contact Details

户主: 梁建博, 电话: 18669869653

*Application Time

2024-11-25 00:00:00

*Required Time of Arrival

2024-11-26 00:00:00

*Booking Time

2024-11-27 00:00:00

*Address

Can call the customer to inquire about the specific address
莱阳市团旺镇三南村

Remarks

15K-换机

Processing Information

Spare part required

☐ Yes

☒ No

Installation and debugging ticket filling page:

Application and Distribution

Approved

Received

Served

Have been returned visit

Completed

Click for details

Click for details

Click for details

Click for details

Click for details

Click for details

Please fill in the on-site work order report

*Work Order (Item) Name

户主:高建博, 电话:18669869653, 地址:潍坊市昌乐县五图镇五图村, MOD:15KTL3-X, 序列号:TAJ0BLG06故障:427故障, 申请:申

*Associated Customers

烟台信阳光伏发电设备有限公司

Unassociated Customers

*Contact Details

户主:高建博, 电话:18669869653

*Application Time

2024-11-25 00:00:00

*Required Time of Arrival

2024-11-26 00:00:00

*Booking Time

2024-11-27 00:00:00

*For detail address, please call and check with the customer

潍坊市昌乐县五图镇五图村

*Province/City

山东 烟台

*Work Order (Item) Completion Time

2024-11-27 00:00:00

Device Type:

MAX/MID

Device SN:

TAJ0BLG068

Remarks

15K-换机

*Completion State

☐ To be observed ☒ Completed

*Upload Picture

ReportOn-site Service (Pictures, etc.)

On-site Maintenance Service Report

*Project Name

高建博分布式光伏发电

*Customer Company Name

烟台信阳光伏发电设备有限公司

*Contacts Name

周新生

*Phone Mobile

15684165888

*Installation or First Use Date

2022-02-18 00:00:00

Device Maintenance1

*Device SN

TAJ0BLG06

*Software Version

1.0

*Treatment Method

换机

*Replaced Parts

新机

*Product Model

MOD 15KTL3-X

MPPT Numbers

*Problem Details

427故障

*Repair Conclusion

正常发电

+Add Device

Return ticket

Application and Distribution

Approved

Received

Served

Have been returned visit

Completed

Click for details

Click for details

Click for details

Click for details

Click for details

Click for details

Customer Evaluation

Service Provider Authorization:

烟台能源有限公司

Name of engineer(Account):

周新生(GRTS0116),周新生(GRTS0116)

*Satisfaction Score

☐ Very Satisfied(10 points)
☐ Satisfied(8 points)
☐ General Satisfied(6 points)
☐ Not Satisfied(4 points)
☐ Very Dissatisfied(2 points)

Customer Review

Evaluation Time

*Completion State

Complete Time

2024-11-27 00:00:00

*Return Visit Time

*The basic information is wrong

☐ Yes ☒ No

*Whether the phone is answered

☒ Answered ☐ Nobody answer ☐ Can not be reached

*Whether the scheduled time to reach the scene

☒ Yes ☐ No

*Whether to sign the confirmation

☒ Yes ☐ No

Remarks

Upload Picture

ReportOn-site Service (Pictures, etc.)

On-site Maintenance Service Report

*Project Name

高建博分布式光伏发电

*Customer Company Name

烟台信阳光伏发电设备有限公司

*Contacts Name

周新生

*Phone Mobile

15684165888

*Installation or First Use Date

2022-02-18 00:00:00

Device Maintenance1

*Device SN

TAJ0BLG06

*Software Version

1.0

*Treatment Method

换机

*Replaced Parts

新机

*Product Model

MOD 15KTL3-X

MPPT Numbers

*Problem Details

427故障

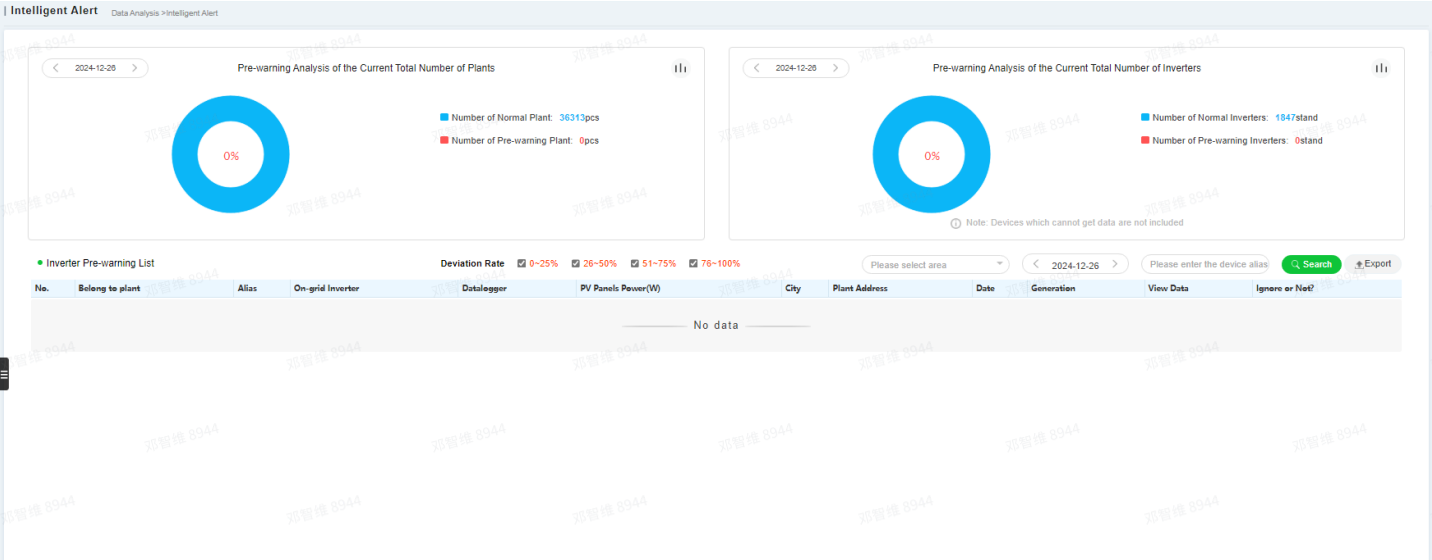
*Repair Conclusion

正常发电

Customer service asks the customer about the completion status of the ticket based on the completion status of the ticket. Based on the customer's feedback, enter the follow-up record, and the ticket can be completed.

1.7 Analysis of Data

1.7.1 Inverter Warning List



Feature name	Explanation
Inverter Warning List	<p>Record and display specific information of the warning inverter, including the affiliated power station, connected collector, component power, power generation, address, etc.</p> <p>A query list can be made based on conditions such as power generation deviation rate, region, date, equipment alias or serial number, and data export is supported.</p> <p>You can set whether to ignore the warning message.</p>

Early warning report

Click to view data in the inverter warning list



You can enter to view the warning report.

2023年11月22日 发电量预警报告

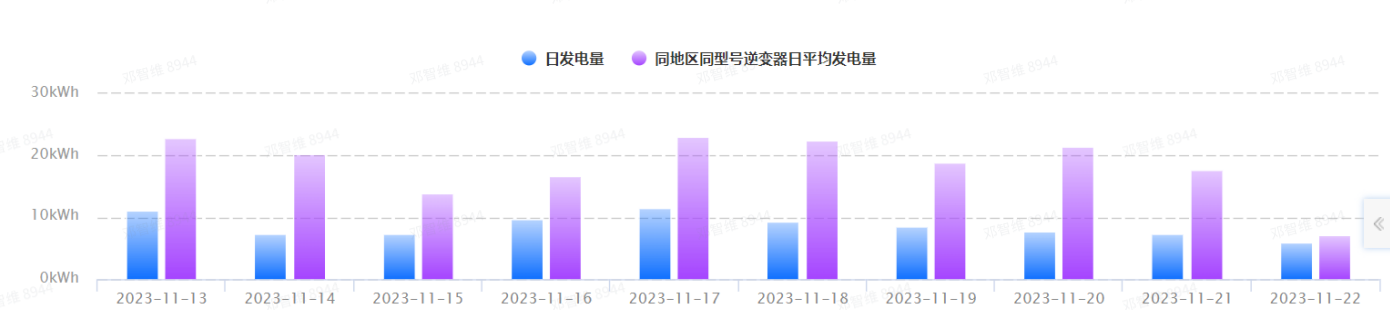
2023-11-22

查询

导出报告

电站名称	别名	序列号	同地区日均发电量	设备日发电量	偏差值	查看详情	时间
林涛	ANA9714241	ANA9714241	7.2kWh	5.9kWh	118.1%		2023-11-22

同地区同型号逆变器日发电量对比



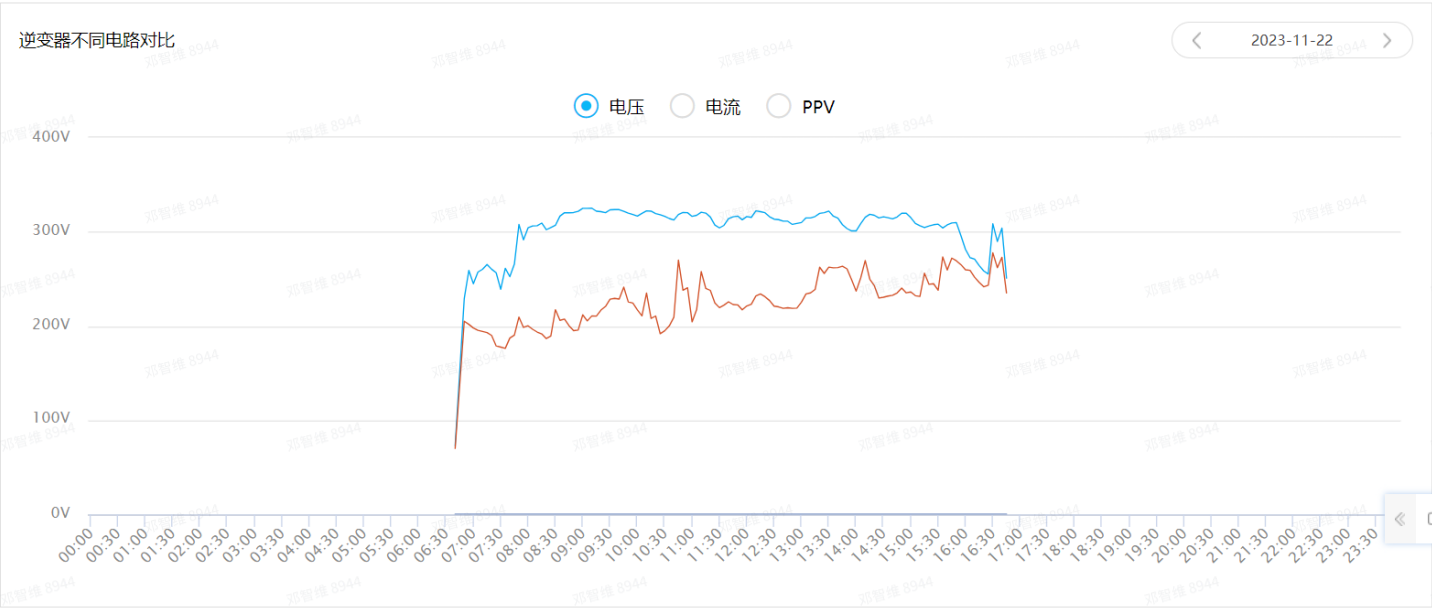
Feature name	Explanation
Power generation warning report	<div>You can query the power generation data by day, support exporting reports, view details (click </div> <div>Jump to the server-side dashboard interface of the power station.</div>
Comparison of daily power generation of the same type of inverter in the same region	<div>You can view the daily power generation in the last 10 days of the selected date and the average daily power generation of the same model in the same region.</div>

Chart analysis

Click to view data in the inverter warning list



You can enter to view chart analysis.



Feature name	Explanation
Chart analysis	You can view the comparison and trend changes of voltage, current, and PPV between different circuits of the inverter on a daily basis.

Historical records

Click to view data in the inverter warning list



You can enter to view the historical records.

历史记录

Feature name	Explanation
Historical records	Record and display the relevant historical situation of inverter fault warning.

1.7.2 Power Generation Analysis

Diagnostic analysis



Feature name	Explanation
Diagnostic analysis	Diagnose and analyze the operation status of power plants, inverters and other related equipment under the power plants, and count the number of power plants and their warning equipment and the cumulative predicted loss of electricity data.

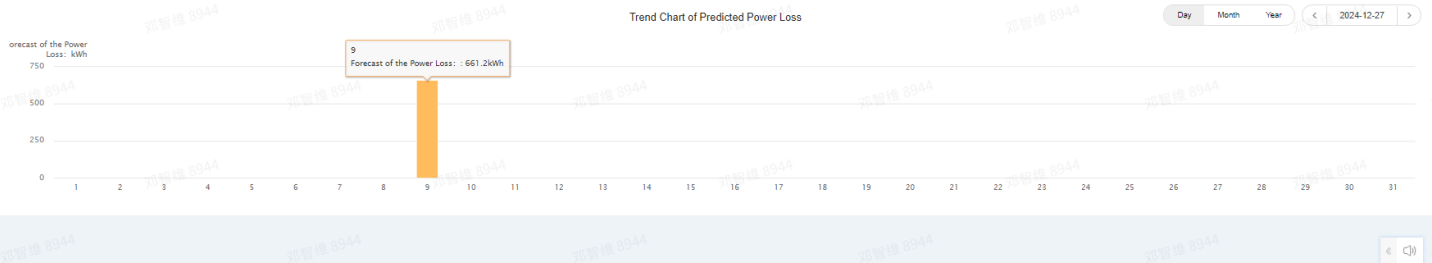
Data overview

Power station power generation forecast loss statistics

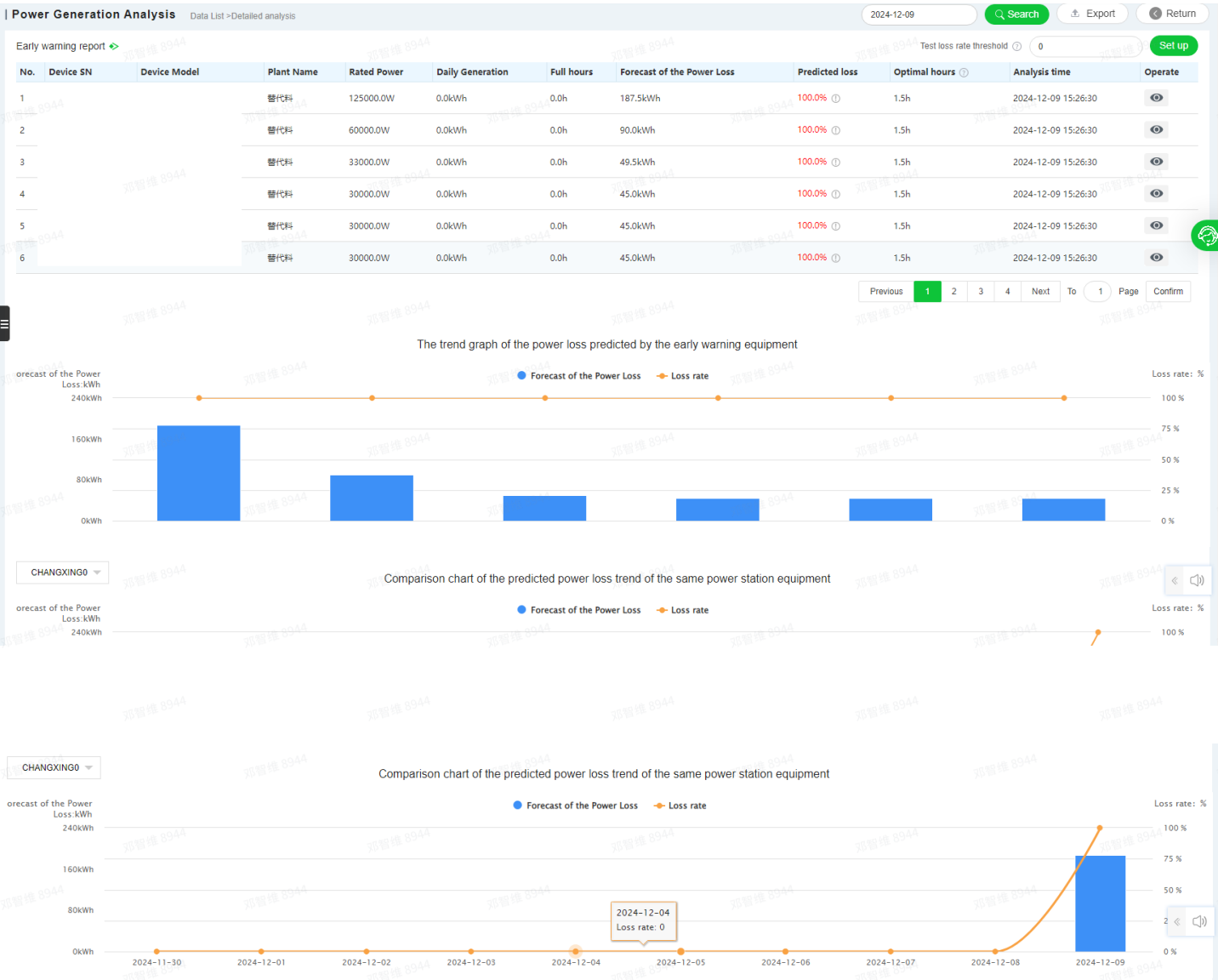


Feature name	Explanation
Power station power generation forecast loss statistics	The power generation loss data of each power station can be predicted and counted on a daily basis.


Early warning report



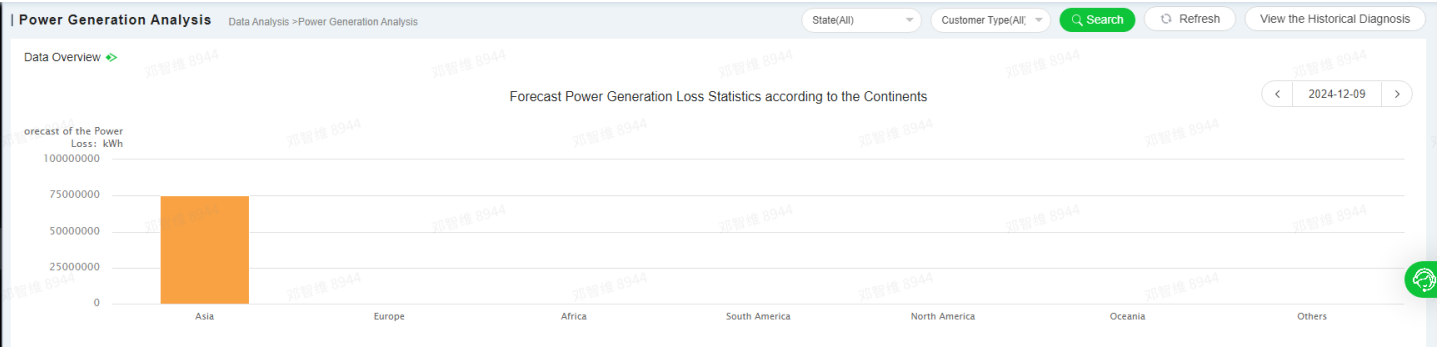
Click on the specific bar in the power generation forecast loss statistics chart to view the warning report.



Feature name	Explanation
List of early warning reports	Record and display data information such as daily power generation, full power hours, predicted loss quantity, and predicted loss rate of relevant equipment under the power station.

	<div>The list can be queried by day, and data export is supported.</div> <div>Click in "Action" </div> <div>Jump to the server-side dashboard interface of the power station.</div> <div><div>测损失率阈值 ?</div><div>30</div><div>设置</div></div> <div>The predicted loss rate threshold can be set. When the predicted loss rate is greater than or equal to the set threshold, it is defined as an early warning device.</div>
Warning equipment predicts the trend of power loss	Statistical analysis of predicted power loss, loss rate, and trend changes between different warning devices.
Comparison chart of predicted power loss trend of equipment in the same power station	Statistical analysis of the predicted power loss, loss rate, and trend changes of the same power station equipment in the past 10 days.

Predicted power loss

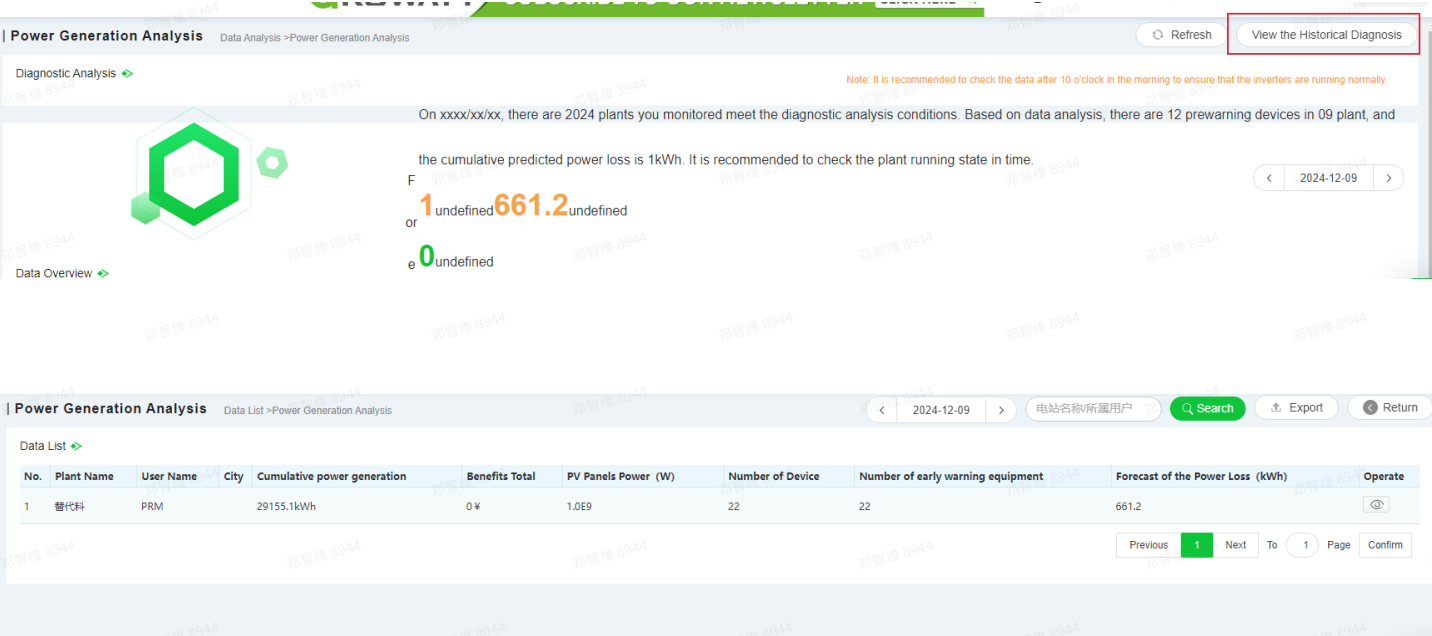



Feature name	Explanation
Predicted power loss	The predicted power loss of the power station can be viewed by year, month, and day.

View historical diagnostics

Data list

Click "View historical diagnosis" to enter the view data list.



Feature name	Explanation
Data list	<div><p>Record and display the cumulative power generation, cumulative revenue, total component power, total equipment quantity and warning equipment quantity of all power plants, predict power loss and other data information.</p><p>The list can be queried by date, power station name, or the conditions of the user, and data export is supported.</p><p>Click in "Action" </p><p>You can jump to the "Warning Report" page. (Same as the page in this document chapter "Power Generation Analysis" - "Power Plant Power Generation Forecast Loss Statistics" - "Warning Report".)</p></div>

1.8 Supply system

1.8.1 quality assurance inquiry

Warranty Query

Supply system > Warranty Query

Old Device Serial Num

Serial Number

Accurate

Order number

Customer Name

Device Model

Delivery Time - End

Warranty

Warranty Duration

Inquire

Export

General Warranty Inquiry

Portable Power Station Warranty Inquiry

Warranty Query

Batch query of warranty

Batch import of maintenance equipment

Batch import expired warranty replacement

Batch import warranty replacement

More Details (9/9)

No.	Order number	Model	Serial Number	Check Code	Delivery Time	Traffic data time limit	Warranty Duration	Expire Date	Operate
1	GCN04223K029	ShineLan	YUZ062919D	66317	2016-09-29		5Year	2021-09-29	
2	GCN04223K029	ShineLan	YU05281191	53D11	2016-09-29		5Year	2021-09-29	
3	GCN566G281	ShineWiFi	4KZ2628128	52246	2016-08-01		5Year	2021-08-01	
4	GCN566G281	ShineWiFi	4KZ262811C	55111	2016-08-01		5Year	2021-08-01	
5	GCN486H013-1	ShineWiFi	4KZ2628028	52995	2016-08-01		5Year	2021-08-01	
6	GCN456H052/GCN446G251	ShineGPRS	QDL2CLF0K3		2016-08-05		5Year	2021-08-05	
7	GSYS22G23-334	SPH3000 ~ 6000 TL BL-UP	ZWH0CG90AV		2022-07-27		5Year	2027-07-27	
8	QTCCK221125110	MOD 10KTL3-XH	QDL2CLF0UK		2022-11-25		0Year	2022-11-25	

Delete

Remarks

Modify Warranty

20 条页

Previous

1

Next

To

1

Page

Confirm

Filter criteria


Component name	Function Description
Serial number	Device serial number
Order number	Order number provided when purchasing equipment at Growatt
Customer name	Name of the company that purchased equipment from Growatt
Equipment model	Model of the device
Shipping time - end time	The date on which Growatt shipped the equipment to the purchasing company
Quality assurance duration	Growatt Gives Production Equipment Quality Assurance Period Time

Query quality assurance operation process:

1. Enter device serial number, order number, customer name, device model, delivery time-end time, quality assurance duration according to the filtering conditions, and click the query button
2. Query the required equipment information according to the filtered quality assurance list.

1.9 User Center

1.9.1 personal information



Last Login: 2024-10-29 10:42:39
GRT53350

Basic Information

Edit

Account

Registration Date

Alias

Real Name

Name Of Sale-Easy system


SalesEasy password and security token

Company Name

Country


Belgium

Account Security




Account Password

Modify



Verified
Phone Number

Modify



Verified
Email

Modify

1. In the user center - personal profile page, you can complete your account information. To ensure the security of your account, you need to set your own account login password and bind your email or mobile phone number.

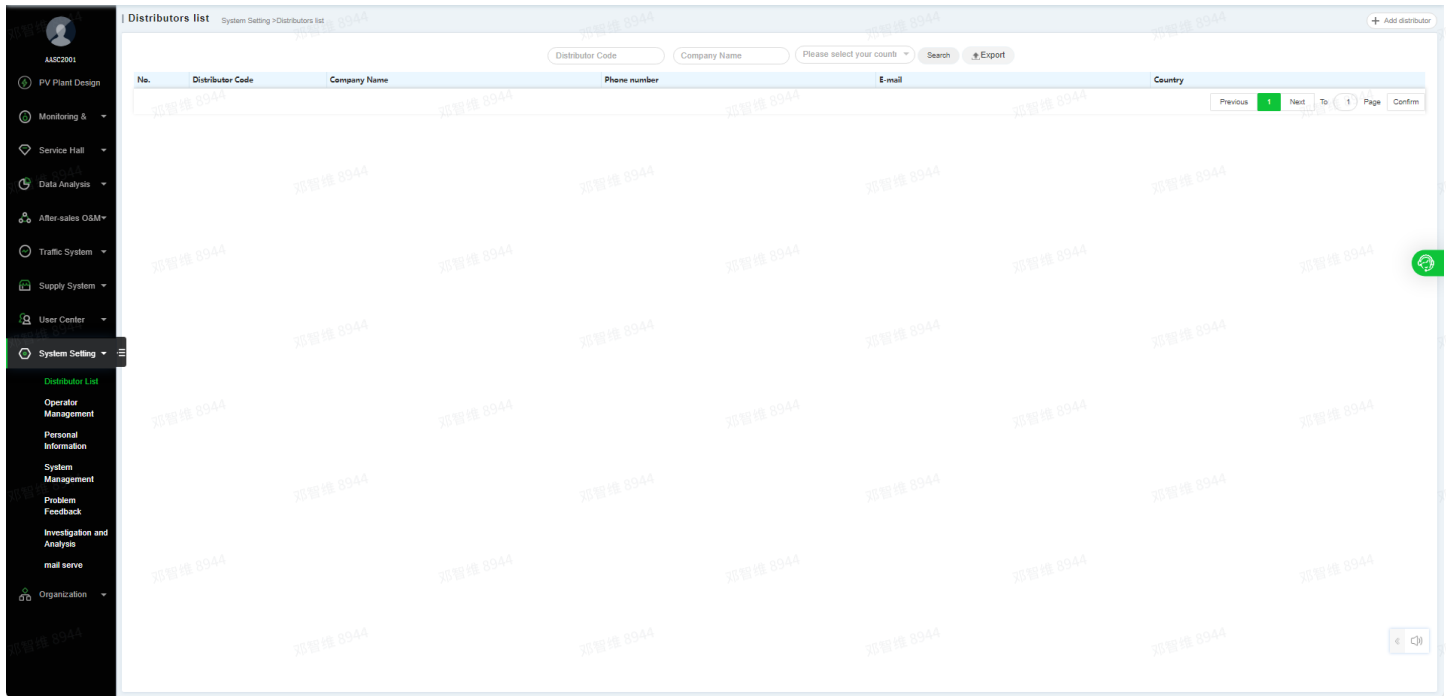
2. Click when you need to edit the information

编辑资料

Click to modify account information.

1.10 System Settings

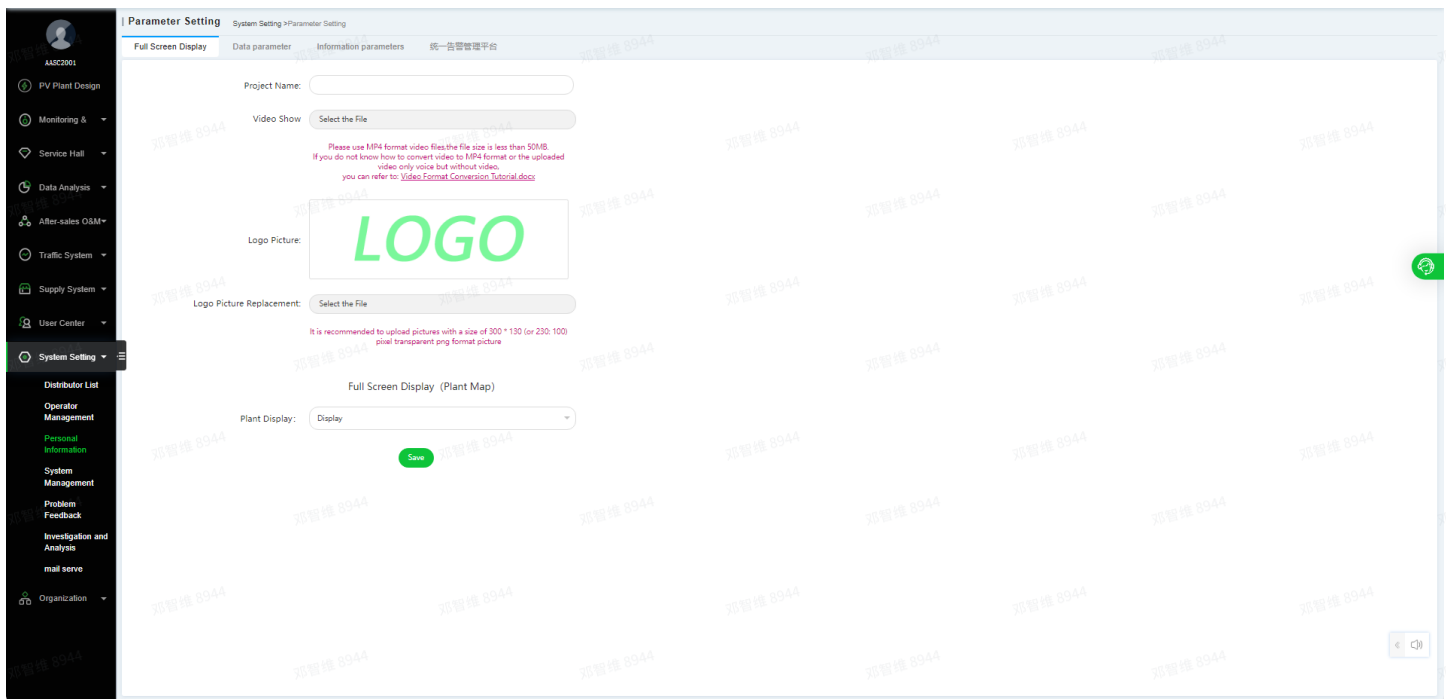
1.10.1 Distributor Management



When the installer account enters the distributor management, the upper-level distributor code can be added, and the data of Jiang's own account can be shared with the distributor management

1.10.2 parameter settings

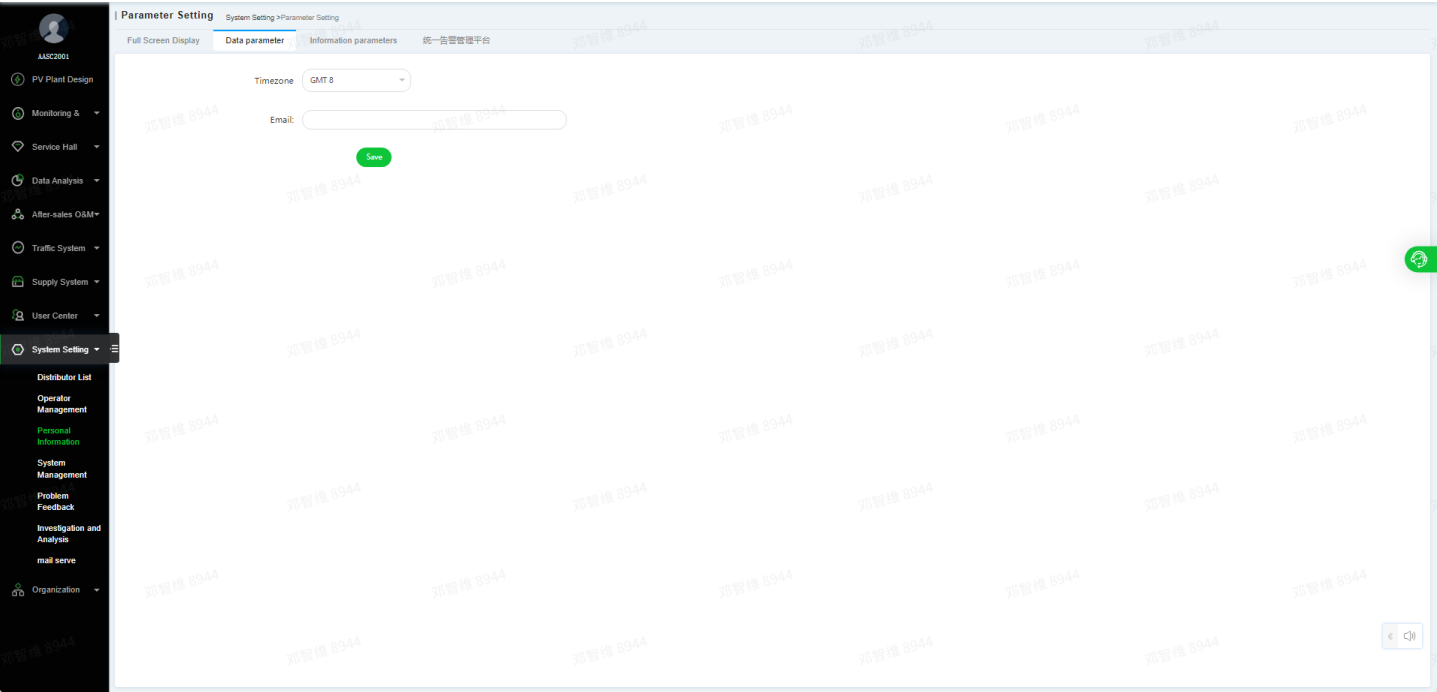
Large screen display



Set the display content and title of the big screen display function.

Component name	Function Description
Project name	Set the main project name of the large screen display page
Video display	Play the added video on the large screen display-video display page.
Logo image	The function of displaying the company logo in the large screen display
Logo image replacement	Set a replacement image for the logo
Large-screen navigation display (power station map)	You can choose to display the power plant map or hide it

Data parameters



1. Set the time zone for data display.
2. Set up an email account to receive notifications.

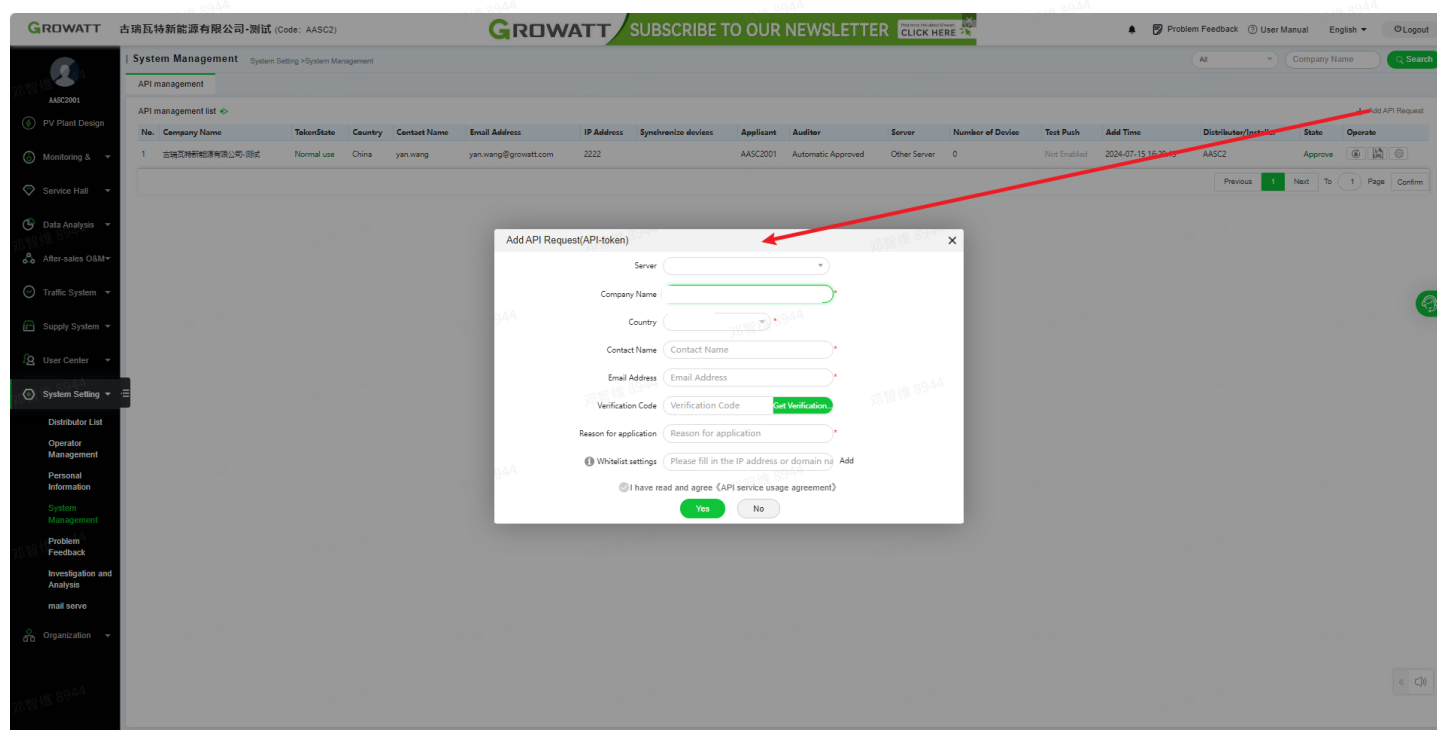
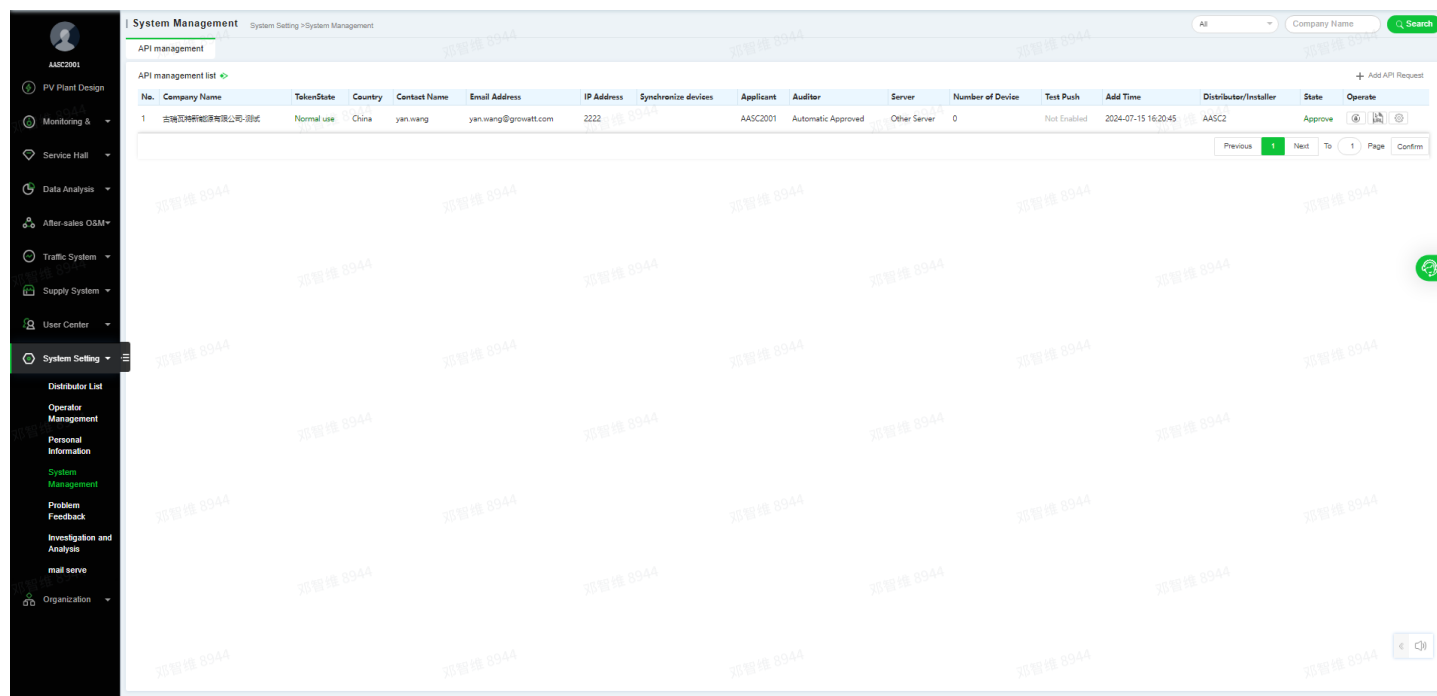
1.10.3 system management

API explanation documentation:

Domestic: <https://www.showdoc.com.cn/v1/1426329703603439>

Abroad: <https://www.showdoc.com.cn/262556420217021/1494053950115877>

The password is: 123456.



Provide API-Token for specified accounts to obtain ShineServer system device information

操作



Component name	Function Description
View token	You need to provide the email verification code to view the token agreement.
Push settings	Set up account collection collector push data function
Set up synchronization devices	After entering the installer/distributor code, you can log in to device 1 under the account by default to synchronize information.

1.11 Organizational Management

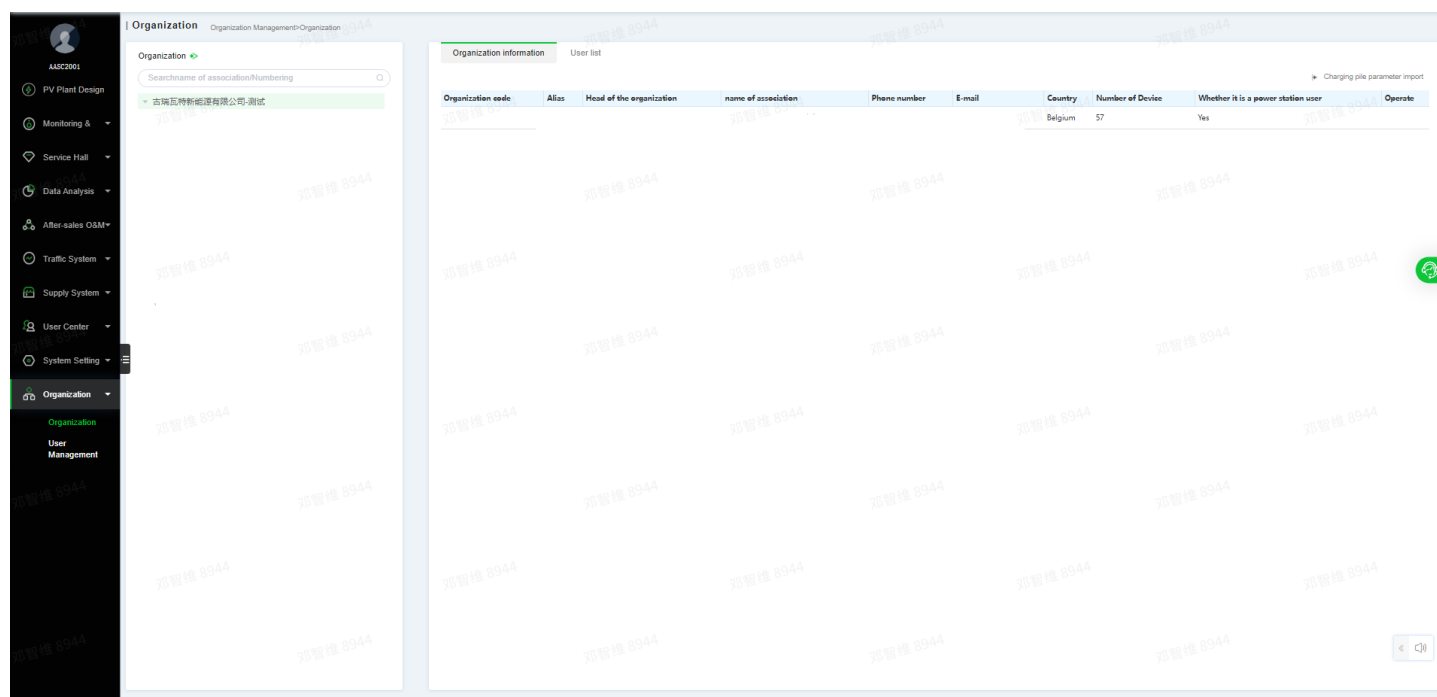
The relationship between the main account and the sub-account: The sub-account is a newly created account of the main account (added in the user management module). When adding an account, you can choose the role of the new account (all permissions, browsing account, no permissions) and have different permissions according to the corresponding role.

Distributor, installer code/code = first five or six digits of distributor, installer account

Code/code + 001 (002, 003, etc.) = installer, distributor account

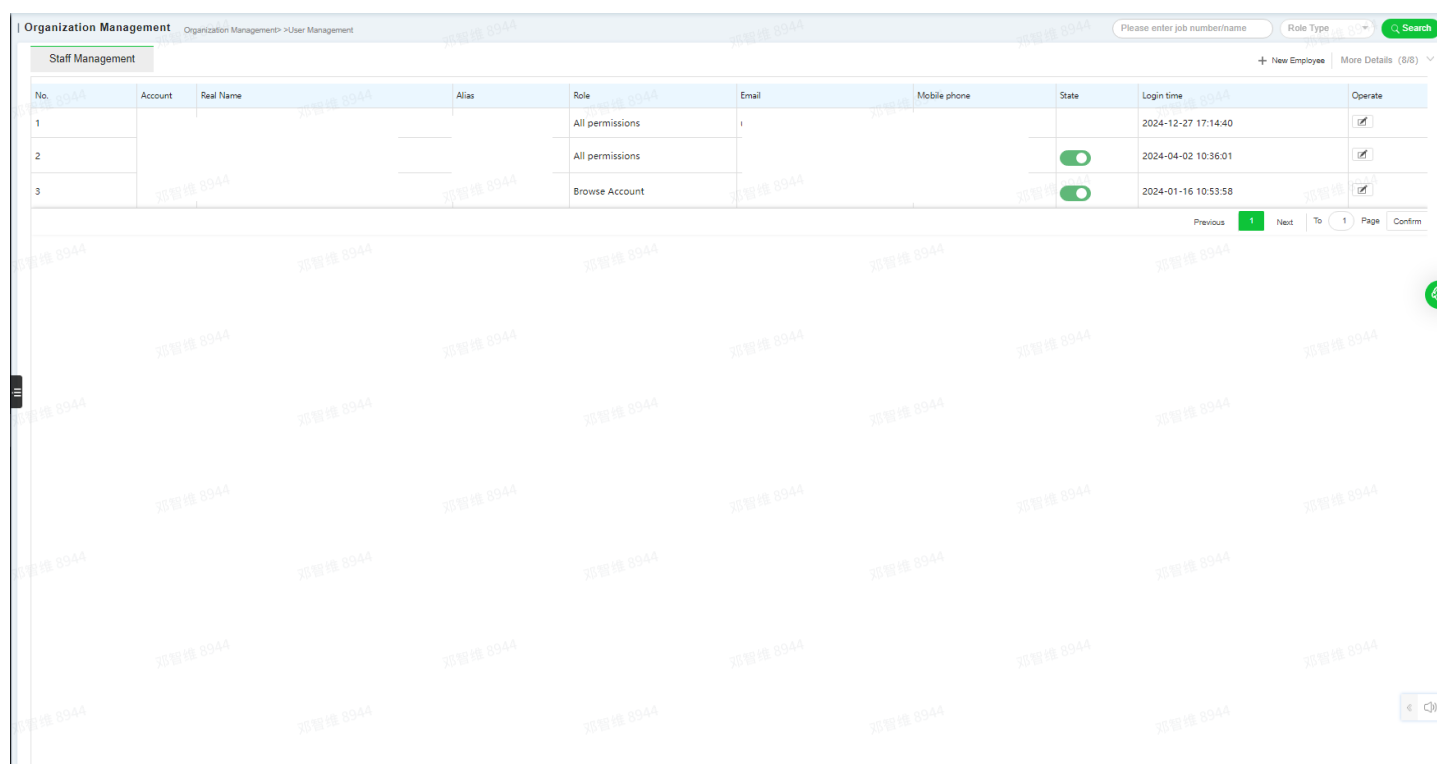
The main account format is XXXXX001, so the sub-account format is XXXXX002.

1.11.1 rights management

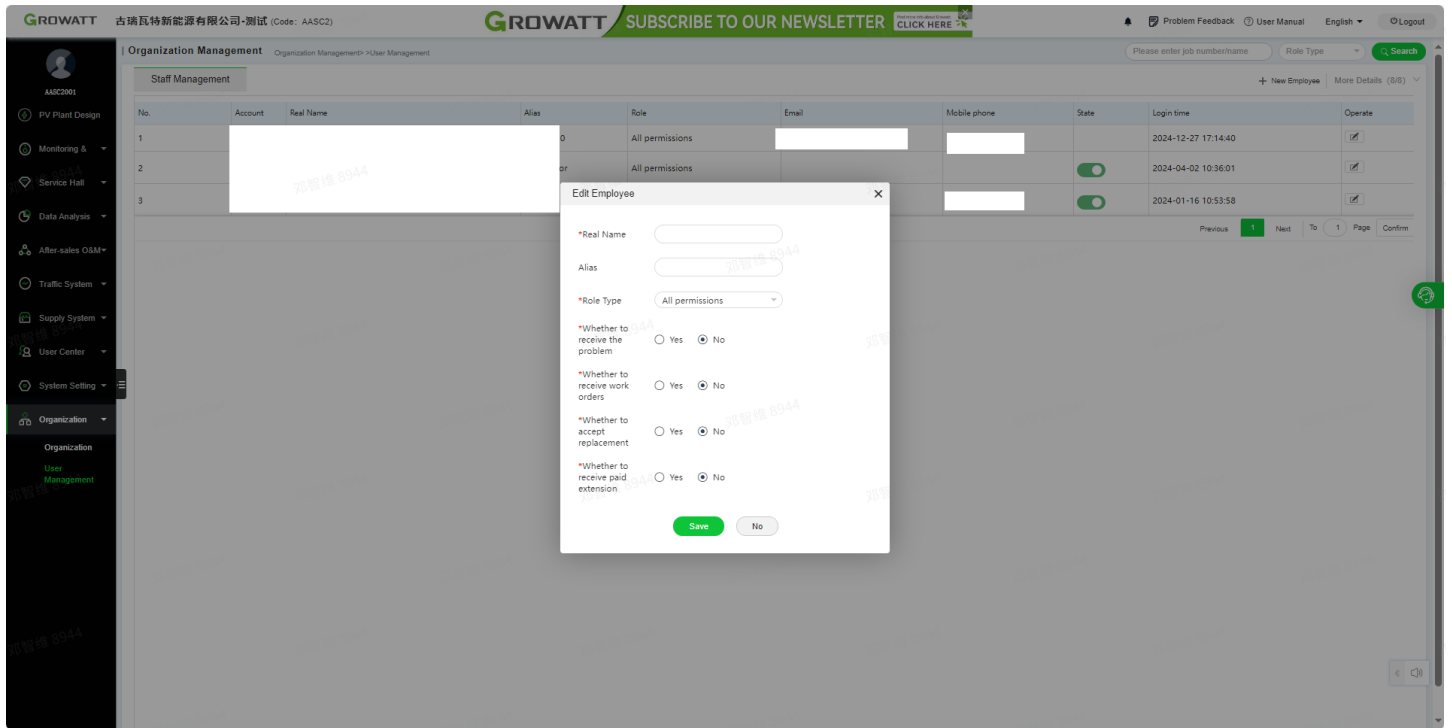


Installer and distributor accounts that have enabled the manageable permission function can display this page. Different roles have different permissions, and users can view the permissions that different role accounts can use through this page.

1.11.2 user management (i.e. employee account management)



Installer and distributor general ledger numbers can modify the roles of sub-accounts in the user management module, that is, modify the permissions.



There are three default permission roles in the system: all permissions, view permissions, and no permissions.

If you need to add new roles (the permissions that can be used for different role divisions), you can add roles on the permission management page.

After creating a role in the permission management module, the permission function of the role can be set. When adding a new account to the role, the account has the permissions that can be used under this role.