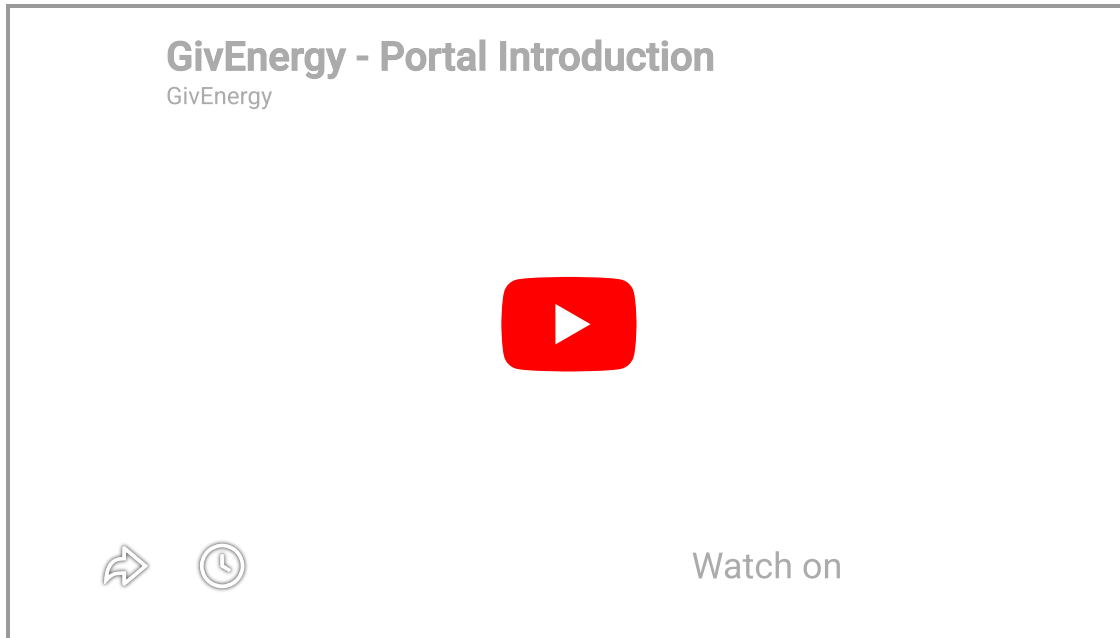


GivEnergy Portal Guide



The GivEnergy Monitoring Portal provides a live, web-based view of your solar, battery, and grid activity in one place. It allows you to monitor performance, configure system behaviour, review savings, and manage one or multiple sites from any desktop or mobile browser.

Overview

The portal consolidates system data and controls into a single dashboard. It is particularly useful for deeper analysis, device management, and site administration that goes beyond the mobile app experience.

What You Can Do in the Portal

- View real-time power flows for solar generation, battery charge and discharge, home consumption, and grid import or export.
- Track energy usage, savings, and carbon metrics through daily, weekly, and monthly reports.
- Configure system behaviour including operating modes, schedules, export limits, and charge windows.
- Manage devices and sites by adding inverters, batteries, meters, and gateways under a single account.
- Receive alerts, fault notifications, firmware updates, and performance insights.

Getting Started

Create Your Account

- Visit the GivEnergy Monitoring Portal and sign up using your email address.
- Enable two-factor authentication for improved account security.

Add Your System

- From the dashboard, select **Add Device** or **Add Site**.
- Enter the serial numbers for your inverter, battery, and gateway.
- Confirm site details including address, timezone, and tariff information.

Verify Connectivity

- Ensure the inverter or gateway is connected via Wi-Fi, Ethernet, or a 4G dongle.
- Confirm that live data appears on the dashboard, including solar, load, and battery state of charge.

Key Screens You'll Use

- **Dashboard:** Live power-flow diagram showing current energy movement and today's totals.

- **Devices:** Connected hardware list with device status, firmware versions, and communication state.
- **Charts:** Time-series graphs for generation, consumption, import/export, and battery SOC with adjustable time ranges.
- **Settings:** System modes, schedules, discharge limits, charge windows, tariffs, export caps, and smart features.
- **Notifications:** Fault alerts, firmware availability, and commissioning or system messages.

System Modes and Scheduling

- **Self-consumption:** Uses solar energy locally first, charging the battery and reducing grid imports.
- **Time-of-use charging:** Charges the battery during cheaper off-peak periods and discharges during peak rates.
- **Export management:** Configure export limits or enable export optimisation depending on your tariff.
- **Backup behaviour (if supported):** Define reserve SOC and EPS settings to retain energy for outages.

Best Practices

- Enter your electricity tariff accurately so savings calculations reflect real costs.
- Align battery charge windows with your supplier's cheapest rate periods.
- Keep inverter and battery firmware up to date to benefit from stability and feature improvements.
- Avoid frequent deep discharges by setting a sensible minimum SOC.
- Review monthly reports to identify trends and refine schedules.

Troubleshooting Essentials

- **No live data:** Check network connectivity, device online status, and that serial numbers are correctly registered.
- **Inaccurate readings:** Confirm CT clamp orientation and meter configuration in the Devices section.
- **Schedules not applying:** Verify timezone settings, overlapping schedules, and compatible system modes.
- **Fault codes:** Review Notifications, note the fault code, and follow recommended actions. Contact support if faults persist.

Installer Notes (If Applicable)

- Use the installer portal for commissioning, CT and metering validation, and functional testing.
- Assign homeowner permissions and restrict access to installer-only settings as required.
- Link sites to manuals and quick-start documentation for future reference.

Frequently Asked Questions

- **Is the portal different from the GivEnergy app?** Yes. The app is mobile-first, while the portal provides richer charts, device management, and site administration.
- **Can I use the portal without solar?** Yes. Battery-only and AC-coupled systems are supported, though available features may vary.
- **How accurate are savings calculations?** Accuracy improves when tariffs are set correctly and metering is properly configured.

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