

Growatt OSS Installer Account Quick Guide

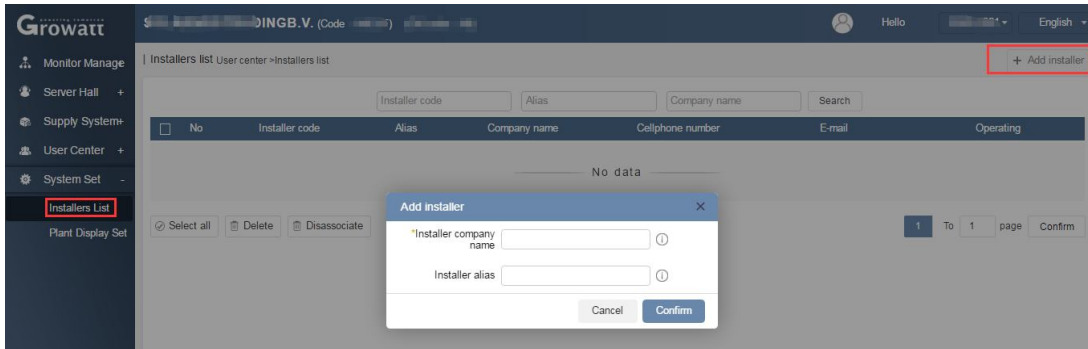
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This document target group is Growatt customers and employees. Growatt OSS is a service and management platform.

How to register an installer account?

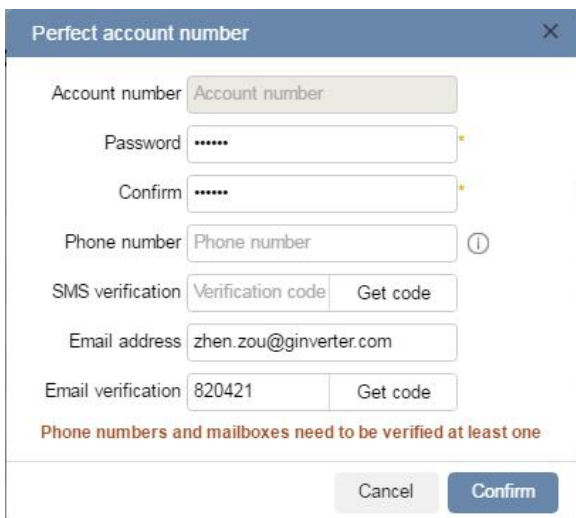
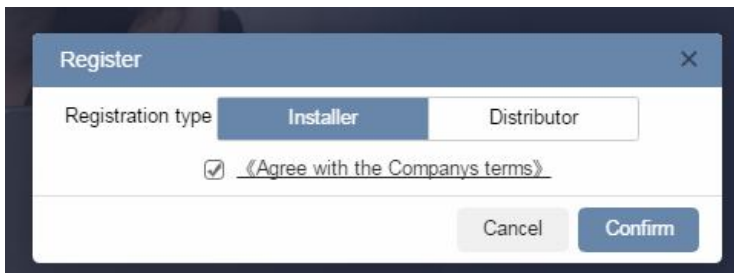
1. Distributor create one for his installer

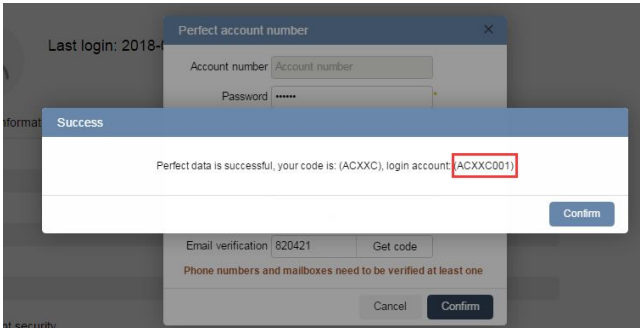
Login→System Set→+Add installer→ fill in the necessary



2. Installer register form OSS directly

Type oss.growatt.com→ Register→Installer→ Agree the terms→Confirm→ fill in the necessary information→ record username and password

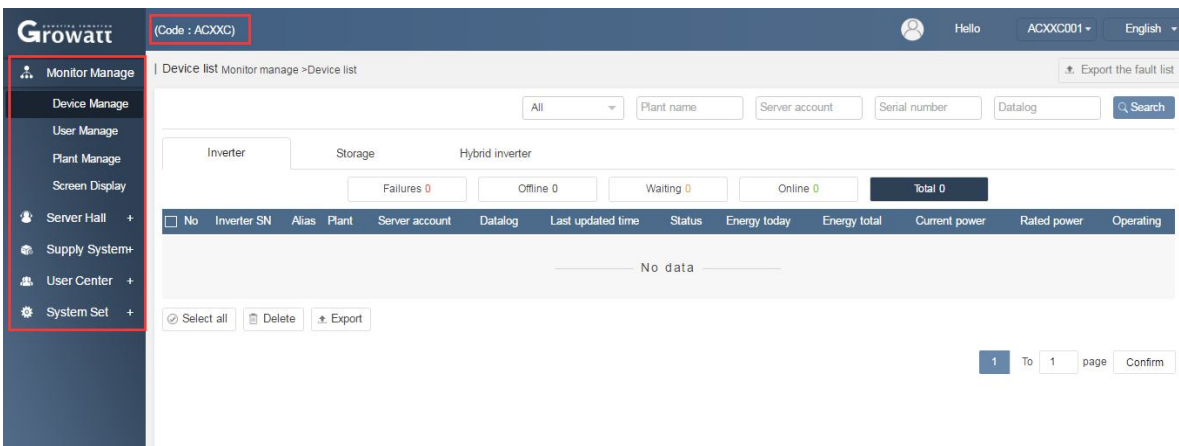




Installer account function description

1. Overview

When login your system, you can see your installer code is ACXXC and the navigation bar.



2. Monitor Manage

There are 4 items under Monitor manage

Device manage: Manage all online device on Growatt ShineServer that have been add to this installer account

User Manage: Manage all Growatt Shineserver user that have associated with this installer account

Plant Manage: Manage all plant in the user that associated with this installer account

Screen display: Show page of all your user list, plant list and device list

3. Service Hall

This is for online question and answering function, default is not open. When it open, then your customer can send their question via ShinePhone APP, and the question will show here, waiting for your reply.

4. Supply system

For query warranty

5. User Center

Manage user information and create oss sub account

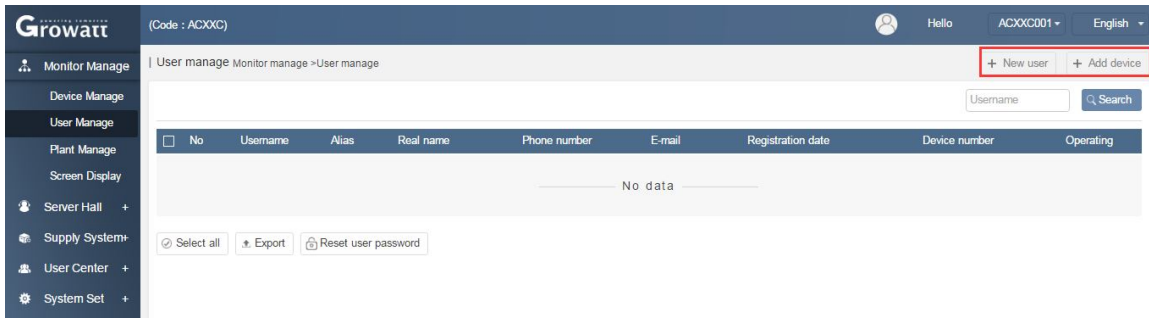
6. System set

Set information of Screen display function, check distributor information

How to relate the ShineServer account with installer OSS account?

Note: Installer account can only manage the ShineServer accounts that already related with this installer OSS account.

1. Register ShineServer account via installer OSS account



“New user” → create a ShineServer account in advance, add plant and dataloger later when onsite. After fill in the necessary information, the service account information will send via the e-mail address below to the end user.

“Add device” → create a ShineServer account, also need add plant and dataloger to finish the account register, after everything finished, when the dataloger is online, inverter will auto update data to this account.

After fill in the necessary information, the server account information will send via the e-mail address below to the end user.

2. Register ShineServer account with Installer code

Put server.growatt.com in browser and click “New user”, after fill the necessary information, fill the installer code in below red box. Installer code is on the left top when login installer OSS account.

3. Registered account can add the installer code in user information page

Login the existing ShineServer account, User Center→Userinfo→Userinfo modify, click modify and enter the installer code, then save the setting.

All Plants ▾ Dashboard Plant **User Center** Setting Download

English 🌐 🏠

Plant overview **Userinfo**

Userinfo modify Change password Browse account

User name : reinders

Company name :

Realy name :

Email : *

Tel phone :

Time zone : *

Language : *

ⓘ Modify