Livoltek Website User Guide For Installer (Inverters)

There are two ways to obtain a My Livoltek account for distributors and installers:
1. Contact your upper distributor or installer to create a new account for you. （After completing the application, you need to seek the help of your superior distributor or Livoltek employees to approve it.）
2. Register your own account through Livoltek web platform.

A. Account Registration

1. Before registering an account in Livoltek website, please kindly check the URL whether it is the correct server for your region or not.
- For users in Asia, Latin America, Australia, and other regions, please access the international server by using the URL below.

    https://www.livoltek-portal.com/#/

- For users in Europe, Middle East and Africa, Please access the EU&MEA server by using the URL below.

    https://evs.livoltek-portal.com/#/

2. Choose 'Distributor/Installer' tab and click Register Now to create an account


3. Fill in required information successively and click 'Register'.
(**Tips:** Open your email and enter the verification code you receive after filling in the email address on your registration list.)

4. Go back to login page to enter account and password then click 'Login.'
5. Fill in the 'New organization' information table in turn and click 'submit' it.

(**Tips:** ① The 'Company Name' will be your organization name.

② If you don't have an upper level organization, please input and search 'Livoltek' .)

③ After you click 'Submit' button, please wait for Livoltek administrator to review and approve your application. You can also contact our technical supportpersonnel to approve it quickly.

B. System Management

After your application of registration is approved, you could login in your account. You will see the management page as below.
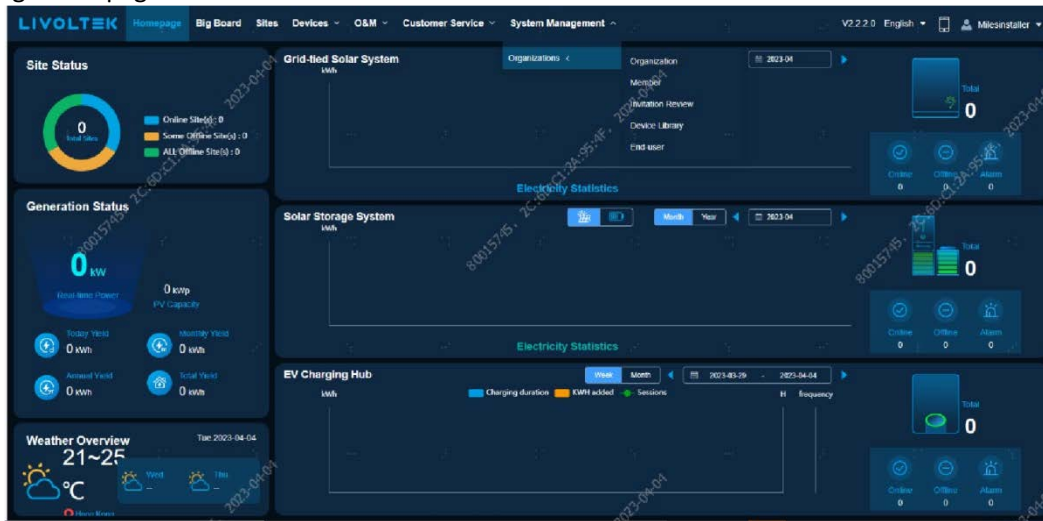
1. Create your lower organization if you necessary:
   Click on 'System management" > "Organization" to access the page. Click on the "Add" button on the right side to add your next-level installer/distributor and create an account for them. Fill in the information and submit it. You will see your latest created installer/distributor on your page.
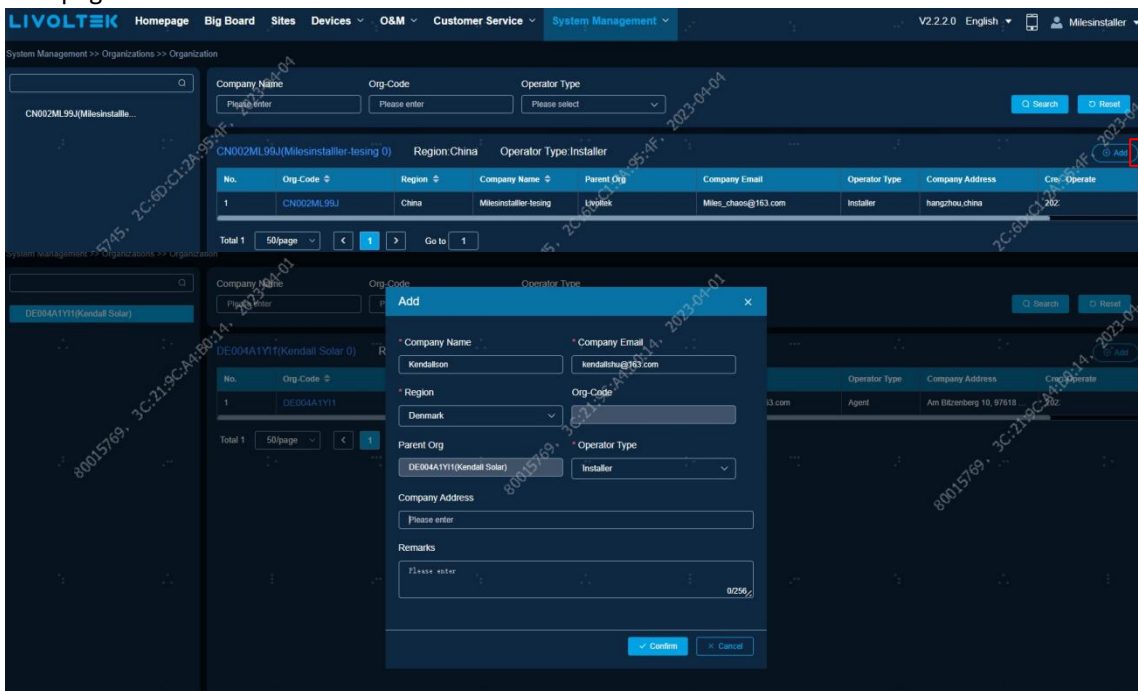
2. Add an administrator member for your organization:
   Click on "System management" > "Member" to access the page. You can then add an administrator for them on this page. Once you have filled in all the necessary information, the administrator will receive an email with their account and password to log in.

Tips:

The first member's role created is the general administrator by default. The second and subsequent member created can be chosen as different permissions customized.

C. Create Site(Plant)

1. Add Site:
   Click on the "Site" page and select the "Add" option on the top left to add your end customer's information and create a new site for them.

2. Fill the required information and submit it:
   Click on "Customers info > Add" to fill in your end customer's information.
   In this area, please input your customers' registered e-mail address. (If the account hasn't been registered, please create it by step3)

   You have to choose the right installer/agent to observe the status of the inverters.

3. Create an end-user account for your customer if not registered.

Click on " Add" to fill in your end customer's information>Click "confirm" to submit it. Fill in your end customer's information to create an end-user account for your customer with initial password 'Ltk123456' which is unable to edit.
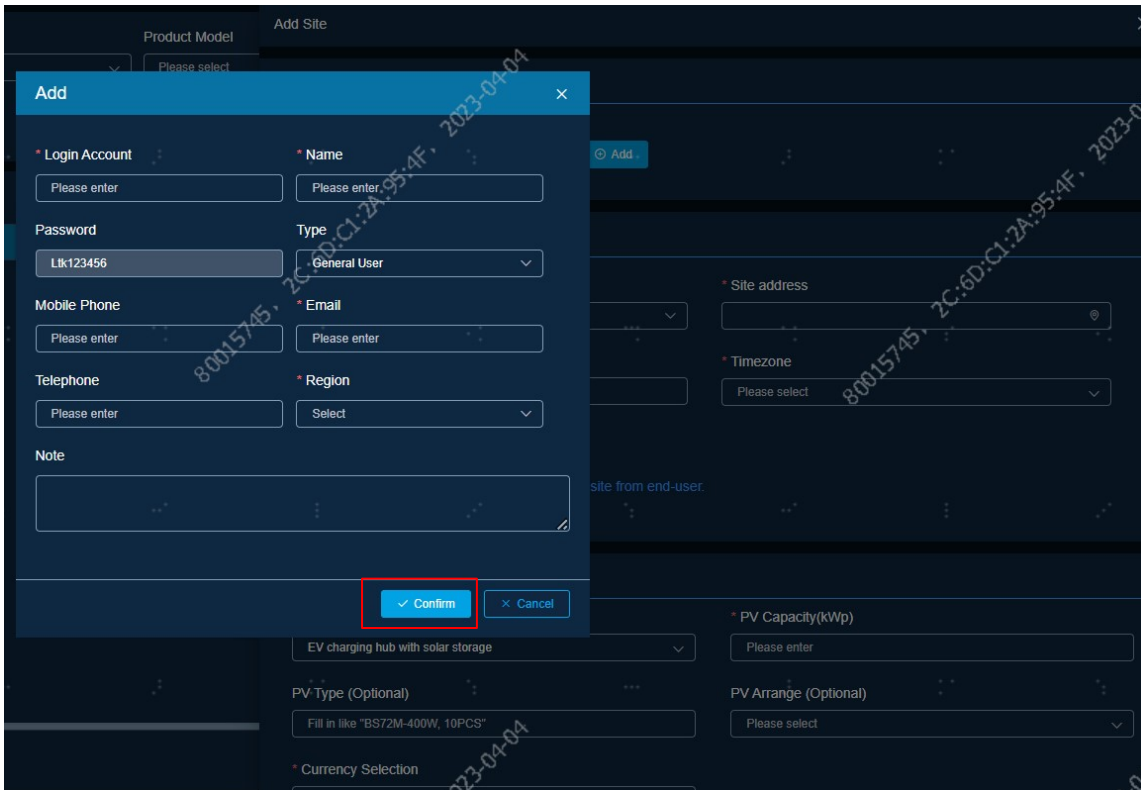
Please inform your customer to log into the account and change password in time after you create the site and add the devices .

If the End-user Account can be retrieved via e-mail address, please refer to step2 and skip this.

4.Choose "Grid-tied solar system" in System Type. And fill in other required information.
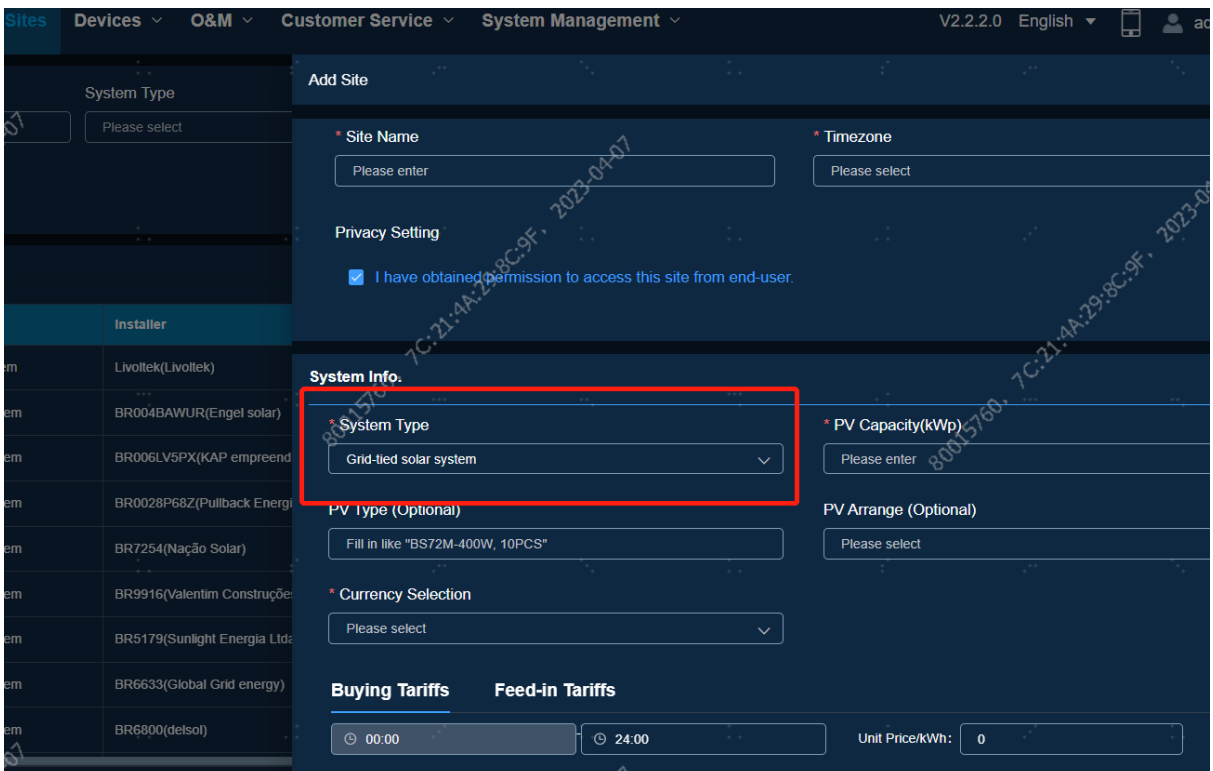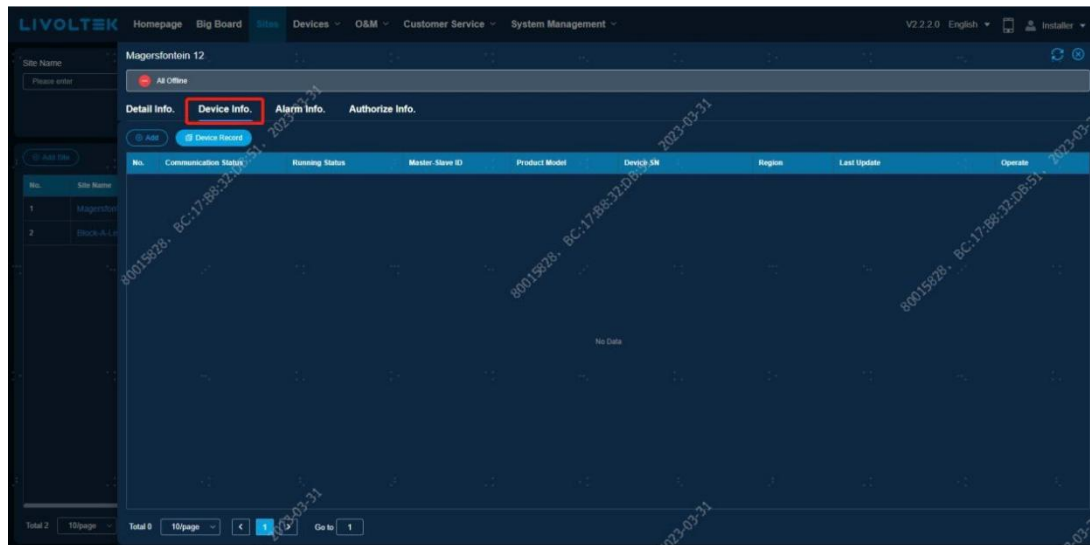
D. Add a device

1. Click the sites icon to add a device. Choose the site and click the site name (marked by BLUE).).
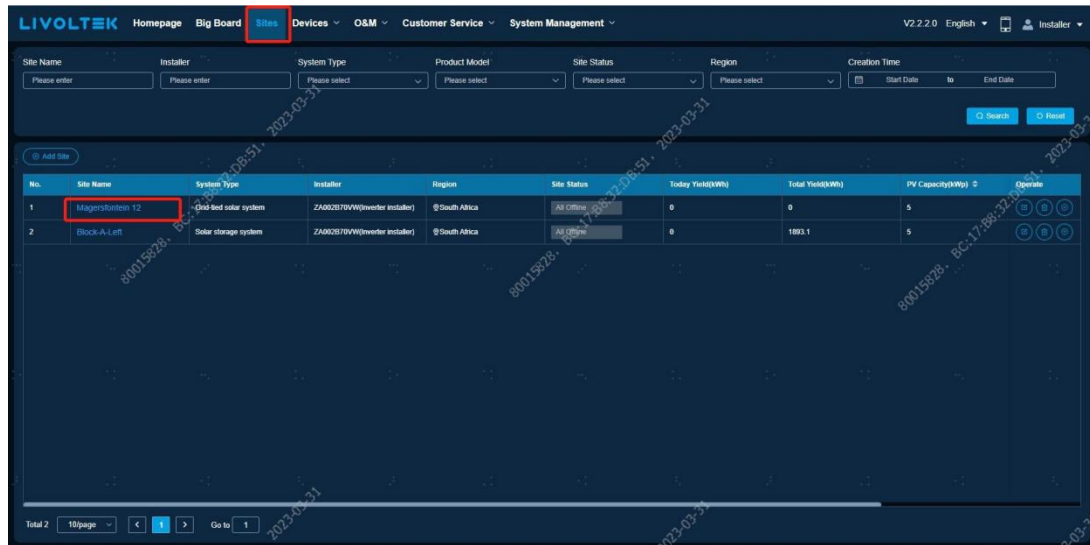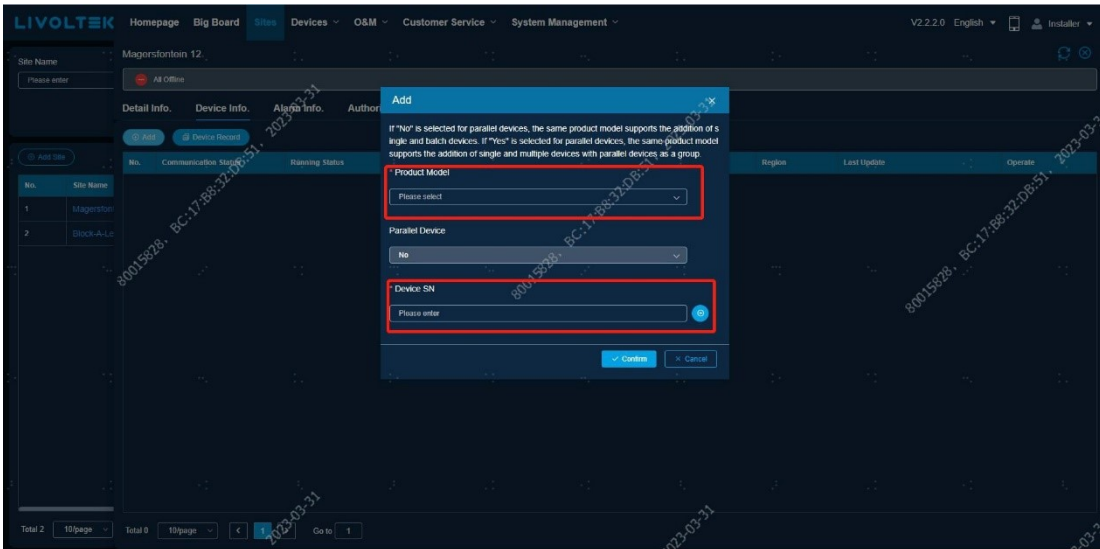

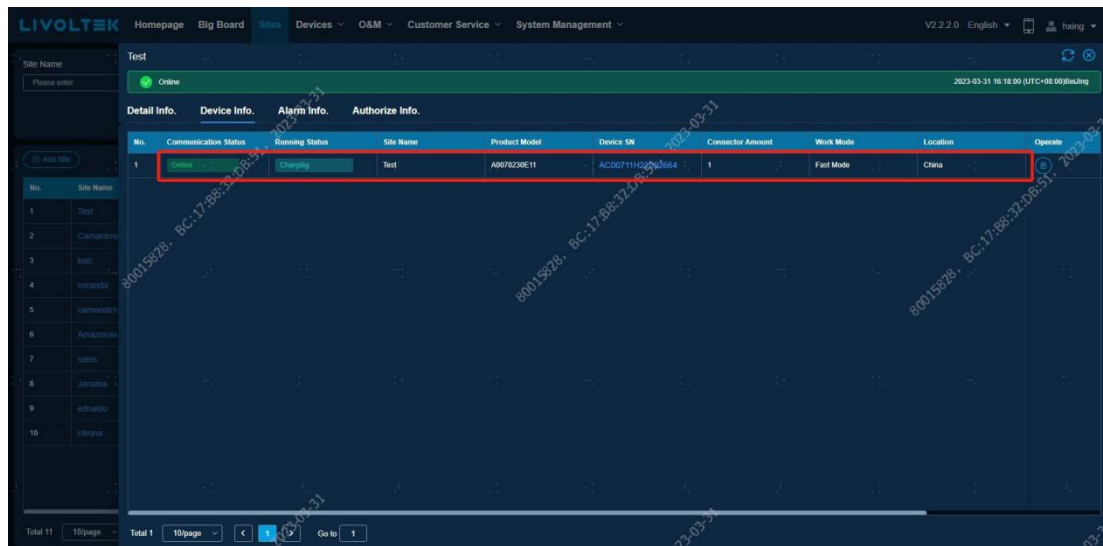2. Click the Device Info and you can add the device.

3. Click 'Add' then you need to choose Product Model and enter Device SN at prompted message.

Tips: The Product Mode and Device SN can be founded on the nameplate of the device.
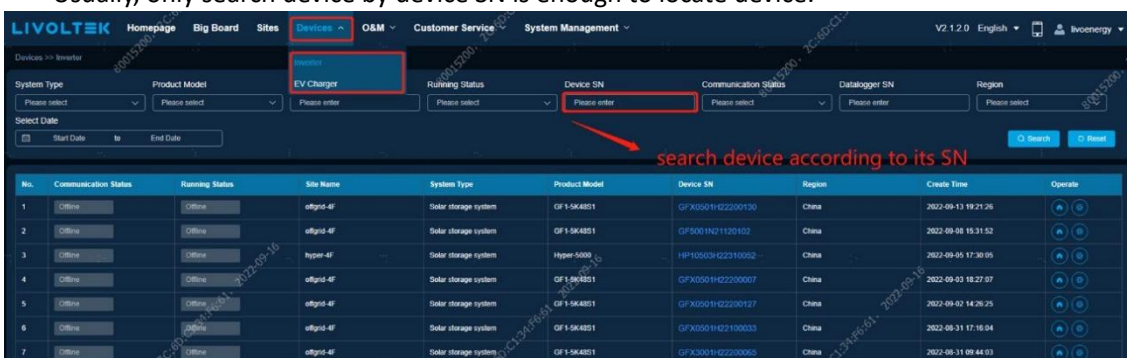
4.   After you add device to the site successfully, it will be displayed on the list.

E. Web Function Brief Introduction

1.   Check device running status.
●   Devices→ Inverter/ EV charger: Please select the device type which you want to check.
   Tips: Here you can search and check the status of device.
   Usually, only search device by device SN is enough to locate device.

| System Type	Product Model	Device SN	Region	Create Time ⇕	Operate
Grid-tied solar system	GT1-6KD1	GT10601H22241122	Brazil	2023-04-05 15:27:	🏠 ⚙ 🗑
Grid-tied solar system	GT1-6KD1	GT10601H22240533	Brazil	2023-04-05 08:09:	🏠 ⚙ 🗑
Grid-tied solar system	GT1-6KD1	GT10601H22240698	Brazil	2023-04-03 16:37:	🔧 ⚙ 🗑

①Device SN: Click here to check device running status.

②Operate icon: Click here to check the site.

③Operate icon: Click here check/change some settings remotely.

● Real time information: In detail page all the information is real time information, but data refresh every five minutes
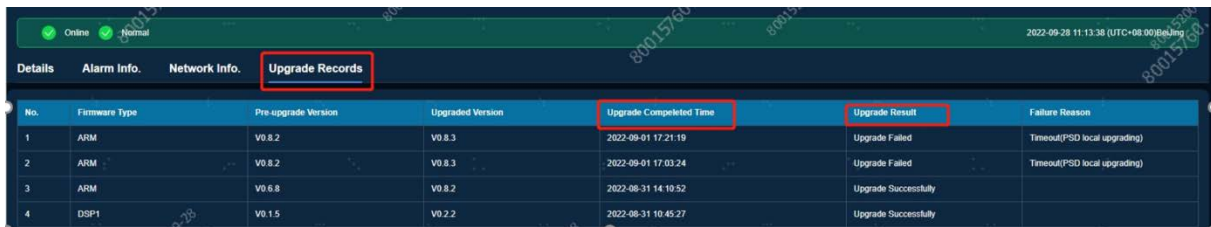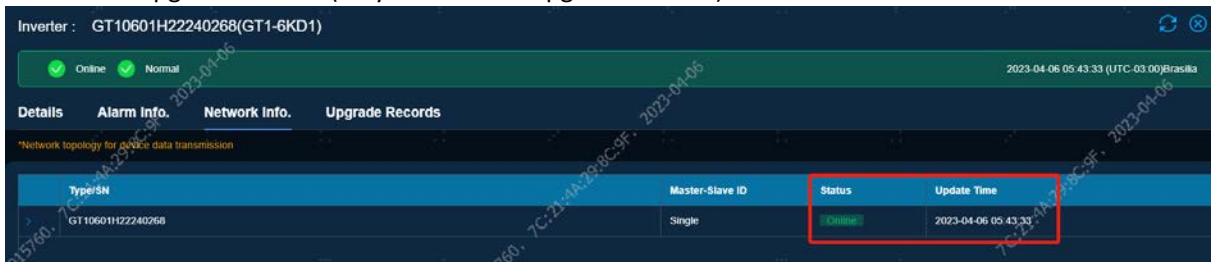

● History data: Devices → Inverter/ EV charger → click SN number → Details → History data. Select the date and parameters you want, marked by red boxes as below:
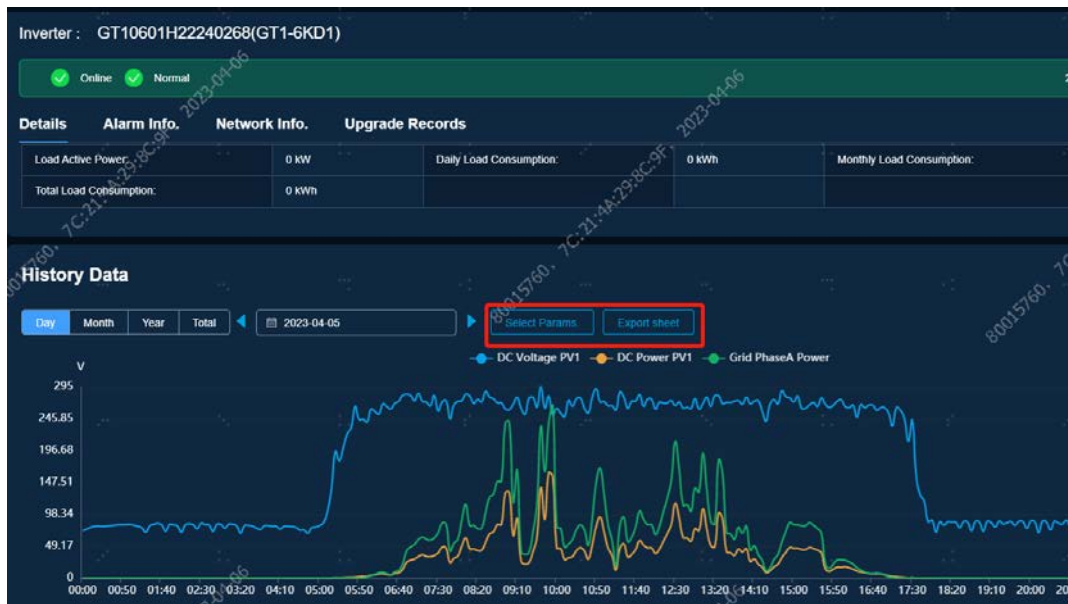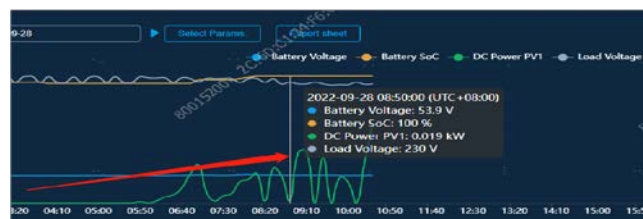
- Check the alarm by date alarm type (notice or fault) and alarm level. Please follow the guidance by the photo show (step 1, 2, 3, 4) to search.
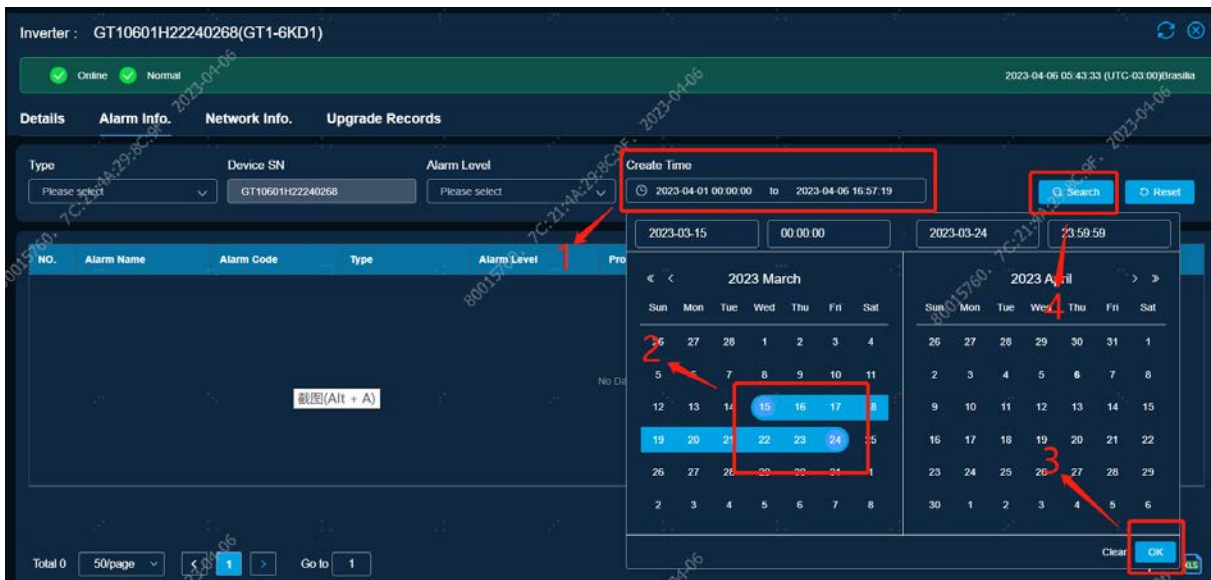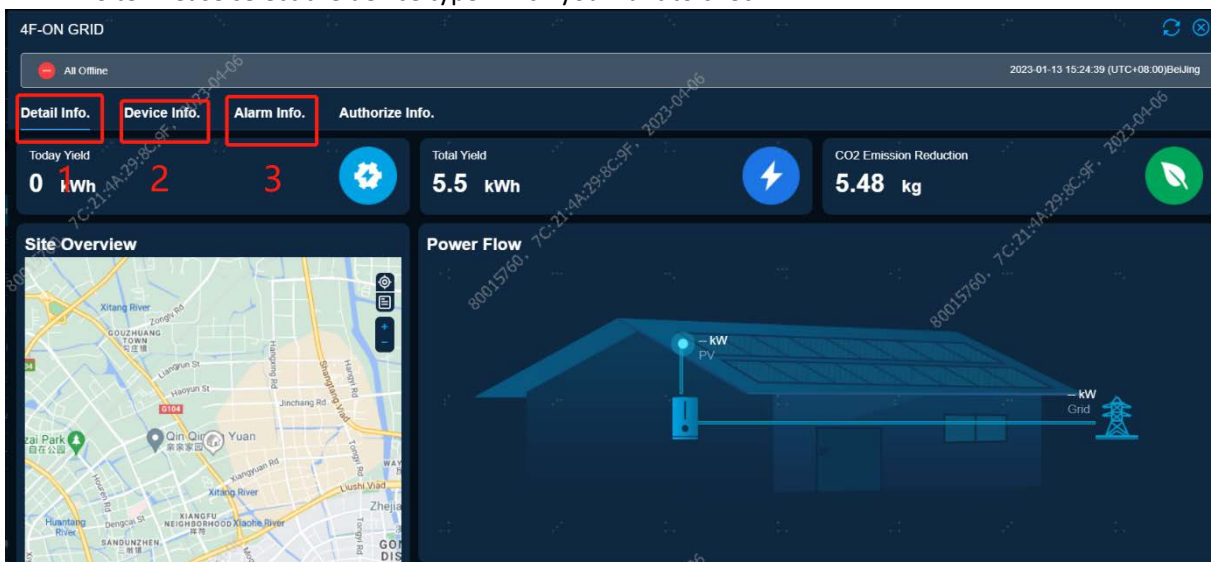

- Check upgrade records (only have online upgrade records)

2. Check the site which this device in.
   - Site: Please select the device type which you want to check.

①Detail Info—information related with this site

②Device Info—check all devices in this site

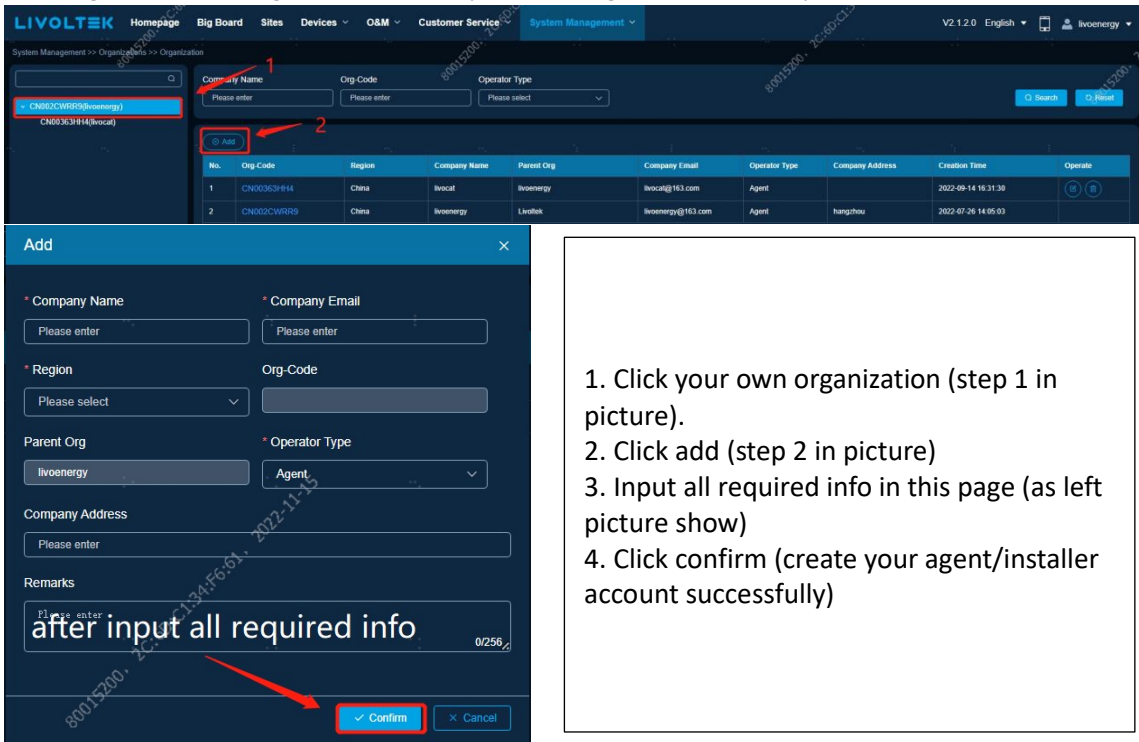③Alarm Info—check all devices' alarm records

3. Organization management.

● System management→ organizations

①Organization: create a subordinate organization

②Member: add/delete member in subordinate organization

③Invitation review: agree or reject application from your agent/installer

④Device library: add device to check online status no matter you are installer or not

⑤end-user: create or delete end-user account

● System management → organizations→ organization

Add a agent/installer organization under your own organization as the picture shown below：

1. Click your own organization (step 1 in picture).

2. Click add (step 2 in picture)

3. Input all required info in this page (as left picture show)

4. Click confirm (create your agent/installer account successfully)

● System management → organizations→ member

Click target organization and 'Add'.
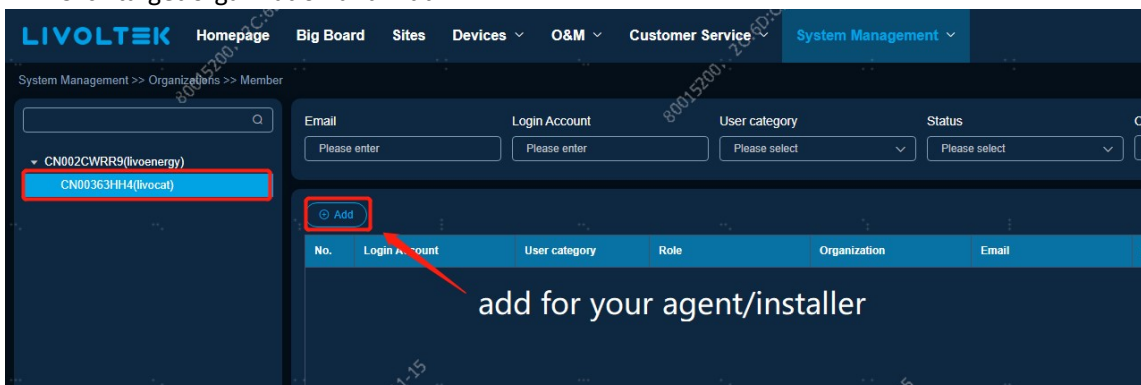
Fill the information and select the roles for member account.

Tips: Agent operator have right to delete or add device for customers; Agent query only have right to check the device information.

- System management → organizations→ end-user

You can create end-user account for customer (verification code is not required from customers).Also can edit customer information ,delete end-user account or reset password(if forgotten.) can also be conducted

- System management → organizations→ Invitation review

Click icon marked by the red circle to check Registration Application.

No.	Org-Code	Company Name	Applier	Telephone	Upper Level Org-Code	Application Time	Company Address	Approval Progress	Approval Tim	Operate
7	UA003Y17GO	DELA Trade Company LLC	DELA Energy	+380637211109	Livoltek(Livoltek)	2022-08-11 16:53:27	19/4 Pyrogovskogo str., Kyiv, 03110	To be verified		
8	BR003LE3FS	Construsol	Construsol	88996406902	Livoltek(Livoltek)	2022-08-10 08:19:41	63530000	To be verified		

After confirming the application info, click Agree to pass it or click Disagree to refuse.

4. Web style selection.
● Dark mode /light mode switch
   You can click the right corner menu icon to select different web style.