CSI CloudPro Q&A

**Question** **1** **: What is the target user for the Pro Edition?**

Answer: It is designed for business who provide various services during the life cycle of the plant. For example, the installer provides the plant construction service, and the O&M company provides the plant O&M service.

**Question** **2** **: How do I have a Pro Edition account?**

Answer: If you are already using CSI CloudPro 1.0 , log in directly. If you are not using CSI CloudPro 1.0 , you need to register a Pro Edition account.

**Question 3: I already have a Pro Edition account on CSI CloudPro 1.0. Why can't I log in?**

Answer: If you modified your personal information a week before the official migration (27/5/2019), this time due to the data migration, the system will cause some data to be out of sync, so it is recommended that you re-edit the login password, if you have not modified Any personal information, but still can not log in, please contact our relevant personnel.

**Question 4: I already have a Pro Edition account on CSI CloudPro 1.0 and have plants. Why is these plant name or information inconsistent?**

Answer: If you modify the plant information one week before the official migration (27/5/2019), this time due to the data migration, the system will cause some data to be out of sync, so it is recommended that you re-edit the plant information, if you have not modified any plant information. However, the plant information is inconsistent with CSI CloudPro 1.0, please contact our relevant personnel.

**Question** **5** **: Can an account registered on the Pro Edition be used for the User Version?**

Answer: Yes. Accounts that are also registered on the User Version can also be used in the Pro Version, but you will be asked to add the business information. All, if you are already using the User Version and want to use the Pro Version, please click on the register, the system will guide you to create a Business

**Question** **6** **: Can the plant I created on the Pro Edition show to my customers?**

Answer: Yes. You can use the " Authorized User " function after creating the plant. You can select an existing user, search for existing users in the system, or create a new user. If your customer has not used CSI Cloud User Edition, you can create a CSI Cloud User Edition account directly for him .

**Question** **7 : Where can I configure the** **WiFi** **collector to the router?**

Answer: You need to download CSI CloudPro APP, then select Configure WiFi and configure your WiFi router to a collector in the application.

**Question** **8** **: Can I create an account for my company's employees and give them different permissions?**

Answer: Yes. You can create an internal member account for the employee in the management - group / member. You need to select “ role ” when creating. This function can control how many plant and how many functions can be used by the member. The system has provided the " default common user " role, which is a read-only role. If you need more personalized permission control, create a new one yourself in the management - role.

**Question** **9** **: Can I limit my client's authority to the plant? I don't want them to modify the plant information or delete the equipment in the plant** **?**

Answer: Yes. First you need to find your customer in the management - external relationship / role - external relationship - user. If you don't find your customer here, you need to create a user account. Once the customer is found, editing the customer can modify the " Authorized External Role " , which allows you to control what your customer has done with the plant you created and authorized to them. The system has provided a " default external role " external role, which is a read-only role. If you need more personalized permission control, create a new external role yourself in the management - external role.

**Question** **10** **: Can I limit the permissions of my partners (such as operation and maintenance companies) to the plant? I don't want them to modify the plant information or delete the equipment in the plant?**

Answer: Yes. First you need to find your partner in the Management - External Relations / Roles - External Relations - Business, if you do not find your partner here, you need to create a Pro Edition account. Once you've found a partner, editing the business can modify the " Authorized External Roles " , which allows you to control what your partner business have done with the plant you created and empowered them. The system has provided a " default external role "external role, which is a read-only role. If you need more personalized permission control, create a new external role yourself in the management - external role.

**Question 11 :** Why is the device management list in my device section empty?

Answer: You need to import the collector yourself, we will automatically display the collector and its connected devices in your device management list.