**QA**

**CSI Cloud App&Web**

**Question 1: Why is the CSI Cloud APP data not updated?**

Dear users, the CSI Cloud platform has completed the overall software upgrade. If your app is still in the old version (Android: V1.0.8 iOS: V1.0.1), you will not be able to get the latest data of PV devices, in order to be better. For the experience, please go to Google Play or the App Store to download the latest CSI Cloud APP.

**Question 2: How do I log in to the CSI Cloud platform?**

(1) If you are an old user of CSI Cloud platform, please log in directly with your mobile phone number, email address or username; if you are a new user of CSI Cloud platform, you can register a new phone number or email address. Sign in with your account.

(2) If the PV power plant is installed by the installer for you, you can also get your user account from the installer.

**Question 3: The password of the account has been forgotten. Is there any way to retrieve or reset it?**

When logging in, you can select “Retrieve Password” on the login page and reset the password with the email address or mobile phone number bound to your account. If your email or mobile number is no longer available or you can't get a verification code, please contact customer service for assistance.

**Question 4: How to change the password of the account?**

(1) How to modify the App: After logging in to the account, you can go to the Personal Center - Settings - Account Security - Change Password to reset the password.

(2) Way of modifying the web side: After logging in to the account, you can go to Personal Information - Settings - Personal Related Settings - Account Password to reset the password.

**Question 5: How to modify the mobile phone number or email address bound to the** account?

(1) How to modify the App: After logging in to the account, you can go to Personal Center - Settings - Account Security to bind and replace the mobile phone number or email address.

(2) Ways of modifying the web side: After logging in to the account, you can go to Personal Information - Settings - Personal Related Settings - Account Security to bind and replace the mobile phone number or email address.

**Question 6: Why can't the account be logged in on the new platform?**

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 I suggest you re-edit the login password, if you do not I have modified any personal information, but I still can't log in. Please contact our relevant personnel.

**Question 7: The power station is created, how to add equipment?**

(1) Currently, both the App and the Web can add devices. You can add devices on any platform and enter the device serial number. (2) If your device is a Wi-Fi module device, you need to configure the network before you can communicate normally. Currently, only the networking configuration on the App is supported. After downloading the CSI Cloud client, select the specified device on the Power Station Details - Device Information page to configure it.

**Question 8: What should I do if there is no data after the device is added?**

After the device is added, it takes a while to connect to the server for data reading. Generally, it can be completed in about 10 minutes. If no data is displayed for a long time, please check if the following problems exist:

(1) The current router network is unstable or no network

(2) The device is too far from the router to cause no signal

(3) The collector is loose or other problems affecting the connection

If there is no such problem, it is recommended that the Wi-Fi module's device be reconfigured for networking. It is still invalid. Please contact your installer or customer service staff for consultation.

**Question 9: Can I show the PV power station to my installer or operation and** maintenance personnel?

can. If the power station was created on the CSI Cloud platform, you have the right to authorize the power station for viewing and management. On the Power Station Details - Authorization Information page, select Authorization and follow these steps:

(1) Search by business name, select the business I want to authorize in the search results.

(2) Assign an identity to the merchant, "Ordinary member" means that the merchant can only view the power station data and related information, and "manager" indicates that the merchant can view and manage the entire power station.

**Question 10: Can the installer or operation and maintenance personnel show me the PV power plant?**

can. The new platform supports the mutual authorization of the PV power plant between the merchant and the user. You only need to tell the installer or operation and maintenance personnel of your account information, and they can operate on the merchant platform.