



# HiPortal® Monitoring System

## Guidebook for Account Level Management

HYPONTECH SERVICE DEPARTMENT

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## OVERVIEW

This manual aims to explain the account-level management aspects of the V2.0 version of the WEB HiPortal monitoring system. Details of HiPortal registration will no longer be introduced.

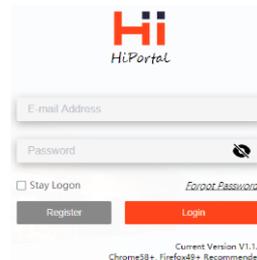
All users are set default with an End-user account when registering a HiPortal account.

If the following instructions cannot effectively help you solve issues associated with account-level management, you are advised to contact Hypontech Service Department directly.

Please use the following QR Code and link for HiPortal access.



HiPortal APP



HiPortal WEB

[v2.hyponportal.com](http://v2.hyponportal.com)

## PART 1 Installer Account

### Become An Installer Account

- i. User has registered HiPortal account

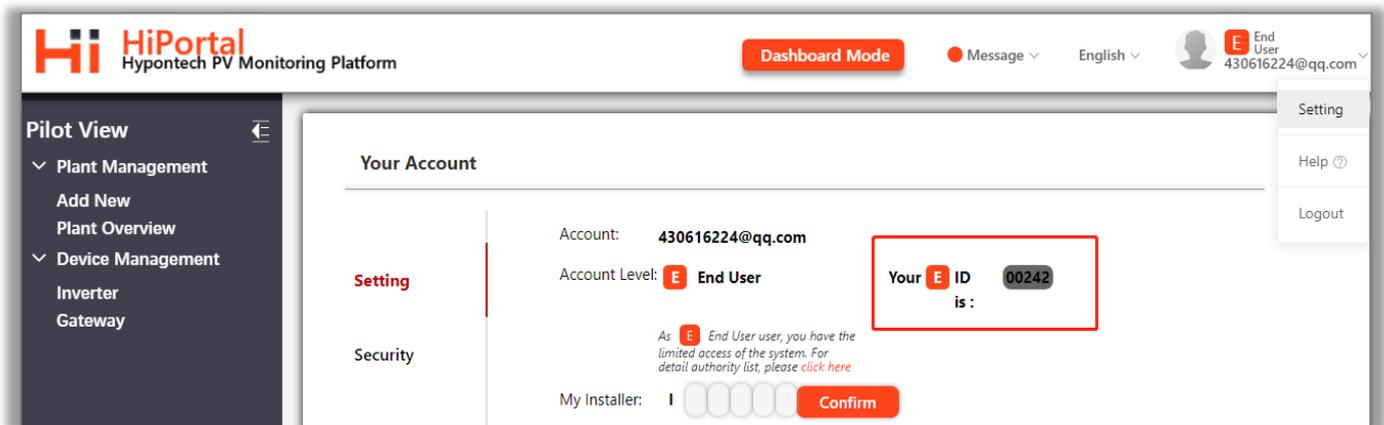


Figure 1. Account Page of End-User

- Log in to your HiPortal account. Click **setting** in the drop list on upper right corner. You can check the **End-User ID** of your account as shown in the **red box** above.
- You could contact Hypontech Service Department with your HiPortal account name (email), or simply provide us the ID number. Our service engineers could upgrade your account from End-User to an **Installer Account**.

- ii. User has NOT registered on HiPortal yet.

- **Method 1:** Please provide your email to your **registered distributor**, who can help you to register an installer account.
- **Method 2:** If you do not have a **registered distributor** yet, you could give your email to Hypontech Service Department.

Becoming an installer account means you will have access to User Management function, which will appear on the menu on HiPortal Web.

You have authority to manage the End-User accounts who are bound under your account.

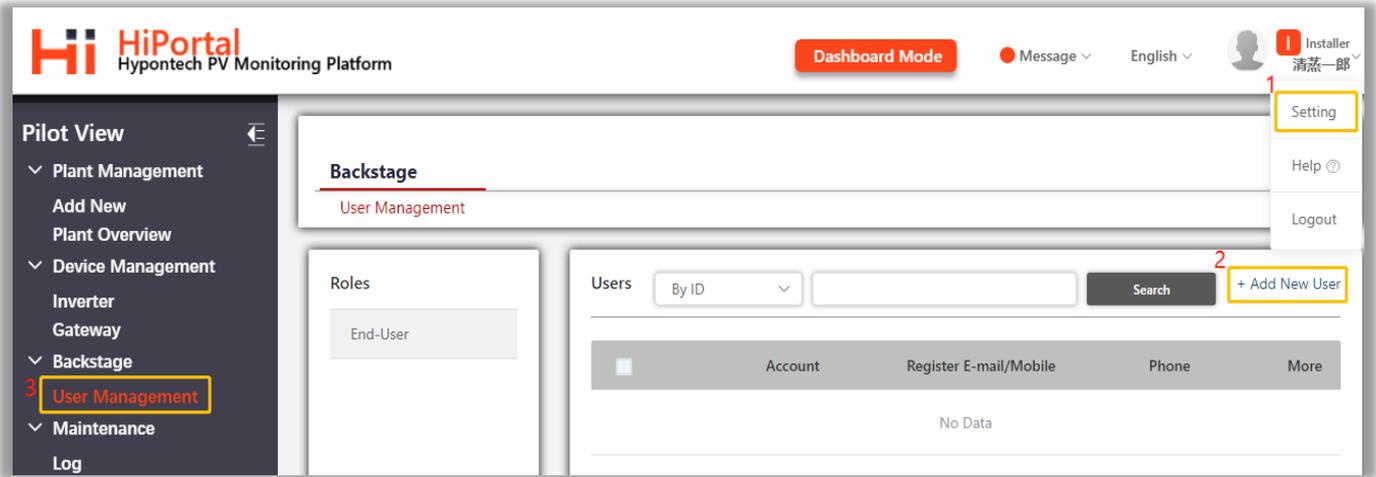


Figure 2 Installer Account - Function Panel Overview

- In yellow box 1 above, click Setting to see the Installer ID
- Click "User Management" in the yellow box 3 to access interface. The information of end-users bound to this account will be displayed here

## How to bind End-User account

In the case one of your end user has not registered a HiPortal account, you could register the account for the end user and bind it to your installer account.

### B1. The installer account binding new user who has not registered HiPortal account

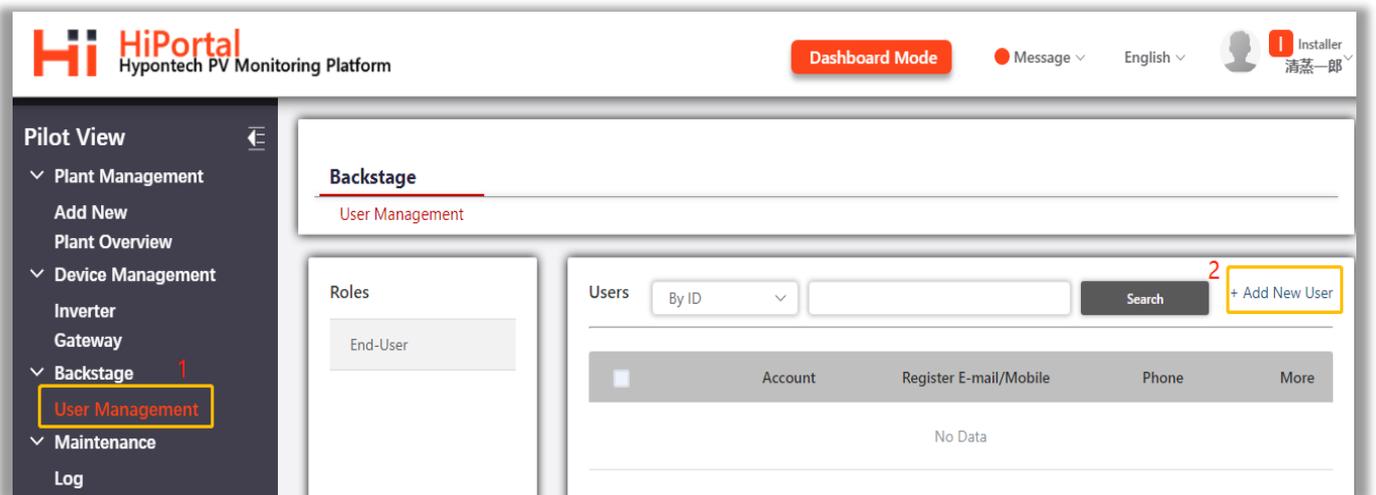


Figure 3. B1 Step 1

- **Step 1:** Click "User Management" at yellow box 1 shown above, and the right interface will appear. Click "Add New User" at yellow box 2, and the following interface will pop up:

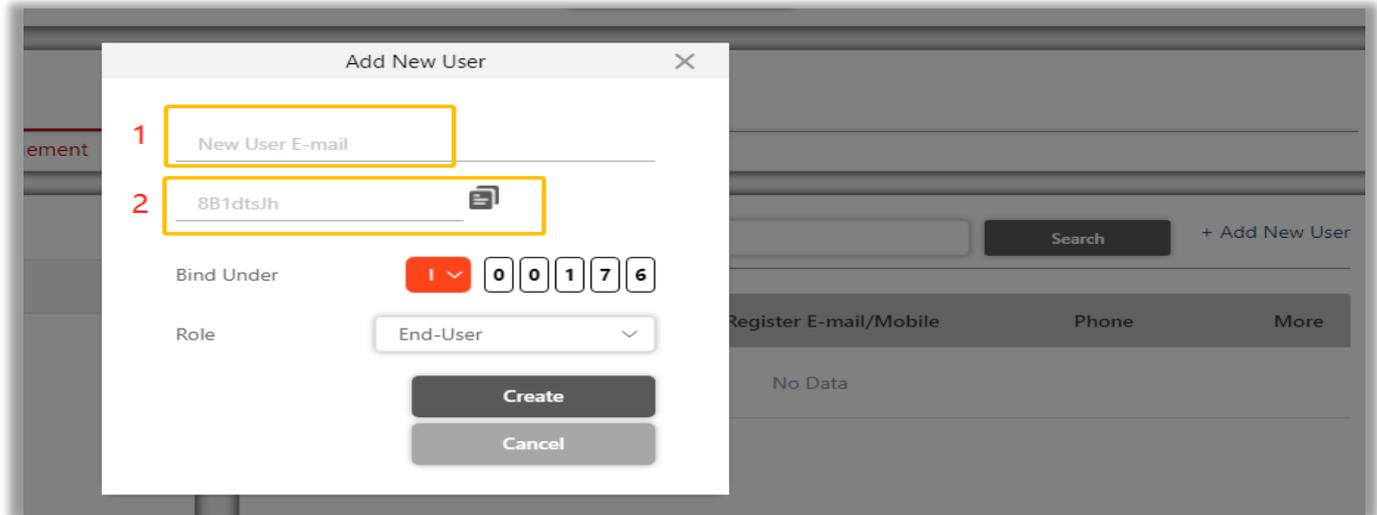


Figure 4. B1 Step 2

- **Step 2:** Enter the customer's e-mail address in **yellow box 1**, and the password for logging in to HiPortal will be automatically generated as **yellow box 2** showing, and the account will be automatically bound to the installer account;
- The generated password will also be sent to this e-mail address, and user can directly log in with e-mail address and password.

### In case the customer has registered as an End-User account on HiPortal

#### B2. The end user can complete the binding by adding the ID of the installer account

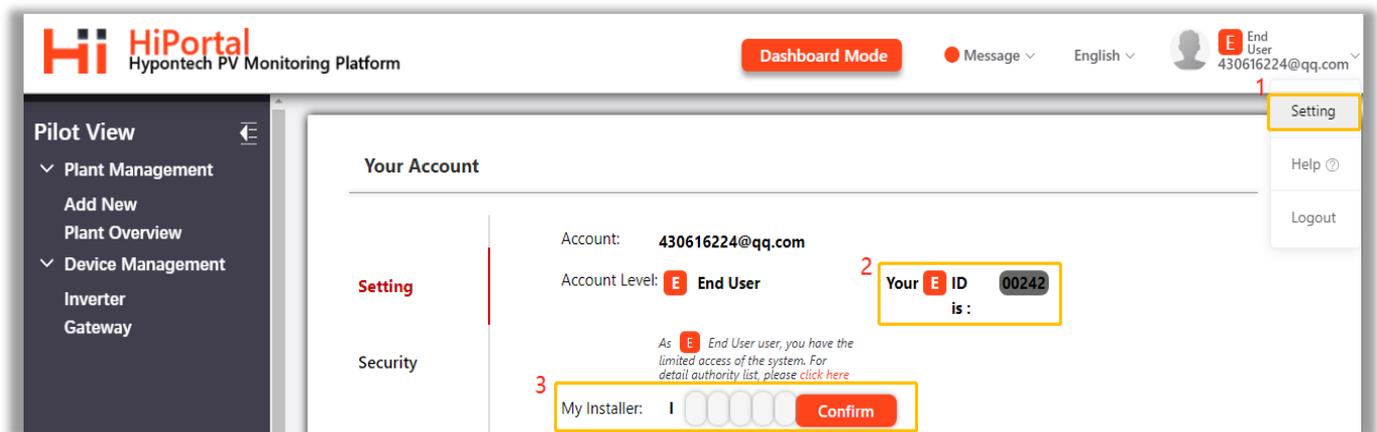


Figure 5. B2 Step 1

- Customer need to log in using his/her own End-User account on the HiPortal.
- In **yellow box 1**: Click Setting and enter installer account ID in "My Installer" at **yellow box 3**, and then click **Confirm**.  
Or:  
Provide us with your **End-User ID** as shown in **yellow box 2**, and we will help you complete the binding.

## User Management as Installer Account

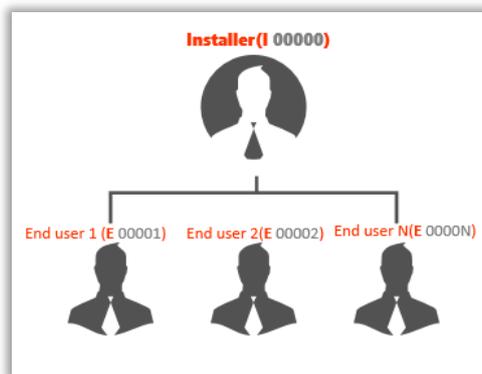


Figure 6. User Management - Installer & EndUsers

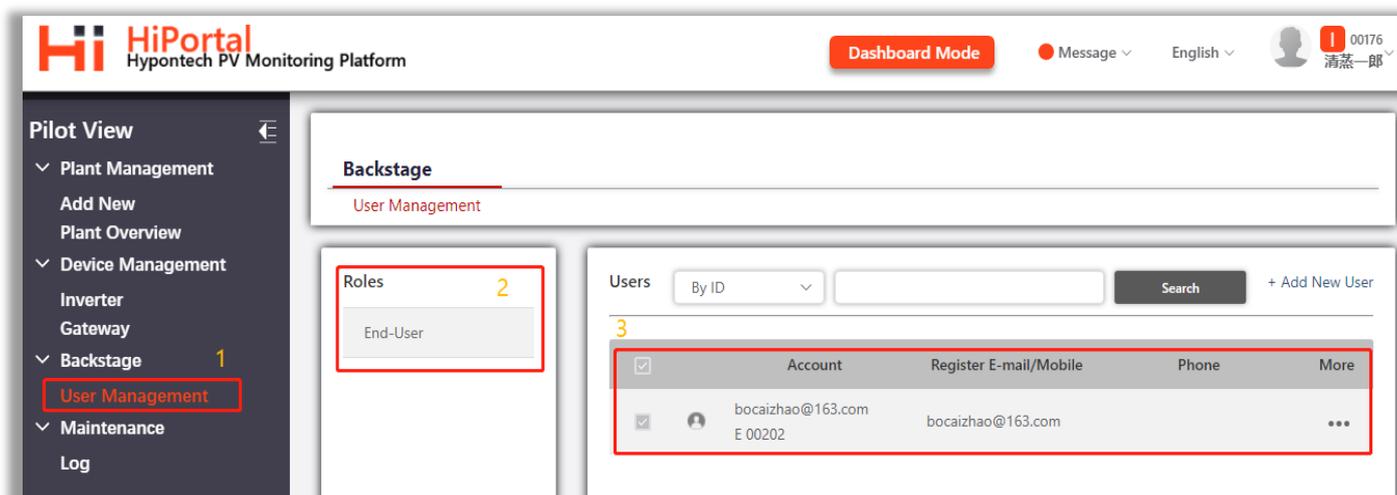


Figure 7. User Management – Installer Account Panel

- Click on **yellow box 2** below to see all end users bound to the installer account
- Click on **yellow box 3** below to see the detailed information of the End-User account

### What Installer account can do:

- 1) Creating solar plant, adding device.
- 2) Help customers who have not registered a HiPortal account to register.
- 3) If the **End-User** account has been bound to your Installer account, all the solar plants under the **End-User** accounts are visible for your installer authority, including management and configuration.
- 4) You can actively bind or unbind your account from a **Wholesaler**.

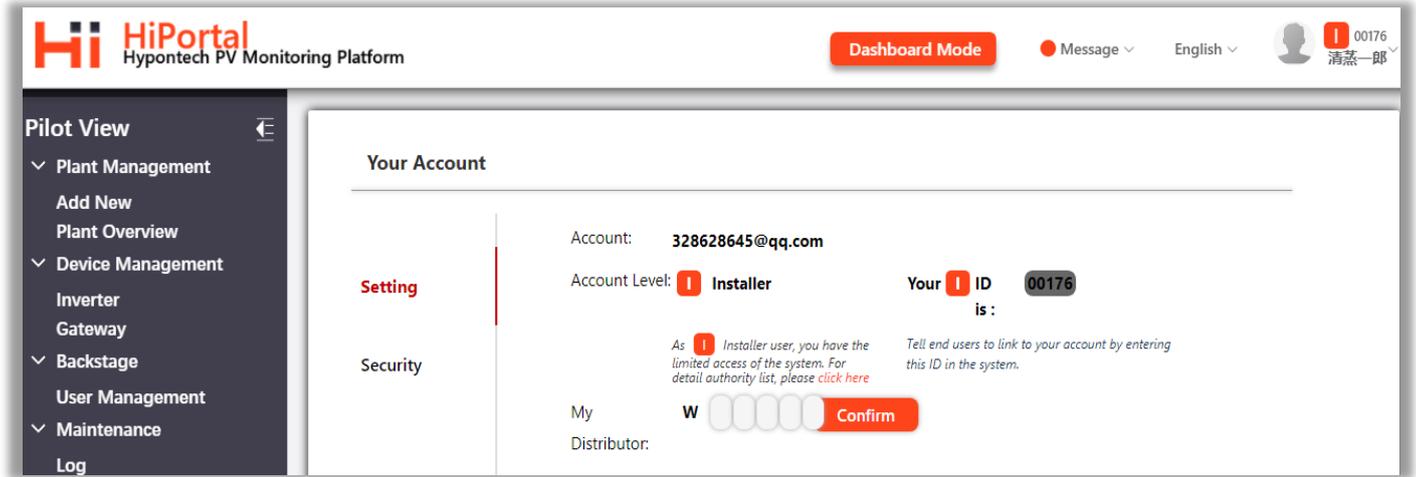


Figure 8. Installer Not Bound to Wholesaler

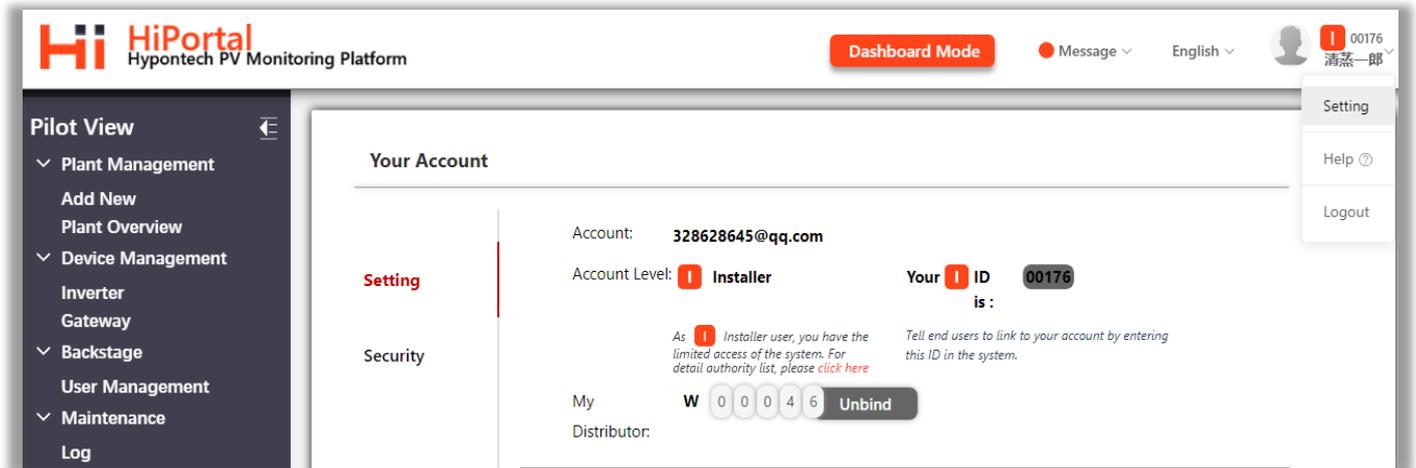


Figure 9 Installer Account Bound to Wholesaler

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## PART 2 Wholesaler / Distributor Account

### A. Become a Wholesaler account

All enquiries about becoming a Wholesaler Account require written authorization from Hypontech.

- After authorization, Hypontech can help you create a Whole-Saler account with the e-mail address you provided.
- The account will automatically generate a password, which will be sent to the e-mail address provided.
- You can log in to the HiPortal App or Web directly through this email and the password (**v2.hypontech.com**)
- ❖ If you have registered Hiportal as a End-User account before, provide your e-mail or account ID for Hypontech,leave the rest to us.

### B. User Management of Wholesaler Accounts

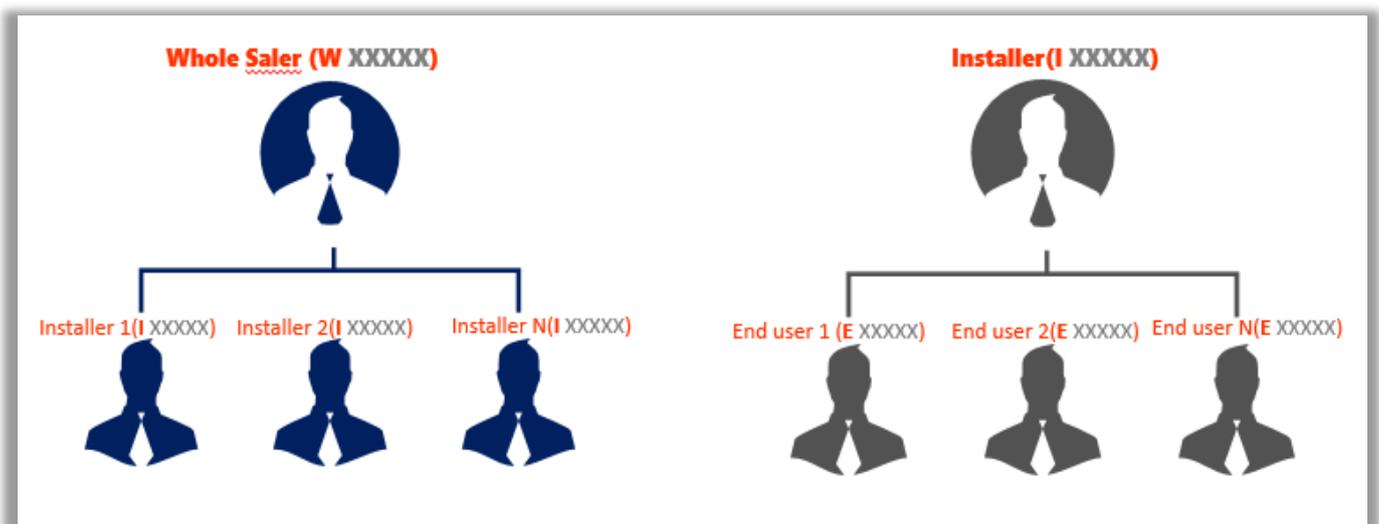


Figure 10. User Management – Wholesaler, Installer & End-Users

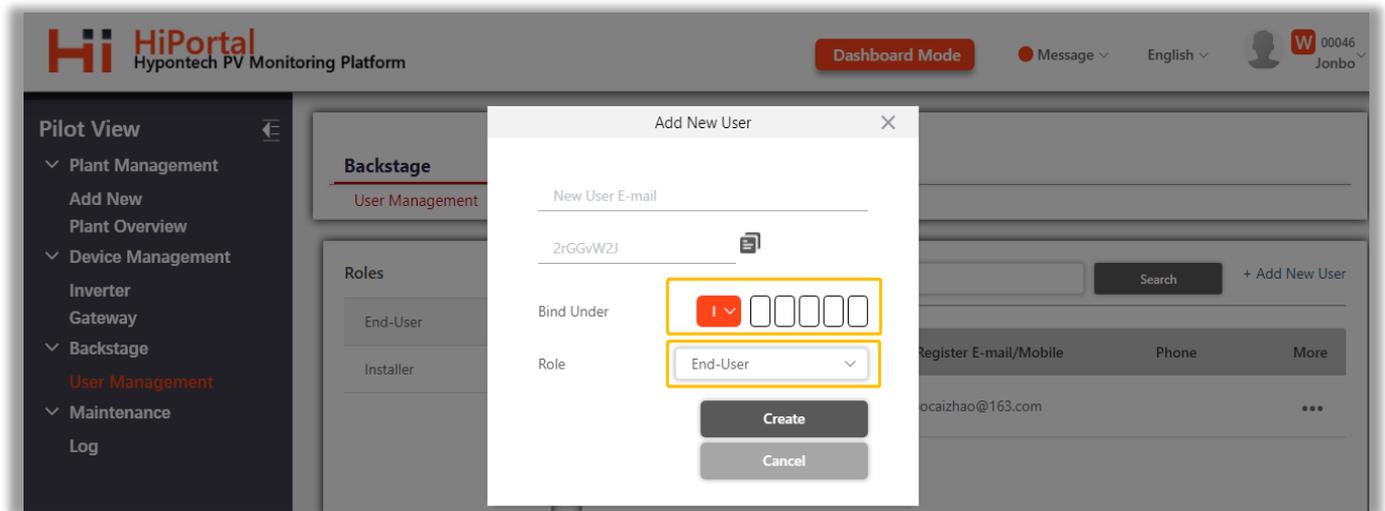


Figure 11. User Management - Wholesaler

➤ **What Wholesaler account can do**

- 1) Creating plant, adding device
- 2) Help customer to create HiPortal account, and can create two levels of accounts for end users and installers

**ATTENTION**

When helping customer to create an **End-User** account, this account MUST be bound to an **Installer Account** under **Wholesaler Account** at the same time so the plant remains visible to Wholesaler account.

When an **Installer Account** is created through a **WholeSaler Account**, the **Installer Account** will be automatically bound to **Wholesaler Account**.

After the **Installer Account** is bound to the **Wholesaler Account**, the **Wholesaler Account** can view and manage all solar plants under the Installer account

➤ **What Wholesaler CANNOT do:**

- 1) As a **Wholesaler Account**, you CANNOT directly bind an **End User** account to your account. That is, cross-level binding is not allowed.

## PART 3 Transfer Solar Plant

### Transfer your solar plant to any account

When installing multiple solar plants as an installer or distributor, instead of logging into the owner's account and create a plant then log into another, it would be much easier to **create multiple solar plants in our own account directly, then transferring them to the plant owner's account.**

Only when we ensure that these solar plants are operating normally, we will transfer them to the end users. **Transfer function** is designed for this scenario.

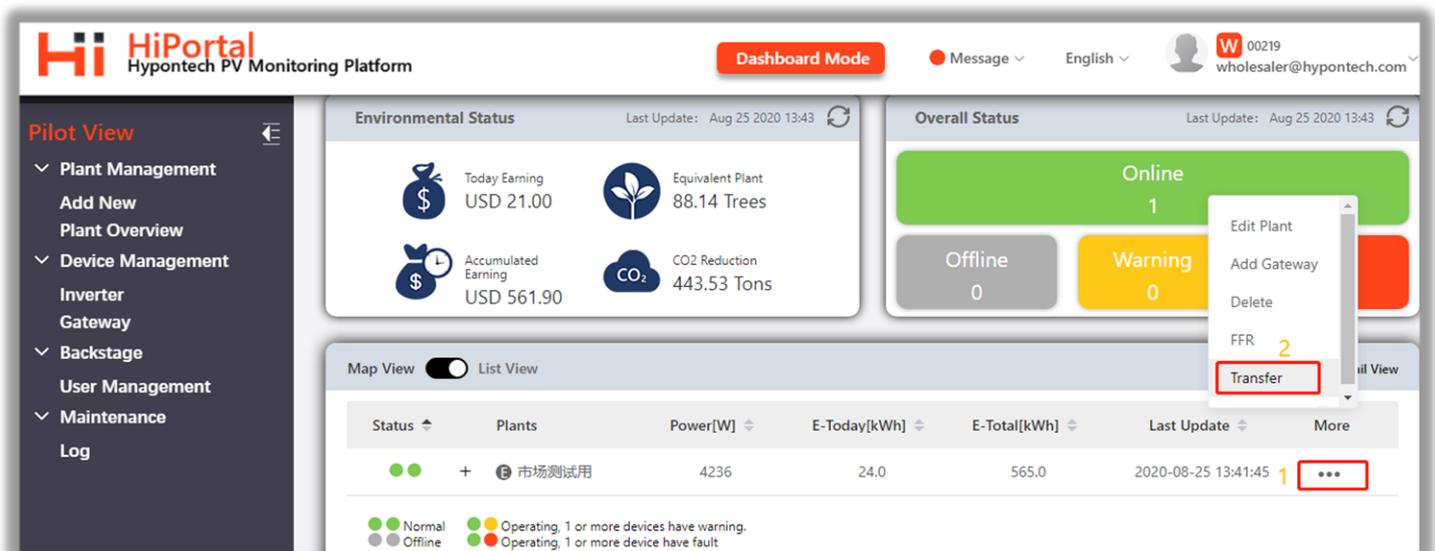


Figure 12. Transfer solar plant 1

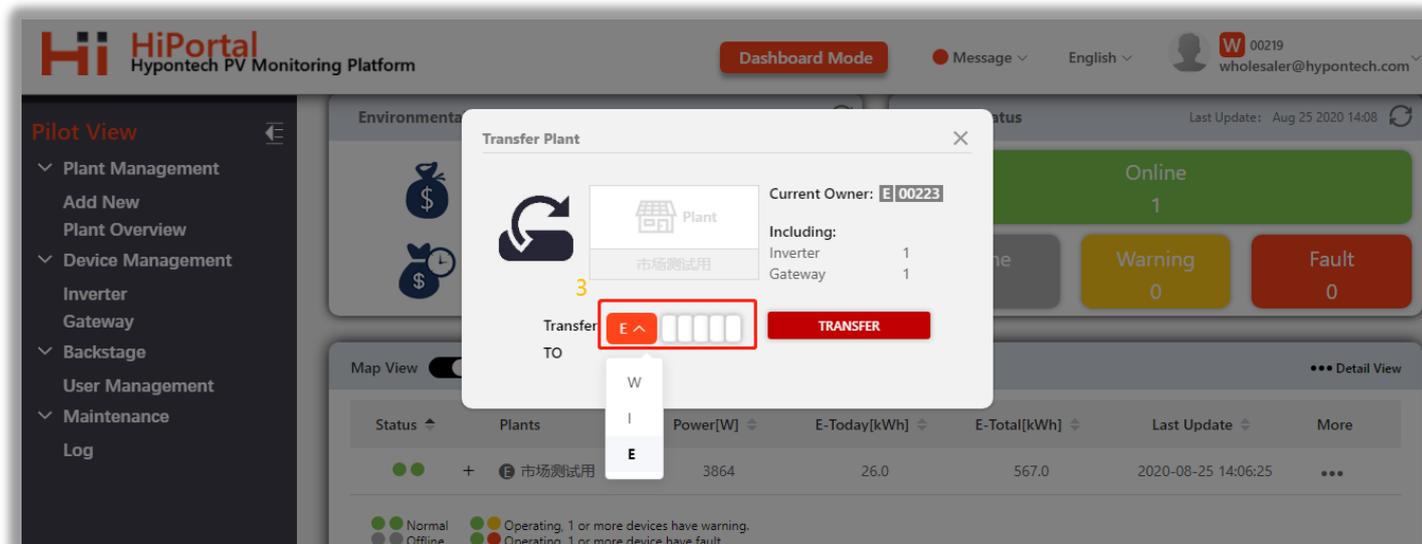


Figure 13. Transfer solar plant 2

As shown in **Figures 12** and **13**, when you want to transfer a solar plant, you need to enter **the ID of the account for the plant to be transferred**. The ownership of the solar plant will be transferred immediately.

### ATTENTION

The transfer can only be carried out in the form of a solar plant, and the transfer of device is not supported.

### After the solar plant is transferred, can I still see it?

**Visibility of the plant** after transfer could differ from case to case, depending on **account binding relationship** of “transferrer” and “receiver”.

A. **Receiving account bound UNDER transferring account** (e.g. End-User receiving from his/her Installer)

With ownership transferred to the receiving account, the visibility of solar plant will still be available for the transferring account

B. **Receiving account bound ABOVE transferring account / Accounts NOT bound to each other**

With ownership transferred to the receiving account ABOVE your account, or not bound to your account, the visibility of solar plant will NOT be available for the transferring account until binding relationship is built.