

Enphase Installer Portal training guide



Installer Portal training guide: Contents

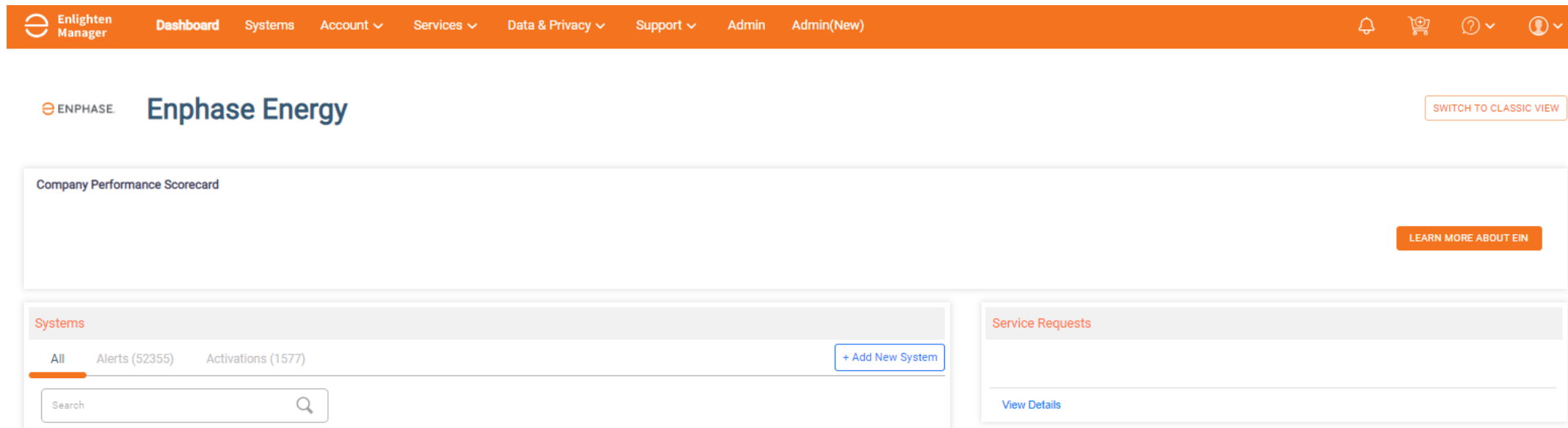
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Introduction

The Enphase Installer Portal provides mobile tools for installers to monitor and manage multiple systems from any online device.

The Enphase Installer Portal combines all information installers need to design, install, and manage Enphase Energy Systems.

Access the Enphase Installer Portal



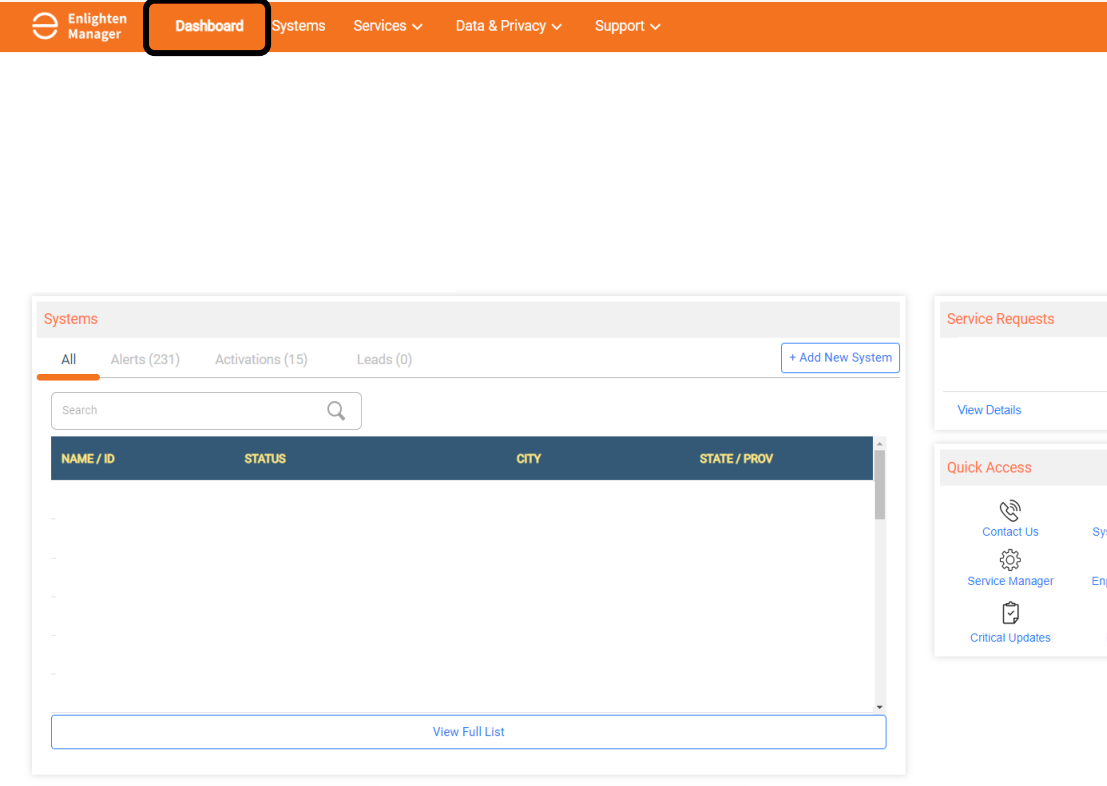
Functions

Learning objectives

- Understand the five primary Enphase Installer Portal tabs and the features they contain.
 - Alerts
 - Activations
 - Systems
 - Services
 - Support

The Enphase Installer Portal displays an overview of the installer's customer sites.

The main landing page is called the **Dashboard**.



Functions

From the Dashboard, installers can view different site functions.

The screenshot below shows available functions:

The screenshot displays the Enphase dashboard interface. The 'Systems' section (1) features filters for Alerts (231), Activations (15), and Leads (0), with a '+ Add New System' button (3). Below these is a search bar and a table with columns: NAME / ID, STATUS, CITY, and STATE / PROV. The 'Service Requests' section (4) shows a summary of Total Cases (New, In Progress, Resolved) and a 'View Details' link. The 'Quick Access' section (5) provides a grid of hyperlinks for various tools and resources. A vertical 'Feedback' button is located on the right side of the dashboard.

NAME / ID	STATUS	CITY	STATE / PROV
-----------	--------	------	--------------

Service Requests			
Total Cases	New	In Progress	Resolved
View Details			

Quick Access			
Contact Us	System Configurator	Service Shortcuts	Installer Newsletter
Service Manager	Enphase Community	Enphase Store	Commercial
Critical Updates	Documentation	Brand Library	Training

1. View Alerts
2. View Activations
3. Add New System to site
4. View Service Requests
5. Select Quick Access hyperlinks

Enphase Installer Portal: Alerts

Alerts indicates which sites are currently affected and the type of alert impacting the site.

All

Alerts (56157)

Activations (1693)

Search

Filter

NAME / ID	STATUS	CITY	STATE / PROV
Microinverters Not Reporting		Thame	-
Meter Issue		Benalmádena	AND
Meter Issue		Réguisheim	-
Meter Issue		Weiden in der Oberpf...	BY
Meter Issue		Eltziego	PV
Meter Issue		Castricum	NH

View Full List

Enphase Installer Portal: Activations

The **Activations** tab allows installers to choose which stage of activation to view, as well as what steps are needed to complete commissioning.

Showing 1 to 10 of 774 systems

extend coverage
Labor Protection Program

change columns

Status	Issues	Name	Installer	Street Address	State/Prov	Country	Past 7 Days	% of Estimated (Lifetime)	Cell Modem	My Company's Reference
Gateway Not Reporting	1 Issue				CA	US	0 Wh		0	
Normal	No Issues				CA	US	168 kWh		0	
Normal	No Issues				CA	US	65.2 kWh		0	
Normal	No Issues				CA	US	45.8 kWh		0	

All Systems

Energy

Today
15.5 MWh

Feedback

Enphase Installer Portal: Activations

AllAlerts (51676)Activations (1571)

+ Add New System

Search

NAME / ID	STATUS	CITY	STATE / PROV
Test	1 - Started	Santos	CA
-			
-			
-			
-			

View Full List

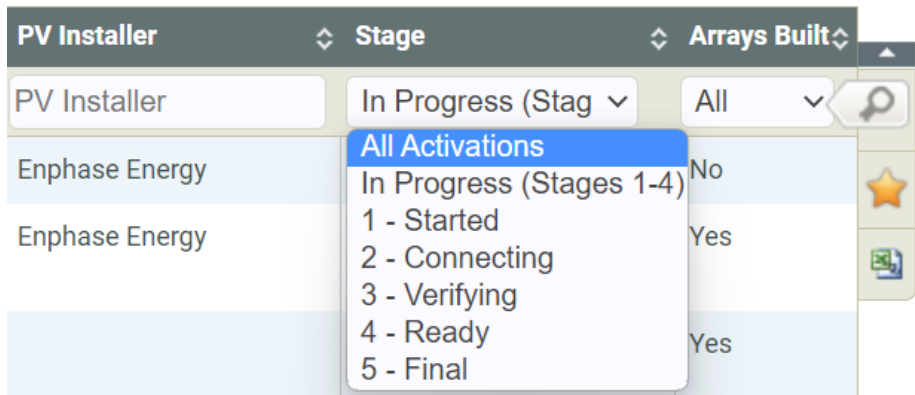
To add a new system, select **Add New System**.

To view the full list of activations, select **View Full List**, where an installer can view or amend an existing activation. The **Activations** page will open.

Enphase Installer Portal: Activations

In the Activations page, select from the list of activations or use the search tools to view more details.

Use the **Stage** drop-down menu to help filter the search.



Once a site is selected, a new page will appear.

Enphase Installer Portal: Activations

The selected site's time, date, and last update will be displayed in the **Activation Checklist**.

The screenshot displays the Enphase Installer Portal interface. The top navigation bar is orange and contains the Enphase logo, 'Enlighten Manager', and links to Dashboard, Systems, Account, Services, Data & Privacy, and Support. On the right side of the navigation bar are icons for help, shopping cart, and refresh. Below the navigation bar, the 'Systems' section is active, and the 'Activations' tab is selected. The main content area is divided into two columns. The left column contains a form for system details, including fields for *Name, *Type (set to Residential), Third Party Owned (ex: PPA or Leased), Owner, Location (*Street Address), and a field for the system ID (38.4779068). The right column contains a 'Need Help?' link and an 'Activation Checklist' section. The 'Activation Checklist' is a table with four rows, each representing a stage of the activation process. The first row, 'Started', is highlighted with a black border and shows a progress bar at 5% complete. The subsequent rows are 'Connecting', 'Verifying', and 'Ready'. Each row has a status indicator (green checkmark for success, red X for failure) and a list of tasks. The 'Started' row shows 'Owner Entered' and 'Location Entered' as successful, and 'Gateway(s) Entered' as failed. The 'Connecting' row shows 'Gateway(s) Reported' as failed. The 'Verifying' row shows 'Good Communication Established' and 'System Operation Verified' as failed. The 'Ready' row shows 'Arrays Built', 'System Operational', and 'Access Granted to Owner' as failed. A 'Feedback' button is located on the right side of the page.

Enlighten Manager Dashboard Systems Account Services Data & Privacy Support

Systems

Activations

System

*Name

Installer Reference

*Type

Residential

☐ Third Party Owned (ex: PPA or Leased)

Owner

Location

*Street Address

38.4779068

Longitude

Delete This System

Need Help?

Get answers to common questions about the activation process.

Activation Checklist

Stage: Started 5% complete

Started	- Owner Entered 01/26/2023 09:41 AM PST - Location Entered 01/26/2023 09:41 AM PST - Gateway(s) Entered
Connecting	Gateway(s) Reported
Verifying	- Good Communication Established - System Operation Verified
Ready	- Arrays Built - System Operational - Access Granted to Owner

Feedback

Enphase Installer Portal: Activations

Installers can enter a site's production estimates in the **Activations** tab.

Production Estimate

Provide estimated system production data to enable production threshold and compare estimated to actual system performance. You may enter estimated production values for each array individually or for the system as a whole.

☐ Array-level production estimates (enter on the system settings page)

☒ System-level production estimate

Month	AC Energy (kWh)
January	
February	
March	
April	
May	
June	
July	
August	
September	
October	
November	
December	

Annual Degradation Factor

Percentage to reduce estimate each year to account for aging of PV modules.

%

Step 1

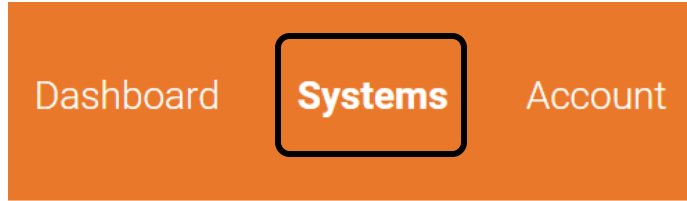
Scroll down to the **Production Estimate** section and select **System-level production estimate**.

Step 2

Type the kWh estimates for each month to set the production estimates.

Enphase Installer Portal: Systems

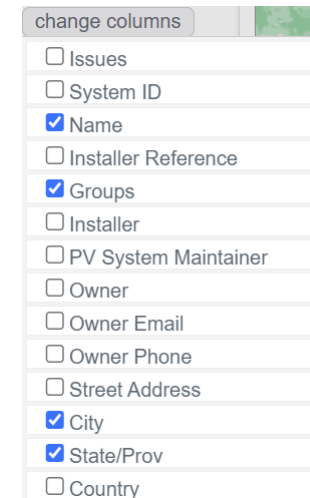
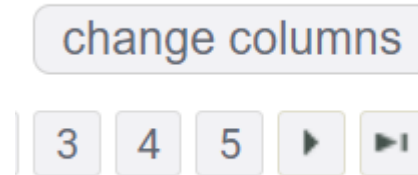
The **Systems** tab allows the installer to view all systems.



The **change columns** tab includes many options to assist in viewing system location, status, and production output.

A drop-down menu allows the installer to display or hide information by selecting or deselecting the checkboxes.

This feature greatly improves the fleet view for the installer, which is accessible by selecting the site name.



Enphase Installer Portal: Services

The **Services** tab allows admin installers to access company performance, service, and data and privacy tools.

Systems

Account ▾

Services ▾

Data & Privacy ▾

Account

Company Performance Scorecard

My Services

- [Enphase Store](#)
- [Labor Protection Program](#)
- [Permit Assistance](#) NEW
- [Incentive Programs](#) NEW
- [Design and Proposal Tool](#)
- [Design Review Service](#)
- [BOM Calculator](#)

My Data & Privacy

- [API Access](#)
- [3rd Party Reporting](#)
- [Grid Profiles](#)

Feedback

Enphase Installer Portal: Support

The **Support** tab provides access to the Enphase Community page, which addresses FAQs and installer question submissions.



The [Enphase Community page](#) also provides new product updates and information.

Learning check

- Explain the features within each of the five primary Enphase Installer Portal tabs.
 - Alerts
 - Activations
 - Systems
 - Services
 - Support

Site view details and Self Service

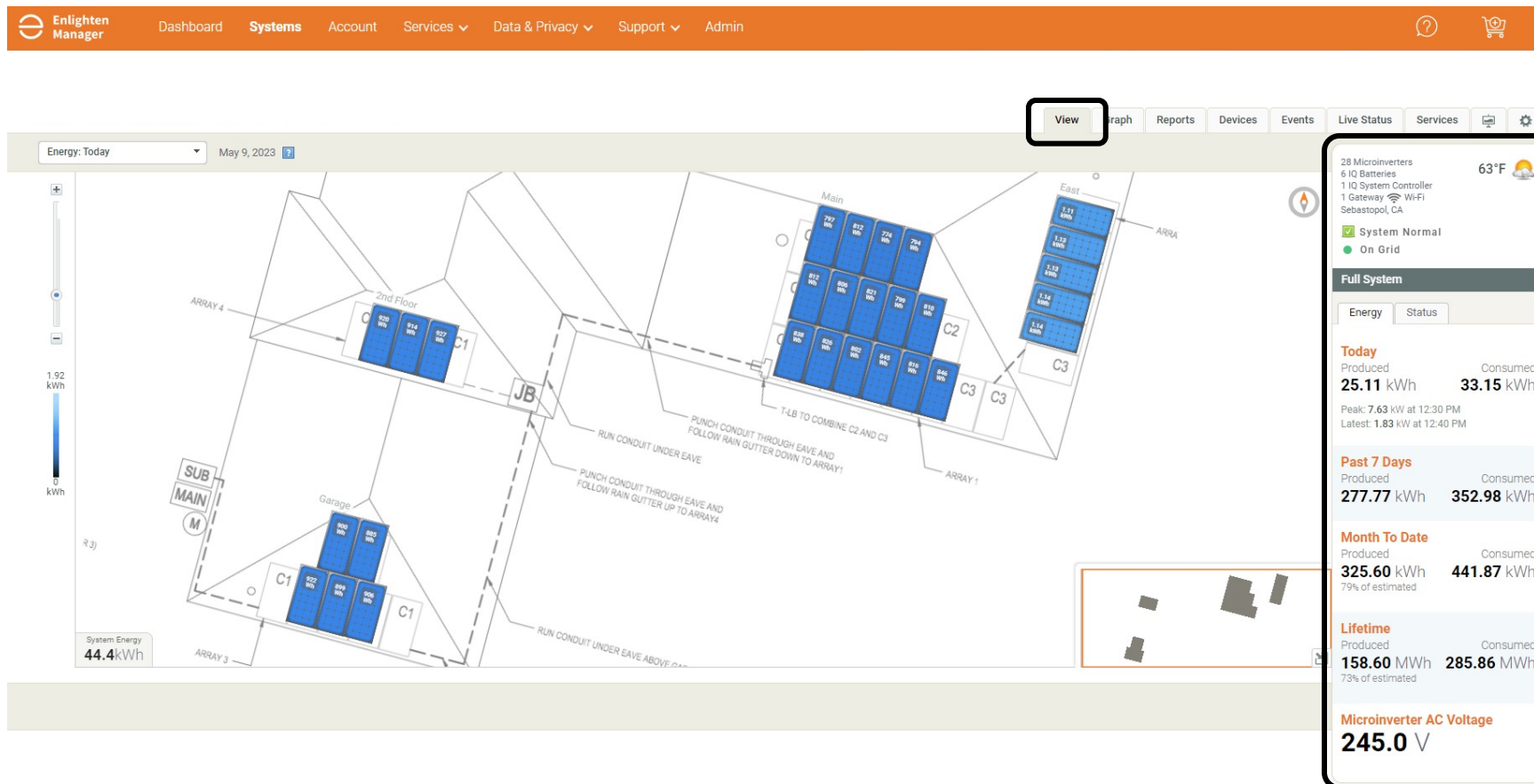
Learning objectives

- Understand the information available in each Site view.
 - Array panel
 - Graph
 - Reports
 - Devices
 - Events
 - Live Status
 - Services
 - Kiosk view
- Understand the settings options.
 - Labor Reimbursement
 - Installer Reference
 - Production Estimate & Threshold
 - Array Details
- Understand the Self Service options.
 - Request Return
 - Install Replacement
 - Gateway Replacement

Enphase Installer Portal: View

From the **Systems** page, select the **View** tab to view a site's current energy information.

The Array panel will appear, displaying an overhead rendering of the site.

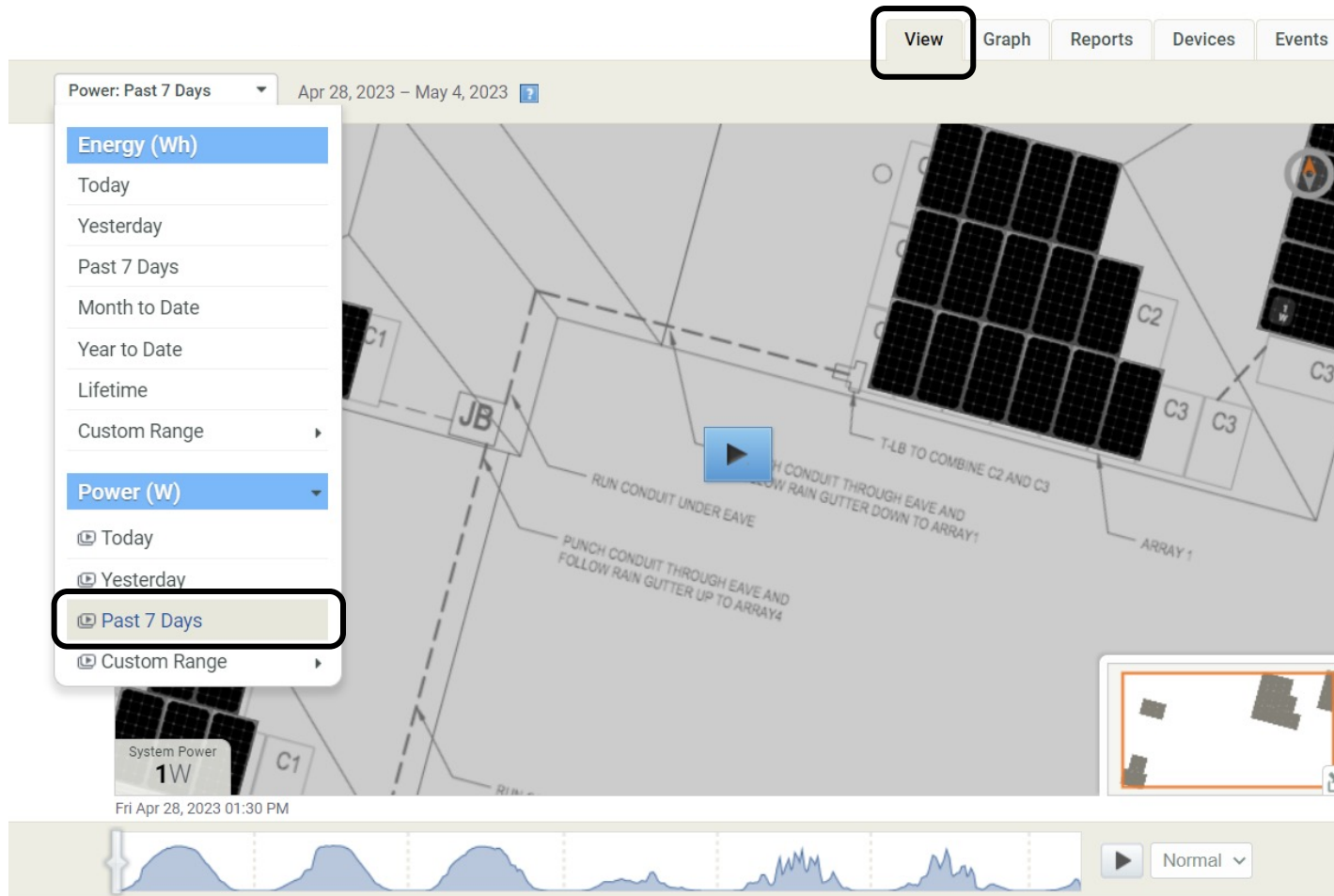


The side taskbar displays the key site information such as:

- Microinverter count
- IQ Battery count
- IQ Gateway count
- IQ Gateway connection type
- Site location
- Weather
- System status
- Energy produced

Enphase Installer Portal: Array panel

The array panel will display in the **View** tab, where installers can select the drop-down menu for Energy and Power.



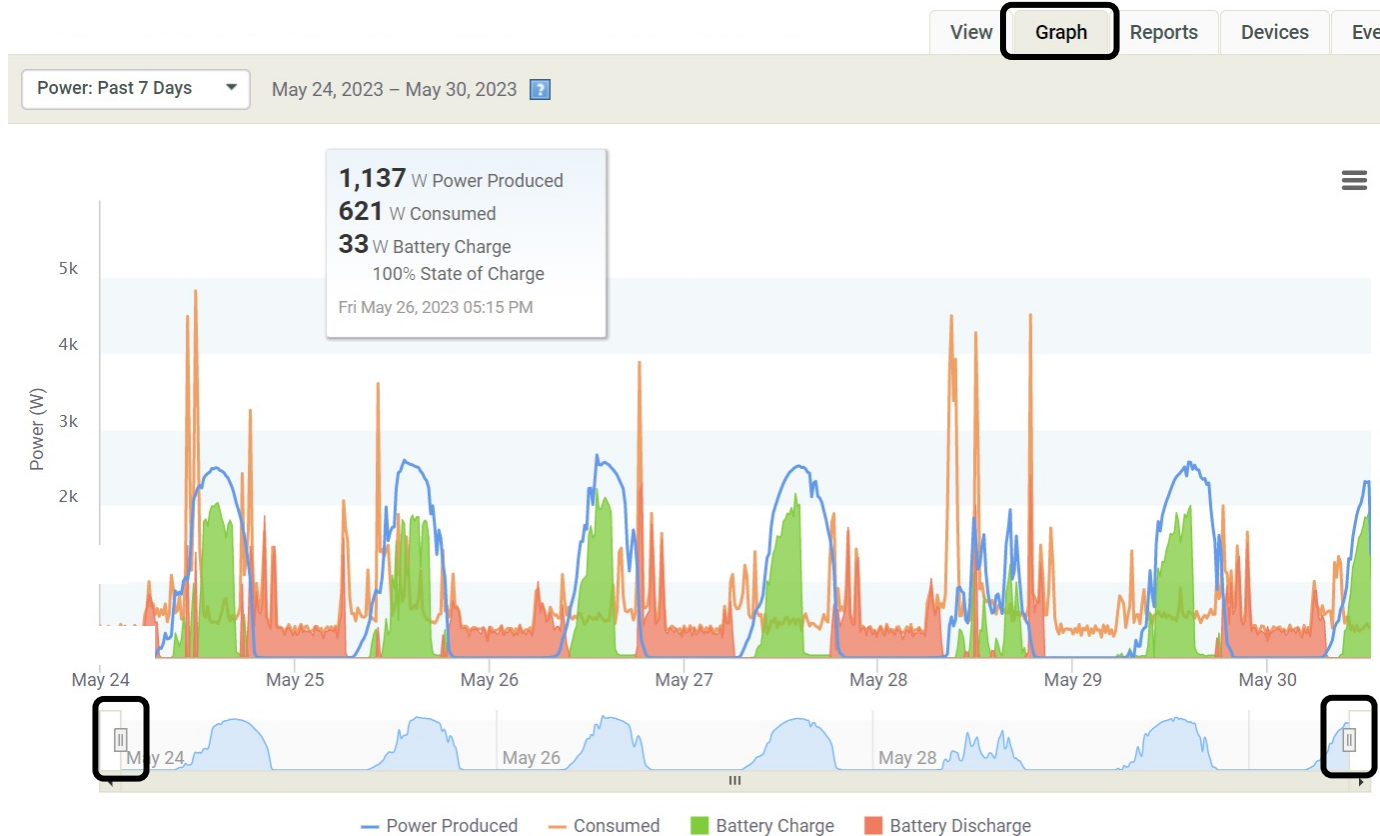
These options display a 7-day playback or custom ranges in the Array panel.

This feature helps identify specific events, shade, or production/reporting flags.

Installers can also select and isolate individual microinverters to gain function details from this view.

Enphase Installer Portal: Graph

The **Graph** tab allows installers to view production in detail.



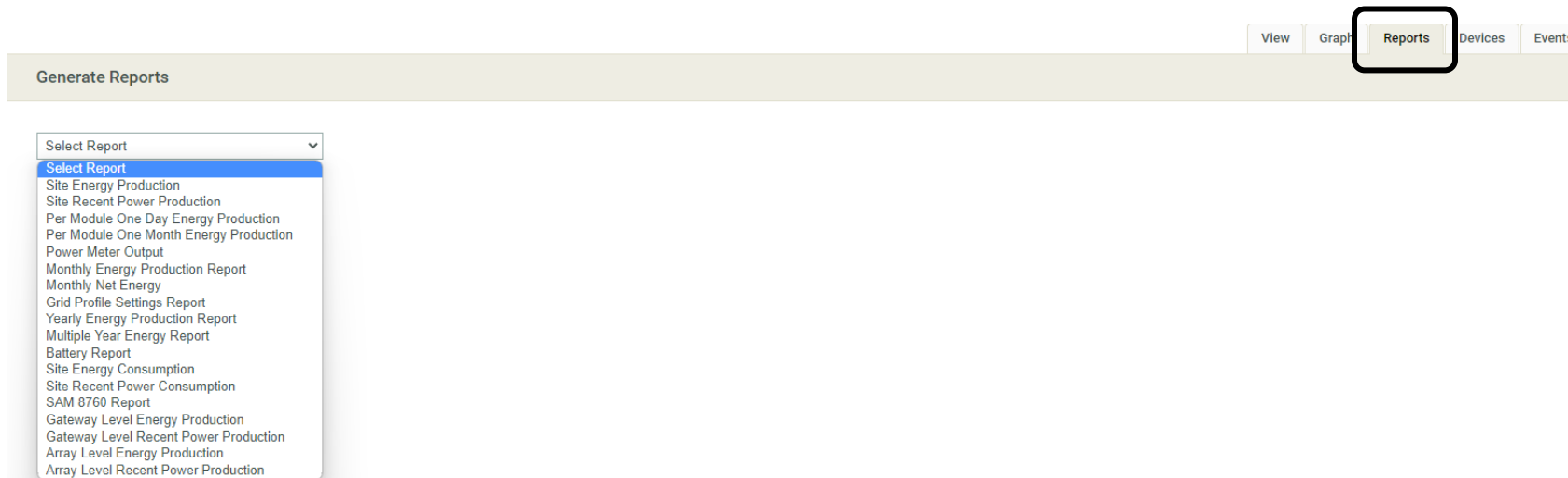
Installers can select the sliders (indicated above) to sample a specific day in a close-up view.

Hovering the mouse over the graph lines will indicate to installers the production details specific to the exact time.

Enphase Installer Portal: Reports

The **Reports** tab allows installers to select specified report details, verify system production continuity, and view consumption trends.

There are options to download, save, or email reports in the drop-down menu.



Top downloaded reports:

- Site Energy Production
- Site Energy Consumption
- Power Meter Output
- Monthly Energy Production Report

Enphase Installer Portal: Devices

The **Devices** tab allows installers to view active devices and their current status.

ViewGraphReports**Devices**Events

Communication Gateways

Name	Type	Connection	Cell Modem SKU Type	Cell Modem Plan End Date	Last Report	Status	IQ Battery Storage (Yes/No)
Gateway 122135075341	800-00555-r03 (IQ Gateway)	Wi-Fi	CELLMODEM-M1	09/30/2025 12:00 AM PDT	05/04/2023 11:49 AM PDT	✓ Normal	Yes

Production Meter

Meter Type	Part Number	Serial Number	Lifetime Energy	Last Report	Status
Enphase Integrated Production Meter Single-Phase (L-L)	800-00555-r03		23.0 MWh	05/04/2023 11:45 AM PDT	✓ Normal

The installer can view each device’s in-depth reporting details by selecting the blue hyperlinks.

1

Serial Number	Part Number	Firmware version	2	3	Lifetime Energy	4	Assembly part num	5	
Serial Number	Part Number	Firmware version	Phase	Average Real Power	Lifetime Energy	Sk	Assembly part num	Status	
☐	121712029906	800-00506-r07 (IQ6+)	520-00071-r01-v02.14.02	L1(A)	103 W	3.09 MWh	IQ6PLUS-72-2-US	880-00204-r46	☒ Normal

The installer can also view the following microinverter details:

- 1. Serial Number
- 2. Phase
- 3. Average Real Power
- 4. SKU
- 5. Status

Enphase Installer Portal: Devices

The **Devices** tab also features the **Add and/or Provision Microinverter** section.

☐		800-00506-r07 (IQ6+)	520-00071-r01-v02.14.02	L1(A)	106 W
☐		800-00506-r07 (IQ6+)	520-00071-r01-v02.14.02	L1(A)	104 W
☐		800-00506-r07 (IQ6+)	520-00071-r01-v02.14.02	L1(A)	103 W

Show microinverters

Add and/or Provision Microinverter

This will add and provision a microinverter; In case if microinverter is already added, only provisioning task is beir



The serial number is the only information the installer should input.

Enphase Installer Portal: Events

The **Events** tab provides details about events and their circumstances.

The screenshot shows the 'System: Events' page in the Enphase Installer Portal. The top navigation bar includes 'View', 'Graph', 'Reports', 'Devices', and 'Events' (which is highlighted). Below the navigation bar, there are five numbered labels: 1. Status, 2. Impact, 3. Device, 4. Event Name, and 5. Started. These labels correspond to the columns in the event table below. The table has a header row with dropdown menus for each column. The first row of data shows 'Current' for Status, a red square icon for Impact, 'Gateway 122134063603' for Device, 'Gateway not reporting' for Event Name, and 'Wed June 22, 2022 04:15 PM AEST' for Started. At the bottom left, there is a 'Show 10 events' dropdown. On the right side, there is a sidebar with system information: '20 Microinverters', '2 IQ Relays', '1 Gateway', 'Wi-Fi', 'North Lismore, NSW', and a temperature of '57°F'. Below this, there is a 'Gateway Not Reporting' alert. Further down, there is a 'Full System' section with 'Energy' and 'Status' tabs, and a 'Today 0.00 Wh' display.

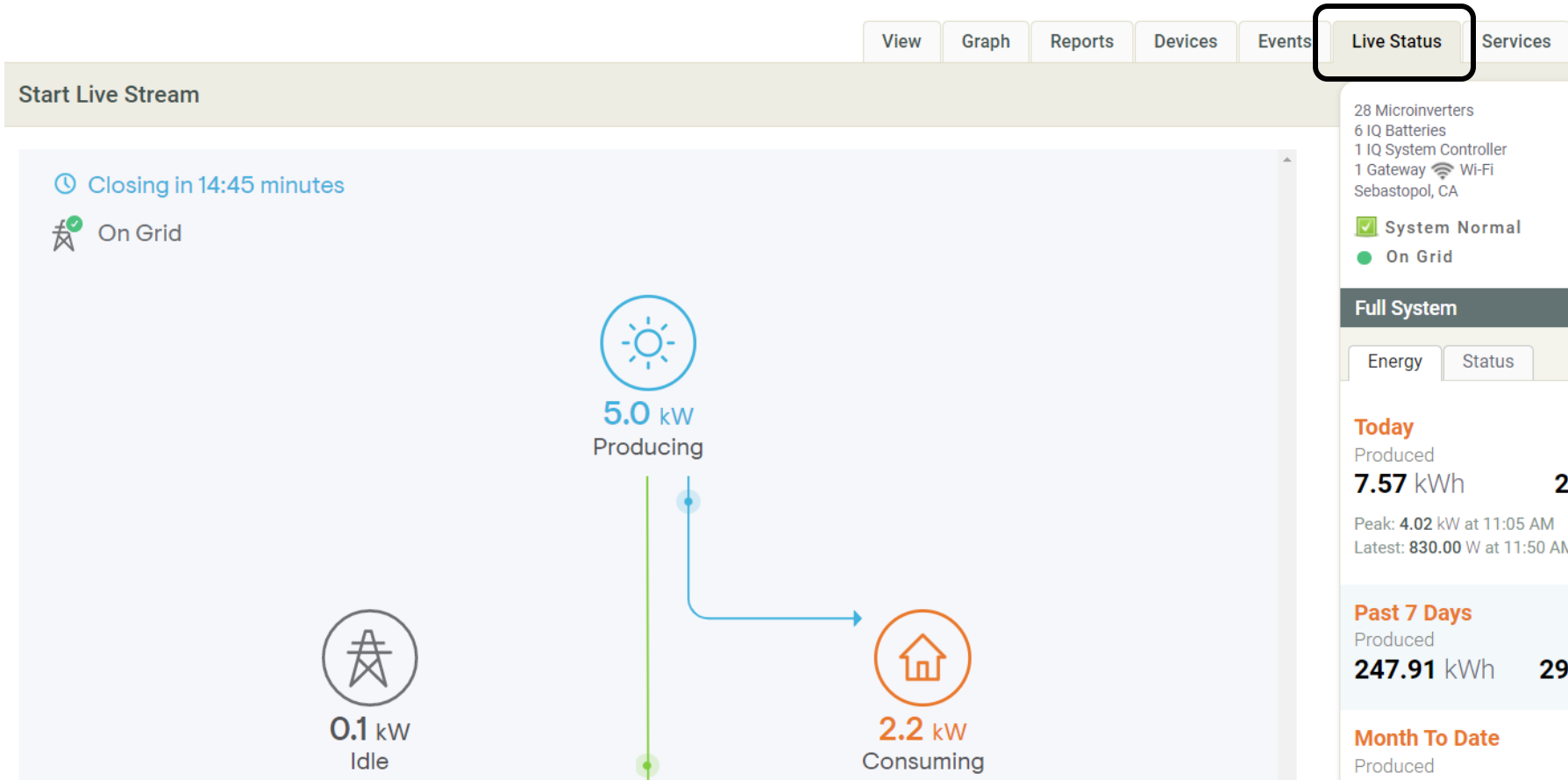
1 Status	2 Impact	3 Device	4 Event Name	5 Started
Current		Gateway 122134063603	Gateway not reporting	Wed June 22, 2022 04:15 PM AEST

Event details and circumstances

1. Status: Type of event (production-related, reporting-related, etc.)
2. Impact: Importance of alert
3. Device: Which device is impacted
4. Event Name: Type of event (ACVOOR, ACFOOR, etc.)
5. Started: Timestamp of flagged event

Enphase Installer Portal: Live Status

Live Status allows the installer to verify real-time production of a system with IQ Gateway software versions 7.0.104 and above.



If Consumption CTs are installed, installers can see export details in real time.

If the system has batteries, installers can monitor charge and discharge in real time.

Enphase Installer Portal: Services

The **Services** tab details the Self Service options an installer can access.

ViewGraphReportsDevicesEventsLive Status**Services**

Services

Create an SGIP Application

Self Generation Incentive Program (SGIP) is a California State Program that helps homeowners pay for energy storage with an incentive payout.

Through this service, Enphase helps you to apply for SGIP incentive for your IQ Battery installations.

Apply Here

Create a Permit Request

This service allows you to request a Permit package from Enphase that you can then submit to AHJs for final permit approvals. The service will support packages for both solar and/or storage projects.

Apply Here

28 Microinverters
6 IQ Batteries
1 IQ System Controller
1 Gateway Wi-Fi
Sebastopol, CA

57°F

System Normal

On Grid

Full System

EnergyStatus

Today

ProducedConsumed

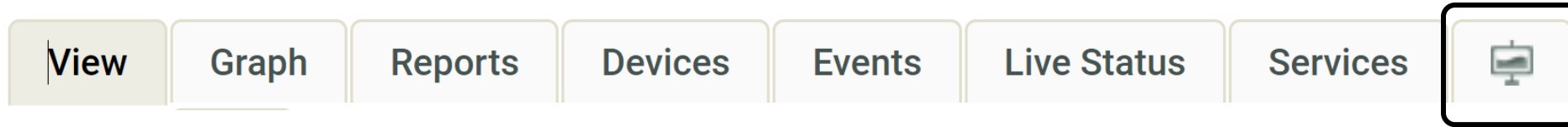
Installers can create SGIP Applications and create Permit Requests.

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Enphase Installer Portal: Kiosk view

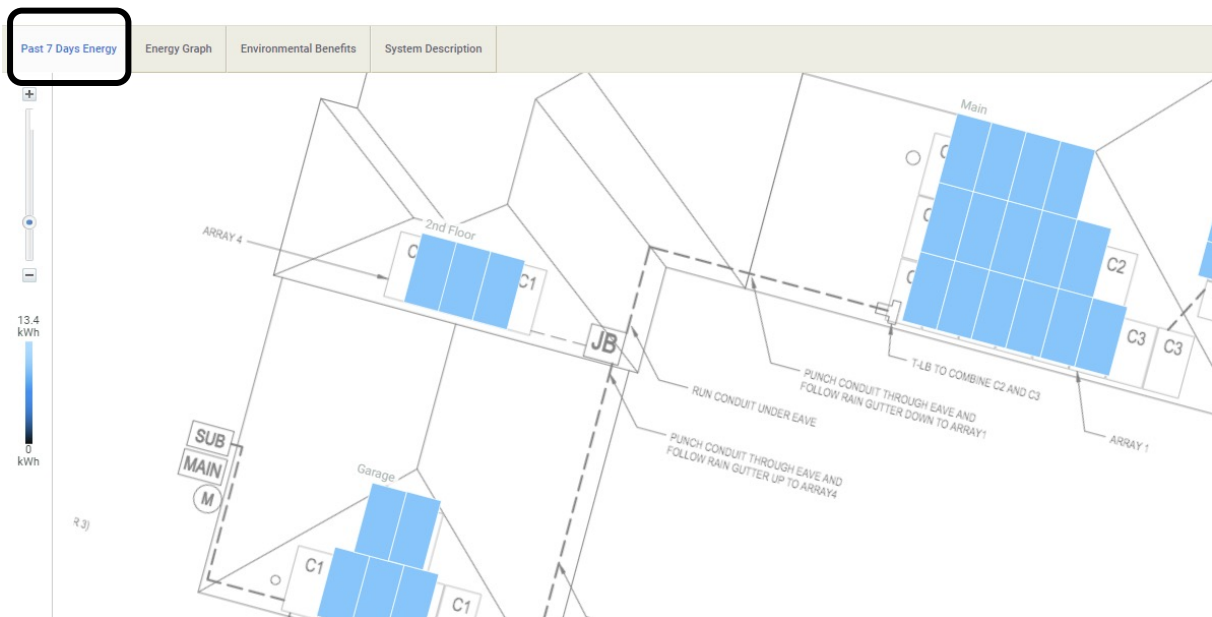
The **Kiosk view** is accessed by selecting the icon shown below, on the right of the screen.



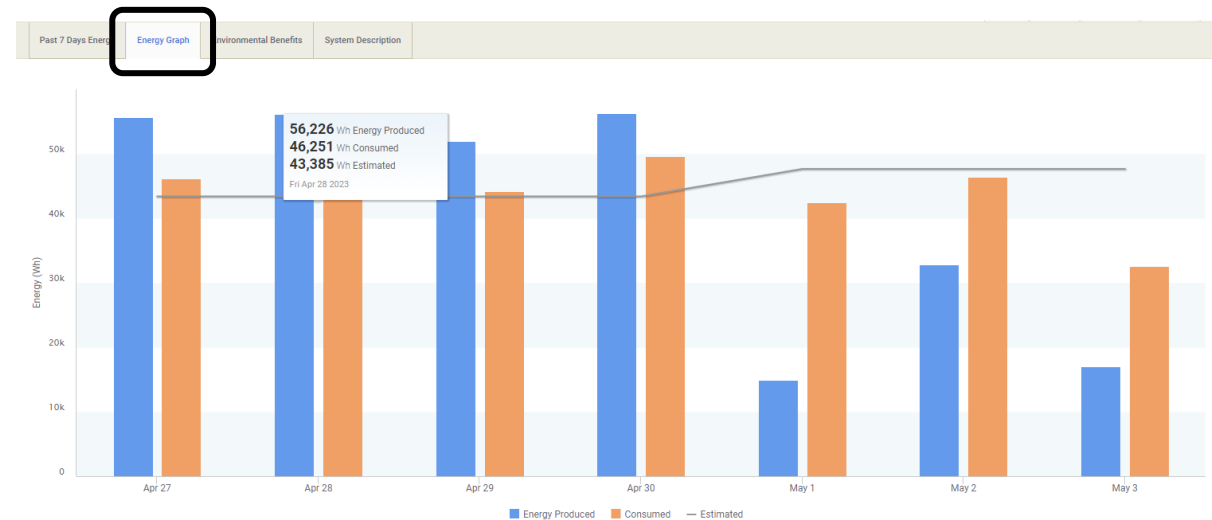
Once selected, a new screen will display system details under four sub-tabs:

- Past 7 Days Energy
- Energy Graph
- Environmental Benefits
- System Description

Enphase Installer Portal: Kiosk view

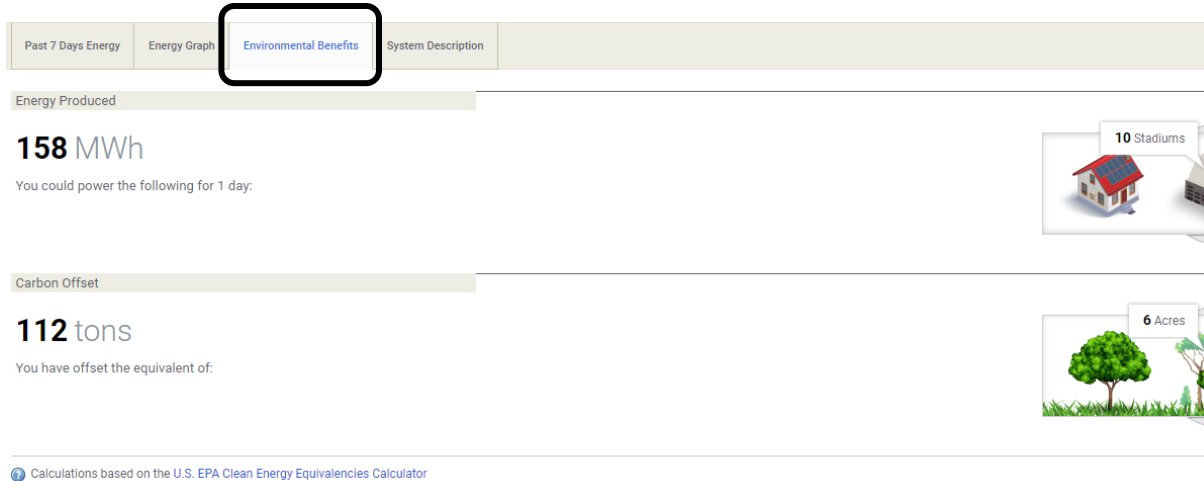


The **Past 7 Days Energy** tab provides a seven-day energy view.

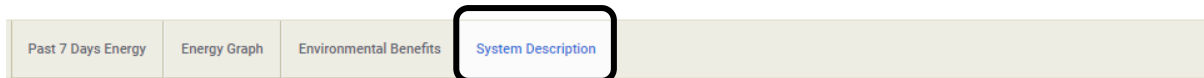


The **Energy Graph** tab displays a graph indicating daily production totals in kWh.

Enphase Installer Portal: Kiosk view



The **Environmental Benefits** tab provides a breakdown of energy output capability and ecological impact.



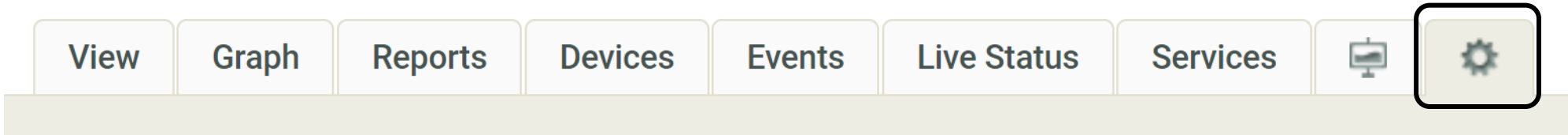
The **System Description** tab contains a few basic details about the system.

The system currently includes 28 solar modules in four separate arrays in order to maximize energy production from a complex roof.

In 2020, the system was upgraded with Ensemble backup.

Enphase Installer Portal: Settings

Select the **Settings** gear icon to locate most of the Self Service options.



The **Settings** tab provides basic site information relating to the owner, the installer, and system location.

A screenshot of the 'Overview' section of the Settings page. It contains two columns of form fields. The left column has 'Name' and 'Owner' (callout 1), 'System ID' (callout 2), and a section for 'Installer Reference' (callout 3) which includes 'N/A', 'My Company's Reference' with an input field, and 'Other References'. The right column has 'System Location' with a location pin icon (callout 4) and a 'Maintained by' section (callout 5) which includes 'Address', 'Customer Support Email', 'Customer Support Phone', and 'Website URL'.

1. System owner information
2. System ID
3. Installer Reference
4. System Location
5. Installer contact information

Settings: Labor Reimbursement

The **Settings** page also provides a Self Service option to apply for labor reimbursement or an extended warranty period.

Labor Reimbursement

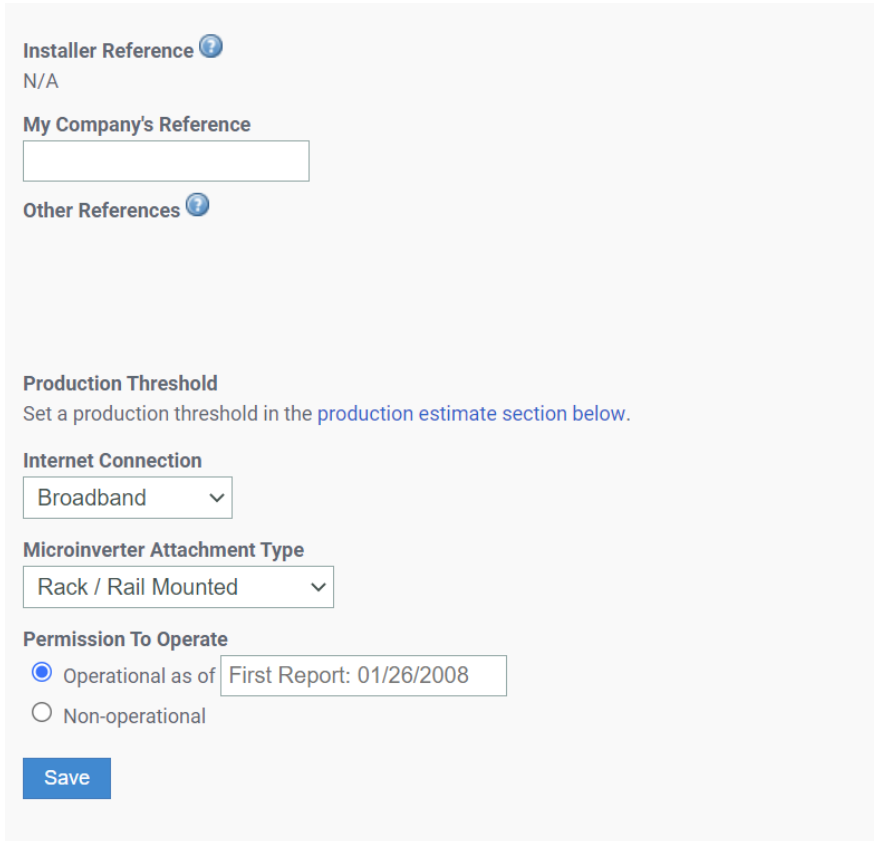
Enphase Energy provides a discretionary reimbursement, payable to solar-installers having to perform onsite labor for the purposes of a product warranty RMA. This labor reimbursement is separate from the written, product warranty itself. Eligibility for the reimbursement is dependent on the date the unit was activated and the specific product(s) installed.

In order to qualify:

- Must be an reimbursement eligible product as determined by Enphase.
- Defective microinverter must have previously been detected and monitored by Enlighten monitoring software.
- The unit installation date must be within two years of the claim date.
- The defective microinverter must be returned to Enphase Energy if instructed to do so per the RMA approval.
- No claims older than 3 months will be approved.

Settings: Installer Reference

The **Installer Reference** section allows the installer to input **My Company's Reference** for ease of access.



The screenshot shows the 'Installer Reference' settings page. At the top, there is a header 'Installer Reference' with a help icon. Below it, the status is 'N/A'. A section titled 'My Company's Reference' contains a text input field. Below that is a section titled 'Other References' with a help icon. Further down, there is a 'Production Threshold' section with a note: 'Set a production threshold in the [production estimate](#) section below.' Below this is an 'Internet Connection' section with a dropdown menu set to 'Broadband'. Next is a 'Microinverter Attachment Type' section with a dropdown menu set to 'Rack / Rail Mounted'. Finally, there is a 'Permission To Operate' section with two radio buttons: 'Operational as of' (selected) and 'Non-operational'. The 'Operational as of' option has a text input field containing 'First Report: 01/26/2008'. At the bottom left of the form is a blue 'Save' button.

Installer Reference features:

- Set and view Production Threshold estimates
- Change and view Internet Connection type
- Change and view Microinverter Attachment Type
- Change and view Permission To Operate status

Settings: More features

System Weather

☒ Show weather features for this site

Save

Energy and Power Display

Production Readings

Microinverter Measurements ▾

Meter settings have been moved to the [device page](#) under each

Save

Summary/Kiosk View

Select the information you'd like to display on the system's Summary/Kiosk view.

☒ System View

Past 7 Days Energy ▾

☒ Energy Graph

☒ Environmental Benefits

☒ System Description [edit](#)

☒ Photo Gallery [edit](#)

Save

System Weather

Displays weather for system location, allowing installers to identify environmental production inhibitors.

Energy and Power Display

Shows whether production is being measured via microinverter or via Production CT.

Summary/Kiosk View

Allows installers to edit details shown in Enphase Installer Portal tabs.

Settings: Production Estimate & Threshold

Production Estimate & Threshold allows installers to set a a Production Estimate, a percentage-based Annual Degradation Factor, and a Production Threshold.

Production Estimate & Threshold

Production Estimate

Provide estimated system production data to enable production threshold and compare estimated to actual system performance. You may enter estimated production values for each array individually or for the system as a whole.

☒ Array-level production estimates (enter or modify in [array details](#) below)

☐ System-level production estimate

Annual Degradation Factor

Percentage to reduce estimate each year to account for aging of PV modules.

0.5

%

Save

Production Threshold

☒ Show "Production Issue" (🔴) of this system's energy production. over the past 90 days is less than 90% of estimated.

Time Period:

☒ 90 days

☐ 30 days

% of estimated:

90%

▼

Array-level estimates are based on percentages over time.

System-level estimates allow the installer to set monthly benchmarks for expected production.

Enphase recommends recording production for at least one month before setting estimates.

If monthly benchmarks are not met, a production issue alert will display in all platforms.

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Settings: Array Details

The **Array Details** section of the **Settings** tab links the installer to the Array Builder.

Array Details

Use Array Builder to create the virtual solar array.

Array Builder

Feedback

Array Name	# of Modules	Azimuth	Tilt	
25 Modules	25	100	15.0	Array Details ▼

This is where the array map can be built, adjusted, or updated with future equipment installation.

Enphase representatives CANNOT build, adjust, or update array maps for their clients. This is a critical Self Service feature for installers.

Self Service options

The **Self Service** section allows installers to request returns, replace equipment, or replace an IQ Gateway.

Self Service

Submit a microinverter or AC battery or IQ System Controller or IQ Battery or IQ Battery PCU warranty return request.

Request Return

Install a replacement microinverter or AC Battery.

Install Replacement

Replace Gateway

Select **Request Return** to submit a request for replacement equipment.

Select **Install Replacement** to retire defective equipment, provision new equipment, and update the array map.

Select **Replace Gateway** to automatically retire an old IQ Gateway and Provision the new IQ Gateway, including transferring /provisioning microinverters to the new IQ Gateway.

Self Service options: Request Return

To use the **Request Return** option, refer to the following instructions.

Request Return

*Shipment receiver (details of the person who is expected to receive the shipment at shipping address)

Select one ▾

*Shipping address (address where the new replacement device will be shipped)

We are unable to ship to PO Boxes, apologies for any inconvenience.

☐

☐

Select device type

Microinverters ▾

Select device(s)

Enter a serial number ... 🔍

Step 1

Select the shipping address from the list provided.

Step 2

Select the device type, enter the device’s serial number, and select the device.

Select **Submit**. An Enphase team member will process the request and follow up.

Self Service options: Install Replacement

To use the **Install Replacement** option, refer to the following instructions.

Install Replacement

Enter original device number

Enter a serial number ... 🔑

Enter replacement number

[Replace another device](#)

Submit

Step 1

Enter the original equipment device number.

Step 2

Enter the replacement number.

Press **Submit**.

Self Service options: Gateway Replacement

To use the **Gateway Replacement** option, refer to the following instructions.

Gateway Replacement

To replace an Gateway that has reported to Enlighten

- Verify in Enlighten that the system data up-to-date, then disconnect the old Gateway
- Install the new Gateway and ensure that it is reporting to Enlighten
- Select old Gateway the serial number and enter the new Gateway serial number below

Old Gateway

New Gateway

This will retire the old Gateway and provision the new Gateway with Microinverters, AC Batteries or IQ-Relays that were reporting to the old Gateway. IQ Batteries or IQ System Controller need to be provisioned again with the new Gateway using ITK

Replace Gateway

Step 1

Confirm that the new IQ Gateway is online and connected.

Step 2

Select the old IQ Gateway from the drop-down.

Step 3

Enter the new IQ Gateway serial number.

Select **Replace Gateway**.

Learning check

- Explain the information available in each site view.
 - Array panel
 - Graph
 - Reports
 - Devices
 - Events
 - Live Status
 - Services
 - Kiosk view
- Explain the Settings options available.
 - Labor Reimbursement
 - Installer Reference
 - Production Estimate & Threshold
 - Array Details
- Explain the Self Service options.
 - Request Return
 - Install Replacement
 - Gateway Replacement

Customer Support

Learning objectives

- Understand how to resend Enphase access to customers.
- Understand how to update homeowner information.
- Understand how to update a grid profile.
- Understand how to disable user accounts.
- Understand how to enable and disable power production.
- Understand how to provide system access to subcontractors.

Resend Enphase
account access to
customers

Resend Enphase access to customers

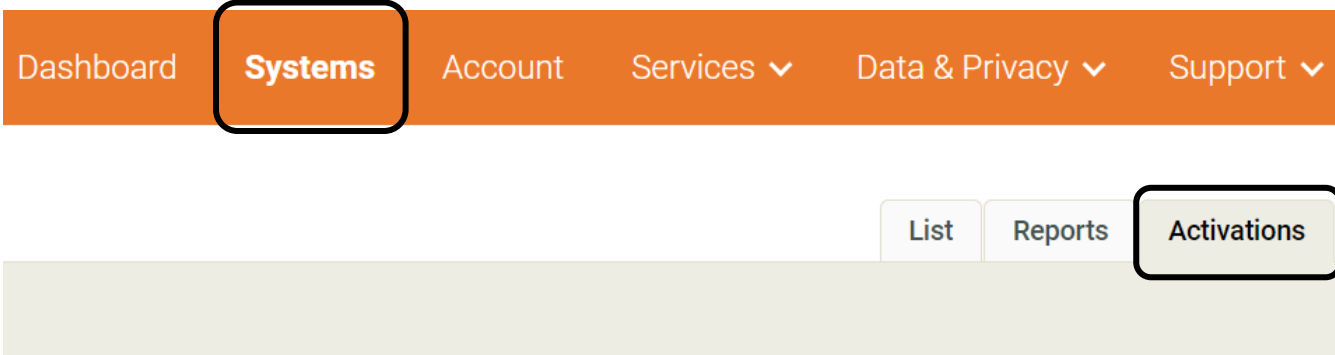
If a customer loses access to the Enphase App, an installer can resend access to the customer's email.

Step 1

Log in to the [Enphase Installer Portal](#).

Step 2

Select **Systems** from the top left of the taskbar.



Step 3

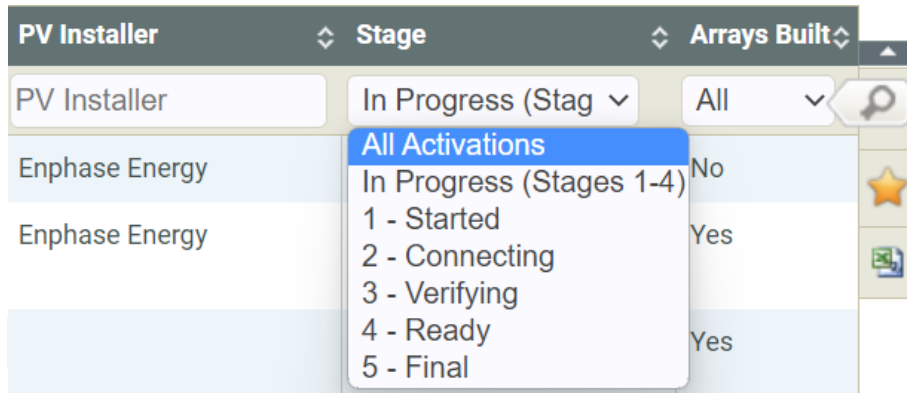
Select **Activations** from the top right tabs.

A drop-down menu will appear.

Resend Enphase access to customers

Step 4

Select **All Activations** from the **Stage** drop-down menu.



A new page will appear.

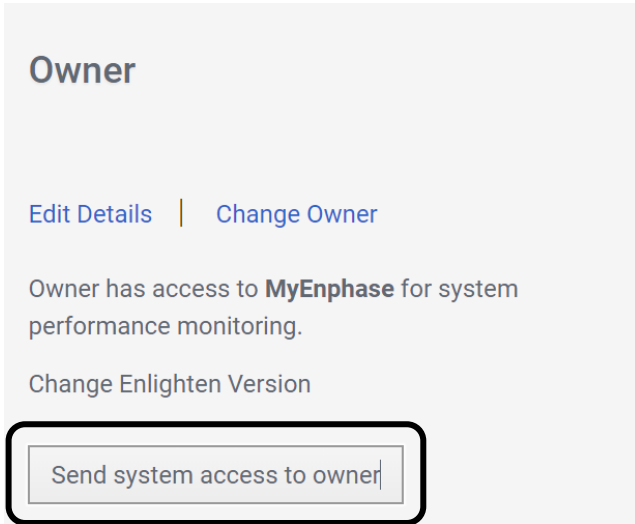
Step 5

Select the system name. The activation form will appear.

Resend Enphase access to customers

Step 6

Under the **Owner** section, select **Send system access to owner**.



Owner

[Edit Details](#) | [Change Owner](#)

Owner has access to **MyEnphase** for system performance monitoring.

[Change Enlighten Version](#)

[Send system access to owner](#)

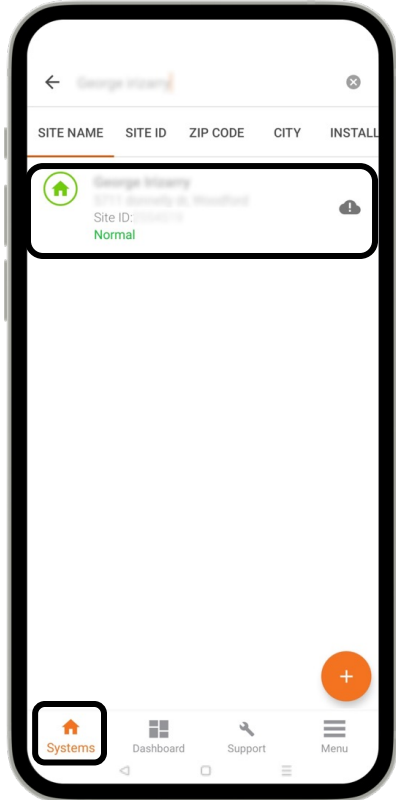
A new welcome email will be automatically sent to the email address listed on the activation form. This email will provide the customer with instructions to log in to the Enphase App.

Update homeowner
information



Update homeowner information

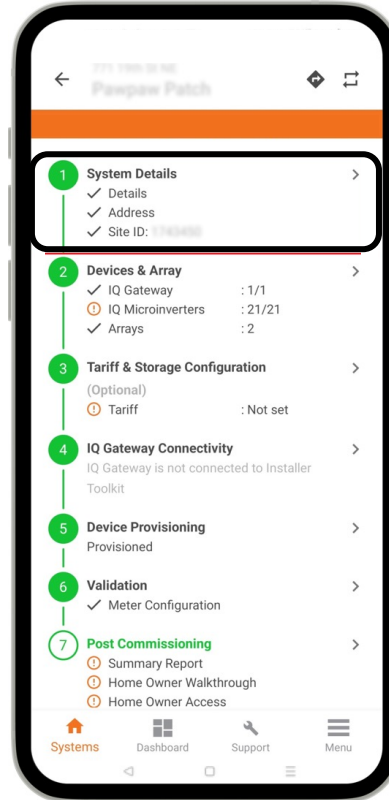
Installers can update a homeowner's personal information in the Installer App.



Step 1

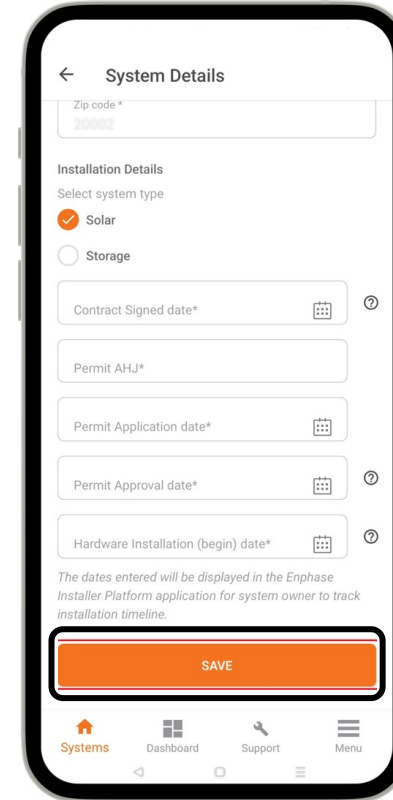
In the **Systems** tab, use the search bar to enter the Site Name or Site ID.

Select the site from the list that appears.



Step 2

Select **System Details** to view registered homeowner information, including contact information, site address, and installation details.



Step 3

Enter the updated homeowner information in the provided fields, then select **SAVE**.

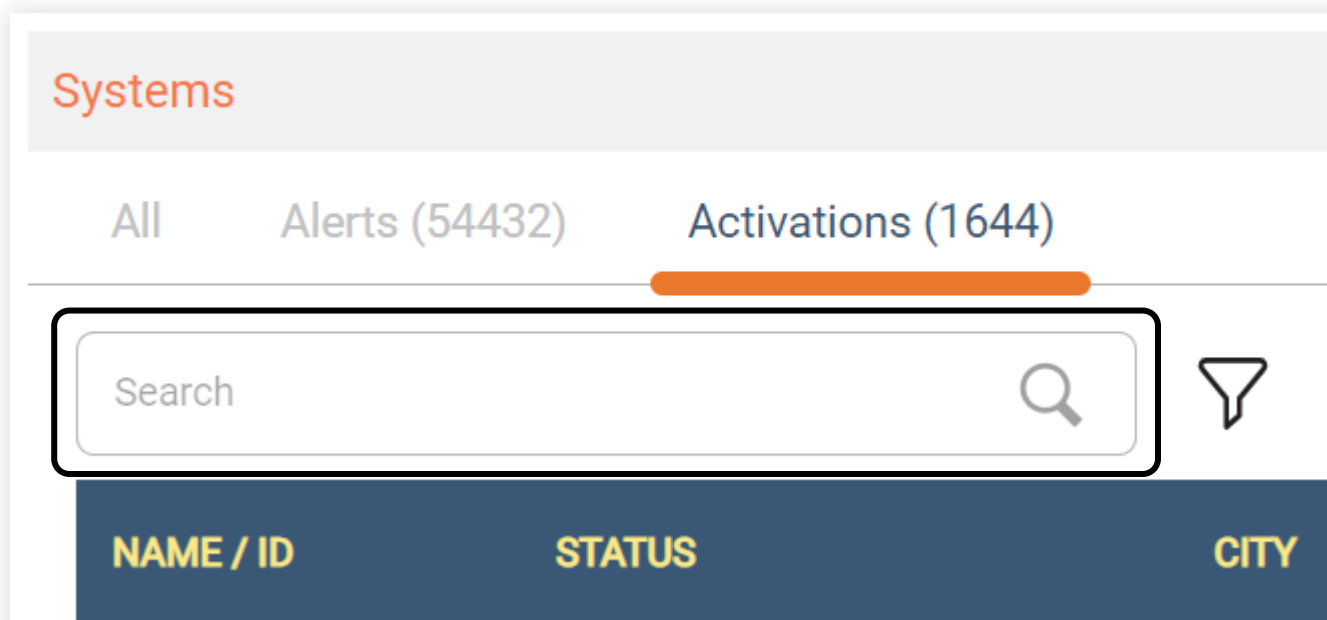
The homeowner will receive an automatic email containing the updated details.

Change grid profile



Change grid profile

Installers can change a site's grid profile in the Systems tab.



The screenshot shows the 'Systems' tab selected in the top navigation bar. Below it, the 'Activations (1644)' sub-tab is active and highlighted with an orange underline. A search bar with a magnifying glass icon is visible, and a filter icon (funnel) is to its right. Below the search bar, a table header is visible with columns: NAME / ID, STATUS, and CITY.

Step 1

Select the **Activations** tab.

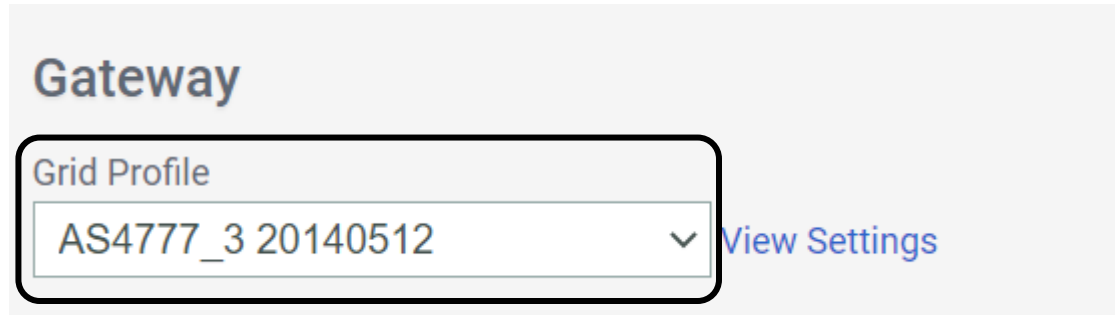
Step 2

Enter the Site ID, then select the correct site from the list that appears.

Change Grid Profile

Step 3

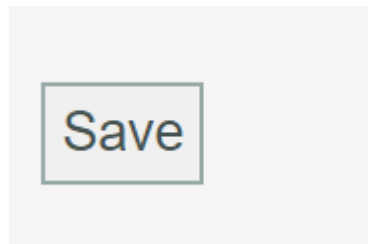
Scroll to the **Gateway** section and select the correct grid profile from the **Grid Profile** dropdown menu.



The screenshot shows a light gray rectangular area labeled "Gateway" in blue text. Inside this area, there is a "Grid Profile" dropdown menu with a white background and a black border. The dropdown is open, showing the selected profile "AS4777_3 20140512" and a downward arrow. To the right of the dropdown, there is a blue link that says "View Settings".

Step 4

Scroll to the bottom of the page and select **Save**.



The screenshot shows a light gray rectangular area containing a "Save" button. The button is a simple rectangle with a thin gray border and the word "Save" in a dark gray sans-serif font.

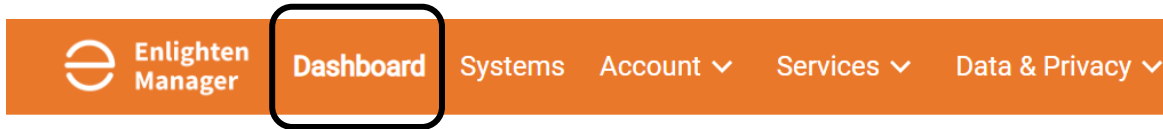
Disable user account

Disable user accounts

Only installers with admin access in their company's account can disable user accounts.

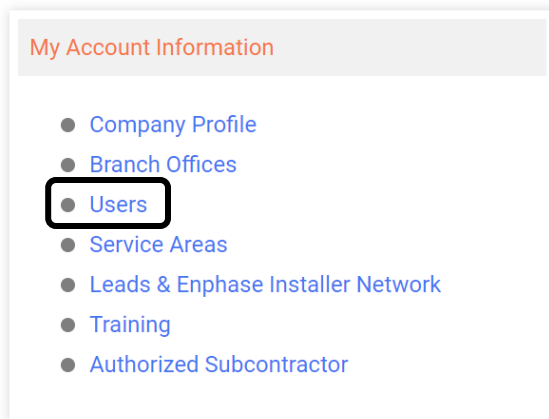
Step 1

Select **Dashboard**.



Step 2

Scroll to the **My Account Information** section and select **Users**.



Disable user accounts

Step 3

Select the user's name from the **Users** list.

Users

NAME	ROLE	COMPANY
Name		
Enphase Employee (Inactive)	User	Enphase Energy

Step 4

Select the checked box next to **Active** to disable the user account.

User Profile

Contact Details

☒ Active

If the box is checked, the user account is active.

If the box is unchecked, the user account is disabled.

If you are unable to disable an account, please contact Enphase Support.

Enphase Installer Portal: Enable or disable power production

Learning check

- Know the steps necessary to enable and disable power production.

Enable and disable power production

Using the one-button standby mode, an installer can remotely disable and enable power production using the Enphase Installer Portal.

For example, an installer may want to prevent the system from producing power prior to receiving permission to operate from the utility.

To disable power production using a mobile device while on the job site, see the [application note](#).

To disable or enable power production using the Enphase Installer Portal for microinverters communicating with an IQ Gateway, refer to the following instructions.

Step 1

Select the **Devices** tab.

Step 2

Under the **IQ Gateway Communication Gateways** list, select the IQ Gateway.

Enable and disable power production

Step 3

Scroll down to **Tasks** to view the power production status.

Select **Disable Power Production** or **Enable Power Production**.

Tasks

Check Signal Strength	Check signal strength to measure the Gateway's communication with the microinverters – for example, if the Gateway has been moved or to determine the best location for the Gateway.
Scan for New Devices	Device Scanning is inhibited. To re-enable device scanning, please contact Customer Support.
Disable Power Production	Power production is enabled on the microinverters communicating with this Gateway. More Info

The IQ Gateway will receive and execute the task within 30 minutes.

When enabling or disabling production using a cellular connection to the Enphase Cloud, it will take at least one hour.

If there are IQ Batteries communicating with the IQ Gateway, they will not charge or discharge while power production is disabled.

Learning check

- Explain the steps necessary to enable and disable power production.

Provide system access to
subcontractors

Provide system access to subcontractors

Installers can allow an authorized subcontractor access to a site system.

My Account Information

- [Company Profile](#)
- [Branch Offices](#)
- [Users](#)
- [Service Areas](#)
- [Leads & Enphase Installer Network](#)
- [Training](#)
- [Authorized Subcontractor](#)

Step 1

Under the **My Account Information** dropdown, select **Authorized Subcontractor**.

+ ADD AUTHORIZED SUBCONTRACTOR

Step 2

Select **Add Authorized Subcontractor** to search for the subcontractor and grant access.

Learning check

- Explain how to resend Enphase access to customers.
- Explain how to update homeowner information
- Explain how to update a grid profile
- Explain how to disable user accounts.
- Explain how to enable and disable power production.
- Explain how to provide system access to subcontractors.

Enphase Installer Portal: System diagnostics

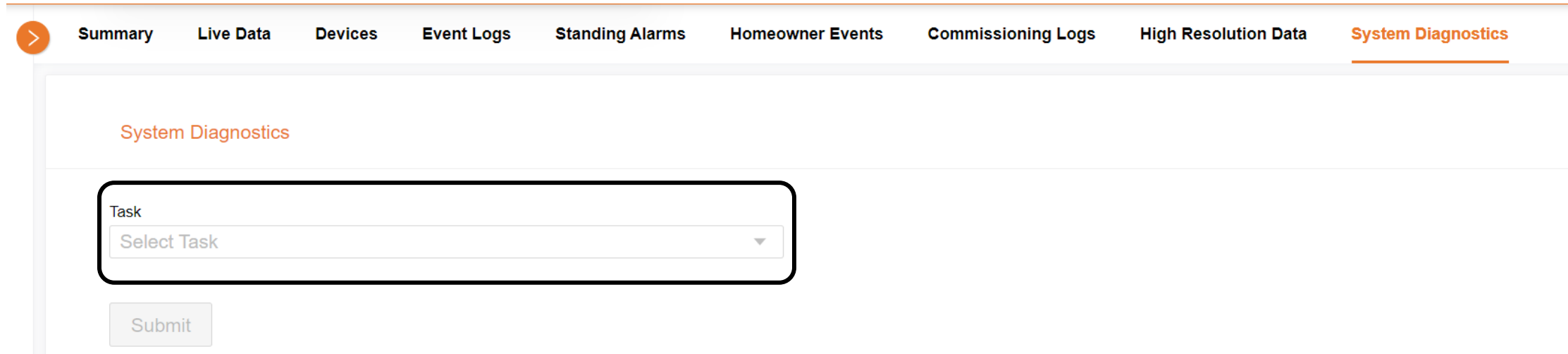
Learning check

- Know the function of each System Diagnostics feature:
 - Provision device
 - Enable or Disable power production
 - Change Consumption Meter State
 - Reboot IQ Gateway remotely

System Diagnostics

The **System Diagnostics** tool, shown below, provides more Self Service options for versions 7.0.93 and up.

Select the **Task** drop-down menu to view the additional options, then select **Submit**.



The screenshot displays the 'System Diagnostics' tool interface. At the top, a horizontal navigation bar contains several tabs: 'Summary', 'Live Data', 'Devices', 'Event Logs', 'Standing Alarms', 'Homeowner Events', 'Commissioning Logs', 'High Resolution Data', and 'System Diagnostics'. The 'System Diagnostics' tab is currently selected and highlighted with an orange underline. Below the navigation bar, the main content area is titled 'System Diagnostics' in orange text. Within this area, there is a 'Task' label above a dropdown menu. The dropdown menu is open, showing the text 'Select Task' and a small downward arrow. Below the dropdown menu, there is a 'Submit' button.

System Diagnostics

System Diagnostics

Task

Provision Device

Serial numbers(Multiple serial numbers separated by ,)

Serial numbers(Multiple serial numbers separated by ,)

Submit

System Diagnostics

Task

Enable Or Disable Power Production

Production Mode

Production ON

Submit

Provision Device

From the drop-down, select **Provision Device**.

Enter the device serial number, separating by a comma if there is more than one serial number.

Select **Submit**.

Enable or Disable Power Production

From the top drop-down, select **Enable Or Disable Power Production**.

From the bottom drop-down, select either **Production ON** or **Production OFF**.

Select **Submit**.

System Diagnostics

System Diagnostics

Task

Change Consumption Meter State

Meter State

Net

Submit

Change Consumption Meter State

From the top drop-down, select **Change Consumption Meter State**.

From the bottom drop-down, select either **Net** for Load with Solar or **Total** for Load Only.

Select **Submit**.

System Diagnostics

Task

Reboot Gateway

Submit

Reboot IQ Gateway remotely

From the top drop-down, select **Reboot Gateway**.

Select **Submit**.

Learning check

- Function of each System Diagnostics feature:
 - Provision device
 - Enable or Disable power production
 - Change Consumption Meter State
 - Reboot IQ Gateway remotely

Thank you

To watch training demonstration videos, visit the [Enphase Energy Training YouTube channel](#).

REVISION	DATE	DESCRIPTION
ING-00005	June 2023	Initial Version



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