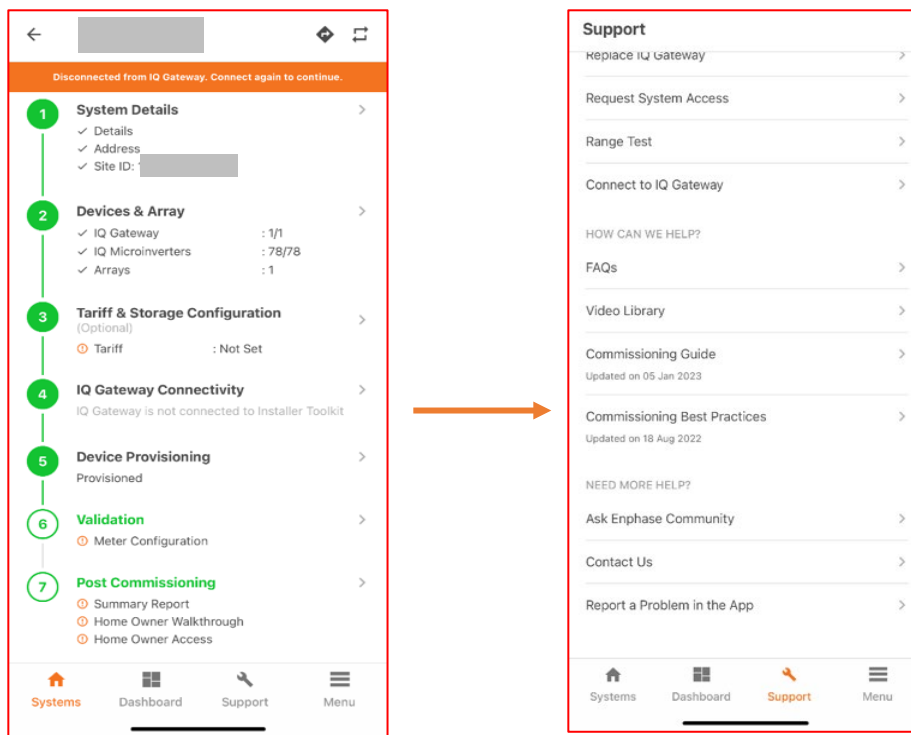


Enphase Installer App log files

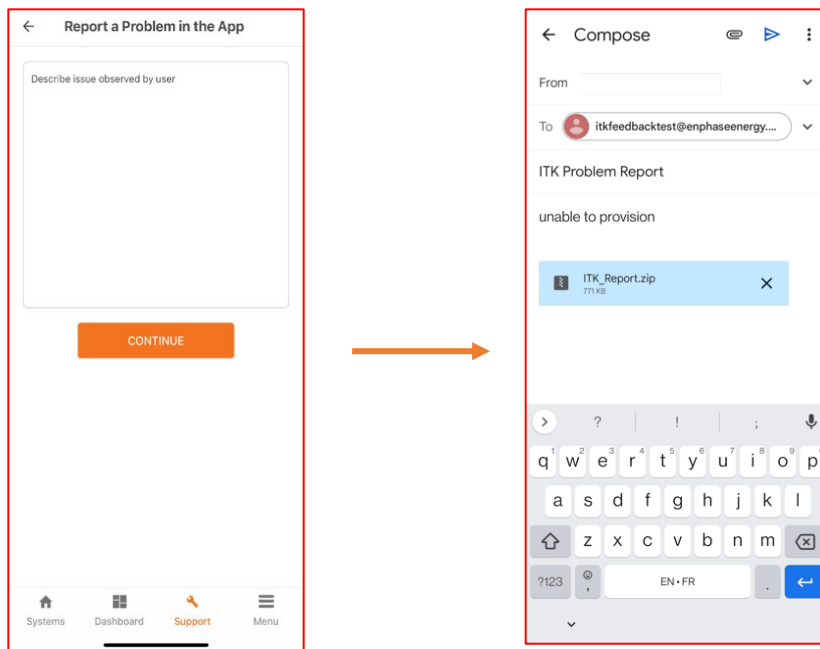
Report a problem in the Enphase Installer App

The steps to report a problem in the Enphase Installer App are as follows:

1. Capture screenshot(s) or screen recording(s) of the issue causing error messages.
2. Click “Support” at the bottom of the screen.
3. The “Support” page is displayed.
4. Scroll down to click “Report a Problem in the App”.



5. The “Report a Problem in the App” page is displayed.
6. Enter the issue details such as site ID, IQ Gateway serial number, and other required details in the description box.
7. Click “CONTINUE” after you have completed the issue description details.



8. This takes you to the final page which has an auto-generated email. This email will automatically have a .zip file attached as well as the Enphase Installer App feedback email address added as a recipient (itkfeedback@enphaseenergy.com). You can attach images and/or screen recordings directly in the email for additional details.
 - a. If you have an Enphase contact whom you commonly work with, you can choose to CC their email address as well.
 - b. If you do not know any Enphase representative, add your operations manager in the email either in “to” or in the “cc” field and ask him/her to escalate the issue with an Enphase representative.



NOTE: The above process will only work if you have a default email app configured in the default email app on your device. We recommend using the email address that you use to login into the Enphase Installer App so we can help resolve your issue more easily.

Revision history

Revision	Date	Description
TEB-00019-1.0	June 2023	Initial release.
Previous releases		

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