

Enphase App quick start guide

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Purpose

This quick start guide aims to help system owners understand how to download and use the Enphase App on their smartphones or computer browsers. It covers both the basic and advanced features of the app and provides tips on how to use it effectively.

Getting started with the Enphase App

After the installation and commissioning of the system, the energy production of the microinverters will begin to be monitored. If an IQ Gateway Metered is installed, the system will also track consumption and production, with real-time values available.

After the installer grants access to the system, an email will be sent to the email address of the system owner with a link to sign in to Enlighten. The system owner needs to check the spam folder as well because some email providers categorize this message as spam. Figure 1 shows an example of the welcome email.

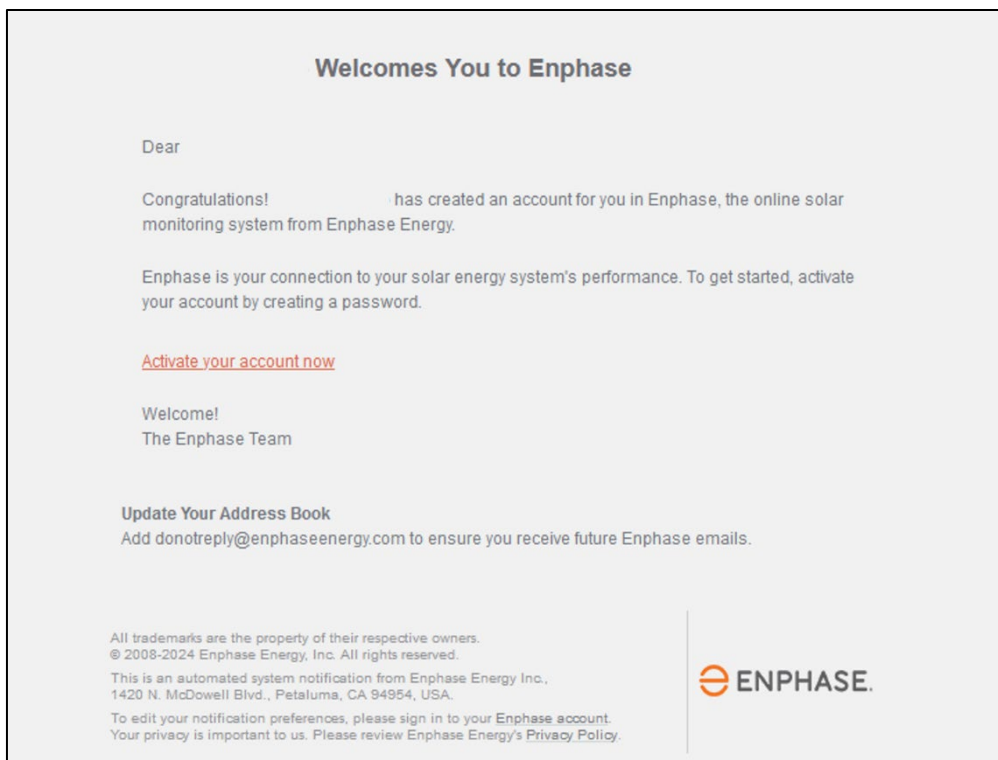


Figure 1: Example of the welcome-to-Enphase email.

After the password creation, access to Enlighten is enabled using the email address as username. From this moment, the system owner has access to the platform either through the web browser through the Enlighten page (<https://enlighten.enphaseenergy.com>) shown in Figure 2 or the Enphase App. This is available for download in Google Play for Android and App Store for iPhone.

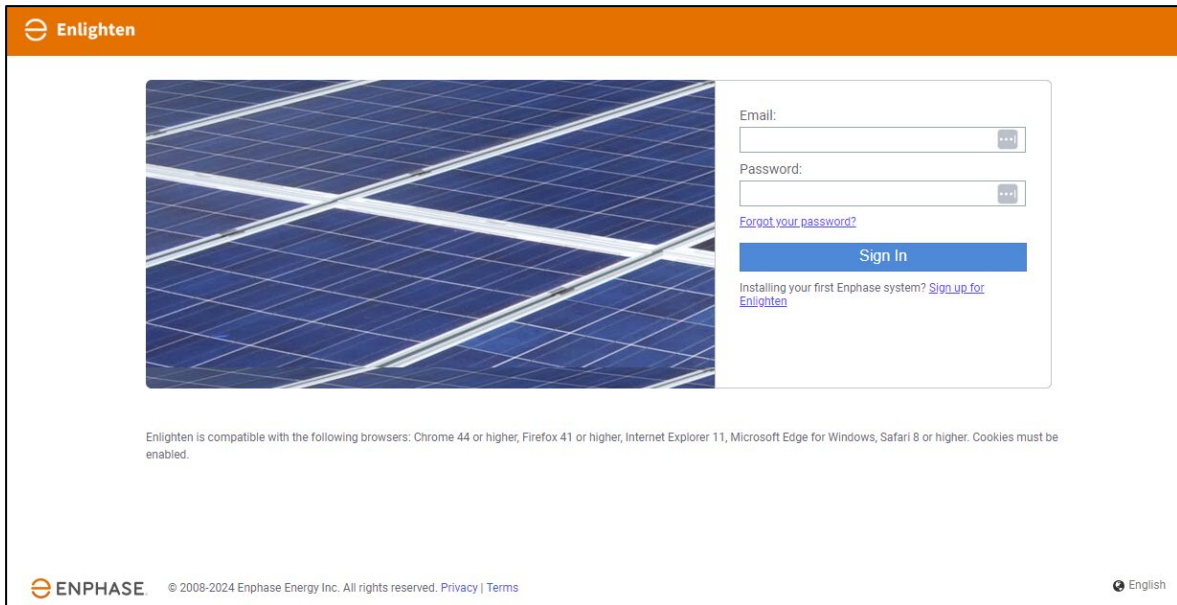


Figure 2: Enphase App login page

Figure 3 shows the Enphase App.

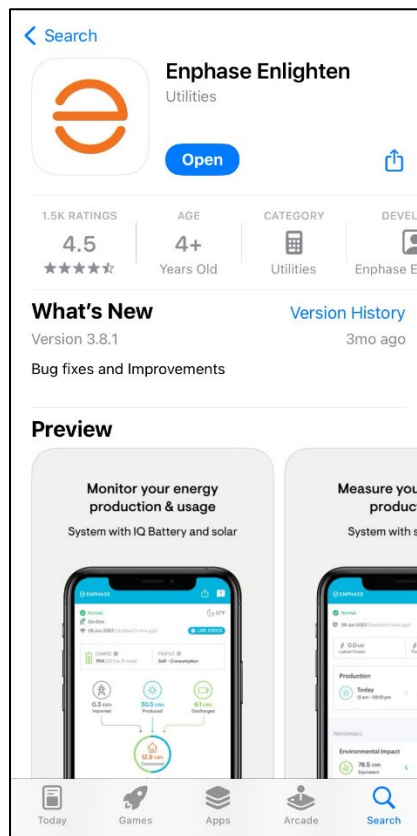


Figure 3: Enphase App

Main view: system status and key metrics

After logging into the Enphase App using the email address and password (see Figure 4), the app displays the Status tab, which is the main view of the system.

If the system owner has access to more than one system with the same username, the app will display a downward-facing triangle next to the system name at the top of the Menu tab. By tapping on the drop-down button or the system name, the app will display a list of available systems (refer to Figure 5).

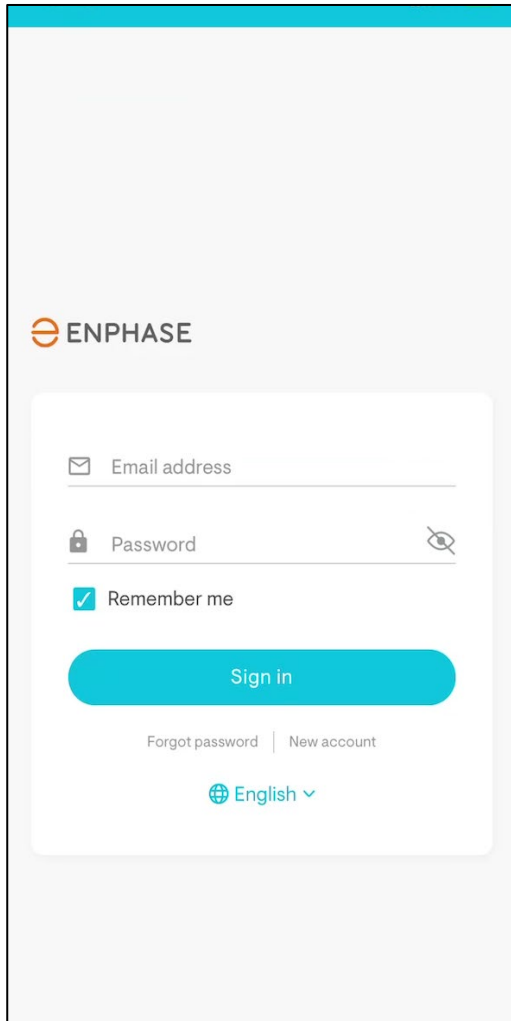


Figure 4: Enphase App login page

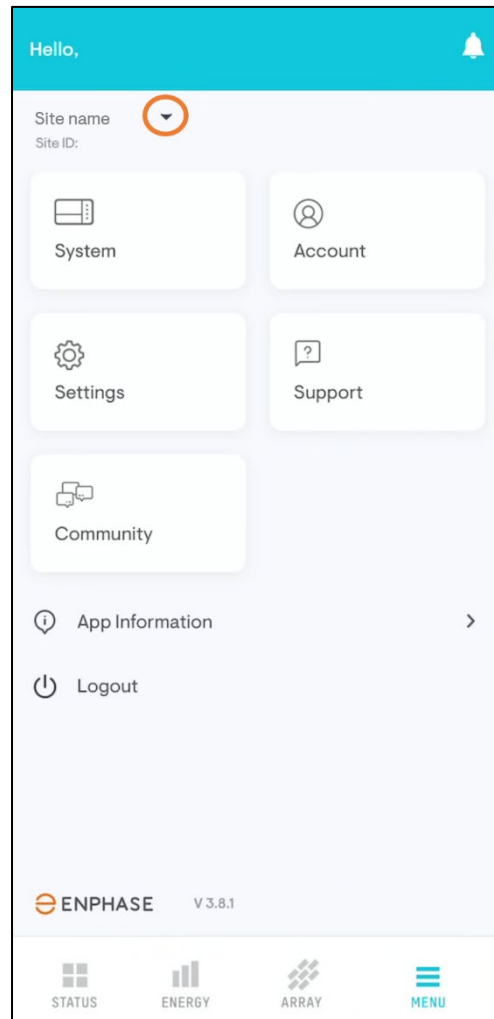


Figure 5: Menu tab with the drop-down button next to the system name.

When you select a system the Status tab opens, which is the main view of the system. It displays the most relevant information for the day, as shown in Figure 6. If only one system is available, the app automatically opens the Status tab for that system.

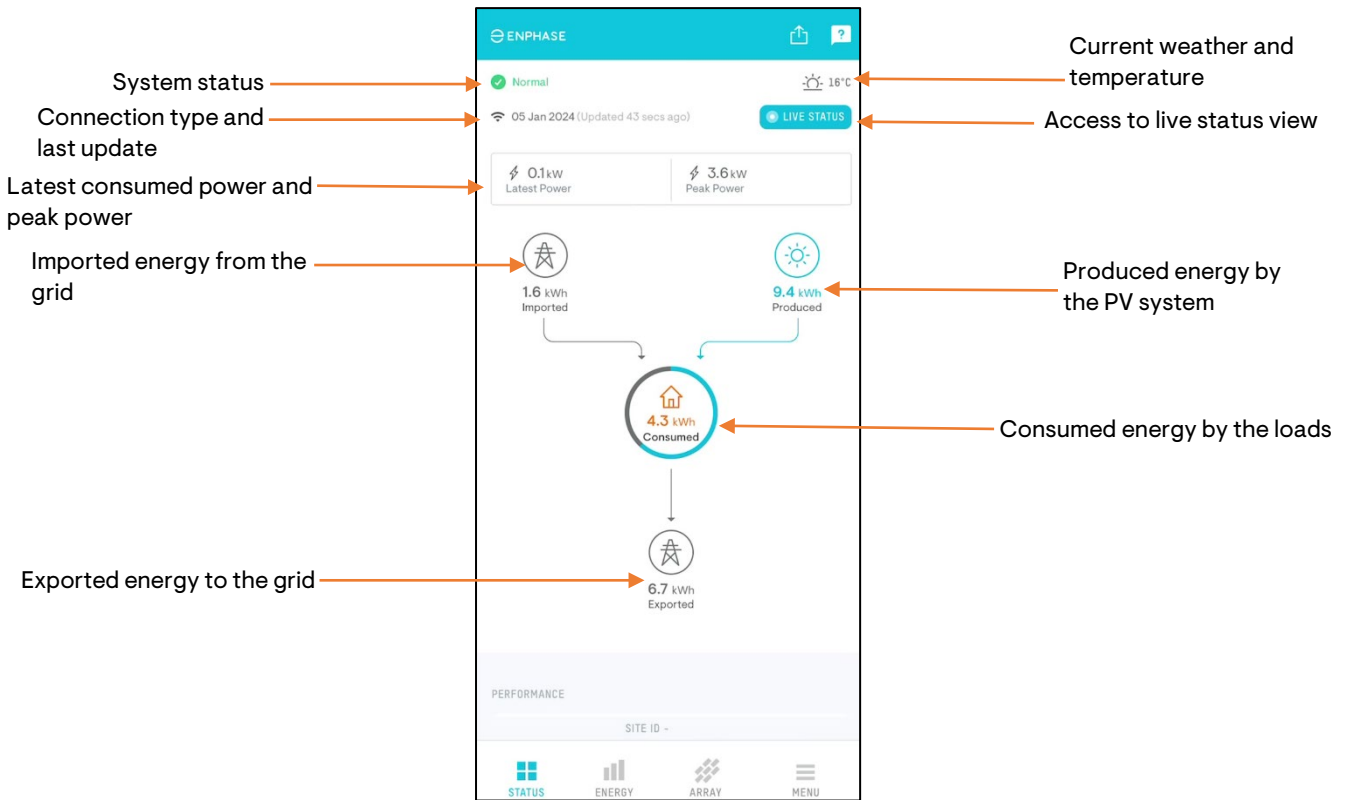


Figure 6: Status tab with the PV system's most relevant information

If an Enphase Energy System is installed, the battery information is also displayed (refer to Figure 7).

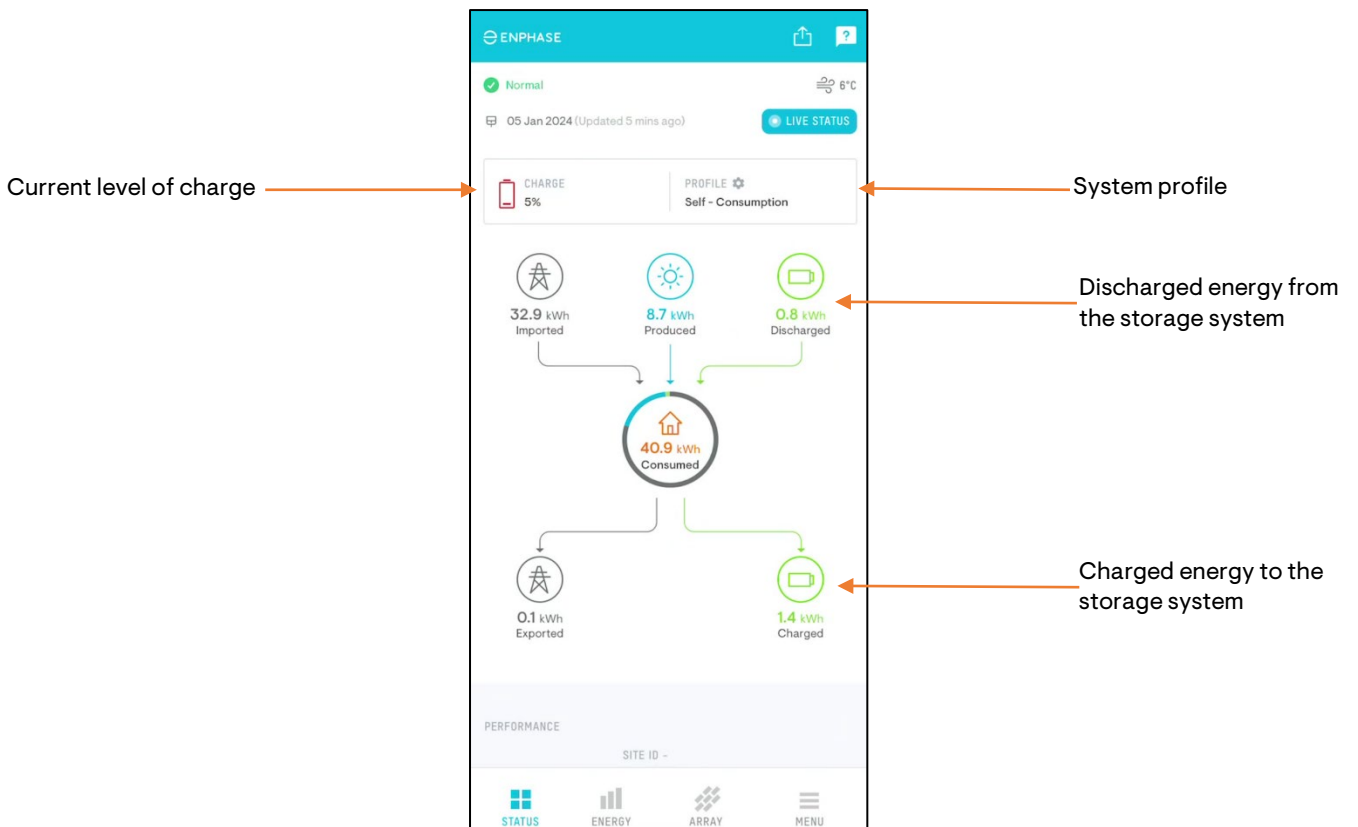


Figure 7: Status tab of a solar + storage system

When you scroll down, the app displays the system's relationship with the grid. Figure 8 illustrates this as either Grid Dependence or Energy Independence.

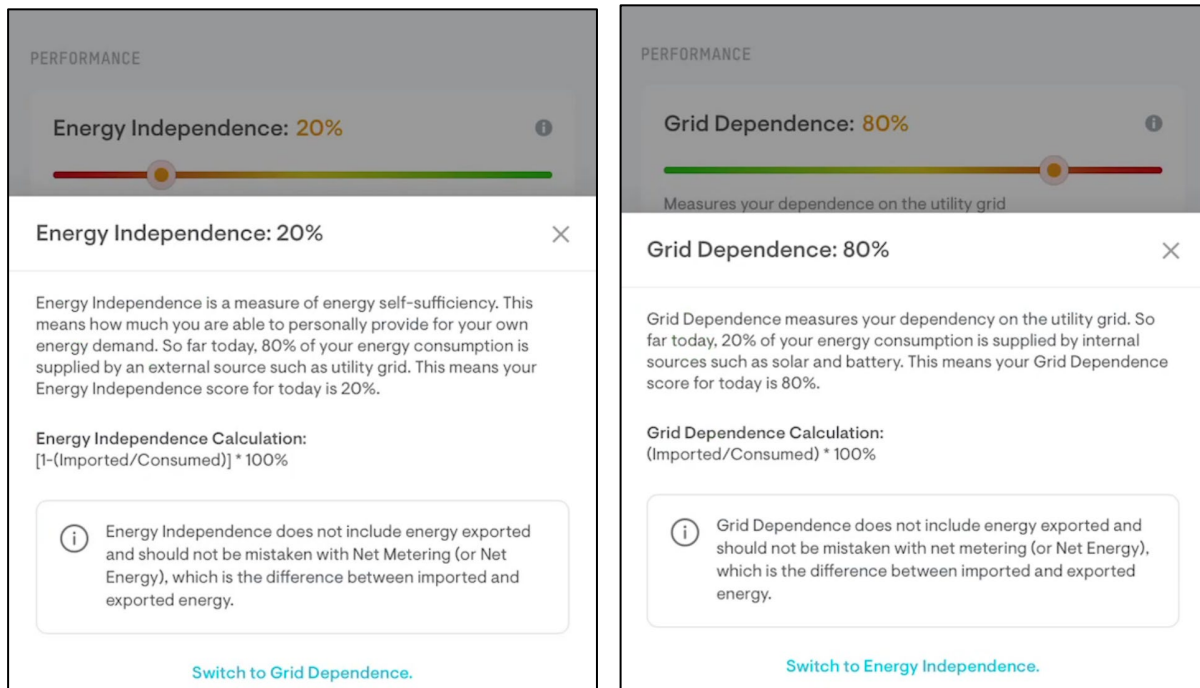


Figure 8: Grid Dependence and Energy Independence indicator.

Last, the app displays some equivalences in terms of the system's environmental impact.

Energy and Array tabs

The Energy tab, like the Status tab, displays the most relevant information about the system but in a timeframe that can be configured. Predefined options include day, week, month, year, and lifetime, but any other customized timeframe can also be selected. Data is stored in the Enphase Cloud since the commissioning date.

If an Enphase storage device is present in the system, the app displays the battery state of charge as well.

In the day view, data is displayed in 15-minute intervals, and the app shows both power and energy values. By tapping on any energy bar, a pop-up window displays the power values, while the energy data is shown in the diagram at the top. Because the energy bars display 15-minute data, the energy equivalent is the rounded one-fourth of the power.

Figure 9 illustrates an example of the data organization in the day view.

At the bottom of the energy graph and the battery charge status (if applicable), four buttons allow system owners to show or hide the energy parameters:

- The energy produced is displayed in blue and is always on the positive side of the graph.
- Energy consumed is displayed in orange and is always on the negative side of the energy graph.
- Energy imported or exported is displayed in black. Positive values are shown if the energy is imported, and negative when the energy is exported.
- Energy charged or discharged is displayed in green. Positive values are shown when the battery is being discharged and negative values when the battery is charging.

By tapping on a specific bar, the app displays the energy of the selection period. Figure 10 displays an example of the data organisation in the month view, with a specific day selected.

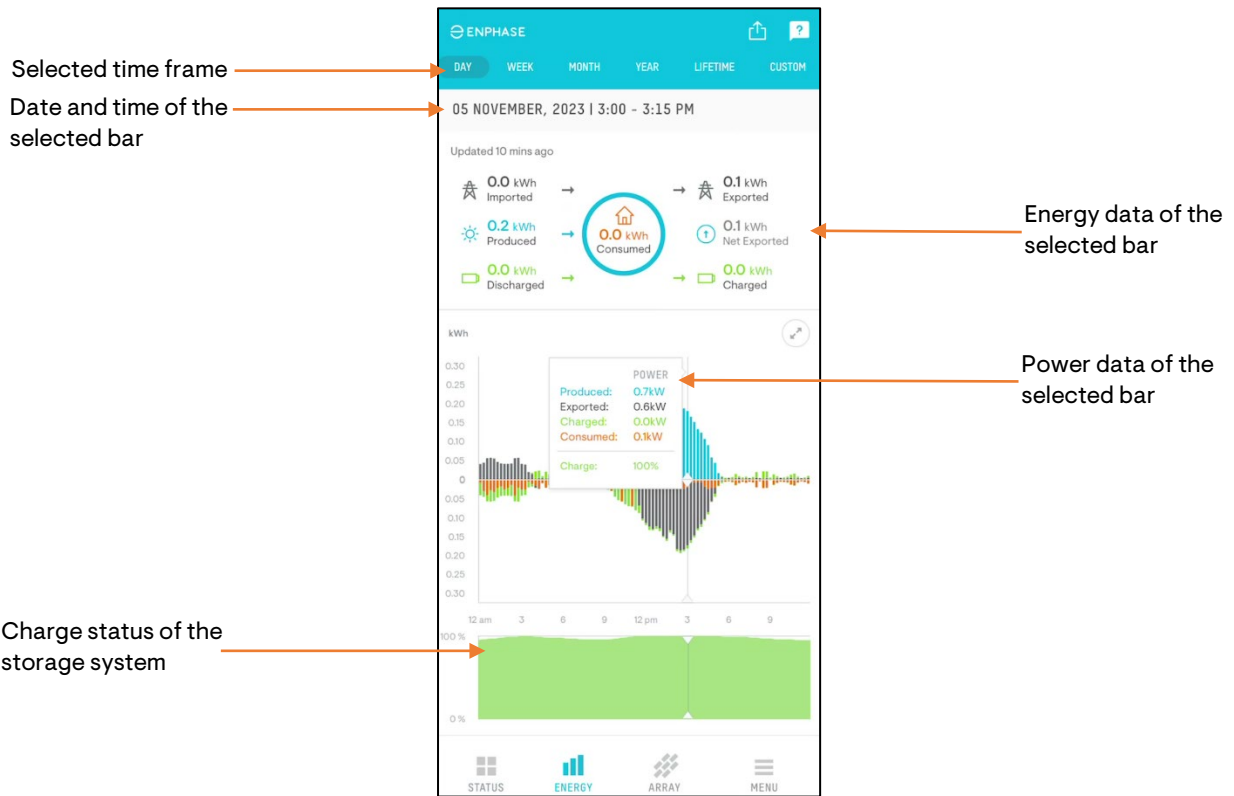


Figure 9: Energy tab, with Day as the selected time frame

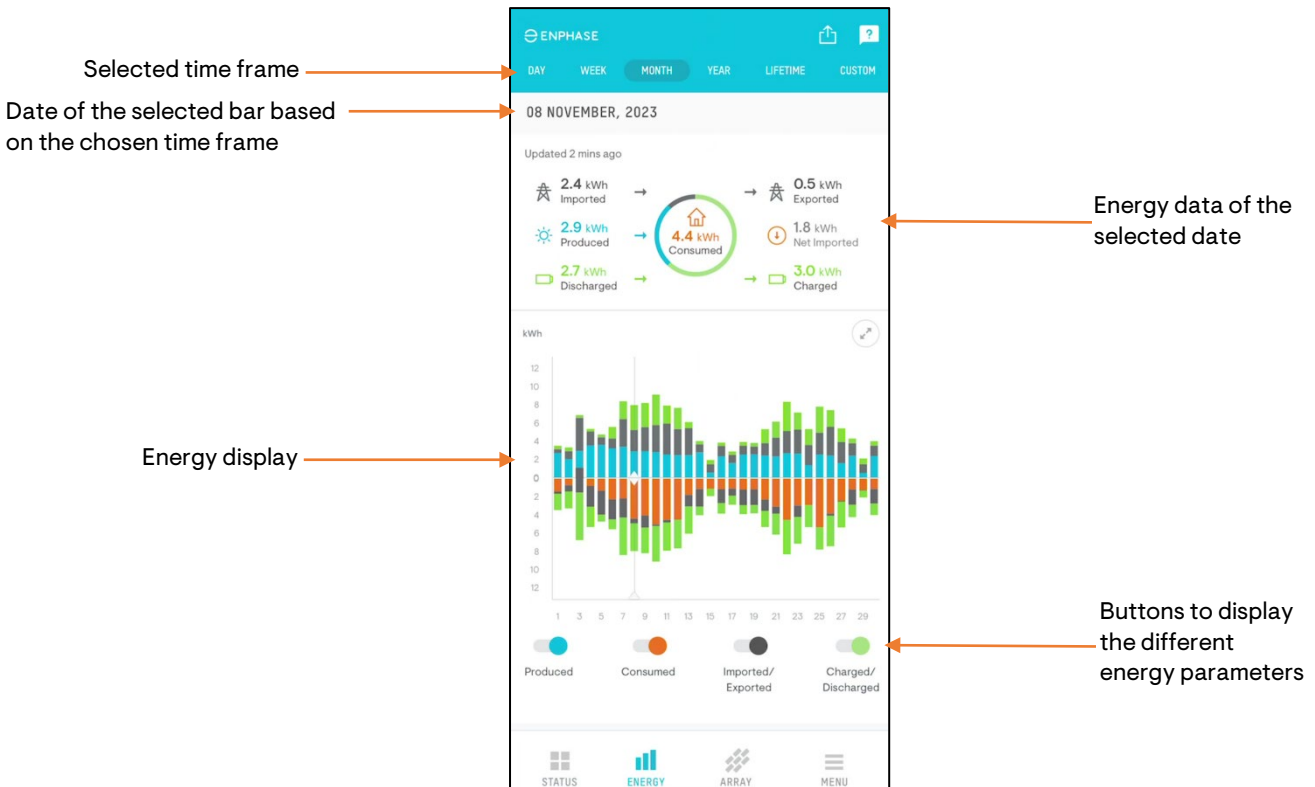


Figure 10: Energy tab, with Month as the selected time frame

The Array tab displays the energy produced per microinverter in the selected time frame. This view is useful when different microinverter models are installed, or to detect soiling or partial shading in PV modules. If different arrays are set up, the app enables a detailed array view. Figure 11 illustrates an example of the Array view.

Array view is only available if an Enphase PV system is installed. Third-party inverters with Enphase storage systems will not display the Array tab.

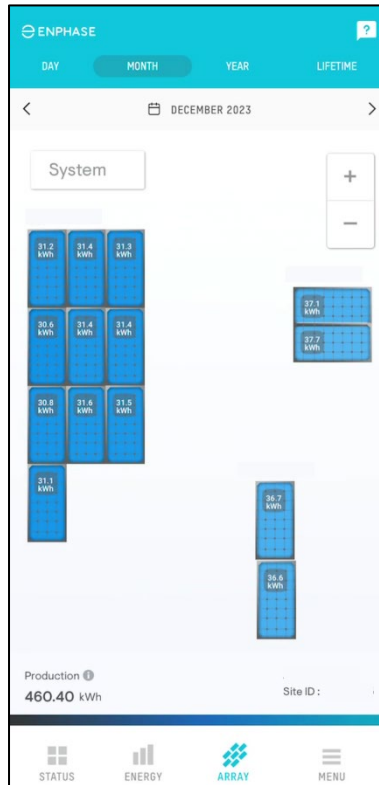


Figure 11: Array tab, with Month as the selected time frame

Menu tab: system’s control centre

The Menu tab (refer to Figure 5) includes the following options:

Account

The Account menu gathers the system owner settings, spread into three sections. The owner can delete the account:

- **My Information:** This section contains different blocks of information. Changes on each one should be saved after completion. The blocks include:
 - a) Personal information: Name of the system owner, mobile number, and email address. The account password can be changed here. Additionally, the system owner can select the unit and language.
 - b) System information: The app displays the system weather if enabled in this block.
 - c) System preferences: The system owner can edit the site name and create a public page for the system.

- **My Notifications:** The Enphase portal can send notifications for errors, alerts, and updates about the system. They can be sent through email, push, or SMS when possible. Errors about communication and production, alerts about battery charges, and information like monthly reports can be customized. An example is shown in Figure 12.
- **My Access Control:** The system owner is the ultimate data owner and can decide whether or not to share data with different users and companies, as well as select the maintainer company. Given the special relevance of the consumption data, the system owner can disclose it to any of the involved companies in a customized manner. An example is shown in Figure 13.

Access to data through the Enphase API can be granted by using the system owner's user ID.

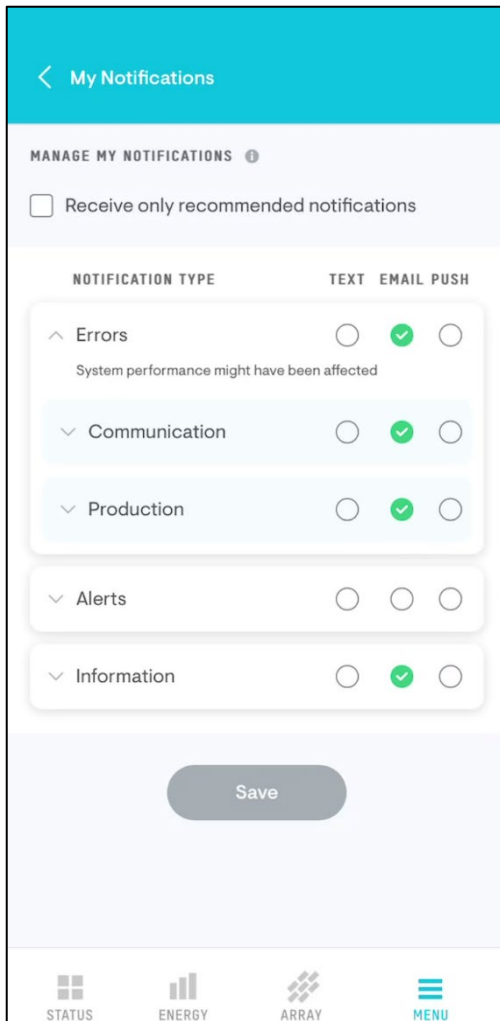


Figure 12: My Notifications view, Account settings.

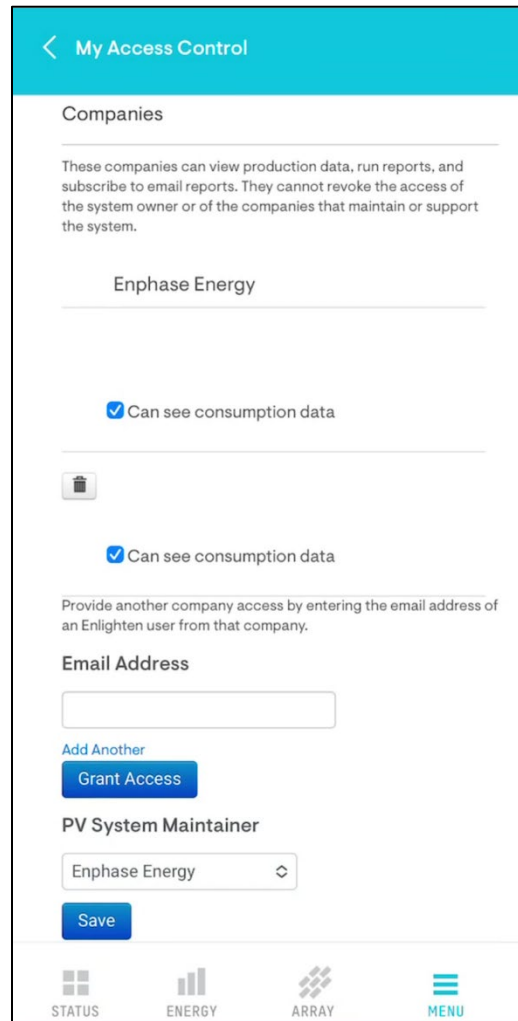


Figure 13: Companies section within My Access Control menu. The system owner is the only user who can decide whether or not to share the system consumption data.

System

This is an essential menu to customize and learn about the system. It is divided into different sections (refer to Figure 14):

- **Know Your System:** Different videos are stored to help understand the system.

- **Site Details:** It provides information about the system location, connection type, and installer details.
- **Reports:** This section contains a comprehensive list of templates that show detailed site information. In addition, a customized report can be created and sent by email.
- **Devices:** This section displays the serial numbers and status of the system devices. Special attention requires the IQ Gateway menu, as it allows the local connection to the IQ Gateway to reconnect it to the internet. This is necessary when the ISP or the router is changed. Refer to Figure 15.

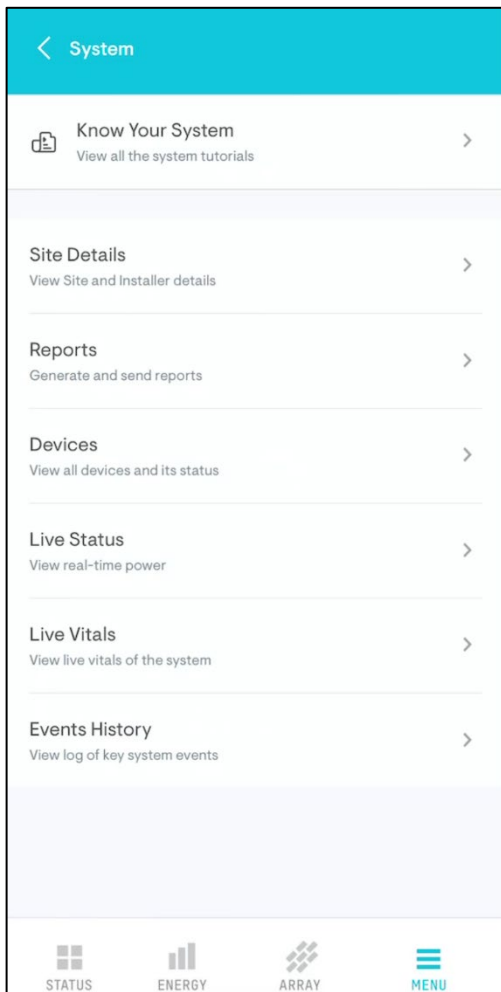


Figure 14: Example view of the System menu.

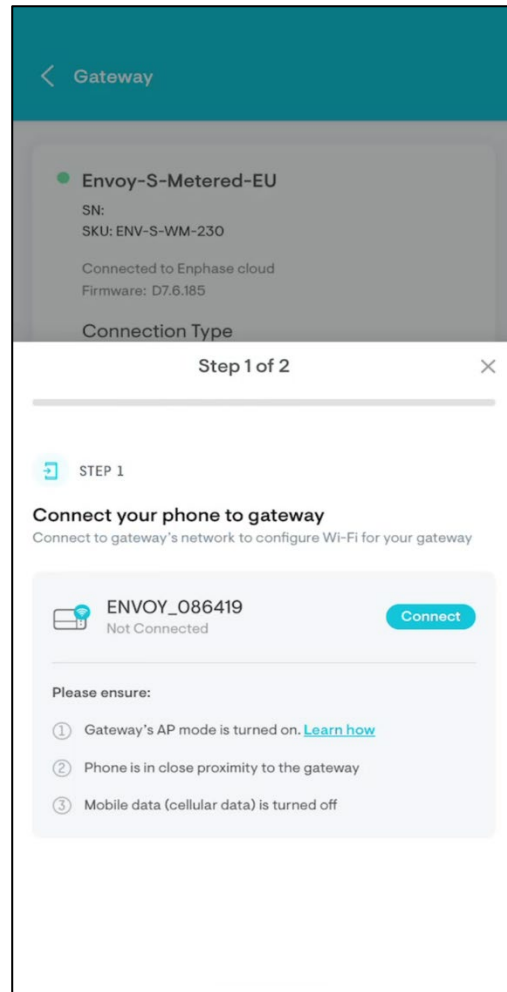


Figure 25: View of the Gateway menu. The system owner can reconnect the IQ Gateway to the internet via the IQ Gateway local connection.

- **Live Status:** This menu displays the real-time readings, provided that an IQ Gateway Metered is installed. The view automatically closes after 15 minutes to avoid excessive data consumption. If applicable, the charge status of the storage system is also shown.
- **Live Vitals:** If an IQ Battery System is installed, this menu shows the real-time data of the storage devices, including the LED status, the performance of the built-in microinverters, and the individual battery signal strength.
- **Events History:** This menu records and displays all system events and their current status, whether or not they are closed. More details are available by tapping on each event.

Settings

This menu contains a variety of app and system settings, including the option to clear the local cache. The remaining options are described below:

- **Profile:** If a storage system is installed, the system profile menu allows the system owner to select the charge/discharge profile.
- **Electricity Rate Structure:** This section enables you to enter the electricity rate information, which is used to optimize the system performance. The wizard allows the system owner to configure different tariff structures, such as flat rate, tiered, and dynamic rates. If the latter is selected, the peak and off-peak charges can be set depending on several conditions, such as seasonality and rate differences on weekends.
- **Connectivity:** This section enables the IQ Gateway to reconnect to the internet in case the ISP, the router, or just the password have been changed. A wizard assists the system owner with the steps to carry out to complete the modification.
- **Performance:** This section sets the energy performance metric. Two possibilities are available: Energy Independence and Grid Dependence. Each calculation and parameter are explained in detail. The currency equivalent allows the introduction of the conversion factor as a reference to calculate savings and the imported energy cost. The currency is automatically selected based on the system location (refer to Figure 16).
- **Dark Mode:** Like in many other apps, the dark mode is available. An example is shown in Figure 17. This feature helps reduce eye strain and save battery life on devices with OLED screens.

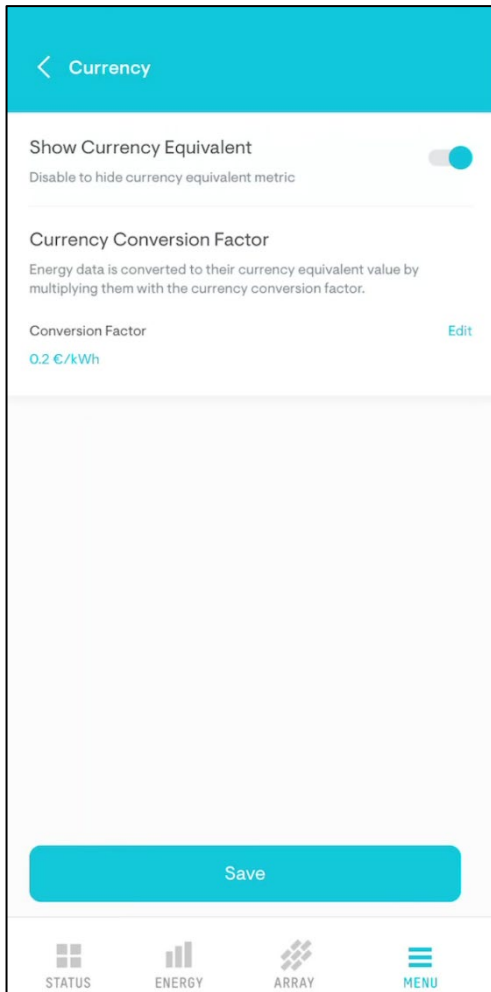


Figure 16: Example view of the Currency Equivalent menu.

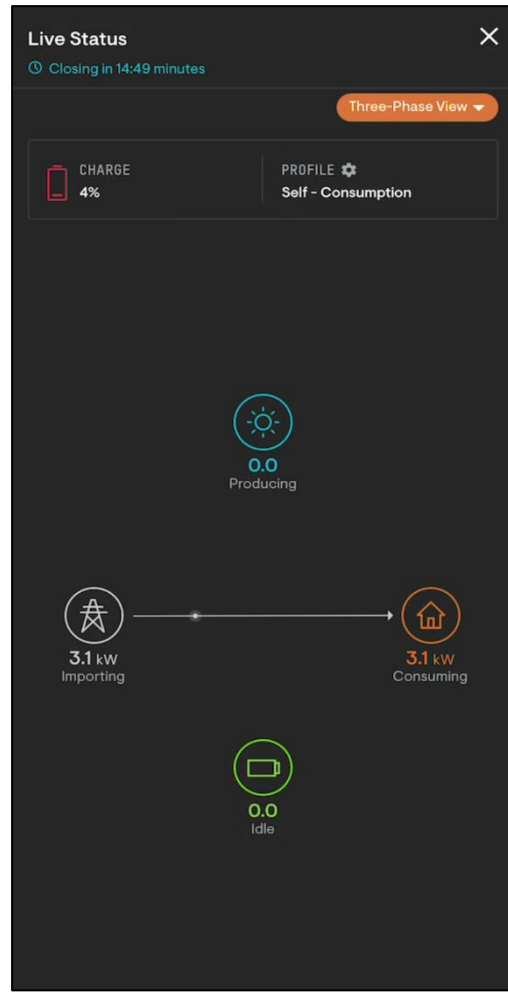


Figure 17: Example of the Live Status view with the dark mode enabled.

Support and community

The Support menu includes a comprehensive list of FAQs and their answers. If the system owner's doubt is not addressed in the FAQs, it is possible to contact Enphase Support or the system maintainer for assistance. The Contact Us section provides details such as the support number and contact email. Enphase is committed to helping system owners resolve their doubts, regardless of the topic. Refer to Figure 18 for the complete list of topics in the Support menu and Figure 19 for an example.

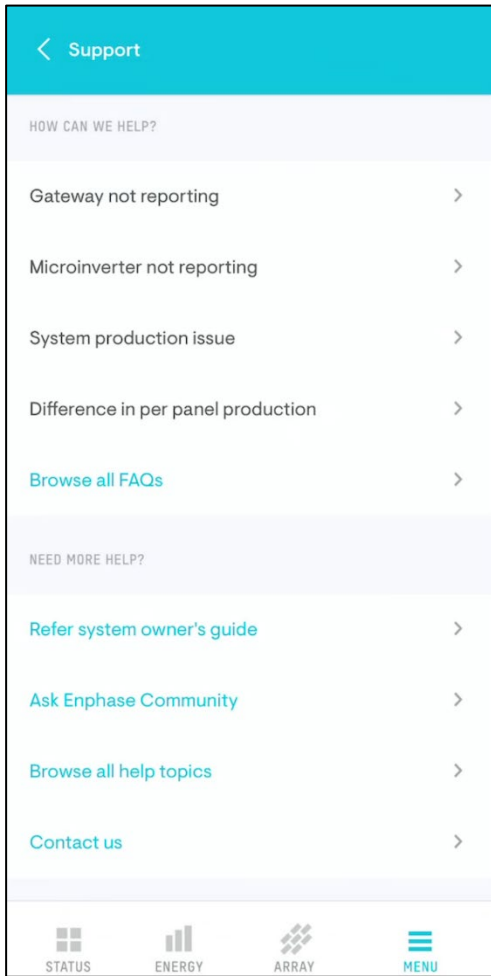


Figure 18: View of the Support menu.

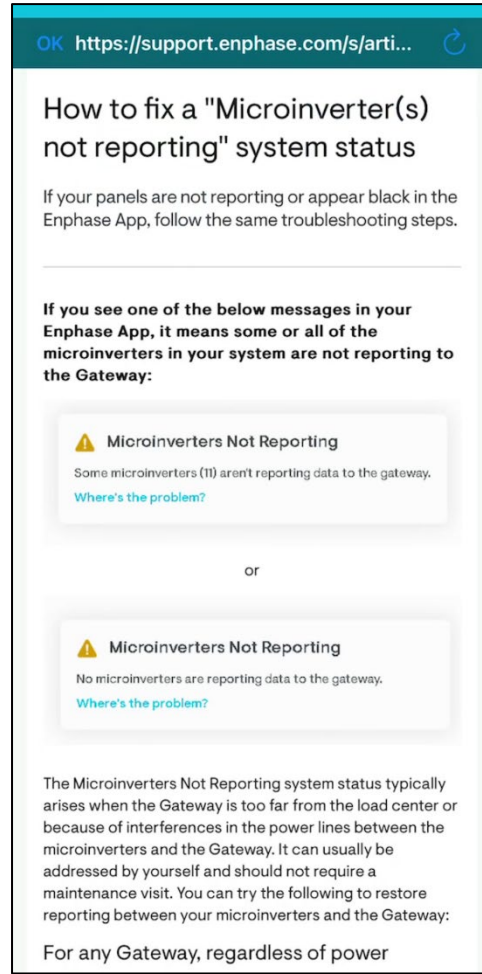


Figure 19: Example of answer for one of the recurring questions, directly open from the Support menu.

The Enphase Community is a great resource to find an answer. It was created to help users, whether it is a recurring topic that can be found in the previous list of threads or someone from the active worldwide community can help find the answer. It is possible to browse through the community forums or post a new question and get help from other users. We encourage owners to give it a try and see how it can help.

Revision history

Revision	Date	Description
USG-00030-1.0	February 2024	Initial release.