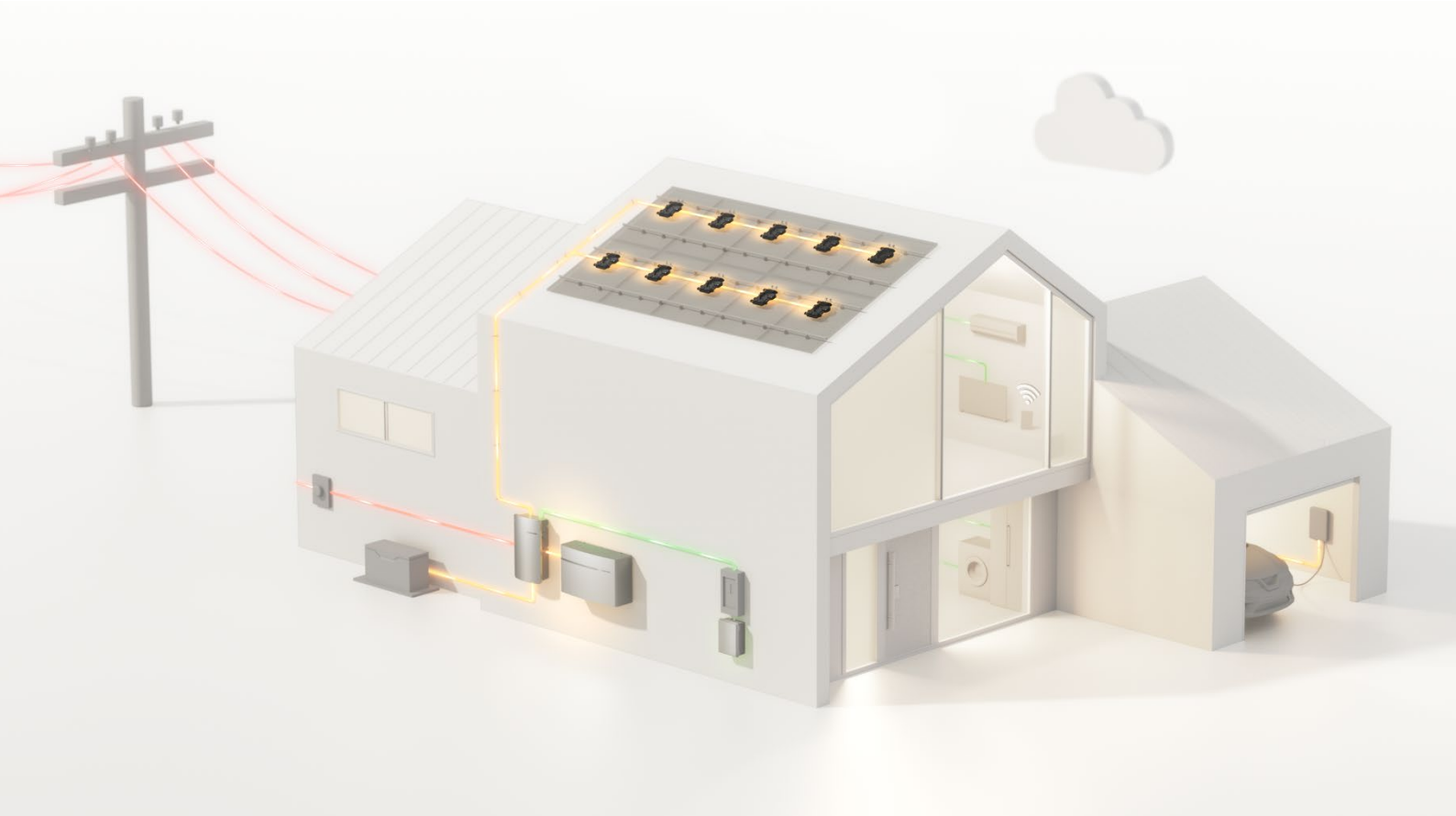


## ***Enphase Installer Platform Account overview***



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## 1 Introduction

Often when a PV system is sold, it is more than just a single company responsible for installing, commissioning, and maintaining the system. A roofer company might sell PV systems to customers and work with subcontractors to install the electrical part of the system, which in turn uses a different subcontractor to perform service tasks after commissioning.

When multiple companies are involved in creating and maintaining a system, it is necessary to understand how these configurations are set up in the Enphase Installer Platform to allow everyone access to the system they need.

This technical brief provides a quick overview of the Enphase Installer Platform and the best practices for setting up different types of accounts, managing the installation sites, and working with multiple subcontractors on a single system.

## 2 Enphase Installer Platform

The Enphase Installer Platform (EIP) is the central database for companies that sell, install, maintain, and service Enphase PV systems. It can be accessed using <https://enlighten.enphaseenergy.com>. All relevant information about a company's Enphase systems, employee training status, branch offices, and subcontractors are aggregated within the EIP.

To register an account with EIP, go to the URL above and click **Sign up for Enlighten**.

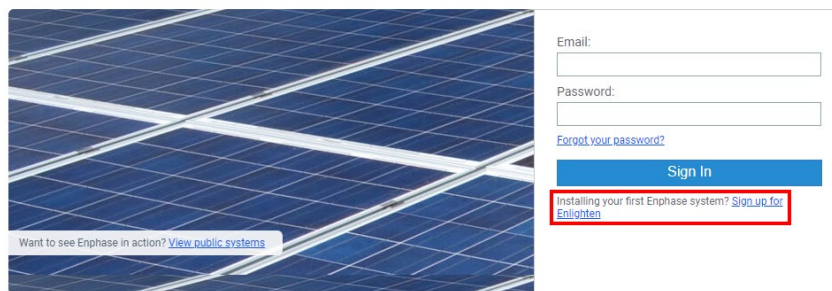


Figure 1: EIP login mask

Select the account type you want to register on the registration page.

Once you finish your registration, you will get an e-mail containing a 6-digit code to verify your e-mail address. After verification, you can log in to the EIP using your e-mail address and the password you set during the verification.

A list of articles concerning the EIP is available in the [support section](#) of the Enphase website.

## 3 Account types

The EIP supports four different account types used for various purposes.

### 3.1 Solar company

Choose this when registering with a company that will sell, install, maintain, or service Enphase systems.

### 3.2 Installer

This is the correct account type if you are an installer working for a solar company. However, it is not possible to register oneself as an installer. Instead, an administrator of your company should create your account on the EIP.

### 3.3 Self-installer

Choose this when registering yourself as a skilled individual who does not sell, install, maintain, or service Enphase PV systems for customers but wants to use Enphase products for your own PV system.

### 3.4 Homeowner

This account type is used for homeowners about to install an Enphase PV system on their property.

## 4 Solar companies

The central purpose of a solar company account on the EIP is to manage all Enphase systems that the company is responsible for and its registered employees.

### 4.1 Dashboard

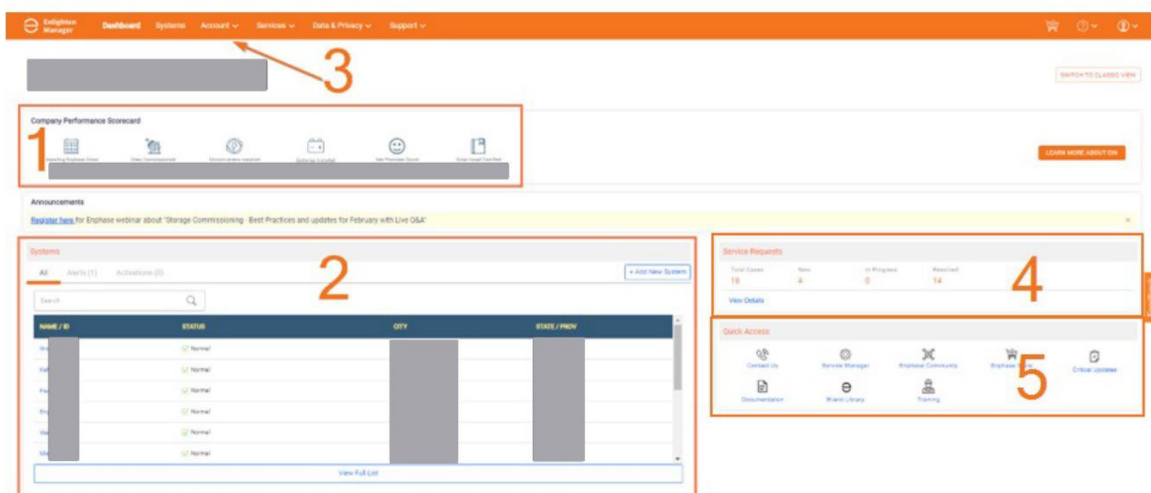


Figure 2: EIP dashboard

1. **Company Performance Scorecard:** The dashboard gives a quick overview of relevant information about your company. The number of installations, the company net promoter score, and other information is displayed.
2. **Systems:** This panel contains a list of all systems to which the company has access and notifications if any problems arise. New systems can also be added using the **+Add New System** button on the upper right-hand corner of the panel.
3. **Account:** Account-related functionality like setting up new employee accounts or adding subcontractors can be found under **Account** on the top end of the page.
4. **Service Requests:** Information about the status of your service requests is displayed in this panel.
5. **Quick Access:** This panel contains many valuable links, including contact options and a link to the Enphase Service Manager.

### 4.2 Account

The Account tab includes the following:

- Company profile – Change the basic information about your company, including business address, logo, phone number, etc.
- Branch offices – Set up branch offices of your business. Branch offices act like independent solar companies in that they can create and maintain their systems. However, the parent company can see and access all systems and employees of all their branch offices.
- Users – Create and edit employee accounts.
- Service areas – not yet available in all markets

- Leads & Enphase Installer Network – not yet available in all markets
- Training – View the training status of all employees of the company
- Authorized Subcontractor – Add companies to your list of authorized subcontractors. Your company can hand out and revoke system access to companies in this list.

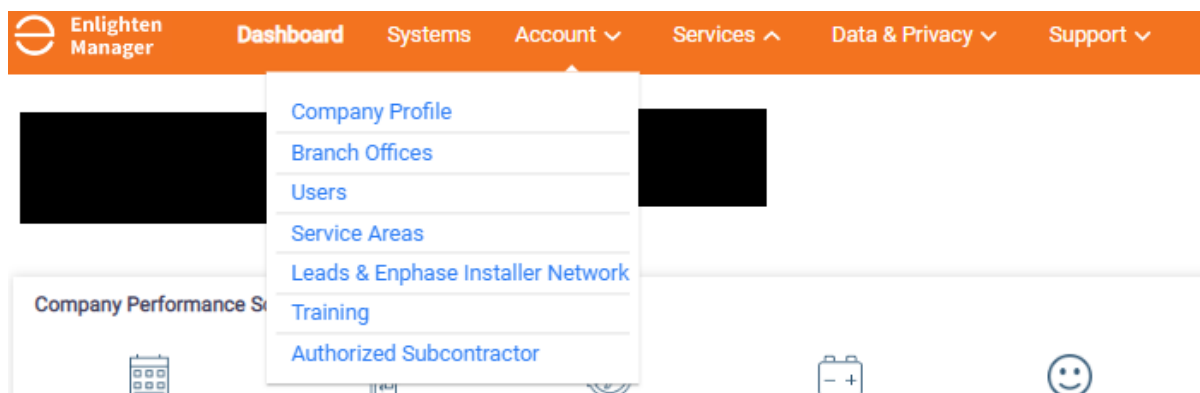


Figure 3: Account tab

### 4.3 Company relationships

Often selling, installing, and servicing an Enphase system is a collaborative activity that involves multiple companies. Company A can have one or more subcontractors that do the actual work for the customers of Company A. A typical example with Enphase PV systems would be a roofing company that sells and installs the hardware for PV systems and uses a subcontractor that does the electrical work and commissioning of the system for them.

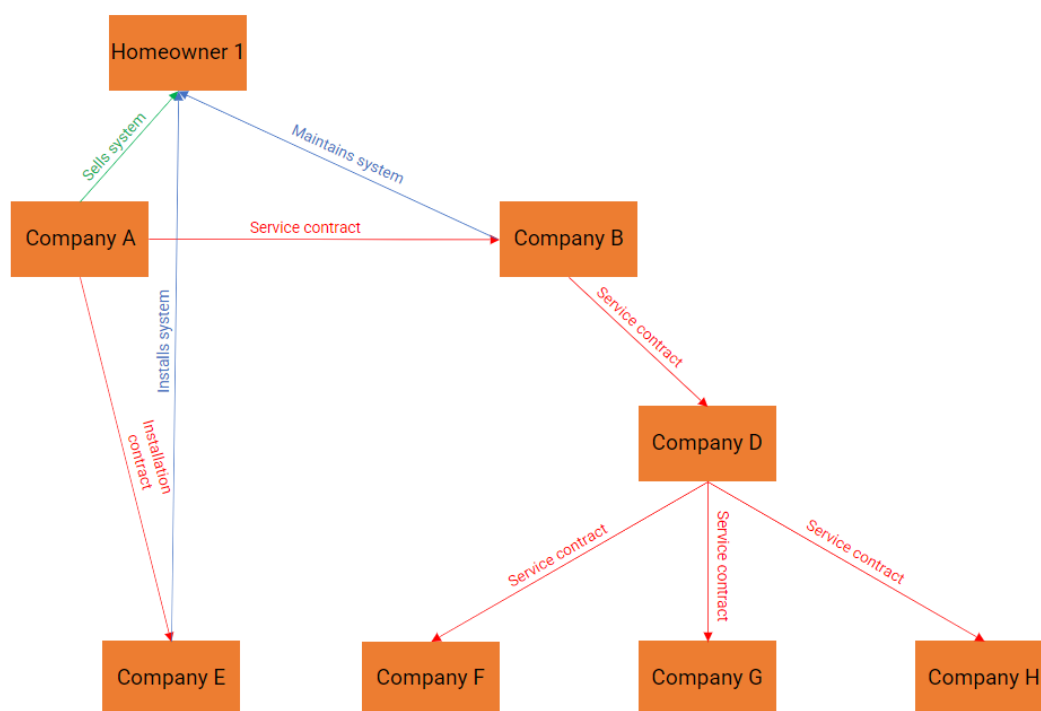


Figure 4: Relationships between involved companies

Within the EIP, it is very straightforward to set up complicated structures like the one above by following the best practices described in the following section.

## 5 Best practices

You should always follow the best practices described here when using the EIP to manage your Enphase systems.

### 5.1 Separate accounts for each employee

After creating your company account, you should create a user account for each employee working with Enphase products. Creating user accounts ensures the tracking of the training status of each employee. Certain actions, like commissioning a system with an IQ Battery, should only be performed by certified individuals. Additionally, employees who leave the company or stop working with Enphase products can have their EIP access revoked by deactivating the account.

A step-by-step guide on how to create a new user account is available in the [support section](#) on the Enphase website.

### 5.2 User roles

User accounts can have different roles within the EIP.

- Accounts with the **Administrator** role can change the details of the company account. Each company should have at least one or two administrators. Because a malicious administrator can potentially damage a company's account in EIP, give this role only to trusted individuals.
- Accounts with the **User** role can work with and change systems. This role is supposed to be held by any installer or service technician who will work with Enphase systems.
- Accounts with the **View only** role can look at systems but cannot make any changes. This role is intended to be held by, for example, sales employees, who will not work directly with the systems but should have an overview of the company's activities on the EIP.

### 5.3 Employee training

Everyone with an EIP Account can access Enphase University at <https://university.enphase.com>. Enphase University has several online courses surrounding Enphase products. Some of these courses are mandatory for installers before they can commission their first Enphase system when it includes certain Enphase products (such as IQ Batteries) and must be completed by each employee individually using their EIP User account.

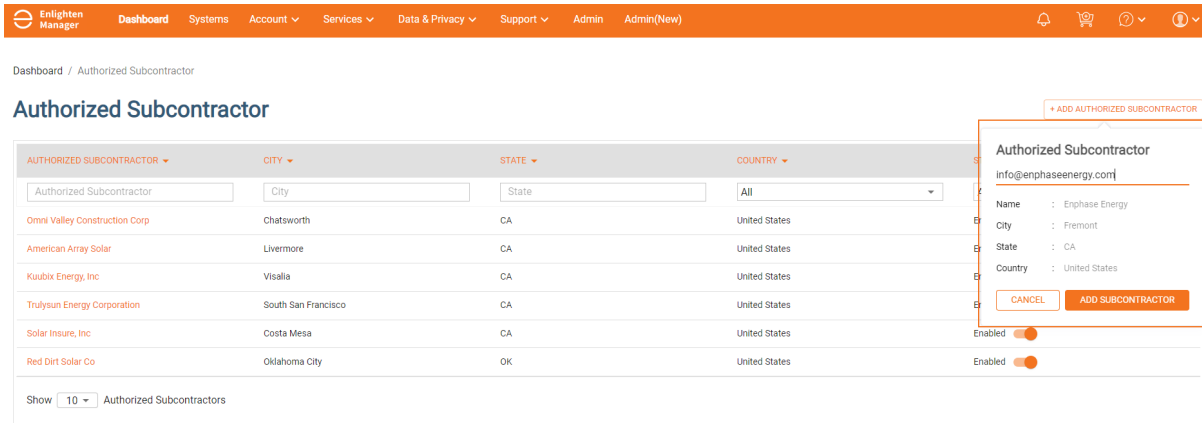
Training and certification status for each employee can be tracked by navigating to the training page in the Account dropdown.



**Note:** Moving or manually adding certifications from Enphase University to an employee account is impossible; employees should always log in with their Enphase Account when working on a certification course.

### 5.4 Authorized subcontractors

Authorized subcontractors should create configurations like the one shown in *Figure 4: Relationships between involved companies***Error! Reference source not found..** Companies are added to the list of authorized subcontractors by navigating to the authorized subcontractor's page in the Account dropdown. Click the button in the top right-hand corner and search for the company you want to add to the list by typing in the e-mail address of a company employee with an EIP user account in the search box. Every company added to the list of authorized subcontractors can be given access to any of your Enphase systems through the system activation form. Multiple subcontractors can be granted access to a system by selecting multiple companies from the dropdown menu and clicking **Save** at the bottom of the system activation form.



Dashboard / Authorized Subcontractor

### Authorized Subcontractor

+ ADD AUTHORIZED SUBCONTRACTOR

AUTHORIZED SUBCONTRACTOR	CITY	STATE	COUNTRY	Enabled
Authorized Subcontractor	City	State	All	
Omini Valley Construction Corp	Chatsworth	CA	United States	Enabled
American Array Solar	Livermore	CA	United States	Enabled
Kuubix Energy, Inc	Visalia	CA	United States	Enabled
Truysun Energy Corporation	South San Francisco	CA	United States	Enabled
Solar Insure, Inc	Costa Mesa	CA	United States	Enabled
Red Dirt Solar Co	Oklahoma City	OK	United States	Enabled

Show 10 Authorized Subcontractors

Authorized Subcontractor

info@enphaseenergy.com

Name : Enphase Energy

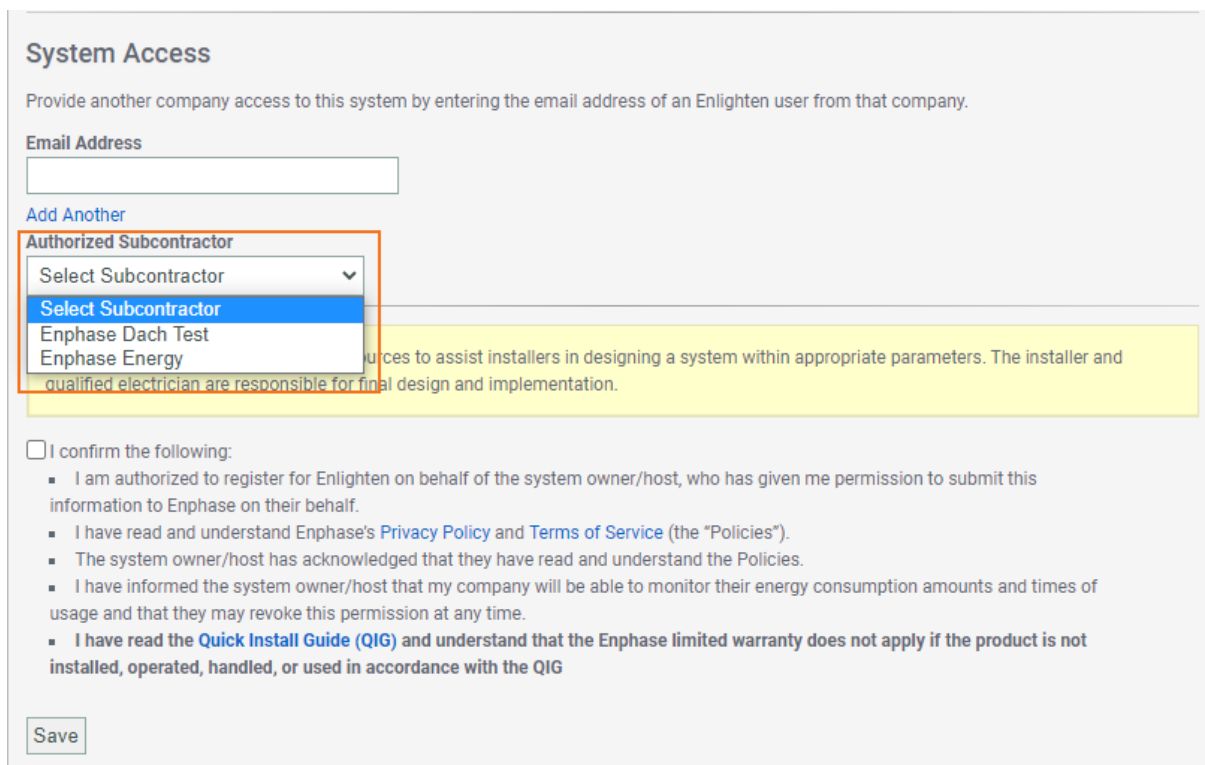
City : Fremont

State : CA

Country : United States

CANCEL ADD SUBCONTRACTOR

Figure 5: Adding an authorized subcontractor



### System Access

Provide another company access to this system by entering the email address of an Enlighten user from that company.

Email Address

Add Another

Authorized Subcontractor

Select Subcontractor

Select Subcontractor

Enphase Dach Test

Enphase Energy

I confirm the following:

- I am authorized to register for Enlighten on behalf of the system owner/host, who has given me permission to submit this information to Enphase on their behalf.
- I have read and understand Enphase's [Privacy Policy](#) and [Terms of Service](#) (the "Policies").
- The system owner/host has acknowledged that they have read and understand the Policies.
- I have informed the system owner/host that my company will be able to monitor their energy consumption amounts and times of usage and that they may revoke this permission at any time.
- I have read the [Quick Install Guide \(QIG\)](#) and understand that the Enphase limited warranty does not apply if the product is not installed, operated, handled, or used in accordance with the QIG

Save

Figure 6: Granting an authorized subcontractor system access

Once a company has access to a system, it has all the same options to work with the system as the company which created it, except deleting the system when no IQ Gateway has been added to the system yet.

## 5.5 Branch offices

If your company has multiple offices that work with Enphase products independently, you should create a branch office for each location on the EIP. Navigate to the branch offices page in the Account dropdown to create a new branch office. Once a branch office is registered, it can act like a separate solar company, with the difference being that the head office has access to all systems that their branch offices create.



**Note:** Branch offices cannot be selected as authorized subcontractors. Only the head office of a company can be granted system access as an authorized subcontractor. To grant access to a branch office, the head office must select the branch office as the system installer.

A step-by-step guide on how to create a branch office is available in the support section on the Enphase website.

## 6 References

- [Enphase Installer Platform](#)
- Enphase [Support articles](#)
- [How to create branch offices](#)
- [How to create employee accounts](#)
- [Enphase University](#)
- Enphase [customer support](#)

The links shown above are for the German language.



## Revision history

Revision	Date	Description
TEB-00017-1.0	July 2023	Initial release