

Application Note –New registration process for installers

Revision History

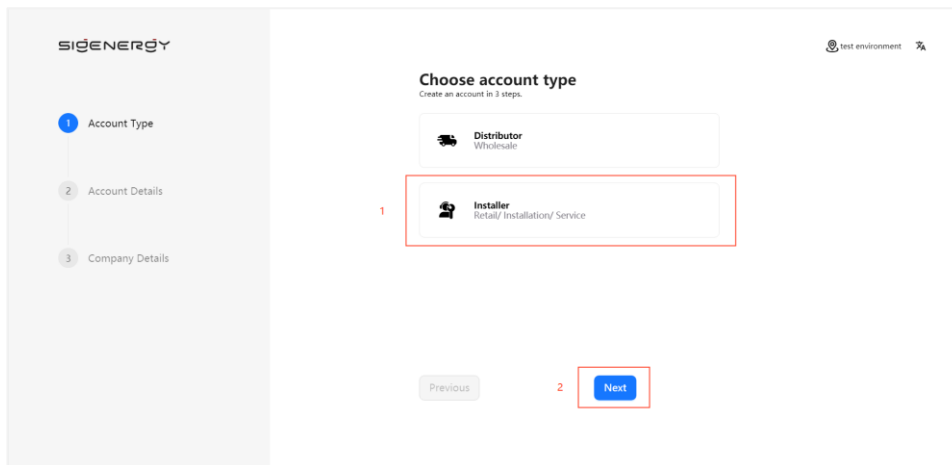
Version 1.0, May, 2024 – Initial release

What is the registration process? (Web)

Step 1. Click "Register now" on "partner" page on website.

<https://web-eu.sigencloud.com/user/business/register>

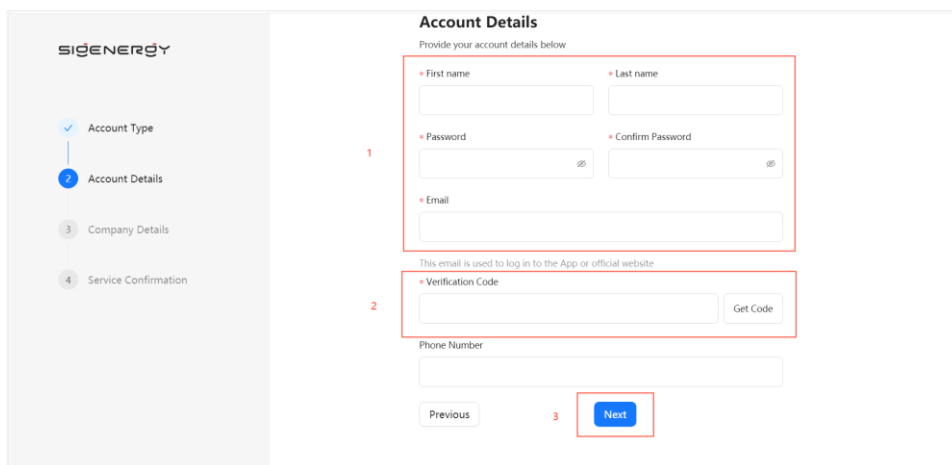
Step 2. Choose account type as "installer".



The screenshot shows the 'Choose account type' page in the SIGENERGY web interface. The page title is 'Choose account type' with a subtitle 'Create an account in 3 steps.' On the left, a navigation sidebar shows three steps: '1 Account Type', '2 Account Details', and '3 Company Details'. The main content area displays two options: 'Distributor Wholesale' and 'Installer Retail/Installation/Service'. The 'Installer' option is highlighted with a red box and a red '1' next to it. Below the options are 'Previous' and 'Next' buttons. The 'Next' button is highlighted with a red box and a red '2' next to it. The top right corner shows 'test environment' and a refresh icon.

Step 3. Fill in account details.

Click "Get Code" to get the "Verification Code" by email. Email will be sent from sigenservice@notice.sigenergy.com. (please check your spam mailbox or email interception rules if not received the code).



The screenshot shows the 'Account Details' page in the SIGENERGY web interface. The page title is 'Account Details' with a subtitle 'Provide your account details below'. On the left, a navigation sidebar shows four steps: 'Account Type', '2 Account Details', '3 Company Details', and '4 Service Confirmation'. The main content area contains several input fields: 'First name', 'Last name', 'Password', 'Confirm Password', and 'Email'. The 'Password' and 'Confirm Password' fields have eye icons. Below these fields is a note: 'This email is used to log in to the App or official website'. There is a 'Verification Code' field with a 'Get Code' button next to it. Below the 'Verification Code' field is a 'Phone Number' field. At the bottom, there are 'Previous' and 'Next' buttons. The 'Next' button is highlighted with a red box and a red '3' next to it. The top right corner shows 'test environment' and a refresh icon.

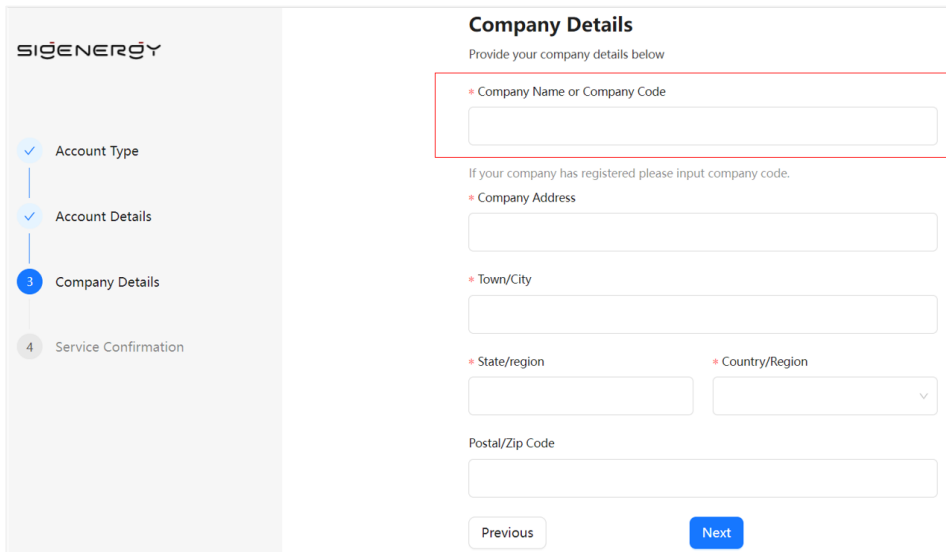
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Step 4. Fill in company details.

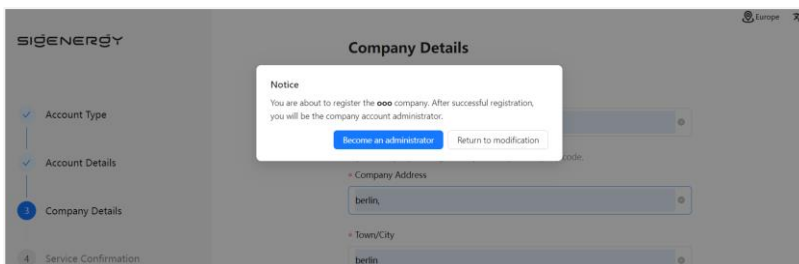
Input company's name if you represent the company for the first registration. The account you registered will be the administrator account* at company level.

* Administrator account is able to create company code for other company's employees and view all power plants installed by the company.

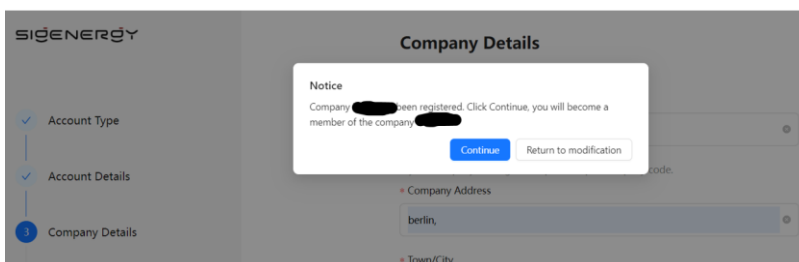


The screenshot shows the 'Company Details' registration form. On the left, a vertical navigation menu lists the steps: Account Type (checked), Account Details (checked), Company Details (active, highlighted with a blue circle and the number 3), and Service Confirmation (greyed out with the number 4). The main form area is titled 'Company Details' and contains the instruction 'Provide your company details below'. A red box highlights the 'Company Name or Company Code' input field. Below it, a note says 'If your company has registered please input company code.' The form includes fields for 'Company Address', 'Town/City', 'State/region', 'Country/Region' (a dropdown menu), and 'Postal/Zip Code'. At the bottom, there are 'Previous' and 'Next' buttons.

Input company's code if you want to register as an individual employee of the registered company. The account you register will be bound to the administrator account as an individual account.



This screenshot shows the 'Company Details' form with a 'Notice' dialog box overlaid. The dialog box contains the text: 'Notice: You are about to register the ooo company. After successful registration, you will be the company account administrator.' It has two buttons: 'Become an administrator' and 'Return to modification'. The form behind the dialog shows the 'Company Address' field with 'berlin' entered, and the 'Town/City' field also with 'berlin' entered.



This screenshot shows the 'Company Details' form with a 'Notice' dialog box overlaid. The dialog box contains the text: 'Notice: Company [redacted] has been registered. Click Continue, you will become a member of the company [redacted].' It has two buttons: 'Continue' and 'Return to modification'. The form behind the dialog shows the 'Company Address' field with 'berlin' entered, and the 'Town/City' field with 'berlin' entered.

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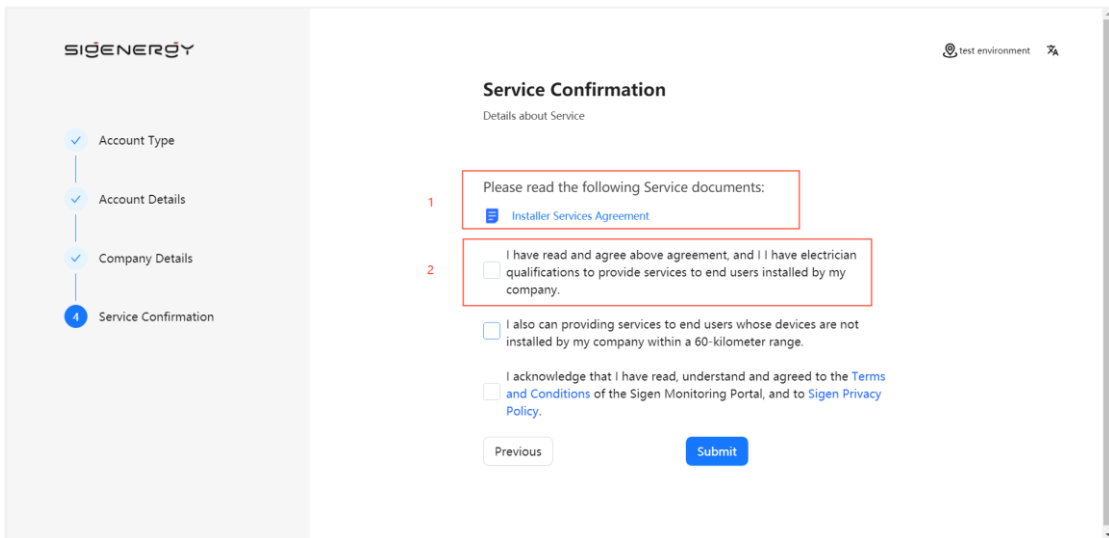
Manufacturer: Sigenergy Technology Co., Ltd.

Step 5. View service agreement and confirm service options on “Service Confirmation” page*

* You won't be able to see the “service confirmation” page if you register as an individual employee of a registered company..

It is mandatory to click to agree the service agreement. Provide service for end-users whose device was installed by your company.

It is optional to click to provide service for end-users within 60 KM whose original device was not installed by your company.



SIGENERGY test environment

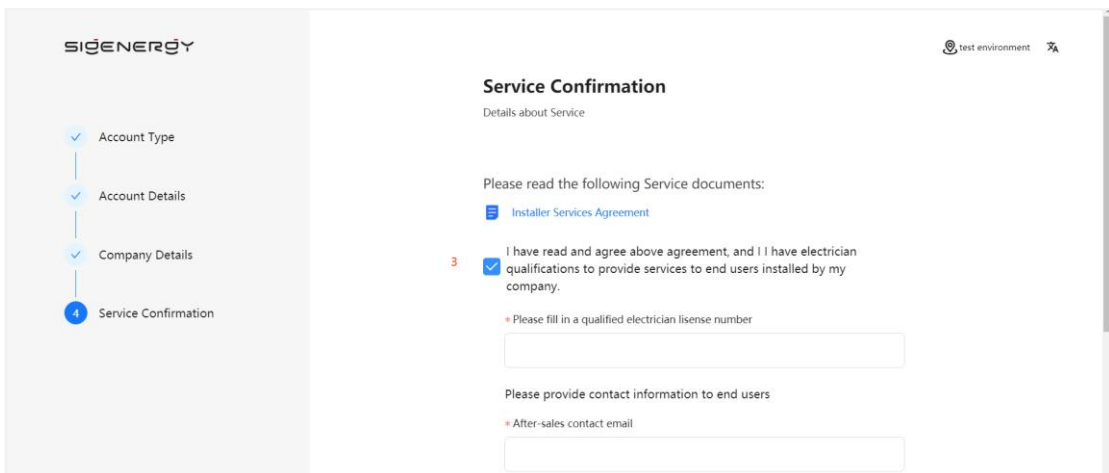
Service Confirmation

Details about Service

- 1 Please read the following Service documents:
[Installer Services Agreement](#)
- 2 I have read and agree above agreement, and I have electrician qualifications to provide services to end users installed by my company.
 I also can providing services to end users whose devices are not installed by my company within a 60-kilometer range.
[I acknowledge that I have read, understand and agreed to the Terms and Conditions](#) of the Sigen Monitoring Portal, and to [Sigen Privacy Policy](#).

[Previous](#) [Submit](#)

Input anyone of electrician license number in your company. And input service information for end-users to contact.



SIGENERGY test environment

Service Confirmation

Details about Service

- 3 I have read and agree above agreement, and I have electrician qualifications to provide services to end users installed by my company.
* Please fill in a qualified electrician license number

Please provide contact information to end users

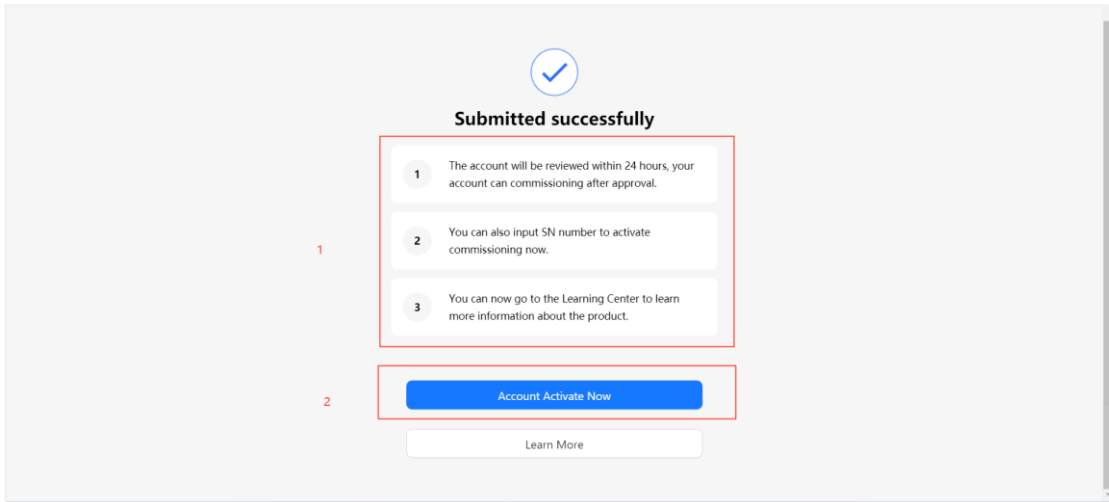
* After-sales contact email

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Manufacturer: Sigenenergy Technology Co., Ltd.

Step 6. Complete registration.

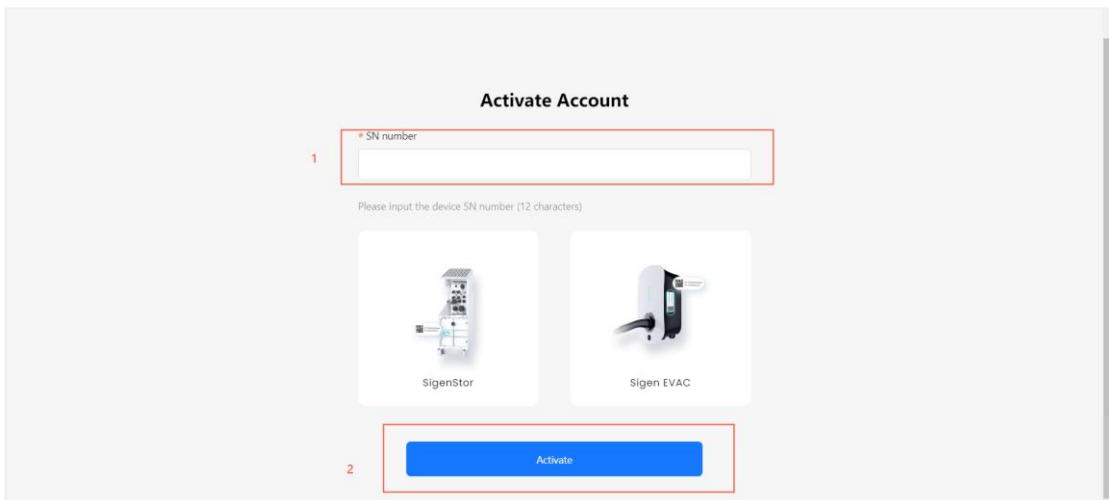
Submitted successfully. Sigenenergy's backend guys will review it to approve to activate your accounts in 1 working day.



Step 7. Self-activate account

Installers can also self-activate accounts by entering a valid device serial number (SN). The SN of devices should have not been installed before.

1. Fill in the valid device serial number (inverter or battery etc.)
2. Click "Activate"



Installer could install and commission after the account has been activated.

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Manufacturer: Sigenenergy Technology Co., Ltd.

What is the registration process? (App)

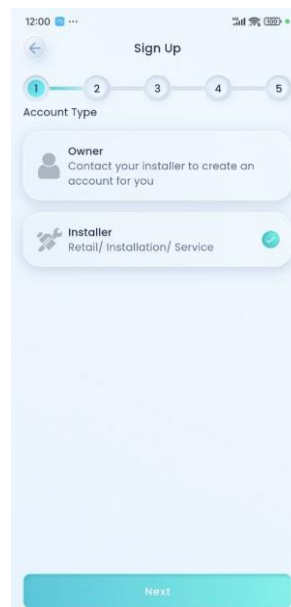
Step 1. Download “mySigen” App (version 1.9 above).



Step 2. Click on “Sign Up”



Step 3. Choose account type as “installer”



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Manufacturer: Sigenergy Technology Co., Ltd.

Step 4. Fill in account details.

Click “Get Code” to get the “Verification Code” by email. Email will be sent from sigenservice@notice.sigenergy.com (please check your spam mailbox or email interception rules if not received the code).



12:01 Sign Up

1 2 3 4 5

Account Details

First Name*

This Field is required.

Last Name*

This Field is required.

Password*

This Field is required.

Email*

Invalid Email Address.

[Send verification code](#)

Verification code*

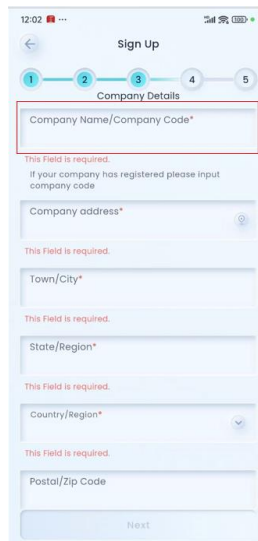
Phone Number

Next

Step 5. Fill in company details.

Input company's name if you represent the company for the first registration. The account you registered will be the administrator account* at company level.

* Administrator account is able to create company code for company's individual employees and view all power plants installed by the company.



12:02 Sign Up

1 2 3 4 5

Company Details

Company Name/Company Code*

This Field is required.
If your company has registered please input company code

Company address*

This Field is required.

Town/City*

This Field is required.

State/Region*

This Field is required.

Country/Region*

This Field is required.

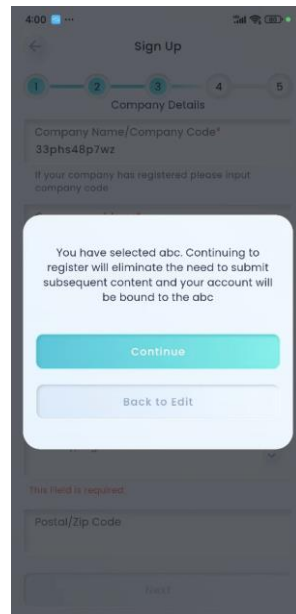
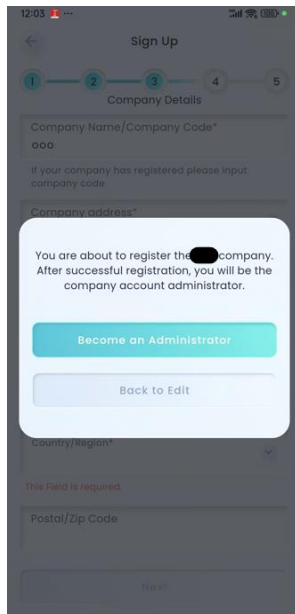
Postal/Zip Code

Next

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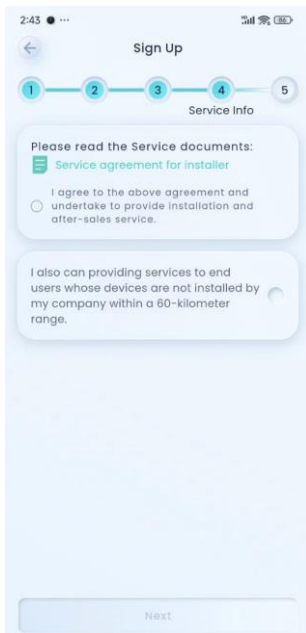
Manufacturer: Sigenergy Technology Co., Ltd.

Input company's code if you want to register as an individual employee of the registered company. The account you register will be bound to the administrator account as an individual account.



Step 6. View service agreement and confirm service options on “Service Confirmation” page*

* You won't be able to see the “service confirmation” page if you register as an individual employee.



Open the PDF of service agreement online which may take 1-2 minutes.

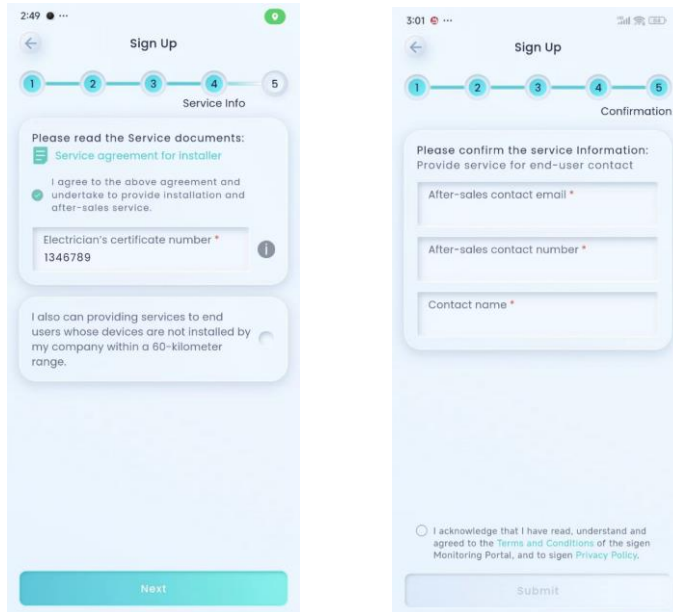
It is mandatory to click to agree the service agreement which provide service for end-users whose device was installed by your company.

It is optional to click to agree to provide service for end-users within 60 KM whose original device was not installed by your company.

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Manufacturer: Sigenenergy Technology Co., Ltd.

Input any one of electrician licenses number in your company. Then input service phone, service email, service name for end-user to contact.

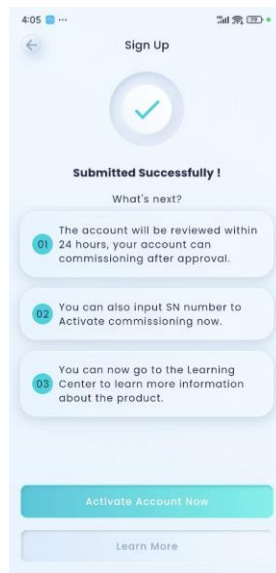


The first screenshot shows the 'Service Info' step of the registration process. It includes a progress indicator with steps 1 through 5, where step 4 is active. The user is prompted to read the 'Service agreement for installer' and agree to the terms. A text input field for 'Electrician's certificate number *' contains the value '1346789'. Below this, there is a checkbox for 'I also can providing services to end users whose devices are not installed by my company within a 60-kilometer range.' A 'Next' button is at the bottom.

The second screenshot shows the 'Confirmation' step. The progress indicator now shows step 5 as active. The user is asked to 'Provide service for end-user contact' and is prompted to enter 'After-sales contact email *', 'After-sales contact number *', and 'Contact name *'. At the bottom, there is a checkbox for 'I acknowledge that I have read, understand and agreed to the Terms and Conditions of the signen Monitoring Portal, and to signen Privacy Policy.' and a 'Submit' button.

Step 7. Complete registration.

Submitted successfully. Sigenenergy's backend guys will review it to approve activating your accounts in 1 working day.



The screenshot shows a confirmation screen titled 'Submitted Successfully!'. It features a large green checkmark icon. Below the title, it says 'What's next?' and lists three steps: 01. 'The account will be reviewed within 24 hours, your account can commissioning after approval.', 02. 'You can also input SN number to Activate commissioning now.', and 03. 'You can now go to the Learning Center to learn more information about the product.' At the bottom, there are two buttons: 'Activate Account Now' and 'Learn More'.

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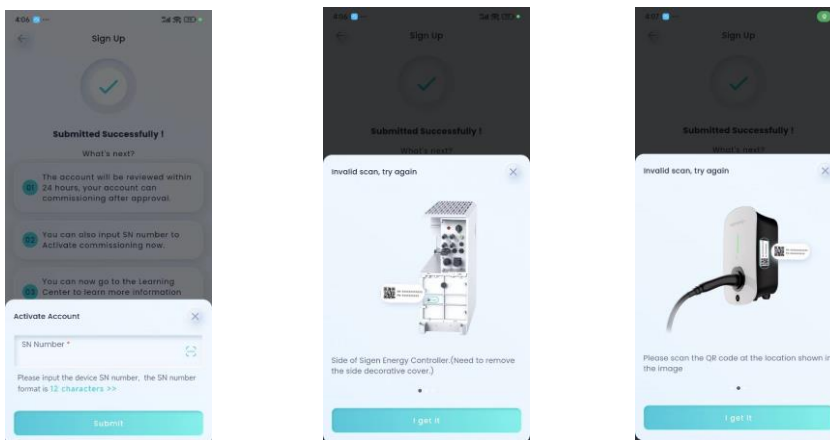
Manufacturer: Sigenergy Technology Co., Ltd.

Step 8. Self-activate account

Installer can also self-activate accounts by entering a valid device serial number (SN).

The SN of devices should have not been installed before.

1. Fill in the valid device serial number (inverter or battery, etc)
2. Click “Activate”



Installer could install and commissioning after the account been activated.

Where can I get company code?

Login mySigen App with company account, and check it via setting – company management.

