

SolCentre:

How to sign-up building tenants

vA1

Allume's online monitoring portal, called SolCentre, allows tenants to view real-time solar allocation and load consumption energy data.

For this data to be available to view in the SolCentre portal, ensure that:

- Each SolShare is connected to a live grid connection
- Each SolShare is connected to a secure and stable internet connection
- Each SolShare has been commissioned
- The inverter/s and other solar equipment at site are operating correctly.

Please note:

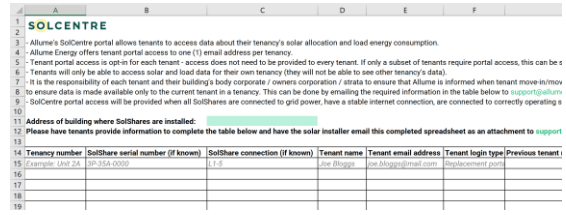
- SolCentre portal access is opt-in for each tenant - not all tenants need to have a SolCentre portal login created for them, even if their tenancy is connected to solar via SolShare.
- Allume Energy offers tenant portal access to one (1) email address per tenancy
- It is the responsibility of each tenant and their body corporate / owners corporate / strata to provide up-to-date information about current tenants for SolCentre access.

In order to set-up a SolCentre account for the tenants, Allume needs to create logins for each tenant, typically, with information provided by the solar installer. Follow the steps below:

Step 1

The solar installer approaches the building tenants (e.g., via their body corporate / owners corporation / strata) to provide the information required in the *0727_SolCentre tenant sign-up information* spreadsheet, found on [Allume's Document Library](#).

This can be done prior to solar system installation to provide sufficient time for tenants to respond.



The spreadsheet is titled 'SOLCENTRE' and contains instructions for tenants to provide information for SolShare installation. It includes a table for tenants to fill out with columns for Tenancy number, SolShare serial number, SolShare connection, Tenant name, Tenant email address, Tenant login type, and Previous tenant.

Tenancy number	SolShare serial number (if known)	SolShare connection (if known)	Tenant name	Tenant email address	Tenant login type	Previous tenant
Example Unit 25	SP-35A-0000	1.1.5	Joe Bloggs	joe.bloggs@gmail.com	Replacement portal	

Step 2

The solar installer sends the completed spreadsheet listing all tenancies requiring SolCentre portal access via email to support@allumeenergy.com.au.

Note: The creation of tenant portal accounts will be actioned by Allume after all SolShares at the building are commissioned.

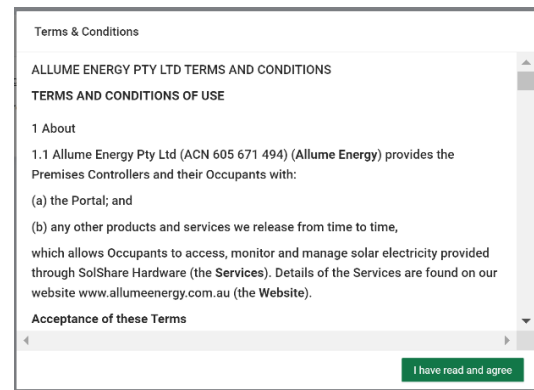
Step 3

Allume Energy will create a login for each tenant and assign a generic password for each login. These passwords will be sent back to each tenant by Allume Energy.

Step 4

Each tenant can login with the following details and accept the terms and conditions:


- email address as username
- assigned password from Step 3
- SolCentre URL:
<https://portal.allumeenergy.com.au/login>

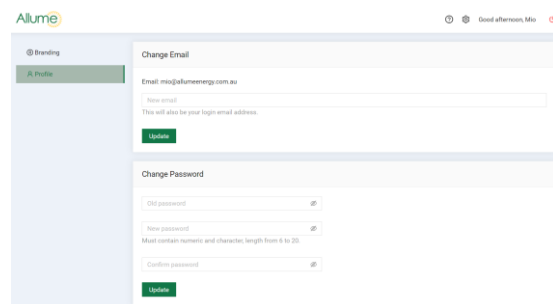


The screenshot shows the 'Terms & Conditions' page for Allume Energy Pty Ltd. It includes the title 'ALLUME ENERGY PTY LTD TERMS AND CONDITIONS' and 'TERMS AND CONDITIONS OF USE'. The page lists '1 About' and '1.1 Allume Energy Pty Ltd (ACN 605 671 494) (Allume Energy) provides the Premises Controllers and their Occupants with: (a) the Portal; and (b) any other products and services we release from time to time, which allows Occupants to access, monitor and manage solar electricity provided through SolShare Hardware (the Services). Details of the Services are found on our website www.allumeenergy.com.au (the Website).'. At the bottom, there is an 'Acceptance of these Terms' section with a green button labeled 'I have read and agree'.

Step 5

Each tenant can login to SolCentre whenever they would like and start taking control of their energy.

Each tenant can also update their password once logged in by going to General Settings  > Profile > Change Password.



The screenshot shows the 'Change Email' and 'Change Password' sections of the Allume Energy user profile page. The 'Change Email' section has a text input field for the new email address and a green 'Update' button. The 'Change Password' section has two text input fields for the old and new passwords, a note that the password must contain numeric and character length from 6 to 20, and a green 'Update' button.