## How to grant or decline a request to access and monitor your property in SmartSA Insights

Anyone can opt to have someone else monitor your solar on your behalf. Sometimes this is done where a person may either not have the time or is not comfortable using online technology, for example. If you wish to do this, the process is as follows:

- a) The person who will monitor your property must register for SmartSA Insights (they can use this link here)
- b) The person who will monitor your property must request access to your properties' solar information
- c) You will receive an email, or SMS informing you of their request, you can click "Approve" in the email you receive, that person will then be able to view information about your solar export and usage, your grid usage, and your internet connectivity
- d) Notice that you can also click "decline" in the email to not allow access

Your monitoring person can access user guides on how to register, how to request access, and how to monitor a property from this link <u>here</u>.

Here are step by step instructions for you to follow once the person who will monitor your property has requested access.

1. You will receive an email or SMS similar to the email shown below:

Acce	s request				
Dear	Joe Bloggs				
You ha from a	ve received ar electricity se	access request to view vice you own.	the SmartSA Insight	ts solar generatio	on data
lf you a	pprove this a	ess request, the reque	ster will be able to v	/iew:	
	Exports & Performan Settings - F	sage - all data (as e - all data (as seer operty address an	seen by you) n by you) d NMI only		
This pe	rson will not t	able to share this per	mission with any oth	ner party.	
This pe	rson will not b	able to share this per	mission with any oth	ner party.	
This pe You	rson will not b	able to share this per	mission with any oth	ner party.	
This pe <b>You</b> Address	rson will not b	able to share this per	mission with any oth	her party.	
This pe You Address	rson will not b property ested by	able to share this per	mission with any oth	ier party.	
This pe Your Address Requ	rson will not t	able to share this per	mission with any oth	ner party.	
This per Your Address Reque Name Jenny	rson will not b property ested by	able to share this per	mission with any oth	ner party.	
This pe Your Address Requ Name Jenny I Email	rson will not b property ested by Noggs	able to share this per	mission with any oth	ier party.	
This pe Your Address Reque Name Jenny Email JennyB	rson will not t propert ested by Norrs	able to share this per	mission with any oth	ier party.	
This pe Your Address Requine Name Jenny I Email JennyB What v	son will not t property ested by Nogs@gmail.c	able to share this per m o do with this request	mission with any oth	er party.	

2. Click the "APPROVE" link in either the email or the SMS to grant access to your property's information. If you do not wish to grant access, click "DECLINE". A page similar to this will be displayed.



## Alternate method to approve / decline a request for access – via the app notifications

1. Alternatively, you can approve the request from inside SmartSA using the notifications option. Click the notification bell, then "approve" or "decline"

SmartSA Installations Applic	ations Insights Management		@
Insights		Access Request Suby Kurian is requesting	g access to NMI
Search by NMI, label, address	Q, Your properties (1) Pending (0)	Inactive (1)	APPROVE
Address		NMI NMI	23
OWNER	D	200165 C Access Request Mihiri Herath is requesti	ng access to NMI:
		X DECLINE	APPROVE
		Requested On: 27/09/20	23

## Alternate method to approve / decline a request for access – via the app using property settings

1. Another way you can approve the request from inside SmartSA, click anywhere on the property record displayed on the home page.

With States	SmartSA	Installations	Applications	Insights	Management			0 4	МК
Insight	ts							+ ADD	PLACE
Search by N	NMI, label, ad	ldress		٩	Your properties (1)	Pending (0) Inactive (:	)	Archive	C
Address						NM	Label		_
1		)	OWNER				ном	•	>

2. Click on Settings from the property page

xts & Usage Performance Settings		
ALL 條 SOLAR % GRID 🗇 HOME	✓ Sep 28, 2023 >	DAY WEEK MONTH CUSTON
1	Energy	summary
mbined view of what generated power was used or exported and power imported to the grid at any point in time.	TOTAL E GENERA	NERGY 45.12 kWh J30.2% since previous day
5	EXPORT	TED TO 35.17 kWh 11.2% since previous day
	TOTAL E USED	INERGY 11 kWh

3. The request(s) will be displayed, click "approve" or "decline"

orts & Usage Performar	nce Settings		
his Property ddress A 5050 MI	Permissions No users with permission to view da Access Requests Users below have requested access to Name	ta. Users with access to this property's data will appear here once approved by you. to this property's data. Email	
abel (max. 20 characters)		н на селото	X DECLINE APPROVE

4. If you need any other guides, please click <u>here</u>.