

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

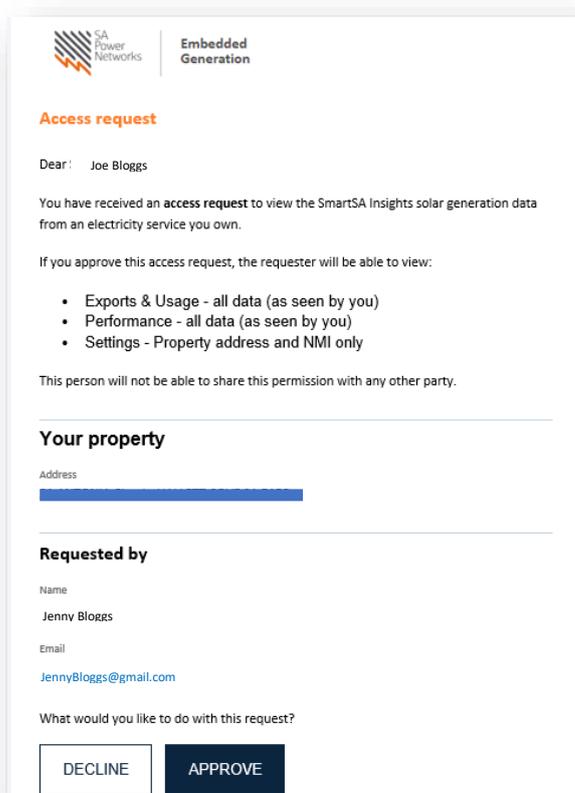
Anyone can opt to have someone else monitor your solar on your behalf. Sometimes this is done where a person may either not have the time or is not comfortable using online technology, for example. If you wish to do this, the process is as follows:

- 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

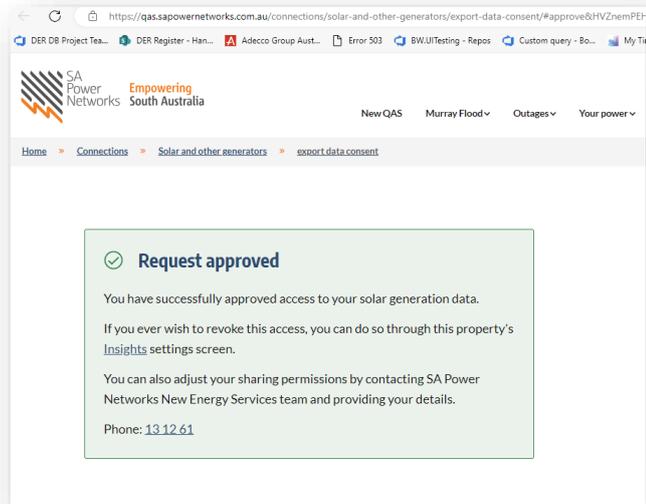
Your monitoring person can access user guides on how to register, how to request access, and how to monitor a property from this link [here](#).

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:

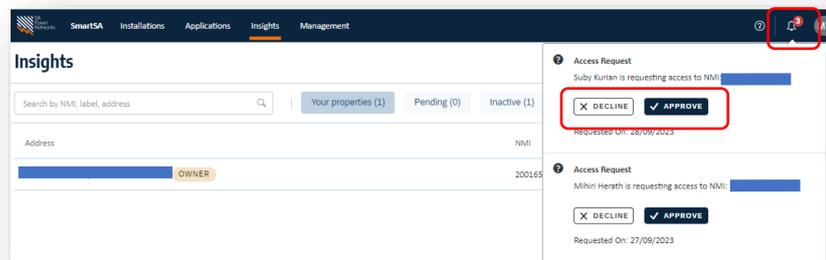


2. Click the “APPROVE” link in either the email or the SMS to grant access to your property’s information. If you do not wish to grant access, click “DECLINE”. A page similar to this will be displayed.



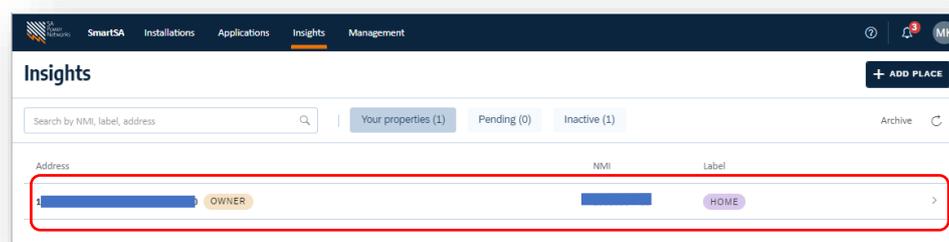
Alternate method to approve / decline a request for access – via the app notifications

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

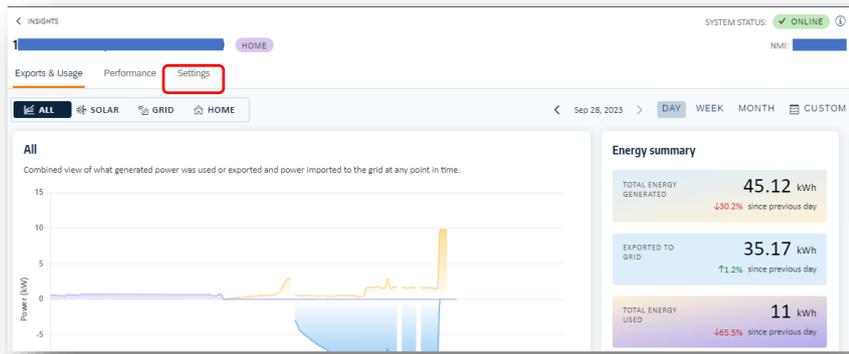


Alternate method to approve / decline a request for access – via the app using property settings

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



2. Click on Settings from the property page



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

The screenshot shows the 'Permissions' page in SmartSA Insights. The page is divided into two main sections: 'This Property' and 'Permissions'. The 'This Property' section displays the property's address (SA 5050), NMI, and a label. The 'Permissions' section contains a message: 'No users with permission to view data. Users with access to this property's data will appear here once approved by you.' Below this is an 'Access Requests' section with the text 'Users below have requested access to this property's data.' A table lists two requests, each with a 'Name' and 'Email' column. For each request, there are two buttons: 'DECLINE' and 'APPROVE'.

4. If you need any other guides, please click [here](#).