



Installer Guide

SolarEdge ONE for EV Charging C&I

Version 1.0

December 2025

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Revision History

Version	Date	Description
1.0	December 2025	Initial release

Related Documents

- SolarEdge ONE EV Charging for C&I Account Owner’s Guide

About

This document provides details regarding the SolarEdge ONE for EV charging for C&I management platform. It includes a general description of the platform and step-by-step user-guide procedures to enable the **Installers** to operate the platform according to their specific use cases.

This document is intended for **Installers**.

Overview

SolarEdge ONE for EV Charging for C&I is a dedicated EV charging management platform designed for workplaces, multi-dwelling buildings, and commercial sites. It enables seamless setup and operation of SolarEdge connected chargers, allowing site operators and installers to deliver reliable and cost-efficient charging services.

The system supports charger and user management, site creation, and basic billing administration, while ensuring compliance with the SolarEdge Essential package.

For more information visit: <https://www.solaredge.com>.

User Types and Their Credentials

The SolarEdge ONE EV Management platform supports multiple user types with distinct credentials, enabling efficient system utilization and monitoring. The user types include:

- **Installer:** The site deployment manager and system owner.
- **Account Owner:** Authorized by the Installer and assigned ownership of specific slots or areas; may manage multiple accounts.
- **Driver:** Basic user entity and has no access to the platform (using mobile application).

Figure 1 illustrates the user and credential creation flow. The lettered callouts (A and B) and the corresponding flow explanations are detailed in the following table.

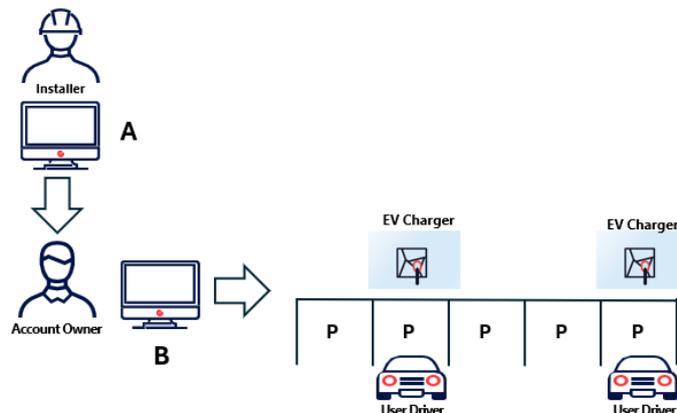


Figure 1: SolarEdge ONE for EV Platform Users Flow

Stage	User Type	Credentials Process	User Actions	Notes
A	Installers	<ol style="list-style-type: none"> 1. Registration form completion. 2. Using invitation mail for platform Sign in. 	<ol style="list-style-type: none"> 1. Creating New Account 2. Adding New Chargers 3. Creating Account Owners 4. Creating Drivers users 5. Entering payment plan 	See SE ONE for EV Installer Guide.

Stage	User Type	Credentials Process	User Actions	Notes
B	Account Owner	Using invitation mail for platform Sign in.	<ol style="list-style-type: none"> 1. Adding New Chargers 2. Creating Drivers 3. Entering payment plan 	

Getting Started

Follow the steps below to get started with the SolarEdge ONE for EV charging platform.

Step 1: Creating Username and Password

Installers should create a user account by completing this [form](#) (see Figure 1) and entering all required fields. After submitting the form, an invitation email containing the user credentials will be sent to the installer at the email address provided.

Get Started

First Name*

Last Name*

Mobile phone number*

Country

Company Name*

Email*

Site ID

I agree to receive other communications from SolarEdge.com.

I accept the [privacy policy](#) of SolarEdge *

By clicking the 'Submit' button, you expressly consent to SolarEdge collecting, processing, and storing your personal information in SolarEdge's databases and sharing your information with installers and other third parties on its behalf, all in accordance with SolarEdge's Privacy Policy, and give your permission to be contacted by SolarEdge or other service providers on its behalf.

Submit

Figure 2: New User Creation Form

Step 2: First Sign In

Once the invitation email is received (see Figure 2), follow the steps below:

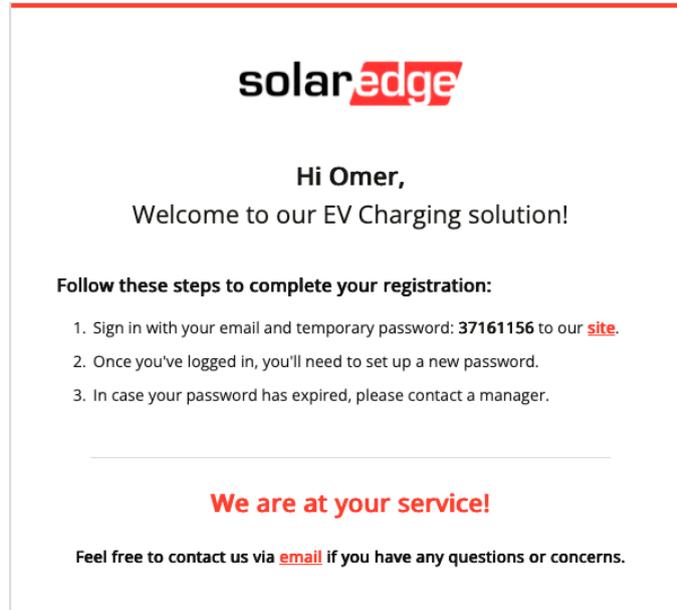


Figure 3: Invitation Email Illustration

1. Open the invitation mail.
2. Copy the temporary password and click on the link provided.
3. In the Sign in screen (Figure 3), enter your email address and the given temporary password
4. Check the checkbox near the line "I accept the EULA and Privacy Policy.", and then select **Sign In**.
5. On the next screen, create a new secure password and select Update when finished.



Figure 4: Sign in Screen

Step 3: Adding New Account

For installers that hold multiple accounts, once logged into the system, all existing accounts can be managed by drop down menu selection (see red rectangle mark in Figure 4).

To add new account, follow the steps below:

1. Change your scope to 'All your accounts' (see Figure 4)
2. By clicking on the plus button (see arrow mark in Figure 4) an Add account form is opened.

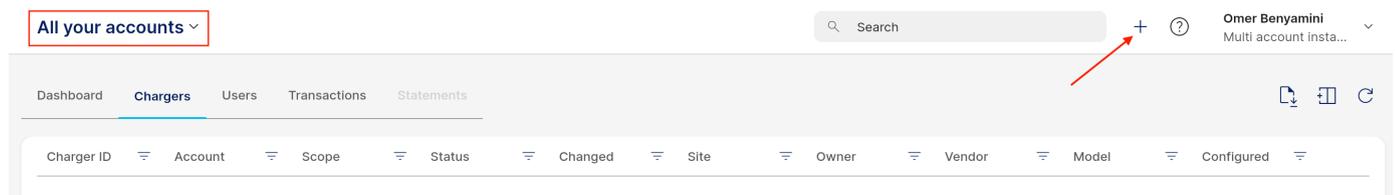


Figure 5: Selecting the (+) Button to Add New Account

3. On the Add account screen (see Figure 5), enter new account name in the marked field. All other fields are prefilled.

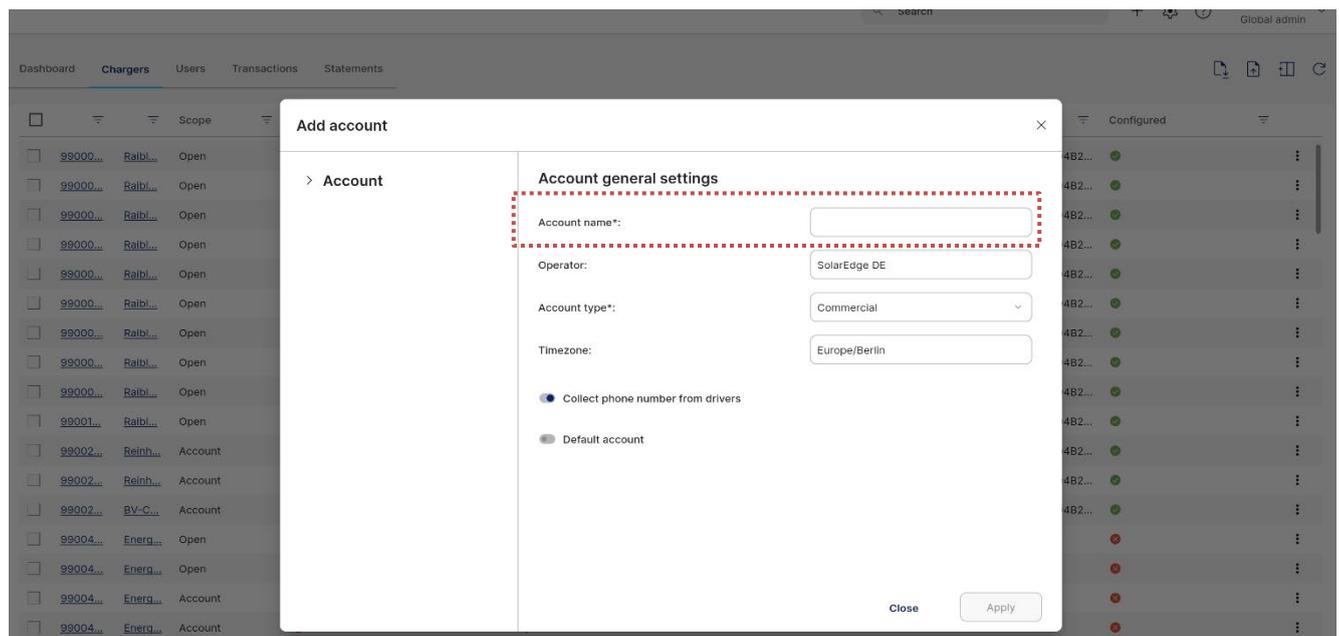


Figure 6: Add Account Settings Screen

4. Once done, select **Apply** to create the new account. After the account is successfully created, click Close to return to the main screen. Phone number information is optional.

Step 4: Adding EV Charger

EV chargers are added directly to accounts within the SolarEdge ONE for EV platform. If a site has not yet been created, you will be prompted to create one before proceeding.

To add EV charger to the account, follow the steps below:

1. Choose the associated account from the drop-down list and then select the **Chargers** tab on the platform main screen (see left arrow in Figure 6).



Figure 7: Add Charger Screen

2. select the (+) button (see right arrow in Figure 6).
3. If the account includes sites (as displayed in Figure 6), a site selection menu opens to choose the desired site to install the charger to (see Figure 7).



Figure 8: Sites List Menu Screen (Example)

4. If the account does not include any sites, a new site creation screen opens, enter site name and address and then select **Add** (see Figure 8).

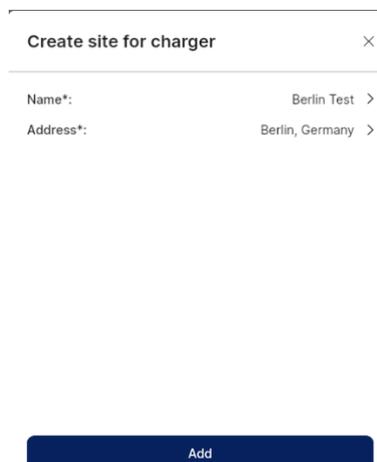


Figure 9: New Site Creation for Charger (Example)

5. Once the new charger is associated with specific site name, a charger details form screen opens. Fill in the charger's details (see Figure 9):

- **Charger ID:**
- **Scope:** Closed, Open, Private or Account (see Figure 10)
- **Alias:** optional name shown in the app instead of the Charger ID for easier recognition (for example, the label on the charger).

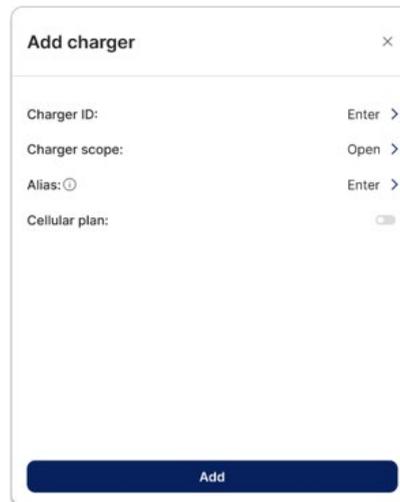


Figure 10: New Charger Details Form

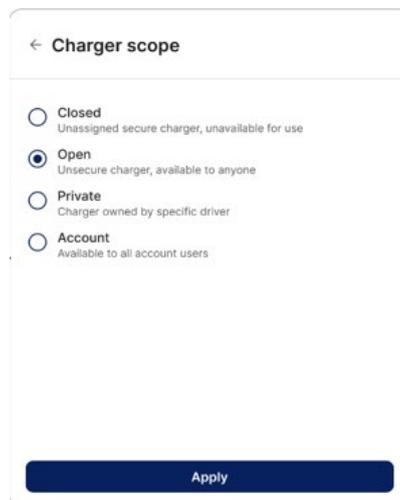


Figure 11: New Charger Scope Menu Screen

6. To enable connectivity for a monthly fee (through Cellular Plan), activate the charger's SIM card, (for more details refer to Step 6: Cellular Plan Activation).

7. When done select **Apply** to complete the setup.

Step 5: Adding New User

The list below details eligibility of the different platform users:

- **Multi account installers:** Can invite account owners and drivers.
- **Account owners:** Can invite drivers only.
- **Drivers**

To add new user, follow the steps below:

1. Choose one of your accounts.
2. To select an account, click All accounts in the top-left corner and choose the desired account from the list.
3. Select the **Users** tab.
4. Click (+) to add new user (see Figure 11).

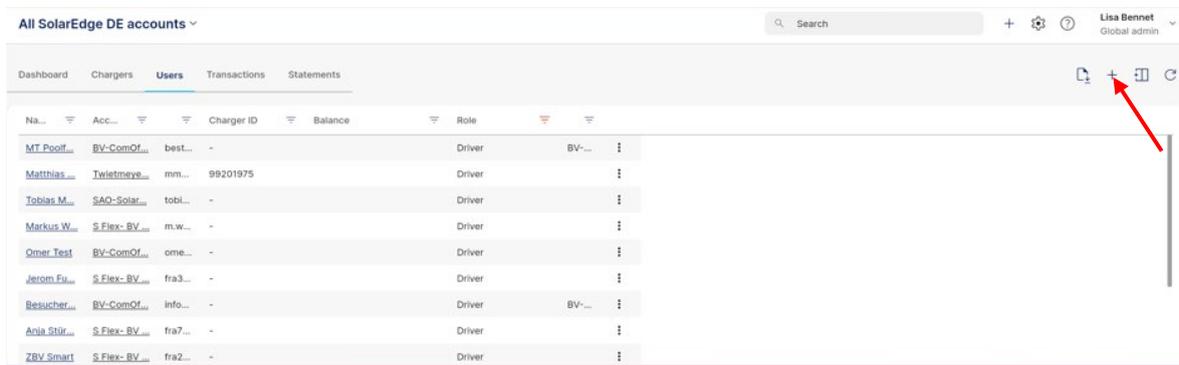


Figure 12: Selecting the (+) Button to Add New User

5. Once the **Add User** opens, Enter the following information (see Figure 12):

- **Name (Must)**
- **Email (Must)**
- **Phone number (Optional)**
- **Role: Account owner or Driver**

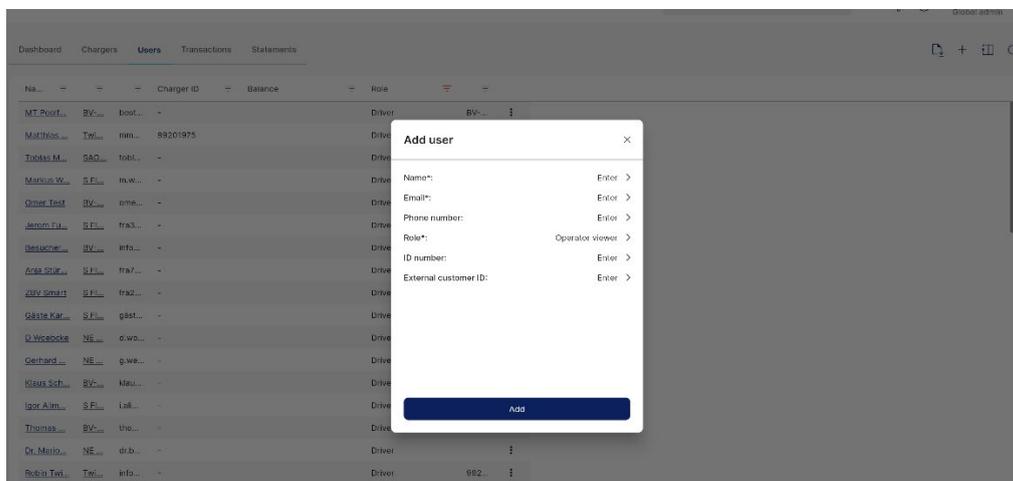


Figure 13: New User Details Screen

6. Select **Add** to complete the user creation process.

**NOTE**

- Once a user is invited to the account, they will receive an invite email based on their scope (driver only has access to the driver app).
- Managing users: On the Users tab you can edit, reset passwords, or delete users from the three-dots menu beside their name.
- For the full management information, refer to the Full Back Office User Guide.

Step 6: Cellular Plan Activation

Both multi-account installers and account owners can activate cellular connectivity for supported chargers.

To activate cellular plan, follow the steps below:

1. If no financial admin is assigned, the installer must assign a financial admin and enter valid credit card details prior to plan activation.

Select financial admin

Account financial admin: Tony Stark
The selected user will be charged a monthly fee of €5 and will receive the account statements.

Credit card details: Add >

Activate cellular plan

Figure 14: Activate Cellular plan Button Disabled

2. Once financial admin is assigned or already exists the activation button is enabled and colored blue (see Figure 14).

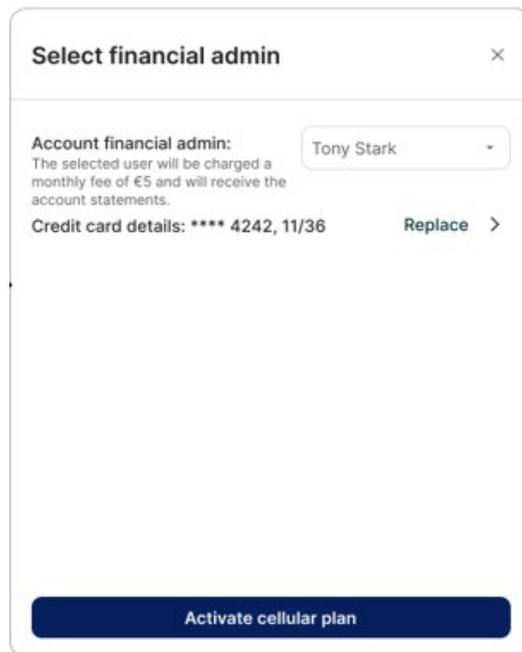


Figure 15: Activate Cellular plan Button Enabled

3. Click on the '**Activate cellular plan**' button, then a confirmation message opens with the following message:
 - Enabling the cellular plan will activate the eSIM and apply a monthly fee for this charger.
4. Click **Activate** to confirm.

Charger Menu Overview

At the end of each charger line, the three-dot menu is located (see marks in Figure 15) and includes the following items:

- Edit charger
- Reset charger
- Start / Stop transactions
- Unlocked connector
- Block charger
- Delete charger

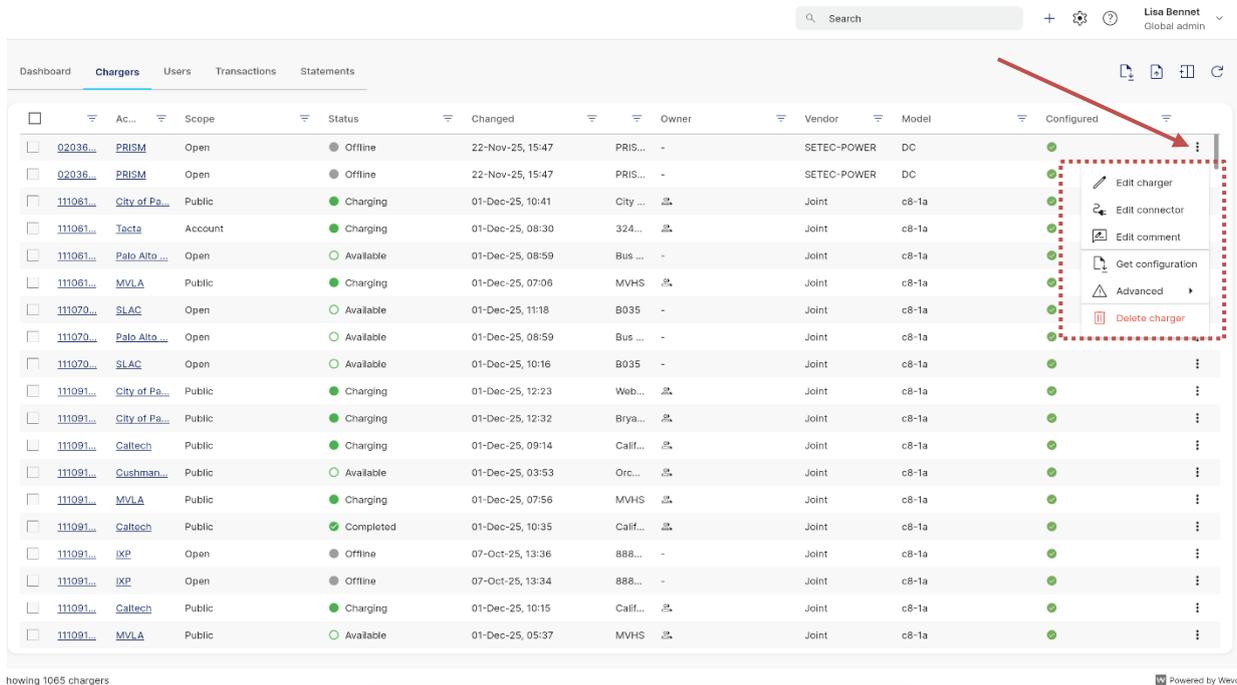


Figure 16: Chargers Tab Three Dots Menu

Energy Management

Energy management (including static and dynamic load management and excess PV charging) is included in the Essentials plan. If you would like to enable energy management for your site, please contact our support team (see support section below).

Once activated, the **Energy** and **Timeview** tabs will appear in the Back Office for monitoring and analysis.

Support

For detailed setup and troubleshooting instructions, refer to the Full User Guide.

For technical support or assistance with setup:

- Start a conversation through the chat option (see how to get there in Figure 16). Our team is available to assist you directly. Alternatively, contact us by email at: support-ev@solaredge.com

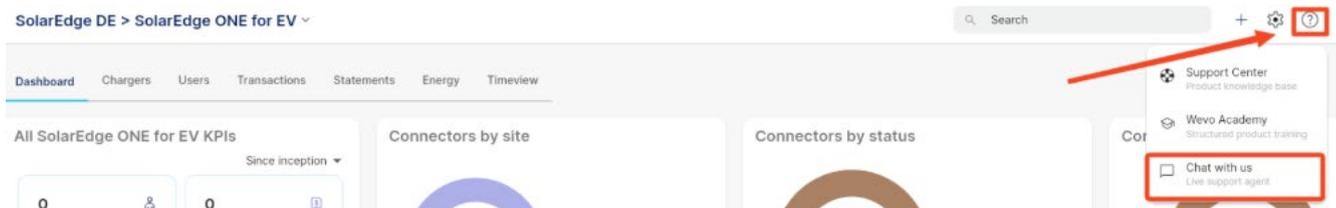


Figure 17: Screenshot showing how to navigate to 'Chat with Us'