



# SolarEdge ONE for C&I - FAQs

April 2025

1. **Question: Why are we replacing the Monitoring Platform with SolarEdge ONE for C&I?**

**Answer:**

C&I projects are long-term, multi-decade investments that must be supported by software solutions adaptable to evolving business needs, regulatory changes, and technological advancements. These projects involve large sites powered by numerous devices, requiring software capable of processing vast amounts of data in real-time. C&I software platforms also need to provide enhanced functionality for monitoring PV, consumption, and storage systems, offering high-level insights and enabling users to track and optimize business KPIs like bill savings and CO2 emissions.

The SolarEdge ONE for C&I platform was developed to address the diverse needs of C&I projects as well as C&I stakeholders, ranging from O&M teams to EPC companies and site owners.

2. **Question: Is SolarEdge ONE for C&I a free platform?**

**Answer:** ONE for C&I comes with a core of built-in features free for every user that purchased SolarEdge hardware such as our commercial inverters and Power Optimizers, or Commercial Storage Systems. It caters to PV professionals requiring O&M, PV monitoring, and storage management capabilities.

Paid software packages will also be gradually introduced later, supporting a more advanced range of capabilities.

3. **Question: What are the main features being introduced with the SolarEdge ONE for C&I platform?**

**Answer:** Here's a taste of what you can look forward to in the new ONE for C&I platform:

- **Digital Twin:** Bring your PV installations to life with this powerful tool that merges a virtual 3D representation of your site with comprehensive, real-time data for remote site inspections and detailed performance analysis. [Learn more.](#)



- **Remote configuration and operation:** Perform remote configuration and update device parameters such as inverter power control or grid settings or set import/export limits. Includes an audit trail to track each device configuration that was made. [Learn more.](#)
- **Site analysis tools:** Includes an extensive set of pre-configured charts that enables a deep dive into site and device/module-level data for easy performance analysis. Use advanced customization tools to generate additional charts specific to your O&M requirements. [Learn more.](#)
- **Energy board:** Provides real-time, comprehensive insights into the flow and distribution of power on-site, for each component in the system, helping to better understand the site's energy management and how it can be improved. [Learn more.](#)

4. **Question: I manage both SolarEdge Commercial and Residential sites. What will happen to my Residential sites after migrating to ONE for C&I?**

**Answer:** Your Residential sites will remain in the existing Monitoring Platform interface, with the same functionality as before.

When first entering the ONE for C&I platform, you are taken to the Fleet/Account-level dashboard. As a "Hybrid" account, you will have full access to both Residential and Commercial sites, differentiated using "home" and "factory" icons respectively.

Clicking on a specific Residential site will direct you to the site-level view in the existing Monitoring Platform interface. Clicking on a Commercial site will take you to the new ONE for C&I interface.



5. **Question: How do I access ONE for C&I following migration?**

**Answer:** Once migrated, you'll be able to access ONE for C&I using the same [URL](#) and login credentials as with the Monitoring Platform.

6. **Question: How is my account data being secured during the ONE for C&I migration?**

**Answer:** All your account/site data will continue to reside on the SolarEdge Cloud as before, ensuring full data continuity and cyber protection as before. The data is backed up regularly, so there's no change on this front either. You can also refer to our [privacy policy](#).

7. **Question: When my account is migrated, will there be any interruption or "Blackout period" during the data migration or at any point during the transition?**

**Answer:** No, although you may need to log out and log back in again or possibly clear the cache if you aren't seeing the new ONE for C&I interface after at least 30 minutes.

8. **Question: I have automated reports and alerts for certain sites in the Monitoring Platform – will the migration affect this?**

**Answer:** There will be no effect on your current reports or alerts setup. The Monitoring reporting and alerts engine and capabilities will remain the same as today.

9. **Question: Can I roll-back to the Monitoring Platform following migration to ONE for C&I?**

**Answer:** Once your account has been migrated to ONE for C&I, there is no possibility of rolling back to the Monitoring Platform.

10. **Question: Do business/site owners have access to the new ONE for C&I platform?**

**Answer:** Yes. Using the **Site Access** feature, SolarEdge installers can grant site owners access to the ONE platform. Installers will be able to define the access role for each user when adding them to the platform, as follows:

- **Limited Access:** View the Dashboard only, keeping asset owners updated on site energy production, consumption, and KPIs
- **Partial Access:** View the Dashboard and Digital Twin only
- **Full Access:** View the Energy Board, Analysis, and Digital Twin

Learn more about the Site Access feature [here](#).



11. **Question: Are there training materials available for SolarEdge ONE for C&I?**

**Answer:** Of course – if you’re a SolarEdge installer with access to the EDGE Academy, you can take the online training course by [clicking here](#) and become a ONE for C&I pro in no time. We have also created this [On-Demand Webinar](#) hosted by one of our product experts, dubbed in multiple languages.

You’ll also be able to take advantage of the **Resource Center** found in the top right corner of the ONE for C&I interface, including ‘How to’ guides and tutorials, application notes and contact information so you can share questions or feedback about your ONE for C&I experience.

Here are some quick links to helpful materials:

- [ONE for C&I Product Overview](#)
- Application notes, providing a technical deep-dive into the main ONE for C&I features: [Site Overview](#), [Digital Twin](#), [Device Operations](#), [Site Analysis](#), [Energy Board](#), [Alerts](#)

12. **Question: How can I provide feedback on the new ONE for C&I platform?**

**Answer:** We’d love to hear any feedback you may have! Just email us directly at [ONEforCI@solaredge.com](mailto:ONEforCI@solaredge.com). This can also be done via the Resource Center menu – look for the ? icon in the upper right corner of the ONE for C&I interface.