solaredge

Account Owner 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 Installer 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 **Account Owners** users to operate the platform according to their specific use cases.

This document is intended for **Account Owners**.

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.
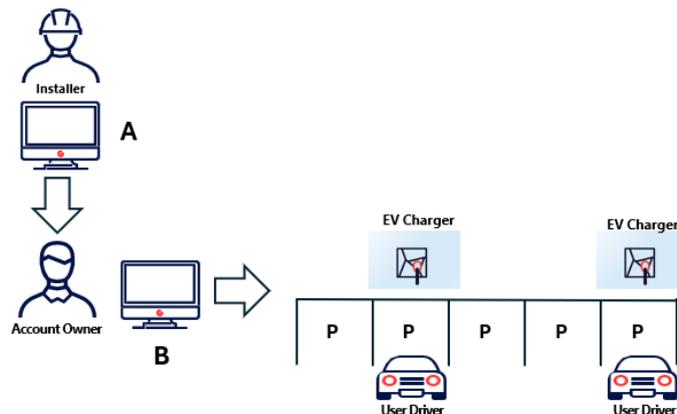

Figure 1: SolarEdge ONE for EV Platform Users Flow

Stage	User Type	Credentials Process	User Actions	Notes
A	Installers	1. Registration form completion. 2. Using invitation mail for platform Sign in.	1. Creating New Account 2. Adding New Chargers 3. Assigning Account Owners 4. Assigning 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.	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: Invitation Mail and First Sign In

An invitation email containing the user credentials is sent to the account owner at the email address assigned by the installer. Upon receipt (see Figure 2), follow the steps below:
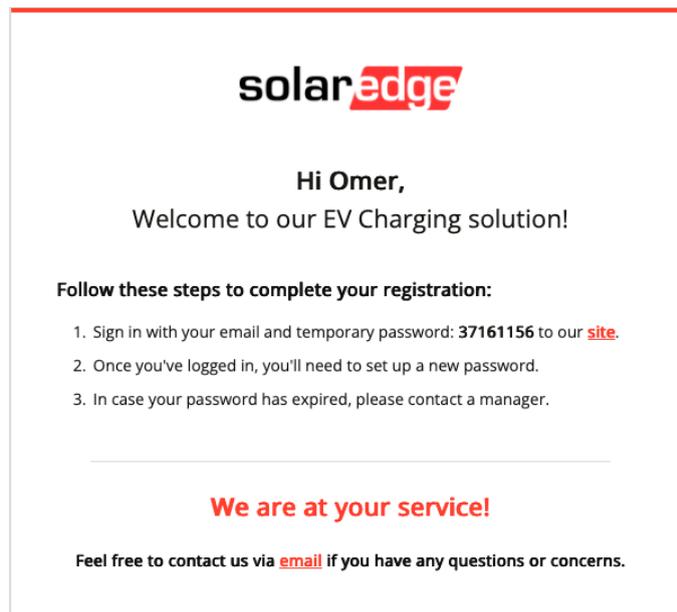

Figure 2: Invitation Email Illustration

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**.
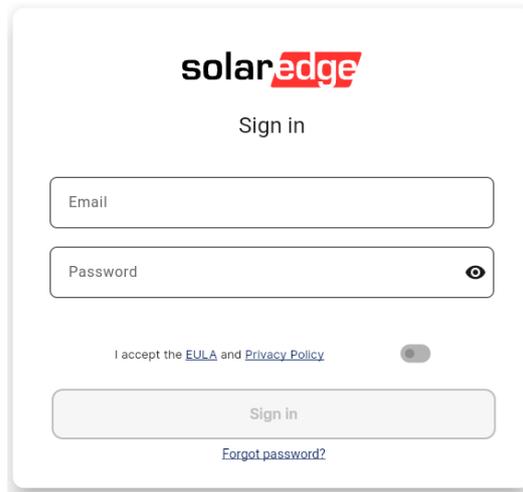5. On the next screen, create a new secure password and select **Update** when finished.

Figure 3: Sigh in Screen

Step 2: 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 arow in Figure 4).

Figure 4: Add Charger Screen

2. select the (+) button (see right arow in Figure 4).

3. If the account includes sites (as displayed in Figure 4), a site selection menu opens to choose the desired site to install the charger to (see Figure 5).

Figure 5: Sites List Menu Screen (Example)

4. If the account does not include any sites, the New Site Creation screen opens. Enter the site name and address, then select **Add** (see Figure 6).

Figure 6: 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 7):

- **Charger ID:** The number of the Charger (labeled on the charger)

- **Scope**: Closed, Open, Private or Account (see Figure 8)

- **Alias**: optional name shown in the app instead of the Charger ID for easier recognition (for example, the label on the charger).

- **Cellular Plan:** Enabling cellular plan by sliding the button.

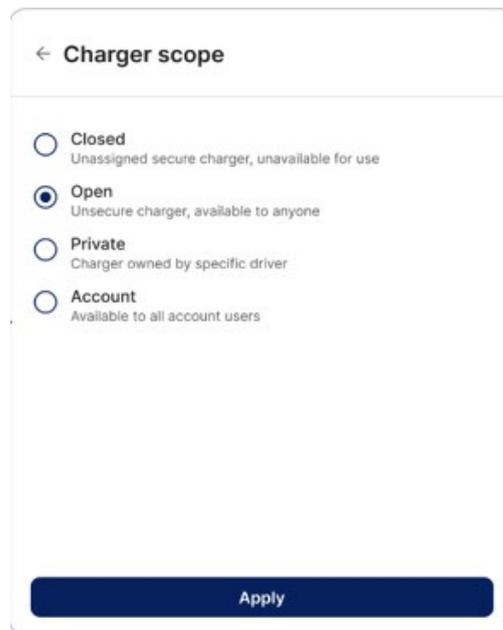
Figure 7: New Charger Details Form

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Figure 8: 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 4: Cellular Plan Activation).

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

Step 3: Adding Driver Users

To add new Driver user, follow the steps below:

1. If multiple accounts exist, choose the desired account from the list via the top-left corner drop down menu.

2. Select the **Users** tab.
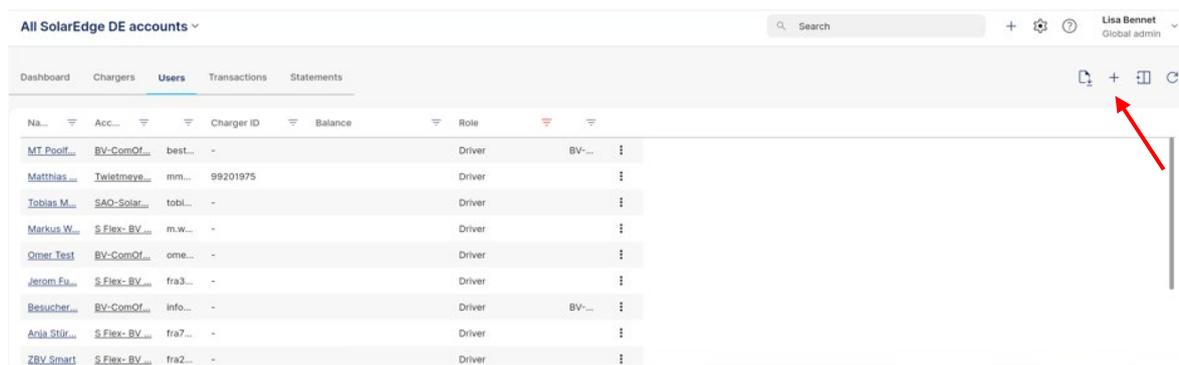
3. Click (+) to add new user (see Figure 9).

Figure 9: Selecting the (+) Button to Add New User

4. Once the **Add User** opens, enter the following information (see Figure 10):
    *   Name (**Must**)
    *   Email (**Must**)
    *   Phone number (**Optional**)
    *   Role: Driver (**Default**)

Figure 10: New Driver Screen

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

> ✏️ **NOTE**
>
> **Driver User**: Once a driver is invited to the account, he will receive an invitation email with its credential to access the driver app.

Step 4: 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 (Figure 11 illustrates activation disabled due to no credit card details).

Figure 11: Activate Cellular plan Button Disabled

2. Once financial admin is assigned or already exists and credit details entered,

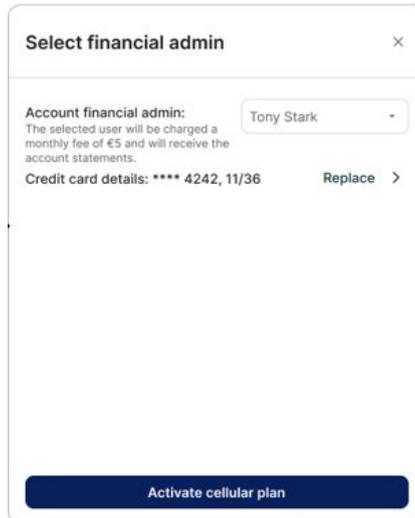the activation button is enabled and colored blue (see Figure 12).

Figure 12: 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.

Managing Drivers Users

On the main screen of the SolarEdge ONE for EV platform, after selecting the **Users** tab, use the three-dot menu to access the following:

- Edit Users
- Resend Invitation (Reset Password)
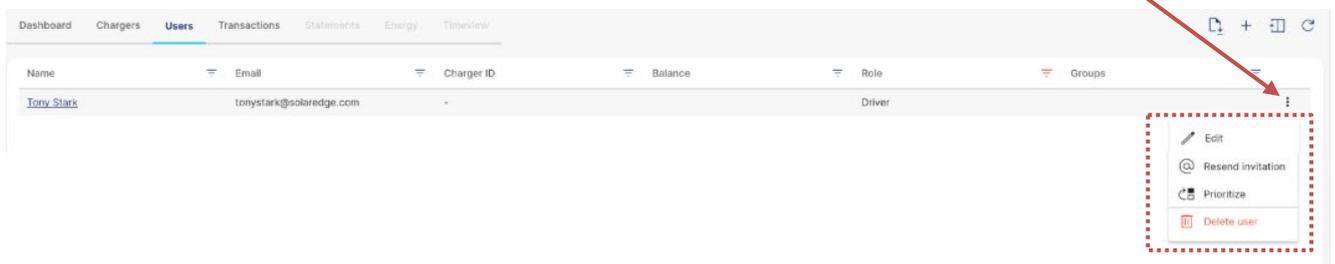- Prioritize (Drivers)
- Delete Users (Drivers)

Figure 13: User's Tab Three-dot Menu

Transactions Tab

On the main screen of the SolarEdge ONE for EV platform, selecting the **Transactions** tab allows the account owner or site installer to monitor charging activity, perform data analysis, and export reports for sharing.

Follow these procedures for efficient and effective use of the platform

- Customizing transactions table columns

- Setting the Transaction table filter

- Export Transaction table (see section Export Tables to Files)

Customizing Transactions Table

Select the column selector on top-right of the table (see Figure 14) to customize your table column's view:

- Check to show or uncheck to hide columns (e.g., ID, Driver, Site, Charger ID, Origin, RFID, Parking, etc.)

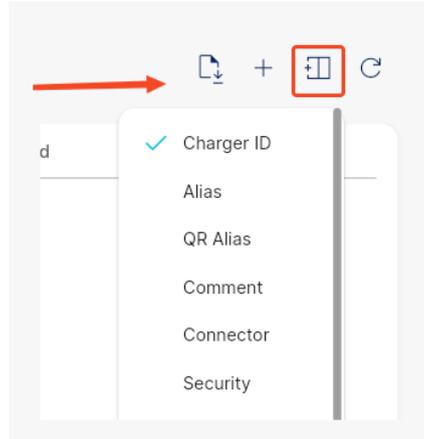- Your preferences will be saved for future sessions.

Figure 14: Transactions Table Columns Menu

Setting the Transaction Table Filters

To filter data within a table column, follow the steps below (each column may have different menu).

1. select the filter icon on any column's header and then set the filter menu as desired according to the following details (see examples in Figure 15):

    - **Sort**: Choose "Sort A to Z" or "Sort Z to A"

    - **Search**: Type to search for specific values

    - **Select values**: Check or uncheck the values you want to display
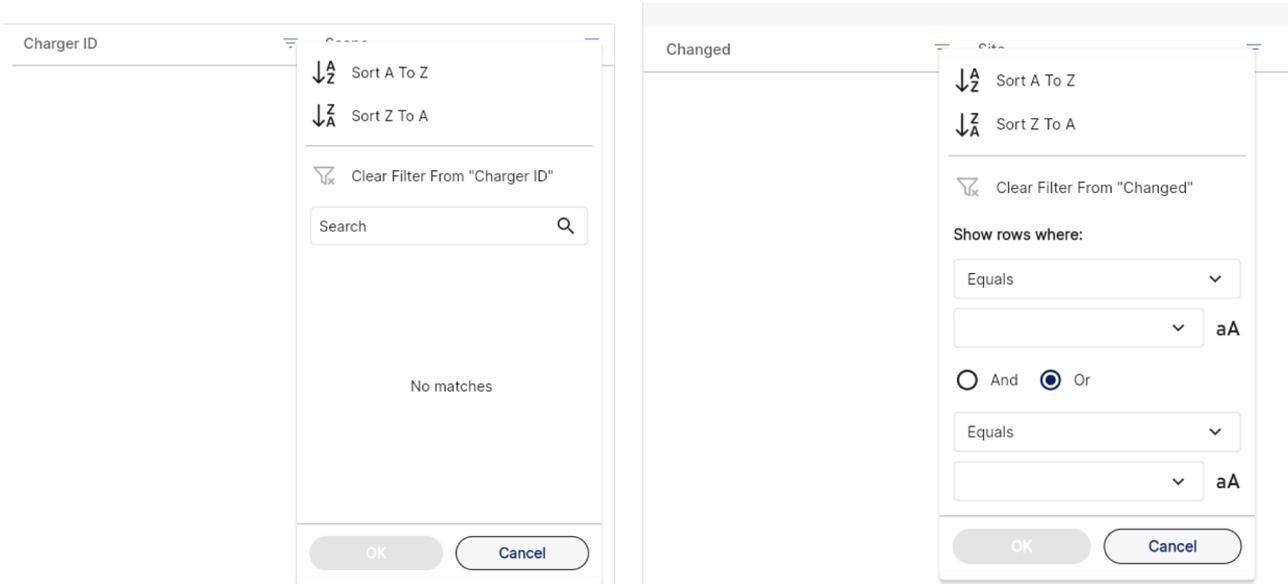
2. Click OK to apply or cancel to close.

Figure 15: Transactions Table Columns Sort and Filter Menus

Export Tables to Files

The ONE Platform for EV allows account owners to export tables and data lists as CSV files for external sharing or data analysis.

To export a table to a CSV file, follow these steps:

1. Select the required tab containing the table to be exported (for example, the Users tab, see Figure 16).

2. Click the Export Table icon to initiate the CSV export.

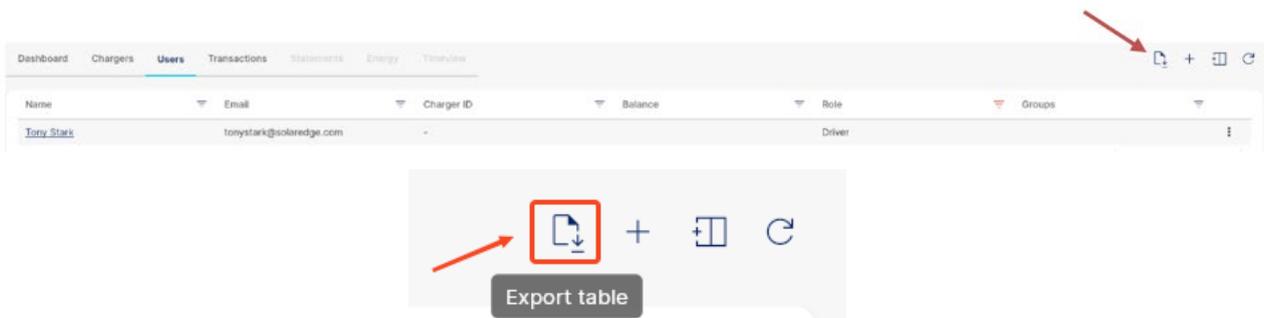3. Follow the on-screen export instructions until the file is successfully saved.

Figure 16: Export Tables to CSV Button

Chargers Menu Overview

At the end of each charger line, the three-dot menu is located (see marks in Figure 17) and includes the following items:

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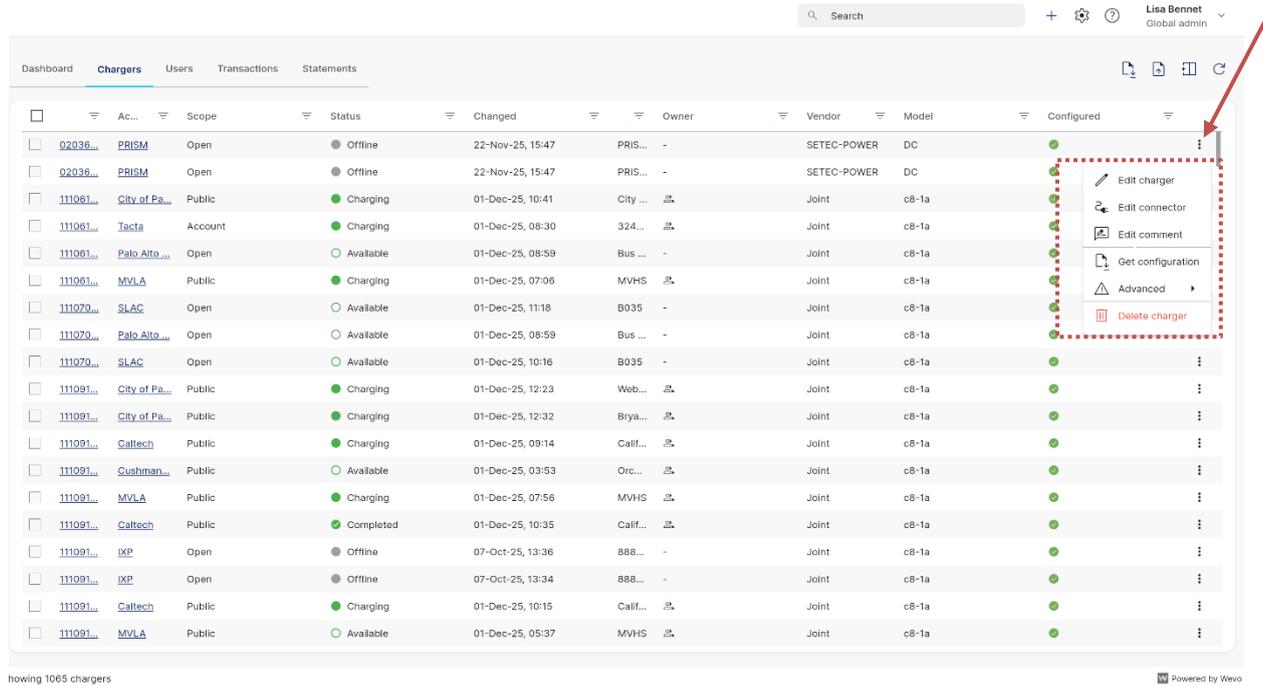- Block charger

- Delete charger

Figure 17: 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 18). Our team is available to assist you directly.Alternatively, contact us by email at: support-ev@solaredge.com
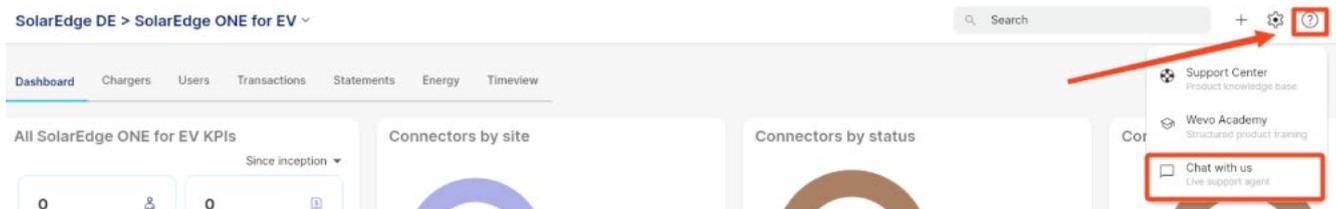

Figure 18: Screenshot showing how to navigate to 'Chat with Us'