

Manage Notifications Work Instruction

Manage Notifications

Purpose


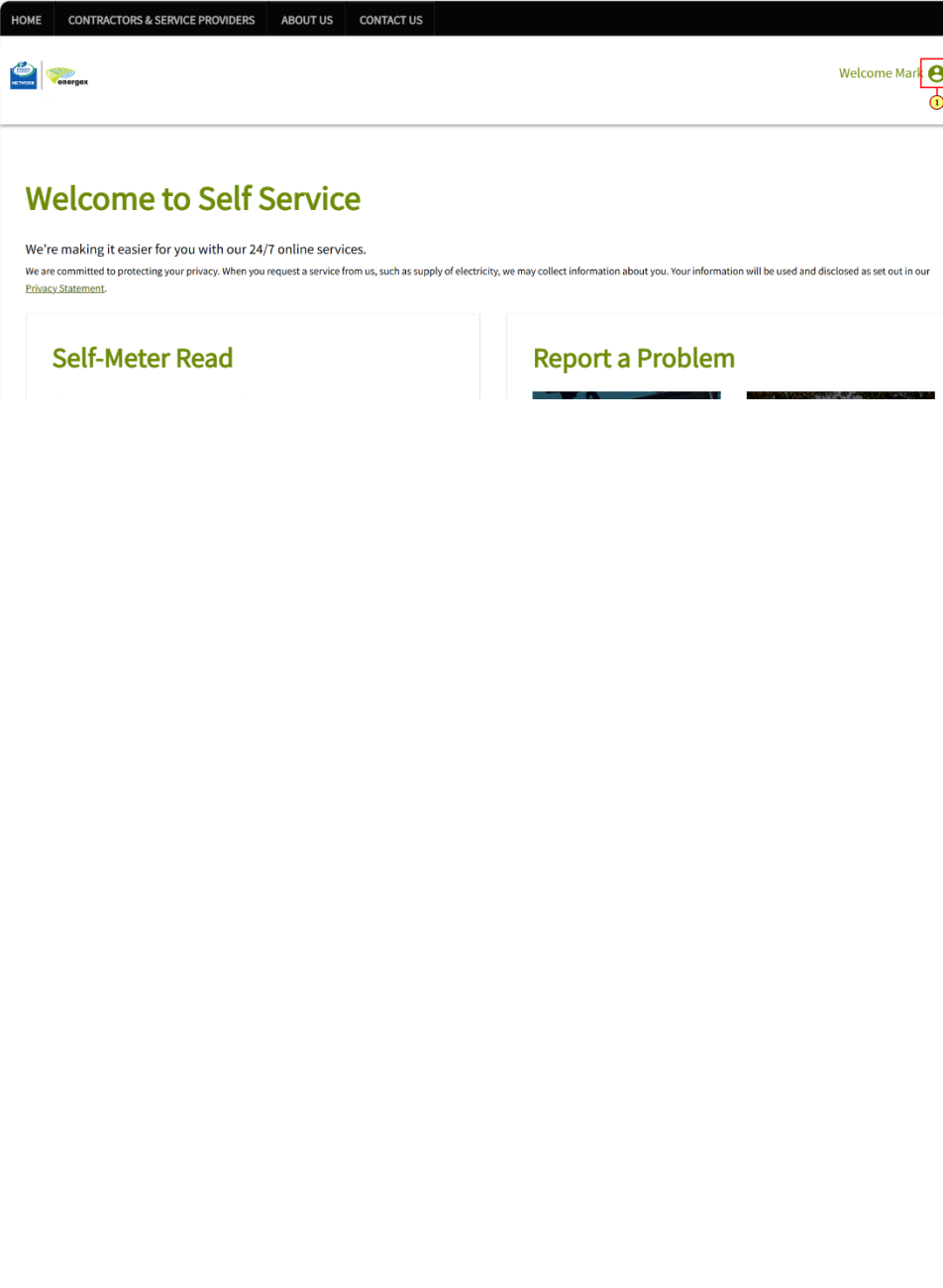
Manage Dynamic Connection Alerts from within the NMI Notifications screen of the portal.

Related documents

The following are related to this task:

- Dynamic Connections Registration Process animation
- Register for the Customer Self Service-Portal (CSSP) demonstration and work instruction
- Adding/Updating SEP2 Details demonstration and work instruction
- Manage Notifications demonstration and work instruction.

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Explanation	Screenshot
<p> Dynamic Connection alerts will only be sent:</p> <ol style="list-style-type: none"> 1. when the inverter hasn't communicated for more than five days (120 hours). This avoids unnecessary alerts during short-term internet disruptions. 2. if communication stops, your system will continue to operate but will automatically revert to the fixed default dynamic export limit and fixed default dynamic import limit until the connection is restored. There may also be a notification sent when communication resumes, depending on your device and portal settings. 3. if the system hasn't communicated for the first time, after about two weeks a reminder will be sent. Often this can be fixed by checking the inverter's internet connection or speaking with the installer. <p>1. Click the Profile icon</p>	

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Explanation	Screenshot						
<p>2. Click My Profile</p>	<p>The screenshot shows the 'Welcome to Self Service' page. At the top right, there is a 'Welcome Mark' profile icon with a dropdown menu. The menu items are: 'My Profile' (highlighted with a red box), 'Alerts' (with a notification icon), 'Application Summary', 'Help', and 'Sign out'. Below the menu, the page content includes sections for 'Self-Meter Read' and 'Report a Problem'.</p>						
<p>3. Click Manage Notifications</p>	<p>The screenshot shows the 'My NMIs' section. It includes a table with columns for 'NMI', 'NMI nickname', and 'Next scheduled read date'. Below the table, there is a red box highlighting the 'MANAGE NOTIFICATIONS' button.</p> <table border="1"> <thead> <tr> <th>NMI</th> <th>NMI nickname</th> <th>Next scheduled read date</th> </tr> </thead> <tbody> <tr> <td>***1384</td> <td>House</td> <td>Contact your retailer</td> </tr> </tbody> </table>	NMI	NMI nickname	Next scheduled read date	***1384	House	Contact your retailer
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<p>4. Select the notification hours</p>	<p>The screenshot shows the notification preferences form. It includes a table with columns for 'NMI', 'Nmi nickname', and 'House'. The 'Notification hours' section has two radio buttons: '7am-7pm' (selected and highlighted with a red box) and '24/7'. The 'Notification type' section has two checkboxes: 'Email' (selected) and 'SMS'. The 'Notification options' section has four checkboxes: 'Planned outages', 'Unplanned outages', 'Meter read (if dog onsite)', and 'Our crews are on their way'.</p> <table border="1"> <thead> <tr> <th>NMI</th> <th>Nmi nickname</th> <th>House</th> </tr> </thead> <tbody> <tr> <td>***1384</td> <td>House</td> <td>House</td> </tr> </tbody> </table>	NMI	Nmi nickname	House	***1384	House	House
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<p>5. Select Email for the notification delivery type</p>	<p>Check or uncheck the options below to suit to your preferences. Please note emergency response may affect the accuracy and frequency of outage notifications.</p> <p>NMI ***1384 Nmi nickname House</p> <p>Notification hours <input checked="" type="radio"/> 7am-7pm <input type="radio"/> 24/7</p> <p>Notification type <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS</p> <p>Notification options</p> <ul style="list-style-type: none"> <input type="checkbox"/> Planned outages ? <input type="checkbox"/> Unplanned outages ? <input type="checkbox"/> Meter read (if dog onsite) ? <input type="checkbox"/> Our crews are on their way ?
<p>6. Select Dynamic Connection Alert</p>	<p>NMI ***1384 Nmi nickname House</p> <p>Notification hours <input checked="" type="radio"/> 7am-7pm <input type="radio"/> 24/7</p> <p>Notification type <input type="checkbox"/> Email <input type="checkbox"/> SMS</p> <p>Notification options</p> <ul style="list-style-type: none"> <input type="checkbox"/> Planned outages ? <input type="checkbox"/> Unplanned outages ? <input type="checkbox"/> Meter read (if dog onsite) ? <input type="checkbox"/> Our crews are on their way ? <input checked="" type="checkbox"/> Dynamic Connection Alert ? <p>Can't find the NMI you are looking for? Add a NMI using the information on your latest electricity bill. For more information about notifications, visit our Manage Notifications webpage.</p>
<p>7. Click Save</p>	<p>Notification options</p> <ul style="list-style-type: none"> <input type="checkbox"/> Planned outages ? <input type="checkbox"/> Unplanned outages ? <input type="checkbox"/> Meter read (if dog onsite) ? <input type="checkbox"/> Our crews are on their way ? <input checked="" type="checkbox"/> Dynamic Connection Alert ? <p>Can't find the NMI you are looking for? Add a NMI using the information on your latest electricity bill. For more information about notifications, visit our Manage Notifications webpage.</p> <p>SAVE</p>

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Explanation	Screenshot
<p>8. Click Back to My Profile</p>	
<p>Return to My Profile anytime to check your export limit, SEP2 details and last communication time.</p> <p>If something doesn't look right, check your inverter's internet connection or speak to the installer.</p> <p>Use Track Service Orders in the Customer Self-Service Portal to confirm the status of your connection.</p>	