GOODWE



User Manual

SEMS Portal Web

For Installers & Ender Users

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NOTICE

The information in this user manual is subject to change due to product updates or other reasons. This guide cannot replace the product labels or the safety precautions in the user manual unless otherwise specified. All descriptions in the manual are for guidance only.

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1 About This Manual

- This manual mainly introduces common operations via SEMS Portal web.
- This manual is subject to update without notice. For more product details and latest documents, visit https://en.goodwe.com.

1.1 Target Audience

This manual applies to trained and knowledgeable technical professionals. The technical personnel has to be familiar with the product, local standards, and electric systems.

1.2 Symbol Definition

Different levels of warning messages in this manual are defined as follows:

A DANGER

Indicates a high-level hazard that, if not avoided, will result in death or serious injury.

A WARNING

Indicates a medium-level hazard that, if not avoided, could result in death or serious injury.

ACAUTION

Indicates a low-level hazard that, if not avoided, could result in minor or moderate injury.

NOTICE

Highlight and supplement the texts. Or some skills and methods to solve product-related problems to save time.

2 Web Introduction

SEMS Portal is one monitoring platform for Power Plant. You can manage the organizations and users, add power plants, check the operating data and alarming information of the power plant via SEMS Portal.

2.1 Applicable Products

You can use SEMS Portal to monitor and manage GoodWe related products, such as inverters, smart meters, data loggers, and so on.

2.2 Web Login

Preconditions

- Already obtained the account and password;
- Operating system: Windows 7 or above versions;
- · Browser: Chrome 57 or above versions;
- Resolution: 1920*1080 pixels.

Steps

Step 1 Type https://www.semsportal.com in the browser address bar.

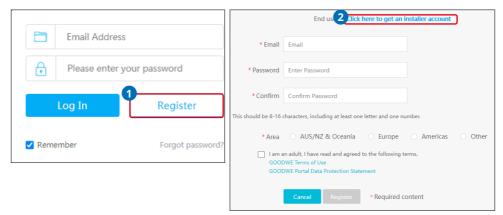
Step 2 Set the language according to the actual demanding. Type the account & password, and enter into SEMS Portal Web.



2.3 Account Registration

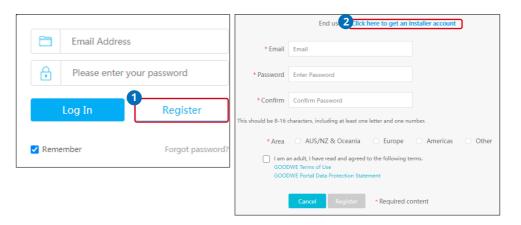
2.3.1 Register an End User Account

Step 1 Click **Register** on the login interface, and follow the instructions.

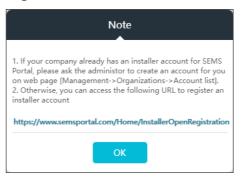


2.3.2 Register an Installer Account

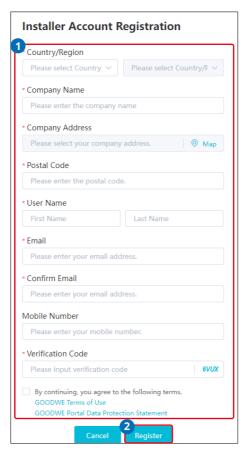
Step 1 Click Register on the login page and click Click here to get an installer account.



Step 2 Select the way to register an account based on actual needs.



Step 3(Optional) When creating an installer account using the URL, fill in and complete the registration based on actual information.



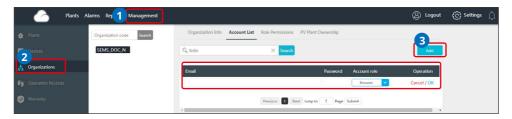
2.3.3 Register an Organization Account

An organization account includes Administrator, Technician and Browser accounts.

Method 1

Create new accounts if you already have Administrator account of SEMS Portal.

Step 1 Follow below steps and click **OK** to finish the registration.



Method 2

Contact your distributor selling the GoodWe product to create an Administrator account for you.

NOTICE

If neither Method 1 nor Method 2 could help, contact GoodWe After-sales Service to obtain one account.

2.4 Menu Introduction

Main Menu	Sub Menu	Tertiary Menu	Function	Privilege Description
Plants	-	-	Check the operations of the plant.	End User, Administrator, Technician and Browser
Alarms	-	-	Check the plant alarming.	Administrator, Technician and Browser
	Historical Data	Data Selection	Check the working data of inverters.	End User, Administrator, Technician and Browser
		My Template	Items set in Data Selection can be saved as templates.	End User, Administrator, Technician and Browser
		Daily Report	Check the electricity prices during different times on SEC1000 and Homekit1000.	End User, Administrator, Technician and Browser
	Generation Reports	Monthly Report	Check daily operating data of several power plants during one month.	End User, Administrator, Technician and Browser
Reports		Annual Report	Check monthly operating data of several power plants during a year.	End User, Administrator, Technician and Browser
		User-defined Report	Check periodical operating data of several power plants during one month.	End User, Administrator, Technician and Browser
		Simulation Report	Compare the actual and estimated generating situations of the power plant, to simulate and form the annual report.	End User, Administrator, Technician and Browser
	Statistics	Monthly	Check the monthly power generation, daily average power generation, and accumulated power generation of the plants.	End User, Administrator, Technician and Browser
		Annual	Check the annual power generation, monthly average power generation, and accumulated power generation of the plants.	End User, Administrator, Technician and Browser
	Plants	-	Create and manage the power plants.	End User, Administrator, Technician and Browser
	Devices	-	Add, delete and modify the devices in the power plant.	End User, Administrator, Technician and Browser
Management	Organization	-	Check the organization, account and the ownership of the power plant, newly add or delete the sub-organizations.	Administrator
	Warranty	-	Check the device's warranty information.	End User, Administrator, Technician and Browser

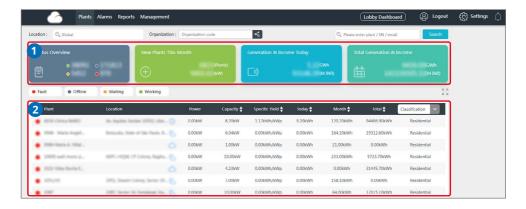
Main Menu	Sub Menu	Tertiary Menu	Function	Privilege Description
	Message	My Message	Set the message issuing method.	End User, Administrator, Technician and Browser
		For Owner	Set information types of the power plant sent to the owner	Administrator
	System Setting	Dashboard	Set the displaying data on Dashboard.	Administrator
Settings		System	Set information such as the income and carbon emission of the power plant.	Administrator
		Logo	Set the Logo displayed on Dashboard or in system.	Administrator
	My Setting	My Account	Modify personal account and check the organization code.	End User, Administrator, Technician and Browser
		Personal Settings	Set the displaying format in the system.	End User, Administrator, Technician and Browser

3 Plant Monitoring

3.1 Checking Plant Overview

NOTICE

Type the account and password, and log into SEMS Portal Web. Then the overall operating situations of all power plants will be displayed on the interface under this account.



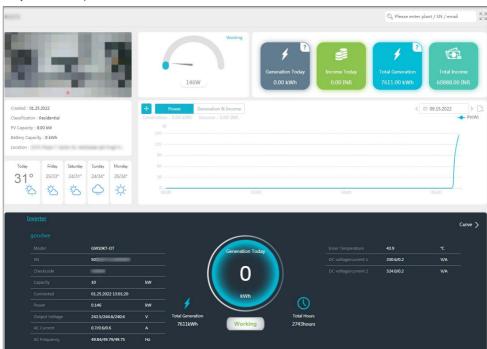
No.	Description
1	The displaying items are the overall operating information of all power plants under the specific account, such as Status Overview, New Plants This Month, Generation & Income Today, and Total Generation & Income.
2	The displaying items are the operating information of one single power plant. Click the power plant name, and you can check the detailed information of this power plant, i.e. the name, location, power, capacity, Specific Yield, daily, monthly and total generating volume of the power plant.

3.2 Checking Plant Details

Step 1 (optional) Type the organization code, plant name, inverter SN or the E-mail address of the owner to search and identify the specific power plant quickly when there are plenty of power plants.



Step 2 Click the plant name on the list to check its details.



Detailed information of the plant:

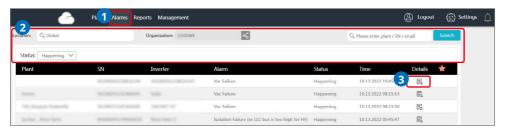
Info Type	Description
Basic Info	Creating time, type, capacity, location of the plant, weather and so on.
Statistics Working status, real-time power, Generation Today, Income Today, Total generation, Total Incomon.	
Chart and Figure	Power, generation and income curves and storage energy pie graph.
Device Info	Device Status, Device Data, PV Monitoring (only for Tigo devices) and single device's generating and income curve.

3.3 Checking Alarms

Type the Location, organization code, plant name, inverter SN, the E-mail address of the owner or the Status to check the alarming information of the plant via SEMS Portal Web.

Steps

- Step 1 Click Alarms tag.
- Step 2 (optional) Filter by Alarm type.
- **Step 3** Click **Details** on the plant list to see more information.



Step 4 (Optional): Click **History Curve**, and jumps to reports exporting interface to obtain more details.

Detailed alarming info:

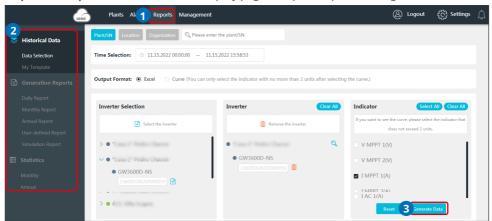


3.4 Checking Operation Reports

Check and export the plant reports, to analyze and optimize the plant's power generating and income.

Steps

Step 1 Click Reports and enter into the inquiry page. The plant report will be generated.



NOTICE

Type the power plant name, inverter SN, plant location or the organization name to search and identify the specific power plant quickly when checking the plant reports.

Parameters	Description		
Historical Data			
Data Selection	Support to check the working data of the inverter (the longest period is 7 natural days). Details depends on the actual demanding.		
My Template The items set in Data Selection can be saved as the template and within My Template for next usage.			
Generation Reports			
Daily Report	Support to check the electricity prices during different times on SEC1000 and Homekit1000.		
Monthly Report	Support to check daily operating data of several power plants during one month.		
Annual Report	Support to check monthly operating data of several power plants during a year.		
User-defined Report	Support to check daily operating data of multiple power plants within 31 days, i.e. from 2021.11.9 to 2021.12.8.		
Simulation Report	Compare the actual generating and predicting generating situations of the power plant, to simulate and form its annual report.		
Statistics			
Monthly	Support to check daily generating volume of the power plants during one month.		

Parameters	Description
Annual	Support to check monthly generating volume of the power plants during one year.

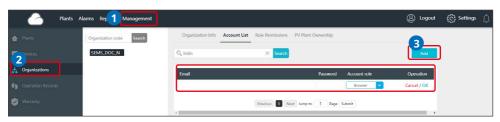
3.5 Checking Warranty Info

Check the device's warranty information via SEMS Portal.



3.6 Checking Account

Check the account list of an organization via SEMS Portal.



3.7 Checking Plant Ownership

Check the dealer this plant belongs to under via SEMS Portal.

Step 1 Select **Management > Organizations > PV Plant Ownership**, and enter into the checking page.

Step 2 Find the ownership of the plant.



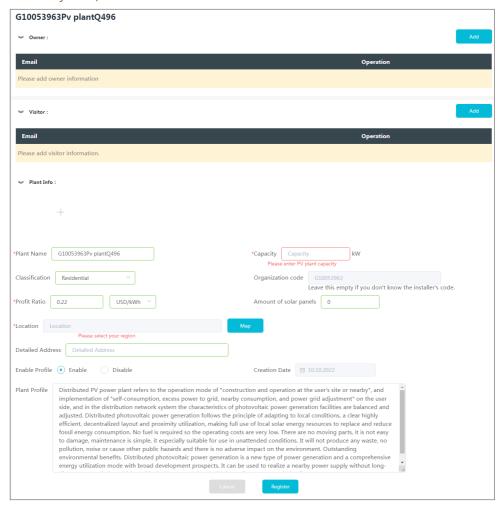
4 Plant Management

4.1 Creating Plant

Step 1 Follow the steps in the Picture below.

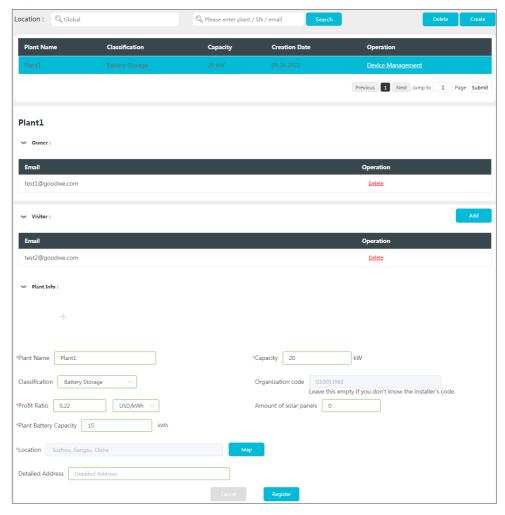


Step 2 Read the instructions, input the requested data, and finish the creation. (* refers to the mandatory items)



4.2 Managing Plant

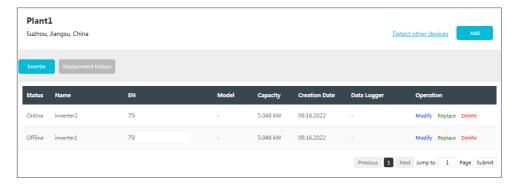
- **Step 1** Select **Management >Plants**, and enter into the setting page.
- Step 2 Select the plant name under Plant Name and click on it.
- Step 3 Manage the plant, such as delete or create a plant, edit the plant information, and so on.



4.3 Managing Device

Operations such as add, replace, delete devices, or modify the device name. The device types are: inverters, data loggers, communication box, smart meters and so on.

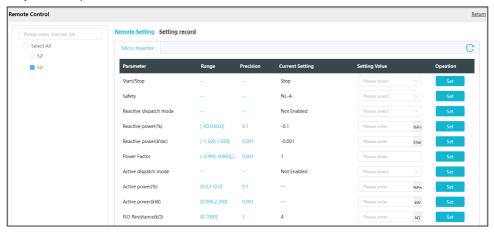
- **Step 1** Select **Management > Devices** and enter into the setting page.
- **Step 2** Select the plant name under **Plant** and click on it.
- **Step 3** Manage the devices within the plant including: add, replace, delete devices, or modify the device name.



4.4 Controlling Device Remotely (Only for Micro Inverters)

Remote control the micro inverter, such as start/stop the micro inverter, set safety code, set output power and ISO resistance, etc.

- Step 1 Select the plant name under Plant and click on it.
- Step 2 Click Remote Control on the plant page.
- **Step 3** Select the device and click ...
- Step 4 Set the parameters based on actual needs.



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Parameters	Description			
Start/Stop	 Start: Set to Start, the micro inverter starts self-checking and connects to the grid after self-checking. Stop: Set to Stop, the micro inverter disconnects to the grid. 			
Safety	Select the safety code according to the grid standard of the country/ region where the inverter is located, and the application scenario of the inverter. Once finishing the setting, the factory default values of the inverter have been configured according to the safety regulation requirements.			
Reactive dispatch mode	Set the reactive dispatch mode. Not Enabled: Disable the function.			
Reactive power(%)	 Percent derating: Set the reactive power output value of the micro inverter. For example: When the setting value is 5%, it means the reactive power output value of the micro inverter = the rated power of the micro inverter * 5%. 			
Reactive power(kVar)				
Power Factor	 Fixed value derating: Set the reactive power output to a fixed value. PF Compensenion: Set the reactive power factor of the micro inverter. 			
Active dispatch mode	et the active dispatch mode. Not Enabled: Disable the function.			
Active power(%)	Percent derating: When the setting value is 5%, it means the active power output value of the micro inverter = the rated power of the			
Active power(kW)	micro inverter * 5%. • Fixed value derating: Set the active power output to a fixed value.			
ISO Resistance(kΩ)	Set it as the threshold value of the insulation impedance of PV-PE. When the actual value is detected to be less than the setting value, IOS			

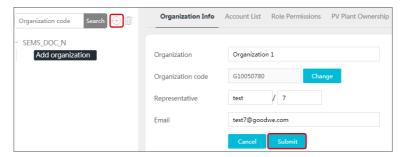
4.5 Managing Organization

4.5.1 Add New Organization

Step 1 Select **Management > Organizations**, and enter into the setting page.

Step 2 Click \bigoplus , fill in the sub-organization information. Then click **Submit**.

fault will be reported.

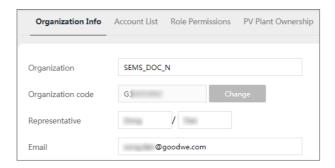


4.5.2 Modify the Organization

NOTICE

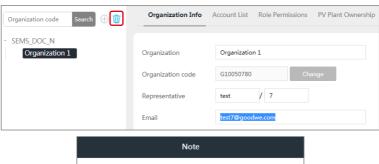
Click any place to finish the modification.

- **Step 1** Select **Management > Organizations**.
- Step 2 Check the organization code, modify its personnels and E-mail address.



4.5.3 Delete the Organization

- **Step 1** Select **Management > Organizations**, and enter into the setting page.
- **Step 2** Choose the sub-organization name and click \overrightarrow{u} . Then click **Submit**.



4.6 Setting Message

You can change the settings for the messages such as: **Notification Preference**, **Message Type**, and **Alarm Message Setting For Owner**.

4.6.1 Set Message Notifying Type

Step 1 Select **Settings > Message > My Message**, and enter into the setting page.

Step 2 Choose your preferences. Then click **Save Changes**.

Notification Preference:					
Email(Please note that the email may be in the junk mailbox.)					
✓ Message Center					
Pop-up(Messages shown in Pop-up dialog)					
ON	OFF				
ON	OFF				
Daily	Weekly	O Monthly			
O All plants					
Designated Plan	ts	Selected:[0] >			
Generation report push function does not support the single retrofit inverter					
	Reset	Save Changes			
	 Web & APP ON ON Daily All plants Designated Plan 	 Web & APP ON OFF ON OFF Daily Weekly All plants Designated Plants 			

4.6.2 Set Message Sending Object

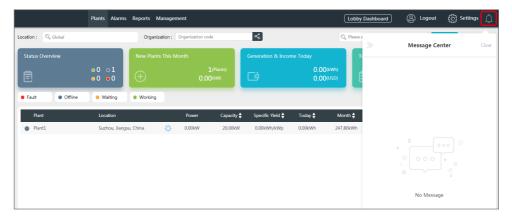
Select whether to send the alarming messages to the owner.

- **Step 1** Select **Settings > Message > For Owner**, and enter into the setting page.
- **Step 2** Select the plant name, and choose whether to send the alarming message. Then click **Save Changes**.



4.6.3 Check Messages

Click to check after finish message setting.



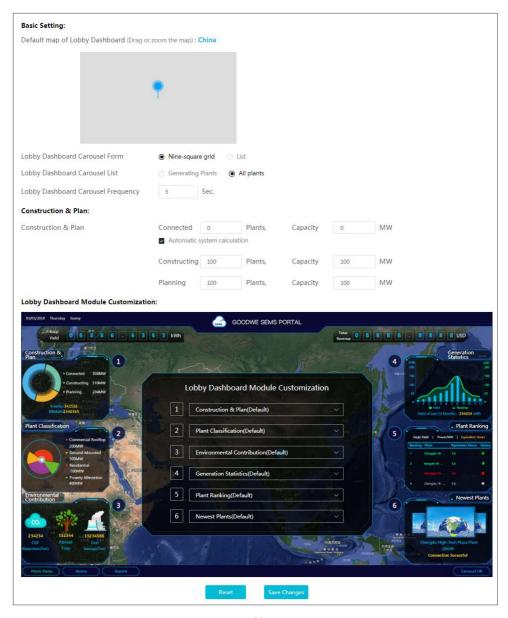
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4.7 Setting Dashboard

4.7.1 Set Basic Info about Dashboard

Step 1 Select **Settings > System Setting > Dashboard**, and enter into the setting page.

Step 2 Set the displaying info of the Dashboard, and click **Save Changes**.



4.7.2 Set Logo in the System and Dashboard

- **Step 1** Select **Settings > System Setting > Logo**, and enter into the setting page.
- Step 2 Set the Logo displayed on the monitoring system or Dashboard, then click Save Changes.



4.7.3 Check Dashboard Info

You can click **Lobby Dashboard** to check after finishing the Dashboard Info Setting.



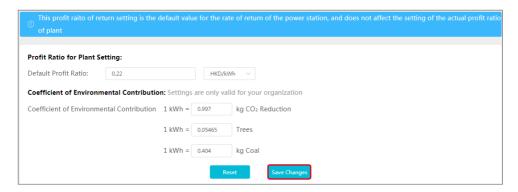
Examples of Dashboard:



4.8 Setting Income and Carbon Emission

Step 1 Select **Settings > System Setting > System**, and enter into the setting page.

Step 2 Enter the preferred settings, and click Save Changes.



4.8 Setting Date Format

Step 1 Select **Settings > My Settings > Personal Settings**, and enter into the setting page. **Step 2** Set the format of date, and click **Save Changes**.



5 FAQs

5.1 How to check the Privacy Info?

Step 1 Click **GDPR Contact** to find the contact information of different regions for help.



5.2 How to Use Demo?

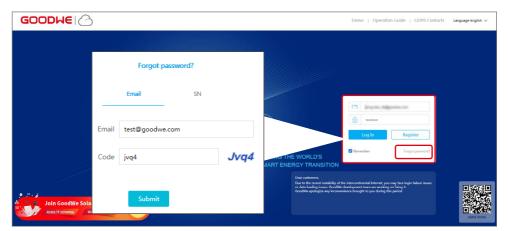
Step 1 Click **Demo**. The Demo interface displays contents with Browser account, which is for reference only.



5.3 How to Reset a Forgotten Password?

Step 1 Click **Forgot password** and enter into the setting page.

Step 2 There are two authentication ways to find the password: one is by Email and the other is by Device SN.



5.4 How to Modify Account?

Step 1 Select **Settings > My Settings > My Account** and enter into the setting page.

Step 2 Modify the registering Email or password based on your demanding, or add a secondary account.





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