

How to get FranklinWH Installer Certification (US)

Issued on: 2023.06.12

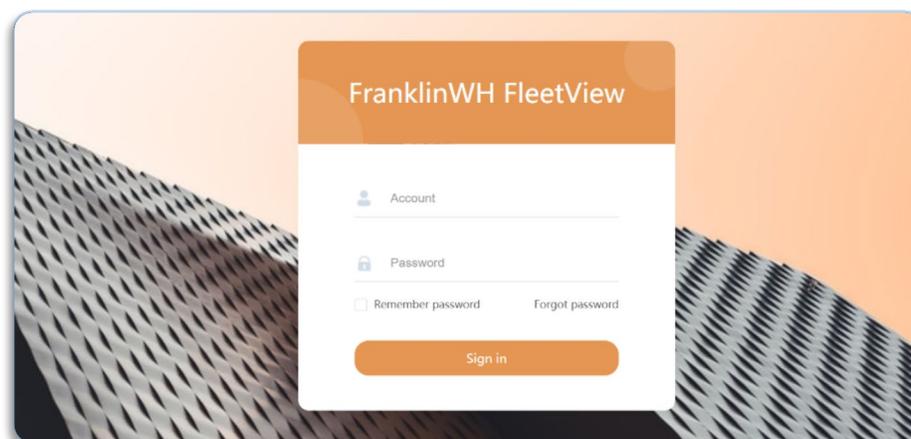
Purpose

This guide explains how your organization sets up accounts necessary to obtain FranklinWH Certified Installer status for your installers. It provides examples from the portal to help you quickly create the sub-accounts needed so that your installers can take the certification training. They must be certified in order to install and commission the FranklinWH system.

**Note: These pictures are for demonstration purposes only. Depending on website updates, details may appear slightly different.*

Portal

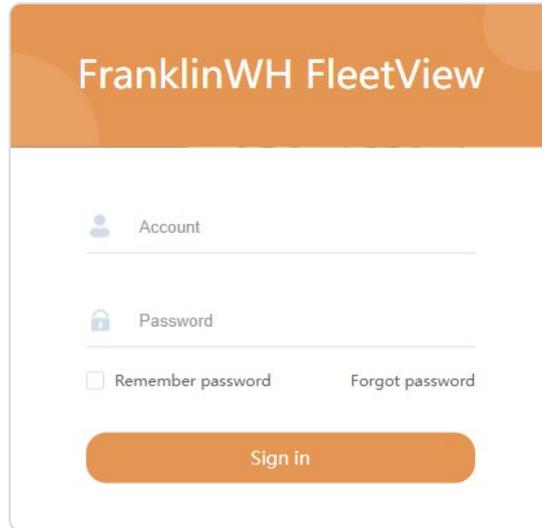
Visit FranklinWH FleetView: <https://energy.franklinwh.com>



Process

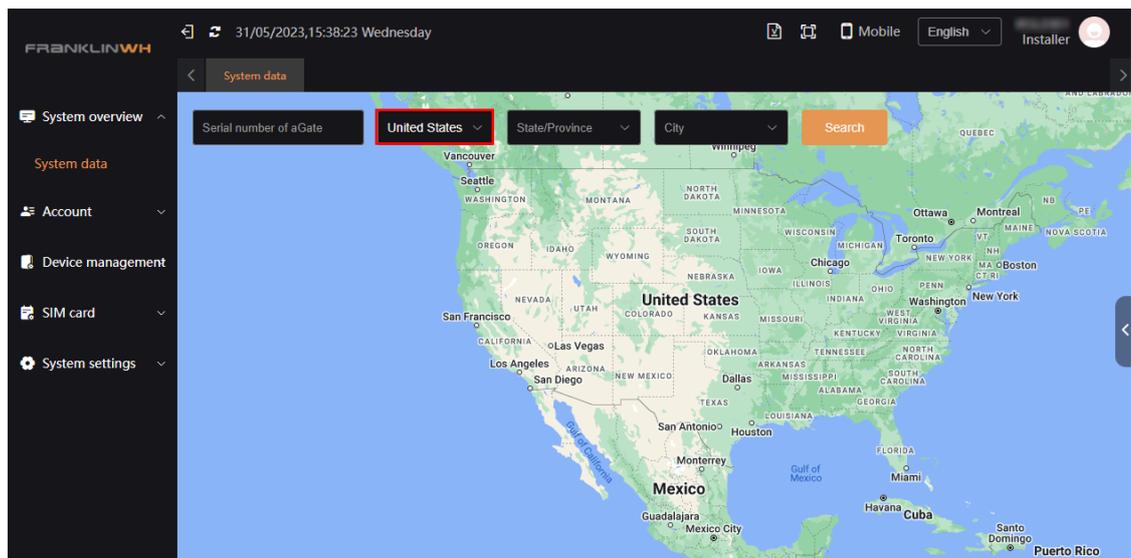
Before obtaining certification for your organization's installers, your company needs to become our partner and obtain an admin account on FleetView. If you do not have an admin account, go to [FranklinWH Contact-Us](#) and follow the prompts to complete the registration.

Step 1. Use the admin account to log into [FranklinWH FleetView](#).

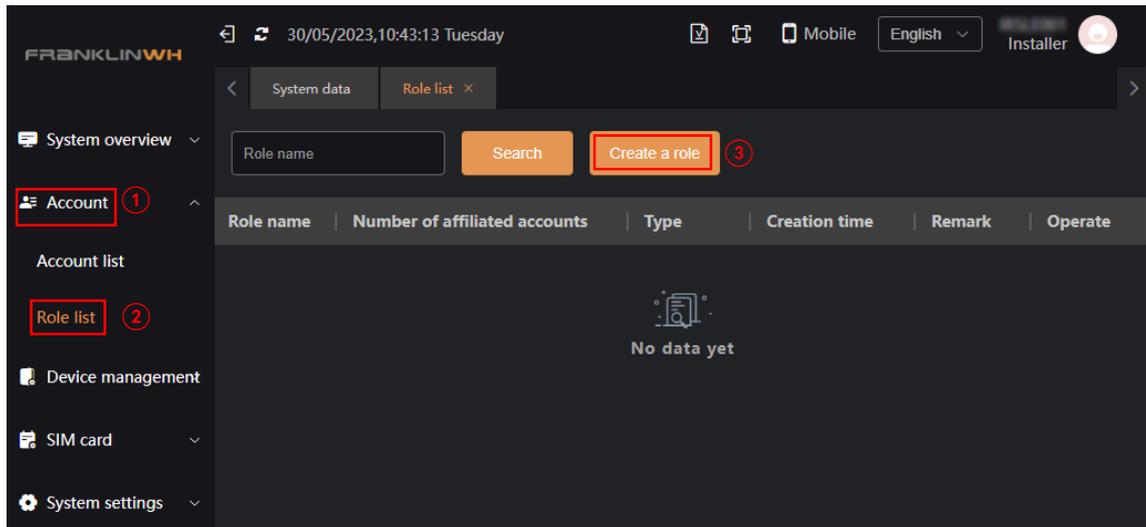


The image shows the login interface for FranklinWH FleetView. It features a white background with an orange header bar containing the text "FranklinWH FleetView". Below the header, there are three input fields: "Account" with a user icon, "Password" with a lock icon, and a "Remember password" checkbox. To the right of the "Remember password" checkbox is a link for "Forgot password". At the bottom of the form is a large orange button labeled "Sign in".

Step 2. After logging in, you can view the detailed system dashboard.



Step 3. Click **Account** → **Role list** → **Create a role**, to create a role for each team member who needs FranklinWH certification.



Step 4. Assign the role permissions.

- ① Select “External” under “Type.”
- ② Ensure that “Business role” has “Installer” selected from the menu.
- ③ Type a name for the new role, e.g., “Electrician.” The role can be used to identify an unlimited number of sub-accounts.
- ④ Permission menu: Expand all permission sub-items. Navigate to find the permissions that need to be assigned and then click the permission name on the left to view the detail function button and assign appropriate permissions to your installation personnel. The detailed modification process is described in Appendix 1.

For the convenience of management, administrators can create multiple roles, each with different permissions. The installer account can be managed according to the role permissions.

We recommend that you grant all permissions except the Account list and Role list so that your installers will be able to view their accounts and all FranklinWH systems status under each account. If you need to give an installer the permission to view all the FranklinWH systems installed by the company, you can activate this permission after creating the installer account in step 6, see Appendix 2 for details.

⑤ Click **Confirm**.

Create a role

* Type: **External** (1) | * Business role: **Installer** (2)

* Role name: **Role name** (3) | Remark: Enter note

* Permission menu (4):

- System overvi...
- Account
- Device manag...
 - Device list
 - Device Review
- SIM card
- System settings

Function button:

- View
- Edit
- Settings

Buttons: **Cancel** | **Confirm** (5)

Step 5. Click Account→Account list→Create an account, to create sub-accounts for each team member who needs to become a FranklinWH Certified Installer.

FRANKLINWH | 30/05/2023,14:37:59 Tuesday | English | Installer

System overview | System data | Role list | **Account list**

External | All | All | All | Account status | Certification status | Login account, email, Company | Search | **Create an account** (3)

Account	Account status	Work ID	Role name	Aging type	User name	Email address	Contact info	Country	Address	Creation time	Last login time	Account type	Operate
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Total 27 | 1 | 2 | 3 | Go to 1

Step 6. Account Information Registration.

- ① Enter the email address in all lowercase; do not leave any extra spaces.
- ② Select “Installer” for the **Business role**.
- ③ Select the **Account role** that you just created in the previous screen.
- ④ Enter the installer’s name, first and last.
- ⑤ Enter the installer’s cell phone.
- ⑥ Click **Confirm** to complete the creation of the installer account.

If the administrator needs to grant an installer permission to view all the Franklin Whole Home systems installed by the company, you can activate this permission after creating the installer account. See Appendix 2 for details.

The screenshot shows a 'Create an account' form with the following fields and callouts:

- * Type:** External (dropdown)
- * Business role:** Select (dropdown, callout 2)
- * Company name:** Franklin WH (text input)
- * Account role:** Choose a role (dropdown, callout 3)
- * Validity period:** Permanent account (dropdown)
- * User name:** User name (text input, callout 4)
- * Email address:** Email address (text input, callout 1)
- * Contact info:** Contact info (text input, callout 5)
- Account status:** Enable (radio button, selected) / Disable (radio button)
- Job position:** Job position (text input)
- Address:** Address (text input)
- Remark:** Remark (text input)
- Choose language:** English (dropdown)
- Buttons:** Cancel and Confirm (callout 6)

Step 7. Your team members will receive an email from <certification@franklinwh.com> with their login credentials. Ask each team member to check the new email and the sub-account and initial password.

Welcome

to the FranklinWH partner network!

Dear installation partner:

Thank you for your interest in becoming a FranklinWH installation partner. As a FranklinWH partner, you will manage an administrator account and create sub-accounts for your individual FranklinWH Certified Installers.

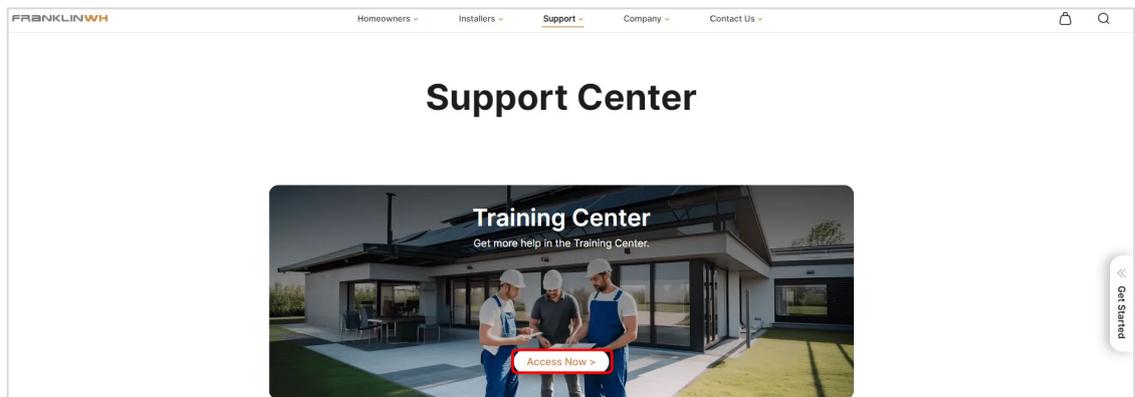


Here is your administrator account and initial Password:

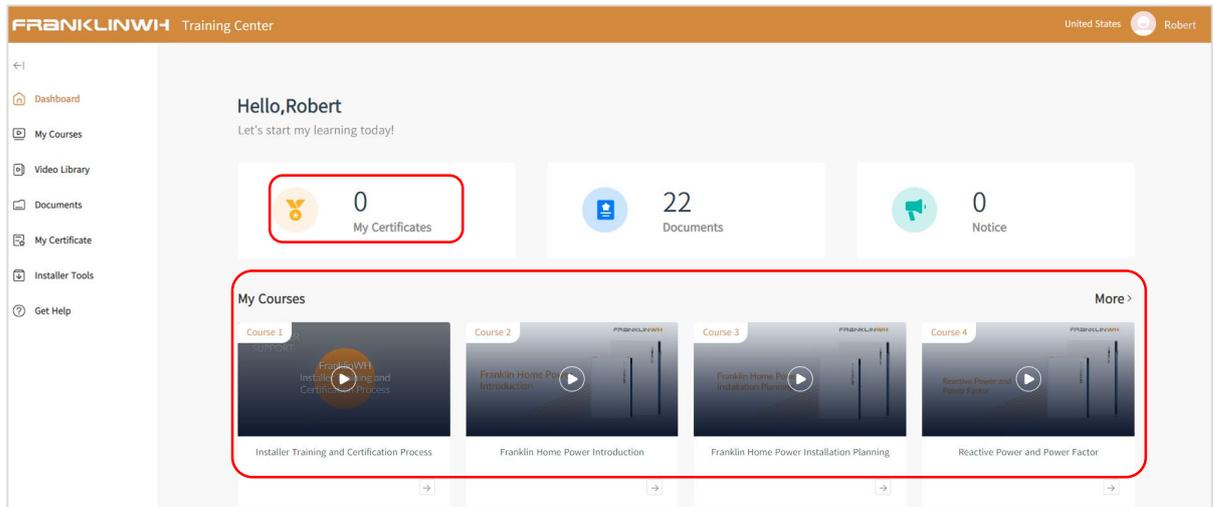
Account:

Initial Password:

Step 8. Have each team member visit [Franklinwh support](#), select **Training Center**, and log in with their sub-account credentials.



Step 9. Each installer must complete the online training courses and pass the subsequent certification test before getting FranklinWH Certification, which is required prior to installation and commissioning of FranklinWH systems.

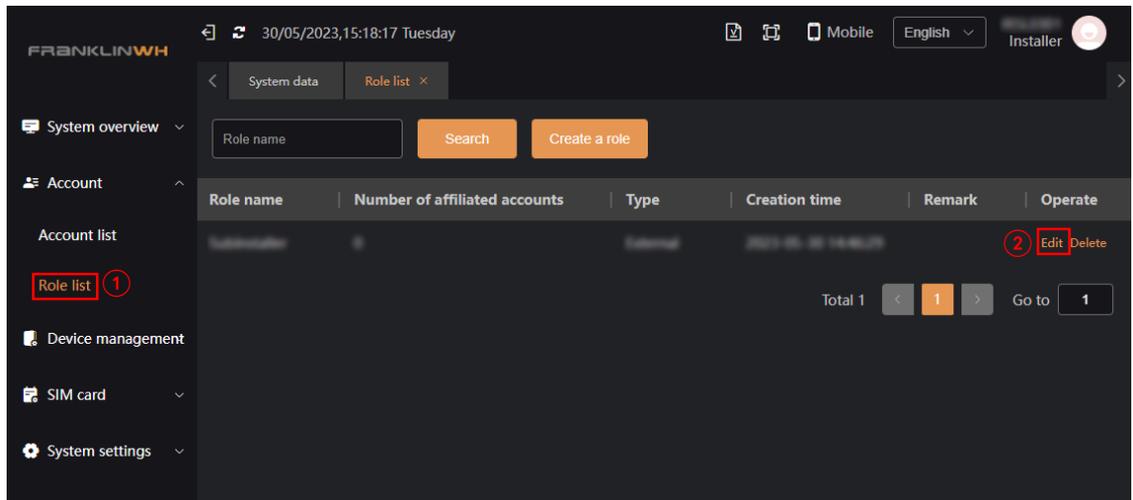


For any service support or questions related to the product update, please contact us at +1 888-851-3188 or email us at service@franklinwh.com.

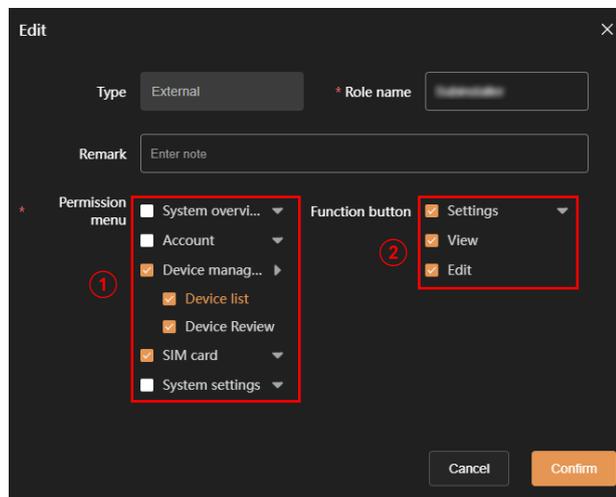
Appendix 1

After logging in to FleetView with an admin account, you can modify the created role permissions according to the actual situation.

Step 1. Click **Role list** → Find the role permission modifications and click **Edit** on the right side.



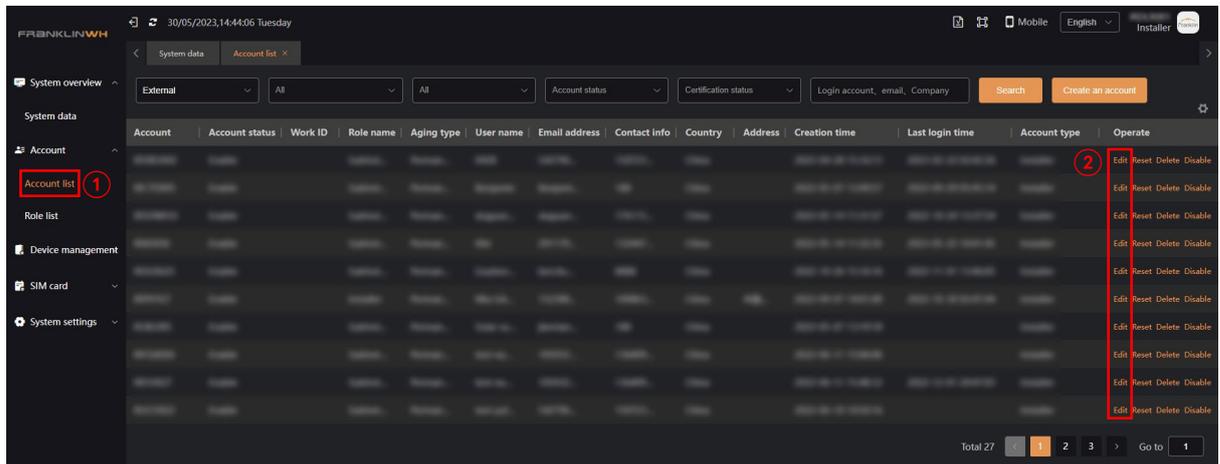
Step 2. Click the name of the permission on the left to view the details, and to assign permissions according to actual needs. Click **Confirm**.



Appendix 2

If the administrator needs to grant an installer permission to view all the FranklinWH systems installed by the company, you can activate this permission after creating the installer account.

Step 1. Click **Account list** → Find the installer account permission modifications and click **Edit** on the right side.



Step 2. Click **Enable** to activate **All FHP permissions**, and then click **Confirm** to grant the installer permission to view all the Franklin Whole Home systems installed by the company.

