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
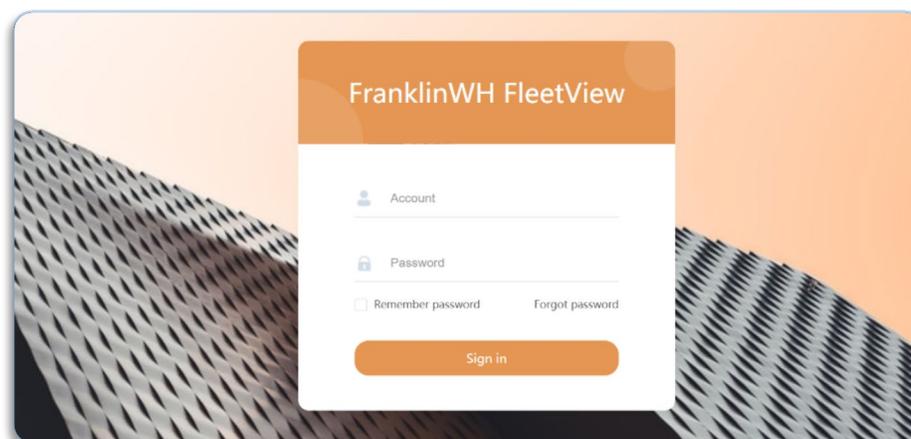
Process

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](#).
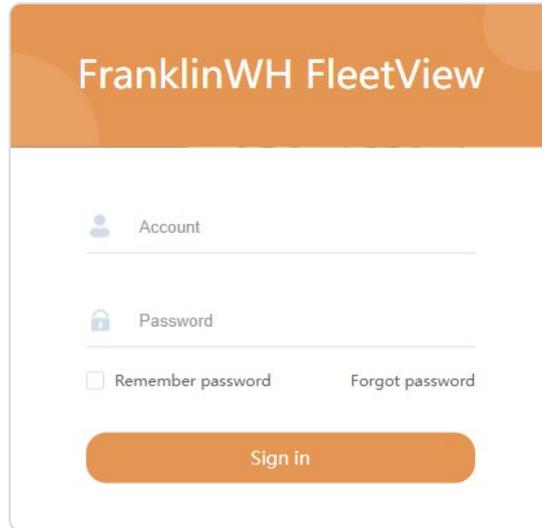
Step 2. After logging in, you can view the detailed system dashboard.
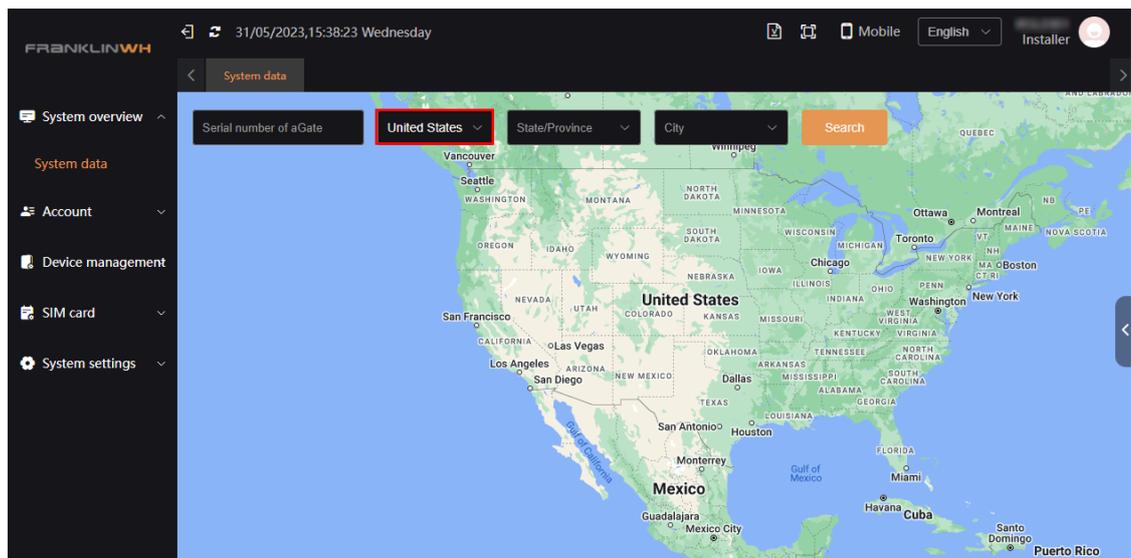
Step 3. Click **Account** → **Role list** → **Create a role**, to create a role for each team member who needs FranklinWH certification.
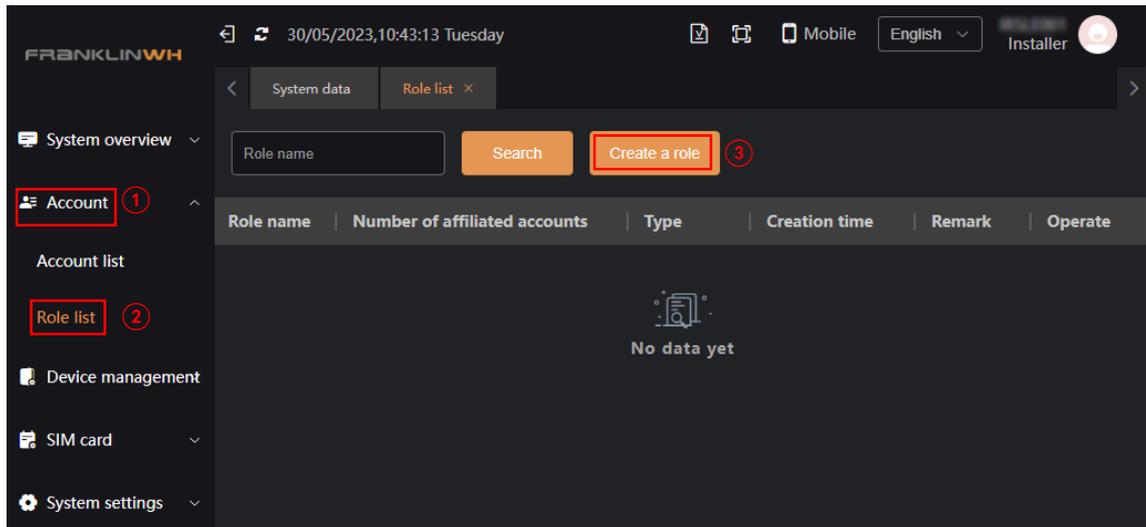
Step 4. Assign the role permissions.

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 s 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**.

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.

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.

Create an account		✕
* Type	External ⌄	* Business role Select ② ⌄
* Company name	[blurred]	* Account role Choose a role ③ ⌄
* Validity period	Permanent account ⌄	* User name User name ④
* Email address	Email address ①	* Contact info Contact info ⑤
Account status	● Enable ● Disable	Job position Job position
Address	Address	Remark Remark
Choose language	English ⌄	⑥ Cancel Confirm

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.

Support Center

Training Center
Get more help in the Training Center.

Access Now >
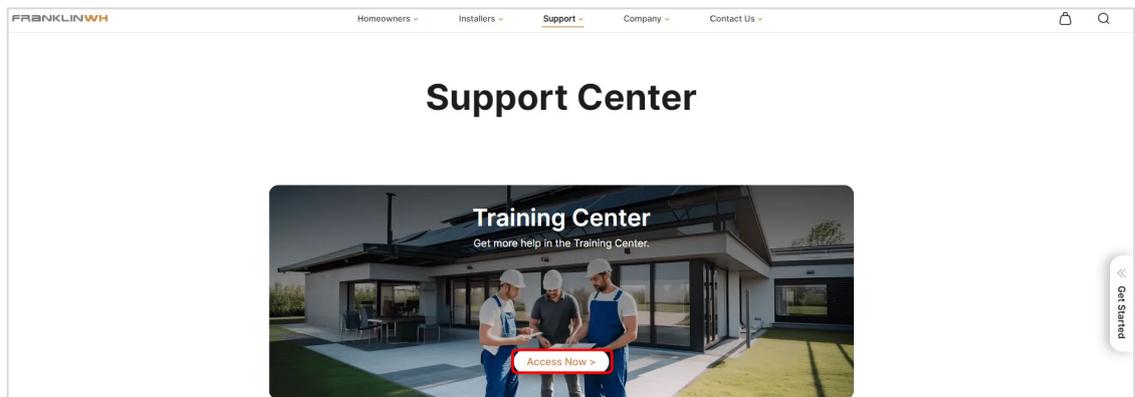
Step 9. Each installer must complete the online training courses and pass the subsequent certification test before getting FranklinWH Certification, which is required prior to installation and commissioning of FranklinWH systems.
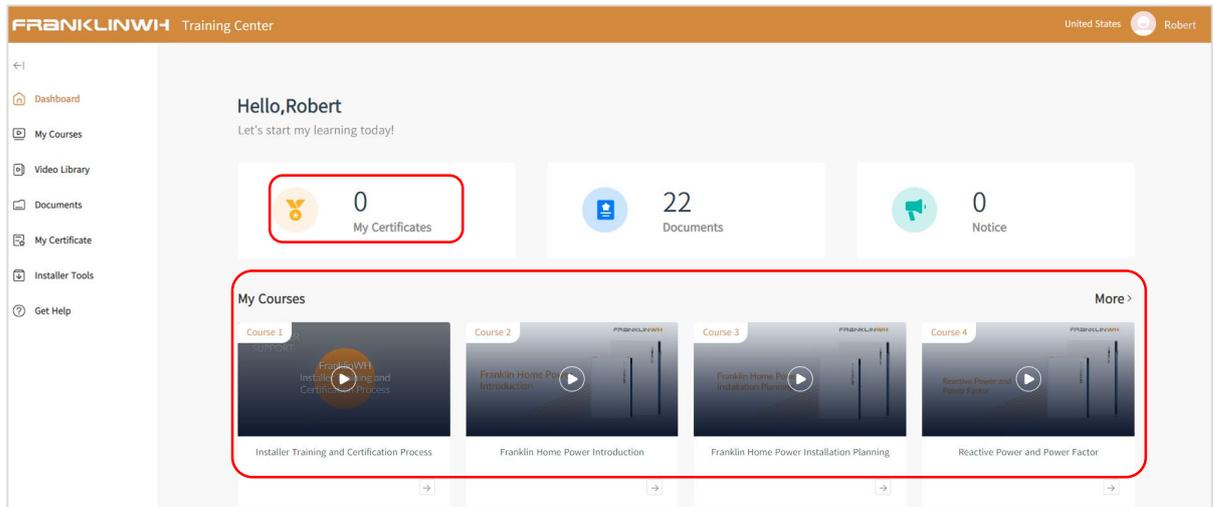
For any service support or questions related to the product update, please contact us at **+1 888-851-3188** or email us at service@franklinwh.com.

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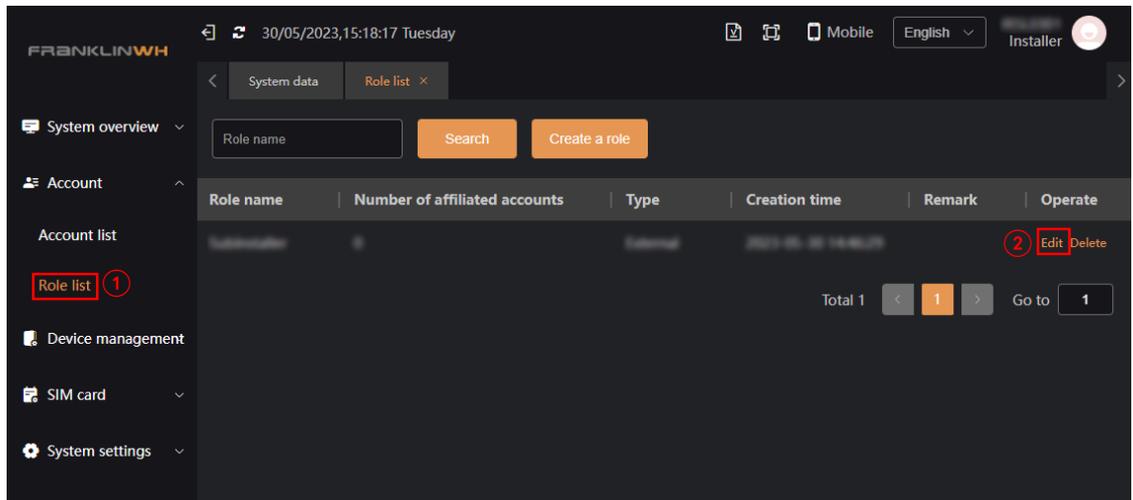
Step 2. Click the name of the permission on the left to view the details, and to assign permissions according to actual needs. Click **Confirm**.
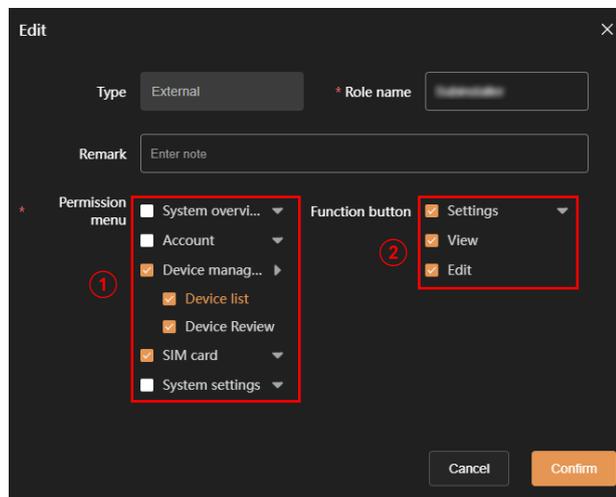
Appendix 2

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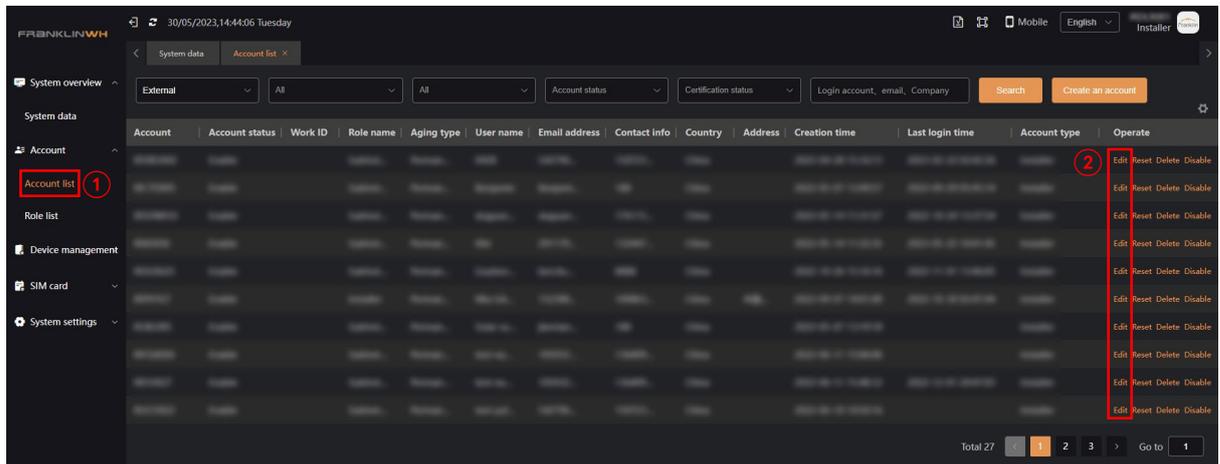
Step 2. Click **Enable** to activate **All FHP permissions,** and then click **Confirm** to grant the installer permission to view all the Franklin Whole Home systems installed by the company.