

Platform 2.0 Login Guide V1.6

Premise: We have automatically moved all users' information from Ginlong Platform 1.0 to Platform 2.0, so users do not need to process manually.

1. Overview

1.1 Source of Ginlong 1.0 users

Ginlong 1.0 users refer to users who are currently using Ginlong Platform 1.0.

Website: <http://www.ginlongmonitoring.com> (hereinafter referred to as Web 1.0)

APP: Ginlong WEB / Solis WEB (hereinafter referred to as APP 1.0)

1.2 Category of Ginlong 1.0 users

Ginlong 1.0 users are divided into end users, installers and distributors.

1.3 Function of Login Guide

This Guide will help 1.0 users get their account and password for Platform 2.0 and successfully log in with the account and password, as well as some frequent Q&A.

2. How to get Platform 2.0 account username & password?

2.1 From Web 1.0

For 1.0 users, when login Web 1.0, a notification will pop up to show users their Platform 2.0 account information. If users have not logged in Platform 2.0 before, system will register a Platform 2.0 account in the form of uid@Ginlong.com. If users have logged in Platform 2.0 before, system will directly show user account information for Platform 2.0. The user can click "login" directly and login with Platform 2.0 account.

Notice:

Login button: the system automatically recognizes account type and guides users to corresponding versions, i.e. PV owners login to m.ginlong.com (home version) and installers/distributors login to m.ginlong.com (professional version).

Click to download more info button: click this button to download this document.

X
Platform 2.0 login guide

Dear users, Platform 2.0 has been lanuched. Platform 1.0 will be closed in the future. Please check your account information for the second generation platform as follows. Please click "Login" to skip to the second generation platform and log in with your new account.

Account type: PV Owner

Login account:
peterekoenergy2@gmail.com

Login password: If you have never logged in the Platform 2.0 before, the password is the same as your previous password for the Platform 1.0. If you have ever logged in the second generation platform, the password is consistent with your new password for the second generation platform.



Login

[Click to download more information](#)

Do not show next time

Platform 2.0 Login Guide Notice: Platform 2.0 account information for PV owner will show.

X
Platform 2.0 login guide

Dear users, Platform 2.0 has been lanuched. Platform 1.0 will be closed in the future. Please check your account information for the second generation platform as follows. Please click "Login" to skip to the second generation platform and log in with your new account.

Account type: Installer / Distributor

Login account: **41221@ginlong.com**

Login password: If you have never logged in the Platform 2.0 before, the password is the same as your previous password for the Platform 1.0. If you have ever logged in the second generation platform, the password is consistent with your new password for the second generation platform.

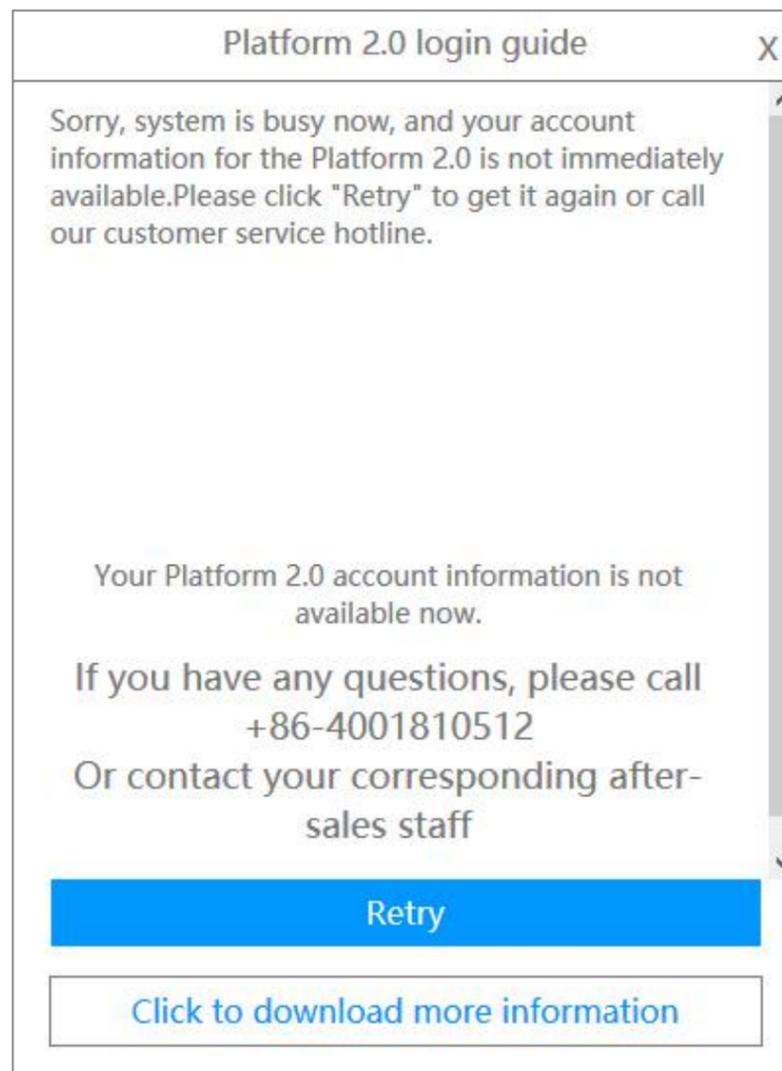


Login

[Click to download more information](#)

Do not show next time

Platform 2.0 Login Guide Notice: Platform 2.0 account information for installers/distributors will show.



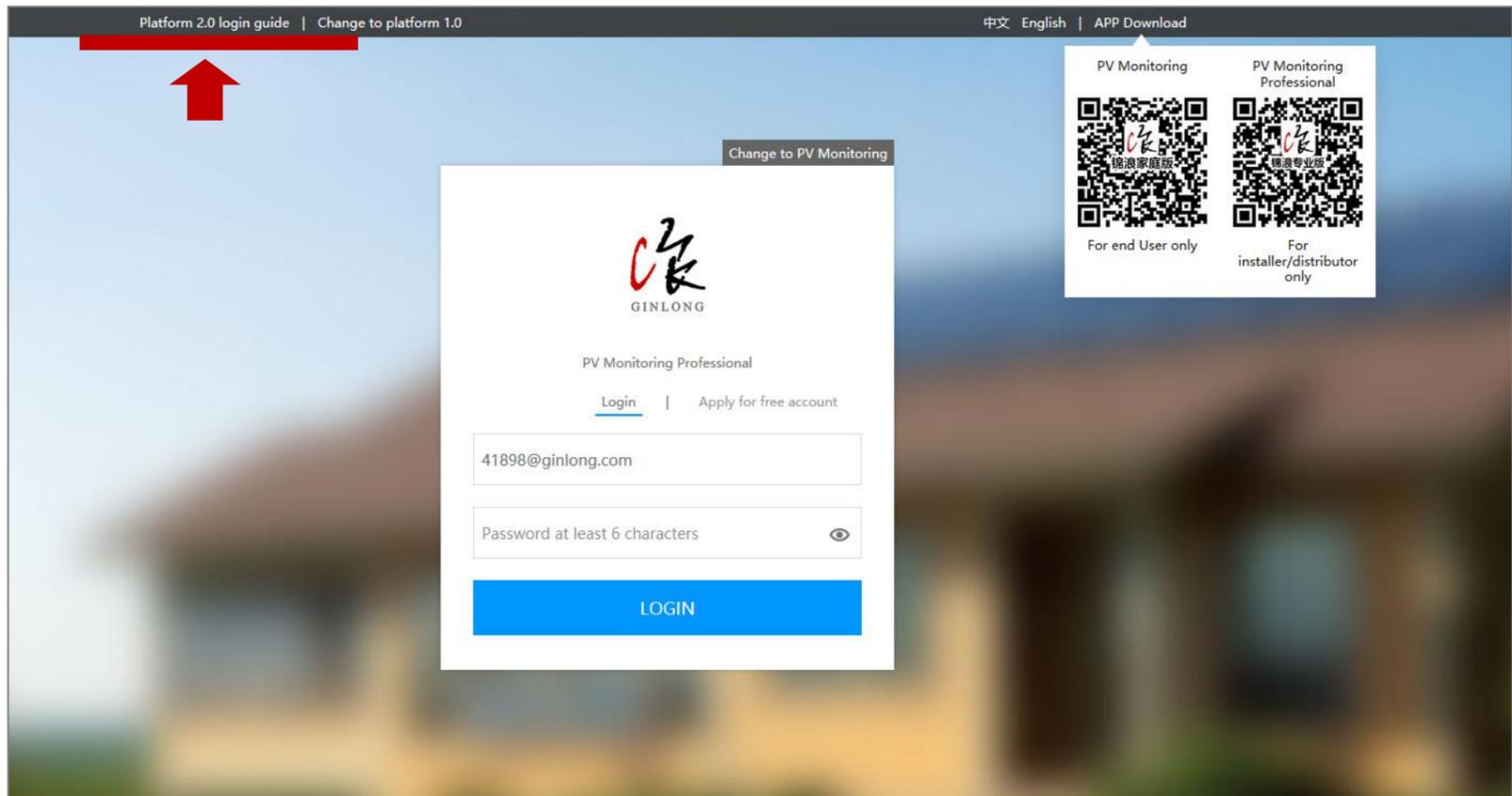
Platform 2.0 Login Guide Notice: Help guide for users with problem.



After close the notification, users can still click "Platform 2.0 login guide" under the account to check again.

2.2 From Web 2.0

- 1.0 users login to m.Ginlong.com and click "Platform 2.0 login guide" as follows:



Platform 2.0 Website: <http://m.ginlong.com>

- Input Platform 1.0 account username & password.

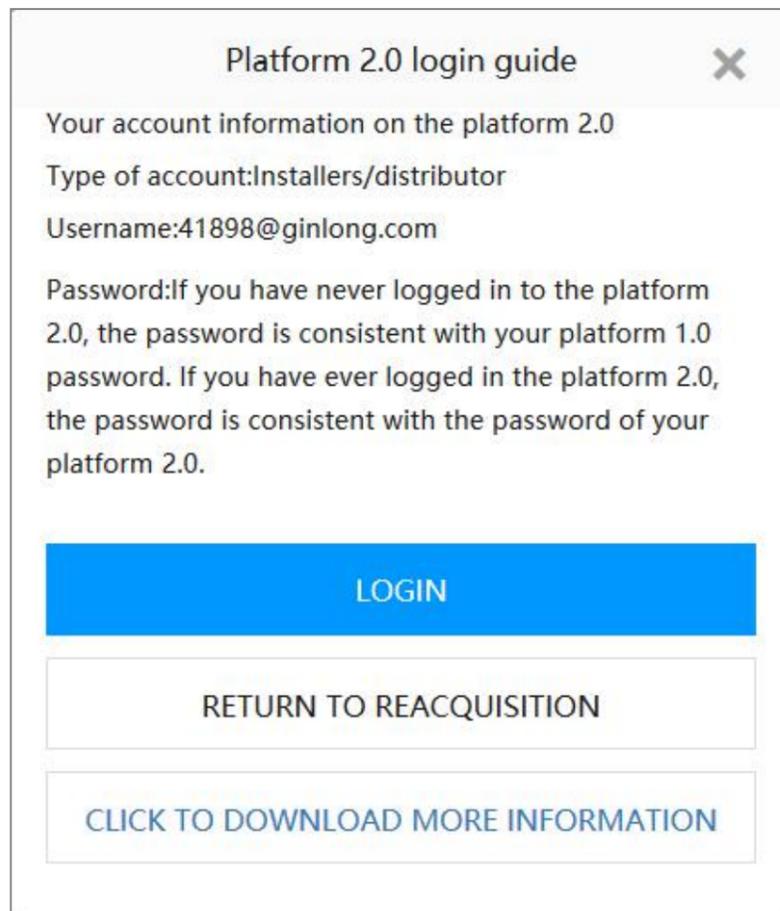
Platform 2.0 Login Guide Notice: The system checks the username and password.

After 1.0 users account information is verified, system will show 2.0 account information. If user had not logged in Platform 2.0 before, the system will register a new account on Platform 2.0 in the form of uid@Ginlong.com. If the user has logged in Platform 2.0 before, it will directly display user 2.0 account information. Users can click "login" to login directly with Platform 2.0 account information.

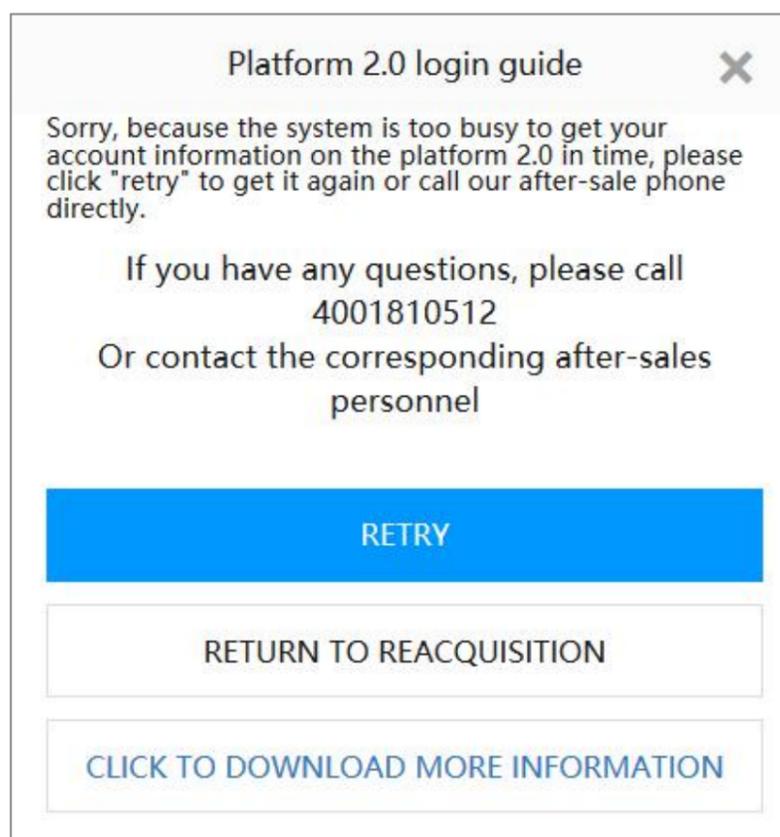
Notice:

Login button: the system automatically recognizes the account type and guides users to corresponding versions, i.e. PV owners login to m.ginlong.com (home version) and PV merchants (installers/distributors) login to m.ginlong.com (professional version).

Click to download more info button: click this button to download this document.



Platform 2.0 Login Guide Notice: Platform 2.0 account information will show.



Platform 2.0 Login Guide Notice: Help guide for users with problem.

3. How to modify account information after login to Platform 2.0?

3.1 Why system changed your account username and password?

- ① Your email account is the same as that of other users.
- ② You don't have an email account.

• In general, your login account will not be modified. However, system will modify your login account as follows:

1881@Ginlong.com (1881 is user's ID and each user is different.) and you can modify this email account to your frequently used email address.

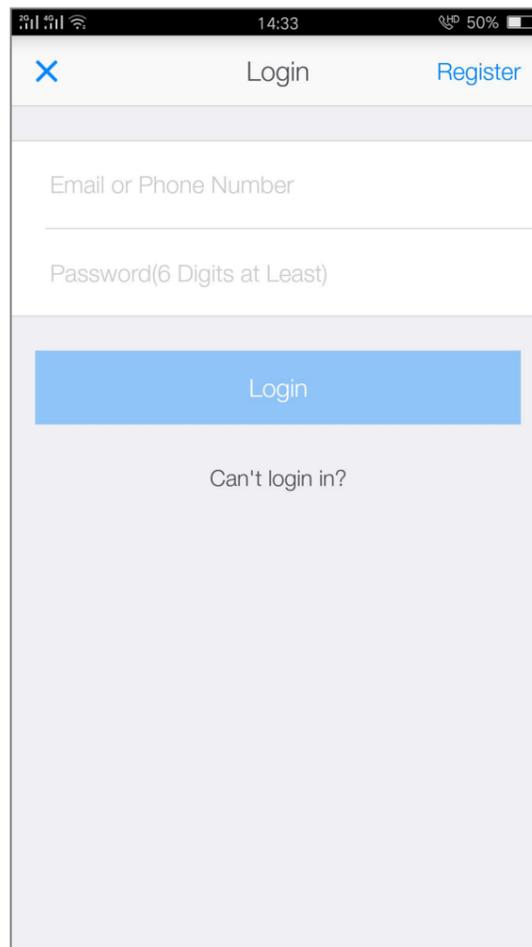
3.2 How to modify account username for PV owners ?

- Scan QR code and download Ginlong APP (Home ver.).

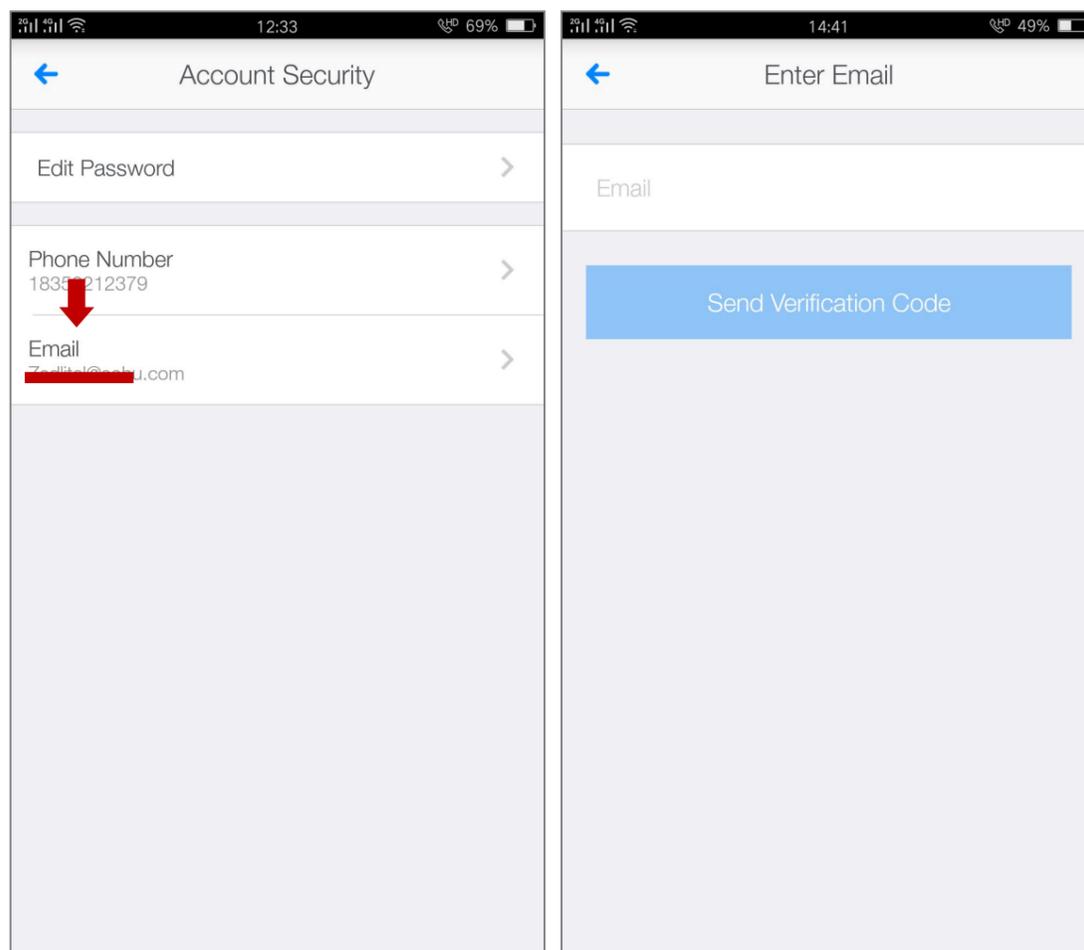
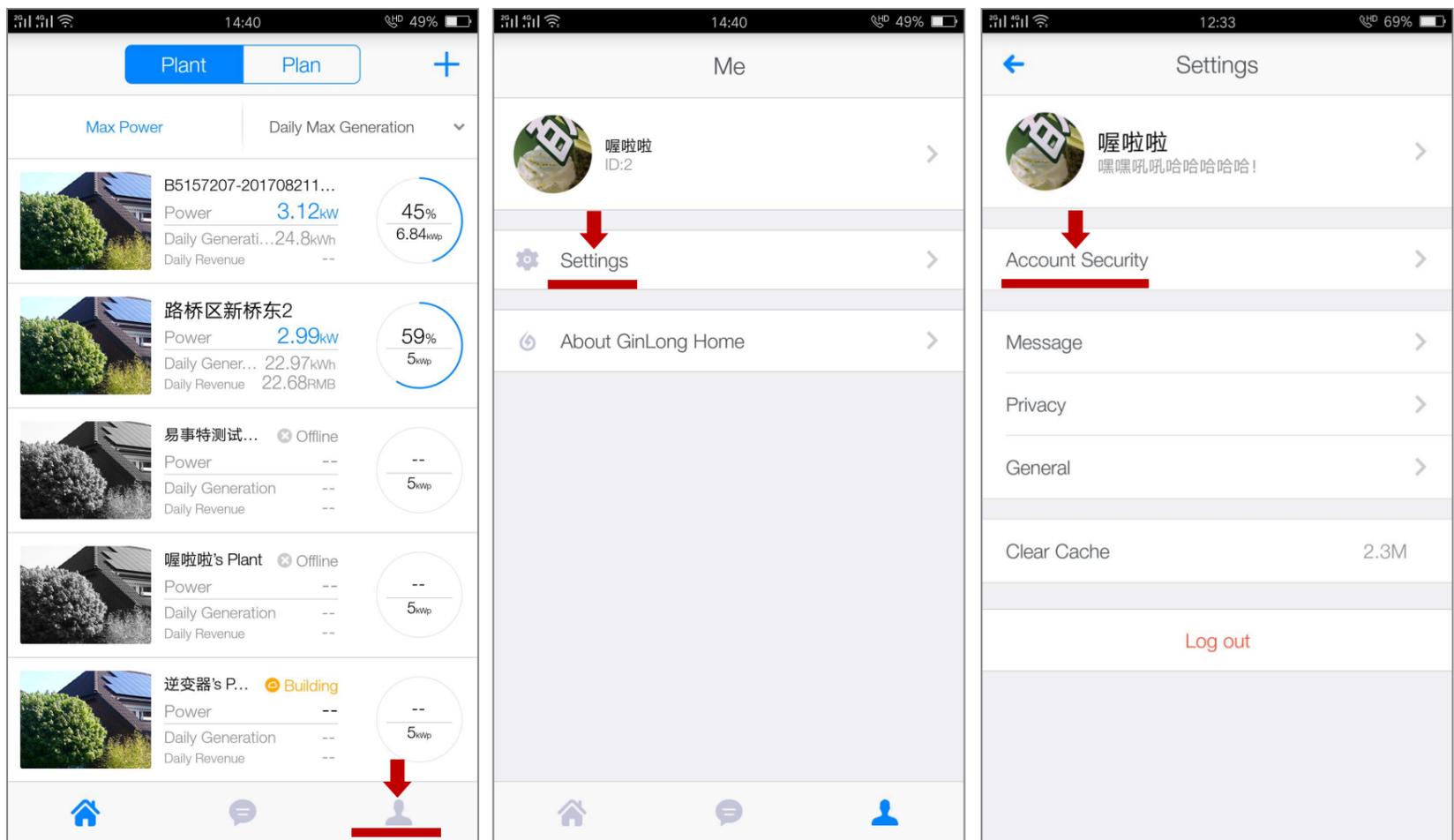


Ginlong APP (Home ver.)

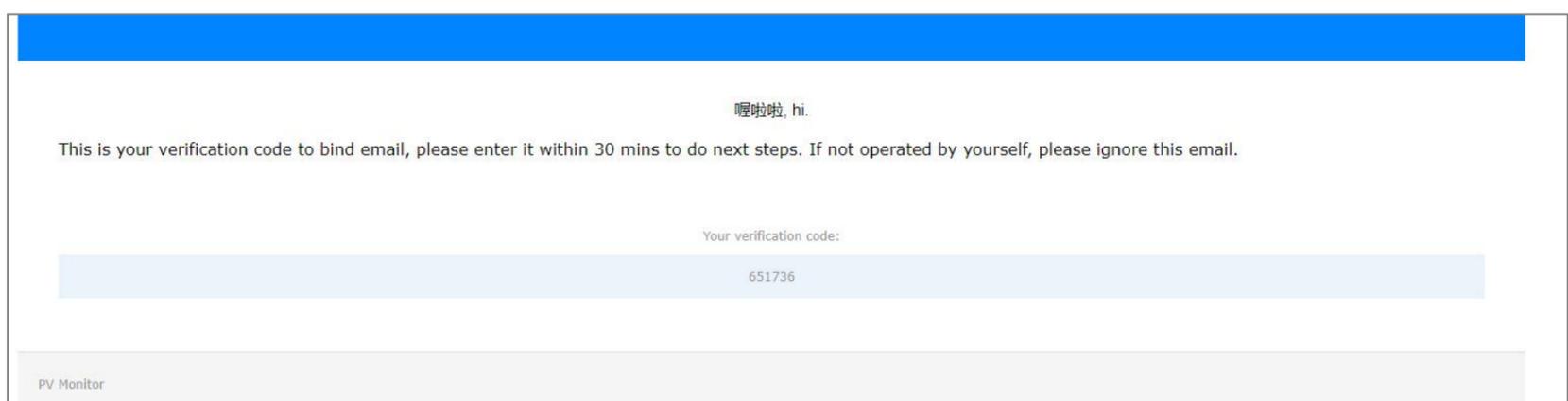
- Use Platform 2.0 account username and password to login.



- Click Me - Settings - Account Security - Email.



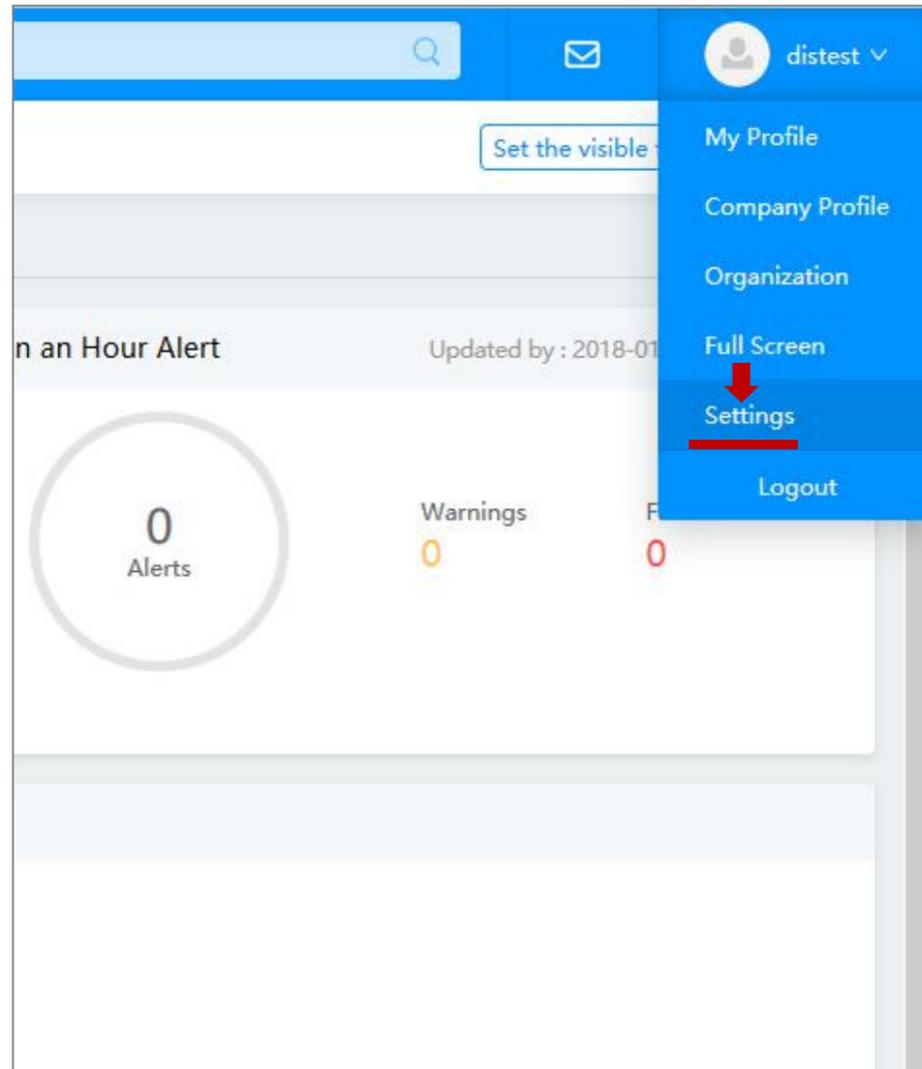
- Click the mailbox and enter your own mailbox. The system will send a validation message to the mailbox and then enter the verification code.



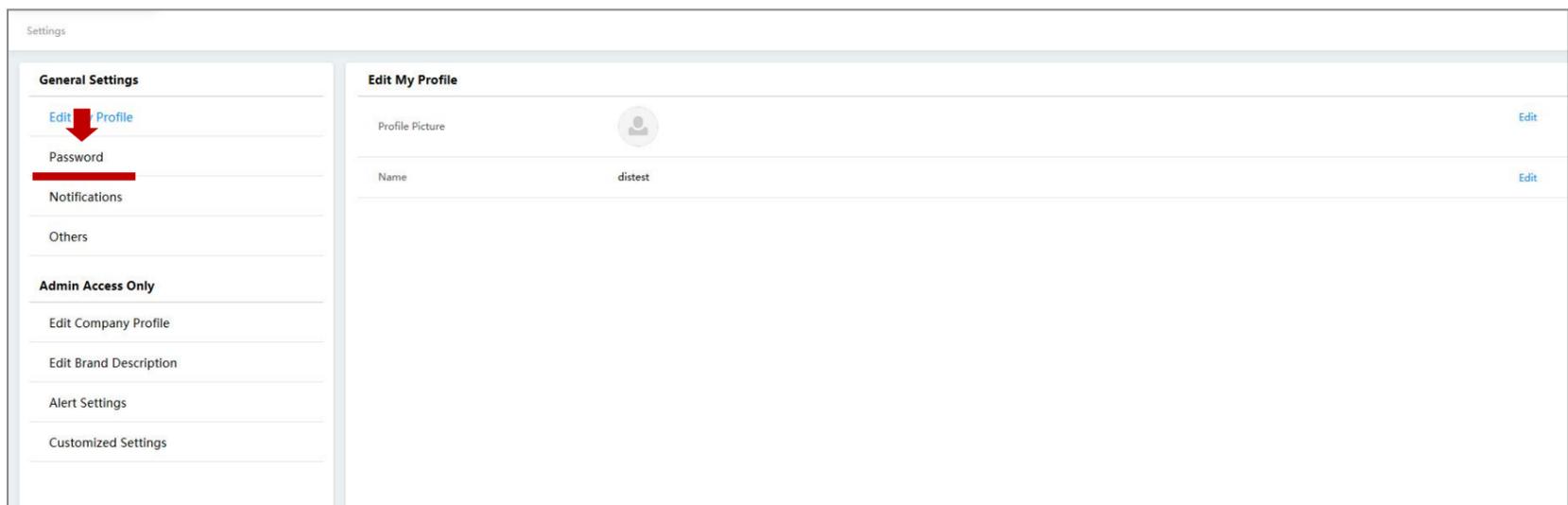
3.3 How to modify account username for installers/distributors ?

A. On Web Pro Ver.

- Login to Web 2.0 (pro ver.) <http://m.ginlong.com>. Click Settings on the top right corner of the account menu.



- Click Password - Edit - Edit



Settings

General Settings

- Edit My Profile
- Password
- Notifications
- Others

Admin Access Only

- Edit Company Profile
- Edit Brand Description
- Alert Settings
- Customized Settings

Change Password

Password [Edit](#)

After Linking, Fill in the Following Details to Log in [↓](#)

Email 41224@ginlong.com [Edit](#)

Mobile [Edit](#)

- After entering your login password and the new email address, the system will send a validation message to the mailbox. Then, enter the verification code to change the mailbox.

Settings

General Settings

- Edit My Profile
- Password
- Notifications
- Others

Admin Access Only

- Edit Company Profile
- Edit Brand Description
- Alert Settings
- Customized Settings

Change Password

Password [Edit](#)

After Linking, Fill in the Following Details to Log in [Collapse](#)

Email 41224@ginlong.com

Email

Please enter the current password (👁)

Verification Code [Send Verification Code](#)

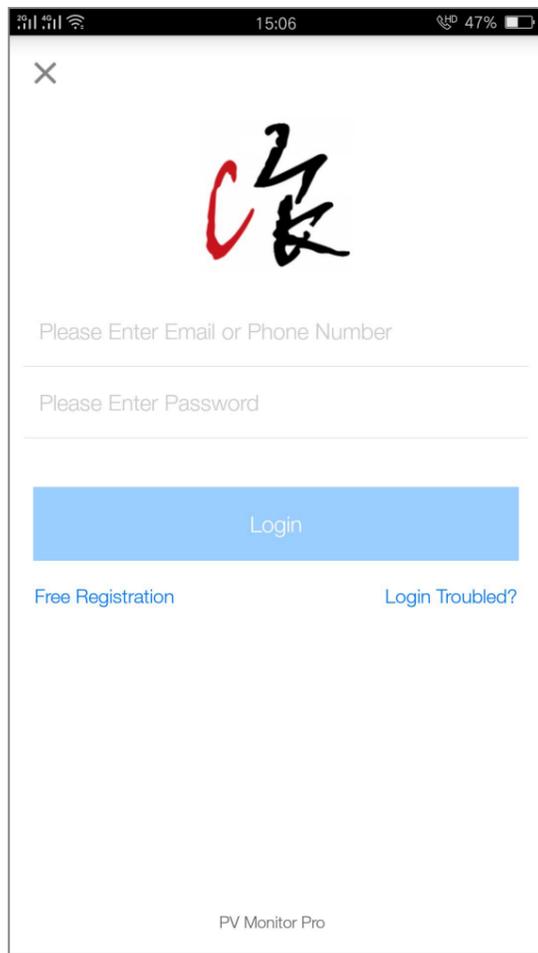
Mobile [Edit](#)

- B. Or scan QR code and download Ginlong APP (Pro ver.) to modify account username.

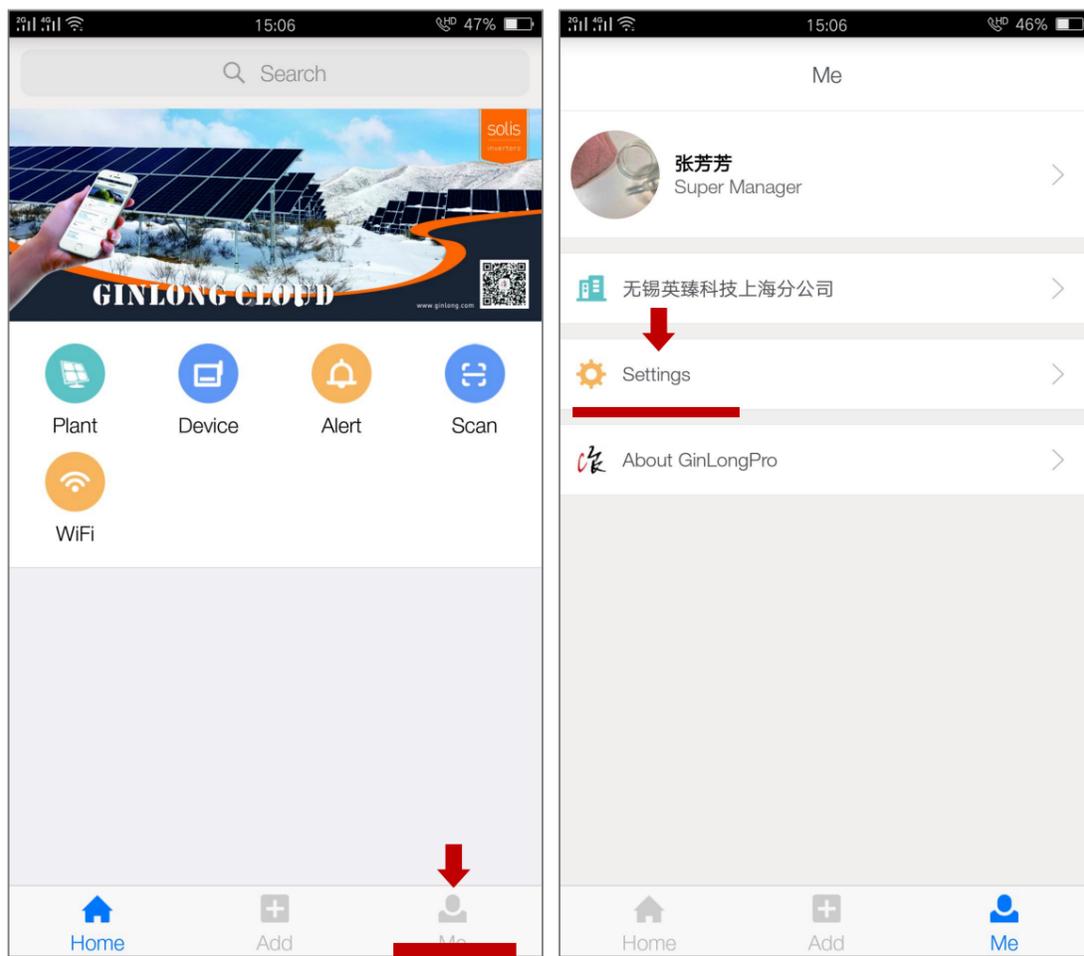


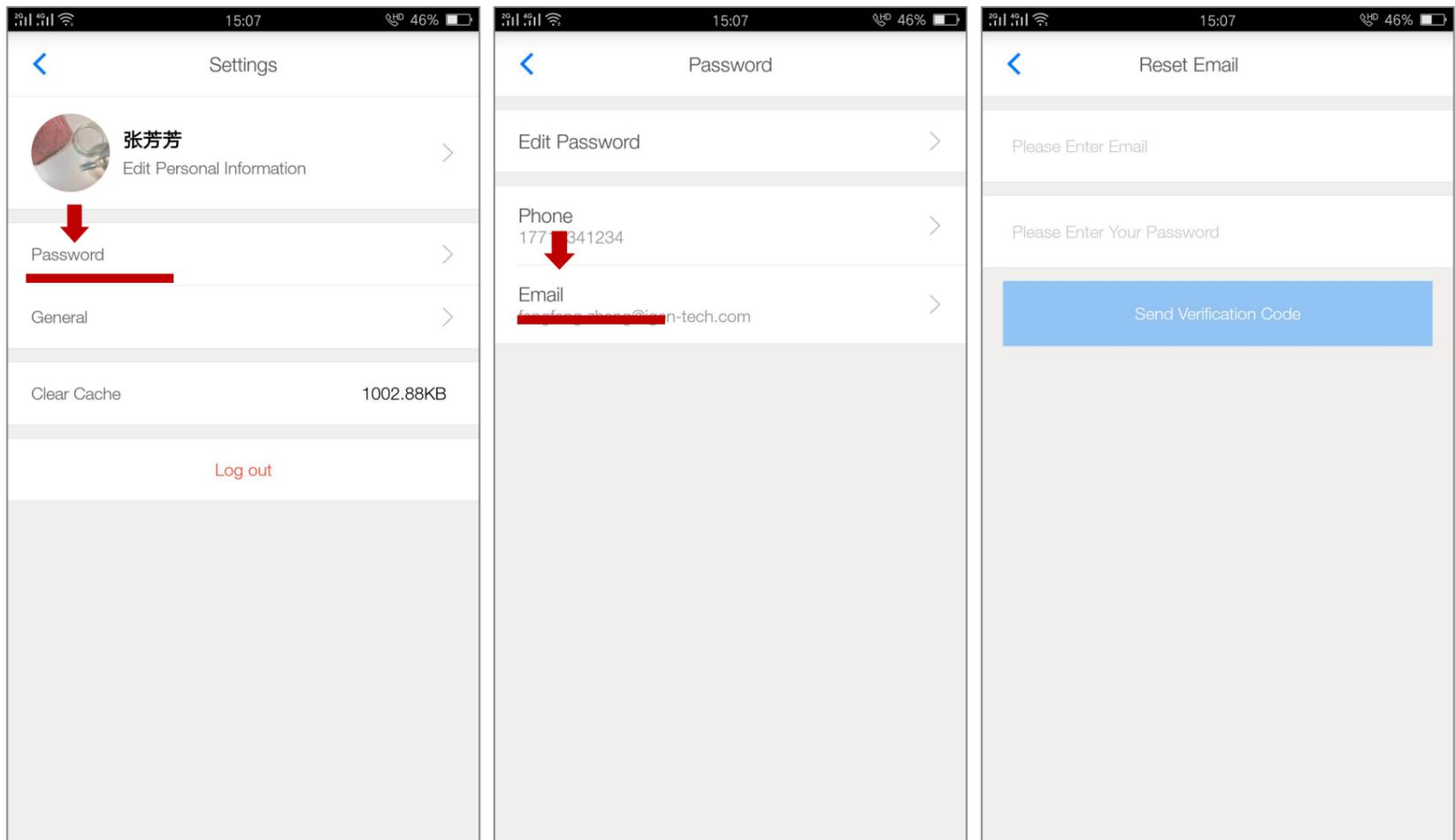
Ginlong APP (Pro ver.)

- Use Platform 2.0 account username and password to login.

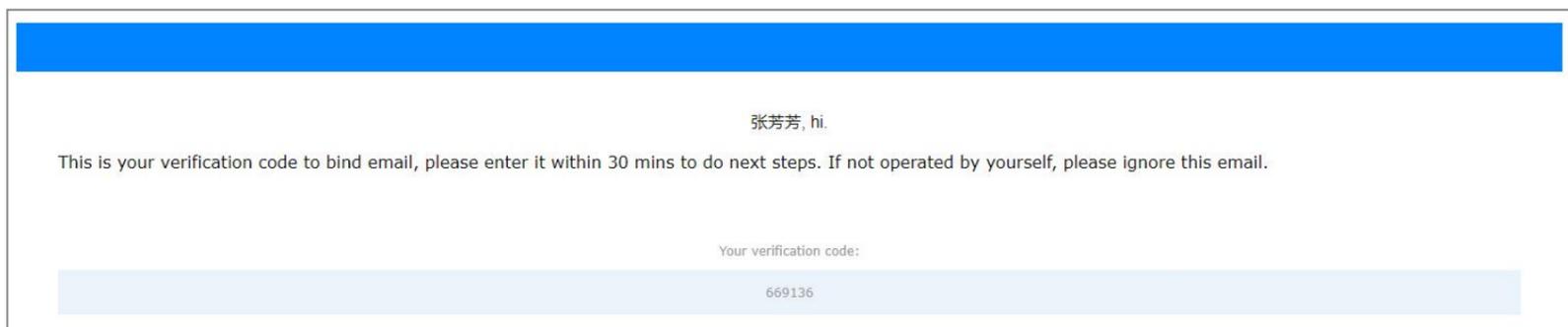


• Click Me - Settings - Password - Email.





- System will send a validation message to the mailbox. Then, enter the verification code to change the mailbox.



4. Frequently Asked Questions

4.1 Platform 1.0 and Platform 2.0 PV plant details show inconsistent data

① Platform 2.0 uses the distributed large data computing system, the computational efficiency has been improved a lot, so the data, such as power generation, generating capacity, cumulative generating capacity, will be processed and displayed faster and more accurate.

② Platform 2.0 does not support offset setting function at the moment, it will be available in the future.

4.2 Platform 1.0 and Platform 2.0 inconsistent in offline status

Platform 2.0 uses more advanced data analysis technology, and process for status analysis will be more efficient, therefore status of the current equipment will be displayed more accurately, PV plant operators can take faster actions for operation maintenance to ensure long-term and stable data storage.

4.3 Why my company name is shown as Companies AUTO:653-XX Co., ltd

Platform 2.0 introduced the concept of company, so installer/distributor account from Platform 1.0 must have a company name on Platform 2.0. In order to ensure that the company name is not repeatable, system has added the company ID prefix. If you do not want your company name shown in this way, please contact our customer service to modify the company name. (Customer Service +86 400 181 0512)

4.4 How to use Platform 2.0 for wind turbine system

Sorry, wind turbine system is not supported on Platform 2.0 at the moment.

4.5 I have created an account in platform 2.0 and do not want to use an automatically generated account, how to do?

If you already have Platform 2.0 account and do not want to use the account automatically generated by system, you can contact our Customer Service to manually process for you. (Customer Service +86 400 181 0512)

4.6 I have used platform 2.0, but I have created PV plant and account on platform 1.0. Will it be transferred to Platform 2.0?

Yes. However, transfer are performed by the automatic program regularly, and the newly created PV plants and accounts on Platform 1.0 will need 24 hours to show on Platform 2.0. If you want to see the the new PV plant and account on Platform 2.0 faster, please call Customer Service +86 400 181 0512.

4.7 Is the PV plant built on Platform 2.0 synchronized with Platform 1.0?

No. Transfer only supports one-way process, that is, transfer from Platform 1.0 to platform 2.0.

4.8 Which app does Platform 1.0 end users use? Which app does Platform 1.0 installers, distributors, and manufacturers use?

Platform 1.0 end users should download "Ginlong home version" and login with Platform 2.0 account; Platform 1.0 installers, distributors, manufacturers should obtain Platform 2.0 account information and download "Ginlong Professional version" .

4.9 Does Platform 2.0 support mobile phone number login?

Only mobile phone number from mainland China is supported at the moment. You can modify the mailbox interface, binding your mobile phone number, so you can use the mobile phone number to login.

4.10 Is Platform 1.0 still available after transfer to Platform 2.0?

Yes, Platform 1.0 is still available, but it will be gradually closed as usage declines.

4.11 Does Platform 2.0 support Chinese username to login?

No. Platform 2.0 does not support Chinese username due to security issues.

4.12 I have a mailbox account, why does platform 2.0 still generate new account for me?

Since your mailbox account on Platform 1.0 already exists on Platform 2.0, system cannot identify two same mailbox accounts, so system will create a new account for that mailbox again. If you do not want to use the account generated by system, please call Customer Service +86 400 181 0512.

4.13 Why do I have more PV plants on the Platform 1.0 than the Platform 2.0?

① For the plants that are missing, loggers in these plants have already been used in other PV plants, so system cannot process transfer operations on this part of the plant. If you make sure that this part of the PV plant is owned by you, please call Customer Service +86 400 181 0512.

② Since transfer is performed by automatic program regularly, the PV plant created on Platform 1.0 may need 24 hours to show on Platform 2.0. If you want to see the new PV plant and account on Platform 2.0 faster, please call Customer Service +86 400 181 0512.

If you have any questions, please call Customer service:

+ 86 400 181 0512

Or contact your corresponding after-sales staff.