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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:

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="https://example.com" alt="DANGER" /></td>
<td>Indicates a high-level hazard that, if not avoided, will result in death or serious injury.</td>
</tr>
<tr>
<td><img src="https://example.com" alt="WARNING" /></td>
<td>Indicates a medium-level hazard that, if not avoided, could result in death or serious injury.</td>
</tr>
<tr>
<td><img src="https://example.com" alt="CAUTION" /></td>
<td>Indicates a low-level hazard that, if not avoided, could result in minor or moderate injury.</td>
</tr>
<tr>
<td><img src="https://example.com" alt="NOTICE" /></td>
<td>Highlight and supplement the texts. Or some skills and methods to solve product-related problems to save time.</td>
</tr>
</tbody>
</table>

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](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.

![Note]

1. If your company already has an installer account for SEMS Portal, please ask the administrator to create an account for you on the web page [Management -> Organizations -> Account list].
2. Otherwise, you can access the following URL to register an installer account:

   https://www.semsportal.com/Home/InstallerOpenRegistration

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

![Installer Account Registration]

1. Country/Region
   - Please select Country
   - Please select Country/

2. Company Name
   - Please enter the company name

3. Company Address
   - Please select your company address.

4. Postal Code
   - Please enter the postal code.

5. User Name
   - First Name
   - Last Name

6. Email
   - Please enter your email address.

7. Confirm Email
   - Please enter your email address.

8. Mobile Number
   - Please enter your mobile number.

9. Verification Code
   - Please input verification code

By continuing, you agree to the following terms:
- GOODWE Terms of Use
- GOODWE Portal Data Protection Statement

[Register]
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

<table>
<thead>
<tr>
<th>Main Menu</th>
<th>Sub Menu</th>
<th>Tertiary Menu</th>
<th>Function</th>
<th>Privilege Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plants</td>
<td>-</td>
<td>-</td>
<td>Check the operations of the plant.</td>
<td>End User, Administrator, Technician and Browser</td>
</tr>
<tr>
<td>Alarms</td>
<td>-</td>
<td>-</td>
<td>Check the plant alarming.</td>
<td>Administrator, Technician and Browser</td>
</tr>
<tr>
<td>Reports</td>
<td>History Data</td>
<td>Data Selection</td>
<td>Check the working data of inverters.</td>
<td>End User, Administrator, Technician and Browser</td>
</tr>
<tr>
<td></td>
<td></td>
<td>My Template</td>
<td>Items set in Data Selection can be saved as templates.</td>
<td>End User, Administrator, Technician and Browser</td>
</tr>
<tr>
<td></td>
<td>Generation Reports</td>
<td>Daily Report</td>
<td>Check the electricity prices during different times on SEC1000 and Homekit1000.</td>
<td>End User, Administrator, Technician and Browser</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Monthly Report</td>
<td>Check daily operating data of several power plants during one month.</td>
<td>End User, Administrator, Technician and Browser</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Annual Report</td>
<td>Check monthly operating data of several power plants during a year.</td>
<td>End User, Administrator, Technician and Browser</td>
</tr>
<tr>
<td></td>
<td></td>
<td>User-defined Report</td>
<td>Check periodical operating data of several power plants during one month.</td>
<td>End User, Administrator, Technician and Browser</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Simulation Report</td>
<td>Compare the actual and estimated generating situations of the power plant, to simulate and form the annual report.</td>
<td>End User, Administrator, Technician and Browser</td>
</tr>
<tr>
<td>Statistics</td>
<td>Monthly</td>
<td>Check the monthly power generation, daily average power generation, and accumulated power generation of the plants.</td>
<td>End User, Administrator, Technician and Browser</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Annual</td>
<td>Check the annual power generation, monthly average power generation, and accumulated power generation of the plants.</td>
<td>End User, Administrator, Technician and Browser</td>
<td></td>
</tr>
<tr>
<td>Management</td>
<td>Plants</td>
<td>-</td>
<td>Create and manage the power plants.</td>
<td>End User, Administrator, Technician and Browser</td>
</tr>
<tr>
<td></td>
<td>Devices</td>
<td>-</td>
<td>Add, delete and modify the devices in the power plant.</td>
<td>End User, Administrator, Technician and Browser</td>
</tr>
<tr>
<td></td>
<td>Organization</td>
<td>-</td>
<td>Check the organization, account and the ownership of the power plant, newly add or delete the sub-organizations.</td>
<td>Administrator</td>
</tr>
<tr>
<td></td>
<td>Warranty</td>
<td>-</td>
<td>Check the device's warranty information.</td>
<td>End User, Administrator, Technician and Browser</td>
</tr>
<tr>
<td>Main Menu</td>
<td>Sub Menu</td>
<td>Tertiary Menu</td>
<td>Function</td>
<td>Privilege Description</td>
</tr>
<tr>
<td>------------</td>
<td>----------------</td>
<td>---------------</td>
<td>--------------------------------------------------------------------------</td>
<td>----------------------------------------------------</td>
</tr>
<tr>
<td>Settings</td>
<td>Message</td>
<td>My Message</td>
<td>Set the message issuing method.</td>
<td>End User, Administrator, Technician and Browser</td>
</tr>
<tr>
<td></td>
<td></td>
<td>For Owner</td>
<td>Set information types of the power plant sent to the owner</td>
<td>Administrator</td>
</tr>
<tr>
<td></td>
<td>System Setting</td>
<td>Dashboard</td>
<td>Set the displaying data on Dashboard.</td>
<td>Administrator</td>
</tr>
<tr>
<td></td>
<td></td>
<td>System</td>
<td>Set information such as the income and carbon emission of the power plant.</td>
<td>Administrator</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Logo</td>
<td>Set the Logo displayed on Dashboard or in system.</td>
<td>Administrator</td>
</tr>
<tr>
<td>My Setting</td>
<td>My Account</td>
<td></td>
<td>Modify personal account and check the organization code.</td>
<td>End User, Administrator, Technician and Browser</td>
</tr>
<tr>
<td></td>
<td>Personal Settings</td>
<td></td>
<td>Set the displaying format in the system.</td>
<td>End User, Administrator, Technician and Browser</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>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 &amp; Income Today, and Total Generation &amp; Income.</td>
</tr>
<tr>
<td>2</td>
<td>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.</td>
</tr>
</tbody>
</table>
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:

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

![Image of the user interface with reports settings and options]

### 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.

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

Check the device's warranty information via SEMS Portal.

![Warranty Info](image)

### 3.6 Checking Account

Check the account list of an organization via SEMS Portal.

![Account List](image)

### 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.

![Plant Ownership](image)
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.

![Device Management Interface](image)

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.

![Remote Control Interface](image)
### 4.5 Managing Organization

#### 4.5.1 Add New Organization

**Step 1** Select **Management > Organizations**, and enter into the setting page.  
**Step 2** Click `+`, fill in the sub-organization information. Then click **Submit**.

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Description</th>
</tr>
</thead>
</table>
| 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.  
                        • 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%.  
                        • Fixed value derating: Set the reactive power output to a fixed value.  
                        • PF Compensation: Set the reactive power factor of the micro inverter. |
| Reactive power(%) |                                                                                                                                             |
| Reactive power(kVar) |                                                                                                                                              |
| Power Factor     |                                                                                                                                              |
| Active dispatch mode | Set the active dispatch mode.  
                        • Not Enabled: Disable the function.  
                        • Percent derating: When the setting value is 5%, it means the active power output value of the micro inverter = the rated power of the micro inverter * 5%.  
                        • Fixed value derating: Set the active power output to a fixed value. |
| Active power(%)  |                                                                                                                                              |
| Active power(kW) |                                                                                                                                              |
| 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 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 personnel and E-mail address.

![Organization Information](image)

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 **Delete**. Then click **Submit**.

![Organization Details](image)
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**.

<table>
<thead>
<tr>
<th>Notification Preference:</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔ Email (Please note that the email may be in the junk mailbox.)</td>
</tr>
<tr>
<td>✔ Message Center</td>
</tr>
<tr>
<td>✔ Pop-up (Messages shown in Pop-up dialog)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Message Type:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alarm Message</td>
</tr>
<tr>
<td>Generation Report</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Range</td>
<td>All plants</td>
<td>Designated Plants</td>
<td>Selected: [0]</td>
</tr>
</tbody>
</table>

*Generation report push function does not support the single retrofit inverter*
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**.

### Alarm Message Setting For Owner

<table>
<thead>
<tr>
<th>Plant</th>
<th>Plant1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner’s Email</td>
<td><a href="mailto:test1@goodwe.com">test1@goodwe.com</a></td>
</tr>
<tr>
<td>Alarm Message</td>
<td><img src="Enable" alt="Disable" /></td>
</tr>
</tbody>
</table>

Note: This setting will prevent Owner from receiving alarm messages

![Alarm Message Setting](image)

4.6.3 Check Messages

Click **Message Center** to check after finish message setting.

![Check Messages](image)
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.

Basic Setting:
Default map of Lobby Dashboard (Drag or zoom the map): China

Lobby Dashboard Carousel Form: Nine-square grid, List
Lobby Dashboard Carousel List: Generating Plants, All plants
Lobby Dashboard Carousel Frequency: 5 Sec.

Construction & Plan:
Connected Plants: 0, Capacity: 0 MW
Constructioning Plants: 100, Capacity: 100 MW
Planning Plants: 100, Capacity: 100 MW

Lobby Dashboard Module Customization:
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**.

Examples of Dashboard:

![Dashboard Image]

4.7.3 Check Dashboard Info

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

![Profit Ratio for Plant Setting](image)

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**.

![Date Setting](image)
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.