

FREQUENTLY ASKED QUESTIONS – ONSITE APP

Table of Contents

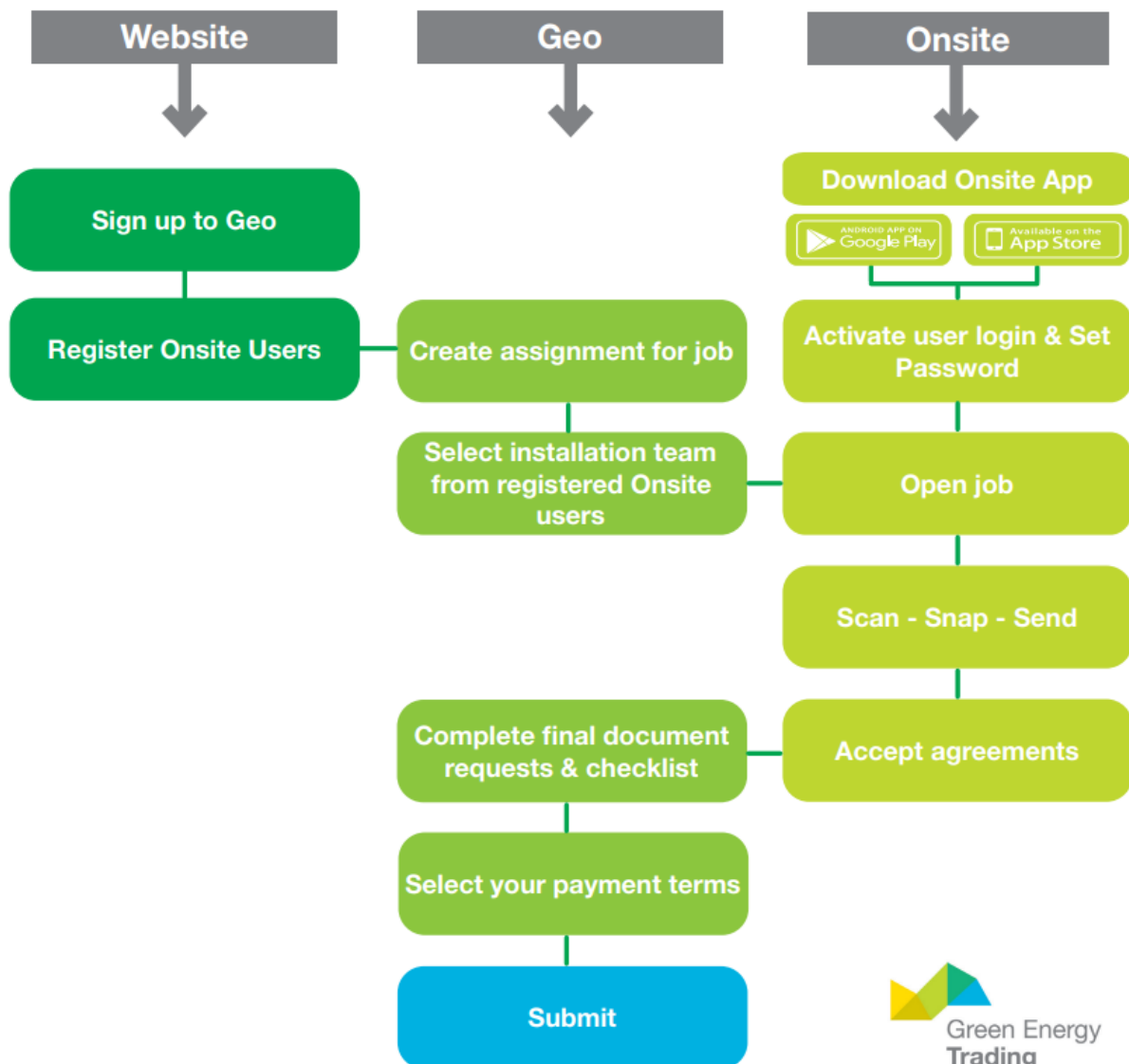
GENERAL SETUP	2
1. Quick Start Guide.....	2
2. I'm having technical issues with the app. Who do I contact?.....	2
3. I have a suggestion for the app. How can I give feedback?	3
4. Is the app available for iOS and Android?.....	3
5. My job isn't appearing in the app.	3
6. The job says it is "not ready". What do I do?.....	3
7. How do I get a login or add new users?.....	3
9. My installer works for multiple companies. Can they view jobs for both companies on the app?.....	4
10. Do you need to be a CEC installer to use the app?	4
11. How do I reset my password?	4
12. If I change my CEC email, do I need a new login?	4
13. Do I need to turn on permissions for the app to work?.....	4
14. My map defaults to the UK/Western Europe or Africa.	5
15. What do I do if the job details are incorrect?.....	5
16. Can I collect evidence while offline?.....	6
17. Do I need to enter the installation date to collect evidence?	6
18. Does the system owner have to provide an email?.....	6
19. What happens if no mobile number has been provided?	6
20. How do I change the mobile number or email for agreements?	6
21. How do I check which version of the app I have?	6
22. How do I update my version of the app?	7
23. The app says "Trouble Syncing" What should I do?.....	7
SERIAL COLLECTION	8
24. Why can't I scan serials?.....	8
25. How can I copy the scanned serial numbers for my own records?.....	8
26. The barcode sticker is scratched and won't register. How can I enter the serial number manually?	8
27. I'm having trouble getting some panels to scan. Particularly those with long serial numbers or black barcodes.	8
28. Does taking photos slow down the app?	8
29. What happens if the photo is blurry?	9
30. How do I access serial photos?	9
31. Does it matter where the panels are scanned? Can they still be scanned at the warehouse, or do they have to be scanned on site?	10
32. How do I delete an incorrect serial number?.....	10
PHOTO COLLECTION	10
33. Do I need to enter all job details to be able to collect photos in the app?	10
34. Can I delete photos?	10
35. Can I upload a photo taken from outside the app?	11
36. Why are HEIC files appearing in the zip file and how do I open them?	11

GENERAL SETUP

1. Quick Start Guide



QUICK START GUIDE
You're only few steps away from submitting your assignments.



2. I'm having technical issues with the app. Who do I contact?

Contact our one of our friendly locally based Customer Service Officers on **1300 077 784**

3. I have a suggestion for the app. How can I give feedback?

Please complete our [feedback survey](#) or contact us **1300 077 784** benefit@greenenergytrading.com.au

Feel free to get specific; we love detailed feedback!

4. Is the app available for iOS and Android?

Yes

iOS: <https://apps.apple.com/us/app/geo-onsite/id1474047193>

Android: <https://play.google.com/store/apps/details?id=au.com.greenenergytrading.installerapp>

5. My job isn't appearing in the app.

Jobs won't appear unless the form has first been created in Geo. Check:

- The Installation team tab is completed with yourself listed as an Onsite user and saved.
- Your login email matches the email in the CEC list and the email on the client contact record.
- Job status in Geo is "In Progress".

Jobs without an installation date will appear in the unscheduled list at the bottom of the My jobs tab.

6. The job says it is "not ready". What do I do?

Contact the person at your company who administers the Geo account and ask them to complete the missing form details in Geo. You can still scan serials and take photos but will not be able to issue agreements until all details have been completed.

7. How do I get a login or add new users?

Provide your details including CEC accredited installer email [here](#)

Or send a list of your team members names and emails (CEC email should be used for installers) to benefit@greenenergytrading.com.au. Mention whether you would like team members to have access to the Onsite app only.

Note your company will need to [sign up to Geo](#) first if they don't already have an account.

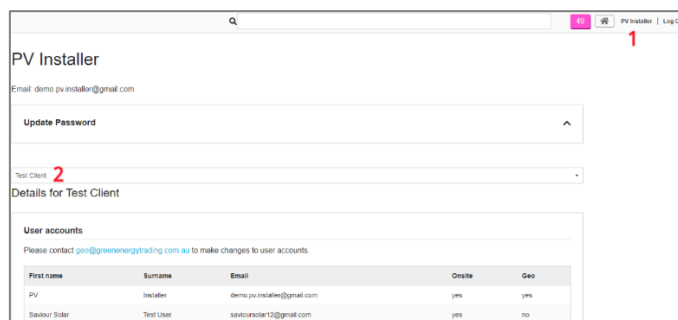
8. Can I give my subcontractors access to the app without giving them access to Geo?

Yes. When you request a login for your subcontractors ask that they be given Onsite access only.

<input checked="" type="checkbox"/>	Demo Installer	
<input type="checkbox"/>	Saviour Solar user	Geo only
<input checked="" type="checkbox"/>	Gmail Test User	Onsite only

You can check your teams' access in Geo by:

1. Clicking your name at the top right of the screen, and
2. Selecting a client to see their User accounts



The screenshot shows the 'PV Installer' user interface. At the top right, there is a user profile icon labeled '1'. Below it, there is a 'Test Client' dropdown menu labeled '2'. Underneath, there is a 'Details for Test Client' section with a 'User accounts' table. The table has columns for 'First name', 'Surname', 'Email', 'Onsite', and 'Geo'. The data rows are:

First name	Surname	Email	Onsite	Geo
PV	Installer	demo.pv.installer@gmail.com	yes	yes
Saviour Solar	Test User	saviour.solar12@gmail.com	yes	no

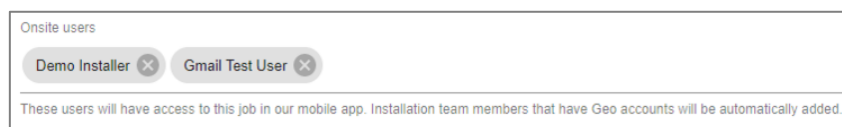
9. My installer works for multiple companies. Can they view jobs for both companies on the app?

Yes. When your installer logs in they will see all jobs assigned to them regardless of which company the job is associated to.

4

10. Do you need to be a CEC installer to use the app?

No. You can give anyone with a Geo account access to your jobs in Onsite from the Installation team tab.



The screenshot shows the 'Onsite users' selection interface. It features two buttons: 'Demo Installer' and 'Gmail Test User', each with a close icon (X). Below the buttons, there is a note: 'These users will have access to this job in our mobile app. Installation team members that have Geo accounts will be automatically added.'

11. How do I reset my password?

Tap the "Forgot your password?" link in the home screen and follow the prompts.

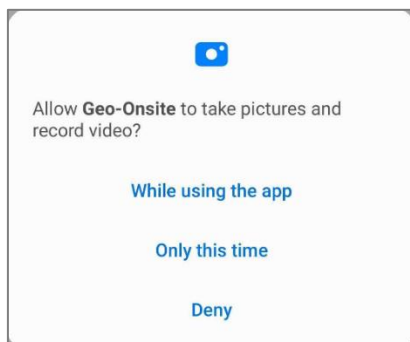
12. If I change my CEC email, do I need a new login?

No. Once your email is updated with the CEC, please contact us and we will update your email for your Geo login.

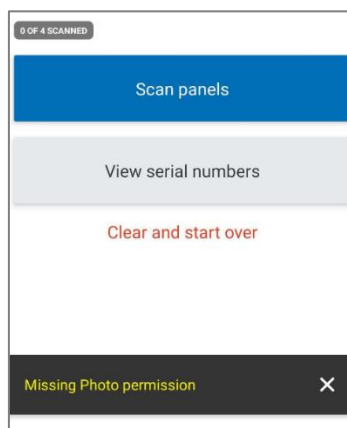
13. Do I need to turn on permissions for the app to work?

Yes when you first login into Onsite the app will request permissions to:

- take pictures and record video
- access the device's location
- access photos, media, and files on your device



If you do not allow Onsite permissions, you will not be able to use the onsite locator or collect and upload evidence to Geo.



5

If you need to update permission, you can do this at any time from settings for the app in your device.

14. My map defaults to the UK/Western Europe or Africa.

1. Close the app
2. Turn on location services on your device
3. Reopen the app
4. Give the app permission to access location services if prompted
5. Click



to expand the map and close it.

15. What do I do if the job details are incorrect?

Contact the person at your company who administers the Geo account and ask them to update the incorrect details in Geo. You can still scan serials but should only issue agreements once all details are complete and correct.

16. Can I collect evidence while offline?

Yes, you can view and collect photos and serials while offline. Internet access is only required to sync. Make sure you log into the app to sync your jobs list before going offline and stay logged in. Once back online, Onsite will automatically sync any evidence you have collected.

17. Do I need to enter the installation date to collect evidence?

You can collect photos without an installation date; however an installation date must be entered in order to select PV modules to scan serial numbers. This is because Geo needs to check if the installed product is approved on the date installation. If you are unsure of the final date of installation you can enter a place holder date and update it prior to issuing agreements.

18. Does the system owner have to provide an email?

No. The app will issue agreement notifications with a link to view and accept the agreement to either an email, mobile number or both if provided.

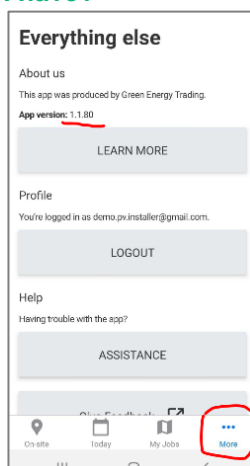
19. What happens if no mobile number has been provided?

When no mobile no. has been provided agreements will only be sent via email.

20. How do I change the mobile number or email for agreements?

System owner details can be edited in the System Owner section of the form in Geo. Installer details are linked to the installers CEC accreditation and must be updated with the CEC.

21. How do I check which version of the app I have?



Click more in the bottom right corner of the app.

22. How do I update my version of the app?

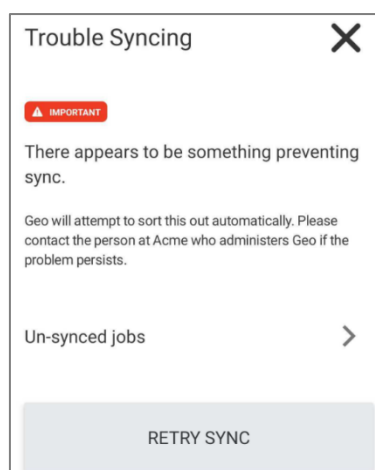
Go to the app/google play store. Tap your profile icon/menu at the top of the screen and navigate/scroll to the app and tap Update.

Detailed instructions:

- [Android](#)
- [Apple](#)

We recommend setting your device to auto update when on Wi-Fi, so you don't need to worry about checking for the latest version.

23. The app says “Trouble Syncing” What should I do?



First press the “RETRY SYNC” button. If this does not work.

iPhone users: hold your finger on the app in the home screen to delete it, then download again from the app store.

Android users: Try clearing the app cache by going to your settings for the app and clearing the data in Storage for Android users. Or hold your finger on the app in the home screen to uninstall the app and download again from the google play store.

SERIAL COLLECTION

24. Why can't I scan serials?

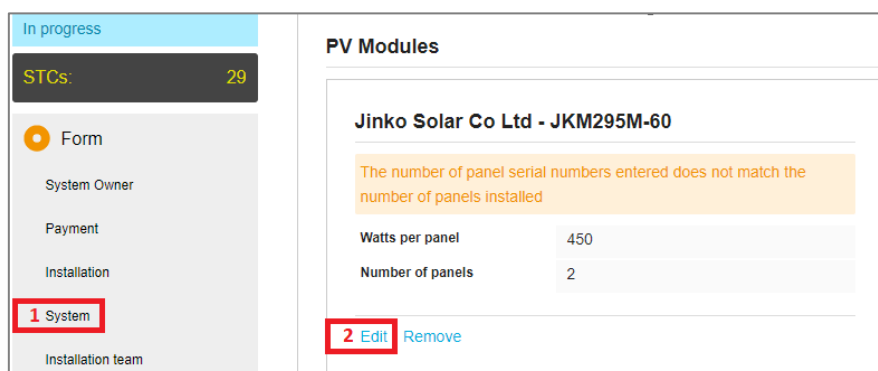
If the job is missing the installation date or product details Onsite will not allow you to scan serials. Please ensure this information is entered on the form in Geo. If the date or product is not yet confirmed, you can update this information in Geo after collecting serials as long as it is updated prior to issuing the agreement.

25. How can I copy the scanned serial numbers for my own records?

Scanned serial numbers can be accessed from Geo by exporting and copying them from the pdf agreement.

26. The barcode sticker is scratched and won't register. How can I enter the serial number manually?

Contact the person at your company who administers the Geo account and ask them to enter the offending serial in the System section of the form.



8

27. I'm having trouble getting some panels to scan. Particularly those with long serial numbers or black barcodes.

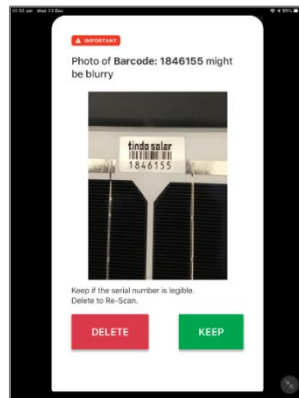
- Ensure you align the barcode in the scanner window. For long serials you may need to pull back to fit the full serial.
- If the image in the scanner window appears blurry try moving your camera away from the serial and back again or cleaning the lens.
- If you are scanning in the dark press the torch button.
- If the serial is black/inverted or underneath textured glass, try scanning the barcode sticker on the side or back of the panel instead.

28. Does taking photos slow down the app?

Photos are taken in the background as you scan serial numbers; in most cases you won't notice any difference. Some older devices with limited RAM may require a moment to process the image. If you have an older device, we recommended you save your serials frequently.

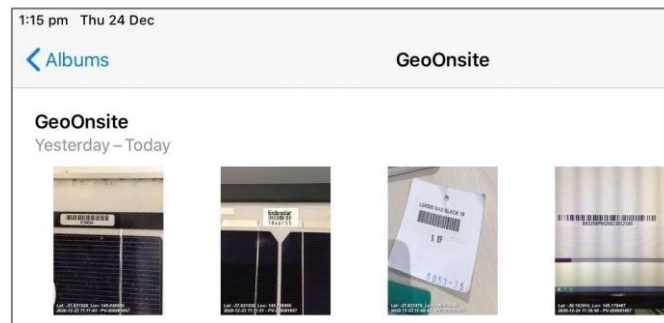
29. What happens if the photo is blurry?

A warning appears giving the option to delete and retry or keep the photo.

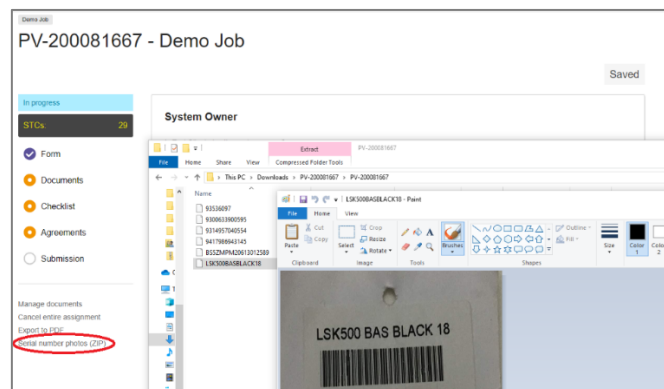


30. How do I access serial photos?

Go to the GETOnsite album in your device gallery OR click the Serial number photos (ZIP) link on the assignment in Geo HQ.



9



31. Does it matter where the panels are scanned? Can they still be scanned at the warehouse, or do they have to be scanned on site?

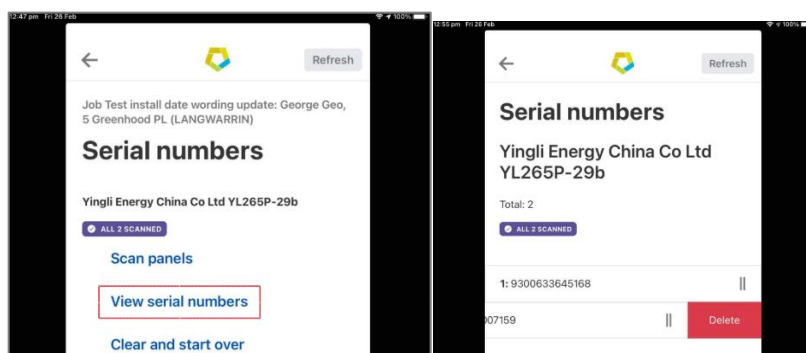
You can continue to scan panels on the pallet at the warehouse before they are loaded for the job. However, we strongly recommend scanning serial numbers as the panels are unloaded on site to get the most accurate record of what panels are installed at the location and assist in case of queries.

For CER audits of panel serials, they state "Acceptable evidence of solar panel serial numbers includes a clear photo of the barcode label or sticker, **obtained from the solar panel label itself**. Panel barcodes that have been **scanned from pallet sheets or similar are not considered acceptable** evidence of the installation of those panels"

32. How do I delete an incorrect serial number?

Go to View serial numbers in the Serial numbers screen, slide the incorrect serial number left and press delete.

This also removes the serial number and photo from the assignment in Geo. The photo will be stored in your device gallery in case you need to refer to it later.



To delete all serial numbers, go to Clear and start over on the Serial numbers screen.

PHOTO COLLECTION

33. Do I need to enter all job details to be able to collect photos in the app?

No. You can start collecting photos once an Onsite user has been assigned to the job.

34. Can I delete photos?

Yes. Click on the photo and press > REMOVE. The image will be saved in your device gallery in case you need it later.

35. Can I upload a photo taken from outside the app?

Yes. Press the gallery icon from within the photo item and select the photo from your device gallery. Note Onsite only allows you to upload geotagged images.

36. Why are HEIC files are appearing in the zip file and how do I open them?

HEIF/HEIC is an image file format which encapsulates HEVC (High Efficiency Video Codec) encoded images and is the new standard format for capturing images on Apple's mobile devices, starting with iOS11, Windows is currently unable to recognise the HEIC format and you will need to convert to JPG to view HEIC files in Windows. You can use a free tool to do this such as [Convert HEIC to JPG](#), however you will need to download and upload each HEIC file separately. To avoid this issue, we recommend users set their iPhones to default to JPG format. Steps below:

1. Go to settings
2. Tap Camera > Formats
3. Select Most Compatible

