

smarty^{PRO}

USER GUIDE

Version 2.0 - EN



smartypro.lu

1 INSTALLING THE APP



For Apple devices



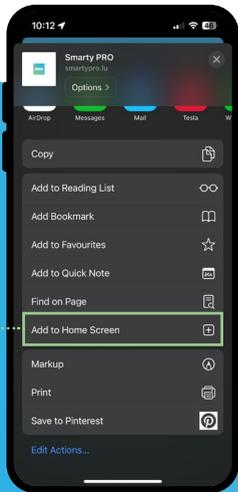
Open the browser on your phone/tablet.

Go to smartypro.lu

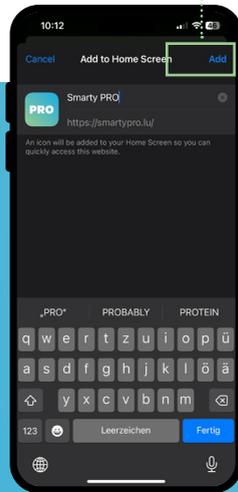


1

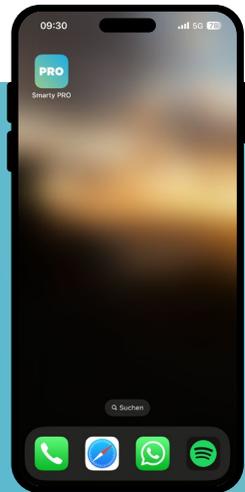
1. Open the menu
2. Select "to home screen" button
3. Confirm
4. App installed on home screen



2



3



4



For Android devices



Open the browser on your phone/tablet.

Go to smartypro.lu



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1. Open the menu
2. Select "Install app"
3. Confirm
4. App installed on home screen



2



3



4

2 LOG IN AND START A PROJECT

Login

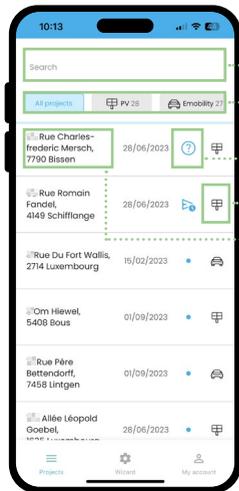
To log in, use your mycreos customer portal username and password.

PLEASE NOTE: Each user needs permanent access to the e-mail address of their mycreos account. This is why we recommend one individual account per Smarty PRO user.

To add a new mycreos account/user to your company, go to creos.net



Fill in the registration form to get access to mycreos.



Launch projects

The projects assigned to your company and approved by the grid operator are listed by address (1) and current processing status (2), under "Projects".

- New, the project can be launched
- In process
- ▶ Completed offline, must be transmitted online
- ▶ Forwarded to the grid operator
- ⊕ Request for clarification from grid operator
- ⊙ Notification of completion ("Notification de fin des travaux") accepted by the grid operator

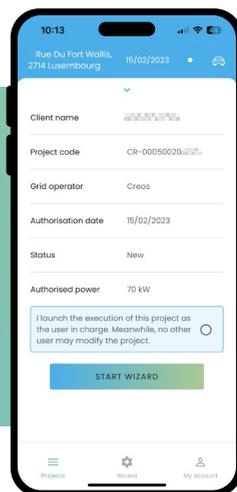
The icon (3) shows whether the installation is a photovoltaic system or a charging station.

Use the search bar (4) to search by address, customer name or project number to find the right project. Using the quick filter (5), you can choose to display only photovoltaic installations or only charging stations.

To start a project, simply click on the corresponding address.

All the important information about the selected project is now displayed:

- Adress of installation
- Customer name
- Responsible grid operator
- Processing status
- Max. authorized power



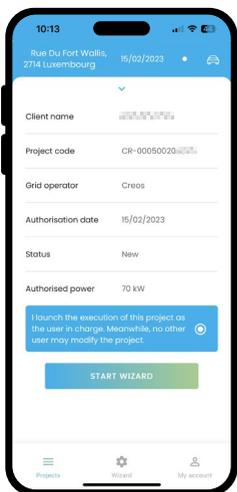
Make sure you have selected the right project and launch the wizard. Now follow the wizard instructions and enter the data required for installation and take the photos requested.

Once a project has been launched, it is assigned to the user who is carrying it out and can no longer be modified by another user from the same company.

Once the wizard has been completed, a notification of completion ("Notification de fin des travaux") is created in PDF format and e-mailed to the company and the customer.

The relevant grid operator is also automatically informed, and can check and confirm the data.

If the grid operator requires further details about a project, these can be sent via the app and will be displayed using the project status.



Request for details from the grid operator

If such a status appears in one of your projects, you must improve the points of concern by the grid operator and then document them again using Smarty PRO. This will enable a new, updated version of the notification of completion ("Notification de fin des travaux") to be created.

Once the check has been successfully completed by the grid operator, this will also be displayed in the list of all projects.

Notification of completion ("Notification de fin des travaux") accepted by the grid operator

3 OFFLINE MODE

Smarty PRO can also be used on devices without a mobile data connection or permanent Internet access. To do this, follow the steps below.

1. Launch the project

To start, you need to launch one or more projects on the device concerned. To do this, you need to be online.



2. Process the project

"Downloaded" projects can now be edited and finished offline, without restriction on the device concerned.



In process



3. Transmit the project

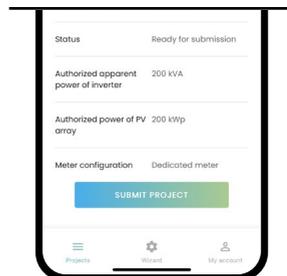
Once installation is complete, the project must be transmitted to the grid operator, which requires an Internet connection. This is indicated by the project status.



Completed offline, must be transmitted online



To do this, open the project and click on "Transmit project".



FAQ

▼ What type of requests can be processed with Smarty PRO?

At present, completion notifications for charging stations and photovoltaic installations can be submitted digitally to the grid operator using Smarty PRO.

▼ Does every electrician in my company need their own account?

Yes, this is recommended to avoid problems with project allocation and use on multiple devices. You can create your mycreos account at creos.net.

▼ Why can't I find the app in the App / Google Play Store?

Smarty PRO is not a native application, but a "progressive web application". Please follow the steps above and install the app from your browser. Do not use the app directly in your browser, as this may cause problems. Please install the app as indicated.

▼ I can't see a project in the app. What can I do?

There may be several possibilities. Check the following points:

- The app has not been created with your company as the electrician and the role has not been updated by the grid operator.
Solution: Inform the grid operator of the new electrician in the existing request.
- Another person in your company with their own account has already started the request and the project has therefore been assigned to this account.
Solution: Close the project with the account that started the project in Smarty PRO.
- The request has not yet been processed by the grid operator and therefore no project has yet been created in Smarty PRO.
Solution: If the request was created recently, wait. If you think there is a problem, contact the grid operator.

▼ Do I still need to send a paper version of the notification of completion ("Notification de fin des travaux") to the grid operator?

No, if you create a notification of completion for a project with Smarty PRO, you do not need to send a paper version to the grid operator.

With the Smarty PRO mobile application, you as an electrician can digitally fill in the completion notification ("Notification de fin des travaux") using your mobile phone or tablet and send it to Creos. This is currently possible for the installation of charging stations and photovoltaic panels.

Thanks to the extended capabilities of the digital solution, more precise information can be requested, which will enable us in future to reduce the number of on-site appointments required with you and your customer and to close projects more quickly.

smartypro.lu
Service Hotline ☎ 2624-4455
Mo.-Fr. 07.00-19.00

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