

Quick reference guide: Asset commissioning and testing

We've created this quick reference guide to summarise the key points that you need to know about asset commissioning and testing as part of installing compliant customer DER assets.

Commissioning and registration

As an installer, you must commission assets in line with the relevant technology provider's installation processes for the solution that is being installed.

As part of this, you need to complete registration of DER in Synergy's utility server and execute capability testing. Registration is completed through the technology provider's systems, while capability testing is accessed through Synergy's installer test tool.

Technology providers are responsible for enabling registration through their equipment application portal. For more information, speak to the relevant technology provider.

It is critical that installed equipment is featured on Synergy's supported solutions list, and instructions from the relevant technology provider are followed. Failure to do so may result in unsuccessful registration and commissioning.

Further information



[Installation handbook](#)

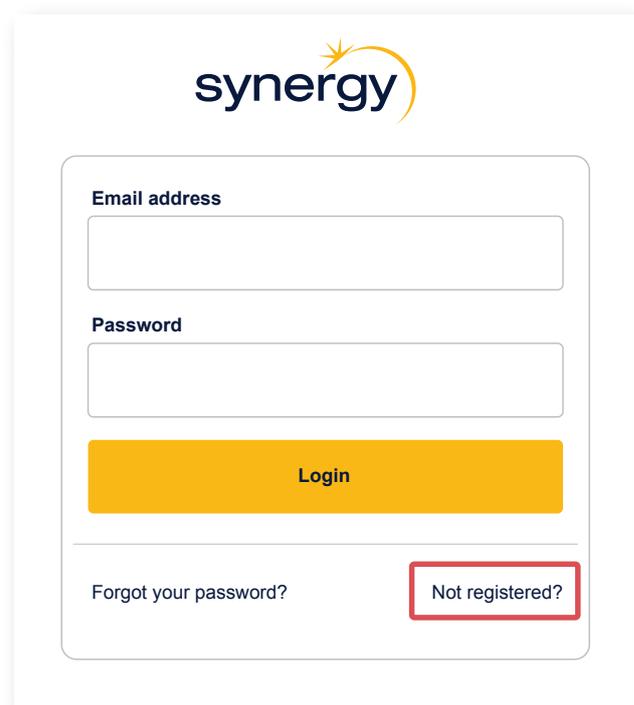
Using the installer test tool

The installer test tool is a Synergy tool that allows installers to verify that a DER system registration has been performed correctly and trigger remote management testing.

You can access the installer test tool once installer training has been completed. We've provided quick instructions to get you started below. For full instructions, refer to the Installer test tool user guide.

Registration

The first time you access the portal, you will be asked to register an account. Click 'Not registered?' and follow the prompts to complete your registration.

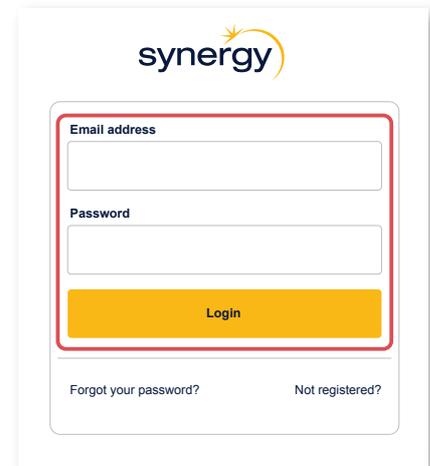


The screenshot shows the Synergy login interface. At the top is the Synergy logo. Below it are two input fields: 'Email address' and 'Password'. A yellow 'Login' button is positioned below the password field. At the bottom left, there is a link for 'Forgot your password?'. At the bottom right, there is a red-bordered button labeled 'Not registered?'.

Logging in

Once you've registered and set up multi-factor authentication, you will be able to sign in. Here's a few handy tips:

- Use your email address and password to login.
- Follow the prompts to reset your password if you have forgotten it.
- Follow the multi-factor authenticator prompts you previously set up to login securely.



Multi-factor authentication

When logging in for the first time you will be asked to set up multi-factor authentication. Multi-factor authentication is a security feature that requires users to verify their identity using two or more methods before accessing their account. This adds an extra layer of protection against unauthorised access.

Follow the steps in the Installer test tool user guide to set up multi-factor authentication for the first time.

Register and commission an asset

You must register and commission the asset through the technology provider's portal.

Follow the instructions provided by the technology provider to complete the registration and commissioning process.

Once this is done, you can submit asset details in the test tool and review test results.

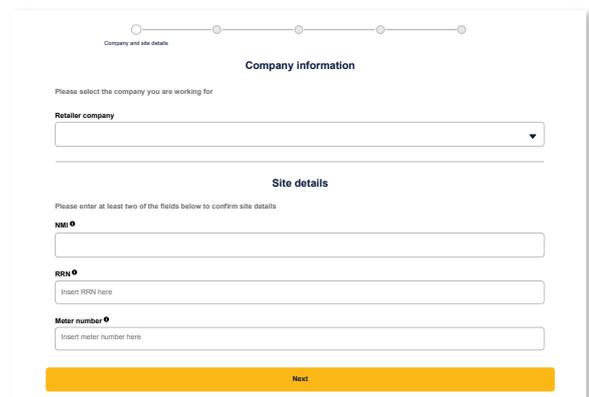
Adding equipment retailer and site details

To find and add a job, you'll need at least two of the following details from the retailer:

- National metering identifier (NMI)
- Retailer reference number (RRN)
- Meter number

These details are important to access comprehensive installation job specifics, asset information, and test results.

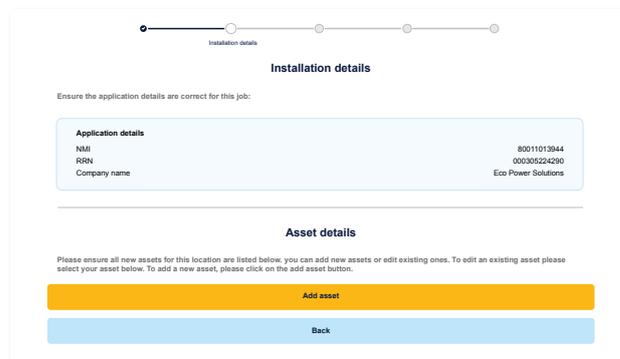
Please make sure you enter these details correctly. The test tool may indicate if the codes do not match those listed for the job, however the technology provider's portal may not register this error, and the connection will not work.



Adding DER installation details

Once you've added the site details, click on the 'Add asset' button under 'Asset details' and use the drop-down menu, then carefully enter installation and asset details before clicking 'Save'.

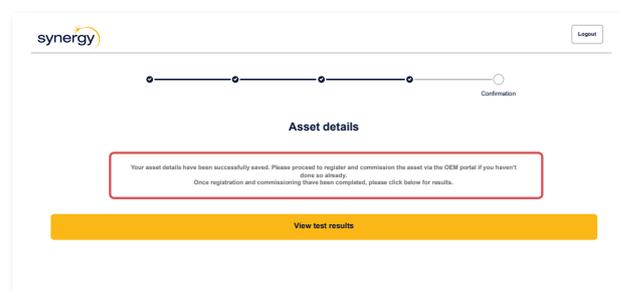
 You'll need to upload a clear photo of the asset nameplate and its serial numbers as part of this step.



Testing the connection

The integration test results section displays the test results for an installed asset. It provides a clear status of each test and allows you to take specific actions based on the results.

The Installer test tool user guide explains the different statuses and the messages associated with successful and failed outcomes.



Troubleshooting and support

The Installation handbook and installer test tool user guide provides a list of possible errors and how to handle them. Once fixed, integration tests can be run again.

If issues persist, please contact the relevant technology provider, retailer, or Synergy's DER support team.

Assets will be monitored for 21 days post installation to ensure successful operation.

Technology provider supported solutions list
[Fill out this application](#)

Equipment retailer and installer onboarding and training
[Fill out this registration form](#)

For general enquiries
[Fill out this form](#)

For more information
[Click here](#)

For support
[Contact us here](#)