

# Get start with LIVOLTEK monitoring platform & My LIVOLTEK app

To get the app, You can

1) Scan the following QR code to get My Livoltek app.



Via mobile browser



2) Search “My Livoltek” in Google Play for Android users  
Or Search “My Livoltek” on App Store for iPhone users

To view the Monitoring platform,

1) For EU & MEA, please enter URL <https://evs.livoltek-portal.com/#/> in your PC or smartphone browser to get access to website version.

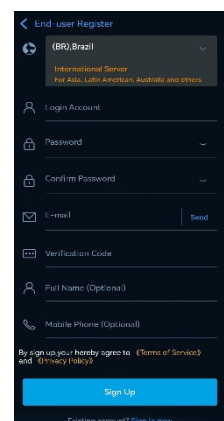
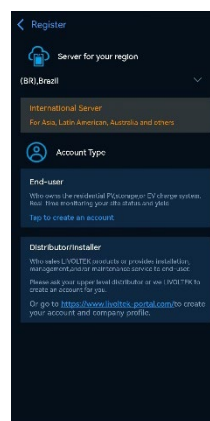
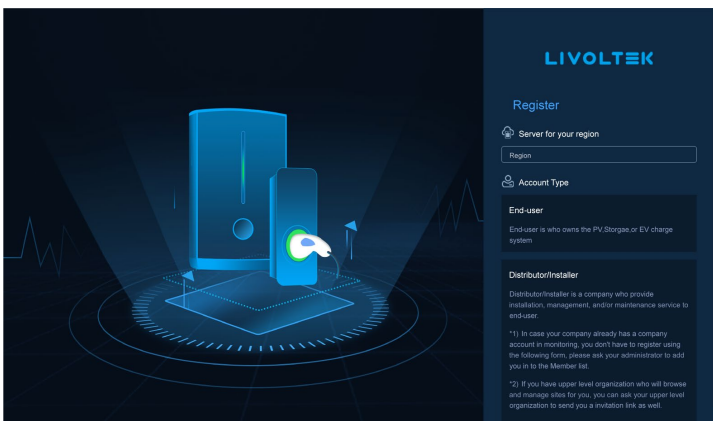
2) For other regions, please enter URL <https://www.livoltek-portal.com/#/> in your PC or smartphone browser to get access to website version.

Tap to change server



To register an account,

- 1) If you are an end-user, you can register an account via both App and Monitoring platform webpage.
- 2) If you are a distributor or installer, please ask your upper level distributor or we LIVOLTEK to create an account for you. Or go Monitoring platform to create your account and company profile.



## End-user

- Choose your region, which will assign the server for you.
- Choose your account type as “End-user” via App or platform Webpage.
- Fill in your account information and sign up.
- Login by your register account or Email to get start.

## Distributor/Installer

- Choose your region, which will assign the server for you.
- Choose your account type as “Distributor/Installer” via platform Webpage.
- Fill in your account information and sign up.
- Login by your register account or Email to complete your company profile, and submit the form.
- Contact your upper level organization to approve to get start.

The screenshot shows the 'New Organization' registration page on the Livoltek platform. The page is titled 'New Organization' and includes a 'Company Profile' section with fields for Company Name, Region (dropdown), Company Address, Company Email, and Organization Type (dropdown). Below this is the 'Appier Info.' section with fields for Appier Full Name (pre-filled with 'admin'), Login Account (pre-filled with 'InstallerTest'), Mobile Phone, and Register Email. The 'Upper Level Info.' section has a dropdown for 'Upper Level Distributor' and a search box for 'Org Code'. A 'Submit' button is at the bottom. On the right, an 'Approve Process' section indicates that the profile needs approval from an upper-level organization, with a progress indicator showing 1 step completed and 1 step not yet approved.

## ? Didn't receive verification code in inbox after tap "Send" the verification code?

1. Check if the verification code mail has been put into junk folder.
2. Check if your email policy has blocked the sender hi@livoltek.com. If so, please add it to the whitelist.
3. Sometimes, certain specific email addresses may have slow transmission speed issues, and some corporate email addresses may filter out our emails. It is recommended that you use regular email addresses such as Gmail and Hotmail.

## Delete Account

Login My Livoltek App, go to **Me > Security > Delete Account**.

Read the **Learn what deleting your account means**, if you continue to delete, enter your login password to prove your identity and delete.

