



# Tesla solar system log in

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In November 2016 Tesla acquired SolarCity, creating the world's first vertically integrated sustainable energy company. Since then, we have been working to enhance the user experience for all SolarCity customers by delivering the same tools and benefits offered to Tesla customers.

We're excited to introduce access to the Tesla Account and Tesla app for one seamless experience with continued enhancements. While many customers have enjoyed access to one or both accounts, they will no longer have access to the MySolarCity Account and App in the coming months.

Your Tesla app is designed for all mobile monitoring. View your current and historical energy usage and impact, access and share your referral code, and receive messages and updates via the Tesla inbox.

Your MySolarCity account and MySolarcity mobile app will remain active until August 15, 2019. After this date, all account and product management will occur through your Tesla Account and Tesla app.

The Tesla app provides you with a seamless experience to monitor your solar system's performance and historical production over a given time period. Download the Tesla app to start monitoring your solar panel energy production.

Some solar panel systems have full home energy monitoring for home usage and grid consumption -- learn more about energy data, impact cards and power flows in the Tesla app. If you already own Powerwall, the Tesla app experience for solar panels with Powerwall gives you access to additional features, control modes and insightful data.

Once your utility grants you permission to operate (PTO) your system, we will send you an email confirming that you can activate your system and begin using the Tesla app. In order to sign in, you will need the following:

For systems installed with a third-party solar inverter, a Gateway 1 or 2 is provided at installation to connect to the internet and provide solar production monitoring. Gateway 1 or 2 connects to your home network via an Ethernet cable and communicates with your solar inverter wirelessly. Additional instructions for installing your Solar Gateway can be reviewed in the Owner's Manual for your system.

For systems installed with a Tesla Solar Inverter, check that the inverter is powered on and connected to your home router or internet modem. If the Tesla Solar Inverter loses its internet connection, follow the troubleshooting steps to change network settings.

For systems installed with a third-party solar inverter, check that the solar Gateway provided with your Tesla



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solar system is powered on and connected to your home router or internet modem. It should also be within range of your solar inverter. If you see a "Weak Signal" notification, move the Gateway closer to your solar inverter until the notification disappears or follow troubleshooting steps for support.

Tesla provides the Tesla app for system monitoring and does not provide desktop or web-based monitoring. While monitoring is only available in your Tesla app, your Tesla Account is available to manage billing details and view documents and information from the ordering process. You're also able to find access to additional support articles. To access your Tesla Account from the mobile app, simply tap the menu in the top-right corner of your home screen. Tap the icon in the top-right corner to access support articles related to your Tesla Account.

Billing for your solar system is available online in your Tesla Account. Sign in using the email associated with your Tesla products. You can make payments online, by check or by enrolling in automatic payments.

Contact us for free full report

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