The creation and release of user accounts varies depending on whether the request relates to a new installation or to an existing site.

User account for an existing site

A request must be submitted to support@wattics.com by the Wattics partner in charge of the site or by the end customer contact person. The email should contain the information below:

- Full name
- Email address (that will used as the username)

The new user will receive an email from Wattics allowing him/her to create a password to access the dashboard.
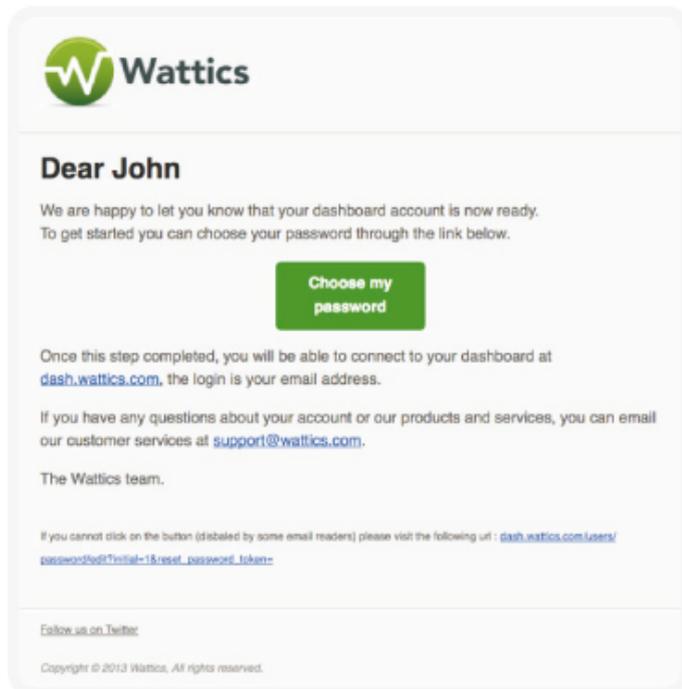
You need to click on the 'Choose your Password' button and follow the steps until completion. Please note that the password chosen must have a minimum of 8 digits.

Troubleshooting: The "Choose my password" button may not work with some email-readers.

If so, please copy and paste the 'dash.wattics.com/users/..' web url displayed in the email body and paste it into your web browser to create your password. If you require further assistance during the password creation procedure, please send an email to support@wattics.com.

User accounts for new installations

For new installations, we typically release dashboard access within 2 weeks after the metering system installation, to allow data to be collected and to show nice graphs to be shown when the user(s) first log in.

As above, the list of user accounts to be enabled should be submitted to support@wattics.com, and users will receive an email from Wattics asking them to create a private password for access to the dashboard.

Accessing the dashboard

Once the user accounts have been created, you can log in to Wattics dashboard by directing your browser to http://www.wattics.com, and clicking on the 'Sign in' icon on the top right. You will be redirected to http://dash.wattics.com login page. Alternatively you can bookmark http://dash.wattics.com as a Favorite in your web browser.

Once on the log in page, type in your Email and Password, and press [Enter] in your keyboard or click on 'Log in'. You may tick the 'Remember me' if you wish your credentials to be remembered for next visit.

Troubleshooting: If you cannot login because of authentication problems, remember that passwords are case sensitive; in other words, Wattics recognises 'password' and 'PaSsWoRd' as two different passwords. Check if your [Caps Lock] indicator is on. If you have made the above checks but still cannot log in, or if you have forgotten your password, you can either use the FORGOT YOUR PASSWORD link or send an email to support@wattics.com to request a new password.

+353 1 532 7875 | support@wattics.com