

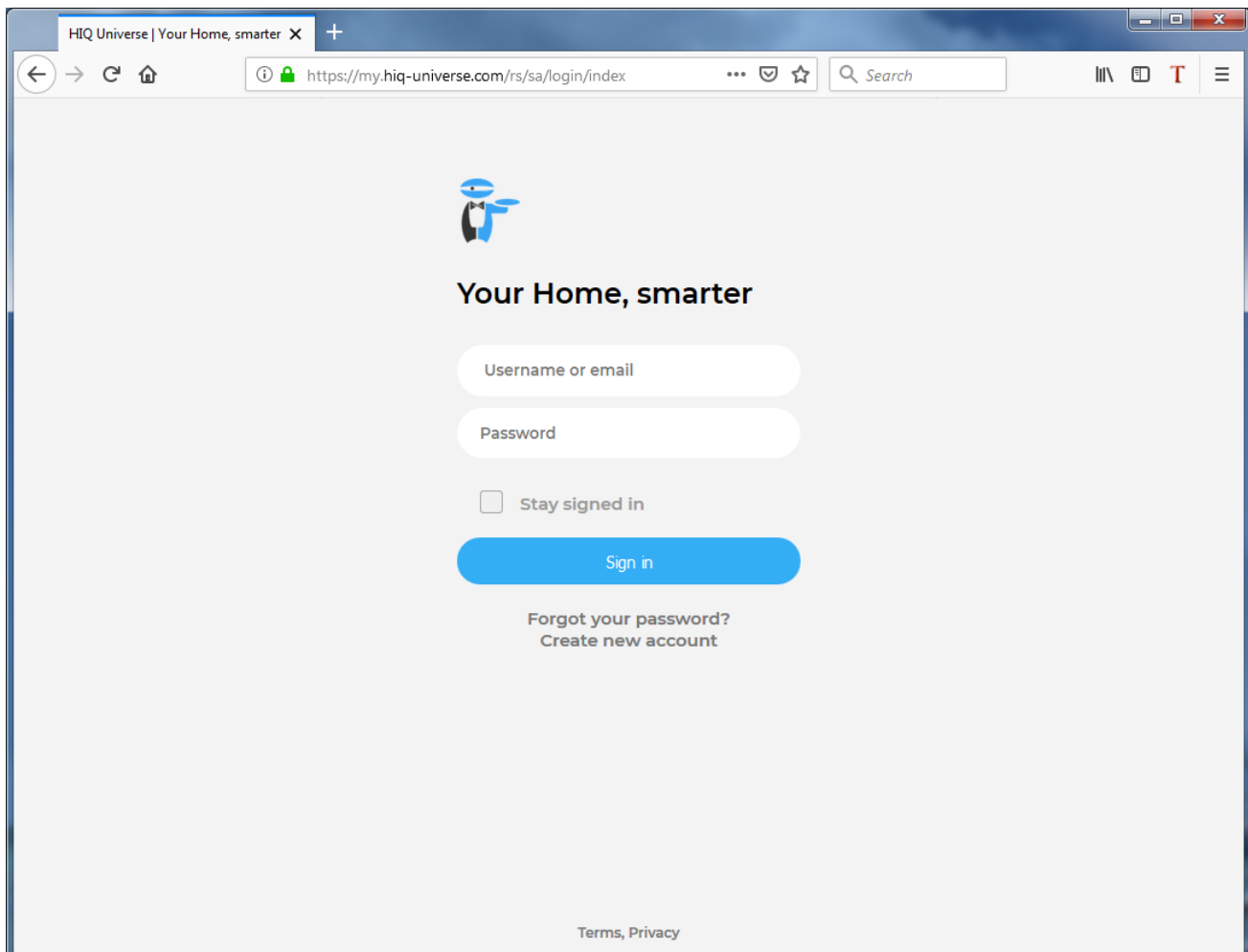
# HIQ UNIVERSE

HIQ Universe is a cloud service that enables:

- An overview of current power consumption and
- An overview of the history of electrical power and energy consumption and production.


Access point: <https://my.hiq-universe.com>

## HIQ Universe Log-in



HIQ Universe | Your Home, smarter X +

← → ↻ 🏠 <https://my.hiq-universe.com/rs/sa/login/index> ... 📄 ☆ 🔍 Search 📄 📄 📄 📄



**Your Home, smarter**

Username or email

Password

Stay signed in

Sign in

[Forgot your password?](#)  
[Create new account](#)

[Terms, Privacy](#)

Log in with your username or email and password to see your [HIQ Universe subscription dashboard](#).

To reset forgotten password click on "[Forgot your password?](#)"

To create new account click on "[Create new account](#)".

## Create HIQ Universe account



In the appropriate fields, enter:

- Username
- First and Last name
- E-mail address
- Timezone
- Password

Click on "I'm not a robot"

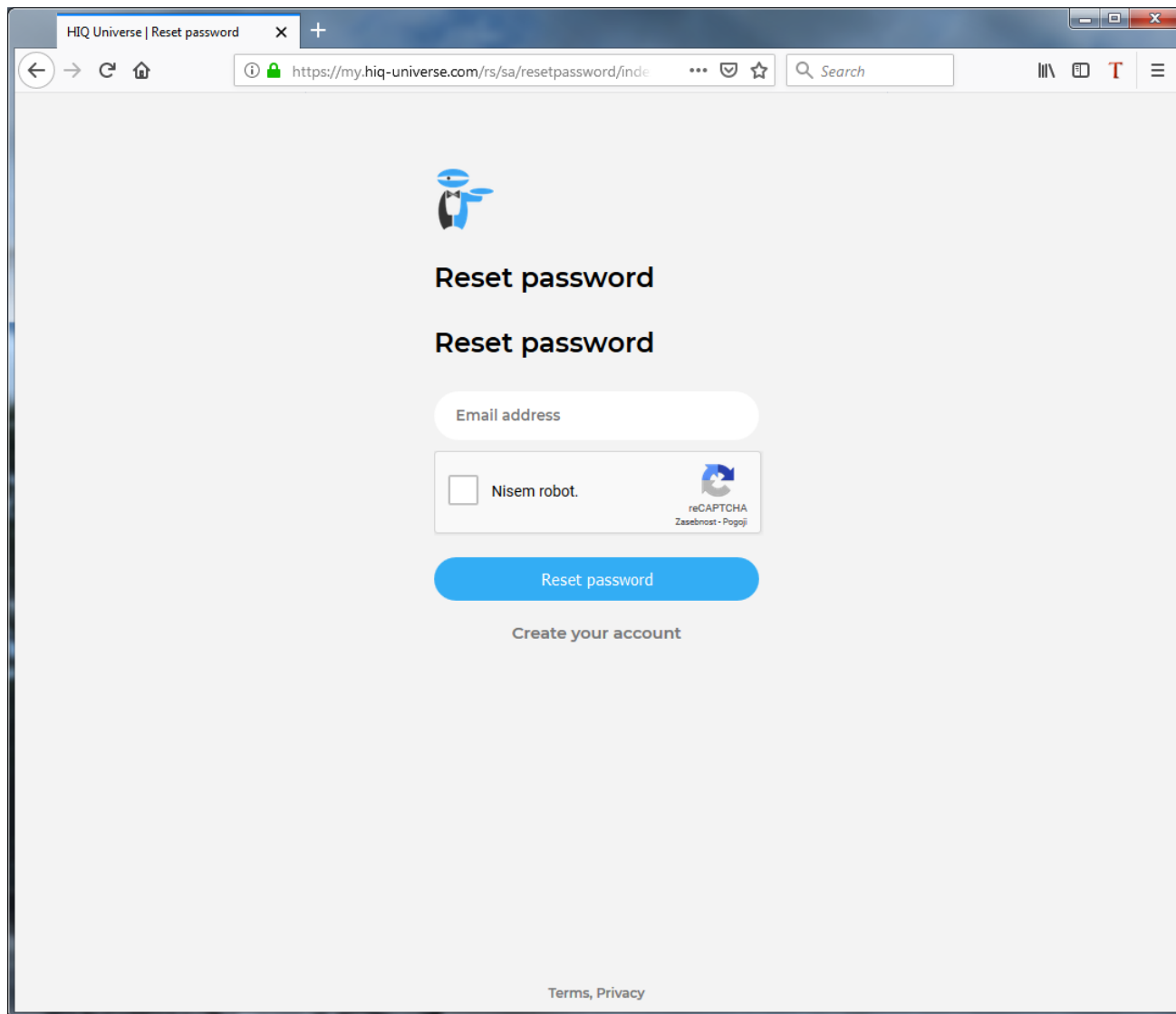
Accept Terms and Conditions.

Click on Create account.

A confirmation link will be sent to your email address.

Proceed to ["HIQ Universe Log-in"](#) screen.

## Reset forgotten password



The screenshot shows a web browser window with the title "HIQ Universe | Reset password". The address bar displays "https://my.hiq-universe.com/rs/sa/resetpassword/inde". The page content includes a blue robot icon, the heading "Reset password", a text input field labeled "Email address", a checkbox labeled "Nisem robot." next to a reCAPTCHA logo, a blue "Reset password" button, and a link "Create your account". At the bottom, there is a link for "Terms, Privacy".

In the appropriate field, enter email address.

Click on "I'm not a robot"

Click on "Reset password".

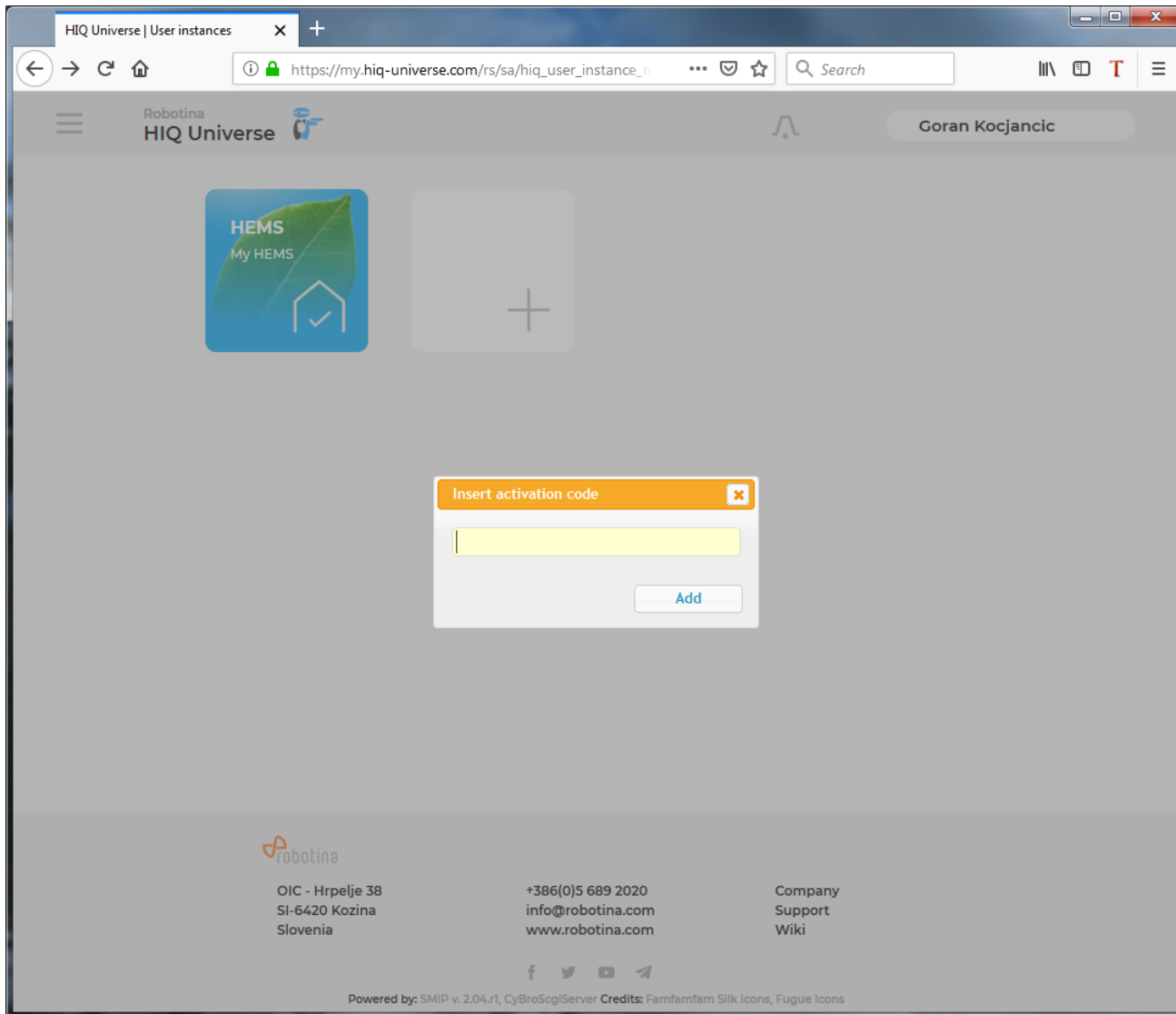
You will receive email with password reset link.



Enter new password and click on "Save new password".

Proceed to ["HIQ Universe Log-in"](#) screen.

## Add HEMS controller



Enter HEMS activation code from “HEMS Quick Set-Up Guide” found in HEMS box.



## HIQ Universe subscription dashboard



You will see tiles for all your subscribed HIQ Universe devices and services.

Go to [Main HEMS view](#) by clicking on HEMS tile or

add [new HEMS device](#) by clicking on blank tile with + sign.

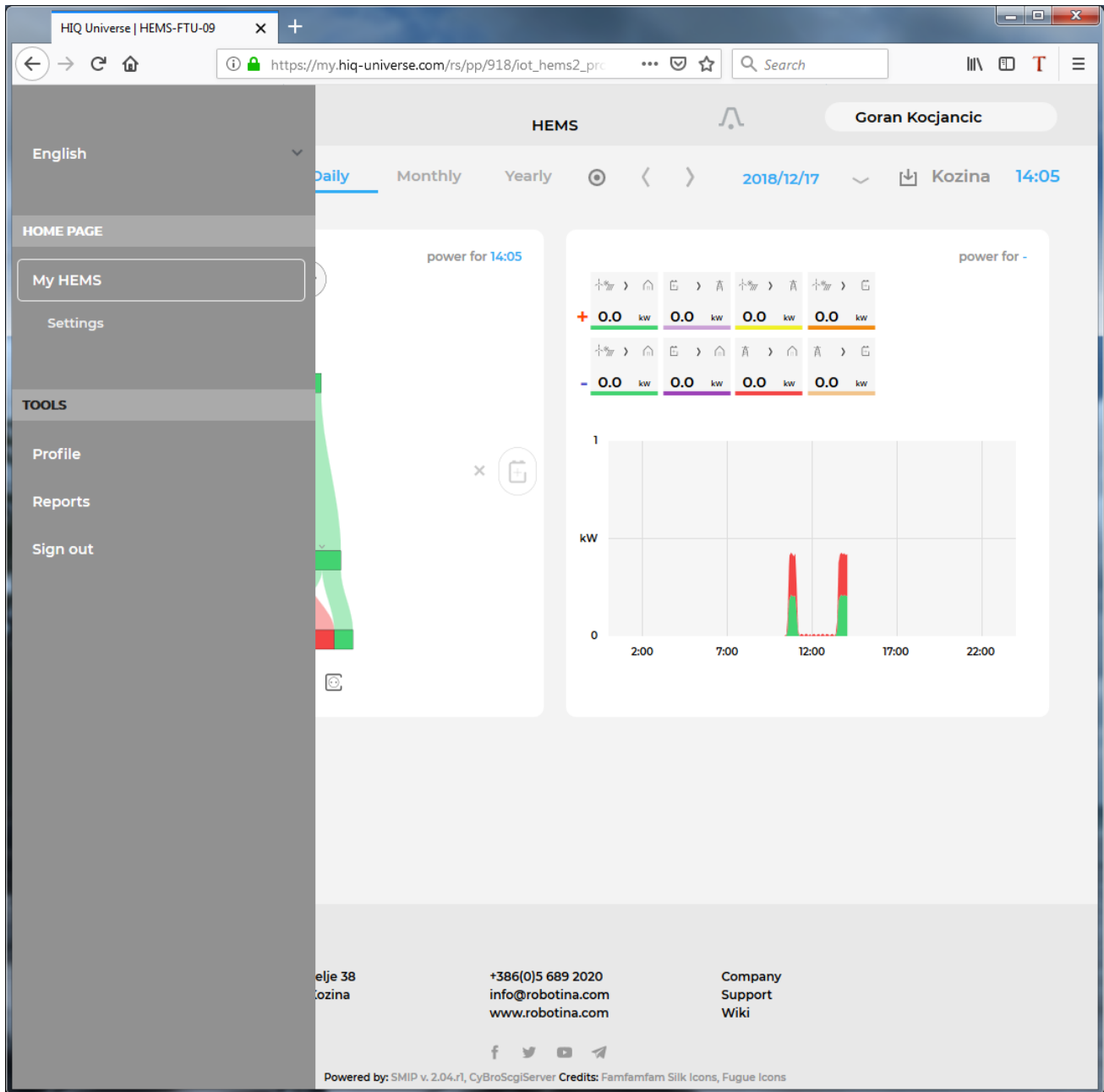
["User profile set-up"](#) is invoked by clicking on user name on top right.

### Main HEMS view



Main HEMS page consists of 3 sections:

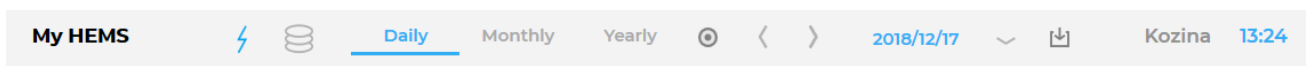
- "Title and view selection row" at the top
- "Power flow chart" on left side
- "Power and energy time-plot" on right



Side menu is activated by clicking menu icon (tree vertical lines at top-left). Menu items are dynamic created so can be different for each user. Typical menu items from top:

- Language selection
- Home page → section with all your subscribed HIQ Universe devices and services
  - MyHems → "Main HEMS view"
    - Settings → "HEMS settings"
- TOOLS → section with general site tools
  - Profile → "User profile set-up"
  - Sign out → Log off from HIQ Universe

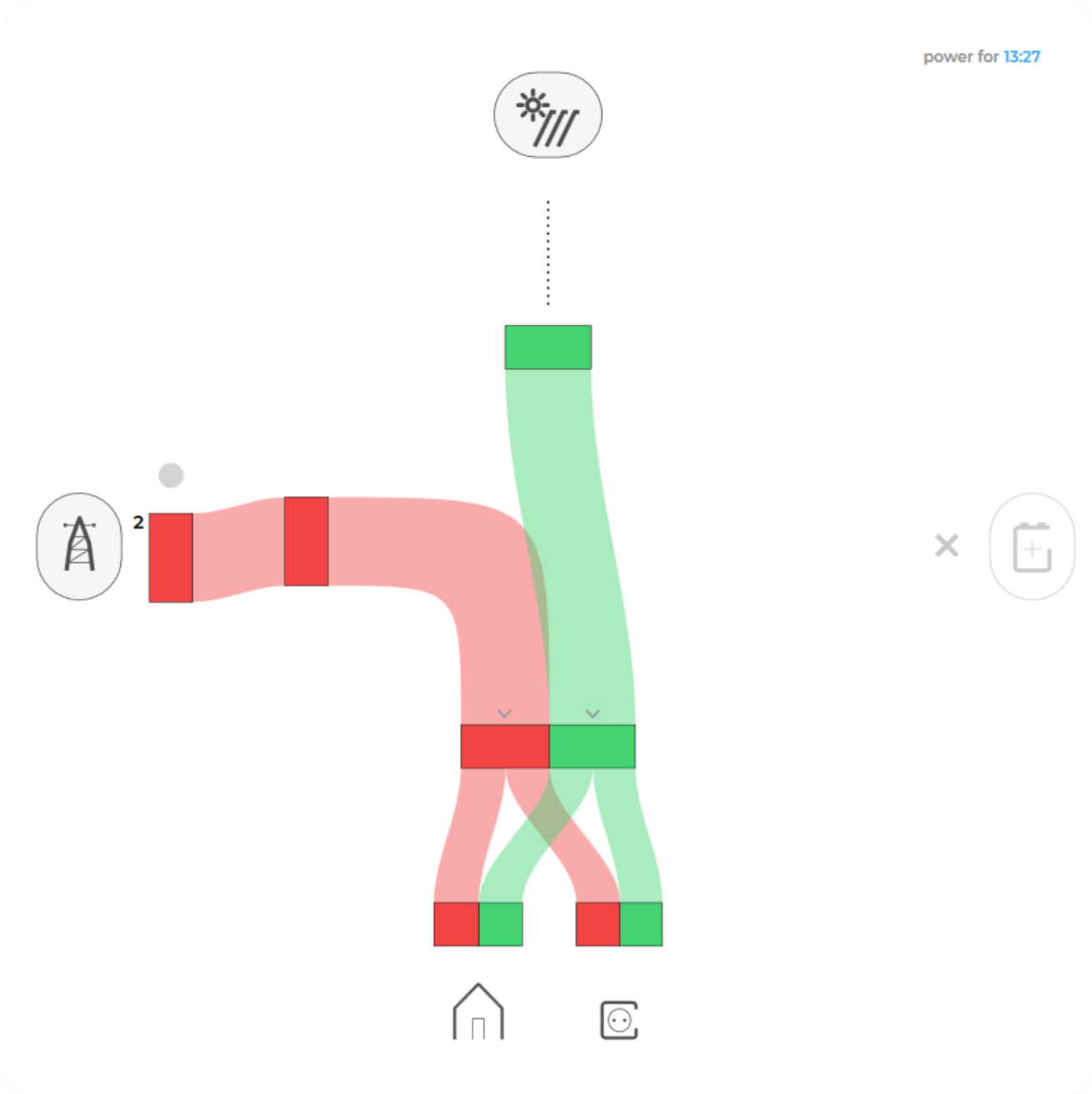
### Title and view selection row



From the left:

- HEMS name
- Lighting icon → time-plot displays energy or power
- Money icon → time-plot displays currency
- Daily → time-plot displays power
- Monthly → time-plot displays energy per day
- Yearly → time-plot displays energy par month
- Target icon → time-plot go to now
- < → time-plot goes to previous term
- > → time-plot goes to next term
- Date → Select term for time-plot
- Download icon → Download “csv” data for displayed time-plot period
- Location of HEMS installation
- Time at HEMS installation site.

### **Power flow chart**



Displays actual power flow with:

- Power sources (Local PV, wind, co-generation plants) at top
- Grid (divided by tariffs) on left side
- Storage (battery) systems on right side and
- Consumers on bottom.

Unused items are soft greyed out with X. Items without actual power are displayed as dots.

### Power and energy time-plot

power for 10:55



On bottom is time-plot for selected time period (in title row). By clicking on time plot a term for legend display is selected. Above there is power/energy legend.

### User profile set-up



Basic information section:

- Username
- Created date and IP
- Previous and last login date and IP
- Last password change date and IP

Profile section:

- Main realm display
- Full name, email address and timezone edit fields

Foreign realms - devices and services where you have access to but you are not owner.

Password: fields for password changing.

# HEMS settings



## Sections:

- Settings:
  - Device name
  - Location name and coordinates
- Energy price: per tariff energy price
- Timeplots range: ranges for various timeplots
- Share your device: manage device sharing guest accounts

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