



Your OWL Energy Monitor

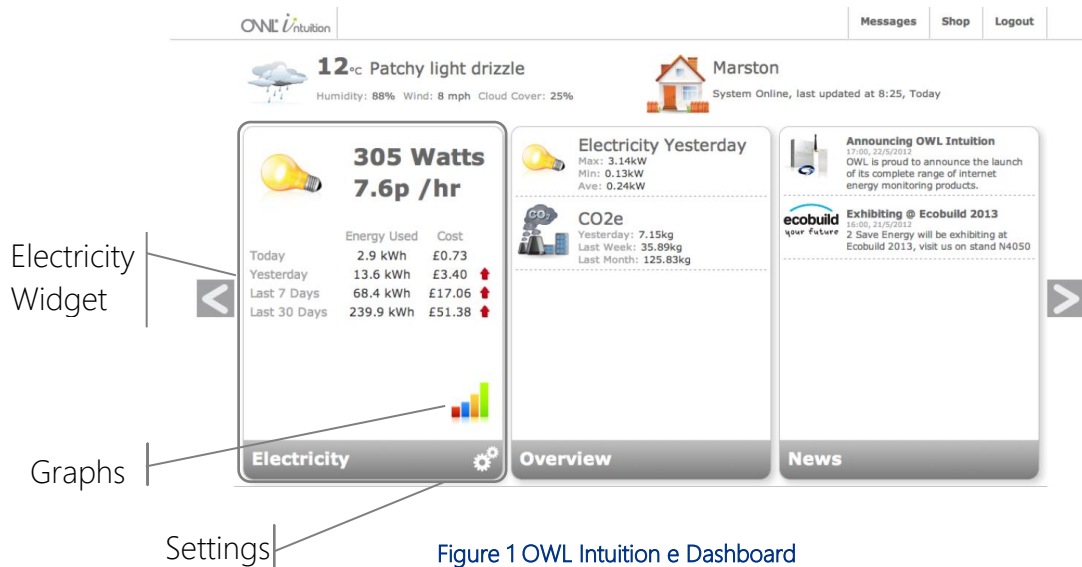
Our surveyors will set up your OWL energy monitor and dashboard log-in during their visit. Please make a note of your username and password for future reference, and in case you need to contact our support team.

MAC ID: Username:

Postcode: Password:

The OWL Smart Energy Monitors that we have fitted to your electricity supply use the OWL Intuition web dashboard to display electricity consumption data on your new tablet display.

This dashboard can be used to view your electricity consumption over a day, week, months or a year to help you determine how much energy you are using and where you might be able to reduce this



There is little that should cause issues with the OWL monitor and transmitter, however the common issues should be covered in our Trouble Shooting Guide:



Trouble Shooting for OWL Intuition

Problem	Reason	Fix it
No cost data available or inaccurate cost	The monitoring software uses a default cost. You can update this to reflect your tariff on the OWL dashboard.	<ol style="list-style-type: none"> 1. Log into account 2. Click on Settings Cogs on Electricity widget. 3. Enter cost of electricity per unit from your supplier's bill.
No new or recent electricity readings	Recently changed the batteries in the transmitter? There is an online process to changing the transmitter batteries, which if not followed will prevent new data being read.	<ol style="list-style-type: none"> 1. Log into your account 2. Click on 'Devices' 3. Click on 'Electricity Transmitter' 4. Click on 'Change Batteries' 5. Follow the onscreen prompts.
Loss of widgets on dashboard (eg. 'Electricity')	Various possible causes	<ol style="list-style-type: none"> 1. Log into your account 2. Click on Devices 3. Click on Device 4. Click on Delete Device 5. Run through the online wizard to re-pair deleted device.
Lost Password	User Error	<ol style="list-style-type: none"> 1. Go to https://www.owlintuition.com/ 2. Use the Lost Password feature 3. You will need the MAC ID of your network OWL, your username and the first half of your postcode. <div data-bbox="1082 1281 1428 1500" data-label="Image"> </div>
Lost Username	User Error	<p>This can only be recovered by OWL support staff.</p> <ol style="list-style-type: none"> 1. Please submit a support request at https://theowl.zendesk.com/hc/en-gb 2. You will need your MAC ID and first half of your post code.

