

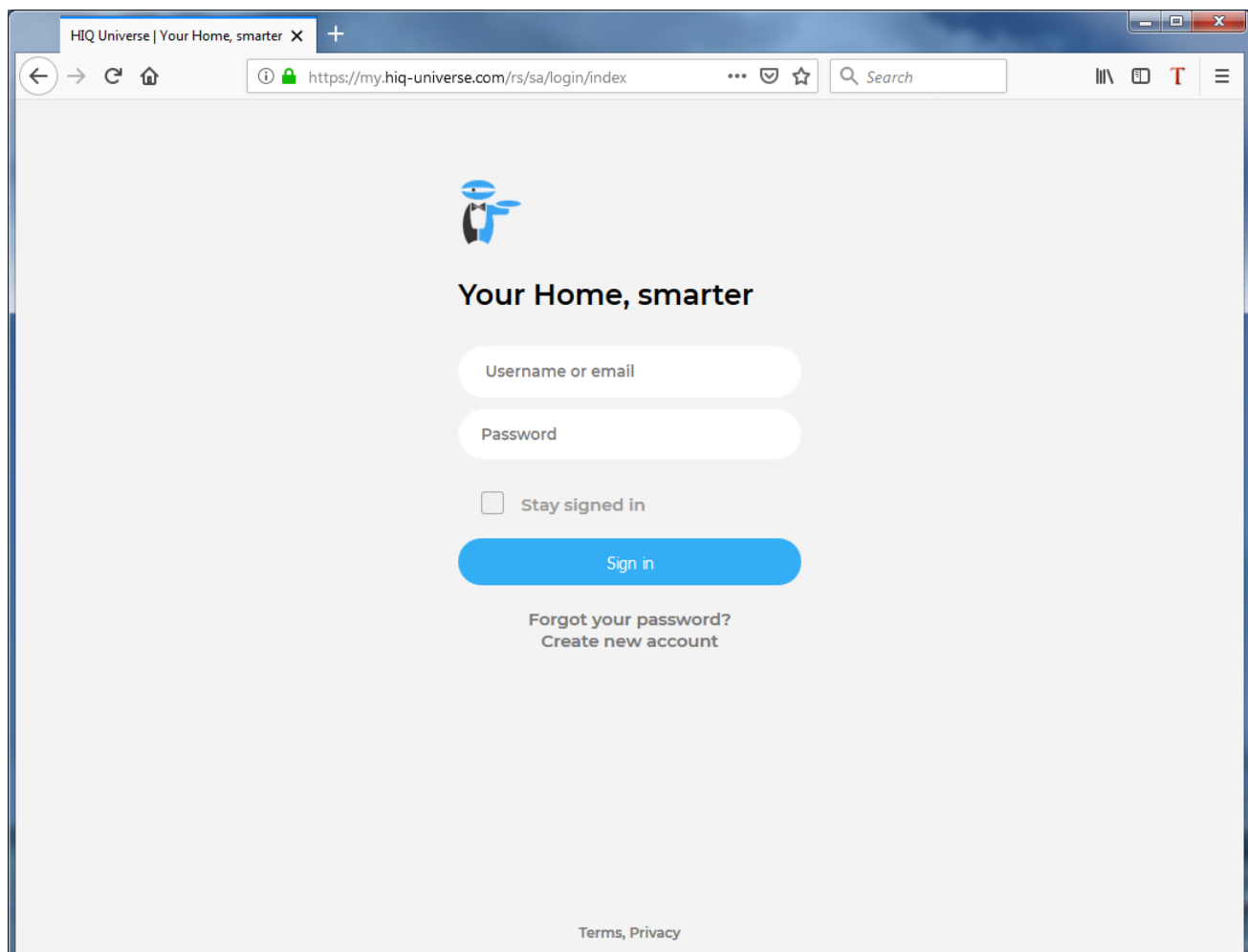
# HIQ UNIVERSE

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

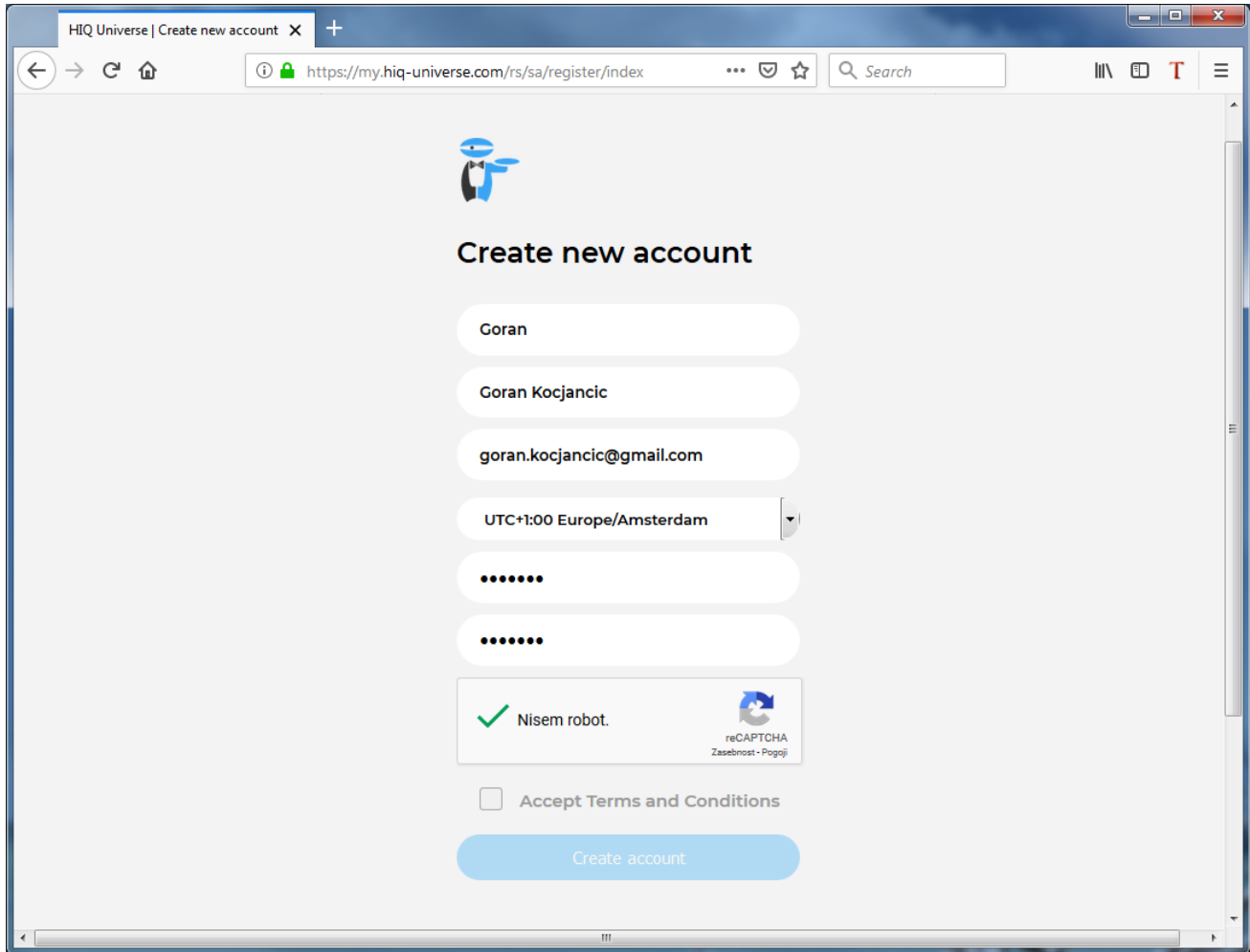


Log in with your username or email and password to see your [HIQ Universe subscription dashboard](#).

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"

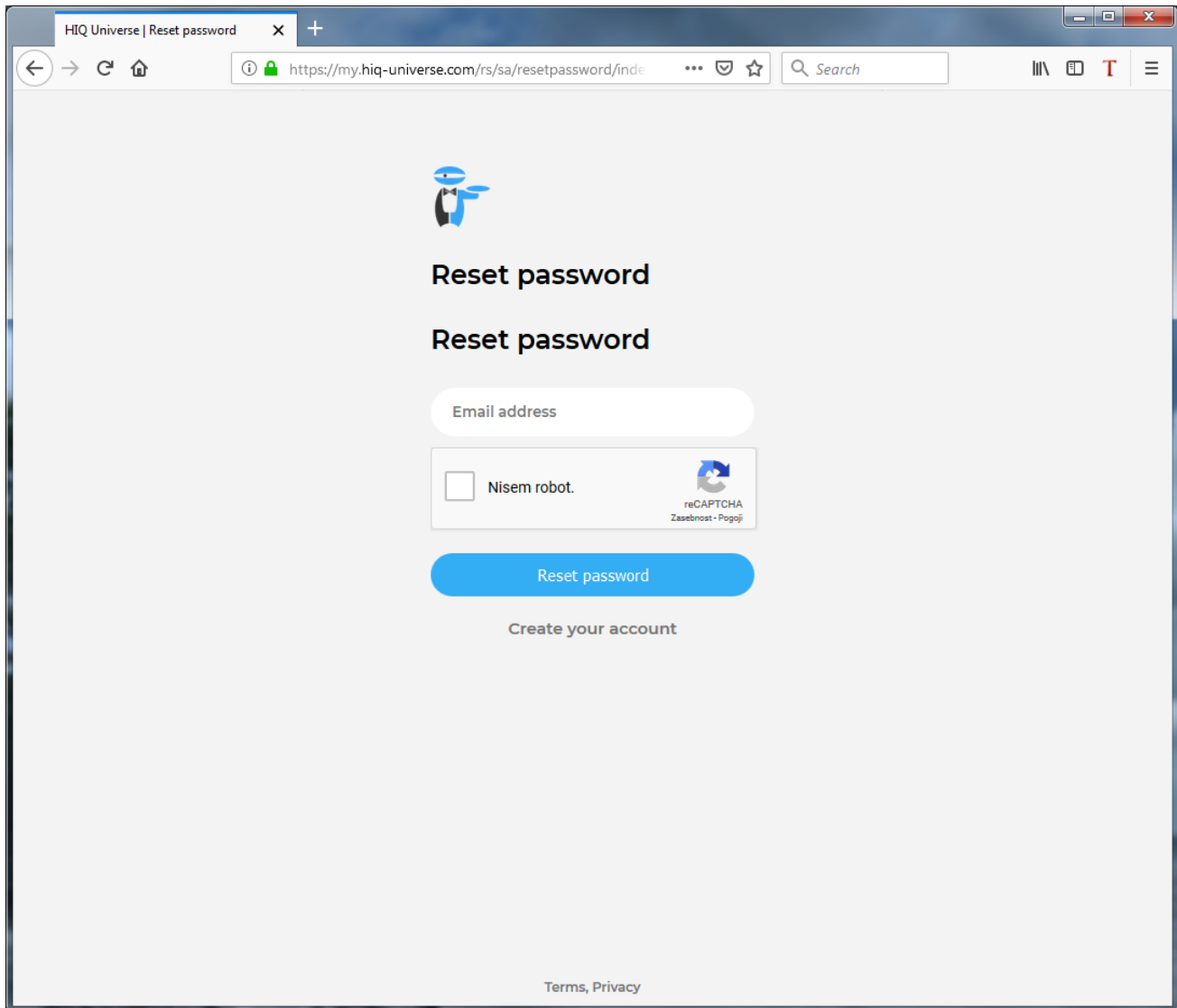
Accept Terms and Conditions

Click on Create account

A confirmation link will be sent to your email address.

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

## Reset forgotten password



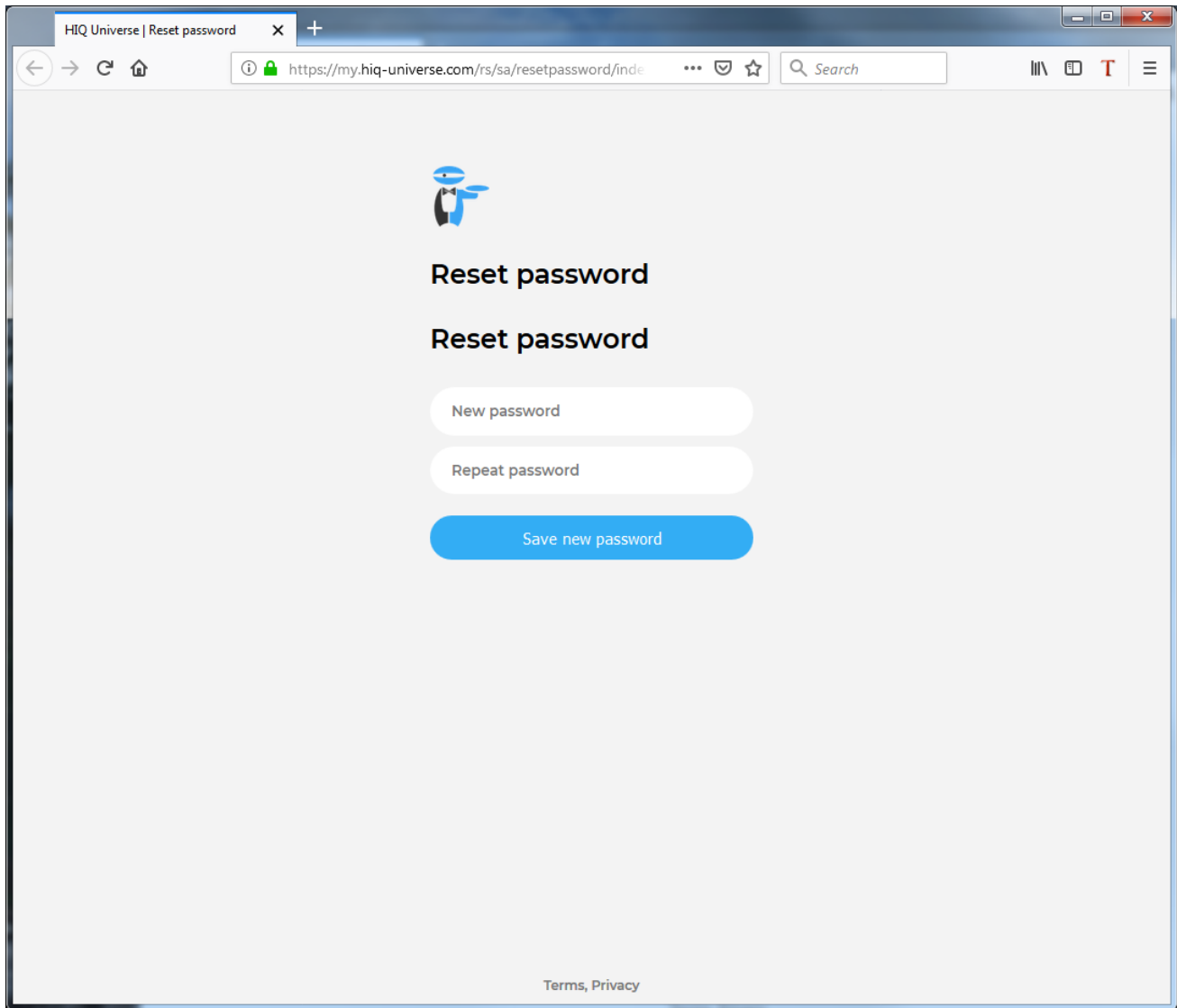
The screenshot shows a web browser window with the title "HIQ Universe | Reset password". The address bar displays the URL "https://my.hiq-universe.com/rs/sa/resetpassword/inde". The page content includes a blue robot icon, the heading "Reset password", a text input field labeled "Email address", a checkbox labeled "Nisem robot." with a reCAPTCHA logo and the text "reCAPTCHA Zasebnost - Pogoji", 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".

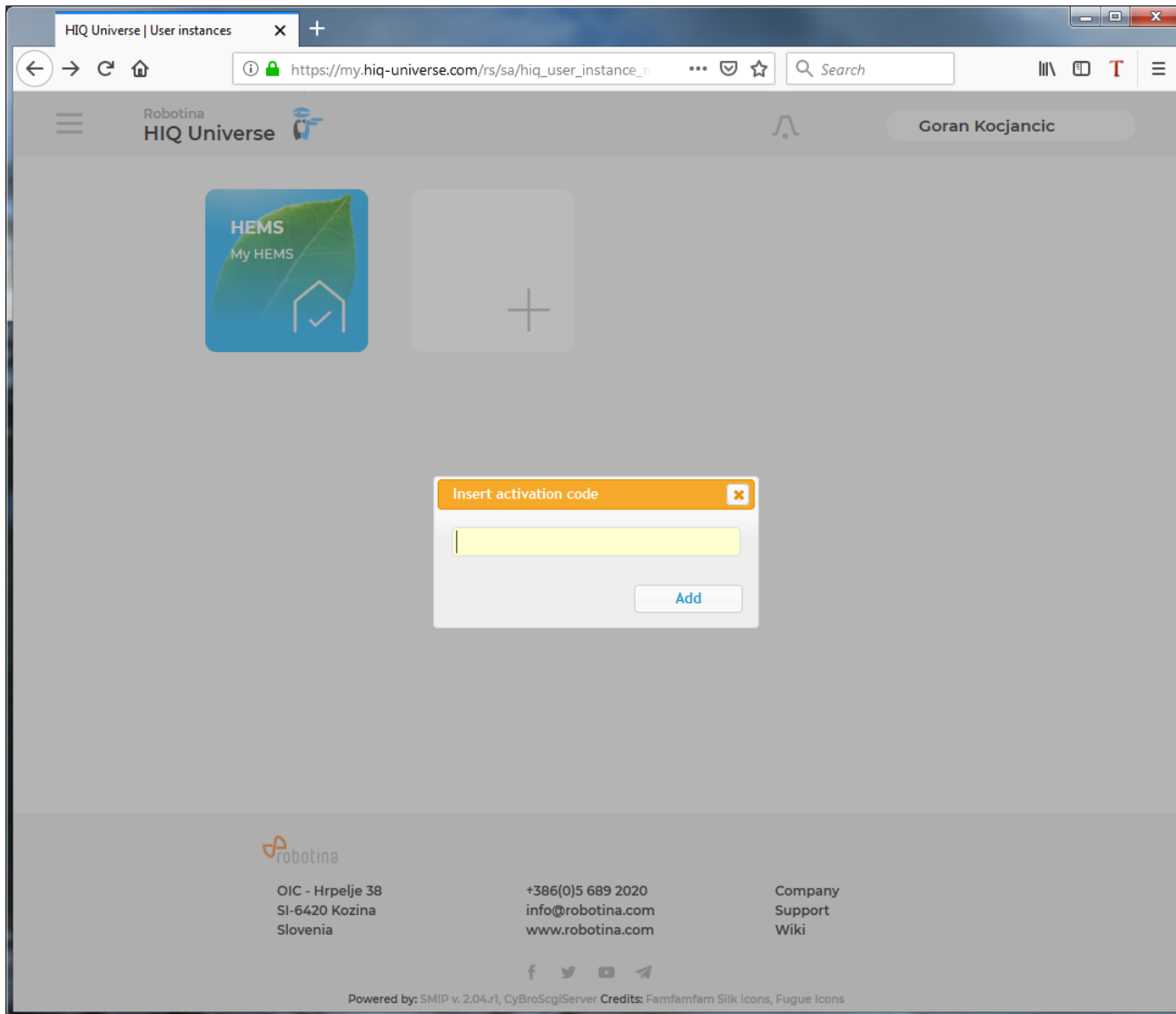
You will receive email with password reset link.



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

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

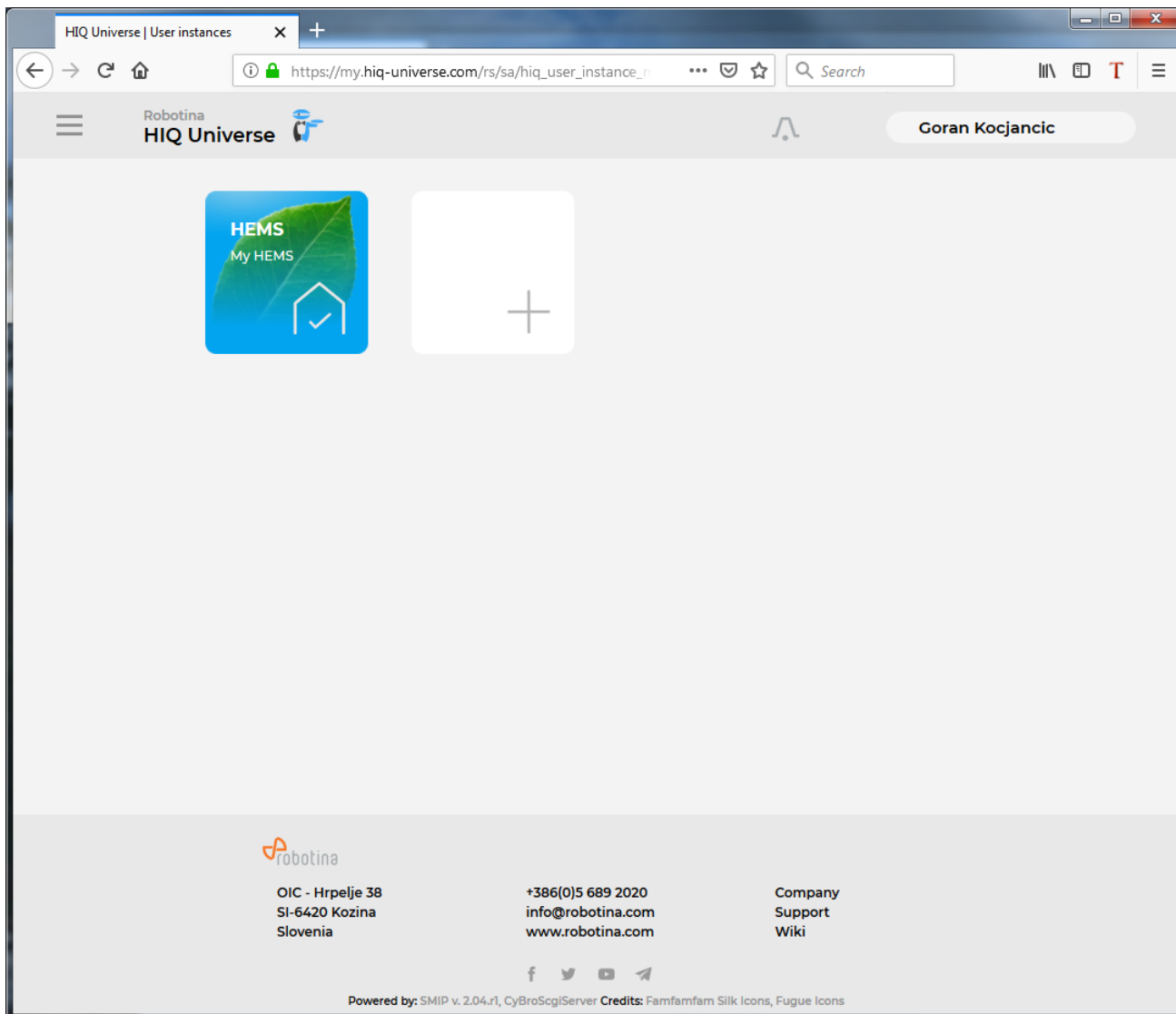
## Add HEMS controller



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



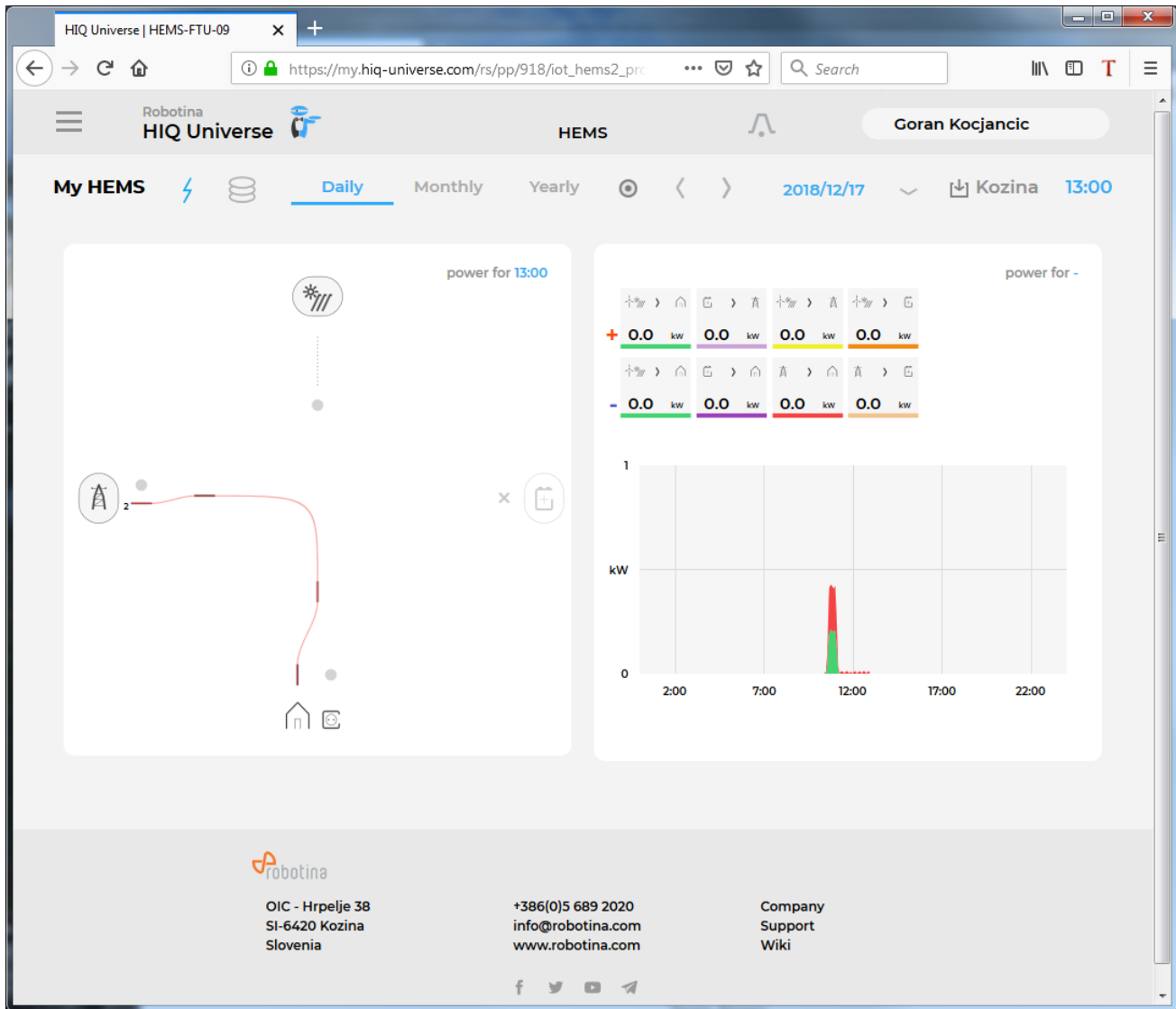
## HIQ Universe subscription dashboard



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.

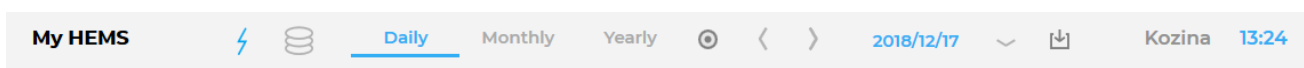
### Main HEMS view



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

### Title and view selection row

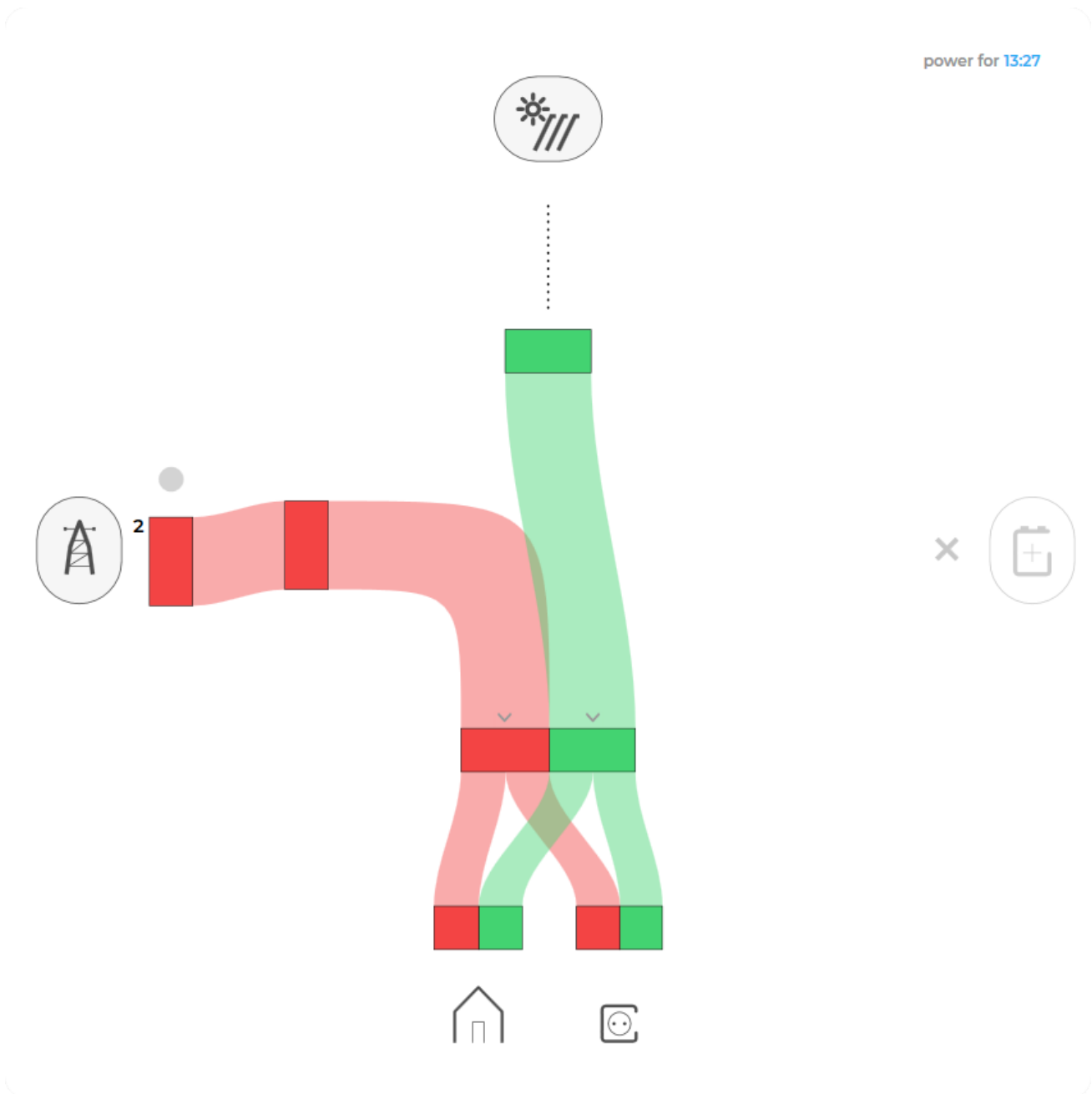


From the left:

- 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:

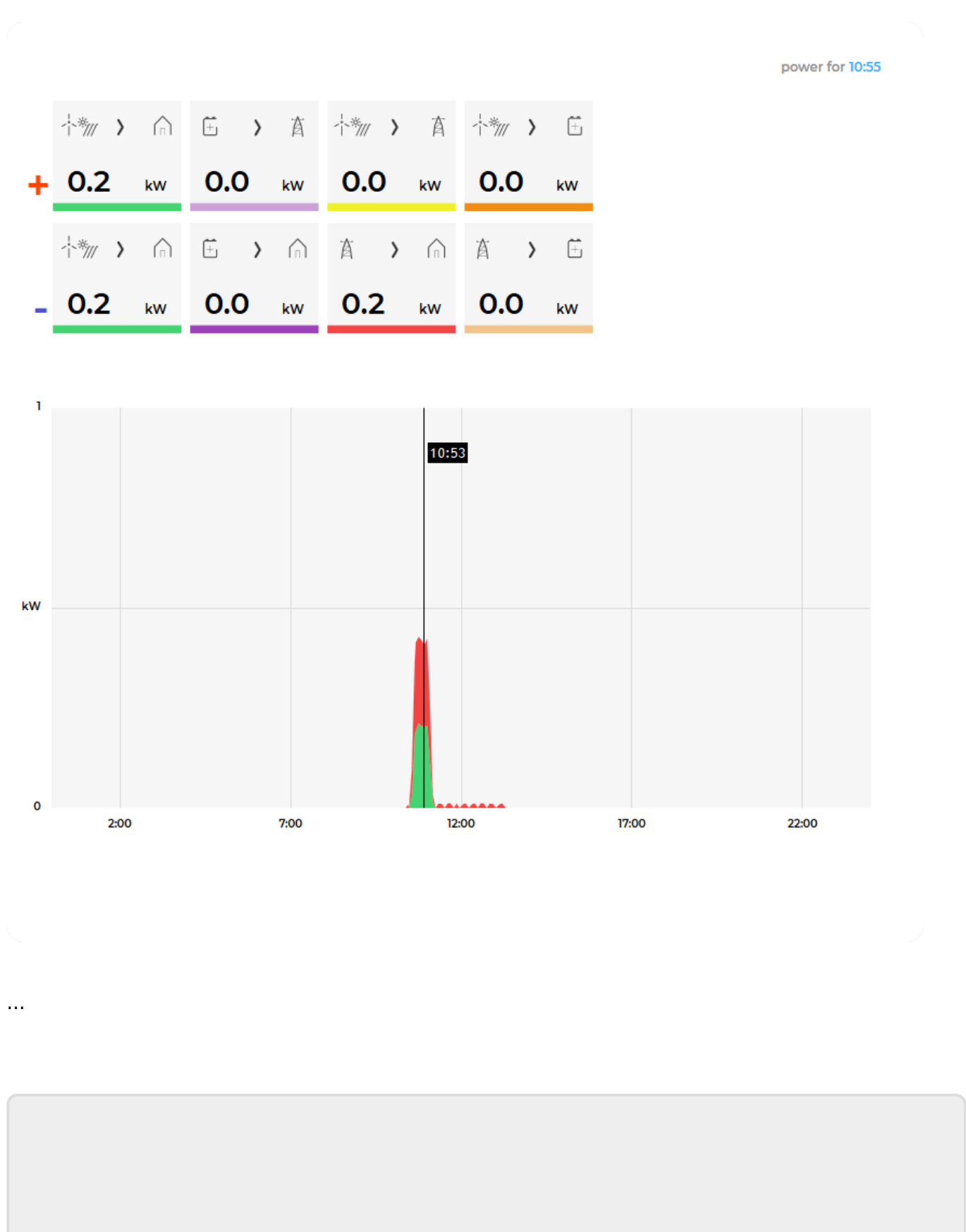
- Power sources (Local PV, wind, co-generation plants) at top
- Grid (divided by tariffs) on left side
- Storage (battery) systems on right side and



- Consumers on bottom.

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

### Power and energy time-plot



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