

Register a Customer

Mobile App · v1.0.4 (build 2005) · ~20 MB Android · Issued 15 May 2026



Scan to open the download page on your phone

1. Update to v1.0.4

The Mobile App has been updated to Version 1.0.4. Please **remove the old version** from your phone first and install v1.0.4. Skipping the uninstall step may leave you on an older build.

1 Uninstall the old SolarAid Agent app

Phone **Settings** → **Apps** → **SolarAid Agent** → **Uninstall**.

2 Open the download page

In Chrome on your phone, go to <https://solar-aid.ontech.co.zm/mobile-app>. The page header should read **v1.0.4 · build 2005**.

3 Download & install v1.0.4

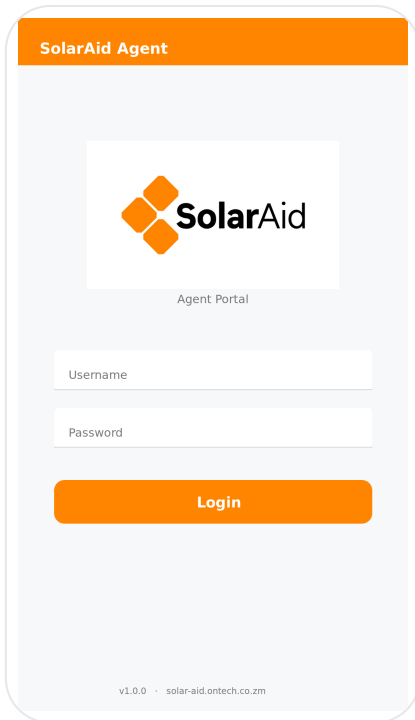
Tap **Download APK** (20 MB). When the download completes, tap the file to install. Allow "install from unknown sources" for Chrome if prompted.



Shortcut: scan this QR with your phone's camera to download the APK directly — no need to type the URL.

4 Open the app & log in

Tap the SolarAid Agent icon. Enter your **username** and **password**. Tap the eye icon to peek at the password before submitting.



Login — enter username + password, tap the eye to verify.

What you should see:

- App title bar reads **SolarAid Agent**.
- Username and Password fields with the brand orange theme.
- An **eye icon** on the right of the password field — new in v1.0.4 — tap it to toggle visibility.

2. The Device Serial Rule

We use the last 4 digits of the device serial number as both the Account Number and the Device search subject. The full serial looks like `HS402512000283`. In the app, type just `0283` — the app resolves it to the full serial automatically.

Read the last 4 digits off the device sticker. Type them in. Done.

3. Register One Test Customer (Full Details)

Open the app → tap **Register Customer** on the home grid. Fill in every section below.

3.1 Identity (top of form, required)

Field	What to enter
Name	The customer's full name (e.g. Mwila Banda)
Phone	Their MTN / Airtel / Zamtel number, starting <input type="text" value="260"/>
NRC	National ID number (optional but recommended)

3.2 Device serial * (required, right after NRC)

The Device serial card sits immediately under the NRC field. It looks like this:

Device serial * 1 linked

Required — link the Moon-imported solar unit you're installing.

 ✓

Match: HS402512000283 · ACTIVE

+ Link HS402512000283

✓ HS402512000283 ×

Steps:

1. Read the last 4 digits from the unit's serial sticker.
2. Type those 4 digits into the field (e.g.).
3. Wait ½ second — a spinner appears, then a **green check** with the full serial: .
4. The action button now reads **Link HS402512000283** in green. Tap it.
5. The serial appears as a green chip under Linked. Add more devices if the customer has more than one.

3.3 What the status icons mean

The icon at the right of the serial field changes as you type:

<p>✓</p> <p>OK — green</p> <p>Exactly one match, available to link. Action button activates.</p>	<p>≡</p> <p>Ambiguous — amber</p> <p>Multiple serials end in those digits — type a few more.</p>	<p>!</p> <p>Missing — red</p> <p>No device matches — admin must import it from Moon first.</p>
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An orange **lock** icon means the serial is already linked to another customer — call the admin to reassign.

3.4 Optional sections (open the checkboxes you need)

- Personal Details** — date of birth, gender, profession, household size, number of rooms, other phones, zone, ID type.
- Community contact** — chief / headman / community rep name.
- Properties & Systems** — structures on plot, systems already registered, which structure connects first.
- Solar Experience** — prior brand, satisfaction, previous problems, expected use.
- Trusted Person** — next-of-kin name & phone.
- Add bio** — free text notes.

3.5 Location (Province → District → Ward → Village)

Tap the GPS icon next to **Province** to auto-detect. Lusaka → Rufunsa → Namanongo auto-picks the ward; pick a village from the 30-name dropdown (or tap Other... to type a village outside the curated list).

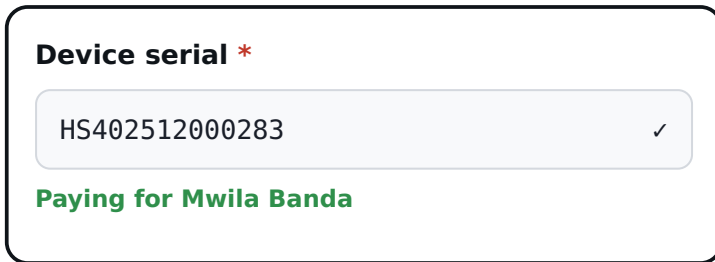
3.6 Terms & Save

Tick "**Customer agreed to SolarAid terms & conditions**" after reading the terms aloud in the customer's language, then scroll to the bottom and tap **Save Customer**.

If the form bounces you back with a red border around the Device serial card, you forgot to link a device — go back and do that first.

4. Pay for the Customer (verifies the link)

After saving, open the customer's record and tap **"Pay for this customer"** at the bottom-right. The payment screen pre-fills the Device serial from the linked device:

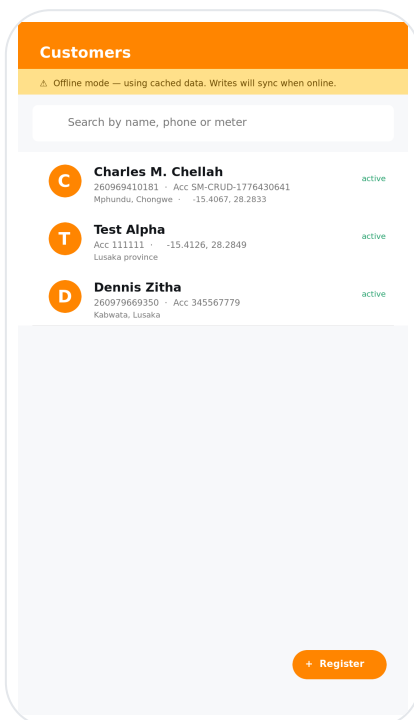


Device serial *

HS402512000283 ✓

Paying for Mwila Banda

1. The **Device serial** input is pre-filled. If the customer has more than one device, pick the chip of the one you want to pay for.
2. Choose a plan card (Weekly / Monthly etc.).
3. The Payer phone is pre-filled from the customer record.
4. Tap **Initiate Payment**. The customer's phone will receive a mobile-money prompt — they enter their PIN to approve.



Customer list — tap a row to open the record + Pay FAB.

Tip:

- Pull-to-refresh updates the customer list from the server.
- The **Pay for this customer** FAB only appears when the customer has a linked device (or legacy meter for pre-EAAS customers).
- Each row's subtitle now shows **"Device HS40251200XXXX"** — that's the serial you'll search by.

5. Troubleshooting

Symptom	What to do
Login fails — "Invalid credentials"	Tap the eye icon and re-check the password. Capital letters and the # matter. After 5 failed tries the account locks — call admin.

Device serial input stays red	The device isn't imported yet. Call the admin to import the CSV from Moon.
"X matches — type more digits"	Add one or two more digits — the app needs enough characters to identify a unique unit.
Offline / no data signal	Continue registering — the app queues each save locally. When you're back online, an amber banner clears as the queue drains.
STK push didn't reach the customer's phone	Confirm the Payer phone is the customer's MTN/Airtel/Zamtel line, then re-try from the customer record. The system retries every 3 min anyway.

Internal reference. The download page <https://solar-aid.ontech.co.zm/mobile-app> is the authoritative source for the latest APK and this guide.