



Project Timelines in the Customer Portal











A guide on how to read and understand Project Timelines



Timeline



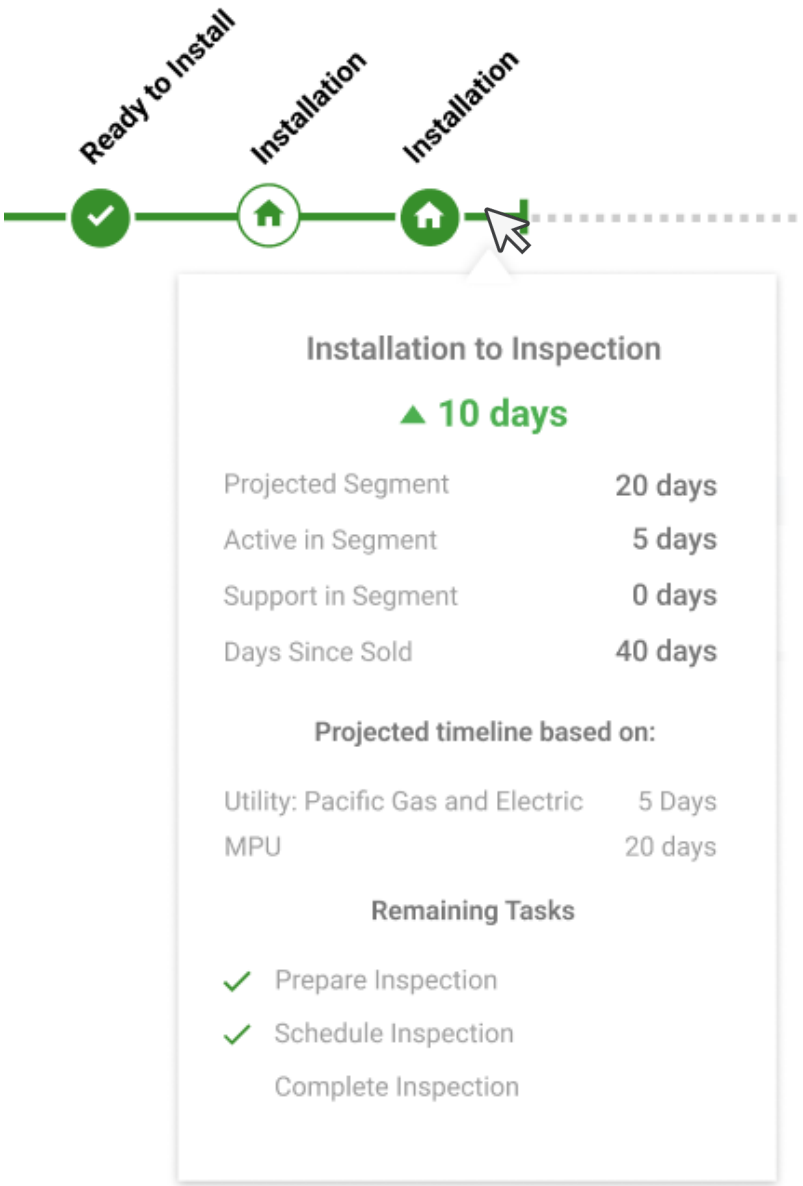
What do the icons (milestone markers) mean?

-  **Pen** | The date the project was submitted on (always present)
-  **Home** | All field events
-  **Magnifying glass** | Date of System Design
-  **Pause** | Date the project went into Support/Holding
-  **Play** | Date the project left Support/Holding and moved back into the active pipeline
-  **Check mark** | Date the project is ready for Installation
-  **Clipboard** | Date the project has passed Inspection
-  **Power button** | Date PTO has been granted
-  **Grey/Hollow** | Action has not been completed and the project has not progressed to that point yet. The icon's location on the timeline is relative to projected time but is not a guaranteed date.
-  **Green/Solid** | Action has been completed and date is stamped

The Customer Portal's new timeline feature provides visibility into each milestone of a solar project.

To access the timeline, navigate to the top of your customer portal. Use the legend on the left to understand each milestone icon.

Is the project on schedule?



Hovering over an icon or between two icons will display the following info:

- Number of days ahead or behind schedule.
- **Projected Time:** Days an action is expected to be completed.
- **Active Time:** Total count of days the project is active.
- **Holding Total:** Total count of days the project is in holding.
 - Time in holding will not count against the projected time.
- **Days Since Sold:** Total count of days since the project was submitted (includes both active and holding).
- **Remaining Tasks:** Overview of what tasks have been completed and are pending.

Looking at milestones



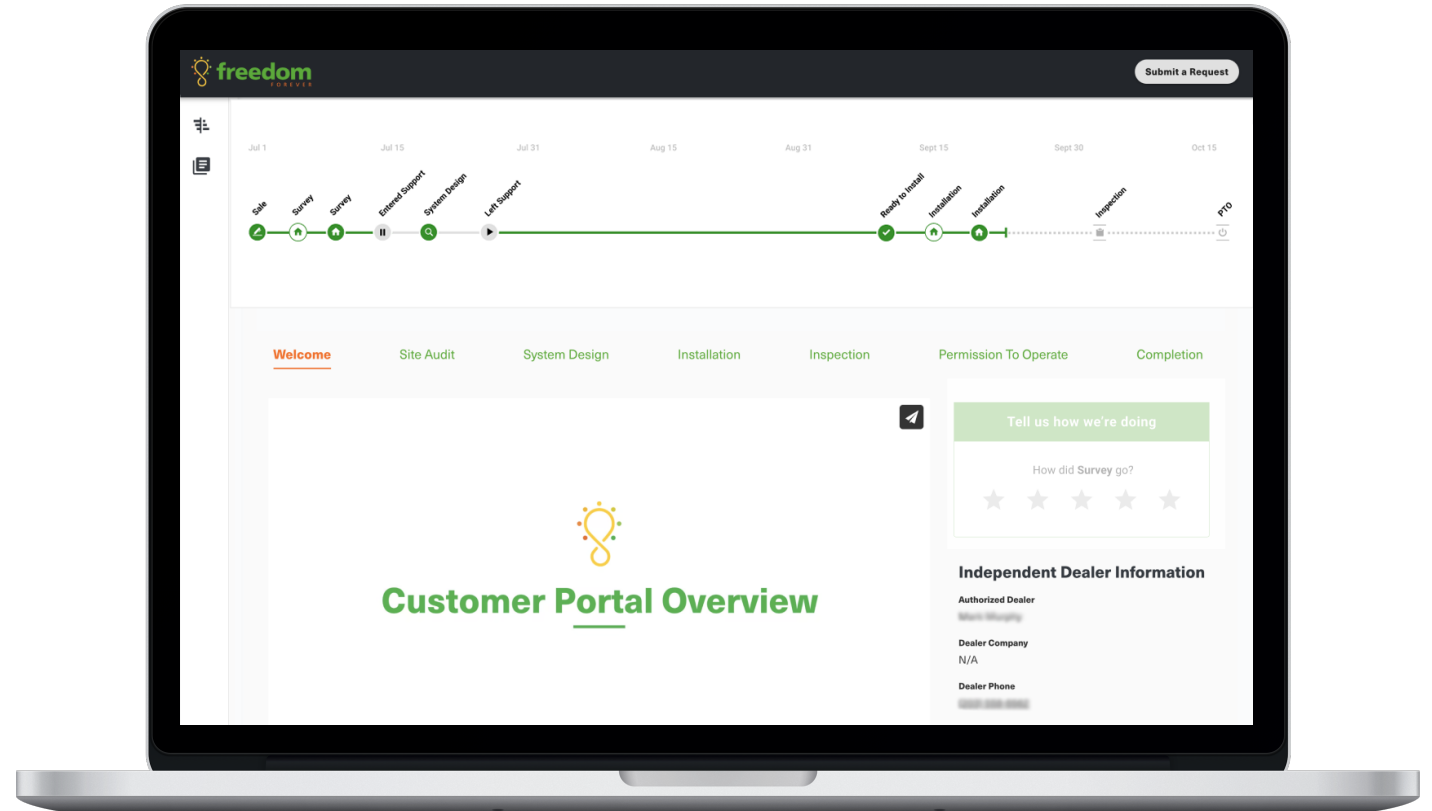
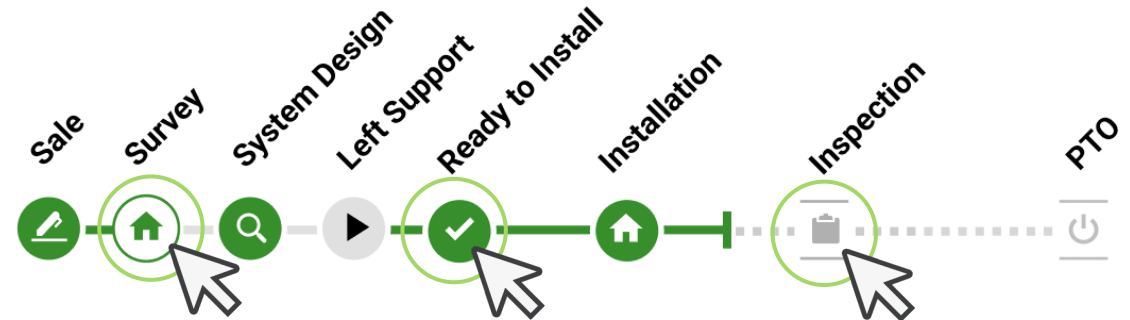
Completed milestones will be solid green circles with a white icon.



Incomplete or scheduled in the future milestones will be a green bordered circle with an icon inside.



Future milestones will be an open icon with grey lines above and below.



Have a question about your project's timeline?

Connect with us via email at customersupport@freedomforever.com or
call us at (888) 557-6431

