

# Introducing ecobee Pro Pin set up

Launching May 2021

ecobee is excited to announce Pro Pin set up.  
Simplify thermostat setup and connection to your business. No extra logins or portals, keeps your technicians focused on the job at hand.

## What is a Pro Pin?

Unique contractor identification number - allows you to register an installed ecobee SmartThermostat instantly.

## How do you get your Pro Pin?

Simply reach out to [insidesales@ecobee.com](mailto:insidesales@ecobee.com) for your firm's unique ecobee Pro Pin code

## How does it work?

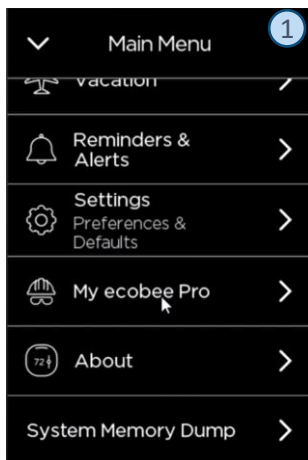
The next time you install an ecobee SmartThermostat simply input your Pro Pin when prompted in the setup flow.

Boom! You're registered within seconds. You'll continue to receive notification, alerts and reminders like you've come to expect from the ecobee Contractor Portal.

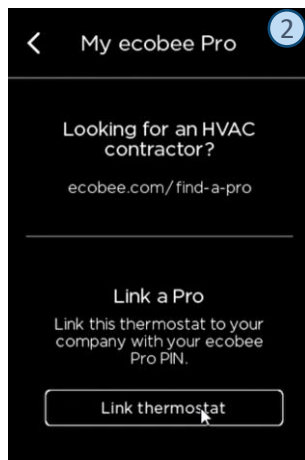


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## Pro Pin set up flow: product manufactured prior to June 2021.



Select "My ecobee Pro" from the setting menu.



Choose "link thermostat" at bottom of the screen.

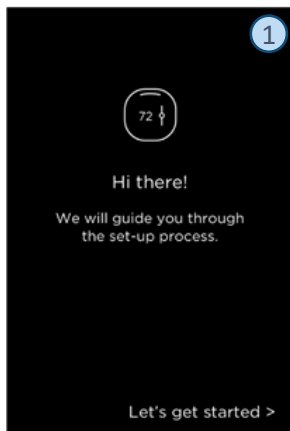


Enter your firms unique PIN, identification number.

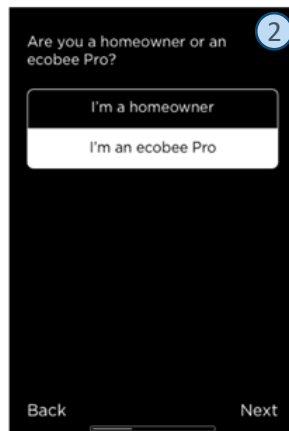


Registration complete. Firms contact info will appear.

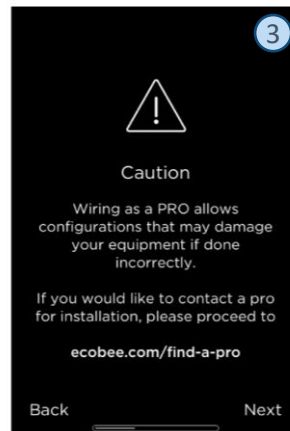
## Pro pin set up flow: new thermostats with firmware pre-installed.



Thermostat set up flow initiated out of the box.



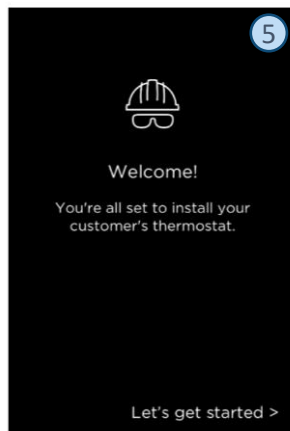
Select "I'm an ecobee pro".



Warning will appear to deter homeowners to use pro set up flow.



Enter your firms unique PIN, identification number.



Registration complete. Your company information is added to the thermostat.

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## Important changes to announce

Effective *June 30, 2021* the ecobee Contractor Portal will be shut down. With the introduction of Pro Pin set up, it's perfect time to make the change.

**Q: What happens to the connections I have in the system?**

A: All connections continue to exist, if you require visibility to the list simply reach out to [insidesales@ecobee.com](mailto:insidesales@ecobee.com) and they'll be happy to assist you.

**Q: After my service call, how do I update when the next reminder should be generated?**

A: You can make updates to the reminder schedule directly on the thermostat.

**Q: What contractor portal features will I no longer have access to after June 30, 2021?**

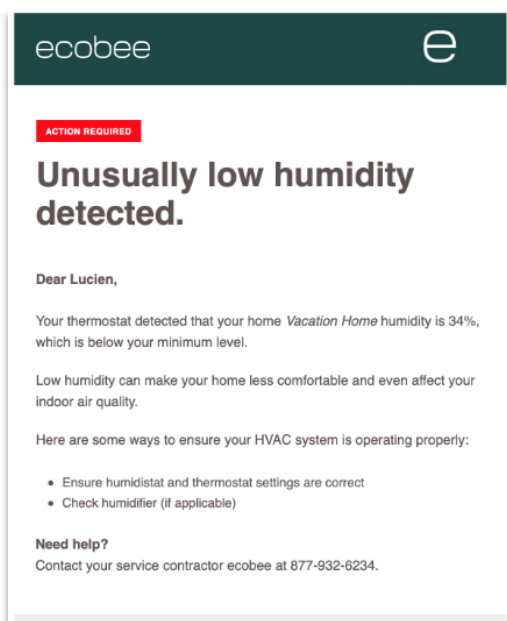
A: As it turns out, a few features will no longer be available once the portal is shut down. These features include list and map view of registered thermostats, and details of the homeowners equipment.

**Q: How do I update my contact information?**

A: Simply send us your new information and we'll manage the update for you.

**Q: Will I continue to receive HVAC reminders and alerts for the ecobee thermostats I've registered?**

A: Absolutely, you will continue to receive the reminders and alerts you've always valued from ecobee.



*More Questions? Simply reach out to [insidesales@ecobee.com](mailto:insidesales@ecobee.com) or contact your ecobee Regional Sales Manager*

New homeowner alert email design - calls to action to contact you, the registered ecobee pro

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