

One-Home

ENGLISH

Quickstart

Your home. Your overview.

From your local Core to your first confirmed control action. With guidance on accounts, screen preferences and focused support.



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[Open the complete online manual](#)

01

Your home and accounts

The website explains One-Home. My One-Home is the account area for services including available software. Your local One-Home Core stores the setup of your real home and connects its devices. Each environment has its own role.

The interactive demo is a sample home in your browser. You can explore the controls without operating real equipment. Sample accounts, rooms and devices are not transferred to your Core. This guide describes the connected interface in Core v0.37.0.

Three places, each with a distinct role

Environment	Sign-in and purpose
Local Core	Your Core username. For your own rooms, devices and access permissions.
My One-Home	Your email address. For your Cloud account, installations, licences, downloads and support.
Interactive demo	A sample home in this browser. The demo does not operate real equipment.

If a password fails, check the address bar first. The local app runs at your own Core address with /app/. Open the account portal through My One-Home on the website. Resetting a Cloud password does not change your local Core password.

A new or existing installation

Only a completely new installation requires the administrator to create the first account with the one-time administrator code. The My One-Home activation is then completed. If an existing home unexpectedly shows an initial setup screen, check the address and consult the administrator before continuing.

[Read more: My account](#)

02

Open Core and control a light

Open the correct address

Use the installation details for your home. A name or port shown in an example may differ from your installation.

- 1 Check that Core is switched on and connect your screen to the home network.
- 2 Open the Core address with /app/ at the end, for example `http://onehome.local:8787/app/`.
- 3 Coming from the demo? Choose Connect Core, enter the Core address and choose Open my Core.
- 4 Check the address in the browser before signing in. Then bookmark your own home.

Good to know

A guest network or separate network can block access even when your internet connection works.

Use your local account

Use your Core username and password. Signing in to My One-Home does not automatically sign you in to the local Core. When your session expires, Core asks you to sign in again.

Complete one recognisable action

Start with a light you can see. This helps you learn the difference between a sent command and a confirmed device state.

- 1 Open Rooms, choose the room and open the light by selecting its name.
- 2 Check that the light is reachable and that you have control permission.
- 3 Choose Turn on or Turn off and wait for Core to confirm.
- 4 Compare the displayed state with the real light. Then try brightness if available.

Good to know

If the state remains unconfirmed, check the connection and light first. Avoid sending commands repeatedly in quick succession.

Complete online guide: Your first steps with One-Home

03

Make your overview recognisable

Find the right page

The Core name and connection status appear at the top. Open Connection to see the address, Core version and signed-in account. Connected to Core means the interface is receiving data from your installation.

Go to Rooms for rooms, Devices for individual devices and One-Links for connections. One-Views shows your device selection on this screen. Features shown in the demo do not all have the same controls in the connected interface; some sections point to Core management.

Residents see only rooms they are permitted to access. View only does not grant control permission. If a room or button is missing, ask the administrator to check your access first.

This screen and One-Views

Open This screen at the top; the button may already display its chosen screen name. Set Screen name, Theme, Layout and Language, then choose Save on this screen. Nederlands, English and Deutsch are available.

Star a device to include it in One-Views. This selection and your screen preferences belong to this browser. Names, room assignments and real device states come from Core. A second screen can therefore look different while showing the same name for the same light.

A command is not yet a confirmed state

Core received your command means the command was accepted. It is not yet proof that the device reached the requested state. While Waiting for confirmation is displayed, Core fetches the state again. An error or unconfirmed state is not presented as success.

Unavailable means you first need to restore the device connection. With Core unavailable, displayed states may be outdated. View only means you lack control permission. Each message calls for a different solution.

Good to know

A screen preference stays in this browser on this device. A second screen can therefore have different settings.

[Read more: One-Views](#)

[Read more: Make every screen personal](#)

04

Use My One-Home

Open your Cloud account

Use an email address whose mailbox you can access. Registration asks for a password of at least twelve characters containing letters and numbers. Complete email confirmation before assessing the rest of the account status.

- 1 Open My One-Home and choose sign-in or create a new account.
- 2 Enter your details and, for registration, follow the email confirmation. Request another confirmation from the sign-in page if needed.
- 3 Use Forgot password for this Cloud account if you have lost the password, then open the reset link you receive.
- 4 After setting a new password, sign in again.

Profile and two-step verification

Open Account for profile and security. Under Set up 2FA, add the displayed secret to your authenticator app and confirm with its six-digit code. Keep recovery codes offline. These sign-in codes differ from the recovery key for Cloud backups.

Link the correct installation

During Cloud activation, a local installation displays a short one-time code. In My One-Home, link this code to a home and a usable licence. Both must be available before you can use Activate securely.

- 1 Start the existing Cloud activation process on your Core and copy the displayed code.
- 2 Open Activate or New installation in the portal and select the correct home and licence.
- 3 Confirm the code and check the home, version, hostname and last contact under Installations.

Available software

Licence shows validity, Updates until and the number of installations used compared with the allowed number. Downloads shows published Stable releases for which the account has download rights. An empty list can mean that no suitable release has been published yet.

My One-Home

Complete online guide: [My account](#)

05

If something does not work

Begin with one specific observation

Start with one specific observation: the app does not open, sign-in fails, a room is missing or a light does not respond. Then establish whether you are using your local Core app, the demo or My One-Home on the website.

What do you see?	First check
Core is not responding	Check power, the local network and the address with /app/. Compare with a second screen.
Sign-in fails	Check Core username versus Cloud email address. A Cloud reset does not change your local password.
A room or button is missing	Ask the administrator to check room permissions and any guest access window. View only does not allow control.
One light does not respond	Check power, availability and the message. Wait for Core confirmation; do not repeat commands rapidly.

Good to know

An offline message in My One-Home concerns Cloud contact. Check local availability separately.

Ask for focused help

Open My One-Home > Support, choose a suitable subject, category and home, and describe the expected and observed behaviour. Include the version, time, exact error message and checks already performed. State whether other screens or devices have the same issue.

You can reopen a ticket later to read replies and add information. Temporary diagnostic support access is a separate setting in Core management and is not automatically enabled by creating a ticket. Do not share passwords, configuration secrets or recovery keys in your message or screenshot.

[Complete online guide: Troubleshooting](#)

[My One-Home / Support](#)

[All guides](#)