



ACS Cloud - Energy Services Platform

Quick Guide for Tenant User

Access to the Energy Services Platform

Option 1: Direct link through your computer or iPad.

www.platform.geneaenergy.com

OR

If your building has a web site with a tenant page use the building's web address.

Option 2: From your Android or iPhone

www.platform.geneaenergy.com

Option 3: Phone IVR (Interactive Voice Response)

Dial 1-800-316-2419 and then enter your Area ID and User ID (This information was sent to you from Genea after you activated your access to the system.)

Setting up a request – one time/immediate request

1. Log onto platform.geneaenergy.com
2. Sign in using your unique login and password
3. Click on **"HVAC & Light Service"** from the menu on the left hand side of the page.
 - a. If the page is blank – from the **"Area"** drop down menu choose the suite/floor you want to order services for.
 - b. A page with this week's calendar will appear.
4. Click on **"Setup New Request"** box
5. Follow the step by step process
 - a) Step 1 – System will default to HVAC
 - b) Step 2 – System defaults to today's date. Click on calendar icon and choose the date you wish service.
 - c) Step 3 – Enter **"start"** and **"stop"** time by using the slider bar or the time clock pull down menus.
 - d) In the box on the bottom of the page you will see how many hours you have requested and how many of the hours are billable.
 - e) Click on the **"Apply Schedule"**
 - f) A dialogue box will appear asking you to confirm the request you have made. There is also a reference area for you to enter a case number or the reason you are requesting afterhours HVAC service. There is also a total dollar amount for your request. Click **"Proceed With Request"**.
 - g) Once you click **"Proceed with Request"** you will be taken back to the calendar. You will see your request as a gray area on the day you requested afterhours HVAC services.
6. Logout

To cancel a request – go to calendar page, double click on request, when dialogue box appears click on the red "x" under the Delete column.

Setting up a request that reoccurs multiple days in the same week

7. Log onto platform.geneaenergy.com
8. Sign in using your unique login and password
9. Click on **"HVAC & Light Service"** from the menu on the left hand side of the page.
 - a. If the page is blank – from the **"Area"** drop down menu choose the suite/floor you want to order services for.
 - b. A page with this week's calendar will appear.
10. Click on **"Setup New Request"** box
11. Follow the step by step process
 - h) Step 1 – System will default to HVAC
 - a) Step 2 – System defaults to today's date. Click on calendar icon and choose the date you wish service.
 - b) Step 3 – Enter **"start"** and **"stop"** time by using the slider bar or the time clock pull down menus.
 - c) Step 4 – Click the Radial Button **"Recur this week"**.
 - d) The days of the week will appear – click on the days you want this request to cover.
 - e) In the box on the bottom of the page you will see how many hours you have requested and how many of the hours are billable.
 - f) Click on the "Apply Schedule"
 - g) A dialogue box will appear asking you to confirm the request you have made. There is also a reference area for you to enter a case number or the reason you are requesting afterhours HVAC service. There is also a total dollar amount for your request. Click **"Proceed With Request"**.
 - h) Once you click **"Proceed with Request"** you will be taken back to the calendar. You will see your request as a gray area on the day you requested afterhours HVAC services.
12. Logout

For your convenience there are Help Screens at the top right hand side of the HVAC & Light Service and Manage Users pages.

Setting up a request that reoccurs on the same day and for the same time span for a defined date range:

1. Log onto platform.geneaenergy.com
2. Sign in using your unique login and password
3. Click on **"HVAC & Light Service"** from the menu on the left hand side of the page.
 - a. If the page is blank – from the **"Area"** drop down menu choose the suite/floor you want to order services for.
 - b. A page with this week's calendar will appear.
4. Click on **"Setup New Request"** box
5. Follow the step by step process
 - a) Step 1 – System will default to HVAC
 - b) Step 2 – System defaults to today's date. Click on calendar icon and choose the date you wish service.
 - c) Step 3 – Enter **"start"** and **"stop"** time by using the slider bar or the time clock pull down menus.
 - d) Step 4 – Click the Radial Button **"Recur weekly"**
 - e) The days of the week will appear – click on the days you want this request to cover. **(Please note you must start a Recur Weekly request in the current week.)**
 - f) In the box on the bottom of the page you will see how many hours you have requested and how many of the hours are billable.
 - g) Click on the "Apply Schedule"
 - h) A dialogue box will appear asking you to confirm the request you have made. There is also a reference area for you to enter a case number or the reason you are requesting afterhours HVAC service. There is also a total dollar amount for your request.
 - i) If you want your request to run on both lease holidays and on-demand holidays click the appropriate boxes
 - j) Click **"Proceed With Request"**.
 - k) Once you click **"Proceed with Request"** you will be taken back to the calendar. You will see your request as a gray area on the day you requested afterhours HVAC services.
6. Logout