



ACS Cloud Training Guide for Tenant Office Manager

Access to the ACS Cloud

Option 1:

Direct link through your computer or iPad.

Go to <http://www.200wmadison.info/toc.cfm>

Option 2:

Smart Phone – Free app available for Apple and Android operating systems:

1. Search for “Genea” in your app store.
2. Download app.
3. Press the [Login] button.
4. Select the [Go] button.
5. Enter the request information.
6. Press the [Proceed with Request] button.

For your convenience there are Help screens at the top right hand side of the screen.

From the website (Option 1)

Adding Users

1. From your home page, click on “Manage Users” from the menu on the left hand side of the screen.
2. You will be directed to a page with a list of users for your office. Click on the “New User” button above the list of users.
3. Fill in first name, last name, and email address. (Phone number is optional).
4. Assign a role (Office Managers can add/delete users and make HVAC requests and Tenant Users can only make HVAC requests).
5. If you have multiple suites you will be able to select which areas you would like each user to access).
6. Click “Apply” once you have filled in all the above information. A welcome email will be automatically sent to the new user.

Deleting Users

1. From your home page, click on “Manage Users” from the menu on the left hand side of the screen.
2. Click on the red “X” next to the name of the person you are deleting.
3. A dialogue box will appear asking if you would like to proceed with deleting, click “Ok” and the user will be deleted.

Setting up a one time/immediate request:

1. From your home page, click on “HVAC & Light Service” from the menu on the left hand side of the screen.
 - a. If the page is blank – use the “Area” drop down menu to the upper right hand side of the screen.
 - b. A calendar page will appear once an area is selected.
2. Click on “Setup New Request” above the calendar.
3. Follow the step by step process:
 - a. Step 1 – Select service type (system will default to HVAC).
 - b. Step 2 – Select the service start date (system will default to today’s date, to change the date click on the calendar icon to the right).
 - c. Step 3 – Enter “Start” and “Stop” times by using either the slider bar, or the drop down options.
 - d. Step 4 – Select the recurrence. For a one time/immediate request leave it at “No Recurrence.”
4. In the box at the bottom of the page, you will see how many hours you have requested as well as how many hours are billable.
5. Click “Apply Schedule.”
6. A dialogue box will appear asking you to confirm the request you have made. There is also a reference line that you can use to enter the reason for the request.
7. Click “Proceed with Request.” A confirmation email will automatically be sent to you.
8. You will be taken back to the calendar page. You will see the request you have made as a gray box on the day/time of the request.

Setting up a request that recurs multiple days within the same week:

1. From your home page, click on “HVAC & Light Service” from the menu on the left hand side of the screen.
 - a. If the page is blank – use the “Area” drop down menu to the upper right hand side of the screen.
 - b. A calendar page will appear once an area is selected.
2. Click on “Setup New Request” above the calendar.
3. Follow the step by step process:
 - a. Step 1 – Select service type (system will default to HVAC).
 - b. Step 2 – Select the service start date (system will default to today’s date, to change the date click on the calendar icon to the right).
 - c. Step 3 – Enter “Start” and “Stop” times by using either the slider bar, or the drop down options.
 - d. Step 4 – Select the recurrence. For a request that will recur at the same time, multiple days within the same week, select “Recur this Week.”
4. The remaining days of the week will populate under the recurrence options. Click the radial buttons next to the days you want this request to recur.
5. In the box at the bottom of the page, you will see how many hours you have requested as well as how many hours are billable.
6. Click “Apply Schedule.”
7. A dialogue box will appear asking you to confirm the request you have made. There is also a reference line that you can use to enter the reason for the request.
8. Click “Proceed with Request.” A confirmation email will automatically be sent to you.
9. You will be taken back to the calendar page. You will see the requests you have made as gray boxes on the days/times of the requests.

Setting up a request that recurs the same day(s) and time(s) for a defined date range:

1. From your home page, click “HVAC & Lighting Service” from the menu on the left hand side of the screen.
 - a. If the page is blank – use the “Area” drop down menu to the upper right hand side of the screen.
 - b. A calendar page will appear once an area is selected.
2. Click on “Setup New Request” above the calendar.
3. Follow the step by step process:
 - a. Step 1 – Select service type (system will default to HVAC)
 - b. Step 2 – Select the service start date (system will default to today’s date, to change the date click on the calendar icon to the right).
 - c. Step 3 – Enter “Start” and “Stop” times by using either the slider bar, or the drop down options.
 - d. Step 4 – Select the recurrence, for a recurring request select “Recur Weekly.”
4. All days of the week will populate under the recurrence options. Click the radial buttons next to the days you want this request to recur. (You will only be able to make a recurring request within the current week).
5. Click “Apply Schedule.”
6. A dialogue box will appear asking you to confirm the request you have made. There is also a reference line that you can use to enter the reason for the request.
7. Click “Proceed with Request.” A confirmation email will automatically be sent to you.
8. You will be taken back to the calendar page. You will see the requests you have made as gray boxes on the days/times of the requests.

To cancel a request – go to the calendar page, double click on the request. When the dialogue box appears, click the red “X” under the delete column.



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ACS Cloud Recurring Requests Set Up Quick Guide

On-Demand Saturdays

In our continuing effort to conserve energy and reduce overall operating expenses; during periods of low occupancy the air conditioning and lighting services will be provided on an as needed basis (On-Demand Period). During the On-Demand period, air conditioning will be immediately accessible through the ACS Cloud at no charge to you during your normal lease hours. Thank you for helping us do our part in reducing energy consumption.

For tenants who are in the building every Saturday, you can set up a Recurring Request for Saturdays through the ACS Cloud.

Setting up a request that recurs the same day(s) and time(s) for a defined date range:

1. From your home page, click "HVAC & Lighting Service" from the menu on the left hand side of the screen.
 - a. If the page is blank – use the "Area" drop down menu to the upper right hand side of the screen.
 - b. A calendar page will appear once an area is selected.
2. Click on "Setup New Request" above the calendar.
3. Follow the step by step process:
 - a. Step 1 – Service type (ACS Cloud defaults to HVAC)
 - b. Step 2 – Select the service start date (system will default to today's date, to change the date click on the calendar icon to the right).
 - c. Step 3 – Enter "Start" and "Stop" times by using either the slider bar, or the drop down options.
 - d. Step 4 – Select the recurrence, for a recurring request select "Recur Weekly."
4. All days of the week will populate under the recurrence options. Click the radial buttons next to the days you want this request to recur. (You will only be able to make a recurring request within the current week).
5. Click "Apply Schedule."
6. A dialogue box will appear asking you to confirm the request you have made. There is also a reference line that you can use to enter the reason for the request.
7. Click "Proceed with Request." A confirmation email will automatically be sent to you.
8. You will be taken back to the calendar page. You will see the requests you have made as gray boxes on the days/times of the requests.

If you do set up a Recurring Request for Saturdays and there is a Saturday that you are not going to be in the office we encourage you to cancel that specific day's request.

To cancel a request – go to the calendar page, double click on the request. When the dialogue box appears, click the red "X" under the delete column. This action will only delete the request for that day



ACS Cloud Training Guide for Tenant User

Access to the ACS Cloud

OPTION 1: Direct Link through your computer or iPad.

Go to <http://www.200wmadison.info/toc.cfm>

You will be directed to the login page.

OPTION 2: Smart Phone: *(Apple & Android Operating Systems Only)*

1. Go to your app store and get the FREE Genea App
 - a. Enter the word Genea
 - b. Download app
2. Enter your username and password.
3. Press the [Login] Button.
4. Select an Area to control.
5. Press the [Go] button.
6. Enter request information.
7. Press the [Proceed with Request] button.

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