



ACS Cloud - Energy Services Platform

Quick Guide for Tenant User

[Access to the Energy Services Platform](#)

Option 1 – Internet

Through your computer, tablet or Smartphone visit www.platform.geneaenergy.com or visit www.444flower.com and click on “Order After-hours A/C and Lighting” (Please see following page for online instructions)

Option 2 – Smartphone (Apple and Android Operating Systems only)

Click on the application (“app”) on your Smartphone. You can download the free app from Google Play Store or iTunes by searching: “Genea Energy Services Platform.” Follow the on-screen instructions to place service.

Option 3

Call in to the Phone Interactive Voice Response by dialing 1.800.316.2419. To place service, enter your Area ID and User ID. Follow the instructions for service.

To obtain your Area ID and User ID, please select from the following options:

- Log in to the Genea website and click on “Email me my Access Codes”
- Check with your organization’s Office Manager
- Call the Property Management Office at 213.624.3229

For your convenience there are Help Screens at the top right hand side of the HVAC & Light Service and Manage Users pages. For additional assistance or for any questions, please contact the Property Management Office at 213.624.3229

Please note: An invoice for ACS services will be provided monthly by the Property Management Office.

Online Services and Instructions

Placing Online Requests and Maintaining ACS Users

Setting up a request – one time or immediate

1. Log on to 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, but you may switch to Lights Only.
 - 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 "Apply Schedule"
 - f) A dialogue box will appear asking you to confirm the request you have made. The confirmation includes the start time, end time, and total amount that will be billed. There is also an optional reference area for you to enter a case number or the reason you are requesting afterhours HVAC service. These notes will show up in your monthly billing for your convenience. 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.

Setting up a request – Recurring multiple days in the same week

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, but you may switch to Lights Only.
 - b) Step 2 – System will default to current 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 this week"** at the bottom of the box.
 - e) The days of the week will appear – click on the days you want this request to be repeated.
 - 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 "Apply Schedule"
 - h) A dialogue box will appear asking you to confirm the request you have made. The confirmation includes the start time, end time, and total amount that will be billed. There is also an optional reference area for you to enter a case number or the reason you are requesting afterhours HVAC service. These notes will show up in your monthly billing for your convenience. Click **"Proceed With Request."**
 - i) 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 days you requested afterhours HVAC services.

Setting up a request – Recurring weekly

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, but you may switch to Lights Only.
 - b) Step 2 – System will default to current 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”**
A dialogue box will appear asking you to confirm the request you have made. The confirmation includes the start time, end time, and total amount that will be billed. There is also an optional reference area for you to enter a case number or the reason you are requesting afterhours HVAC service. These notes will show up in your monthly billing for your convenience. If you would like your request to run on both lease holidays and on-demand holidays, click the appropriate boxes
 - h) Click **“Proceed With Request.”**
 - i) 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 days you requested afterhours HVAC services.

Deleting a request

Users have the ability to delete one another’s requests. You can see user history by clicking on Reports and viewing the Request History.

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. Double click on the request. When the dialogue box appears, click on the red **“X”** under the Delete column.

Office Managers – Adding Users

1. Log onto platform.geneaenergy.com
2. Sign in using your login and password.
3. From your landing page click on **“Manage Users”** from the menu on the left hand side of the page. (A page will appear with a list of users for your office.)
4. Click on the **“New User”** button.
5. Fill in First Name, Last Name and email address
6. Assign role (Remember: Tenant Office Managers can add users. AC and Lights User can only order services.)
7. Click **“Apply”** and a welcome email will be sent to the new user.

Office Managers – Deleting Users

1. From your landing page click on **“Manage Users”** from the menu on the left hand side of the page. A page will appear with a list of users for your office.
2. Click on the red **“X”** to the left of the user’s name.
3. A dialogue box will appear asking **“Proceed with deleting name of user?”**

Click **“OK”** and the user is deleted