



# ACS Cloud Training Guide for Tenant User

## Access to the ACS Cloud

### Option 1:

Direct link through your computer or iPad.

<https://platform.geneaenergy.com>

### Option 2:

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

1. For Droid phones – search “Genea ACS Cloud” for iPhones – search “Genea.”
2. Download app.
3. Enter your username and password.
4. Press the [Login] button.
5. Select the [Go] button.
6. Enter the request information.
7. Press the [Proceed with Request] button.

## From the website (Option 1)

### Setting up a one time/immediate request:

1. From your home page, click “Request Service” from the menu on the left hand side of the screen.
  - a. If the page is blank – use the “Area” drop down menu on the upper right hand side of the screen.
  - b. A calendar page will appear once an area is selected.
2. Click “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 and how many hours are billable.
5. Click “Apply Schedule.”
6. A dialogue box will appear asking to confirm the request you have made and to provide a reason for the request in the reference line.
7. Click “Proceed with Request.” A confirmation email will automatically be sent to you.
8. You will be taken back to the calendar page where you will see the request 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 “Request Service” from the menu on the left hand side of the screen.
  - a. If the page is blank – use the “Area” drop down menu on the upper right hand side of the screen.
  - b. A calendar page will appear once an area is selected.
2. Click “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 to confirm the request you have made and to provide a reason for the request in the reference line.
8. Click “Proceed with Request.” A confirmation email will automatically be sent to you.
9. You will be taken back to the calendar page where will see the request made as a gray box on the day/time of the request.

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

1. From your home page, click “Request 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 “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. 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 to confirm the request you have made and to provide a reason for the request in the reference line.
7. Click “Proceed with Request.” A confirmation email will automatically be sent to you.
8. You will be taken back to the calendar page where will see the requests made as a gray box on the day/time of the 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.*