Energy Services Platform: Manual for Tenant Office Manager

Welcome to the Energy Services Platform.

This manual will cover the functionalities of the Tenant Office Manager.

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To Access the Platform:

OPTION 1: Direct Link

Go to www.platform.geneaenergy.com. You will be directed to the login page.

OPTION 2: From your Android or iPhone

Go to your browser and type www.platform.geneaenergy.com.

OPTION 3: Use the IVR

Dial 1-800-316-2419, and then enter your Area ID and User ID (information is in the welcome email)

For further questions or assistance, please feel free to contact Genea Energy at 714-694-0536.

You will receive a confirmation email with the following information:

BEST PROPERTIES

POWERED BY: Genea

Johnny Smith,

Thank you for taking the time to register as an Office Manager. Your account is fully configured and ready to be used. For future reference, please find below your user name and password along with instructions for logging in.

User Name: jsmith
Password: ▮▮▮▮▮

Instructions for Access:

Internet:
1. Visit http://Platform.GeneaEnergy.com
2. Enter your user name and password.
3. Click HVAC & Light Service on the left menu.
4. Follow the instructions to obtain afterhours service.

Smart Phone: *(Apple & Android Operating Systems Only)*
1. Visit Platform.GeneaEnergy.com
2. Enter in your user name & 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.

Telephone:
1. Dial (800) 316-2419
2. When prompted enter the desired Area ID:

Area ID	Area Name
101 5606	Suite 105, Entire Suite
101 3218	Suite 105, Conference Room
101 1110	Suite 105, CEO's Office
101 8087	Suite 105, CFO's Office
101 7766	Suite 105, Marketing Office
101 6351	Suite 105, Accounting Office

3. When prompted, enter your User ID: 3▮▮▮
4. Follow the instructions for service.

If you have any questions, please contact the Best Properties Management Office at (555) 555-5555.

This email has important information about your account. Please save this email for future use. Your account has been activated and is ready for use.

You will be directed to this next page. Select the Area that you would like by clicking on the pull down arrow under Area at the right hand top corner of the page.

**Step 2** is to select the start service date. Use the small calendar icon and select the service date.

Step 3 Select the desired hours for the HVAC/Lighting service by choosing the start and stop time from the pull down menu. On the right bottom corner you will see the number of billable hours.
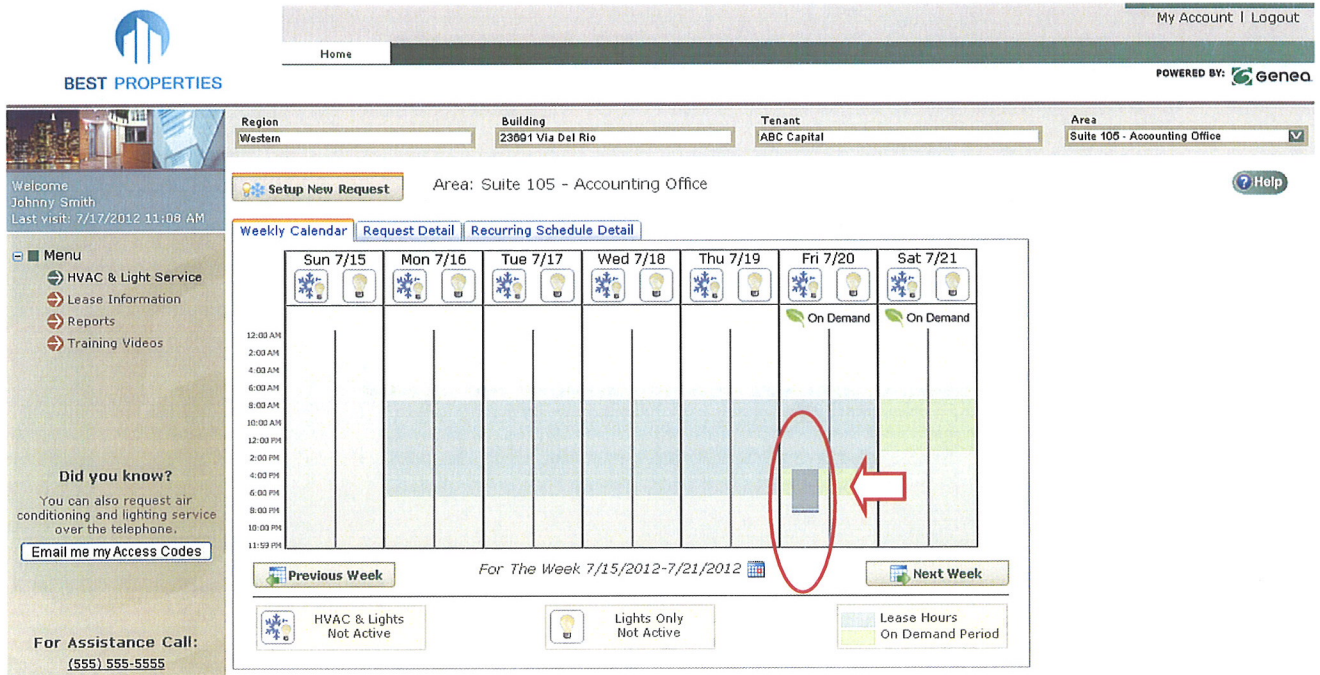
A popup window will appear asking you to confirm your request. At this time, you will have the opportunity to add additional information for the request. This can be a description of the meeting, a case number, a client name or other information to identify why the request was made. Once you are done, click on **Proceed with Request**.
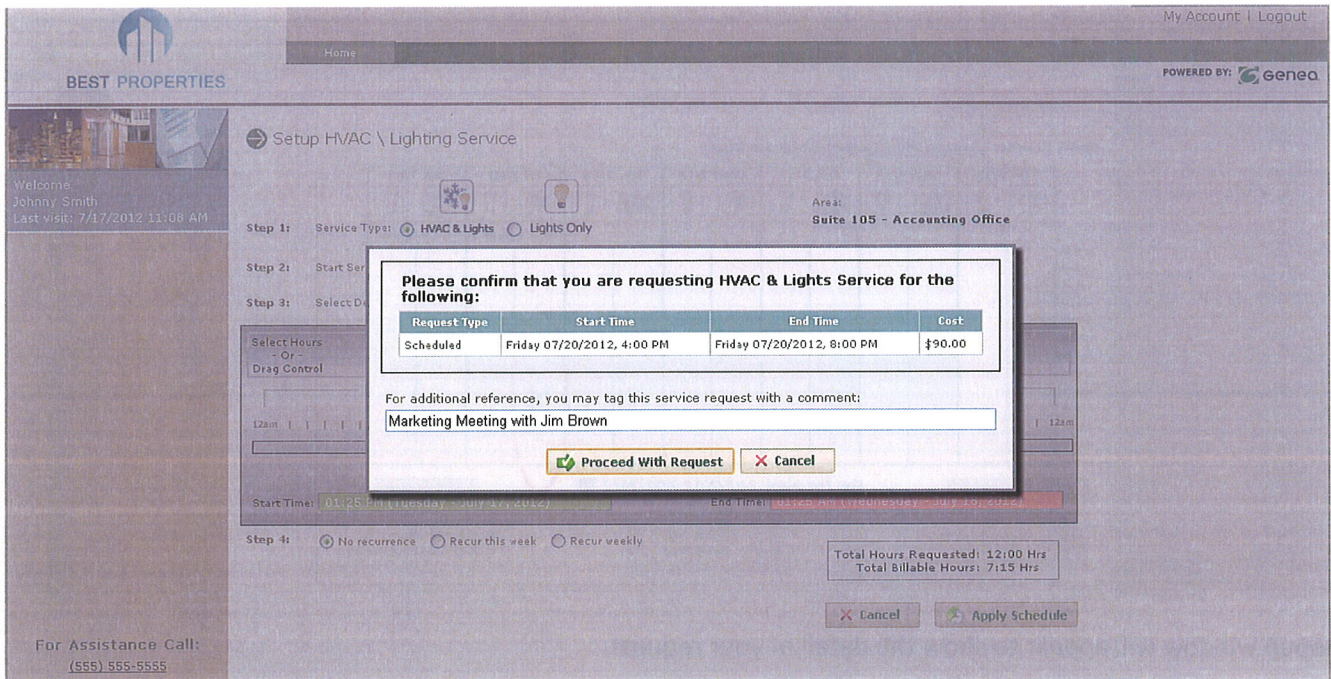
You will be returned back to the request calendar page. The page will show the request in dark grey color.

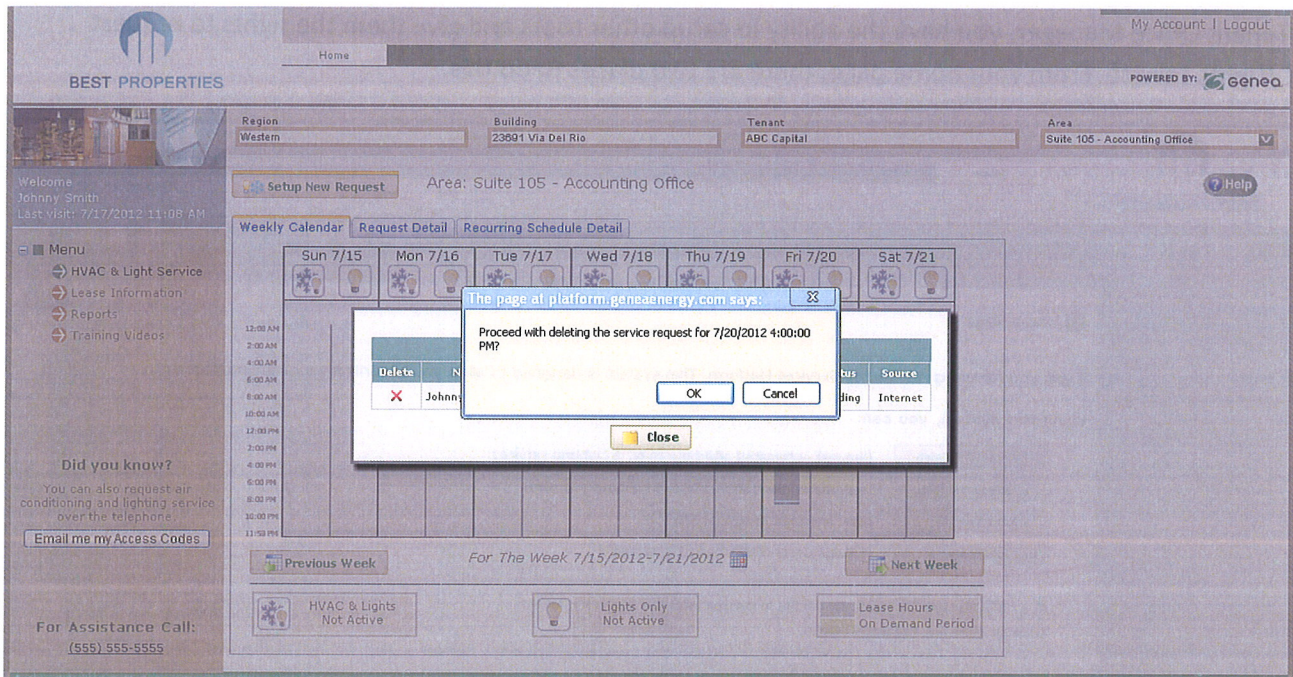You can also see the request detail by clicking on Request Detail tab.

A popup window will ask you to confirm on deleting the request. Click OK to proceed.

The request will be deleted. After a few seconds, your calendar page will refresh itself showing that the request is no longer in the system.
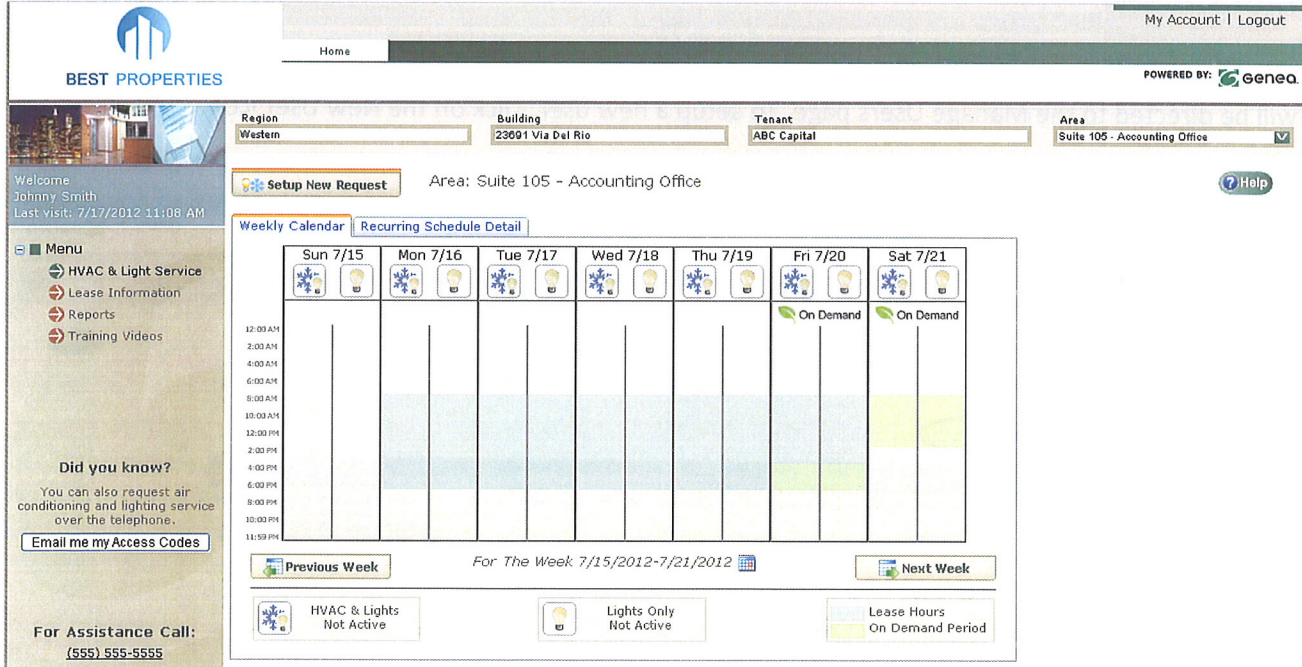
Fill out the information of the user: First Name, Last Name, Email, Phone Number and select the User Access Level that you want to assign to them. Here is a brief description of the different levels:

- **Office Manager** – User with access to all areas within a suite. Also has permission to setup/edit users.
- **AC and Lights User** – Users with access to both AC & Lights.
- **Lights Only User**- Users with access to only Lights
- **Lease Hours Only** – Users with access to make request only during stated Lease Hours
- **Restricted User** - Users restricted to a particular area within a suite

You will be directed to the page that shows all the users for the area.