



## Web Instructions for **Web Smart Air™** After-hours Service

**User Name:** \_\_\_\_\_

**Web Password:** \_\_\_\_\_

**WSA URL:** \_\_\_\_\_

*You will not be billed for services provided during lease hours.*

### **Logging In**

Using the Microsoft Internet Explorer web browser, navigate to the URL listed on the 'WSA URL' line above. Login with your tenant administrator supplied credentials.

After a successful login, you will be on a web page showing all of your current and pending override service requests. Items on this page cannot be modified, they can only be deleted.

### **Creating a New Override**

Click on the 'Edit' button on left side of the Menu Bar. A drop-down menu will appear.

Choose 'Create New Override'.

Configure your start time, date, zone and override duration using the drop-down boxes by clicking on the arrows and highlighting your selection.

Click the 'Next' button when you are finished.

A summary screen will appear and you must click the 'Submit Override Request' button to complete the request.

### **Deleting an Override**

Click on the 'Edit' button on left side of the Menu Bar. A drop-down menu will appear.

Choose 'View & Delete Active/Pending Overrides'.

Highlight the row for the job of interest, and click on the delete column.

Confirm your decision in the dialog box that appears, and you are done. Note: The job will appear on your page until you refresh the browser. It may take up to a minute before the job is deleted.

## **Additional information for Tenant Administrators**

Tenant Administrators (TA) can manage users for their organization. The TA can create, modify and delete users. The TA can assign zones, passwords and additional TA's for their respective organization. These functions can also be performed by the System Administrator (SA.)

TA's can also create and delete job's for their organizations' users, but **only on the web**, as this feature is not available by telephone.

## **Notes on Passwords**

Phone passwords must only contain numbers. We recommend using at least 8 digits, which allows 100 million different passwords in the system. Avoid using just the suite number or easily guessed sequences like 1111 1111 or 1234 5678.

Strong passwords are recommended for the web.

See <http://www.microsoft.com/protect/yourself/password/create.aspx> for strong password guidelines.

## **Recurring Overrides**

TA's can also create 'Recurring Overrides' for themselves or their users.

Create an override as described above. As a TA there are additional boxes provided for creating a recurring override. The 'Start Time' and duration of a newly entered override will be repeated automatically according to the pattern defined by the check boxes. The override will be generated just before midnight, prior to the day of interest. It will repeat automatically until the day specified in the calendar.

The 'Run on Holidays' check box allows the TA to skip overrides on holidays that match the pattern. For example, if overrides are being generated for each Thursday and the building 'Billed Holiday Report' has 'Thursday July 4<sup>th</sup>' listed as a holiday, the TA can choose to 'Run on Holidays' if he so desires. The default is no 'Run on Holidays'.

## **Billed Holidays**

The 'Billed Holiday' report is available to all users under the 'Reports' menu option.