Brunata

Brunata Online
for Administrators

Brunata Online Administrator User guide
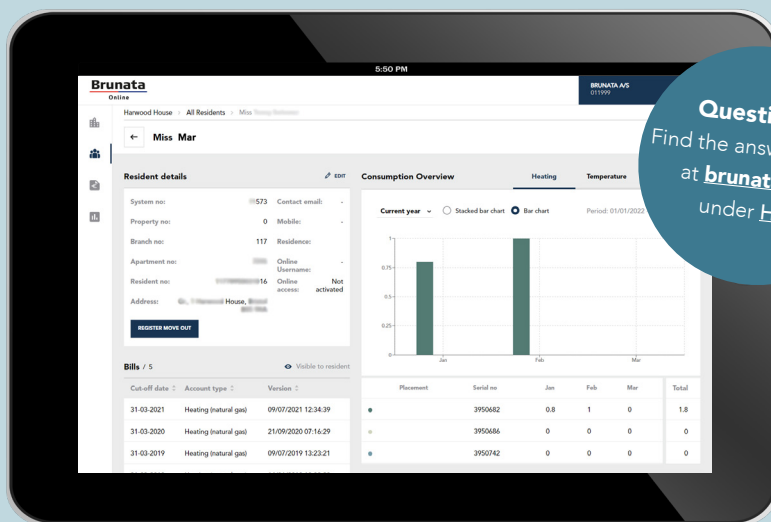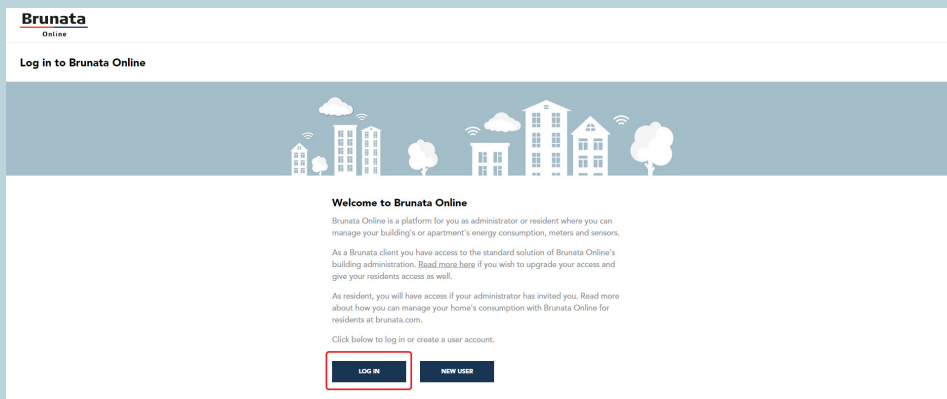
Content

1. INTRODUCTION

1.1. WHAT IS BRUNATA ONLINE?

Brunata Online is a platform for building administrators and residents, where you can get a comprehensive overview of data from consumption meters, presented in clear graphs and tables. At the same time, the platform provides tools for optimising energy consumption in the form of alarms and reports.

At Brunata Online, among other things, you can monitor individual consumption, report costs, administer residents and see old accounts. In addition, the admin can use the platform to keep track of the property by maintaining past accounts, occupancy records and other documentation.

1.2. HOW TO ACCESS BRUNATA ONLINE

Brunata Online can be reached at <u>online.brunata.com</u>. The Login Page is where all administrators, users and residents log into their Brunata Online accounts. As an administrator, your username is your 6-digit debtor number that you can find at information forms from Brunata. As a subuser, your username is created by an admin.

If this is the first time you are using Brunata Online, and you did not receive an E-Mail invitation, click on "New user" and follow the instructions. For detailed instructions see our FAQ on brunata.com/online-help.

Note: For creating a "New User Account" to Brunata Online, please see page number 24.

2. SYSTEM

2.1. SYSTEM INFORMATION

The **"System page"** is the first page you'll see after logging in, and it provides an overview of the **Individual systems** - properties you have access to in the specific account.
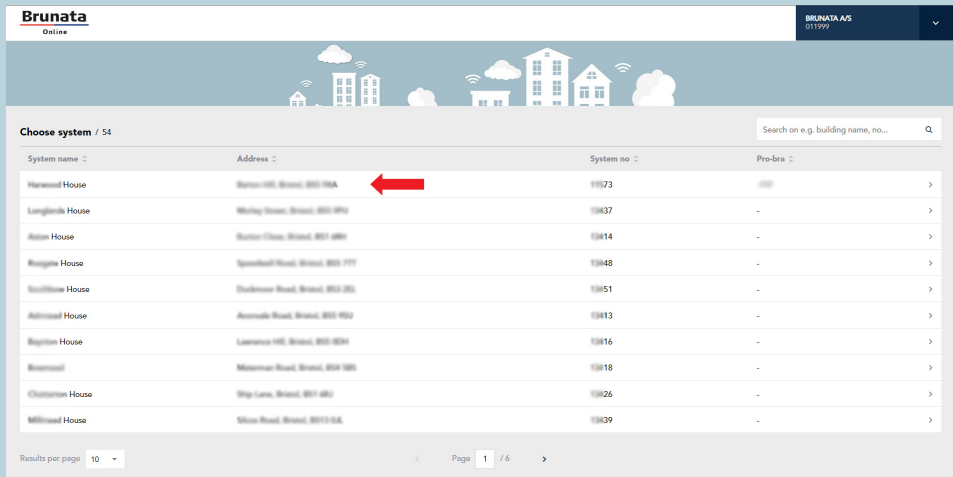
Clicking on a specific system navigates you to the **Individual System Information Page** where you can choose between **Apartments** and **Devices** section, depending on the information you wish to see.
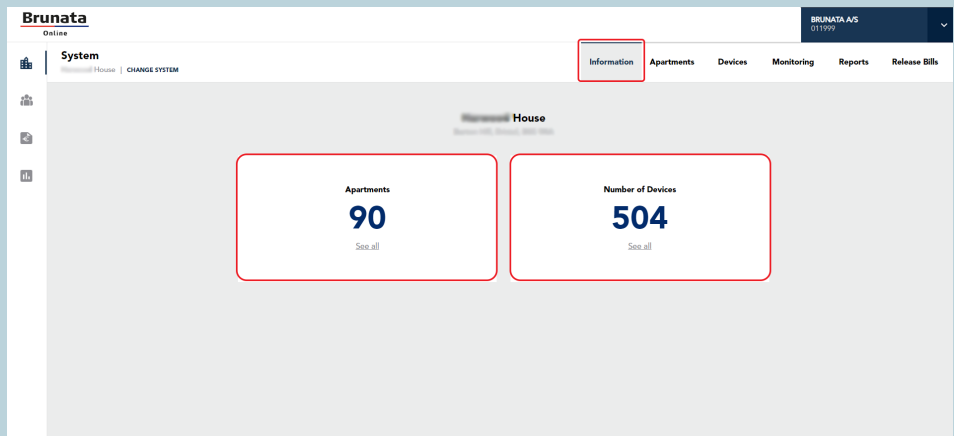
2.2. APARTMENTS

This page shows details for all apartments in a system, such as name of the current resident, address etc. In addition, it provides a search option, a sorting option based on different values (building name, address number etc), and a printing option.

By clicking on the specific apartment, you will get the residence history of the current and previous residents, with move-in and move-out dates included. From this page, you can easily access every resident's profile.

Clicking the name of the specific resident navigates you to the **"Resident details page"** where you can see Resident details, Bills, Consumption, Device Overview etc (see more at page 13). If you have resident access for your residents, from this page you can edit the resident's details, invite or reinivite a resident to Brunata Online via E-Mail or by generating a PDF invitation (see more at page 14).

2.3. DEVICES
To get a full overview of all meters and sensors that are available in your system, go back to the **"System information page"** and click the **"Devices tab"**. This page shows details for all devices linked to a system and information about device type, usage and number. Here, you can see a list of all devices in the system and easily print it out by clicking on Print icon on the top.

2.4. MONITORING
To monitor the consumption in your system open the **"Monitoring Tab"**. This is where you can set up notifications for your system. You can choose between various features, such as increasing or decreasing consumption, missing reading etc. To add an alarm or a notification, click on the tile you wish to set up.
This feature is only available if it is part of your online subscription.
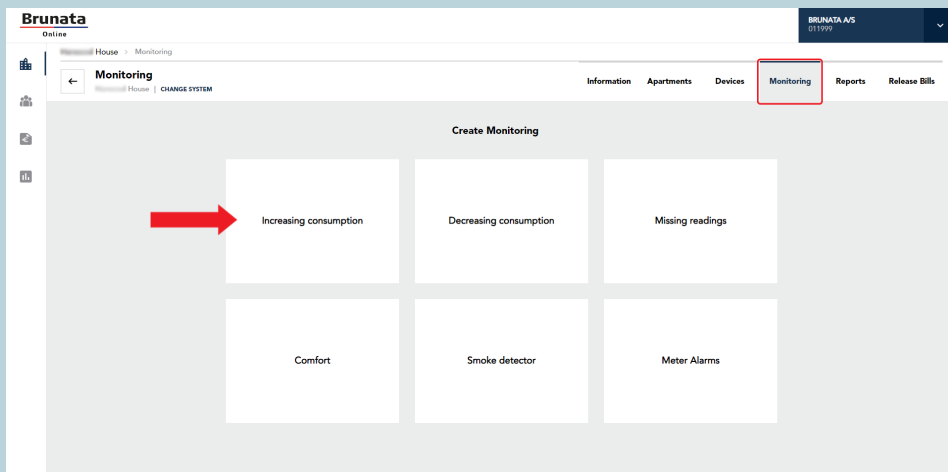
2.4.1. INCREASING CONSUMPTION / DECREASING CONSUMPTION ALARM SETTING UP

Click on **Add new report**. A pop-up form show:

1. **Usage**: Select the meter usage you want to include in the report, e.g. cold water, hot water, heating.

   - When **Usage** is selected, a unit type will appear in **Minimum number of units**, indicating which unit should be used for the inserted value.

   - If the unit type found under **Usage** is not unique, you will be asked to choose a meter category as well, e.g. heat cost allocators.

   - Reports can only be generated with a precise unit type.

   Rising consumption - Add new report

Usage:	Heating
Meter category:	Radiator meter
Comparison period (days):	
Deviation (%):	
Minimum units:	Units
Email schedule:	Disabled
Send blank reports:	☐
Email recipient(s):	

   ✖ Close   📕 Show report   📧 Send email   💾 Save report

2. **Comparison period (days)**: Enter the number of days to be compared, e.g. the last ten days. The report will automatically compare the chosen period with a corresponding period preceding the one you have chosen.

3. **Deviation (%)**: Set a limit for the percentage deviation.

4. **Minimum units**: Set a triviality limit stated as minimum number of units to ensure your lists are not too large, but simple and clear to use. State the value in the appropriate unit type for the meter, which is indicated behind the field. If you e.g. want to see a report on water meters with a triviality limit of 10 liters, enter 0.01 m^3 in the **Minimum number of units** field.

5. **E-Mail schedule**: Specify how often you want to receive the report.

6. **Send blank reports**: Tick or un-tick whether you want or do not want to receive blank reports (when there are no meters with rising consumption in that report).

7. **E-Mail recipient(s)**: Enter all E-Mail addresses where you want to receive the missing transmission report, separated by semicolon (;).

8. **Save/show report**: Choose either to save or to show the report. If you choose to show the report, you can save it later.

2.4.2. MISSING READINGS AND COMFORT (HUMIDITY) ALARM SETTING UP

MISSING READINGS
Setting up alarms for Missing readings feature helps you to identify meters that have not sent data in a while due to malfunctions in the meter or associated infrastructure.

HUMIDITY REPORT
The purpose of this report is to determine the humidity conditions in a building and to identify if there is an area in the building with higher relative humidity compared to the average relative humidity in the building. The report will show a list of meters with higher relative humidity (Rh) than the average for the whole building over a period of time.

CALCULATION OF DEVIATIONS IN HUMIDITY
The calculation is based on a humidity meter's Rh on an average, minus the building's Rh on an average, divided by the building's Rh on an average, and multiplied by 100. The result of this calculation is the difference in percentages between the meter and the building. If this percentage is higher than the percentage deviation of the Rh selected for the report, the meter will be included in the report.
In order to receive a report, choose the Missing readings or Comfort tile and Add new report button.

Fill out the form:
1. **Comparison period (days)**: need to enter how many days you want to go back to see which meters have not been transmitting data. If you for instance activate the report the 15th of July and then enter **10** days, the report will show how many meters have failed to transmit data in the period 5th-15th July.

2. **E-Mail schedule**: Specify how often you want to receive the report.
3. **Send blank reports**: Tick or un-tick whether you want or do not want to receive blank reports (when there are no deviations in that report).

4. **E-Mail recipient(s)**: Enter all E-Mail addresses where you want to receive the missing transmission report, separated by semicolon (;).
5. **Save/show report**: Choose either to save or to show the report. If you choose to show the report, you can save it later.
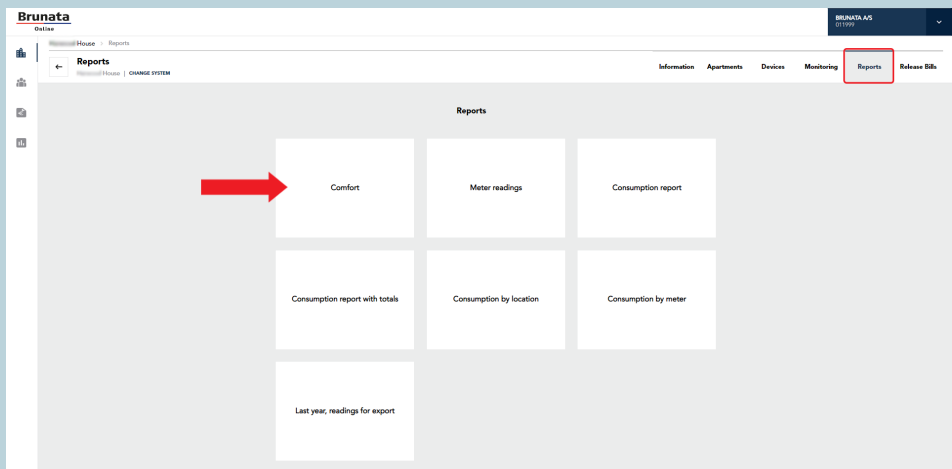
2.4.3. SMOKE DETECTOR
"Smoke Detector report agent" provides information about the status of the smoke detectors in the building. Alarms are available for low battery, defective or dismounted smoke detectors.

2.4.4. METER ALARMS
The **"Meter Alarms"** tile shows a list of meters which have not sent transmissions for a specified period (**by default 14 days**, but you can also choose a custom time period by yourself). If there are meters that have not transmitted, the menu item text is red – otherwise the menu item will not be shown.

2.5. REPORTS
To run reports on your system's consumption, click on the **"Reports tab"**.
Reports tile allows access to different reports, for instance Humidity, Meter readings, Consumption report, Cooling etc.

2.5.1. CREATING A REPORT

Click on the tile for which you want to create a report. You will be navigated to details page. If the **"Selected date"** option is chosen, it will show **today's date by default** but you can easily choose another by simply changing the numbers in the **"Date bar"**. The correct date format is **DD/MM/YYYY.** Click the button beneath to **get report or meter reading**. Depending on which report you chose, you can either **print it or save it as CSV.**

See an examples of Meter readings report below.

2.6. RELEASE BILLS TO RESIDENTS

RELEASE BILLS allows you to release bills to residents who have access to Brunata Online for residents, if Brunata is responsible for the preparation of consumption accounts.

Bills can be released in two ways:
- **Automatically** - bills are released and become visible to the residents as soon as Brunata has released them.
- **Self-selected date** - you actively select which bills should be released on which date. Self-selected date is the default setting.

RELEASING THE BILLS

To be able to release a bill, do the following:

- tick a checkbox next to the bill
- choose a date
- press Save

The allowed date format is: **dd,mm,yy** separated by commas. You can also use the datepicker. To select/deselect all bills at once, click the icon located at the top left corner of the table.


This feature is only available if you have resident access for your residents.

After the bills had been released to the resident, you can find it in the **WebArchive** (see page 20).

3. RESIDENTS OVERVIEW PAGE

In the residents overview page you can get information about the status of the residents within your system. Click on each tile to get more detailed information on residents or change to another system by clicking the "Change system" button in the upper left corner.
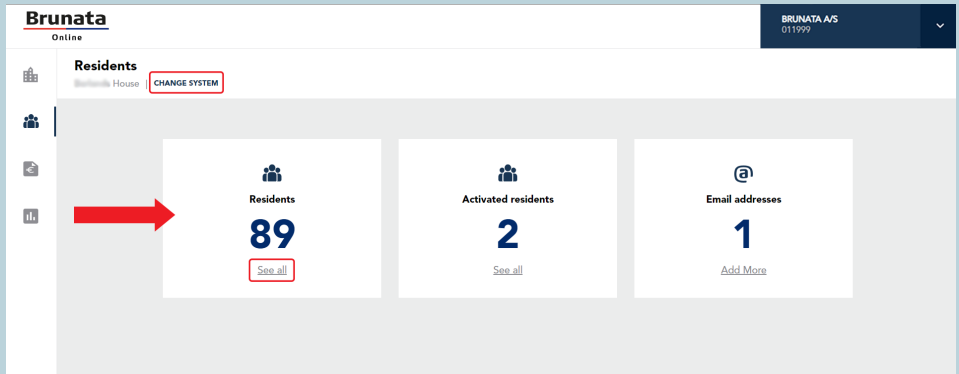
You can access the list of your residents by clicking "See all" on the Residents tile. To see the details for specific resident, click the resident's name and you will be redirected to Resident's profile page.

From here, you can also invite all residents at once by clicking the "Invite All Residents" button below the list.
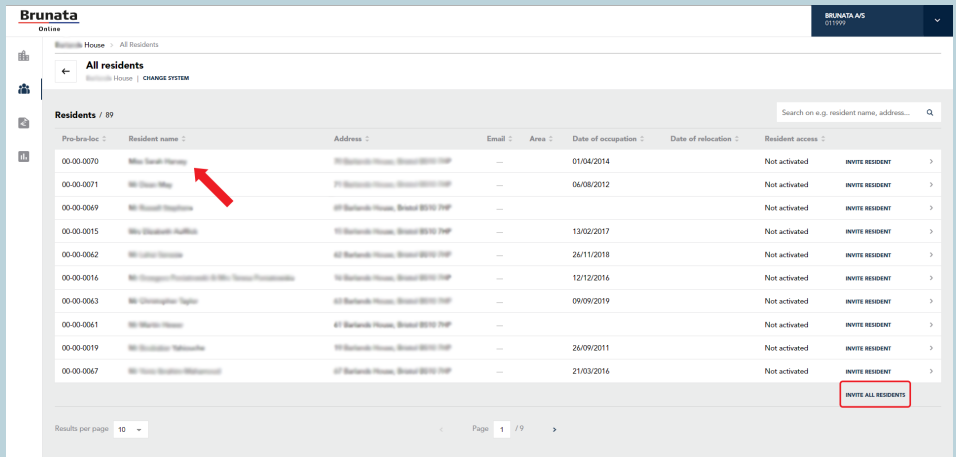
3.1. RESIDENT PROFILE PAGE

The resident profile page gives you a complete overview of a resident, their consumption, bills and device overview etc.

3.2. RESIDENT DETAILS TILE

Resident Details Tile shows you more detailed information about a specific resident. Here, you can either edit resident's details, send him an invitation to Brunata Online or register a "Move out".

From here, you can also re-invite the user

or completely delete his access to Brunata Online.

3.2.1. EDITING RESIDENT DETAILS TILE
To edit Resident details click the "**Edit icon**" in the top corner and a pop-up will show. Adding the resident's E-Mail address gives you a possibility to **Invite residents to Brunata Online by sending them an activation E-Mail**.

After you've edited all the details, dont't forget to save changes by clicking the "**Save changes**" button.

3.2.2. INVITING A RESIDENT TO BRUNATA ONLINE
If you have resident access for your residents you can invite them directly from the resident details tile. When you click on "**Invite resident**" button you will either **send them an activation E-Mail or create a pdf** if no E-mail is registered for the resident.

If the resident was already invited, the status will show "**Invited**" and you will have the option to resend the invite. As soon as the resident has activated his account, the status will be changed to "**Activated**".

Invite resident

To activate the resident who does not yet have access to Brunata Online, the resident must have an activation email or activation letter.

If you have the resident's email, please enter it on the resident profile page. If you don't have the email, click on Invite to get the activation letter as PDF.

INVITE

3.2.3. REGISTER MOVE-OUTS

You can register a moveout by clicking the "Register Move Out" button located in the Resident profile page in the Resident details section.

The first step for the move-out registration is filling in the "Contact person for move-out" form. After you've entered the mandatory info (fields marked with *), click "Next".

"Who's moving out" is the second step of the flow where you can specify which resident is moving out of the apartment. Name and Resident number is not editable but you can easily edit or add info in all other fields.

"Who's moving in" is the third step of the flow for registering a move-out and allows you to provide information on the resident moving into the apartment. Enter the mandatory information and click "Next".

*Please note that in some registrations you can only select a move-in date on the 1st or the 15th of each month.

"What should be done" page is the fourth step of the move-out registration flow where you choose what should be done with the readings in connection with the move-out.

Two options are available when it comes to "Making move-out readings":

• **Yes** (Brunata evaluates the need for a move-out reading).

• **No.** Default will be no in some cases based on building/location/account/move-out date etc.

You can also enter comments to Brunata in the "Comments field".

However "Comments for Service Technician" field appears only if "Yes" is selected and is where you can leave a note regarding how to enter the building/apartment.

"Review Page" is the last page of the move-out registration flow, and it sums up all the information provided in the previous steps. All steps can be edited by clicking on the "Edit" icon next to each section. After you reviewed the provided info, click "Submit" to create the move order and register the new resident.

3.3. RESIDENT BILLS AND SERVICE WORK
Residents Bills Overview shows all the current and past bills for the resident. Click on the "**Document icon**" to open a specific bill.

Bills / 7   👁 Visible to resident

Cut-off date ⇅	Account type ⇅	Version ⇅	
31-03-2021	Heating (district heating)	14/05/2021 06:24:20	📄
31-03-2020	Heating (district heating)	14/05/2020 05:27:18	📄
31-03-2019	Heating (district heating)	20/05/2019 13:27:27	📄
31-03-2018	Heating (district heating)	09/05/2018 15:07:34	📄
31-03-2018	Heating (district heating)	29/05/2018 10:51:25	📄
31-03-2017	Heating (district heating)	09/05/2017 09:56:28	📄
31-03-2016	Heating (district heating)	10/05/2016 10:48:21	📄

Completed service work / 0

No service work has been registered for this resident

Service Work Overview section gives an overview of the service work that has been completed for the resident's devices.

3.4. CONSUMPTION OVERVIEW
Get a full overview of the resident's consumption through a graph where you can see current or the previous year in a regular bar chart or a stacked chart.

Through the "**Consumption tab**" you can access data for all available consumption, for instance Cold or Hot water, Heating, etc. In the upper right corner of the Consumption overview tile you can see period for which the data is shown.
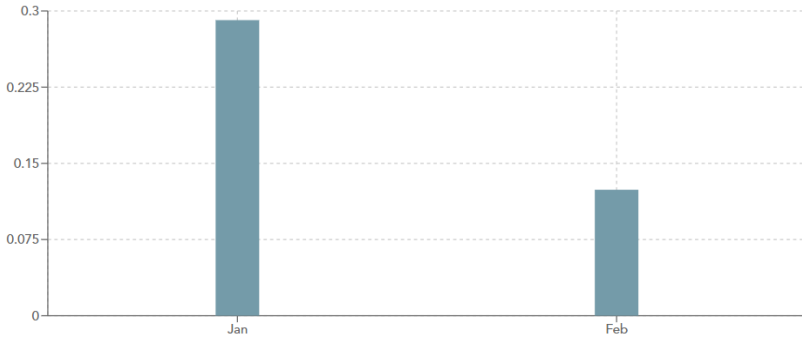
Consumption Overview

Hot water	Heating	Temperature

Current year ⌄   ○ Stacked bar chart   ● Bar chart   Period: 01/01/2022 - 15/02/2022

Placement	Serial no	Jan	Feb	Total
●		0.291	0.124	0.42

Brunata Online Resident   >
See resident's Brunata online pages. Resident's activation status is: Not activated

"Brunata Online Resident" shows the online status of the resident and when they last logged in. By clicking you can access the resident's online pages where you can see the consumption in more detail and view what the resident views if they have access.

3.5. DEVICE OVERVIEW AND PLACEMENT

Device overview tile shows details about devices installed, such as placement of the device, reading date, reading value etc. In this tile you can easily change the placement of each and every device. To do so, click the **"Pencil icon"** in the **"Placement"** column.

Following pop-up will show. Simply enter the name e.g the placement of the device and click **"Save changes"** button.

4. WEBARCHIVE

The WebArchive is where all your bills and accounting documents are stored. The accounts are saved as PDF files for at least five years.

In order to find exported PDF files, choose a "**Document type**" and specify search criteria, such as building or account number, period end or cut-off date etc. Click on "**Search**" to show results and easily download the file from the list.

WebArchive is only available as part of Brunata's "**Consumption Accounts**" service.
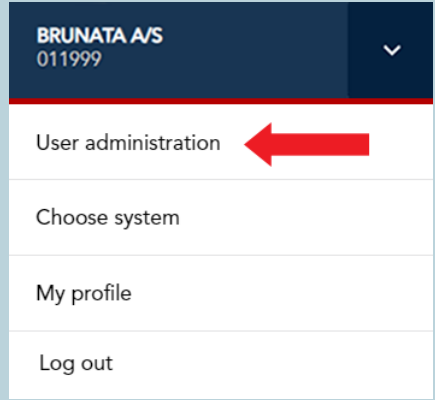
5. USER ADMINISTRATION

You can access the **User administration** by clicking the top Navigation menu. The user administration is visible to users with administrator role.

Here you can:
- Add users
- View and edit existing users
- View the number of users
- View user names, roles and notes

*Please note, a user is not the same as a resident. For resident access, see page 13 - RESIDENTS PROFILE PAGE.

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User administration   ⟵

Choose system

My profile

Log out

5.1. CREATING A USER

The "**Create user page**" is where administrators can create a new Brunata Online user. It can be accessed by clicking the +**CREATE USER** button in the upper right corner of the "**User Administration page**".
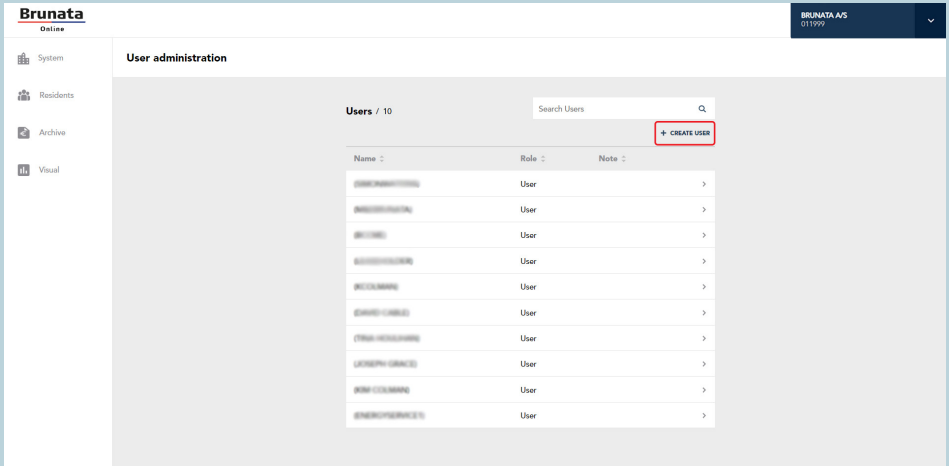
Clicking on the button navigates you to "**Create user**" form. Enter a name, username and a valid E-Mail address for the new user. You can also enter a note to provide extra information if necessary.

In order to assign a role, choose from the dropdown menu:
- **Administrator** - User will have administrator permissions with access to all systems and rights to create a new user.
- **User** - User will have standard permission with access only to the systems that Administrator has given them access to. They do not have the permission to create new users.

After filling the form properly, click on button below (**"Create User" or "Next"**) to send out an Activation E-Mail to the user.

Once the user is created and the role assigned, you will be redirected to the adequate page. In case where assigned role is **User**, you will be redirected to the **User's Access page** where Administrators can provide Users with access rights for specific systems.
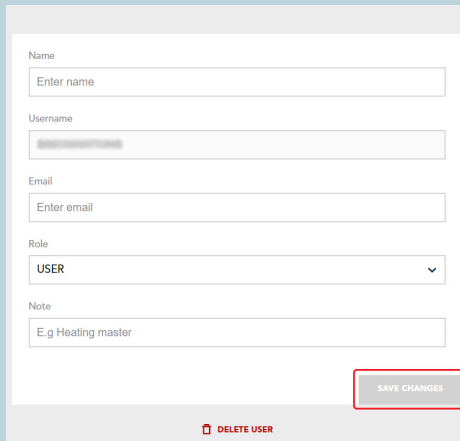
In order to assign an individual system, click on the plus sign on the right side of the System tile. If you wish to assign all systems to the user, click **"Assign All"** button above the Systems tile.

After assigning the access, click the **"Save Changes"** button below. You will get a confirmation that the user's access has been updated.

5.2. EDITING OR DELETING AN EXISTING USER

To edit or delete the existing user click on the name of the user on **User Administration page.** It is possible to edit the following information:

- Name
- E-Mail Address
- Role
- Note

After you've made all the changes, click "**Save changes**" button below the form. Changes now have been saved and a confirmation bar that the user has been updated will be displayed.

A user can only be deleted by an Administrator. To do so, click on the "**Delete user**" in the pop-up. A pop-up will show where you'll need to confirm user deletion.

6. NEW USER ACCOUNT CREATION

If you are a new user, who never logged into Brunata Online before, to create a new User, open the login page at online.brunata.com. Select "**New User**" button. Click on the "**Administrator account**" - it is the type of the account you are setting up. Enter the requested information and click "**Create**" button.

"**Debtor number**" refers to a 6-digit number the you will be provided with in an information sheet.

"**System ID**" will be created by Brunata in our WebBill system and provided to you.

Enter an E-Mail address, choose a strong password and click on the "**Create**" button.

If you haven't already received an activation E-Mail, activate your account here.

CREATION OF A NEW ACCOUNT WHEN INVITING A USER THROUGH E-MAIL BY ADMINISTRATOR

To create a New Account and confirm the setup, click on the **invitiation link** in an E-Mail sent by Brunata.
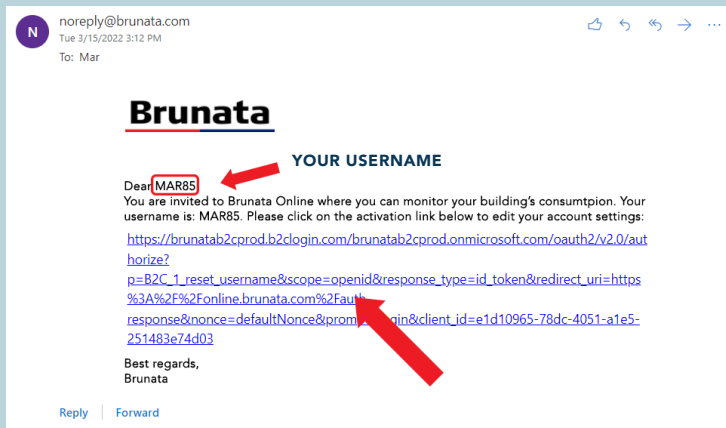
Enter your Username provided to you in the E-Mail and an E-Mail address and click on **"Send Verification Code"** button below. The code will be sent to your E-Mail address.

Enter the recieved code, click **"Verify"** and then **"Continue"**.

Your E-Mail address has now been verified and to proceed, click the **"Continue"** button.

In the next page enter the password and click on **"Continue"** button below.

Account has been created successfully and you can now log in with your credentials.

7. FORGOTTEN PASSWORD

To reset a forgotten password, open the Brunata Login page (online.brunata.com) and click the Log in button. You'll be navigated to the **"Sign in"** page.
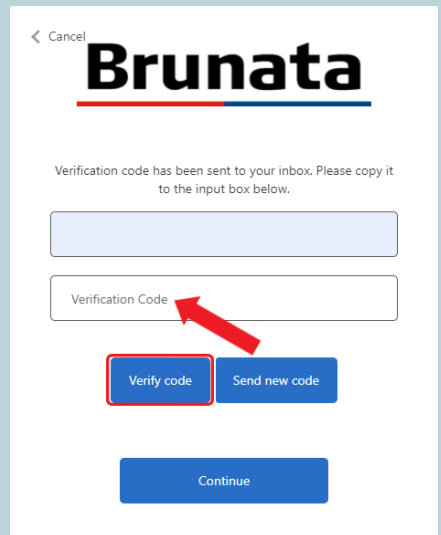
1. Choose Forgot your password beneath login tabs. On the next page enter username, and click Continue.
You will be navigated to E-Mail verification page.

Note: Your username is either your debt- or number or the username created by your administrator which is found in the activation E-Mail.

2. On the following page, enter E-Mail address associated with your Brunata account, click on the Send verification code and Continue.

3. You will receive an E-Mail containing your verifiaction code. Enter the code and click Verify code.

< Cancel

Brunata

E-mail address verified. You can continue now.

[Change e-mail]
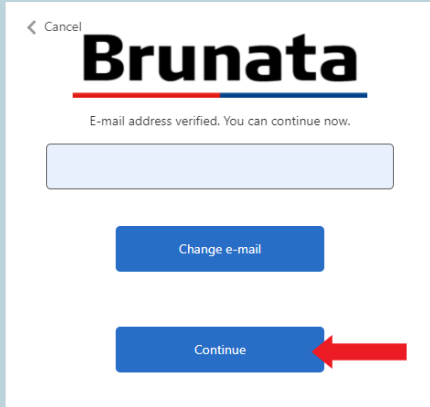
[Continue]

4. You are now verified. Click continue to be navigated to the Password change page where you can enter your new password.

IN ORDER TO LOG IN TO
BRUNATA ONLINE
visit

online.brunata.com

or scan the QR code

TO FIND ANSWERS TO
FREQUENTLY ASKED
QUESTIONS (FAQ)
visit

**brunata.com/brunata-online-
faq**

or scan the QR code

TO SEE A SHORT VIDEO
TUTORIAL ON YOUTUBE
scan the QR code