

USER GUIDE

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NOX

After-hours HVAC scheduling made easy



Welcome to 7NOX!



Welcome to your new after-hours HVAC booking solution! You can now easily schedule and manage your own after-hours HVAC requests from your desktop or mobile device.

In this **User Guide**, you will find everything you need to quickly master the 7NOX desktop app. (**Note:** Guides for the 7NOX mobile app can be found on the website [Training Page](#)).

Go Mobile!

With the 7NOX mobile app, you can schedule on-the-go!

Download on the [Apple Store](#) or on [Google Play](#).



7NOX User Levels

This **User Guide** is intended for 7NOX **Users** and **Coordinators**. If you have been assigned a Coordinator role, you have access to the 7NOX Login Manager. Refer to this section in the Guide to learn how to create and edit new Users. Here is the 7NOX admin hierarchy:



Managers

Intended for FMs and owners. Managers are assigned to sites and can create, delete, or change everything within those sites. They can create Coordinators, Users, and other Managers logins.

Coordinators

Intended for Tenant office managers or similar roles. Coordinators are assigned to specific tenancies and can create, delete, or change all bookings and Users within those tenancies.



Users

Intended for Tenant employees. Users are assigned to specific sites and floors and can create, delete, or edit bookings only for those.

How to Use this Guide

The **User Guide** includes special sections to help you easily learn the 7NOX system and quickly solve problems. Look for them throughout this Guide.

TIPS AND TRICKS

Look for these special information boxes to gain knowledge and tips about using 7NOX.

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NOX NOTE: These notes provide special information about features and functions of the 7NOX interface.

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Pro Tips give you useful strategies for using 7NOX to get more functionality and performance.

HOW-TO VIDEOS

Throughout this Guide, you will find links to training videos within each section. These videos demonstrate how to perform specific tasks. Use them to support your learning.



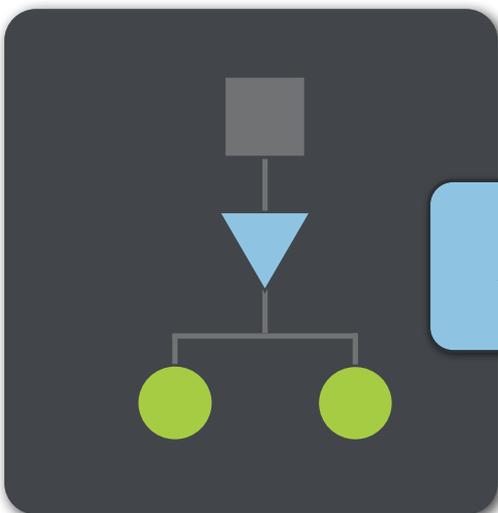
Look for this button



VIDEO>

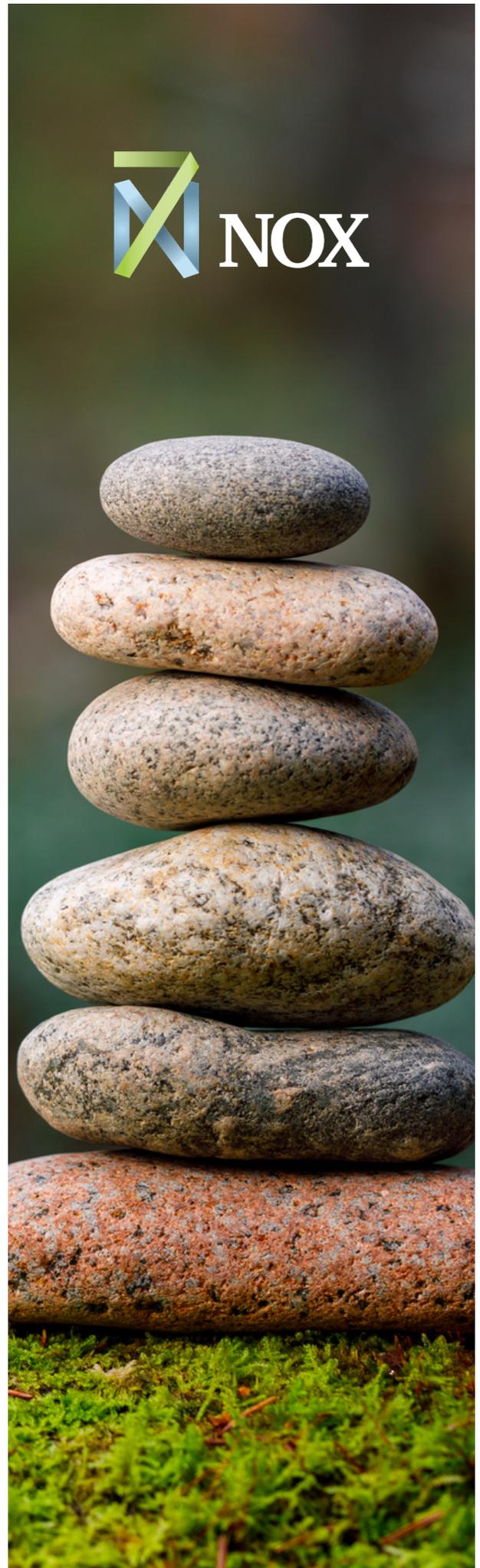
TROUBLE SHOOTING

Use the Troubleshooting Chart at the end of the Guide to solve common issues.



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System Requirements

Apple OS iOS 11.2 or +

Android OS Android 4.0.3 or +

Browser Internet Explorer 11+, Firefox 59.0.2+, Chrome 67.0.3396.87+

Login to 7NOX Portal

You should have received an email with your login credentials and a URL (e.g., us.7nox.com). If not, email your Manager or Coordinator. Otherwise, navigate to the 7NOX portal URL and login. For security, we recommend you change your pre-assigned password after login.

Start Learning

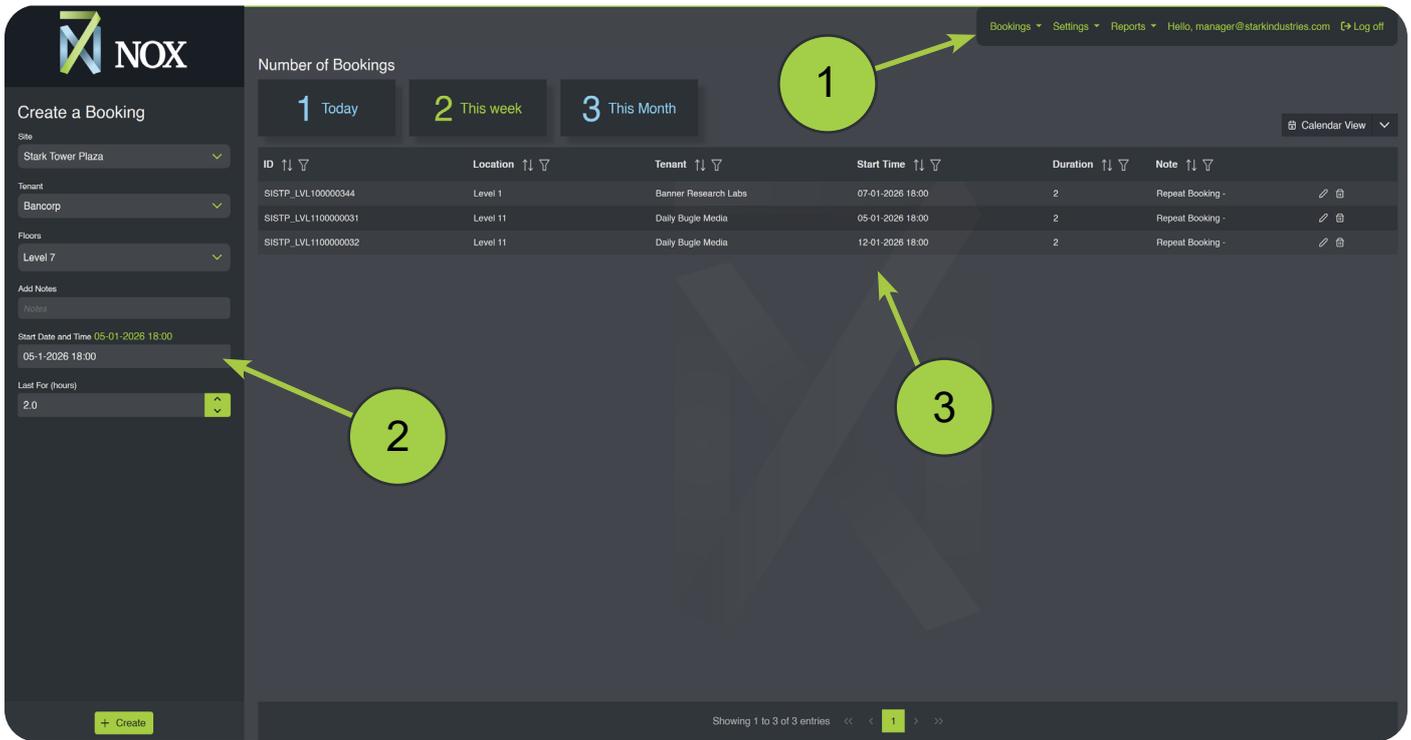
Our [Training Page](#) contains a complete library of 7NOX guides. Not a reader? No problem! Check out our [User Video Tutorials](#). Find links to specific videos on topics throughout this Guide.

User Training

[User Welcome Guide](#)—Give to employees for a quick intro to 7NOX.

[7NOX Mobile App Guide](#)—How to use the 7NOX app for iOS and Android.

7NOX Dashboard Overview



- 1 Main Menu**—Contains menus for Bookings, Managers, & Reports.
- 2 Create Area**—The left-hand side of the Dashboard is where you will create and edit bookings, logins, tenants, floors, holidays, reports, and histories.
- 3 Display Area**—Searchable list of all bookings, logins, tenants, floors, holidays, reports, and histories.

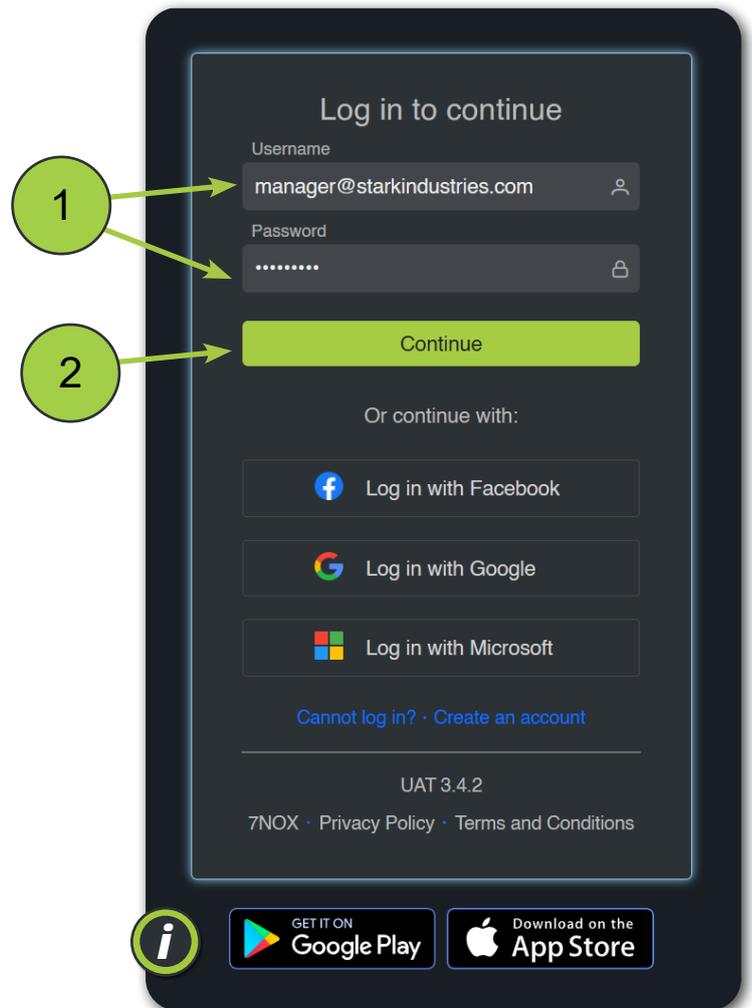
Logging into the Portal

Location: **Login Page of your URL**

Email Address

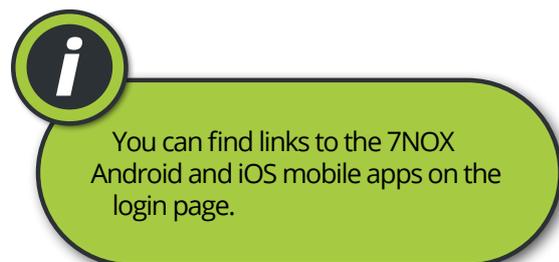
If your admin has already created your 7NOX account, you will have received your login credentials via email. For standard login, navigate to the URL of your after-hours portal and...

1. Enter Username and Password
2. Choose Continue



SSO Login

If you have already linked your Facebook, Google, or Microsoft account to your 7NOX account, you login using those services.



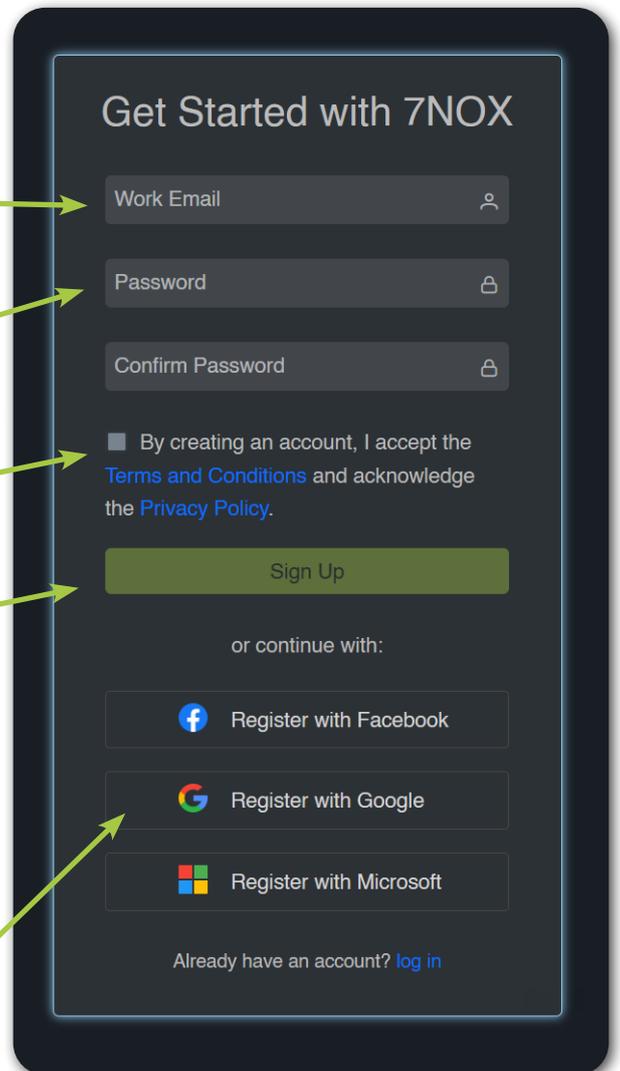
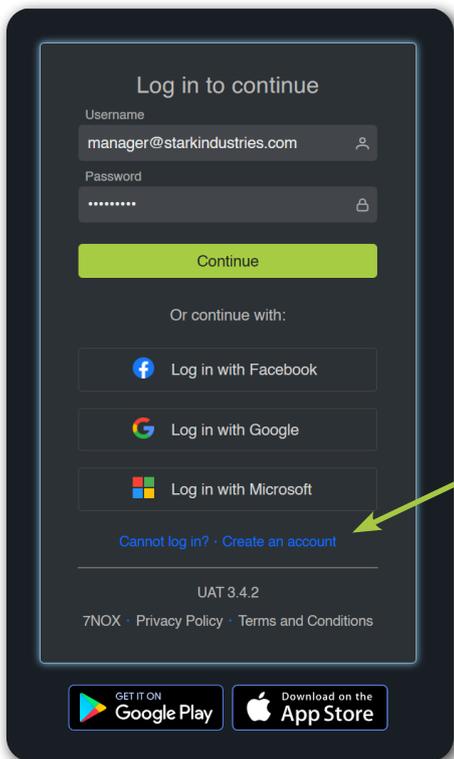
Creating an Account

Location: **Login page**

Work Email Address

Your admin may require you setup a 7NOX accounts using your work/org email domain (e.g., @company.com). If this is the case, your admin will inform you. To create a work/org email account:

1. Navigate to the Create an account page
2. Enter your org email address
3. Enter your password & confirm
4. Tick the T&C's agreement
5. Hit the "Sign Up" button



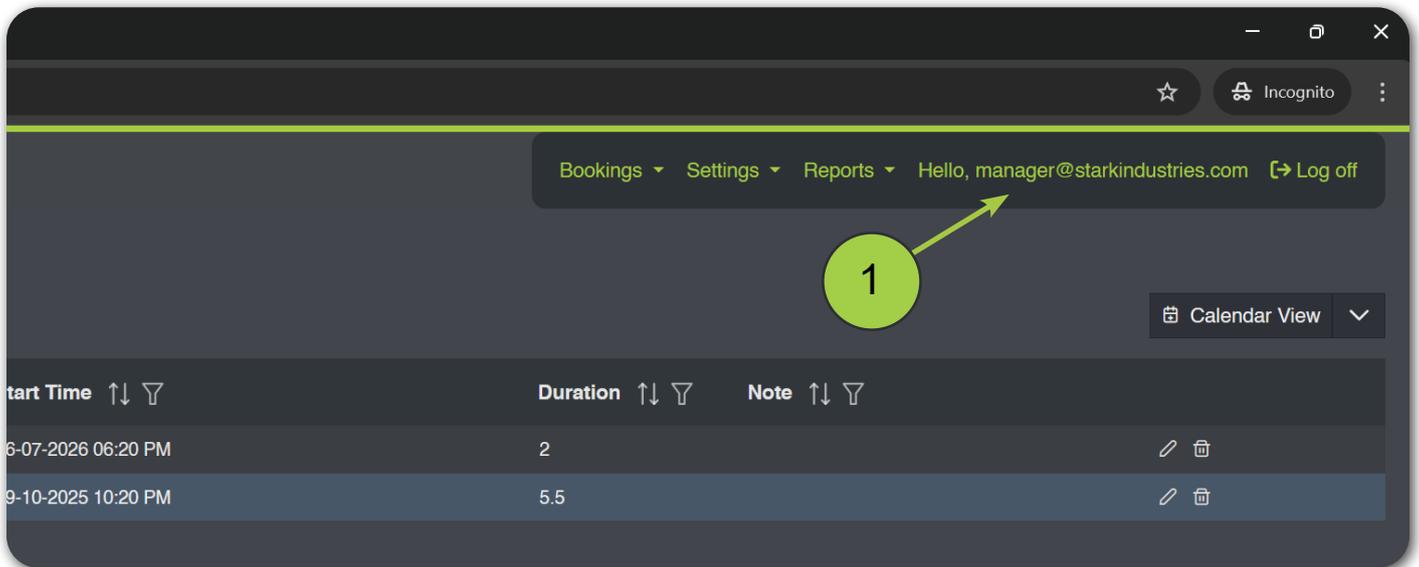
Single Sign-On (SSO)

You can also create a 7NOX account by linking your Facebook, Google, or Microsoft account. Simply choose one and follow the online screen instructions.



Changing Your Password

1. After logging into 7NOX, click on your username in the top right corner of the Main Menu. This will open up the Security page where you can change your password and/or manage multi-factor authentication (MFA).



2. Enter your current password and new password
3. Click "Save changes".

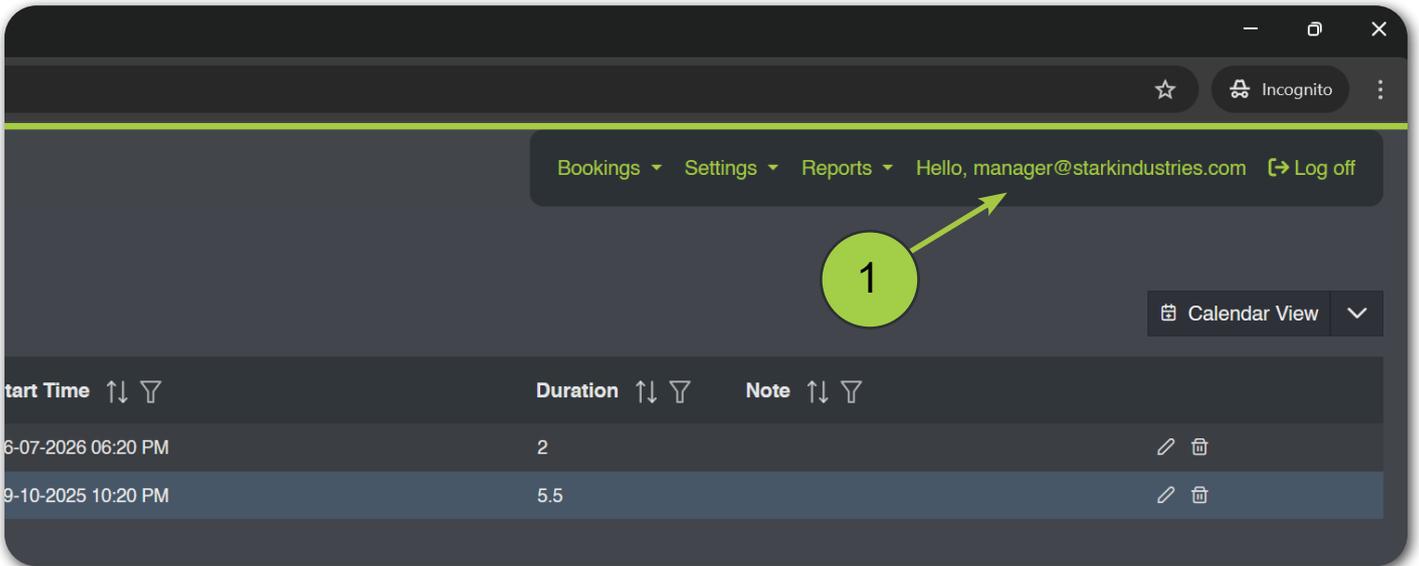


Multi-Factor Authentication (MFA)

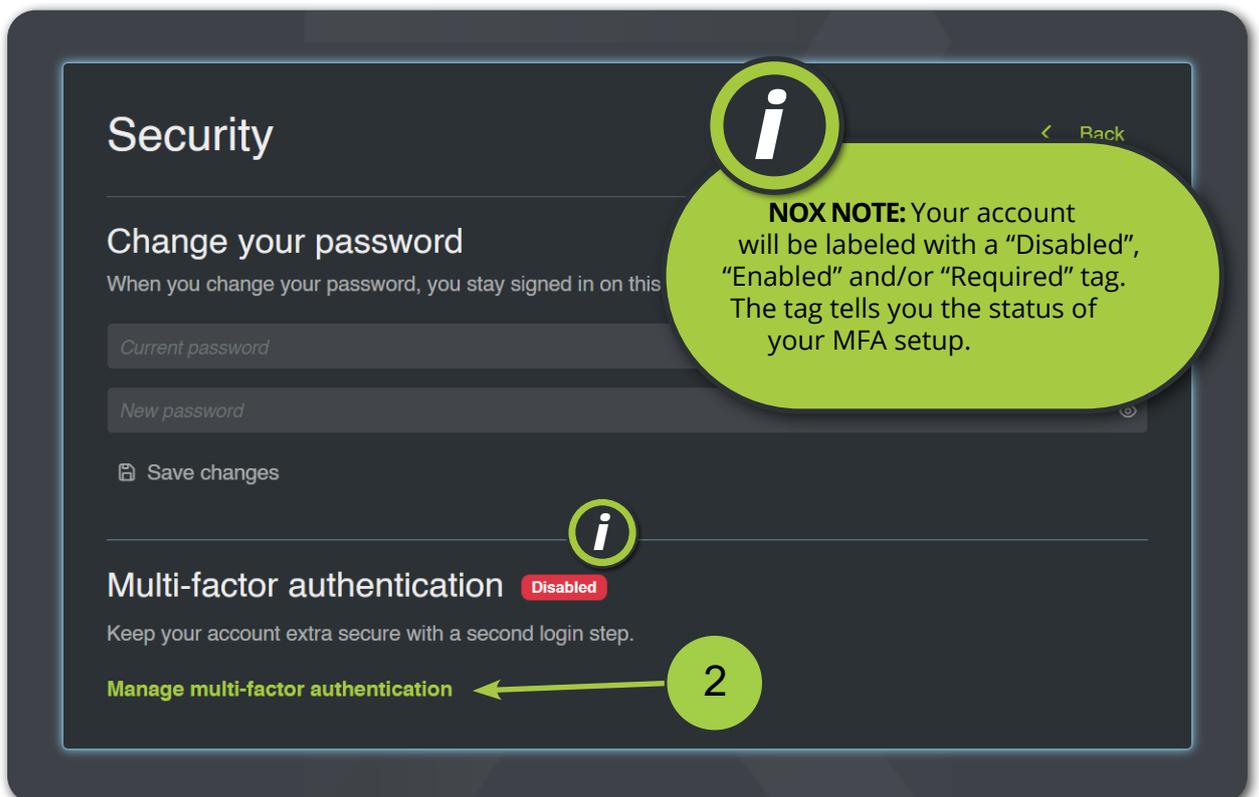
Setting up multi-factor authentication or (MFA) for your 7NOX account gives you better security by requiring an extra step to logging into the 7NOX portal. You may want to enable MFA for your account or your admin may require it.

Enabling MFA (Desktop)

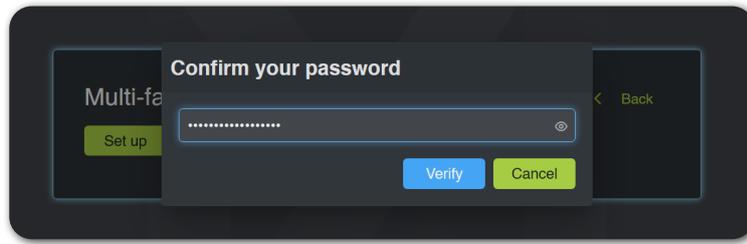
1. After logging into 7NOX, click on your username in the top right corner of the Main Menu. This will open up the Security page where you can manage multi-factor authentication.



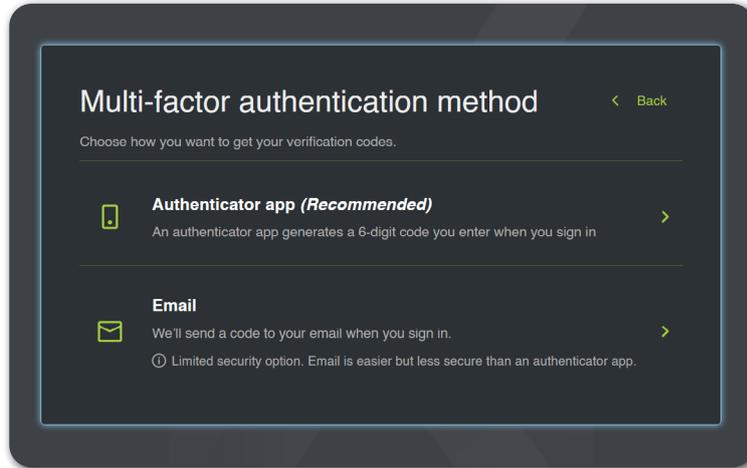
2. Click on the "Manage multi-factor authentication" link at the bottom



3. Confirm your password.

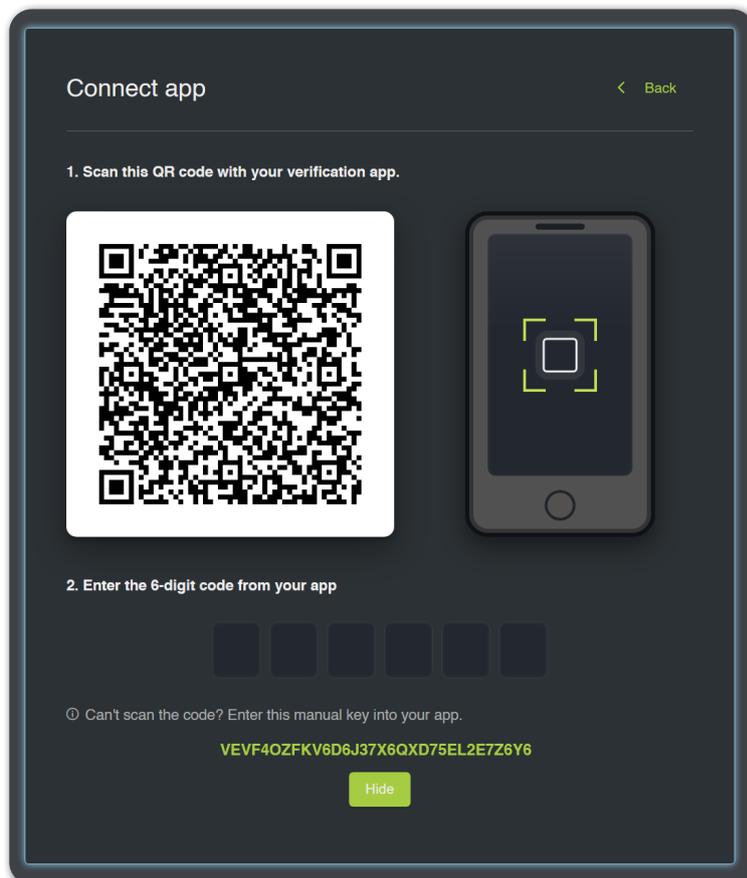


4. Choose authenticator app or email for your authentication method.

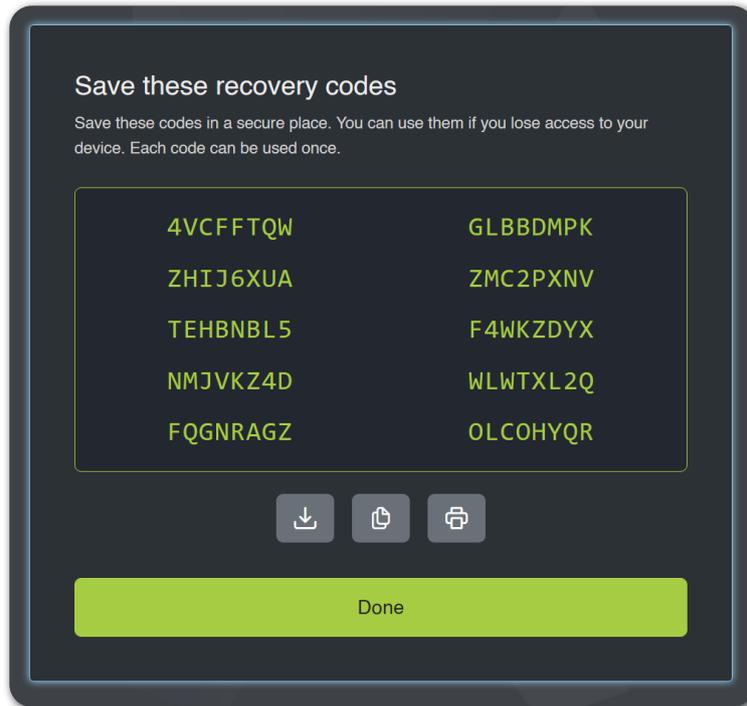


Enabling MFA (Authenticator App)

1. Scan the QR code and enter the 6-digit code OR enter the manual key into the app.

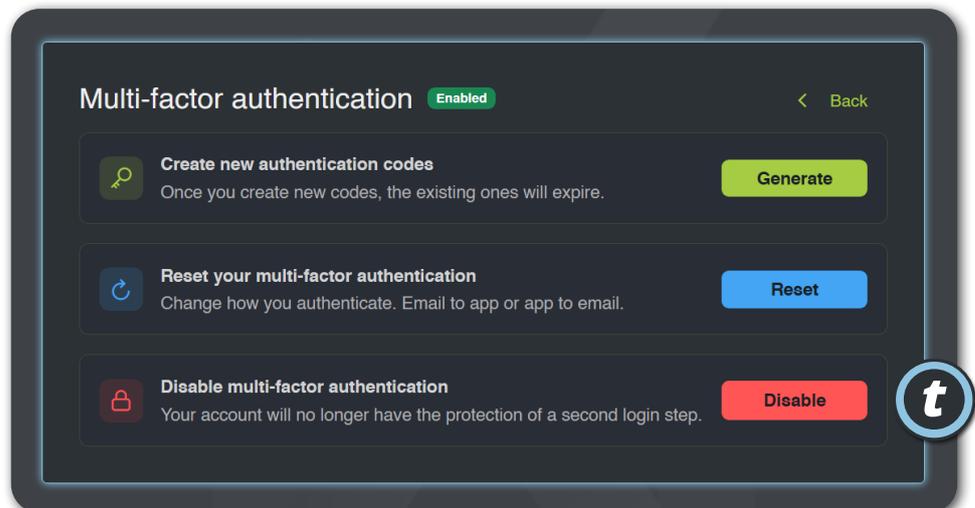


2. Save, print or copy the your recovery codes. Use them to log into to your account if you ever loose access to your device. You must save, print or copy them to proceed.



Once finished, you will land on your MFA Manager page, and your account status will say “Enabled”. In the MFA Manager, you can generate new authentication codes, reset your MFA to change your method, or disable MFA for your account if your admin allows.

You can access the MFA Manager at any time by clicking the “Manage multi-factor authentication” link on the Security page.

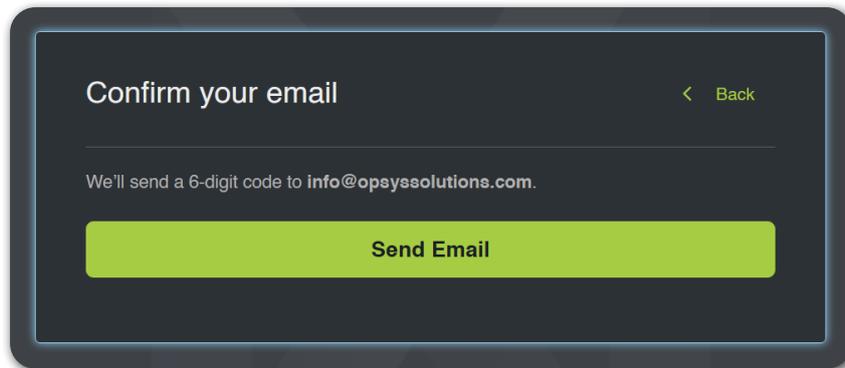


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Pro Tip: If MFA is required for your tenancy, you will be unable to disable MFA for your account. If you ever get locked out of your account, request that your Admin reset your MFA, and set up again.

Enabling MFA (Email)

1. Choose Email as your preferred MFA method and confirm you email address.

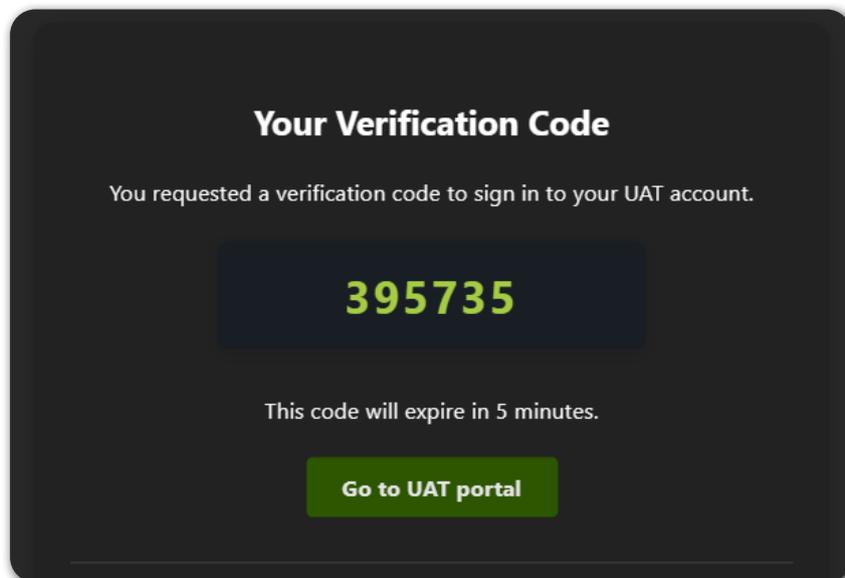


Confirm your email [< Back](#)

We'll send a 6-digit code to info@opsyssolutions.com.

[Send Email](#)

2. You will receive a 6-digit, one-time verification code at that address.



Your Verification Code

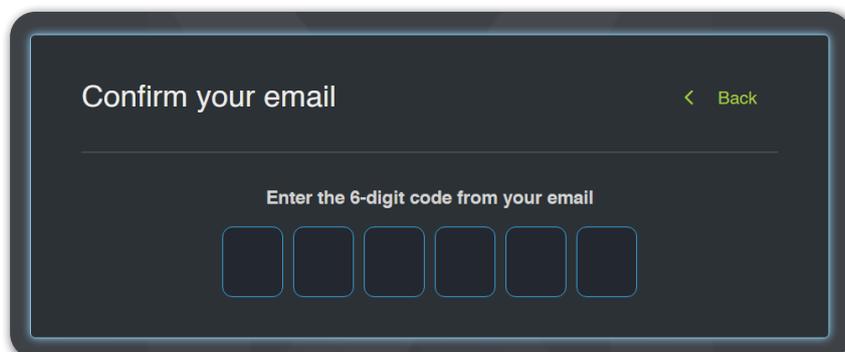
You requested a verification code to sign in to your UAT account.

395735

This code will expire in 5 minutes.

[Go to UAT portal](#)

3. Enter the code into the confirmation field.



Confirm your email [< Back](#)

Enter the 6-digit code from your email

Create a Single Booking

Location: **Main Menu > Bookings > Single Booking**

1. Set the desired site and tenant
2. Select a floor or multiple floors
3. (Optional) Add a note
4. Choose a date and time
5. Enter the number of hours
6. Hit the "Create" button

[VIDEO>](#)

The screenshot shows the 'Create a Booking' screen in the NOX mobile app. The interface is dark-themed with white and green text. At the top is the NOX logo. Below it, the title 'Create a Booking' is displayed. The form consists of several sections: 'Site' (BlueWave Solutions), 'Tenant' (ALL), 'Floor' (Floor 1), 'Add Notes' (Notes), 'Start Date and Time' (02-12-2024 06:00 PM), and 'Last For (hours)' (1). A calendar view for February 2024 is shown, with the 12th highlighted. A time picker shows 06:00 PM. At the bottom, there is a '+ Create' button and a large green circle with the number 6. Numbered callouts (1-6) point to specific elements: 1 points to the Site and Tenant dropdowns, 2 points to the Floor dropdown, 3 points to the Notes input field, 4 points to the calendar, 5 points to the Last For (hours) dropdown, and 6 points to the Create button.

Site: BlueWave Solutions

Tenant: ALL

Floor: Floor 1

Add Notes: Notes

Start Date and Time: 02-12-2024 06:00 PM

February 2024

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| 28 | 29 | 30 | 31 | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 1 | 2 |

06 : 00 PM

Last For (hours): 1

+ Create

Create Repeat Booking

Location: **Main Menu > Bookings > Repeat Booking**

1. Set the desired site, tenant, and floor
2. (Optional) Add a note
3. Choose day(s)
4. Set start time
5. Enter duration (hrs)
6. Choose to include or skip holiday service
7. Set a start and end date
8. Hit the "Create" button

The screenshot shows the 'Create a Repeat Booking' form in the NOX system. The form is dark-themed with white text. At the top is the NOX logo. The form fields are as follows:

- Site:** Stark Tower Plaza (dropdown menu)
- Tenant:** Bancorp (dropdown menu)
- Floor:** Level 7 (dropdown menu)
- Add Notes:** Notes (text input field)
- Day:** Selection of days: Mo (unchecked), Tue (checked), We (unchecked), Thu (checked), Fri (unchecked), Sat (unchecked), Su (unchecked).
- Start Time:** 18 : 00 (time picker)
- Last For (hours):** 2.0 (dropdown menu)
- Holiday Service:** Include (dropdown menu)
- Start Active Period:** 05-1-2026 00:00 (date/time picker)
- End Active Period:** 05-1-2026 00:00 (date/time picker)

Numbered callouts (1-8) point to the following elements:

- 1: Site, Tenant, and Floor dropdowns
- 2: Add Notes text input
- 3: Day selection checkboxes
- 4: Start Time time picker
- 5: Last For (hours) dropdown
- 6: Holiday Service dropdown
- 7: Start and End Active Period date/time pickers
- 8: + Create button

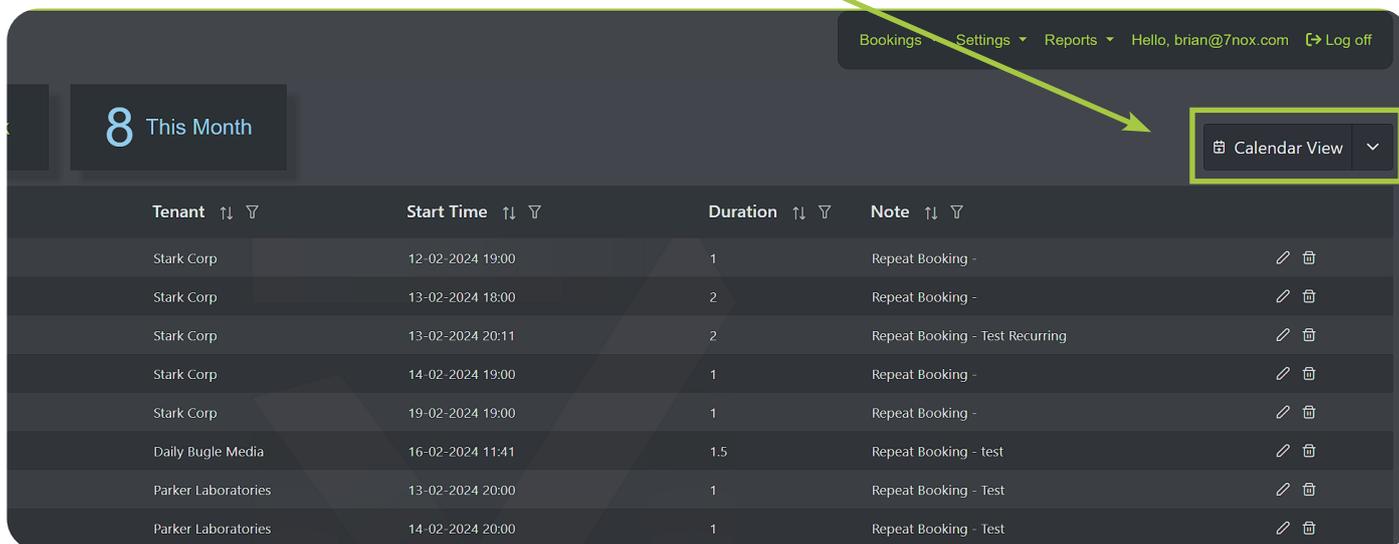
A red note at the bottom of the form states: *• Ensure end date is at least 1 day after start date.*



If you want your booking to continue to run during public holidays observed by your facility, select "Include" for Holiday Service. Otherwise, choose "Skip".

Calendar View

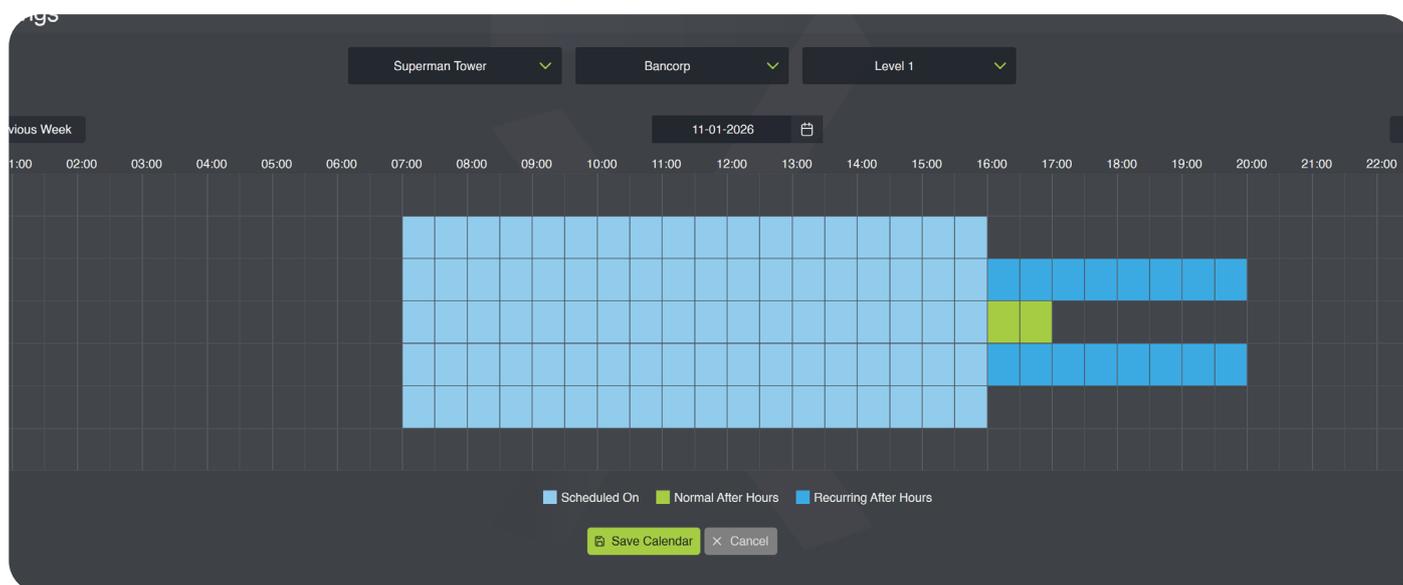
The **Calendar View** feature is an intuitive and visual way to quickly make single bookings. The default view for the **Display Area** is the **Table View**. You can switch to the Calendar View by hitting the “Calendar View” button.



The **Calendar View** button also gives you access to your site's **Occupancy Times**, **Floor Plans**, and the **Event Log**.

The Calendar View displays three different Booking types:

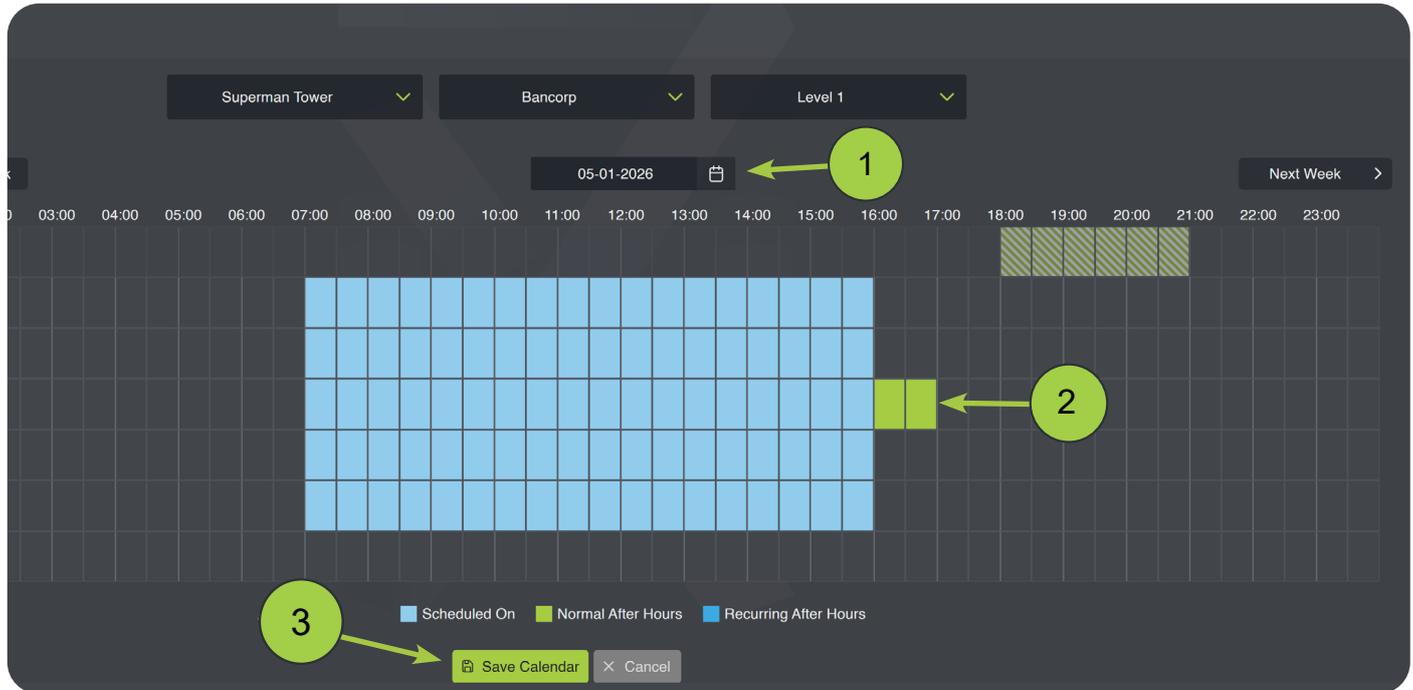
- Scheduled On:** Site operating hours. Bookings CAN'T be made.
- Normal After Hours:** Single booking times. Bookings CAN be made.
- Recurring After Hours:** Recurring bookings. Single bookings CAN'T be made.



Create a Single Booking (Calendar View)

Location: **Calendar View Button**

1. Navigate to the desired week
2. Click available squares for day(s) and time(s)
3. Hit the "Update Booking" button
4. Choose "Yes" in the popup window to save changes



After creation, your booking will also be visible in the default **Table View**, where you can add notes, edit times, etc.

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NOX NOTE: Users can only make single bookings in the **Calendar View**. Recurring bookings must be made in the default **Table View**.

Generating Histories

Location: **Main Menu > Reports > History**

Histories are different from monthly automated invoices. They are high-level after hours usage views that show tenants, locations, start times, and booking durations in a spreadsheet format (CSV or Excel). You can run two types of histories for your tenancy at any time.

1. Select your site
2. Chose your Tenancy
3. Set a Start and End Date range
4. Hit the Submit button.

The screenshot shows the 'Create a Report' form in the NOX system. The form is dark-themed with white text. At the top left is the NOX logo. The form fields are: 'Site' (dropdown menu with 'Stark Tower Plaza' selected), 'Tenant' (dropdown menu with 'Parker Laboratories' selected), 'Start Date' (text input with '01-8-2023'), and 'End Date' (text input with '3-04-2024'). At the bottom right is a green 'Submit' button. Four green circular callouts with numbers 1, 2, 3, and 4 are overlaid on the form. Callout 1 points to the Site dropdown, callout 2 points to the Tenant dropdown, callout 3 points to the Start and End Date inputs, and callout 4 points to the Submit button.



Pro Tip: Generating Histories can be a handy source for energy rating programs like NABERS that require overtime hours be recorded separately from normal business hours.

[VIDEO>](#)

The system will display the data for the time range you've selected. You can down export the data as a CSV or Excel spreadsheet.

NOX

Bookings Settings Reports Hello, brian@7nox.com Log off

History

Export To CSV Export To EXCEL

Create a Report

Site: Stark Tower Plaza

Tenant: Parker Laboratories

Start Date: 01-8-2023

End Date: 3-04-2024

Submit

| ID | Location | Tenant | Start Time | Duration | Note |
|--------------------|----------|---------------------|------------------|----------|-----------------------|
| SISTP_LVL400000004 | Level 4 | Parker Laboratories | 17-08-2023 20:00 | 3 | |
| SISTP_LVL400000005 | Level 4 | Parker Laboratories | 14-11-2023 20:00 | 1 | Repeat Booking - Test |
| SISTP_LVL400000006 | Level 4 | Parker Laboratories | 15-11-2023 20:00 | 1 | Repeat Booking - Test |
| SISTP_LVL400000007 | Level 4 | Parker Laboratories | 21-11-2023 20:00 | 1 | Repeat Booking - Test |
| SISTP_LVL400000008 | Level 4 | Parker Laboratories | 22-11-2023 20:00 | 1 | Repeat Booking - Test |
| SISTP_LVL400000009 | Level 4 | Parker Laboratories | 28-11-2023 20:00 | 1 | Repeat Booking - Test |
| SISTP_LVL400000010 | Level 4 | Parker Laboratories | 29-11-2023 20:00 | 1 | Repeat Booking - Test |
| SISTP_LVL400000011 | Level 4 | Parker Laboratories | 05-12-2023 20:00 | 1 | Repeat Booking - Test |
| SISTP_LVL400000012 | Level 4 | Parker Laboratories | 06-12-2023 20:00 | 1 | Repeat Booking - Test |
| SISTP_LVL400000013 | Level 4 | Parker Laboratories | 12-12-2023 20:00 | 1 | Repeat Booking - Test |
| SISTP_LVL400000014 | Level 4 | Parker Laboratories | 13-12-2023 20:00 | 1 | Repeat Booking - Test |
| SISTP_LVL400000015 | Level 4 | Parker Laboratories | 19-12-2023 20:00 | 1 | Repeat Booking - Test |
| SISTP_LVL400000016 | Level 4 | Parker Laboratories | 20-12-2023 20:00 | 1 | Repeat Booking - Test |
| SISTP_LVL400000017 | Level 4 | Parker Laboratories | 26-12-2023 20:00 | 1 | Repeat Booking - Test |
| SISTP_LVL400000018 | Level 4 | Parker Laboratories | 27-12-2023 20:00 | 1 | Repeat Booking - Test |
| SISTP_LVL400000019 | Level 4 | Parker Laboratories | 02-01-2024 20:00 | 1 | Repeat Booking - Test |
| SISTP_LVL400000020 | Level 4 | Parker Laboratories | 03-01-2024 20:00 | 1 | Repeat Booking - Test |

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Location Tenant Start Time

0000005 Level 4 Parker Laboratories 14-11-2023 20:00

0000006 Level 4 Parker Laboratories 15-11-2023 20:00

0000007 Level 4 Parker Laboratories 20:00

0000008 Level 4 Parker Laboratories 00

0000009 Level 4 Parker Laboratories

0000010 Level 4 Parker Laboratories

0000011 Level 4 Parker Laboratories

0000012 Level 4 Parker Laboratories

0000013 Level 4 Parker Laboratories

0000014 Level 4 Parker Laboratories

0000015 Level 4 Parker Laboratories 19-12-2023 20:00

0000016 Level 4 Parker Laboratories 20-12-2023 20:00

0000017 Level 4 Parker Laboratories 26-12-2023 20:00

0000018 Level 4 Parker Laboratories 27-12-2023 20:00

00019 Level 4 Parker Laboratories 00-01-2024 20:00

Match All

Contains

Level 4

+ Add Rule

Clear Apply

Pro Tip: Use column filters to locate all bookings for a specific floor.

Coordinator Sections

(Coordinators-Only)

Coordinators

Intended for Tenant office managers or similar roles. Coordinators are assigned to specific tenancies and can create, delete, or change all bookings and Users within those tenancies.



Login Manager

Location: **Main Menu > Settings > Login Manager**

The Login Manager lets you can **create, edit or delete** new or existing Users. You can manage passwords, and assign each User to a specific site or tenant. As a Coordinator, you can *only* create new Users and other Coordinators.

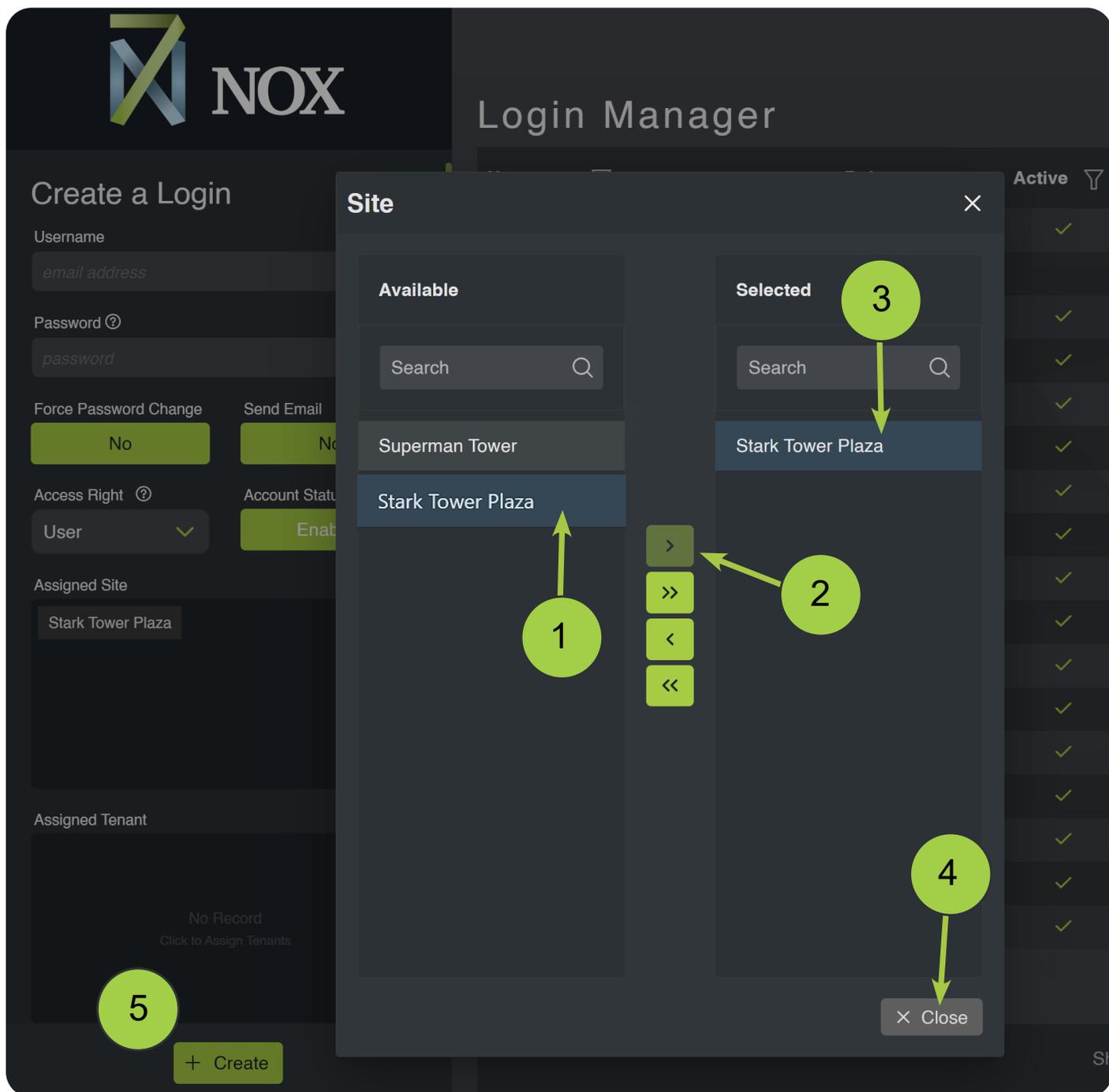


NOX NOTE: Many issues involve Users losing access to their accounts. These issues are often easily remedied. Refer to the Troubleshooting Chart at the end of this Guide. **If you still can't resolve the problem, contact your Manager for assistance.**

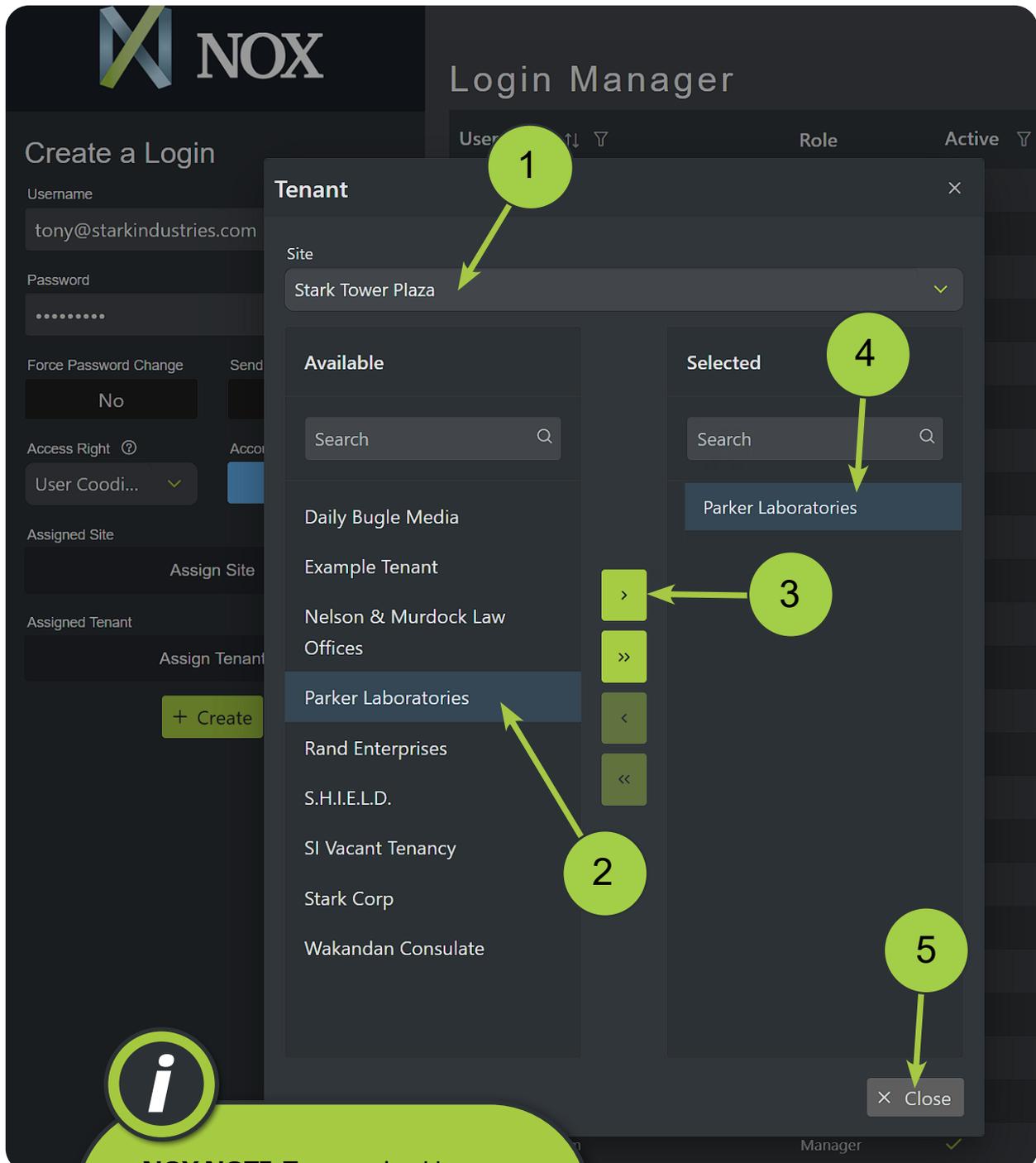
1. Enter User email and password
2. (Optional) Force User to change their password.
3. (Optional) Activate "Send Email" to send Users their login credentials.
4. Assign the User's access rights (Coordinator or User).
5. Make sure "Access Status" is enabled.
6. Assign the User a Site and Tenancy (see pg 14 & 15).
7. Hit the "Create" button.

A dark-themed mobile form titled "Create a Login". It contains several input fields and toggle buttons. Numbered callouts (1-7) in green circles point to specific elements: 1 points to the Username field containing "tony@starkindustries.com"; 2 points to the Force Password Change toggle set to "No"; 3 points to the Send Email toggle set to "No"; 4 points to the Access Right dropdown menu set to "User"; 5 points to the Account Status toggle set to "Enabled"; 6 points to the Assigned Site section which shows "No Record" and "Click to Assign Sites"; 7 points to the "+ Create" button at the bottom. The Password field is masked with dots. The bottom right corner of the form has a green circle containing the number 7.

1. Select the Site you want to assign to the User.
2. Click the single arrow button.
3. The Site will move from the Available to Selected column.
4. Hit the Close button.
5. Hit the Create or Update button to save your changes to the User.



1. Select the appropriate Site from the dropdown.
2. Select the Tenant(s) you want to assign to the User.
3. Click the right-facing single (or double) arrow button.
4. The Tenant will move from Available to Selected
5. Close the popup.

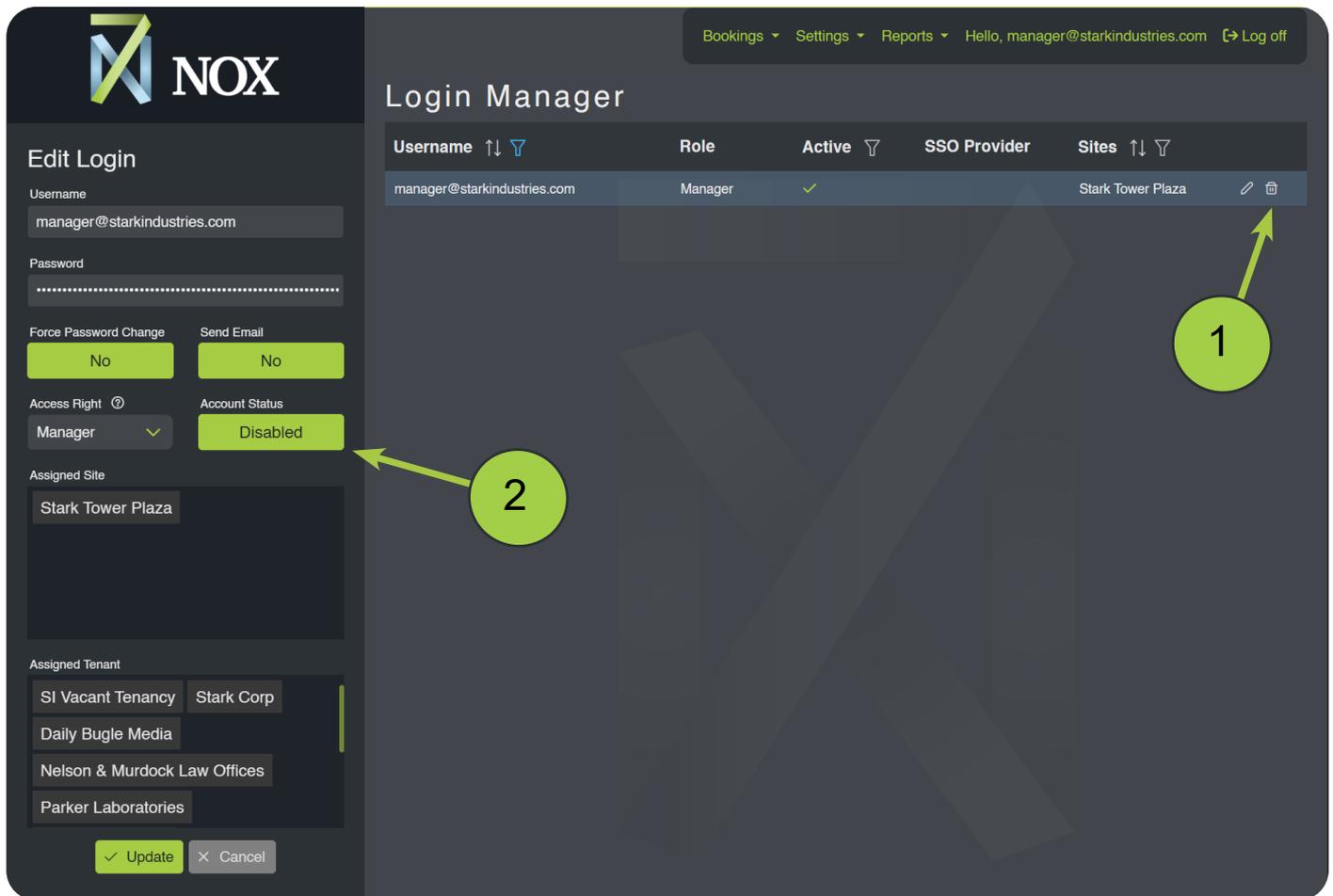


NOX NOTE: To unassign Users, use the left-facing arrows to move from Selected to Available.

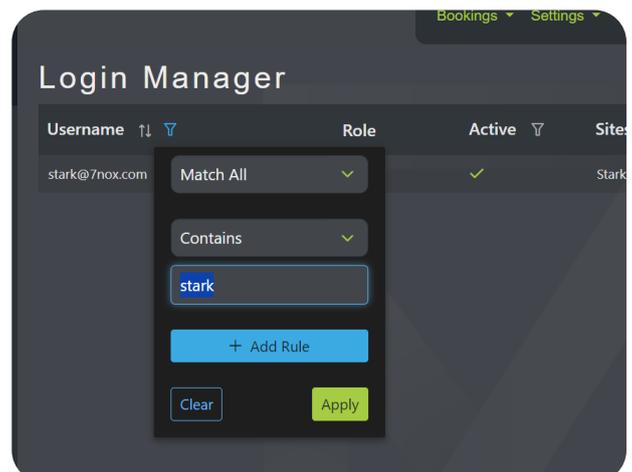
When you need to remove a users from the 7NOX platform, you can set their user account to disabled. Disabled users remain in the 7NOX system to ensure reporting accuracy. Therefore, 7NOX Users are never “deleted”. If you receive an error message saying “User already exists” when creating a Login account, that means the User account status is set to “Disabled”. To renable the account, simply find the User and set the account status back to “Enabled”.

There are two ways to disable a user:

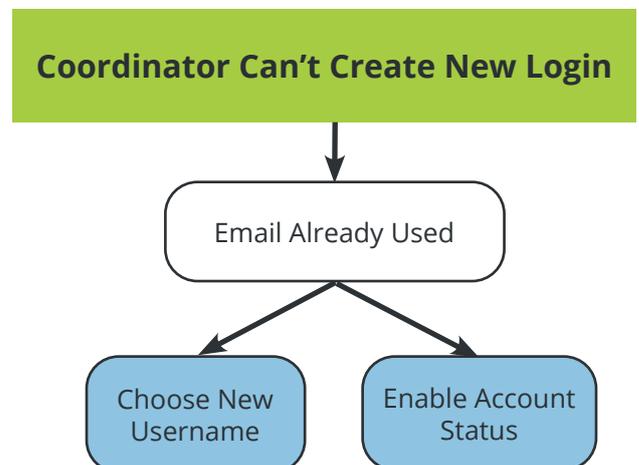
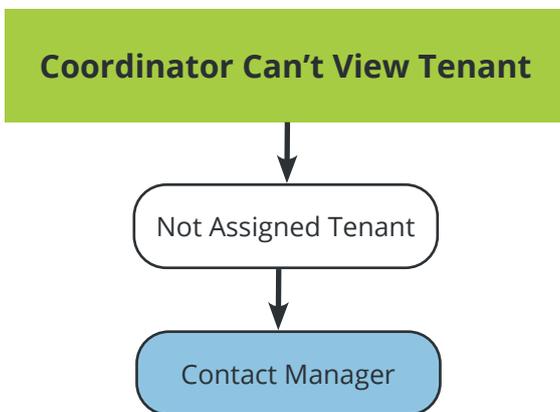
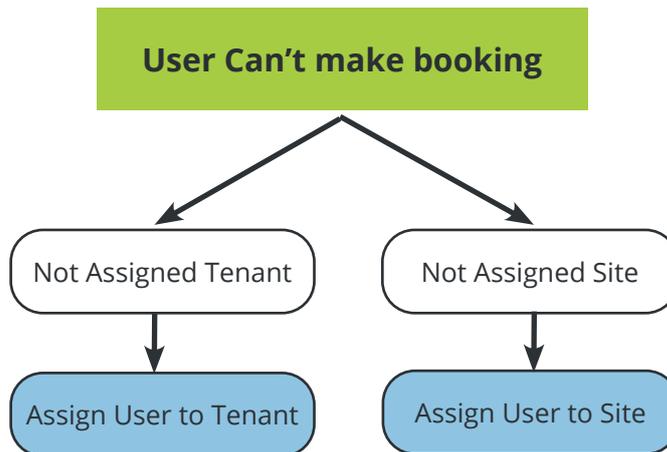
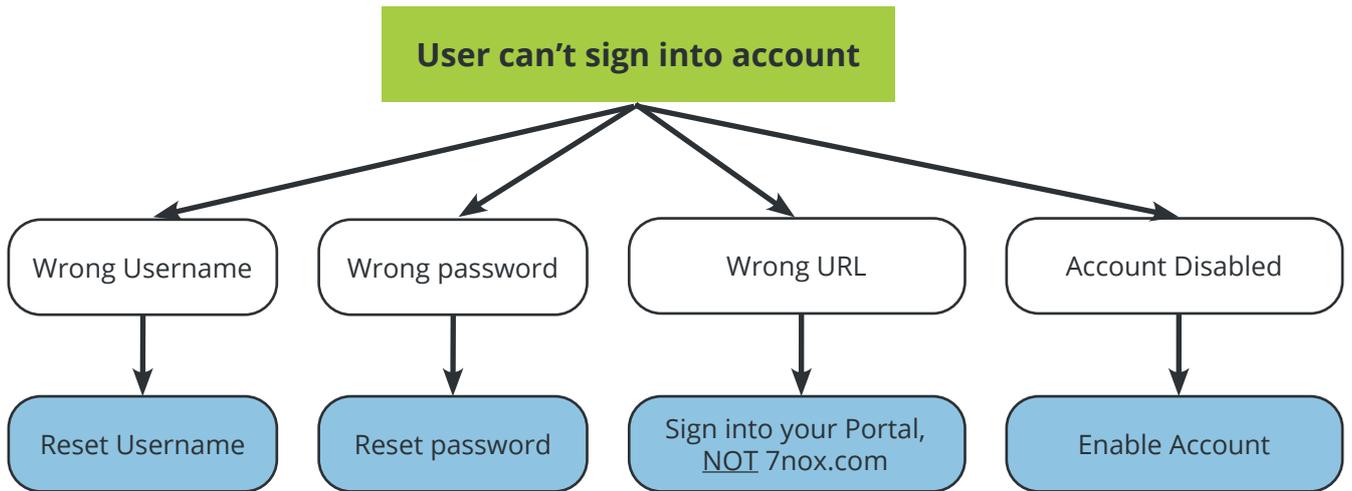
1. Click the trashcan icon next to the User
2. Set the User’s account status to Disabled.



Pro Tip: Use search filters to quickly locate a login account by its username.



Troubleshooting Chart



Document Revisions

This document is version controlled via the use of revision numbers. The revision numbers will be incremented each time the document is changed. A minor revision will be indicated by a change to the number to the right of the point, such as from 1.1 to 1.2. Normally the document will only be formally re-distributed when the major version changes, indicated by a change in the number to the left of the point, such as from 1.2 to 3.0.

| Revision | Date | Comments |
|----------|------------|-----------------------|
| 1 | 19/01/2018 | Release |
| 1.1 | 13/10/2021 | 2.5 Updates |
| 1.2 | 27/02/2022 | Interface Updates |
| 1.3 | 10/05/2023 | 3.0 Interface Updates |
| 2.0 | 11/03/2024 | v3.0.20 Updates |
| 2.1 | 28/11/2024 | v3.2.1 |
| 2.2 | 14/01/2026 | v3.5.0 |



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