

Daikin Cooling-as-a-Service Platform: Administrator FAQ

A. PLATFORM ACCESS & LOGIN

Q1: How do I log in to the Admin Dashboard?

A: Access the dashboard URL provided during handover. Enter your registered email (e.g., daikinjp00@yopmail.com) and password, then click "Login" to access the main overview.

Q2: I forgot my password. How can I reset it?

A: On the login screen, click the "Lupa Kata Sandi" (Forgot Password) link. Enter your registered email address, and the system will send you a time-limited token to reset your credentials securely.

Q3: What is the difference between a "Dashboard User" and a "Device User"? A:

- Dashboard User: An operational staff member (Admin) who logs in via the web to manage the business.
- Device User: A machine account created specifically for the room tablet to control the AC and track data.

Q4: How do I change my password after the first login?

A: Navigate to the User Management menu in the dashboard, find your account in the list, and select the "Change Password" option to update your credentials.

Q5: What is the distinction between "Dashboard Users" and "Device Users" in the system architecture?

A: The system segregates administrative and functional roles. Dashboard Users are operational staff (e.g., Superadmins, Balai Admins) who manage the business via the web. Device Users are restricted machine accounts created specifically for the room tablets and user account to enable AC control and telemetry.

Q6: Are there different access levels for different operational roles?

A: Yes. The system supports Role-Based Access Control (RBAC). For example, "Viewers" may only have read access, while "Superadmins" have full control, ensuring staff only access data relevant to their specific duties.

Q7: What is the security protocol for administrative credential management?

A: Access uses a secure, role-based login system. Passwords are hashed, and the platform enforces a strict reset policy using time-limited email tokens for forgotten passwords to prevent unauthorized access.

B. PRICING & CONFIGURATION

Q8: How do I update the electricity price if PLN rates change?

A: Go to the Pricing Configuration menu. You can update the base unit price there, and the system will immediately apply the new rate to future calculations without needing a restart.

Q9: Can I set different prices for different rooms?

A: Yes. When registering a room, you assign a specific Pricing Package. This allows you to have standard rooms and premium rooms with different hourly rates or threshold rules.

Q10: What is the strategy for incentivizing energy efficiency via pricing?

A: The system supports Eco-Level Multipliers. Administrators can set higher price multipliers (e.g., 4.0x to 6.0x) for inefficient usage patterns, dynamically adjusting costs based on the user's consumption behavior.

Q6: What are the different pricing models available for end-users? A: The system supports two primary models:

- Fixed Hourly Rate: Standard for tablet/walk-in users.
- Threshold Pricing: Available for app users, using an uploaded "Threshold Excel" configuration to calculate costs based on complex consumption variables.

Q7: How does the system handle fractional unused balances from user sessions?

A: To reconcile ledgers, any insignificant remaining balance from a session that cannot be effectively refunded or used is automatically categorized as a "Donation." to the Balai. These funds are tracked in a dedicated list for financial transparency.

C. ROOM & DEVICE MANAGEMENT

Q8: How do I register a new rental room?

A: Go to Room Management and click Add New Room. You will need to input the Room Name, Location (Balai), and select a Pricing Package to generate the Room ID.

Q9: How do I add a new AC or IoT device to a room?

A: In Room Management, select the specific room and click "Manage Devices". Follow the prompts to add the device by entering its unique Device ID (found on the hardware label) and selecting its type (IR, Meter, or Sensor).

Q10: A device shows as "Offline." What should I do?

A: First, check the "Last Update" column in the Manage Devices list. If it's outdated, try clicking the "Resubscribe" button to force a reconnection. If it stays offline, physically check the device's Wi-Fi connection and power.

Q11: Can I move a device to a different room?

A: Yes, but you must update the dashboard. You cannot just move the hardware; you must manually update the Room Assignment in the "Manage Devices" menu to ensure the data is logged to the correct new room.

Q12: What constitutes a "valid" operational room in the system?

A: A room is operationally valid only when it has a registered Room ID, a linked set of active IoT devices (AC Controller, Meter), and an assigned active Tablet (Device User) logged in on-site.

Q13: How does the system mitigate internet outages during active sessions?

A: The tablet interface includes an Emergency PIN feature. This allows on-site staff to manually override the cloud connection and force-stop devices locally if the network goes down.

D. USER MANAGEMENT & TRANSACTIONS

Q14: How do I check a user's transaction history?

A: Go to the Transaction menu. You can use the search bar or filter by date to find specific top-ups, usage fees, or mutation logs for any user.

Q15: How do I issue a refund?

A: Refunds are manual. Go to User Credit > Adjust Balance and select "Deduct Credit" to correct the balance in the system. The actual money transfer must be done externally by your finance team.

Q16: Can users transfer their credit to another person?

A: No. Balances are non-transferable. This rule is enforced to prevent fraud and ensure that the audit trail for each user remains accurate.

Q17: How are refunds handled operationally?

A: Refunds are a manual administrative process. The system allows for balance adjustments (deducting credit) to correct the ledger, but the actual monetary reimbursement must be handled externally by the Balai finance team.

Q18: How can administrators audit a specific user's financial activity?

A: The dashboard provides a comprehensive mutation log. Administrators can filter transaction history by user or date to trace specific payments, usage deductions, or adjustments.

E. SYSTEM & INTEGRATION

Q19: Can I download financial reports for accounting?

A: Yes. While there is no direct API to accounting software yet, you can use the Export to Excel/CSV feature on the Transaction and User Credit pages to get data for monthly reconciliation.

Q20: Is the automated email communication customizable?

A: Yes. The sender name and addresses for system-generated emails (such as receipts or alerts) can be configured in the Email Settings to align with the operating entity's branding in the Configuration menu.

Q21: What is the data retention and backup policy?

A: The system performs daily backups of all operational data. Transaction logs and user records are retained indefinitely to ensure compliance with financial auditing standards.

F. TROUBLESHOOTING & SUPPORT

Q22: A user cannot scan the QR code to start the AC. What now?

A: First, verify in the dashboard that their rental session is active. If it is, advise them to use the direct control link sent to their email as an alternative to the QR code.

Q23: Who do I contact for technical support?

A: End-Users: Contact the local Balai Operator. Admins: Email admin@myeco.id directly.

Q24: How fast will support respond?

A: Standard technical inquiries are answered within 2 hours during business days.

Revision #3

Created 10 December 2025 03:33:50 by Qois

Updated 10 December 2025 03:37:57 by Qois