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What is UpVate Controller?

Simply put, it is customized software designed to help you stay in control. You'll know where you are at all times throughout the course of an elevator test or violation with UpVate Controller. Achieve a whole new level of understanding with this unique productivity tool. Controller allows you to manage elevator testing and violations from start to clearance. In the process, you're able to avoid costly fines and penalties by tracing the entire process.

Key features include:

- Automated data entry
- Test scheduling
- Create and maintain a record of all key milestones for tests and violations
- Deficiency details allow users to assign responsibility and track work completion by deficiency
- Document repository helps users know exactly where all of their important documents are
- Notes can be stored at multiple levels for easy reference
- Quickly and easily generate filing forms including ELV36, ELV29, AEU2 and cover letters
- Reports for every stage and transaction
- Keep track of which ECB hearings are upcoming
- Work completion deadline date & AOC filing deadline date are shown to lessen late filings
- Summary and detailed view of inspection history for all devices from DOB
- Track permit applications from preparation to acceptance test
- Track 311 complaints from DOB
- Track rejections
- Generate EBI forms
- Keep a log of all DOB submissions
- Create a list of violations to purchase
- Export deficiencies into a simple pdf for onsite use
- Track proposals to clients

Frequently asked Questions

How do I find a **test** correction status?

1. On the search screen of Controller, type in the device # (may leave out the first 2 digits, 1P, 1F etc.).
You may also search by Premises, Physical Address or Client Contract # (no spaces).
2. Click on the complete device number shown below the search field.
3. Click on the Test Management heading.

Note that you can select a single device from the device dropdown menu to see all tests for that device.

4. The status will show in the Status column, near the left.

Scheduled = Test has been scheduled only.

Results Entered = Test results (inspection date, disposition & deficiencies) have been entered.

ELV3 Filed = An ELV3 has been submitted to the DOB and the EBI or stamped version has been uploaded into Controller in the building documents.

Work Completed = A Work Completion Date has been entered.

AOC Filed = An AOC Filed Date has been entered. The AOC has been submitted to the DOB and if the EBI or stamped version has been uploaded into Controller, it will be visible as an icon in the "Document" column and within the test at the bottom under "Attach Documents."

Rejected = AOC was rejected and the "Manage Cat 1 AOC Rejection" box has been checked in Controller. Rejection paperwork can be found in the test at the bottom under "Attach Documents."

Cleared = Cleared on the DOB

You can see the ELV3 Stamped Date, Work Complete Date, and AOC Filed Date in the other columns if they have been entered. By clicking on the "Notes" icon, you get a "status at a glance" view as well as any notes that have been entered for that test.

You can go into a test and see all of the test information and deficiencies by clicking on the device number having the inspection test date for the desired year.

You can view the **DOB's test information separately** for that device by going to the "**Test History (DOB)**" heading. Selecting the device will show you all of the tests on the DOB for that device.

How do I find a PVT correction status?

1. On the search screen of Controller, select “Violation.”
2. Type in the violation # (last 6 digits of PVT).
3. Click on the complete violation # shown below the search field.

If there is more than one listed, look closely at the numbers. They are in MMDDYYAgency#/violation # format. If the numbers are exact, one is local and one is from the DOB (both will be visible at that building) and you may need to look at both.

4. This will take you to the screen for that individual violation.
5. The status will show on the right-hand side of the screen above the buttons for Update Violation and Request Violation.

Active = Violation paperwork has not been uploaded in Controller, violation is Active on DOB.

Received Paperwork = Violation paperwork has been uploaded in Controller (deficiencies have been entered), violation is Active on DOB.

Work Completed = A Work Completion Date has been entered.

AOC Filed = An AOC has been submitted to the DOB and the EBI or stamped version has been uploaded into Controller.

Dismissed = Dismissed on the DOB.

Cleared = Cleared on the DOB.

6. You can view the status of all the PVTs at this building by clicking on the link to the building near the top of the Controller screen, then clicking the “PVT Violations” heading. The open (not cleared or dismissed) PVTs display by default. You can click “View All PVT Violations” or “View Closed PVT Violations” for more. You also have the option to view PVTs by device #, using the dropdown menu.

**If you see violations with “(Local)” after the filename, the violation has not yet been processed by the DOB and was entered into Controller manually. Once the DOB processes the violation, the “(Local)” will disappear and the status will be updated once it has been cleared or dismissed.*

How do I find an ECB correction status?

1. On the search screen of Controller, select “Violation.”
2. Type in the violation #.
3. Click on the violation # shown below the search field.
4. This will take you to the screen for that individual violation.
5. The status will show on the right-hand side of the screen above the button for Update Violation.
 - Active** = Violation paperwork has not been uploaded in Controller, violation is Active on DOB.
 - Received Paperwork** = Violation paperwork has been uploaded in Controller (deficiencies have been entered), violation is Active on DOB.
 - AEU2 Filed** = Submitted to DOB date was entered in Controller.
 - Attended Hearing** = Hearing date was entered in Controller and that date has passed.
 - Dismissed** = Dismissed on the DOB.
 - Cleared** = Cleared on the DOB.
6. You can view the status of all the ECBs at this building by clicking on the link to the building near the top of the Controller screen, then clicking the “ECB Violations” heading. The open (not cleared or dismissed) ECBs display by default. You can click “View All ECB Violations” or “View Closed ECB Violations” for more.

**If you see violations with “(Local)” after the filename, the violation has not yet been processed by the DOB and was entered into Controller manually. Once the DOB processes the violation, the “(Local)” will disappear and the status will be updated once it has been cleared or dismissed.*

How do I print a report for the route mechanic?

1. On the search screen of Controller, type in the device #, or search by Premises, Physical Address, Client Contract # (no spaces), or 3rd Party.
 2. Click on the result shown below the search field to go to the correct building.
 3. On the “Mechanic Report” button near the top of the screen, click on the PDF or Excel doc icon.
 4. Save the file.
 5. Open the PDF or Excel document. Make any necessary adjustments to the Excel document.
 6. Print.
- *You can also run the mechanic’s open deficiencies report, which will display all open items for a building/route. It’s available under Reports>Deficiency Assignments>Mechanic’s Open Deficiencies.*
 - *Export deficiencies allows you to do this per test or violation. Click the export deficiency icon, or check off the records you need and select "Export Deficiencies" from the dropdown menu.*

How do I run a report for what is open for a building (for communicating with my client)?

1. On the main screen in Controller, go to the “Report” heading at the top.
2. Choose “Results,” then “Custom Report.”
3. You may run this report by specifying either the Client Contract ID (no spaces), Client Name, Sub-branch, Building (Physical) Address, Route #, or report year.
4. On the right, choose what you want included in the report: Tests (Cat 1s), PVTs, ECBs and/or VCATs (which includes ACC and AEUHAZ1 violations). *These VCAT type violations will only be reported if you specify a building or client in your search criteria. When you do this, note that the results will include all of the VCAT type violations for that particular building, or group of buildings associated to that client. Some violations may belong to other clients or may be for devices which are inactive in Controller. This is because the devices are not always known and without knowing the device, we cannot associate a client. If you simply want a report of all open VCAT type violations, go to reports, violations and run the report for open LL10/VCAT violations.*
5. Choose status of Open, Closed or Open & Closed. Satisfactory only will limit your Cat 1 results to only those having a disposition of satisfactory.
6. Choose whether you want Deficiency details and/or Notes included. *If you include deficiency details, each deficiency will have its own row on the report, so you will see devices and inspection dates listed on multiple rows.*
7. Click on “Export to Excel.”
8. Save the file.

How do I create paperwork (AOC/ELV29) for a test?

1. On the search screen of Controller, type in the device number.
2. Click on the complete device number shown below the search field to get to the building.
3. Click on the Test Management heading.
4. Tests for the most recent year are at the top. Locate the appropriate test(s).
5. Along with deficiencies, the inspector reviewing this test and the work completion date must be entered in order to generate an ELV29. If this has already been entered you will see an ELV29 icon in the document column and you can proceed to step 7.
6. To enter the inspector and work completion date you can either go into the test (by clicking on the device # with an inspection date for that year) and enter data or use the dropdown menu to do more than one at a time. To use the dropdown menu, check off boxes next to devices having the same status and select "Edit Results" from the dropdown menu. Click the "Submit For Test" button. Data that you enter in this window will overwrite any existing data, so only enter the work completion date and the inspector reviewing. Click Save and OK.
7. Check off the box next to the device(s) if box(es) remain unchecked. From the dropdown menu, select Print ELV29, click the "Submit For Test" button. If it asks you if you are sure you want to print, click OK.
8. The file will download to your computer (ELV29 and ELV3 for all tests selected).
9. You can then print out the ELV29, cover letter and the accompanying ELV3.

How do I create paperwork (AOC/ELV29) for a PVT?

1. If you are not already at the building in Controller you can get to it either by searching the violation number or the address. To search by violation, on the search screen of Controller, select “Violation” and proceed to step 2. If you are already in the building, just click on the tab for PVT Violations and proceed to step 6.
2. Type in the violation #.
3. Click on the violation # shown below the search field.
4. This will take you to the screen for that individual violation.
5. If you click the “Update Violation” button, you will see all open PVTs for that building.
6. Along with deficiencies, the inspector reviewing this violation and the work completion date must be entered in order to generate an ELV29 form (AOC).
7. To enter the inspector and work completion date you can either go into the PVT (by clicking on the violation #) and enter data or use the dropdown menu to do more than one at a time. To use the dropdown menu, check off boxes next to PVTs having the same status and select “Edit Details” from the dropdown menu. Click the “Submit For PVT” button. Data that you enter in this window will overwrite any existing data, so only enter the work completion date and the inspector reviewing. Click Save and OK.
8. Check off the box next to the PVT(s) if box(es) remain unchecked. From the dropdown menu, select Print ELV29, click the “Submit For PVT” button. If it asks you if you are sure you want to print, click OK.
9. The file will download to your computer (ELV29 and scanned copy of PVT for all PVTs selected).
10. You can then print out the ELV29, cover letter and the accompanying PVT.

How do I add a building that exists on the DOB?

UpVate staff will add new buildings if the necessary information is provided. Data in UpVate Controller is organized by BIN for those devices monitored by NYC DOB. The bulk of your buildings should already exist in Controller. They were added in the setup process using information from your unit list. When contracts are added or dropped and UpVate staff has not received that information, Controller will not reflect the add/drop. If you need to add a building, you will need the following information. (The client may already exist.) *= Required.

For the Building:

- *BIN#:
- *Building Name:
- *Physical Address:
- Route #:
- *Devices under contract (with Machine Numbers):

For the Client:

- *Client name:
- *Contract #:
- *Client address:
- *Client's manager:
- Manager phone:
- Manager email:
- *Salesperson:

1. Go onto the DOB Bisweb site to find the BIN <http://a810-bisweb.nyc.gov/bisweb/bispi00.jsp>
2. In Controller, hover over "Manage" and click "Manage Building."
3. Type in the BIN # and click "Get building data." The newly added BIN will appear in the list on this page. If there is an error, you will need to send a support ticket.
4. Either click on the BIN or search by premises address or device to get to the building.
5. Click on the "Building Details" icon in the upper right side of the screen.
6. Click on the "Edit Building Details" icon in the upper right of the pop up window.
7. Click on "Select Clients." You will be brought to a screen containing all the clients that have been entered into Controller.
8. On your keyboard, use CTRL+f. You can then paste or type the contract number that you're looking for. If it does not appear immediately, press enter until you find it.
9. Check off that contract. If there is more than 1 client per building, check off all contracts belonging to that building. If you do not see the contract # you're looking for, make sure it is not in there with extra spaces. If you need to add a contract, you can click "Add New Client" in the

upper right. Then, follow the instructions for "How do I add a client/contract?" in the next section.

***If this building is not under contract but is in Controller for Cat 1/Cat 5 inspections only, choose the client "No Maintenance Contract" contract # "0001."

10. Scroll to the bottom and click on "Save." You will be returned to the building's manage building screen.
11. Enter the Building Name and Physical Address. Notice in the notes who you entered for the supervisor (and route #, if applicable), you'll need to know that for the next page.
12. Click "Submit." You will be directed to the building's "Edit Devices" screen.
13. Look at the devices. Only devices under contract should be active. To change a device's status, check off the device(s) and go to the bottom where it says "Change Device Status." You can select active, inactive or temporarily active for an hour. Make sure the devices that are under contract have status of "Active" in the UpVate Device Status column.
14. Assign a route. Check off the device(s) and go to the bottom where you can select the route number. Click the submit changes button once you've selected the route. Routes are already assigned to supervisors, so the associated supervisor will show up in the device details screen.
15. Enter device details: Click on the "Edit Device" icon on the right side of the screen. Here you can enter device specific information such as Machine Number, Equipment Type Specific, and Designation (Car #). You can find this information on a unit list spreadsheet or Linx/SAP/Total database. When finished, click the "Submit" button. Once this is done for all devices under contract, you've completed the setup process for this building.

***If devices are not under contract but are in Controller for Cat1/Cat 5 inspections only, the machine # should contain "COURTESY."

16. You can get to the building's main screen by clicking on the building's premises address near the top of the Controller screen. If you need to get back into the Edit Devices screen from the main screen, just click on the "Device Details" icon in the upper right. It looks like a gear.

How do I add a Local building (does not exist on the DOB)?

UpVate staff will add new buildings if the necessary information is provided.

1. In Controller, hover over "Manage" and click "Manage Building."
2. Click on the "Add Non-DOB Building" icon on the upper right.
3. Click on "Select Clients." You will be brought to a screen containing all the clients that have been entered into Controller.
4. On your keyboard, use CTRL+f. You can then paste or type the contract number that you're looking for. If it does not appear immediately, press enter until you find it.
5. Check off that contract. If there is more than 1 client per building, check off all contracts belonging to that building. If you do not see the contract # you're looking for, make sure it is not in there with extra spaces. If you need to add a contract, you can click "Add New Client" in the upper right. Then, follow the instructions for "How do I add a client/contract?" in the next section.
6. Scroll to the bottom, click "Save." You will be returned to the building's manage building screen.
7. Enter the Building Name, Physical Address, City, State, and Zip.
8. Click "Submit." You will be directed to the building's "Edit Devices" screen.
9. Now you must add devices. Click on the "Add Device" icon at the upper right.
10. Add a Device ID and all other information possible. You can find this information on a unit list spreadsheet or Linx/SAP/Total database. Click "Submit."
11. Assign a route. Check off the device(s) and go to the bottom where you can select the route number. Click the submit changes button once you've selected the route. Routes are already assigned to supervisors, so the associated supervisor will show up in the device details screen.
12. Click the "Submit Changes" button.
13. You can get to the building's main screen by clicking on the building's premises address near the top of the Controller screen. If you need to get back into the Edit Devices screen from the main screen, just click on the "Device Details" icon in the upper right. It looks like a gear.

How do I add a client/contract?

1. In Controller, hover over "Manage" and click "Manage Client."
2. Check to see if the client is already in Controller by searching for the Contract ID. There should be no spaces in the Contract #. (Click on the radio button for Contract ID, type in the #, and click the "Search" button.)
3. If the client is not in Controller, click the "Add Client" icon in the upper right.
4. Enter the client information from the unit list spreadsheet, Linx/SAP/Total or an ELV3.
 - a. The "Client Name" field can be filled with either the building name on the Unit List spreadsheet or on an ELV3.
 - b. From the Unit List spreadsheet, copy the Contract# and paste it in the "Contract ID" field. Remove any spaces in this number.
 - c. The "Contract Start Date" is when this contract was acquired.
 - d. The "Sales Agent" is the Sales Rep on the unit list.
 - e. Enter information in all starred fields (and others, if possible). On an ELV3, this information is in Section 5 (called "Owner Information").
 - i. The "Manager Name" field in Controller is filled by the first/last name on the ELV3. If this information is not available, enter "." in the "Manager Name" field.
 - ii. Enter the address as it appears on the ELV3 or spreadsheet. If you do not have an ELV3, ask the sales rep for the client's address info.
 - iii. If there is only one phone number on the form, use the same phone number for "Phone" and "Manager Phone" fields; however, if there is a cell phone number you should enter that information in the "Manager Phone" field.
 - f. Check off the boxes for "Testing is covered in contract, Filing is covered in contract or contractually obligated to pay fines" if this is the case.
 - g. Select the Subbranch.
5. Click "Submit."
6. This client contract is now in Controller and you can add it to a building.

How do I deactivate a building or a device that is no longer under contract?

If a building or device is not under any contract (including “No Maintenance Contract”) it should be deactivated in Controller. Any existing data will be preserved, but it will not show up on reports or searches. If you need to get to a deactivated building, search by premises address. Only users designated as "super users" have the capability to deactivate buildings (and devices). Regular users do not have this option.

To deactivate a building:

1. Go to the building.
 2. Click on the "Building Details" icon in the upper right.
 3. In the Building Details window, click on the "Deactivate Building" icon in the upper right.
 4. A window will pop up that says "This building is deactivated." Press "OK."
 5. Close the Building Details window by clicking on the X in the corner.
 6. Click on the "Building Notes" icon in the upper right.
 7. Type a note as to why the building is deactivated, such as "Not under contract." Click the "Add Notes" button. Close the notes window by clicking on the X in the corner.
- The building will now say "Deactivated by (your name)" and there will be a note explaining why.
 - If you need to activate a building you can do this by going back into the Building Details screen and clicking on the "Activate Building" icon.

To deactivate (or activate) devices:

1. Go to the building.
2. Click on the "Device Details" icon in the upper right.
3. Locate the device(s) you want to deactivate/activate. The UpVate Device Status column will show if the device is active or inactive in Controller. This is not a DOB status.
4. Check off the devices that you want to change.
5. At the bottom where it says “Change device status” use the dropdown menu to deactivate or activate devices. Click “Submit Changes” to save.

How do I add/edit Mechanics, Supervisors, Sales Agents & Inspectors?

These settings are managed by UpVate staff. Please contact UpVate before making changes to any of these settings.

- All of these settings can be accessed from the "Manage" tab at the top of the Controller screen.
- Hover over "Manage" and click "Manage Mechanics," "Manage Sales Agents," "Manage Routes & Supervisors," or "Manage Inspector."
- You can add a new entry by clicking on the "Add" icon in the upper right.
- You can edit existing entries by clicking on the "Edit" icon next to that entry.
- Routes are assigned and edited within the Routes & Supervisors screen. Click on "Manage Routes" in the upper right of the supervisor screen. Be very careful when making changes to routes because this information is tied into the device setup and can be difficult to reverse.
- Supervisors, Inspectors and Sales Agents entries can be deactivated if they are no longer in that role. When they are deactivated, their name stamps remain in Controller, but their names are removed from dropdown menus.

Where are Test (Cat1/Cat5 Inspection) Documents?

All documents pertaining to Cat 1 & Cat 5 testing that have been uploaded into Controller are located either within the test or under the building documents for that building. For your convenience, building documents which are associated to tests are also shown within the test screen at the bottom.

Documents that are uploaded within the test (go into the test and scroll to the bottom):

Unofficial Test Results

Unstamped ELV3s

*EBI AOCs

*Stamped AOCs

AOC Penalty Paperwork

Rejection Paperwork (for AOC Rejections)

Client Communication

Documents that are uploaded in building documents (click on building documents icon at the upper right of the test management screen):

*EBI ELV3s

*Stamped ELV3s

ELV-36 Notifications

ELV-36 Confirmations

ELV3 Rejections

Customer Sign off Authorization Forms

FDNY Violations

Consultants Reports

Client Communication

Other Documents that have not been classified

*These documents are also available from the main Test Management screen as icons in the document column toward the right side of the screen. If a stamped version is present it will take precedence over the EBI version.

Where are Violation Documents?

All documents pertaining to violations that have been uploaded into Controller are located within the violation. Navigate to the violation either by searching the violation number or clicking on the ECB, PVT, or LL10/CAT1 Violations tab in the building's main screen. For PVTs: the scanned copy of the violation, EBI AOCs and stamped AOCs are also visible as icons in the building's PVT Violations screen.

How do I send documents for data entry to UpVate?

Forms to be entered into UpVate Controller should be emailed to your group's upvate.com address. This includes ELV3s, AOCs, rejections, violations, customer authorization forms, consultants reports and any other documents which UpVate personnel are responsible for entering.

Email requests should identify the document type and the physical address in the subject line. For example:

- 2017 Test Results: ELV3 123 Example Street
- 2017 Test Results: Filed ELV3 123 Example Street
- 2017 Test Results: Stamped ELV3 123 Example Street
- 2017 AOCs: 123 Example Street
- 2017 Test Rejection: ELV3 123 Example Street
- PVT Violations: 123 Example Street
- ECB Violations: 123 Example Street
- 2017 Customer Authorization: 123 Example Street
- 2017 Consultants Report: 123 Example Street
- 2017 Permit Documents: 123 Example Street

Sending an email to your upvate.com address creates a ticket that can be tracked. Upon receipt of documents, UpVate personnel will enter the data and upload the documents into UpVate Controller. This will be completed within three business days. If there is a question about the information that was sent, UpVate personnel will respond to your ticket (email). If your information has not been entered, please do not re-send the same email. Duplicate emails create inefficiency in our workflow. If you have a question about a file that was already sent, the subject line should begin with "Question RE:..." This will help us respond quickly.

Do not cc your upvate.com address in an email unless you expect UpVate personnel to enter the files contained therein. Email communication as an "FYI" should be avoided unless UpVate personnel has requested information pertaining to that email.

How do I get Technical Support?

If you experience a technical issue in UpVate Controller, you can contact UpVate personnel by emailing support@upvate.com (this will create a ticket) or by creating a ticket in Controller. To create a ticket in Controller, in the uppermost menu of Controller, choose "Support." For the help topic, choose "UpVate Controller." Fill in the requested fields and click "Create Ticket" at the bottom of the screen. A ticket (email) will be sent and UpVate personnel will respond to you via email. If you are unable to log into Controller call 804-601-2665 or send an email to support@upvate.com. If you have not received resolution for your inquiry you may check via the support link or email ajernell@upvate.com.

How do I contact UpVate regarding improvements and bug fixes?

Send requests for improvements or bug fixes to support@upvate.com. This will create a ticket. UpVate personnel will respond to you via an email generated in the ticketing system. If you have not received resolution for your inquiry you may check via the support link, email ajernell@upvate.com or call 804-601-2665.