

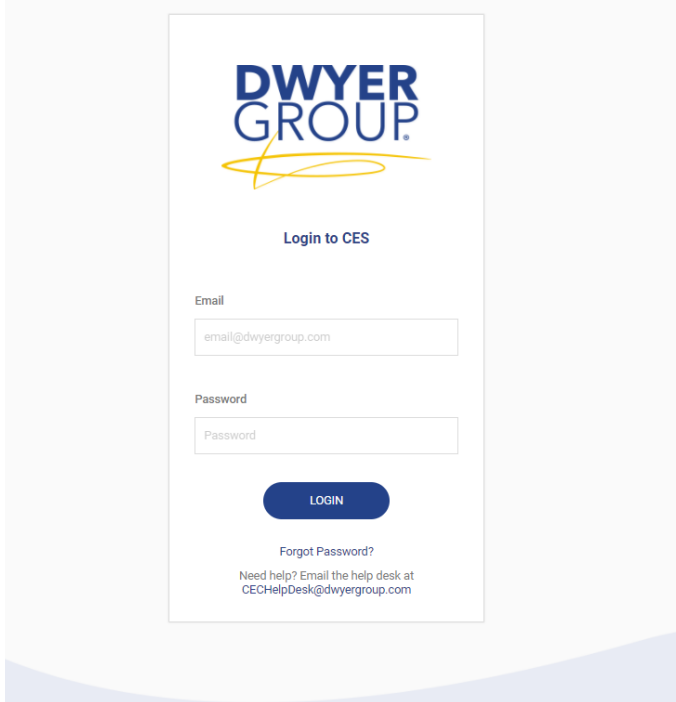
CES Login and Profile Setup

Introduction

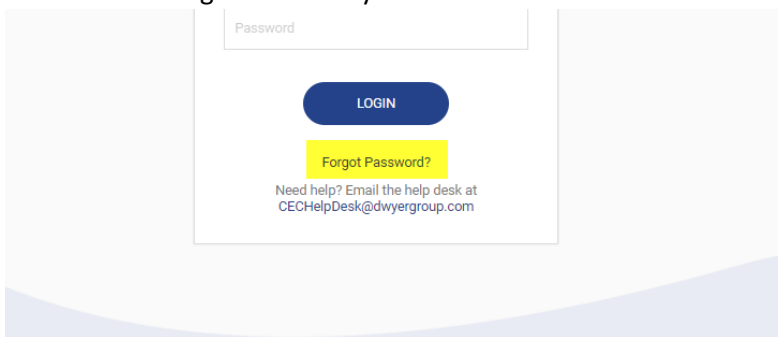
This document will walk you through how to login to CES and update your franchise profile.

Steps to Login

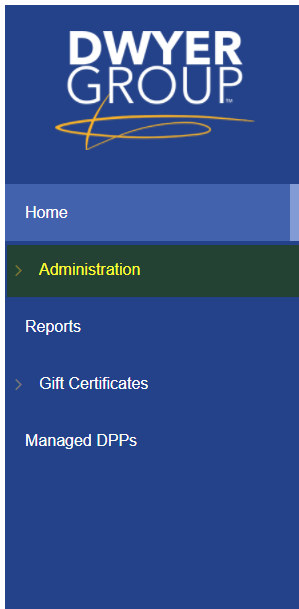
1. From a web browser, go to <https://portal.dwyergroup.com>.
2. Enter your email and password into the provided boxes and click "LOGIN"



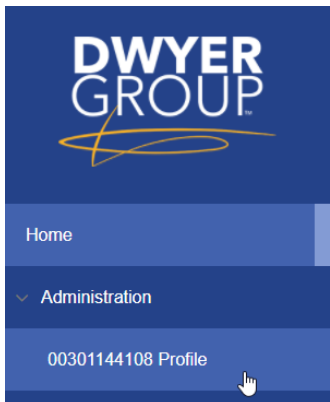
3. If you don't know what your password is, you can use the "Forgot Password?" link at the bottom of the screen to get back into your account.



- From the home screen, expand the Administration link on the left.



- Underneath Administration, you should see a link for the profile of every franchise you have access to. Click on the link to access the profile.



- Once in the profile, utilize the available sections to set the configurations as appropriate for your franchise. Note that some sections auto-save, while others will require you to press a save button at the bottom of the section.



Franchise Profile

Last Updated: 1/28/2016 8:27 PM

[What is your CES Franchise Profile?](#)

[Learn More](#)


Physical Business Information

[The business information below in this section is not editable here and is retrieved from our information in FranConnect. If you see any information in this section that is not accurate, you should contact your franchise consultant to have this information updated.](#)


Sections of the Franchise Profile

- **Physical Business Information** – This section shows the basic franchise information that is stored in our data warehouse. This information is fed by systems (ex. FranConnect/Naranga) used by the Legal and Operations teams and is not changeable by the franchise through CES. To change this information, the franchise should work with their Franchise Consultant.

Physical Business Information


 The business information below in this section is not editable here and is retrieved from our information in FranConnect. If you see any information in this section that is not accurate, you should contact your franchise consultant to have this information updated.

Business Name:	Mr. Electric of Home Office (Demo Purposes Only)
Account Code:	MRE99999
Name:	Office, Home
Address:	123 Main Street Your City, NA 00002
Business Phone:	(734) 822-6104
Email Address:	test@mrelectric.com
Website Url:	http://www.mrelectric.com

 **Please Note:** Any changes to the physical business information may take up to 24-hours to update. This is separate from the information you provide within the CES Franchise Profile, as the physical business information is provided by the Dwyer Group Franconnect and must be updated in this system. All other changes in the CES will update in real time.















- **Call Center Information** – This section holds key information to be used by call centers that are integrated with the CES. Here, you can set the following:
 - Time zone – This is the time zone utilized by the franchise
 - Override Business Phone – Here you can specify a different phone number to use that will override the business phone number listed in the Physical Business Information section.
 - Same Day Scheduling – This tells the call center whether the franchise will allow same day scheduling.
 - Call Center Promotions – This allows the franchise to make the call center aware of any promotions that may be active at the time.
 - Call Center Additional Information – This allows the franchise to input any additional information and notes that the call center might need to know.
 - Priority Message – This is a flag that tells the call center that the notes entered are very important and it is a priority that they read them.

Call Center Information















 Enter any information that you want the call center to be aware of about your business or promotions that you are currently running. Information such as this will help the call center be more like you when they are speaking with the customer.

Time Zone:	<input type="text" value="(UTC-06:00) Central Time (US & Canada)"/>
Override Business Phone:	<input type="text"/>
Same Day Scheduling:	<input type="checkbox"/> Not Available

Call Center Promotions:

B *I* U              

Call Center Additional Information: (Holiday Hours, Events, etc.)

B *I* U              

Priority Message

- [Default Service Fee Types](#) – This section is used to setup the fees that are charged by the franchise. Note: this section is initially populated by the brand defaults. In addition to the standard fees that are automatically shown on the profile, the franchise can add custom fees as well in order to tailor this section to their business. Fees can also be overridden at a postal code

level if the rates vary by postal code.

Default Service Fee Types

i This section defines the default fees you will charge. For example: Trip Fee, Diagnostic Fee, etc. You can specify the default charge and if it is waived by default as well.

These fees may be overridden on a postal code basis in the next section below.

Diagnostic Fee	\$10.00	▲▼	<input checked="" type="checkbox"/> Is Waived	Save
Diagnostic Fee (After Hours)	\$20.00	▲▼	<input checked="" type="checkbox"/> Is Waived	Save
Trip Fee	\$100.00	▲▼	<input checked="" type="checkbox"/> Is Waived	Save
Trip Fee (After Hours)	\$200.00	▲▼	<input checked="" type="checkbox"/> Is Waived	Save
Fee Name	Fee	▲▼	<input checked="" type="checkbox"/> Is Waived	Create

Postal Code Fees

i Any of these fees defined above can be overridden on a zip code basis. For example, a very distant zip code would have a larger trip fee.

[+] Expand All

Fee Type...	Postal Code...	Fee	▲▼	<input checked="" type="checkbox"/> Is Waived	Create
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- **Services Offered** – This section allows the franchise to configure the standard services offered to their business at both commercial and residential levels. Note: this section is initially populated by the brand defaults. Each service can be updated to one of the following statuses:
 - Normal Service – This service is offered
 - High Priority – This service is offered and should receive high priority treatment
 - Unavailable – This service is not offered by the franchise


Services Offered


i This section allows you to specify the high priority and regular services that your business offers. This help the call center better understand which services they can offer to your customer and in a later section – how you want to be notified when a specific services is booked. The system has preconfigured default services for you which you can change at any time. To select or deselect a service, simply click it and wait for the color and icon to change. Priority services have priority scheduling rules associated with them. If you offer services that do not appear here, please contact your franchise consultant for consideration of having them added to the system.




Service	Residential	Commerical
Ballast and Bulb Replacement	<input checked="" type="checkbox"/> Normal Service ▼	<input checked="" type="checkbox"/> Normal Service ▼
Bathroom and Kitchen Lighting	<input checked="" type="checkbox"/> Normal Service ▼	<input checked="" type="checkbox"/> Normal Service ▼
Carbon Monoxide Detectors and Smoke Detectors	<input checked="" type="checkbox"/> Normal Service ▼	<input checked="" type="checkbox"/> Normal Service ▼

- Contact Information – This section allows the franchise to enter contact details for their business. Here the user can add multiple contacts and set which is the primary after hours contact. For each contact, the following settings are available:
 - Contact Name – This is a display name used to identify the contact
 - Email – This is the email address to contact
 - Phone # - This is the phone number to contact
 - Texting Indicator – This is used to indicate whether the phone number listed accepts texts
 - Time Indicator – This is used to tell whether the contact is available during regular hours or after hours
 - Notifications selector – This is used to tell when the contact should be contacted. The options are:
 - Notifications Off – Do not notify this contact
 - Notify High Priority – Only notify this contact on high priority services
 - Notify Always – Always notify this contact
 - Notify by Contact’s Services – this setting uses the Notification Settings (described below) to determine when to notify this contact.
 - Notification Settings – This will open a new window that will allow the user to configure notification settings at a more granular level. The user can add postal codes to specifically notify or not notify the contact for. The user is also able to do this by individual service.

Contact Information

 This section allows you to add multiple contacts for your business. Each contact can receive alerts for one or more services at their phone number or email address when they are booked. You must add at least one contact and list it as your emergency after hours contact, but you could and should add more. The system by default has created a default contact for your office and listed it as your emergency after hours contact – you SHOULD create new contacts and update these settings. You first add the contact below, then after the new contact is saved, you can select it in the drop down list. You should keep this information updated on a daily basis as the call center will alerts to these contacts when the specified services are booked.


Primary After Hours Contact Default Office 











































Default Office	test@mrelectric.com		
555555555	 Accepts Texts	 Available After Hours	Notifications Off 
Notification Settings			
Update Default Office			Delete

- Hours of Operation – This section allows the franchise to setup their normal hours of operations as well as their after-hours availability. Note: this section is initially populated by the brand defaults. There are 2 entries for each day: one for Normal Hours and one for After Hours. For each of these entries, the user can set the following:

- Availability Indicator – This allows the franchise to toggle between Open and Closed during regular hours, as well as Available and Unavailable during After Hours.
- Starting Time – This allows the franchise to set the starting time for the entry.
- Ending Time – This allows the franchise to set the ending time for the entry.

Hours of Operation

 This section allows you to specify your normal hours of operation in addition to which after hours you maintain for emergency calls. Normal fees and after hours fees are driven by the hours of operation in this section. The system has loaded defaults for your business which you SHOULD update on a daily basis if needed in order to keep them current. If you are open for normal business, the Open/Close button for that day should be set to Open position – to change this to closed, simply click on the button to change it. For each day that you are open for normal business, set the exact hours that your office opens and closes for the day. If you are open for emergency hours, the Available/Unavailable button for that day should be set to Available position – to change this to Unavailable, simply click on the button to change it. For each day that you are available for emergency after hours call, set the total covering hours for each day – overlapping normal business hours if you are available for emergencies before and/or after normal business hours.

 Monday	<input checked="" type="checkbox"/> Open	8:00 AM		5:00 PM	
 After Hours	<input checked="" type="checkbox"/> Available	12:00 AM		12:00 AM	
 Tuesday	<input checked="" type="checkbox"/> Open	8:00 AM		5:00 PM	
 After Hours	<input checked="" type="checkbox"/> Available	12:00 AM		12:00 AM	
 Wednesday	<input checked="" type="checkbox"/> Open	8:00 AM		5:00 PM	
 After Hours	<input checked="" type="checkbox"/> Available	12:00 AM		12:00 AM	
 Thursday	<input checked="" type="checkbox"/> Open	8:00 AM		5:00 PM	
 After Hours	<input checked="" type="checkbox"/> Available	12:00 AM		12:00 AM	
 Friday	<input checked="" type="checkbox"/> Open	8:00 AM		5:00 PM	
 After Hours	<input checked="" type="checkbox"/> Available	12:00 AM		12:00 AM	
 Saturday	<input checked="" type="checkbox"/> Open	8:00 AM		5:00 PM	
 After Hours	<input checked="" type="checkbox"/> Available	12:00 AM		12:00 AM	
 Sunday	<input checked="" type="checkbox"/> Open	8:00 AM		5:00 PM	
 After Hours	<input checked="" type="checkbox"/> Available	12:00 AM		12:00 AM	
Save Hours of Operation					