

Welcome to

# Windhager Connect

A man in a dark suit is sitting on a white floor with red and orange geometric patterns. He is looking at a smartphone in his hands. The phone screen shows a dashboard with various charts and data points.

**Windhager Connect**

**Instructions**

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## Definition of Terms

### **Resident:**

An authorized user of the myComfort app (for example: tenant)

### **Operator – Individual:**

An individual who has access to extended functions in the myComfort app and is authorized to invite residents to Windhager Connect.

### **Operator – Organization:**

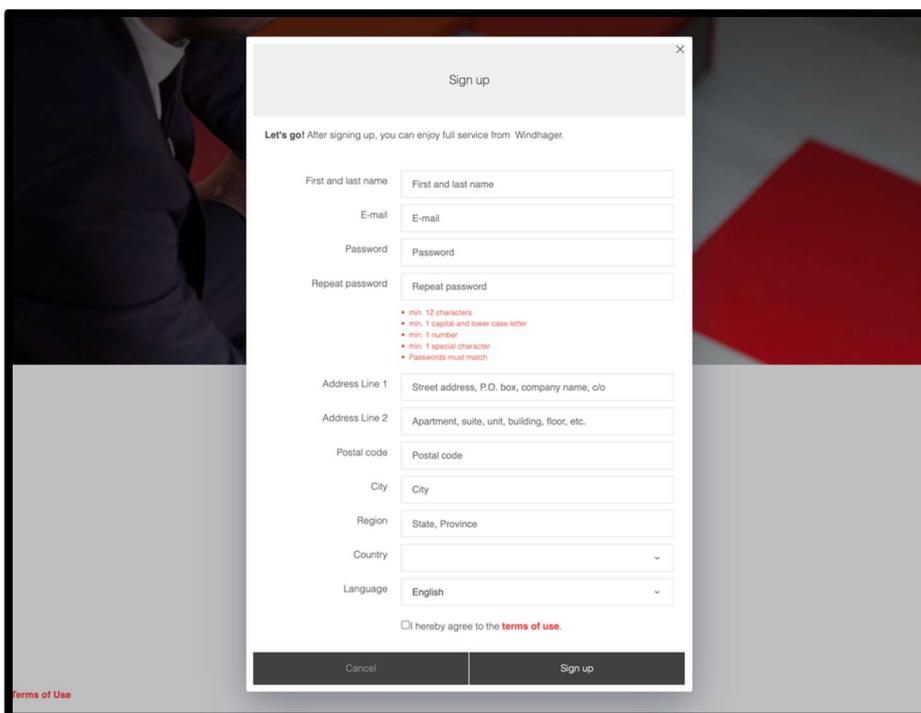
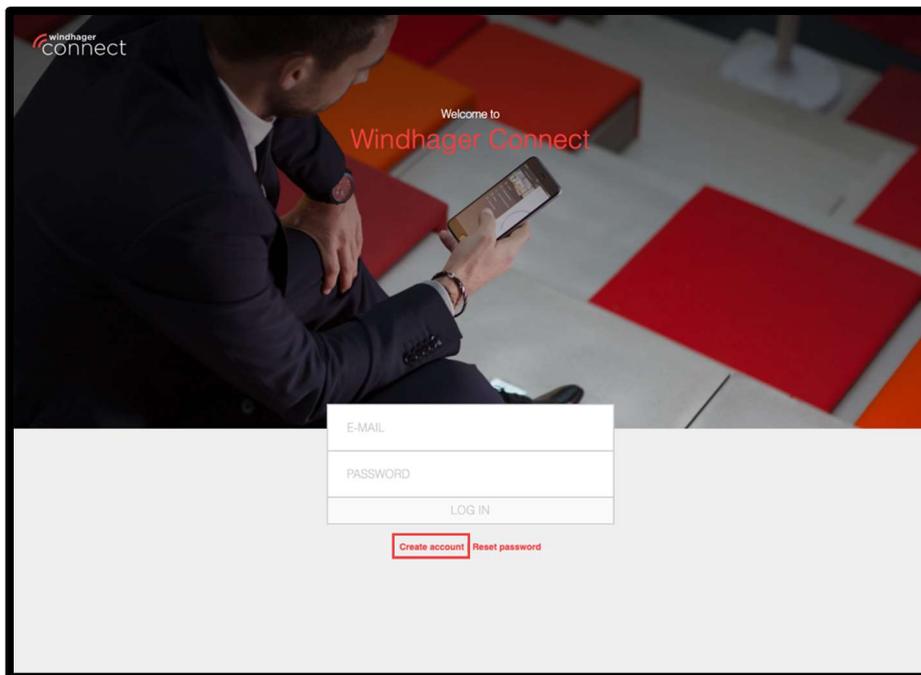
An organization or company that uses the heating system (for example: housing association)

### **System Owner:**

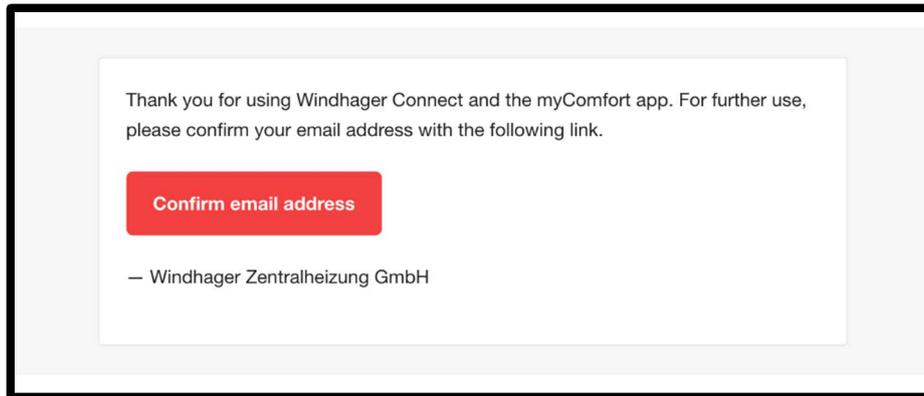
Legal owner of the heating system. The system owner has the authorization to decide which individuals or organizations can see and/or change the heating system's data.

# 1. Registration

Register at <https://connect.windhager.com/login> or in the myComfort app using your email address and your personal details under **"Create account"**.

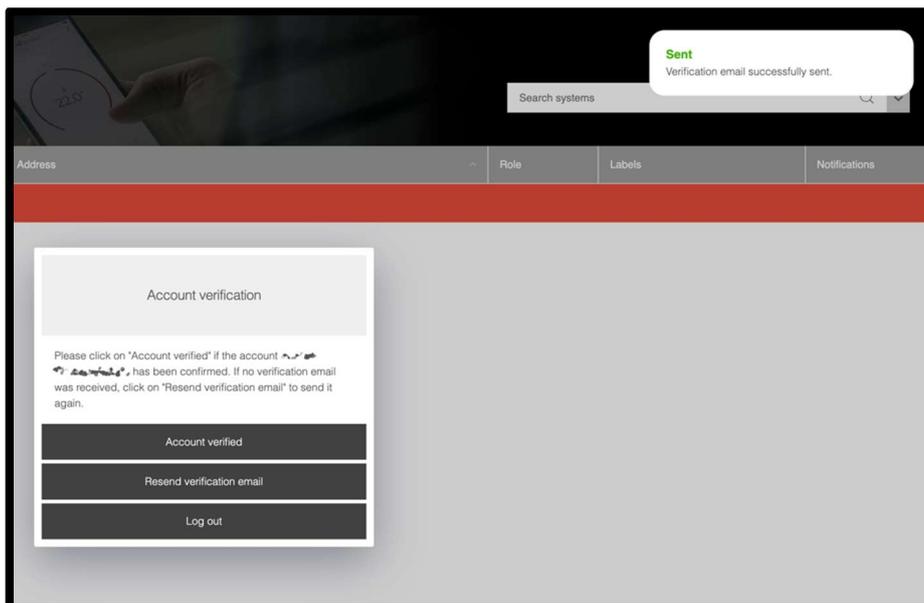


You will receive an email to confirm your account at the address provided by you. To do this, please click on the "Confirm email address" button in the confirmation email.



If the account has not been confirmed yet, the following options will appear after registration:

- **Account verified** checks whether your account is confirmed.
- **Send confirmation email** resends the confirmation email.
- **Log out** logs you out of your account.

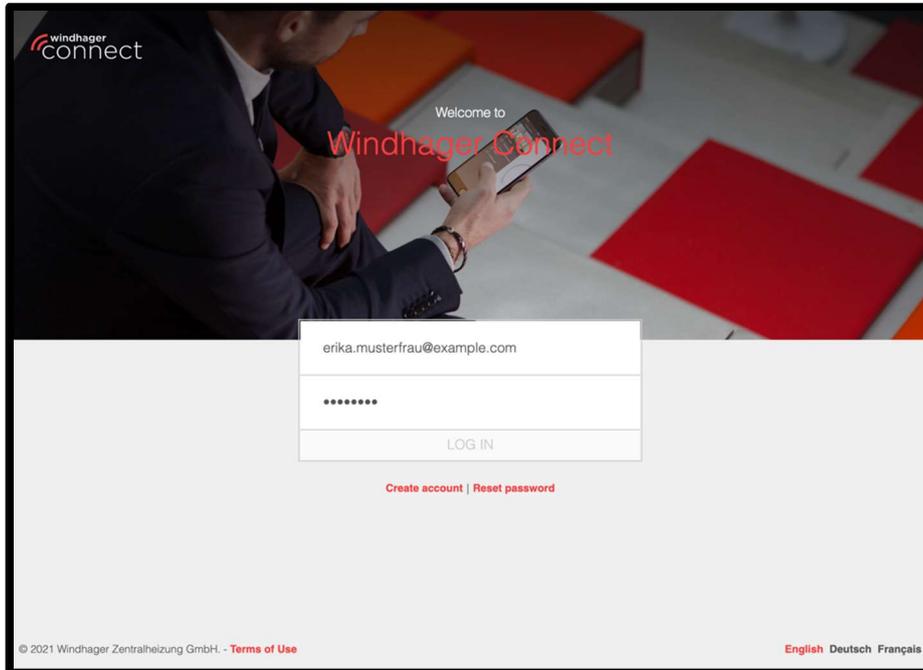


**Note**

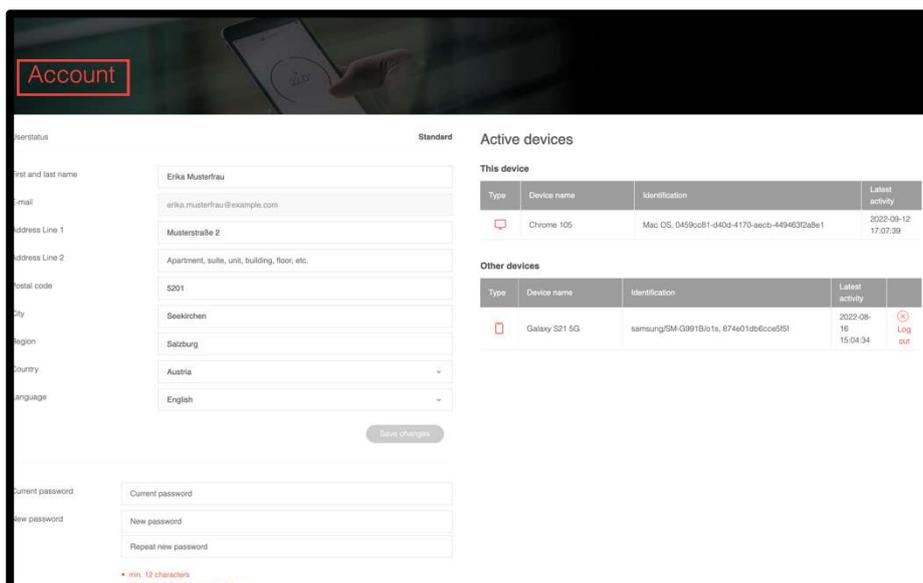
Before you can use all the features, you must confirm your email address. If you can't locate the email we've sent, please make sure to check your spam folder and whether your mailbox is full

## 2. General

After registering, you can log in under <https://connect.windhager.com/login> or on the myComfort App using your username and password.

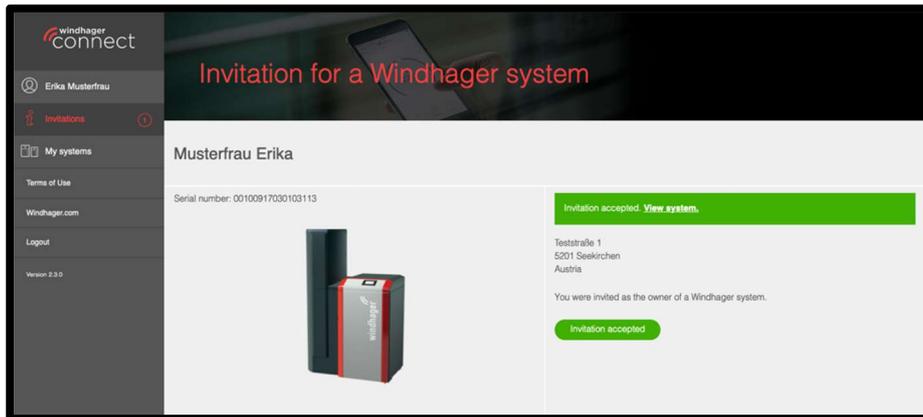
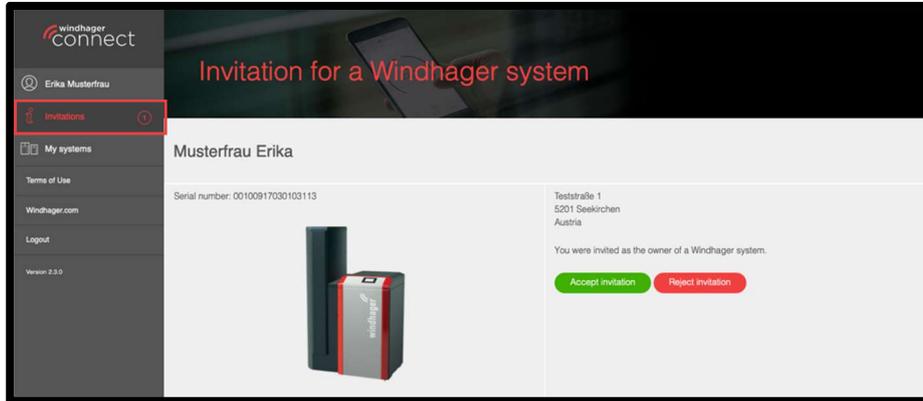


If you click on your username, you can edit your personal details, set the language and see your active devices. The active devices are all devices on which your account is currently logged in. Using the "Log out" button, you can log out of any device which you do not want to use at the time.

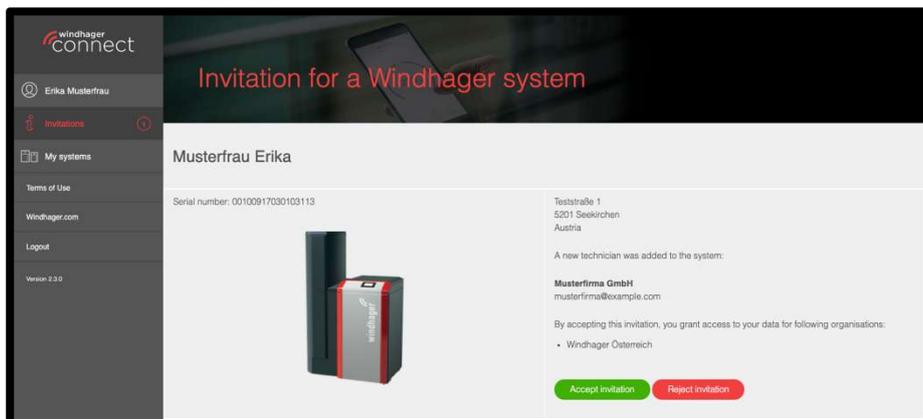


### 3. Invitations

Under **“Invitations”** you will find all invitations that have been sent to you. You will also receive these via email. If you have accepted the invitation, this will be confirmed in the system, and you can navigate directly to that specific page by clicking **“View ...”**

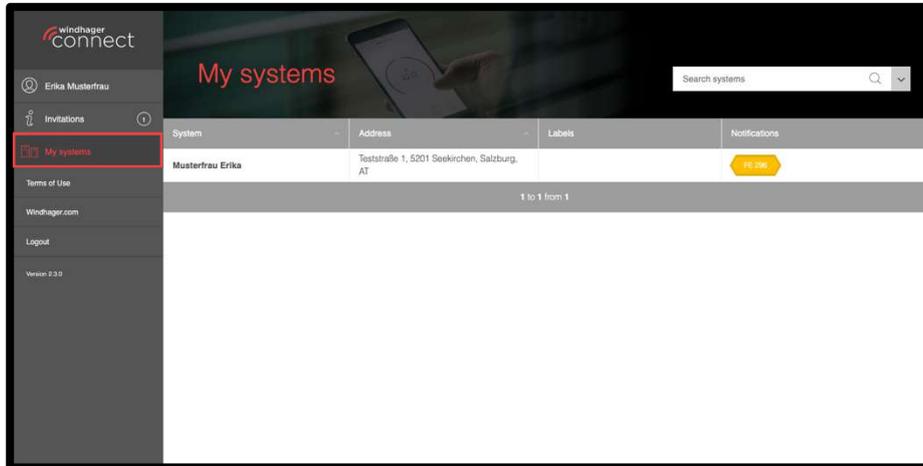


When a **new technician** is added to the system, this must be confirmed in the same way in order to grant the technician access to the system’s data.



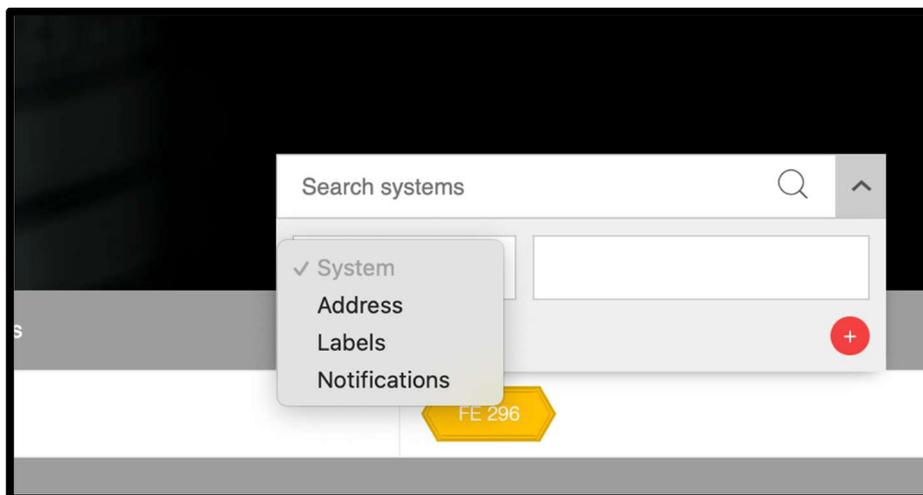
## 4. My Systems

Under **"My Systems"** you can see the systems associated with your account. You can also use the **"Search systems" function at the top right area of the screen** to search for specific systems.



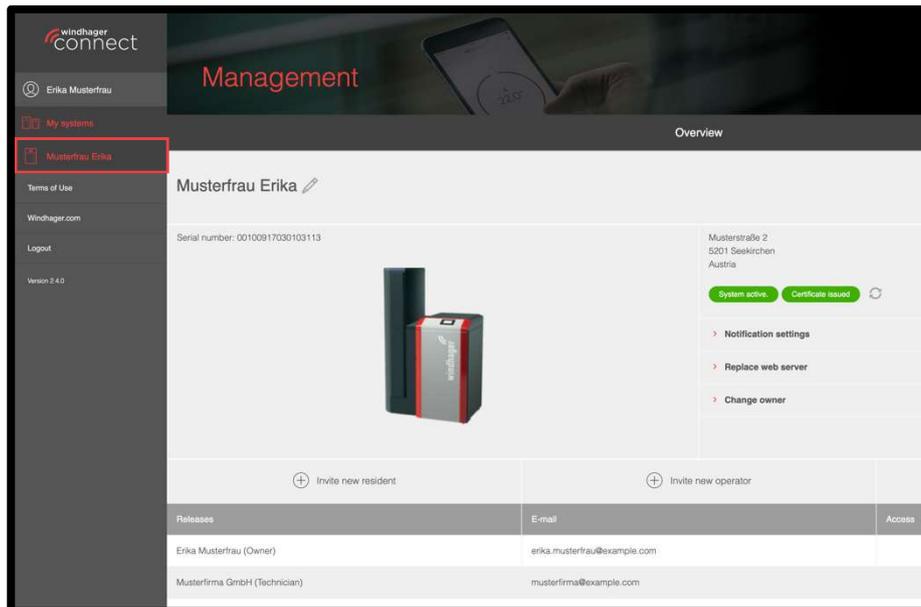
## 5. Search Function

You have the option to **filter according to various criteria in the search**. The filter function includes the address or certain labels. In the case of an unfiltered search, the name of the system is the default criteria.



## 6. Systems

Clicking on an attachment opens its detail page. Here you can find the name, address and a symbolic picture of the system. You can edit the name by clicking on the  icon. You can **edit the notification settings, replace the web server, as well as change the owner.** The buttons for inviting new **residents and operators**, as well as an overview of the approvals already made, are located in the bottom area. Residents are authorized to use the myComfort app; they must log in to Windhager Connect once using their user data and accept the invitation to the system (see [3. Invitations](#)).



### 6.1. Systems: Operator Invitation

When inviting an operator, the options are as follows:

#### 1. The Operator is an Individual

The **individual will receive an email** with the text "You have been invited as an operator of a Windhager System" including a link to the system. When the individual accepts the invitation, they become the operator of the system.

#### 2. The Operator is an Organization

An email will be sent to the organization's email address. When the owner and/or admin of the organization accepts the invitation, the organization becomes the operator of the system.

#### Note:

If you invite a new owner here and the invitation is accepted, the previous owner will be automatically replaced.

## 7. App Authorizations

	Access to heating circuit settings (e.g. temperature settings)	Access to boiler/buffer
<b>Resident</b>		
<b>Operator &amp; Owner</b>		