

How to set up American Standard® Technician app for team members

American Standard Technician app is only available to American Standard dealers who have an ASDealerNet® account. A dealer principal/owner can manage their teams and configure who has the ability to access the American Standard Technician app.

Step 1: Log in to ASDealerNet as an Admin

(This is anyone who has Admin privileges in ASDealerNet)

Please note: This user profile MUST have BOTH Diagnostics Security Groups "Diagnostics.Dealer" and "Diagnostics.Technician" assigned to them in order to set up other users and grant security permissions.

If you do not have these permissions, send an email to the ASDealerNet team (support@asdealernet.com) and ask for the "Diagnostics.Dealer" and "Diagnostics.Technician" permission to be added to your company admin account. Be sure to include your name, company, and ASDealerNet User ID and Admin ID in your request.

Step 2: Create or edit users

Create New User: Admin Center > Company Administration > Manage My Users > add new user

Edit Existing User: Admin Center > Company Administration > Manage My Users > edit

Step 3: Assign users to security groups

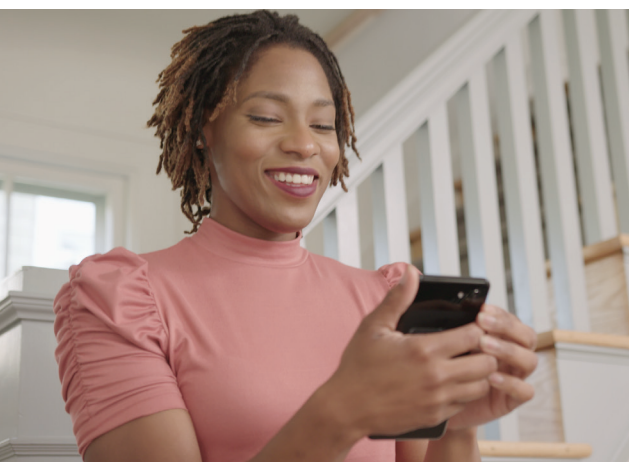
Diagnostics.Dealer: "Full Access" to American Standard Diagnostics Portal

Diagnostics.Technician: "Read Only View" in American Standard Diagnostics Portal

Diagnostics Dealer role will give full access to all features on Trane Technician App.

Please note: Only add ONE of the two Security Groups listed above to each user.

If both Security Groups are added, it will default to the Full Access view of American Standard Diagnostics.



Step 4: Your customer opts in to American Standard Diagnostics

When installing the smart thermostat, make sure the customer downloads the American Standard Home app and checks the 'opt in' box allowing you to see their data in American Standard Diagnostics.