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ACE Wizard User Guide

Covers the process of lodging on the government register via ACE Wizard

Revision 1.0

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For: **Assessment Firms, Assessors & Accreditation Schemes**

Prepared for:

Energy Assessors
Assessment Firms Administrators
Accreditation Scheme Administrators

MUCH MORE THAN JUST COMPLIANCE

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Contents

Managing your Account & Profiles in ACE

Please note: Assessors profile data held in ACE must match the data issued to the assessor by their accreditation scheme for the following fields:

- ➢ Assessor Name
- ➢ Assessor Number/ID
- ➢ Assessment Firm Trading Name
- ➢ Assessment Firm Trading Address
- ➢ Professional Indemnity Insurer
- ➢ Insurance Policy Number
- ➢ Insurance Effective Date
- ➢ Insurance Expiry Date
- ➢ Insured Professional Indemnity Limit

This will include commas, full stops etc.

Managing the Assessment Firm Trading Name, Address & Insurance Details

For Assessment Firm Admin Users Only, for all other assessors please go to Managing Lodgement Profiles in ACE & Insurance policy details for Assessors

The Assessment Firm Trading Name & Address will filter down to all assessors linked to the assessment firm, the details will appear in all ACE produced documents and will be used in the XML file lodged on the register.

From the 'Lookup' Tab click on 'Edit Assessment Firm', all assessment firm details including any 'Child Assessment' Firms associated to your organisation will be shown on this page. To see all the details stored for the Assessment Firm click the 'Expander Triangle' shown on the left of the page below. To edit any of the details stored click the 'Edit' button. *Please Note: Sub-Contracted Assessors cannot edit these details; however, all assessors can opt to use different insurance details which can be entered at the assessor level if required.*

Maintaining Insurance details for Assessment Firms (Admin User)

The assessment firm admin user can also view and edit all insurance details for all assessment firms linked to the Parent Assessment. From the Administration tab the admin user can select 'Edit Insurance details'

All assessment firms linked to the parent assessment firm can be viewed from here. To update or add insurance details for any of the assessment firms listed, click the 'Edit' button. *Note: If no insurance details are shown for a 'Child' Assessment firm, ACE will use the insurance details from the Parent firm listed in the 'Parent' column. This supports assessors lodging reports under different Assessor IDs but with the same insurance policy as the parent assessment firm.*

Managing Lodgement Profiles in ACE & Insurance policy details for Assessors

ACE supports multiple lodgement profiles to enable an assessor to lodge inspections under different assessor numbers with one or multiple lodgement houses.

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Only the assessor can manage and update their lodgement profiles, and these can be managed from the administration tab and by selecting 'Lodgement Profile'.

The expander triangle if clicked, will show the full profile data including Assessment Firm Trading Name, Address, Insurance Details in use and the contact email address which will appear on the certificate. All the data shown will appear in the XML file generated by ACE to be included in the lodged Report and Certificate.

To set up the lodgement profile, the assessor firstly needs to edit the 'Default Profile'.

This includes the assessor's name and Air Con Assessment qualifications.

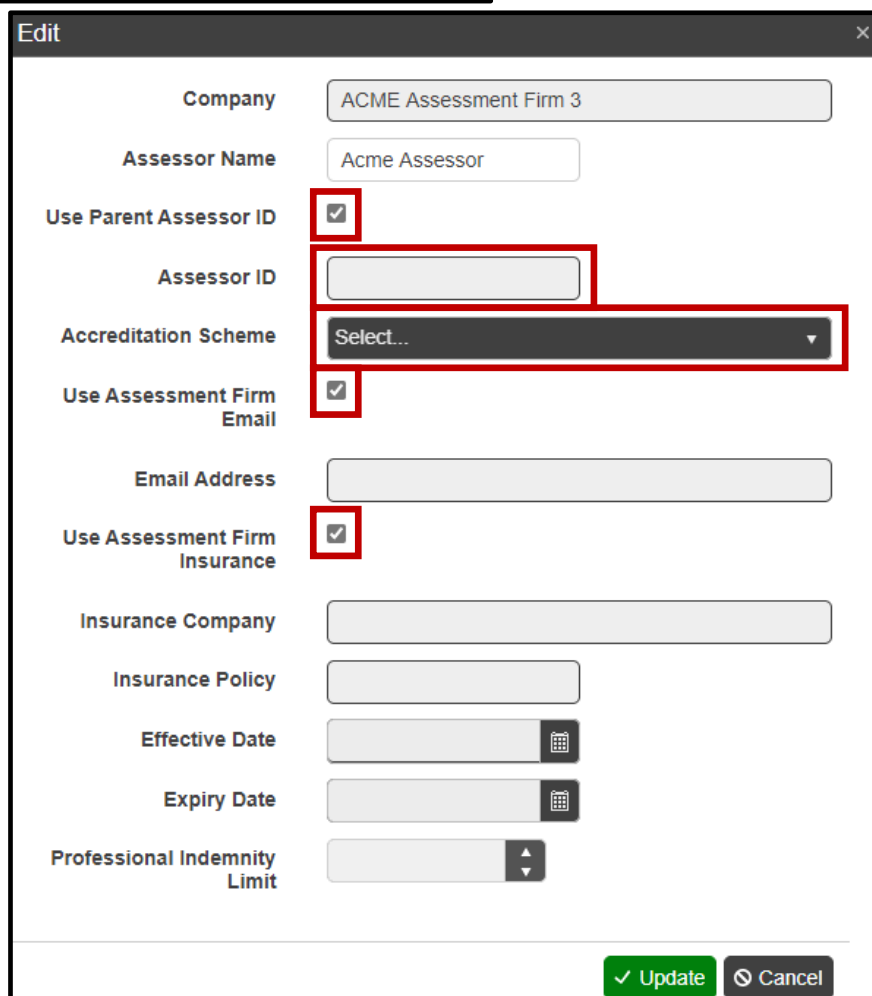Once the default assessor details have been set, you can now edit the profile to be used for each assessment firm by clicking the 'Edit' button shown on the image on the previous page.

TIP: Set up the Lodgement Profile for the 'Parent/Lead' assessment firm first.

The assessor's lodgement profile created for the 'Parent' assessment file will be used as for all 'Child' assessment firms unless edited to use a different ID. To use a different Assessment ID for a 'Child' assessment firm untick the 'Use Parent Assessor ID' Box and input the assessor ID and set the Accreditation Scheme to be used.

If the email address held at the Assessment Firm level is not to appear on the certificate, please untick the 'Use Assessment Firm Email' and enter the email address which is required to appear on the certificate. *Note: this does not have to match with the email address held with your accreditation scheme.*
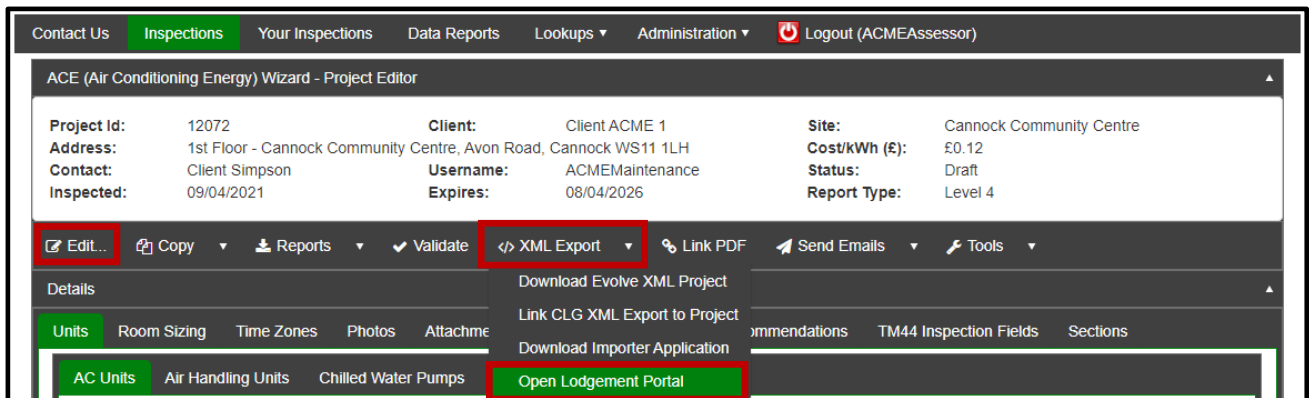
The assessor also has the option to use alternative insurance policy to the details held for the assessment firm. This is particularly relevant for sub-contractor assessors who use a 'Pay Per Click' cover

provided by their accreditation scheme. To change the details used, untick the box 'Use Assessment Firm Insurance' and ensure all the fields match the details issued to you by your accreditation scheme for the specific profile.

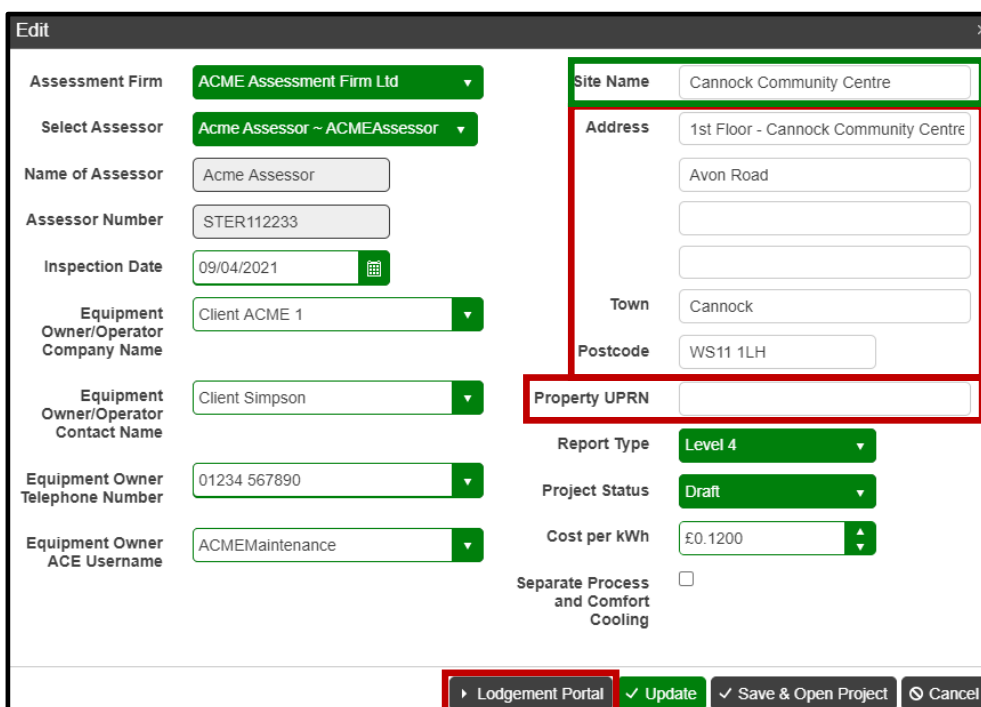## Launching your Accreditation Scheme Portal

There are two places to launch your accreditation scheme portal, the first is from within the project via the 'XML Export' drop down menu as shown below.

The second is from the Edit/Add page which can be found on the 'Inspection' tab landing page and in the project via the Edit button shown above. *Please Note: The 'Open Lodgement Portal' button will only appear if the Accreditation Scheme has been set up in the assessor's lodgement profile in use on the project.*

UPRN & Address Lookup via the Lodgement Portal

Carrying out an address search is required to establish if a UPRN exists for the inspected property. The Property UPRN should be entered into the field shown below.

Please note: The address entered in ACE in the Address, Town and Postcode fields will be the address shown on the lodged certificate & report.

TIP: The Site Name will only show on the ACE Report and ACE Draft Certificate and will not appear on the lodged documents.
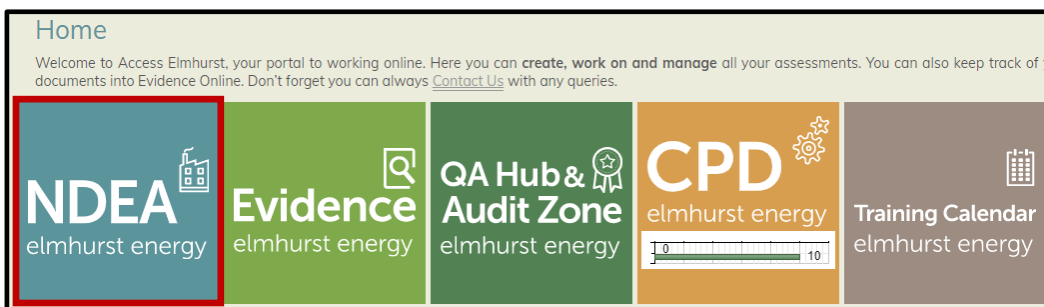
Click on the Lodgement Portal button to begin an address search.

To use the lodgement portal, you will need your accreditation scheme Username and Password – it should be noted the username may differ for each Assessor ID depending on the accreditation scheme you lodge with.

Once you have logged in, for Sterling Accreditation assessors click on the 'AirCon' Icon as shown below.

For Elmhurst assessors click on the NDEA button shown below.

Then click on the Address Search button (the example shown is from Sterling Accreditation lodgement portal), paste the postcode for the property from your ACE Wizard project in to the search box of the lodgement portal.

When selecting the UPRN, please consider the following information issued by Sterling Accreditation Scheme to its assessor members.

➢ Always search the new register for an address either via your software or via the web interface in our members area (Lodgement Portal).

➢ Do not use a UPRN that you have obtained from the old Landmark register.

➢ Please note that addresses that have been imported to the new register from lodgements completed in the old register will have the RRN number of the previous lodgement in place of a UPRN.

➢ Always try to use an address with a UPRN where possible.

- Where a Town appears twice in the address you can remove the Town entry that appears in the address lines 1 to 4 in the software you are using to produce the report.

- Where an address appears in all CAPS you are welcome to change the words to be initial letter capital in the software you are using to produce the report if this is more aesthetically pleasing to you or your client.

- Where you believe a UPRN to be representative of the inspected building, but the address is slightly incorrect, please use the UPRN and amend the address manually in the software you are creating the report in to suit your requirements.

- Where you are assessing part of a building and the whole building has an entry and UPRN on the register; use the whole building UPRN but manually amend the address to reflect the part of the building you have inspected. For example, line one of the address would read 1st Floor – 11 Brixington Parade.

- Where you cannot find an address on the register; please leave the UPRN field blank and manually enter the address unless the address exits with an RRN in which case use the RRN.

- Unless the business name forms part of the UPRN address do not use the business name as part of the address in lines 1 to 4 of the address fields. (remember it is the building or part of the building which is being certified not the business)

TIP: Addresses in CAPITALS will have a UPRN

In the example below the address which should be selected would be the '11 BRIXINGTON PARADE' and not 'Headlines, 11 Brixington Parade'. 11 BRIXINGTON has a UPRN and does not contain a business name. To view the UPRN and full address details click on the address you wish to review.

Once you have found the UPRN or RRN, paste this into the Property UPRN field in your ACE Project.

In this example the address does have a business name as part of the UPRN address, in addition the address is also shown with an RRN with full company name. The assessor should select the UPRN and paste this reference into the ACE Project as a UPRN shod be used ahead of an RRN.

ASDA, AVON ROAD, CANNOCK, CANNOCK, WS11 1LH
ATM SITE 1, ASDA, AVON ROAD, CANNOCK, CANNOCK, WS11 1LH
ATM SITE 2, ASDA, AVON ROAD, CANNOCK, CANNOCK, WS11 1LH
ATM SITE 3, ASDA, AVON ROAD, CANNOCK, CANNOCK, WS11 1LH
ATM SITE 4, ASDA, AVON ROAD, CANNOCK, CANNOCK, WS11 1LH
Asda Stores Ltd, Avon Road, CANNOCK, WS11 1LH

SELECTED ADDRESS

Field	Value	
UPRN	RRN-9490-6024-0667-0800-3405	Copy
Line 1	Asda Stores Ltd	Copy
Line 2	Avon Road	Copy
Line 3		Copy
Line 4		Copy
Town	CANNOCK	Copy
Postcode	WS11 1LH	Copy

SELECTED ADDRESS

Field	Value	
UPRN	UPRN-010014215084	Copy
Line 1	ASDA	Copy
Line 2	AVON ROAD	Copy
Line 3	CANNOCK	Copy
Line 4		Copy
Town	CANNOCK	Copy
Postcode	WS11 1LH	Copy

Once you have saved the UPRN/RRN to the ACE project, edited the address in line with the guidance and save these changes to the ACE Project. You are now ready to validate the project ready to generate the XML file for lodgement.

## Validation & producing an MHCLG compliant XML file

Assessors can run the validation process at any time by click the 'Validation' button, this will allow the assessor to identify if there are any errors in the data entered. ACE highly recommends the assessor uses this validation in conjunction with the 'View Report' function. ('Report' drown down menu to the left of the validation button.)

Using the 'View Report' is a great way to see how the report and certificate data will be seen in the ACE documents and is an easy way to see if you completed all the areas in the ACE Project.

Once the Validation process has been run, ACE will provide a notification if errors are found. To view the validation errors, click the "View Errors in new Window" button.

A new window will open displaying all the validation errors for the project.
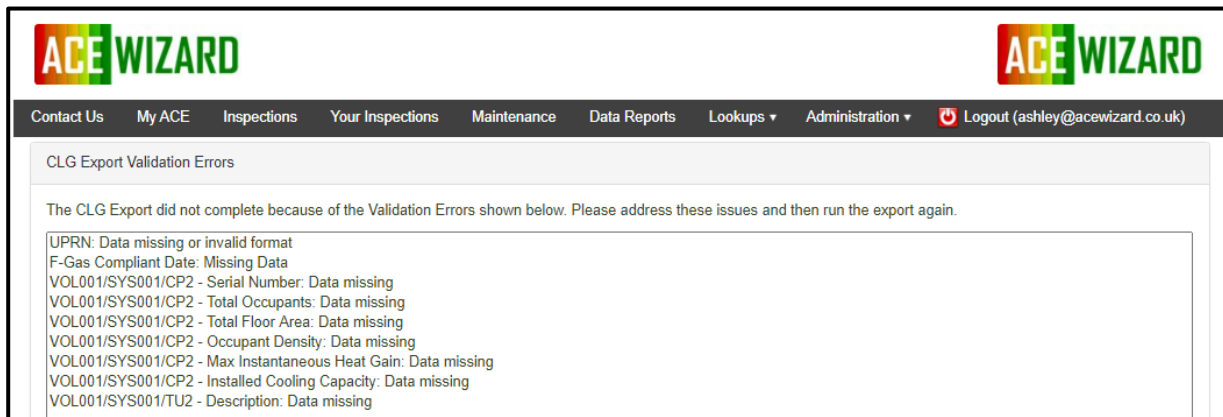
Once all the validation errors have been resolved, you are now ready to generate the ACE Advanced Energy Report and/or Draft CLG Certificate and/or Draft CLG Report.

Once these draft documents have been reviewed and changes made, or you are going to lodge without issuing the documents in 'Draft' for client or peer review, you are now ready to generate the CLG XML file for lodgement.

Creating the CLG XML File ready for lodgement.

To create the CLG XML file to upload to your chosen Accreditation Scheme, click on the "XML Export" menu and select the "Link CLG XML Export to Project".
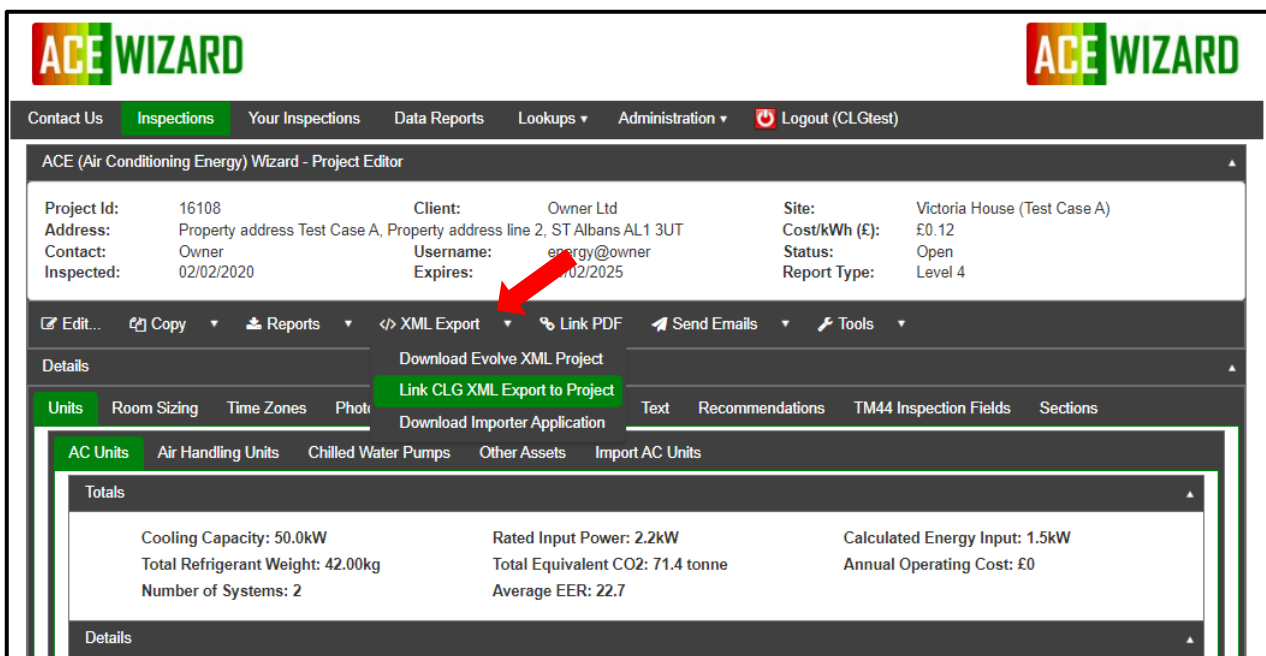
The validation process will run automatically with any errors showing as described earlier. If no errors are found the MHCLG XML File will be automatically added to the project and can be found "Attachment" tab.

Click on the Attachment Tab from within the project.
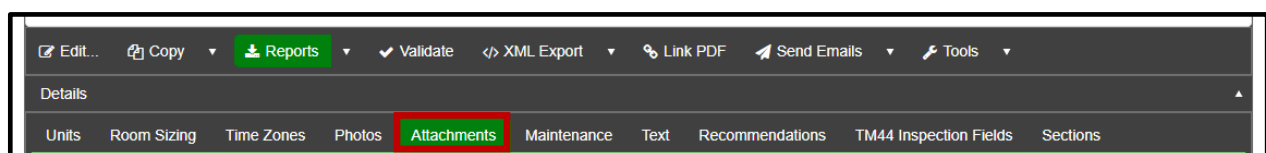
The XML file will be automatically named and can be found in the attachment tab as shown below.

TIP: The 'View Certificate on Register' button will only work once the XML file has been lodged – If the button is not visible and the XML file does show in the attachment tab press 'Ctrl+F5' and the 'View Certificate on Register' button should display.

To lodge the XML file,

1. first click 'Open' the XML file button, this will download the file to your local PC (typically your 'Downloads Folder') – *TIP: just letting the file download via your browser is usually sufficient to put the XML file in your download folder, you do not need to open the XML file once it has downloaded.*
2. Launch your accreditation scheme lodgement portal via the XML Export menu.
3. Log in to the Lodgement Portal – Make sure you are logging in with the correct Assessor account as you are using on the ACE project.
4. Click on the Lodge Report Tab and click Chose File.

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5. Use the Windows File Explorer to navigate to your downloads folder.
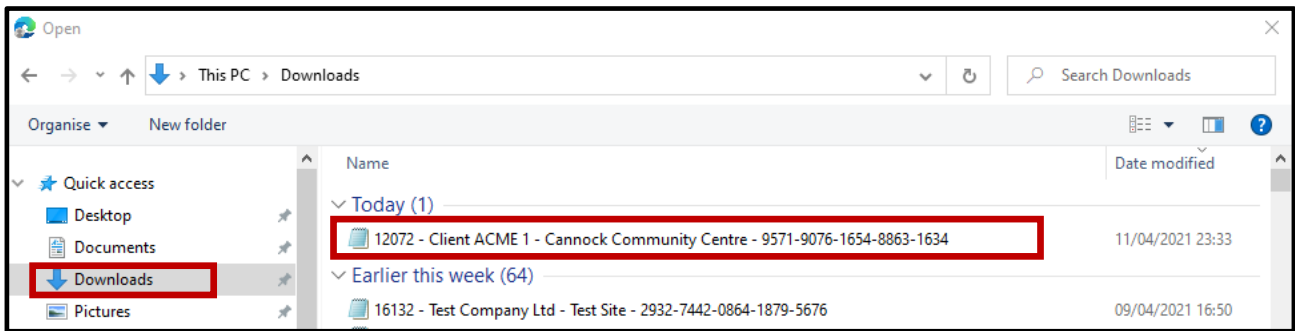
6. Select the file to be lodged.

7. Double check the assessor details and address details on the right of the lodgement page are correct for the project.

8. Answer the 2 questions and tick to confirm you agree to the Terms and Conditions for your accreditation scheme.

9. Press the Lodgement button (not shown).
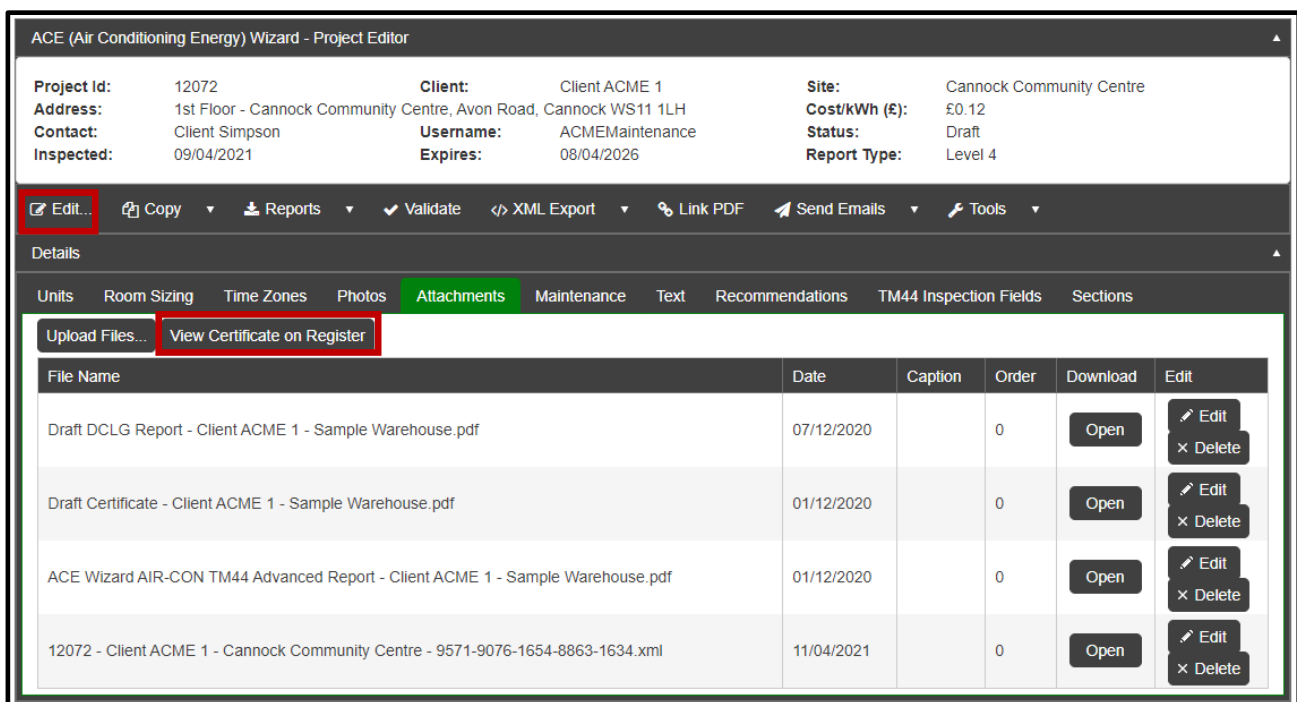
In a small number of cases, the XML file will be rejected by the CLG, the known reasons this could happen are:

➢ RRN numbers already in use – Please regenerate the XML file in ACE, new RRN numbers will be allocated to the project ready for submission again.

➢ Assessor details do not match those stored with the accreditation scheme – Please update your assessor details in ACE to match those with the accreditation scheme and regenerate the XML file.

➢ Insurance details do not match those stored with the accreditation scheme or are out of date – Please update your assessor details in ACE to match those with the accreditation scheme and regenerate the XML file.

➢ Assessment Firm Trading Name or Address do not match those stored with the accreditation scheme – please check your assessor credentials provide by accreditation scheme with those stored in ACE.

Printing / Saving the lodged Certificate to issue to your client

Once you have seen the 'Lodgement Succeeded' message, close the lodgement portal windows. You are now ready to retrieve the lodged certificate and report, save these files to ACE, close the ACE project, notify your client you have completed the work and invite them to access the documents from ACE Wizard. To do this,

➢ From the attachments Tab in the ACE project, click on the 'View Certificate on Register' button – if you are happy for your clients to view the report via the link only and wish to invite your client to review the certificate and report in ACE. First delete the 'Draft Certificate & 'Draft Report' and then close the project from the main project 'Edit' button. *Please note: the 'View Certificate on Register' button will not display to the end client unless the project is set to 'Closed'.*

➢ If you prefer to save the lodged certificate as a PDF in the ACE project - Once you have launched the lodged certificate page, print the certificate as a PDF and save this to your local download folder. Before uploaded the certificate to ACE, we recommend you delete the Draft Certificate and Draft Report from the ACE project. Then click on the 'Upload Files' button and select the locally saved lodged certificate PDF to be uploaded.

➢ Once the file is uploaded you will be prompted to change the status of the project. *TIP: Consider saving the lodged report with the name you wish to display in the ACE Project so you can close the project automatically as soon as the file is uploaded.*

➢ As the ACE Advanced report contains a lot more information than the lodged report, you may opt to not upload the lodged report to the ACE project and only issue your client with the ACE Advanced report and the lodged certificate. If you would prefer to save the lodged report in ACE, save the lodged report in the same way you saved the certificate and upload this to ACE – *Please Note: Once a project is closed, any additional documents added to the project will not show to the client, you will need to contact support@acewizard.co.uk to have the project status reset to draft first.*

➢ *Please Note: We would strongly advise not to delete the XML file from the project, this file cannot be seen by the client and may need to be required by the accreditation scheme as part of an assessor's audit. Running the XML file generation process again will replace the file with new RRNs and should only be done if the lodgement has failed.*

Giving Client Access

All projects created in ACE are automatically created with "End Client" access to review the project in predominantly a read only format. *Note: The End Client cannot edit an assessor's project*. Access to a project or a group of projects is based around the "Client" name which is more commonly referred to by TM44 assessors as the "Equipment Owner/Operator Company Name". This name is set when the project is created *Tip: To Edit a Client Name, do not change the "Client Name" in the Project", Edit the Client name from the "Lookup" menu, "Edit Assessment Firm, Click Expander arrow an "Client" tab as shown in the Managing your Account & Profiles in ACE section* . The client access will show all projects which have been created for the "Client" carried out by the Assessment Company (Tester in this example), who carried out the assessments.
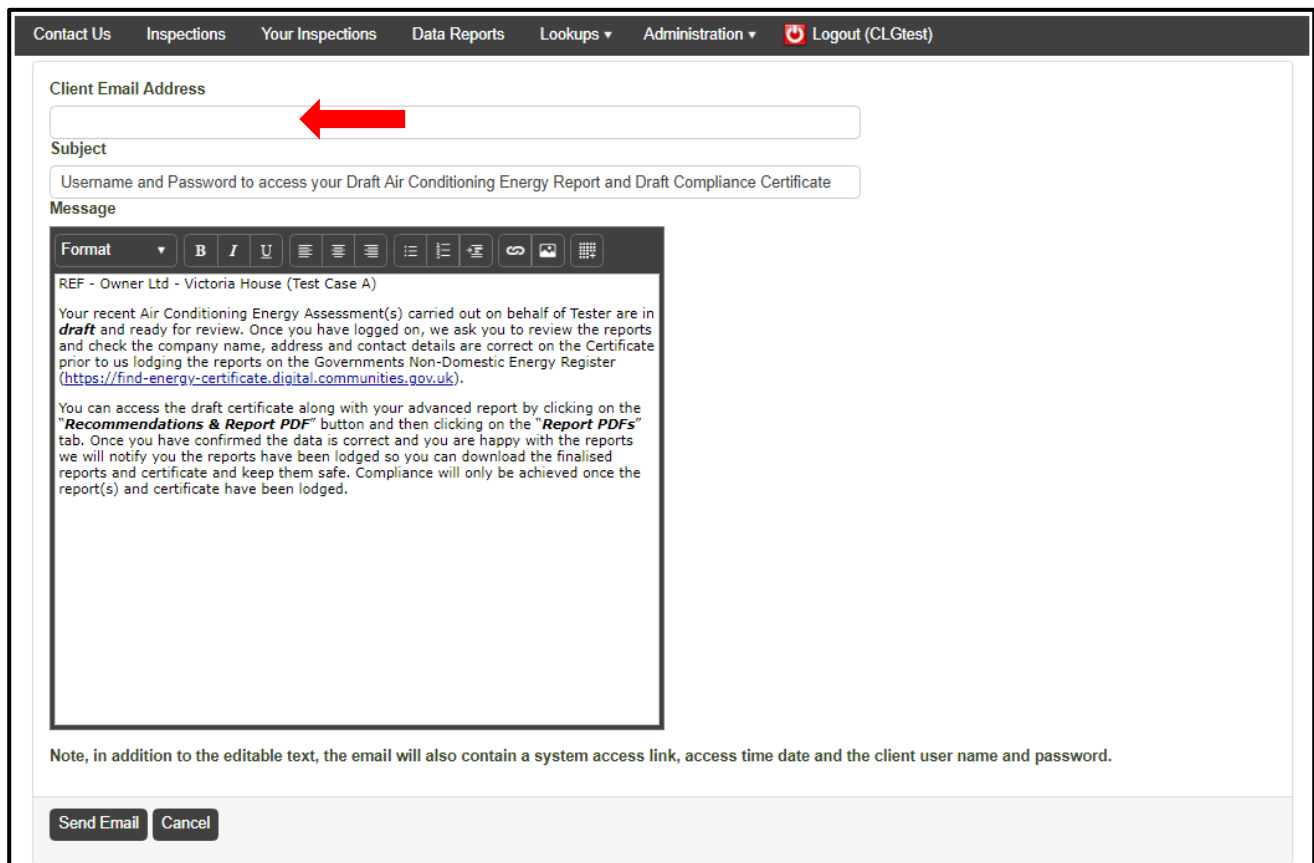
To send the End Client access to ACE, click "Open" to enter the project.

Go to the "Send Email" menu and select either the "Draft" or "Completed" email from the dropdown option.

These emails contain instructions on how to access ACE and how to review and download their reports.
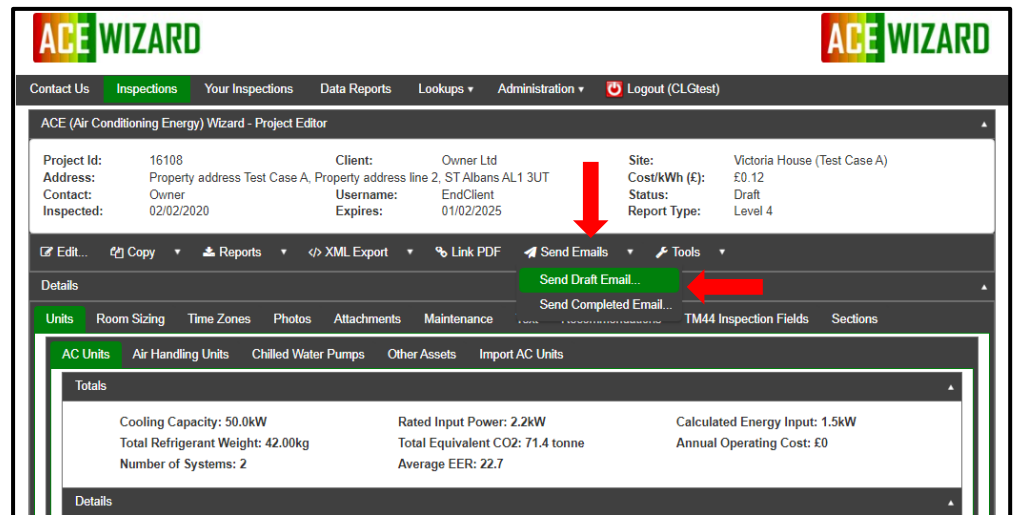
If the "Client" has never logged in to ACE before, the Client Email Address will be blank. To send to the end user, fill in their email address here, if the address is not known send the email to yourself. Once the End User has logged in,

the assessor will no longer be able to add an email address into this field. This is to prevent the End User's Password being exposed to the assessor as it will have been changed by the End User when they first log in to ACE.

All text contained in the email relates to the project and the assessment firm the project was created under. The above image shows the "Draft" email. The text below shows the "Completed" email.

REF - Owner Ltd - Victoria House (Test Case A)

Your recent Air Conditioning Energy Assessment(s) carried out on behalf of Tester has now been completed, the report and certificate have been lodged on the Governments Non-Domestic Energy Register (https://find-energy-certificate.digital.communities.gov.uk) and will remain valid for 5 years as proof of your company's compliance.

To access the Air Conditioning Report and Certificate please click the following link and enter the username and password contained in this email.

The full reports and the enhanced energy data will remain accessible for you to download until 02/02/2021 unless you have subscribed for on-going access to our service.

https://system.acewizard.co.uk

Username - EndClient

Password - XXXXXXX

Please note: on first log in you will be asked to change your password and add a recovery email address.

Kind Regards

Tester

The client has a default access period, at the time of writing it is 12 months, and this includes access to the ACE Wizard End Client F-Gas Logbook and PPM system. Access to these systems beyond can be sold separately to the End Client by the associated assessment firm or ACE Wizard Ltd.

Support – To contact ACE Wizard for advice on using ACE, to raise a bug, to suggest an improvement or to have systems added to the database email support@acewizard.co.uk or call 01420 446202.

Training – Please contact your accreditation scheme or ACE Wizard Ltd on the details above.

Additional Help – Visit https://www.acewizard.co.uk/ace-training where updates and new training videos will be posted.