



# Trane® Design Assist™: Account Creation, Help & Support

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### What is Trane Design Assist:

Trane® Design Assist™ is the newest application from Trane that delivers high performing Building Automation System designs and documentation for commercial buildings. This intuitive, web-based resource gives users the power to create reliable, repeatable designs, effectively collaborate with other project stakeholders and export accurate construction documentations for project of all sizes. Trane Design Assist is complementary and brand agnostic, creating an easier way to get pre-engineered solutions and system content using proven control standards / strategies.

Users create scalable designs on a digital canvas within the tool, giving self-service access to comprehensive documentation like overall project layouts, flow diagrams, sequence of operations, points list and project guide specifications. It supports multiple HVAC applications such as AHUs, Cooling Plant Systems, Heating Plant Systems, Dedicated Outdoor Air System, Chiller Heater System, Variable Air Volume Systems, VRF, terminal units, and many more! Plus it provides options for greater levels of customization if needed to meet specific project needs.

### How to gain access to Trane Design Assist:

Trane Design Assist is available 24/7 by navigating to the landing page at <https://tranedesignassist.com>. There are no licensing fees, requests for software downloads or permissions needed to gain access.

The recommended internet browsers are: Chrome, Safari, Edge

Users can also change their language preference on the top left-hand drop-down menu of the landing page. Trane Design Assist is available in English, Spanish, French Canadian and Portuguese.



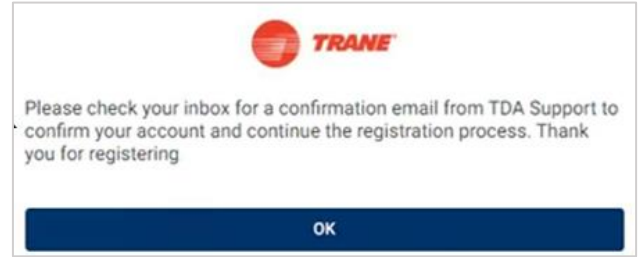
### Creating an Account:

First time users will need to click the blue “Create an Account” button on the home page (shown below). They will then need to enter their credentials and information (shown to the right).



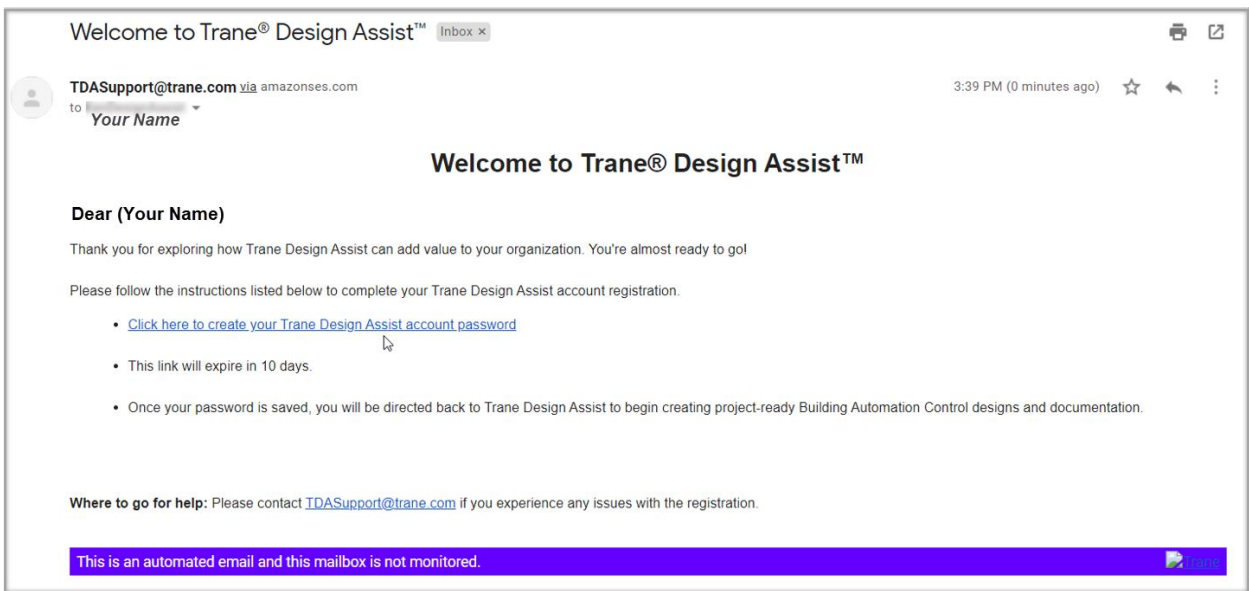


After entering your email address, first and last name the 'Register' button will turn blue, click 'Register'. A popup message will appear thanking the user for registering. Press the 'OK' button to continue registration.



Pressing the OK button will alert Trane's account management software to send the user an email from [TDASupport@trane.com](mailto:TDASupport@trane.com) to confirm the email address previously provided and continue the registration process.

Open the confirmation email from [TDASupport@trane.com](mailto:TDASupport@trane.com), as shown below in the example. This email will contain a link to activate the account and create your password. Click the link provided in the email. This link will expire in 10 days.





Clicking on the provided password creation link from the TDA Support confirmation email will navigate the user to complete the registration process by entering a password, and the user's company name information.

Password must contain 8-16 characters, containing 3 out of 4 of the following:

- Lowercase characters
- Uppercase characters
- Digits (0-9)
- Symbols @ # \$ % ^ & \* - \_ + = [ { } | \ : ~ ` ( ) ;

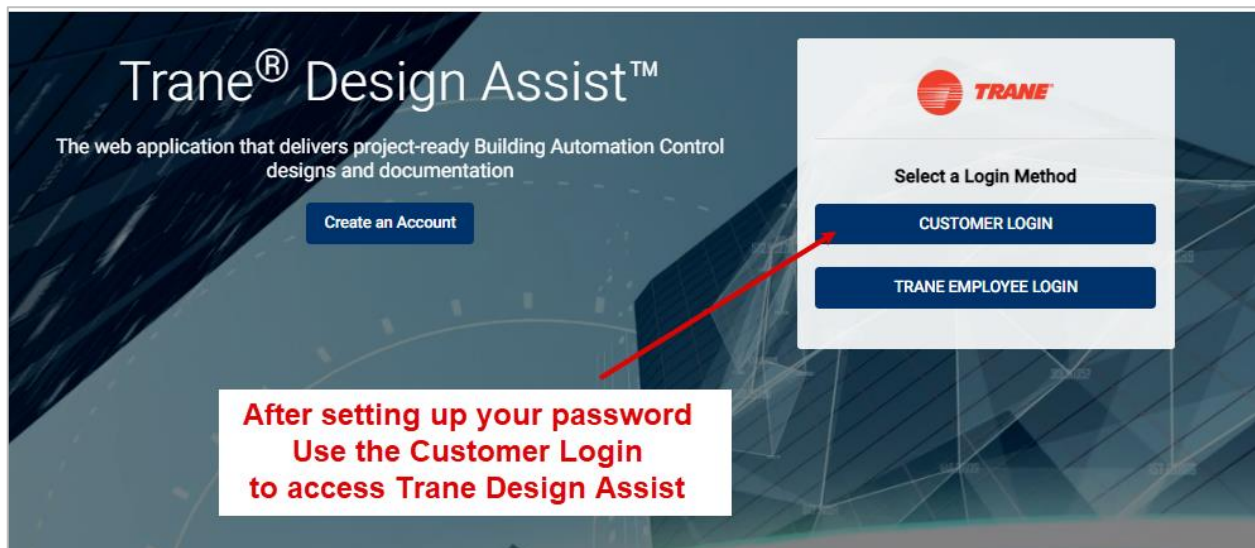
After this data has been provided the user should then press the 'Continue' button at the bottom of the page.

The screenshot shows a registration form titled "Complete your Registration" with the Trane Technologies logo. It contains three input fields: "New Password", "Confirm New Password", and "Company Name". Below these fields is a grey "Continue" button.

Once the password information is saved, the user will be directed back to the Trane® Design Assist™ landing page.

### Login and Account Setup:

The user can now sign into Trane® Design Assist™ with their registered email and password they just provided per the instructions above, by clicking the 'Customer Login' button on the method screen on the landing page.





When the 'Customer Login' is selected, it will bring you to a screen to enter in the Username and Password. The username is the email address provided when the Trane Design Assist account was created. Then click the 'Sign In' button to access the application.

The user can also select 'Remember Me' so that the internet browser they are using will save their login information.

When you sign into Trane® Design Assist™ for the first time, the Terms and Conditions will appear. Review the Terms and Conditions Policy and at the bottom of the page, press 'Accept' to accept the Terms and Conditions Policy or otherwise 'Decline'.

**Terms and Conditions of Use – Trane Design Assist website**

Please read all of these terms of use ("Terms") carefully before using our websites, email notifications, mobile applications, social media applications, and other online services (the "Services") because it affects your legal rights and obligations. Access to and use of this World Wide Web site is provided by Trane U.S. Inc. subject to these terms and conditions. **Please read these terms and conditions carefully as use of this site or downloading materials from this site constitutes acceptance of these terms and conditions.** If you disagree with any of the terms and conditions, do not use this website or download materials from this site.

**1. About Us**

Trane U.S. Inc. is a wholly owned subsidiary of its ultimate parent, Ingersoll-Rand plc. Ingersoll-Rand plc is registered in Ireland as a corporation and has its registered office at 170/175 Lakeview Drive, Airside Business Park, Swords, Co. Dublin, Ireland.

**2. This Agreement and Your Acceptance**

Our Services are owned, operated and provided by Trane U.S. Inc. and/or its parent company, Ingersoll Rand, PLC, ("Trane," "our," "us" or "we"). Our Services are hosted on servers located inside and outside the United States.

The Services of Trane and Ingersoll Rand's subsidiaries and affiliated companies are each owned, operated and provided by such subsidiaries and companies. However, these Terms ONLY govern the use of Trane's Services that specifically link to these Terms. Other Ingersoll Rand Services may link to or otherwise provide their own, separate terms.

You accept these Terms by accessing or using any of our Services. You will not be bound by all of these Terms, including our Privacy Notice, incorporated herein by reference, and available at the following link: [https://www.ingersollrand.com/privacy-notice](#)

3022 St. Stevens-Woirdweg  
Belgium  
Attention: Data Privacy Officer

The inquiries should include the individual's name, address, and other relevant contact information (phone number, email address). Ingersoll Rand will use all reasonable efforts to honor such requests as quickly as possible.

[Decline](#) [Accept](#)

Next, users will be asked to provide input for their 'Profile Information'. Please complete all required fields.



**Trane Profile Information**

First Name \*

Last Name \*

Email Address \*

Country \*

Postal Code \*

Language \*  
English

Time Zone Preferences  
(UTC-06:00) Central Standard Time

Organization \*

Role \*

*"The information you provide below will be used to register your use of the Trane® Design Assist™ site. The information will be used by Trane, Inc., our affiliates, and our service providers for their registration, fulfillment, and administration of the site. Our Privacy Policy governs the use of the information that you provide. By providing the information and selecting the continue button, you indicate that you read, understand and agree with these terms."*

Please contact me with Trane® Design Assist™ related material.

Then press "CONTINUE"

Check the 'Please contact me with Trane® Design Assist™ related material' to stay up to date with the tool.

When all required information is entered, the 'Continue' button on the bottom right will turn blue. Click the 'Continue' button to start using Trane® Design Assist™. The user will then be redirected to the Trane Design Assist Project Welcome Tile and Project List Page.

(Note: If you cannot see the 'Continue' button, resize your screen by holding the Ctrl key and zoom out with your mouse wheel.)

**Trane Project List**

Global Navigation Menu (access Terms & Conditions)

User Name Menu (access User Profile Info)

Hi, User's Name

**Trane® Design Assist - Welcome**

Additional features have been added to Trane Design Assist to allow you to manually edit your Design Canvas, create Communication Risers and configure Project Specifications

1. Refer to the "Help Document" for more details about customization.

Continue to advance through the help topics for more information to get started

Close

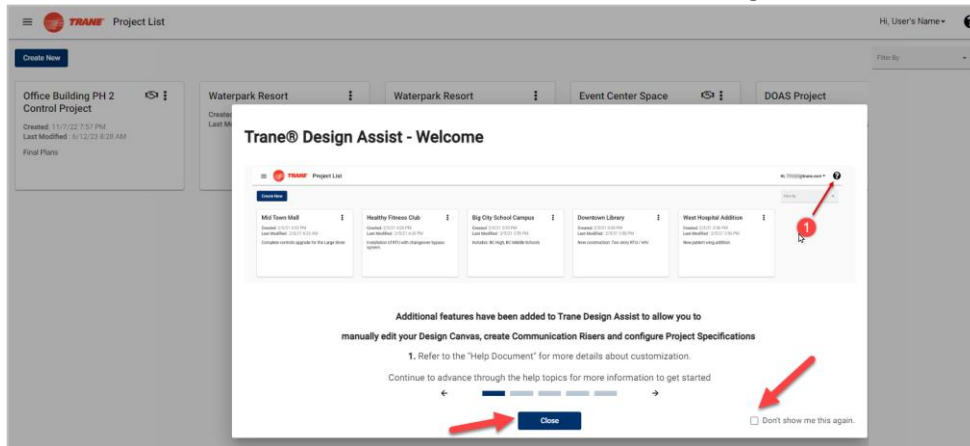
Don't show me this again.

After the first time login, users will not be directed to the Terms & Condition page or the User Profile page again. However, they can be re-accessed at any time. The Terms & Conditions can be found in the top left hand side Global Navigation Menu options. To make any changes or view your user profile, click the User Name Menu on the top right hand side.



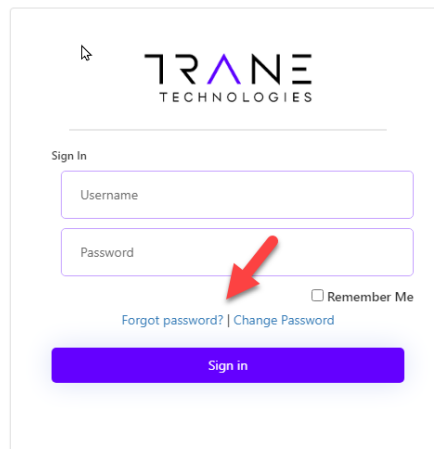
### Help Overlay Tiles:

When a user accesses Trane® Design Assist for the first time they will be presented a series of Help Tiles. A separate series of Help Tiles is presented for each main page of the application (Project List Page, Design Canvas Page, Publish Page). Users are encouraged to read through the brief explanations of the major functionality contained on each of these pages. Users may at their discretion close the tiles to continue working on that page. Closing the tiles will allow the tiles to show again on the next navigation to a specific page. Users may also select to not have the tile show again by selecting the “Do Not Show This Again” check box on the right side of the tiles. Once the check box is selected, the tiles will not show again.



### Change Password or Password Reset:

On the Trane Design Assist landing page, click the ‘Customer Login’ button to bring you to the sign in screen. On the bottom the user will see the options for ‘Forgot Password’ and ‘Change Password’. If you accidentally click one of these options, just use the back button on your internet browser.



Click the ‘Change Password’ option if you still remember your existing password but want to reset it for personal security reasons. Provide your existing known username (aka email address) and your current password then click ‘Continue’. It will then bring you to a screen to enter in your old password, then your new one you would like to change it to.



TRANE TECHNOLOGIES

Please provide the following details.

Username

Password

Continue

TRANE TECHNOLOGIES

Please provide the following details.

Old Password

New Password

Confirm New Password

Continue

The new password must contain 8-16 characters, containing 3 out of 4 of the following:

- Lowercase characters
- Uppercase characters
- Digits (0-9)
- Symbols @ # \$ % ^ & \* - \_ + = [ { } | \ : ~ ` ( ) ;

After this data has been provided the user should then press the 'Continue' button at the bottom of the page.

Once the new password information is saved, the user will be signed into Trane® Design Assist™ and be brought to the Project List Page to begin using the application meaning the password change was successful. This new password should be used to continue to sign into the tool.

Click the 'Forgot Password' option if the user does not remember their existing password. It will bring up the screen for you to enter your username (which is the registered email address) then click 'Continue'. Once it validates the provided email address is registered within Trane Design Assist, click the 'Send Verification Code' for Trane's account management system to send an email with a code to reset the password.

TRANE TECHNOLOGIES

**Password Reset**

We will send a verification code to the email address associated with your username.

Username

Continue

TRANE TECHNOLOGIES

**Password Reset**

Please provide the following details.

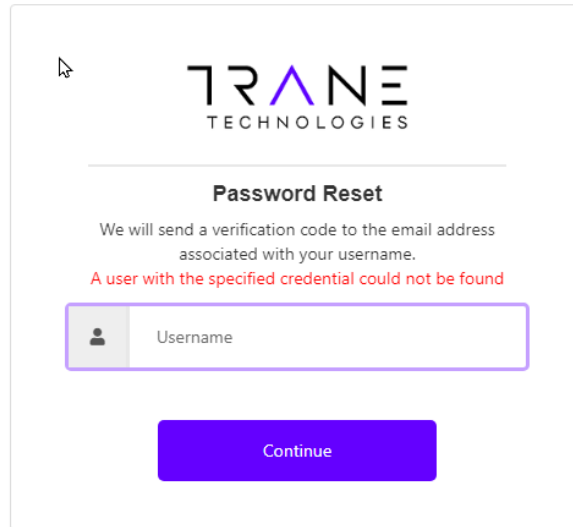
**"Verified Email Address Entered"**

Send verification code

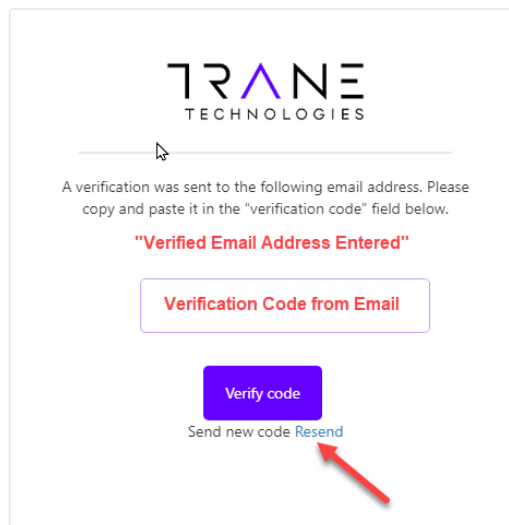




If the provided email is not found within Trane Design Assist as a registered email address, it will notify you on that screen saying, "A user with the specified credential could not be found". Try a different email address that you may have used when you created your Trane Design Assist account.



If the provided email is found within Trane Design Assist as a registered email address, it will bring you to another screen to enter the verification code. This verification code was sent to the provided email address. Open the email from "Trane Technologies – B2C Prod Account Email Verification Code" (example shown below) and copy the code to paste into the area within the other screen. This code does expire within a few minutes. To resend another code, click the "Resend" button.



Once the user types or pastes in the correct verification code from the email provided, it will bring you to the screen to reset your password. The new password must contain 8-16 characters, containing 3 out of 4 of the following:

- Lowercase characters
- Uppercase characters



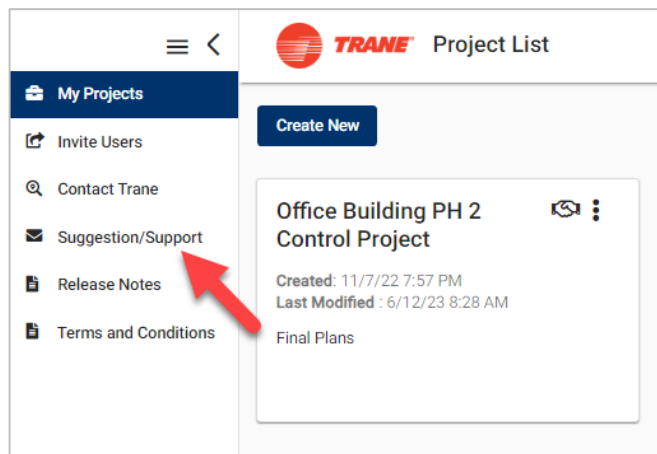
- Digits (0-9)
- Symbols @ # \$ % ^ & \* - \_ + = [ { } | \ : ~ ` ( ) ;

After this data has been provided the user should then press the 'Continue' button at the bottom of the page.

Once the new password information is saved, the user will be signed into Trane® Design Assist™ and be brought to the Project List Page to begin using the application meaning the password reset was successful. This new password should be used to continue to sign into the tool.

### Support and Training:

If in the tool and the user has any feedback, question or needs to report a bug, use the 'Suggestions / Support' option within the top left hand Global Navigation Menu.



Once selected, click on the reason your contacting Trane (which there currently is only one option which is you have a suggestion or bug needing to be reported). Then within that screen, write in as much details as possible about the feedback or bug where it says 'object'. Users can also attach an image or PDF file to go along with it. Once the information is filled out, click 'Submit'. A member of the Trane Design Assist team will receive it and respond back accordingly.



### Suggestion/Support

Reason I'm contacting Trane  
I have a Trane® Design Assist™ suggestion or bug I need to report

[object Object]

Attach image or pdf file (3 MB limit) 15 of 1000

No file chosen

Users can also email [TDASupport@trane.com](mailto:TDASupport@trane.com) directly with any questions.


For training options, there is a Help Document within Trane Design Assist that goes over all of the features and functionality within the tool. To access the Help Document, click the question mark logo on the top right hand side on any page in the application.

The screenshot shows the Trane Design Assist application interface for a project titled "Office Building PH 2 Control Project". The top navigation bar includes "DESIGN" and "PUBLISH" buttons, and a user profile for "Hi, Jane Miller" with a question mark icon. Below the navigation bar, there are tabs for "Facility & Field Controllers", "Systems", "Equipment Controls", "Auxiliary Controls", and "Tools". The main workspace displays a floor plan for "FLOOR 1" with various HVAC components labeled, such as "VAV 1 VARIABLE AIR VOLUME SYSTEM", "CABINET UNIT HEATER 1-2", "PACKAGED RTU 1 VARIABLE AIR VOLUME SYSTEM", "UV 22 DEDICATED OUTDOOR AIR SYSTEM", "VAV 2 VARIABLE AIR VOLUME SYSTEM", "SELF CONTAINED UNIT", "VAV 3 VARIABLE AIR VOLUME SYSTEM", "VAV 4 VARIABLE AIR VOLUME SYSTEM", "VAV 5 VARIABLE AIR VOLUME SYSTEM", "MECH RM 101" (containing "SYSTEM CONTROLLER 1", "BOILER 1 HEATING PLANT SYSTEM", and "FAN 8"), "AHU 2 DEDICATED OUTDOOR AIR SYSTEM", "VAV 6 VARIABLE AIR VOLUME SYSTEM", "VAV 7 VARIABLE AIR VOLUME SYSTEM", "VAV 8 VARIABLE AIR VOLUME SYSTEM", and "BLOWER COIL 1". A red arrow points from the question mark icon in the top right corner to the text "Help Document" in red. The bottom of the interface shows a "PROJECT DESIGN" button and tabs for "FLOW DIAGRAM", "SEQUENCE", "POINT LIST", "ITEM GUIDE SPEC", and "PROJECT SPEC".



When selected, a new internet browser with the Help Document will open. Use the table of contents within the Help Documents on the left hand side to navigate to a certain section you want more information on. Users can also use the “Ctrl F” function to open up a search bar in their browser to search for something specific.

**Trane® Design Assist – Help Document**



**Contents**  
[What is Trane® Design Assist:](#)  
[Language Preference](#)  
[Help Overlays](#)  
**Project List Page:**  
[Create a Project](#)  
[Opening a Project](#)  
[Project Tile Options](#)  
[Sharing a Project](#)  
[Project Shared to Others](#)  
[Email Address Menu](#)  
[Navigation Menu](#)  
**Design Canvas:**  
[Design Library](#)  
[Equipment Controls Systems](#)  
[Auxiliary Controls](#)  
**Item Configuration:**  
[Equipment Controls - Item Configuration](#)  
[Project Hierarchy](#)  
[Content Tabs](#)  
[Return to Design Canvas](#)  
[System Item Configuration](#)  
[Manual Item Customization](#)  
[Flow Diagram](#)  
[Sequence](#)

**What is Trane® Design Assist:**  
Trane® Design Assist is an interactive web application that gives users the ability to design building automation control systems, regardless of size or brand, on their own using industry proven strategies. The control system content can then be exported for use in project plans and specifications.

Trane® Design Assist provides . . .

- Conceptual system diagrams
- Product-specific guide specifications
- Sequence of operations
- Flow diagrams
- Points data
- Project Specifications

Content designed within Trane® Design Assist is available for download in PDF, DWG, DOCX and XLSX formats.

Trane® Design Assist will save users time, reduce errors and omissions.

To learn more about Trane® Design Assist, visit the online [training course](#).

There is also a self-paced training course available to learn more information on Trane Design Assist.  
[https://rise.articulate.com/share/mkQX3F\\_vNfe7QX4gbzifSeDd3-M6XGCu#/](https://rise.articulate.com/share/mkQX3F_vNfe7QX4gbzifSeDd3-M6XGCu#/)



**Trane® Design Assist™**  
100% COMPLETE

▼ GETTING STARTED WITH TRANE® DESIGN ASSIST™

- What is Trane® Design Assist™? ○
- Creating an Account / Settings ○

▼ LET'S TAKE A CLOSER LOOK AT THE TOOL

- Project List Page ○
- Sharing a Project / Collaboration ○
- Design Canvas Page ○
- Manual Item Customization ○
- Publish Page ○
- Getting Started ○

**What is Trane® Design Assist™ ?**

Click on the video below to play the demonstration on Getting to Know Trane® Design Assist™



Trane® Design Assist™ gives users the power to create comprehensive Building Automation Control System designs and documentation automatically through configuration selections and customization to meet any project need.

This free, web-based resource applies industry proven strategies to projects of all sizes and regardless of brand. Trane® Design Assist™ allows users to create, share and export designs for easy collaboration with stakeholders, colleagues and trusted advisors.

Users can also tailor their Trane® Design Assist™ interface with multi-language support available now in English, Spanish, French Canadian and Portuguese.

**Design Collaborate Export**



Another reference to learn more information about Trane Design Assist is at the Design and Analysis Tools page on [Trane.com](https://www.trane.com).

<https://www.trane.com/commercial/north-america/us/en/products-systems/design-and-analysis-tools/trane-design-tools/trane-design-assist.html>

Design and Analysis Tools > Trane® Design Assist™

## Trane® Design Assist™

Building Design Made Easy for Everyone

### Trane® Design Assist™

Trane® Design Assist™ is the newest web application from Trane that delivers high performing Building Automation System designs and documentation for commercial buildings. It supports multiple HVAC applications such as AHUs, Cooling Plant Systems, Heating Plant Systems, Dedicated Outdoor Air System, Chiller Heater System, Variable Air Volume Systems, VRF, terminal units, and many more!

Users can also customize their projects with new, multi-language support - available in Spanish, French Canadian, and Portuguese.

Register for a free Trane Design Assist account today!

[Trane Design Assist - Getting Started Guide](#)

[Launch Website](#)

[See Available Downloads](#)

## An Intuitive Tool to Meet Your Evolving Project Design Needs

Thanks to your feedback, we continue to make Trane Design Assist better, quicker and easier than