

Blue Light Housing Portal

Customer Onboarding & User Guide

Version 1.0

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1. Introduction

Welcome to the Blue Light Housing (BLH) Portal. The BLH Portal is a centralized web application that lets your organization monitor and control Blue Light emergency towers across your campus or facility. This guide walks you through logging in, navigating the portal, and performing the most common day-to-day tasks.

From a single dashboard, administrators can:

- Monitor tower status in real time across every location
- Configure lighting behavior and apply preset configurations
- Respond to alarm events and review alarm history
- View device diagnostics and last-communication times
- Schedule lighting changes for specific dates and times
- Manage firmware updates
- View tower locations on an interactive map

Who this guide is for: Customer admins, system administrators, and day-to-day operators responsible for monitoring or controlling BLH stations. Some features shown in this guide are restricted to administrator roles; those are called out where they appear.

2. Getting Started

If this is your first time using the portal, follow these three steps to get oriented:

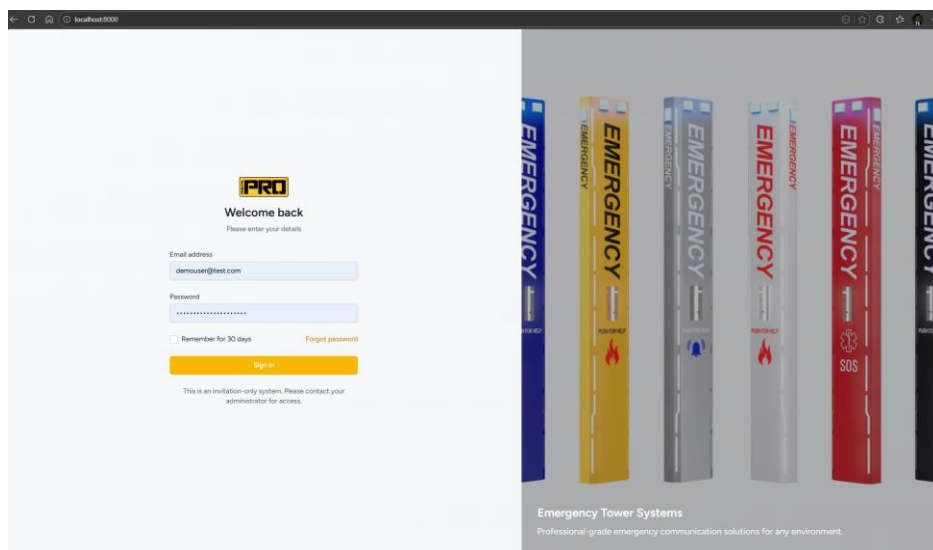
1. **Log in** with the credentials provided by your administrator (Section 3).
2. **Review the dashboard and sidebar** to locate the sections you'll use most (Section 4).
3. **Open the Blue Light Stations page** to see all devices associated with your organization (Section 5).

The remainder of this guide covers each area of the portal in detail. You can read straight through, or jump to the section you need using the Table of Contents.

3. Logging In

To access the BLH Portal:

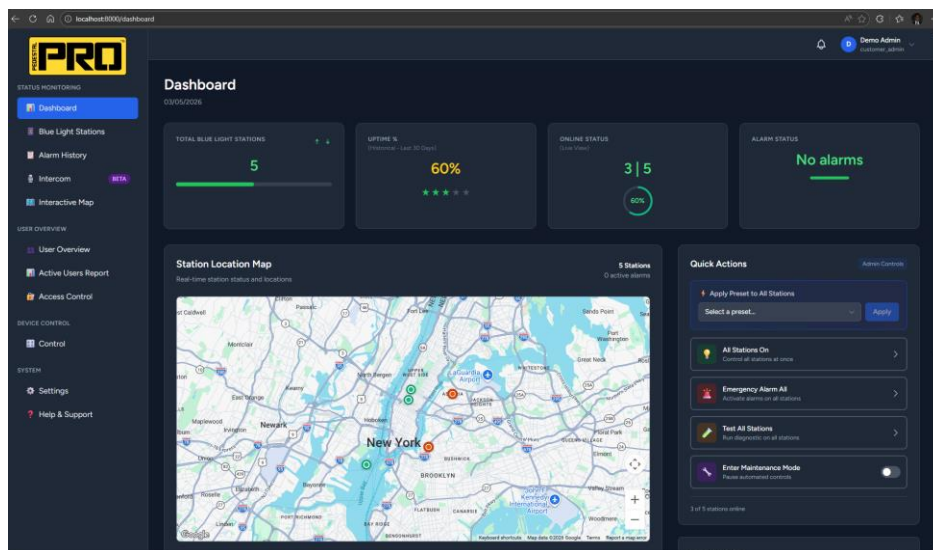
1. **Navigate** to the portal login page provided by your organization.
2. **Enter** your email address and password.
3. **Click Log In** to enter the portal.



Forgot your password? Click the Forgot Password link on the login page to receive a password reset email. If you don't receive the email, check your spam folder or contact your customer administrator.

4. Portal Navigation

Once logged in, you'll see the main dashboard with a navigation sidebar on the left. The sidebar is your primary tool for moving between the portal's major sections.



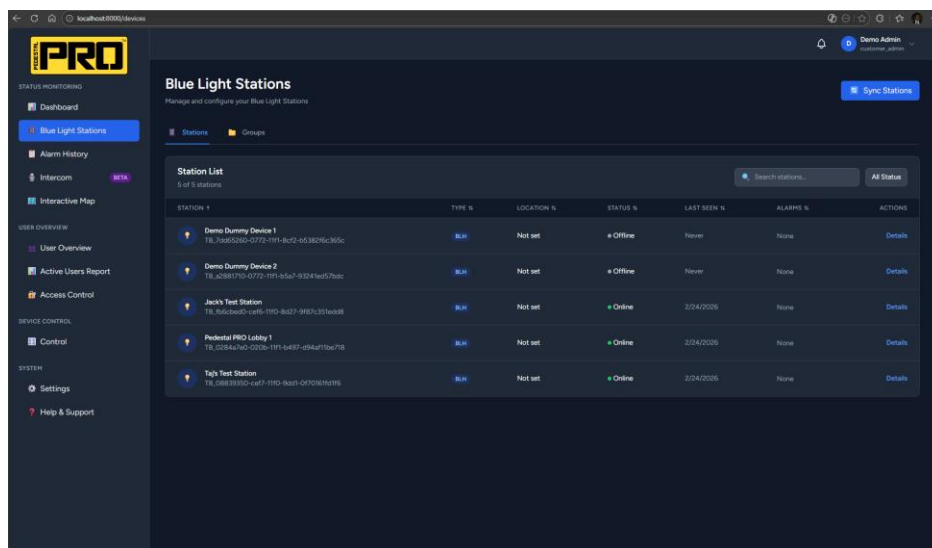
Sidebar sections at a glance:

Section	Description
Dashboard	Overview of overall system status and recent activity.

Section	Description
Blue Light Stations	View and manage towers, and create tower groups.
Alarm History	View active alarms, test alarms, and configure alarm settings.
Interactive Map	Visual map of tower locations with live status indicators.
User Overview	Manage and add portal users.
Active Users Report	Print or export a CSV of currently active users.
Access Control	Quickly manage which users can control which stations.
Control	Customize alarms, test alarms, and create presets and schedules.
Settings	Edit profile, notification preferences, two-factor authentication, and password.

5. Viewing and Managing Stations

The Blue Light Stations page is the central place for monitoring the towers associated with your organization. Each entry in the station list shows at-a-glance operational information and provides quick access to configuration.



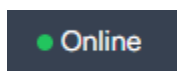
Station List Columns

Column	Description
Device Name	Unique identifier of the tower.
Type	Device type (e.g., BLH).

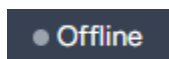
Column	Description
Location	Physical location, if set during installation.
Status	Current operational status (see below).
Last Seen	The most recent time the device communicated with the server.
Alarms	Count of active alarms on the device, if any.
Actions	Opens the Details view for the device.

Device Status Indicators

Each device displays one of the following status states in the Status column:



Online — The device is actively communicating with the system and operating normally.



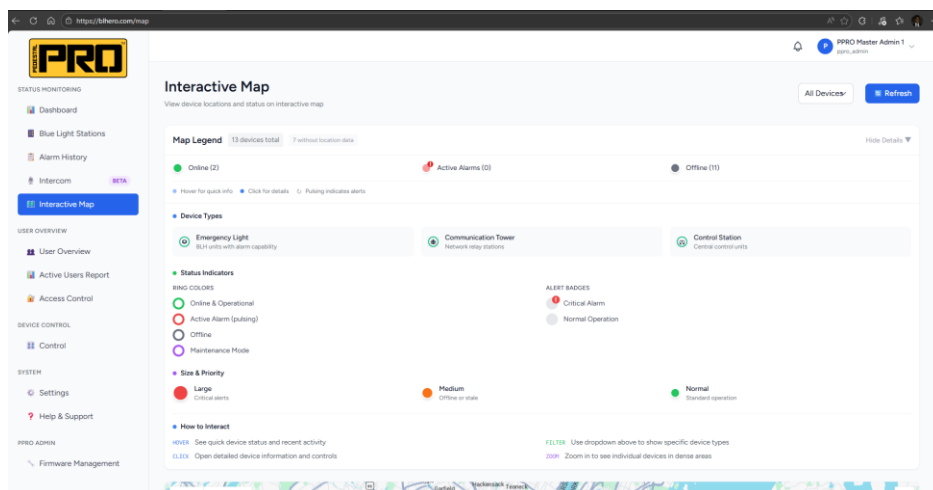
Offline — The device has not communicated with the server recently. Check the Last Seen column to see when it was last reachable.

Active Alarm — The device has one or more active alarms. The Alarms column shows the count, and the device will appear with a pulsing red indicator on the Interactive Map. See Section 12 for more on alarms.

Maintenance Mode — The device has been placed into maintenance mode and is temporarily excluded from normal monitoring. Devices in maintenance mode appear with a distinct indicator on the Interactive Map.

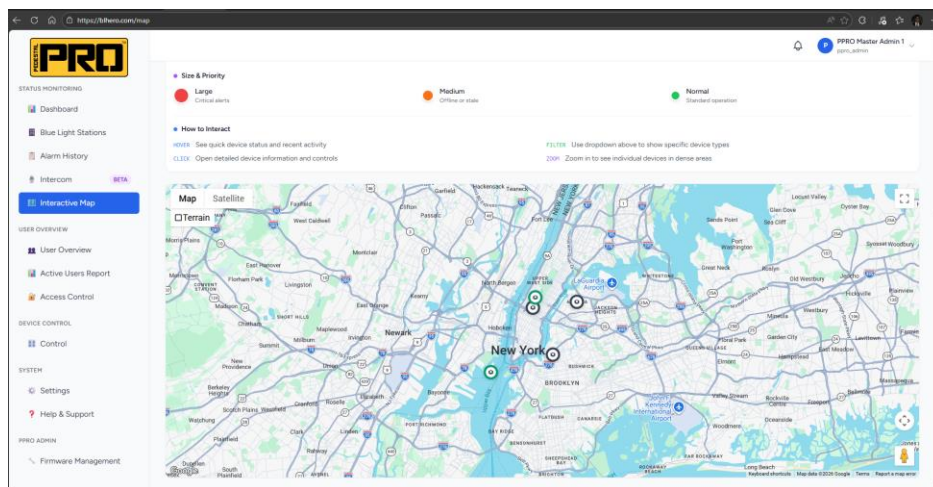
6. Interactive Map

The Interactive Map provides a geographic view of every station in your organization. It's the fastest way to get a visual read on the health of your deployment — especially when you're responsible for stations spread across a large area.



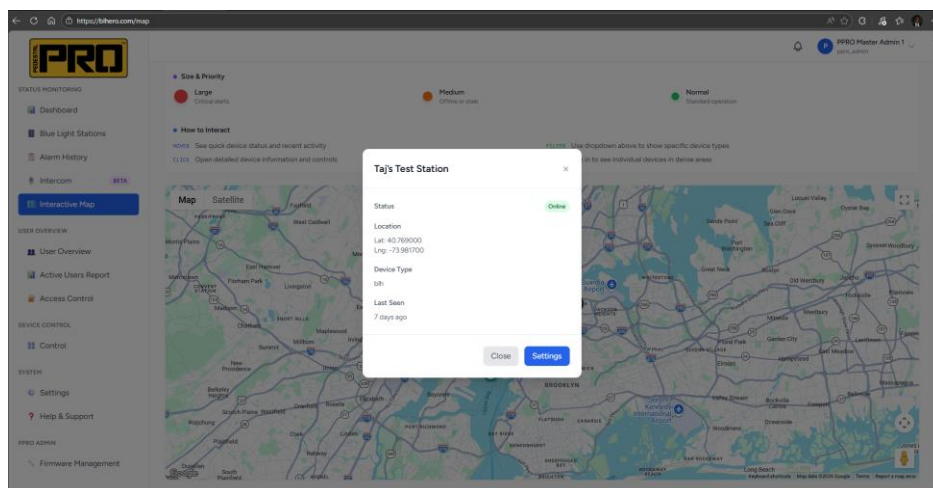
The map legend (shown above) explains the colors and indicators used to represent each device's state, type, and alarm priority. Key groupings include:

- **Device Types** — Emergency Tower, Communication Tower, and Control Station, each shown with a distinct icon.
- **Status Indicators** — Online & Operational, Active Alarm (pulsing), Offline, and Maintenance Mode.
- **Alert Badges** — Critical Alarm and Normal Operation badges appear on the map when attention is needed.
- **Size & Priority** — Large (critical/urgent), Medium (warning), and Normal (standard operation) sizes make high-priority devices easier to spot at a glance.



Viewing Station Details on the Map

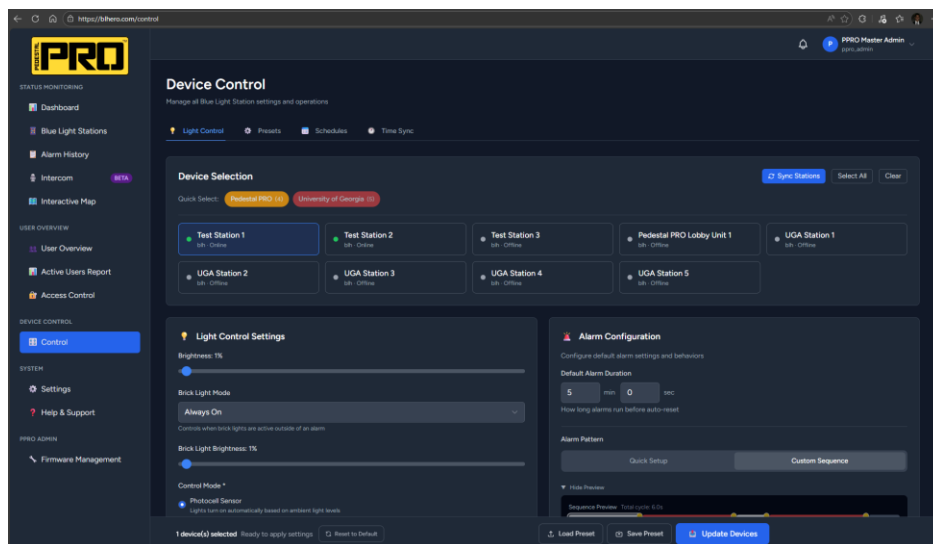
Click any station pin on the map to open a popup with additional information about the device, including its name, current status, and a shortcut to open its Details view.



7. Control Page

The Control page is where you configure lighting behavior and alarm settings for one or more stations at a time.

- Clicking a device opens the Light Control Settings and Alarm Configuration panels for that device.
- Select multiple devices to apply the same settings across a set of towers. Clicking a device group selects all devices within that group.



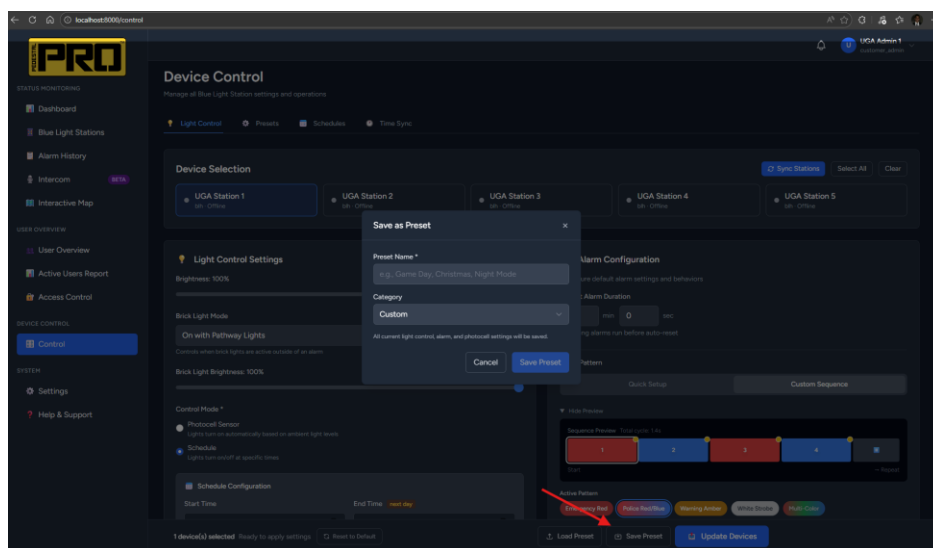
Tip: When configuring settings across many devices, consider saving the configuration as a Preset (see the next section). You'll be able to reapply the same settings later without re-entering every value.

8. Presets

Presets let you save a combination of lighting and alarm settings and reapply them later with a single click. They're useful for recurring scenarios — for example, a “Night Mode” preset for reduced brightness after hours, or a “High Alert” preset for heightened campus activity.

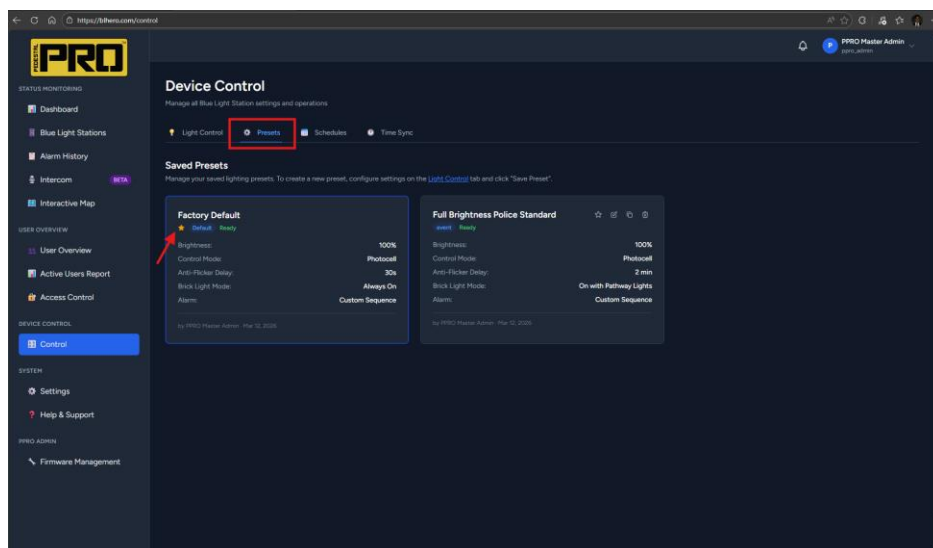
Saving a Preset

1. On the Control page, select the lighting and alarm settings you want to save.
2. Click **Save Preset** at the bottom of the form.
3. Give the preset a descriptive name and save.



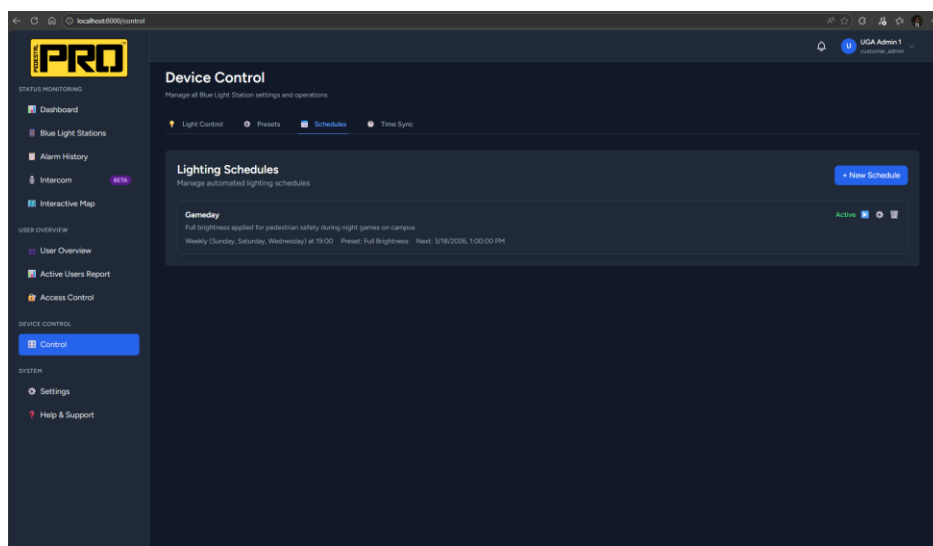
Managing Presets

- Saved presets appear in the list under the Presets tab.
- Click the **star icon** next to a preset to mark it as the default. A device will fall back to its default preset after a scheduled behavior ends or after you click **Reset to Default** on the Light Control page.



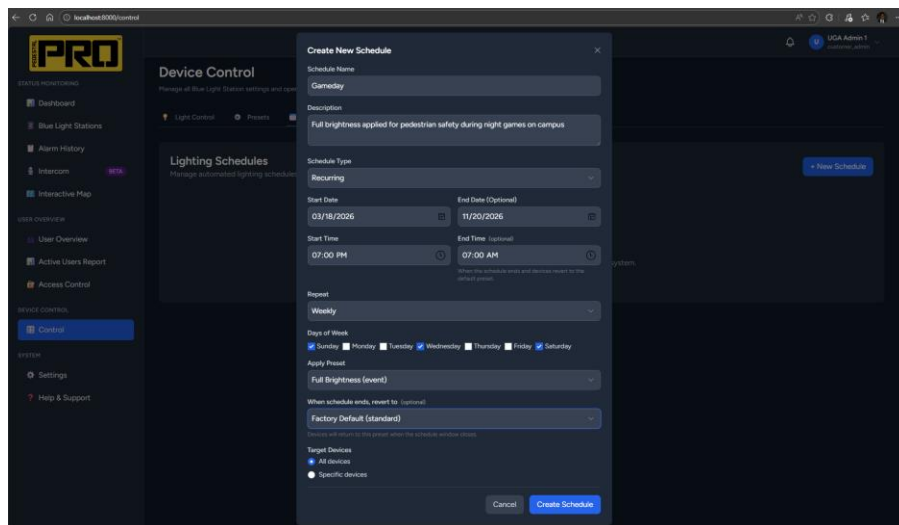
9. Schedules

Schedules let you apply presets automatically at specific dates and times. The Schedules tab shows every schedule you've created, along with its timing and the preset it applies.



Creating a New Schedule

1. On the Schedules page, click **New Schedule**.
2. Fill in the scheduled date and time range.
3. Under **Apply Preset**, choose the preset you want to apply during the selected window. Presets you've already created will appear in this dropdown.
4. Optionally, choose a **fallback preset** that the station will revert to when the schedule ends. If no fallback is selected, the station returns to its system default settings.

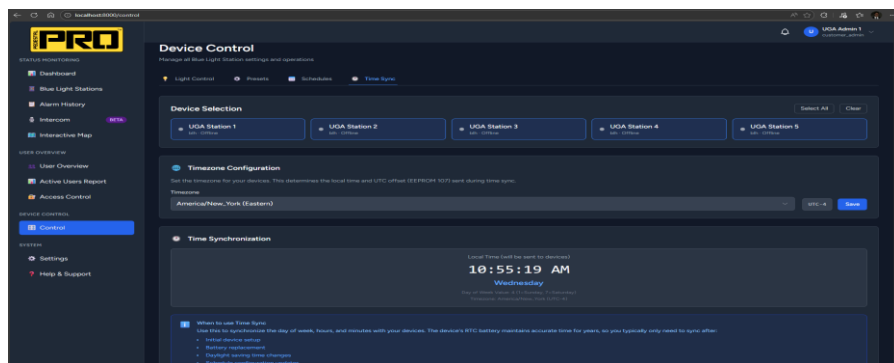


Good to know: Schedules are evaluated per-device, so a single schedule can apply to all stations in a group. If two schedules overlap, the most recently created one takes precedence during the overlap window.

10. Time Sync

Each device automatically syncs its clock with the server once per day. The Time Sync page lets you force a manual sync and review or change time-zone settings when needed.

- Sync the time on selected devices immediately, without waiting for the daily sync.
- View the timezone assigned to each device. Timezone is set automatically during installation, but can be changed from this page.



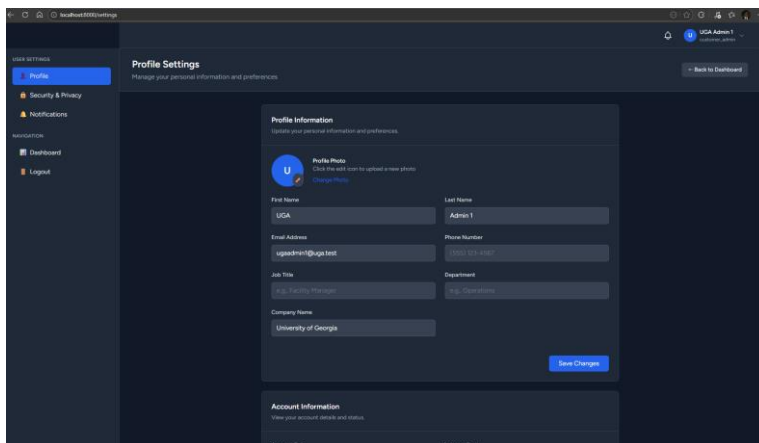
Admin only: The Time Sync page is visible only to customer administrators and system administrators.

11. Settings

The Settings tab contains your personal account preferences. There are two sub-pages:

Profile

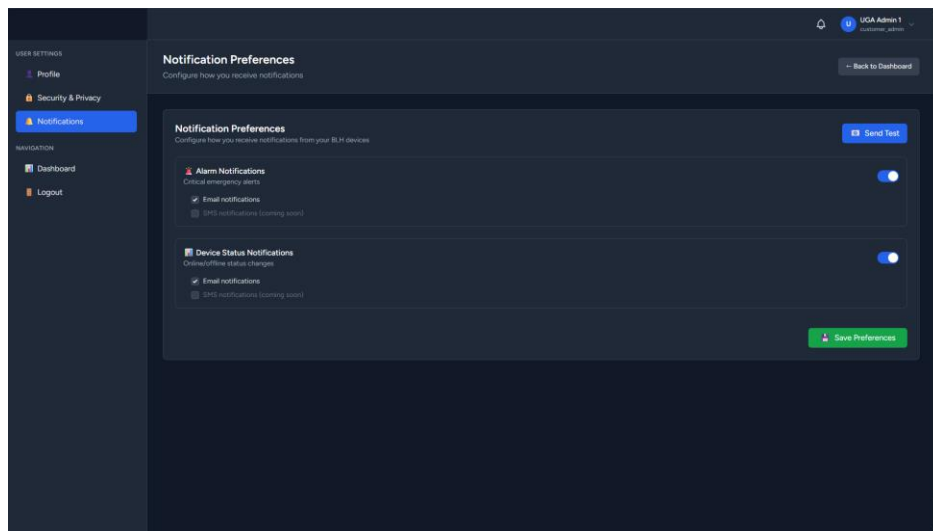
View your system role and update basic profile information such as your name and contact details.



The screenshot shows the 'Profile Settings' page. The left sidebar has 'Profile' selected under 'USER SETTINGS'. The main content area is titled 'Profile Settings' and 'Manage your personal information and preferences'. It includes a 'Profile Information' section with a profile picture placeholder and a 'Send Test' button. Below this are input fields for First Name (UCA), Last Name (Admin 1), Email Address (ucadmin@blue-test.com), Phone Number (555-555-5555), Job Title (E.g. Police Officer), Department (E.g. Operations), and Company Name (University of Georgia). A 'Save Changes' button is at the bottom right. There is also an 'Account Information' section at the bottom.

Notifications

Click the Notifications link in the sidebar within Settings to configure how and when the portal contacts you about alarms and other events.

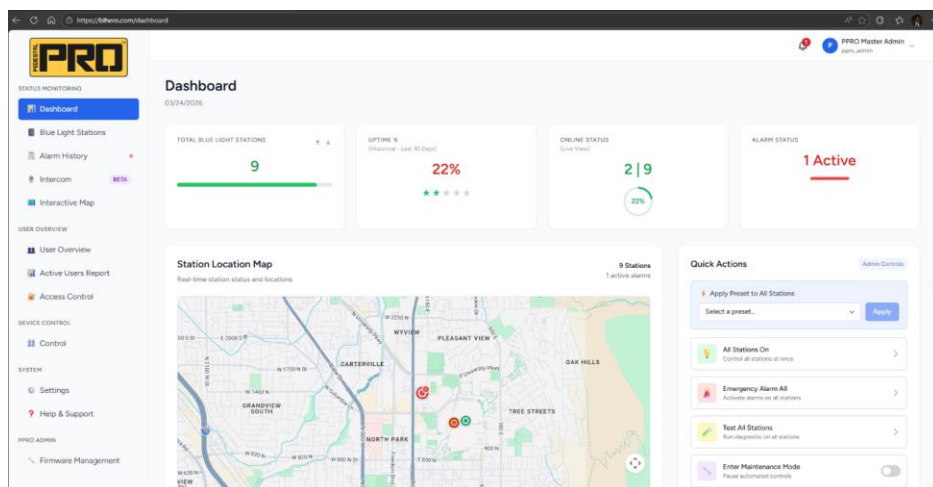


The screenshot shows the 'Notification Preferences' page. The left sidebar has 'Notifications' selected under 'USER SETTINGS'. The main content area is titled 'Notification Preferences' and 'Configure how you receive notifications'. It includes a 'Send Test' button. Below this are two sections: 'Alarm Notifications' and 'Device Status Notifications'. Each section has a toggle switch and a checkbox for 'Email notifications'. A 'Save Preferences' button is at the bottom right.

Security tip: Two-factor authentication (2FA) and password changes are also managed from the Settings area. Enabling 2FA is strongly recommended for any account with administrator privileges.

12. Alarms

Alarms are real-time notifications generated when a device detects a condition that requires attention. The portal surfaces active alarms in several places so that they're visible wherever you happen to be working.



Where Active Alarms Appear

- **Notification bell** at the top right of every page — click to see a list of active alarms and jump directly to the affected device.
- **Alarm History tab** — a chronological record of active and past alarms across your organization.
- **Interactive Map** — affected stations are displayed with a red pulsing indicator so they stand out immediately.

Responding to an Alarm

1. Open the affected device from the notification bell, Alarm History, or the Interactive Map.
2. Review the alarm details and device diagnostics.
3. Take any corrective action required (for example, dispatching a technician or reconfiguring the device).
4. Acknowledge the alarm once the condition has been resolved.

13. Getting Help

If you run into an issue that isn't covered in this guide, there are a few places to turn:

- **Help & Support** — use the Help & Support link in the sidebar to access documentation and submit a support request.

- **Your customer administrator** — for questions about account access, user roles, or organization-level settings, contact the administrator at your organization.
- **System administrator** — for device-level hardware issues, firmware updates that don't apply, or infrastructure questions, contact your system administrator.

Still stuck? When submitting a support request, include the device name or ID, the time the issue occurred, and any error messages you saw. This information helps support resolve your issue faster.