CONNECTLED CUSTOMER ADMIN GUIDE

For Customer Admin

Table of Contents

1. Definitions

ConnectLED Admin Portal (CAP)	The Evluma application that runs at https://connectled.evluma.com/#/login for managing ConnectLED use.
Evluma Admin	An Evluma Customer Support representative responsible for record creation and maintenance for the CAP site. The Evluma Admin has administration rights in setting up other access to the system.
Customer	An account that has ConnectLED Users, for example, XYZ Utility. This can be a utility, a municipality or town, a distributor, or Evluma.
Customer Admin	An identified individual within the Customer account who is authorized to be the administrator for the Customer ConnectLED Users. This would typically be someone in the IT group for the Customer who manages the devices and applications that are used in the field, such as laptops and tablets. The Customer Admin uses the CAP site to manage the Customer Users.
ConnectLED App	The downloadable application (from the Apple Store) that is installed on Customer-owned tablets or phones for controlling Evluma lamps.
User	An identified individual within the Customer account who is using the ConnectLED App on a mobile device.
License	A license is required per User to allow operation of the application on a mobile device. Typical license types are PROMO, BASIC, and ENTERPRISE. Customers are assigned licenses by the Evluma Admin, and the Customer Admins can assign them to specific users within the Customer account.
Provision	To provision an Admin or a User in the CAP site means to set up the account and invite them to complete the setup process.
Activate	As part of the provisioning process, Admins/Users are invited through an activation email to their designated email account. They complete the process by going to the CAP site and providing their email. At the completion of this entry, they are activated in the CAP site.

2. General ConnectLED Account Information

A ConnectLED account is required to use the ConnectLED App. The ConnectLED Admin Portal (CAP) is the provisioning tool to set up the account. The Customer Admin is responsible for provisioning Users under their company and managing the licenses available through CAP site.

Portal link: https://connectled.evluma.com/#/login

Log in here with your ConnectLED Admin account to provision Users and manage the licenses. If you don't have an Admin account, Contact Evluma Admin (Phone# +1 425-336-5800).

3. General ConnectLED App Information

The ConnectLED application is available for iPhone, iPad, Android tablets and Windows PC. Apple and Android applications can be downloaded for free from Apple App store and Android Play store. Open the App store/Play store app and search for "ConnectLED." Download "Evluma ConnectLED" app.

The Windows application is available for download on ConnectLED Portal Dashboard or via the link below.

Windows download links:

https://connectled.evluma.com/downloads/pc/app/ConnectLED-PC.zip

Both Admins and Users can log in to the Portal with their ConnectLED account to download any ConnectLED application. Log in and scroll down on the Dashboard page to see "Downloads" section.

If you are having trouble downloading or installing the application, Contact Evluma Admin (Phone# +1 425-336-5800).

Users require a ConnectLED account to log in to and use the app. The ConnectLED account is created by either the Evluma ConnectLED Admin or Customer Admin.

It is not required that the Customer Admin be provisioned as a User and download the app, but the Admin can also be a User through assignment of a license to their account. See below for more information.

4. General License Information

Each Customer purchases and is assigned a given set of licenses of each category. The Customer Admin can assign these licenses to Users as needed.

- ENTERPRISE – Full access of the functionality on ConnectLED App for an unlimited number of lamps.
- BASIC – Only Connect/Disconnect and Event History functionality is enabled for an unlimited number of lamps. The remaining functionality is read only.
- PROMO – Full access of the functionality, like Enterprise, but for a limited number of lamps.

For example, you ordered 10 Enterprise licenses, and 10 Basic licenses. As the Admin of the company, you can assign these licenses to Users once they are provisioned in the system. 10 Users can be assigned with Enterprise capabilities and 10 Users can be assigned with Basic capabilities on the ConnectLED application.

5. Customer Admin Account Setup

The Evluma Admin will set up your account after an order is placed. The Evluma Admin will contact the company to identify the person responsible for being the Customer Admin. After the Evluma Admin successfully provisions your account, you will receive an activation email. Activate the account by following instructions in the email. Upon successful activation, log in to ConnectLED Admin Portal to create new Users.

6. Creating a ConnectLED User Account

The Customer Admin can create Customer Users once an Admin account is created. Log in to the ConnectLED Admin Portal using your Admin credentials.

Navigate to Administration -> Users. A list of current users will be shown on the page.
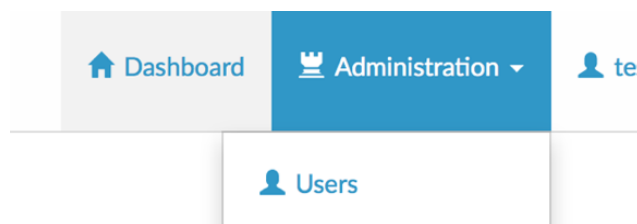

Figure 1. Navigation bar. Customer Admin landing page.

Figure 2. List of current Users on the Customer Admin landing page.

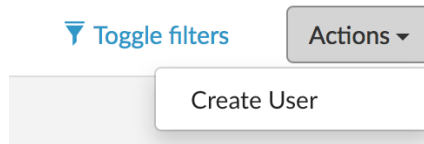Choose Actions -> Create User to create new User account.

Figure 3. Create User is an action on the Customer Admin landing page.

Enter User details and assign a license to the User. A User requires an active license assigned to use the ConnectLED application.

Figure 4. Company User Management. Create new User.

After successful provisioning, the User will receive an activation email. The User needs to activate the account by creating a password for it. This activation link is valid for 30 days. After successful activation, the User can install the application from the Apple Store and then log in to the ConnectLED application.

The first time a User logs in to the app requires that they have an active Internet connection so that they can authenticate with the CAP server.

Users will need to log in to their app every 7 days as their login will expire. They DO NOT need an active internet connection on their device to re-log in, as their credentials are securely cached on the device.

Whenever a User logs in to the ConnectLED App, the app attempts to authenticate with the server if an Internet connection is available. The User credentials are also securely cached on the device for 30 days. This allows for a User to be in the field at a lamp in a remote location and which may be out of mobile coverage. The app will then check the local cached credentials to authenticate the User. However, if the cached credentials have expired, the User will need to return to a coverage area to first log in to the application and authenticate with the server before they proceed to the lamp location. Legacy ASUS Android tablets do not need to revalidate the credentials until license expiration.

Your ConnectLED app session lengths can be found on the dashboard in ConnectLED admin portal. You can choose the values that best suit your company. Contact Evluma Admin (Phone# +1 425-336-5800) to update these values.

7. Creating an Additional Customer Admin Account

The Customer Admin can make any User under the company an additional Customer Admin. There is no limit to the number of ConnectLED Admin accounts a company can have.

To make a User a Customer Admin, go to Administration -> Users and choose the User account. In User details section, Go to Actions -> Grant entitlement group.
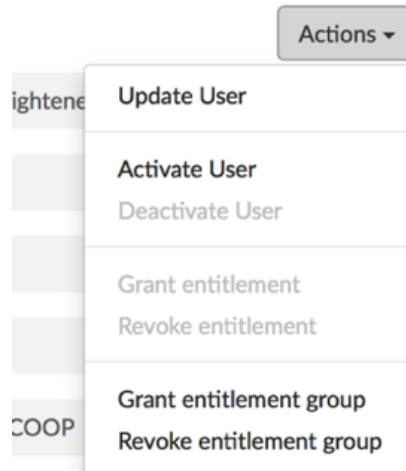

Figure 5. Grant and Revoke entitlements group are actions on the Customer Admin landing page.

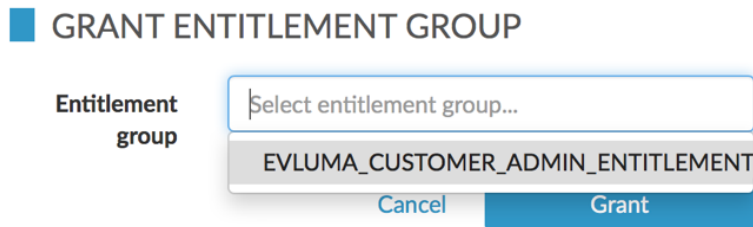Assign "Evluma_Customer_Admin_Entitlements" group to this User.

Figure 6. Select an entitlement group for a Customer Admin.

Admin capabilities can be revoked any time by revoking this entitlement in "Revoke entitlement group" section.

Admin accounts are indicated by ⭐ in the user lists.

⭐ myaccount1@lightenergy.com	my account1	my account1	inactive
myaccount2@lightenergy.com	my account2	my account2	inactive

8. Additional Admin Capabilities on User Accounts

The Customer Admin has full control over all the Customer User accounts. Additional actions that an Admin can perform on User accounts are shown below. All these actions can be found under Administration -> Users -> select the User in list of users -> User details -> Actions.

Figure 7. Actions available under the User Details.

8.1. Update User

Update User details, such as First Name, Last Name and License.

8.2. Activate/Deactivate User

Activate and Deactivate User account as needed. A deactivated User will no longer have authentication capability with the server and their license will be returned to the license pool and available to another User.

Note: Due to credential caching on the User's device, their deactivation to the app may not be immediate. If they are on an Internet connection the next time they log in, they will be denied access to the application and their cached credentials deleted. However, if they are not on an Internet connection, and there are still valid credentials cached locally, they will continue to have access until the local credentials expire.

8.3. Grant/Revoke Entitlement Group

Grant or Revoke entitlement group to grant or revoke admin responsibilities of a User. The assignment or revocation is immediate.

8.4. Request Reset Password

Reset User password. Upon reset, an email will be sent to the User to create a new password. They will be directed by a link back to the portal to set up a new password.

8.5. Delete User

Delete User account. This will completely remove the User from the system and return any assigned license back to the license pool.   Also, see Section 8.2 above for immediate or delayed effectivity of their ability to access the application on the device.

9. Email Notifications

The customer admin can send an email notification to other Admins or User(s) by choosing email templates available in the Admin Portal.

    i.   Choose email notification recipients.

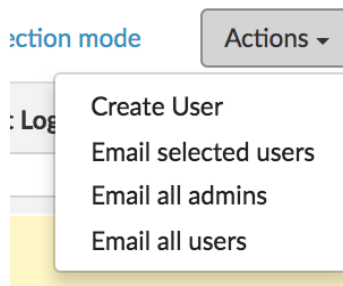   Go to Administration -> Users -> Actions.

Figure 8. Select an action.

Email selected users – Select user accounts in the list by selecting Multi-selection mode. Multi-selection mode enables selection of one or more or all users on the page.

Figure 9. Select Users individually or using Multi-selection mode.

      a.   Email all admins – All the admins in your company are selected to send an email.
      b.   Email all users – All users in your company are selected to send an email.

    ii.   After choosing the recipients, select appropriate template to send your message.

            You may choose Generic template if you would like to send your custom message. All these emails are sent from "NoReply@evluma.com."
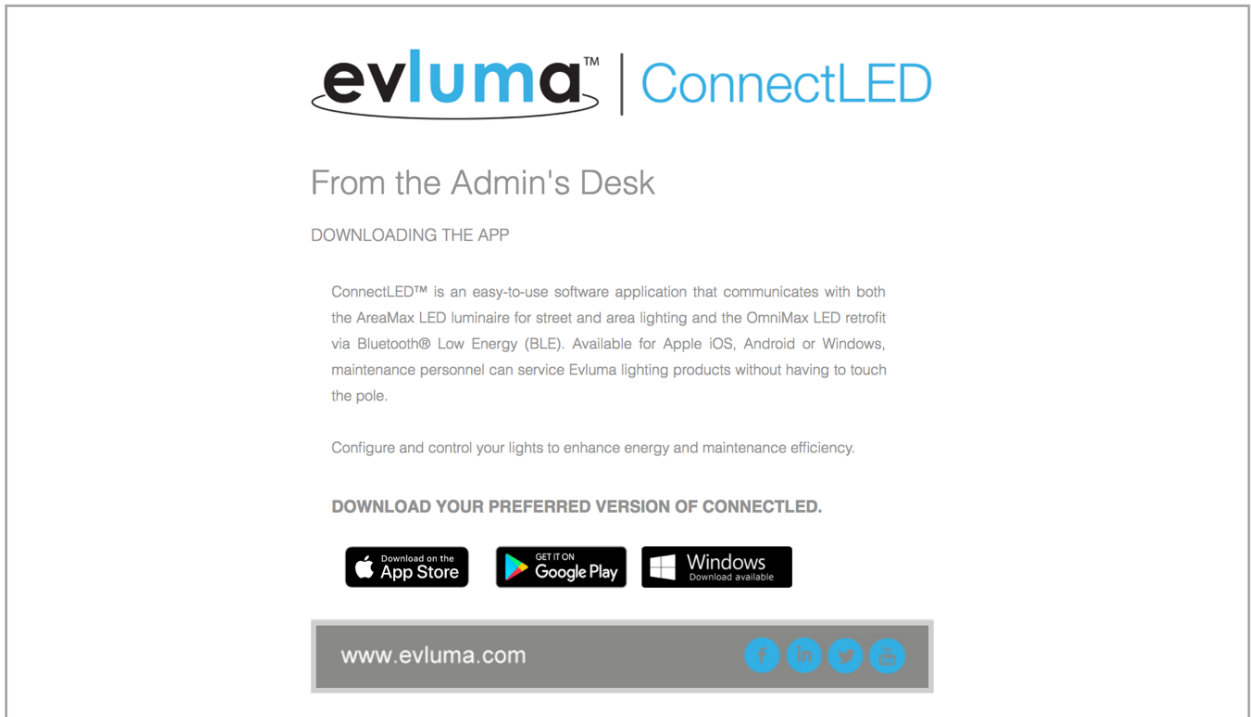
Figure 10. Example of an email template: ConnectLED-App-Download.

10. FAQs

For additional information, check out the FAQ section located on our company website.

FAQs
https://evluma.com/about/support/faqs/