



USER MANUAL

Paradox Dealer Portal: [paradoxdealer.com](https://paradoxdealer.com)

# Paradox Dealer Portal User Manual

Release Version: 1.00.000

Document Version: 1.0

Date: April 2025

Table of Contents

Overview ..... 2

    User Roles ..... 2

Requirements ..... 2

Signing Up and Obtaining the PCI ..... 2

Using the Dealer Portal ..... 4

    View the Sites..... 4

    Invite Other Installers ..... 4

    Revoke Access..... 5

    Grant Access to Other Installers..... 5

    Edit/End the Granted Access ..... 5

    Requesting Access to M Site from Site Owner (Site Non-Permanent Access Level Set in BlueEye by the Site Owner)..... 6

    Single or Batch Payments..... 6

    Edit Profile ..... 7

    Delete Account..... 7

## Overview

The Paradox [Service Company Portal](#) (installer/dealer portal: **paradoxdealer.com**) is a dedicated platform designed for professional installers to efficiently manage their installed sites, installer users, site payments, and more. This portal provides installers with a centralized interface to oversee their assigned sites, collaborate with other installers, and handle administrative tasks with ease.

Each service company, after registration with the Paradox ecosystem, will receive a unique Paradox Company ID (PCI), which is a 6-character alphanumeric ID.

## User Roles

**Table 1:**

| User Role              | Description                                                                                                                                                                                                                               |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Company Owner  | Service Company <b>Owner</b> : <ul style="list-style-type: none"><li>Has full visibility of all sites under the company ID</li><li>Fully manage the company installers</li><li>Can do single or batch payments</li></ul>                  |
| Service Company Master | Service Company <b>Master</b> : <ul style="list-style-type: none"><li>Has the same privileges as the Service Company Owner, except they cannot delete the Service Company Owner.</li><li>Can delete themselves from the company</li></ul> |
| User Installer         | Regular <b>User</b> <ul style="list-style-type: none"><li>Can install new systems (BlueEye)</li><li>Access sites after permissions granted by the Owner or Master (BlueEye).</li><li>Can delete himself from the company</li></ul>        |

## Requirements

To become an installer and install an M system, you must:

1. Sign up (register in the Paradox ecosystem as an M System user)
2. Obtain a Paradox Company ID (PCI)

**NOTE:** This can be done even through the BlueEye application. For details, see the [BlueEye user manual](#).

After obtaining the PCI, any user registered under the company can perform installations. The Owner and Master can add or delete masters and users within the company, and grant sites service access to users for service (with Master or User rights).

## Signing Up and Obtaining the PCI

To sign up and obtain the PCI:

1. Open the [Service Company Portal](#) in a browser and do either of the following:
  - If you are not a registered M System user, click **Sign Up**.
  - If you are a registered M System user, then enter the credentials and click **Log in**. After email verification, proceed to Step 4.
2. Enter your details and set up a password.

PARADOX

### Sign Up



 +1 >

Minimum 6 characters

☐ I agree to the [Privacy Policy](#) of Paradox Security Systems Ltd.

Continue

3. Verify your email and phone:
  - i. Enter the access code received via email and click **Continue**.
  - ii. Enter the access code received via mobile and click **Continue**.
4. To obtain the PCI ID, enter the following details:
  - a. In the **Workspace Name\*** field, enter your company name.
  - b. Select the country.
  - c. (Optional) Enter other details > click **Submit**.

PARADOX

### M Installer Sign Up



NS

Business Details (Optional)
?



Company logo

jpg, jpeg, png

Submit

A message **successfully registered as a company** appears on the screen along with your PCI ID.

5. Click **Continue**.

You can now log in to the Service Company Portal using your registered email ID and password.

## Using the Dealer Portal

The Service Company Owner and Service Company Master can do the following in the Service Company Portal:

- View the sites
  - Manage installers, including Invite installers from another company
- Owner and masters grant, edit, and revoke access to regular user Installers
- Requesting access to M site from Site Owners (for non-permanent access level)
- Single or batch payments
- Edit profile
- Delete account

**NOTE:** *The User Installer can only view sites to which they have been granted access.*

**Installation**

| Site Name          | Site Token | Status                       |
|--------------------|------------|------------------------------|
| Pompano building   | 3YPDSG     | Installation in Progress     |
| Miami house        | 49V29L     | Installation in Progress     |
| M25 JORDAN USA 915 | 77PP24     | 4d left Training in Progress |
| NY Building        | 79D9SU     | Installation in Progress     |
| Your Alarm Site    | 7GCV1M     | Installation in Progress     |
| Bimini's House     | 9AEEG4     | Installation in Progress     |
| L.A. Building      | 9JCGSF     | Installation in Progress     |

**In Service**

| Site Name | Site Token | Issued By | Service Left | Users Allowed |
|-----------|------------|-----------|--------------|---------------|
|-----------|------------|-----------|--------------|---------------|

**All Sites**

| Site Name          | Site Token | Last Service | Swan Service         |                              |
|--------------------|------------|--------------|----------------------|------------------------------|
| M25 JORDAN CAN 915 | 3DQGQS     | 24 Jan 2025  | 290 days left        | <a href="#">Renew Group</a>  |
| M25 JORDAN CAN 868 | 4YXFPG     | 24 Jan 2025  | 250 days left        | <a href="#">Grant Access</a> |
| Laval M25 8A       | SL21EG     | 24 Jan 2025  | 250 days left        | <a href="#">Grant Access</a> |
| Laval M25 9A       | ADZ1A3     | 24 Jan 2025  | 1 year 282 days left | <a href="#">Grant Access</a> |

## View the Sites

To view the sites:

1. In the [Service Company Portal](#), click **Site List** on the left navigation pane.  
All the sites based on your user role are displayed along with their status.

## Invite Other Installers

The Service Company Owner or Service Company Master can invite other installers through the Service Company Portal.

To invite an installer:

1. In the [Service Company Portal](#) > click the **Users** tab on the left navigation pane.
2. Click **Invite User**.
3. Select either of the following options:
  - Master
  - User
4. Enter the email ID of the selected user.
5. Click **Invite**.

After being invited by the Service Company Owner or Service Company Master, the installer will receive an email with instructions to follow.

PARADOX

Welcome,

Jordan ABC Alarm Installations  
Company ID: 6J953E  
Owner

Site List

Users

Log Out

Installer Portal  
2.0.3

Users

Search

INVITE USER +

System Users: 8

| First name | Last name   | Email | Phone | Permissions |  |
|------------|-------------|-------|-------|-------------|--|
| Dracula    | Vlad        |       |       | Master      |  |
| Hadi       | Mrih        |       |       | Master      |  |
| Mauricio   | L           |       |       | User        |  |
| Jordan     | Peles       |       |       | Owner       |  |
|            |             |       |       |             |  |
| Neethu     | Sunny       |       |       | Master      |  |
| Ofir       | Ofir        |       |       | Master      |  |
| Shmuel     | Hershkovitz |       |       | User        |  |

## Revoke Access

To revoke access of other installers within the company:

1. In the [Service Company Portal](#), click the **Users** tab on the left navigation pane.
2. In the users list, locate the installer and click the delete icon in the last column to revoke the access.
3. Click **Delete** on the confirmation prompt to confirm.

## Grant Access to Other Installers

To grant access to other Installers within the company:

1. In the [Service Company Portal](#), click **Site List** on the left navigation pane.
2. Under the **All Sites** section, locate the site and click **Grant Access** in the last column.
3. Select the username from the list.
4. Click **Grant Access**.  
The access is granted for 24 hours.

## Edit/End the Granted Access

After granting access to other installers, the Service Company Owner or Service Company Master can modify or revoke their permissions as needed.

To edit the granted access:

1. In the [Service Company Portal](#), click **Site List** on the left navigation pane.
2. Under the **In Service** section, locate the site and do either of the following:
  - a. Click **Edit Session** in the last column > Select another installer > **Save**.
  - b. Click **End Session** in the last column.

PARADOX

Welcome, [User]

MalhotraGroupofIndustries

Company ID: 9P2EUR

Master

Site List

Users

Log Out

Installer Portal

2.0.3

Sites (1)

Site Token Search

Installation

| Site Name             | Site Token | Status |
|-----------------------|------------|--------|
| No records to display |            |        |

In Service

| Site Name       | Site Token | Issued By | Service Left | Users Allowed |
|-----------------|------------|-----------|--------------|---------------|
| OfficeDeskRahul | 9D7GC7     | -         | 24h          | -             |

Edit Session End Session

All Sites

| Site Name             | Site Token | Last Service | Swan Service |
|-----------------------|------------|--------------|--------------|
| No records to display |            |              |              |

Renew Group

# Requesting Access to M Site from Site Owner (Site Non-Permanent Access Level Set in BlueEye by the Site Owner)

After the 14-day *Installation in Progress* countdown, if Non-Permanent access is enabled by the Site Owner, then the installers (Service Company Owner/Service Company Master/User Installer) will lose access to the M site. To get access, the installer must request it from the Site Owner.

For information about the access levels, see the *14-Day Installation Period* section in the [BlueEye user manual](#).

To request access to a site:

- In the [Service Company Portal](#), click **Site List** on the left navigation pane.
- Under the **All Sites** section, locate the site and click **Request** in the last column.
- Select the installer's name for whom you are requesting access.
- Click **Request**.  
The Site Owner will receive a notification in the BlueEye app and must approve the request. Once approved, the installer will have access to the site for 24 hours.

## Single or Batch Payments

To perform a batch payment:

- In the [Service Company Portal](#), click **Site List** on the left navigation pane.
- In the table under the **All Sites** section, click **Renew Group** in the last column header.
- On the **Pay Group** window that appears, enter the necessary details to filter the sites.
- Click **Proceed**.
- Verify the payment details and click **Continue**.

| All Sites     |            |              |                       |              |
|---------------|------------|--------------|-----------------------|--------------|
| Site Name     | Site Token | Last Service | Swan Service          |              |
| Home Office → | AADDBB     | 24 Jan 2025  | 2 years 363 days left | Renew Group  |
| Test M site → | TESTM20    | 24 Jan 2025  | 2 years 363 days left | Grant Access |

## Edit Profile

To edit the company profile:

1. In the [Service Company Portal](#), click the profile icon on the left navigation pane.
2. Update the details and then click **Save**.

You can update your company name, country, phone number, and password or delete your account.

The screenshot displays the 'Edit Profile' interface within the PARADOX system. On the left, a dark blue sidebar contains the user's name, company information (MalhotraGroupofIndustries, ID: 9P2EUR, Master role), and navigation links for Site List, Users, and Log Out. The main area is light gray and titled 'Edit Profile'. It features a profile card with a name field (Neethu), a surname field (Sunny), a country dropdown (Canada), and a phone number field (+1 [Number]). Below these fields are three buttons: 'Change Phone Number', 'Change Password', and 'Delete Account'. A 'Save' button is located in the top right corner of the main area.

## Delete Account

To delete a company account:

1. In the [Service Company Portal](#), click your profile icon on the left navigation pane.
2. Click **Delete Account**.  
You will receive an email with a link to update your account. Click on the link and then click **Confirm Deletion**.