USER MANUAL

Paradox Dealer Portal: paradoxdealer.com

Paradox Dealer Portal User Manual

Release Date: 15 December 2025

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What's New

This release of the Service Company Portal includes the following new features and enhancements:

Release Version	Release Date	What's new in this release
1.00.16	15 December 2025	• Bug Fixes/Improvements

Intended Users

This manual is intended only for:

- Installers responsible for setting up the Paradox M system.

Supported version of the Dealer Portal: version 1.00.00 or later.

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

The following table lists various user roles along with descriptions for each role.

User Role	Description
Company Owner	Company Owner: • Has full visibility of all sites under the company ID • Fully manage the Service Admins and Technicians • Can do single or batch payments
Service Admin	Service Admin: • Has the same privileges as the Company Owner, except they cannot delete the Company Owner. • Can delete themselves from the company
Technician	Technician • Can install new systems (BlueEye) • Access sites after permissions granted by the Site Owner or Site Master (BluEye). • Can delete himself from the company

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)

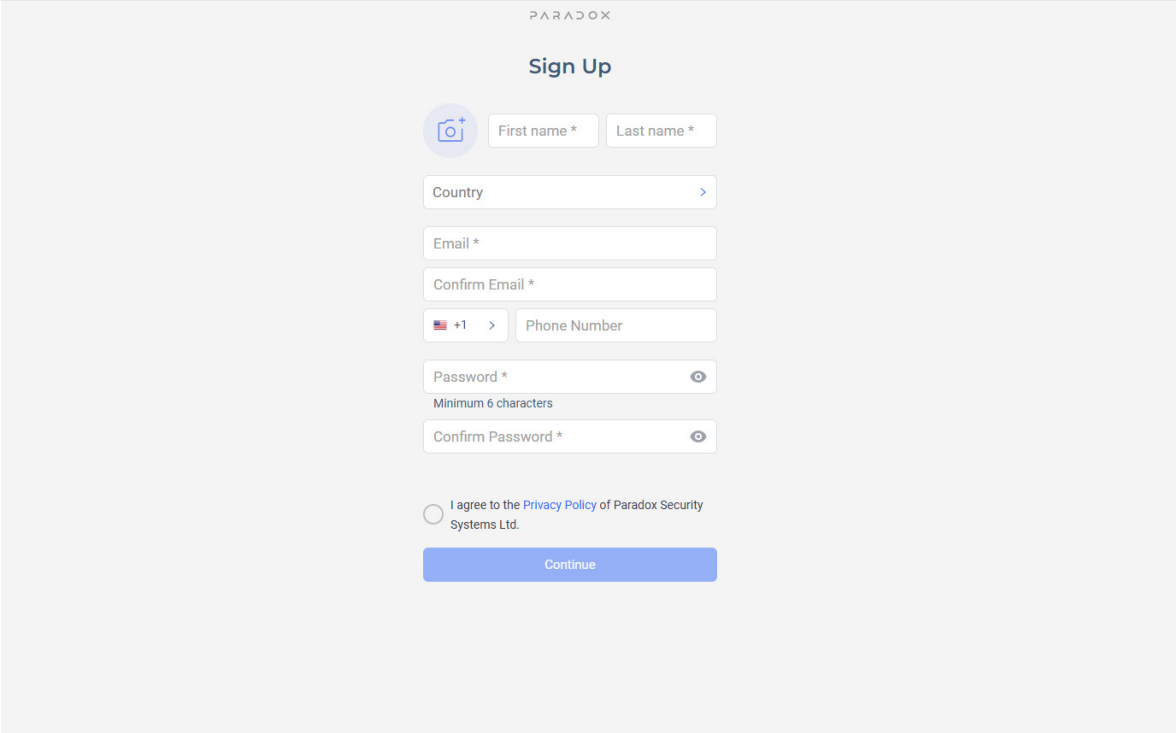
NOTE: This can be done even through the BlueEye application. For details, see the *BlueEye user manual* (*Documentation* > *User Manuals*).

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).

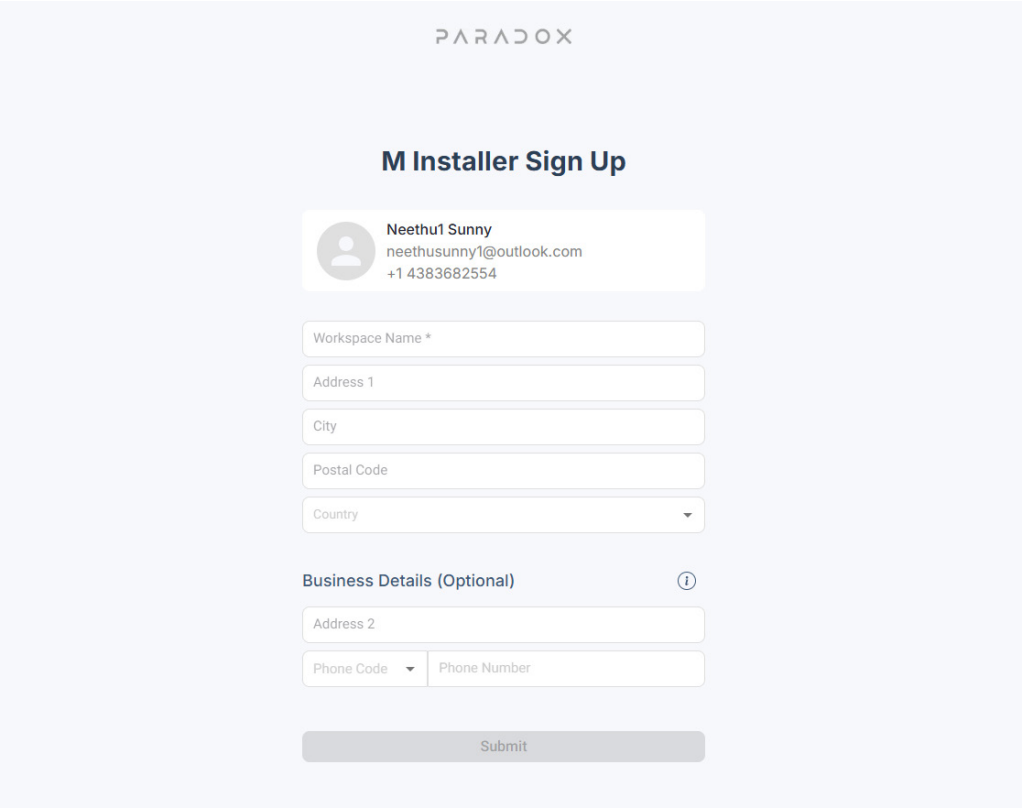
Signing Up and Obtaining the PCI

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.



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. Enter other details > click **Submit**.



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

5. Click **Continue**.

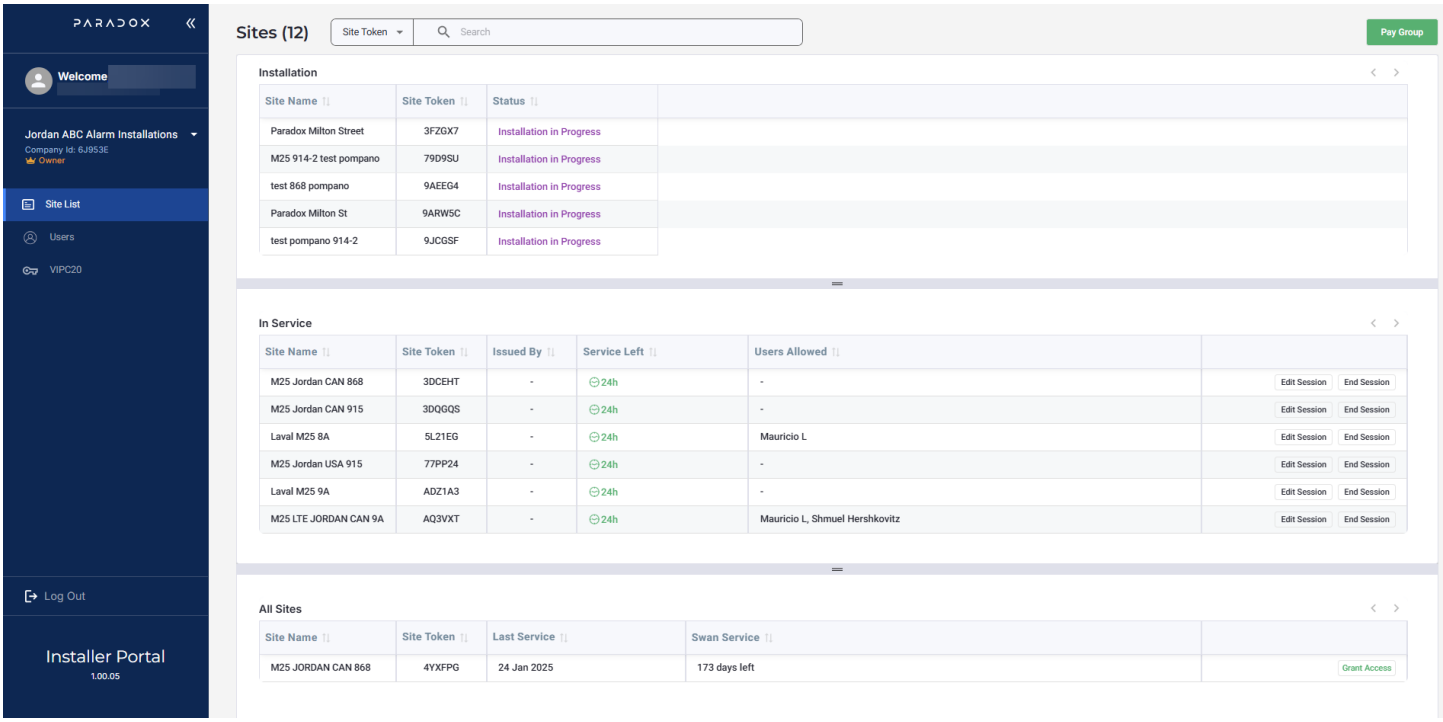
You can now log in to the Service Company Portal using your registered email ID and password.

Using the Dealer Portal

The Company Owner and Service Admin can do the following in the Service Company Portal.

- View the sites
    - Manage other installers, including inviting installers from another company
- Owner and master's grant, edit, and revoke access to Technicians
- Requesting access to the M site from Site Owners (for non-permanent access level)
- Single or batch payments
- Edit profile
- Delete account
- Company profile management

NOTE: *The Technician can only view sites to which they have been granted access. They can also remove themselves from a company.*



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.

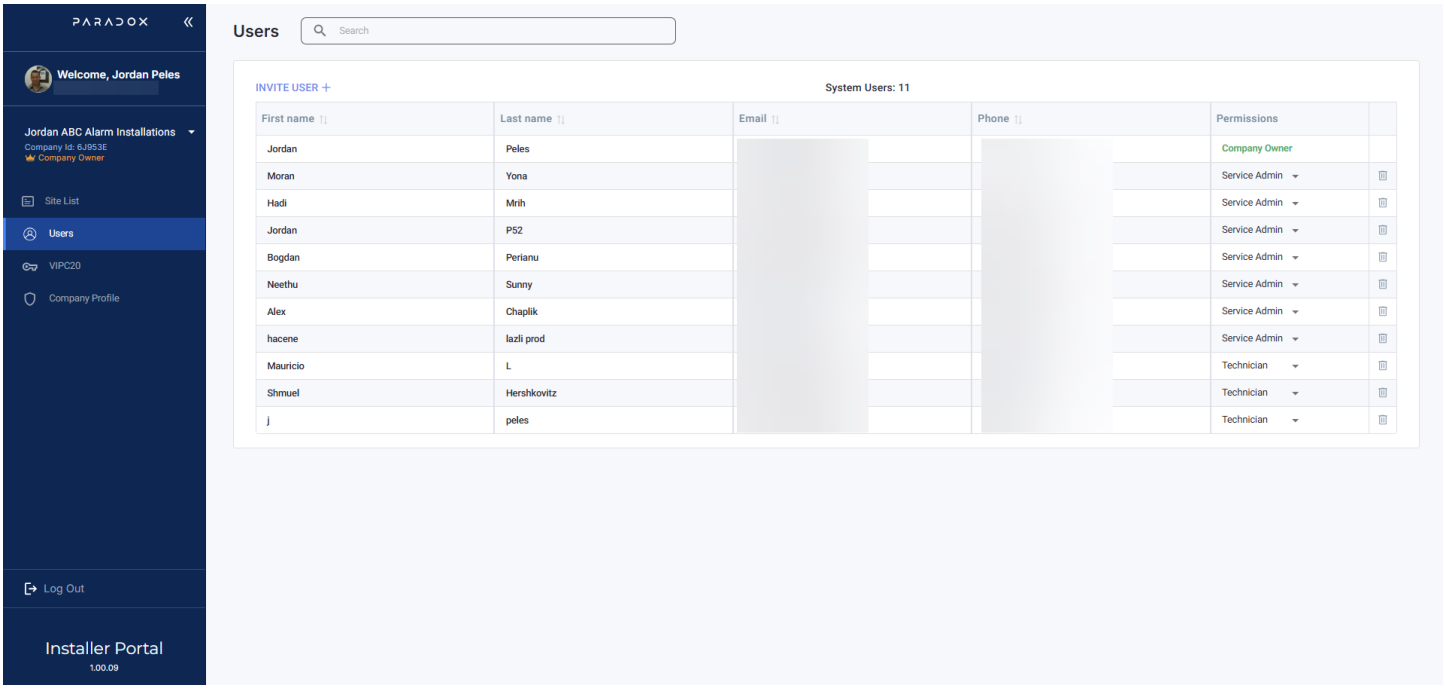
Invite Other Installers

The Company Owner or Service Admin 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:
   - Service Admin
   - Technician
4. Enter the email ID of the selected user.
5. Click **Invite**.

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



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:

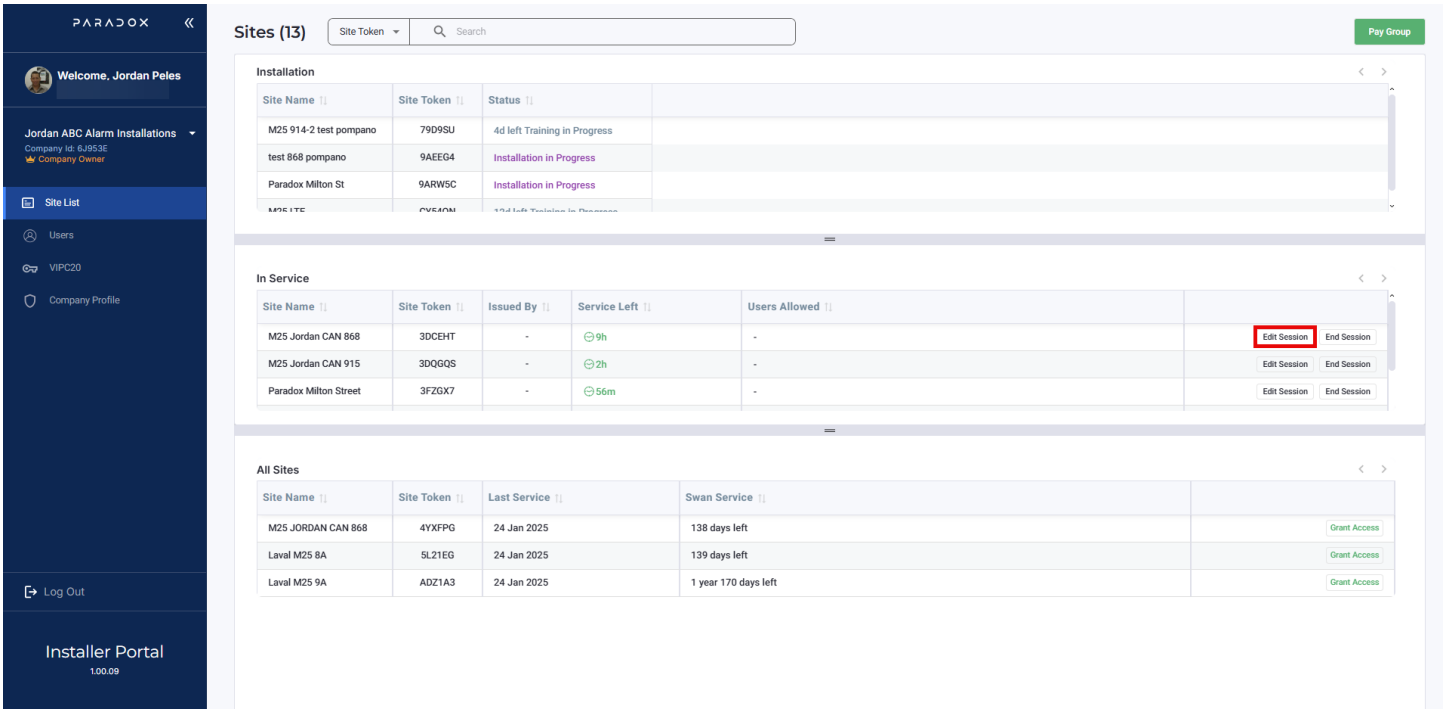
1. In the Service Company Portal, click **Site List** on the left navigation pane.
2. Under the **All Sites** section, locate the site and click **Grant Access** in the last column.
3. Select the username from the list.
4. Click **Grant Access**.
   The access is granted for 24 hours.

Edit/End the Granted Access

After granting access to other installers, the Company Owner or Service Admin 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.



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 (Company Owner/Service Admin/Technician) 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* (*Documentation* > *User Manuals*).

To request access to a site:

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 **Request** in the last column.
3. Select the installer's name for whom you are requesting access.
4. 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:

1. In the Service Company Portal, click **Site List** on the left navigation pane.
2. In the table under the **All Sites** section, click **Renew Group** in the last column header.
3. On the **Pay Group** window that appears, enter the necessary details to filter the sites.
4. Click **Proceed**.
5. Verify the payment details and click **Continue**.

Purchase VIPC20 License

To purchase a VIPC20 license:

1. Click the **VIPC20** tab > add the number of licenses required > click **Continue**.
2. Enter your billing information and payment details.
3. Click **Complete Payment** to finalize the purchase.

For more details about the VIPC20 installation, see the VIPC20 installation manual.

Edit User Profile

To edit the user 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.

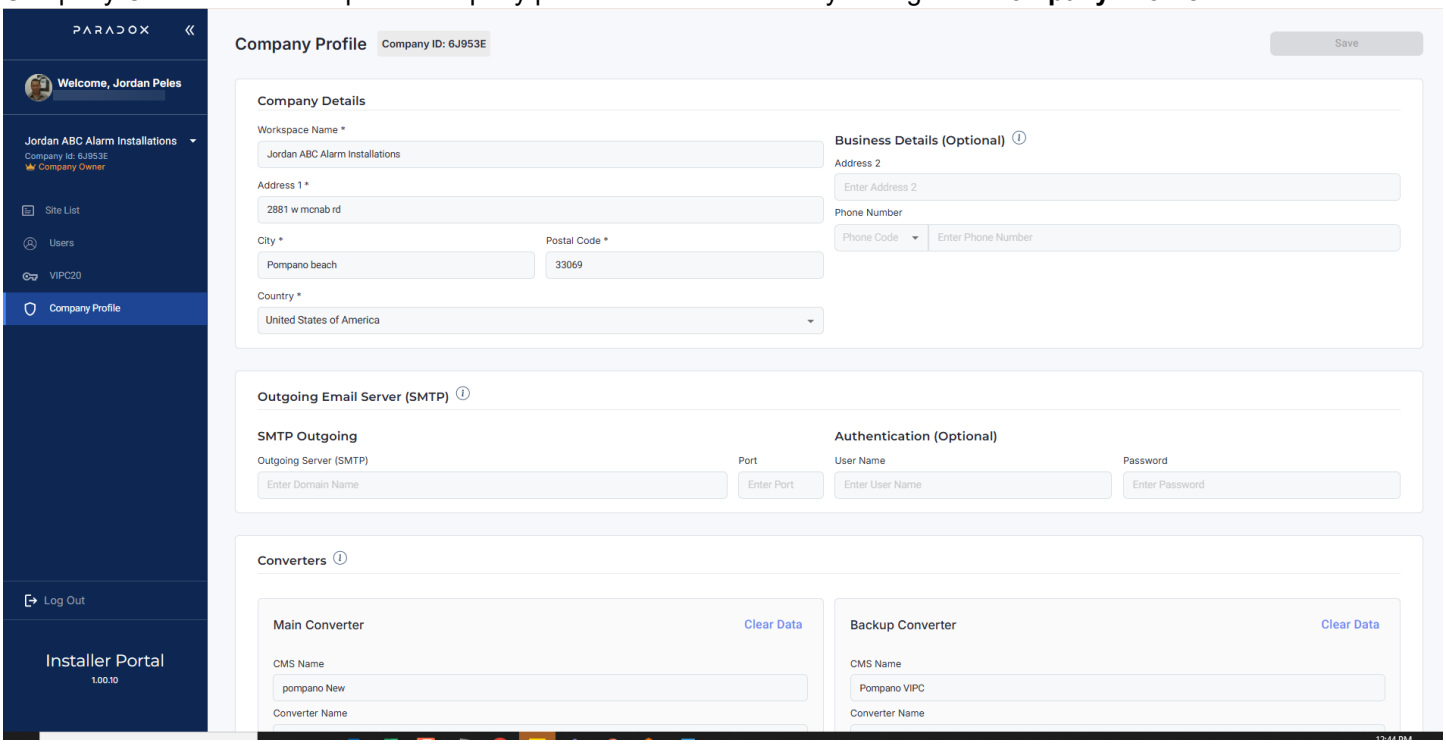
Delete Account

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**.

Company Profile Management

Company Owners can now update company profile information directly through the **Company Profile** section.



To update the company profile:

1. Click **Company Profile** from the left navigation pane.
2. Edit the required details.

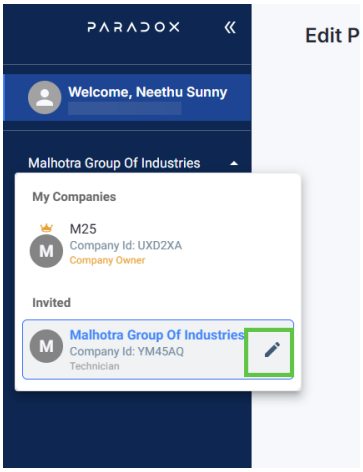
3. Click **Save**.

Removing Oneself from a Company

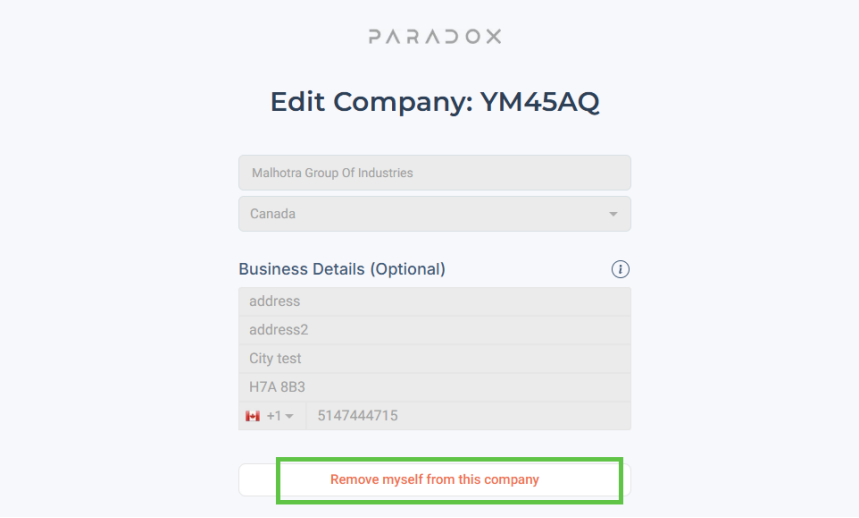
The Service Admin and Technician can remove themselves from their company via the Dealer Portal.

To remove:

1. Click the edit button next to the company name.



2. Click the **Remove myself from this company** button.



Deleting Company Profile

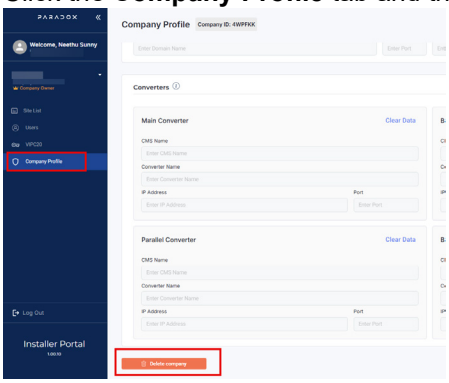
The Company Owner can delete the company profile from the Dealer portal.

IMPORTANT: *The company profile can only be deleted if:*

- *There are no sites associated with the company, and*
- *There is no active VIPC20 license.*

To delete the company profile:

1. Click the **Company Profile** tab and then click **Delete Company** at the end of the screen.



Updates to Previous Releases

The following features and enhancements were introduced in previous releases of the Service Company portal:

Release Version	Release Date	What's new in this release
1.00.15	10 December 2025	• Bug Fixes/Improvements
1.00.14	20 November 2025	• Bug Fixes/Improvements
1.00.10	14 August 2025	• Deleting Company Profile • Bug Fixes
1.00.09	24 July 2025	• Company profile management (only for Company Owners). • Service Admins and Technicians can remove themselves from a company. See Removing Oneself from a Company.
1.00.06	18 June 2025	• Bug fixes/improvements
1.00.05	11 June 2025	• Supports purchase of VIPC20 license via dealer portal. • Bug fixes/improvements

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