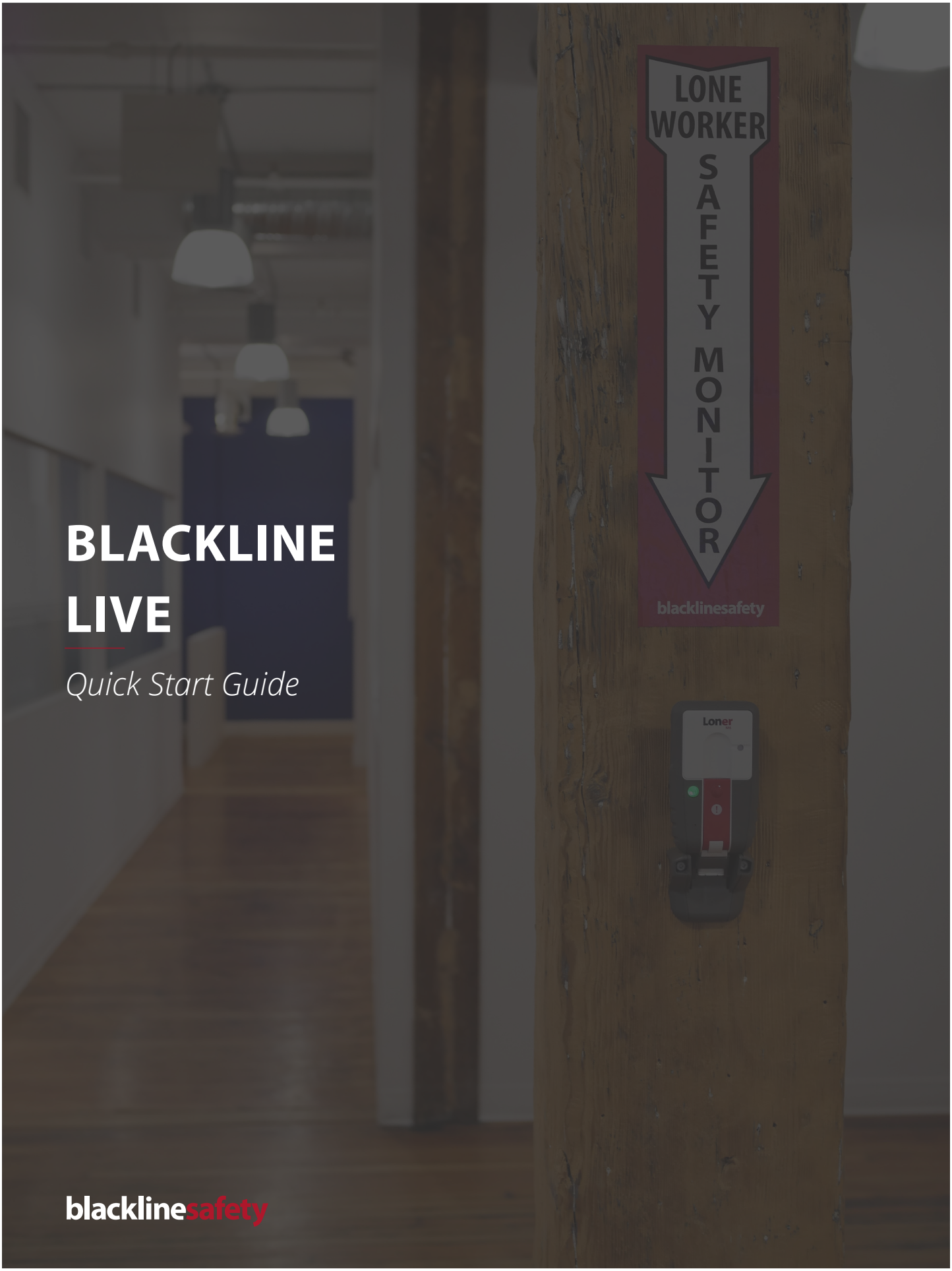
BLACKLINE LIVE

Quick Start Guide



blacklinesafety

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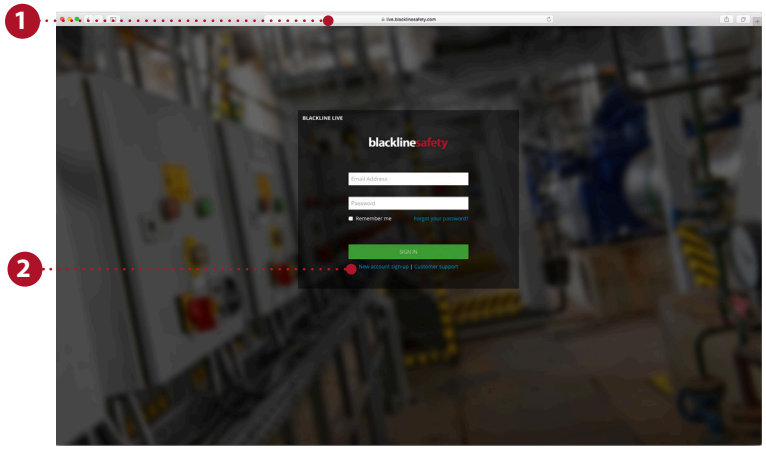
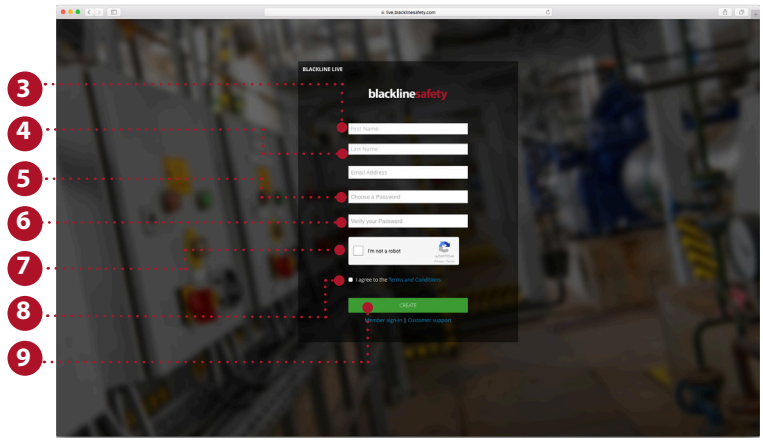
SIGNING UP & SIGNING IN

In order to access the Blackline Live portal, you will have to create a Blackline Safety account and sign in.

Creating an account

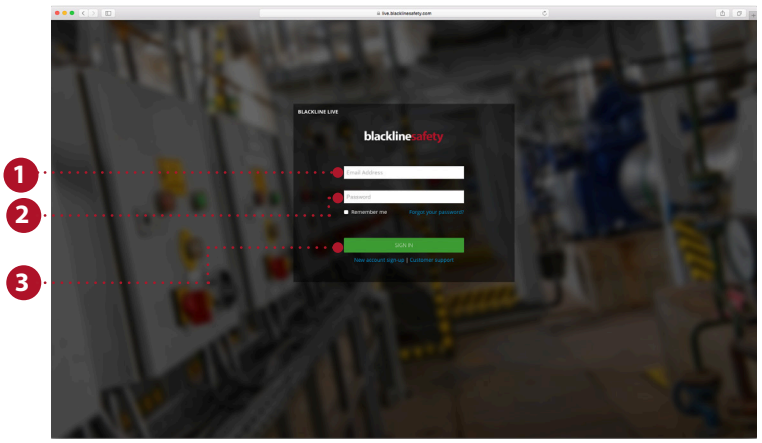
1. Navigate to live.blacklinesafety.com in your browser's search bar
2. Select *new account sign up*
3. Enter your first and last name
4. Enter a valid email address
5. Choose a password
6. Verify your password
7. Select the captcha box to confirm you are not a robot
8. Agree to the Terms and Conditions by checking the box
9. Select *create*





Signing in to an existing Blackline account

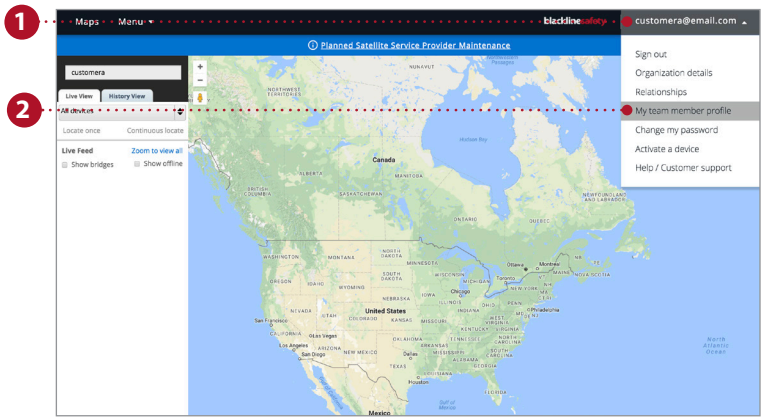
1. Enter in the email address associated with the account you would like to access
2. Enter in the password associated with the account you would like to access
3. Select *sign in*

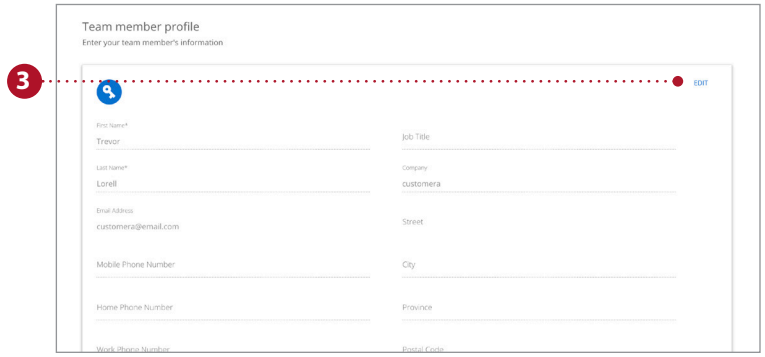


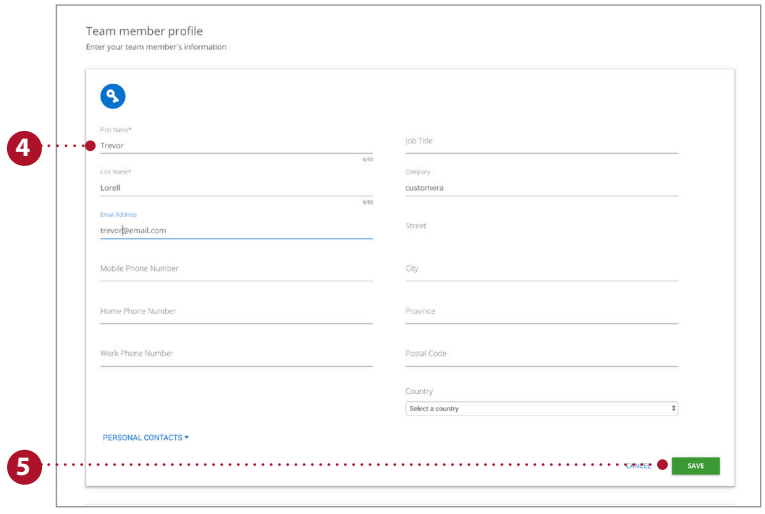
EDITING YOUR TEAM MEMBER PROFILE

Having your personal information in the portal ensures that you can be contacted by monitoring services in an emergency. Your contact information is kept in your own personalized team member profile, which anyone in your organization can view.

1. Navigate to the drop down menu in the top right corner
2. Select *my team member profile*
3. Select *edit*
4. Fill in form fields
   Ensure your first name, last name and email are entered, and fill out any other additional information that would be useful in the case of an alert.
5. Press *save*



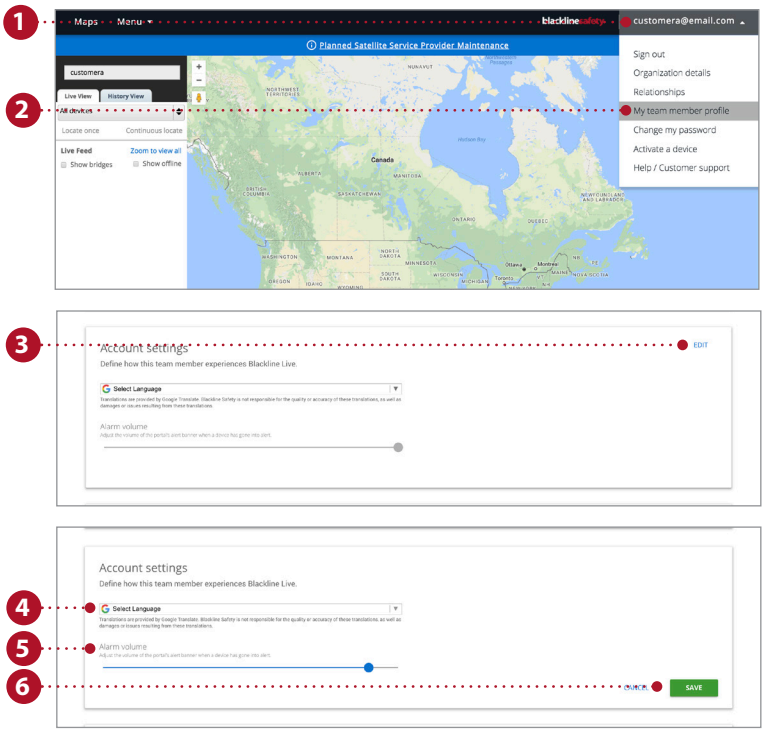




EDITING YOUR ACCOUNT SETTINGS

Account settings defines how the account holder experiences Blackline Live. These settings are completely individual to each account holder, but can be seen and changed by other users.

1. Navigate to the drop down menu in the top right corner
2. Select *my team member profile*
3. Scroll down to the account settings card and select *edit* to make changes
4. Change language if necessary
   Translations are provided by Google Translate. Blackline Safety is not responsible for the quality or accuracy of these translations.
5. Adjust portal alarm volume
6. Select *save*

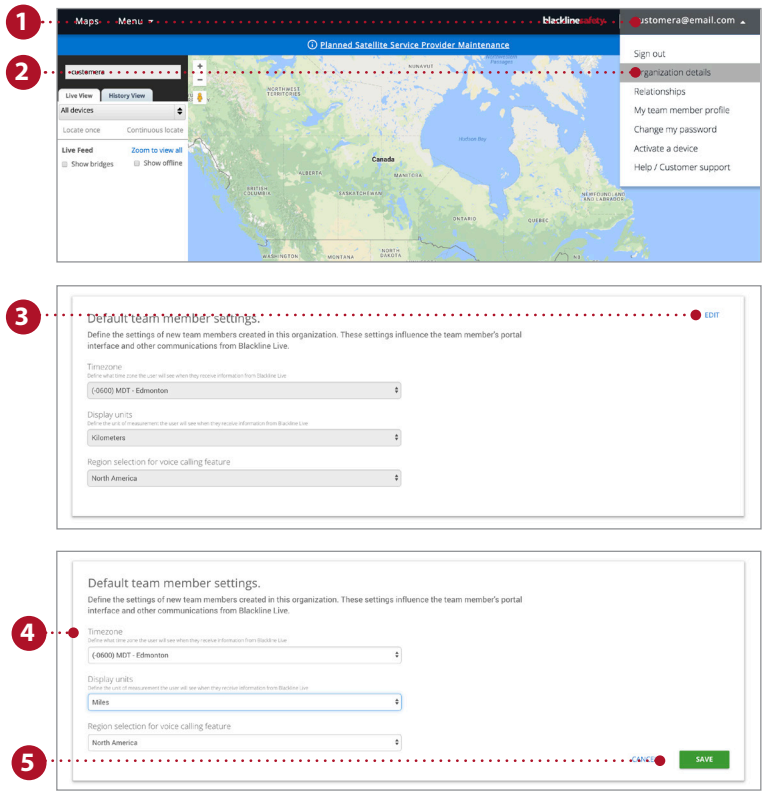


Changing default team member settings

Time zone, display unit and region selection information have been moved to the organization details page. These settings apply to every team member in the organization.

1. Navigate to the drop down menu in the top right corner
2. Select *organization details*
3. Scroll down to the default team member settings card and select *edit* to make changes.
4. Select the organization's time zone, display units and region. These settings will apply to all team members in the organization.
5. Select *save*

NOTE: An organization admin role is required to make changes to the organization details page.



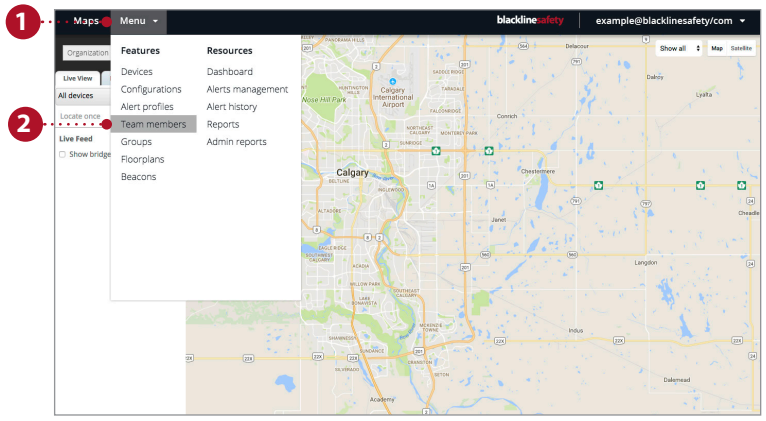
CREATING TEAM MEMBERS

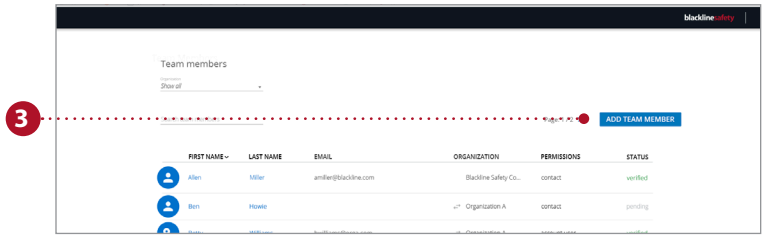
Team members represent the employees, supervisors, managers and emergency response contacts in your organization. Their team members profiles contain contact information that is valuable in the case of alerts.

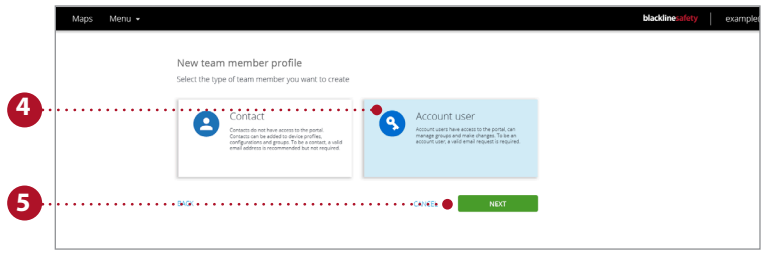
1. Navigate to the drop down menu in the top left corner
2. Select *team members*
3. Select the blue *add team member* button
4. Select whether you want to create a contact or an account user. Account users will be invited to log onto Blackline Live.
5. Select *next*
6. Enter contact information; including phone numbers, email address and street address
7. If creating an account user, assign them a role in at least one group.
8. Select *save* when complete

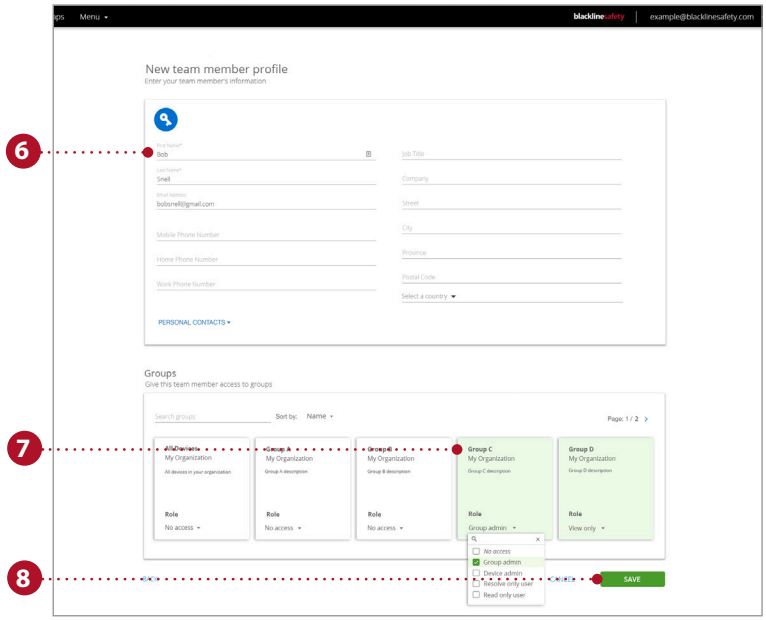
Repeat this process for all employees, supervisors, managers and emergency response contacts.

NOTE: A device admin role in the All devices group is required to create contacts. Group admins and org admins can create both contacts and account users.





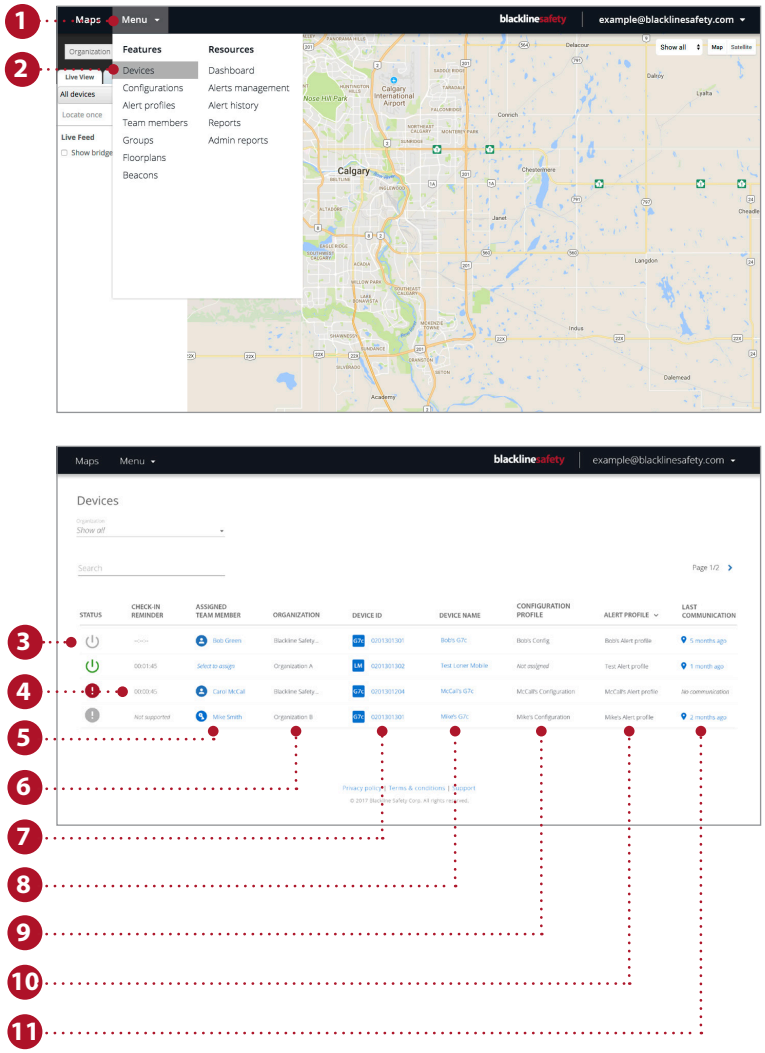




VIEWING DEVICES

The devices page gives an overview of the devices you have access to. This page is useful for monitoring the status of your devices: whether they are online or in alert, how they are configured and the amount of time since they have communicated with the Blackline Safety Network.

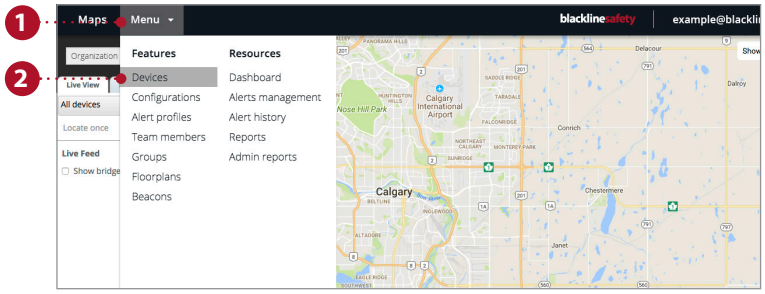
1. Navigate to the drop down menu in the top left corner
2. Select *devices*
3. View the status of the device: whether it is online or offline and whether it is in alert
4. If configured, view how much time is left until the next check in reminder
5. Click to assign or reassign a team member
6. View the name of the organization the device belongs to
7. View the type of device and device ID. Clicking it goes to the device details page.
8. View the custom name of the device. Clicking it goes to the device details page.
9. View which configuration profile the device is assigned to.
10. View which alert profile the device is assigned to
11. View the last communication the portal has had with the device. Select to view location on map.

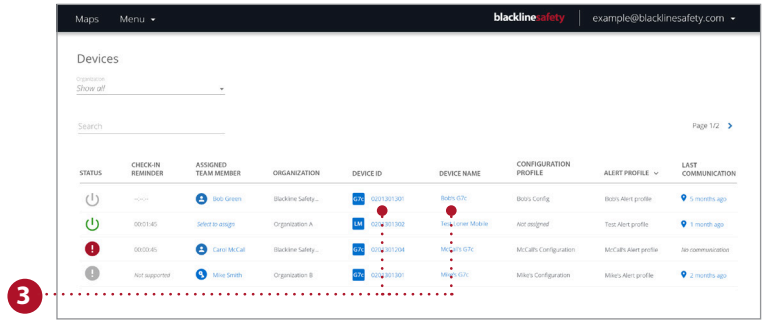


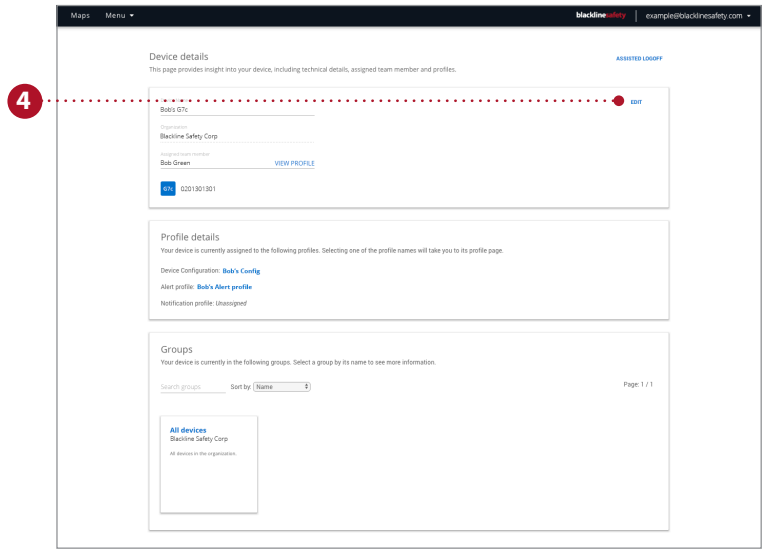
EDITING DEVICE INFORMATION

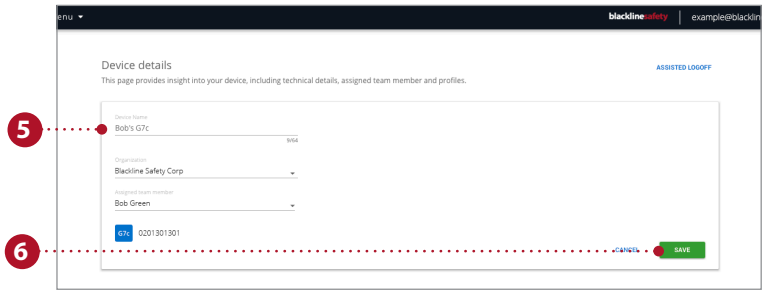
The device details page is accessed through the devices page, and offers more specific information about a particular device. You can make changes to the device itself or redirect to other pages on the portal that affect device behaviour.

1. Navigate to the drop down menu in the top left corner
2. Select *devices*
3. Select either the device's name or ID in order to access the device detail's page.
4. Select *edit* in the first card.
5. Fill in the field forms with relevant information
6. Select *save* when finished.









SETTING UP CONFIGURATION PROFILES

Devices are synced with configuration profiles. Configuration profiles are customizable by enabling and disabling different features. Different device users are added to each profile and you can create as many profiles as your organization needs.

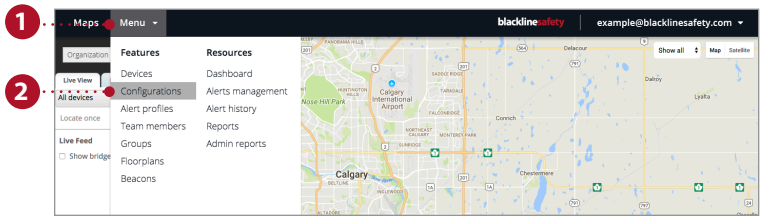
1. Navigate to the drop down menu in the top left corner
2. Select *configurations*
3. Select the model of the device that you would like to configure from the tab options
4. Select *create configuration profile* to create a new profile
5. Name your profile
6. Use drop down menu's and toggles to enable or disable device features

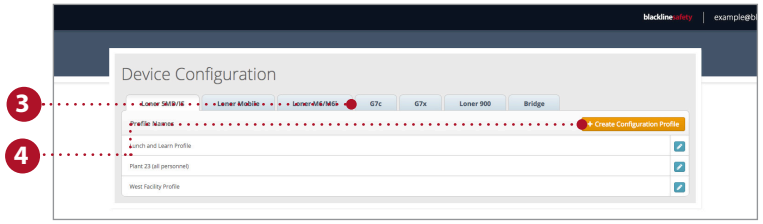
   These configurations can be customized below in settings

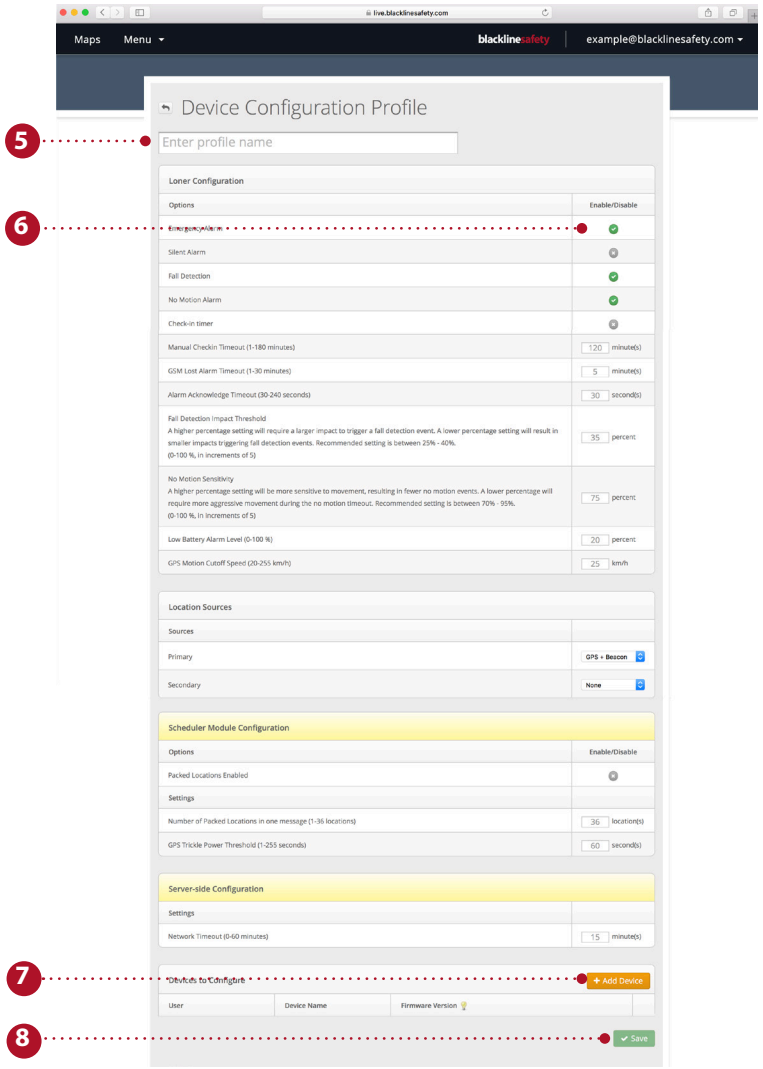
   Setting enabled

   Setting disabled

7. Once you have adjusted your configuration to your needs, add devices to your configuration profile
8. Select *save* to update. Your device configuration is now complete.



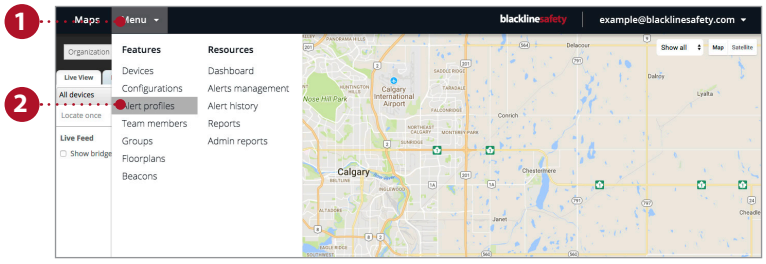


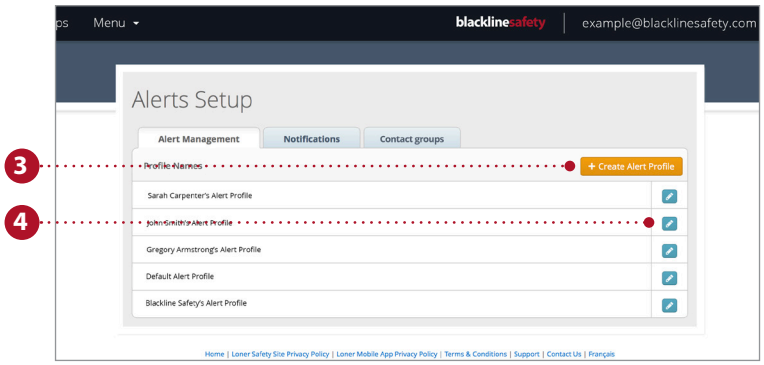


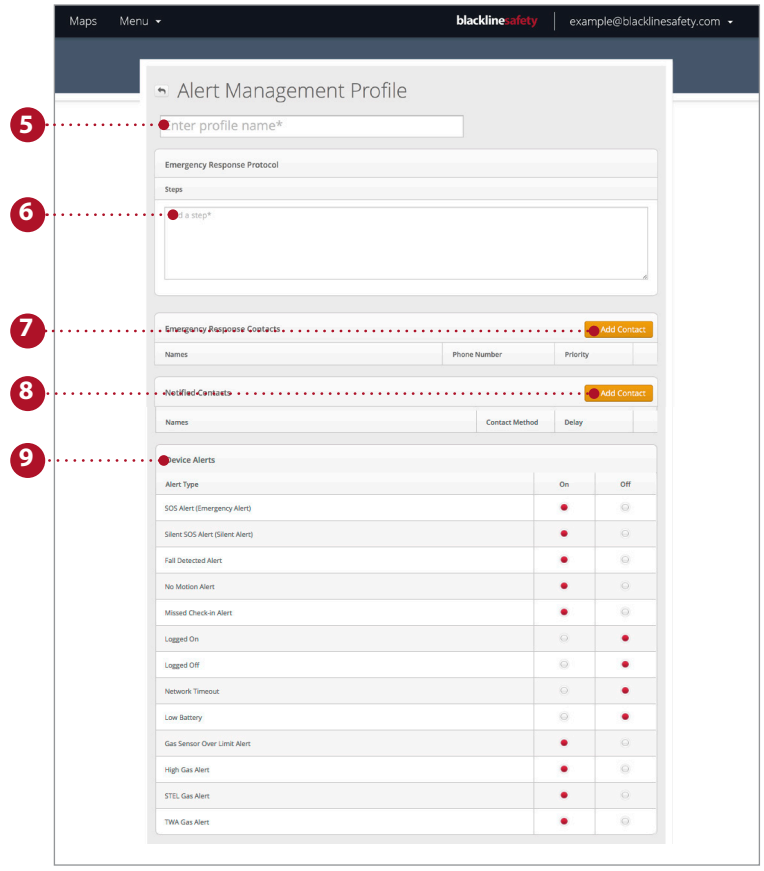
SETTING UP ALERT PROFILES

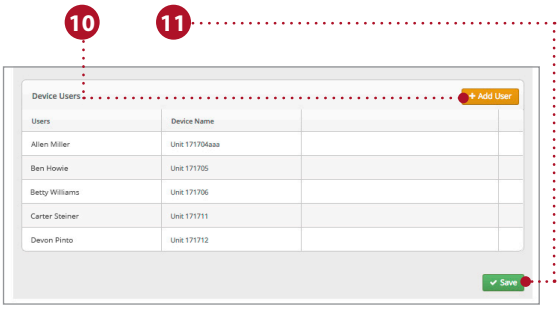
Alerts are notifications that occur in the portal whenever a device is configured to go into alarm. Modifications made to the alerts setup page will only affect the Portal's response to device alerts and will not affect device configurations.

1. Navigate to the drop down menu in the top left
2. Select *alert profiles* from the list
3. To create a new profile, select the *create alert profile* button
4. If you want to edit an existing profile, select the blue box next to the profile name
5. Name your alert profile
6. Enter your emergency response protocol
   These are the steps monitoring personnel will follow once an alert has been generated
7. Add emergency response contacts from your address book.
   These are the people that will be contacted by monitoring personnel as per your emergency response protocol and should be available via phone
8. Add notified contacts
   These are people who will be notified when an alert occurs, and are required to respond
9. Depending on your needs, you can change the device alerts. You can turn device alerts on or off. However, always ensure emergency alerts are set to on.
10. Select the *add user* button to assign the alert profile to device users. Select these users from the list and select done when finished
11. Select *save* to update the profile with the new changes





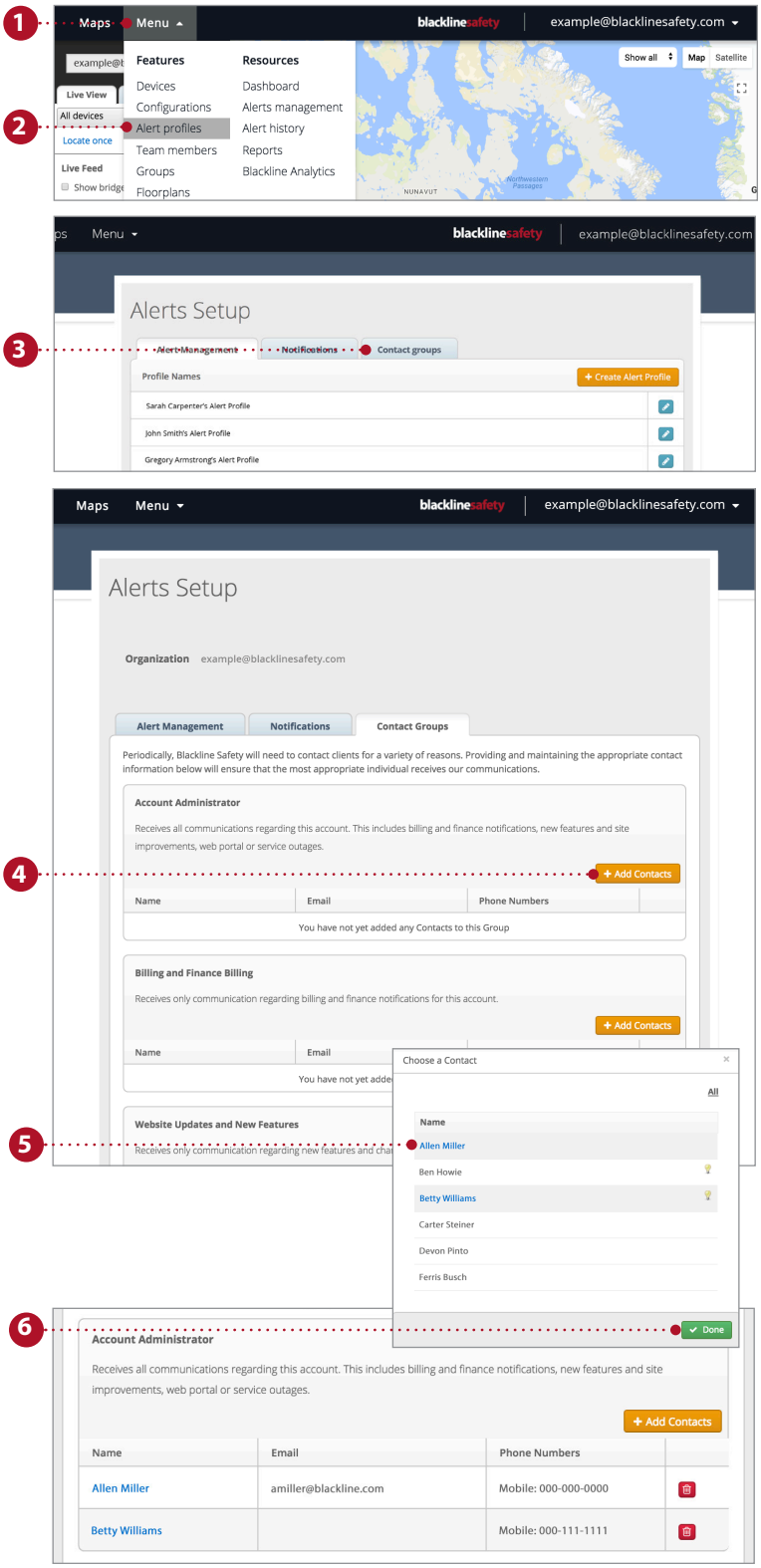




SETTING UP CONTACT GROUPS

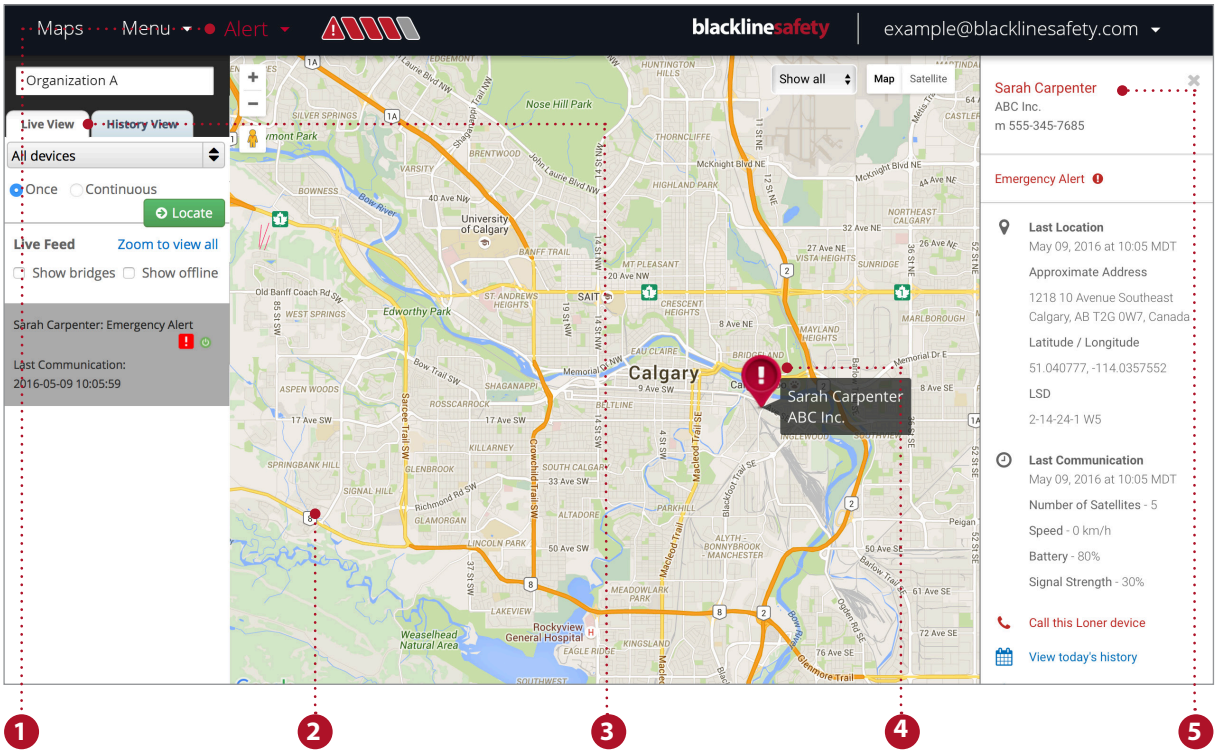
Adding team members to contact groups allows them to receive important information pertaining to the organization. Ensure that team members added to these contact groups have valid emails so that they will be able to successfully receive these notifications.

1. Navigate to the drop down menu in the top left
2. Select *alert profiles* from the list
3. Click the contact groups tab
4. To add a team member to a contact group, click the orange *add contacts* button for the group.
5. Select the team members you would like to add from the pop-up modal. Ensure these team members have an email listed in their profile, otherwise they will not receive notifications.
6. Select *done* to confirm your selections



USING THE MAPS DASHBOARD PAGE

The Maps page is where you can view location, statuses and information about all your devices: both online and offline. The maps page is the easiest way to quickly view the status and location of multiple devices.



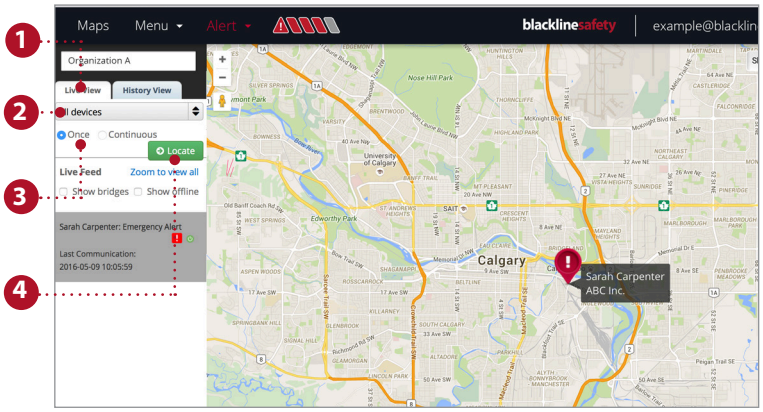
Features of the maps page

1. The alert banner indicates any devices that may be in alarm and is visible on every page
2. The map display can be navigated, minimized and enlarged easily
3. The live feed displays the most current events, with alerts displayed at the top
4. Map pins visualize the location the status of a device on the map
5. The info panel can by viewed by clicking on the map pin of the device

Live locating a lone worker

Receive a live update of your employees location.

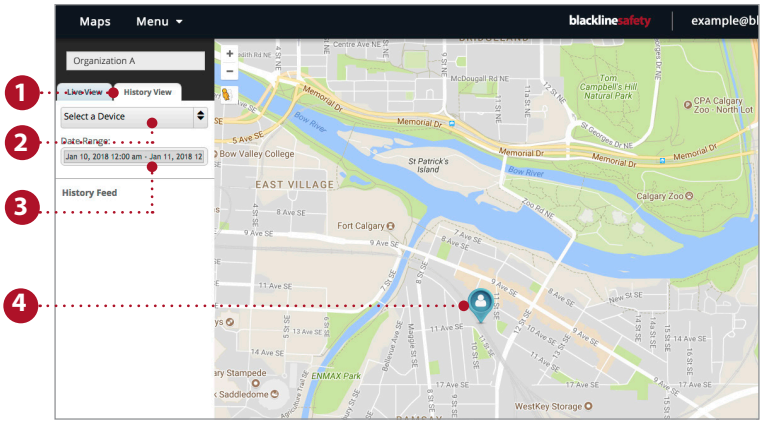
1. Select live view from the tabs above the data stream on the left
2. Select the loner device you would like to locate from the drop down menu
3. Select once to receive a single update on the device's location or select continuous to receive updates every 5 seconds for 10 minutes
4. Select *locate* and wait for location update



History view

Retrace the steps of a device and view its status.

1. Select history view from the tabs above the data stream on the left
2. Select the loner device you would like to view the history of from the drop down menu
3. Select start and end dates.
4. See more information in the history feed or by clicking on the map pin



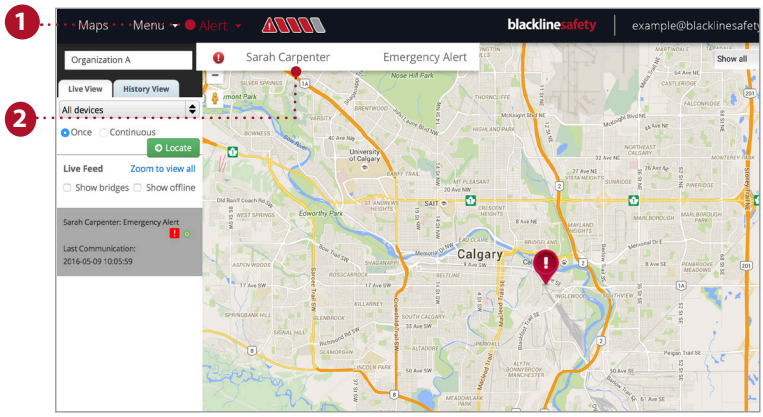
MANAGING ALERTS

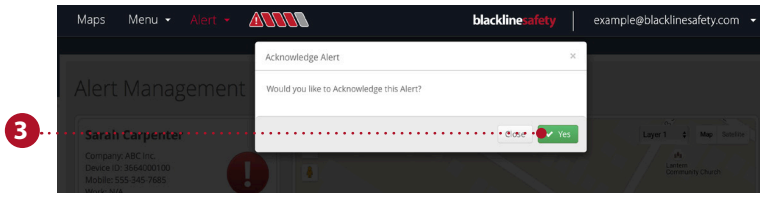
When a red alert is triggered on a device, it will also be generated in the live portal. Further action is required when an alert is in the live portal.

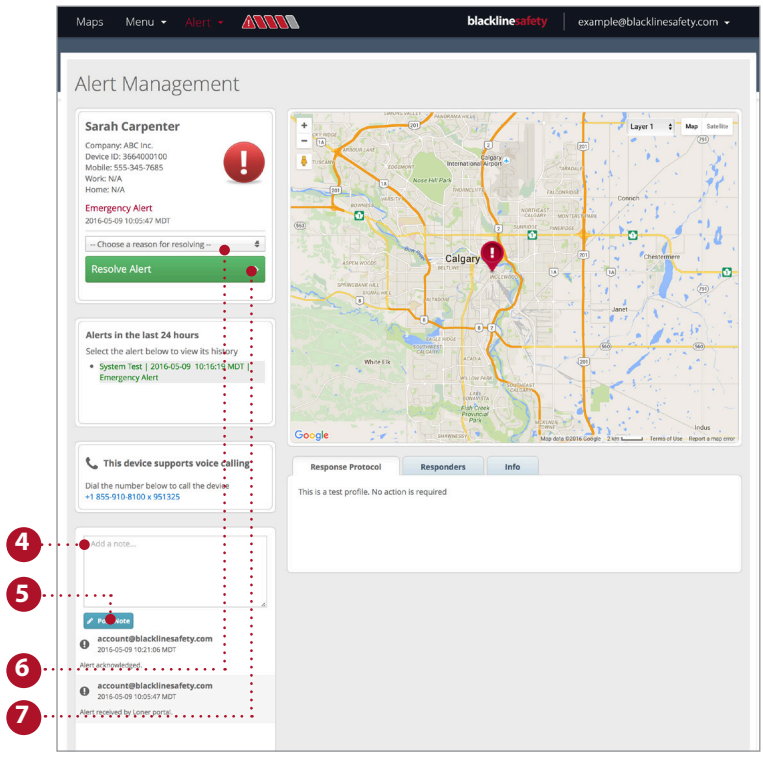
NOTE: if you have purchased the Monitoring plan, the Blackline Safety Operations Center will manage your alerts for you.

1. To acknowledge the alert, navigate to the alarm banner and click on the drop down menu
2. All active alerts will be listed here. Select the alert you would like to acknowledge
3. A pop up will appear, asking if you would like to acknowledge the alert, select *yes*
4. You can leave notes below to increase the detail of your alert history
5. Select *post note* to save your note
6. Once you have followed the appropriate protocol and confirmed the device user is safe, select the reason for resolving the alert from the drop down menu
7. Select *resolve alert* to completely resolve and close the alert

Once the alert has been resolved, the alert banner will disappear and the map pin will return to its normal state







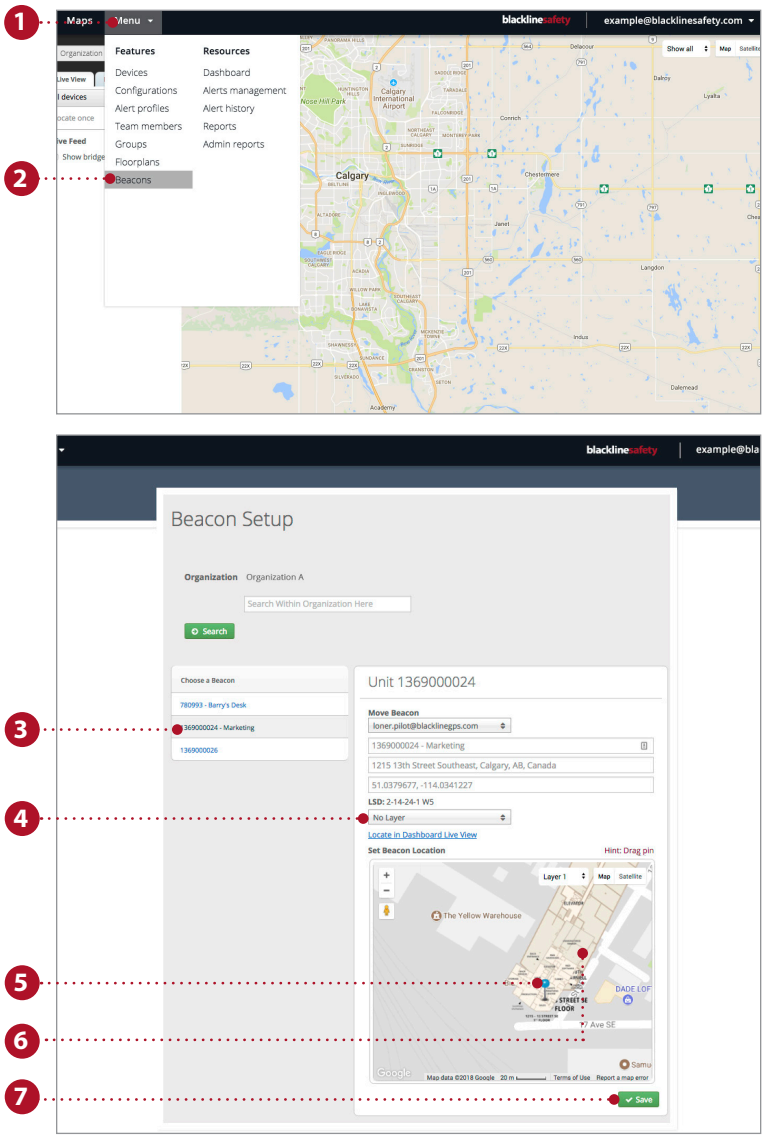
PLACING LOCATION BEACONS

Adding beacons in the Blackline Live portal ensures your safety is being monitored. Placing beacons in the correct location can decrease response time in order to give lone workers the help they need.

1. Select menu
2. Under features, select *beacons*
3. Select the Location Beacon you wish to place in the portal
4.

If you are using floor plans:	**If you are not using floor plans:**
Select the layer that corresponds with the floor plan the beacon is on	Select no layer

5. Select the blue beacon pin
6. Drag the pin to where it is positioned in your building
7. Select *save*



Contact us.

We've got your back. Reach out to Blackline's Customer Care for any questions or assistance during your transition to the new Blackline Live.

Customer Care | 1-877-869-7212 | support@blacklinesafety.com

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www.BlacklineSafety.com

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