







# MY BASE





# My Base





## Introduction



[My Base](#) provides Installers with the ability to manage and configure DualCom Pro devices on a handy App/Web portal.

Simply download [CSL My Base](#) from your appropriate App store and obtain log-in information from CSL (or the CSL web administrator within your company) to access these great features:

View path status 	Check signal strength 	View panel connection status 	Configure static IP information 
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Amend panel connection 	Change pin configuration 	Check ATS path availability 	Remotely upgrade device firmware 
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View Alarms (you must still check with your ARC that alarms are being received by them) 	Test Alarm 	Invert fault relay 	Configure outputs 
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Amend Smart Reporting 	Add estate name 
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# My Base

## User Management for CSL Live Shop & My Base 2.0

# User Management

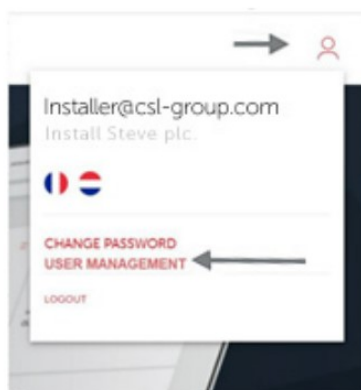
The User Management area within CSL Live allows you to create/manage Shop and My Base logins for your employees – feature only available for accounts with 'Admin' Permissions. User Management is not available via the My Base App, you must use the CSL Live portal via a web browser. CSL Live is split into two sections the Shop and My Base. 'Admin' permissions are given for these sections separately. You will only be able to create/manage users under the area you have been allocated 'Admin' permissions.

## For Example

- Accounts with 'Admin' permissions for the Shop – can create/manage users for the Shop.
- Accounts with 'Admin' permissions for My Base – can create/manage users for My Base.
- Accounts with 'Admin' permissions for both – can create/manage users for both.

## Accessing the User Management area from CSL Live Shop or My Base

Admin users will be able to access this feature via the 'Person' icon in the top right of the screen, under 'User Management'.



## User Management Home Page

The User Management home page is where you can view and search all logins under your account. You will be able to create new logins and amend an existing account's credentials. There is also the ability to deactivate any account should this be required.

CSL

HOME / SHOP / MY BASE / NEWS & OFFERS

Search SEARCH SHOW ALL

## USER MANAGEMENT

Manage your staff permissions below

CREATE NEW USER

NAME	USERNAME / EMAIL	SHOP ROLE	MY BASE ROLE	STATUS	
Admin Account	admin@cslltd.co.uk	User	User	Active	MANAGE
Admin Account	admin@cslltd.co.uk	Admin	Admin	Active	MANAGE
Admin-Shop	admin@cslltd.co.uk	None	None	Active	MANAGE
Admin-Online	admin@cslltd.co.uk	User	Limited Access	Active	MANAGE
Admin-Online	admin@cslltd.co.uk	Admin	User	Active	MANAGE
Admin-Online	admin@cslltd.co.uk	View Only	View Only	Active	MANAGE
Admin-Online	admin@cslltd.co.uk	User	User	Active	MANAGE

## Create New User

Click 'Create User', just above the table. A pop-up box will be displayed where you can add a new user's details to create a new login. You will only be able to view and select the available roles under 'Shop Permissions' and 'My Base Permissions' if your account has 'Admin' permissions for these areas.

**CREATE USER** ✕

First Name

Last Name

Email

Contact Number\* ?

Shop Permissions

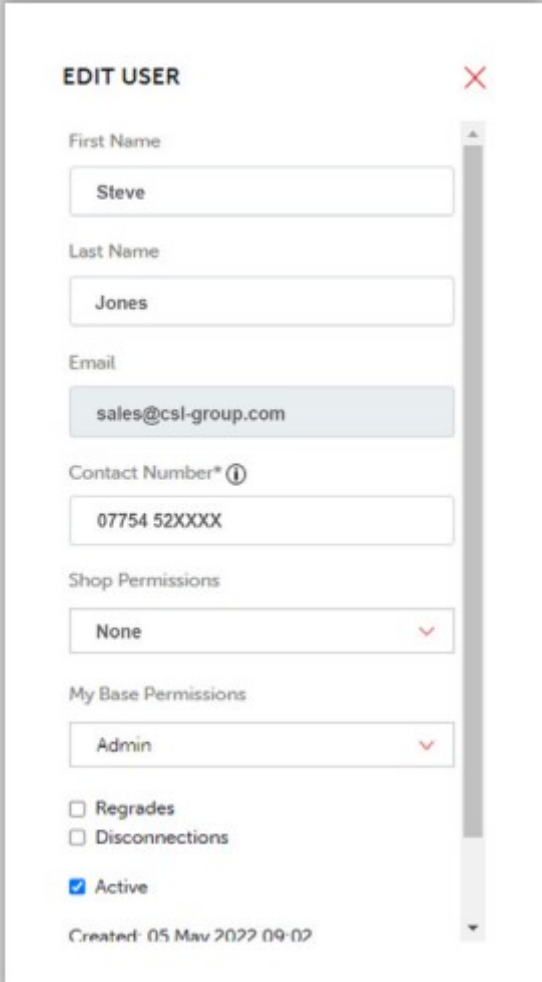
My Base Permissions

Regrades  
 Disconnections

**SAVE CHANGES**

## Manage Existing Users

Select 'Manage' on the user you wish to amend. A pop-up box will be displayed where you can amend the user's details. You can amend their: first name, last name, Shop/My Base credentials and deactivate an account. You can also view when the user was created and when they last logged into this section.



The screenshot shows a 'pop-up' form titled 'EDIT USER' with a red 'X' close button in the top right corner. The form contains the following fields and options:

- First Name:** Text input field containing 'Steve'.
- Last Name:** Text input field containing 'Jones'.
- Email:** Text input field containing 'sales@csi-group.com'.
- Contact Number\* ⓘ:** Text input field containing '07754 52XXXX'.
- Shop Permissions:** Dropdown menu with 'None' selected.
- My Base Permissions:** Dropdown menu with 'Admin' selected.
- Regrades:**
- Disconnections:**
- Active:**
- Created:** 05 May 2022 09:02

### More information:

- 'Regrades and Disconnections' tick box (ARCs only) - this enables ARC Admin users to initiate a regrade or disconnection request via My Base (web portal only) on behalf of the Installer.
- UDL/Remote Manager Access. Should any My Base users also require Remote Manager access, please contact us via [sales@csi-group.com](mailto:sales@csi-group.com)
- Permission roles explained: for an overview of the roles, please click here or for a more detailed explanation, see page 3 of this document.

### Permissions Explained

	View only	User	Admin	None
View recent orders	Y	Y	Y	N
Track orders	Y	Y	Y	N
View products	N	Y	Y	N
Order products	N	Y	Y	N
Access service requests	N	N	Y	N
Approve/reject service requests	N	N	Y	N
Receive service request notification emails	N	N	Y	N
Create additional users	N	N	Y	N
Suspend current users	N	N	Y	N
Manage email notifications	N	N	Y	N

My Base					
	View only	User	Admin	Limited site access	One Time Access
View Sites	Y	Y	Y	Only searched site	N
Search Sites	Y	Y	Y	Only searched site	N
Site Search Boxes	Y	Y	Y	N	N
Filter Search	Y	Y	Y	N	N
Live Chat	Y	Y	Y	Y	Y
Enter site	Y	Y	Y	Y	Only new/pending
Edit address	N	Y	Y	Y	Only new/pending
Edit Smart Reporting	N	Y	Y	Y	Only new/pending
Firmware upgrade	N	Y	Y	Y	Only new/pending
Reboot	N	Y	Y	Y	Only new/pending
Edit panel	N	Y	Y	Y	Only new/pending
Edit pins	N	Y	Y	Y	Only new/pending
View Path Status	Y	Y	Y	Y	Only new/pending
Edit Path Config	N	Y	Y	Y	Only new/pending
Send Test Alarms	N	Y	Y	Y	Only new/pending
View Availability Chart	Y	Y	Y	Y	Only new/pending
View Alarms	Y	Y	Y	Y	Only new/pending
Filter Alarms	Y	Y	Y	Y	Only new/pending
Export Alarms	Y	Y	Y	Y	Only new/pending

Invert Relay Output	N	Y	Y	Y	Only new/pending
Initiate Change Grade Request	N	Y	Y	N	N
Initiate Disconnection Request	N	Y	Y	N	N