

# floLIVE White-Label Requirements

Version 1.200

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Revision A



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## 1. Customer Side Requirements:

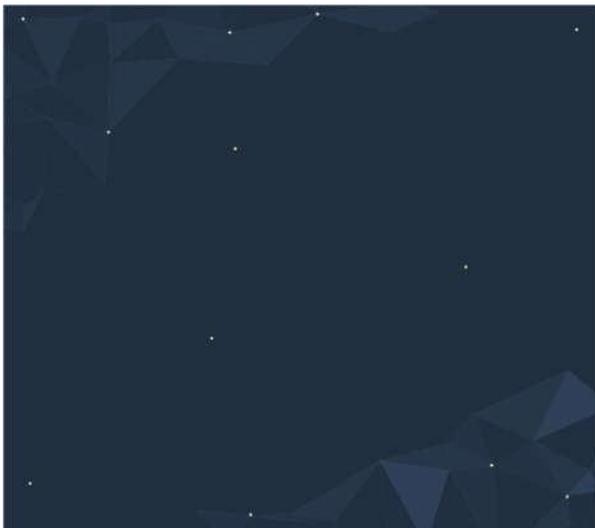
1. Create a custom domain (e.g. www.portal.brand.biz);
2. Issue a certificate for this domain and provide the certificate (certificate chain and certificate key) in pem format so floNET devOPS team can enable TLS.
3. Redirect the prefixed domain with an CNAME record to floportal.flolive.net
4. Provide 3 images: Logo, Background and Favicon (see "Image parameters" section below)
5. Please confirm the website name to be displayed next to the favicon.
6. Please confirm then color branding (details below) – optional.
7. Please confirm the SMTP details for password reset and new customer emails (details below) – optional.

## 2. Image parameters:

### **Background**

- size: 1569 x 1400
- type: png

Example of background file:



## Favicon

- type: png

Example of Favicon file:



## Logo

- jpe/g, png or gif (less than 500 KB)

## 3. SMTP relay configuration (email notifications):

This configuration provides the ability to control the email attributes such as FROM address, subject and body of the automated emails sent from the Rules & Alerts channel as well as the messages received on user creation, first login, password reset, etc...

Customer Side Requirements – provide the following information:

- SMTP host – (e.g smtp.office365.com, smtp.gmail.com)
- SMTP user – (e.g no-reply@brand.biz)
- SMTP password
- SMTP port – depends on whether startTLS is used. See below:
- startTLS – true|false - a protocol command used to inform the email server that the email client wants to upgrade from an insecure connection to a secure one using TLS or SSL
- fromAddress – the address which the users will receive emails from. Can be set the same as the SMTP user.

Additionally, please provide name and customer service email address to be used in the welcome email template for the (**PLACEHOLDER**) parts or an entirely new welcome email text if required:

#### - FIRST LOGIN

"body": "<p>Welcome to (**YOUR NAME**)!<br>As a new user, we ask you to define your password, as follows:<br>Note that your username is your email address: {username}<br>To define your password:<br>1. Click this link: <a href=\"{link}\">Link to account update</a> <br>This link will expire within {linkExpirationFormatted}. <br>2. Log in at (**CUSTOM DOMAIN**) <br>If you do not succeed, contact (**YOUR NAME**) Customer Service at this email address: (**CUSTOMER SERVICE ADDRESS**)<br>Thank you.<br>Best Regards,<br>The (**YOUR NAME**) Team</p>"

"subject": "Welcome to (**YOUR NAME**)!"

If required, the below mail templates can also be customized, based on a given portal action/event. Default templates are as follows:

#### - LOGIN ERROR:

"body": "<p>A failed login attempt was detected to your account on {date} from {ipAddress}. If this was not you, please contact an admin.</p>"

"subject": "Login error"

#### - PASSWORD UPDATE:

"body": "<p>Your password was changed on {date} from {ipAddress}. If this was not you, please contact an admin.</p>"

"subject": "Update password"

#### - PASSWORD RESET:

"body": "<p>Someone just requested to change your {realmName} account's credentials. If this was you, click on the link below to reset them.</p> <p><a href=\"{link}\">Link to reset credentials</a> </p> <p>This link will expire within {linkExpirationFormatted}.</p> <p>If you don't want to reset your credentials, just ignore this message and nothing will be changed.</p>"

"subject": "Reset password"

#### - EMAIL VERIFICATION:

"body": "<p>Someone has created a (**YOUR NAME**) account with this email address. If this was you, click the link below to verify your email address</p> <p><a href=\"{link}\">Link to e-mail address verification</a> </p> <p>This link will expire within {linkExpirationFormatted}.</p> <p>If you didn't create this account, just ignore this message.</p>"

"subject": "Verify email"

Note: The variables in {} are automatically filled.

## 4. Color Branding

In order to set up the branding we need the html color codes.

There are 3 customizable colors:

- Menu background (note the menu font is white, so the background must be a dark color)
- Menu highlight (and sliders/buttons etc.)
- Graph bars

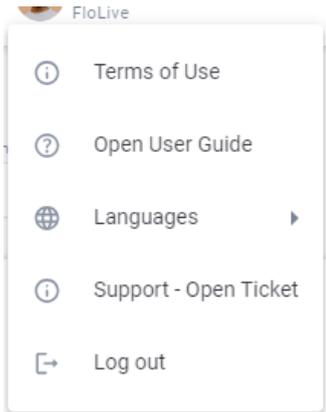
The image displays two screenshots of the flo. LIVE user interface with callouts explaining branding options:

- Primary Color:** The leading color of the company's brand. This color will appear in buttons and other elements. Do not use bright colors (white, light gray, light blue, light green, etc.).
- Secondary Color:** Another color from your brand or a neutral color like black/dark gray. This color will appear in the side menu background. Do not use bright colors (white, light gray, light blue, light green, etc.).
- Graphs Color:** Use a color for graphs. Do not use bright colors (white, light gray, light blue, light green, etc.).

The screenshots show the 'My Account' page with a 'Primary Color' callout pointing to the 'My Account' menu item and the 'Data Usage' graph. The second screenshot shows the '200MB + 20 SMS Africa' page with a 'Primary Color' callout pointing to the 'Linked plans' table header.

## 5. Functional Customization

The portal can be configured to enable the users to access the user guide and a direct link to open a ticket via the drop-down menu of the currently logged-in user.



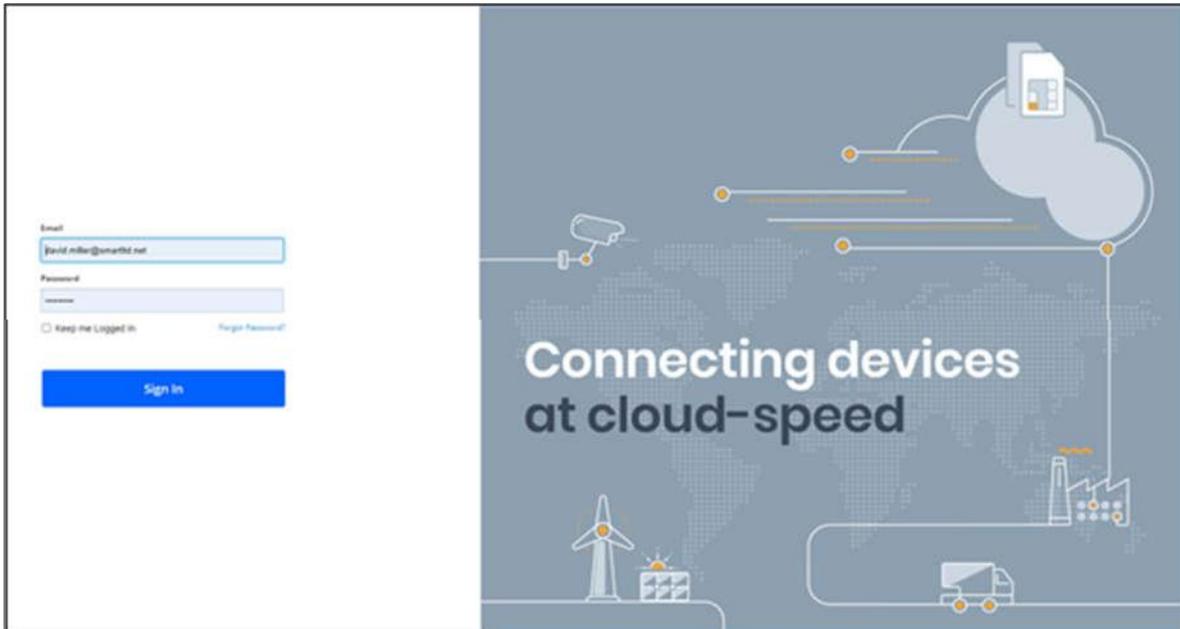
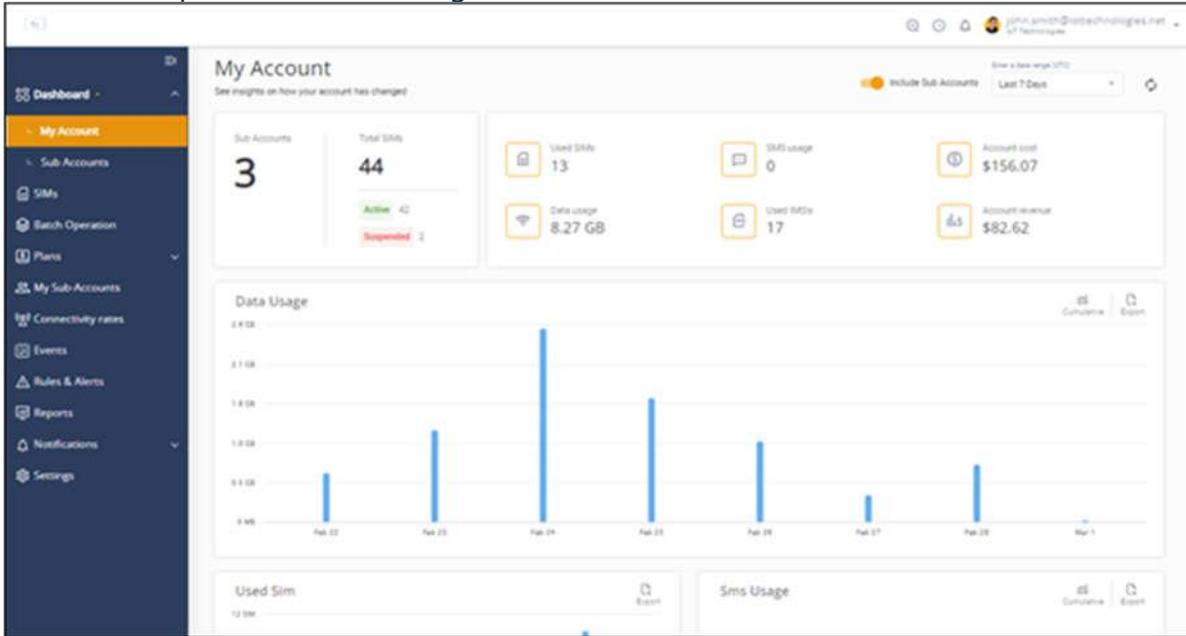
### Customer Side Requirements:

- in case the "Open User Guide" functionality is requested, the customer needs to provide either a link to a custom web page or a custom document in .pdf format.
- For "Support – Open Ticket" functionality, please provide relevant URL



## 6. Examples:

floLIVE example (default branding):





Demo brand example:

The screenshot shows the 'My Account' dashboard for GIANTNET. The left sidebar contains navigation options: Dashboard, My Account (selected), Sub-Accounts, SIMs, Plans, My Sub-Accounts, Connectivity rates, Events, Rules & Alerts, Reports, Notifications, and Settings. The main content area is titled 'My Account' and includes a sub-header 'See insights on how your account has changed'. It features several summary cards: 'Sub-Accounts' with a count of 2, 'Total SIMs' with a count of 9 (1 Active, 8 Suspended), 'Used SIMs' with a count of 1, 'SMS usage' with a count of 0, 'Data usage' with 0.24 MB, and 'Used SIMs' with a count of 1. Below these is a 'Data Usage' bar chart showing usage over a 24-hour period. At the bottom, there are sections for 'Used Sim' and 'Sms Usage', each with an 'Export' button.

The screenshot shows a login page with a cityscape background. The text 'connecting devices at cloud-speed' is prominently displayed. On the left, there is a login form with fields for 'Email' (containing 'david.miller@smarttel.net') and 'Password', a 'Keep me Logged In' checkbox, and a 'Forgot Password?' link. A blue 'Sign In' button is at the bottom of the form. The background features a city skyline at night with various icons overlaid: a Wi-Fi signal, a globe, a smartphone, a cloud with an upload arrow, and a dollar sign.