

Getting Started with TraffiCloud: InstAlert Variable Message Signs



InstAlert 18

InstAlert 24

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About this document

This Getting Started Guide is meant for anyone who needs to set up InstAlert Variable Message Signs using TrafficCloud. It provides an introduction to TrafficCloud and describes the basic use and configuration of the system, including the following:

- » Setting display options for your signs
- » Creating and activating messages for your signs
- » Specifying the Sites for your signs
- » Assigning signs to Sites

This guide presumes that you have already unpacked and set up your signs, per the included or.

Browser requirements

TrafficCloud has been tested with all the leading Web browsers, and works best with Google Chrome.

Documentation conventions

This document uses the following formatting conventions:

Format	Description
Bold	Used in procedures to indicate menu commands, interface controls and dialog box options.
<i>Italics</i>	Used to place emphasis on certain words.
Right chevron >	Used to indicate a sequence of commands (and sub commands) to be carried out in the displayed order. For example, Equipment tab > Nickname refers to the Nickname section of the Equipment page.



NOTE: Notes are used as reminders or to provide information of interest that supplements or emphasizes important points of the main text.



TIP: Tips are used to suggest alternative methods, workarounds and/or shortcuts that are not essential but that you may find useful in a given situation.



CAUTION: Cautions are used to advise users of specific actions that could result in a loss of data.



WARNING: Warnings are used to advise users of specific actions that could result in personal physical injury or damage to equipment.

Contacting Technical Customer Support

For support for your All Traffic Solutions products,

- » visit the Technical Customer Support page at <https://www.alltrafficsolutions.com/support/>,
- » send email to support@alltrafficsolutions.com, or
- » call 1-866-366-6602, Option 2 anytime between 8:00 a.m. to 6:00 p.m. EST, Monday to Friday.

Technical documentation

Please visit our [ATS Start-Up Guides](#) page for links to the most recent versions of our technical documentation.

Also, please visit our YouTube page, at [TraffiCloud Training Videos for InstAlert Devices](#).

Chapter 1

Overview

InstAlert Variable Message Signs display custom messages wherever they're needed, to direct traffic for events or emergencies, or for public service messaging.



[Figure 1] Examples of public service messaging signs

With InstAlert Variable Message Signs and TrafficCloud you can do the following:

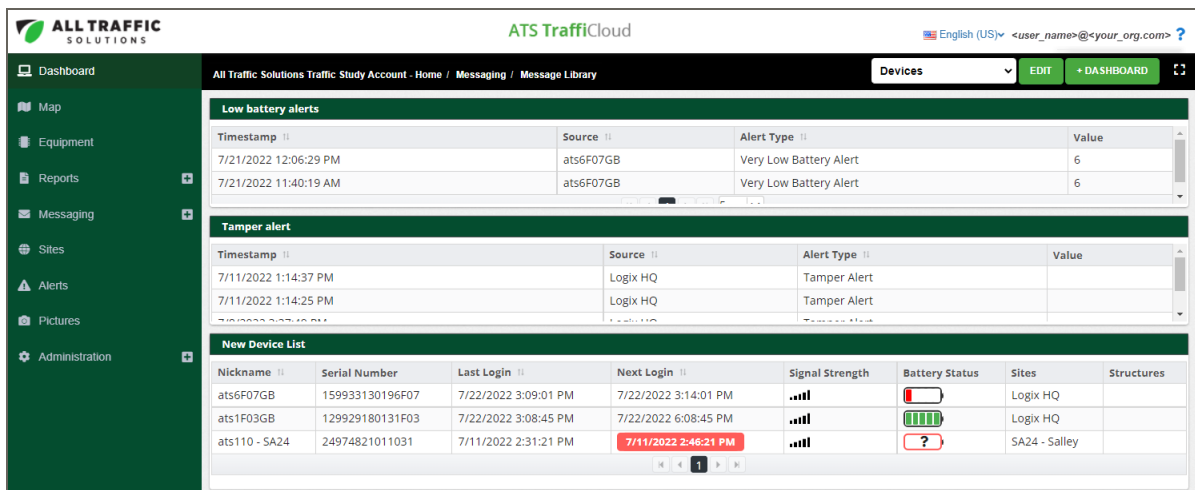
- » Monitor and manage your signs and their Sites,
- » Configure the display settings of your signs,
- » Specify displayed messages,
- » Set up and review alerts from the signs.

Before you begin

Before you begin using TrafficCloud with your InstAlert Variable Message Signs, there are a couple of things that you need to do. Turn the sign on and verify that it starts up correctly, and then take note of the serial number of the sign. This serial number is used to identify the sign to All Traffic Solutions Technical Customer Support, and enables you to specify which sign is installed in which location.

Exploring the TrafficCloud user interface

The TrafficCloud home page includes a **navigation** menu, referred to as "tabs", along the left side of the window, a header bar including user settings at top right, the main window, and a footer bar. Click any of the tabs to explore what you can do. The main window in the example in [Figure 2] below shows the **Dashboard**, setup with some popular widgets (see *The Dashboard* on the facing page).







[Figure 2] The TrafficCloud User Interface

Navigation menu tabs

The following table describes what you can do with the navigation menu tabs:

Icon	Tab	Description
	Dashboard	Opens the Dashboard page, where you can set up dashboards and widgets to display alerts and devices. See <i>Using the Dashboard</i> on page 71.
	Map	Opens the Map page, where you can check your Sites for conflicts on Google Maps. See <i>Understanding the Map page</i> on page 54.
	Equipment	Opens the Equipment page, where you can set your device mode, schedules, alerts, and more. See <i>Configuring your sign</i> on page 15.
	Messaging	Opens the Messaging page, where you can set default messaging or custom messaging. See <i>Using the Messaging tab</i> on page 33.

Icon	Tab	Description
	Sites	Opens the Sites page, where you can add new Sites and view and edit existing ones. See <i>Creating a Site</i> on page 47.
	Alerts	Opens the Alerts page, where you can view alerts generated by your signs. Alerts are sent to TrafficCloud immediately, whenever they are triggered. See <i>Checking Alerts</i> on page 61.
	Pictures	Opens the Pictures page, where you can view photos taken by your signs. See <i>Checking Pictures</i> on page 67.
	Administration	Opens the Administration page, where you can perform administrative activities, like managing your account, equipment, users, entitlements, integration accounts, and uploads. See <i>Administration</i> on page 75.

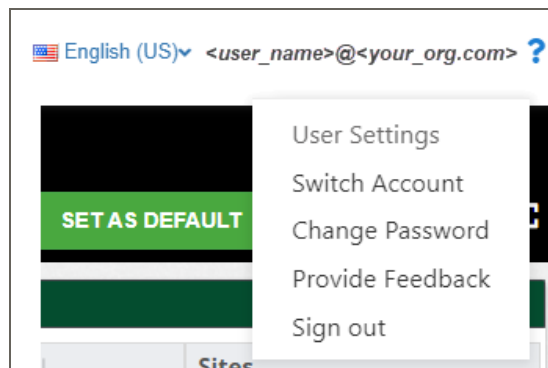
The Dashboard

When your TrafficCloud account is first set up, you'll see a default Dashboard in the main viewing pane. Dashboards are meant to give you a quick overview of your All Traffic Solutions devices and activity, and are made up of components called "widgets", which add features to websites.

See [Figure 2] on the previous page and *Using the Dashboard* on page 71.

The User menu

Use this section for details about the **User** menu.



The TrafficCloud **User** menu includes the following:

Menu item	Description
User Settings	Opens the Edit User window, where you can change your information, allow TrafficCloud text messaging for the account, add phone numbers, and more. See <i>Editing a user</i> on page 78.
Switch Account	Switches between TrafficCloud accounts if you have more than one. You can also change the default account by clicking Switch Account > Make Primary .

Menu item	Description
Change Password	Opens the Change Password page.
Provide Feedback	Opens a page where you can send feedback about TrafficCloud to Technical Customer Support.
Sign out	Opens the Sign out menu, where you can confirm that you want to sign out.

Chapter 2

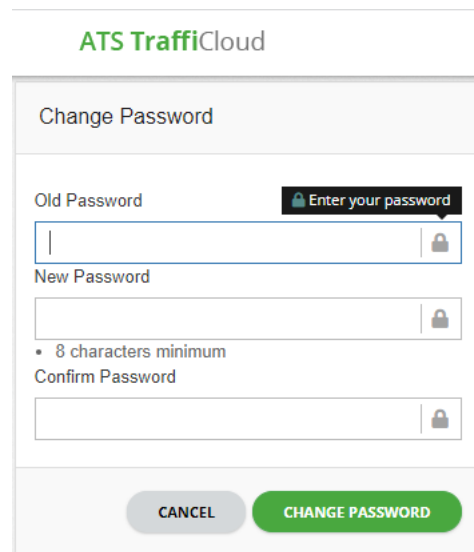
Signing in to TraffiCloud for the first time

Once you have a TraffiCloud subscription, All Traffic Solutions registers your users' email addresses as their user names, and sends them a Welcome email with a temporary password and a link to TraffiCloud. If this is your first time using an ATS sign with TraffiCloud, make sure the purchaser has set up a user account for you.

To sign in to TraffiCloud:

1. In the Welcome email from All Traffic Solutions, click the **Join All Traffic Solutions <your account name> Account** link, or click here:
<https://portal.trafficcloud.com/login>
2. In the **Sign In > Email** box, enter the email address and temporary password provided in the Welcome email.

3. Click the **Sign me in** button. You'll then be prompted to create a new password.

The image shows a web form titled "ATS TrafficCloud" with a subtitle "Change Password". It contains three input fields: "Old Password", "New Password", and "Confirm Password". Each field has a password icon (a lock) to its right. A tooltip "Enter your password" is visible over the Old Password field. Below the New Password field, there is a bullet point indicating "8 characters minimum". At the bottom of the form, there are two buttons: a grey "CANCEL" button and a green "CHANGE PASSWORD" button.

[Figure 3] The Change Password window

- A. In the **Old Password** box, enter the password from the Welcome email (you can copy and paste it, just make sure no trailing space is added).
- B. In the **New Password** and **Confirm Password** boxes, enter a new password. Passwords must have a minimum of eight characters, and we recommend including at least one special character, number, uppercase letter, and lowercase letter. Password rules can be defined by your TrafficCloud administrator. You can also let your Web browser suggest and save a secure password.
- C. Click the **Change Password** button.

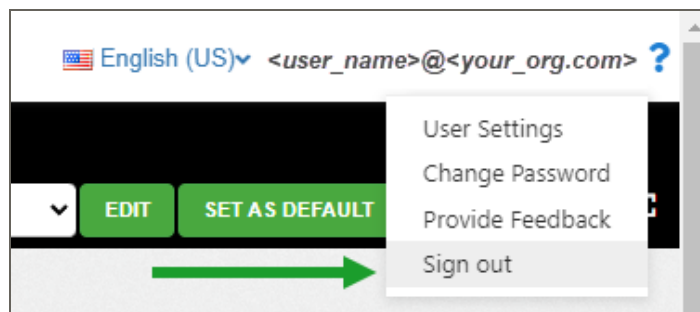
The TrafficCloud **Dashboard** page opens and confirms that you have successfully changed your password. You can reset your password as needed using **Change Password** on the TrafficCloud **User** menu.

Signing out of TrafficCloud

Use this procedure to sign out of TrafficCloud.

To sign out of TrafficCloud:

- » Click your user name in the top-right corner of the page, and click **Sign out**.



[Figure 4] The User menu > Sign out

Chapter 3

Configuring your sign

The place to configure your sign is the **Equipment** tab. The initial **Equipment** page displays a table with controls to edit the settings for your sign and identifying information, including nickname and serial number, the assigned Site, last and estimated next communication, and status.

You can also click the **Pencil** icon  or even the **History** icon  to open an **Equipment** details page, where you can set your sign's

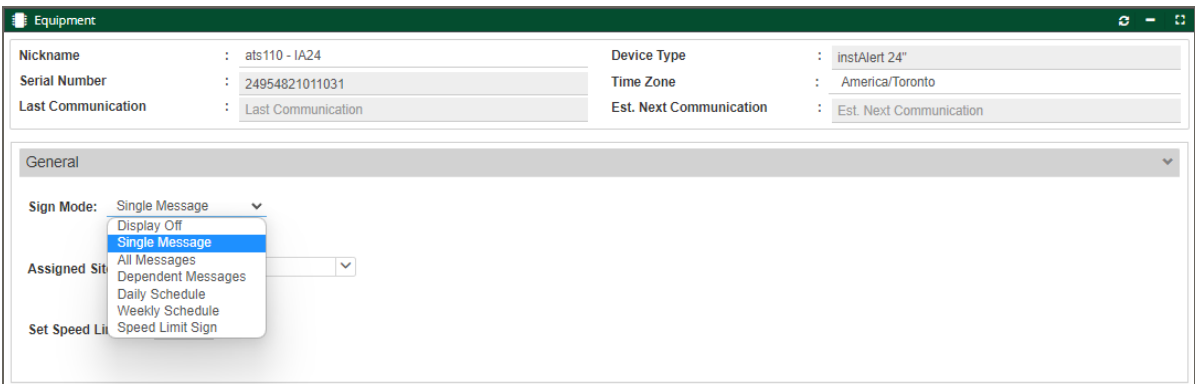
- » **Sign Mode**, the type of information the sign displays, such as messages and daily and weekly schedules.
- » **Alerts and Images**, configurations for low battery or tampering events, and whether to take pictures and at what resolution.
- » **Assigned Site**, the location stored in TraffiCloud where you plan to place the sign.

Topics in this chapter:

Understanding Sign Modes	16
When do InstAlerts call in?	17
Enabling messaging for your sign	17
Setting up messaging schedules	21
Configuring Alerts and Images	27
Setting a new Nickname for your sign	30

Understanding Sign Modes

ATS signs and devices include a variety of display modes, depending on the capabilities of your sign. Here's what you'll find for **Sign Modes** with InstAlert signs:

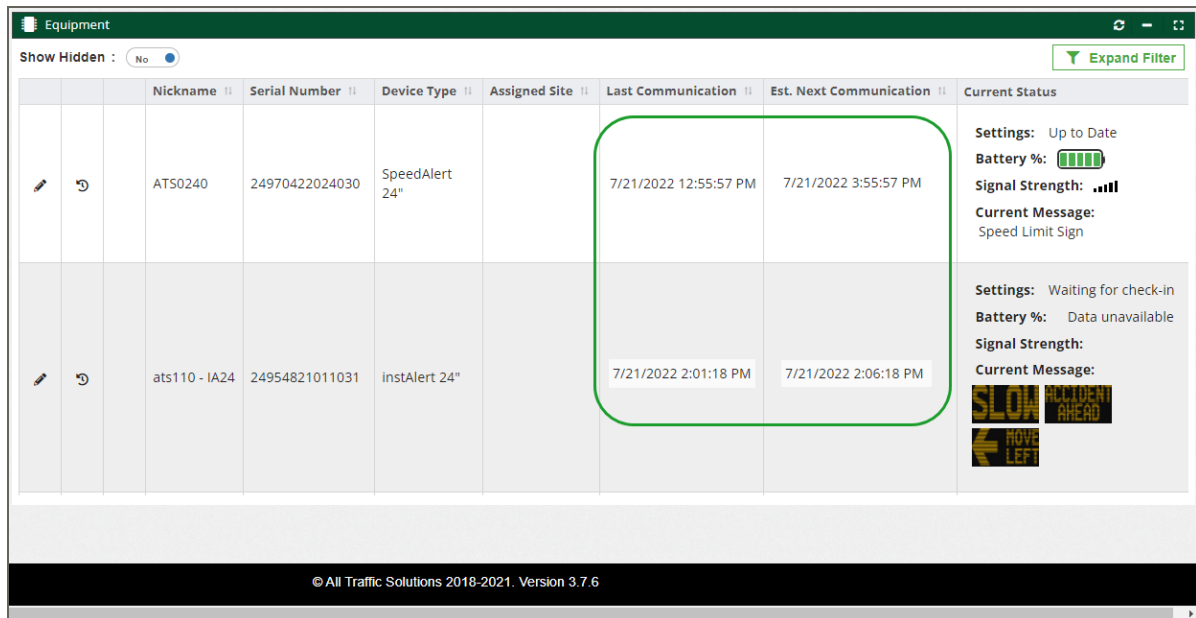


[Figure 5] The Equipment page: Sign Modes

Sign Mode	Description
Display Off	Maintains a connection to TrafficCloud and collects status data, but message display is turned off.
Speed Limit Sign	Displays the configured speed limit.
Single Message	Rotates a message of up to six screens in sequence. There are 24 factory-preset messages included with InstAlert signs. You can also create your own messages. See <i>Enabling messaging for your sign</i> on the facing page.
All Messages	Displays all of the messages in the sign's memory in sequence.
Scheduling Using TrafficCloud daily and weekly schedules, you can adjust the messaging and speed limit for your sign during scheduled periods of the day or week, or to direct traffic for events like concerts, games, and festivals.	
Daily Schedule	Adjusts the messaging and speed limit used for your sign during scheduled periods of the day. See <i>Setting up a daily schedule</i> on page 21.
Weekly Schedule	Adjusts the messaging and speed limit used for your sign during scheduled periods of the day and week. Setting a weekly schedule is more appropriate than a daily schedule to direct traffic at specific times and days of the week, for events that span anywhere from a few days to a week, such as festivals or conventions. See <i>Setting up a weekly schedule</i> on page 24.

When do InstAlerts call in?

Here's a quick overview of how InstAlert Variable Message Signs communicate back to TrafficCloud to pick up new settings. You can check for the last call-in on the **Equipment** summary page. Here's an example of what you'll see, with the **Last Communication** and **Estimated Next Communication** fields highlighted:



	Nickname	Serial Number	Device Type	Assigned Site	Last Communication	Est. Next Communication	Current Status
	ATS0240	24970422024030	SpeedAlert 24"		7/21/2022 12:55:57 PM	7/21/2022 3:55:57 PM	Settings: Up to Date Battery %: Signal Strength: Current Message: Speed Limit Sign
	ats110 - IA24	24954821011031	InstAlert 24"		7/21/2022 2:01:18 PM	7/21/2022 2:06:18 PM	Settings: Waiting for check-in Battery %: Data unavailable Signal Strength: Current Message:

[Figure 6] The Equipment summary page > Last and Est. Next Communication

You can also set up a **Device List** widget in the **Dashboard** to track sign status and properties. See *Setting up a Device List Dashboard widget* on page 73.

About call-in scheduling

InstAlert signs:

- » Send Alerts back to TrafficCloud immediately,
- » Call in to pick up settings changes every 15 minutes,.

InstAlert call in frequency		
Alerts	Traffic Data	Settings
Immediately	N/A	Every 15 minutes

Enabling messaging for your sign

With InstAlert Variable Message Signs you can deploy, create, and manage messages for your signs using the **Equipment** tab and the **Messaging** tab.

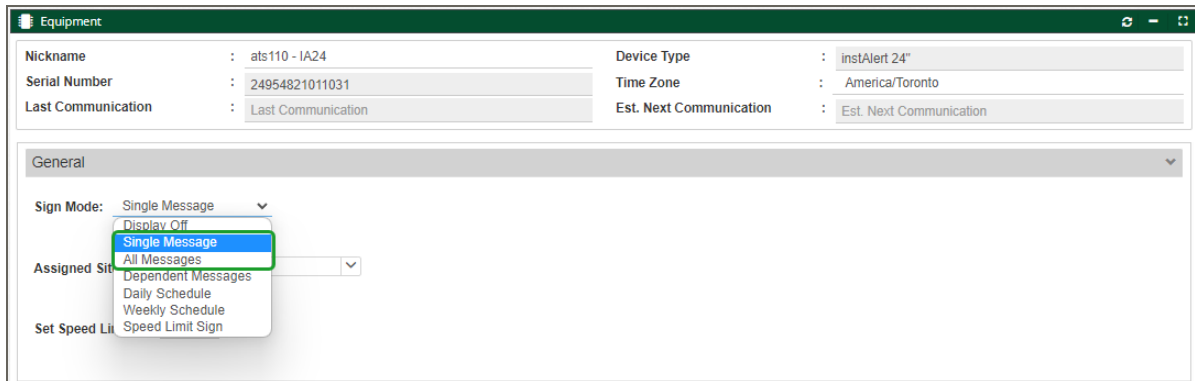
On the **Equipment** tab, InstAlert signs can store a maximum of 24 messages plus a placeholder message, referred to as the **InstaMessage**. The InstaMessage is always the first message in the **Single Message** and **All Messages** lists on the page. You can create an unlimited number of custom messages in TrafficCloud. See *Using the Messaging tab* on page 33.



TIP: You can't directly delete the InstaMessage, but you can replace it using the **Messaging > Bulk Send** command. See *Sending a message to one or more signs* on page 40.

On the **Equipment** tab, you can select from these messaging modes:

- » *Single Message mode*
- » *All Messages mode*




[Figure 7] Sign Modes for Messaging


For details, see *Understanding messaging modes* on the facing page.

In **Single Message** mode, you can:

- » select from the default messages or create your own messages,
- » activate, add, edit, reorder, or copy messages, and
- » choose messages from the **Message Library**. See also *Using the Messaging tab* on page 33.

To set up messaging for your sign:





1. On the navigation menu, click the **Equipment** tab. The **Equipment** summary page opens, listing all of the signs and devices in your organization.
2. Click the **Pencil** icon  next to the sign you want to set up messaging for. The **Equipment** page opens for the sign.
3. In the **General** section, click the **Sign Mode** drop-down list and select the mode you want to use: **Single Message** or **All Messages**. The **Sign Modes** for messaging are described in *Understanding messaging modes* on the facing page.
4. Scroll down to the **Messages** screen of the **Equipment** page.
5. If you select either **Single Message** or **All Messages**, you can:

- Click the **Add** button  to create a new message or choose from the library.



NOTE: If the **Add** button is grayed out, it means the sign already has the maximum 24 messages stored locally. To add another message, first you'll need to delete one of the existing messages.

- View and select existing messages. When you select a message, scroll down and select messages to preview any of the screens in the message.

- Select a message and click the **Make Active** button, to make it the active message on the sign (not available in **All Messages** mode).
 - Click the **Save** icon  to save a copy of a selected message to the **Message Library**.
 - Click the **Pencil** icon  to edit the selected message. See *Editing a message* on page 41.
 - Drag the hamburger icon  to change the order of a selected message in the list.
 - Click the **Delete** icon  to delete a selected message.
6. After you've made your changes click the **Save All Equipment Settings** button.

Understanding messaging modes

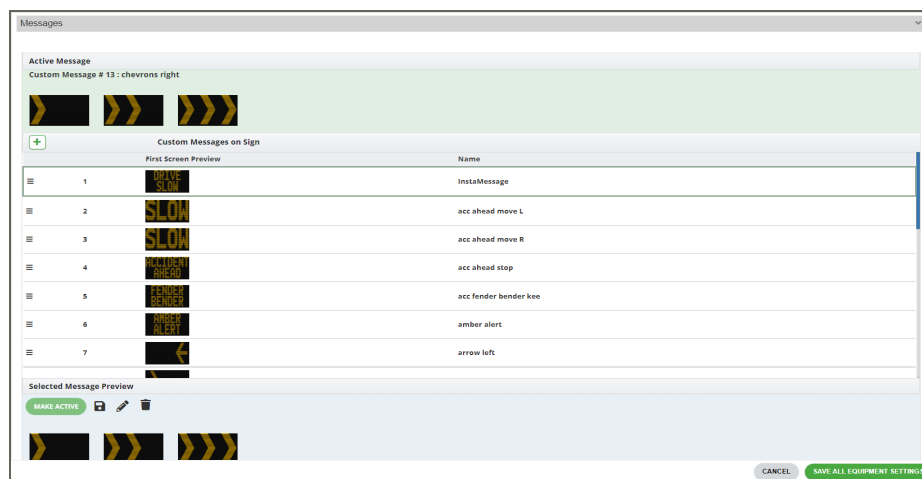
Use this section to understand the **Sign Modes** for messaging that you can use with your InstAlert Variable Message Signs.

See also *Using the Messaging tab* on page 33.

Single Message mode

Single Message mode rotates a message of up to six screens in sequence. There are 24 default messages included with InstAlert signs. You can also create your own messages. See *Creating a custom message* on page 36.

[Figure 8] below shows an example of the **Single Message** screen, where you can activate a message, view or change the active message, add a new message, reorder messages, save a copy of a message to the library, or delete messages.

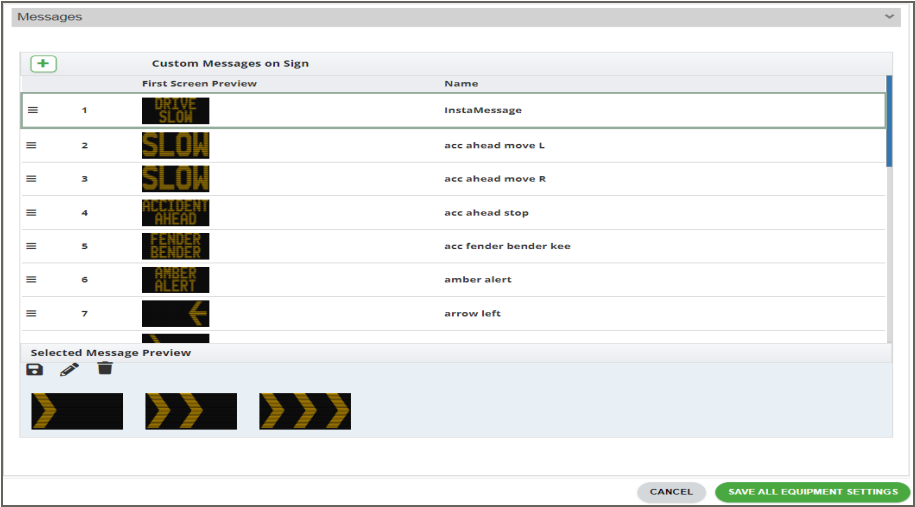


[Figure 8] Single Message page

All Messages mode

All Messages mode displays all of the messages in the sign's memory in sequence.

Here is an example of the **All Messages** screen, where you can preview any message, reorder messages, save a copy of a message to the library, or delete messages:

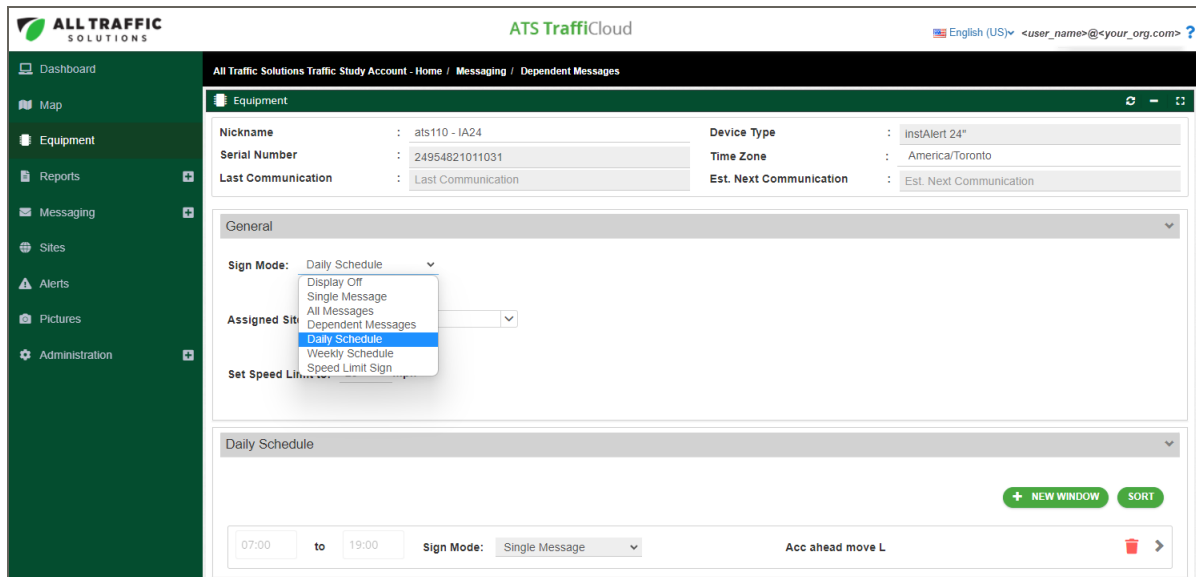


[Figure 9] All Messages page

Setting up messaging schedules

To set up a daily or weekly schedule:

1. On the **Equipment** page for your sign, under **General**, select **Sign Mode** and select either **Daily Schedule** or **Weekly Schedule**.



[Figure 10] Selecting a scheduling mode

2. Scroll to the **Schedule** section, which appears after the **General** section.

For detailed steps, see:

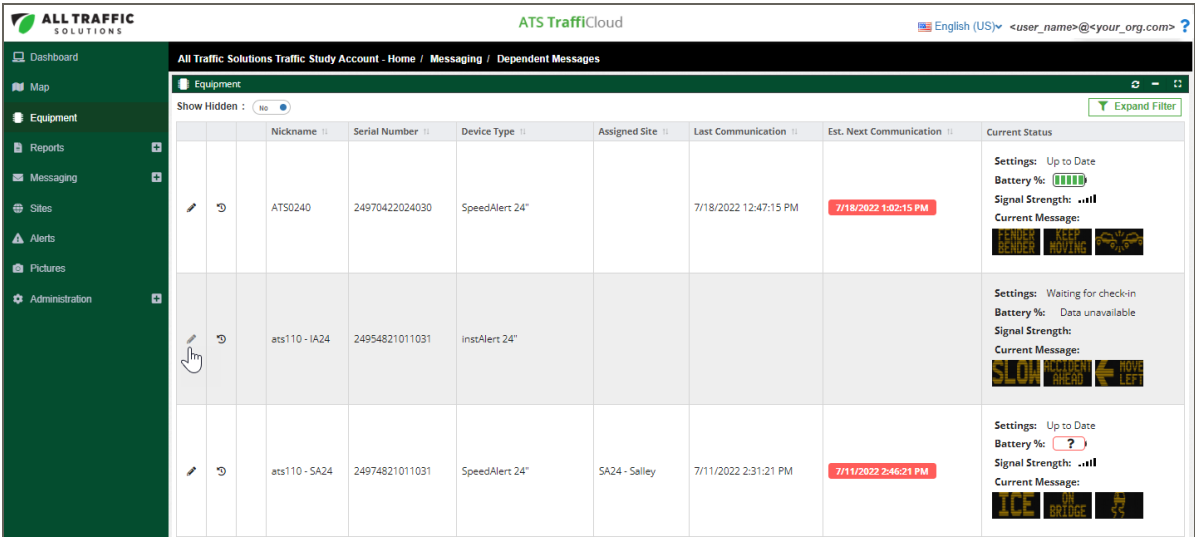
- *Setting up a daily schedule* below
- *Setting up a weekly schedule* on page 24












Setting up a daily schedule

Set your **Sign Mode** to **Daily Schedule** if you want to repeat the same message every day and don't want to vary or repeat it based on the days of the week.


To set up a daily schedule:

1. On the navigation menu, click the **Equipment** tab and then click the Pencil icon  next to the sign you want to assign the Site to. The **Equipment** details page opens.



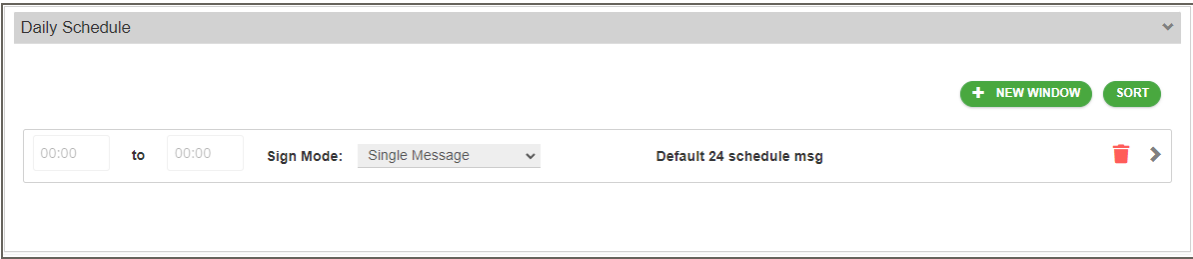
	Nickname	Serial Number	Device Type	Assigned Site	Last Communication	Est. Next Communication	Current Status
	ATS0240	24970422024030	SpeedAlert 24"		7/18/2022 12:47:15 PM	7/18/2022 1:02:15 PM	Settings: Up to Date Battery %:  Signal Strength:  Current Message: 
	ats110 - IA24	24954821011031	InstAlert 24"				Settings: Waiting for check-in Battery %: Data unavailable Signal Strength:  Current Message: 
	ats110 - SA24	24974821011031	SpeedAlert 24"	SA24 - Salley	7/11/2022 2:31:21 PM	7/11/2022 2:46:21 PM	Settings: Up to Date Battery %:  Signal Strength:  Current Message: 

[Figure 11] The Pencil icon

 **TIP:** If you need to filter the list, click **Expand Filter**. You can filter by nickname, serial number, device type, Site, last communication, and power level.

2. Select **Sign Mode > Daily Schedule** (as shown in [Figure 10] on the previous page).

TraffiCloud adds a **Daily Schedule** section to your **Equipment** page, below the **General** section, like this:



Daily Schedule


+ NEW WINDOW


SORT

00:00 to 00:00

Sign Mode: Single Message

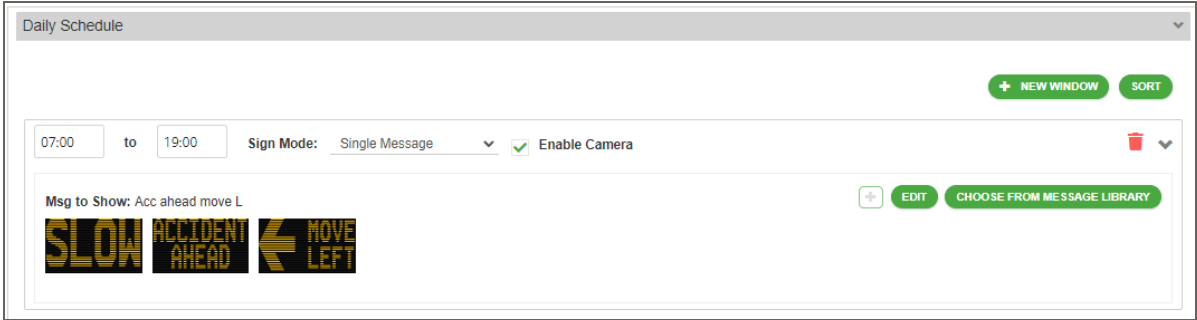
Default 24 schedule msg





[Figure 12] Daily Schedule (collapsed view)

3. Click the right chevron > at the side of the page or any blank area in the bounding box, and select schedule options. In the following example, the schedule and settings are:
- **Schedule** is set from 07:00 to 19:00,
 - **Sign Mode** is set to **Single Message**,
 - the camera is enabled.



[Figure 13] Daily Schedule (expanded view)

4. Use this table for details about the datafill options:

Setting	What you can do
Time frame	Set the time frames for message display.
Sign mode	Set the Sign Mode you want to use (typically Single Message) for the scheduled time.
Enable Camera	Click the checkbox if you want the camera enabled. For details about how to ensure that your sign captures photos when you want it to, see <i>Configuring Alerts and Images</i> on page 27.

- Click the **+ New Window** button to add scheduling windows until all 24 hours of the day are covered. TrafficCloud automatically adds another period of the day that hasn't been covered yet. You can create up to 13 scheduling windows per day.



Here's an example 24-hour schedule, including:

- Sign Mode** is set to **Display Off** for the first and last of the three periods of the day,
- Sign Mode** is set to **Single Message** for the second period of the day, from 07:00 to 19:00.

The screenshot shows the 'Daily Schedule' interface. At the top, there are buttons for '+ NEW WINDOW' and 'SORT'. Below, the schedule is divided into three time slots:

- 00:00 to 07:00:** Sign Mode: Display Off, Enable Camera (checked).
- 07:00 to 19:00:** Sign Mode: Single Message, Enable Camera (checked). Below this, there is a section for 'Msg to Show: security check id' with a preview of a sign displaying 'SECURITY CHECK HAVE TO READY'. There are buttons for 'EDIT' and 'CHOOSE FROM MESSAGE LIBRARY'.
- 19:00 to 00:00:** Sign Mode: Display Off, Enable Camera (checked).

[Figure 14] Daily Schedule - 24 hours

 **TIP:** You can use the **Sort** button to sort multiple schedules from morning to night, or the trash icon  to delete a scheduling window.

- Click the **Save All Equipment Settings** button to apply your changes.

Setting up a weekly schedule

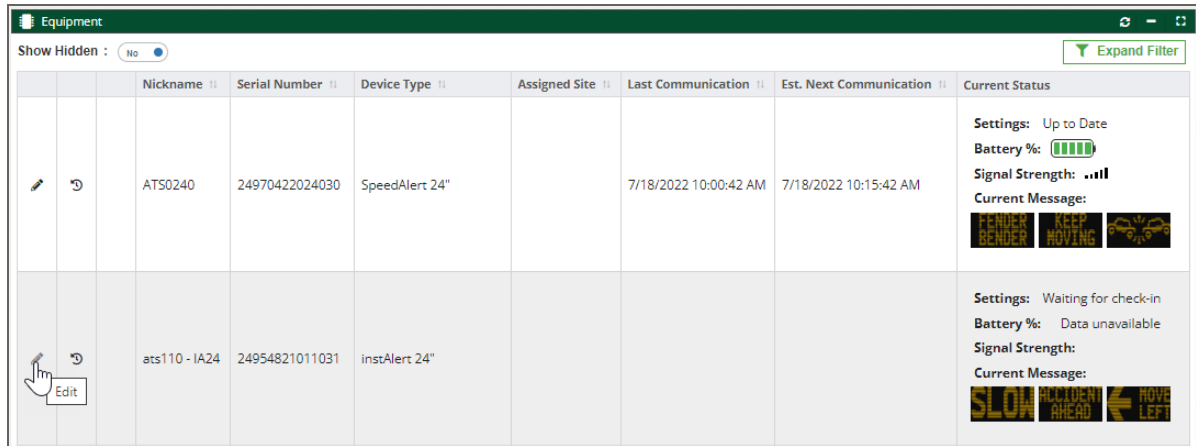
Setting a weekly schedule is more appropriate than a daily schedule to direct traffic at specific times and days of the week, for events that span anywhere from a few days to a week, such as festivals or conventions.

The screenshot shows the 'Equipment' settings interface. The top section contains fields for Nickname, Serial Number, Last Communication, Device Type, Time Zone, and Est. Next Communication. Below this is the 'General' section, which includes a 'Sign Mode' dropdown menu. The dropdown menu is open, showing options: Display Off, Single Message, All Messages, Dependent Messages, Daily Schedule, **Weekly Schedule** (highlighted), and Speed Limit Sign. There are also fields for 'Assigned Site' and 'Set Speed Limit'.

[Figure 15] Sign Mode > Weekly Schedule

To set up a weekly schedule:

1. On the navigation menu, click **Equipment**. The main **Equipment** page opens.



		Nickname	Serial Number	Device Type	Assigned Site	Last Communication	Est. Next Communication	Current Status
		AT50240	24970422024030	SpeedAlert 24"		7/18/2022 10:00:42 AM	7/18/2022 10:15:42 AM	Settings: Up to Date Battery %: Signal Strength: Current Message:
		ats110 - IA24	24954821011031	InstAlert 24"				Settings: Waiting for check-in Battery %: Data unavailable Signal Strength: Current Message:

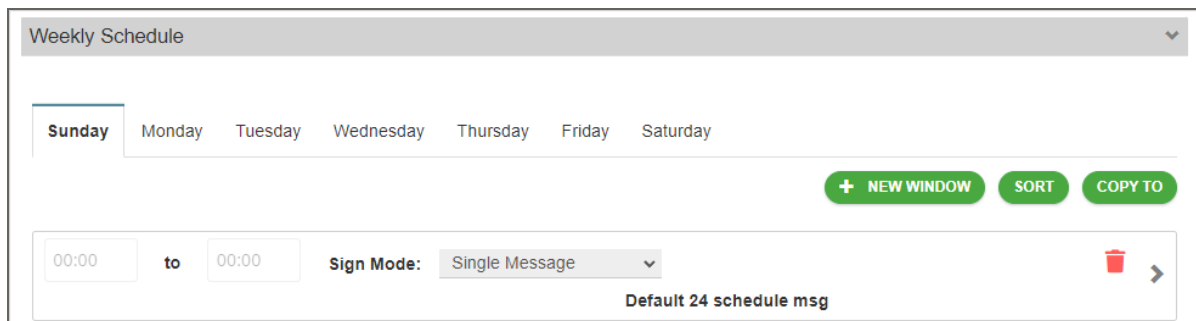
[Figure 16] The Pencil icon



TIP: If you need to filter the list, click **Expand Filter**. You can filter by nickname, serial number, device type, Site, last communication, and power level.

2. Click the Pencil icon in the row for the sign you want to set the schedule for. The **Equipment** details page opens.
3. Select **Sign Mode > Weekly Schedule** (as shown in [Figure 15] on the previous page).

TraffiCloud adds a **Weekly Schedule** section to your **Equipment** page, like this:



Weekly Schedule

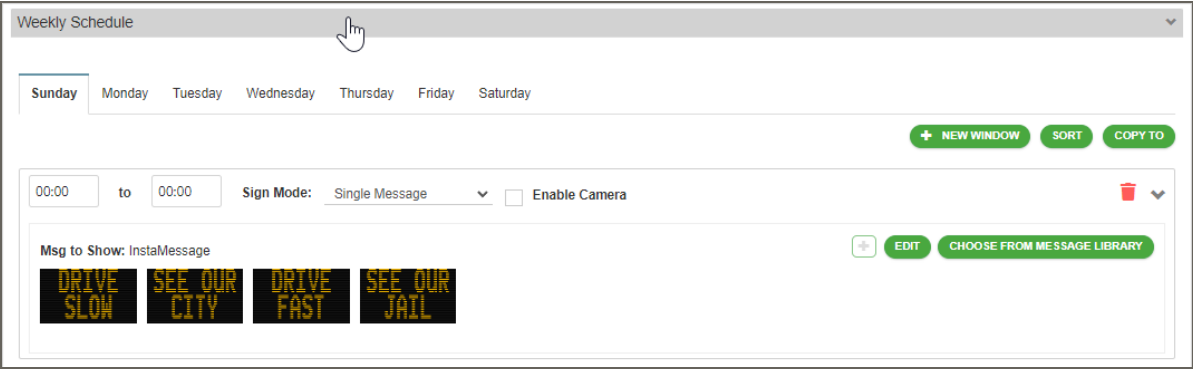
Sunday Monday Tuesday Wednesday Thursday Friday Saturday

+ NEW WINDOW SORT COPY TO

00:00 to 00:00 Sign Mode: Single Message

Default 24 schedule msg

4. Click the right chevron > at the side of the page or any blank area in the bounding box, and select scheduling options. In the following example, the schedule and settings are:
 - **Schedule** is set to 24 hours, from 00:00 to 00:00, for Sundays,
 - **Sign Mode** is set to **Single Message**, and
 - The camera is disabled.

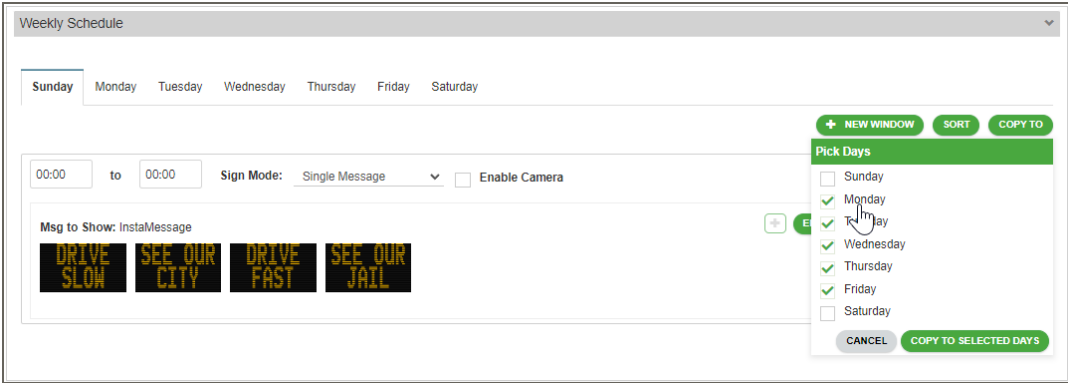


[Figure 17] Weekly Schedule (expanded view)

5. Use this table for details about the datafill options:

Setting	What you can do
Time frame	Set the time frames for message display.
Sign mode	Set the Sign Mode you want to use (typically Single Message) for the scheduled time.
Enable Camera	Click the checkbox if you want the camera enabled. For details about how to ensure that your sign captures photos when you want it to, see <i>Configuring Alerts and Images</i> on the facing page.

6. Click the **+ New Window** button to add scheduling windows until all 24 hours of the day are covered. TrafficCloud automatically adds another period of the day that hasn't been covered yet. You can create up to 13 scheduling windows per day.
7. If you have a standard daily schedule you want to copy to the other days, such as Monday to Friday,
 - A. Click **Copy To**,
 - B. Select the other days you want to copy to,
 - C. Click **Copy to Selected Days**, as shown, copying the schedule from **Monday** over to **Tuesday** through **Friday**:




[Figure 18] Weekly Schedule > Copy to other days

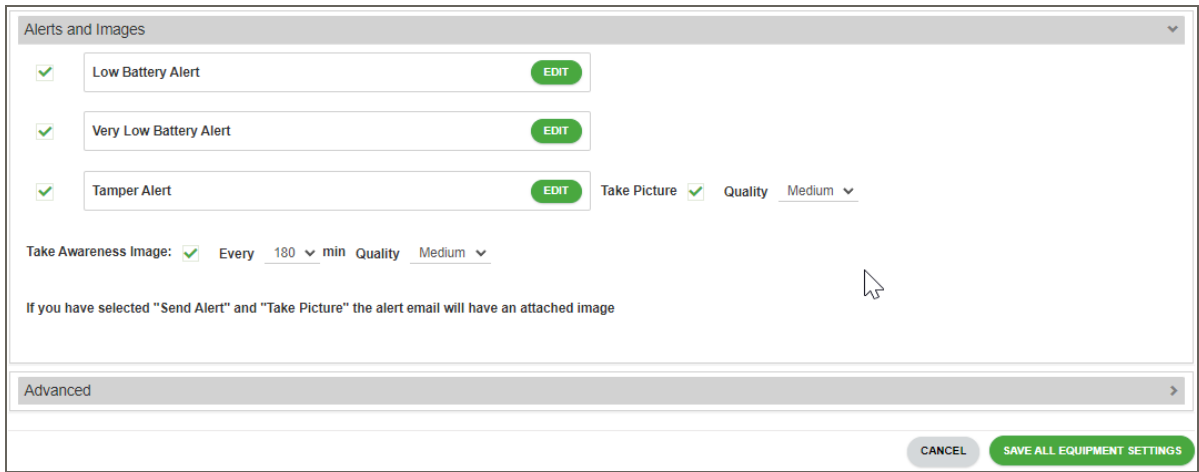
8. Click the **Save All Equipment Settings** button to apply your changes.

Configuring Alerts and Images

In the **Equipment > Alerts and Images** settings you can set up alerts for your sign's battery charge level and tampering. You can also configure your sign to take pictures automatically based on **Tamper Alerts**, which are sent immediately, and to take **Awareness Images**, photos of the roadway at set intervals.

To configure Alerts and Images:


1. On the navigation menu, click **Equipment**. The main **Equipment** page opens.
2. Click the Pencil icon  next to the sign you want to assign the Site to. The **Equipment** details page opens.
3. Scroll down to the **Alerts and Images** settings.



[Figure 19] Alerts and Images

4. Use this table for details about configuring **Alerts and Images**:

Setting	How to set it
Low Battery Alert	<p>To set low battery alerts:</p> <ol style="list-style-type: none">1. Click the checkbox on the left side of the page to enable low battery alerts.2. Click the Edit button to open the Edit window, where you can set up<ul style="list-style-type: none">• text and email alerts for TraffiCloud users and guest users. To enable alerts, move the slider to "Yes", NOTE: To enable text alerts, the Allow Text Messages slider must be set to Yes, and the user added in the Administration > Users tab. See <i>Adding a user</i> on page 76.• the charge level (threshold %) for when you want to receive battery alerts. We recommend the low battery alert threshold be set at 50% in freezing temperatures and 30% in seasonable weather.

Setting	How to set it
	<ul style="list-style-type: none"> a timespan for auto-silencing alerts. <p>See <i>Editing alerts</i> on the facing page.</p> <ol style="list-style-type: none"> Click the Save Alert button to save your changes.
Very Low Battery Alert	<p>See Low Battery Alert, above.</p> <p>We recommend the Very Low Battery Alert threshold be set at 30% in freezing temperatures and 10% in seasonable weather.</p>
Tamper Alert	<p>To set tamper alerts:</p> <ol style="list-style-type: none"> Click the checkbox on the left side of the page to enable alerts. Click the Edit button to open the Edit window, where you can set up <ul style="list-style-type: none"> text and email alerts for TraffiCloud users and guest users. To enable alerts, move the slider to Yes, <p>NOTE: To enable text alerts, the Allow Text Messages slider must be set to Yes, and the user's mobile phone number added in the Administration > Users tab. See <i>Adding a user</i> on page 76.</p> a timespan for auto-silencing alerts. Silenced alerts temporarily suspend notifications, but do not stop recording of events and transmission to TraffiCloud. For Tampering, we recommend no auto-silencing. Set auto-silencing to 0. See <i>Editing alerts</i> on the facing page. Click the Save Alert button to save your changes. Optionally, click the Take Picture checkbox and set the image quality (Low, Medium or High) to have a picture taken when an event is detected. If you select Send Alert and Take Picture, the alert email will include an attached image.
	<p> NOTE: The cameras miss vehicles occasionally and image quality is not yet advanced enough to capture license plates.</p>
Take Awareness Image	<p>Awareness Images are photos triggered at set intervals, independent of a specific event.</p> <ol style="list-style-type: none"> Click the checkbox to enable the sign to take a picture at set intervals. Beside Every, click the down arrow and select a time interval from the list. The range is from 15 to 240 minutes, at 15-minute intervals. For the Quality setting, you can select Low, Medium, or High for the picture.

- Click the **Save All Equipment Settings** button.

Editing alerts

Use this topic for details about setting up notifications for alerts. To enable text messaging from TrafficCloud, your user account must include your cell number.

To edit an alert:

1. Open the **Equipment** page, and scroll down to **Alerts and Images**.
2. Click the **Edit** button next to the alert you want to edit. The **Edit** window opens.

Edit

Alert Type : Low Battery Alert

User	Send sms	Send email
<user_name>@<your_org>.com	No	No
<user_name>@<your_org>.com	No	No
<user_name>@<your_org>.com	No	Yes
	No	No
	No	No

Guest User	Send sms	Send email
<user_name>@<guest_org>.com	No	No
<user_name>@<guest_org>.com	No	No
	No	No
	No	No

Threshold (%) : 30

Auto silence for (min) : 15

CANCEL SAVE ALERT

[Figure 20] The Edit alerts window


3. Use this table for help with editing alerts:

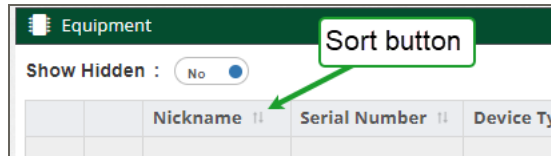
Setting	What you can do
Alert Type	Select the Alert Type you want to edit.
User and Guest User	Enable SMS (text messages) or email (or both) to be sent to selected users.
	Send sms Move the slider to Yes to enable, and No to disable sending text message alerts.
	Send email Move the slider to Yes to enable, and No to disable sending email alerts.
	Users are members of the organization granted access to the TrafficCloud account. Guest users are users granted read only access to the TrafficCloud account.
Threshold (%)	The battery charge level when you want to receive alerts.
Auto silence for (min)	Enter a timespan in minutes for how long to prevent alerts from being sent after an incident.

Setting a new Nickname for your sign

Use this topic to revise the original **Nickname** given to your sign. By default, TraffiCloud sorts the **Equipment** list by Nickname. For the new Nickname, enter a name that displays your sign in a useful alphanumeric sequence in the list.

 **TIP:** If you need to filter the list, click **Expand Filter**. You can filter by Nickname, serial number, device type, Site, last communication, and power level.

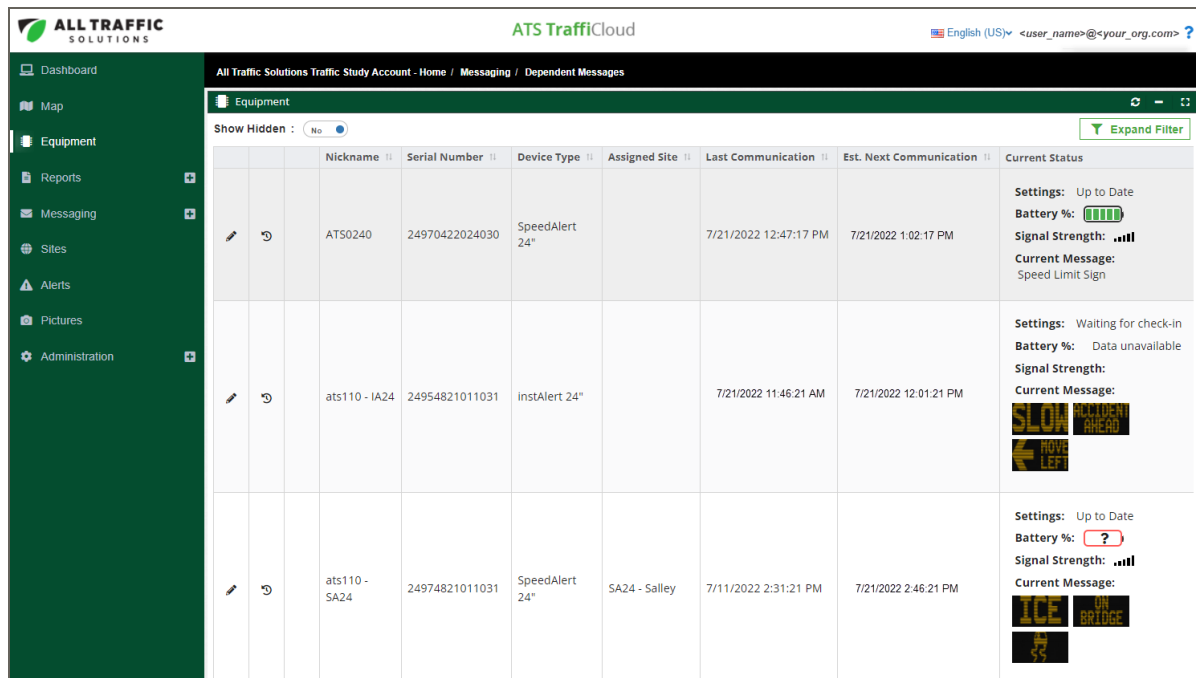
You can also sort the list from first to last by clicking the **Sort** buttons  beside **Nickname** and other column headings.
















[Figure 21] The Equipment page > Sort buttons


To set up a Nickname:

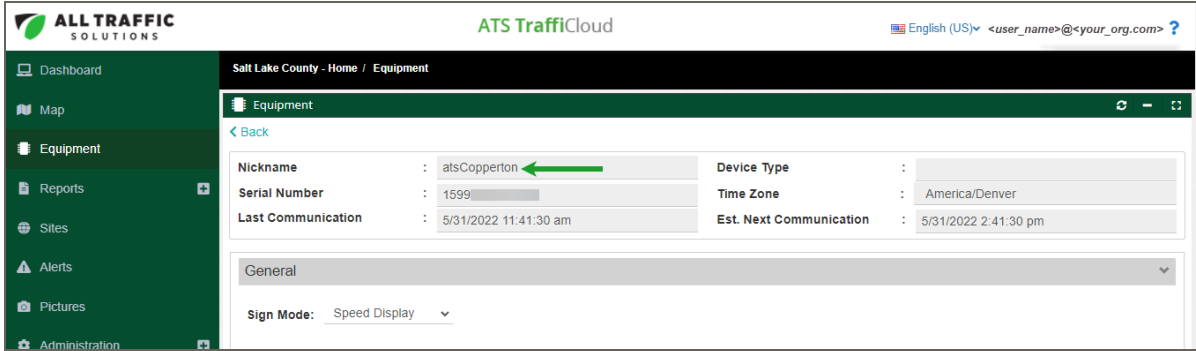
1. Click the **Equipment** tab. Your subscribed signs display in the list.


 A screenshot of the 'Equipment' table in the TraffiCloud interface. The table has columns: Nickname, Serial Number, Device Type, Assigned Site, Last Communication, Est. Next Communication, and Current Status. There are three rows of equipment data. Each row has edit and delete icons on the left. The 'Current Status' column contains detailed information for each sign, including settings, battery level, signal strength, and current message.

	Nickname	Serial Number	Device Type	Assigned Site	Last Communication	Est. Next Communication	Current Status
 	AT50240	24970422024030	SpeedAlert 24"		7/21/2022 12:47:17 PM	7/21/2022 1:02:17 PM	Settings: Up to Date Battery %:  Signal Strength:  Current Message: Speed Limit Sign
 	ats110 - IA24	24954821011031	InstAlert 24"		7/21/2022 11:46:21 AM	7/21/2022 12:01:21 PM	Settings: Waiting for check-in Battery %: Data unavailable Signal Strength:  Current Message: 
 	ats110 - SA24	24974821011031	SpeedAlert 24"	SA24 - Salley	7/11/2022 2:31:21 PM	7/21/2022 2:46:21 PM	Settings: Up to Date Battery %:  Signal Strength:  Current Message: 

[Figure 22] The Equipment table

- Click the **Pencil** icon  for the sign you want to change. The **Equipment** details page opens.



The screenshot shows the 'Equipment' details page in the ATS TrafficCloud interface. The left sidebar contains navigation links: Dashboard, Map, Equipment, Reports, Sites, Alerts, Pictures, and Administration. The main content area has a header 'Salt Lake County - Home / Equipment' and a sub-header 'Equipment'. Below this, there is a 'Back' link and a table of equipment details. The table has two columns: 'Nickname', 'Serial Number', and 'Last Communication' on the left; 'Device Type', 'Time Zone', and 'Est. Next Communication' on the right. The 'Nickname' field is highlighted with a green arrow. Below the table is a 'General' tab and a 'Sign Mode' dropdown menu set to 'Speed Display'.

[Figure 23] The Nickname field

- In the **Nickname** field, enter a new name or revise the existing name. The name must begin with "ats" (upper or lower case) and is limited to 14 characters or less.
- Click the **Save All Equipment Settings** button.

Chapter 4

Using the Messaging tab

Use the topics in this section to set up messaging from the Messaging tab:

Messaging: An overview	34
Creating a custom message	36
Copying messages	38
Sending a message to one or more signs	40
Editing a message	41
Using the drawing tool	43

Messaging: An overview

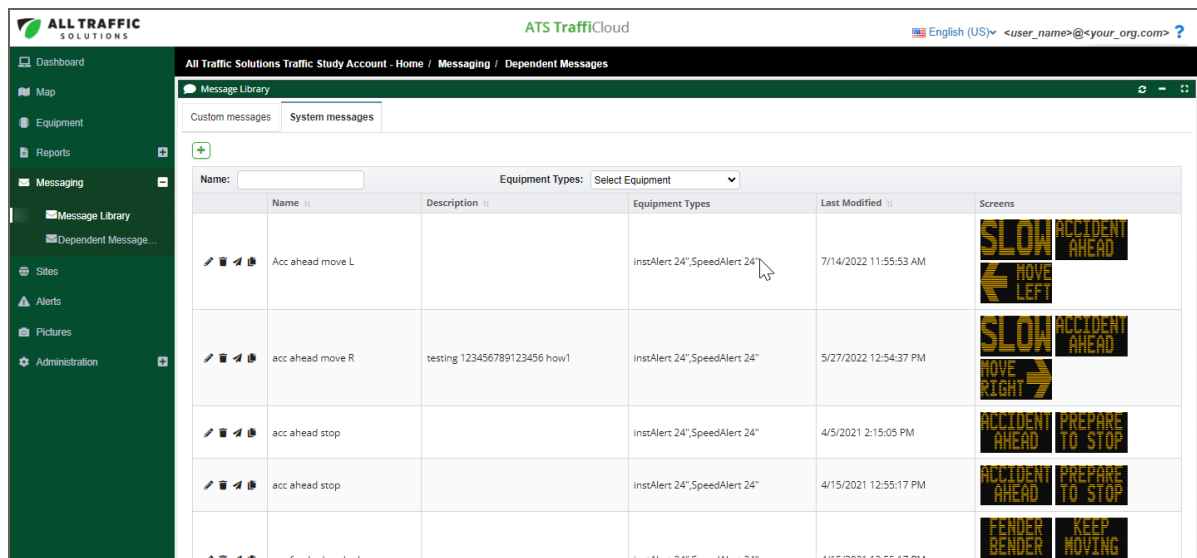
You typically set up initial messaging for your sign using the defaults in the TrafficCloud **Equipment** tab, but the **Messaging** tab gives you more capabilities for creating new messages, sending messages to multiple signs, editing messages, and using the drawing tool.

The Message Library

The **Message Library** includes the **Custom Messages** and **System Messages** tabs.



The Message Library > System messages tab

The TrafficCloud **Message Library > System messages** tab stores system messages, which are the default single messages available for use.



[Figure 24] The Message Library > System messages

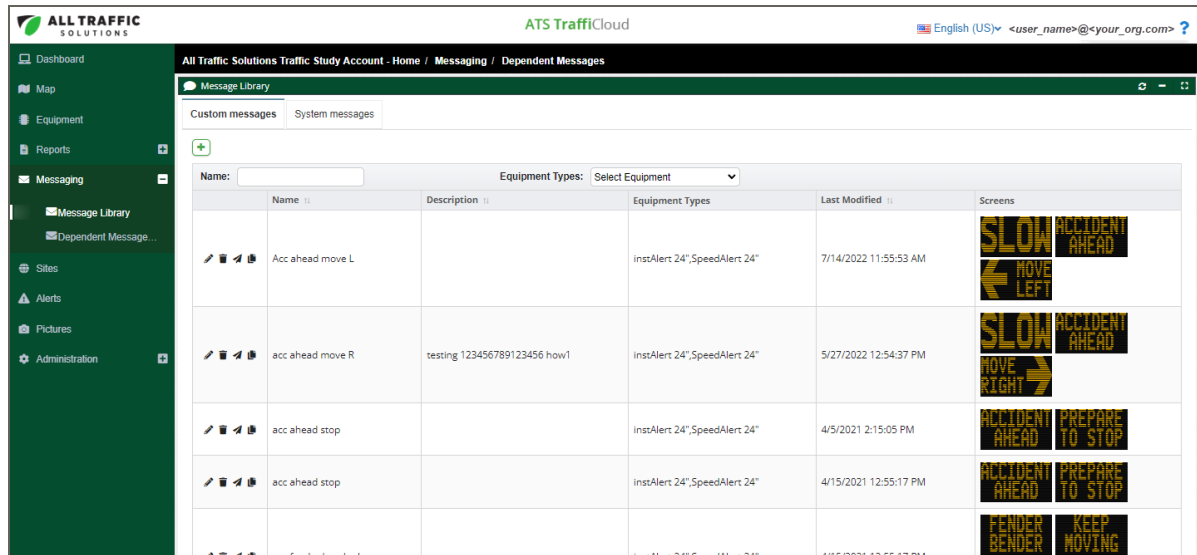
You can do the following in the **System messages** tab:

- » click the **Copy** icon  to copy a system message to the **Custom** tab, where you can send it to your sign,
- » view existing messages,
- » click the **Preview** icon  to view the detailed settings and screens of a message.

See *Creating a custom message* on page 36.


The Message Library > Custom messages tab

The TrafficCloud **Message Library > Custom messages** tab stores custom messages, which are new single messages that users have created for your account. See *Creating a custom message* on the next page.






[Figure 25] The Message Library > Custom messages

You can do the following on the **Custom messages** tab:

- » send messages to your signs,
- » create new custom messages by clicking the plus button  at the top of the page,
- » edit messages,
- » view existing messages (you can filter the list by **Name** or **Equipment Types**)
- » copy messages, and
- » delete messages.

Use the following table for details about each of the tasks you can perform:


Icon	Name	What you can do
	New Message icon	Opens the New Message window, where you can create your own brand new messages. See <i>Creating a custom message</i> on the next page.
	Edit	Opens the Edit Message page, where you can customize messages. See <i>Editing a message</i> on page 41.
	Delete	Opens the Confirm Message Deletion window, where you can delete the message.

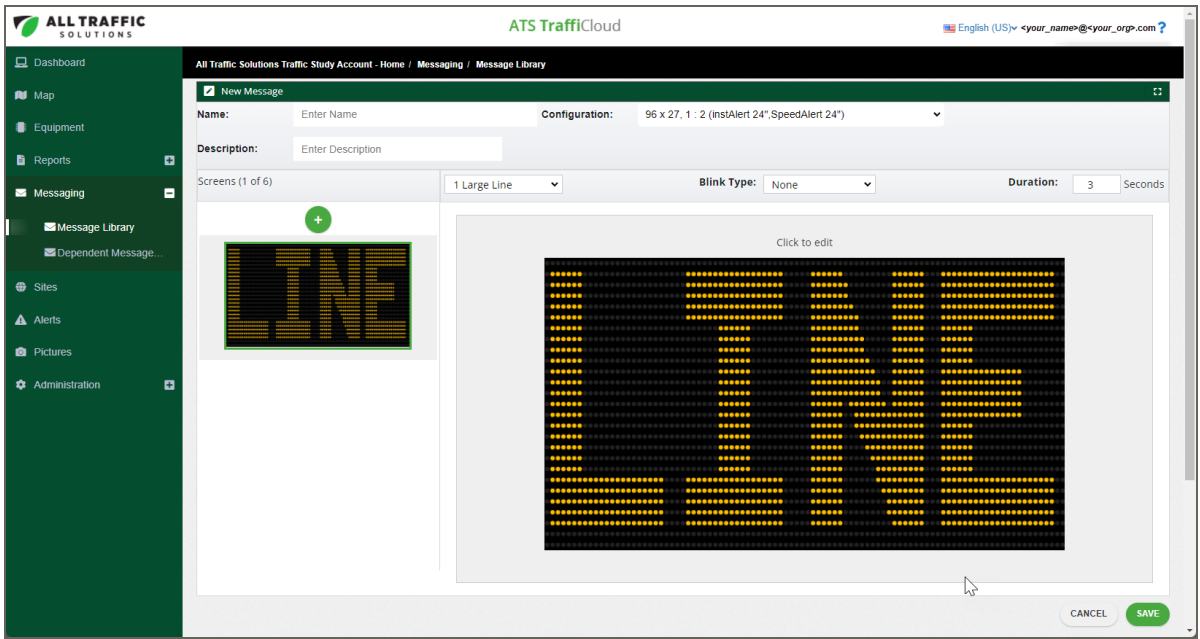
Icon	Name	What you can do																					
	Bulk Message	<p>Opens the Bulk Message window, where you can send and activate the selected message on one or more signs. Select the signs where you want to activate the message, and click the Send button. For example:</p> <div data-bbox="438 350 1455 665"><div><div>Bulk Message</div><div><div><div>AMBER ALERT</div><div>SILVER FOCUS</div><div>PLATE XLM34</div></div><table><tr><th><input checked="" type="checkbox"/></th><th>Nickname</th><th>Serial Number</th><th>Last Communication</th><th>Est. Next Communication</th><th>Assigned Site</th><th>Current Message</th></tr><tr><td><input checked="" type="checkbox"/></td><td>ats001</td><td>18970713000130</td><td>2022-06-17T21:01:46.544Z</td><td>2022-06-17T21:16:46.544Z</td><td>Church - Branch Road</td><td>click it ticket</td></tr><tr><td><input checked="" type="checkbox"/></td><td>ats1F03</td><td>189736140201F03</td><td>2021-11-04T14:39:35.000Z</td><td></td><td>ATS State College facility</td><td>Wrong Way</td></tr></table><div><div>1</div><div>20</div></div></div><div><div>CANCEL</div><div>SEND</div></div></div></div> <p>See <i>Sending a message to one or more signs</i> on page 40.</p>	<input checked="" type="checkbox"/>	Nickname	Serial Number	Last Communication	Est. Next Communication	Assigned Site	Current Message	<input checked="" type="checkbox"/>	ats001	18970713000130	2022-06-17T21:01:46.544Z	2022-06-17T21:16:46.544Z	Church - Branch Road	click it ticket	<input checked="" type="checkbox"/>	ats1F03	189736140201F03	2021-11-04T14:39:35.000Z		ATS State College facility	Wrong Way
<input checked="" type="checkbox"/>	Nickname	Serial Number	Last Communication	Est. Next Communication	Assigned Site	Current Message																	
<input checked="" type="checkbox"/>	ats001	18970713000130	2022-06-17T21:01:46.544Z	2022-06-17T21:16:46.544Z	Church - Branch Road	click it ticket																	
<input checked="" type="checkbox"/>	ats1F03	189736140201F03	2021-11-04T14:39:35.000Z		ATS State College facility	Wrong Way																	
	Copy Message	Instantly creates a copy of your message in the Custom tab.																					

Creating a custom message

Use this procedure to create a custom message, an new message for the **Messaging** tab. Each message can include up to six screens.

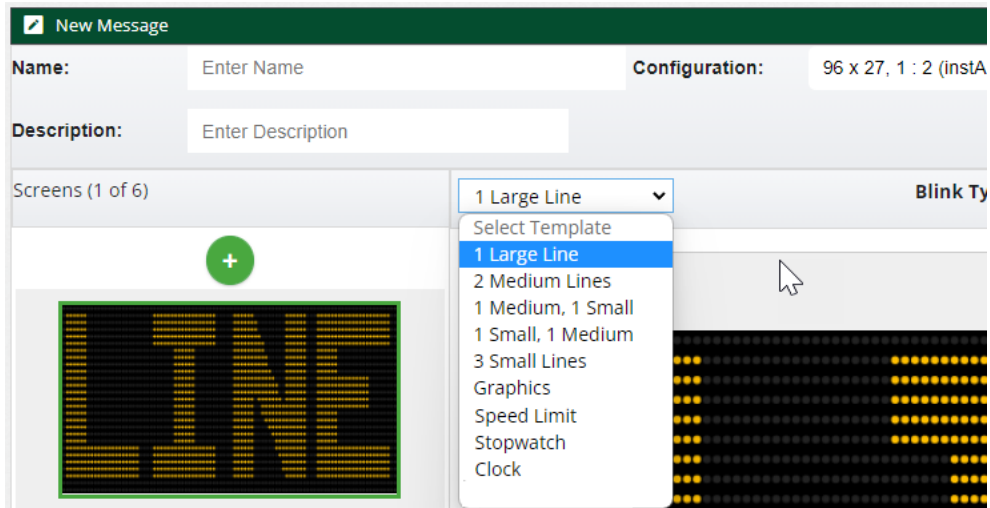
To create a custom message:

1. On the navigation menu, click **Messaging**. The **Message Library** page opens.
2. Click the **Plus** button  at the top of the page. The **New Message** page opens.



[Figure 26] The New Message page


3. Enter a **Name** and optionally a **Description** for the message and, if you have multiple signs in various sizes, choose your **Configuration**.
4. Do either of the following, as required:
 - Click inside the default message screen and start typing. The default messages are **1 Large Line** of up to four letters or digits.
 - Click the **Templates** drop-down list and select another message layout.



[Figure 27] New Message > Templates drop-down

5. Choose from the available template options:

Sign type	Line sizes and combinations	Characters per line
InstAlert 24	1 large line	Up to four characters.
	2 medium lines	Two lines of up to eight characters each.
	1 medium, 1 small line	One line of up to eight characters and a second line of up to 12 characters.
	1 small, 1 medium	A first line up to 12 characters and a second line of up to 8 characters.
	3 small lines	Three lines of up to 12 characters each.
InstAlert 18	1 large line	One line of up to four characters.
	2 medium lines	Two medium lines of up to six characters each.

6. Do any of the following:
 - Click the **Plus** sign  to add message screens. TraffiCloud adds the new screen after the currently selected screen.
 - Click **Templates > Graphics** to use the drawing tool (see *Using the drawing tool* on page 43).
 - Choose a **Blink Type: None, Blinking, or Inverting**.

- If you choose, **Blinking** or **Inverting**, choose a **Blink Rate: Slow** (the default), **Medium**, or **Fast**.
 - Set a blink **Duration**, from 1-5 seconds. Keep in mind the average traffic speed and the number of screens you plan to display.
7. Click the **Save** button to save your work.

Copying messages

Use the procedures in this topic for help with copying messages in the **Message Library**. Once you have copied a message from the **System messages** tab to the **Custom messages** tab, you can use it for your sign as needed. See *Sending a message to one or more signs* on page 40.

To copy a message from the System messages tab:

1. On the navigation menu, click **Messaging**. The **Message Library** page opens.
2. Click the **System messages** tab.

Name	Equipment Types	Last Modified	Screens
amber alert	SpeedAlert 18"	2/23/2022 12:11:36 PM	AMBER ALERT SILVER PLATE FOCUS XLMS4
arrow left	SpeedAlert 18"	2/23/2022 12:11:36 PM	← ← ←
arrow right	SpeedAlert 18"	2/23/2022 12:11:36 PM	→ → →
ATS Logo 18	SpeedAlert 18"	2/23/2022 12:11:36 PM	ATS
bike lane	SpeedAlert 18"	2/23/2022 12:11:36 PM	BIKE LANE
booze it or lose it	SpeedAlert 18"	2/23/2022 12:11:36 PM	LOSE IT

[Figure 28] The Message Library > System messages

3. On the **System messages** tab, locate the message you want to copy. You can filter the list by typing in the **Name** box or selecting it from the **Equipment Type** drop-down list.
4. Click the **View** icon next to any message to view the message and its settings.
5. Click the **Copy Message** icon . The **Change Message Name** window opens.

- Enter a new name for the message, for example:

Change Message Name

Current Name

: amber alert

New Name

: amber alert 2

CANCEL

CONFIRM

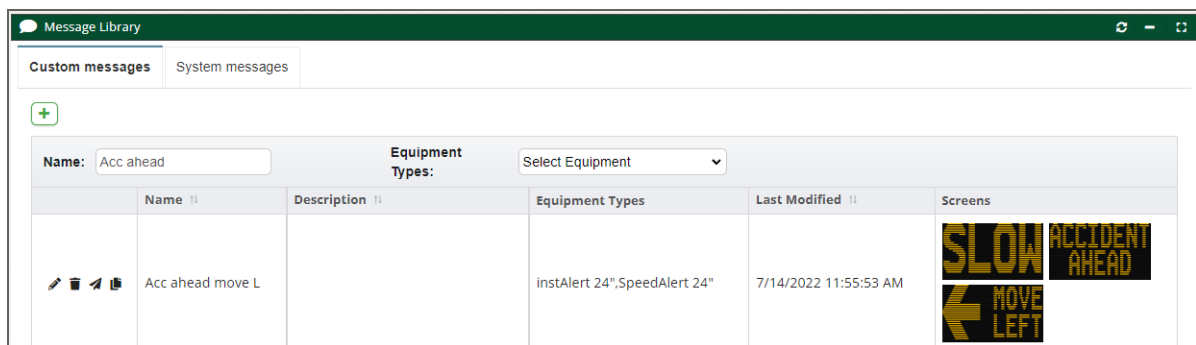
[Figure 29] The Change Message Name window

- Click the **Confirm** button. A confirmation popup displays.




TIP: To hold a confirmation on screen, click on it when it pops up.

- Click the **Custom messages** tab to view the copied message, which you'll now be able to use for your sign. You can filter the list by message name and equipment. See *Sending a message to one or more signs* on the next page.



[Figure 30] View your new custom message

To copy messages from the Custom messages tab:

- In the **Custom messages** tab, click the **Copy Message** icon  next to any message you want to copy. The **Change Message Name** window opens. See [Figure 29] above.
- Enter a new name for the message. You must enter a unique name, and apart from ampersand (&), special characters and punctuation marks are not permitted.
- Click the **Confirm** button.

Sending a message to one or more signs

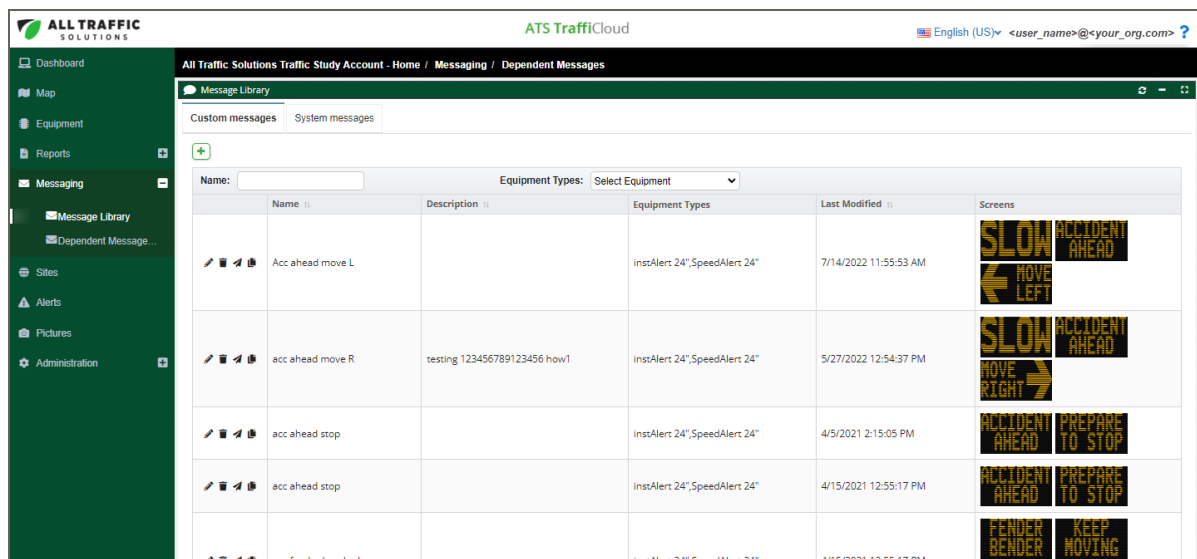
Use this procedure to send and activate a message to one or more signs associated with your account. The **Bulk Message** command replaces the InstaMessage on the sign, and displays it the next time the sign calls in, within 15 minutes.



NOTE: You can't delete the InstaMessage directly. If you change your mind and want to replace it, repeat steps 2-5 below.

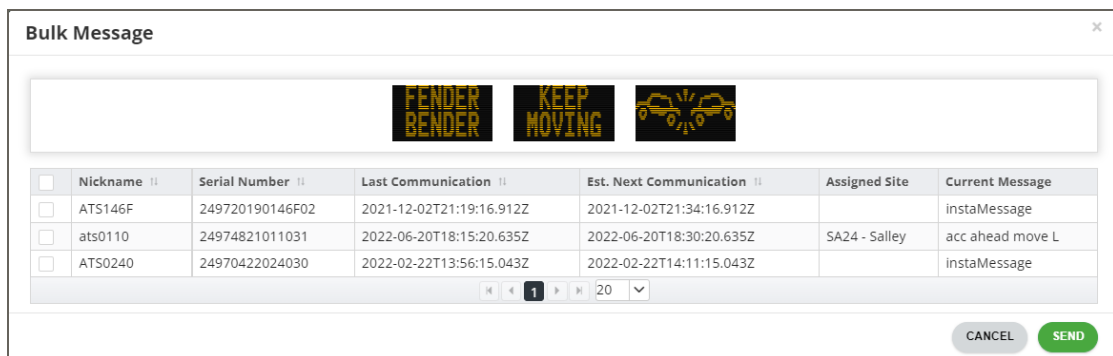
To send a message to one or more signs:

1. On the navigation menu, click **Messaging**. The **Message Library** page opens to the **Custom messages** tab.



[Figure 31] The Message Library > Custom messages

2. Locate the message you want to send and activate. You can filter the list by typing in the **Name** box or by selecting your sign type in the **Equipment Type** drop-down list.
3. Click the **Bulk Message** icon. The **Bulk Message** window opens. Only signs compatible with the message type display in the list. For example, when you bulk send a message designed for InstAlert 24 signs, InstAlert 18s will not display in the list. For example,



[Figure 32] The Bulk Message window

4. Select the signs you want to send the message to. If you want to send the message to all of your signs, click the check box at the top of the first column.
5. Click the **Send** button. A confirmation popup displays.

Bulk Messages successfully sent




6. Go to the **Equipment** tab to view the copied message. The copied message will replace the current InstaMessage and upload to the sign at the next communication interval, becoming the active message on the sign.

Editing a message

The TrafficCloud **Messaging** and **Equipment** pages provide the **Edit Message** screen, where you can:

- » Add, revise, or delete message screens in a message,
- » Select a template, blink type, and duration for the display of each screen,
- » Using the **Graphics** template, draw and erase pixels using the mouse,
- » Edit the name or description of the message.



To edit a message:

1. On the navigation menu, click the **Messaging** tab.
2. In the **Custom messages** tab, click the **Pencil** icon  at the left side of the row with the message you want to edit. The **Edit Message** screen opens:

[Figure 33] The Edit Message screen

- Click inside any message to edit the text. You can delete existing characters and type new ones, change the template, or change the justification. Only template messages are not editable.

Use this table for help with the **Edit Message** screen options:

Setting	Description																			
Name	Displays the name of the message screen. You can change it as needed.																			
Configuration	Displays the sign dimensions, measured in pixels, such as "96 x 27" , and the sign type. The Configuration drop-down list is only active if you have more than one size of messaging sign.																			
Description	Optionally, enter a description for the message.																			
Screens	Displays the existing screens. Click the + button  to add screens. TraffiCloud adds the new screen after the currently selected screen. You can also click the Delete icon  to permanently delete a message screen.																			
Select Template	Displays the template options for the current sign. <table><tr><th>Sign type</th><th>Line sizes and combinations</th><th>Characters per line</th></tr><tr><td rowspan="5">InstAlert 24</td><td>1 large line</td><td>Up to four characters.</td></tr><tr><td>2 medium lines</td><td>Two lines of up to eight characters each.</td></tr><tr><td>1 medium, 1 small line</td><td>One line of up to eight characters and a second line of up to 12 characters.</td></tr><tr><td>1 small, 1 medium</td><td>A first line up to 12 characters and a second line of up to 8 characters.</td></tr><tr><td>3 small lines</td><td>Three lines of up to 12 characters each.</td></tr><tr><td rowspan="2">InstAlert 18</td><td>1 large line</td><td>One line of up to four characters.</td></tr><tr><td>2 medium lines</td><td>Two medium lines of up to six characters each.</td></tr></table>	Sign type	Line sizes and combinations	Characters per line	InstAlert 24	1 large line	Up to four characters.	2 medium lines	Two lines of up to eight characters each.	1 medium, 1 small line	One line of up to eight characters and a second line of up to 12 characters.	1 small, 1 medium	A first line up to 12 characters and a second line of up to 8 characters.	3 small lines	Three lines of up to 12 characters each.	InstAlert 18	1 large line	One line of up to four characters.	2 medium lines	Two medium lines of up to six characters each.
Sign type	Line sizes and combinations	Characters per line																		
InstAlert 24	1 large line	Up to four characters.																		
	2 medium lines	Two lines of up to eight characters each.																		
	1 medium, 1 small line	One line of up to eight characters and a second line of up to 12 characters.																		
	1 small, 1 medium	A first line up to 12 characters and a second line of up to 8 characters.																		
	3 small lines	Three lines of up to 12 characters each.																		
InstAlert 18	1 large line	One line of up to four characters.																		
	2 medium lines	Two medium lines of up to six characters each.																		
Blink Type	The options are: <ul style="list-style-type: none">• None,• Blinking, and• Inverting, which swaps the pixels and blank space used for the lettering and background.																			
Blink Rate	If you choose Blinking or Inverting , choose a Blink Rate : Slow (the default), Medium , or Fast .																			

Setting	Description
Duration	Sets the duration in seconds, from 1 to 5, of the display of each message screen. Keep in mind the average traffic speed and the number of screens you plan to display.
Draw/Erase	When you select the Graphics template, the slider alternates between drawing and erasing pixels. See <i>Using the drawing tool</i> below.

- After you've made your changes click the **Save All Equipment Settings** button.

Using the drawing tool

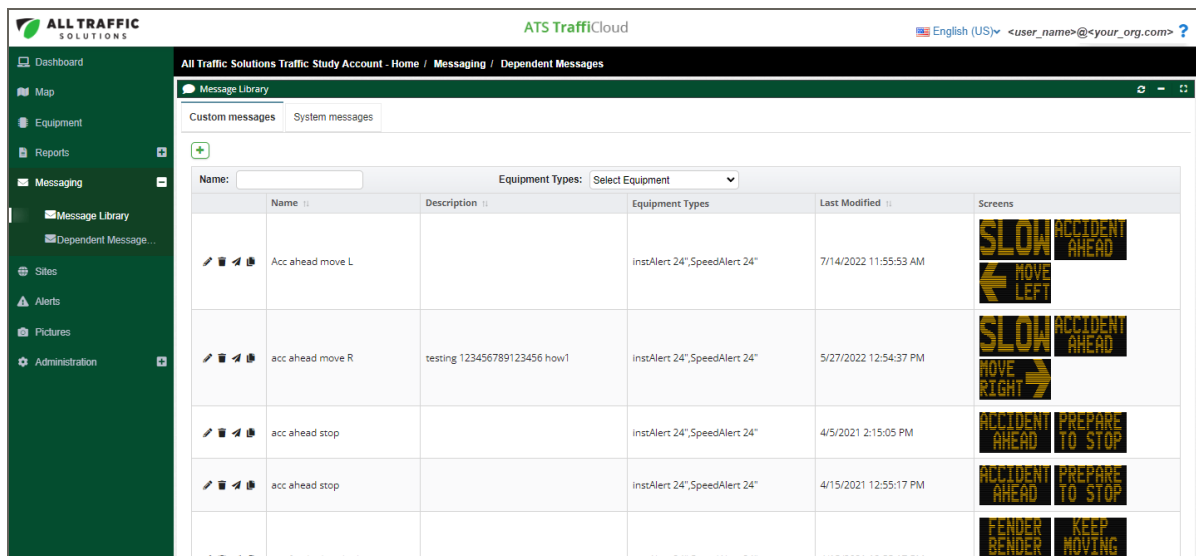
In addition to adding messages using text, TrafficCloud provides a drawing tool you can use to add pixel-based figures to your messages. You can add a new blank message screen to draw on or draw on an existing message.

See also


- » *Enabling messaging for your sign* on page 17
- » *Creating a custom message* on page 36


To use the drawing tool:

- On the navigation menu, click **Messaging**. The **Message Library** page opens to the **Custom messages** tab.

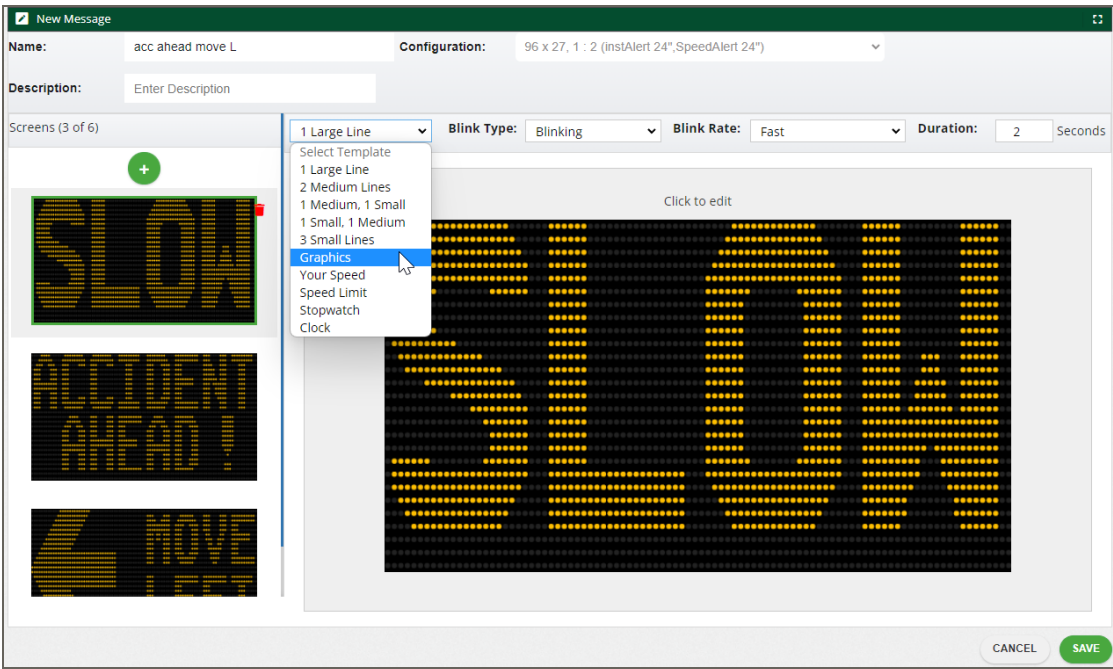


[Figure 34] The Message Library > Custom messages

 **TIP:** You can also use the drawing tool on the **Equipment** page. Go to the **Messages** section for your sign.

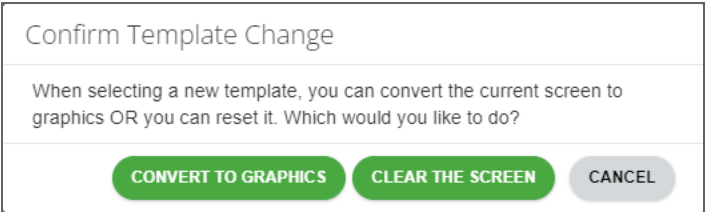
- Click the **Plus** button  at the top of the page. The **New Message** page opens.

3. Click the templates drop-down menu, and select **Graphics**, as shown:



[Figure 35] The New Message window > Select Graphics

4. The **Confirm Template Change** window opens.

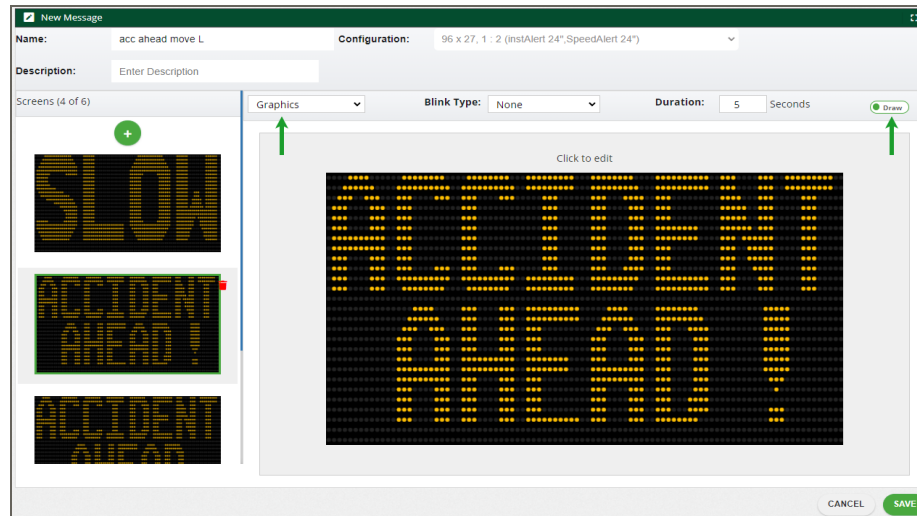


[Figure 36] Confirm Template Change window

5. Choose either of these options for using the drawing tool. TrafficCloud displays the window on a per-message screen basis, but remembers your choice.


Setting	What it does
Convert to Graphics	Enables drawing with pixels on the selected screen. Click Draw to add pixels or Erase to remove anything from the screen. Graphics can't be converted back to text.
Clear the Screen	Resets the screen to a blank, so that you can draw anywhere on the screen.

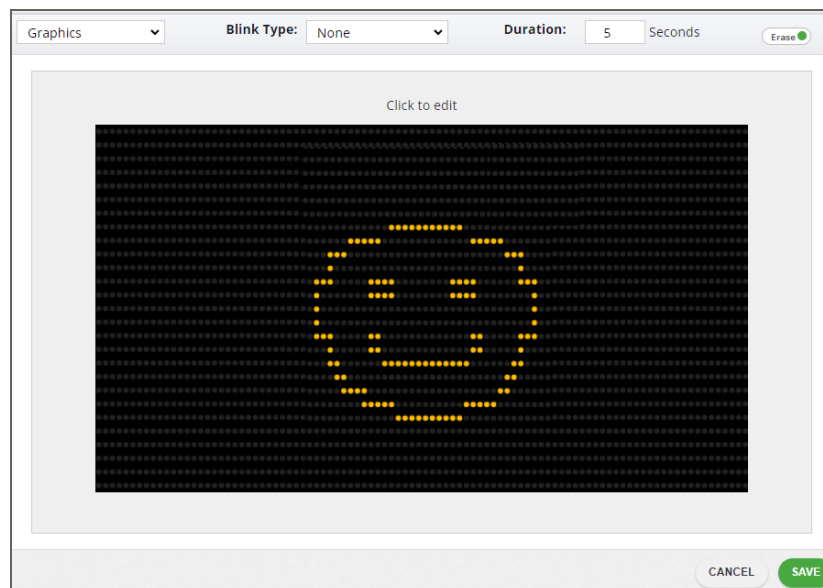
As long as you are using the **Graphics** template, the **Draw** slider is active at the top right of the page, as shown here:



[Figure 37] The New Message window > Drawing mode

6. Do one of the following:

- To update an existing screen, select the message, and start drawing by clicking the mouse. To erase any pixels, click the **Draw** slider to toggle it to **Erase** mode, and click each pixel you want to erase. In the example in [Figure 37] above, a custom exclamation mark was added to the existing message screen using the drawing tool.
- To add a new screen, click the **Add** button  to add a new message screen to draw on, and draw and erase pixels as needed. For example:



[Figure 38] Freehand drawing example



TIP: You can draw or erase a pixel at a time, or drag with the mouse along the screen to design a string of lights.

7. After you've made your changes click the **Save** button.
8. If you are on the **Equipment** page, also click the **Save All Equipment Settings** button.


Chapter 5

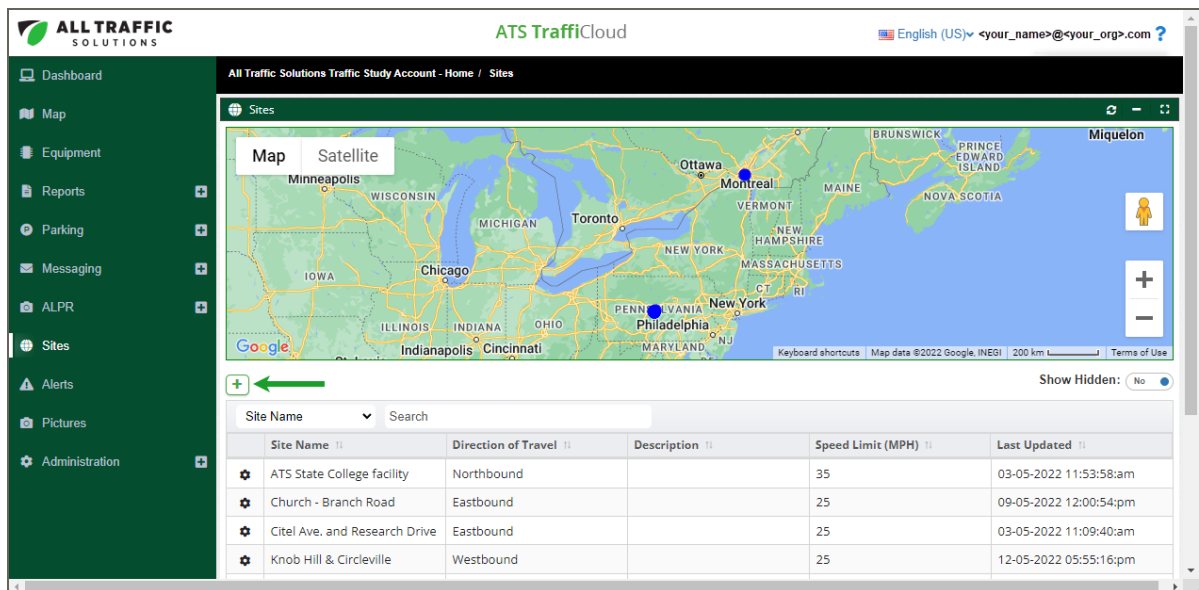
Creating a Site

Optionally, you can create a Site in TrafficCloud for InstAlert Variable Message Signs to track your sign's location data for alerts. Since InstAlerts do not typically include radar devices, traffic data and reports are not included.

For details about physical setup, refer to the included *InstALERT 24 and SpeedAlert 24 Quick Start Guide*.

To create a Site in TrafficCloud:

1. On the navigation menu, click **Sites** and then click the **Plus** sign  under the map.



[Figure 39] The Sites page > Add Site button

The **Add Site** window opens.

Add Site

Name

Site Name

Description

Description

Speed Limit (MPH)

Speed Limit

Primary Direction of Travel

Show advance options

Q 3100,Research Dr,State College,PA,16801,US

X

Drag pin to required location


MapSatellite

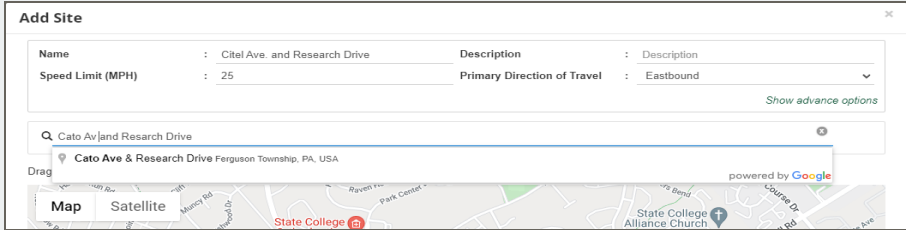
CANCEL



SAVE SITE

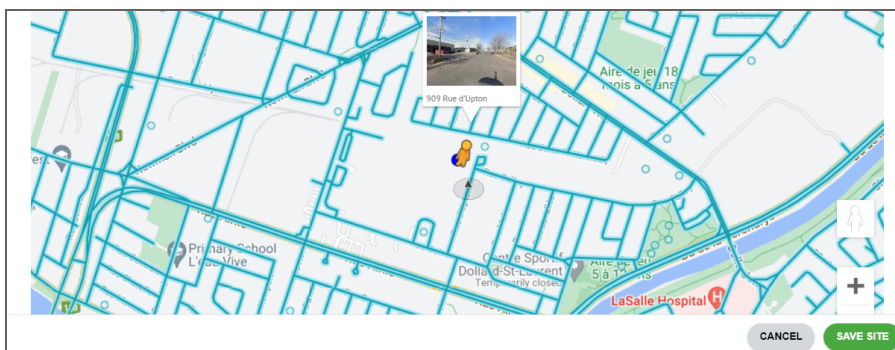
[Figure 40] The Add Site window

2. Enter the following details:

Setting	Description
Name	Enter a Site name that will identify the location for the sign in the Sites list. For example, Whitehall Road.
Description	Optionally, enter a description for the Site.
Speed Limit	Enter the speed limit for the Site.
Primary Direction of Travel	<p>Select the primary direction of travel: North, South, East, or West. If the street direction is between two of the primary directions, choose the closest one.</p> <p> NOTE: If you need to move the sign to the opposite side of the road later, create a new Site to represent the opposite flow of traffic.</p>

Setting	Description
Address	<p>Enter an address for the Site using one of the following methods. The blue dot represents the Site for your sign on the map.</p> <ul style="list-style-type: none"> » In the address search box, enter the address or intersection where the sign will be located. The address field displays pattern matches for the address as you type. Select the address from the list. You can also copy and paste an address from your address book.  <p>or</p> <ul style="list-style-type: none"> » Zoom the map until you can see street names. To zoom in, <ul style="list-style-type: none"> » Do any of these: Roll the middle mouse button forward, use the + sign on the bottom right corner of the map, or click the keyboard + key. See the Keyboard Shortcuts at the bottom-right corner of the map as well. » As you zoom, click and hold the mouse button on the map to drag and reposition your view of the blue dot or status marker. » Drag the blue dot to the planned location. The goal is to move the dot to within 100 feet of the Site address.
Show advance options	
Hidden	<p>Optionally, click the slider to change it from No to Yes if you want to hide the Site in TrafficCloud, typically due to inactivity. Deleting Sites is not allowed, so that any associated data will not be lost.</p> <p>To unhide a Site later, change the Show Hidden on the Sites page from No to Yes.</p>
Ignore GPS	<p>Optionally, click the slider to change it from No to Yes if you want TrafficCloud to ignore the sign's built-in GPS. This option is needed if the sign is on a moving vehicle (for example, "Painting ahead" or "Mowing ahead") and you don't want TrafficCloud to flag the sign's changing location as an error.</p>

 **TIP:** You can also use Google **Satellite view** or drag the **Pegman**  onto the map to switch to **Street view**. Drag the Pegman to the blue dot and release the mouse button when you see the street view popup.



[Figure 41] Google Maps Satellite view and Pegman


- Click the **Save Site** button. Your Site will appear in the **Sites** list in the main window.

If you'll be using a sign at multiple Sites, you can repeat the above steps for those Sites or add them later.







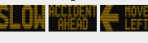




Assigning a Site to your sign

Once you have created a Site, the next thing you'll need to do is assign a sign to the Site using TrafficCloud.

To assign a Site to your sign:

- On the navigation menu, click **Equipment** and then click the Pencil icon  next to the sign you want to assign the Site to. The **Equipment** details page opens.

 **TIP:** If you need to filter the list, click **Expand Filter**. You can filter by nickname, serial number, device type, Site, last communication, and power level.

All Traffic Solutions Traffic Study Account - Home / Messaging / Dependent Messages							
Equipment							
Show Hidden :	<input type="button" value="Expand Filter"/>						
	Nickname	Serial Number	Device Type	Assigned Site	Last Communication	Est. Next Communication	Current Status
	ATS0240	24970422024030	SpeedAlert 24"		7/18/2022 12:47:15 PM	7/18/2022 1:02:15 PM	Settings: Up to Date Battery %:  Signal Strength:  Current Message: 
	ats110 - IA24	24954821011031	InstAlert 24"				Settings: Waiting for check-in Battery %: Data unavailable Signal Strength:  Current Message: 
	ats110 - SA24	24974821011031	SpeedAlert 24"	SA24 - Salley	7/11/2022 2:31:21 PM	7/11/2022 2:46:21 PM	Settings: Up to Date Battery %:  Signal Strength:  Current Message: 

[Figure 42] The Pencil icon

2. Verify your preferred **Sign Mode**. With InstAlert Variable Message Signs, the default is set to **Single Message**. The sign mode default varies by device type. See *Understanding Sign Modes* on page 16.
3. In the **Assigned Site** box, click the down arrow and select your Site.

The screenshot shows the 'Equipment' settings window for a device named 'ats110 - IA24'. The 'Assigned Site' dropdown is open, showing a list of sites including 'No Site Assigned', 'Logix HQ (Westbound)', 'Newman Eastbound near Shevchenko (Eastbound)', 'SA24 - Salley (Westbound)', and 'Shevchenko (Northbound)'. The 'Sign Mode' is set to 'Daily Schedule' and the 'Set Speed Limit' is 'No Site Assigned'. The 'Daily Schedule' section shows a time range from 07:00 to 19:00 with a 'Sign Mode' of 'Single Message' and an 'Acc ahead move L' option. Buttons for 'NEW WINDOW', 'SORT', 'CANCEL', and 'SAVE ALL EQUIPMENT SETTINGS' are visible at the bottom.

[Figure 43] Equipment > Assigned Site box



TIP: If you need to unassign a Site from a sign, in the **Assigned Site** box, select **No Site Assigned**.

4. Click the **Save All Equipment Settings** button.

Editing a Site

Use this procedure to edit an existing Site.

To edit a Site:

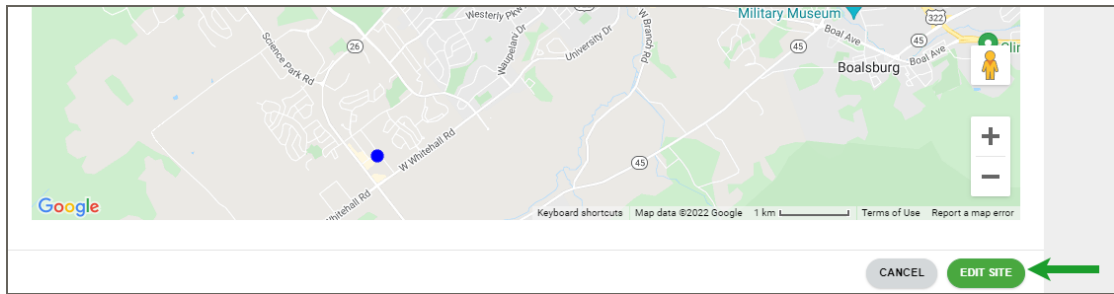
1. Click the **View Sites** button, the cog icon next to the Site name in the **Sites** list.

The screenshot shows a Google Map of Washington state at the top. Below it is a table with a search bar and a 'Show Hidden' toggle. The table lists sites with columns for Site Name, Direction of Travel, Description, Speed Limit (MPH), and Last Updated. A green arrow points to the cog icon next to the 'ATS State College facility' site name.

Site Name	Direction of Travel	Description	Speed Limit (MPH)	Last Updated
ATS State College facility	Northbound		35	03-05-2022 11:53:58:am
Church - Branch Road	Eastbound		25	09-05-2022 12:00:54:pm
Citel Ave. and Research				

[Figure 44] The View Sites button

2. In the **View Site** window, click the **Edit Site** button.



[Figure 45] The View Site window

3. Make your changes and click the **Save Site** button. Your changes appear in the Sites list.

Chapter 6

Using the Map page to view Sites

Use this chapter for help with the TrafficCloud **Map** page. TrafficCloud uses Google Maps to display status markers, which provide the location, status, and overview data of each of your InstAlert Variable Message Signs.

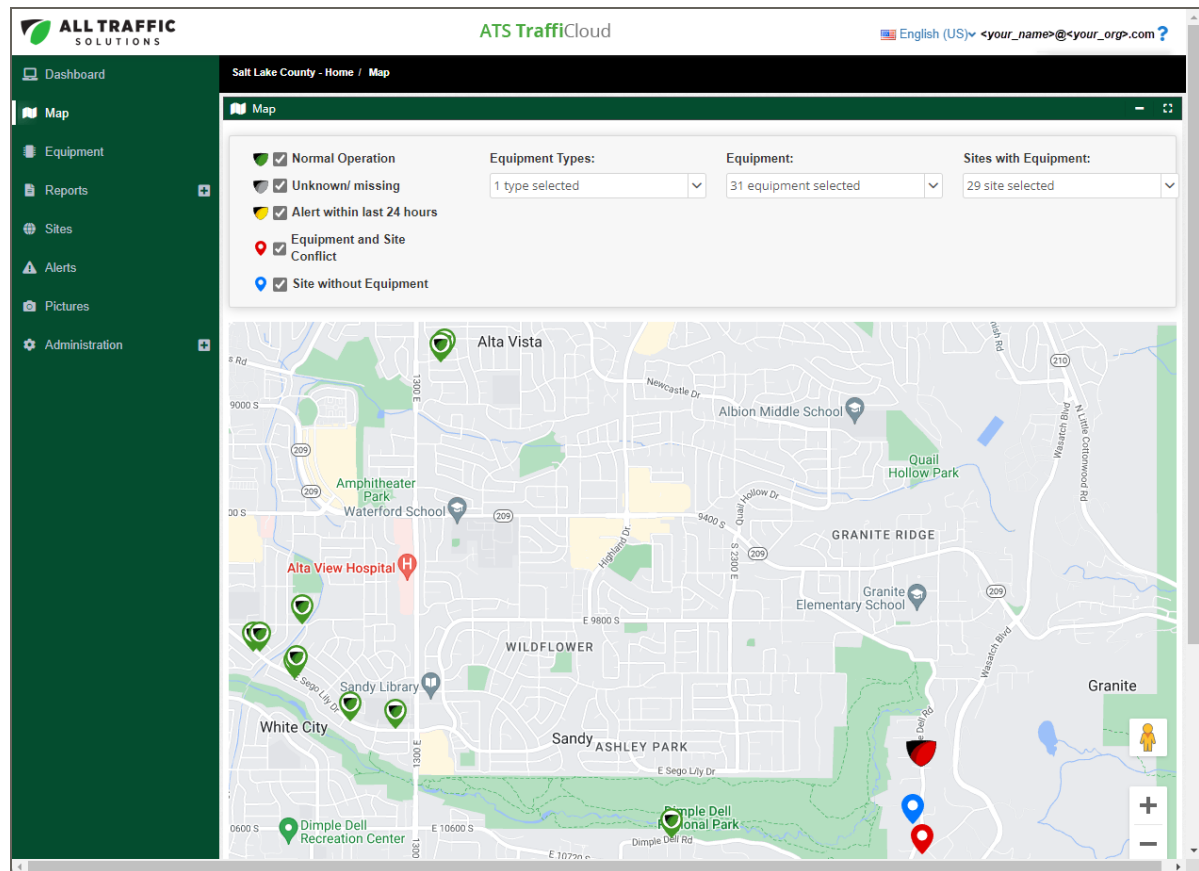
Topics in this chapter:

Understanding the Map page	54
Filtering the Map page	56
Resolving equipment and Site conflicts	58

Understanding the Map page

Here's an example of what you'll see on the **Map** page, showing

- » most Sites with **Normal Operation** and at the assigned Site: 📍,
- » one **Site without Equipment**: 📍, and
- » one Site with an **Equipment and Site Conflict**: 🚫 and 📍.



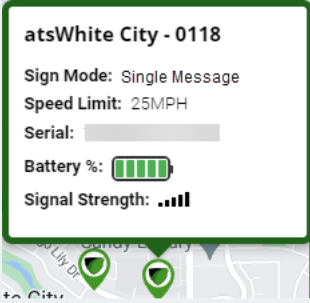

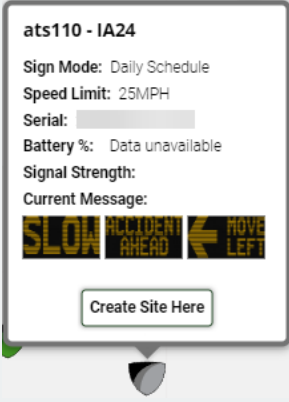
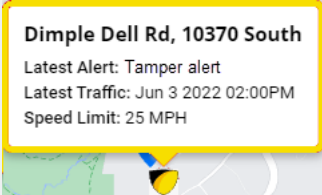
[Figure 46] The Map page

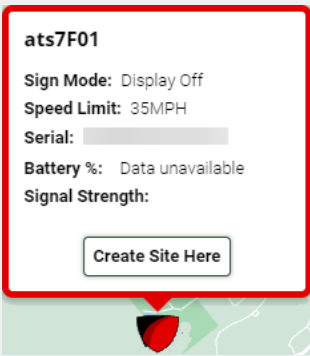

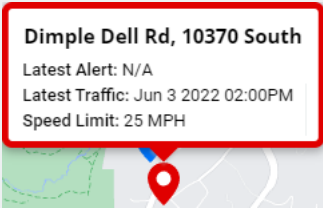
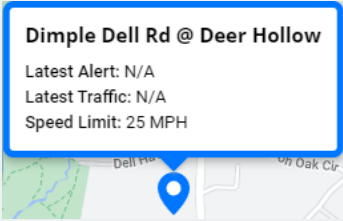
Map page status markers and popups

Use the table below for help with the **Map** page status markers and popups.

To display the status popup for a Site:

» Hover the mouse over the status marker.

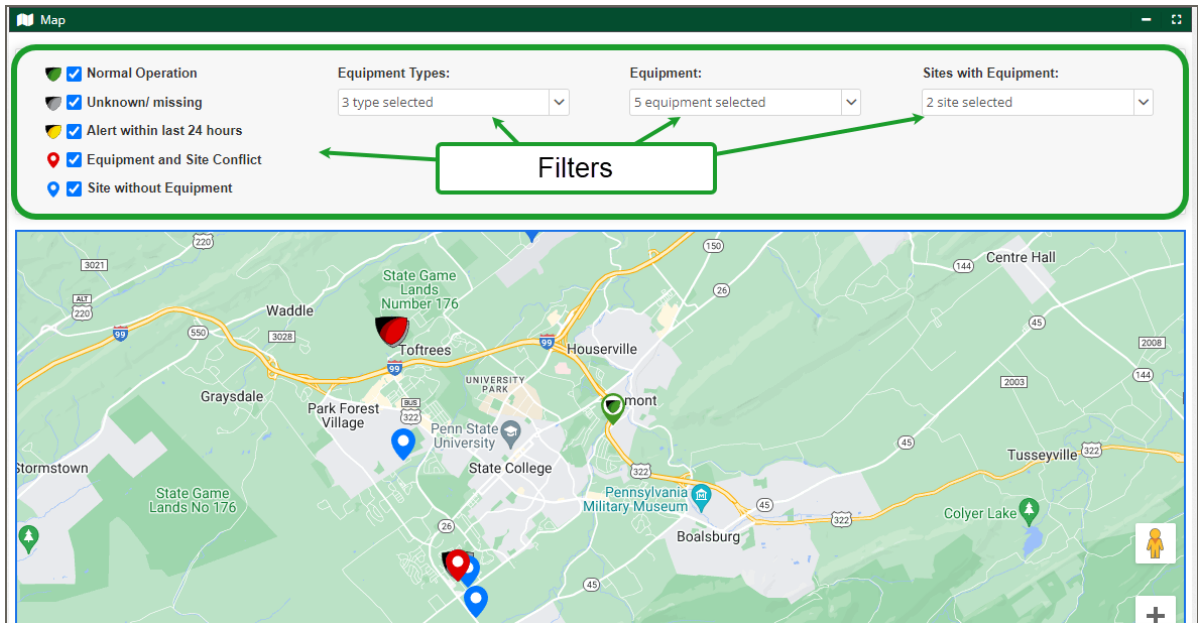
Status marker and popup	Name	Description
	Normal operation	<p>The Site and equipment are operating normally. The green circle around the Normal Operation shield icon  means that the sign is at the assigned Site.</p> <p>The popup displays:</p> <ul style="list-style-type: none"> • Sign Mode • Serial number • Battery % • Cellular modem signal strength
	Unknown/ Missing	<p>The status of the equipment is unknown, and it may be powered off or otherwise not communicating. The popup displays:</p> <ul style="list-style-type: none"> • Sign Mode • Speed Limit • Serial number • Battery % • Signal Strength • Current Message • Create Site Here <p>You can use the Create Site Here button to create a Site at the location.</p>
	Alert within last 24 hours	<p>The Site has registered an alert within the past 24 hours. The popup displays:</p> <ul style="list-style-type: none"> • Latest Alert • Speed Limit

Status marker and popup	Name	Description
 <p>ats7F01 Sign Mode: Display Off Speed Limit: 35MPH Serial: <input type="text"/> Battery %: Data unavailable Signal Strength: <input type="text"/> Create Site Here</p>	Equipment and Site Conflict	<p>Flags a mismatch between the GPS coordinates coming from the equipment and the location set up in the Site. For example, this can occur when you move a sign to a new location without reassigning the sign to that Site.</p> <p>To resolve the conflict, hover the mouse pointer over the red shield status marker  to display the popup, and then click the Create Site Here button. For details, see <i>Resolving equipment and Site conflicts</i> on page 58.</p> <p>The popup displays:</p> <ul style="list-style-type: none"> • Sign Mode • Speed Limit • Serial number • Battery % • Signal Strength • Create Site Here
 <p>Dimple Dell Rd, 10370 South Latest Alert: N/A Latest Traffic: Jun 3 2022 02:00PM Speed Limit: 25 MPH</p>	Equipment and Site Conflict	<p>Represents a Site that is assigned to the sign, as shown above, but the sign is not in the correct location.</p> <p>To resolve the conflict, see the previous row in this table, or go to <i>Resolving equipment and Site conflicts</i> on page 58.</p> <p>The popup displays:</p> <ul style="list-style-type: none"> • Latest Alert • Speed Limit
 <p>Dimple Dell Rd @ Deer Hollow Latest Alert: N/A Latest Traffic: N/A Speed Limit: 25 MPH</p>	Site without Equipment	<p>The Site has no equipment assigned to it, and the popup displays the following categories, with no data:</p> <ul style="list-style-type: none"> • Latest Alert • Speed Limit

Filtering the Map page

You can use filters to dynamically show or hide equipment on the **Map** page. As you select or deselect each filter type, the map updates automatically.

Use this topic for details about filtering the Map page.



[Figure 47] The Map page > Filters

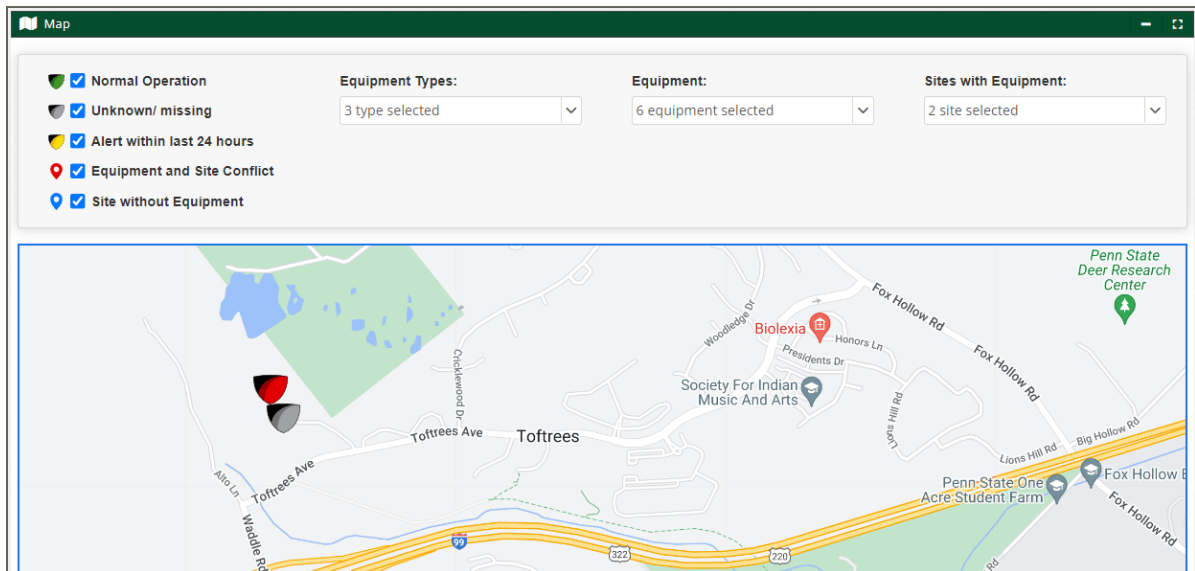
To filter the Map page:

1. On the navigation menu, click the **Map** tab. The **Map** page opens.
2. Set the zoom level you prefer. Typically, you need to zoom until you can see street names. To zoom in,
 - » Do any of these: Roll the middle mouse button forward, use the **+** sign on the bottom right corner of the map, or click the keyboard **+** key. See the **Keyboard Shortcuts** at the bottom-right corner of the map as well.
 - » As you zoom, click and hold the mouse button on the map to drag and reposition your view of the blue dot or status marker.
3. Use the following table for details about using filters. As you select and deselect filters, you'll see the status markers appear and disappear on the map. By default, all filter types are selected.

Filter type	What you can do
Status Marker check boxes	<ul style="list-style-type: none"> • Select and deselect check boxes to show status markers by type. For details about status markers, see <i>Understanding the Map page</i> on page 54.
Equipment Types	<ol style="list-style-type: none"> 1. Select and deselect check boxes to show specific types of equipment. 2. Click the down arrow to select or search by equipment type.
Equipment	<ol style="list-style-type: none"> 1. Select and deselect check boxes to show all (the default) or specific equipment available. 2. Click the down arrow to select or search by specific equipment nickname.
Sites with Equipment	<ol style="list-style-type: none"> 1. Select and deselect check boxes to show all Sites with equipment available. 2. Click the down arrow to select or search by Sites with equipment.

Resolving equipment and Site conflicts

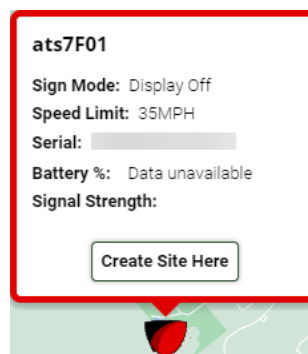
You can use the **Equipment and Site Conflict** status marker and popup to resolve Site conflicts, which are mismatches between the GPS coordinates coming from the equipment and the location you set up in TraffiCloud for the sign. For details about these markers, see *Equipment and Site Conflict* on page 56.



[Figure 48] The Map page > Equipment and Site Conflict

To resolve equipment and Site conflicts:

1. On the navigation menu, click the **Map** tab. The **Map** page opens.
2. Zoom the map view to the area of the conflict. To zoom in,
 - » Do any of these: Roll the middle mouse button forward, use the **+ sign** on the bottom right corner of the map, or click the keyboard **+ key**. See the **Keyboard Shortcuts** at the bottom-right corner of the map as well.
 - » As you zoom, click and hold the mouse button on the map to drag and reposition your view of the blue dot or status marker.
3. Locate the red shield icon and hover the mouse button over it. The popup displays:



[Figure 49] The Equipment and Site Conflict status marker and popup

4. Click the **Create Site Here** button. The **Add Site** window opens, showing the blue dot, representing the current location on the map. You can drag it as required. See also *Creating a Site* on page 47.
5. Add a Site name, speed limit, description, and direction of travel and click the **Save Site** button.

Chapter 7

Checking Alerts

The TrafficCloud **Alerts** tab opens an archive of alerts, which are event notifications sent to TrafficCloud users for issues such as low battery and tampering events.

The **Alerts** page includes the following:

- » Drop-down filter lists, you can use to filter the display by **Device**, **Site**, **Alert Type**, and **Date Range**.
- » A table, including
 - A **View** icon ⓘ next to each Alert in the table. Click to open the **View Alert** window, where you can view and print Alert details (see *Checking Alerts* above).
 - Details for Alerts by **Timestamp**, **Device**, **Site**, **Alert Type**, **Threshold**, and **Recipients**. See *Viewing Alerts* on the next page.

Topics in this chapter:

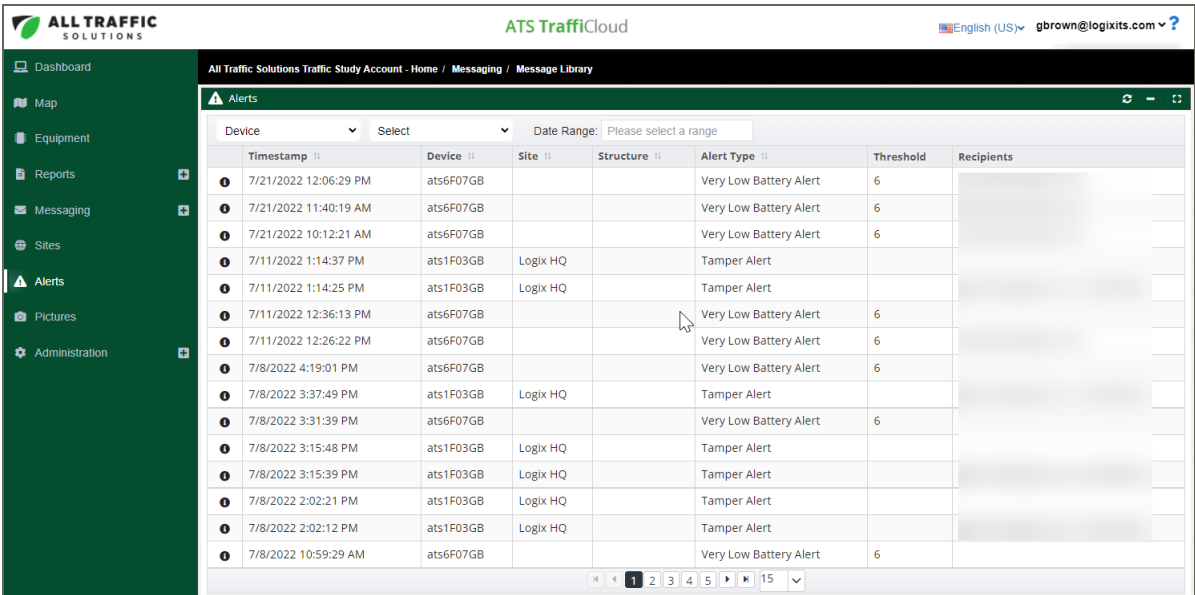
Viewing Alerts	62
The View Alert window	63
Filtering Alerts	64

See also

- » *Configuring Alerts and Images* on page 27
- » *Checking Pictures* on page 67
- » *Setting up an Alert History Dashboard widget* on page 73

Viewing Alerts

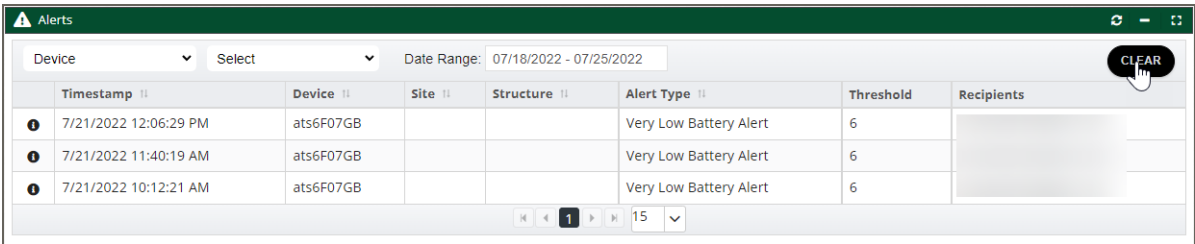
Use this topic for details about viewing **Alerts**, which are event notifications sent to TraffiCloud users for issues such as low battery and tampering events.



[Figure 50] The Alerts page > Viewing Alerts

To view Alerts:

1. On the navigation menu, click the **Alerts** tab. The **Alerts** page opens.
2. The default date range displays alerts for the past week only. If no alerts are showing, try pressing the **Clear** button, as shown:



[Figure 51] The Alerts page > Clear button

3. Use the following table for help with the fields in the **Alerts** table:

Setting	Description
Filters	Use the filters to narrow the number of alerts that TraffiCloud displays. See <i>Filtering Alerts</i> on page 64.
View icon ⓘ	Opens the View Alert window.
Timestamp	The timestamp indicating when the Alert was sent.

Setting	Description
Device	The device Nickname .
Site	The Site name representing the physical location of your sign.
Structure	The Structure column is only used in parking applications.
Alert Type	The alert type that was sent.
Threshold	Shows the value for the low battery and tampering event that triggered the alert. Thresholds are set in Equipment > Alerts and Images . See <i>Configuring Alerts and Images</i> on page 27.
Recipients	The email address or cell numbers of the users the alert was sent to.



TIP: You can also set up an **Alert History** widget in the **Dashboard**. See *Setting up an Alert History Dashboard widget* on page 73.

The View Alert window

Use this topic for details about the **View Alert** window.

To open the View Alert window:

1. On the navigation menu, click the **Alerts** tab. The **Alerts** page opens.
2. Click the **View** icon ⓘ next to an Alert in the table. The **View Alert** window opens. The example here includes a photo. Photos are enabled in **Equipment > Alerts and Images**. See *Configuring Alerts and Images* on page 27.

View Alert

Very Low Battery Alert on ats6F07GB

Timestamp

: 07/21/2022 12:06 PM

Device

: ats6F07GB

Site

: Site

Structure

: Structure

SMS

: SMS

Email

: The battery level on sign ats6F07GB, currently assigned to None is below 6 .

Alert Type

: Very Low Battery Alert

Email Recipients

:

SMS Recipients

: SMS Recipients

CANCEL

PRINT

[Figure 52] The View Alert window

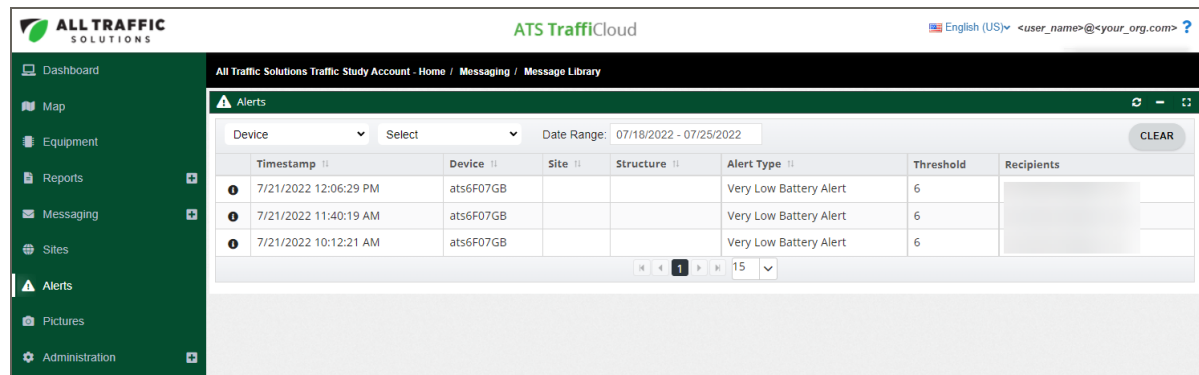
Setting	Description
Timestamp	The timestamp when the Alert was sent.
Device	The device Nickname .
Site	The Site name representing the physical location of your sign.
Structure	The Structure column is only used in parking applications.

Setting	Description
Alert Type	The alert type that was sent.
Email Recipients	The email addresses of the users the alert was sent to.
SMS Recipients	The cell phone numbers of the users the alert was sent to.
SMS	The content of the text message (SMS) that was sent.
Email	The content of the email message that was sent.
Print	The Print button - click to print Alert details.

Filtering Alerts

You can use filters to dynamically show or hide alerts on the **Alerts** page. As you select or deselect each filter type, the map updates automatically.

Use this topic for details about filtering the **Alerts** page.



[Figure 53] The Alerts page > Filtering Alerts

To filter the Alerts page:

1. On the navigation menu, click the **Alerts** tab. The **Alerts** page opens.
2. You can select from the following options in the first filter drop-down list: **Device**, **Site** and **Alert Type**. As you select and deselect filter options, related filters become available in the second drop-down list.

For example, if you use the default **Device** filter, the second drop-down displays the available devices, as shown:

The screenshot shows the ALL TRAFFIC SOLUTIONS ATS TrafficCloud interface. On the left is a navigation menu with options: Dashboard, Map, Equipment, Reports, Messaging, Sites, Alerts, and Pictures. The main area is titled 'All Traffic Solutions Traffic Study Account - Home / Messaging / Message Library'. Below this is the 'Alerts' section. A 'Device' dropdown menu is open, showing a list of devices: Select, ATS0102, ATS0240, ATS0284, ats110, ats110 - IA24 (highlighted), ats110 - SA24, ATS146F, ats1F03GB, ATS3637, ats4F02-LogixQ, ats6F07GB, ATS8763, and ATS9586. The background table displays alert data with columns: Timestamp, Site, Structure, Alert Type, and Threshold.

Timestamp	Site	Structure	Alert Type	Threshold
7/21/2022 12:06:29 PM			Very Low Battery Alert	6
7/21/2022 11:40:19 AM			Very Low Battery Alert	6
7/21/2022 10:12:21 AM			Very Low Battery Alert	6
7/11/2022 1:14:37 PM	Logix HQ		Tamper Alert	
7/11/2022 1:14:25 PM	Logix HQ		Tamper Alert	
7/11/2022 12:36:13 PM			Very Low Battery Alert	6
7/11/2022 12:26:22 PM			Very Low Battery Alert	6

[Figure 54] Alerts > Filtering by Device

[Figure 55] below shows an example of filtering by date. To select a **Date Range** in the calendar, first click the start date, move the mouse pointer to the end date, and then click the end date.

Or, as mentioned earlier, you can click the **Clear** button to clear all dates so that all prior alerts are shown.

The screenshot shows the ALL TRAFFIC SOLUTIONS ATS TrafficCloud interface with the 'Alerts' section. A date range calendar is open, showing July and August 2022. The calendar has columns for days of the week and rows for dates. A date range is selected from July 18 to July 25. The background table displays alert data with columns: Timestamp, Device, Site, Structure, Alert Type, Threshold, and Recipients.

Timestamp	Device	Site	Structure	Alert Type	Threshold	Recipients
7/21/2022 12:06:29 PM					6	
7/21/2022 11:40:19 AM					6	
7/21/2022 10:12:21 AM					6	
7/11/2022 1:14:37 PM						
7/11/2022 1:14:25 PM						
7/11/2022 12:36:13 PM					6	
7/11/2022 12:26:22 PM					6	
7/8/2022 4:19:01 PM					6	
7/8/2022 3:37:49 PM	ats1F03GB	Logix HQ		Tamper Alert		
7/8/2022 3:31:39 PM	ats6F07GB			Very Low Battery Alert	6	

[Figure 55] Alerts > Filtering by Date Range

Chapter 8

Checking Pictures

Use this topic for help with checking photos available from the TrafficCloud **Pictures** tab. The **Pictures** page includes the following:

- » A table displaying existing photos by **Timestamp**, **Image Type**, **Size**, **Device**, **Quality**, **Retention status**, and **Image** thumbnails.
- » An **Edit** icon ⓘ next to each picture in the table that opens the **Preview** window, where you can manage pictures (see *Managing pictures* on page 69),
- » Drop-down lists, where you can filter the display by **Site**, **Date Range**, **Image Type**, and **Device**,

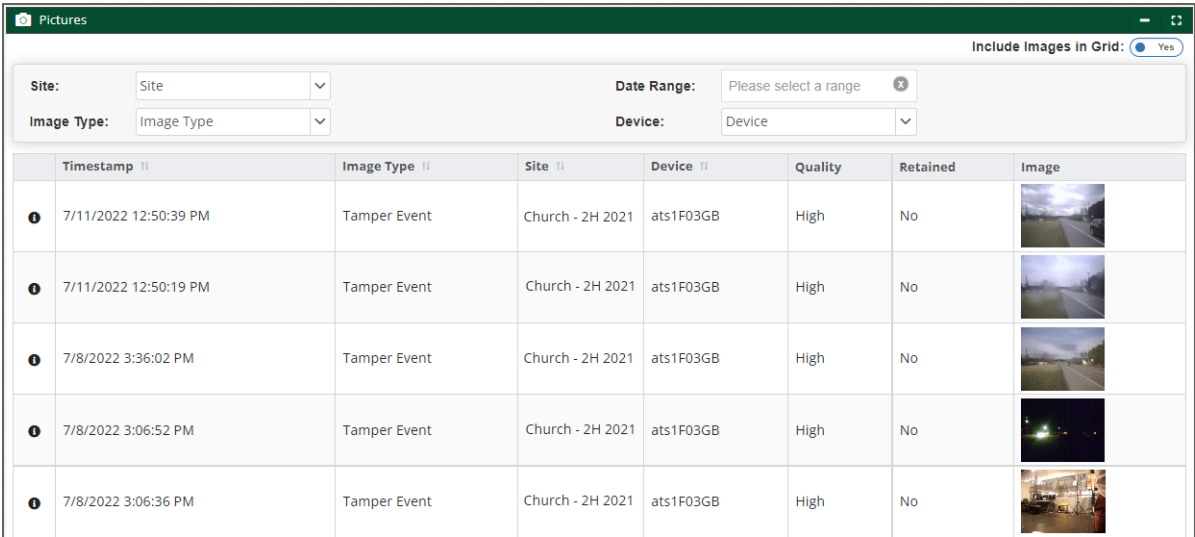
To configure your sign to take pictures, go to the **Equipment page** for your sign and scroll down to **Alerts and Images**. You can enable automatic picture-taking based on **Tampering** events, or take **Awareness Images**, photos triggered at set intervals, independent of a specific event. See *Configuring Alerts and Images* on page 27.

Topics in this chapter:

The Pictures page	68
Managing pictures	69

The Pictures page



Here's an example of what you'll see on the **Pictures** page:



[Figure 56] The Pictures page

Use the following table for descriptions of how to use the page:

Setting	Name	How to use it
Thumbnails	Images slider	To display thumbnails on the page, click the Images slider to change the setting from No to Yes .
Filters		Use the filters section to sort the photo display, which can be useful when you have a large number of pictures.
	Site	Filters the display to show pictures captured at specific Sites in the grid. By default, photos from all Sites display. Click the down arrow to select or search by Site name.
	Date Range	Filters the display to show photos captured on specific dates. By default, the past week is selected. You can click the x icon to clear the dates and view all photos, or click on the existing dates to display a calendar popup. To select a date range in the calendar, first click the start date, move the mouse pointer to the end date, and then click the end date.

Setting	Name	How to use it
	Image Type	<p>Filters the display to show pictures based on the kind of image taken:</p> <ul style="list-style-type: none"> • Awareness Image, • Tamper Event, and • User Triggered (photos captured using the SmartApps mobile app). <p>By default, photos from all Sites display. Click the down arrow to select or search by Image Type.</p>
	Device	<p>Filters the display to show all (the default) or specific devices available.</p> <p>Click the down arrow to select or search by device type.</p>
	Include Images in Grid	<p>Enables you to display thumbnail images in the grid. By default, thumbnails are hidden. To display thumbnails, move the slider to Yes.</p>
Pictures page table options and fields		<p>This section provides details about the options and fields in the table on the Pictures page. Click the up/down arrows  where applicable, beside column headers to change the sort order.</p>
	Edit button 	<p>Opens the Preview window, where you can manage pictures (see <i>Managing pictures</i> below).</p>
	Timestamp	<p>Displays the date and time the picture was taken.</p>
	Image Type	<p>Displays the image type. See Image Type, above.</p>
	Site	<p>Displays the Site where the picture was taken. Pictures taken by signs with no Site assigned will have blank Site fields, on the Pictures page and in the Preview window.</p>
	Device	<p>Displays the device type used to take the picture.</p>
	Quality	<p>Displays the image quality: Low, Medium, or High.</p>
	Retained	<p>Displays the retention status of the picture, which can be Yes or No. The default status (No), purges the picture automatically after six months. To keep a picture indefinitely, click the Edit button and change the status to Yes.</p>

Managing pictures

You can use the **Preview** window to do the following:


- » view or print pictures taken by your signs,
- » change the retention period,
- » add comments,
- » delete pictures,

- » view picture details,
- » navigate between pictures.

To manage your pictures in the Preview window:

1. In the grid view, click the **Edit** icon ⓘ to open the **Preview** window.

Preview



Timestamp : 6/6/2022 10:06:53 AM

Image Type : Tamper Event

Site :

Device : ats1F03GB

Picture Quality : High

Retain this image past 6 months? No ☒

Comments :

Comments

PRINT

DELETE

PREVIOUS

CLOSE

SAVE

NEXT

[Figure 57] The Preview window

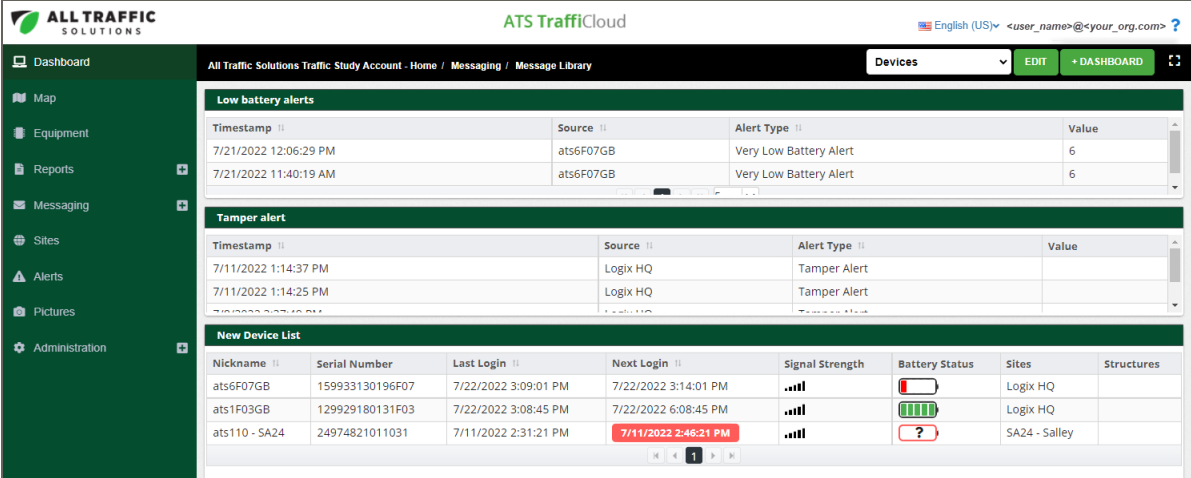
2. Use the following table for details about the interactive features of the **Preview** window:

Setting	What you can do
Retain this image past 6 months?	Move the slider to Yes to set the retention period for the picture to an indefinite period of time.
Comments	Enter any comments you want to record about the picture.
Print	Click to save a PDF with the photo and descriptive data. Your browser should display the PDF in a new tab or window, with options to print and download the picture.
Delete	Click to delete the picture. A prompt appears, asking you to confirm.
Save/Close	Click to save your changes or to close the window.
Next/Previous	Click to navigate between pictures on the Pictures page.

Chapter 9

Using the Dashboard

When your TrafficCloud account is first set up, you'll see a default Dashboard in the main viewing pane. Dashboards are meant to give you a quick overview of your All Traffic Solutions devices and activity, and are made up of components called "widgets", which add features to websites. The example below shows the subscribed devices and alert history in a widget named "Devices". You can add widgets to Dashboards, add multiple Dashboards, and specify a default Dashboard. Here's an example of what you'll see on your Dashboard:



The screenshot shows the All Traffic Solutions Traffic Study Account Dashboard. The left sidebar contains navigation links: Dashboard, Map, Equipment, Reports, Messaging, Sites, Alerts, Pictures, and Administration. The main content area displays three widgets: 'Low battery alerts', 'Tamper alert', and 'New Device List'. The 'Low battery alerts' widget shows two entries for 'Very Low Battery Alert' from source 'ats6F07GB' on 7/21/2022. The 'Tamper alert' widget shows two entries for 'Tamper Alert' from source 'Logix HQ' on 7/11/2022. The 'New Device List' widget shows a table of devices with columns: Nickname, Serial Number, Last Login, Next Login, Signal Strength, Battery Status, Sites, and Structures.

Nickname	Serial Number	Last Login	Next Login	Signal Strength	Battery Status	Sites	Structures
ats6F07GB	159933130196F07	7/22/2022 3:09:01 PM	7/22/2022 3:14:01 PM	Logix HQ	
ats1F03GB	129929180131F03	7/22/2022 3:08:45 PM	7/22/2022 6:08:45 PM	Logix HQ	
ats110 - SA24	24974821011031	7/11/2022 2:31:21 PM	7/11/2022 2:46:21 PM	SA24 - Salley	

[Figure 58] The Dashboard page > Alerts History and Device List widgets

Topics in this chapter:

Adding widgets to your Dashboard	72
Setting up an Alert History Dashboard widget	73
Setting up a Device List Dashboard widget	73

Adding widgets to your Dashboard

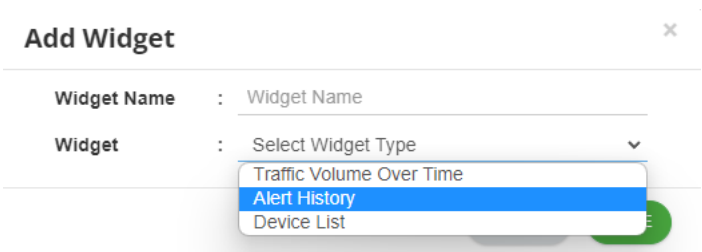
Use this procedure to add widgets to your Dashboard.

You can create three types of Dashboard widgets:

Widget type	Description
Alert History	Displays alerts for device tampering, and low battery alerts. We recommend creating a separate widget for each.
Device List	Displays a list of devices. You can configure the display for your devices, electrical power status, cellular signal strength, assigned Site, how often the data should be updated, and number of rows in the display table.

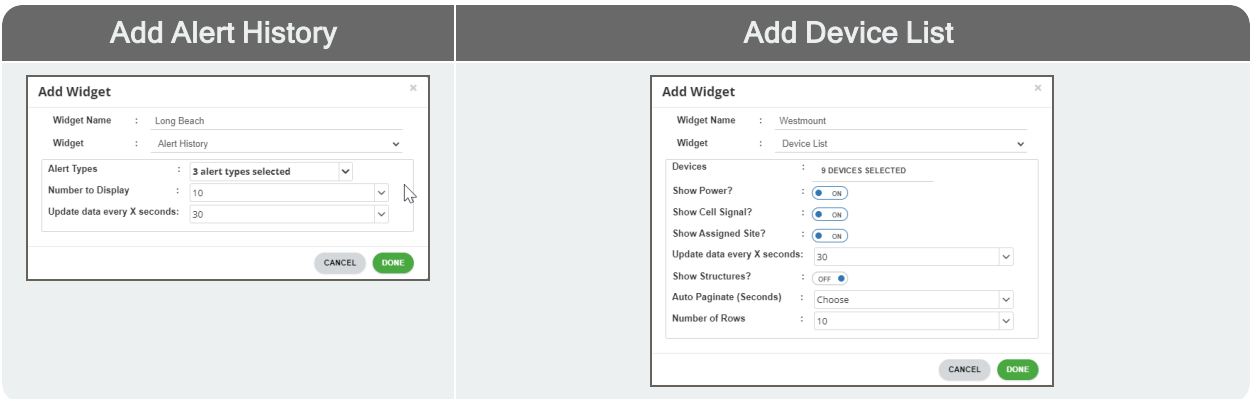
To add a widget to your Dashboard:

1. On the navigation menu, click the **Dashboard** tab. The Dashboard page opens, showing any Dashboards that have been created on your account.
2. Click the **Edit** button just below the TrafficCloud title bar. The Dashboard editing buttons display.
3. Click the **+Widget** button. The **Add Widget** window opens.
4. Enter a name for the new dashboard widget, and click **Select Widget Type** as shown.



[Figure 59] The Add Widget window

5. Click the **Done** button. The **Add Widget** window for the widget type you selected opens.



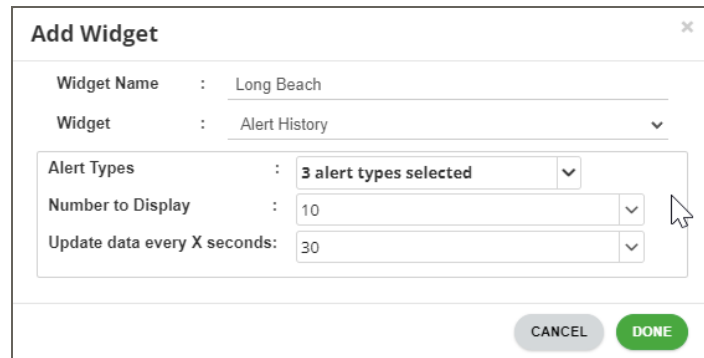
[Figure 60] TrafficCloud Widget types

Setting up an Alert History Dashboard widget

Use this procedure to set up an **Alert History** Dashboard widget. Alerts are event notifications sent to TrafficCloud users for issues such as low battery and tampering events.

To set up an Alert History Dashboard widget:

1. Add the **Alert History** Dashboard widget (see *Adding widgets to your Dashboard* on the previous page). The **Add Widget** window opens. Here's an example with the data set up:



The screenshot shows a modal window titled "Add Widget" with a close button (X) in the top right corner. Inside the window, there are several configuration fields:

- Widget Name**: A text input field containing "Long Beach".
- Widget**: A dropdown menu with "Alert History" selected.
- Alert Types**: A dropdown menu showing "3 alert types selected".
- Number to Display**: A dropdown menu with "10" selected.
- Update data every X seconds**: A dropdown menu with "30" selected.

At the bottom right of the window, there are two buttons: a grey "CANCEL" button and a green "DONE" button.

[Figure 61] The Add Widget window > Alert History

2. Use the following table for help with your selections:

Setting	What you can do
Widget name	Give the widget a representative name. For example, if you have signs in multiple districts, you could name the widgets by district.
Widget	Select the Alert History widget type.
Alert Types	Select which of your signs you want reporting on.
Number to Display	Enable this option to have the widget display the electrical power status for the devices.
Update data every X seconds	Sets how often the data is refreshed, ranging from 30 to 180 seconds in 30-second increments.

Setting up a Device List Dashboard widget

Use this procedure to set up a **Device List** Dashboard widget, listing the latest details about all of your ATS signs.

To set up a Device List Dashboard widget:

1. Add the **Device List** Dashboard widget (see *Adding widgets to your Dashboard* on the previous page). The **Add Widget** window opens. Here's an example with the data set up:

[Figure 62] The Add Widget window > Device List

- Use the following table for help with your selections:

Setting	What you can do
Widget name	Give the widget a representative name. For example, if you have signs in multiple districts, you could name the widgets by district.
Widget	Select the Devices widget type.
Devices	Select which of your signs you want reporting for.
Show Power?	Enable this option to have the widget display the electrical power status for the devices.
Show Cell Signal?	Enable this option to display the signal strength of the cellular modem in the device.
Show Assigned Site?	Enable to show the name of the Site.
Update every X seconds	Enable this option to set how often the data is refreshed, ranging from 30 to 180 seconds in 30-second increments.
Show Structures?	Enables display of parking structure names.
Auto Paginate (Seconds)	Forces the display to show the next or previous page at the specified interval (every 5 seconds, from 5 to 30 seconds).
Number of Rows	Specifies the number of rows in the widget data table.

Chapter 10

Administration


This chapter covers basic administration tasks you may need to perform as you get started with TrafficCloud.

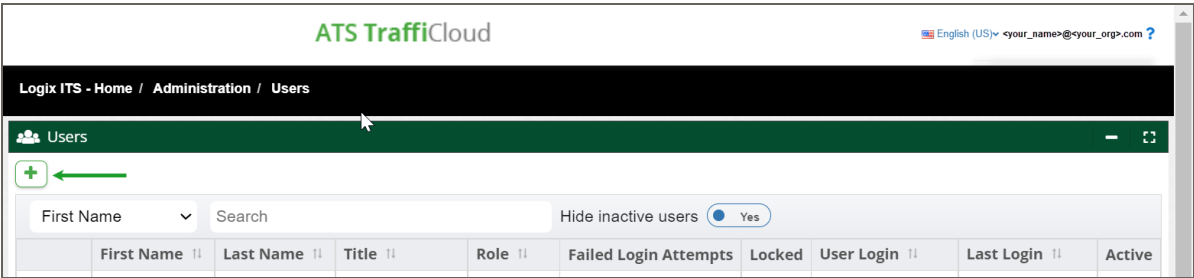
Adding a user	76
Editing a user	78
Deactivating a user	79

Adding a user

Use this topic to add a TrafficCloud user.

To add a user:

- 1. Click the **Administration** tab, and select **Users**.
- 2. Click the **Plus sign**  under the **Users** page title bar, as shown here:



[Figure 63] The Add User button

The **Add User** window opens.

Add User

Basic Info

Email Address : Email Address

Title : Title

First Name : First Name

Last Name : Last Name

Allow Text Messages : ☒ Yes

Active : ☒ Yes

Role : Admin Users

Phone

ADD PHONE

Security

Access Key : Access key

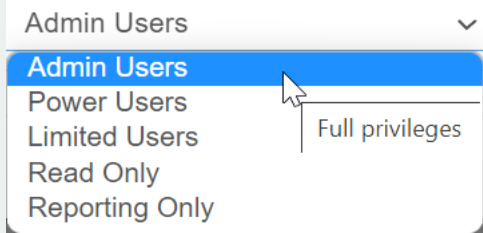
CANCEL

SAVE USER

[Figure 64] The Add User window

- 3. Use this table for help with filling in the **Add User** fields:

Setting		Description
Basic Info		In this section, add the user's email address, identifying information, whether they should receive text alerts, and to specify their role.
	Email address	Add the user's corporate email address.
	Title	Add the user's title.


Setting		Description
	First Name/Last Name	Add the user's name.
	Allow Text Messages	<p>Leave the slider at the default (Yes) and add the user's phone number with the Add Phone button. This slider must be set to Yes to permit the user to receive text-based alerts from the sign or device.</p> <p>To deactivate text messaging for a user, move the slider to No.</p>
	Active	<p>Leave the default setting (Yes) to ensure the user has TrafficCloud access.</p> <p>To deactivate the TrafficCloud user account, move the slider to No.</p>
	Role	<p>Choose the role you want to give to the user:</p> 
	Here are the available roles and brief descriptions:	
	Admin Users	Full privileges.
	Power Users	Full privileges, except for user management.
	Limited Users	Can edit most options, but can't create and delete.
	Read Only	Can view most options, but is unable to edit.
	Reporting Only	Can edit dashboards and reports only.
Phone	Add Phone	Click the button to add the user's phone number. You can add up to three numbers: Home , Work , and Mobile .
Security	Access Key	An access key is only necessary for users who require access to the API without having to log in. Please contact customer support if you want to use the API.

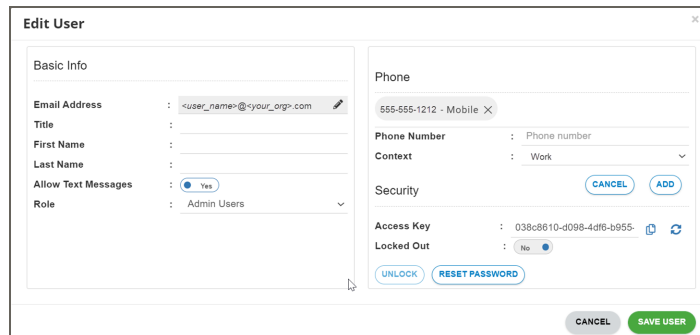
- Click the **Save User** button.

Editing a user

Use this topic for help with editing a TrafficCloud user. You can edit the settings described in *Adding a user* on page 76, unlock locked out users, and reset passwords.

To edit a user:

1. Click the **Administration** tab, and select **Users**.
2. Click the **Pencil** icon  beside the name of the user you want to edit. The **Edit User** window opens.



The screenshot shows the 'Edit User' window with two main sections: 'Basic Info' and 'Phone'. The 'Basic Info' section includes fields for Email Address (with a placeholder <user_name>@<your_org>.com), Title, First Name, Last Name, Allow Text Messages (set to Yes), and Role (set to Admin Users). The 'Phone' section includes a Phone Number field (555-555-1212 - Mobile), a Context dropdown (set to Work), and a Security section with an Access Key (038c8610-d098-4df6-b955-), a Locked Out slider (set to No), and buttons for UNLOCK and RESET PASSWORD. At the bottom right are CANCEL and SAVE USER buttons.


[Figure 65] The Edit User window

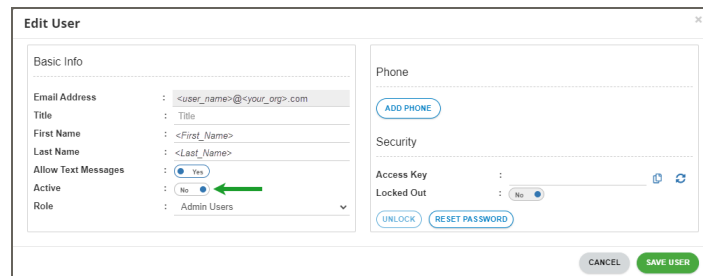
3. Do any of the following:
 - A. Edit any of the settings described in *Adding a user* on page 76.
 - B. If the user is locked out, move the **Locked Out** slider from **Yes** to **No**, and click the **Unlock** button.
 - C. If the user needs a password reset, click the **Reset Password** button. The user will receive a password reset email with a temporary password.
4. Click the **Save User** button.

Deactivating a user

Use this topic to deactivate a user in TrafficCloud.

To add a user:

1. Click the **Administration** tab, and select **Users**.
2. Click the **Pencil** icon  beside the name of the user you want to deactivate. The **Edit User** window opens.



Edit User

Basic Info

Email Address : <user_name>@<your_org>.com

Title : Title

First Name : <First_Name>

Last Name : <Last_Name>

Allow Text Messages : ☒ Yes ☐ No

Active : ☒ Yes ☐ No ←

Role : Admin Users

Phone

[ADD PHONE](#)

Security

Access Key : [COPY](#) [RESET](#)

Locked Out : ☐ No ☒ Yes

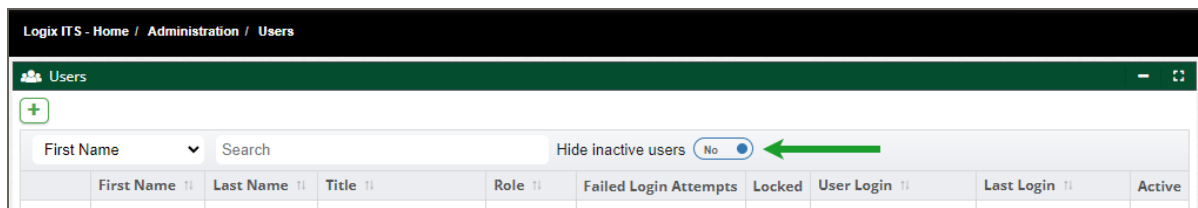
[UNLOCK](#) [RESET PASSWORD](#)

[CANCEL](#) [SAVE USER](#)

[Figure 66] The Edit User window

3. Beside **Active**, move the slider to **No**.

By default, only active users display on the **Administration > Users** page. To show deactivated users, move the **Hide Inactive Users** slider to **No**.



Logix ITS - Home / Administration / Users

Users

[+](#)

First Name Search

Hide inactive users ☐ No ☒ Yes ←

	First Name	Last Name	Title	Role	Failed Login Attempts	Locked	User Login	Last Login	Active

[Figure 67] The Hide Inactive users slider

4. Click the **Save User** button.

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