



CUSTOMER GUIDE

The Technical Hub

Your orders, quotes, documents and live jobs in one place —
and a way to keep a whole specification together instead of
scattered across email.

INCLUDED WITH

Any free account

TECHNICAL TEAM

01937 325 325

ONLINE

jupiterblue.co.uk

What the Hub is

Most of the awkward parts of buying access panels have nothing to do with the panels. It is finding the datasheet you downloaded three weeks ago. It is working out which size you specified for the fourth floor. It is the colleague who needs the fire certificate while you are on site.

The Technical Hub is our answer to that. It is a private workbench attached to your account that holds your orders, your saved quotes, the products you are interested in, and the documents that go with them — plus **Projects**, which let you keep everything for one job in a single place and share it with the people working on it.

It is not an extra you pay for. Everything in this guide comes with a standard free account.

Where to find it. Once you are signed in, **Technical Hub** appears in the main navigation at the top of every page. On a phone it is in the menu, under the same name.

Getting an account

Registration takes about a minute and asks for three things: your name or company, an email address, and an access key — our name for a password — of at least eight characters.

01 Go to the registration page

Either from **Technical Hub** in the navigation, or from any locked document.

02 Enter your details

Name or company, email, and an access key of eight characters or more.

03 Sign in

Your account is active straight away — there is no activation email to wait for. We send a welcome message, but you do not need to do anything with it.

If you tick the newsletter box, that one does need confirming — watch for a separate email with a confirmation link. It is the only thing on the site that works that way, and it is deliberate: it means we hold a proper record of your consent.

Finding your way around

The Hub does not scroll down like an ordinary page. It scrolls **sideways**, as a row of full-screen panels — a workbench rather than a list. There are nine in total: a home screen, then eight sections.

You can move between them however suits you: scroll sideways or swipe, use the arrows at either edge of the screen, click a shortcut chip on the home screen, or open the **Menu** button top right for a numbered list of every section plus the tools. The counter in the top-left corner tells you where you are — **03 / 09 Saved Projects**, and so on.

REARRANGING

Drag any card to move it within its section. The order is saved to your account, so the arrangement is still there next time you sign in — including on a different computer.

CARD SIZE

The slider along the bottom edge changes how big the cards are, so you can fit more on screen or make them easier to read. It remembers your setting on that machine.

04

Projects

If you only use one part of the Hub, make it this one. A **Project** is a named folder for a single job that holds the products, quotes and documents for it together, along with the details you would otherwise be keeping in a spreadsheet.

Against each project you can record a client, a site address, a status, a target date and free-text notes. The status runs through Draft, Active, On hold, Won, Lost, Complete and Archived, so a project list doubles as a view of what is actually live.

01 Create the project

From the Hub's Saved Projects panel, or the **New project** button on the Projects page. Give it a working name — you can rename it whenever you like.

02 Add products

The **Add products** button takes you into the catalogue in a mode that drops what you choose straight back into the project.

03 Specify each line

Set the size, the lock, any options, the quantity, and where it goes on site — "Block A, fourth floor". That location note is the bit people tell us saves the most time later.

04 Order when you are ready

Add to basket on a single line, or **Add all to basket** for the whole project, then check out as normal.

Once a line has been through a paid order, it comes back marked **Ordered** with the order reference and date against it. Six months on, that is the difference between knowing what went in and guessing.

Made-to-measure works here too. Choose **Bespoke** on a line and enter the width, height and depth in millimetres. It prices and orders like any other line.

To archive a project, set its Status to Archived — it then moves to the Archived tab on the Projects page rather than disappearing.

Working with your team

A project can be shared with colleagues so everyone is working from the same list rather than three different versions of an email attachment. Invite someone by email address from the **People** panel on the project, and choose what they can do:

ROLE	CAN VIEW	CAN EDIT	CAN INVITE OTHERS
Viewer	Yes	No	No
Editor	Yes	Yes	No
Co-owner	Yes	Yes	Yes

They will get an email letting them know, and the invitation also appears on their own Hub under Saved Projects, where they accept or decline it. If they do not have a Jupiter Blue account yet, they will need to create one using the address you invited — that is what connects the invitation to their new account.

IF YOU ARE A VIEWER

You can read everything and add items to your own basket, but not change the project. If you need your own working version, use **Clone to my projects** to take a copy you control.

CHANGING YOUR MIND

An owner or co-owner can change someone's role or remove their access at any time, and re-invite them later if the job comes back around.

Documents

Three sections of the Hub hold paperwork: **Datasheets**, **Certificates** and **Installation Guides**. Between them they cover the technical specification, the third-party test and compliance evidence, and the fitting instructions.

These sections follow your saved products. They show the paperwork for products you have bookmarked — not everything in the catalogue, and not everything you have merely looked at. Save a product first and its documents appear here automatically. We built it this way on purpose: pulling in documents for everything you had ever browsed made the sections useless within a week.

To browse the full catalogue of documents instead, use the **specification library**. It lists one row per product with its datasheet, test certificate and fitting guide side by side, and you can search it by product, by range, or by the specification you actually need — try **beaded 120**, **40dB**, or **ceiling**.

Searching and browsing the library are open to everyone. Opening or downloading a document needs an account, which is free.

One PDF often covers several products, so a card may read something like "Riser Door 600×600 + 3 more". That is one document doing several jobs, not a duplicate.

Orders and quotes

Order history

Your recent orders appear with their status, the delivery zone, your PO number if you gave one, and the total. Open one and you get the full breakdown — every line with its size, lock and options, the delivery and billing addresses, and the VAT split.

Once an order is dispatched, the courier and tracking number appear on it, with a link straight through to the carrier. There is a **Print** button that produces a clean copy without the site furniture around it, which also works for saving to PDF.

Ordered before you registered? Orders placed as a guest appear in your history automatically, as long as you used the same email address.

Saved quotes

For anything bespoke, bulk, or not on the standard price list, use the quote form and choose **Save to my Tech Hub**. Our technical team prices it and it lands in your Saved Quotes, where you can come back to it without re-keying sizes. We aim to turn quotes around in about four hours during working hours.

A quote appears in your Hub once our team has priced and released it — so there is a short gap between sending the request and seeing it there. If you asked for it by email instead, it comes to your inbox and will not appear in the Hub.

Tools

The **Menu** in the Hub also carries a short list of tools.

TOOL	WHAT IT DOES	ACCOUNT NEEDED
Product Matrix	Every product's fire, acoustic, thermal and air-leakage figures in one sortable table. Filter by category, tick products to compare, export to CSV.	No
Ask anything	The search bar at the top. Describe what you need in plain English — fire-rated 600×600 for ceiling, acoustic loft hatch, steel panel for a bathroom — and it returns real products with prices. A product code works too.	No
Specification library	Product-first document search across the whole catalogue.	To download
Email preferences	Turn our marketing emails on or off. Nothing to do with order confirmations or dispatch notices, which always come.	Yes

Trade accounts

Everything in this guide works on a standard free account. A trade account is about commercial terms rather than features: trade-only pricing, volume discounts, and 30-day end-of-month credit once approved.

There are two routes in. If you register with an email address on a domain we already recognise, trade pricing applies automatically the moment your account is created. Otherwise, fill in the short form on our trade page and we will come back to you — usually the same day.

The one visible difference inside the Hub is that trade accounts can switch between light and dark. Dark is the default the first time you sign in; the toggle sits in the strip along the top, and your choice follows your account across devices.

Worth knowing

Prices ex or inc VAT	The Ex.VAT / Inc.VAT switch at the top of the screen changes every price on the site, including in the Hub. It stays as you set it.
Recent products	A passive record of what you have looked at over the last 30 days. Clear it whenever you like with the Clear button on that panel.
Removing things	Saved products and saved quotes have a small × to take them off your Hub. Removing a quote hides it from your view; it does not cancel anything.
Order history depth	The Hub panel shows your most recent orders. If you need an older one, give us a call and we will find it.
Getting back to the site	The Hub is a full-screen workspace, so it has no site footer. Use Back to site in the menu, or click the Jupiter Blue logo.

Still stuck?

Call the technical team. We would rather spend two minutes on the phone than have you guess at a fire rating.

01937 325 325

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