

Go to <https://portal.momentumtelecom.com> and enter your Administrator Username and Password credentials to Sign In.
Note: During your initial sign in you may be required to acknowledge Terms and Conditions to proceed.

ADMIN TOOLS MENU

- » **Dashboard** - The site Home page displays account activity, and offers filtered quick access links to Admin Tools sections.
- » **Locations & Groups** - Access to manage Department or Service level settings organized by Locations or Groups.
- » **Services & Users** - Access to review and manage individual User level services and settings.
- » **Trunking** - General SIP Trunk information and setting administration.
- » **Enterprise Settings** - Enterprise level feature and services management.
- » **Contact Center** - Manage queues, schedules, assignments and the setup for Contact Center(s).
- » ***Billing** - Restricted Access. Authorized Admin access to account billing history and payment management tools.
- » ***IP Trunking** - Limited Access. Where in use: Access tools for specialized Trunk settings and related information.
- » ***Devices** - Restricted Access. Advanced tools. Manage device inventory and usage assignments.
- » ***Enterprise Trunking** - Limited Access. Where in use: IT Admin access to specialized Trunk maintenance settings.
- » ***Service Changes** - Restricted Access. Advanced single-process service and order management tools.
- » ***Microsoft Teams** - Restricted/Limited Access. O365 / MS Teams Admin access to manage Teams User voice access.
- » ***Call Recording** - Limited Access. Admin voice settings and portal link access for Call Recording Supervisor/Admin license holders.
- » ***Webex** - Webex Customers Only. Search/Review activation process status data for Webex licenses on the account.

ADMIN DASHBOARD

The Admin Dashboard provides at-a-glance views of *Live* and historical account activity AND direct quick-access links from each card section to filtered views of your administrator-level tools, services, and features. Now you can track what's going on within your Enterprise account and access any area or service you need to manage from one web page - ***fast***.



My Cloud Services Portal Admin

ADMIN DASHBOARD FEATURES

The Dashboard section cards offer *LIVE* and historical data along with easy access to common administration tools. All Dashboard features and menu items require sufficient authorization or permission to view and use.

Account Profile - Review current account information. Authorized Billing Admins can see the latest invoice, pay the current bill, and access the Billing history. Admins without Billing access permissions will only see the Profile information in this section.

Links to: [Billing](#)

Best Company, Inc

GAINESVILLE, GA 30501

Account No.: 987654321

Total Due: \$6,043.54

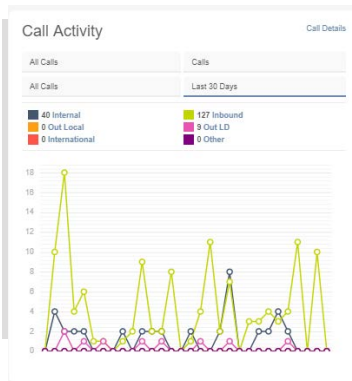
Current Balance: \$15668.71

Due Date: 3/31/2018

[Make a Payment](#)

[View Invoice](#)

Call Activity - A quick graphical view of call data, with tools to filter the view, useful 'mouse-over' details within the graph display, and access to open and filter your call logs for reporting.



Devices - Current counts for registered, unassigned, and provisioned devices, and the ability to filter by [Location](#), check registration status, and access device assignments.

Links to: [Services & Users](#)

Devices

[Check Registration Status](#)

All Locations

Registered: 0

Unregistered: 7 [Manage](#)

Provisioned: 7 [Manage](#)

Activity History

Basic Metered (4706321482) a few seconds ago
 DialIn Feature (4706321488) a few seconds ago
 AA Tree (4706321472) a minute ago
 Exec DID (4706321468) 17 hours ago
 Basic Metered Vmail (4706321535) 2 days ago
 Smart Number (4703770105) 2 days ago
 Exec Loc 2 (2056661018) 2 days ago
 Voicemail Only TN (6782939529) 5 days ago
 E911 DID (6783674584) 6 days ago
 Premium Queue (4703770093) 7 days ago
 DID DID (4705093297) 8 days ago

Activity History - Shows recent Administrator-level activities and provides quick access links to review the account or service shown in the list.

Links to: Direct links to Dashboard of the accounts or services listed here.

Favorite Services

Name	Service	Service Number	Ext
★ Basic Metered	Basic (Seat) Metered LD	4706321482	1482
★ Basic Metered Vmail	Basic Metered Seat with Voicemail w/ DID	4706321535	1535
★ Smart Number	Smart Number Unlimited Seat	4703770105	0105
★ Voicemail Only TN	Voicemail Only with TN	6782939529	9529
★ Exec DID	Executive Seat w/ DID	4706321468	1468
★ AA Tree	Auto Attendant Tree	4706321472	1472
★ Exec Loc 2	Executive Seat w/ DID	2056661018	1018

[View All Services](#)

Favorite Services - Locate accounts to set as favorites ★ for constant quick Dashboard access.

Links to: The [Services & Users](#) page and to the selected User's Dashboard for account management.

Quick View

Locations & Groups

10

[Manage](#)

Services & Users

308

[Manage](#)

Devices

24

Quick View - Total number of Locations & Groups, Services & Users, and Devices. Information is based on the Admin's access permissions.

Links to: Filtered views of [Locations & Groups](#) and [Services & Users](#)

LOCATIONS & GROUPS

Review and manage settings for the Users and Groups that are assigned to Locations.

The [Locations](#) page provides a searchable table listing of the Locations currently configured on the account. Authorized Admins may use the Section Search to locate specific terms within the table, use the column headers to sort the list alphanumerically, and access the following areas for each Location listed on the page:

- [Location ID](#), [Services](#), and [Users](#) - Click on the number displayed for a Location in these columns to open the related list within the **Services & Users** page.
- Links to review and manage the Emergency Call Notification Email and See 911 Address List for each location.
- [Edit](#) icon (far right column) opens the **Group Settings** dialog for the selected Location.

Name	Location ID	Services	Users	SVC Street	SVC City	SVC State	Emergency Call Notification Email	E911	Edit
Hosted IP PBX	3100001951-01	81	73	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
SIP Trunking	3100001951-02	22	21	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
Hosted IP PBX 2	3100001951-03	8	8	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
Service Office	3100001951-04	3	2	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
Brandon Ext SIP Trunk Test	3100001951-05	0	0	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
IP Trunking test location	3100001951-06	48	28	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
IP Trunking Test2	3100001951-07	54	35	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
location gama	3100001951-08	4	2	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	

SERVICES & USERS

Review and manage feature settings for individual users and services on the account.

Services & Users displays a searchable and sortable list of the user accounts currently defined on the account. The information is provided in a simple table format, and includes the [Service Type](#), Name (First,Last), [Service ID](#), Ext (Extension), MAC (Address), Location, Department and Number Assignment for each user, where defined. Links in the columns take users directly to the related area of the site where editing or review of filtered data may be performed. Admins may also select specific listings to display as Favorites ★ on the Dashboard for quick access to accounts that they manage frequently.

Service Type	First Name	Last Name	Service ID	Extension	MAC	Location	Dept	Assigned To
★ Anywhere Feature Control	anywhere	control	7827286267	9257		Call Center		anywhere control
★ DID	DID	DID	7827286267	9287		SIP Trunking		DID DID
★ Basic Managed Desk with Voicemail w/ DID	Basic	M Vmail	7827286263	9253	a54054135ddc	Call Center		Basic M Vmail
★ Auto Attendant Tree	AA	Tree	7827286263	9263		Call Center		AA Tree
★ Premium Call Center Agent						Location 3		
★ Auto Attendant Unlimited	Standard	AA	7827286265	9255		Call Center		Standard AA
★ Collaborate Bridge	Collab	Bridge	7827286262	9262		Call Center		Collab Bridge
★ Premium Contact Center Queue with TN Unlimited	Premium	CC	7827286259	9259		Call Center		Premium CC
★ Audio Conferencing	Audio	Conf	7827286261	9261		Call Center		Audio Conf
★ DID	DID	DID	7827286266	9266		SIP Trunking		DID DID
★ DID	DID	DID	7827286260	9260		SIP Trunking		DID DID
★ DID	DID	DID	7827286273	9273		SIP Trunking		DID DID
★ DID	DID	DID	7827286267	9267		SIP Trunking		DID DID
★ DID	DID	DID	7827286265	9265		SIP Trunking		DID DID
★ DID	DID	DID	7827286265	9265		SIP Trunking		DID DID
★ DID	DID	DID	7827286271	9271		SIP Trunking		DID DID

DEVICES

Restricted. Advanced additional training required prior to Admin access to review and manage devices in NEPS inventory, along with their settings and assignments.

The **Devices** section offers access to a searchable view of All, Assigned, and Unassigned Devices for management, with the ability to Export a detailed device listing report, and add new devices to inventory, and manage FQDN and VLAN assignments for Locations on the account. The device management tools provided here make it easy to Add new devices to inventory, Configure, Swap and Assign listed devices, Remove device assignments, Delete devices from inventory, and review the historical activity of actions performed on each device within the Portal.

MAC	Make Model	ACQ Code	Assigned To	Location	FQDN	TN Count	Video Enabled	Date Added	History
1C4E7F4E3C0D	FAX_AudioCodes_MP_202	Owned		Hosted IP PBX	N/A	0	No	05/21/2019 12:10 PM	Configure Remove Edit
110033a335a	BIV Polycom 331	Owned	Group: Videoconferencing005555004	Hosted IP PBX	10.0.20.1	1	No	05/28/2019 02:54 PM	Configure Unassign
00336987755	BIV Polycom Business Media VXX 402-401-110-111	Owned		Hosted IP PBX	N/A	0	No	03/18/2019 01:08 PM	Configure Remove Edit
114433221144	FAX_AudioCodes_MP_202	Owned		Service Office	N/A	0	No	03/14/2019 03:22 AM	Configure Remove Edit
38254854502	BIV Polycom 335	Owned		Hosted IP PBX	N/A	0	No	02/28/2019 01:25 PM	Configure Remove Edit
378579573832	BIV Polycom 335	Owned		Hosted IP PBX	N/A	0	No	02/28/2019 01:25 PM	Configure Remove Edit
342582782350	BIV Polycom 335	Owned		Hosted IP PBX	N/A	0	No	02/28/2019 01:25 PM	Configure Remove Edit
32441115467	BIV Polycom Business Media VXX 800 Pager Label Storage	Owned		SIP Trunking	N/A	0	No	02/27/2019 11:20 PM	Configure Remove Edit
668577584433	BIV Polycom SoundStation IP 5000-5000-7000	Owned		Service Office	N/A	0	No	02/27/2019 10:47 PM	Configure Remove Edit
334422112211	FAX_AudioCodes_MP_202	Owned		Hosted IP PBX	N/A	0	No	02/27/2019 10:46 PM	Configure Remove Edit
113344221122	BIV Polycom 331	Owned		Hosted IP PBX 2	N/A	0	No	02/27/2019 10:41 PM	Configure Remove Edit
112211331144	FAX_AudioCodes_MP_202	Owned		Hosted IP PBX	N/A	0	No	02/27/2019 10:34 PM	Configure Remove Edit
17602760216	BIV Polycom Business Media VXX 201	Owned		SIP Trunking	N/A	0	No	02/23/2019 05:41 AM	Configure Remove Edit
176038276382	BIV Polycom Business Media VXX 402-401-110-111	Owned		SIP Trunking	N/A	0	No	02/23/2019 05:41 AM	Configure Remove Edit

TRUNKING

Access for IT Admins to review and manage basic SIP Trunking settings.

The **Trunking** page allows authorized Admins to review current SIP Trunk settings for the account. The page prominently displays a sortable and searchable table listing the trunk group(s) with Location Name and ID, Trunk Group ID, Pilot DID, Enterprise Call Path, Location Call Path, and Service Number.

- **Location ID** - Links directly to the **Services & Users** page to review or modify individual assignments.
- **Pilot DID** - Provides a color code health indicator (**Red** = Issue) and links directly to the **Services** dashboard.
- **Edit** - The Edit icon opens the **Group Settings** page for administration of the SIP Trunk defaults.

Location	Location ID	Trunk Group ID	Pilot DID	Enterprise CP	Location CP	Services Numbers	Edit
location 2	3100000028-02	2057219608TRUNK	2057219606	7	2	1	
Slip Trunk Location	3100000028-05	2057219623TRUNK	2057219623	7	3	1	
Hlaine's House of Chicken Soup	3100000028-03	2057300916TRUNK	2057300916	7	1	0	
Slip Trunk Location	3100000028-06	2057300970TRUNK	2057300970	7	1	0	

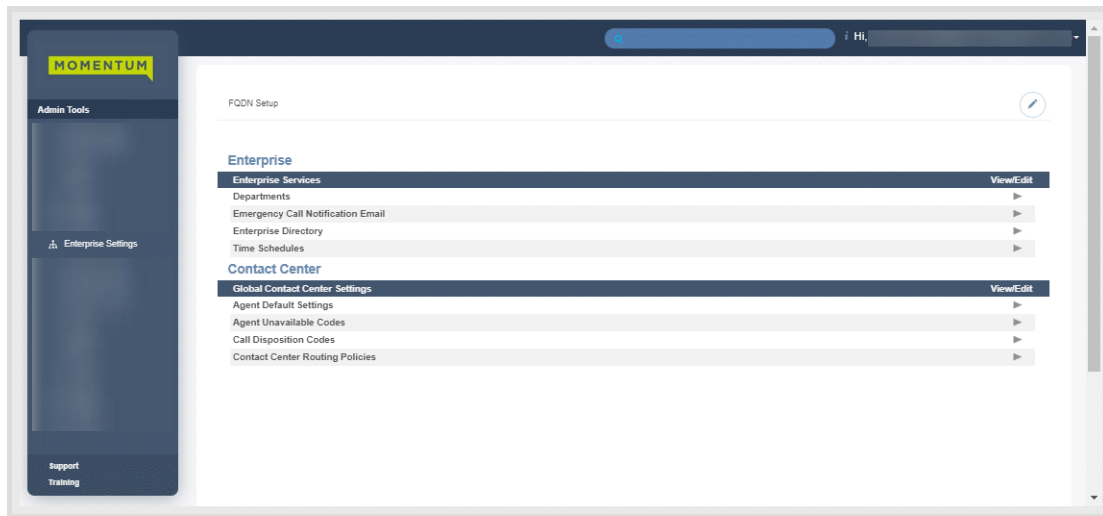
My Cloud Services Portal Admin

ENTERPRISE SETTINGS

Manage the Enterprise (global) level settings and features.

The **Enterprise Settings** menu option opens the **Enterprise** (global) level default feature settings for review and edit. These may include the Global Enterprise Services settings (Departments, Directory, and Time Schedules), and the Global Contact Center settings (Agents, Unavailable Codes, Disposition Codes and Routing Policies).

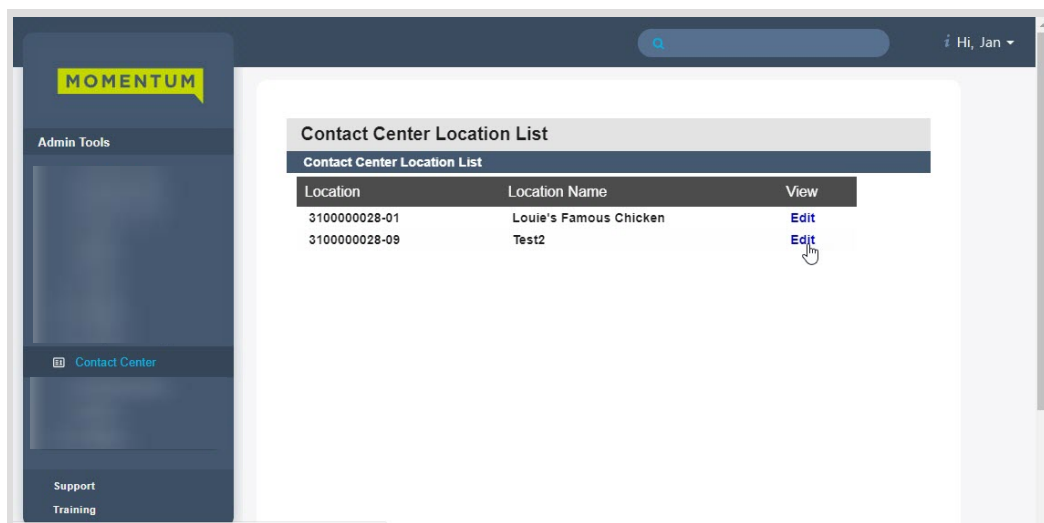
- **View/Edit** The drop down arrow ► next to an item opens the *Edit Settings* view.



CONTACT CENTER

Contact Center management tools for activation, setup, and feature configurations.

The **Contact Center** page provides authorized Admins with full access to manage their Contact Center feature configurations and overall settings. This section shows the current Status, Name, Type, Phone Number, and Ext(ension) within a searchable list. Each Contact Center listing offers access to **Edit** its default setup and **Configure** individual feature settings.



My Cloud Services Portal Admin

BILLING

Restricted Access. Authorized Admins may review and manage account billing information and payments.

The **Billing** page displays current account and balance history information (at the Enterprise or - where enabled - at the Location level, with easy access to the tools that allow Admins to review and manage statements, edit the billing payment method information, setup routine monthly payment schedules, and even immediately pay the current bill when necessary. Billing tools include:

[Pay My Bill](#) • [Billing Method Setup](#) • [View Statements](#)

Billing

Customer Profile

Name: Test Account
 Account Number: 3100000028-01
 Billing Address: 507 W Main ST, SAVANNAH, MO 64485

Bills

Current Bill: \$344.58
 Past Due: \$0.00
 Amount Due: \$344.58
 Due Date: 12/31/2018
[Pay My Bill](#)

Recent Activity

Payment of \$0.01 on 7/8/2017 6:33:14 AM
 Payment of \$0.01 on 7/8/2017 6:28:16 AM
 Statement #58621 in the amount of (\$1,146.08) on 12/1/2018 12:00:00 AM
 Statement #56524 in the amount of \$189.24 on 11/1/2018 12:00:00 AM
 Statement #55856 in the amount of \$115.11 on 12/1/2017 12:00:00 AM
 Statement #53777 in the amount of \$531.44 on 11/1/2017 12:00:00 AM

Current Billing Method

Due Upon Receipt
[Set Up](#)

Statements

View Statement
 -- select --
[Go](#)

SERVICE CHANGES

Restricted. Advanced additional training required prior to Admin access.

Manage simple orders and minor changes to services for the account.

The **Service Changes** page displays current account service orders, with easy access to the tools that allow specially trained Admins to Move, Add, Change and Delete account services and review order status information.

Service Changes

Location: All Locations

[Add Services](#) [Manage User Add-Ons](#)

View All Service Changes

Order	Account	MACD Type	Line Type	Lining	Virtual Terminating Number	Created Date	Modified Date	Modified By	Status
289563	3100000028-12	ADD_SERVICES				03/20/2019	03/20/2019	rfellers	OPEN
289561	3100000028-12	ADD_SERVICES				03/20/2019	03/20/2019	trizzcarter	OPEN
289560	3100000028-12	ADD_SERVICES				03/20/2019	03/20/2019	whitsett	OPEN
289576	3100000028-01	ADD_SERVICES				03/20/2019	03/20/2019	Cloud Services Portal	PROCESSING
289506	3100000028-01	ADD_LOCATION				03/19/2019	03/19/2019	jdewoolly	PROCESSING
289120	3100000028-08	DISC_LOCATION				03/18/2019	03/18/2019	matt.warren	OPEN
285235	3100000028-01	ADD_SERVICES				03/13/2019	03/13/2019	Cloud Services Portal	OPEN
284802	3100000028-01	ADD_SERVICES				03/11/2019	03/11/2019	Cloud Services Portal	OPEN
284801	3100000028-01	ADD_SERVICES				03/11/2019	03/11/2019	Cloud Services Portal	OPEN
284800	3100000028-01	ADD_SERVICES				03/11/2019	03/11/2019	Cloud Services Portal	OPEN
284799	3100000028-01	ADD_SERVICES				03/11/2019	03/11/2019	Cloud Services Portal	OPEN
284798	3100000028-01	ADD_SERVICES				03/11/2019	03/11/2019	Cloud Services Portal	OPEN
284781	3100000028-01	ADD_SERVICES				03/11/2019	03/11/2019	Cloud Services Portal	OPEN
284777	3100000028-01	ADD_SERVICES				03/11/2019	03/11/2019	Cloud Services Portal	OPEN

IP TRUNKING

Advanced Access for IT Admins. Review and manage specialized IP Trunking information and settings.

For those organizations using **IP Trunking**, this page displays current and historical IP Trunking information, with easy access to the tools that allow authorized Administrators to manage IP Trunking location settings and create call log reports. IP Trunking tools include:

[View/Edit Trunking Location Settings](#) • [View Call Logs](#) • [Create Call Log Reports](#)

IP Trunking

Trunk ID	Location	Start Date	IP Address 1	IP Count	Assigned DID's	Group Policy	Service State	Direction	Call Logs for Location
72385	IPTrunking test loc...	05/22/2010 11:37:07 AM	1.1.4.2	3	0	round_robin	inservice	out	Call Logs
72380	IPTrunking test loc...	05/22/2010 11:44:08 AM	1.1.4.5	2	0	round_robin	inservice	in	Call Logs

IP Addresses:

- IP Address: 1.1.4.5
- IP Address: 1.1.4.7

ENTERPRISE TRUNKING

Advanced Access for IT Admins. Review and manage Enterprise SIP Trunking settings for the account.

The **Enterprise Trunking** page provides access to the tools that allow specially trained and authorized Admins to manage and maintain specialized Enterprise trunk group settings.

[View/Edit Trunk Group Settings](#) • [Manage DID Associations](#) • [Manage Routing/Priority/Weight](#)

Enterprise Trunking

Enterprise Trunk Name: 2100017914-MSTeams

Max # of Reroute Attempts (max 10): 10

Max # of Reroute Attempts within a Priority (max 10): 10

Route Exhaustion Action: ☐ None ☒ Forward to Phone 8535551212

* Trunk Group Weight must be an integer between 1 and 65536
* Trunk Group Priority must be an integer between 1 and 10

Trunk Group	Available / Assigned	Priority	Weight	Manage Trunk
2100017914-at01	Assigned	10	10	Manage Trunk
2100017914-ph01	Assigned	10	50	Manage Trunk
2057300443TRUNK	Available			

My Cloud Services Portal Admin

MICROSOFT TEAMS

Restricted Access for O365/MS Teams Administrators Only.

This section only displays for those organizations with integrated **MS Teams**, and offers specially authorized and trained Teams Administrators access to a simplified deployment wizard. Post-deployment, the wizard tabs offer read-only views. The User List tab offers basic tools for MS Teams TN/Call Routing setting management from this portal. *MS Teams setting and user administration tasks should be managed by an O365/MS Teams Admin with sufficient permissions via the organization's O365 portal.* The available Microsoft Teams section tools include:

[MS Teams Connector Deployment Tools](#) • [User TN / Call Routing Tools](#)

Microsoft Teams

Connect to Microsoft 365 Setup Domain DNS Configuration SBC Configuration Setup Temp Users Derived Routing **User List** Import Users

First Na...	Last Na...	Princip...	Phone	Street	State	Last Up...	User State	Usage L...	Sip Proxy	User Type	Manage User
		is@...						US	sip:		
		ruk...						US	sip:		
		@th...							sip:		
		y@t...						US	sip:		
		the...							sip:		
		imal...						US	sip:		
		@th...							sip:		
		@th...		1200 CORPO... DR	AL	2021-04-30T13:2...		US	sip:		

CALL RECORDING

Access to review and manage Call Recording license holder settings and site access.

This section only displays in Admin Tools for those organizations with Call Recording licenses in place, and offers access to manage voice and 3rd party portal access settings for license holders.

[View License Holders](#) • [Manage Call Recording Voice Settings](#) • [Manage Call Recording Site Access](#)

Call Recording

Admin Dashboard

Name	Group	Role	Recording	Extension	Edit
Sip: [redacted]@myntm...	3100004615-01	User - Advanced	ALWAYS	205-[redacted]@myntm...	
Sip: [redacted]@myntm...	3100004615-01	User - Advanced	ALWAYS	205-[redacted]@myntm...	
Sip: [redacted]@myntm...	3100004615-01	User - Basic	ALWAYS	205-[redacted]@myntm...	
Sip: [redacted]@myntm...	3100004615-01	User - Basic	ALWAYS	205-[redacted]@myntm...	
Sip: [redacted]@myntm...	3100004615-01	User - Basic	ALWAYS	205-[redacted]@myntm...	
Sip: [redacted]@myntm...	3100004615-01	User - Basic	ALWAYS	205-[redacted]@myntm...	
Sip: [redacted]@myntm...	3100004615-01	User - Basic	ALWAYS	205-[redacted]@myntm...	

WEBEX

Limited Access section for accounts with Webex application licenses.

The Webex section displays only if Webex licenses have been purchased for users on the account and should be viewed only by authorized Administrators. The Webex page provides a searchable list of the Webex users currently licensed on the account and their current activation process status.

[Search Table Contents](#) • [Filter by Activation Status](#) • [Sort Columns](#) • [Refresh Status for Updates](#) • [Directory Sync](#)

The screenshot shows the Momentum Webex Admin interface. On the left is a sidebar with navigation links: Admin Tools, Dashboard, Locations & Groups, Services & Users, Trunking, Enterprise Settings, Contact Center, Billing, WebEx (highlighted), Support, and Training. The main content area is titled 'Webex' and includes a dropdown menu set to 'All'. Below the title is a sub-header 'Review progress of Webex activation for your users:'. On the right, there is a 'Last Synced Date: Wed Sep 14 2022 15:40:26 GMT-0400 (Eastern Daylight Time)' and an 'Export' button. A 'Directory Sync' button is also visible. The main table lists users with columns: Location, Webex License, Service Type, Service ID, Ext, First Name, Last Name, Email, and Webex Email Validation. Each row has a 'Refresh Status' button.

Location	Webex License	Service Type	Service ID	Ext	First Name	Last Name	Email	Webex Email Validation
4/2021 regression test	standard	Basic Metered Seat	200011	1013	contact center	Test	cctest@mglo.us	Provisioned
4/2021 regression test	standard	Basic Seat	200076	9877	James	Helfield		Pending Email Input
SIP Trunking	basic	Smart Number Seat with Messenger	200023	5523	Smart	Number	smno@mglo.us	Pending Email Validation
SIP Trunking	basic	Smart Number Seat with Messenger	200084	7684	DID	Number2		Pending Email Input