

# My Cloud Services Portal Data Admin

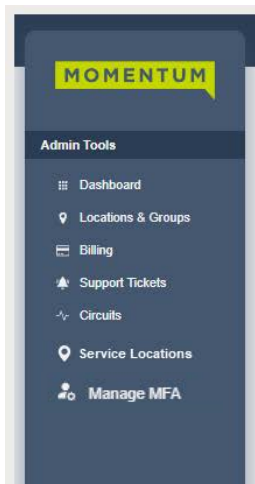
## Sign In

To Access the Admin Tools Area Within My Cloud Services Portal:

Go to <https://portal.momentumtelecom.com> and enter your Administrator Username and Password to Sign In. *During the initial sign in process, you may be prompted to setup/use MFA protocols to enter and to acknowledge Terms and Conditions to proceed.*

## Admin Tools Menu

The **Admin Tools Menu** on the left side of the dialog offers permission-based access to useful administration sections. Only sections related to services on the Organization's account can be displayed in this area.

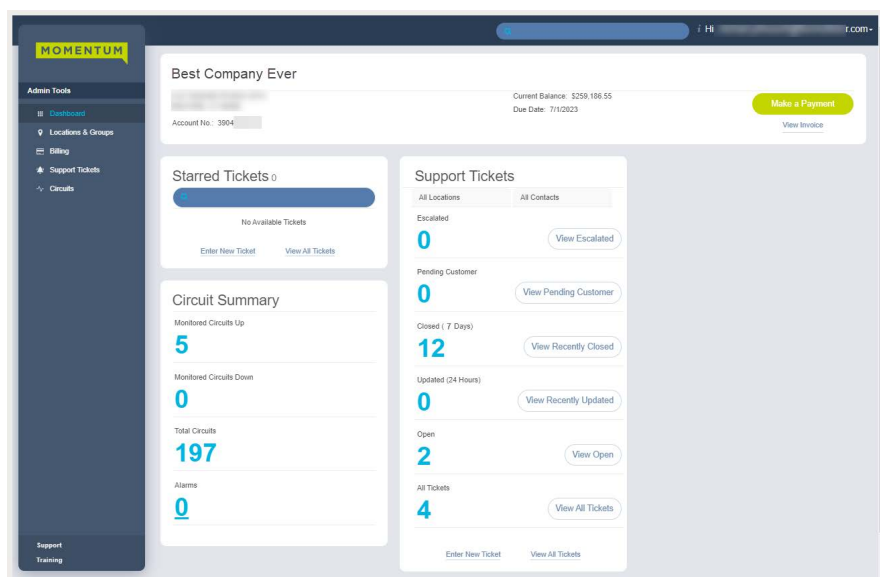


- ❖ **Dashboard** - The home page for Administrators
- ❖ **Locations & Groups** - Location or Group level feature/user management tools
- ❖ **Billing - Restricted Access.** Advanced Billing information and payment management for authorized personnel only
- ❖ **\*Support Tickets - Restricted Access.** Authorized Admins may be granted access to view the list of currently open tickets (read-only) and/or submit (full access) non-emergency requests for assistance or information to Customer Support for Voice-related issues from this section.
- ❖ **\*Circuits** - Review the list of circuits and network devices in inventory (monitored/unmonitored) and related data, and (where authorized) submit support tickets for minor data/circuit issues from this section
- ❖ **\*Service Locations** - [beta] View map locations of circuits in inventory and related data
- ❖ **\*Manage MFA** - Review activation status/Reset MFA management tool

*\* Restricted access sections that require additional authorization for each Administrator.*

## Data Admin Dashboard

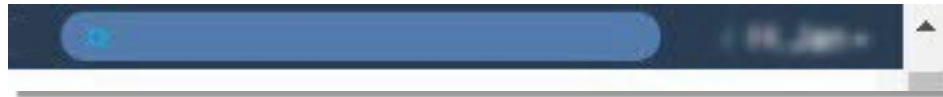
The Home page for Administrators. The Admin Dashboard provides at-a-glance views of *Live* and historical account activity, AND direct **filtered** quick-access links from each card section to the administrator-level tools, services, and feature pages found in the menu on the left. Now you can see and track everything that is going on and access any area or service you need to manage from one web page - **fast**.



## DATA ADMIN DASHBOARD FEATURES

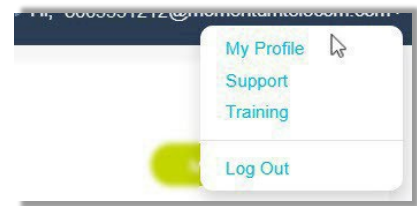
### Site Search

The Search field at the top of the application dialog offers site-wide search functionality within the areas the Admin may access.



### Admin Information

The **Hi, <User Name>** area at the top of the application opens a drop-down list of quick access links to view your current profile to update the password, manage your MFA method, and open links to review Support and Training resource information, or Log Out.



### Data Admin Dashboard Sections

Each section and widget (card) featured within the Admin Dashboard provides useful information, tools, and filtered access links to the relevant work areas. Unfiltered access to those areas is offered in the Admin Tools Navigation Menu Panel on the left side of the screen.

#### Profile

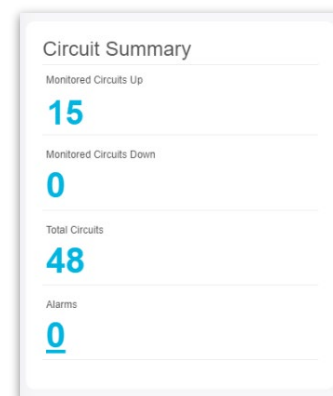
This card at the top of the Dashboard offers account information including the address and account number for most Administrator accounts.

If viewed by the SuperAdmin or a Billing Admin, information about the current account balance, and links to the latest invoice information and to the [Billing](#) page to review billing data or make a payment is available in this area, as well.



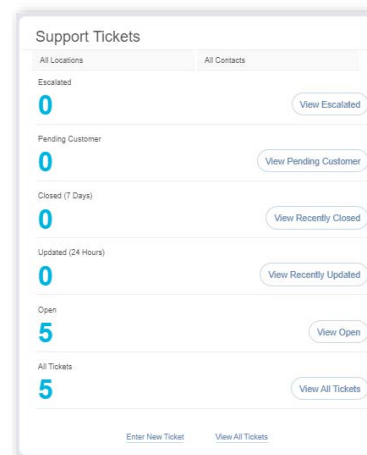
### \*Circuit Summary

The Circuit summary card displays the current counts for the Circuits and networking devices discovered in **inventory** for the organization along with basic information and the Alarm count data for the *monitored* devices.



### \*Support Tickets

\*This section requires sufficient access permissions to Support Tickets to view and/or to view all features. This dashboard card displays the most recent support ticket activity and offers filter tools, links to review specific tickets (filtered views), and a link to review the full list of open and recently closed items in the Support Tickets page.



### \*Starred Tickets

This section requires sufficient access permissions to Support Tickets to view and/or to view all features in it. The card offers searchable quick view of the tickets the account holder has selected to watch (★ Starred). Click on a ticket number link to view the ticket information.

Click on the orange star adjacent to an item to remove the item from 'watched' status and from this list upon refresh.

Where authorized, Admins may also have access to the **View All Tickets** link for direct access to open the [Support Tickets](#) page and review the list of currently Open and recently closed trouble/information support ticket submissions (within the last seven [7] days) .

Starred Tickets 6						
★	Ticket ...	Subject	Prior...	Esca...	Status	Last Up...
★	<a href="#">01568571</a>	TEST - ...	Minor	no	New	06/09/2...
★	<a href="#">01501528</a>	test ign...	Minor	no	Closed	05/23/2...
★	<a href="#">01554393</a>	QA Test...	Minor	no	New	06/09/2...
★	<a href="#">01553712</a>	test	Minor	no	New	06/09/2...
★	<a href="#">01552796</a>	TEST - ...	Minor	no	Open	06/05/2...

### \*Important Note:

Some Admin Dashboard sections discussed in this document may not need to be displayed in your system -OR there may be additional dashboard sections that display voice tools where those features/services are also in use on the account which are not discussed here and can be reviewed in the *My Cloud Services Admin Guide*.

To secure data appropriately, by default only the organization's designated SuperAdmin has access to view all available Admin Dashboard sections and tools, based on the purchased services and products on the account.

*The Dashboard sections display to all others based on purchased services or products and the individual account holder's authorization level as assigned by the organization's designated SuperAdmin. Only Full Access permissions to advanced tools will allow a related section to display with all features in the Admin Dashboard.*

## 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 user assigned 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	<a href="#">3100001051-01</a>	81	73	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
SIP Trunking	<a href="#">3100001051-02</a>	22	21	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
Hosted IP PBX 2	<a href="#">3100001051-03</a>	8	8	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
Service Office	<a href="#">3100001051-04</a>	3	2	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
Brandon Ext SIP Trunk Test	<a href="#">3100001051-05</a>	0	0	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
IP Trunking test location	<a href="#">3100001051-06</a>	48	28	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
IP Trunking Test2	<a href="#">3100001051-07</a>	54	28	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
location gama	<a href="#">3100001051-08</a>	4	2	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	

## \*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](#)

MOMENTUM

Admin Tools

Locations & Groups

Billing

Support Training

Billing

Customer Profile

Name

Test Account

Account Number

3100000026-01

Billing Address

507 W Main ST  
SAVANNAH, MO 64485

Payment

Due Upon Receipt

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 --

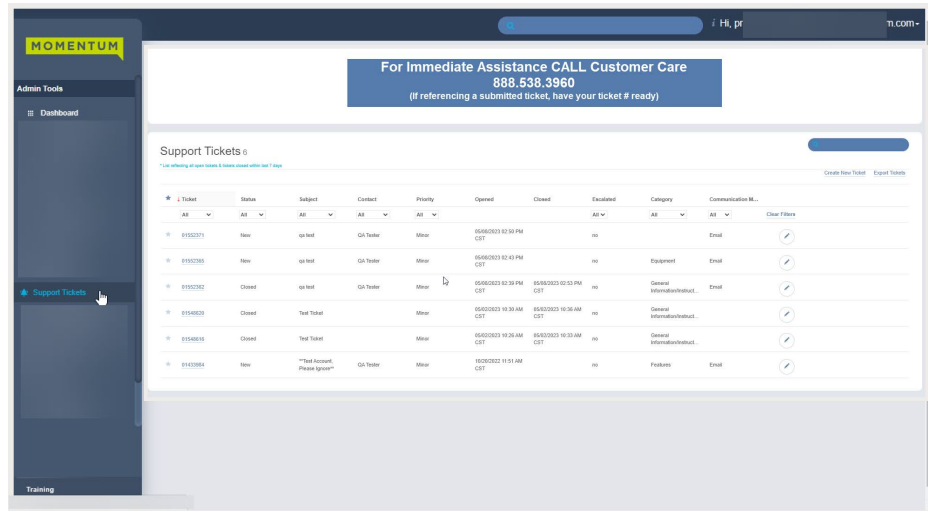
Go

## \*SUPPORT TICKETS

*Displays contact information for Customer Care. Advanced access permissions required to view or use advanced tools.*

The Support Tickets section and related tools require authorization to view or manage.

Support Ticket submitters need to be Authorized Customer Support Contacts for the organization. Default access level is NONE (section and tools are not visible) for all portal user types except the SuperAdmin who has FULL access by default and manages all other users' access. The Read-Only access option allows viewing-only access to the current ticket list and data based on Admin/User settings. FULL access permission to Support Tickets is required to submit tickets and access related ticket management tools.



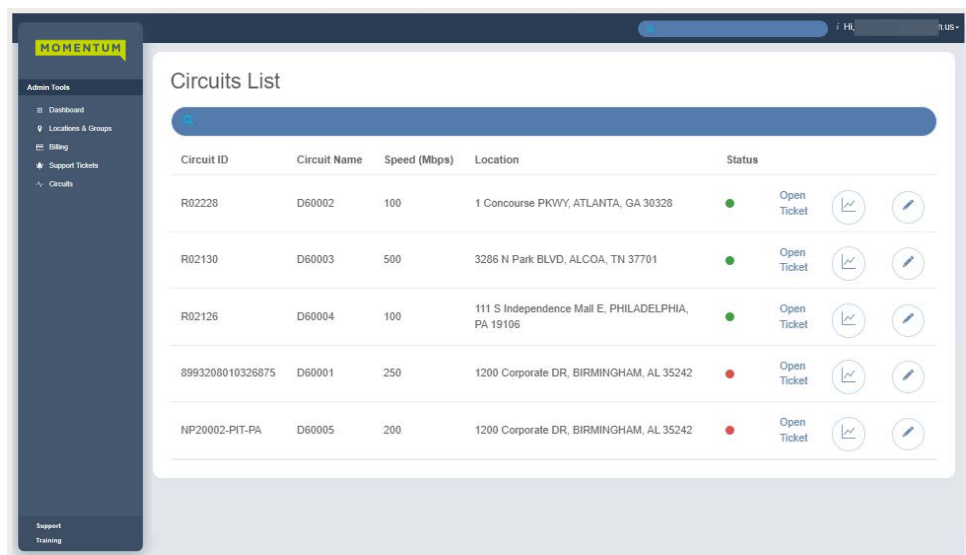
## \*CIRCUITS | \*SERVICE LOCATIONS

*DATA CUSTOMERS ONLY*

*Access to review networking and circuit information.*

This section only displays in Admin Tools for those organizations with Data/Networking/Circuits purchased, and offers access to view useful performance information, if monitored.

[Edit Basic Portal Display Information](#) • [View Monitored Devices' Current Status](#) • [View Performance Metric Charts](#)



## \*MANAGE MFA

*Access permissions based on admin role*

The [Manage MFA](#) section offers access to a searchable and sortable list view of the user and admin portal access accounts along with a Reset MFA tool that lets the Admin disconnect a user's current MFA protocol thus allowing the user to access the portal without using MFA (if MFA is Optional) OR setup their MFA protocol again during the next sign in attempt (if MFA is Mandatory).

MOMENTUM

Admin Tools

Dashboard

Locations & Groups

Services & Users

Trunking

Enterprise Settings

Billing

Contact Center

IP Trunking

Support Tickets

Enterprise Trunking

Microsoft Teams

Manage MFA

Manage MFA Users

User ID	Azure User Name	Email	Verification Method	Last Reset	Manage User		
41 35	prodr	momentumtele...	st	momentumtelecom.com	2023-11-09	Reset MFA	
26 37	20559	ymtm us	ja	eny@momentumteleco...	app	2024-02-14	Reset MFA
11 40	4706	ymtm us	dc	ri@momentu...		2023-10-23	Reset MFA
11 36	4703	ymtm us	ve	etty@momentu...		2023-10-23	Reset MFA
11 37	16571	030643_VMR@...	ja	momentumteleco...	SMS	2023-05-26	Reset MFA
11 22	4706	ymtm us	st	umtelecom.com		2023-10-23	Reset MFA
11 18	4706	ymtm us	st	umtelecom.com	SMS	2024-02-14	Reset MFA