My Cloud Services Portal Data Admin

Sign In

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

Go to portal.momentumtelecom.com and enter your Administrator Username and Password to Sign In. During the sign in process, you may be prompted to setup/use MFA protocols and 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.

MOM T E L	ENTUM E C O M
Admin Tools	
III Dashbo	ard
Continue	ns & Groups
🚍 Billing	
r Support	Tickets
-∿- Circuits	
🖧 Manag	je MFA

- Dashboard The home page for Data Administrators
- Locations & Groups Group level Admin account management tools
- *Billing Restricted Access. Advanced Billing information and payment management for authorized personnel only.
- *Support Tickets Restricted Access. Authorized Admins may have access to view (readonly) and/or submit (full access) non-emergency requests for assistance or information to Customer Care.
- *Circuits | *Service Locations Limited Access | Data Customers. Review information about the active circuits in inventory (monitored/unmonitored)
- Manage MFA Limited Access Review MFA activation status information and a Reset tool for assisting others with MFA-related portal access issues.

* Restricted and limited access sections may require additional authorization per Administrator.

Data Admin Dashboard

The Home page for Administrators. The Admin Dashboard provides at-a-glance views of *Live* and historical account activity, <u>AND</u> 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*.

		(4)	i Hi r.com-
MOMENTUM	Best Company Ever		
Admin Tools		Current Palance: \$750,190 EE	
III Dashboard	and the second second	Due Date: 7/1/2023	Make a Payment
9 Locations & Groups	Account No.: 3904		View Invoice
E Billing			
Ar Support Tickets	Starred Tickets	Support Tickets	
小 Circuits		All contacto	
🝰 Manage MFA		Proceedings Proceedings	
	No Available Tickets	Escalated	
	Enter New Ticket View All Tickets	U View Escalated	
		Pending Customer	
		View Pending Customer	
	Circuit Summary		
	Monitored Circuits Up	Closed (7 Days)	
	5	12 View Recently Closed	
	Hardward Charle Dava		
	Monitored Circuits Down	Updated (24 Hours)	
	U	View Recently Updated	
	Total Circuits		
	107		
	137		
	Alarms	All Tickets	
	0	View All Tickets	
	-		
Support		Enter New Ticket View All Tickets	

MOMENTUM

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, perform MFA self-management, or update your directory information. You may also review Support and Training resource information, and Log Out from here.

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.

			i Hi, mich	com-
MOMENTUM	Data Circuit Customer			
Admin Tools	123 MAIN STREET	Current Balance: \$241,672.82	Moko a Paul	mont
# Dashboard	ANTIOWN, USA 00001	Due Date: 5/31/2023		
Locations & Groups	Account No.		View Invol	ice
🖽 Billing				

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

15	
Monitored Circuits Down	
Total Circuits	
Alarms	

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

*Support Tickets

All Locations	All Contacts
Escalated	
0	View Escalat
Pending Customer	
0	View Pending Custon
Closed (7 Days)	
0	View Recently Close
Updated (24 Hours)	
0	View Recently Updat
Open	
5	View Op
All Tickets	
5	View All Tick

* This section requires sufficient access permissions to Support Tickets to display. This card offers the most recent support ticket activity and useful filtering tools:

- Filter by location or Contact name.
- Buttons link to review specific types of tickets (filtered views)
- A link to View All Tickets within the Support Tickets page

*Starred Tickets

Support

Training

Log Out

0						
*	Ticket	Subject	Prior	Esca	Status	Last Up
*	01568571	TEST	Minor	no	New	06/06/2
*	01561528	test ign	Minor	no	Closed	05/23/2
*	01554393	QA Test	Minor	no	New	06/09/2
*	01553712	test	Minor	no	New	06/06/2
*	01552796	TEST	Minor	no	Open	06/05/2
н	4 1 2	ны				1 - 5 of 6 item:

* This section requires sufficient access permissions to Support Tickets to display. The card offers a searchable view of the tickets the account holder has selected to watch (★ Starred).

- Search within the list.
- Link to view a ticket's information.
- Remove items from 'watched' list
- View All Tickets link