

My Cloud Services Portal Voice 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 credentials to Sign In. During the sign in process, MFA verification may be required and Terms and Conditions may need to be acknowledged.

Admin Tools Menu

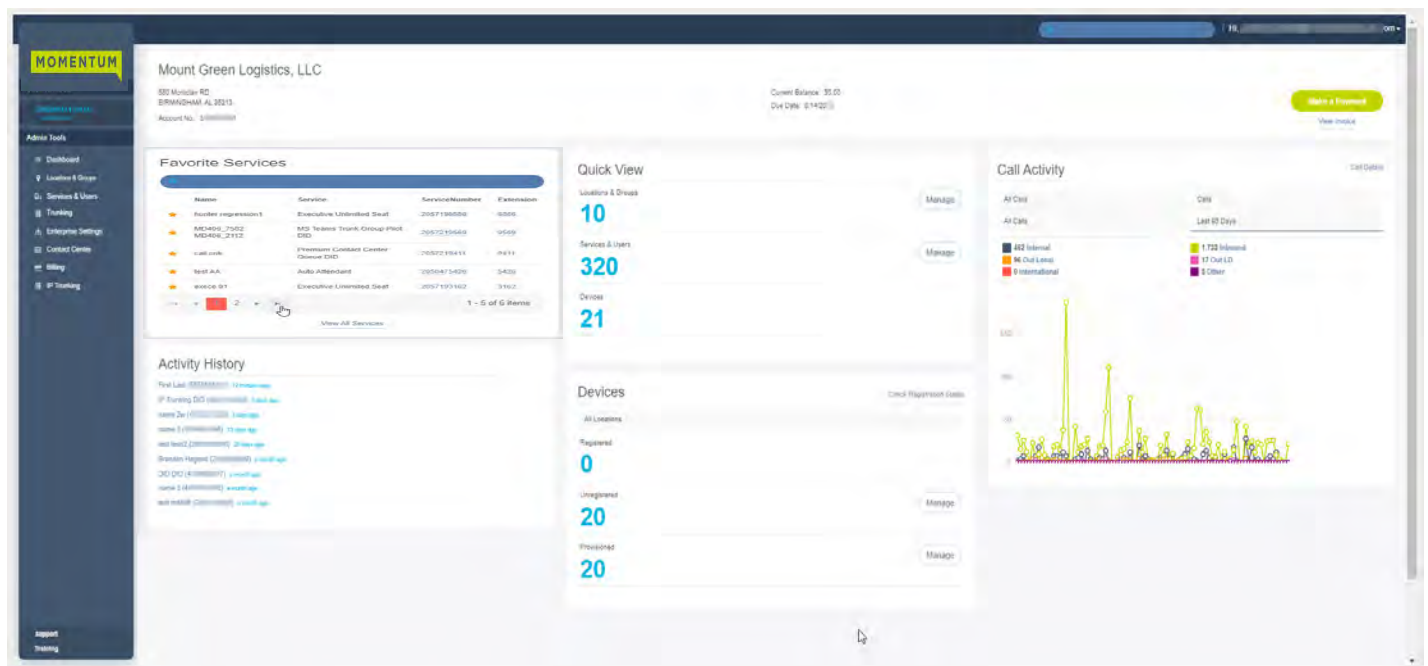
The **Admin Tools Menu** on the left side of the dialog offers permission-based access to useful administration sections. Only sections related to services on the Organization's account can be displayed in this area.

- ❖ **Dashboard** - The home page for Administrators offers useful information and filtered access to useful sections of the Cloud Services Portal
- ❖ **Locations & Groups** - Location and Group level feature management
- ❖ **Services & Users** - User Account list and access to individual user settings
- ❖ **Trunking | *IP Trunking | *Enterprise Trunking** - Review and manage basic or specialized trunking settings based on the organization's setup.
- ❖ **Enterprise Settings** - Manage enterprise-level services and features
- ❖ ***Contact Center** - Contact Center customers. Administer Contact Center setup
- ❖ ***Microsoft Teams** - Teams Admins Only. Advanced Teams initial deployment and general User TN / Routing assignment management tools
- ❖ ***Call Recording** - Call Recording customers only. Manage basic voice settings for Call Recording licenses holders
- ❖ ***Webex** - Webex customers only. Search for and review the self-activation process status for users who are assigned Webex licenses
- ❖ ***Circuits | Service Locations** - For data customers. Review basic circuit or networking performance
- ❖ ***Billing** - Restricted Access. Advanced Billing information review and payment management tools
- ❖ ***Devices** - Provider-Level Access. Advanced access to manage device inventory on the account. Requires additional training
- ❖ ***Service Changes** - Provider-Level Access. Advanced billing-impacting service change order management tools. Requires additional training
- ❖ ***Support Tickets** - Restricted Access - Permissions and authorization required to view and/or use the tools for communications with Customer Care

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

Voice 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*.



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VOICE 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](#)

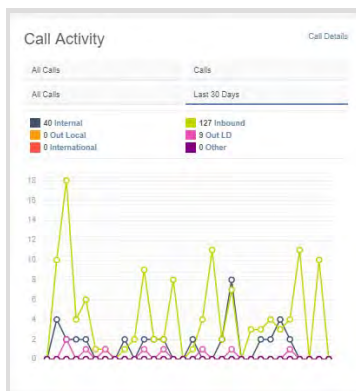
Best Company, Inc

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	ServiceNumber	Extension
✱ holler regression1	Executive Unlimited Seat	2057196598	8306
✱ MCM99_7502 MDARE_2112	MS Teams Trunk Group Pilot DID	2057219568	9569
✱ call.cock	Premium Contact Center Queue DID	2057219411	9411
✱ test AA	Auto Attendant	2050471470	5435
✱ 98026 91	Executive Unlimited Seat	2057193162	3162

1 - 5 of 6 items

[View All Services](#)

Favorite Services - Locate accounts set as favorites ★ for constant quick Dashboard access. Use the Search (top) or pagination tools (bottom) to find accounts you've set as Favorites.

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](#)

Note: Additional dashboard sections may display information or tools for optional or advanced permissions sections of the Cloud Services Portal if they relate to services on the Organization's account and the Administrator has been granted sufficient access permissions for any of those areas.

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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	2100001951-01	51	22	880 Montclair RD	BURBANK	CA	william.powell@momentumcloud.com	See 911 Address List	
SIP Trunking	2100001951-02	22	21	880 Montclair RD	BURBANK	CA	william.powell@momentumcloud.com	See 911 Address List	
Hosted IP PBX 2	2100001951-03	5	9	880 Montclair RD	BURBANK	CA	william.powell@momentumcloud.com	See 911 Address List	
Service Office	2100001951-04	2	2	880 Montclair RD	BURBANK	CA	william.powell@momentumcloud.com	See 911 Address List	
Branch Ext SIP Trunk Test	2100001951-05	2	2	880 Montclair RD	BURBANK	CA	william.powell@momentumcloud.com	See 911 Address List	
IP Trunking test location	2100001951-06	42	28	880 Montclair RD	BURBANK	CA	william.powell@momentumcloud.com	See 911 Address List	
IP Trunking Test2	2100001951-07	54	25	880 Montclair RD	BURBANK	CA	william.powell@momentumcloud.com	See 911 Address List	
location game	2100001951-08	4	2	880 Montclair RD	BURBANK	CA	william.powell@momentumcloud.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	1957298253	9257		Call Center		anywhere control
DID	DID	DID	1957298257	9257		SIP Trunking		DID DID
Basic Mailer Mail with VoiceMail w/ DID	Basic	M/Vinal	1957298261	9253	af404133e6e	Call Center		Basic M/Vinal
Auto Attendant Tree	AA	Tree	1957298263	9253		Call Center		AA Tree
Premium Call Center Agent						Location 3		
Auto Attendant Unlimited	Standard	AA	1957298265	9255		Call Center		Standard AA
Collaborative Bridge	Collab	Bridge	1957298269	9262		Call Center		Collab Bridge
Premium Contact Center Queue with IVR Unlimited	Premium	CC	1957298259	9259		Call Center		Premium CC
Audio Conferencing	Audio	Conf	1957298264	9261		Call Center		Audio Conf
DID	DID	DID	1957298266	9264		SIP Trunking		DID DID
DID	DID	DID	1957298266	9260		SIP Trunking		DID DID
DID	DID	DID	1957298273	9273		SIP Trunking		DID DID
DID	DID	DID	1957298287	9287		SIP Trunking		DID DID
DID	DID	DID	1957298295	9295		SIP Trunking		DID DID
DID	DID	DID	1957298305	9295		SIP Trunking		DID DID
DID	DID	DID	1957298321	9271		SIP Trunking		DID DID

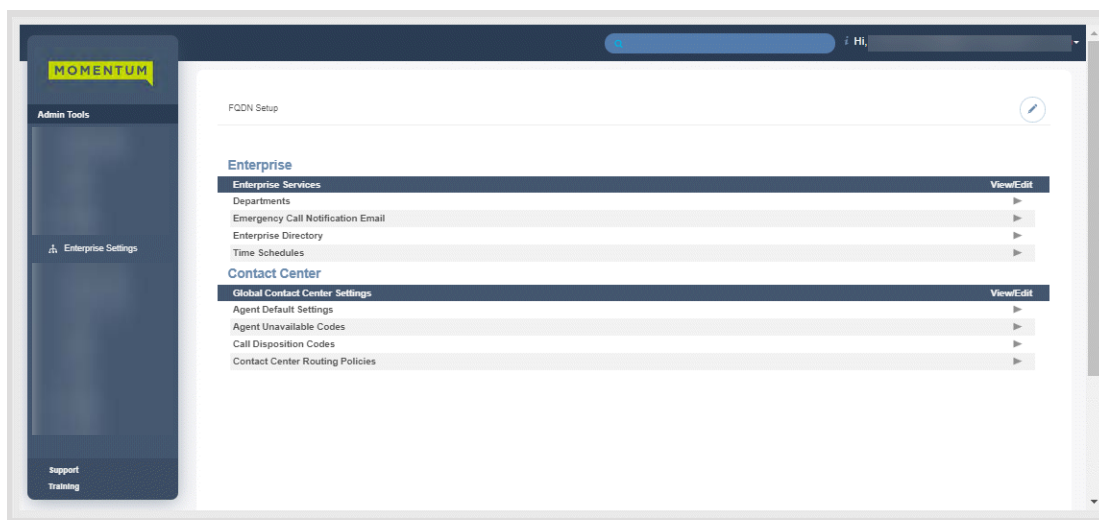
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ENTERPRISE SETTINGS

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.

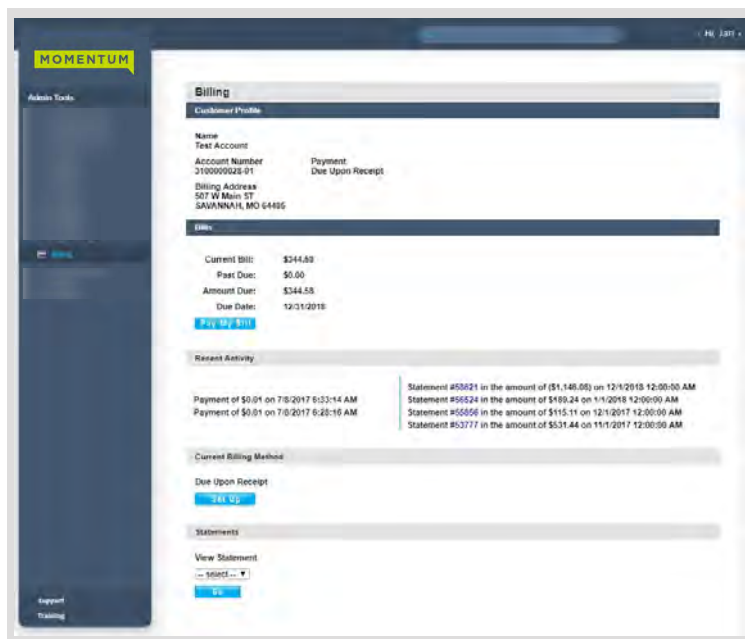


*BILLING

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](#)

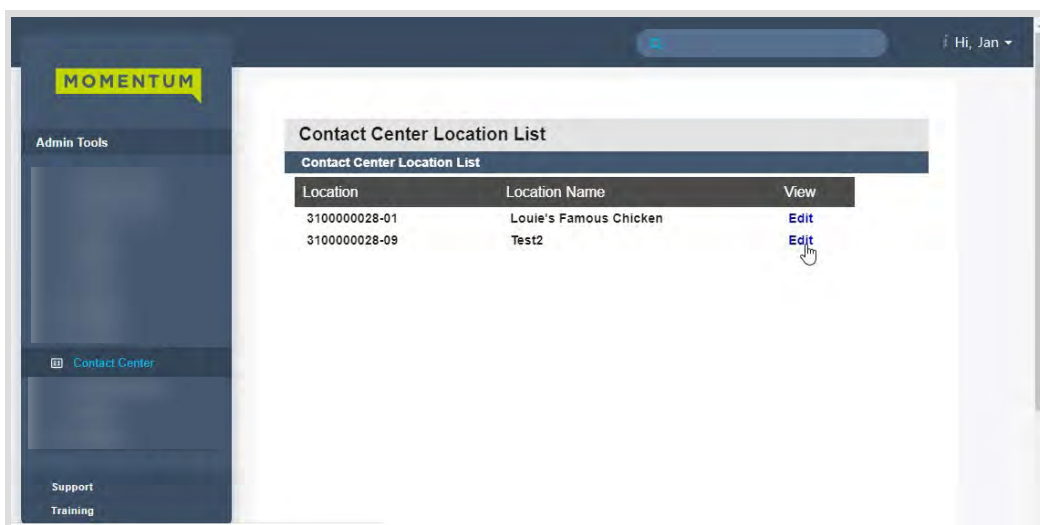


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CONTACT CENTER

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.

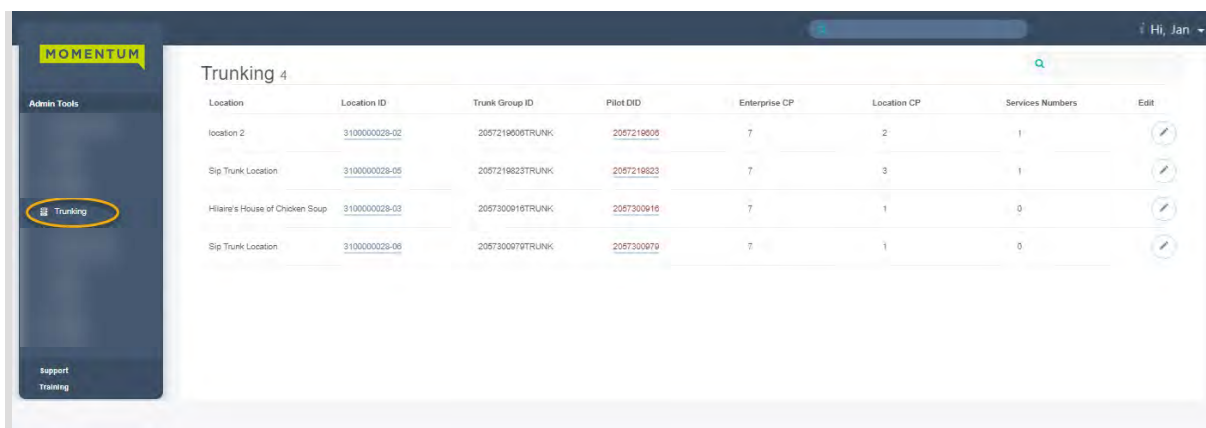


TRUNKING

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.



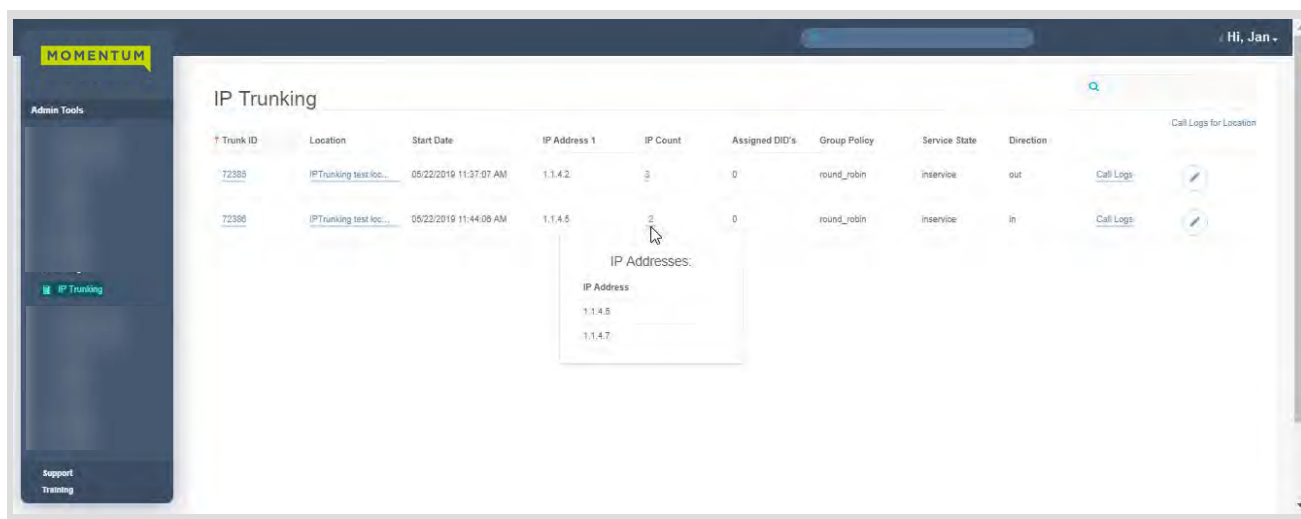
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*IP TRUNKING

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](#)

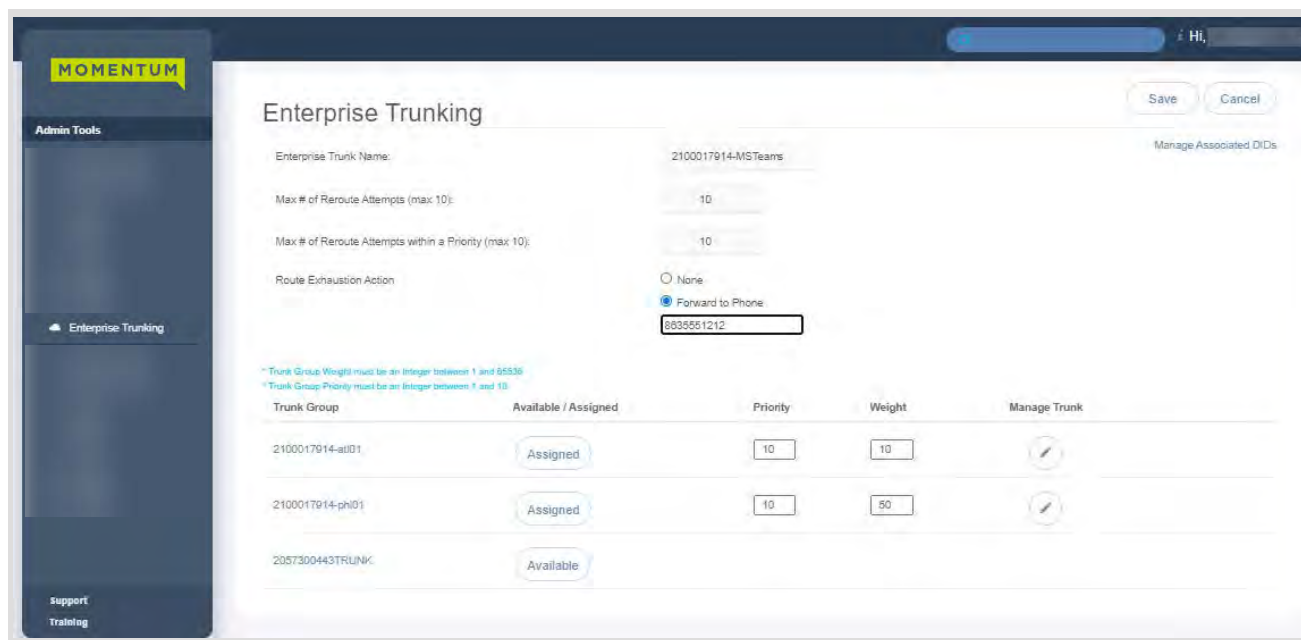


*ENTERPRISE TRUNKING

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](#)

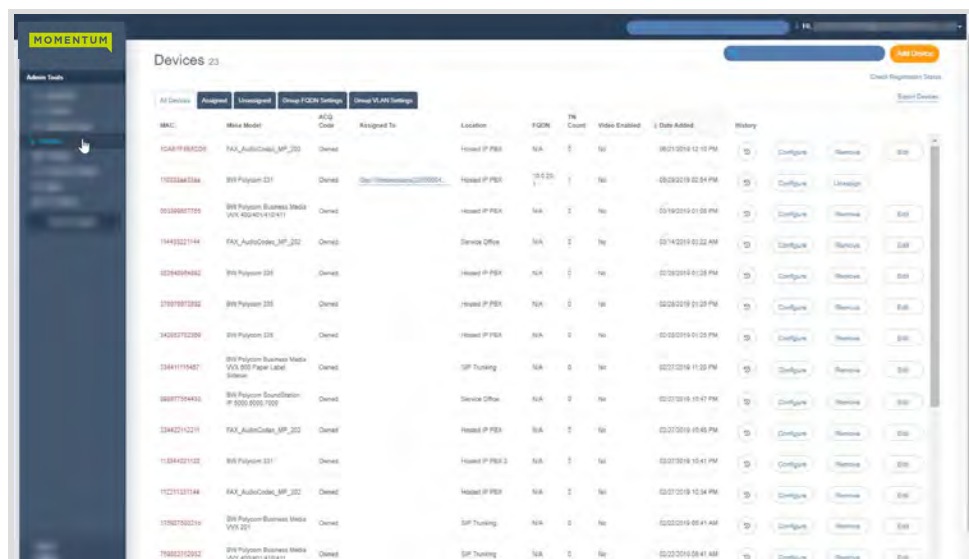


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*DEVICES

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.

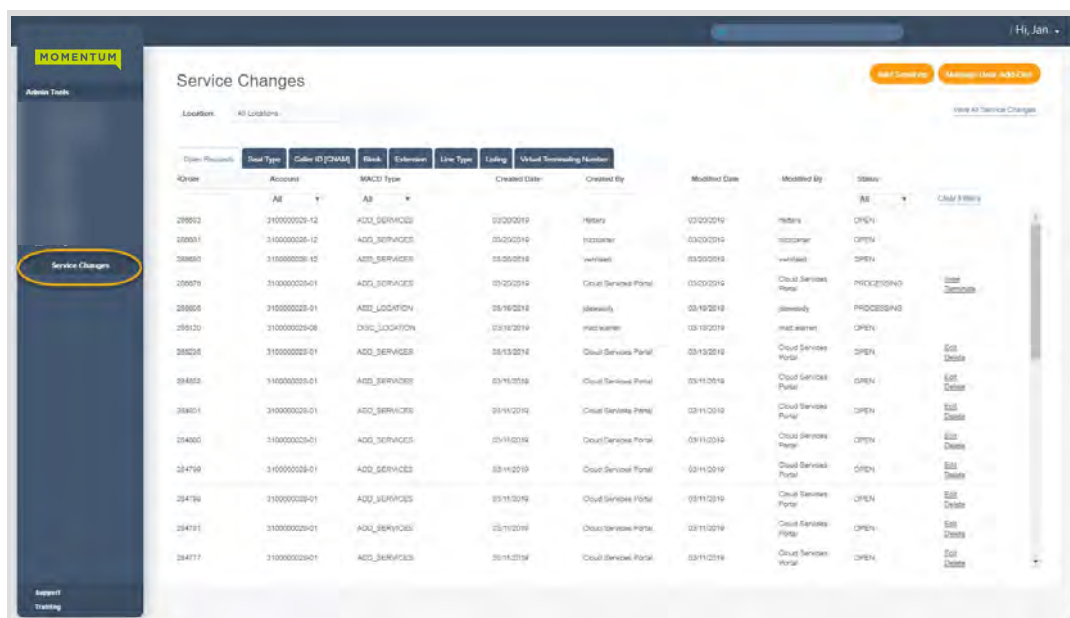


ID	Name	Model	FQDN	Location	Actions
1000000001	FXS_AudioCoder_MP_202	FXS_AudioCoder_MP_202	Head P PEX	Head P PEX	Configure, Remove, Edit
1000000002	FXS_AudioCoder_MP_202	FXS_AudioCoder_MP_202	Head P PEX	Head P PEX	Configure, Remove, Edit
1000000003	FXS_AudioCoder_MP_202	FXS_AudioCoder_MP_202	Head P PEX	Head P PEX	Configure, Remove, Edit
1000000004	FXS_AudioCoder_MP_202	FXS_AudioCoder_MP_202	Head P PEX	Head P PEX	Configure, Remove, Edit
1000000005	FXS_AudioCoder_MP_202	FXS_AudioCoder_MP_202	Head P PEX	Head P PEX	Configure, Remove, Edit
1000000006	FXS_AudioCoder_MP_202	FXS_AudioCoder_MP_202	Head P PEX	Head P PEX	Configure, Remove, Edit
1000000007	FXS_AudioCoder_MP_202	FXS_AudioCoder_MP_202	Head P PEX	Head P PEX	Configure, Remove, Edit
1000000008	FXS_AudioCoder_MP_202	FXS_AudioCoder_MP_202	Head P PEX	Head P PEX	Configure, Remove, Edit
1000000009	FXS_AudioCoder_MP_202	FXS_AudioCoder_MP_202	Head P PEX	Head P PEX	Configure, Remove, Edit
1000000010	FXS_AudioCoder_MP_202	FXS_AudioCoder_MP_202	Head P PEX	Head P PEX	Configure, Remove, Edit

*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.



Order ID	Order Type	Order Date	Order Status	Order Description
218803	ADD_SERVICES	02/20/2019	History	Cloud Services Portal
200051	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200050	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200049	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200048	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200047	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200046	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200045	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200044	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200043	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200042	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200041	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200040	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200039	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200038	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200037	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200036	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200035	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200034	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200033	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200032	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200031	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200030	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200029	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200028	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200027	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200026	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200025	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200024	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200023	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200022	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200021	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200020	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200019	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200018	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200017	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200016	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200015	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200014	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200013	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200012	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200011	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200010	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200009	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200008	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200007	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200006	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200005	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200004	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200003	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200002	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal
200001	ADD_SERVICES	03/20/2019	Incident	Cloud Services Portal

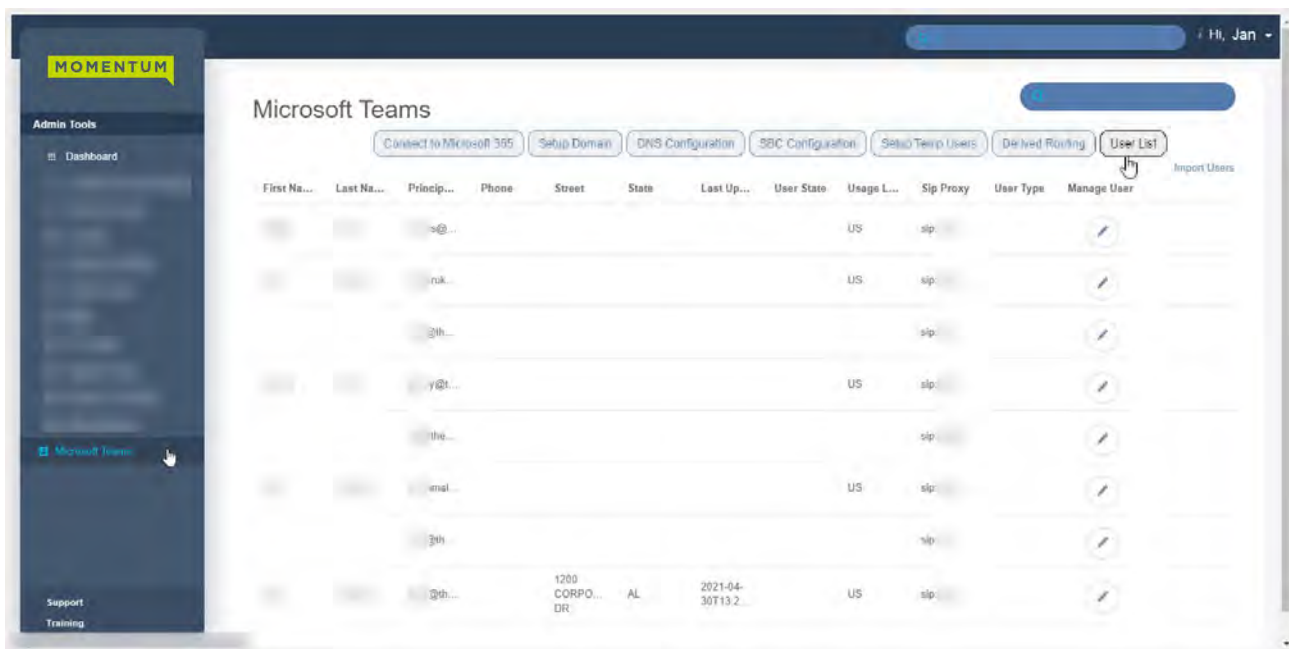
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*MICROSOFT TEAMS

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](#)



*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](#)



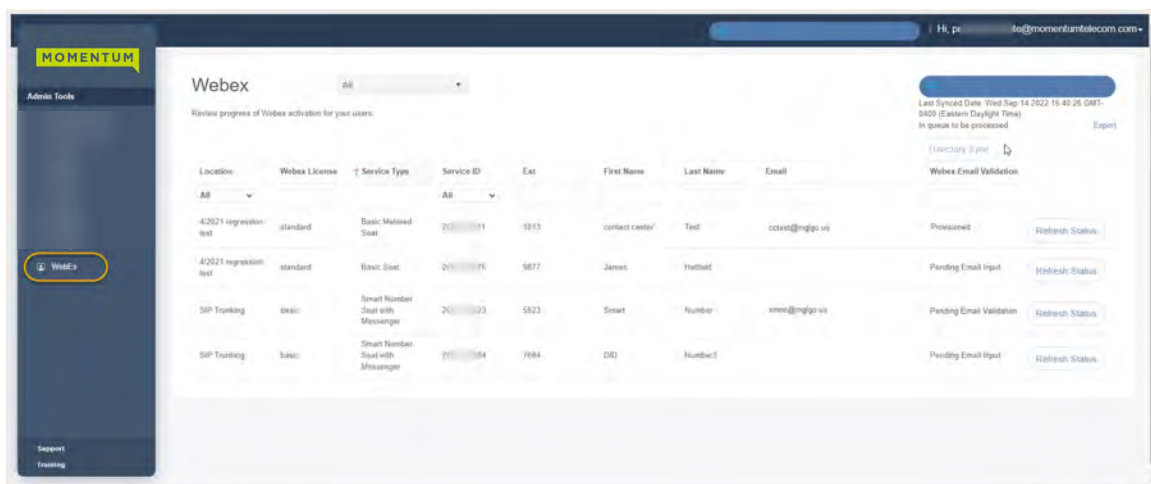
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*WEBEX

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](#)



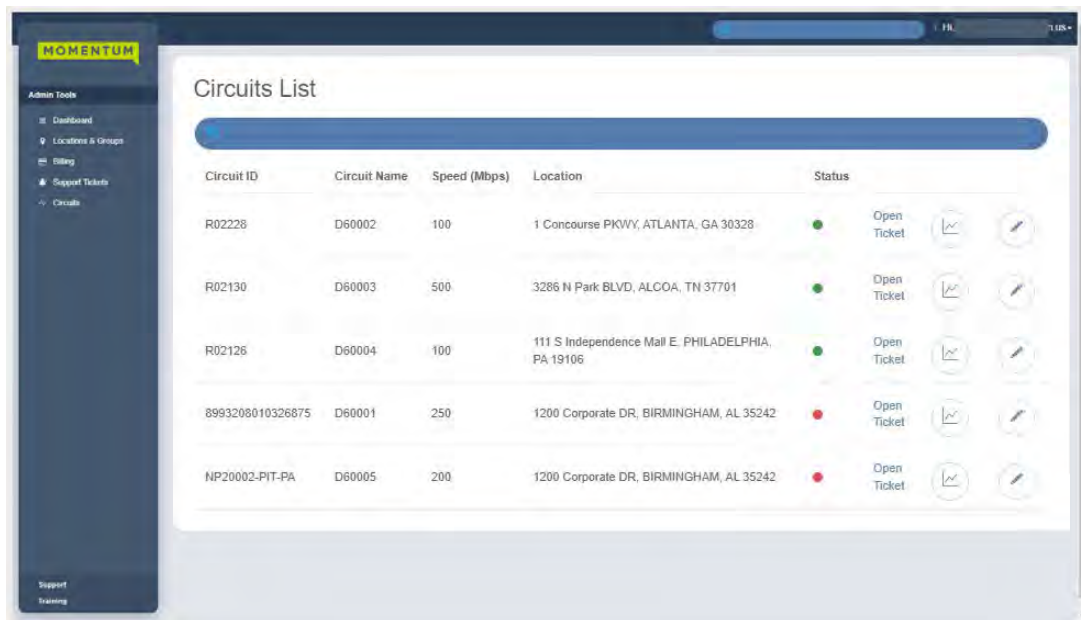
*CIRCUITS | *SERVICE LOCATIONS

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 Display Information](#) • [View Monitored Devices' Current Status](#) • [View Performance Metrics](#)



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*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 access and utilize.

Support Ticket submitters need to be Authorized Customer Care Contacts for the organization. Default access level is NONE for all user types except the SuperAdmin who has FULL access by default and manages all other users. The Read-Only access option allows viewing-only access to the current ticket list. FULL access permission to Support Tickets is required to submit tickets and access all related tools.

Support

For immediate assistance please CALL Customer Care
888.538.3960
(If referencing a submitted ticket, have your ticket # ready)

Support Tickets 5

* Last refreshing of open tickets & tickets closed within last 7 days

Create New Ticket Export Tickets

Ticket	Status	Subject	Contact	Priority	Opened	Closed	Escalated	Category	Contact Method
01568071	New	TEST - DO NOT CLOSE		Minor	06/05/2023 10:55 AM CST		no		
01554293	New	QA Test - Do not close		Minor	05/11/2023 10:19 AM CST		no	Other	Email
01553712	New	test	QA Tester	Minor	05/10/2023 10:42 AM CST		no	Mobility	Email

SUPPORT & TRAINING

The **Support** option in the left navigation Menu panel (and in the quick access drop-down menu at the top of the screen) opens the Support page information located at GoMomentum.com in a new page in the web browser.

The **Training** option in the Menu panel (and in the quick access drop-down list at the top of the screen) opens the Momentum University library of useful documentation, information, and videos about Momentum products and services that are available to Momentum customers 24/7.

Support

What can we help with?

Our technical support team is made up of real people who are ready and willing to answer any questions you might have.

Momentum Enterprise
Support: 888.538.3960
Email: 877.253.3964

Momentum Wholesale
Support: 877.443.1191

For training and support documentation visit **Momentum University**

Welcome to Momentum University

Momentum University is an online knowledge base of training and support content that will help you with the tools you need to know about Momentum's managed cloud services.

My Cloud Services Portal

Support Training