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, follow prompts to setup/use MFA protocols and acknowledge Terms and Conditions to proceed if required to do so.

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.
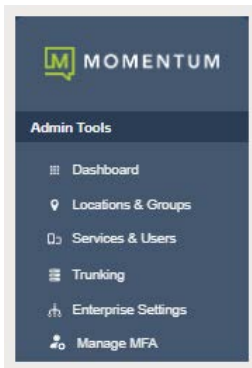
❖ **Dashboard** - The home page for Administrators

❖ **Locations & Groups** - Group level portal Admin account / access 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 portal account MFA activation status/Reset MFA management tool

* Restricted/Limited 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, <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*.
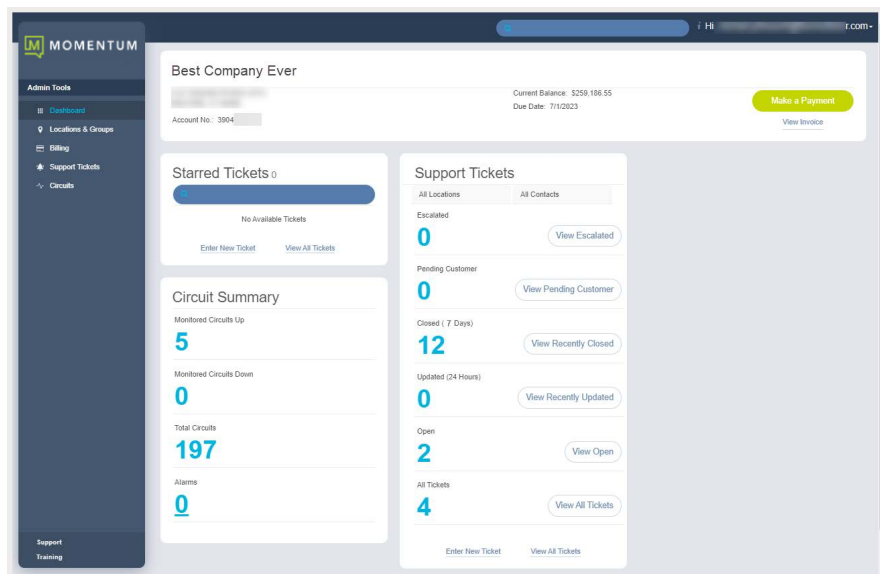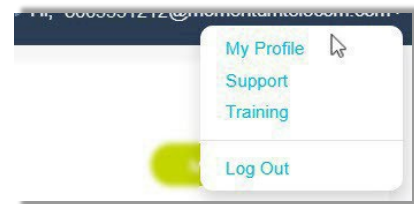
DATA ADMIN DASHBOARD FEATURES

Site Search

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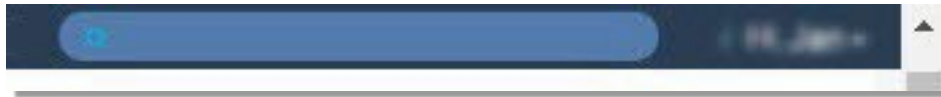
Admin Information

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.
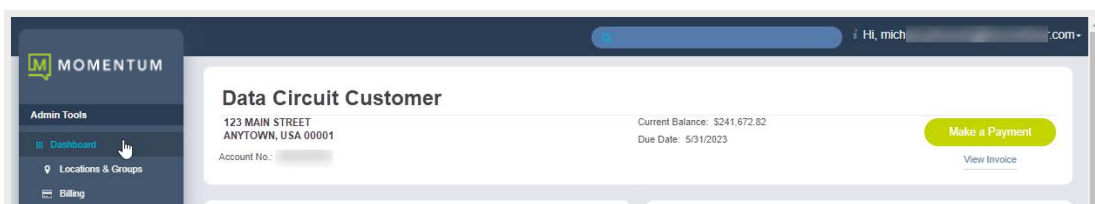
*Circuit Summary

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.
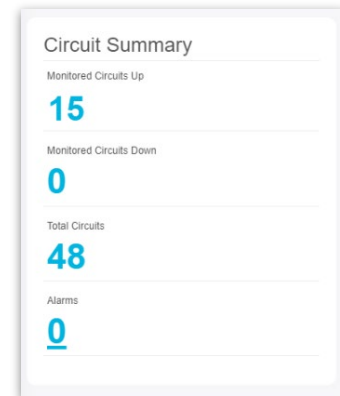
*Support Tickets

*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.
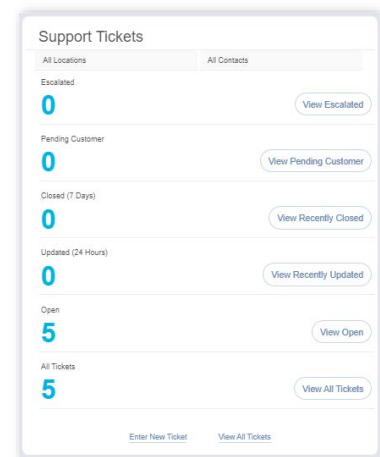
*Starred Tickets

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) .

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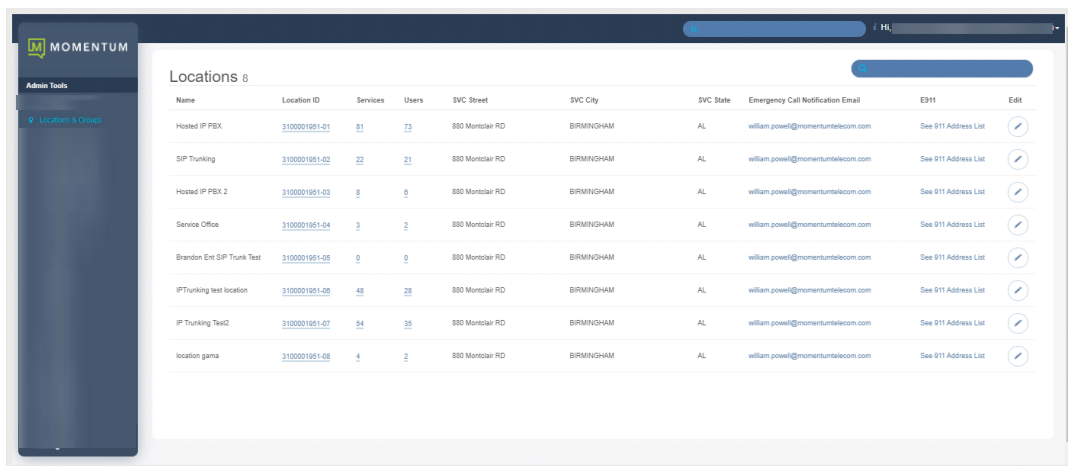
The Dashboard sections display to all others based on purchased services or products and the individual account holder's authorization level as assigned by the organization's designated SuperAdmin. Only Full Access permissions to advanced tools will allow a related section to display with all features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

*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

*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

BETA. 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
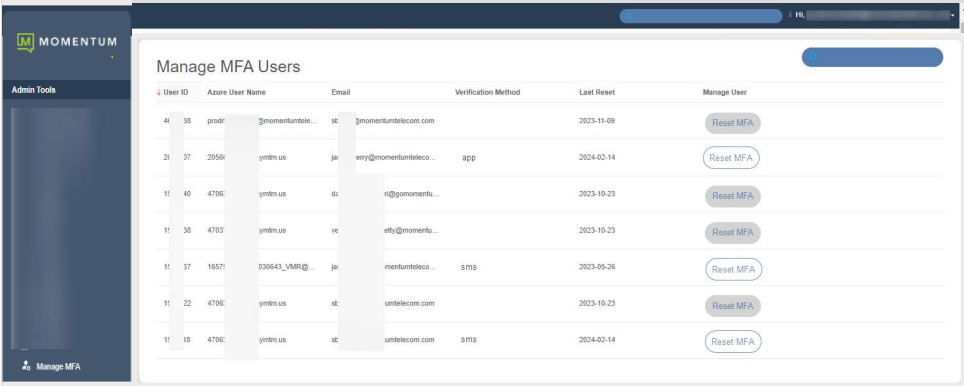
*MANAGE MFA

Access permissions based on admin role

The Manage MFA section offers access to a searchable and sortable list view of the portal access accounts along with a Reset MFA tool that lets the Admin disconnect an account holder's current MFA protocol thus allowing access to the portal using username/password credentials (if MFA is Optional) OR to setup their MFA protocol again during the next sign in attempt (if MFA is Mandatory).