

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 credentials to Sign In.

During the sign in process, MFA security protocols may be required and acknowledgment of Terms may be required to proceed upon entry.

Admin Tools Menu

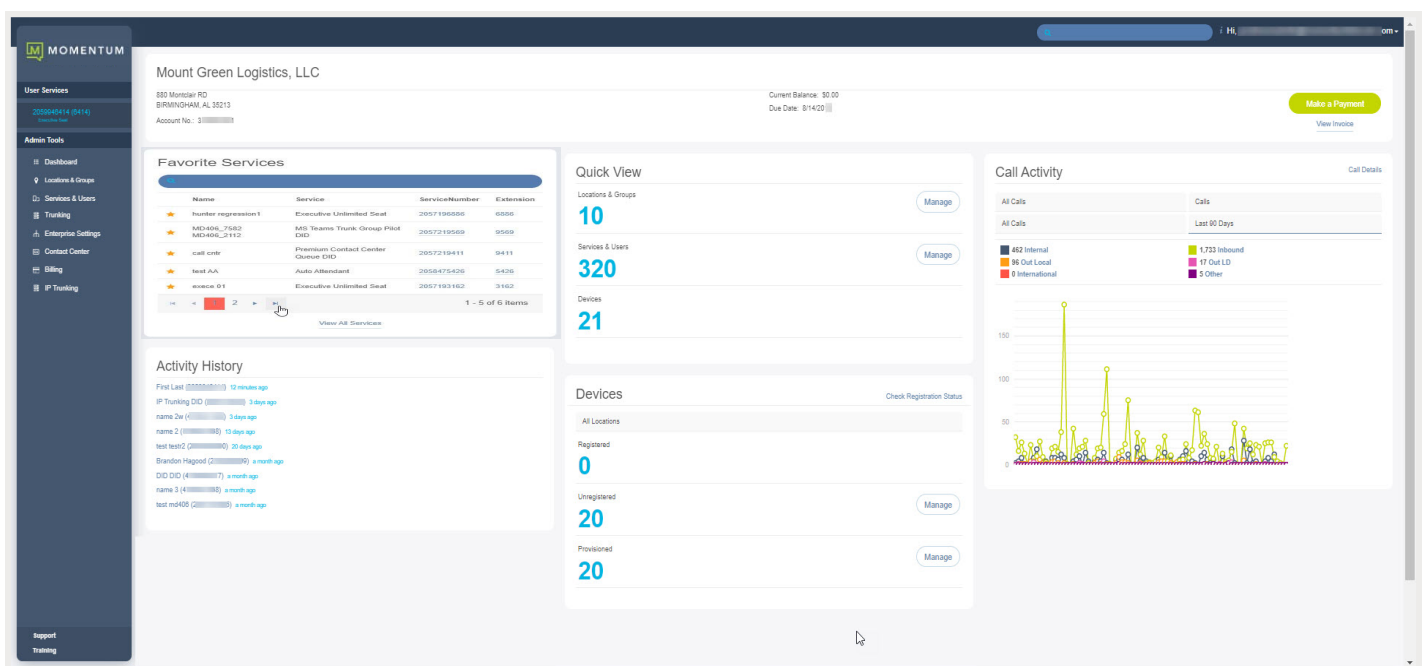
The **Admin Tools Menu** on the left side of the portal view offers permission-based access to at useful administration sections. Only those areas the Organizations the Admin is authorized to view will be displayed and available:

Note: *Admin Tools section access is permission-based. The Provider-Level sections are not displayed to any Admins by default.*

- ❖ **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** - Limit Access to Teams Admins. Advanced Teams initial deployment and User TN / Routing assignment management tools
- ❖ ***Call Recording** - Call Recording customers only. Manage basic voice settings for Call Recording license holders
- ❖ ***Webex** - Webex customers only. Search for and review the self-activation process status for users who are assigned Webex licenses
- ❖ ***Circuits | *Service Locations** - Beta. For data customers. Review basic circuit performance metrics for devices in inventory
- ❖ ***Billing** - Restricted Access. Advanced Billing information review and payment management tools
- ❖ ***Manage MFA** - Review assigned user MFA activation status and Reset MFA to assist users with MFA-related access issues
- ❖ ***Devices** - Provider-Level Access. Advanced access to manage device inventory on the account. Restricted
- ❖ ***Service Changes** - Provider-Level Access. Advanced billing-impacting service change order management tools. Restricted
- ❖ ***Support Tickets** - Limited Access - Permissions and authorization required to work with the tools to communicate with Customer Support

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*.



Mount Green Logistics, LLC

880 Montclair RD
BIRMINGHAM, AL 35213
Account No.: 3

Current Balance: \$0.00
Due Date: 9/14/20

[Make a Payment](#)
[View Invoice](#)

Favorite Services

Name	Service	Service/Number	Extension
number registration 1	Executive Unlimited Seat	2957190696	6096
MD496_7582 MD496_3112	MS Teams Trunk Group PRAI DID	2957219569	9569
call center	Premium Contact Center Queue DID	2957219411	9411
test AA	Auto Attendant	2958475426	5426
essence 01	Executive Unlimited Seat	2957193162	3162

1 - 5 of 6 Items
[View All Services](#)

Quick View

- Locations & Groups: **10** [Manage](#)
- Services & Users: **320** [Manage](#)
- Devices: **21**

Devices

- All Locations
- Registered: **0**
- Unregistered: **20** [Manage](#)
- Provisioned: **20** [Manage](#)

Call Activity

All Calls: **402** Internal, **16** Out Local, **9** International

Calls: **1223** Inbound, **17** Out LD, **5** Other

Activity History

- First Last (0000000000) 12 minutes ago
- IP Trunking DID (0000000000) 3 days ago
- name Dae (0000000000) 3 days ago
- name 2 (0000000000) 15 days ago
- test test2 (0000000000) 20 days ago
- Brandon Hagood (0000000000) a month ago
- DID DID (0000000000) a month ago
- name 3 (0000000000) a month ago
- test test4 (0000000000) a month ago

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 portal sections require sufficient authorization or permission to view and use.

Account Profile - Review current account information. 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](#)

Starred Tickets 5

Support Tickets 5

0 [View Details](#)

0 [View Pending Customer](#)

0 [View Recently Closed](#)

0 [View Recently Opened](#)

5 [View Open](#)

5 [View All Tickets](#)

Support Tickets & Starred Tickets - These two optional dashboard cards only display to authorized Admins and offer quick views for submitted support ticket information, and access to the Support Tickets section to view more details.

Note: Some dashboard sections may display information or tools for optional or advanced permissions sections of the Cloud Services Portal ONLY if the Administrator has been granted sufficient access permissions for any of those areas.