My Cloud Services Portal User

MOMENTUM

Sign In

To Access the My Cloud Services Portal:

1. Open a web browser and enter the URL (web address) provided to you for online account management.
2. Enter your sign in credentials: 1234567890@mymtm.us / Password.
   Use the Forgot Password? link to retrieve your password by email if enabled.
   Note: Contact your organization's administrator to get your sign in credentials
   or for assistance with your password if you do not have a notification email on file.
3. Click the Sign In button.
4. Follow any prompts to setup/save MFA (choose SMS text or authentication app)
   and/or enter the 6 digit code you receive via
   your selected/activated MFA protocol.
   Note: Once set up, 6-digit MFA verification code
   **entry is required for portal access.**
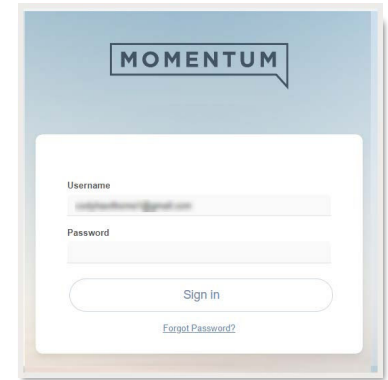
   Once all login/security requirements are met, the My Cloud Services Portal opens.

The first time the portal is accessed, an *e911 Dialing Terms and Conditions*
dialog displays requiring manual acknowledgment. Review the document using
the tools provided to read or save a copy, click to place a check in the box to Accept, and then click Save to
proceed. *Note: Once accepted and saved, this dialog will not display at sign in again unless the T&Cs are updated.*

My Services

Once the site is open and you accept the Terms and Conditions, access to manage all your communications
services is at your fingertips. Under the HI, <Your account> drop-down (top right) you'll find links to your
directory Profile, the Training and Support areas, and the Log Out option.

The menu on the left offers easy access to the My Services Dashboard (Home) for any lines assigned to you,
along with direct links to the Support, and Training sections. And the Logo icon takes you back to the Dashboard
for the account/line you're currently viewing.
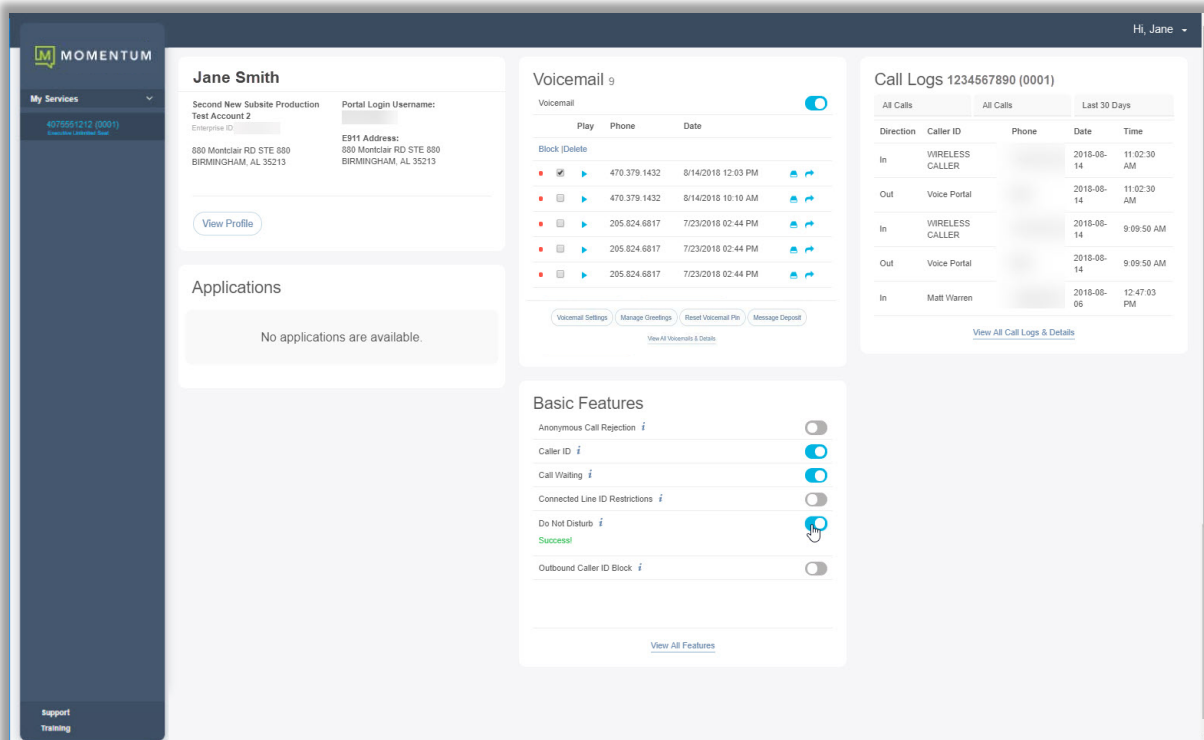
Dashboard Features

The My Services Dashboard (Home page) displays important account information in section widgets (cards) that offer quick access to view and manage the features and settings included with your account.

Profile

The Profile card offers everything you need to manage your profile. It displays a summary of your account information (Name, Address, Phone Number, User ID, Device model, etc.), and provides a View Profile link to review and manage account items such as Password, Temporary e911 address, MFA protocol, notification email(s), and your directory display information.
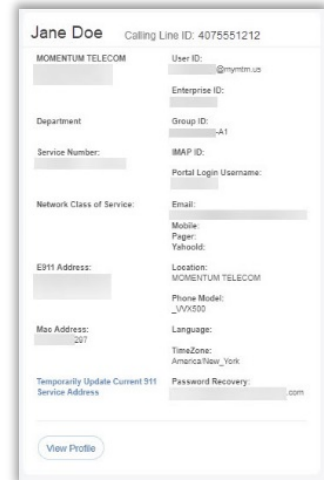

Applications

The Applications card displays links to any add-on applications or 3rd party tools included with the account or telephone number.
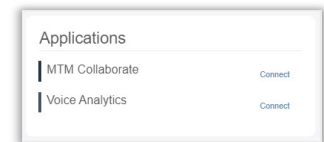

Voicemail

The Voicemail Card provides easy access to voicemail messages and feature management tools right from the Dashboard. The most recent messages are listed on the Dashboard for review. A red dot highlights unheard messages. The tools needed to play, delete, and forward voicemails, block future calls, manage all the voicemail settings and greetings, turn off callers' ability to leave messages, review and manage any additional messages, and reset the access PIN are provided here.
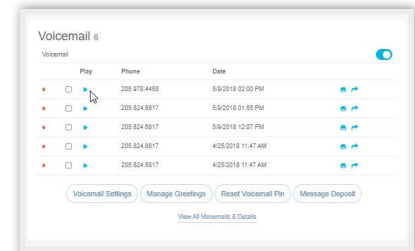
Call Logs

The Call Logs card displays a list of the latest incoming and outgoing calls on the account, with filters to review specific call types and date ranges. It also provides easy access to review and create a report of up to 1000 calls within the past 90 days.
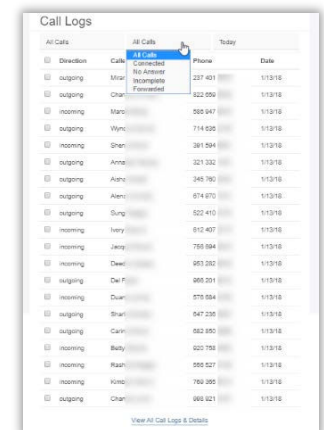
Basic Features

The Basic Features card provides instant access to the account's On/Off feature settings with information about each one listed. This section also provides a View All Features link that opens the **Settings** page where users may review and manage the setup for ALL of the voice services features that are available for user management on the account.