

# CLOUD SERVICES PORTAL USER

## Sign In

To Access the Cloud Services Portal:

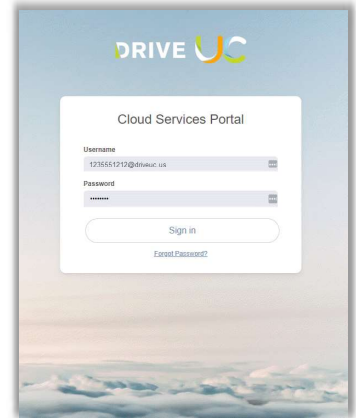
1. Open a web browser and enter the URL (web address) provided to you via email for online account management. Example: <https://portal.providerdomain.com/>

*Note: Contact your account administrator to ensure you have the correct website address and to retrieve your initial sign in credentials.*

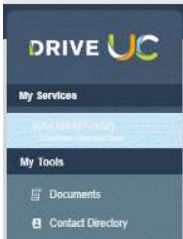
2. Enter your Username (e.g.; 1234567890@domain.xx) and Password.

*If enabled, the [Forgot Password?](#) link provides the way to retrieve your portal sign in credentials via email.*

3. Click the **Sign In** button and the Cloud Services Portal opens. *The first time the portal is accessed, a Terms and Conditions dialog displays requiring manual acknowledgment. Review the document using the tools provided, click to place a check in the box, and then click **Save** to proceed.*



## Menu



Once the site is open and the T&Cs are acknowledged, you have access to manage all your communications services.

The **Menu** on the left offers access to the My Services Dashboard (Home) page for any Number/ Extension(s) on the account as well as the **Documents** and the **Enterprise Contact Directory** pages.

The **Quick Access** drop-down provides links to the Profile view and Log Out.



## Dashboard

Play	Phone	Date
	[Redacted]	2/10/2020 05:58 AM
	[Redacted]	2/7/2020 03:31 PM
	[Redacted]	4/22/2019 08:53 AM
	[Redacted]	4/19/2019 10:09 AM
	[Redacted]	4/19/2019 00:32 AM

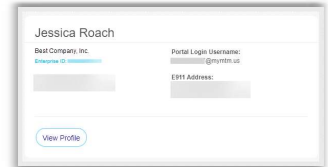
Direction	Caller ID	Phone	Date	Time
In	Patrick Higgins	[Redacted]	4/9/2020	01:14:07 PM
Out		[Redacted]	3/31/2020	12:11:36 PM
Out		[Redacted]	3/30/2020	01:43:07 PM
Out		[Redacted]	3/27/2020	11:44:27 AM
Out		[Redacted]	3/23/2020	10:45:48 AM
Out		[Redacted]	3/23/2020	10:45:14 AM
In	Patrick Higgins	[Redacted]	3/18/2020	11:28:07 AM

## 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 manage the account Password, Temporary e911 address, notification email(s), and directory information.



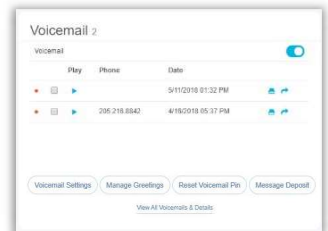
### Applications

The **Applications** card displays links to the sign in page for any add-on applications included with the account.



### 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, review and manage any additional messages, and reset the access PIN are provided here.



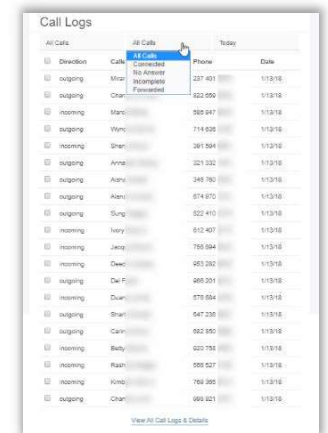
### Contact Directory

The **Contact Directory** card displays a list of the personal custom contacts the user has created to include in their hosted voice phone directories. It offers tools to add, edit, and delete these contacts quickly and easily.



### 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 on the account.

