Portal User Guide

Customers

Version 1.1

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Introduction

The Sharedband Portal User Guide (Customers) describes the day-to-day operation of the Sharedband Portal from a customer perspective. The following related documents are also available:

- Sharedband Portal User Guide (Resellers)
- Sharedband Portal User Guide (Administrators)

This guide will show you how to log in to the system, reset your password, view accounts associated with your user ID, delegate access to your account and revoke delegated access.

Using the Sharedband Portal

Login

Log in to the Sharedband Portal using the URL, email address and password supplied by your system administrator.

Once you have logged in successfully, you will see the default **View Accounts** screen.

Request password reset

If you forget your password, you can reset it by clicking 'Reset Password' from the login screen. Enter your email address and click 'Request Password Reset'. Follow the link in the email we send to reset your password.

The reset password link expires after two hours; if you have not reset your password within this time, just send us a new reset request.

Once you have entered and confirmed your new password, the portal redirects you to the login screen to log in with your new details.

If you are still unable to log in, please contact your system administrator.

Password Tips
1. Choose a new password which is unique to the Sharedband Portal.
2. Make sure it's easy to remember but not to guess.
3. Use a mixture of upper- and lower-case letters, and numbers and symbols.
4. Keep all your passwords in a safe place.

View accounts

The **View Accounts** screen provides you with a summary of all the accounts associated with your user account.

Edit account name

Click 'Edit Account' to edit the name of an account. Click 'Save Account' to save your changes and return to the **View Accounts** screen.

View status and configuration options

From the **View Accounts** or **Edit Account** screen, click 'Login As' to open a new window where you can view service and device status, and edit configuration options. To return to the **View Accounts** screen, click 'Log Out' then close the window.

Filter accounts

Search for particular accounts using the 'Filter' facility; enter an account name, or part name, and click 'Filter'. Click 'Reset' to see the default screen.

Delegate user management

You can delegate access to your account to existing or new users.

Delegation functionality is not available to all users. If you cannot see the 'Delegated User Management' option and think you should be able to, please contact your system administrator.

Permissions

There are two permission levels available:

- Technical: Read Only Access
- Technical: Full Access

When you give a user full access to your account, they will have all the same privileges as you; read-only access allows them to "Login As" to view and change account settings and configuration options, but not to change any Portal account settings

Add delegated user

To add a delegate, click 'Delegated User Management' at the top left of your screen, followed by 'Add Delegated User'.

Existing users

To give an existing Portal user access to your account, enter their email address and the permission you wish them to have in the **Existing User** section.

New users

If the person you are delegating access to is not already a Portal user, enter their details in the **New User** section, where the following fields are required:

- Name
- Email address
- Password
- Permissions

The new user will have access to the Portal and your account only.

View and revoke delegated access

Click 'Delegated User Management' at the top left of your screen to see which users have access to your account.

To revoke delegated access, simply click the **x** next to the user's name, and 'Delete' when you see the confirmation message.

Revoking a user's access to your account will not remove their user account from the Portal as they may still require access for other accounts. To remove a user's access to the Portal, please contact your system administrator.