



Sharedband

# Portal Training for Resellers

*Part 8: Viewing the NOC account  
details*

# Accessing an individual NOC account

- From the Portal home screen select the individual account you wish to view by clicking it's Account Name.

Sharedband Portal

Version 1.0.3 Logged in as [redacted] Logout

View Accounts

- Company Management
- Portal User Management
- Line Visibility
- Bandwidth Usage
- Bandwidth Overages
- Reporting
- Service Status
- Support

View Accounts

Actions Search Account Names / IP Addresses... All Companies All NOCs Filter Reset

Account Name ↑	Lines	NOC	Site	Company			
[redacted]	2	UK TH1	Telehouse North 1	Sharedband Reseller Training			
<u>Test Company 1 (head office)</u>	2	UK TH2	Telehouse North 2	TestCompany1			
[redacted]	2	UK TH1	Telehouse North 1	Sharedband Reseller Training			

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- The Information page for that individual NOC account will appear. This page will allow you to:
  - Amend the number of public facing IP addresses assigned to the account <sup>(1)</sup>
  - Amend the number of lines that your customer wishes to bond <sup>(2)</sup>
- If either of the above are amended you must save the settings by clicking the 'Save Account' button <sup>(3)</sup>

The screenshot displays the Sharedband Portal interface. At the top, the Sharedband logo and 'Sharedband Portal' are visible, along with 'Version 1.0.3' and 'Logged in as' information. The main content area is titled 'Edit Account - Test Company 1 (head office)'. On the left, there is a sidebar with navigation options: 'View Accounts', 'Company Management', 'Portal User Management', 'Line Visibility', 'Bandwidth Usage', 'Bandwidth Overages', 'Reporting', 'Service Status', and 'Support'. The main area has tabs for 'Information', 'NOC Details', 'Usage', and 'Support Tickets'. The 'Information' tab is active, showing fields for 'Account Name' (Test Company 1 (head office)), 'Company' (TestCompany1), 'Usage Limit' (Professional (250GB)), 'Number of IPs' (1), and 'Number of Lines' (2). Red arrows labeled '1', '2', and '3' point to the 'Number of IPs' dropdown, the 'Number of Lines' dropdown, and the 'Save Account' button, respectively. At the bottom, there are buttons for 'Save Account', 'Login As', and 'Cancel'. The footer contains the copyright notice: '© 2007-2014 Sharedband Ltd. All rights reserved.'

- The 'NOC Details' tab can be selected as below. Clicking it will cause the NOC details screen to appear.

The screenshot shows the Sharedband Portal interface. At the top left is the Sharedband logo with the tagline 'Faster Broadband Today' and the text 'Sharedband Portal'. To the right of the logo, it says 'Version 1.0.3' and 'Logged in as [redacted]' with a 'Logout' link. On the left side, there is a sidebar menu with several categories: 'View Accounts' (highlighted in green), 'Company Management', 'Portal User Management', 'Line Visibility', 'Bandwidth Usage', 'Bandwidth Overages', 'Reporting', 'Service Status', and 'Support'. The main content area is titled 'Edit Account - Test Company 1 (head office)'. Below the title, there are four tabs: 'Information' (selected and highlighted in green), 'NOC Details' (indicated by a red arrow), 'Usage', and 'Support Tickets'. The 'Information' tab contains several form fields: 'Account Name' (with a red asterisk) containing 'Test Company 1 (head office)', 'Company' (a dropdown menu showing 'TestCompany1'), 'Usage Limit' (with a red asterisk) set to 'Professional (250GB)', 'Number of IPs' (with a red asterisk) set to '1', and 'Number of Lines' (with a red asterisk) set to '2'. At the bottom of the form area, there are three buttons: 'Save Account' (highlighted in green), 'Login As', and 'Cancel'. At the very bottom of the page, there is a footer with the text '© 2007-2014 Sharedband Ltd. All rights reserved.'

➤ You should click the 'Summary' button <sup>(1)</sup> to see all of the details required to configure your customer's routers <sup>(2)</sup>.

The screenshot displays the Sharedband Portal interface. On the left, a sidebar contains navigation options: View Accounts, Company Management, Portal User Management, Line Visibility, Bandwidth Usage, Bandwidth Overages, Reporting, Service Status, and Support. The main content area shows a form with fields for Password, Aggregation Server address (91.108.166.2), and Community ID (218). At the bottom of the form are buttons for Login As, Summary, and Cancel. A modal dialog box titled 'NOC Details Summary' is open, displaying the following information:

Username	TestAccount1a
Password	[REDACTED]
Aggregation Server	91.108.166.2
Community	218
IPs	91.108.166.150

A red box highlights the Username, Password, Aggregation Server, and Community fields in the dialog box, with a red '2' next to it. A red arrow points to the Summary button in the form below, with a red '1' next to it.

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- The 'Usage' tab can be selected as below.

Sharedband Portal Version 1.0.3 Logged in as [redacted] [Logout](#)

**View Accounts**

- Company Management
- Portal User Management

Line Visibility

Bandwidth Usage

Bandwidth Overages

Reporting

Service Status

Support

### ⚙ Edit Account - Test Company 1 (head office)

**Information** | NOC Details | **Usage** | Support Tickets

Account Name \*

Company

Usage Limit \*

Number of IPs \*

Number of Lines \*

[Save Account](#) [Login As](#) [Cancel](#)

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➤ Clicking the 'Usage tab' will cause the Usage screen to appear:

Sharedband Portal Version 1.0.3 Logged in as \_\_\_\_\_ Logout

**View Accounts**

- Company Management
- Portal User Management

**Line Visibility**

- Bandwidth Usage
- Bandwidth Overages
- Reporting

**Service Status**

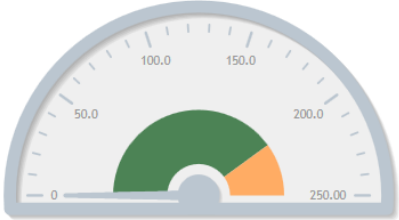
- Support

### Edit Account - Test Company 1 (head office)

Information | NOC Details | **Usage** | Support Tickets

#### Current Usage

Allowance	250 GB
Download	0.00 GB
Upload	0.00 GB
Total	0.00 GB



Current Total Usage: 0.00 GB

#### Previous Usage

	Download	Upload	Total
June 2014	0.00 GB	0.00 GB	0.00 GB
May 2014	0.00 GB	0.00 GB	0.00 GB
April 2014	0.00 GB	0.00 GB	0.00 GB
March 2014	0.00 GB	0.00 GB	0.00 GB
February 2014	0.00 GB	0.00 GB	0.00 GB

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- The 'Support Tickets' tab can be selected as indicated below.

Sharedband Portal Version 1.0.3 Logged in as [redacted] Logout

**View Accounts**

- Company Management
- Portal User Management
- Line Visibility
- Bandwidth Usage
- Bandwidth Overages
- Reporting
- Service Status
- Support

### Edit Account - Test Company 1 (head office)

**Information** | NOC Details | Usage | **Support Tickets**

Account Name \*

Company

Usage Limit \*

Number of IPs \*

Number of Lines \*

**Save Account** | Login As | Cancel



➤ Clicking the 'Support Tickets' tab will cause the Support Tickets screen to appear. This displays all support tickets raised for this NOC account (provided the correct identification content was included in the support ticket).

The screenshot shows the Sharedband Portal interface. At the top left is the Sharedband logo with the tagline 'Faster Broadband Today' and the text 'Sharedband Portal'. To the right of the logo, it says 'Version 1.0.3' and 'Logged in as [redacted] Logout'. Below the header is a navigation menu with a green 'View Accounts' button. The main content area is titled 'Edit Account - Test Company 1 (head office)'. Under this title are four tabs: 'Information', 'NOC Details', 'Usage', and 'Support Tickets', with 'Support Tickets' being the active tab. Below the tabs is a light blue message box that reads 'No support tickets have been raised for this account'. At the bottom of the page, there is a footer with the text '© 2007-2014 Sharedband Ltd. All rights reserved.'



# Sharedband

## Portal Training for Resellers

*Thank you for viewing*

If you have any questions please visit our knowledgebase at <http://support.sharedband.com/kb> or contact our support department by ticket or phone