# My Cloud Services Portal User

**VEXUS** FIBER™

## Sign In

*To Access the My 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://telecloud.VexusFiber.com
   *Note: Contact your account administrator to retrieve your initial sign in credentials.*

2. Enter your sign in credentials:
   Username / Password.
   *Use the Forgot Password? link to retrieve your password by email.*

3. Click the Sign In button and 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 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 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, turn off callers' ability to leave messages, review and manage any additional messages, and reset the access PIN are provided here.
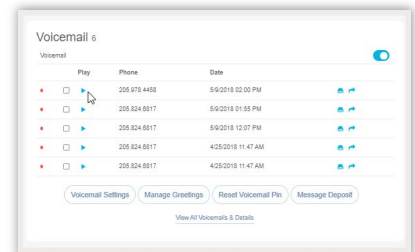
### Call Logs

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.
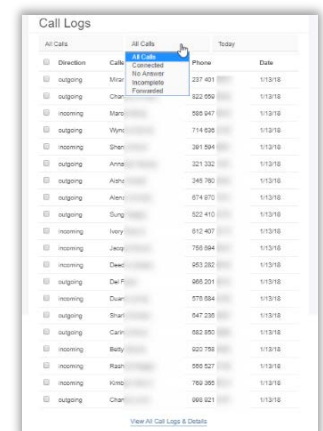
### Basic Features

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 on the account.