My Cloud Services Portal User



Sign In

To Access the My Cloud Services Portal:

- 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 <u>initial</u>
 sign in credentials.
- 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.

5									Hi, Jar
Jane Smith		Voicemail 9		Call Logs 1234567890 (0001)					
Second New Subsite Production	on Portal Login Username:	Voicemail			All Calls All Calls		All Calls	Last 30 Days	
Enterprise ID	E911 Address:	Play Phone	Date		Direction	Caller ID	Phone	Date	Time
880 Montclair RD STE 880 BIRMINGHAM, AL 35213	880 Montclair RD STE 880 BIRMINGHAM, AL 35213	Block Delete	1432 8/14/2018 12:03 PM		In	WIRELESS CALLER		2018-08- 14	11:02:30 AM
		• • • 470.379	1432 8/14/2018 10:10 AM		Out	Voice Portal		2018-08- 14	11:02:30 AM
View Profile			In CALLER		2018-08- 14	9:09:50 A			
		205.824			Out	Voice Portal		2018-08- 14	9:09:50 A
Applications					In	In Matt Warren		2018-08- 06	12:47:03 PM
No applic	ations are available.	Velocemail Settings Manage Greenings Read Velocemail Pin Manage Deposit VenvAl Velocemails & Desile		V	View All Call Logs & Details				
			i ns i						
		Do Not Disturb <i>i</i> Successi		P					
		Outbound Caller ID Block							
			View All Features						

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.

MOMENTUM TELECOM	User ID: @mymtm.us
	Enterprise ID:
Department	Group ID: -A1
Service Number:	IMAP ID:
	Portal Login Username:
Network Class of Service:	Email:
	Mobile: Pager: Yahoold:
E911 Address:	Location: MOMENTUM TELECOM
	Phone Model: _VVX500
Mac Address: 207	Language:
	TimeZone: America/New_York
Temporarily Update Current 311 Service Address	Password Recovery:



		Play	Phone	Date	
•		•	205.978.4458	5/9/2018 02:00 PM	
•		- La	205.824.6817	5/9/2018 01:55 PM	
•	0		205.824.6817	5/9/2018 12:07 PM	
•			205.824.6817	4/25/2018 11:47 AM	
•	0	•	205.824.6817	4/25/2018 11:47 AM	
	6	/oicemail	Settings Manage Ge	cetings Reset Voicemail Pin	Message Deposit

All	Calis		All Calls	Im Today	
0	Direction	Calle	Al Cals Connected	Phone	Date
8	outgoing	Mear	No Answer Incomplete Forwarded	237 401	1/13/1
8	outgoing	Char	Forwarded	822 059	1/13/1
8	incoming	Maro		585 947	1/13/1
0	outgoing	Wyn:		714 636	1/12/1
6	incoming	Sheri		301 504	1/13/1
8	gniogtup	Anna		321 332	1/12/1
8	outgoing	Aishe		345 780	1/13/1
	outgoing	Alenz		674 870	1/13/1
0	outgoing	Sung		522 410	1/13/1
0	incoming	Ivery		612 407	1/13/1
8	incoming	Jeog		758 894	1/13/1
8	gnimasni	Deed		953 282	1/13/1
6	gniagtua	Del F		968 201	1/13/1
8	incoming	Duar		578 684	1/13/1
6	outgoing	Shari		047 230	1/13/1
6	antilogua	Carin		082 850	1/13/1
8	incoming	Betty		920 758	1/12/1
6	grimooning	Rash		555 527	1/12/1
8	incoming	Kino		769 355	1/12/1
8	outgoing	Charl		008 021	1/13/1

Basic Features	⁰
Anonymous Call Rejection i	
Barge-In Exempt i	0
Caller ID i	
Call Waiting i	
Connected Line ID Restrictions i	
Do Not Disturb i	
Music On Hold i	
Outbound Caller ID Block i	