

Cloud Services Portal Admin

Sign In

For Online Access the Admin Tools Area within the Cloud Services Portal:

Go to <https://portal.DriveUC.com> and enter the Administrator Username and Password credentials to Sign In.

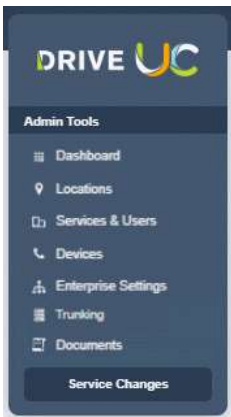
During your initial direct portal access process, you may be required to acknowledge Terms and Conditions to proceed.

To Emulate From RPX:

Navigate to the Services (S) for an enterprise or location and click on the **Group Subscriber Portal (New)** link for an admin user on the account.

Admin Tools Menu

The Admin Tools Menu offers permission-based administrator access to some or all of the following optional sections:

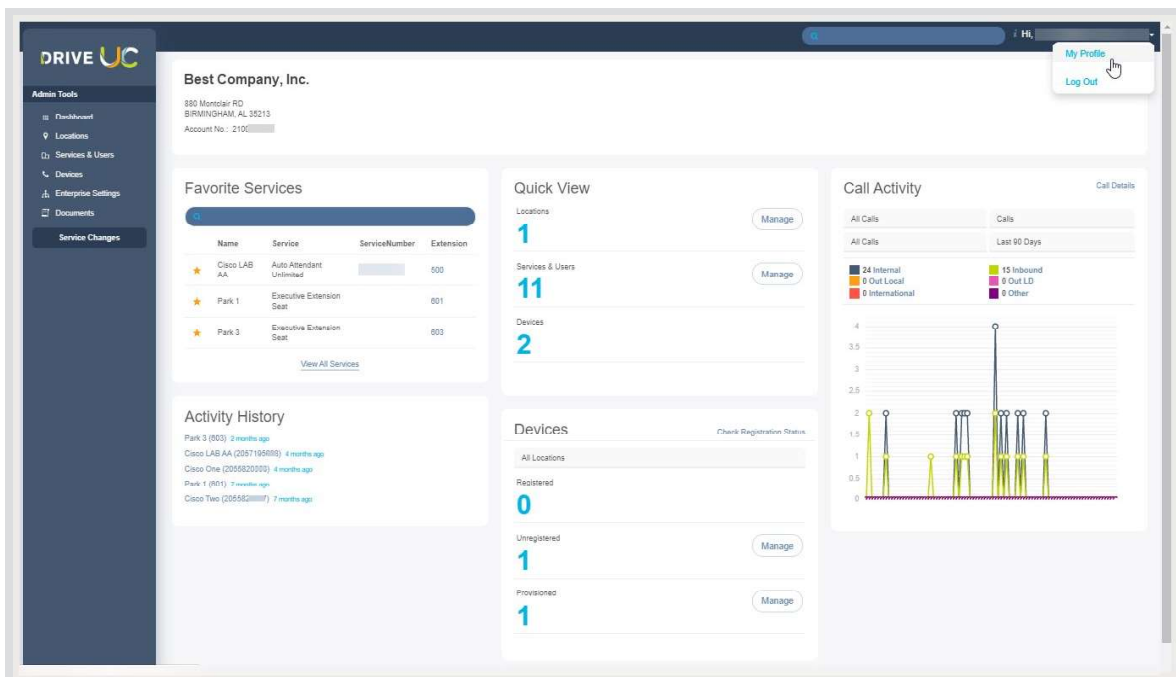


- » **Dashboard** - Home page containing quick access links to voice, service and user management tools
- » **Locations** - Access to manage Group, Department or Service level settings organized by Location
- » **Services & Users** - Access to manage individual User level services and settings
- » **Trunking** - SIP Trunk information and feature administration
- » **Enterprise Settings** - Enterprise level feature and services management
- » **Contact Center** - Manage queues, schedules, assignments, and the setup for Contact Center(s)
- » **Documents** - Optional. A library of any useful documentation offered by the Provider
- » **Contact Directory** - Optional. Add/Manage the common custom contact directory.
- » **Service Changes - Restricted Access** - Special training and authorization required to work with advanced service change tools
- » **Devices - Restricted Access** - Special training and authorization required to manage NEPS device inventory/assignments
- » **IP Trunking - Restricted Access** - Advanced specialized Trunk Group management
- » **Enterprise Trunking** - Specialized Enterprise Trunk Group management tools

Admin Dashboard

The Home page for Administrators.

The Admin Dashboard provides at-a-glance views of *Live* and historical account activity, site-wide search functionality, AND filtered quick-access links from each card section to related administrator-level tools, services, and features. Now you can see everything that is going on in your account - Enterprise, Group, and User levels - and access the services you manage - *fast*.



Best Company, Inc.
 890 Montclair RD
 BIRMINGHAM, AL 35213
 Account No: 2106

Favorite Services

Name	Service	ServiceNumber	Extension
★ Cisco LAB AA	Auto Attendant Unlimited		500
★ Park 1	Executive Extension Seat		601
★ Park 3	Executive Extension Seat		603

[View All Services](#)

Activity History

- Park 3 (603) 2 months ago
- Cisco LAB AA (2057195886) 4 months ago
- Cisco One (2055820303) 4 months ago
- Park 1 (601) 7 months ago
- Cisco Two (2055820007) 7 months ago

Quick View

Locations: **1** [Manage](#)

Services & Users: **11** [Manage](#)

Devices: **2**

Devices

Check Registration Status:

All Locations

Registered: **0**

Unregistered: **1** [Manage](#)

Provisioned: **1** [Manage](#)

Call Activity

All Calls | Calls | Last 90 Days

Legend: 24 Internal, 0 Out Local, 0 International, 15 Inbound, 0 Out LD, 0 Other

Graph showing call activity over time.

Admin Dashboard Features

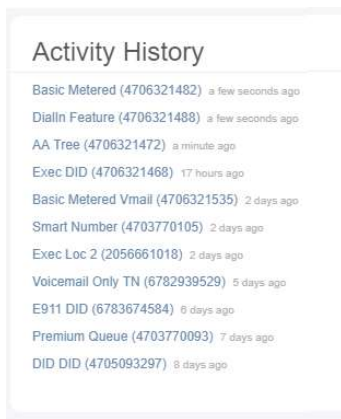
Dashboard cards offer LIVE and historical data along with easy access to common administration tools.

Account Profile - Review current basic account information. Billing Admins may see a link to the Billing information.



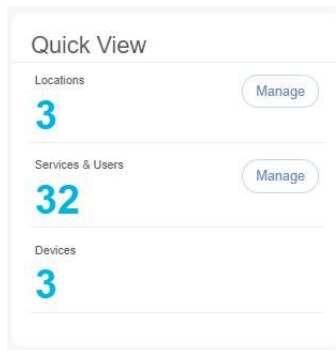
Activity History - Shows recent Administrator-level account access and provides links to review the account or service shown in the list.

Links to: Direct links to the Dashboard of the accounts or services listed here.



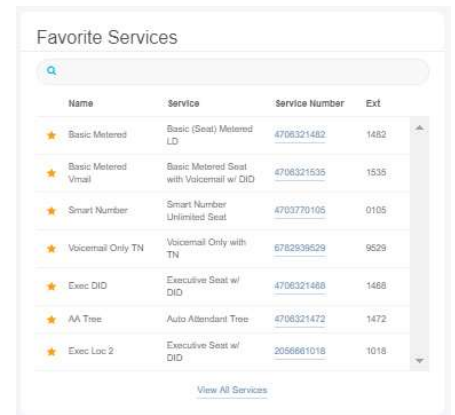
Quick View - Total number of Locations, Services & Users, and NEPS Devices currently in inventory on the account.

Links to: Locations, Services & Users

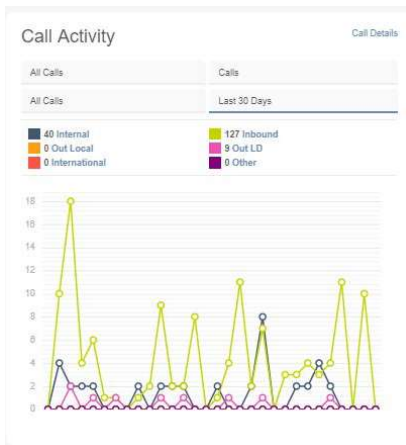


Favorite Services - Locate accounts to set as favorites for constant quick Dashboard access to service dashboards.

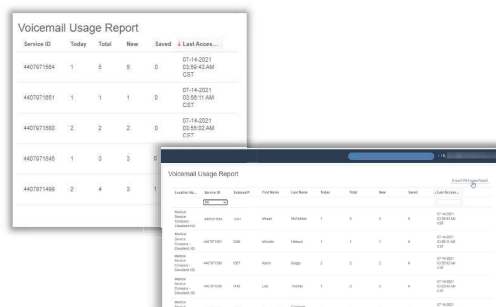
Links to: Services & Users and to the selected User's Dashboard for account management.



Call Activity - A quick graphical view of overall call data for the account(s) the Admin manages, with tools to filter the view, see 'mouse-over' details within the display, and a link to review and export filtered call logs.



Voicemail Usage Report - Restricted Access. If this optional dashboard section displays to Authorized Administrators, it offers a list of recent voicemail activity and access to historical logs. When reviewing the logs, column header sorting and useful filters are available. An **Export VM Usage Report** link (top right) allows the admin to download a .csv spreadsheet of the list contents as currently sorted or filtered.



Devices - Where enabled, this card offers counts for registered, unassigned, and provisioned NEPS devices in inventory, with tools to check the registration status, and the ability to filter/view the items grouped by **Location**.

Links to: Devices

