

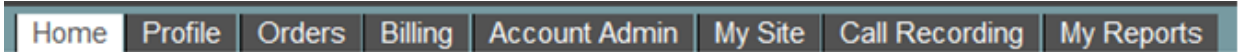
## My Account Dashboard Overview

The My Account dashboard provides the BroadCloud PBX customer Administrator a portal for managing numbers, admin and end users, features, devices, reporting, and orders for all of the customer's sites.

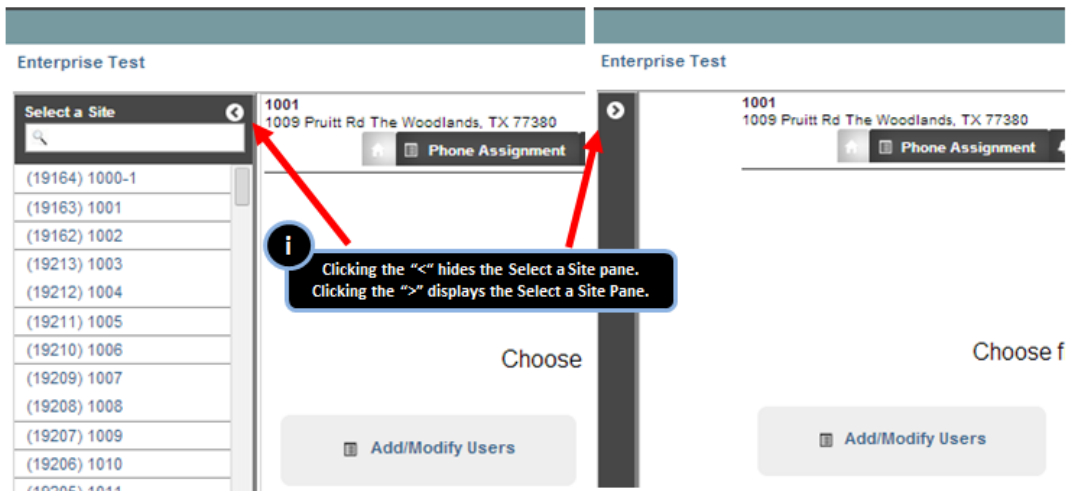
## General Use Tips

Common elements throughout the My Account layout:

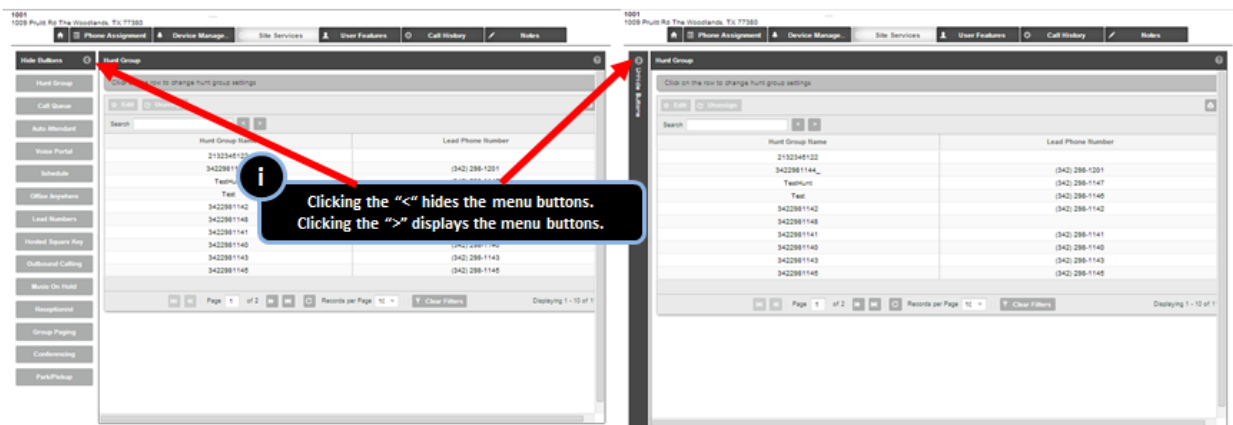
- **Main Tabs.**



- **Collapsible Site List.** Hide or display the site selection list.



- **Collapsible Left-hand menu.** For tabs with menu buttons on the left side of the panel, hide or display these selections as needed.



## Overview of Menu Tabs

## 1. Home

- Account information
- Initiate change orders: Directory Listing, Main Number, Upgrade/Downgrade Numbers

**My Account**  
WELCOME TO MY ACCOUNT

Home Profile Orders Account Admin My Site Call Recording My Reports

Eruption Audio Welcome Eruption Audio!  
Help | English | Logout

**Account Information** **Manage My Account**

Account ID VII14564 Profile Update  
Credit ID CRDT01200 Terms and Conditions Terms and Conditions

Select a Site Site(s)

(14565) Main Please select a site to view.  
(14566) Site1  
(14567) Site2

- View telephone numbers and assignments for each site

Home Profile Orders Account Admin My Site Call Recording My Reports

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**Account Information** **Manage My Account**

Account ID VII14564 Profile Update  
Credit ID CRDT01200 Terms and Conditions Terms and Conditions

Select a Site Main

(14565) Main **View Site**  
(14566) Site1 **Actions**  
(14567) Site2 Change Main Number  
Upgrade/Downgrade Numbers  
Change Directory Listings

**ID:** 14565 **My Numbers**  
**Site Name:** Main  
**Site Type:** Hosted PBX Site  
**Address:** 3366 Jenks Ave Panama City, FL 32405-4218  
**Main Number:** 8505559120

Tel	Phone Type	Station Type	First Name	Last Name	Address	Call Recording
8505559120	Main Number	Auto Attendant	.	8505559120	Same as Site Address	N
8505558101	2-Way Number	Call Center DNIS	.	8505558101	Same as Site Address	N
8505559121	2-Way Number	Voice Portal	.	8505559121	Same as Site Address	N
8505559122	2-Way Number	Call Queue	EHG	9122	Same as Site Address	N
8505559123	2-Way Number	Group Paging	GP	8505559123	Same as Site Address	N
8505559124	2-Way Number	Group Paging	GP	8505559124	Same as Site Address	N
8505559125	2-Way Number	Meet-Me Bridge	.	8505559125	Same as Site Address	N
8505559126	2-Way Number	None	.	8505559126	Same as Site Address	N
8505559127	2-Way Number	None	.	8505559127	Same as Site Address	N
8505559128	2-Way Number	None	.	8505559128	Same as Site Address	N
8505559129	2-Way Number	Executive Station	.	8505559129	Same as Site Address	N
8505559130	2-Way Number	Call Center	EHG	9130	Same as Site Address	N
8505559131	2-Way Number	Executive Station	cbanner	8505559131	Same as Site Address	N
8505559132	2-Way Number	Executive Station	.	8505559132	Same as Site Address	N
8505559133	2-Way Number	None	.	8505559133	Same as Site Address	N
8505559134	2-Way Number	Executive Station	U134	8505559134	Same as Site Address	N
8505559135	2-Way Number	Executive Station	David	Lee	Same as Site Address	N
8505559136	2-Way Number	None	.	8505559136	Same as Site Address	N
8505559137	2-Way Number	None	.	8505559137	Same as Site Address	N
8505559138	2-Way Number	Executive Station	BB	Bill	Same as Site Address	N
8505559139	2-Way Number	None	.	8505559139	Same as Site Address	N
8505559140	2-Way Number	Call Center	EHG	9140	Same as Site Address	N
8505559141	2-Way Number	Call Queue	EHG	9141	Same as Site Address	N

## 2. Profile

View Site info, Contact Info, and Login information.

Home Profile Orders Account Admin My Site Call Recording My Reports

Eruption Audio Welcome Eruption Audio!  
Help | English | Logout

Account ID: VII14564  
Assign service charges per site?: No  
Name: Eruption Audio

Site(s) Contact Info Login

Double-click on box above to show all, or start typing a site name to search (case-sensitive)

Site(s): Main

**Contact Information**

Note: This is the actual physical address for this Site for E911 purposes and will be given to emergency responders such as Fire Department, Police, etc. when E911 is called. Be careful and accurate in providing this address. No P.O. Box numbers please.

Country: United States \*  
Address 1: 3366 Jenks Ave \*  
Address 2: \*  
City: Panama City \*  
State: Florida \*  
Zip/Postal Code: 32405-4218 \*

Site Name: Main \*  
Type: Hosted PBX Site  
Site Contact Name: Michael Anthony \*  
Phone Number: +18555559120 \*  
Fax Number: \*  
Email Address: user@domain.com \*  
Time Zone: US Central Time \*

Agreement/Approval Date: 13903 /Apr 18, 2014 12:29 PM

Save

## 3. Order Tracking & Management

View list and status of orders by site. Prompts for required customer action are in the right column.

Home Profile Orders Account Admin My Site Call Recording My Reports

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Displaying - of 1 - 16 of 16 Orders

Order Id	Type	Customer	Site Name	Order Date	Status Id	
WS14252	Add Order	Eruption Audio	Main	5/16/14	Install Complete	<a href="#">View Order</a>
WS14100	Add Order	Eruption Audio	Main	5/8/14	Completed	<a href="#">View Order</a>
WS14043	Add Order	Eruption Audio	Main	5/5/14	Completed	<a href="#">View Order</a>
WS14040	Add Order	Eruption Audio	Site 1	5/5/14	Install Pending	<a href="#">View Order</a>
WS14002	New Order	Eruption Audio	Site 3	5/1/14	Install Pending	<a href="#">View Order</a>
WS14000	Add Order	Eruption Audio	Main	4/30/14	Working	<a href="#">View Order</a>
WS13966	Add Order	Eruption Audio	Main	4/26/14	Completed	<a href="#">View Order</a>
WS13965	New Order	Eruption Audio	Site 12	4/25/14	Pending Site Survey	<a href="#">View Order</a>
WS13964	New Order	Eruption Audio	Site 10	4/25/14	Pending Site Survey	<a href="#">View Order</a>
WS13963	New Order	Eruption Audio	Site 15	4/25/14	Working	<a href="#">View Order</a>
WS13962	New Order	Eruption Audio	Site 13	4/25/14	Working	<a href="#">View Order</a>
WS13961	New Order	Eruption Audio	Site 11	4/25/14	Working	<a href="#">View Order</a>
WS13945	New Order	Eruption Audio	Site 1	4/24/14	Created	<a href="#">View Order</a>
WS13905	New Order	Eruption Audio	Site2	4/18/14	Completed	<a href="#">View Order</a>
WS13904	New Order	Eruption Audio	Site1	4/18/14	Completed	<a href="#">View Order</a>
WS13903	New Order	Eruption Audio	Main	4/18/14	Completed	<a href="#">View Order</a>

## 4. Account Admins

Create and manage additional admin users.

Home Profile Orders Account Admin My Site Call Recording My Reports

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Create Account Admin

Name	User Login	Enabled	Created By	Action
Edward Test	R15EruptionA.adm2	Y	Michael Anthony	View/Edit

## 5. My Site

Assign stations, devices, and users to telephone numbers, manage features & devices, and view notes and call history for a given site.

Home Profile Orders Billing Account Admin My Site Call Recording My Reports

Enterprise Test Welcome Enterprise Test!  
Help | English (United States) | Logout

1001  
1009 Pruitt Rd The Woodlands, TX 77380

Phone Assignment Device Manage... Site Services User Features Call History Notes

### Welcome to My Site

Your dashboard to manage the SipAdvantage SipAdvantageTest service

Choose from the quick links below or click on the tabs above to manage your service

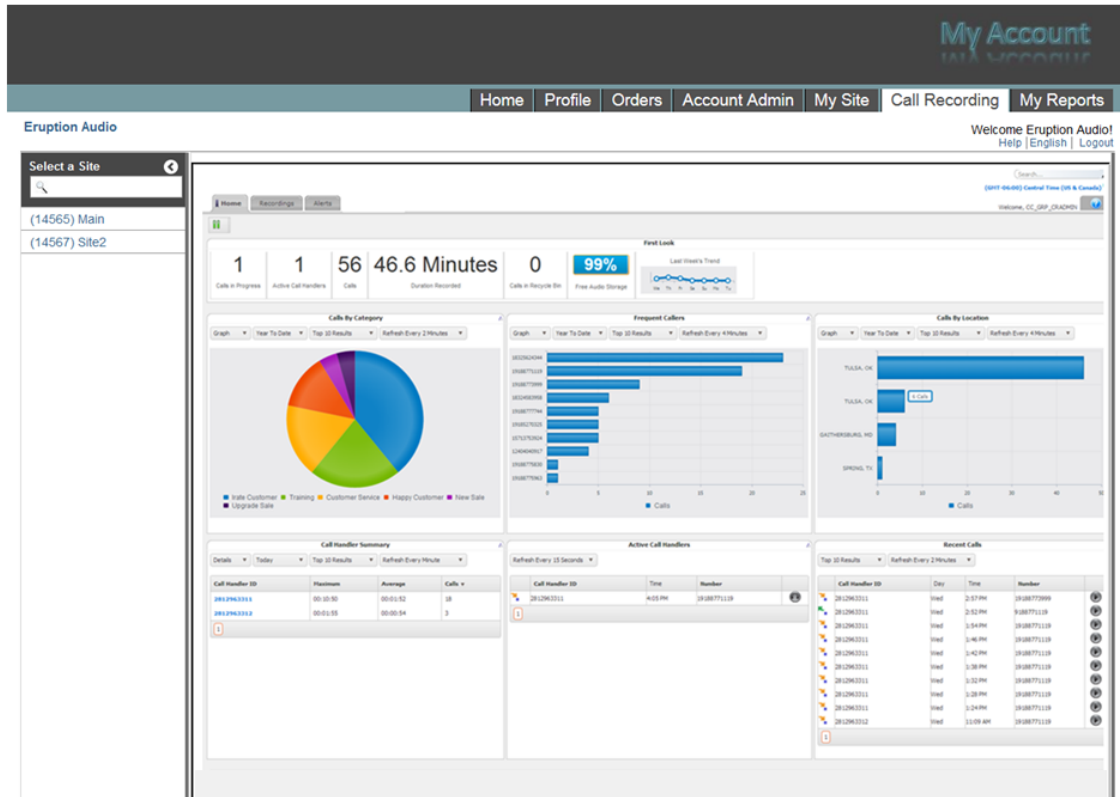
- Add/Modify Users
- Set Up Auto Attendant
- Share a Line
- Set Business Hours
- Reset User Password
- Set Up Hunt Group
- Monitor a Line
- Set/Change Call Policy for Site
- Set Business Continuity
- Manage Voicemail/Admin Portal
- Check Phone Status
- Set/Change Call Policy for a User

Questions or Need Help? [Click Here](#)

More detail is available in the [Using My Site QRG](#).

## 6. Call Recording

If a customer has subscribed to the Call Recording service, user recordings can be managed via this tab.



## 7. My Reports

Generate on reports on Call History, call Queue stats, and Auto Attendant..

[Auto Attendant](#) | [Queue Stats](#) | [Call History](#)

[Expand All](#) [Collapse All](#) [Select All](#)

beginning with  Filter by Site Name:

[Get Auto Attendant List](#)

Start Date:

End Date:

[Generate Report](#)

Auto Attendant		Phone Number		Site Name	