Claranet Online

User guide

Document classification:	External
Version:	10.3
Updated:	03/17
Author:	Vernon King

claranetonline

claranetonline

Welcome

Welcome to the Claranet Online User Guide. At Claranet, we are aware that you rely on the services we provide to deliver a great experience to you and your customers and Claranet Online is part of that service.

Claranet Online is a new platform that breaks from traditional web design for a more tailored, more relevant portal experience with faster access to the information you need.

Regularly updated with enhancements and valuable new features, Claranet Online increases the visibility and control of your IT services. You can access self-service tools for your service administration, view your product and service portfolio that you have with us using a wide range of hosting, network and communication metrics as well as requesting upgrades, moves and support through our Service Desk module.

One password provides access to a wealth of online features with secure areas for our technical partners, customers and administrators.

I hope you enjoy finding out more how Claranet Online can help you to keep in touch with the services we provide for you and how we can give you access to any support you may need, all at the click of a button.

Thank you for your feedback, your input and your support. Together we will continue to develop and strive to deliver more.

Vernon King

Product Manager – Claranet Online

Claranet Online | User Guide

Contents

claranetonline

Getting started

As part of your on-boarding process, when you take your first service with us, the main contact in your company will be set up with an account on Claranet Online.

We will establish the main contact as your **Company Administrator** and they will have the authority to set up additional users and determine their user level and appropriate authorisation in accordance with your company requirements.

Company administrator

When your contact details have been set up into Claranet Online, you will receive an email with details as to how you can login to the portal and get started.

Welcome to Claranet Online

Your account has been created and you're one short step away from signing in. Please follow this URL and set a good, strong password for your Claranet Online account. You will then be able to sign in. Once signed in, you can create user accounts for your colleagues using the User Manager module.

Username: oda-test281146@delta.com

Set password

For security reasons, this URL will expire in 48 hours. To reset an expired URL, call us on 0845 355 1010 .

The Claranet Online vision

" Give me the information I need, quickly, wherever I am, to help me deliver exceptional customer experience. Give me the freedom to interact with Claranet and their services, in the fastest, most effective way possible : any time of the day or night."

Committed to continual service improvement

It is an exciting time at Claranet as we build on the Star acquisition and continue to develop service improvements for you throughout the business.

We have a bold vision for Claranet Online that seeks to enhance and not detract from the customer experience that you receive from our people directly. We are committed to continually improving the Claranet Online experience and are actively out talking to our customers to understand the features that will provide the most value. We are also acting on direct customer feedback through our continual service improvement programme.

We'd love to know what you think

Every user has access to the Feedback module within Claranet Online, and we want your ideas, your criticism, comments and observations about any aspect of the service we provide. It is your feedback that will help us shape the experience that delivers the most value to you.

If you would like to play a more proactive part in the evolution of Claranet Online, email us directly at online@uk.clara.net and ask to join our development community.

Best regards

The Claranet Online Team
online@uk.clara.net

As the Administrator, you first sign in to Claranet Online to add new users or make changes.

Sign in to Claranet Online

Go to **https://online.uk.clara.net**

Once at the login screen, you are asked to add your Email address. This is the same as the Username shown on the email you received. You are also asked to add your password, which can also be found on the email.

Enter your Email address and your password and click on the "Sign in" button

You are presented with your "Home screen". The screen will be populated with several tiles relating to the services that you have with Claranet. A full list can be found in this User Guide and they are covered in the individual areas.

The minimum tile selection will include the facility to add users, adjust their authorisation level, raise tickets against the services you have and to check the status of any network, communication or hosting services you have.

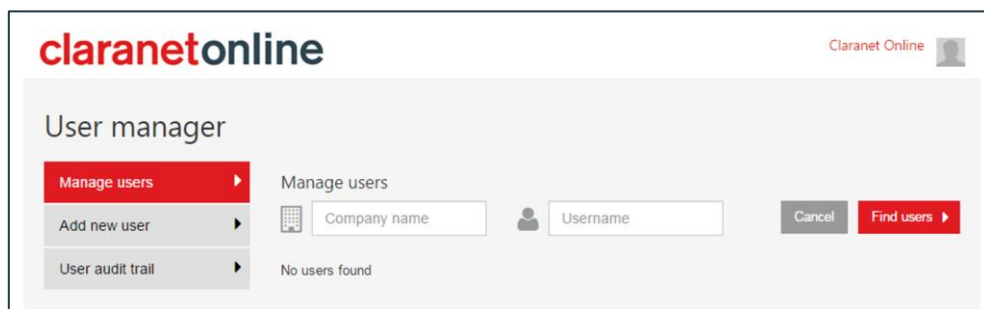The basic level screen where no specific services are indicated can be seen below.
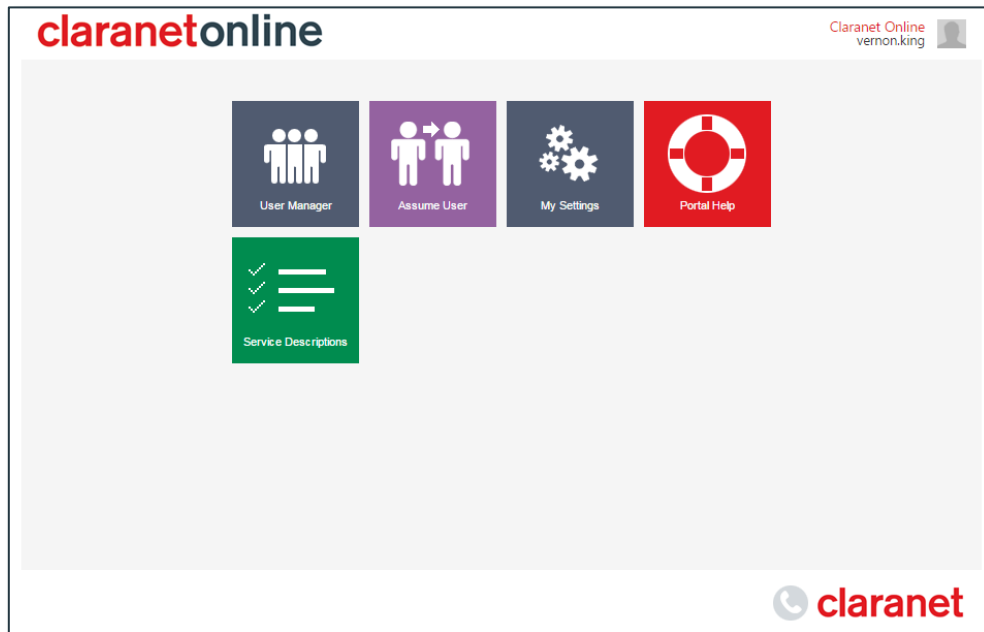
Management of Users

As an administrator for your company, you can add, amend and delete Users from within the User Manager module.
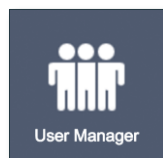
 Click on the "User Manager" tile

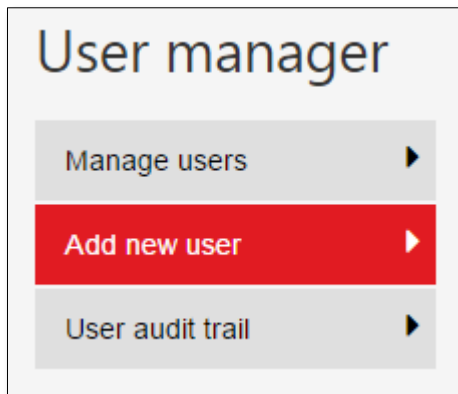You will access the module and see a list of any Users that have been already set up within your company.

Adding a new user

Adding a new user into your company is straightforward.

 Click on the "Add new user" button

This will display the full screen.

 Enter the Company (if required) and the email address of the new User and click on the "Continue" button

The email address of the new User will be their Username for their future login purposes. You will also be asked to complete the relevant sections of the form.

 Complete the relevant sections of the form as requested

Account information	⌄
Contact information	›
Authentication	›
Contact preferences	›
Authorisations	›

Account information

Complete the account information fields

Mandatory fields are marked with *:

User details

Please now provide some details for this user. The details you provide in the Authorisation section will affect the user's overall permissions, not just online. This form contains 7 mandatory fields.

Account information	⌄

Field	Value
User Type * ❓	Individual ▾
Salutation * ❓	Mr ▾
First name * ❓	John
Middle name ❓	
Last name * ❓	Smith
Job title ❓	IT Technician
Timezone ❓	UTC+00:00 Greenwich Mean Time, Western European Time ▾

Contact information

Complete the contact information fields

Mandatory fields are marked with: *

Add an address

 Click on the "Add address" button

 Complete the address fields

Mandatory fields are marked with: *

Once completed, click on the "Add address" button to save

Authentication

Complete the passphrase authentication fields

The "Security Phrase – User" is the phrase that, when quoted, will identify the caller to Claranet.

The "Security Phrase – Claranet" will identify to the User company that it is Claranet calling with information regarding their service.

Contact preferences

Complete the contact preferences fields

Mandatory fields are marked with: *

Contact preferences	>
Can send email to Claranet? * ● Yes ○ No	
Can receive email from Claranet? * ● Yes ○ No	
Suspend email acknowledgements? * ○ Yes ● No	
Contact-Satisfaction * ○ Yes ● No	
Contact Sequence Please Select ▾	

Authorisations

Compete the authorisations section

Authorisations	>
	Select/deselect all
❷ User admin	☐
> Orders	☐
> Services	☐
> Service Desk	⊟
> Miscellaneous	⊟

This area is broken down into 4 sub-sections with a tick box alongside each option:

- Orders
  - Access orders Info
  - Installation contact
  - Update orders

- Services
  - Hosted Voice Access
  - Request service upgrades
  - View cancelled services
  - View installed services

- Service Desk
    - Change – notify
    - Degraded service – notify
    - Incidents – notify
    - Major incident – notify
    - Online Service Desk (tickets)
    - Planned maintenance – notify
    - Request D.C. access – others
    - Request D.C. access – self
    - Service request (Question) – notify

- Miscellaneous
    - Ability to access Protect and Control services
    - Ability to access Worklife Control Panel
    - Ability to access analogue voice services
    - Ability to access business email 2007 services
    - Ability to access email services
    - Ability to access fax services
    - Ability to view datacentre connectivity services
    - Ability to view firewall - reporting
    - Ability to view hosting - reporting
    - Ability to view network – reporting
    - Ability to view point-to-point connectivity services
    - Access Service Descriptions
    - Access to My Star
    - Allows the User to manage DNS records
    - Allows the User to purchase and manage domain names
    - Sales contact
    - Security contact
    - Transfer domains in/out

Saving all details

Click on the "Update user" button to save your changes; or Cancel to leave the section with no changes applied.
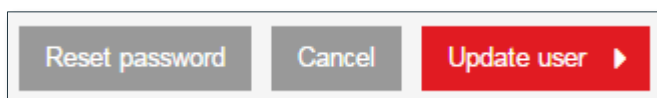
Managing a user

The options for managing a User utilise the same sections outlined above in "Adding a new User". Once several Users have been added, they can be seen in a single list.

Click on the "Manage users" button to see a list of current Users

1. User management functionality
2. Edit and Delete buttons for each User
3. Admin User icon

Editing the User

Find the User within the list

Click on the ⬚ icon next to the User

Amend any of the fields as described above in "Adding a new user" and click on the "Update user" button to save changes

Resetting the password

Find the User within the list

Click on the icon next to the User

Click on the Reset password
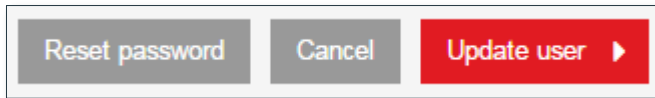
An email will now be sent to the User with instructions on how to reset their password.

Deleting a user

Find the User within the list

Click on the icon next to the User

You will be presented with a deletion confirmation screen.

Click on the "Delete user" button to confirm the deletion.
Please note: This action CANNOT be reversed.

The User audit trail

Click on the "User audit trail" button to access the audit trail logs for the User

1. The User audit trail button

2. Date and time of the log

3. The Username of the person triggering the log entry

4. The module that the event was triggered in

5. A short description of the action taken

Assume a User

For Claranet staff to help with service enquiries and for a User with the right permissions, it is possible to assume the identity of another User within Claranet Online. Whilst assuming the identity of another User, the Claranet support staff will see all the modules, functionality and data in the same way as the User themselves.

 Click on the "Assume User" to bring up the Assume user screen

Assume a User by Company

Start typing the Company name into the "Company name" field until the desired company appears in the drop down

Click on the name of the company and then click on the "Find users" button

This will present you with a list of the Users for that company.

claranetonline

Find the User within the list, either by scrolling through the pages or using the search facility

Click on "Assume" that is alongside the User

You are taken to the User's dashboard and you can see from the top right hand corner, that the User has been assumed successfully.
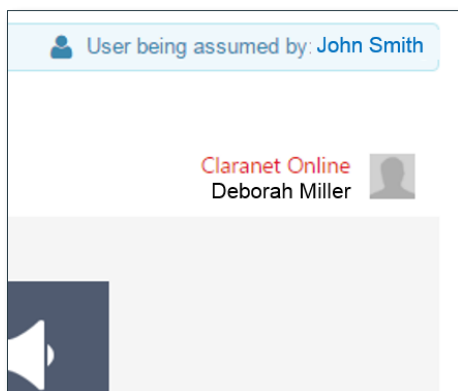
Assume a User by Username

Start typing the Username into the "Username" field until the desired person appears in the drop down

This will then display the list of Users that are available, follow the directions above to select the User you wish to assume.

My Settings

Once a User is logged on into Claranet Online, they are able to update their own information such as a profile picture and contact information details.
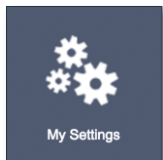
Click on the "My Settings" tile to access this area.

Change your profile picture

The initial "My settings" screen provides the facility for you to change your profile picture.

Click on the "Browse" button to access your computer to select the picture you wish to upload.

As can be seen in the instructions below; any chosen image should be uploaded in the appropriate format and within the size restraints.

Select your picture from your computer that you wish to add and then click "Upload"

claranetonline

Once uploaded, you will be shown a screen with the picture uploaded and the option to delete.
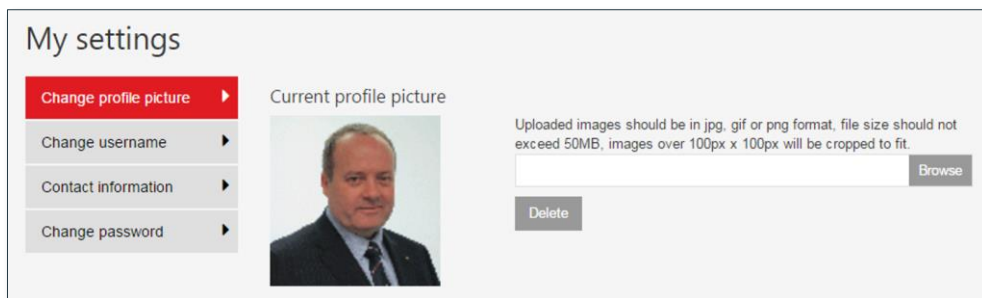
Delete your profile picture

Click the "Delete" button as shown in the picture above and your picture will be replaced with the default picture
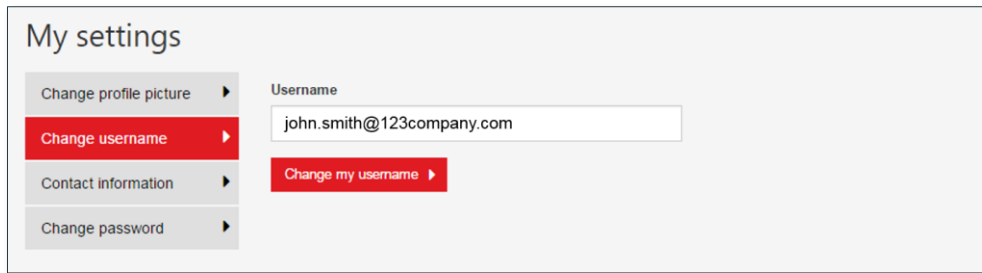
Change your Username

Click on the "Change username" button to display the screen with the Username showing

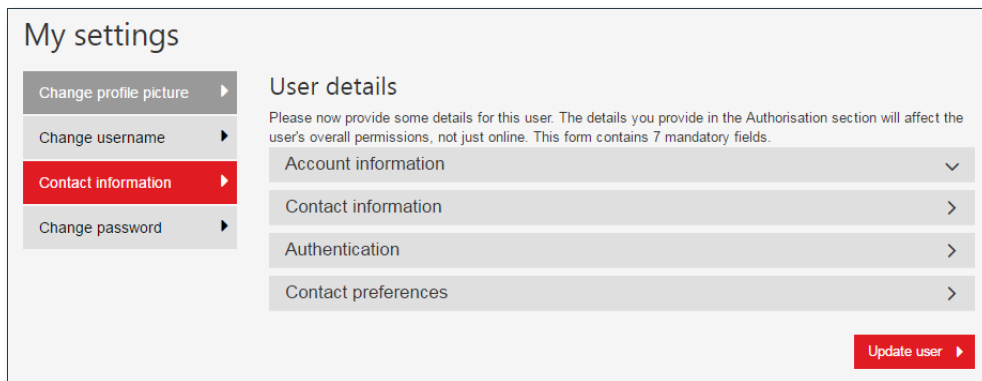Type in the amended Username and click on the "Change my username" button to confirm

claranetonline

Update your contact information

Click on the "Contact information" button to amend your contact details

The screen will display the four of the areas found in the "Adding a new user" section. However, the "Authorisations" section is only configurable by an administrator and therefore does not show.
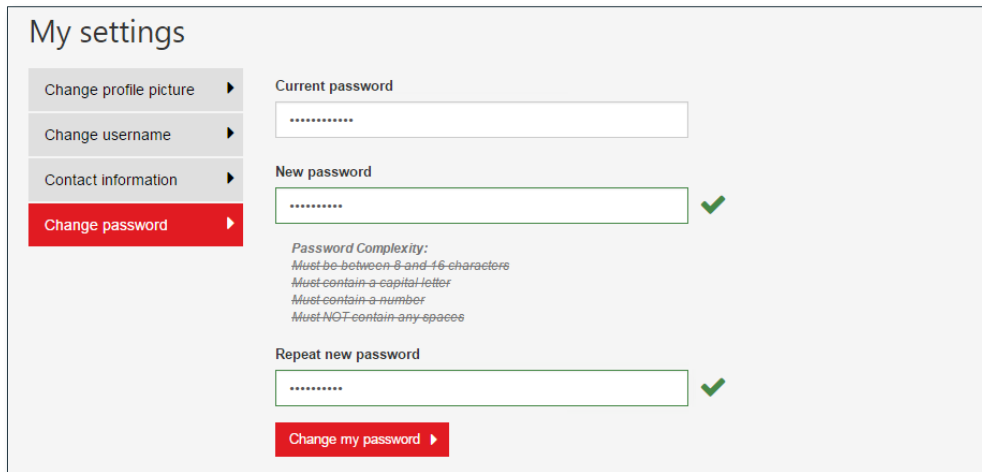
Once complete, click on the "Update user" button to save the changes

Change your password

Click on the "Change password" button to initiate a change

Enter your Current password

Enter your New password into the appropriate field and ensure that it meets the Password Complexity requirements

If your new password meets the complexity requirements, a green tick will be displayed.

Re-enter your New password into the appropriate field

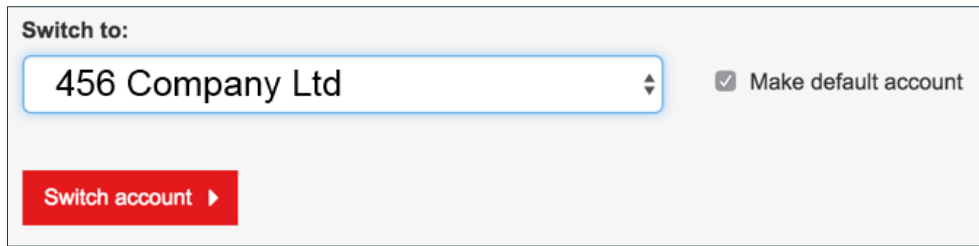Click on "Change my password" to confirm

Select an account

If your User account is associated with more than one company, you will be able to switch between them without having to log out and back in to Claranet Online.

Click on the "Select" button

Click on the drop-down list, select a different company and click on "Switch account"

Setting a default log-in account

You can set a default company log in account.

Click on the "Make default account" tick box option.
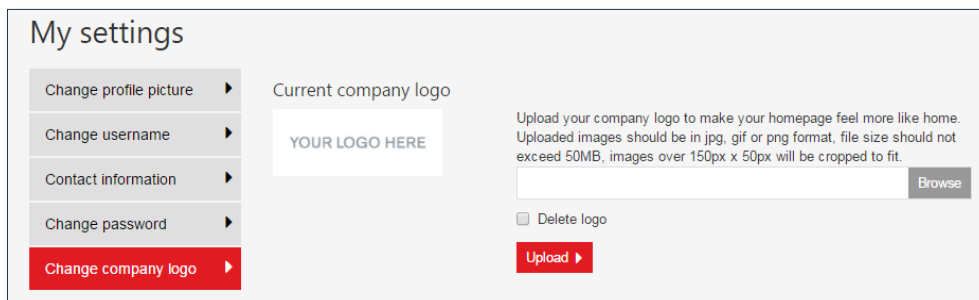
A tick will display alongside the company name of the default company.

Change your company logo

Click on the "Change company logo" button

This will display the requirements to upload your company logo

Browse and select the image you wish to use as your company logo and click the "Upload" button

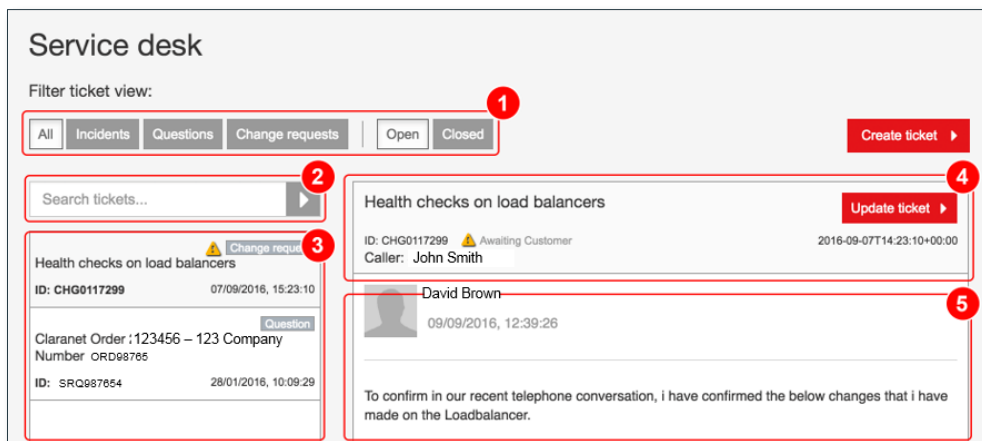Your logo will now appear on your homepage

Service Desk

The Service Desk module allows you to send support requests to the Claranet Support desk. Incidents, Questions and Change Requests can all be created within this module.
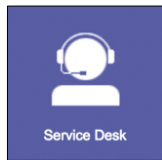
 Click the "Service Desk" tile to open the main service desk home page

Service desk overview

1. The filter categories for the ticket view
2. The ticket search facility
3. The ticket list shows those tickets selected by the filters
4. The ticket header provides additional information regarding the ticket
5. The ticket history shows previous updates regarding the ticket
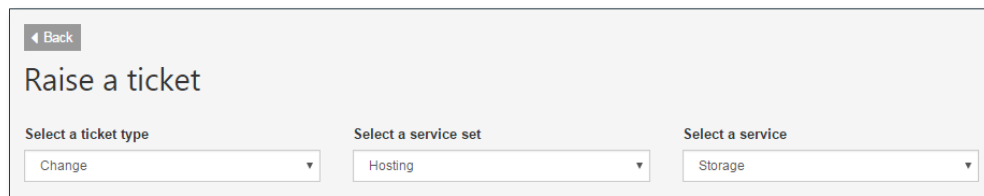
Service tickets

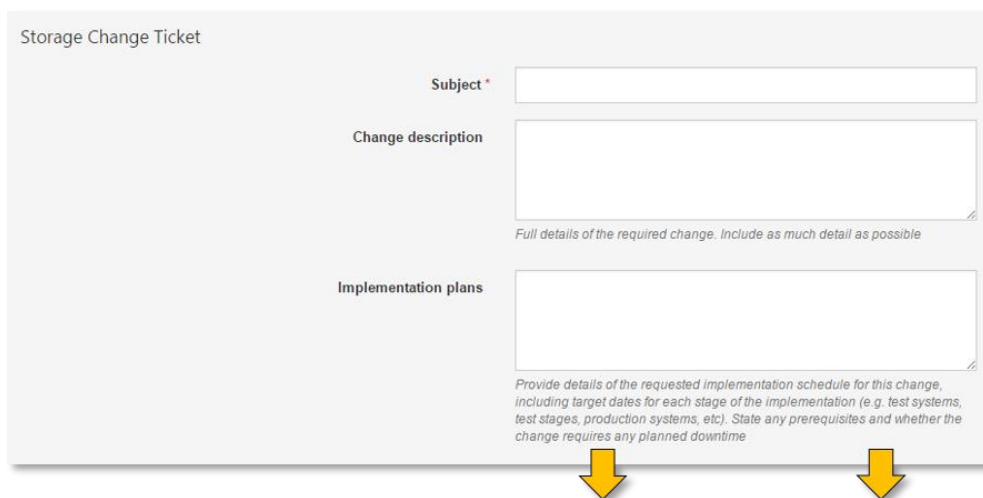### Create a ticket

 Click on the "Create a ticket" button

 Choose the appropriate ticket type and category from those in the drop-down menus (the options will change as new services come into the portfolio)
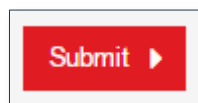
Depending on the selection made, there will be data fields to complete. Where appropriate, text boxes will help to explain the information that is needed.

Mandatory fields are marked with: *

Once the fields are complete, click on the "Submit" button to register the ticket.

Updating a ticket

Click on the "Update ticket" button

Enter the update information into the box provided and click the "Update" button

Viewing outstanding tickets

Claranet may add new tickets to you when the service levels for a product or service falls outside of the metric tolerances. In addition, when a response has been made to an existing ticket, it is easy to see that there are items that require your attention.

The number of responses that require your attention is shown in a number attached to the "Service desk" tile.
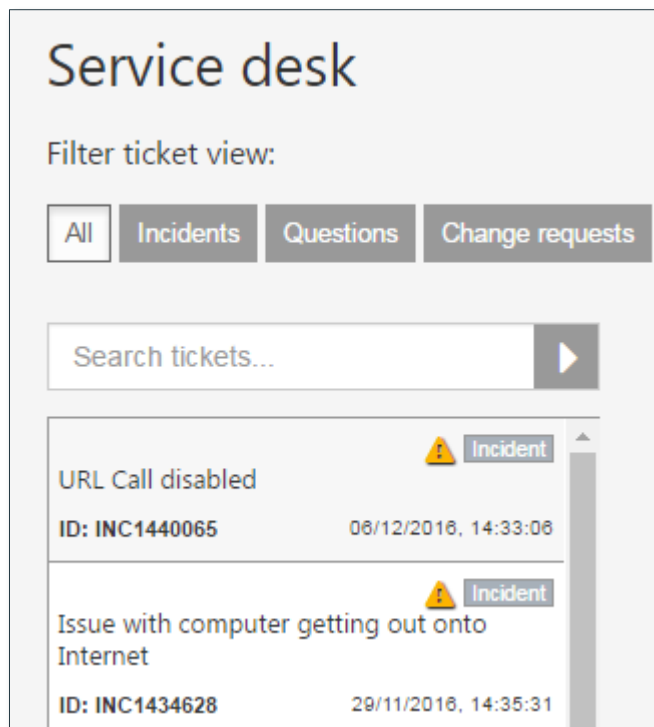
 Click on the "Service desk" tile showing the number of outstanding responses/incidents
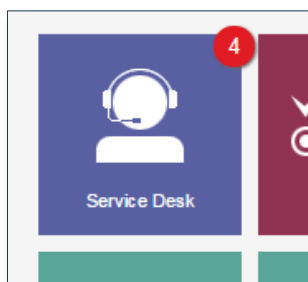
This will display a list of the tickets. Those tickets that display the icon, are awaiting a response from you.
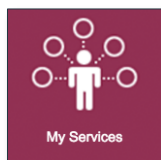
 Click on the incident in the left hand column in order to populate it into the main section on the right of the screen

You can then act on the ticket accordingly.

My Services

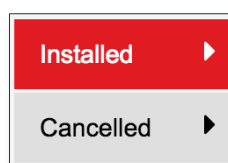You can view a list of the services you have with Claranet from the "My Services" tile.

   Click on the "My Services" tile to access this area.

Filters and searching

Click on the "Installed" or "Cancelled" button to filter the selection of services

You can also enter text into the search box to find your particular service

Search services	Reset search

Upgrade your service

Having found the service you are looking to upgrade

Click on the tick box on the right hand side of the entry within the table to select the service

1	01/12/2016	✓

Click on the "Enquire about upgrade" button at the top of the screen

Enquire about upgrade ▶

Complete the form provided and click the "Submit request" button

Enquire about upgrade   X

Please submit this form to request contact from your Account Manager

Order ID	Service Group	Install address	Circuit ref / PSTN No / hostname	Service	Qty	Contract end
123456		Telecity Data Centre, 9 Harbour Exchange Square, London, E14 9GG		Datacentre Cabling	1	2016-12-01

Customer name

123 Consultants

Enquiry

Your name

John Smith

Your email

john.smith@123consultants.com

Your phone number

+44 207654 1234

Cancel   Submit request ▶

Networks

The Networks module allows you to see the current situation of your network services.

Click on the "Networks" tile to access this area

The default screen shows a map view. The information relating to your circuits is brought together from a variety of databases and displayed on map. If you have a substantial number of networks, this may take a long time to show all the connection states.

Map view

Whilst this information is loading, it's progress can be measured using the progress bar at the top of the screen.
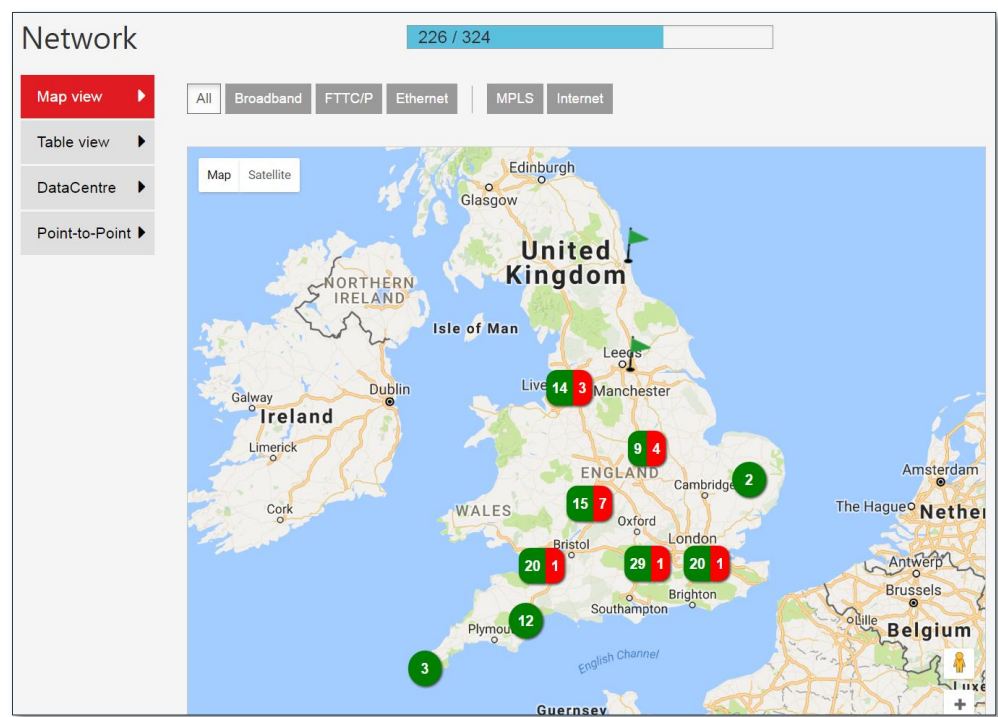
When zoomed out networks will be grouped together. Green indicates that the lines are currently connected, whereas red signals there is a problem with the line. The map view may not show all Ethernet circuits and it is best to refer to the Table view for a comprehensive list. No 3G or 4G services are shown on the map.

In addition to the overall map, a summary of the circuits is displayed in a table below the map.

Network overview

Service type	MPLS private network	Internet facing	Totals
Broadband	128	109	237
FTTC/FTTP	66	9	75
Ethernet	14	0	14
Totals	208	118	326

Viewing individual circuit details

Zoom into the map to the appropriate circuit and hold your mouse over the Network icon

Current circuit information will be displayed in a pop out box alongside the circuit icon.

More detailed information can be found by clicking on the "More info" button at the bottom of the circuit details.

Selecting the type of networks to view

 Click on the buttons within the selection panel at the top of the map
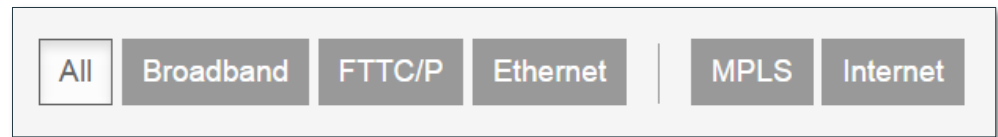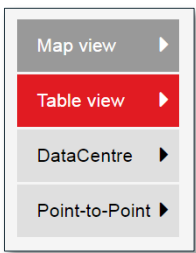

Table view

  Click on "Table view" to see this area

This presents you with details of each available circuit. The list can be sorted by selecting the heading at the top of each column.

More detailed information can be found by clicking on the "View" button alongside each circuit.

Detailed network information

 Click on the "More info" button when on the Map view, or the "View" button when on the Table view

You will be presented with the network information screen, showing the connection status and the usage graphs for your selected network.

The graphs can display the metrics across four time options:

- 1 day
- 1 week
- 1 month
- 3 months.

 Click on the time options to change your view of the data

The interval between polling the data differs across the time periods to ensure that the graph displays a realistic representation of your data usage without distortion by very short term anomalies.

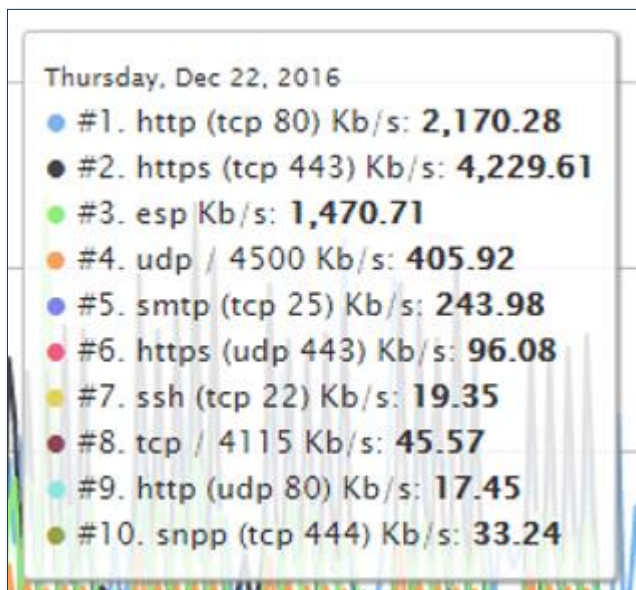Click on the legend to select and deselect any of the individual metrics that you wish to display

Click on the "Export" icon to download a copy of the chart
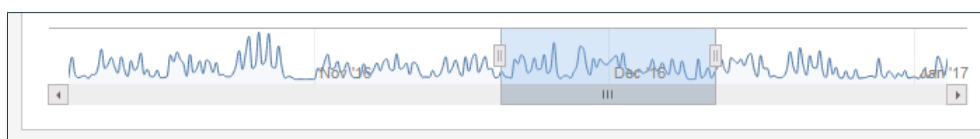
The download options include:

- PNG image
- JPEG image
- PDF document
- SVG vector image

Rollover the graph to display specific details for each of the metrics displayed at the point selected
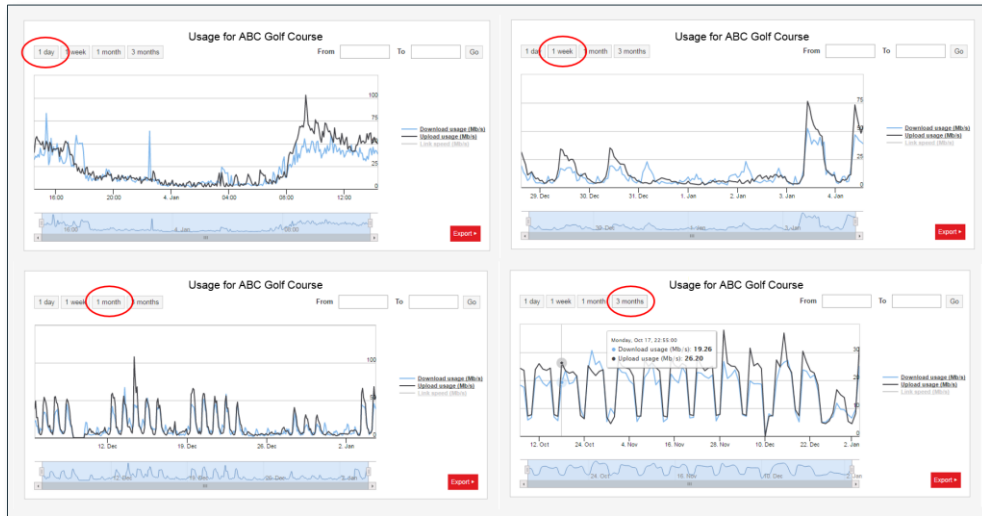

Select an individual range from the graph indicator to show a specific date range

Download usage and Upload usage

Showing the input and output bandwidth across the four time periods.


Inbound protocol

This measures the inbound traffic across the circuit and displays the top 10 most used protocols. The two most common protocols are internet driven (http and https). The information also displays the port number.
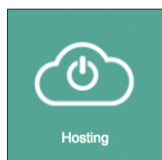
Outbound protocol

This measures the outbound traffic across the circuit and displays the top 10 most used protocols. The information also displays the port number.
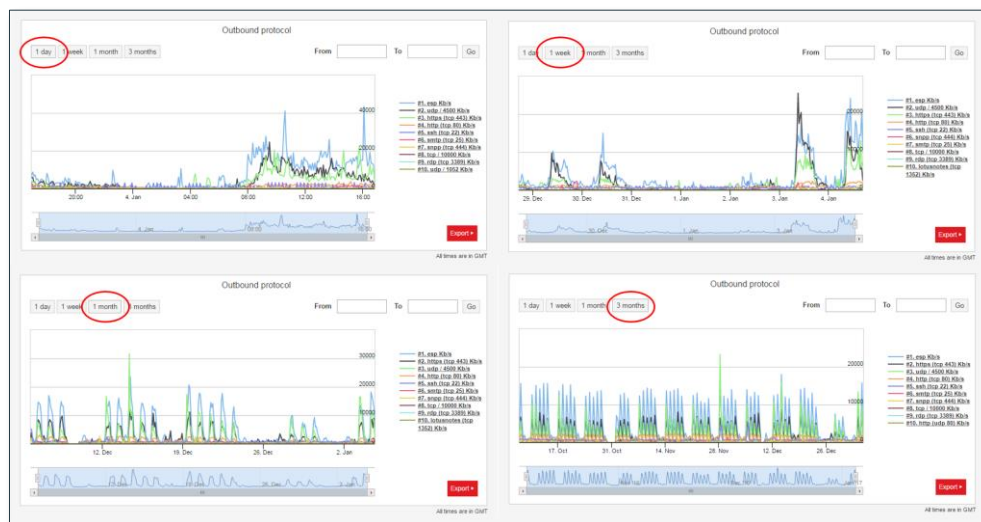
Hosting

The Hosting module allows you to see the current situation of your hosting services.

  Click on the "Hosting" tile to access this area

There are many areas of value within the Hosting section of Claranet Online ranging from specific performance metrics to allowing you create aliases for your servers.

Server administration

Once in the Hosting module, the list of your servers is displayed. In this section you can edit the server name to one which may be more relevant to you, you can reboot the server itself or you can view further details of the various performance metrics.

Locating your server

The list displays 10 servers by default with a search facility to help locate the one you need.

Hosting

Locate a server and click View for usage and capacity information

Search servers   Reset search

Enter the detail to search for. As you type, the list will modify to show the relevant entries

123 Company

Claranet Online
John Smith

Hosting

Locate a server and click View for usage and capacity information

Search servers   Reset search

Your ref	Hostname	Support level	Platform/OS	Server function	Reboot server	Detail
Area Server WC edit	S7669-1234-AP01	FULLY_MANAGED	Windows Server 2008 R2 Enterprise 64-bit	APPLICATION	↻	View
Area Server GM edit	S7669-1234-AP02	FULLY_MANAGED	Windows Server 2008 R2 Enterprise 64-bit	APPLICATION	↻	View
Apache 1 Gandalf edit	S7669-1234-AP03	HARDWARE_ONLY	Windows Server 2012 R2 Standard 64-bit	APPLICATION	↻	View
Apache 2 Bilbo edit	S7669-1234-AP04	HARDWARE_ONLY	Windows Server 2012 R2 Standard 64-bit	APPLICATION	↻	View
Apache 3 Aragorn edit	S7669-1234-AP05	HARDWARE_ONLY	Windows Server 2012 R2 Standard 64-bit	APPLICATION	↻	View

Editing a server alias

Click on "edit" beneath the server that you wish to rename, type in the new alias and click on "Update alias"

Edit server alias   X

Alias   Apache 4 Etna|

Cancel   Update alias ▶

Viewing the server details

![icon] Click on "View" against the server that you wish to view

This will display the basic details of the server and specific information relating to

- Service Desk
- Logs
- Storage
- Memory
- Processor
- Network
- Uptime

In addition, you can raise tickets from within the Service Desk module. These areas are explained in more detail in the Server information and Service Desk sections.
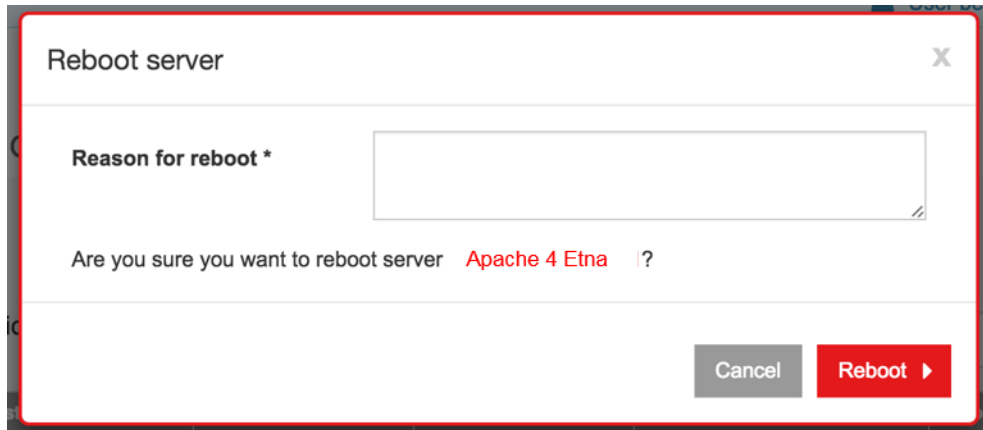
Rebooting a server

You can request a serve reboot at anytime from within the portal.

Click on the icon against the server you wish to reboot

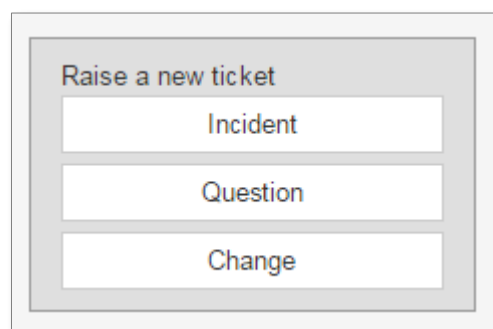Complete the Reboot server request form and click on "Reboot"

Server maintenance

Service Desk

The area relating to raising tickets, whether they are Incidents, Questions or Change requests is covered in more detail in the Service Desk module. However, you can raise tickets from within the Server details area.

Click on the appropriate ticket type from the selection

When selected, the request form is pre-completed with the details of the server you are raising the ticket from.

Server Incident Ticket

Subject or your reference * ❓	Area Server WC
Detailed description of the incident * ❓	[S7669-1234-AP01, Windows Server 2008 R2 Enterprise 64-bit, FULLY MANAGED, APPLICATION]
Date and time the incident first occurred? (dd/mm/yyyy HH:MM) *	
How many users are affected? *	⚪ One ⚪ Multiple ⚪ All
How would you describe the service currently? * ❓	⚪ Degraded ⚪ Intermittent ⚪ Total Outage
Business impact of incident? *	⚪ Low ⚪ Medium ⚪ High
Additional contact ❓	
Add attachment	Select file

File Types Allowed :jpg, png, doc, docx, txt, pdf, xls, xlsx, xps, csv
Maximum File Size : 8MB

Cancel   Submit ▶

Further details for ticketing can be found in the Service Desk module.

Logs

Expanding the Logs section will display details relating to the

- Reboot Log
- Backup Log
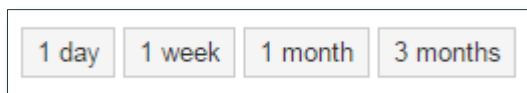- Patch Log.

Server performance

Viewing the metrics

You will be presented with a graphical representation of the performance metrics across several areas. And the information can be displayed across four time options:

- 1 day
- 1 week
- 1 month
- 3 months.

 Click on the time options to change your view of the data

The interval between polling the data differs across the time periods to ensure that the graph displays a realistic representation of your data usage without distortion by very short term anomalies.

 Click on the legend to select and deselect any of the individual metrics that you wish to display

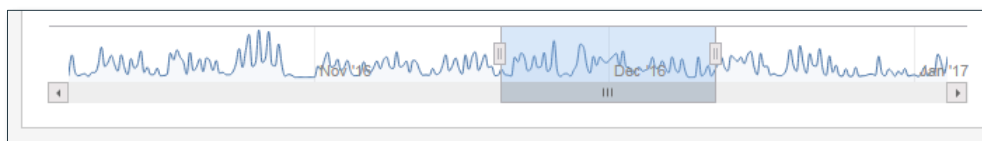 Click on the "Export" icon to download a copy of the chart

claranetonline

Underneath each of the storage graphs, further information can be found relating to expected usage in the near future.

Current Utilisation and Trending

This table shows how much of each storage disk is currently being used, and expected usage levels for the near future. 7, 30 & 90 day projections are based on a linear continuation of recent usage. They don't allow for particularly high or low usage in the measured or projected periods.

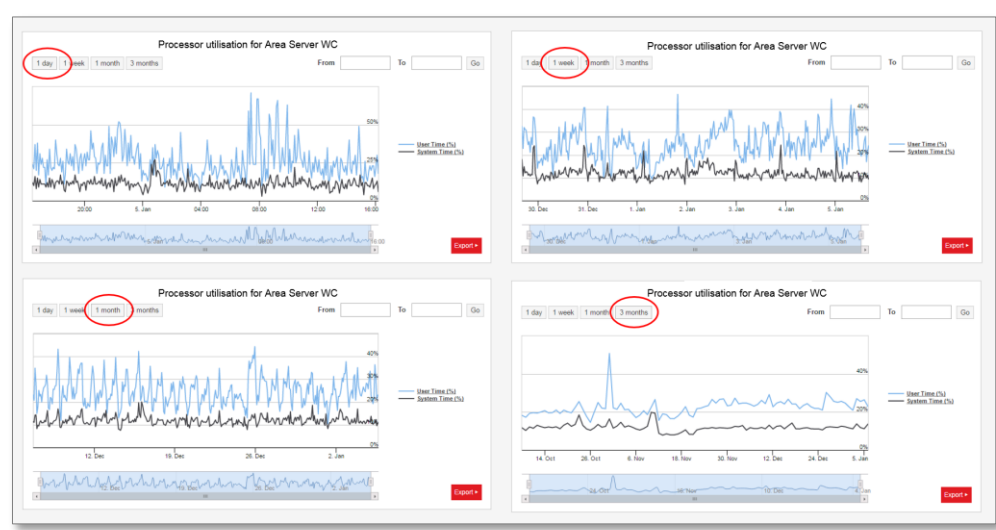| Disk	Today	7 days	30 days	90 days
C	34%	34%	35%	35%
D	38%	17%	-1%	-47%

Memory

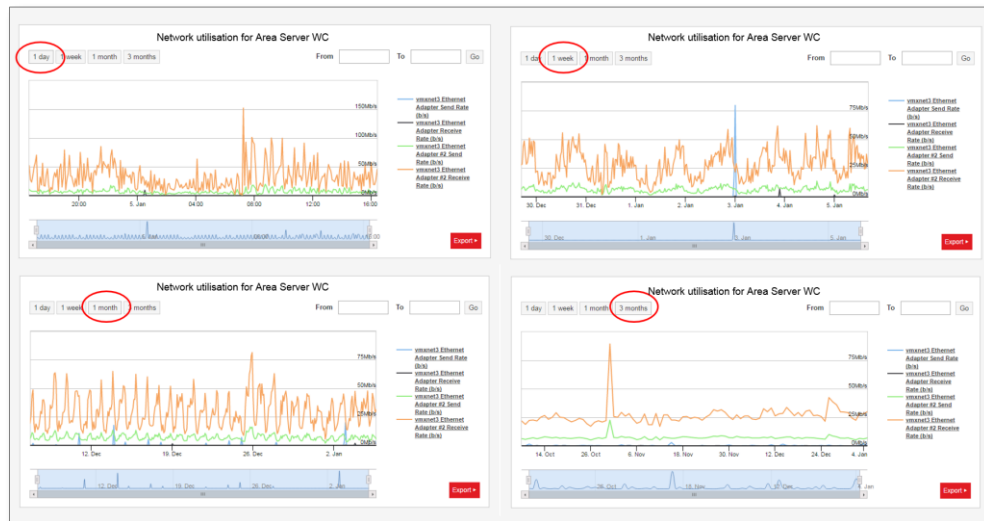This displays the physical memory usage for the server.
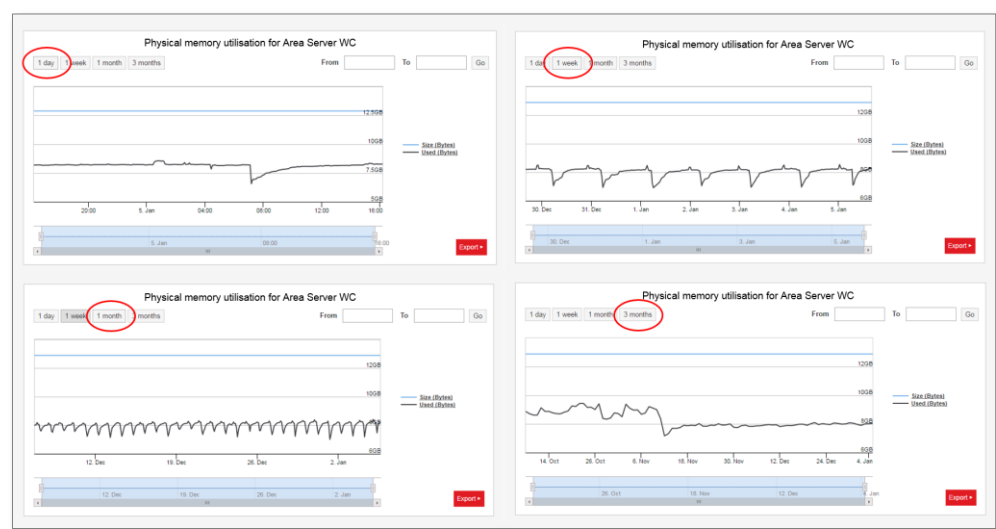
Processor

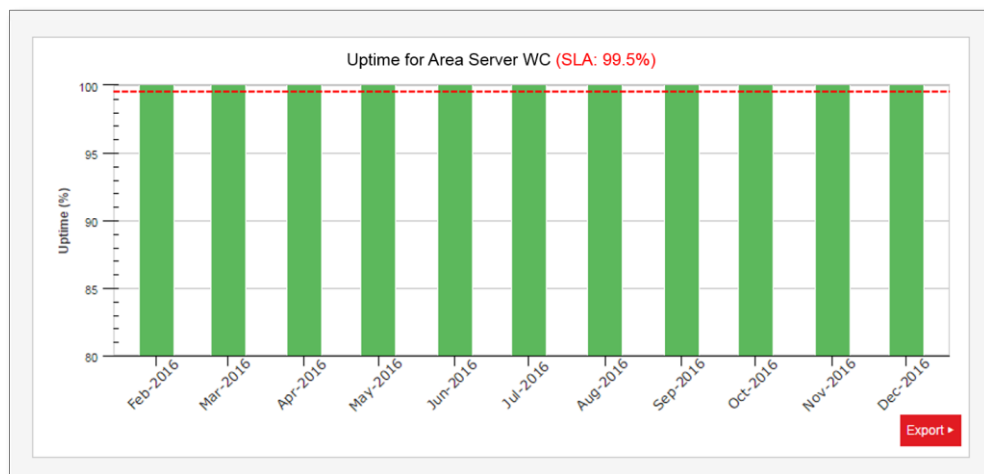This displays the processor utilisation information for the server.

Network

This displays the network utilisation information for the server.

Uptime

This displays the uptime of the selected server against the SLA, represented by the red dotted line. If the downtime has breached the threshold, then any downtime is displayed in red on the graph.

Domains

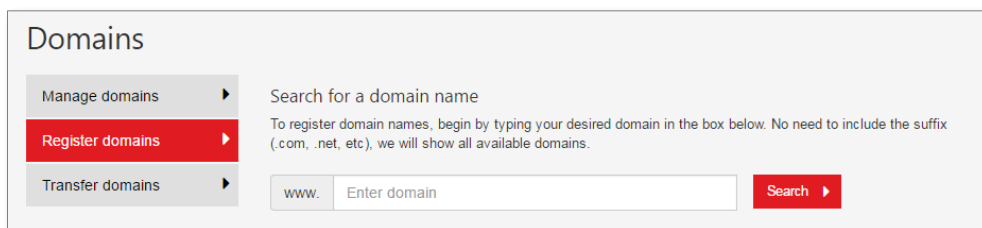The Domains module allows you to register and manage your domains all from one place.

  Click on the "Domains" tile to access this area

Register domains

 Click on the "Register domains" button

 Enter the domain name you wish to search for and click the "Search" button

This will display a list of all domains and show if they are available to purchase or not. If they can be purchased, the price is shown alongside with the relevant term displayed.

 Click on the button on the right-of the domain name you wish to order and click on the "Register selected domains" button

Domain	Available?	Price (excl. VAT)		
userdocs.com	✘			
userdocs.net	✘			
userdocs.org	✔	£15.00 / 1 year(s)	Register now	☐
userdocs.info	✔	£20.00 / 1 year(s)	Register now	☐
userdocs.biz	✔	£20.00 / 1 year(s)	Register now	☐
userdocs.eu	✔	£20.00 / 1 year(s)	Register now	☐
userdocs.co.uk	✔	£10.00 / 2 year(s)	Register now	☐
userdocs.me.uk	✔	£10.00 / 2 year(s)	Register now	☐
userdocs.org.uk	✔	£15.00 / 1 year(s)	Register now	☐

This will display the registration screen.

Complete the registrant details, including all the required fields.

Domain(s) will be registered to your company/organisation. Please verify and confirm the admin contact details below. The admin contact will be required to make any future amendments to the domain registration.

First Name *	John	Bldg. name/No *	Building
Last Name *	Smith	Street *	Street
Email *	john.smith@123co	Town/City *	Aylesbury
Phone *	+44 2011111000	County *	County

Note: The above details will appear on the public WHOIS database. To make these details private, please raise a Change request in the Service Desk module

| | | Postcode * | HP17 8JB |

Read and acknowledge the Terms and Conditions by clicking the appropriate tick box and then click "Place order"

Terms & conditions

Click here to view the terms and conditions

☐ I have read and agree with the terms and conditions.

Cancel   Place order ▶

Once your order has been passed through you will be presented with the order confirmation screen.

Manage domains

Click on the "Manage domains" button and search for the domain or click on the "Manage" button alongside

Edit the renewal status

Click on the "Edit renewal status" of the domain name to select the renewal option you would like and click "Update"

Edit the registrant details

 Click on the "Edit registrant details", amend the fields and click the "Update" button

Transfer domains

 Click on the "Transfer domains" button
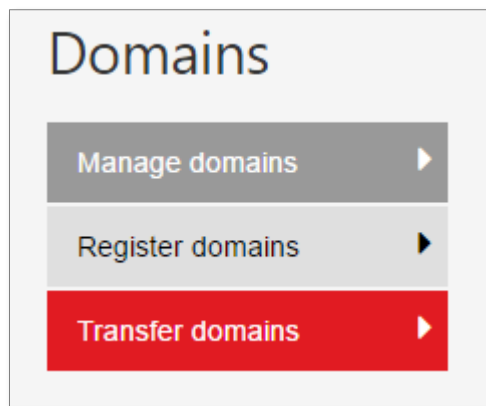
Select to either Transfer In or Transfer Away a domain name

Complete the required fields and click on the "Request transfer" button

Activate Transfer in

Click on the "Activate transfer-in" button

Complete the fields and click on the "Activate transfer" button

Domain name

Type

Domain and DNS

Transfer both a domain and their DNS to Claranet. Domain will be available in `Domains` and `DNS` tile. Creates/reuses an order in Messina and creates/reuses Chapi entries.

Registrar

Unknown

The registrar responsible for the domain. Claranet Online uses OpenSRS (referred to as Tucows). Choose `Unknown` for Nominet domains.

Term end date

When the domain will expire. Format: `DD-MM-YYYY`

Period

The number of years the domain is registered for

Activate transfer ▶

Domain Name Servers

The DNS module allows you to manage all your DNS records from a single place.

Click on the "DNS" tile to access the module

DNS records

Search for the domain as before and click on "Manage" button to update the DNS record for that domain

claranetonline

Add a DNS record

 Click on the "Add DNS record" button

 Complete the required fields and click on the "Add new DNS record" button

Edit a DNS record

Click on the "Edit" button" next to the DNS record

TXT	@	Texthere	10	--	Edit	Delete

Complete the required fields and click on the "Save DNS record" button

Edit DNS record for userdocs.co.uk   X

Type*

TXT

Name*

@

The specific subdomain or use the wildcard @

Value*

Texthere

Any text shorter than 255 characters

TTL(secs)*

10

Cancel   **Save DNS record** ▶

Delete a DNS record

Click on the "Delete" button" next to the DNS record

TXT	@	Texthere		10	--		Edit	Delete

Click on the "Delete" button to confirm the deletion

Delete DNS Record   X

Are you sure you want to delete this DNS record?

Cancel   Delete ▶

Name servers

Click on the "Name servers" button

Edit a name server record

Update the name server fields and click on the "Update name servers" button

Important - Please enter at least two name servers. By clicking Update, you will then be associating the new name servers to your domain. It can take up to 24 hours for global propagation.

Primary name server *

ns0.clara.net

Secondary name server *

ns1.clara.net

Tertiary name server

ns2.clara.net

Quanternary name server

Update name servers ▶

Sub-domains

🧑‍💻 Click on the "Sub-domains" button

Add a name server record

🧑‍💻 Click on the "Add sub-domain" button

🧑‍💻 Enter the sub-domain and click on the "Add" button

The new sub-domain will now be added to the list.

🧑‍💻 Click the "Manage" button to update the DNS settings for the subdomain

Service Descriptions

The Service Descriptions module provides you with access to the latest versions of the service descriptions in a downloadable format
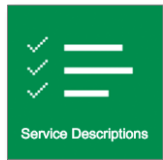
Click on the "Service Description" tile to access this module

The service descriptions are separated into categories, which can be filtered using the buttons on the left of the screen.
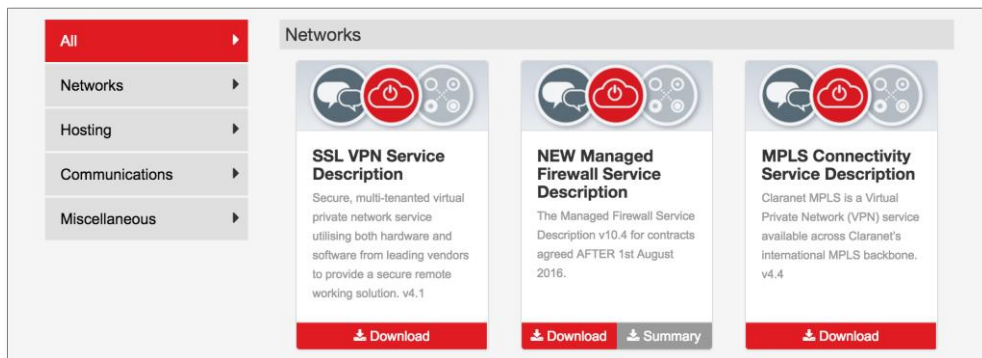
Click on the "Download" button of the service description to download a .pdf version of the document

Click on the "Summary" button (where applicable) for a shortened 2-sided document of the service

Notifications

From time to time, Claranet will send out announcements to users. These will appear in the Notifications module.
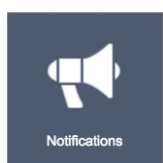
Click on the "Notifications" tile to access this module
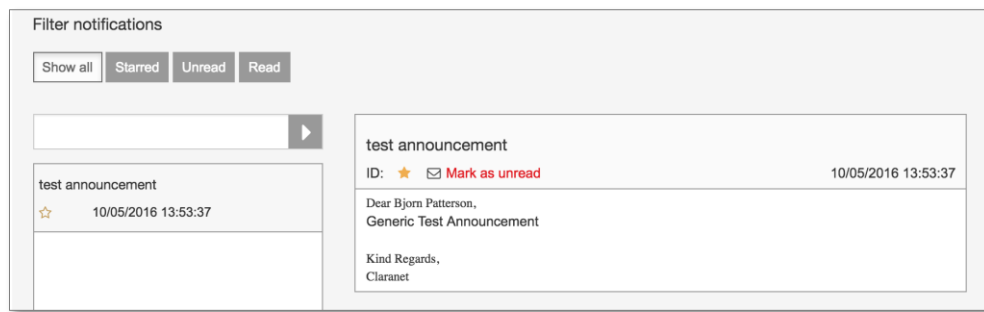
Click on the options to change your view of the notifications
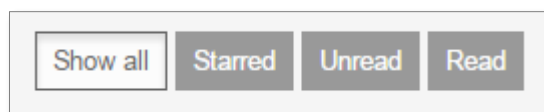
You can also enter a search term to find an individual notification

MyStar access
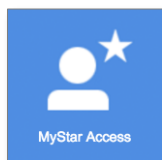
Click on the "MyStar Access" tile to open the module

This will provide you with access to a number of MyStar features:
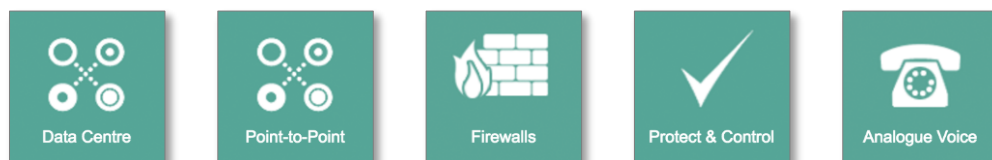
Worklife and IM

From here you can manage all your Worklife and IM services
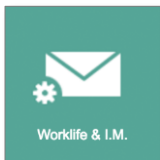
Click on the "Worklife and IM" tile to access the module

Click on the appropriate section to manage your email and IM accounts

Email & IM

From here you can manage all of your WorkLife Email and IM services.

Configure Email & IM

Manage Users. Create Accounts. Assign Features.

Create accounts, manage users and configure your email and collaboration services.

Configure your Exchange 2003 users here »

Configure your Exchange 2007 users here »

Get more from WorkLife Services

Activate WorkLife IM for Free

Download and Install Microsoft Outlook 2010

Portal Help

The Portal Help module provides you with access to online guides and overviews. In addition, you can send feedback and suggestions to the Claranet Online team.
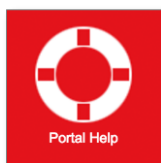
Click on the "Portal Help" tile to access the module

Portal Guides

Click on the "Portal guides" button to access a number of the available guides

Portal Help

> Portal guides ▶
>
> Permissions ▶
>
> Feedback ▶
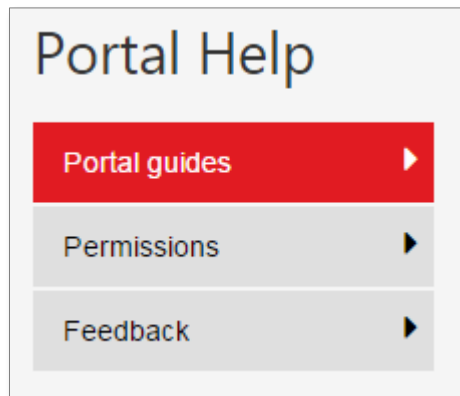
Permissions

Click on the "Permissions" button to view details of the portal administrators in your company

> **Your portal administrators**
>
> The people (or person) below are the portal administrators for your organisation. Please contact them to request changes to what you can see and do in Claranet Online.
> To see a list of everything Claranet Online can do for you, click on Portal Guides and view the Features Overview.
>
> John Smith   Technical Consultant
> Brian Green   Accounts
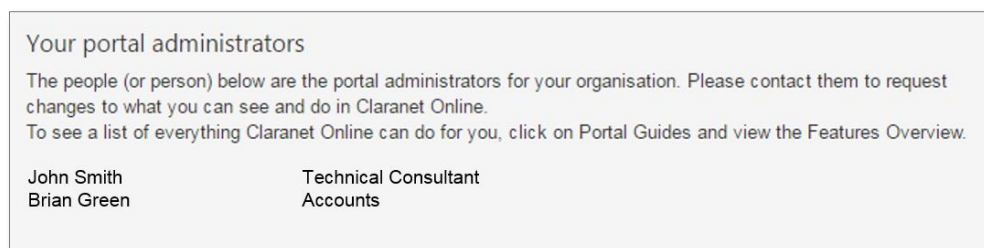
Feedback

Click on the "Feedback" button to access the feedback form

Complete the form and select the nature of feedback and click the "Submit" button

We'd love to know what you think

Committed to continual service improvement

Please use this page to give us your thoughts about the service we provide. All of your feedback is fed directly into improving the things we do for you.

Development community

If you would like to join the Claranet Online development community - driving new requirements and helping to shape your portal for the future - please use this form to let us know.

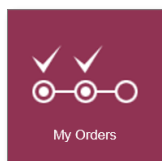|	
Nature of feedback	Please select ▼
Subject	
Feedback	

Submit ▶

The nature of feedback options available are:

- Service
- Support
- Product
- Portal
- Other

My Orders

Click on the "My Orders" tile to access this module

This shows a list of all the orders received.

Click on the ⊞ sign to the left of the order number to expand the order and see the details

My orders

	Order Id	Service Group	Order Date	Estimated Delivery Date	Product count	Order Status	Description
+	745218		21/10/2016		1093	Implementation	1093 x Various items
+	745471		04/10/2016		105	Received	105 x Various items
+	745494		29/07/2016		1	Received	1 x Professional Services
+	745537		06/07/2016		137	Received	137 x Various items
+	745784		23/06/2016		1	Received	1 x Engineer Labour
+	745993		14/06/2016		1	Received	1 x Engineer Labour

Download all as CSV ▶

« ‹ 1 › »

Hosted Voice
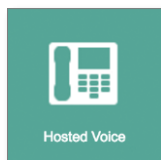
Click on the "Hosted voice" tile to access this module

Click on the appropriate button to access the specific areas

Hosted Voice

Usage & Billing Portal
Analyse usage. View reports. Download Data
Go to Usage & Billing ▶

Admin Portal (HIPCOM)
Manage your Hosted Voice services.
Go to Admin Portal ▶

Downloads
Click to install (.exe files)
WorkLife Talk Softphone | WorkLife Talk Reception | WorkLife Talk Toolbar

Admin Portal (NGWare)
Manage your Hosted Voice services.
Go to Admin Portal ▶

Admin Portal (BT)
Manage your Hosted Voice services.
Go to Admin Portal ▶

Firewalls
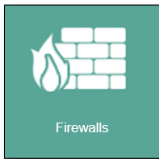
Click on the "Firewalls" tile to access this module

The screen shows a list of the firewalls available

Firewalls			
			Sort by Name ▼
Name	**Type**	**Operating System**	**Virtual Firewall**
81.111.222.33	FORTINET	Virtual	yes
85.222.333.44	FORTINET	Virtual	yes
89.333.444.55	FORTINET	ScreenOS 6.3.0	no

Click on the "Name" of the firewall to access the specific information

Firewalls

Management Address
81.111.222.33

Highly Available
Yes

Type
HA Firewall

Model
NETSCREEN

Operating System
Virtual

Virtual Firewall
Yes

Statistics
- View Interfaces
- View Traffic
- View Hardware Statistics
- View Archives

Back

Click on the links to the various "Statistics" metrics for more details
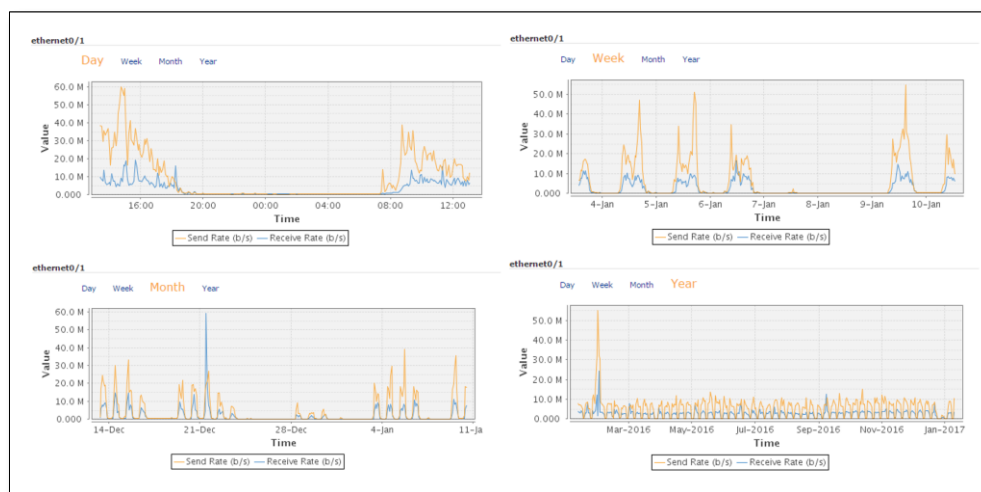
These include the ability to view:

- Interfaces
- Traffic
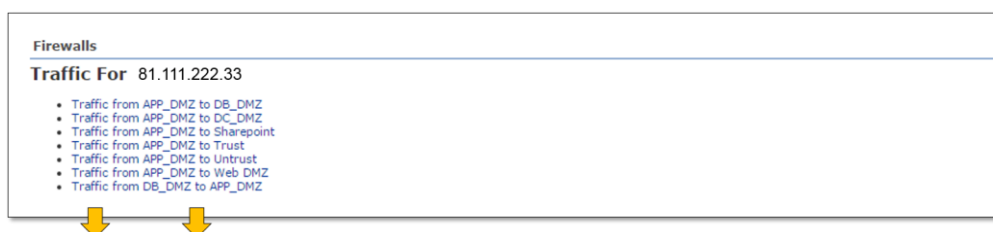- Hardware Statistics
- Archives

Statistics

View Interfaces

This displays the interfaces on the firewall, graphing the send and receive rates through each port individually. Each graph can be displayed for the following time intervals:
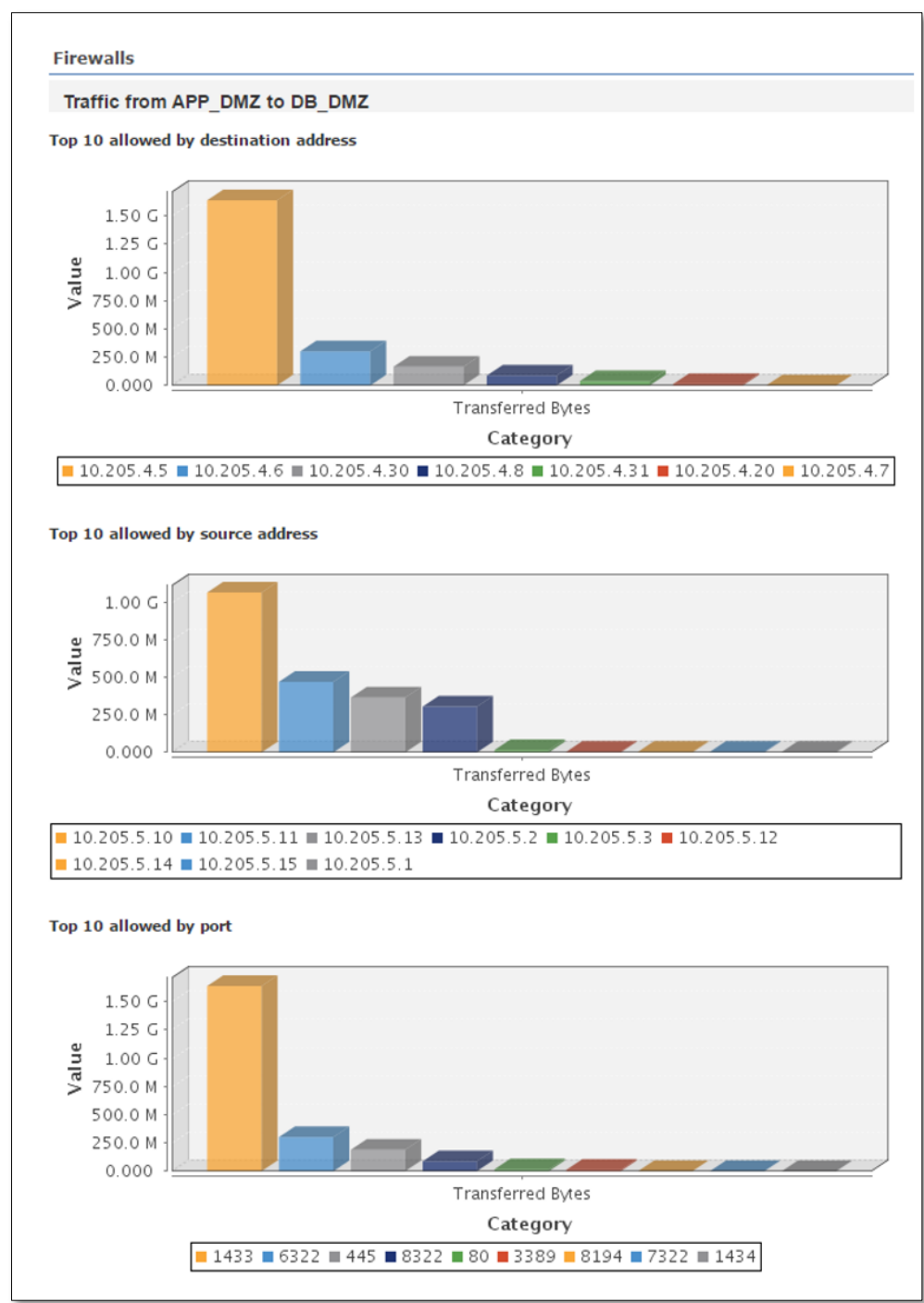
- Day
- Week
- Month
- Year

View Traffic

 Click on the individual path for further details of the traffic.

This is displayed by:

- Destination address
- Source address
- Port

View Hardware

This area is currently not available.

View Archives

Click on the individual "Archive Report" to download and view the archive logs