The Open Mobile Portal

The Open Mobile™ Portal is a powerful, Web-based tool that enables you to manage all of your Open Mobile account information in one place.

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Latest Release Notes

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Open Mobile Portal Printable Admin Guide

The Open Mobile Portal Printable Admin Guide is not an interactive PDF. Its function is strictly for printing.

open mobile portal, configuration, account, service packages, reports, dashboard

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System Requirements

Open Mobile Portal

Using the iPass Open Mobile Portal requires an Internet connection and one of the following browsers (with both JavaScript and Adobe Flash Player 10 or later enabled):

- Internet Explorer 8, 9, and 10.
- Mozilla Firefox 12 or later.
- Google Chrome (latest version).
- Apple Safari version 5.1.7 on the Mac.

Users with Internet Explorer must turn off Compatibility Mode.

Adobe Flash Player

- Check your version of Adobe Flash Player: adobe.com/software/flash/about.

- Install the latest version: get.adobe.com/flashplayer.

Required Configurations

Click here for a complete list of Required Configurations for Open Mobile Access.

Go to: Portal Guide

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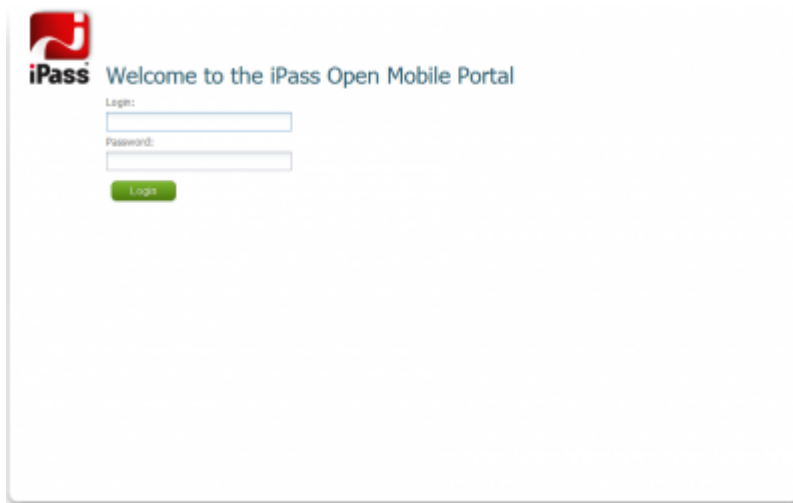**http://help-dev.ipass.com/doku.php?id=wiki:ebook**

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Logging In

Portal users can log in using either Open Mobile username, or email address. Email address can be a convenient way of logging in if the username has complex prefixes or domains.

To log in to the Open Mobile Portal,

1. Browse to https://openmobile.ipass.com.
2. In **Login**, enter either your email address or your Open Mobile user name. (Login is not case-sensitive.)
3. In **Password**, enter your Open Mobile password.

Login Identity

In order for Portal administrators to log in to the Portal, you must add them as Portal users under **Account > Administrator Provisioning**. They can then use either their email address or their Open Mobile network access credentials to log in.

Once logged in to the Portal, your login identity is shown in the navigation bar at the top of the page.
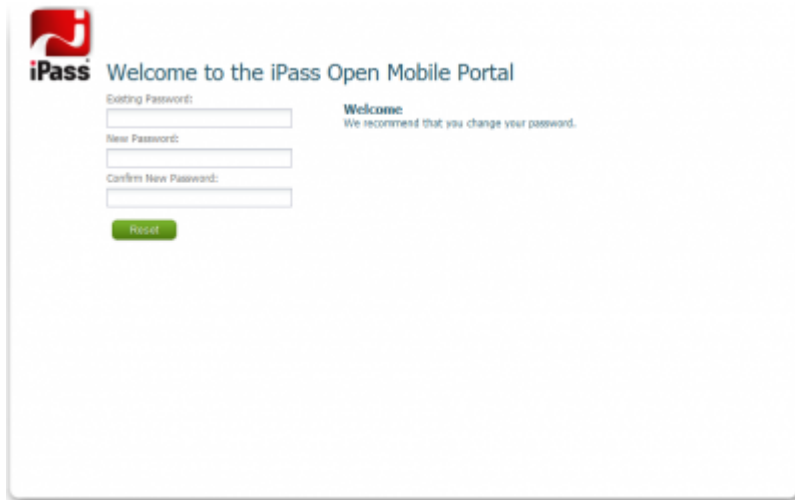
Idle Timeout: For security purposes, you will be logged out of the Portal automatically after 30 minutes of inactivity.

Hosted Administrator Login

If your credentials are hosted by iPass, your login will be in the following format: <user>@omportal.com.
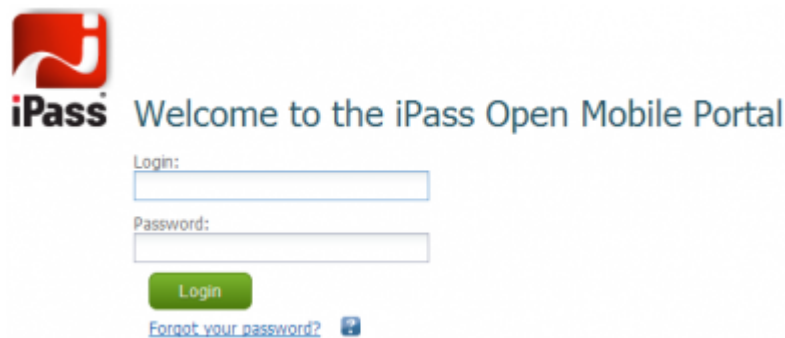
First Log in

A Hosted Administrator logging in for the first time is prompted to change the password.

Forgot Password

A **Forgot your password?** link will display on the Portal login page. Click the link and enter the same email address used to register for the Open Mobile Portal. You will receive an email at that address with instructions for retrieving or changing the password (depending on company settings).

Legacy Portal Registration

Some functions of the Legacy Portal (portal.ipass.com) have moved to the Open Mobile Portal. The pages for these functions provide a link from the Legacy Portal to register for the Open Mobile Portal. For more information please see Open Mobile Portal Registration.

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Navigation

The Portal is divided into a set of tabs, each giving access to a distinct set of Portal functions and tools.

- **Dashboard Tab:** Displays commonly used Open Mobile news and information.
- **Configuration Tab:** Enables configuration of Open Mobile profiles.
- **Reports Tab:** Run reports on your enterprise's Open Mobile usage.
- **Account Tab:** Set or edit your account details.

Other tabs may be shown, depending on the iPass products and services your enterprise has chosen.

Each tab may include a set of windows with distinct information. For example, the Dashboard includes separate windows for general information, tickets, and service alerts. You can enlarge these windows to display across the entire page by using the Resize button in the upper-right corner of the window. To shrink the window to its original size, click **Resize** again.

User access to Portal functionality is governed by the role assigned to the user and by the features that are available to the enterprise. As a result, some user accounts may not have access to all of the functionality described here. See Roles for more information on role-based access.

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Online Help

There is a help icon () in the top-right corner of most pages in the Open Mobile Portal. Clicking on the icon will open a window with helpful information on that particular page.

Some Administrators have the ability to remove these links in the Account tab, see Portal Preferences for more information.

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