

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.

Topics

Part 1: Introduction

- [System Requirements](#)
- [Logging In](#)
- [Navigation](#)
- [Online Help](#)

Part 2: Dashboard Tab

- [Dashboard Tab](#)
- [Welcome](#)
- [Tickets](#)
- [Service Alerts](#)

Part 3: Configuration Tab

- [Configuration Tab](#)
- [Manage Profiles](#)
- [Manage Brands](#)
- [Manage Templates](#)
- [Download Software](#)
- [Device Support](#)
- [Custom Networks](#)
- [Wi-Fi Directories](#)
- [Service Preferences](#)
- [Client Preferences](#)
- [Group Subscription](#)
- [Request Domains](#)
- [Register Packages](#)
- [Mobile Number Management](#)
- [Manage Data Devices](#)

Part 4: Tools Tab

- [Tools Tab](#)
- [RoamServer Test Tool](#)
- [Service Alert Management](#)

Part 5: Reports Tab

- [Reports Tab](#)
- [Service Summary Report](#)
- [Threshold Alert](#)
- [Auth Request History](#)
- [Connection Summary](#)
- [Usage Summary](#)
- [Raw Connection Data](#)
- [User Activity](#)
- [Exceptions](#)
- [Devices & Platforms](#)
- [Active Deployment](#)
- [Mobile Broadband Usage Rate](#)
- [Roaming by Country](#)
- [Users Provisioned](#)
- [Saved Reports](#)

Part 6: Account Tab

- [Account Tab](#)
- [Company Address](#)
- [Company Contacts](#)
- [Manage Account](#)
- [Manage Administrators](#)
- [Manage Roles](#)
- [Managing Customer Roles](#)
- [Invoices and Payments](#)
- [Manage Portal Brands](#)
- [Portal Preferences](#)
- [Hosted Users](#)
- [Group Management](#)

Part 7: Service Package Tab

- [Service Package Tab](#)
- [Manage Service Packages](#)

Part 8: Child Account Tab

- [Child Accounts Tab](#)
- [Manage Child Accounts](#)

Latest Release Notes

- [Open Mobile Portal Release Notes](#)

Previous Release Documents

Open Mobile Portal Printable Admin Guide

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

- [Part 1: Introduction](#)
- [Part 2: Dashboard Tab](#)
- [Part 3: Configuration Tab](#)
- [Part 4: Tools Tab](#)
- [Part 5: Reports Tab](#)
- [Part 6: Account Tab](#)
- [Part 7: Service Package Tab](#)
- [Part 8: Child Account Tab](#)

[open mobile portal](#), [configuration](#), [account](#), [service packages](#), [reports](#), [dashboard](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Account Tab

Use this tab to manage the details of your iPass Open Mobile account.

It consists of:

- [Company Address](#)
- [Company Contacts](#)
- [Manage Account](#)
- [Manage Admins](#)
- [Manage Roles](#)
- [Managing Customer Roles](#)
- [Invoices and Payments](#)
- [Manage Portal Brands](#)
- [Portal Preferences](#)
- [Hosted End-Users](#)
- [Group Management](#)

[Portal Guide](#)

[account tab](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Company Address

You can view and edit your company’s corporate and billing addresses on file with iPass.

To edit a corporate or billing address:

1. Under the Actions column, click **Manage**.
2. Enter the information in the requested fields.
3. Click **Save**.

The screenshot shows a web interface for managing a company address. At the top, there is a blue header with the text 'Company Address'. Below this, a breadcrumb trail reads 'Company Address > Manage'. The form contains several input fields: 'Country' is a dropdown menu set to 'United Kingdom (GB)'; 'Address' is a text box containing '3800 Bridge Parkway Parkway'; 'Line 2' is a text box with '2.14 update test'; 'Line 3' is an empty text box; 'City' is a text box with 'Redwood Shores'; and 'Postal Code' is a text box with '94065-1171'. Below these fields, it says 'Current Address Types: Bill To, Corporate, Tax'. At the bottom of the form are two buttons: 'Save' and 'Cancel'.

[Portal Guide](#) > [Account Tab](#)

[account tab, company address](#)

From:
<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:
<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Company Contacts

You can view and edit your company contacts on file with iPass. Contacts are classified by type, which includes Business, Technical, Corporate, or Other.

The **Contacts** list displays all company contacts. Click **Expand All** to show the list in more detail.

To add a new contact:

1. Click **Add New Contact**.
2. Enter the requested personal information for the contact.
3. Assign one or more **Types** for the contact by selecting it in the **Available Contact Types** list and clicking the > button to move it to **Selected Contact Types** list. You can unassign a type by selecting it in the **Selected Contact Types** list and clicking the < button.
4. Indicate which e-mail notifications the contact should receive.

Company Contacts

Company Contacts > Add Contact

Name: * First Last Suffix

Job Title:

Email *

Work Phone: * Country Code 707-111-2222 EXT

Mobile Phone: Country Code 707-111-4444

Fax Number: Country Code 650-111-5566

Available Contact Types

- Bill To
- Corporate
- Legal
- Mobile Data
- Order Entry
- Other

*Selected Contact Types

Email Notifications: Hourly authentication server failure (HFR) reports

Save Cancel

To edit or delete an existing contact:

1. In the **Contacts** list, click **Expand All**, and then select the contact you wish to edit.
2. Click **Manage**.
3. Do one of the following:
 - o Edit the details of the contact as needed, and then click **Save**.
 - o To delete the contact, click **Delete this Contact**.

[Portal Guide](#) > [Account Tab](#)

[account tab, company contacts](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Manage Account

Administrators can add inflight service to their account, cancel services, and view pending requests on this page.

Request Cancellation

Cancel Services

To cancel services:

1. Click **Cancel Services**
2. Select one of the following services to cancel:
 - **iOQ**
 - **Mobility Broadband Service/Card. Note:** If you are canceling this service, deactivate all Mobility Broadband cards in the Mobile Broadband Console (by clicking the link provided), or to cancel individual cards, list the serial number (ESN, IMEI, etc) in the comments box)
 - **Gogo Inflight**
 - **Other** (if you select Other, specify the service in the comments box).
3. After **Last Service Date**, select the date from the dropdown menu (required).
4. Enter any Comments in the box (this could include services not listed above or individual Mobile Broadband cards).
5. Read the Terms & Conditions and check the box.
6. When you are finished, click **Submit**. Your request will be submitted to iPass, and you should receive a confirmation email once the form has been submitted. If you do not receive a confirmation or a response for iPass within 2 business days, email: order_support@ipass.com

History

View Requests

To View Requests:

1. Click **View Requests**
2. Select one of the following the Request Type in the drop-down list at the top of the page:
 - **Show All**
 - **Cancel Services**
 - **Cancel Account**
 - **Order Additional Services**

- **Re-sign contract**
 - **Set up Authentication**
 - **Confirm Contract Status**
 - **Mobile Broadband Card Order**
3. Each request will show the following fields:
- **Order Id:** the order identification number for the request
 - **Request Type:** the type of request
 - **Submitted By:** the User ID of the requester
 - **Submitted On:** a timestamp of when the request was made.
 - **Action:** click **View** to see the submitted request.

Order Additional Services

This feature allows you to order additional services like: Gogo Inflight and daily CDRs. For more information, please click [here](#).

Go to: [Portal Guide](#) > [Account Tab](#)

[manage account](#), [open mobile portal](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Order Additional Services

The Order Additional Services page allows you to easily request services like Gogo Inflight and daily CDRs.

To order additional services:

1. Put a checkmark next to **Gogo Inflight** or **Request Daily CDR**.
2. Use the **Comments** section to make any comments or remarks about ordering new services.
3. After reading the iPass Terms & Conditions, check the box next to "I have read and agree to the terms and conditions."
4. When you are ready, click on the **Submit** button. You will receive an email confirming your submission.

Go to: [Portal Guide](#) > [Account Tab](#) > [Manage Account](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Manage Administrators

On the **Manage Administrators** page, you manage all of your Open Mobile Portal administrator accounts. You can add new administrator accounts individually, or import a list of administrators from a properly formatted XML file. After you have added an Administrator, in the action column next to their name:

- Click **View** to see (but not edit) the Administrator's information.
- Click **Edit** to change the Administrator's information.
- Click **Delete** to delete the Administrator (if available).
- Click **Manage Assigned Roles** to change the Administrator's assigned roles.
- Click **Login History** to view portal user login history.

If you delete an Administrator and you try to add them later, you will not be able to assign them the same username (you will see an error message that this user already exists). You will have to give them a different username or contact your help desk (iPass may be able to delete the user from the database so that you can re-assign the old username).

Managing Admins

Click below to find detailed information on:

- [Adding a new admin](#)
- [Editing an admin](#)
- [Managing admin roles](#)
- [Adding multiple users](#)

[Portal Guide](#) > [Account Tab](#)

[account tab, manage administrators](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Adding an new admin

To add an admin:

1. Optionally, in **Company ID**, enter the company ID of the user's company
2. Enter the **Username**, which must be the roaming username (the username used to log in to Open Mobile with the domain included). **NOTE:** If this is a Hosted Admin, the domain is already included in the field (and should not be added).
3. Enter the user name's first name, last name and email address.
4. Optionally, enter the Contracts Employee ID (the employee ID of the Account Manager specified in the Contract Database).
5. Under **Roles**, using the arrow keys, assign roles to the user by moving one or more roles from the **Unassigned Roles** to the **Assigned Roles** column. **NOTE:** Use the search option on the right to filter through all Unassigned Roles.
6. Click **Save**

If you switched to a Child Company with Hosted Authentication allowed, the first entry you will see is **Admin Type**. Select **Admin** (for Administrators with credentials hosted on their own servers) or **Hosted Admin** (for Administrators with credentials hosted by iPass).

[Portal Guide](#) > [Account Tab](#) > [Manage Administrators](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Editing an admin

On the Edit Admin page, you can edit all information like:

- **Company ID**
- **Username**
- **First Name**
- **Last Name**
- **Email**
- **Subscribe to Service Alerts**

You can edit roles, using the arrow keys, to assign roles to the user by moving one or more roles from the **Unassigned Roles** to the **Assigned Roles** column.

Use the search option to filter through the **Unassigned Roles** list.

[Portal Guide](#) > [Account Tab](#) > [Manage Administrators](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Manage Admin Roles

The Manage Admin Roles will display information like:

- **Username**
- **Name**
- **Email**
- **Last Modified**

You can manage roles by using the arrow keys to assign roles to the user by moving one or more roles from the **Unassigned Roles** to the **Assigned Roles** column.

Use the search option to filter through the **Unassigned Roles** list.

[Portal Guide](#) > [Account Tab](#) > [Manage Administrators](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Manage Roles

You manage access to the Open Mobile Portal by assigning roles to your users. A role is comprised of privileges enabling the performance of tasks or granting access to information. For example, a role called Service Rep could include privileges to grant access to sections of the Open Mobile Portal that includes support-related information. Any users with that role would have all the privileges included in the role.

The Open Mobile Portal includes several pre-defined roles, and, in addition, you can create your own.

Administering Roles

When iPass provisions Portal accounts, the User Admin role enables you to assign roles to other users. You should use the User Admin role to create other roles for your organization as needed, and then assign users to the new roles. You can use the roles included in the User Admin role, or create other roles to fit your needs.

Parent-Child Roles

Roles can be defined as children of other roles. A role that is a child of another role will inherit all the privileges of its parent role, as well as including additional privileges unique to that role. A user assigned to the child role will have all of the privileges of the child role, as well as all the privileges of any roles that are its parents.

To define a role as the parent of another role, assign the role just as you would assign privileges to the role.

For example, Role A includes two child roles: Role B and Role C. Any users assigned to Role B will have all the privileges of Roles A and B, but not of Role C.

A role can have any number of parents and any number of children. However, a role that is the parent of another role may not also be defined as the child of the same role.

Privileges

Roles are comprised of privileges, which enable access to specific tasks or views in the Open Mobile Portal. Privileges always enable, and never disable, access. For example, users in a role with Privileges A and B can perform tasks A and B. A privilege will never prevent a user from performing a task, or cancel other privileges.

Privileges cannot be assigned directly to users. Instead, privileges are included in roles, which are then assigned to users.

The scope of a privilege defines its domain of influence over users in parent and child companies. A privilege's scope may be indicated by a prefix before its name.

Prefix	Naming	A user having a privilege with this prefix can affect...
None	None	A function in the same company
^:	Delegated	A function in the same or child company
*:	iPass	A function in any company
v:	Customer	A function in any child company

For a table of which privileges are required for which Open Mobile Portal page, please click here: [Open Mobile Portal Privileges Table](#)

Managing Roles

Click below to find detailed information on:

- [Creating a new role](#)
- [Assigning users to a role](#)
- [Assigning a child company to a role](#)
- [Editing an existing role](#)
- [Deleting a role](#)

[Portal Guide](#) > [Account Tab](#)

[account tab, roles](#)

From:
<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:
<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Create a new role

To create a new role:

1. Click **Create New Role**.
2. In **Role Name**, enter the name of the role.
3. In **Role Description**, enter the description of the role.
4. Under **Assigned Roles and Privileges**, click **Expand All** to view all roles and the privileges currently assigned to each role.
5. Select one or more roles and privileges from the list, and then click the right arrow to move your selections to the **Selected Roles** list. (You can click **View Assigned Privileges** to view a summary of the current privileges assigned to the role.) **Note:** *Assigning a role to another role will include all the assigned role's privileges in the second role, and will make the new role into a child of the assigned role. For example, if Role A were assigned to Role B, then Role B would include all the privileges of Role A, and Role B would be a child of Role A. In addition, you could add additional privileges to Role B beside the ones included in Role A, or even add other roles.*
6. Using the arrow controls, continue selecting roles and privileges until the new role is complete.
7. Click **Save**.

Use the search option to filter through the **Available Roles** list.

[Portal Guide](#) > [Account Tab](#) > [Manage Roles](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

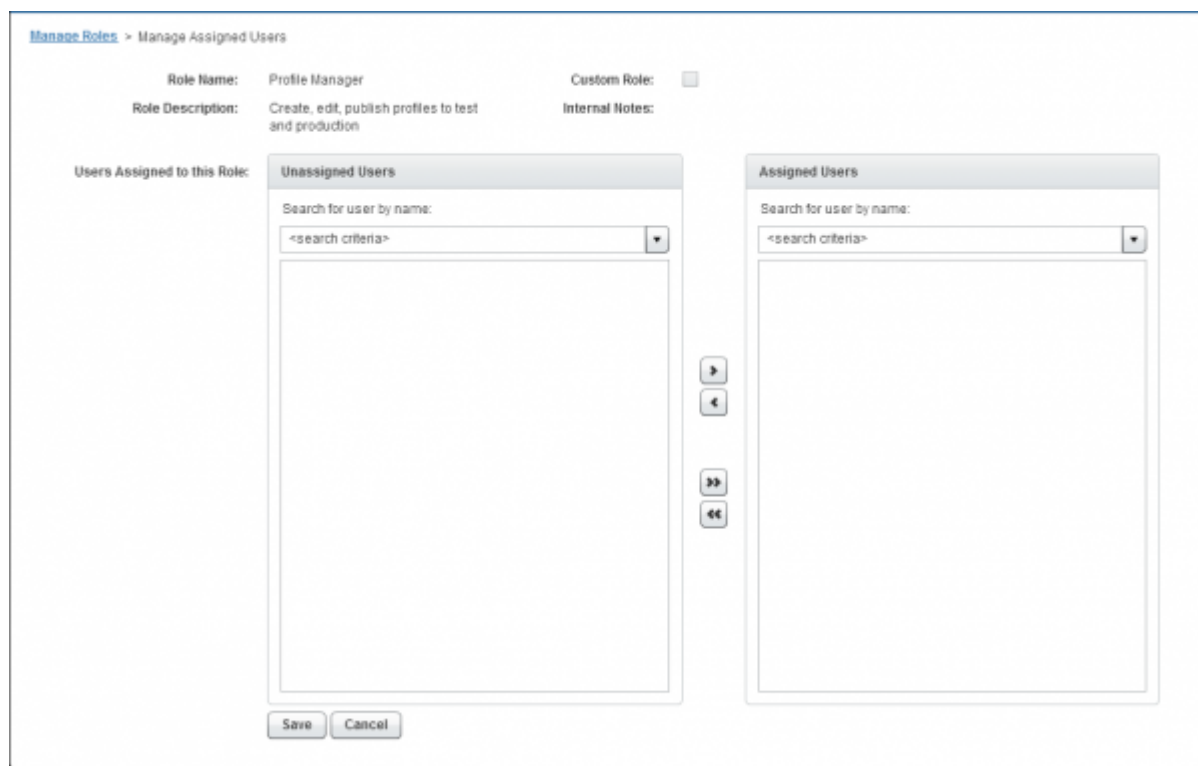
Permanent link:

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

Last update: **2013/02/05 22:21**

Assign users to a role

To assign users to a role:



1. On the **Manage Roles** list, select the role you want to assign users to, and then select **Manage Assigned Users** from the drop-down list.
2. Under **Unassigned Users**, select a user to assign to the role. (Under **Search for user by name**, you can view all users or enter a search criterion to filter the entire list of users. For example, you could search for all users named James.)
3. Using the right arrow, move your selected users from the **Unassigned Users** column to the **Assigned Users** column. You can unassign a user from a role by selecting the user and clicking the left arrow button.
4. Using the arrow controls, repeat steps 2 and 3 until you have you have assigned all desired users to the role.
5. Click **Save**.

[Portal Guide](#) > [Account Tab](#) > [Manage Roles](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

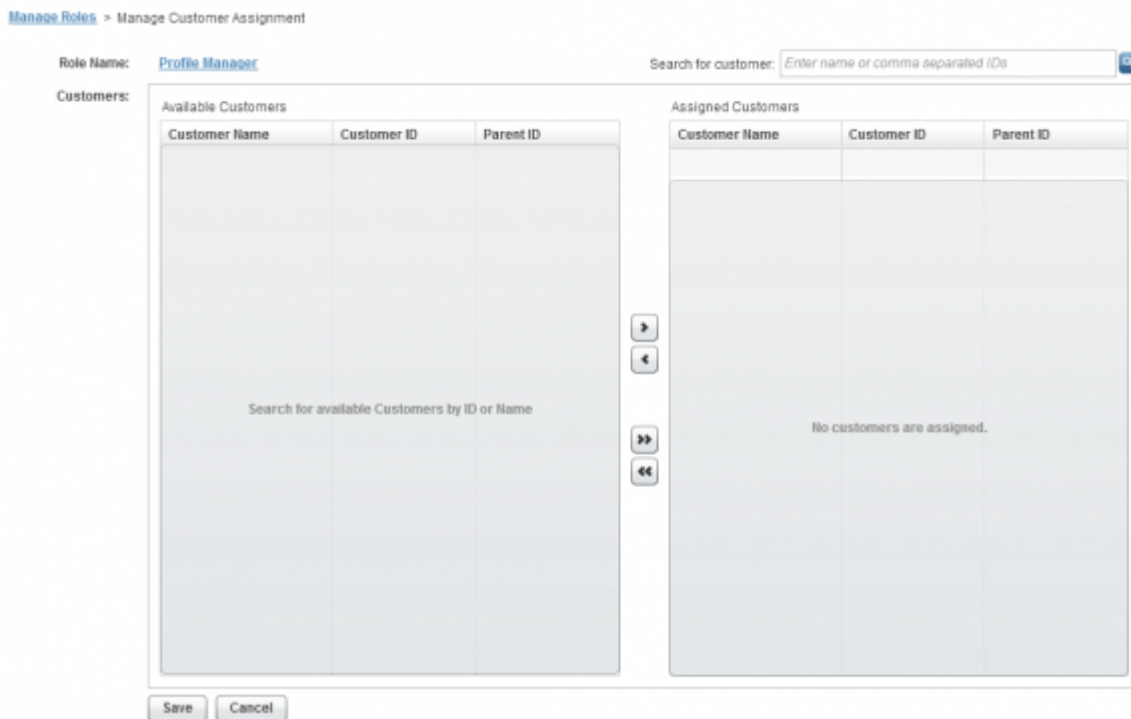
Permanent link:

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

Last update: **2013/02/05 22:21**

Assign a child company to a role

To assign a child company to a role:



1. On the **Manage Roles** list, select the role you want to assign users to, and then select **Manage Customer Assignment** from the drop-down list.
2. Select the role.
3. In the search box next to **Search for a customer**, enter the company name or company ID of the companies that you would like to assign. **Note:** After entering search terms, any companies matching those terms will be highlighted below and they will remain highlighted after the search box has been cleared until another company is selected.
4. Using the right arrow, move your selected company from the **Available Customers** column to the **Assigned Customers** column. You can unassign a company from a role by selecting the company and clicking the left arrow button.
5. Using the arrow controls, repeat steps 3 and 4 until you have you have assigned all desired users to the role.
6. Click **Save**.

[Portal Guide](#) > [Account Tab](#) > [Manage Roles](#)

From:
<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:
<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Edit an existing role

To edit an existing role:

1. On the **Roles** list, select the role you want to edit, and then click **Edit**.
2. Edit the role as needed. You cannot edit the Role Name field.
3. Click **Save**

Use the search option to filter through the **Available Roles** list.

[Portal Guide](#) > [Account Tab](#) > [Manage Roles](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Delete a role

To delete a role:

1. On the **Roles** list, select the role you want to delete, and then click **View**. Note: Always exercise caution when deleting roles. Make sure that when you delete a role that its privileges are not unique to the role, or deleting it may make some privileges unavailable to anyone else.
2. Click **Delete This Role**.
3. Click **OK** to confirm deletion.

[Portal Guide](#) > [Account Tab](#) > [Manage Roles](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Manage Customer Roles

In addition to assigning customers to roles, roles can be assigned to customers.

To manage a customer's roles,

1. Click **Manage Customer Roles**.
2. From the list of customers, select the customer for which you wish to manage roles. (You can search for customer by Customer ID by entering the customer's ID in the search box and clicking **Search**.)
3. Under **Actions**, click **Manage**. The Assigned Roles list shows all roles currently assigned to the selected customer.
4. Click **Manage Assigned Roles**.
5. Under **Available Roles**, select a role to assign to the customer.
6. Using the right arrow, move your selected role from the **Available Roles** column to the **Assigned Roles** column.
7. Using the arrow controls, repeat steps 2 and 3 until you have you have assigned all desired roles to the customer.
8. Click **Save**.

[Portal Guide](#) > [Account Tab](#)

[account tab, roles](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

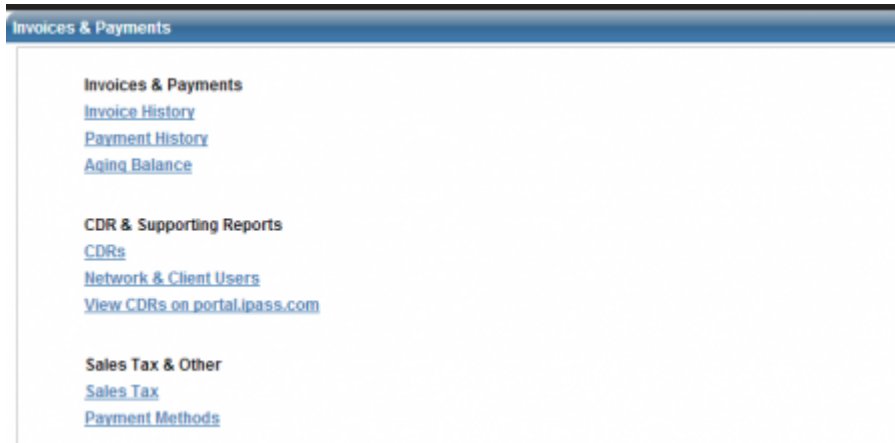
Permanent link:

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

Last update: **2013/02/05 22:21**

Invoices and Payments

The **Invoices and Payments** section enables you to view the financial details of your iPass account.



On this page you can manage or view the following pages.

Invoices and Payments

- [Invoice History](#)
- [Payment History](#)
- [Aging Balance](#)

CDR and Supporting Reports

- [Call Detail Records](#)
- [Networks and Client Users Report](#)

Sales Tax and Other

- [Sales Tax](#)
- [Payment Methods](#)

[Portal Guide](#) > [Account Tab](#)

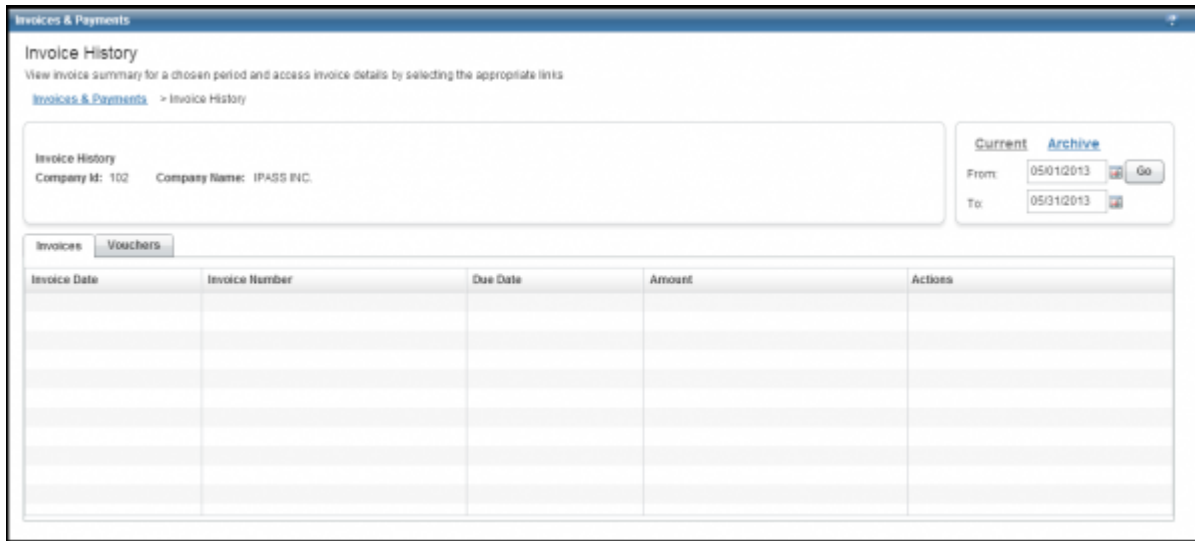
[account tab](#), [invoices](#), [payments](#), [open mobile portal](#)

From:
<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:
<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Invoice History



The **Invoice History** page displays all invoices or vouchers with iPass. By default, the page displays invoices and vouchers for the current month, but you can use the calendar control to specify a date range.

Invoices and vouchers can be sorted by date, number, due date, and amount.

You can view the details of invoices and vouchers by selecting that action from the drop-down list. If the option is available, you can also view the [payment history](#) of invoices or download the PDF of invoices and vouchers.

There will be a new invoice format targeted for August of 2013. For more information please see [New Invoice Format](#).

[Portal Guide](#) > [Account Tab](#) > [Invoices and Payments](#)

[invoices, open mobile portal](#)

From:
<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:
<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

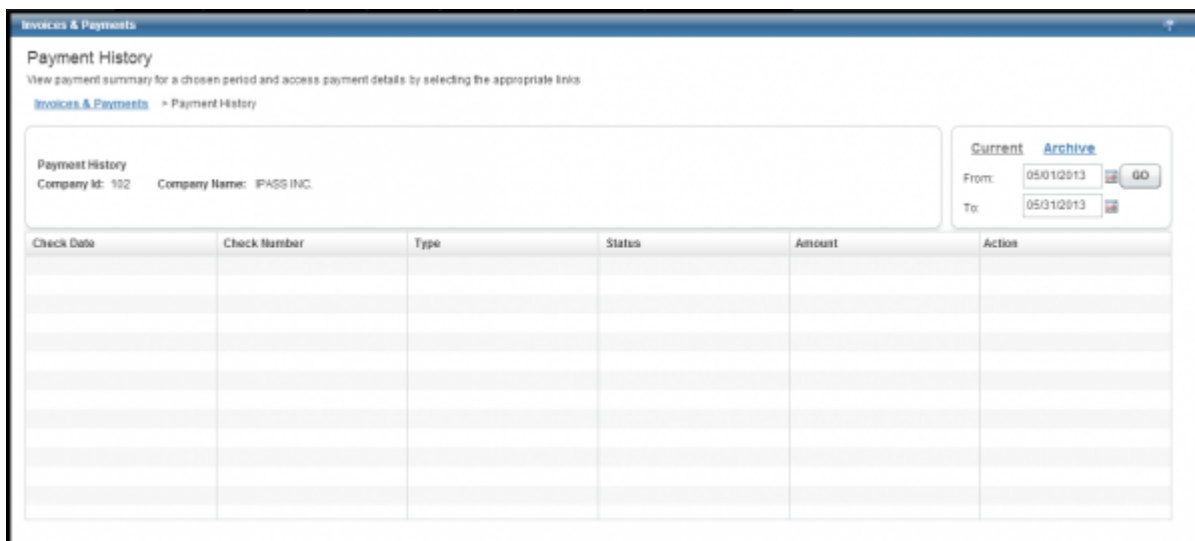
Payment History

The **Payment History** page displays your payment history with iPass. By default, the page displays the payment history for the current month, but you can use the calendar control to specify a date range.

Payment history can be sorted by check date, check number, type, status, and amount.

To view the details of an individual check, under **Actions**, click **View Details**.

In some cases, when viewing Payment Details for an account that uses a currency other than US Dollars, the Applied Amount may be higher than the Invoice Amount. The base amount is multiplied by the exchange rate to convert it to US Dollars, and the exchange rate varies every time. When the exchange rate is higher during the payment date, the applied amount is higher.



[Portal Guide](#) > [Account Tab](#) > [Invoices and Payments](#)

[invoices, payments, open mobile portal](#)

From:
<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:
<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Aging Balance

The **Aging Balance** page displays any unpaid balance with iPass. The current balance is shown, as well as for the last 30, 90, and 180 days.

A detailed table sorts aging balance by several columns:

- **Balance Days Range**- The amount days the aging balance covers (30,90, or 180 days).
- **Document Date**- Date the document was issued.
- **Document Type**- The type of document issued (e.g. invoice or credit memo).
- **Document Number**- The unique identification number assigned to an invoice.
- **Open Balance**- The total of all invoices, reflecting your balance as an iPass customer.
- **Open Vouchers**- The total of all vouchers, reflecting your balance as an iPass network provider.

Balance Days Range	Document Date	Document Type	Document Number	Open Balance	Open Vouchers
Over 30 days	04/30/13	Invoice	78474	-1310,718.38	427,277.78
Over 90 days	02/28/13	Invoice	78278	-883,273.68	472,277.78
Over 180 days	01/31/13	Invoice	48, 10	0,000.00	-44,177.41
Over 360 days	08/31/12	Invoice	212408	-534.35	471.91

Download Aging Balance

The Aging Balance is available for download by clicking the **Download** link on the top-right side of the screen.

[Portal Guide](#) > [Account Tab](#) > [Invoices and Payments](#)

[account tab](#), [invoices](#), [payments](#), [open mobile portal](#)

From:

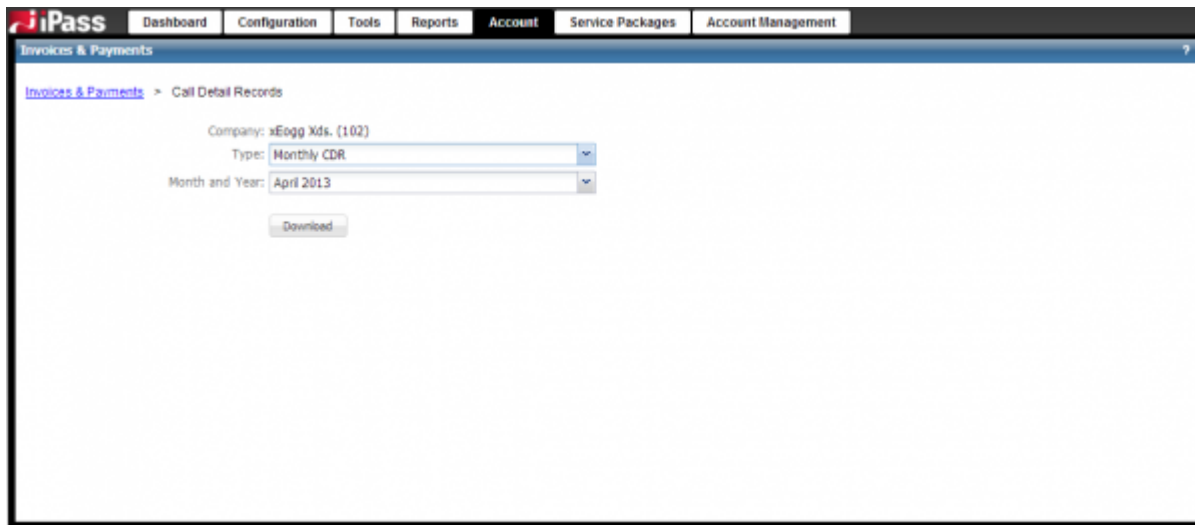
<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Call Detail Records



The Call Detail Record (or CDR) is a summary of your company's transactions for a given month.

To download a CDR

- After **Type**, select one of the following:
 - **CDRs**: Download a record of all transactions for the selected month.
 - **CDR Adjustments**: iPass strives to provide its customers with accurate billing. As a result, we occasionally discover erroneous records. The Adjustment Call Detail Records detail prior-month corrections, and it is identical in format to the CDR file. **Note**: If there were no errors, this file is empty.
 - **(Optional) Monthly Service CDR**: Providers can access information here about iPass traffic on their network. These transactions are automatically credited to your account on your monthly voucher.
 - **(Optional) Monthly Service CDR Adjustments**: iPass strives to provide its customers with accurate billing. As a result, we occasionally discover erroneous records. The Monthly Service CDR Adjustments detail prior-month corrections, and it is identical in format to the Monthly Service CDR file. **Note**: If there were no errors, this file is empty.
 - **(Optional) Daily CDR**: If available to your account, download a record of all transactions for a selected day.
- Select the **Month and Year** or **Date** that you would like to view.
- Click the **Download** button. A CSV file will download (that you can open with Excel or any preferred application). See the description of each field (or column) below.

The Monthly Service CDR should not be opened with Excel, since Excel formats the **Minutes** field incorrectly. Please use a text editor to view these reports.

Monthly and Daily CDR Fields

Monthly and Daily CDRs contain the following fields.

Field	Definition
Transaction ID	This field contains a unique identifier for each transaction. It is a character field of up to 32 ASCII characters. It may be used for matching transaction records with other reports, and for identifying transactions when investigating problems.
Billing Code	This field is used internally by iPass. It is a character field of up to 32 ASCII characters.
User ID	This is the user login ID. The length of this field can be up to 256 ASCII characters.
Authentication Domain	This is the authentication domain specified by the user when connecting. It is normally identical to the corporate authentication domain, but may be different if an over-qualified domain name is used (e.g., mail.sales.corp.com instead of corp.com). The length of this field can be up to 128 ASCII characters.
Description	This field typically contains a description of the location at which the service was provided. This is a character field of up to 80 ASCII characters. The format is the ISO country code, city and venue name, special usage, and state. This field allows you to include a location description on your own statements. Special usage refers to keywords which indicate other relevant usage parameters, such as the use of toll free numbers (appears as 'Tollfree-ZZ', where ZZ is the two letter ISO country code), or high speed broadband access (appears as BrdBnd).
GMT Time	This timestamp is in Greenwich Mean Time (GMT) and records when the transaction was completed (i.e., transaction stop time). It is the time used by iPass for internal processing purposes such as determining which month a transaction occurred in. This is a fixed length character string with format "DD-MON-YYYY hh24:mm:ss". Note that 4 digit year codes are used.
Local Time	This field contains the local time of the connection at the provider. It is a fixed length character string with format "DD-MON-YYYY hh24:mm:ss". The value is the result of iPass applying a stored offset for the location to the GMT Time. All billing occurs of the GMT Time, Local Time is for informational purposes only.
Length of Session	A numeric field indicating the number of seconds that the user was connected.
Billing Rate	This numeric field provides the contracted rate for use of the access point.
Net Billing Amount	This numeric field contains the total cost for the transaction (before any applicable discount is applied).
Access Type	This field describes the type of technology used to access the network, and is a character field of up to 32 characters. The current values for this field are DIAL, ENET and WIFI. New values may be added in the future.
Service Type	This field details how the call was rated, and is a character field of up to 32 ASCII characters. For details on the current values that may appear in this field, please click here .

Monthly Service CDR Fields

Monthly Service CDRs contain the following fields.

Field	Definition
Transaction ID	This field contains a unique identifier for each transaction. It is a character field of up to 32 ASCII characters. It may be used for matching transaction records with other reports, and for identifying transactions when investigating problems.

User ID	This is the user login ID. The length of this field can be up to 256 ASCII characters.
Date/Time	This field contains the time of the connection. It is a fixed length character string with format "DD-MON-YYYY hh24:mm".
Minutes	Minutes:Seconds that the user was connected. Note: You have to open the file using a text editor to view this field correctly (Excel will format this field incorrectly).
Rate	This field provides the contracted rate for use of the access point, if available.
Cost	This field contains the total cost for the transaction (before any applicable discount is applied).
Call ID	This field includes the account session ID associated with a specific connection.

CDR API

A CDR API is available for creating billing scripts. This feature will replace the iPass Fetch script, and like that script, it is not officially supported. For more information, please see [Call Detail Record \(CDR\) API](#)

Download Child Account IDs

The URL below will allow you to retrieve a list of your Child Accounts, along with ID, name, and status. Paste the URL into the address bar while logged into the Open Mobile Portal.

URL:

```
https://openmobile.ipass.com/moservices/rest/api/ipass/COMPANYID/mo/omapi/findAllChildCompanies
```

Result:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
  <companies>
    <company>
      <id>1234567</id>
      <name>XXXXX</name>
      <isActive>true</isActive>
    </company>
    <company>
      <id>1212121</id>
      <name>XXXXX</name>
      <isActive>true</isActive>
    </company>
    <company>
      <id>1231231</id>
      <name>XXXXX</name>
      <isActive>true</isActive>
    </company>
  </companies>
```

[Portal Guide](#) > [Account Tab](#) > [Invoices and Payments](#)

[account](#), [call detail record](#), [cdr](#), [invoices](#), [payments](#), [open mobile portal](#)

From:

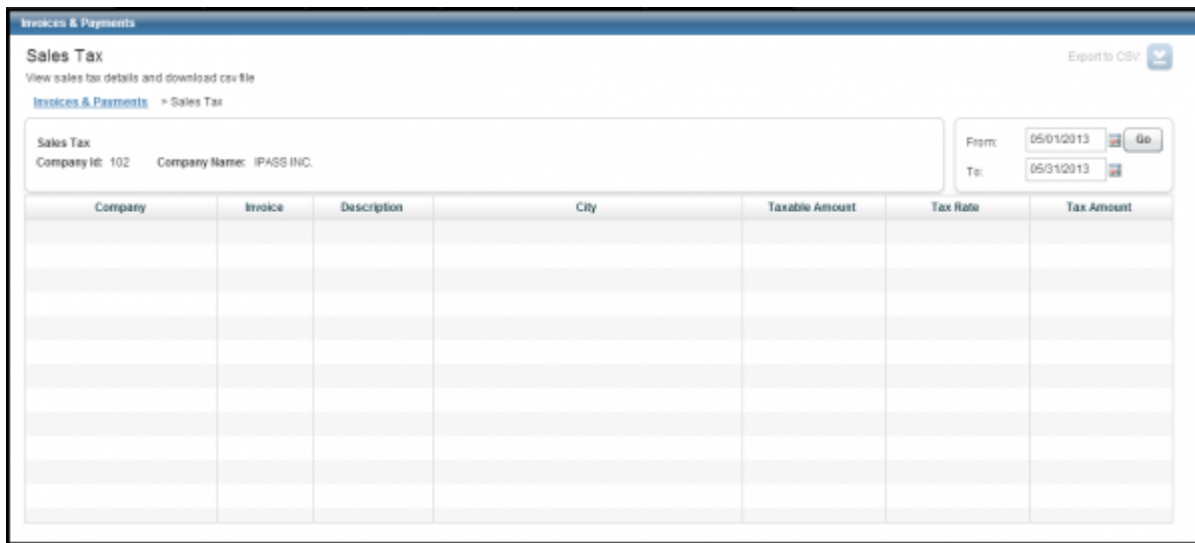
<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Sales Tax



View the sales tax charges listed by invoice. You can sort entries by **Taxable Amount**, **Tax Rate**, or **Tax Amount**.

Invoices for the last month will display when you first arrive on the page. To view older invoices, enter a date range in the box.

Select **Download CSV file** from the drop-down list in the action column to download a CSV file of each individual invoice (which can be opened in Excel).

Download

To download all the invoices for the date range, click the **Export to CSV button** in the top-right corner of the page.

[Portal Guide](#) > [Account Tab](#) > [Invoices and Payments](#)

[account](#), [sales tax](#), [invoices](#), [payments](#), [open mobile portal](#)

From:
<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:
<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Payment Methods

The **Payment Methods** page displays the methods that you can use to make a payment to iPass: credit card, check, or wire transfer.



[Portal Guide](#) > [Account Tab](#) > [Invoices and Payments](#)

[invoices, payments, open mobile portal](#)

From:
<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:
<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Manage Portal Brands

If enabled for your company, you can create a customized look and feel for the Portal.

On this page you can:

- [Create a Portal Brand](#)
- [Edit a Portal Brand](#)
- [Activate a Portal Brand](#)
- [Set the Default Portal Brand for Child Companies](#)

[Portal Guide](#) > [Account Tab](#)

[branding](#), [open mobile portal](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Create a Portal Brand

You can create and then publish a brand for your Open Mobile Portal users. A Portal brand consists of these elements:

- **Brand Name**
- **Corporate Logo**
- **Custom Dashboard** (Carrier customers can optionally replace the Portal Dashboard with their own content, if desired.)

Portal Brand Elements	Specification
Brand Name	
Brand Name	Alphanumeric string, max 35 characters. Required.
Settings	
Corporate Logo	115px (w) x 25px (h), PNG format, and 5 KB file size. Required.
Dashboard Title	Alphanumeric String (carrier customers only)
Dashboard Content	Valid XML file. (carrier customers only). For more information, see Brand Dashboard

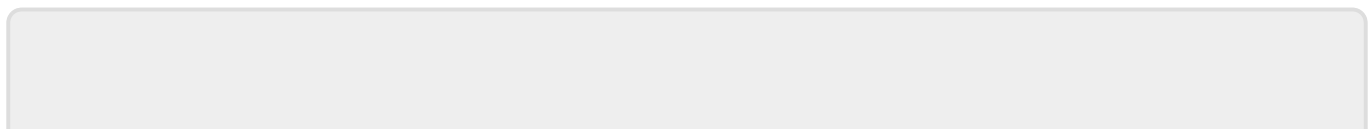
An interactive Image Map shows a live preview of your brand as you create it.

To create a Portal brand:

1. Click **Manage Portal Brands**.
2. Click **Create a Brand**.
3. On the **Brand Name** tab, enter a new brand name.
4. Click the **Settings** tab.
5. Under Logo, click **Browse** to your corporate logo image and select it. **Note:** in the interactive Image Map, above the tabs, each element is labeled. You can see the effect your branding will have on the appearance of the Portal.
6. If desired, in **Dashboard Title**, enter the name of your custom Dashboard. In Dashboard Content, click **Browse** to browse to your Dashboard content file. **Note:** click **Preview** to preview how the Dashboard content will be displayed. If you need to make changes, edit the content, upload it again, and preview the new content as needed.
7. Select **Show Tickets Panel** to display the **Tickets** panel.
8. Select **Show Service Alerts** to display the **Service Alerts** panel.
9. Click **Save**.

[Portal Guide](#) > [Account Tab](#) > [Manage Portal Brands](#)

[branding, open mobile portal](#)



From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Editing Portal Brands

To edit an existing Portal brand,

1. From the **List of Brands**, select the brand you wish to edit.
2. In the **Actions** column, click **Edit**.
3. Edit the brand as desired.
4. When complete, click **Save**.

[Portal Guide](#) > [Account Tab](#) > [Manage Portal Brands](#)

[branding](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Activating a Portal Brand

An activated brand will be visible to your Portal users. You can only have one brand active at a time.

To activate a Portal brand,

1. From the **List of Brands**, select the brand you wish to activate.
2. In the **Actions** column, click **Set as My Active**.
3. On the **Activate Portal Brand** page, click **Set as Active**.
4. Click **Yes** to confirm activation.

An active brand can be deactivated by selecting another brand to be your active one.

[Portal Guide](#) > [Account Tab](#) > [Manage Portal Brands](#)

[branding](#), [open mobile portal](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Setting the Default Brand for Child Companies

You can set a published Portal brand as the default your child companies. When users from the child companies log into the Portal, the brand will be displayed.

To set a Portal brand as the default for your child companies,

1. From the **List of Brands**, select the brand you wish to activate.
2. In the **Actions** column, click **Set as Child Default**.
3. On the **Set as Child Default Brand** page, click **Set Child Default**.
4. Click **Yes** to confirm.

[Portal Guide](#) > [Account Tab](#) > [Manage Portal Brands](#)

[branding, open mobile portal](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**

Portal Preferences

Localization

You can change the language displayed in the Reports tab by selecting English or French in the dropdown menu and then clicking **Save**. You have to log out and log in to see the changes.

Online Help

Check the box to show page-level help icons. Portal users can click on these icons to open a help window, with content from this Portal Guide, in their browser. Uncheck the box to prevent the icons from appearing—you may want to suppress the help icons if you need a branded, white-labeled, or customized version of the help.

Go to: [Portal Guide](#) > [Account Tab](#)

[portal preferences](#), [open mobile portal](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

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

Last update: **2013/02/05 22:21**