

# 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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## Open Mobile Portal Printable Admin Guide

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

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# Child Accounts Tab

If the feature is available to your account and you have the appropriate Role and Privilege, you can manage your child accounts, their contracts, service requests, and cancellations in the Child Account tab in the Open Mobile Portal.

- [Manage Child Accounts](#)

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# Manage Child Accounts

A list of child accounts is on the left side of the page. You can sort them by Customer Name or ID (by clicking on the header of either row). To search for a child account, enter the search term in the box (at the top of the table) and press Enter. When you select a child account in the list, a link to view that child account's Service Requests or to setup an authentication request will appear on the right. To request a new child account, click the **Add New Child Account** button, and to view a list of requested accounts, click the **View Requested Child Accounts** link.

## Topics

Depending on the roles you have, some of these options may not appear.

### On this page you can:

- [Request a New Child Account](#)
- [View Requested Child Accounts](#)
- [View All Order Requests](#)
- [Re-sign Contracts](#)
- [Confirm Contract Status](#)
- [Request Cancellation](#)
- [View Request History](#)
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- [Request New Mobile Broadband Cards](#)

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

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# Add a New Child Account

You can request a Production Account (with full production services) or a Pilot Account (for a prospective client that wants to try Open Mobile).

## On this page you can:

- [Add a Production Account](#)
- [Add a Pilot Child Account](#)

Go to: [Child Accounts Tab](#) > [Manage Child Accounts](#)

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# Requesting a Production Account

## To request a production child account:

1. On the **Child Accounts** tab, click the **Request New Account** button.
2. Click **Add Production Child Account**.
3. Fill out the **Account Information** tab (required before you can move on). For more information click [here](#).
4. Fill out the **Contact Information** tab. For more information, click [here](#).
5. Fill out the **Pricing** tab. For more information, click [here](#).
6. Fill out the **Commitment** tab. For more information, click [here](#).
7. Fill out the **Discount** tab. For more information, click [here](#).
8. Under Terms and Conditions:
  - After **Contract starts 1st day of**, enter the start date (required).
  - After **New Contract Term**, select a number of months or other (and enter the number of months in the box that appears).
  - Contract Ends will display automatically.
  - Enter any Comments in the box.
  - Read the Terms & Conditions and check the box.
9. When you are finished, click **Save**. 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 a few days, email [order\\_support@ipass.com](mailto:order_support@ipass.com).

Go to: [Manage Child Accounts](#) > [Requesting a New Child Account](#)

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# Requesting a Pilot Account

## To request a pilot child account:

1. On the **Child Accounts** tab, click the **Request New Account** button.
2. Click **Add Pilot Child Account**.
3. Fill out the **Account Information** tab (required before you can move on). For more information, click [here](#).
4. Fill out the **Contact Information** tab. For more information, click [here](#).
5. Fill out the **Pricing** tab. For more information, click [here](#).
6. Under **Terms and Conditions**:
  - After **Pilot Start Date**, enter the start date (required).
  - Select the **New Contract Term** from the drop-down list (in months).
  - The Contract End Date will change automatically based on your selection.
  - Enter any **Comments** in the box.
  - Read the **Terms & Conditions** and check the box.
7. When you are finished, click **Save**. 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](mailto:order_support@ipass.com).

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# View Requested Child Accounts

## To view child account requests:

In the **Search By Status** drop-down menu, select the type of child account requests you want to view. Choose from: **Show All**, **Draft**, **Submitted**, and **Cancelled**.

## Draft

When you click on a child account request that is a draft, the right side of the screen displays the customer name, who modified the account last, and when the account request draft was last modified. You will have the option to:

- **Finish and Submit**
- **Delete Request**

## Submitted

When you click on a child account request that has been submitted, the right side of the screen displays the customer name, who submitted the account request, and when it was submitted. You will have the option to:

- **View Request**

## Cancelled

When you click on a child account request that has been cancelled, the right side of the screen displays the customer name.

Go to: [Child Accounts Tab](#) > [Manage Child Accounts](#)

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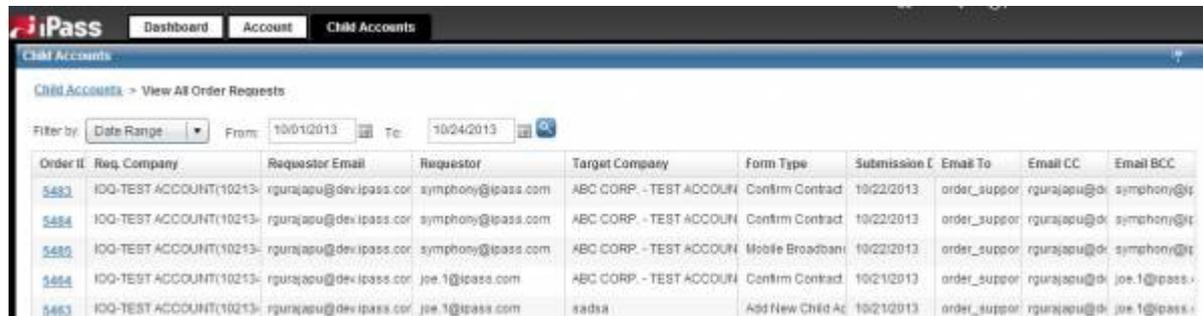
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# View All Order Requests

This feature allows you to view the orders you have placed on behalf of your child accounts.



The View All Order Requests page allows you to view several details on past orders. You can view the following details:

- **Order ID:** Clicking on this field will open an Email Details window where you will find information like card information, pricing, commitment, and terms.
- **Requesting Company Name**
- **Requestor Email**
- **Requestor**
- **Target Company**
- **Form Type:** This column includes Mobile Broadband Card Order, Cancel Services, Cancel Account, Order Additional Services, Re-sign Contract, Add New Account, Set Up Authentication, Confirm Contract Status, and Add New Child Account.
- **Submission Date**
- **Email To**
- **Email CC**
- **Email BCC**

## Search

You can filter your search by:

- **Date Range**
- **Company ID**
- **Request Type**
  - Mobile Broadband Card Order
  - Cancel Services
  - Cancel Account
  - Order Additional Services
  - Re-sign Contract
  - Add New Account
  - Set Up Authentication
  - Confirm Contract Status

- Add New Child Account

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

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# Confirm Contract Status

If a child account does not have a contract status assigned to it yet, you can confirm the contract status here.

## To confirm the contract status:

1. In the drop-down list after **Contract Status**, select either **Pilot** or **Production**.
2. Enter any comments in the box. You may want to give your reason for confirming the contract status here.
3. Click **Submit**.

If you are trying to **Switch Company** to a child account that does not have a contract status, you will get a message to come to this page to confirm the contract status. After you have confirmed the status as **Pilot** or **Production**, the contract status will update, and you will be able to **Switch Company**. Your change and any comments you leave will be reviewed by iPass Order Management.

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# Contracts

You can re-sign contracts for each Child Customer.

## Re-sign Contract

### To re-sign a contract:

1. Fill out the **Pricing** tab. For more information, please click [here](#).
2. Fill out the **Commitment** tab. For more information, please click [here](#).
3. Fill out the **Discount** tab. For more information, please click [here](#).
4. Under **Terms and Conditions**:
  - After **Start/Effective Date**, enter the start date (required).
  - Select the **New Contract Term** from the drop-down list in months. The Contract End Date will change automatically based on your selection.
  - The **Contract End Date** will change automatically based on your selection.
  - Enter any **Comments** in the box.
  - Read the **Terms & Conditions** and check the box.
5. When you are finished, click **Save**. 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](mailto:order_support@ipass.com).

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# Request Cancellation

You can cancel a child account or cancel a service for that child account.

## Cancel Account

### To cancel a child account:

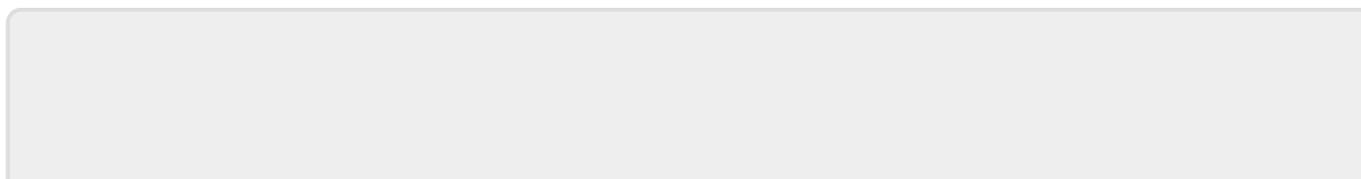
1. After **Last Service Date**, select the date from the drop-down list (required).
2. Enter any **Comments** in the box.
3. Read the **Terms & Conditions** and check the box.
4. When you are finished, click **Submit**. Your request will be submitted to iPass, and you should receive a confirmation email 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](mailto:order_support@ipass.com).

## Cancel Services

### To cancel services:

1. 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)
  - **In-Flight Wi-Fi Service**
  - **Other** (if you select **Other**, specify the service in the comments box).
2. After **Last Service Date**, select the date from the drop-down list (required).
3. Enter any **Comments** in the box (this could include services not listed above or individual Mobile Broadband cards).
4. Read the **Terms & Conditions** and check the box.
5. 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](mailto:order_support@ipass.com).

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# View Request History

This feature allows you to view the full request history of a specific child company.

## View Requests

### To View Requests:

1. In **Request Type**, select one of the following from the drop-down list at the top of the page:
  - **Show All**
  - **Cancel Services**
  - **Cancel Account**
  - **Add In-Flight Wi-Fi Service**
  - **Re-sign contract**
  - **Set up Authentication**
2. 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.

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# Order Additional Services

You can request a new service for a child account.

## To add Order Additional Services:

1. Choose **Services** to add:
  - **Gogo Inflight:** Check this box to add GoGo Inflight.
  - **Request Daily CDR:** Check this box to add Daily CDRs for this account.
2. Enter any **Comments** in the box.
3. Read the **Terms & Conditions** and check the box.
4. 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](mailto:order_support@ipass.com).

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# Request Authentication

## Set up Authentication

### To set up authentication:

1. Fill out the **Child Account Information** tab:
  - Enter the name of the **Account Manager** (required).
  - Enter the **Requestor / Reseller Contact** information (or chose to select an existing contact from the drop-down list).
  - Enter the **Technical Contact** information
  - Enter the **Firewall Admin** contact information (or check the box to automatically fill these fields with the Technical Contact information).
  - Enter the **Authentication Database Contact** information (or check the box to automatically fill these fields with the Technical Contact information).
2. Fill out the **Services Requested** tab by checking whatever **Required Services** apply. Then fill out the following RoamServer Information:
  - After **RoamServer Platform**, select **Windows, Solaris, or Red Hat Linux** from the drop-down list (required).
  - Enter your server's **Operating System Version** (required).
  - Enter your server's **IP Address - Publicity Routable** (required).
  - Enter your server's **Corporate Firewall Vendor** (required).
  - After **Authentication Type**, select **RADIUS, NT Domain, LDAP, TACACS +, UNIX (/etc/passwd), UNIX (/etc/shadow), or NT RAS (required)**.
  - Select **Yes** or **No** to the question, **Is your Server Permitted to receive TCP Traffic on port 577 from all iPass Transaction Centers?** (required). See [Required Configurations for Open Mobile Access](#) for more information.
  - If there are there any other relevant security policies in place, enter them in the box.
3. Under **Scheduling and Comments**:
  - After **Date**, enter the day you would like to schedule the service setup (required).
  - After **Time Zone**, select the time zone that applies to the scheduled setup (required).
  - Select the **Time** that you would like to schedule the service setup using the drop-down lists (required).
  - Enter any additional **Comments** in the box.
4. When you are finished, click **Submit Form**.

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## CDR Settings

Check the box next to **Include Provider ID** or **Include Usage in Bytes** if you want these details added to your Call Details Records (CDRs).

This setting is currently only available to iPass employees.

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# Mobile Broadband Cards

## To request new cards:

1. Under the **Card Information** tab, choose the appropriate Region and Card Type in the drop-down menus.
2. Under the **Pricing** tab, choose the appropriate Price Plan from the drop-down menu. You can also enter a P.O. number or any reference string in the **Customer Reference** field.
3. Under the **Commitment** tab, choose the appropriate amount of time in the **Commitment Term** drop-down menu.
4. Under the **Terms and Conditions** tab, add any comments to the **Comments** section and check the box next to **Terms and Conditions** after reading them.
5. Click **Submit Form**.

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