

# 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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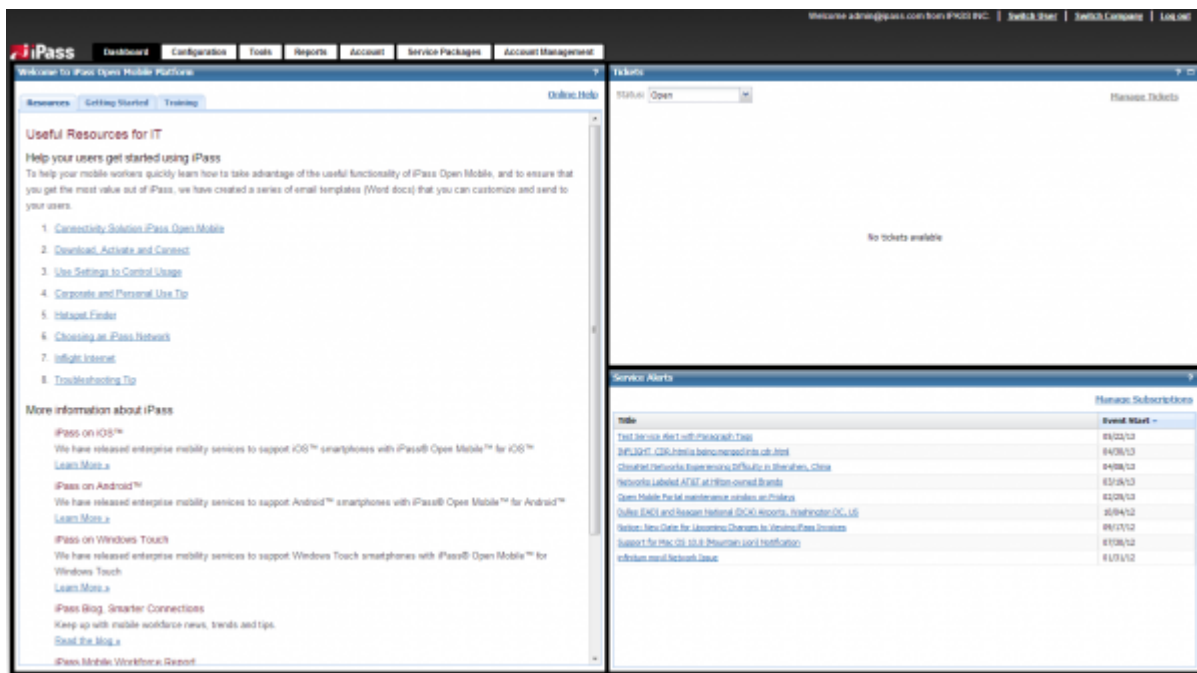
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# Dashboard Tab

The Dashboard is your central location for managing your Open Mobile clients.

It consists of:

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



[open mobile portal, dashboard](#)

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# Welcome

## Resources

This page includes a series of links to email templates (saved as Word documents) that you can customize and send to your users to help them quickly learn how to take advantage of iPass Open Mobile. You can also find helpful links to our website including videos, blogs, and documentation.

## Getting Started

For new users of the Portal, the **Getting Started** tab includes links to important Open Mobile documentation. Documentation includes the Open Mobile User Guides, Open Mobile Administrator Guides, and supporting technical documents.

## Training

The **Training** tab includes links to iPass Training programs for both administrators and end users.

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

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# Tickets

The **Tickets** window on the Dashboard enables you to do either of two things with your iPass account at Salesforce.com:

- Review all of your Open or Resolved iPass tickets, using the **Status** drop-down.
- Create a new ticket for a problem or RMA using the **Manage Tickets** link.

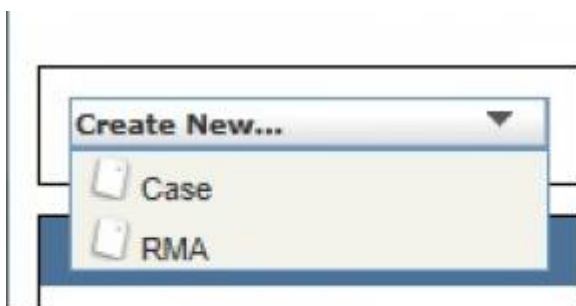


## Creating a New Ticket

After clicking **Manage Tickets**, you must identify whether your new ticket will be for:

- A new case for an problem with your iPass product
- An RMA (Return Merchandise Authorization) to start the process for a return of material, such as a Mobile Broadband device.

Select your choice from the drop-down list.



On the **New Case** page, enter the details of your new ticket. When filling in a new case, fields indicated in red are mandatory.

The screenshot shows a web form titled 'Case Edit' with a 'New Case' link. The form is divided into two main sections: 'Account and Contact Information' and 'Case Details'. The 'Account and Contact Information' section includes fields for 'Account Name', 'Contact Name' (filled with 'John Smith'), 'Call Back Number', 'Co Email 1', 'Co Email 2', 'Co Email 3', 'Case Owner' (filled with 'John Smith'), and 'Case Origin' (filled with 'Internal'). The 'Case Details' section includes dropdown menus for 'Case Reason' (set to '--None--') and 'Severity' (set to '--None--'), a 'Status' dropdown (set to 'New'), a 'Subject' text field, an 'Asset' text field, and a large 'Description' text area. At the bottom of the form are buttons for 'Submit', 'Submit & Add Attachment', and 'Cancel'.

Please ensure that you provide complete details of your problem in the **Description** field to ensure the quick resolution of the ticket by the iPass Technical Support team.

For more information, please see [Logging a Successful Support Case](#).

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# Service Alerts




The **Service Alerts** window displays current iPass service and network alert information.

## To subscribe to Service Alerts:

1. Click on the **Manage Subscriptions** link on the top right side of the Service Alerts window.
2. When the pop-up appears, mark the box next to **Service Alert**. Service alerts will be sent to the email address displayed. If you want a different email address to receive service alerts, you must log in to Open Mobile Portal with a different email and password.
3. Click on the **Save** button to save your work.

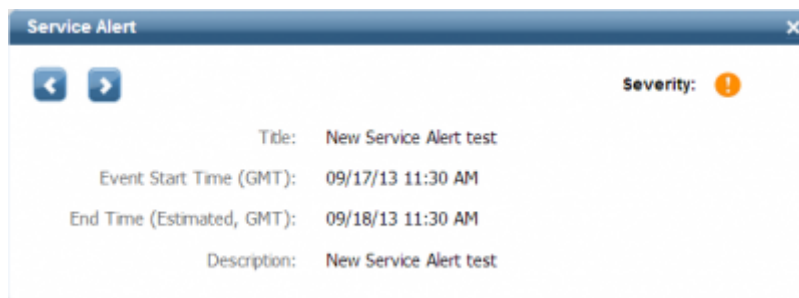
## Severity Level

Service Alert notifications will display different severity levels. The three levels are **Information**, **Moderate**, and **Severe**. The different icons will be listed alongside the notifications.

- **Information:** The information icon (  ) indicates that a notification is an informative or helpful piece of information that does not require immediate action.
- **Moderate:** The moderate icon (  ) indicates that a notification contains information, likely important for you to see.
- **Severe:** The severe icon (  ) indicates that a notification is important and may require immediate action or attention.

## Service Alert Window

Once you click on the notification and a window with more details pops up, the severity level will be displayed in the upper right corner of that window.



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