

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

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Service Packages Tab

If the feature is available to your account and you have the appropriate Role and Privilege (generally available to re-sellers), a Service Package is a collection of all services offered by a carrier or partner, and delivered to the carrier or partner's customers. Manage your Service Packages here.

- [Manage Service Packages](#)

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Manage Service Packages

Available for Open Mobile resellers, a Service Package is a collection of all services offered by a carrier or partner, and delivered to the carrier or partner's customers. You can define your Service Packages to address the needs of different market segments.

On this page you can:

- [Create a Service Package](#)
- [Edit a Service Package](#)
- [Delete a Service Package](#)
- [Publish a Service Package](#)
- [Manage Customer Assignments](#)

About Service Packages

A Service Package can include:

- **A selection of client software platforms and versions.** You can include all clients for a certain operating system (such as Windows or iOS), or choose a subset of client versions (for example, only Windows 2.0.1 clients). Any customers assigned to a Service Package will be restricted to only those clients included in the Package. For example, you create a Service Package consisting of only Android and iOS clients. Customers assigned to this Package will only be able to create client profiles for the indicated versions of the Android and iOS clients. Each subsequently released version of a client has to be manually added (it will not be automatically added).
- **Client configuration options.** These options include whether to show the iPass label in your client, and whether to permit the customer to co-brand the client with their own logo.
- **Portal branding options.** You can choose a Portal brand which will be seen by all customers assigned to the Service Package.
- **A selection of Open Mobile Insight Reports.** You can select which Open Mobile reports will be accessible to the customer.

You should be familiar with how to define and manage Open Mobile profiles before defining a Service Package. See [Manage Profiles](#) for more information.

New Versions of Open Mobile

Note that a Service Package only includes the versions of the software you have chosen explicitly. As new versions of Open Mobile become available over time, you must opt to include these in any of your existing service packages in order for the new versions to become available to customers. They will not be added to your existing service packages automatically.

Adding a version of Open Mobile to a published service package is simple: Edit the service package, and select the box corresponding to the new Open Mobile version. Then, save the service package, and re-publish it. Customers assigned to the service package will then be able to create profiles corresponding to the new version of Open Mobile.

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Create a Service Package

To create a Service Package:

1. Click **Define New Package**.
2. Set the basics of the Service Package.
 - **Name:** Name the Package.
 - **Description:** enter a short description of the Service Package.
3. Under **Client Versions**, select the client versions to be included in the Package by checking the corresponding checkboxes. To select all clients for a given platform (for example, all Android clients), select the name of the platform.
4. Optionally, under **Client Configuration**:
 - **Client Co-brand:** if selected, a Service Package customer will be able to co-brand the client portal with an additional custom logo.
 - **White-Label Android Client:** if selected, the Service Package customer will be able to produce a white-label (completely unbranded) version of the Android client.
 - **Provider Logo:** Select **Include a provider logo in the client** to display a provider logo in all supported clients.
 - Select **Default provider logo** to include the default iPass label.
 - Select **Customize provider logo in the client** to include a custom logo. The file has to be in PNG format, less than 5 KB, and it should be 60 pixels wide by 28 pixels high.
5. Optionally, under **Directory Management** select **Specify preassigned and excluded directories**.
 1. [Preassign directories](#)
 2. [Change Authentication Settings](#)
 3. [Exclude iPass directories](#)
 4. Select **Allow removal of preassigned directories** to allow child accounts to remove preassigned directories from their profiles.
 5. Select **Allow re-prioritization of preassigned directories** to allow child accounts to re-prioritize the preassigned directories in their profiles.
 6. Select **Allow customer to change Authentication Settings for preassigned directories** to allow child accounts to change Authentication Settings for the preassigned directories.
6. Optionally, under **Portal Configuration**,
 - In **Brand**, select the name of a previously created Portal brand from the drop-down list.
 - In **Reports**, choose one of the following:
 - **Include All Reports:** include all available reports in the Service Package.
 - **Exclude Selected Reports:** include a subset of reports in the Service Package. In the **Allowed Reports** column, select the report you wish to exclude. Then, using the arrow keys, move the selected report to the **Restricted Reports** column. Restricted reports will not be available to customers with the Service Package.
7. Click **Save**. The Service Package is created with a status of Draft.

Any child accounts that have created or started to create profiles with assigned directories that do not follow the directory management settings later applied to their service package will have to completely reassign directories the next time they edit, upgrade, or publish the profile.

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Preassign Directories

To preassign directories:

1. Select the directory from the **Wi-Fi Directories** list on the left
2. Select the arrow button next to the **Preassigned Directories** list.
 - Preassigned Directories will automatically be selected and put at the top of the Assigned Directories list in the order that they are listed under Preassigned Directories.
 - To select all directories, click the double arrow button.

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Change Authentication Settings

To change the Authentication Settings:

1. Click the **Authentication Settings** link.
2. Next to each directory that you want to change (where necessary):
 - Enter an authentication format override under **Auth Format Override**. See the Portal Administrator's Guide for more information.
 - For custom directories, chose whether you would like to **Enable USID** (Yes) or not (No). See the Portal Administrator's Guide for more information.
 - For custom directories, chose whether you would like to enable **Forced Auto-connect** (Yes) or not (No). This applies only to Android clients. See the Portal Administrator's Guide for more information.

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Exclude iPass Directories

To exclude iPass directories (does not apply to custom directories):

1. Select the iPass directory from the **Wi-Fi Directories** list on the left
2. Select the arrow button next to the **Excluded Directories** list.
 - To select all directories, click the double arrow button.

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Editing a Service Package

To Edit a Service Package:

1. On the **Manage Service Packages** page, choose the Service Package to be edited.
2. In the **Actions** drop-down, select Edit.
3. Make any necessary edits.
4. Click **Save**.

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Deleting a Service Package

A non-default Service Package can be deleted.

You cannot delete a default service Package. To delete a default package, first designate a new Package as the default, and then delete the undesired Package.

To delete a Service Package:

1. On the **Manage Service Packages** page, choose the Service Package to be deleted.
2. In the **Actions** drop-down, select Delete.
3. Click **Yes** to confirm deletion.

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Publishing a Draft Service Package

When a draft Service Package is complete, you can publish it, which then enables you to assign customers to the Package.

To publish a draft Service Package:

1. On the **Manage Service Packages** page, choose the Service Package to be deleted.
2. In the **Actions** drop-down, select Publish. The status of the Package changes from Draft to Published.

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Manage Customer Assignments

Assigning Customers to a Published Service Package

You can assign customers to any published Service Package. Each customer may only be assigned to a single Service Package.

Customers not explicitly assigned to a published Service Package will receive access to the clients and other settings designated by the default Service Package.

To assign (or re-assign) customers to a published Service Package:

1. On the **Manage Service Packages** page, select the published Service Package to which you wish to assign customers, and then click **Manage Assignment**.
2. Under **Unassigned Companies**, select a company you wish to assign to a Service Package. Drag and drop the name of the company to the desired Package. Similarly, you can re-assign any company to a new Service Package by dragging and dropping the company name into its new assignment.
3. Click **Save**.

You may not delete published Service Packages that have companies assigned. To delete such a Package, first re-assign any companies, and then delete the undesired Package.

Service Package Search

To search for a company on the **Manage Assignment** page, in **Search for a company**, enter the complete company ID of the company for which you wish to search, and then click **Search**. Results are returned from assigned and unassigned companies.

Viewing Customers for a Service Package

You can view the list of customers assigned to a given Service Package.

To view customers currently assigned to a published Service Package:

1. On the **Manage Service Packages** page, select the published Service Package to which you wish to remove customers, and then click **Manage Assignment**.
2. Locate the Service Package in the list in the top panel. Assigned companies are listed by Company ID and name.

Unassign Customers from a Published Service Package

You can remove (unassign) customer assignments from published Service Package.

To remove customers from a published Service Package:

1. On the **Manage Service Packages** page, select the published Service Package to which you wish to assign customers, and then click **Manage Assignment**.
2. Under the Service Package, select the company you wish to unassign. Drag and drop the company name into a new Service Package list.
3. Click **Save**.

Once assigned, a company may not be moved back to the Unassigned Companies list. This list is reserved for companies that have not been explicitly assigned to Service Packages.

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