



COLT Portal User Guide

## COLT Portal User Guide

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### 1 Introduction

COLT Portal provides you with in-depth reporting and analysis of your COLT service. After logging in to COLT Portal, you can run reports that provide you with graphical snapshots of the health of your service. COLT Portal is even flexible enough so that you can create your own custom reports around key performance indicators. In addition, you can download forms to change your existing service or order additional services as well as download the user guides that supply you with the step-by-step instructions that you need to fully manage your service.

### 2 Overview

COLT Portal has been designed to be used by customers for the following COLT products:

- COLT Total
- IP Access
- IP VPN
- IP Mail
- IP Webspaces

COLT Portal gives you access to a range of documentation such as product descriptions and user guides as well as management tools for these products, including:

- InfoVista
- Firewall log files
- Health Check tool
- IP Mail Administrator's interface
- IP Webspaces Administrator's interface

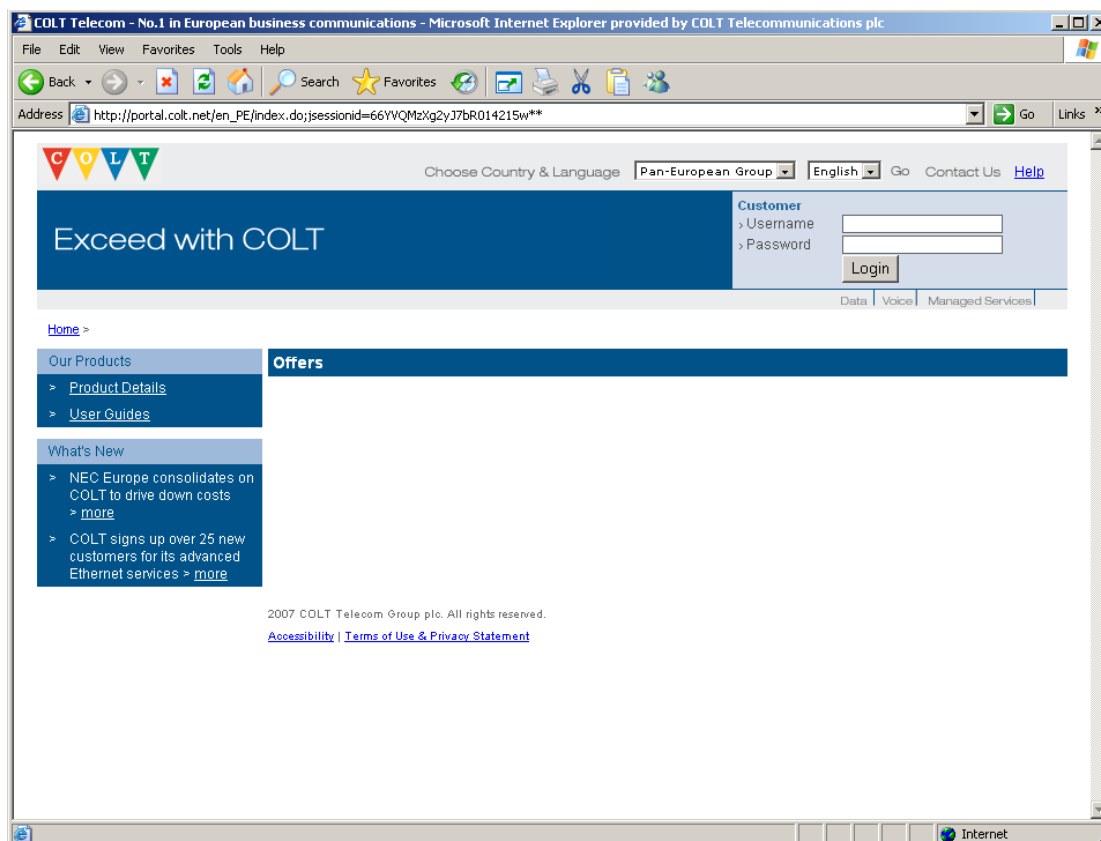
#### 2.1 Accessing COLT Portal

The following prerequisites must be met to access COLT Portal:

- Internet Explorer 5.5 or Mozilla Firefox 1.0 must be installed
- Internet Explorer 6 with Sun Java Version 1.4.2\_03 must be installed for Performance Reporting

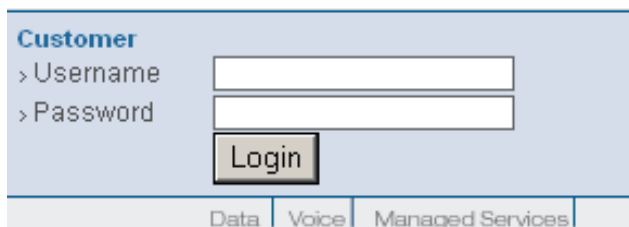
To access COLT Portal, perform the following steps.

1. Open your web browser and type <http://portal.colt.net> in the address field. The COLT Portal home page appears as shown in the following figure.



**Figure 1: COLT Portal home page**

2. In the **Customer** region, enter your user name in the format of username@domain in the **Username** field and your password provided by COLT in the **Password** field.



**Figure 2: Logging in to COLT Portal**

**Note:** To access the specific tools associated with your service, you must log in to COLT Portal. Use the user name and password given to you when your service was activated. If you have not received a user name and password for COLT Portal, contact the COLT help desk.

3. After your credentials have been successfully authenticated, the list of services provided by COLT appears as shown in the following figure.

**Note:** Available services depend on the option that you have selected.

The COLT Portal allows you to perform several tasks in addition to viewing reports. Using COLT Portal, you can perform the tasks described in the following table.

Table 1: COLT Portal

Link	Description
<b>Choose Country &amp; Language</b>	Change country and language settings and click <b>Go</b>
<b>Contact Us</b>	View COLT's Help Desk Contact Details
<b>Help</b>	Download information about COLT Portal
<b>Welcome</b> region	
<b>Edit Profile</b>	Edit your profile, change your password, and modify your email address
<b>Logout</b>	Log out of COLT Portal
<b>Current Services</b> region	
<b>Details</b> column	Access applications available to each service by clicking the links in the <b>Details</b> column of your service list
<b>Our Products</b> region	
<b>Product Details</b>	Displays products available on COLT Portal. Click the product to display a product description.
<b>User Guides</b>	Access and download product documents
<b>Manage Your Services</b> region	
<b>Current Services</b>	View your current list of services
<b>Change Services</b>	Access service change request forms
<b>What's New</b> region	
News links	Access news regarding COLT

## 2.2 Changing the COLT Portal country and language

You can change the COLT Portal country and the language in which COLT Portal is displayed. You do not need to log in to do this.

To change the COLT Portal country and language, perform the following steps.

1. Access COLT Portal as described in [Accessing COLT Portal](#).
2. Select your country from the list of values in the **Choose Country & Language** field as shown in the following figure.



**Figure 3: Changing the COLT Portal country and language**

3. The associated language is populated in the field. Change this by selecting a different value and clicking **Go**.

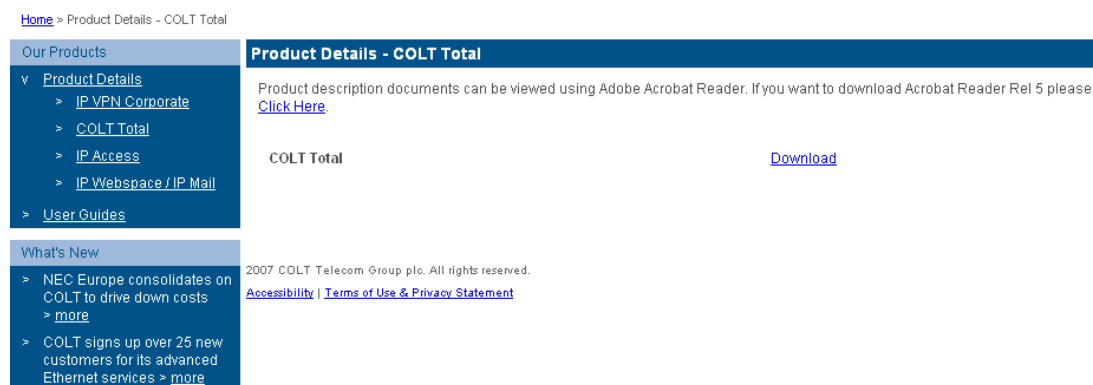
The COLT Portal page is refreshed for the country and language that you selected.

### 2.3 Downloading files from COLT Portal

You can download user guides and product documentation from COLT Portal even before you log in.

To download files from COLT Portal, perform the following steps.

1. Access COLT Portal as described in [Accessing COLT Portal](#).
2. To download information about products, expand the **Product Details** link in the **Our Products** region in the left side of the page by clicking it.
3. Select a product for which you want to download information by clicking the link for that product. The page refreshes and a **Download** link appears as shown in the following figure.



**Figure 4: Downloading product information**

4. Click the **Download** link. You are prompted to open or save the file.
5. To download user guides for COLT Portal for specific products, expand the **User Guides** link in the **Our Products** region in the left side of the page by clicking it.

6. Select a product for which you want to download the user guide by clicking the link for that product. The page refreshes and a **Download** link appears for all available user guides.
7. Click the **Download** link. You are prompted to open or save the file.

### 3 Running Reports

After you have logged in to COLT Portal, the page refreshes and your service and the administrative tools associated with your service are displayed. Depending on the service that you have purchased, you can view performance reports, review firewall log files or view events in addition to performing other tasks.

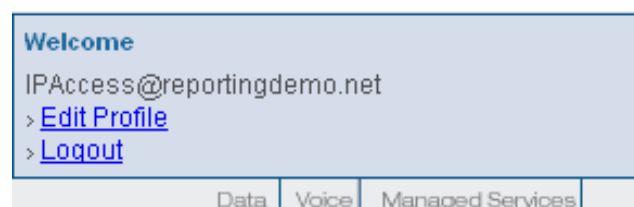
See [Downloading files from COLT Portal](#) for information about downloading the user guides for your service.

### 4 Editing your profile

After you have logged in to COLT Portal, you can modify your personal details such as first name, surname, password, and email address.

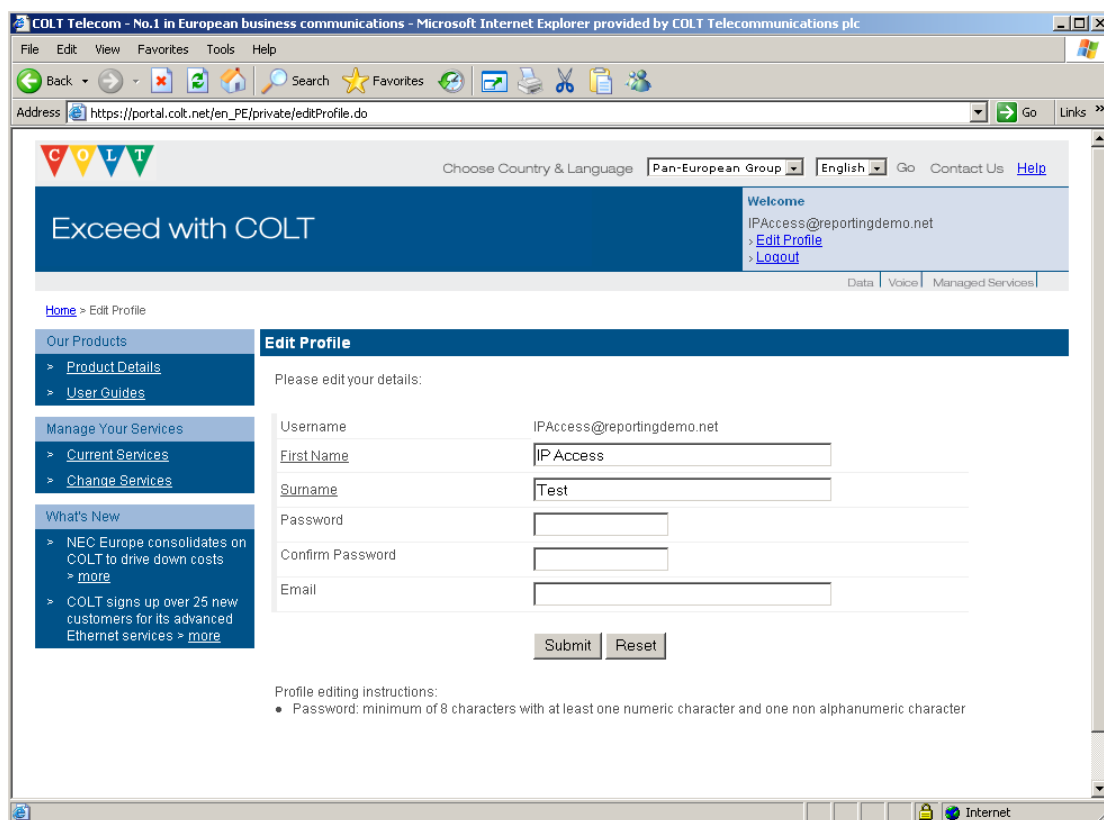
To edit your profile, perform the following steps.

1. Access COLT Portal and log in as described in [Accessing COLT Portal](#).
2. Click **Edit Profile** in the **Welcome** region as shown in the following figure. The Edit Profile page appears.



**Figure 5: Accessing the Edit Profile page**

3. In the Edit Profile page, enter data for the fields as shown in the following figure. The **First Name** and **Surname** fields are required.



**Figure 6: Editing your profile**

4. Click **Submit**. A confirmation appears if you have successfully updated your profile.
5. Click the **Current Services** link in the **Manage Your Services** region to display your service and administration tools available for your service.

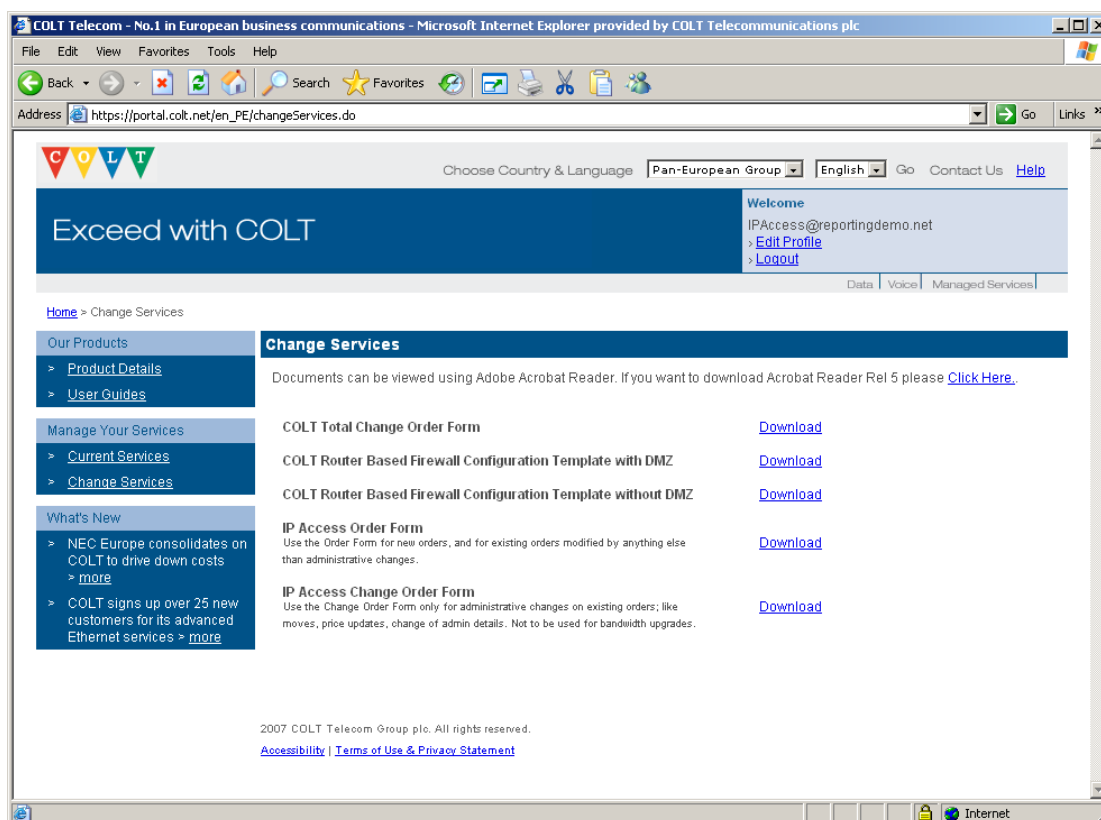
## 5 Changing your service

If you want to modify our service or request a new service, you can request changes by clicking the **Change Services** link.

To change your service, perform the following steps.

1. Access COLT Portal and log in as described in [Accessing COLT Portal](#).
2. Click the **Change Services** link in the **Manage Your Services** region. The page shown in the following figure appears.





**Figure 7: Changing your service**

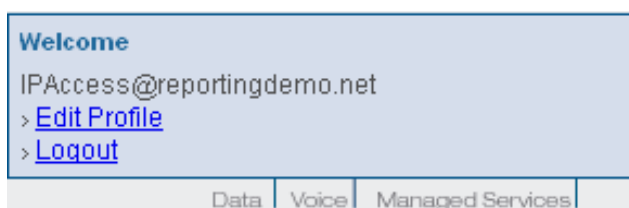
3. Click **Download** to obtain a copy of the relevant form. Complete this form and submit it to COLT via your Account Executive or COLT Partner.
4. Click the **Current Services** link to in the **Manage Your Services** region display your service and administration tools available for your service.

## 6 Logging out of COLT Portal

After you have finished using COLT Portal, log out to ensure that there is no unauthorised access to the administrative tools for your service.

To log out of COLT Portal, perform the following steps.

1. Access COLT Portal and log in as described in [Accessing COLT Portal](#).
2. Perform the actions in COLT Portal as allowed by your service.
3. Click **Logout** in the Welcome region as shown in the following figure.



**Figure 8: Logging out of COLT Portal**