



Simplified Experience, One Point of Contact, One Bill, One Place for Voice

Document type: User Guide

Subject: Client checking on account balance

Where: VUP Portal

All retail clients can access self-care web portal that combines functionalities of OTT/RCS client with account management and billing.

Clients portal is accessible through following link: <https://cs01.cloudone.co.ke/VUP/>

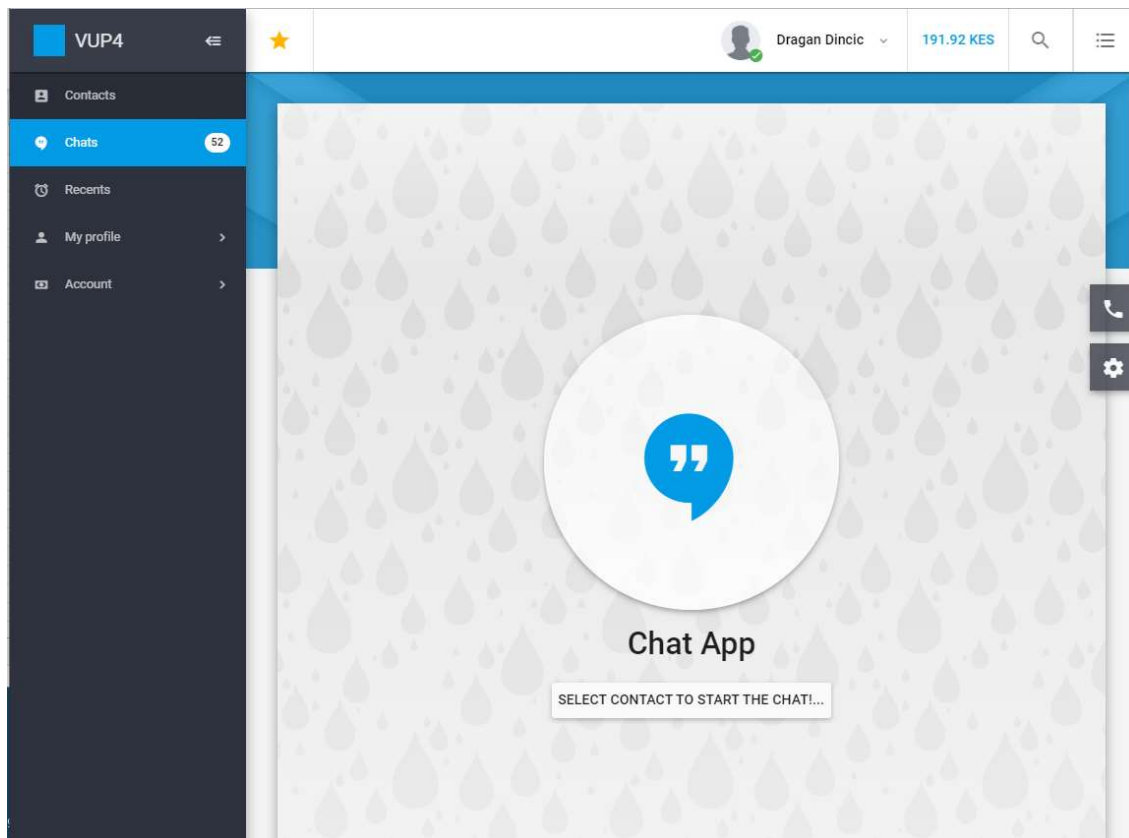
A screenshot of a web browser showing the VUP4 login portal. The browser's address bar displays "https://cs01.cloudone.co.ke/VUP/login". The login form is centered on a white background with a blue "VUP4" logo at the top. Below the logo, it says "Log in to your account". There are input fields for "User name" and "Password". A "Remember Me" checkbox is checked, and there is a "Forgot Password?" link. A "LOG IN" button is below the password field. At the bottom of the form, it says "Don't have an account? Create an account". The background of the page is a green landscape with a blue river and trees. On the right side, there are icons for a phone and a gear.

On this link enter your username and password to log in.



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After log in – you will be positioned on User Portal – Front Page



At the top right corner, you will see your user log in and current balance.



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Additional Information:

To log out from the portal – user needs to click on your profile name in top right corner and you will get option to log out.

We will just briefly mention few other options available on this screen while the user portal document will provide full information about all options.

On the left hand side, we see few different options:

- Contacts
- Chats
- Recents
- My profile
- Account

Contacts

If customer has added contacts, they will be shown in the form of tiles. Contacts are shown with their presence statuses and with avatars. Clicking on a contact shows the profile details.

Chats

Chat option gives you ability to converse with other users that utilise the same type of user portal and exist in your contact list

Recents

Here client can see history of all incoming and outgoing call to his account

My profile

My profile is set of options where you can modify your profile, create and change Greetings, make quick call and many more.

Account

Account menu has few options related to billing/accounting, from top up (which is not active currently), billing information, rates information, phone numbers, etc ...