



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

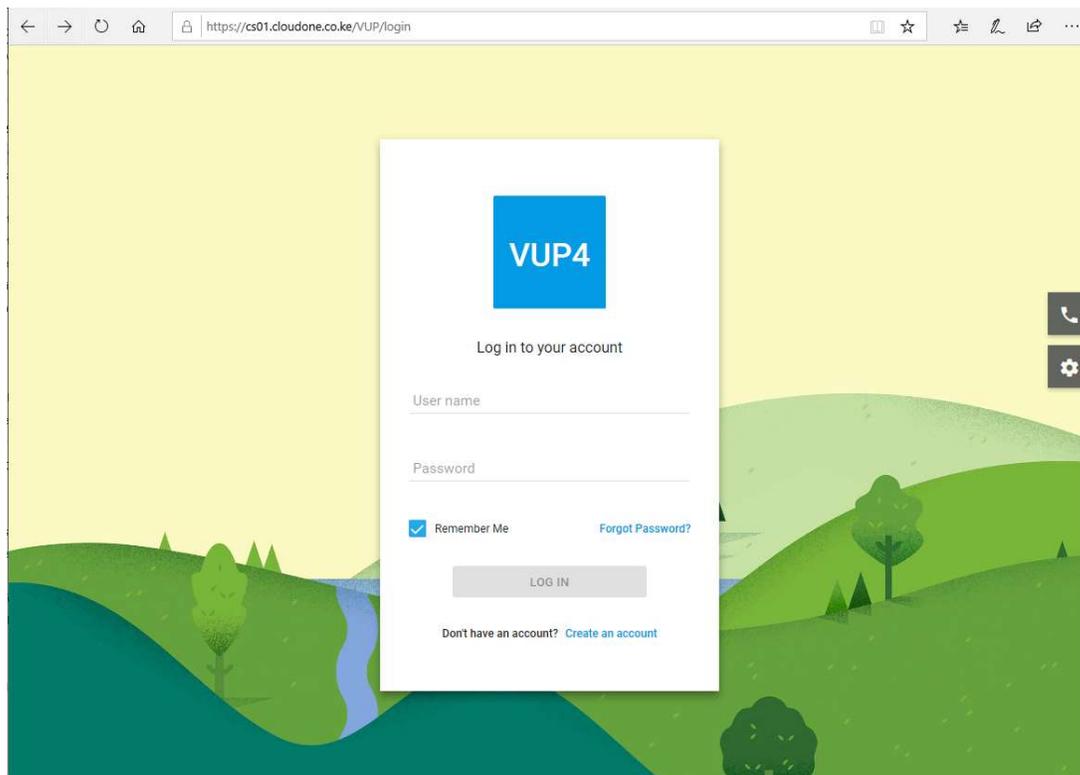
**Document type: User Guide**

**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/>

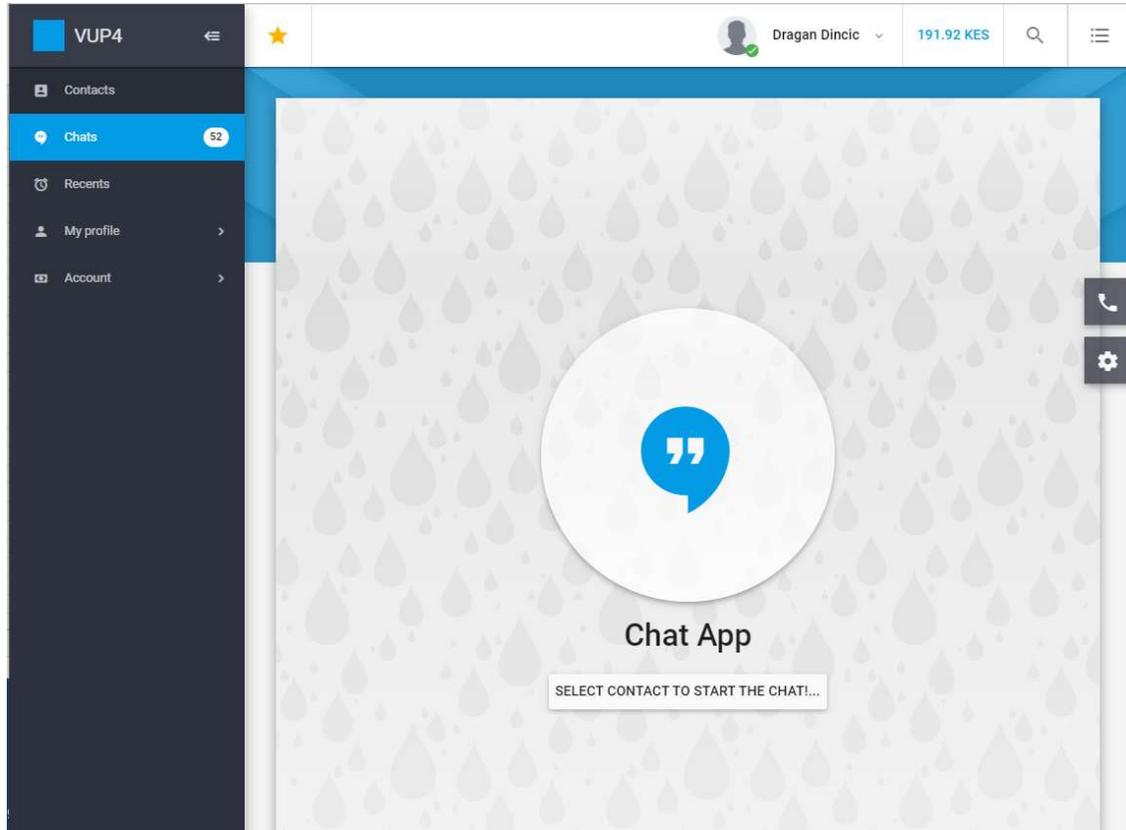


On this link enter your username and password to log in.



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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 ...