



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

Document type: User Guide

Subject: Client checking on his call records

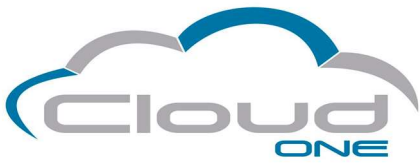
Where: VUP Portal

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/>

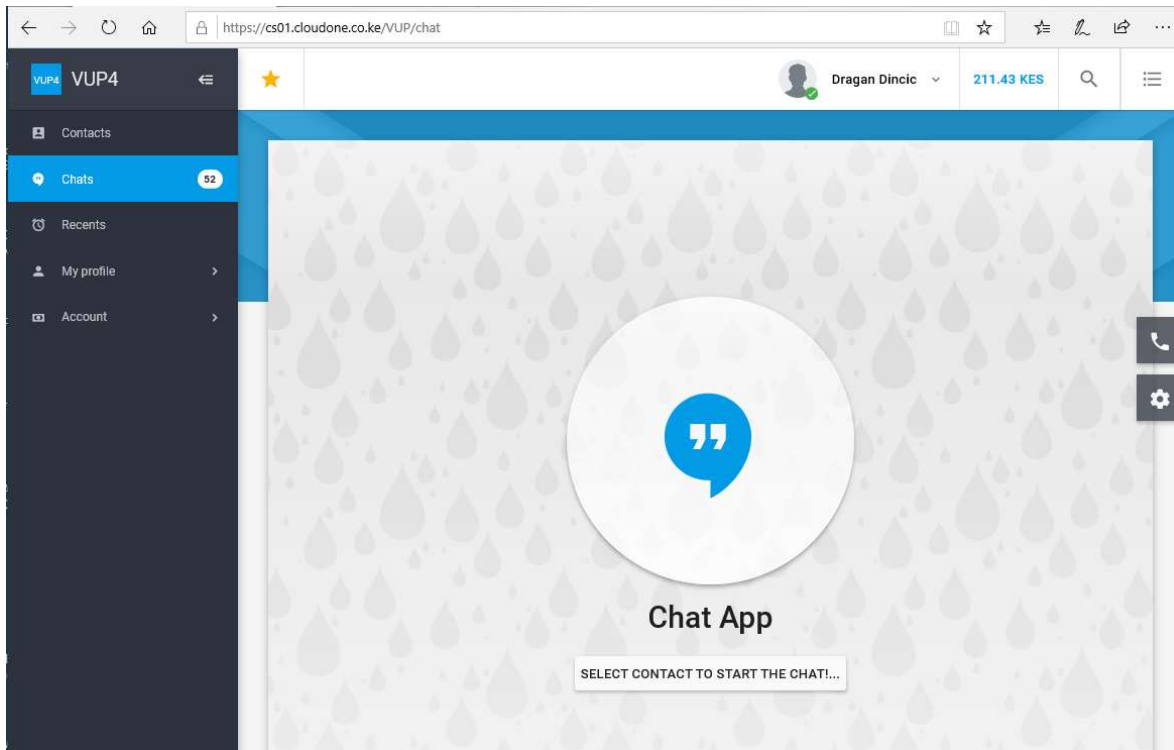
A screenshot of a web browser displaying the VUP4 login portal. The browser's address bar shows the URL "https://cs01.cloudone.co.ke/VUP/login". The page has a light yellow background with a green landscape illustration at the bottom. In the center, there is a white login box with a blue square containing "VUP4". Below this, 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 at the bottom of the box. Below the button, it says "Don't have an account? Create an account". On the right side of the page, there are icons for a phone and a gear.

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

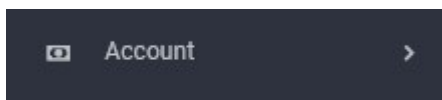


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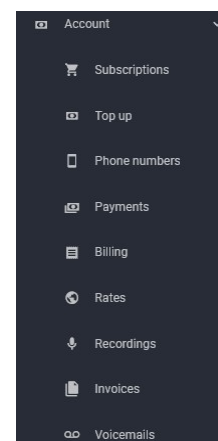
After successful log in you will reach main portal screen:

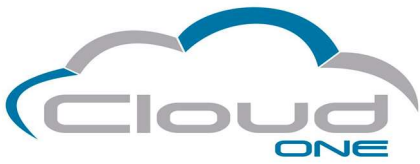


To check on the call records chose (from your left-hand side menu) option Account:



This will open full Account menu:

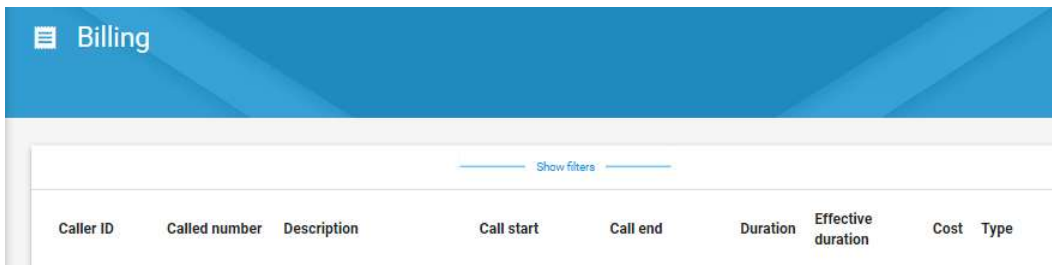




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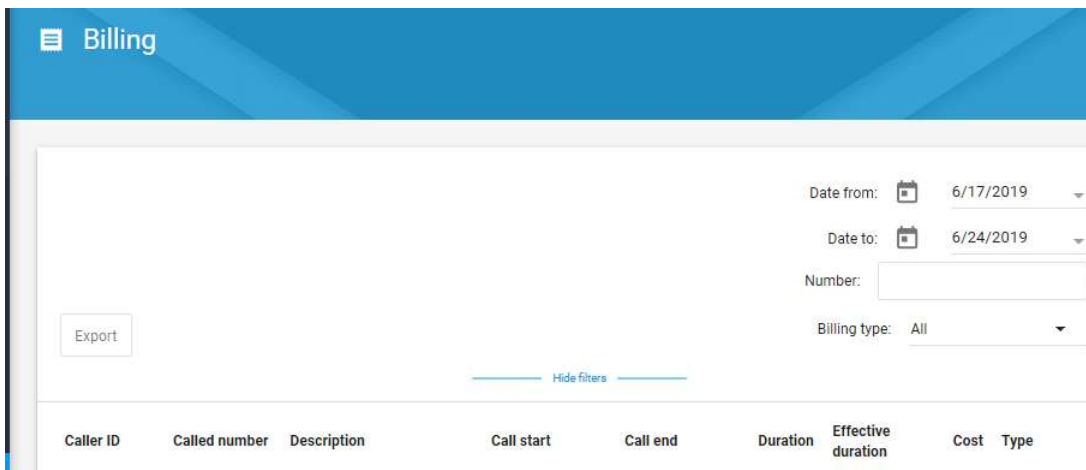
Choose option billing. This will open the list of all records.

However, to see specific calls for time period, click on "Show filter"



The screenshot shows the 'Billing' section of the interface. At the top, there is a blue header with a menu icon and the word 'Billing'. Below this, there is a 'Show filters' button. Underneath the button is a table with the following columns: Caller ID, Called number, Description, Call start, Call end, Duration, Effective duration, Cost, and Type.

Now you can select time period for which you want to see call records or Export it to a file:



The screenshot shows the 'Billing' section with filters applied. On the right side, there are date pickers for 'Date from' (6/17/2019) and 'Date to' (6/24/2019), a 'Number' input field, and a 'Billing type' dropdown menu set to 'All'. On the left side, there is an 'Export' button. Below the filters, there is a 'Hide filters' button and the same table structure as in the previous screenshot.

Select the time period (and/or dialed number in "Number field"), choose "Calls" in Billing type to see specific records and your searched calls will appear as per below:

Caller ID	Called number	Description	Call start	Call end	Duration	Effective duration	Cost	Type
+254738580336	207907792	Kenya Nairobi Wananchi Telecom	2019-06-18 12:42:13	2019-06-18 12:42:14	00:00:01	00:00:01	0.02	CALL

If you would like to export call records, click on "export" button and decide where to save exported file. Exported file will be downloaded in CSV file which can then be imported in excel for further review or manipulation.