**Document type: User Guide**

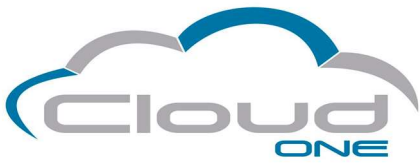**Subject: Client checking on his call records**

**Where: VUP Portal**

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

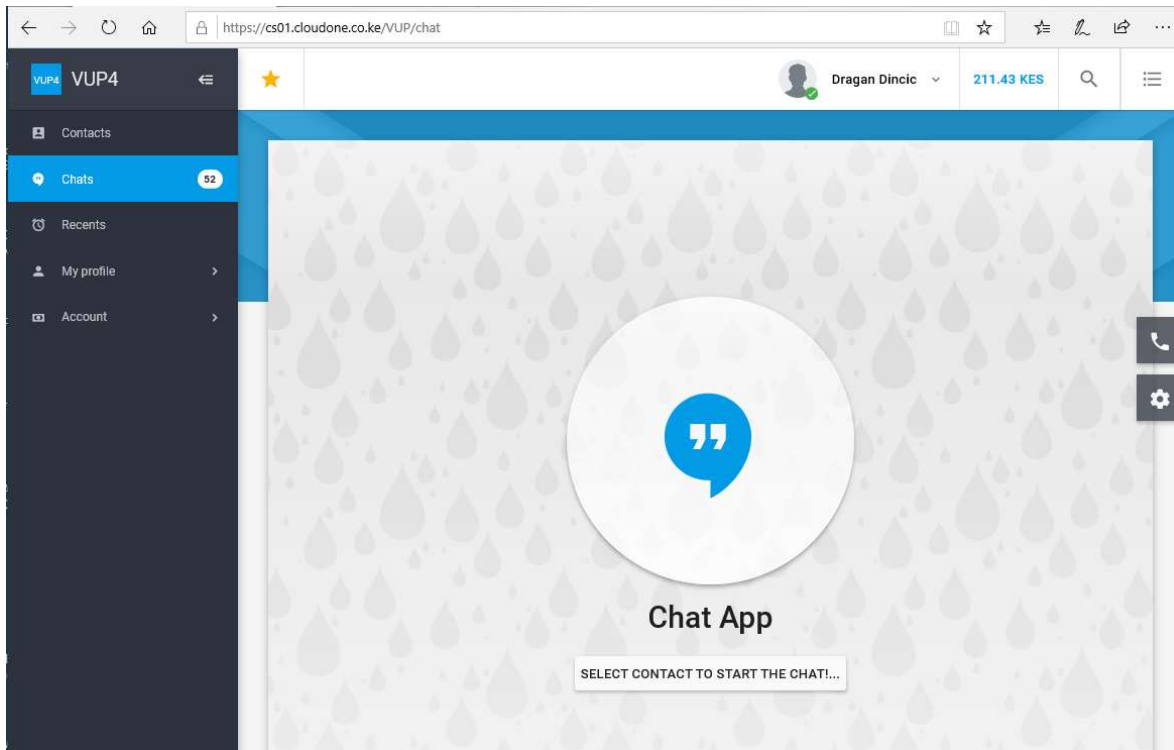Clients portal is accessible through following link: https://cs01.cloudone.co.ke/VUP/



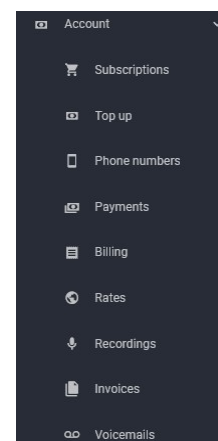On this link enter your username and password to log in.
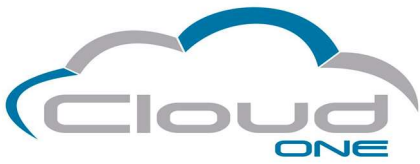
After successful log in you will reach main portal screen:



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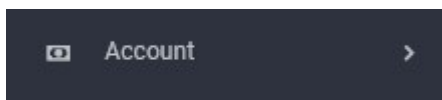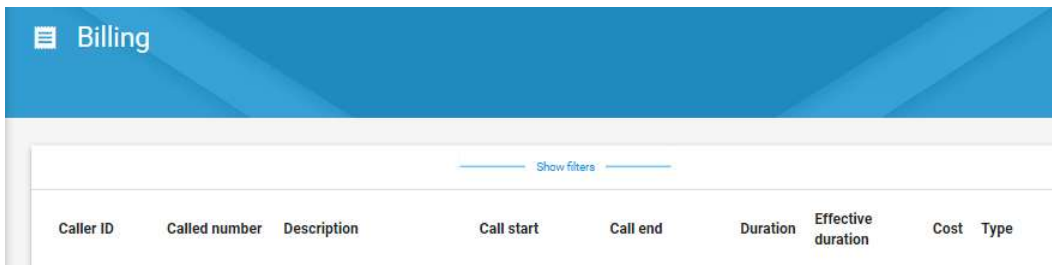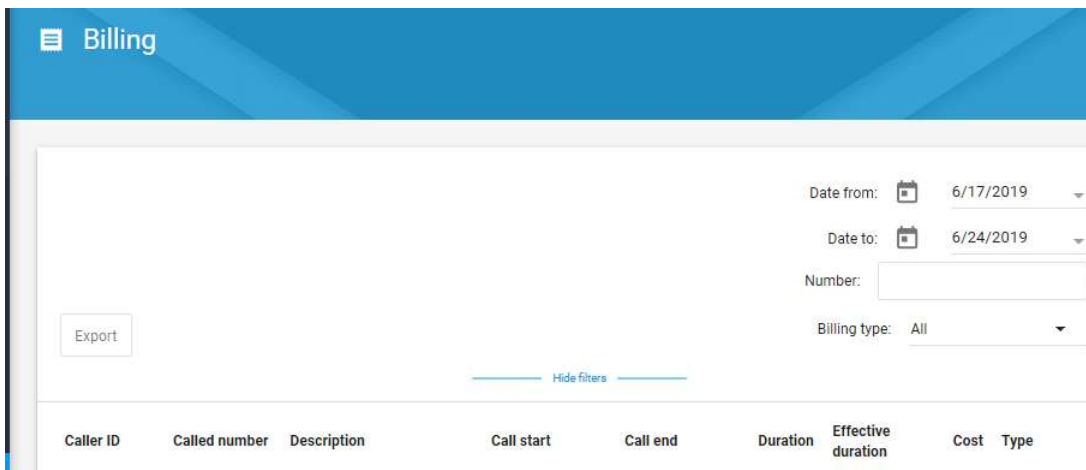
This will open full Account menu:

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

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



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



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.