



BT One Cloud Cisco Self Service (OCC)

# Getting started: Navigation

**User guide**

## Administrator

As a One Cloud Cisco Administrator you have access to a web-based administration tool, known as the **OCC Self Service**.

This guide will show you how to:

- Login
- Navigate the different areas and offer an overview of the OCC self service portal.



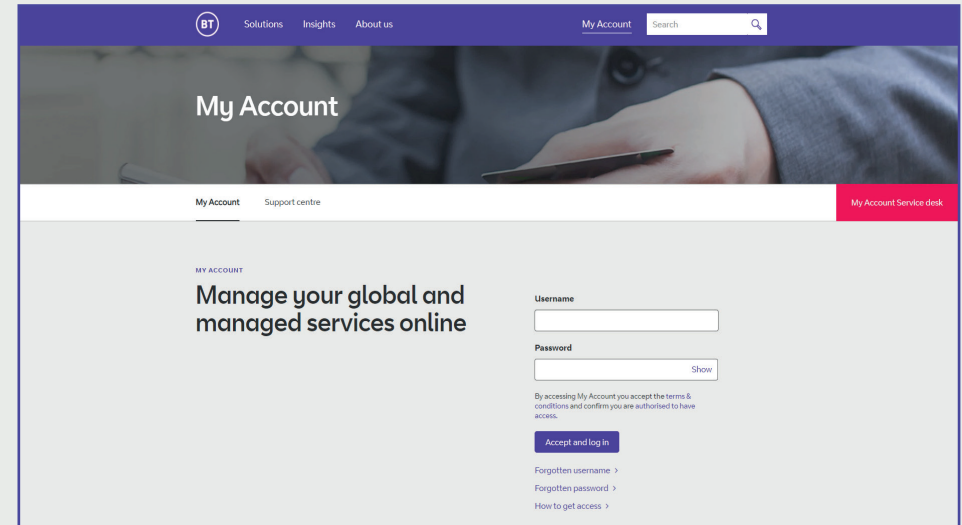
# Get started | How to log in

## Go to:

<https://www.globalservices.bt.com/glogin/#/login>

To access the self service portal, you'll first need to log in to your BT My Account with your username and password.

*If this is the first time accessing this site you'll be required to create a 6-digit PIN and set up your security questions.*



1

Enter your user-name and password.

Then select **Accept and log in**.

A close-up of the login form from the screenshot. It shows the 'Username' and 'Password' input fields, both highlighted in yellow. Below the password field is a 'Show' button. Underneath is a checkbox for terms and conditions, and the 'Accept and log in' button is highlighted with an orange border. At the bottom are links for 'Forgotten username', 'Forgotten password', and 'How to get access'.

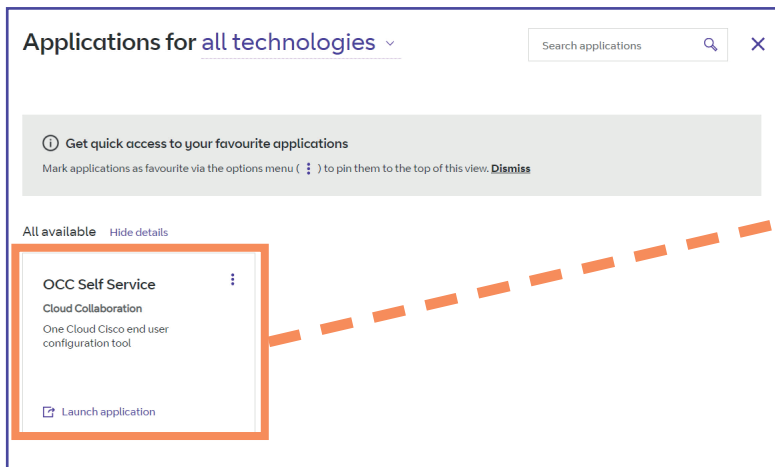
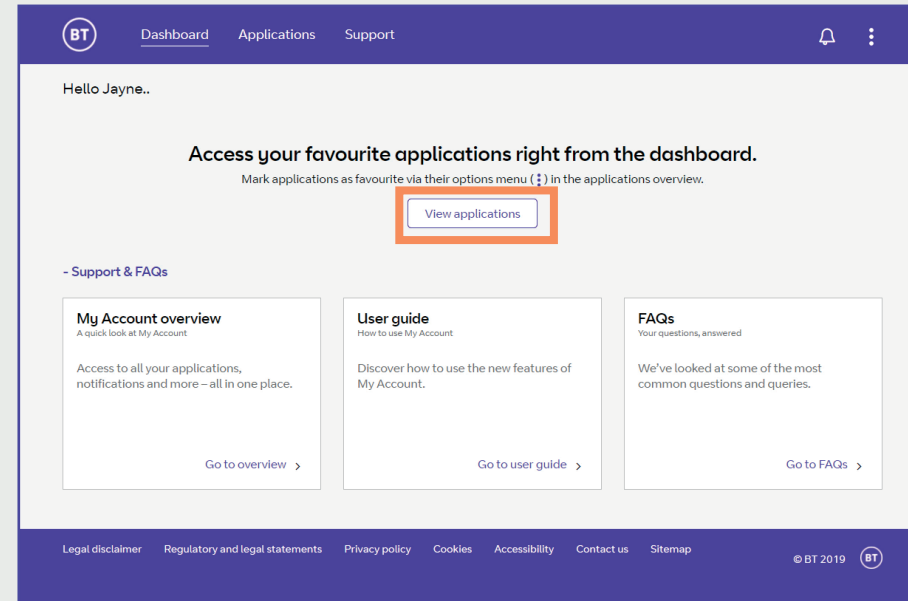
Enter your PIN here and then select **Authenticate**.

2

A close-up of the authentication form. It shows the heading 'Authentication' and the instruction 'Please enter your 6-digit PIN.' Below this is a 'PIN' input field highlighted in yellow, with a 'Show' button and a 'Forgotten your PIN?' link. There are 'Cancel' and 'Authenticate' buttons, with the 'Authenticate' button highlighted with an orange border. Below is a section for 'Two-factor authentication (2FA)' with explanatory text and a link to 'Set up two-factor authentication'.

Welcome to your **BT My Account dashboard**.

Select **View applications** to go to the applications that you have access to.



If you'd like the OCC self service portal to appear on your **dashboard** for quick access, you can set it up as a *Favourite* by clicking on to the options menu (⋮) then choose **Favourite**.

Select **Launch Application** to access the *Home Page* and the *main application menu*

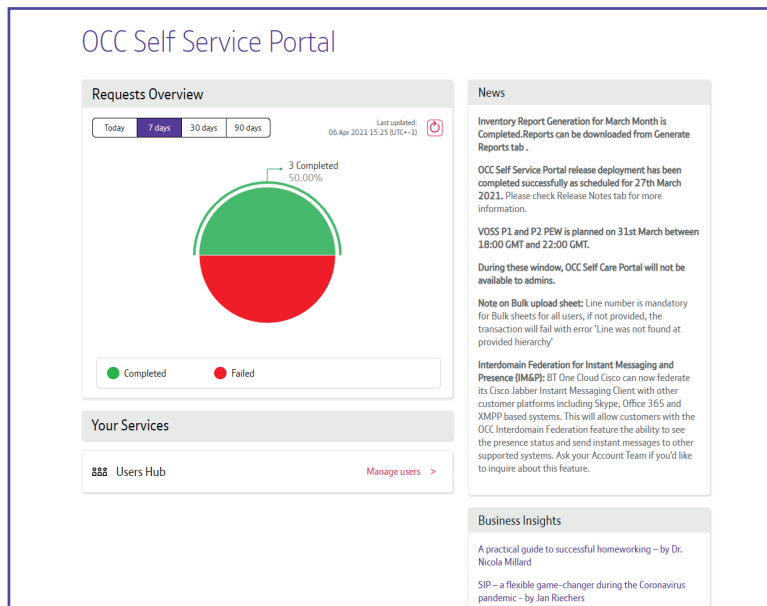
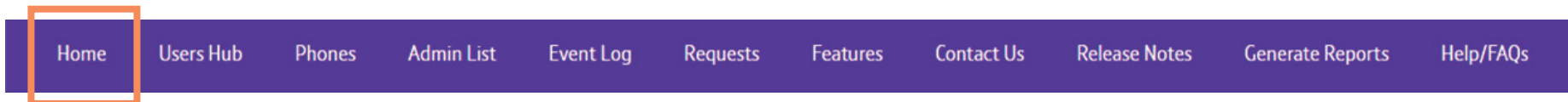


# Menu | Home

As a **One Cloud Cisco Administrator** you have the access to view and modify certain features and functions.

We will now navigate you through the different areas of the menu bar and highlight their main purpose.

**Now, let's have a quick tour:**



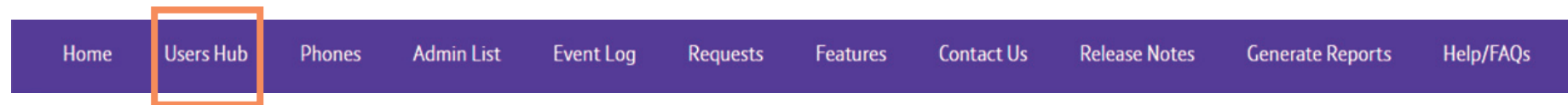
## The Home page displays:

- Interactive dashboard of your **requests** that have been processed through the application
- **Your services** (Quick link to the [Users Hub](#))
- **OCC news**
- **Business insights**
- Your 5 most **recent events** (actions)



# Menu | Users Hub

This is where you'll manage your users.



Users Hub

Unassigned users [Unassigned users list](#)

Division:  Site:

[Bulk loader](#) [Add new user](#)

Search for a user

[Search](#)

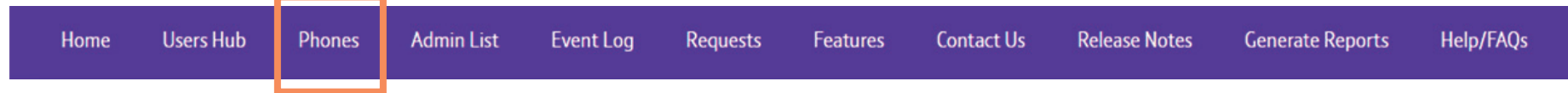
Name	Login	Email	Service Type	Actions
> Scot Noel	100010	scotnoel@test.com	COLLABORATE	<a href="#">≡</a> <a href="#">✎</a> <a href="#">🗑️</a>
> Ben Parke	605435009	605435009@bt.com	ANYWHERE	<a href="#">≡</a> <a href="#">✎</a> <a href="#">🗑️</a>
> Ali Jaffry	609439461		undefined	<a href="#">≡</a> <a href="#">✎</a> <a href="#">🗑️</a>
> Darrell Hodges	802919822	802919822@bt.com	ANYWHERE	<a href="#">≡</a> <a href="#">✎</a> <a href="#">🗑️</a>
> BTD_ADASTRAL	80247802	80247802@bt.com	ANYWHERE	<a href="#">≡</a> <a href="#">✎</a> <a href="#">🗑️</a>
> wireless phone	80247822_1	80247822@bt.com	COLLABORATE	<a href="#">≡</a> <a href="#">✎</a> <a href="#">🗑️</a>

- You can:
- **View** your existing users
  - **Add new users** and **create user profiles** (for Unassigned Users) to any sites that you have access to
  - **Move** and **delete** users
  - You can **search** for a list of users by Division, Site or just search directly for a user



# Menu | Phones

Here, you can see all your active phones that are assigned to a user, or perhaps you would like to check if there are any spare unassigned phones.



Phones

Search for a phone

eg 'ef:62:d9:fd:1e:c7'   only unassigned phones

Division:  Site:

MAC Address	Device Type	Directory Number	User Name	Actions
> F0:14:73:66:60:08	Cisco 7941	80247818	unassigned	<input type="button" value="X"/>
> B94237100224	CTI Port	998957	unassigned	<input type="button" value="X"/>
> F01358769630	Cisco Unified Client Services Framework		daniel.hodges	<input type="button" value="X"/>
> B92289407	Cisco Dual Mode for iPhone		br.davis?	<input type="button" value="X"/>
> F01358769637	Cisco Unified Client Services Framework		daniel.hodges	<input type="button" value="X"/>
> B94237100108	CTI Port	998759	unassigned	<input type="button" value="X"/>

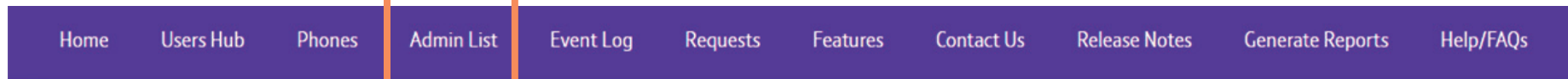
You'll be able to:

- **Open** a list of all phones on the system
- **Search** for a specific device by MAC address or device type
- **Filter** through assigned and unassigned phones
- **View more information** about the phones to delete the phone or reassign a user to it, and more.

















# Menu | Admin List

The Admin List displays a list of your administrators.



Search for a administrator

Name  + Add New Admin

Name	
ablitt richard	 
Adam Grant	 
Aeon Lattie	 
ALI CAMPBELL	 
andrew boocock	 
ASHISH MEHRA	 
Bandara Susith	 

Here you can edit or delete an administrator as required.

Also, add a New System Administrator too.

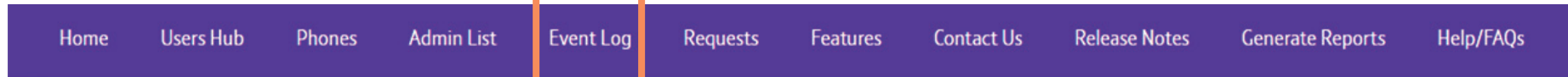
*\*Please be aware additional charges will apply.*





# Menu | Event Log

Here displays a list of all changes made.



### Event Logs

Log List  [Download](#)

Event ID	Date / Time	Admin name	Action	Subscriber name	Status
e08720f6-1060-45cb-98db-941b6b060590	30/03/2021, 12:56:52	Willy McManis	Cease User	Robert Hodge	Succeeded
7bc576c4-ea15-40b3-ad62-5a644ab33760	30/03/2021, 12:52:18	Willy McManis	Add User	CHUCK TAY	Succeeded
c8866f3e-bdce-44f0-8277-fa16ab512015	28/03/2021, 16:02:51	Willy McManis	Edit User	Training User 12	Succeeded
3a57c1bf-b811-4846-87c2-6eba0f0997d	28/03/2021, 15:26:48	Willy McManis	Edit User	Willy McManis	Failed
8a59db06-4775-4abd-bc82-3523280b0483	28/03/2021, 15:12:42	Willy McManis	Add User	Training User 12	Succeeded
646c5446-b132-42bf-a5d4-2d7201b86905	27/03/2021, 09:13:27	Apollon Joubert	Assign Unassigned User	apollon@1010.com.au	Succeeded
7f438deb-993d-488b-a774-c6a56398ca1e	27/03/2021, 09:05:46	BT2017 Test	Edit User	bt2017@1010.com.au	Succeeded
a59af432-a77b-4e5c-8279-c0df46f032f	27/03/2021, 08:49:31	BT2017 Test	Edit User	Training ADP7	Failed
055b0dec-e5c2-4c78-add7-9f5808748652	27/03/2021, 08:48:43	Apollon Joubert	Cease User	Training ADP7	Succeeded
1727b255-258c-42cc-9937-99976a4e84b4	27/03/2021, 08:46:11	BT2017 Test	Cease User	Training ADP5	Succeeded
abb23805-d288-496d-8f15-05889e7be32	27/03/2021, 08:43:30	Apollon Joubert	Move User	bt2017@1010.com.au	Succeeded
54e62ae6-7a0b-419a-a7db-b60673852763	27/03/2021, 08:42:09	BT2017 Test	Detach Phone	apollon@1010.com.au	Succeeded
54f6a80d-0be3-4835-a4d9-4e59b71e0953	27/03/2021, 08:37:12	Apollon Joubert	Edit Site Admin	apollon@1010.com.au	Succeeded
b81e840c-ed97-4bb4-b71e-ed43b28aea8d	27/03/2021, 08:35:57	Willy McManis	Detach Phone	apollon@1010.com.au	Succeeded
ba20042f-9663-427c-b106-7f90924a96ec	27/03/2021, 08:34:00	Apollon Joubert	Add Site Admin	apollon@1010.com.au	Succeeded

Showing  per page ◀ | 1 | 2 | 3 | 4 | 5 | ... | 45 | ▶

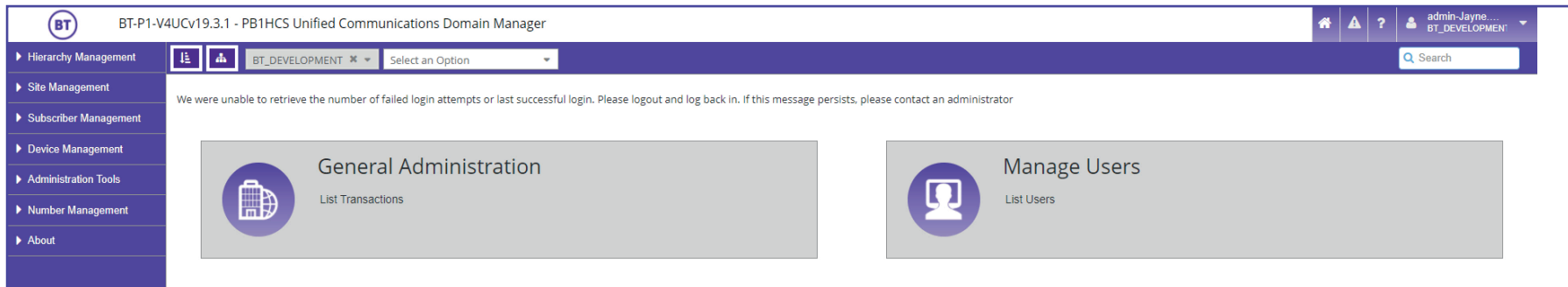
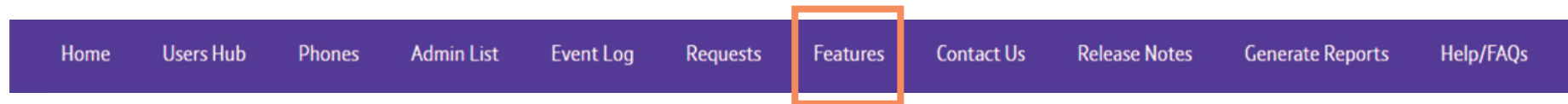
The Event Log, this displays a list of your changes including the date and time, who made the change, a description of the change and the status.



# Menu | Features

In this section, you can make changes to user accounts\*.

*\*Selecting Features opens a new tab and takes you to the Unified Communications Domain Manager*



This is where you can make changes to user accounts that have already been added in the **User Hub**.



## Menu | Contact Us

Should you need to report a fault, here shows the helpdesk contact details and a list of people to contact for escalation.

### Contact Us

My Account Helpdesk Contact Number is +44 203 564 5309

Generic Help Desk Mail id: myaccount-help@bt.com

Escalation Matrix:

Home

Users Hub

Phones

Admin List

Event Log

Requests

Features

Contact Us

Release Notes

Generate Reports

Help/FAQs

## Menu | Release Notes

You can keep track of any changes made to **One Cloud Cisco** here in the Release Notes.

### Release Notes

Version 82: 27-Mar-2021

Changes:

One Cloud Microsoft :

- Extend On boarding of multiple MStems Customers when all Pre-request checklist Process complete and VE Self care portal receives approval to enable any customer for OCM

Fixes:

One Cloud Cisco:

- Bulk upload to handle Whitespace in Company Name
  - Fixing path issue caused by whitespace in company name
- Issue with Edit admin – setting null for VOSS authorization
  - Admin Update – if Password in payload is absent, we now default to Password from VossAuthorization in VE / Feature Admin DB.

Version 81: 06-Mar-2021

Changes:

One Cloud Cisco :



# Menu | Generate Reports and Help/FAQs

Here you can download a monthly inventory report.

The image shows a navigation menu at the top with items: Home, Users Hub, Phones, Admin List, Event Log, Requests, Features, Contact Us, Release Notes, **Generate Reports**, and Help/FAQs. The 'Generate Reports' item is highlighted with an orange box. Below the menu is a screenshot of the 'Generate Reports' page. The page has a sub-menu with 'Generate Reports' selected. The main content area shows 'Release Notes' for 'Version 82: 27-Mar-2021'. Under 'Changes:', there is a section for 'One Cloud Microsoft:' with a bullet point: 'Extend to handle On boarding of multiple MSTEams Customers when all Pre-request checklist Process complete and VE Self care portal receives approval to enable any customer for OCM'. A callout box with a dashed orange line points to a 'Select a month' dropdown menu on the page, which contains a 'Select...' option and a 'Download report' button. Another callout box points to the 'Help/FAQs' menu item.

Home Users Hub Phones Admin List Event Log Requests Features Contact Us Release Notes **Generate Reports** Help/FAQs

ub Phones Admin List Event Log Requests Features Contact Us Release Notes Generate Reports Help/FAQs

## Release Notes

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One Cloud Microsoft :

- Extend to handle On boarding of multiple MSTEams Customers when all Pre-request checklist Process complete and VE Self care portal receives approval to enable any customer for OCM

Select a month  
Select... | v  
Download report

Videos, help guides and frequently asked questions

This will open a drop down menu where you can select the month required of your inventory report.



