

## Internet Roaming Administration Guide for User Account Management

### Introduction

The Internet roaming guideline is designed to help administrator (s) manage their user accounts in their company. In the Pacnet Insight Portal (<http://www.pacnet.com/my-account>), the administrator can create / delete user accounts, change passwords for their users.

### User Account Management

After login to the Pacnet Insight Portal, you can find “User Account Management” interface under Services – Internet Roaming



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**PACNET**

Services:

- Internet Roaming [User Account Management](#)

Account Management:

- Order Insight@ANC
- Change Password
- Account Profile

Contact Us:

- Contact Information
- Escalation List

User Guides  
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**General Announcements**

Welcome to **Insight@Pacnet** customer portal.

- Insight@Pacnet** provides fingertip access to invoices, billing reports and network performance statistics; and
- Uses industry standard Secure Sockets Layer (SSL) protocol to encrypt user data transactions ensuring the highest level of confidentiality.

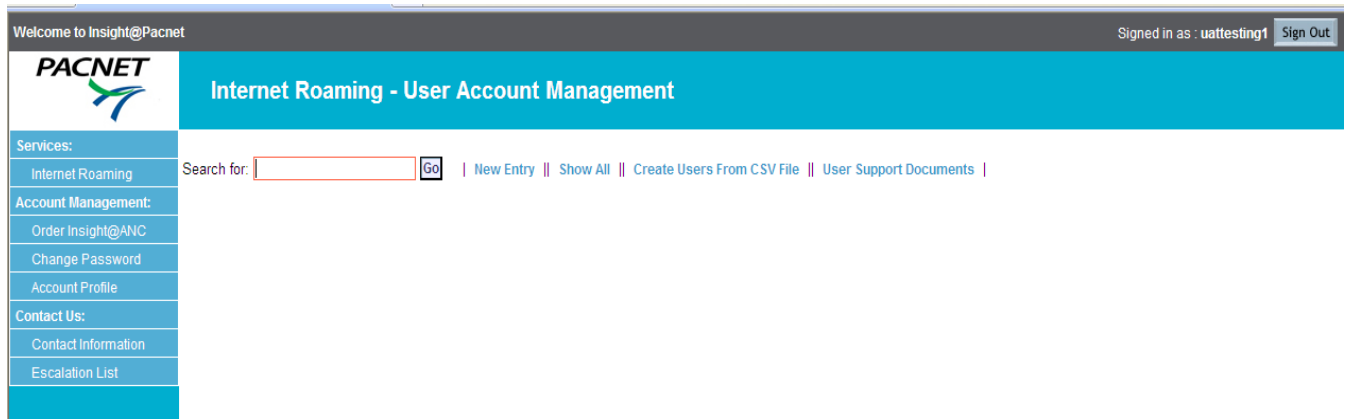
To help us better serve your needs, please complete the on-line feedback form or you may speak directly to your Pacnet Account Manager. Thank you.

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**What's New**

[User Guides](#)  
(12 Jun 2009)

User guide for Insight@Pacnet and Pacnet Media Delivery Service are now available in 5 different languages. You may click [[User Guides](#)] and download them accordingly.



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**PACNET** Internet Roaming - User Account Management

Services:

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  - Escalation List

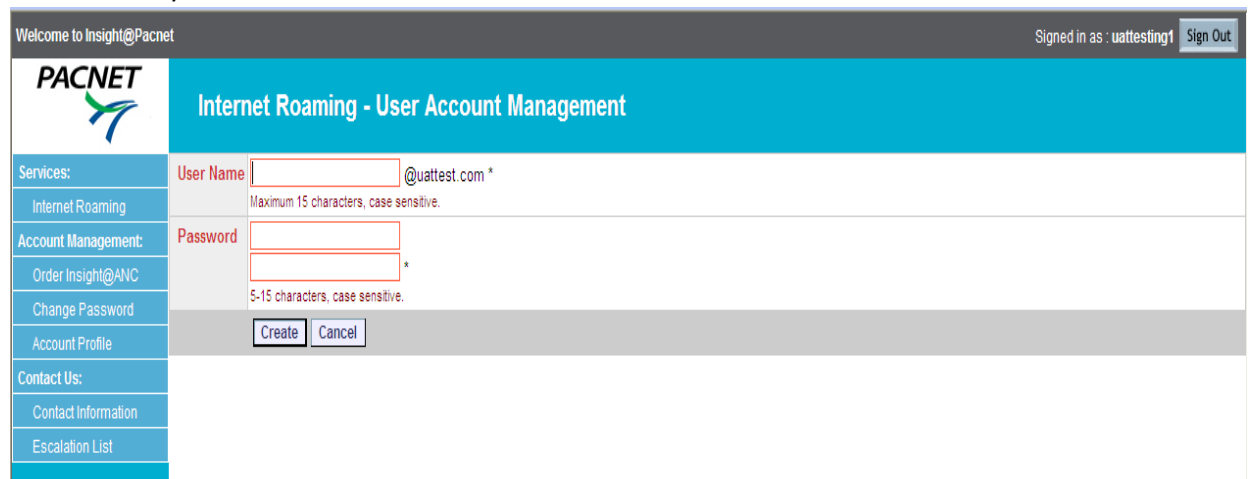
Search for:   | [New Entry](#) || [Show All](#) || [Create Users From CSV File](#) || [User Support Documents](#) |

On the interface, you can perform the following:

1. Search for – To quickly search for user accounts
2. New Entry – To add new user accounts
3. Show All – To show all user accounts
4. Create Users From CSV File – To add / update user accounts by using a CSV file
5. User Support Document – Shows vital support documents include Internet Roaming Admin Guide for user Account Management, Internet Roaming User Installation Guide and FAQ, Internet Roaming User System Requirement, and Internet Roaming Software Download.

#### A) Create New User Account(s)

##### 1. New Entry



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User Name  @uattest.com \*

Maximum 15 characters, case sensitive.

Password


\*

5-15 characters, case sensitive.

Under 'New Entry', you can input the User Name and Password for your user. You don't need to input the domain name of the service as it will attach by default.

After you create a new user, you should click "OK" to confirm

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## Internet Roaming - User Account Management

Services:	<input type="text"/> <input type="button" value="Go"/>   <a href="#">New Entry</a>    <a href="#">Show All</a>    <a href="#">Create Users From CSV File</a>    <a href="#">User Support Documents</a>
Account Management:	
Order Insight@ANC	User Name: user1@uattest.com
Change Password	Last Updated: 04/02/2010 22:01:08
Account Profile	Updated By: uattesting1
Contact Us:	<input type="button" value="OK"/> <input type="button" value="Edit"/>
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You can then see the time the user account was created / updated and the Admin account it was created from.

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## Internet Roaming - User Account Management

Services:	<input type="text"/> <input type="button" value="Go"/>   <a href="#">New Entry</a>    <a href="#">Show All</a>    <a href="#">Create Users From CSV File</a>    <a href="#">User Support Documents</a>												
Account Management:													
Order Insight@ANC	1 - 2 of 2 Records												
Change Password	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;">User Name</th> <th style="width: 20%;">Last Updated</th> <th style="width: 20%;">Updated By</th> <th style="width: 20%;">Action</th> </tr> </thead> <tbody> <tr> <td>testing1@uattest.com</td> <td>04/02/2010 12:32:05</td> <td>uattesting1</td> <td style="text-align: right;"><a href="#">Edit</a>   <a href="#">Login Report</a></td> </tr> <tr> <td>user1@uattest.com</td> <td>04/02/2010 22:01:08</td> <td>uattesting1</td> <td style="text-align: right;"><a href="#">Edit</a>   <a href="#">Login Report</a></td> </tr> </tbody> </table>	User Name	Last Updated	Updated By	Action	testing1@uattest.com	04/02/2010 12:32:05	uattesting1	<a href="#">Edit</a>   <a href="#">Login Report</a>	user1@uattest.com	04/02/2010 22:01:08	uattesting1	<a href="#">Edit</a>   <a href="#">Login Report</a>
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Account Profile													
Contact Us:													
Contact Information	1 - 2 of 2 Records												

## 2) Create Users From CSV File

Step 1. Download the CSV template file

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## PACNET Internet Roaming - User Account Management

**Services:**

Internet Roaming

**Account Management:**

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Search for:   | [New Entry](#) | [Show All](#) | [Create Users From CSV File](#) | [User Support Documents](#)

**Create Users From CSV File**

CSV File:

CSV file template

Options:

Insert new user accounts, NOT to override duplicate records.

Insert new/Modify user accounts, override duplicate records.

Step 2. Open the CSV template file and input the usernames and passwords. There are examples on the template. You can remove the examples and input your information.

Please input the usernames in Column A and passwords in Column B

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	username1@domain.com	password1															
2	username2@domain.com	password2															
3	username3@domain.com	password3															
4	username4@domain.com	password4															
5																	
6																	

Step 3. After the CSV file is created, you should first save the file and then upload the file onto the system.

**Uploading a CSV can achieve the following 2 options:**

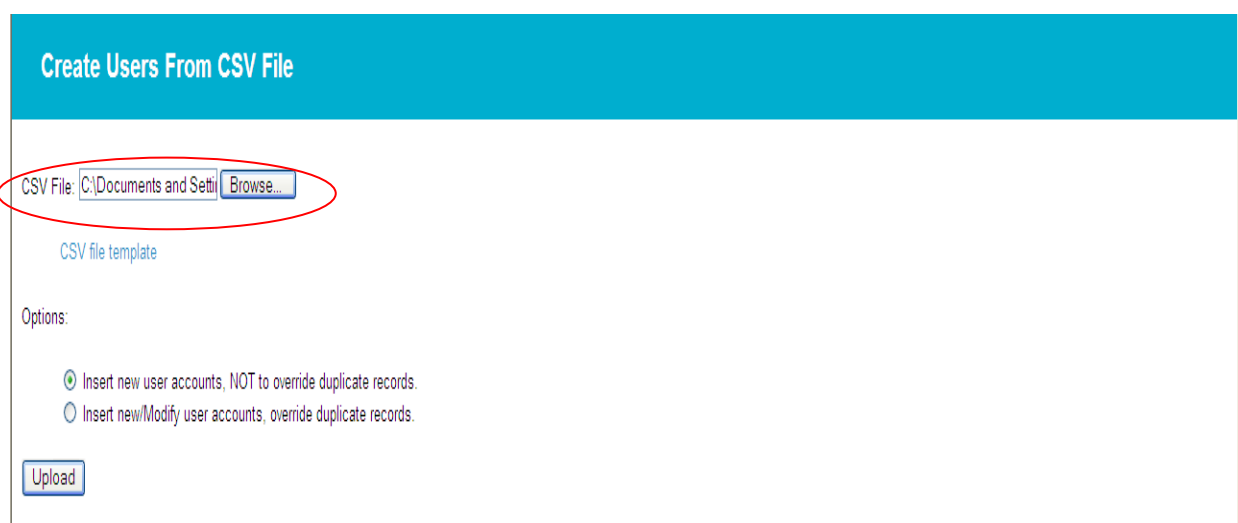
a) Insert New / Modify user accounts, override duplicate record.

For you to insert new user accounts or modify existing user accounts. The information in the CSV file will override any duplicate records.

b) Insert new user accounts, NOT to override duplicate records.

It is to insert new user accounts. In case any duplicate records in the CSV file, they will not be modified.

To upload the file, please click on the 'Browse...' and select the CSV file you have just created and then click the 'upload' button.



**Create Users From CSV File**

CSV File: C:\Documents and Settings\ [Browse...]

[CSV file template](#)

Options:

- Insert new user accounts, NOT to override duplicate records.
- Insert new/Modify user accounts, override duplicate records.

You will see a message indicating that the accounts are updated. Please pay attention to the number of accounts updated on the systems. In some situations, some of the accounts will not be updated.

The following scenario may prevent account updates:

- You want to modify existing account but you have selected 'Insert new user accounts, NOT to override duplicate records.'
- You want to modify insert new user accounts but some accounts already exist on the system.
- The domain of a user account is not correct preventing the update of all user information on the CSV

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Create Users From CSV File - Windows Internet Explorer

http://20.mobigator.com:8080/extra/IPA/user\_csv\_upload.asp?uploadID=1&cid=9&FormAction=UPLOAD&upload,

**Create Users From CSV File**

3 out of 3 records in the file are updated.

[Close](#)

You can see the new users created

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1 - 5 of 5 Records

User Name	Last Updated	Updated By	Action
testing1@uattest.com	04/02/2010 12:32:05	uattesting1	<a href="#">Edit</a>   <a href="#">Login Report</a>
user1@uattest.com	04/02/2010 22:01:08	uattesting1	<a href="#">Edit</a>   <a href="#">Login Report</a>
user2@uattest.com	04/02/2010 22:25:03	uattesting1	<a href="#">Edit</a>   <a href="#">Login Report</a>
user3@uattest.com	04/02/2010 22:25:03	uattesting1	<a href="#">Edit</a>   <a href="#">Login Report</a>
user4@uattest.com	04/02/2010 22:25:03	uattesting1	<a href="#">Edit</a>   <a href="#">Login Report</a>

1 - 5 of 5 Records

[Remove All Accounts](#)

## B) Change Password

To change a users password, you can Search the user accounts or Show All to select the user account.

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Services: Internet Roaming Search for:   | [New Entry](#) || [Show All](#) || [Create Users From CSV File](#) || [User Support Documents](#) |

Account Management: 1 - 1 of 1 Record

User Name	Last Updated	Updated By	Action
user4@uattest.com	04/02/2010 22:25:03	uattesting1	<a href="#">Edit</a>   <a href="#">Login Report</a>

Contact Us: 1 - 1 of 1 Record

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Click 'Edit' Input the new password of the user and then click 'Update'.

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**PACNET** Internet Roaming - User Account Management

Services: User Name user4@uattest.com

Internet Roaming Password

Account Management: 5-15 characters, case sensitive.

Order Insight@ANC Last Updated 04/02/2010 22:25:03

Change Password Account Profile Updated By uattesting1

Contact Us:

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Remember to click 'OK' to confirm

If you want to update passwords for multiple user accounts, you can use a CSV file.

### C) Remove User Accounts

To remove user accounts select 'Edit' for the account you want to remove. Click on the 'Delete' button and then click "OK" to confirm

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**PACNET** Internet Roaming - User Account Management

Services: User Name user4@uattest.com

Internet Roaming Password

Account Management: 5-15 characters, case sensitive.

Order Insight@ANC Last Updated 04/02/2010 22:25:03

Change Password Account Profile Updated By uattesting1

Contact Us:

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## PACNET Internet Roaming - User Account Management

<b>Services:</b>	User Name: user4@uattest.com
Internet Roaming	<b>Password:</b> <input type="password"/> <small>5-15 characters, case sensitive.</small>
<b>Account Management:</b>	Last Updated: 04/02/2010 22:25:03
Order Insight@ANC	Updated By: uattesting1
Change Password	<input type="button" value="Update"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/>
<b>Contact Us:</b>	
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**Windows Internet Explorer**

ⓘ This record will be deleted permanently. Are you sure you want to proceed?

Or you can remove all users by "Remove all Accounts" feature

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## PACNET Internet Roaming - User Account Management

<b>Services:</b>	Search for: <input type="text"/> <input type="button" value="Go"/>   <a href="#">New Entry</a>    <a href="#">Show All</a>    <a href="#">Create Users From CSV File</a>    <a href="#">User Support Documents</a>
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user4@uattest.com	04/02/2010 22:25:03	uattesting1	<a href="#">Edit</a>   <a href="#">Login Report</a>

Click "OK" to confirm the action

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user3@uattest.com			<a href="#">Edit</a>   <a href="#">Login Report</a>
user4@uattest.com			<a href="#">Edit</a>   <a href="#">Login Report</a>

**Windows Internet Explorer**

ⓘ All records will be deleted permanently. Are you sure you want to proceed?

## Appendix

### A) FAQ

**Q1.** What do I do if I uploaded a CSV with a user account that used a wrong domain?

**Ans:** The whole file will not be updated on the system, please verify your accounts again

