apeiron

Customer Dashboard User Guide

This document is **Interactive**, click on text in **this format** to navigate throughout the User Guide.

Contact via phone
888-APEIRON (273-4766)

For other questions regarding Apeiron products or services, send us an e-mail at **support@apeiron.io**

apeiron.io

Dashboard Introduction

Dashboard Overview:

The Apeiron Dashboard is a web interface that allows customer view, change & order capabilities for services provided by the Apeiron platform. If you have a dashboard login then you have established an Apeiron account that either has activated, or is planning to activate a voice, data, messaging, mobility or other service on the Apeiron platform.

In this user guide we will provide explanation and instruction of the sections found in dashboard and provide an overview of the higher-level sections that will be used to navigate.

Create Account → **Order Service** → **View Activity** → **Make Payment**

Dashboard Navigation:

Dashboard can be broken down into six main sections. They are:

The Landing Page

Summary and Real-Time information regarding your account balance, activity, billing and contacts

Command Menu

Balance summary with quick links to logging, developer and support sections

Management Menu

Reports and curates data, provides status info about services and transactions

Services Menu

Configuration and control of provisioned services

Ordering Menu

Initiate and view status of provisioning requests

Billing Menu

See invoices, make payments, manage info

Where to get help:

The Welcome package found on the landing page will provide support contacts and escalation information that is specific to your accounts and its services.

To reset your password visit **dashboard.apeiron.io** and select "forgot password."

For dashboard login assistance or to open a ticket anytime please email **support@apeiron.io.**

Dashboard Introduction

How To Get Started

Customers can access Apeiron's Dashboard by accessing

Dashboard Login Page

or using the following QR Code.

Scan Code

1. Register for New Apeiron Account via the Apeiron Dashboard

Dashboard Login

| E-mail |
| Password |

Login

Create an account   Forgot your password?

2. Fill out the fields to Create an Account:

a. Company Name

b. Account First Name

c. Account Last Name

d. Main Account Contact Email

e. ENTER desired PASSWORD and RE-TYPE PASSWORD for confirmation

Company Name *	Apeiron Systems	a
First Name *	Cindy	b
Last Name *	Collins	c
Email *	....il.com	d
Password *	••••••••••••••••••	e

Minimum 8 characters

| Password (again) * | •••••••••••••••••• |

I'm not a robot — reCAPTCHA Privacy - Terms   f

Register   g

f. SELECT checkbox 'I'm Not A Robot"

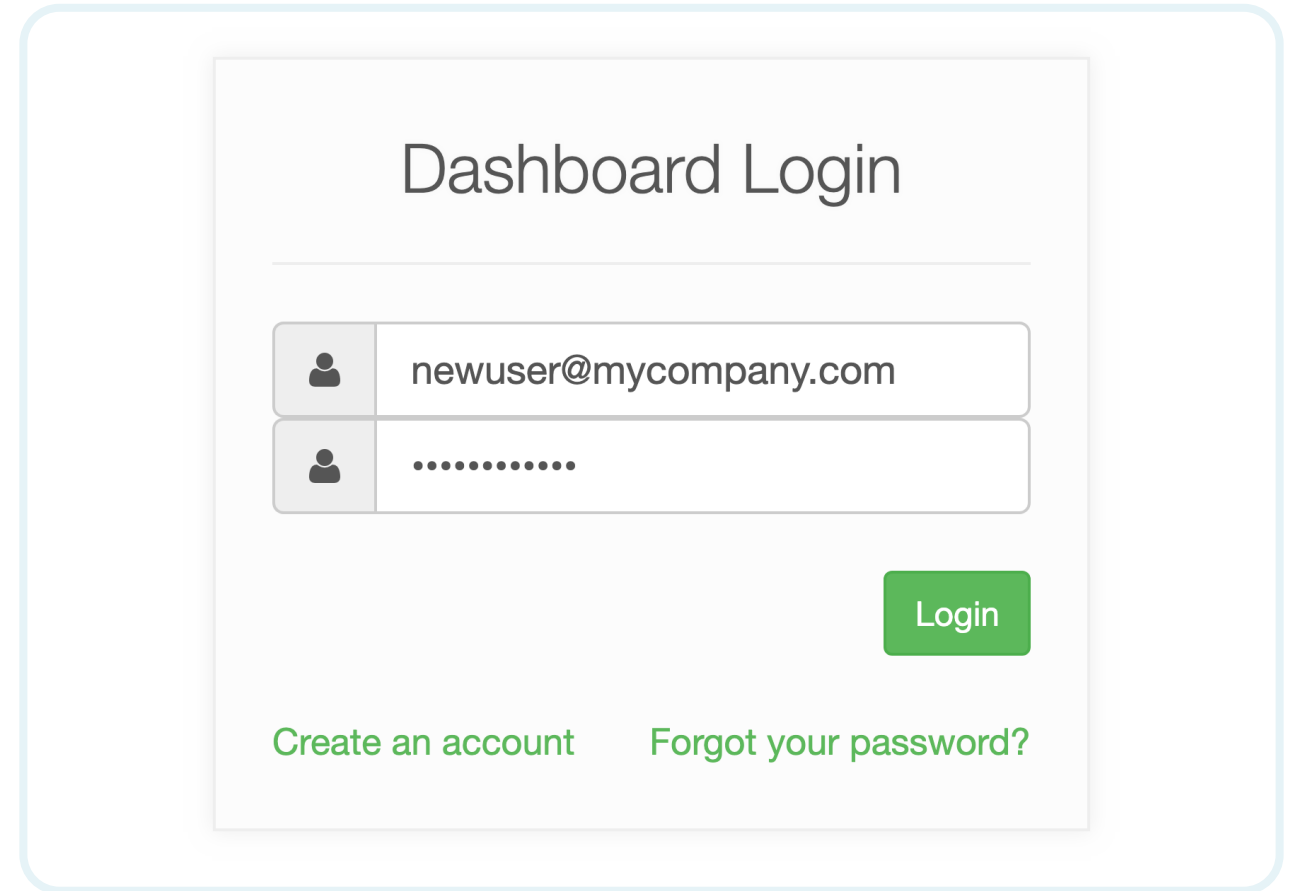**g. SELECT REGISTER**

Dashboard Introduction

3. ONCE Submitted an ACTIVATION Email will be sent to registered Email entered – Go To ACTIVATION Email and

Click on Link

4. Your Dashboard Account is now accessible ENTER your Email and Password – SELECT Login
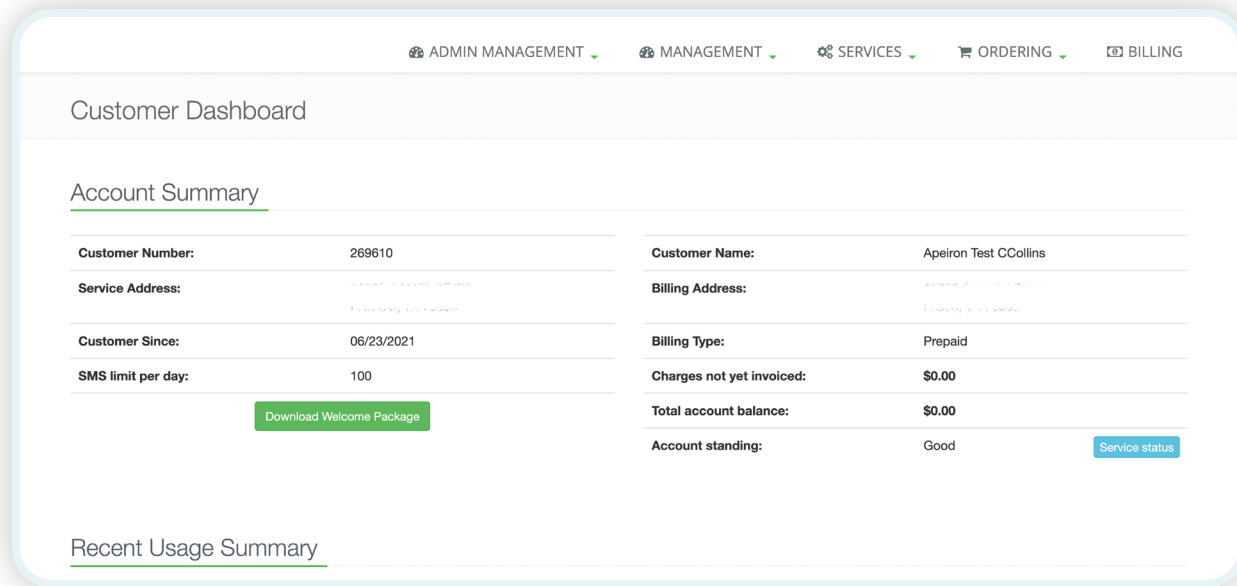
Dashboard Landing Page
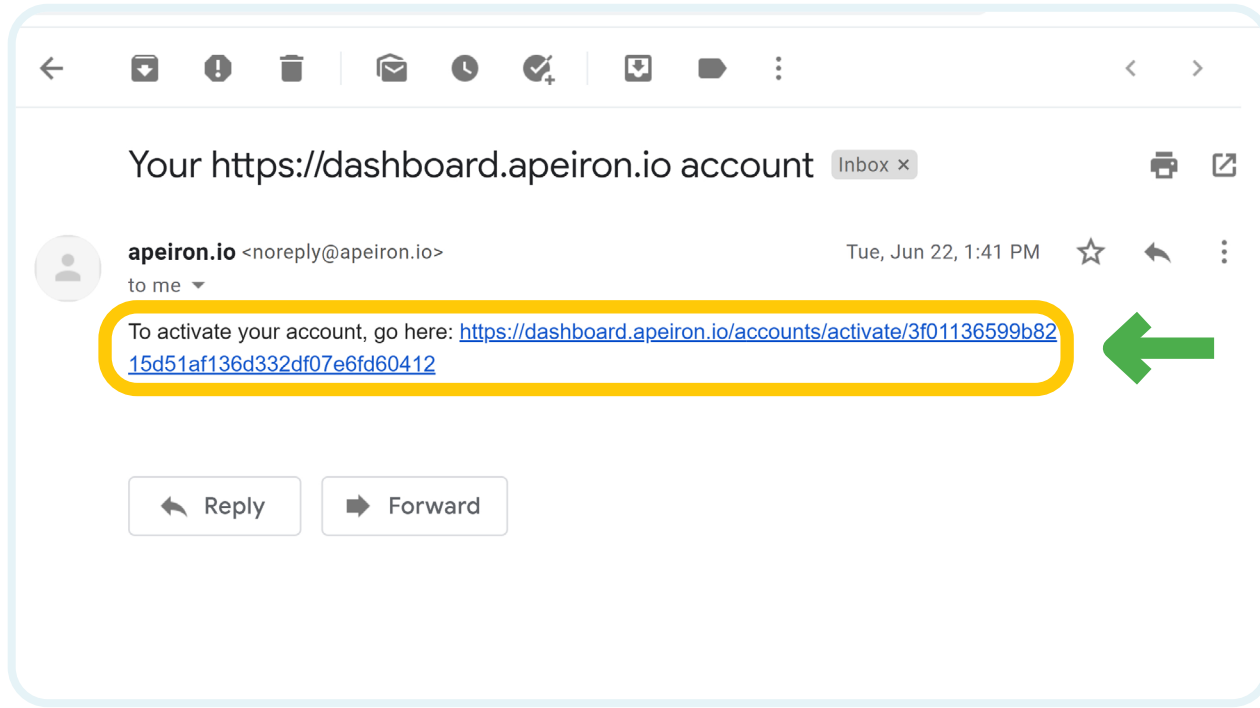
1. Customer Dashboard Main

When you login into your Apeiron account, the Customer Dashboard is the first thing you will see. You can view your customer information such as customer number, name, and service address. You are also able to see a quick view of pending charges and total account balance.

2. Command Menu

In the upper right corner of the Customer Dashboard you have quick access to Account Activity Log, Dashboard Main Page Quick Link, Developers (API) Quick Link, Ticketing Support Access, Current Balance and Active calls on the network.
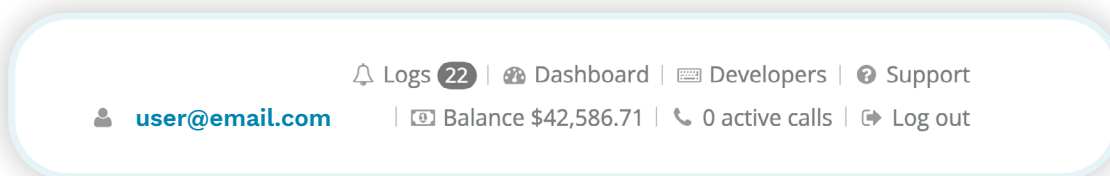
3. Command Menu - Activity Log

View account activity, history and update messages.
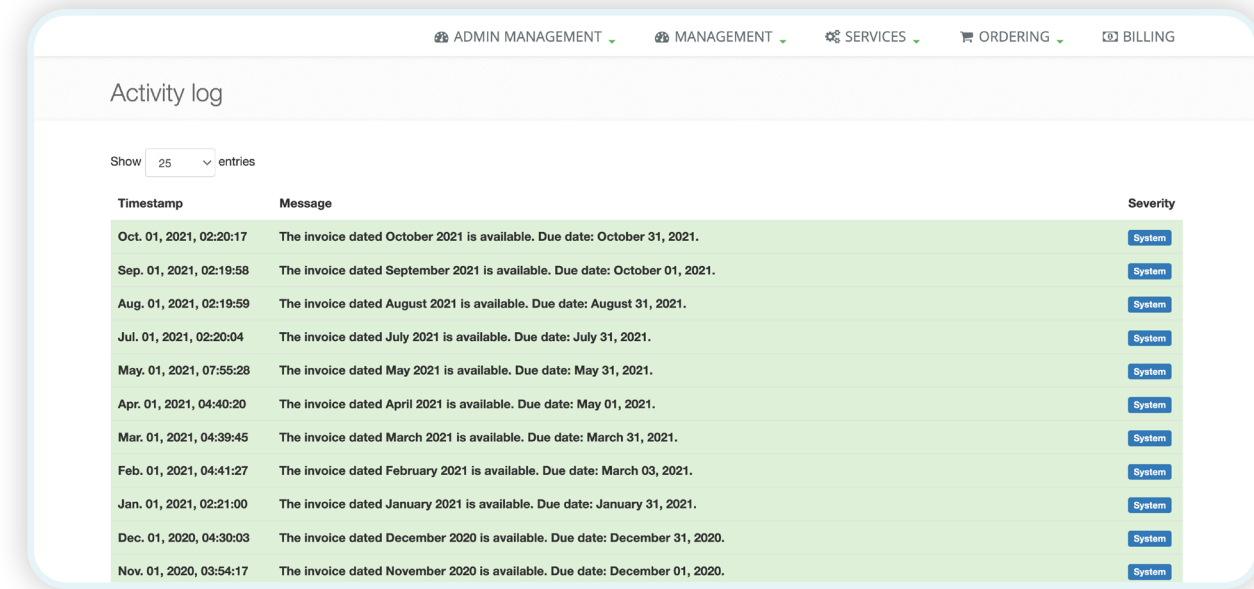
4. Command Menu - Dashboard

Quick access to your customer dashboard main page.
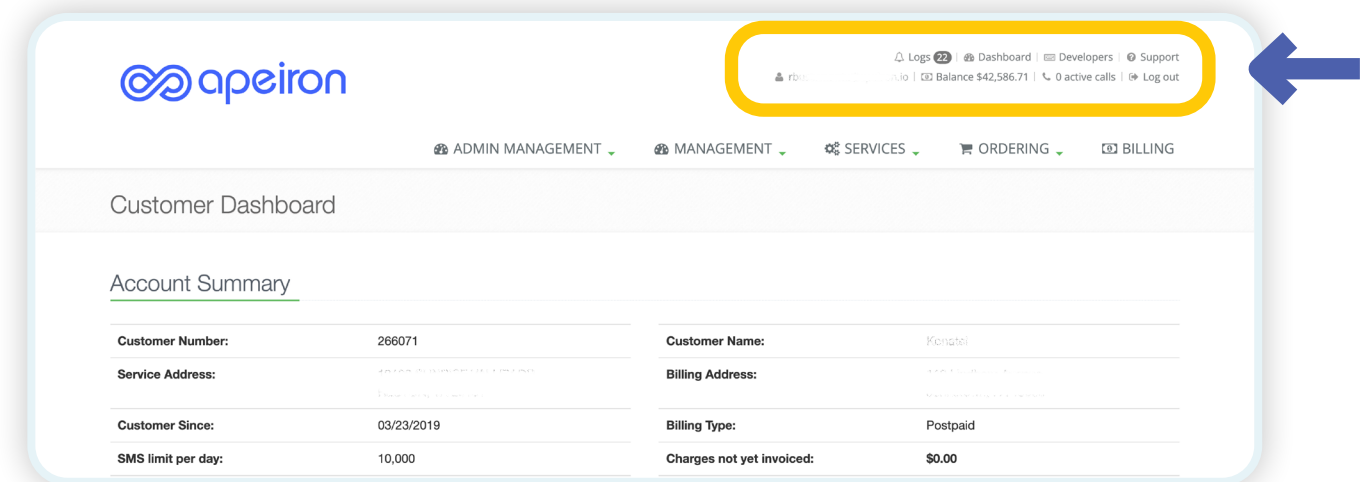
5. Command Menu – Developers

Generate API tokens and see current API Tokens.

- In order to generate a new API token, choose the Generate New Token Button. This automatically creates a new token for the logged in user.

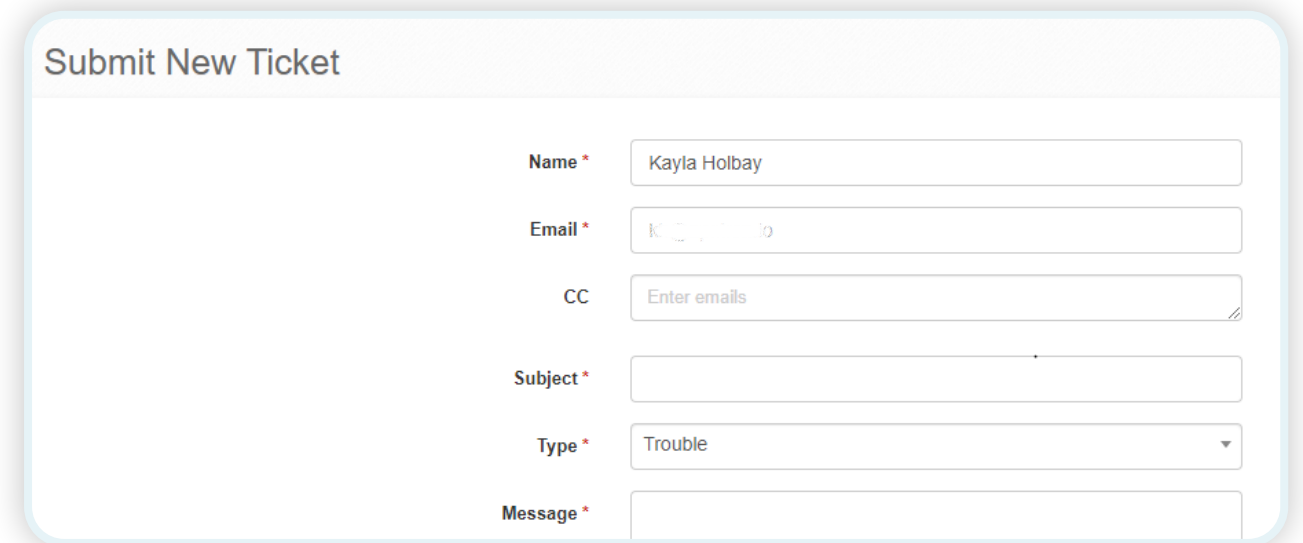- You can delete an API token by choosing the delete button.
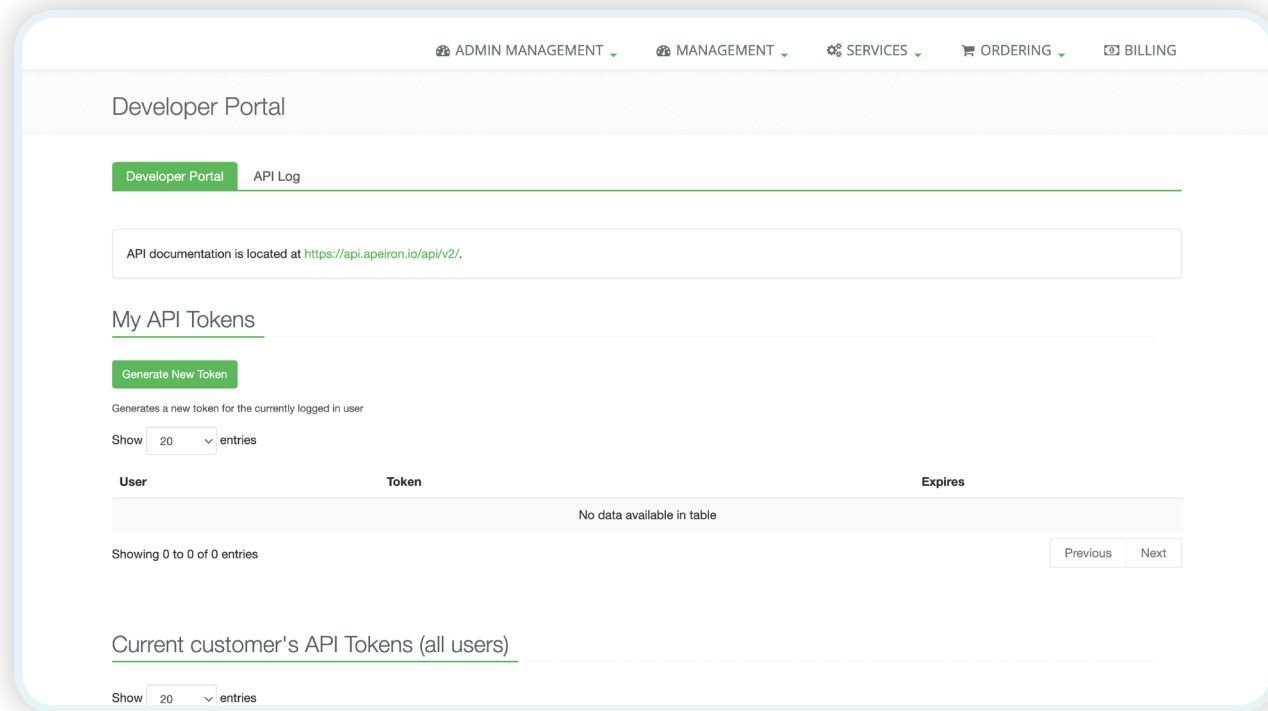
6. Command Menu – Support

Here you can view the status of opened support tickets, view past support tickets that have been closed, and submit a new ticket.
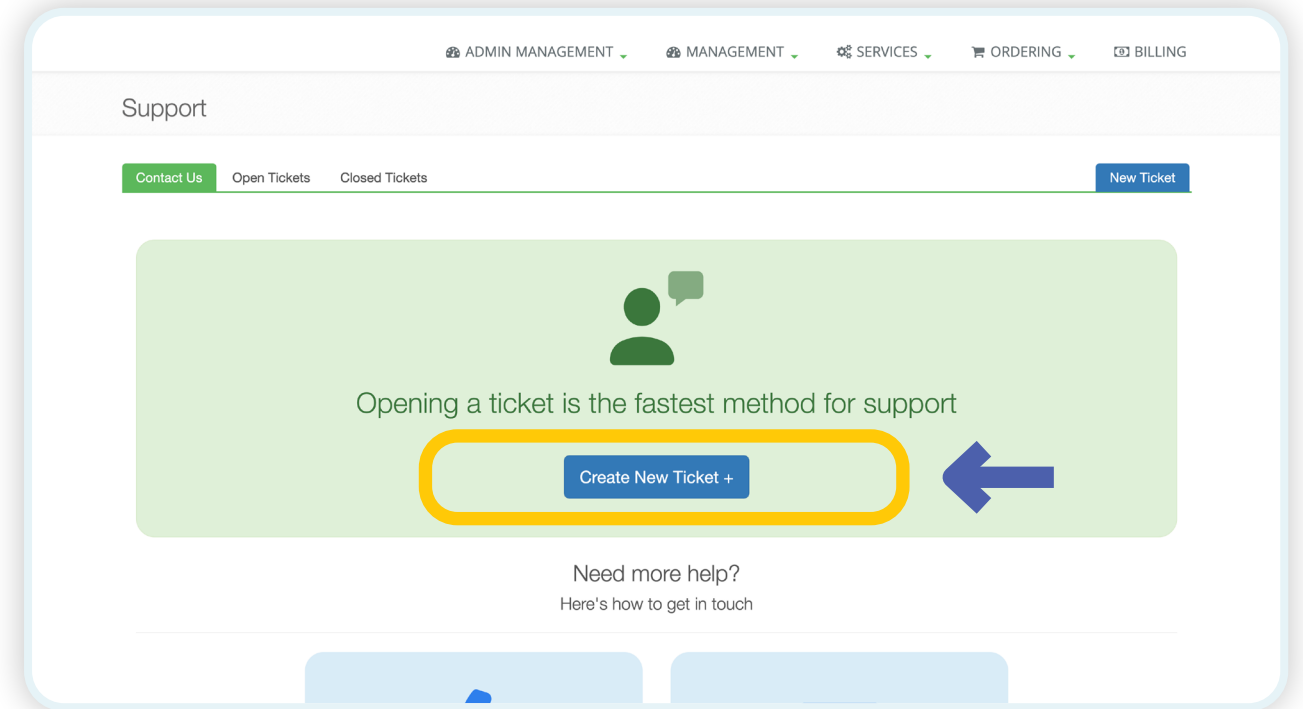
To begin a new ticket, choose the blue **Create New Ticket +** button. Please provide as much information as possible to help us quickly resolve your issue.

7. Command Menu - Balance

Displays most recent balance, as well as, Quick Link to the account Billing menu.

8. Command Menu - Active Calls

Active calls currently showing on the Apeiron Network.

9. Customer Dashboard – Account Summary

The Apeiron Customer main dashboard page displays a variety of Customer information.

Account Summary

Customer Number:	269610	**1**
Service Address:		**2**
Customer Since:	06/23/2021	**3**
SMS limit per day:	100	**4**

Download Welcome Package

Customer Name:	Apeiron Test CCollins	**5**
Billing Address:		**6**
Billing Type:	Prepaid	**7**
Charges not yet invoiced:	$0.00	**8**
Total account balance:	$0.00	**9**
Account standing:	Good	**10** Service status

1 Customer Number

Uniquely assigned Apeiron Account Number used to reference when doing account inquiries and payments.

2 Service Address

Physical address service associated with Apeiron.

3 Customer Since

Account Start Date

4 SMS Limit Per Day

Number of Outbound SMS-MMS Messages Allowed Per Day on the Account

5 Customer Name

Company or individual name responsible for the account

6 Billing Address

Physical address where all Billing statements will be sent.

7 Billing Type

Postpaid (Billed in Arrears) or Prepaid (Pay in Advance)

8 Charges Yet Not Invoiced

Total amount of charges to be billed on next invoice

9 Total Account Balance

Real Time Balance of Account

10 Account Standing
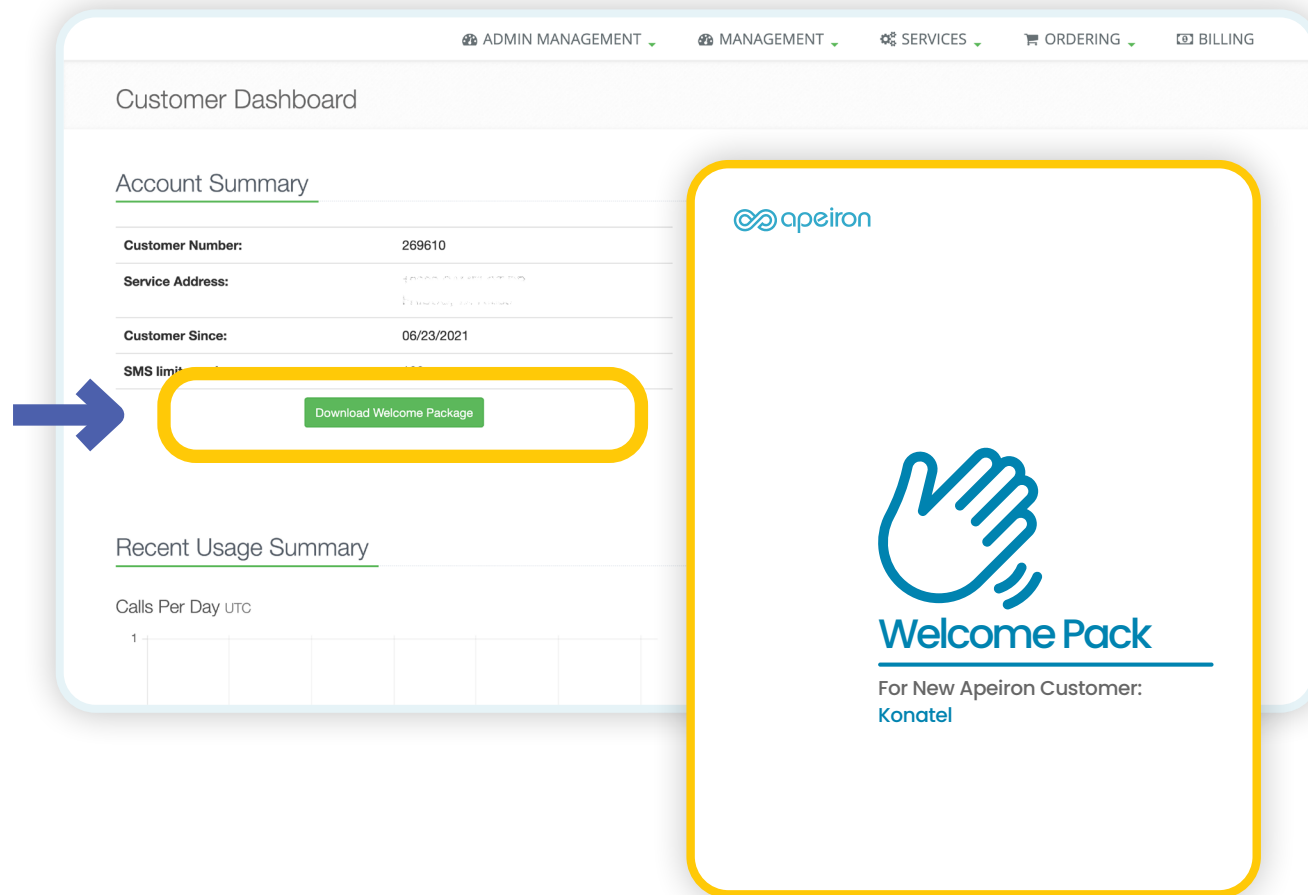
Good – Active and In Service
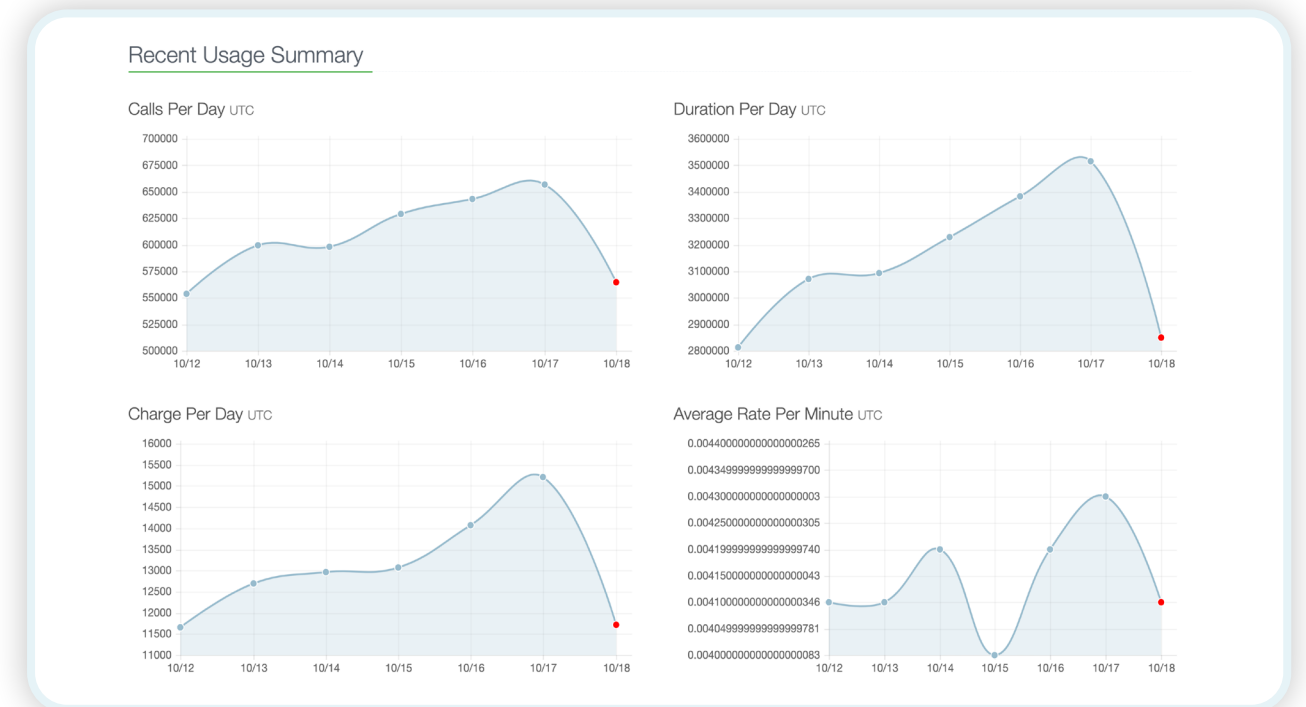
10. Welcome Package

The Apeiron Welcome Package contains helpful service and support information. (Available in PDF Download)

Displays most recent balance, as well as, Quick Link to the account Billing menu.

11. Real Time Usage Graphs

View usage statistics in real-time giving you visibility at all times of activity on the Apeiron network. (All calls appear in GMT)

12. Open Tickets

All Inquiry, Provisioning, Repair and Billing Tickets associated to your Apeiron account

13. Account Contacts

Apeiron account contact listings, by contact type, allowing you to manage and update as needed.

Note: Invoice Contact Type is the email your monthly billing statement will be sent.

Simply update your contact type information and click **SUBMIT** to Save.