



# Customer Dashboard User Guide

This document is **Interactive**, click on text in [this format](#) to navigate throughout the User Guide.

 <b><u>Dashboard Introduction.....2</u></b>	 <b><u>Dashboard Landing Page.....5</u></b>
<b><u>Navigation.....2</u></b>	<b><u>Overview.....5</u></b>
<b><u>Where To Get Help.....2</u></b>	<b><u>Command Menu.....5</u></b>
<b><u>Registration/Login.....3</u></b>	<b><u>Activity Log.....5</u></b>
	<b><u>Developer API Tokens.....6</u></b>
	<b><u>Support Tickets.....6</u></b>
	<b><u>Account Balance.....7</u></b>
	<b><u>Active Calls.....7</u></b>
	<b><u>Account Summary.....8</u></b>
	<b><u>Welcome Pack.....9</u></b>
	<b><u>Realtime Usage Graphs.....9</u></b>
	<b><u>Open Tickets.....10</u></b>
	<b><u>Account Contacts.....10</u></b>

Contact via phone  
**888-APEIRON (273-4766)**

For other questions regarding Apeiron products or services, send us an e-mail at [support@apeiron.io](mailto:support@apeiron.io)



## 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.



## 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](https://dashboard.apeiron.io) and select “forgot password.”

For dashboard login assistance or to open a ticket anytime please email [support@apeiron.io](mailto:support@apeiron.io).



## 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

d. Main Account Contact Email

b. Account First Name

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

c. Account Last Name

Company Name \* Apeiron Systems a

First Name \* Cindy b

Last Name \* Collins c

Email \* ...,il.com d

Password \* ..... e

Minimum 8 characters

Password (again) \* ..... e

I'm not a robot f

reCAPTCHA Privacy - Terms

Register g

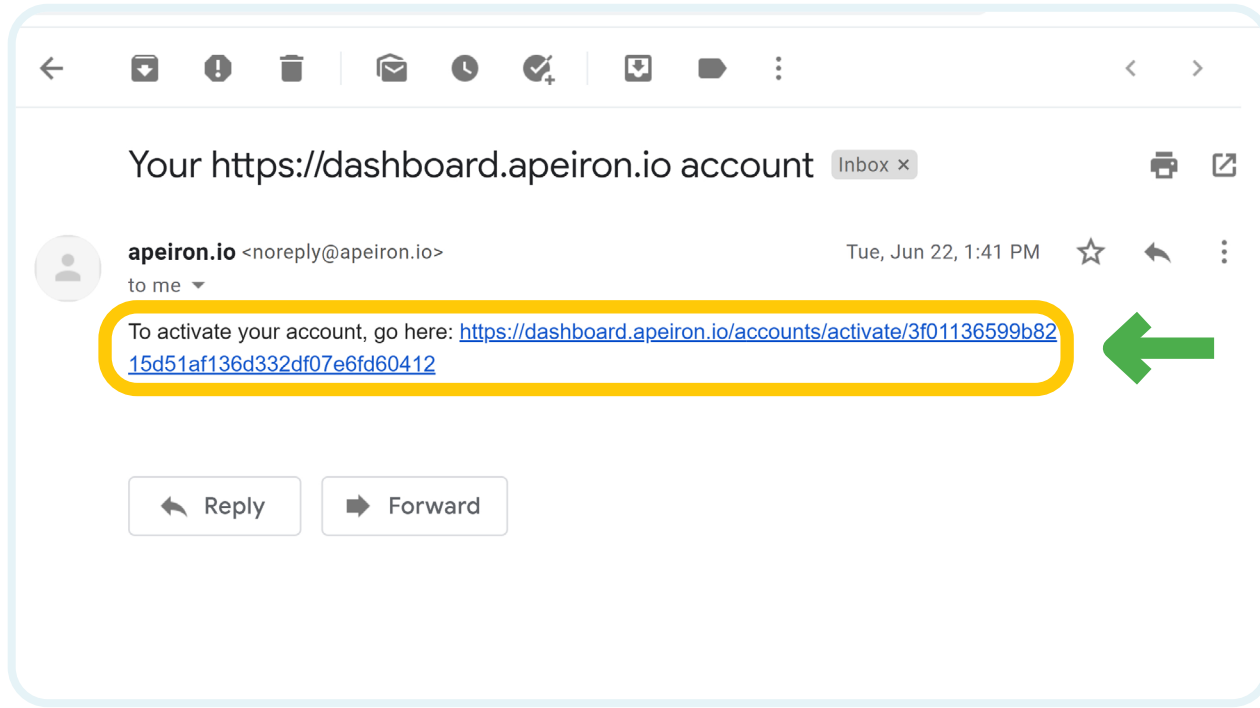
f. SELECT checkbox 'I'm Not A Robot'

g. SELECT REGISTER

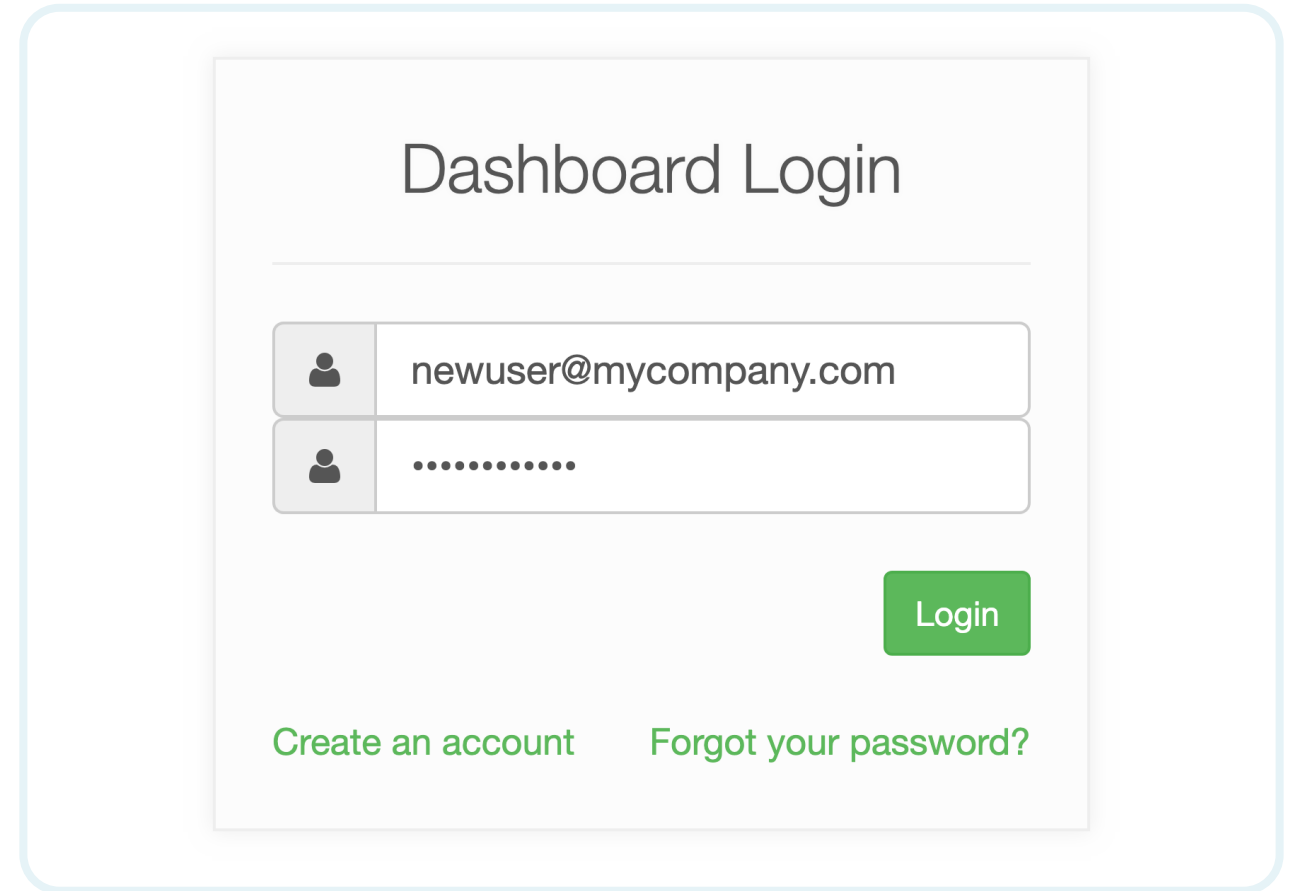


3. ONCE Submitted an ACTIVATION Email will be sent to registered Email entered – Go To ACTIVATION Email and

4. Your Dashboard Account is now accessible ENTER your Email and Password – SELECT Login



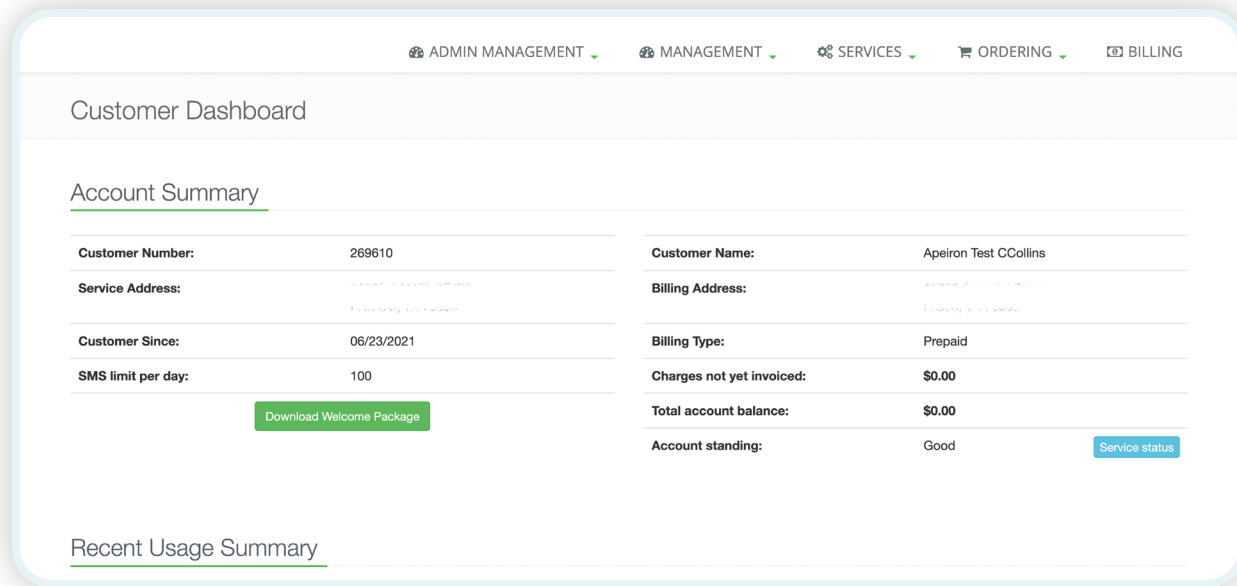
Click on Link





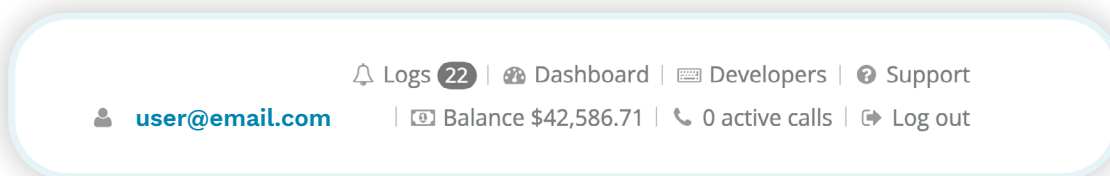
## 1. Customer Dashboard Main

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.



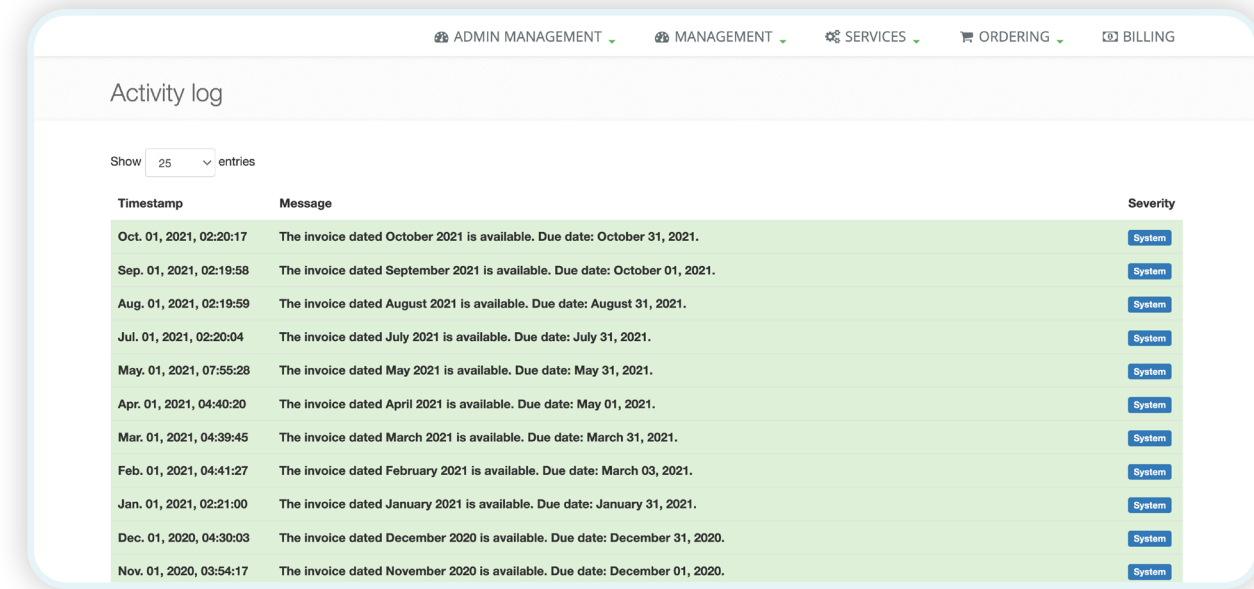
## 2. Command Menu

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.



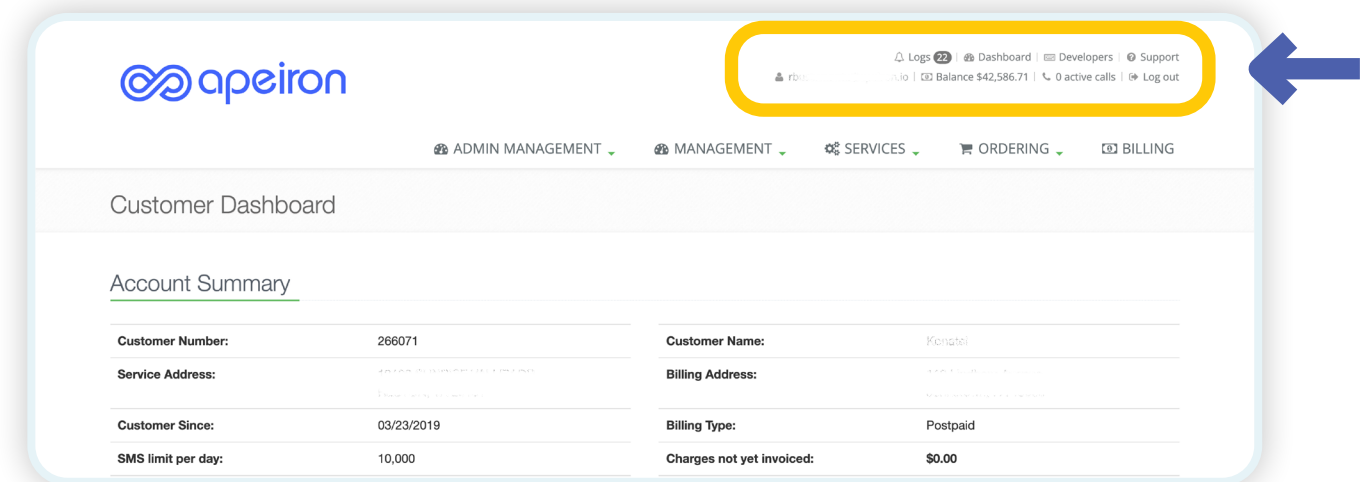
## 3. Command Menu - Activity Log

View account activity, history and update messages.



## 4. Command Menu - Dashboard

Quick access to your customer dashboard main page.

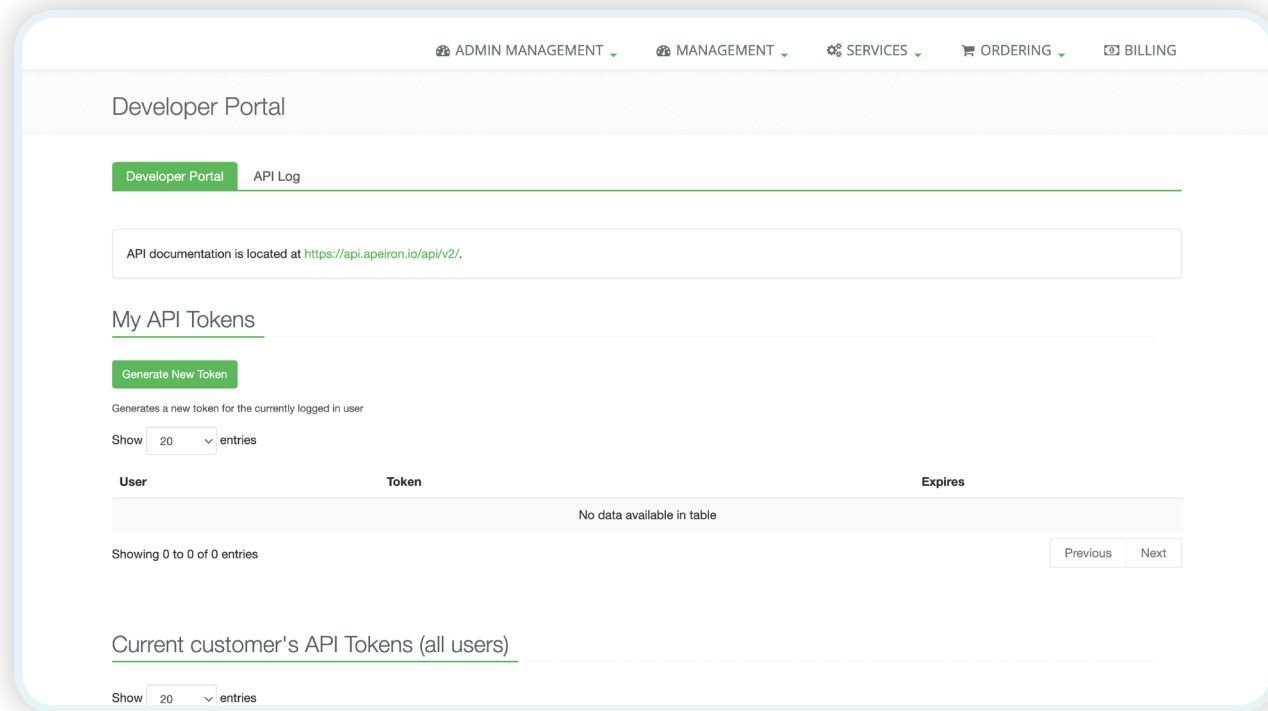




## 5. Command Menu - Developers

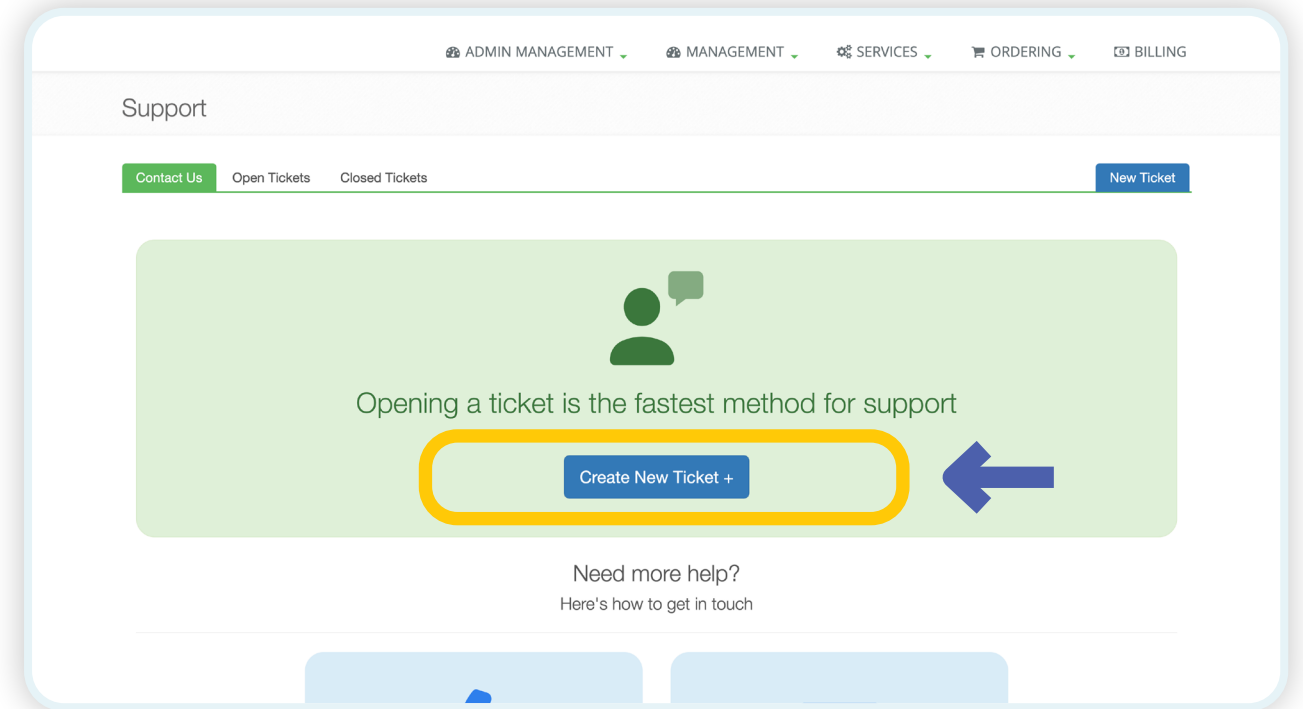
Generate API tokens and see current API Tokens.

- 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.

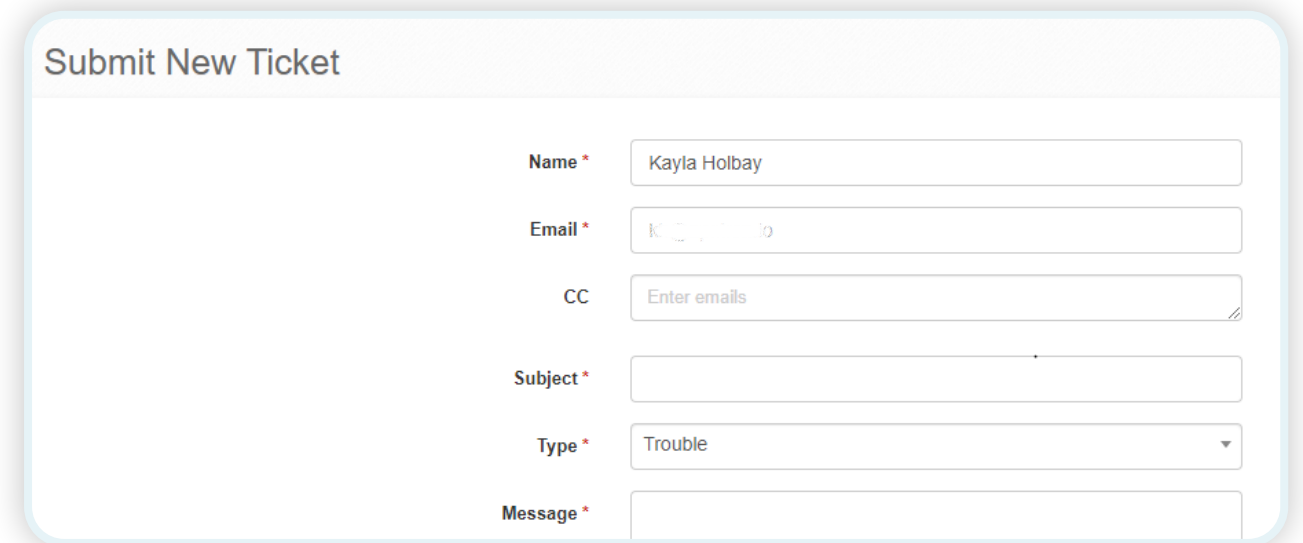


## 6. Command Menu - Support

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.

The screenshot shows the 'Billing' section of the dashboard. At the top, there are navigation tabs: ADMIN MANAGEMENT, MANAGEMENT, SERVICES, ORDERING, and BILLING. The main heading is 'Billing'. Below it is a table with four columns: Previous Statement, Last Payment, Current Charges, and Total Balance. The data shows a previous statement of \$21.52 for October 2021, a last payment of \$0.00, current charges of \$0.00 with \$21.52 in credits, and a total balance of \$0.00. Below the table is the 'Payment Method' section, which states 'No payment method on file.' and provides two buttons: 'Change Billing Information' and 'Add a Payment Method'. The 'Invoices' section is also visible, showing a 'Show 10 entries' dropdown and a table with columns for Invoice Date, Due Date, Invoice Number, and Total. Two invoices are listed: one for Oct. 01, 2021 with invoice number 754023 and total \$3.75, and another for Sep. 01, 2021 with invoice number 749301 and total \$3.75. Each row has a 'View Invoice' button.

## 8. Command Menu – Active Calls

Active calls currently showing on the Apeiron Network.

The screenshot shows the 'Active Calls' section of the dashboard. At the top, there are navigation tabs: ADMIN MANAGEMENT, MANAGEMENT, SERVICES, ORDERING, and BILLING. The main heading is 'Active Calls'. Below it, it says '2155 Active Calls'. The main content is a table with columns: Answer Time, Origination Number, Termination Number, Direction, Duration, Trunk Group, Source FQDN, Cost, and a 'Terminate' button. The table lists several active calls, all with a direction of 'Outbound'. The first row shows an answer time of 10/19/2021 13:10:25, origination number 2082583672, termination number 877774778, duration 79.3, trunk group 102289, source FQDN 63.128.88.38, and cost \$0.00. Other rows show similar data with varying durations and costs.



## 9. Customer Dashboard – Account Summary

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

### Account Summary

<b>Customer Number:</b> 269610 <span style="float: right; border: 1px solid #0070c0; border-radius: 50%; padding: 2px 5px;">1</span>	<b>Customer Name:</b> Apeiron Test CCollins <span style="float: right; border: 1px solid #0070c0; border-radius: 50%; padding: 2px 5px;">5</span>
<b>Service Address:</b> [Redacted] <span style="float: right; border: 1px solid #0070c0; border-radius: 50%; padding: 2px 5px;">2</span>	<b>Billing Address:</b> [Redacted] <span style="float: right; border: 1px solid #0070c0; border-radius: 50%; padding: 2px 5px;">6</span>
<b>Customer Since:</b> 06/23/2021 <span style="float: right; border: 1px solid #0070c0; border-radius: 50%; padding: 2px 5px;">3</span>	<b>Billing Type:</b> Prepaid <span style="float: right; border: 1px solid #0070c0; border-radius: 50%; padding: 2px 5px;">7</span>
<b>SMS limit per day:</b> 100 <span style="float: right; border: 1px solid #0070c0; border-radius: 50%; padding: 2px 5px;">4</span>	<b>Charges not yet invoiced:</b> \$0.00 <span style="float: right; border: 1px solid #0070c0; border-radius: 50%; padding: 2px 5px;">8</span>
<a href="#" style="background-color: #0070c0; color: white; padding: 5px 15px; border-radius: 5px;">Download Welcome Package</a>	<b>Total account balance:</b> \$0.00 <span style="float: right; border: 1px solid #0070c0; border-radius: 50%; padding: 2px 5px;">9</span>
	<b>Account standing:</b> Good <span style="float: right; border: 1px solid #0070c0; border-radius: 50%; padding: 2px 5px;">10</span> <span style="float: right; border: 1px solid #0070c0; border-radius: 5px; padding: 2px 5px;">Service status</span>

- 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

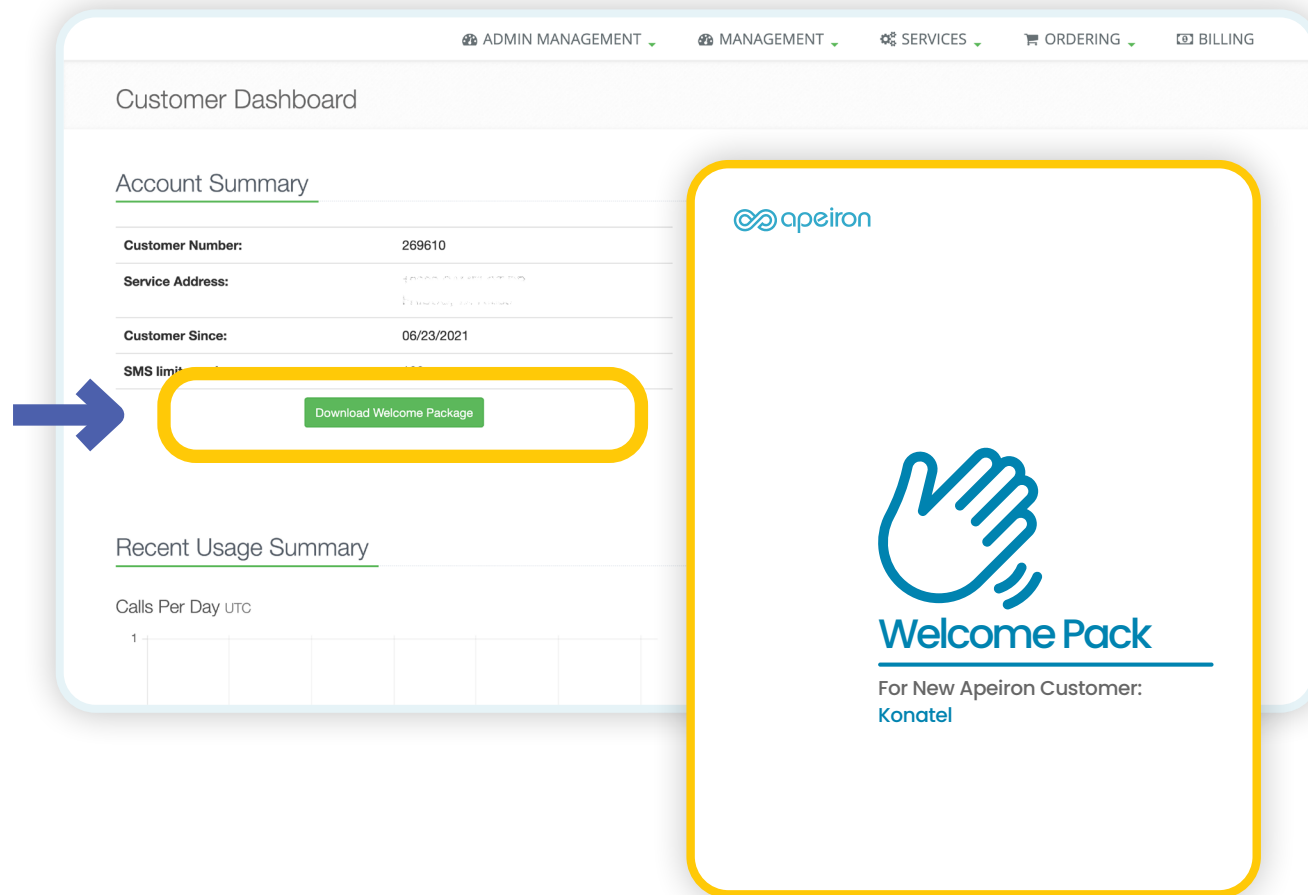




## 10. Welcome Package

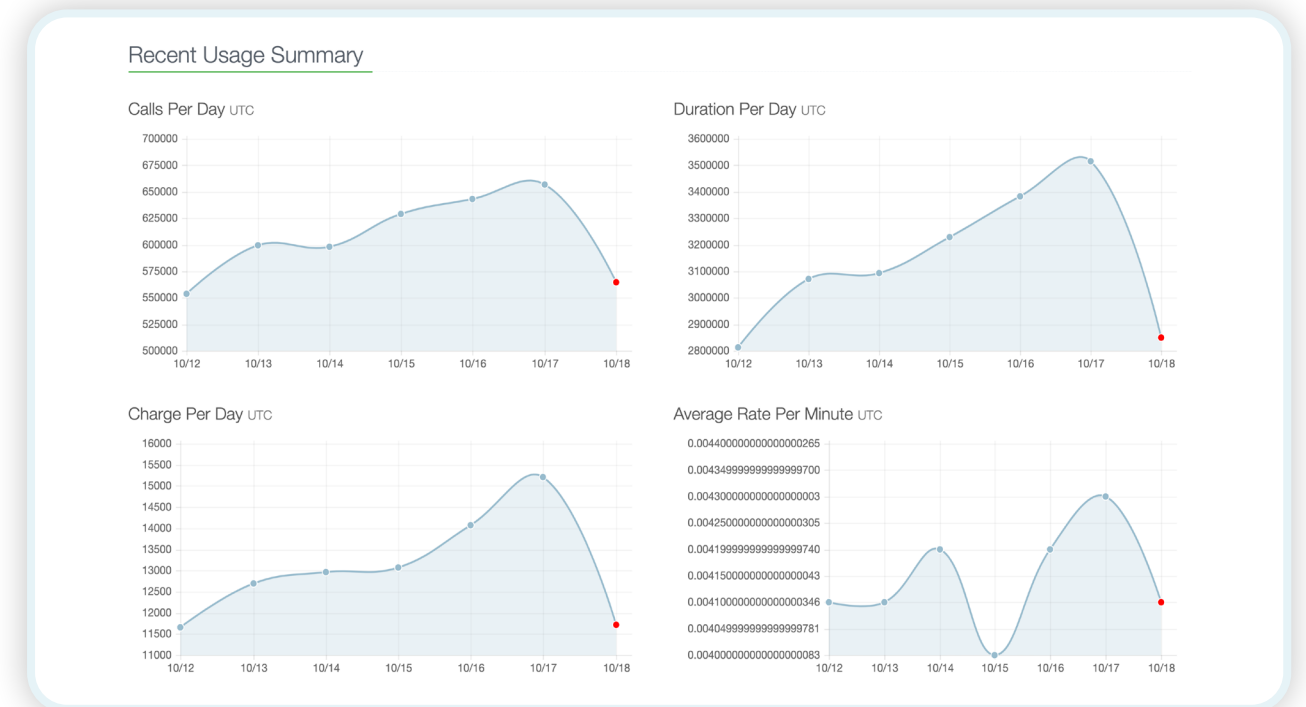
The Apeiron Welcome Package contains helpful service and support information. (Available in PDF Download)

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

Ticket ID	Subject	Type	Product	Status	Created	Updated	
864471	Please investigate call ICS-8316	Trouble	Voip-Outbound_Voice	Open	10-18-2021 17:18:52	10-18-2021 22:18:26	<a href="#">View ticket</a>
863976	PRAESES-2141 - KDOC - LCF Min Facility East - Mckibbin 0099057 Calls to 316-283-7619 drop	Trouble	Voice	Open	09-24-2021 14:49:47	10-18-2021 14:42:23	<a href="#">View ticket</a>
863419	208-253-6058	Trouble	Voice	Open	09-01-2021 20:49:08	10-18-2021 14:33:45	<a href="#">View ticket</a>
864428	DTMF Not Passing	Trouble	Voice	Open	10-14-2021 20:41:26	10-18-2021 13:35:44	<a href="#">View ticket</a>

## 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.**

Name	Email	Fraud	Billing	Rates	NOC	Invoice
Apeiron Test CCollins	[redacted]@gmail.com	Apeiron Test CCollins	Apeiron Test CCollins	Apeiron Test CCollins	Apeiron Test CCollins	Apeiron Test CCollins

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

Name:  Email:  Phone number:

Email CC:

Any CC recipients in addition to the primary email contact. Use comma, space, or enter after typing in a new email.