QuickStart Guide for the enCloud™ Management System

Encore Networks' cloud management system, enCloud™, provides management of your connected Encore devices via a web portal, including a web browser on some smartphones. The enCloud management system supports Encore Networks' EN-1000™, EN-2000™, and EN-4000™ routers.

This guide is written for enCloud users with distributor accounts and administrator access. Users with viewer access may not have the same capabilities.

Note: Some web browsers may not fully support the system. Currently, Google Chrome is the only supported browser. (Chrome is recommended on a smartphone, as well.) Make sure Javascript is enabled, and make sure your browser does not block enCloud pop-ups.

View the following procedures for using enCloud:

- *Opening an enCloud Account*, on page 1
- *Logging In*, on page 2
- *Administering Accounts*, on page 2
- *Establishing Users*, on page 5
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Opening an enCloud Account

1 To open an account in enCloud, do one of the following:

a If you represent a distributor account in enCloud, contact your Encore Networks sales representative.

b If you represent a customer account, contact your distributor's representative.

Note: For the most part, distributor users and customer users can perform the same activities; the difference is in the scope of access.

2 Provide the e-mail address of a user (yourself or another person) for the account.

Note: The remaining instructions assume that you are an administrator user of a distributor account.

» After your representative registers the account, enCloud will send you (the user named for the account) an e-mail message, instructing you to create a password.

3 Open a browser window and copy the URL from the e-mail message to the browser's address field.

Caution: The URL for the password creation site ends with two equal signs, ==. Some e-mail clients might not include those equal signs as part of the URL.

If the equal signs are not included in the URL, you will not be able to create a password.

4 If necessary, type two equal signs at the end of the URL in the browser's address field. Then press the **Enter** key to open the Password Screen (Figure 1).

For information on trademarks, safety, limitations of liability, and similar topics, see http://www.encorenetworks.com/disclaimer.htm.

You may download documentation for enCloud at http://www.encorenetworks.com/document_catalog.htm.

5 On the Password Screen, create a password.

Note: The password must have 8 to 15 characters. It must contain at least one uppercase (capital) letter, at least one lowercase (small) letter, and at least one numeral (0 to 9). The password cannot contain any special character.

» After you successfully set a password, enCloud opens.

Logging In

1 If you are not already logged into enCloud, type *https://myencloud.com* in a browser window to open the Log-In Screen. On that screen, type your e-mail address and password; then press the **Enter** key.

» Your Table of Distributor Accounts is displayed (Figure 2). Your user name and access type are shown on a button in the upper right corner.

Figure 2. Table of Distributor Accounts

Note: The procedures assume that you are a distributor user with administrator access.

Administering Accounts

View the procedures *Adding Customer Accounts* (on page 2) and *Navigating through Accounts* (on page 5).

Adding Customer Accounts

Note: This procedure must be performed at the distributor level. (However, for most activities, it is best to operate at the customer level instead of at the distributor level, even if you are a distributor user.)

1 In the enCloud menu on the left side of the screen, select the **Customers** tab.

» The Table of Customer Accounts is displayed (Figure 3).

Figure 3. Table of Customer Accounts

2 Select the button to **Add New Customer** (above the upper right corner of the Table of Customer Accounts).
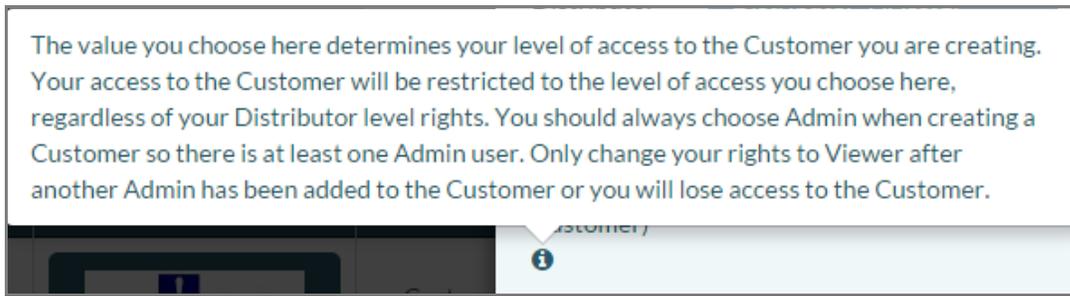
» The Panel to Add a Customer Account is displayed (Figure 4).

Figure 4. Panel to Add a Customer Account:
Select a Distributor to Manage the New Customer

3 Type a customer account **Name**. Then select the **Distributor** field and, on the dropdown menu, select a distributor to administer the customer account.

4 Click on the panel's Info Button 🛈 to read the info bubble (Figure 5).

Figure 5. Info Bubble (Information Balloon)

The value you choose here determines your level of access to the Customer you are creating. Your access to the Customer will be restricted to the level of access you choose here, regardless of your Distributor level rights. You should always choose Admin when creating a Customer so there is at least one Admin user. Only change your rights to Viewer after another Admin has been added to the Customer or you will lose access to the Customer.

5 Select the field for your **User Type** and, on the dropdown menu, set your access type to **Admin** (Figure 6).

Note: Always give yourself administrator access when creating a customer account.

Figure 6. Panel to Add a Customer Account:
Set Your Access Type for the Customer Account

Add New Customer

Name

Logo ● Default
○ Upload a Custom Logo *
📁 Browse ...

* Horizontal image with transparency is suggested.

Distributor Distributor 4 (Acct1)

Your User Type (for this Customer) ❶   Admin
Admin
Viewer

Support Info

Enter Distributor support information below. This should be the information that the new customer should use to contact the Distributor.

E-mail

Phone

Address

✖ Cancel ✚ Add Customer

6 Then select the **Add Customer** button.

» The new customer account is added to your Table of Customer Accounts.

Navigating through Accounts
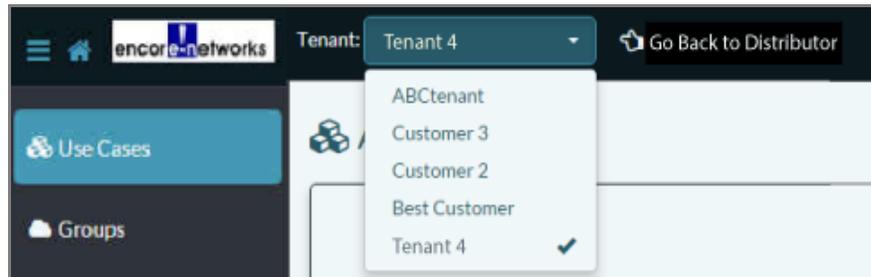
To enter a customer account from your distributor account, select that customer's row in the Table of Customer Accounts (recall Figure 3). The customer's Table of Use Cases will be displayed (Figure 7).

Figure 7. Table of Use Cases
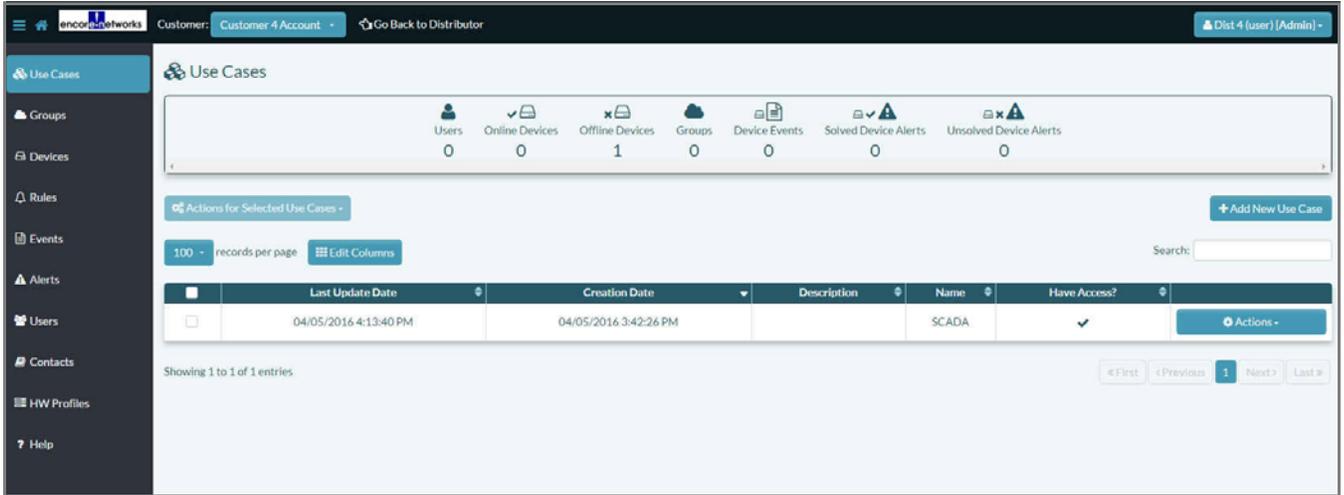
You can use the menu at the left side of the screen to select other displays for the account.

When you are in a customer account, you may review a different customer account or return to your distributor account by selecting the customer account list or by selecting the **Go Back to Distributor** button (both near the upper left corner of the screen, Figure 8).

Figure 8. Navigation between Accounts

## Establishing Users

View the procedures *Adding Customer Users* (on page 5) and *Adding Contacts* (on page 6).

Adding Customer Users

1 To add a user to a customer account, select **Customers** in the enCloud menu (on the left side of the screen).

   » The Table of Customer Accounts is displayed (recall Figure 3).

2 In that table, select a customer account.

   » The customer's Table of Use Cases is displayed (recall Figure 7).

3 Select **Users** in the enCloud menu.

   » That customer's Table of Users is displayed (Figure 9).

Figure 9. Table of Users
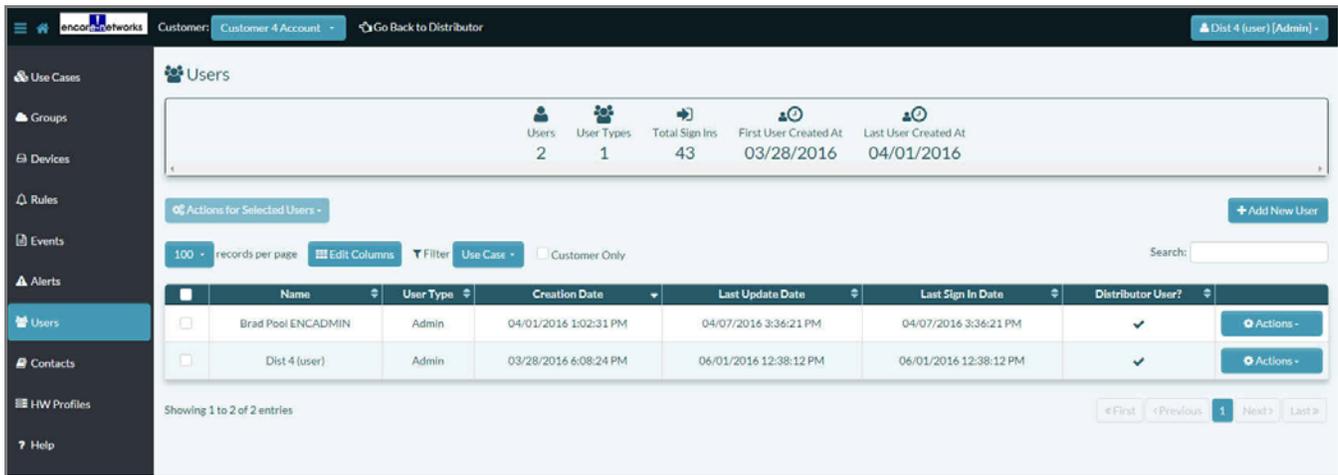
4 Select the **Add New User** button.

» The Panel to Add a User is displayed (Figure 10).

Figure 10. Panel to Add a User
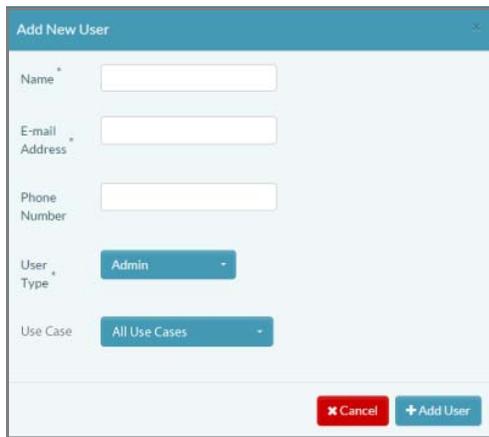
5 On the panel, provide a **Name** and an **E-Mail Address** for the new user. (A telephone number is optional.)

6 Make the new customer user an **Administrator** or a **Viewer**.

7 Then select the **Use Cases** the user can manage.

Note: If you have not yet developed specific use cases, select the default, **All Use Cases**.

You can reassign use cases later, if necessary.

8 Select the **Add User** button.

» The customer user is added to the customer account's Table of Users.

Adding Contacts

You can create contacts who will receive notifications (via e-mail) from alerts. A contact must be created before an alert can send a notification to that contact.

1 Select the **Contacts** button in the enCloud menu.

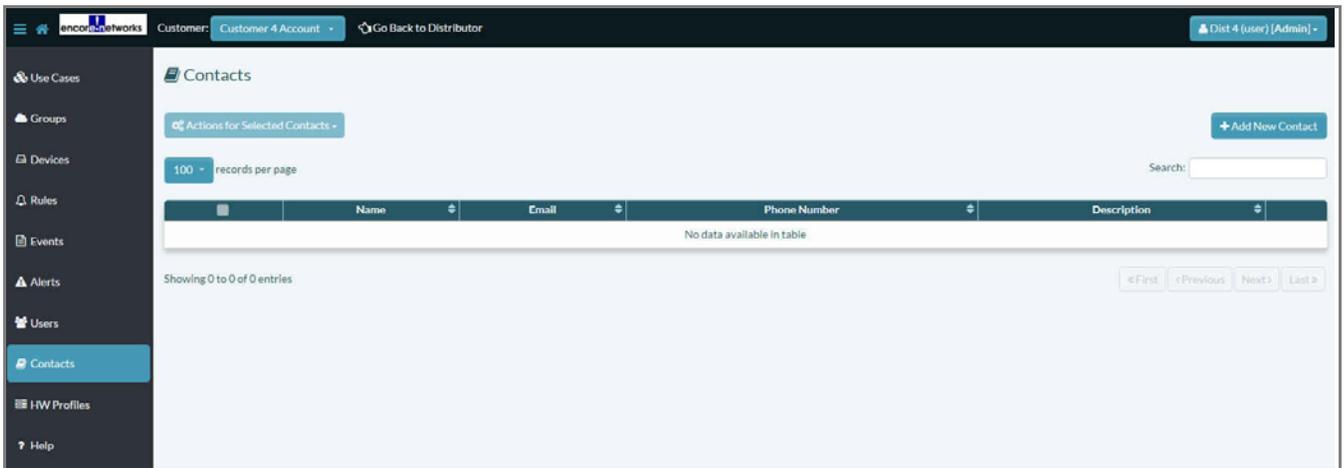» The Table of Contacts is displayed (Figure 11).

Figure 11. Table of Contacts

Figure 12. Panel to Add a Contact

2 Select the button to **Add New Contact** (above the right side of the table).

» The Panel to Add a Contact is displayed (Figure 12).

3 Type the contact's **Name** and, if necessary, a **Description**.

4 Select one or both boxes to add the contact's **E-mail Address** and **Phone Number**.

5 Select the button to **Add Contact**.

Managing Devices

View the procedures *Adding Use Cases* (on page 7), *Adding Devices* (on page 8), and *Activating Devices* (on page 9).

Adding Use Cases

You must create at least one use case for devices in a customer account. You can create a general default use case (for initial assignment of devices), or you can create specific use cases.

1 To create a use case, do one of the following:

a If the screen is at a customer level, select the **Use Cases** tab in the enCloud menu.

b If the screen is at the distributor level, select the menu's **Customers** tab to display the Table of Customer Accounts (recall Figure 3). Then select a customer account.

» The customer's Table of Use Cases is displayed (Figure 13).
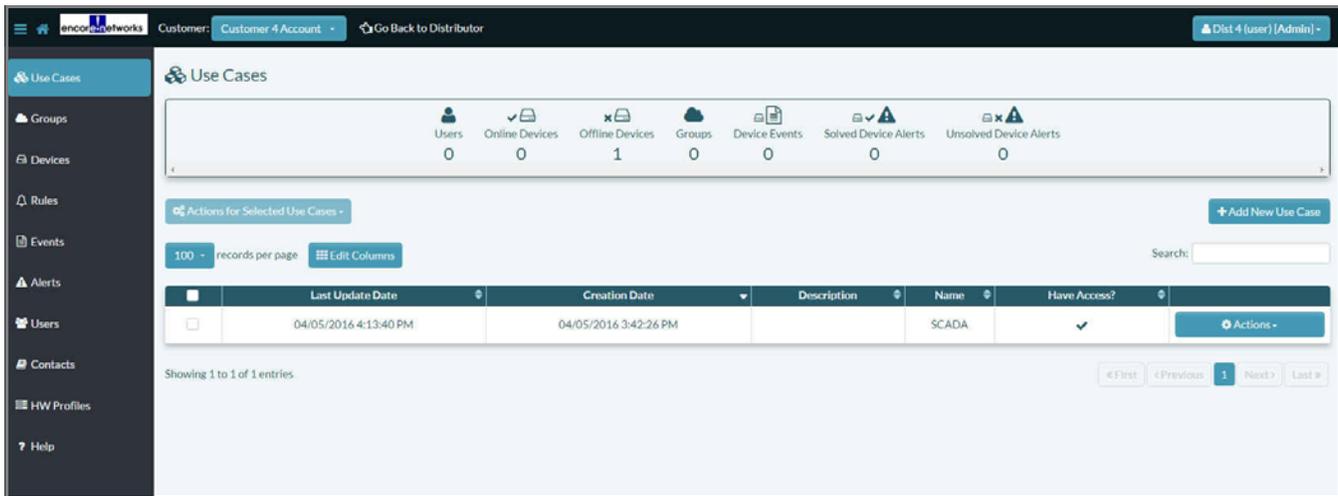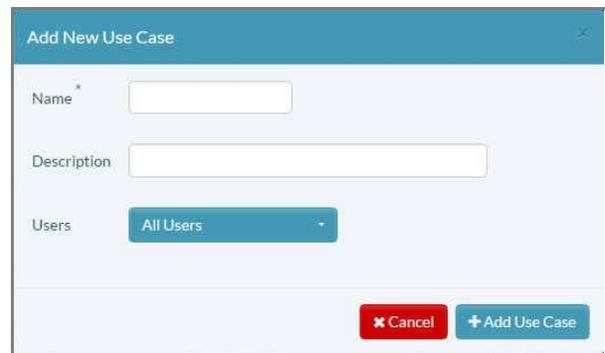
Figure 13. Table of Use Cases

2 On that screen, select the button to **Add New Use Case**.

» The Panel to Add a Use Case is displayed (Figure 14).

3 **Name** the use case. Then select the **Users** field, and select **All Users**. (Or, if you wish to limit access to the use case, select each user who can manage the use case.) Note that your own user name is in the list.

Figure 14. Panel to Add a Use Case

Adding Devices

You may wish to add EN-1000s, EN-2000s, and EN-4000s that your company had acquired before the launch of enCloud. (Devices acquired from Encore Networks, Inc., after enCloud launch are automatically added to enCloud.)

Caution: One or more use cases must be created for the account before devices can be added to the account.

Note: Devices can be added only at the distributor level. If necessary, select **Go Back to Distributor** (near the top left of the enCloud screen) to return from the customer level to the distributor level.

1 Select **Devices** in the menu on the left.

» The Table of Devices is displayed.

2 Above that table, select the button to **Add New Device**.

» The Panel to Add a Device is displayed (Figure 15).

3 **Name** the device. (Device names do not need to be unique.)

4 In the **Device UID (Unique Identifier)** field, enter the device's LAN MAC address. (Do not include colons or other separators.)

Figure 15. Panel to Add a Device
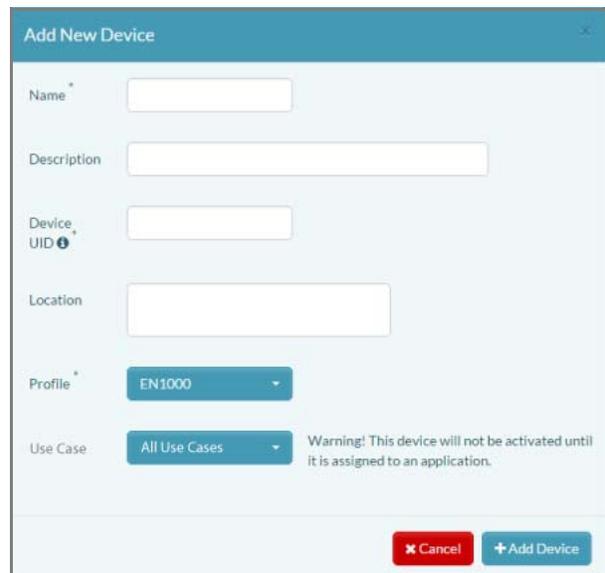
5 Select the device's **Profile** (**EN1000**, **EN2000**, or **EN4000**). Then assign the device to a distributor and to a customer.

Note: A device must be assigned to a use case at the customer level before it can be activated.

If you wish, you can reassign a device to a different use case later.

Activating Devices

The arrow in Figure 16 indicates the **Activate** button in the dropdown menu for a single device in the Table of Devices. To activate more than one device, select boxes at the left of device rows, then select the **Actions for Selected Devices** button (above the left side of the table), and select **Activate** in that button's dropdown menu.

Note: A device must be assigned to a use case at the customer level before it can be activated.

Figure 16. Table of Devices
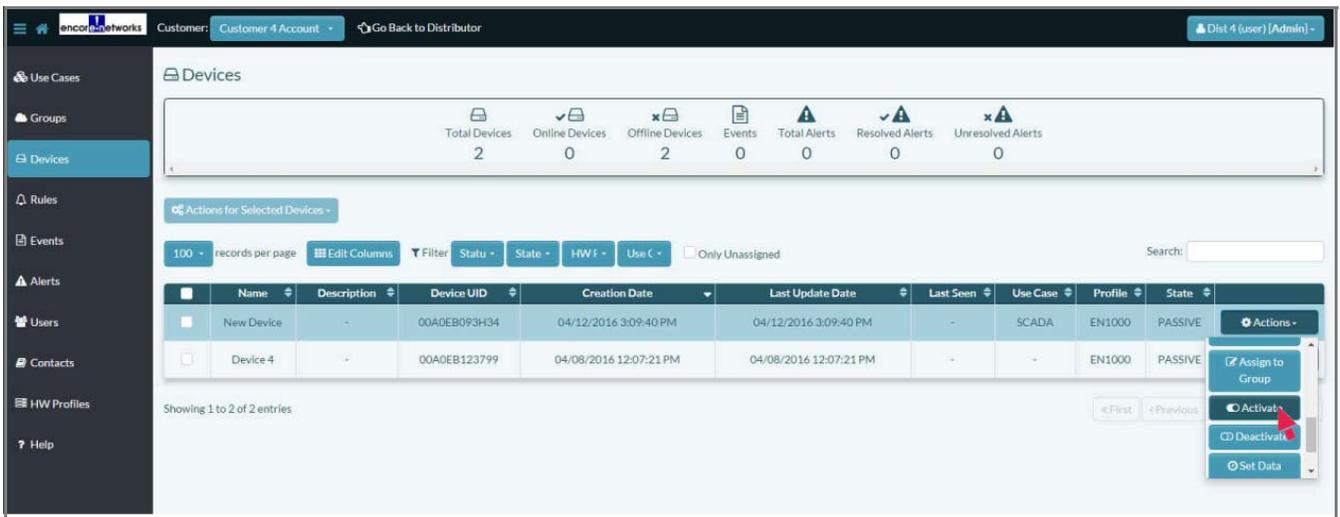
Developing Rules

You can create a rule for one device or for all devices in a customer account. When you create a rule, the rule continuously tests for matches. If the rule finds a match, the rule will generate an event. A rule can also generate an alert, an instruction to a device, a notification to a contact, or any combination of those. You can create several rules for each customer account.

You cannot create a rule that governs all of your customer accounts. You must create a separate rule within each customer account, even if a rule is identical across all customer accounts. You can, of course, tailor rules for each customer.

Note: This QuickStart Guide's procedure for developing rules is an overview. For more information on enCloud rules, see the document *Developing Rules for the enCloud™ Management System*.

1 Navigate to a customer account, and select **Rules** in the menu at the left side of the screen.

2 Then, above the Table of Rules, select the button to **Add New Rule**.

» The Panel to Add a Rule is displayed (Figure 17).

3 **Name** the rule. You may add a **Description** of the rule's purpose or procedure.

4 After you complete each panel, select the button for the **Next** panel to continue developing the rule.

Figure 17. Panel to Add a Rule

Figure 18. Panel to Review a Rule
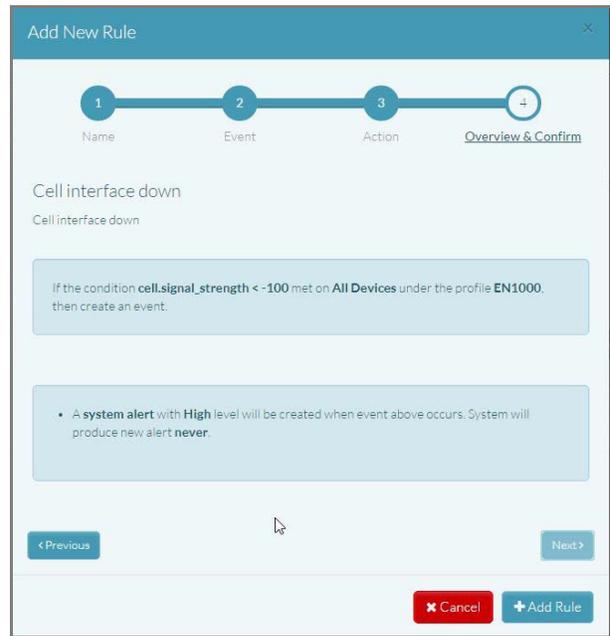
> » On the final panel (the Panel to Review a Rule, Figure 18), review the rule's condition and its result.

5 If you need to make changes, select the button marked **Previous**. If you are satisfied with the rule, select the button to **Add Rule**.

Logging Out

When you have finished managing your account's interests, select your user name (in the upper right corner of the enCloud screen, Figure 19). Then, in the dropdown menu, select **Log Out**.

Figure 19. Dropdown Menu to Log Out