

# WELCOME

The Flexenet Portal is a small but mighty tool. It provides our customers the ability to autonomously maintain their network. You can create or delete connections, add traders, create bulk BCM/DR moves, run reports, and so much more. You're in control.

# Now let's dive in!

	1. FLEXeNET LON to the FLEXeNET Portal					
DASHBOARD VIEW CONNECTIONS	NEW CONNECTION	REQUESTS HISTORY	BULK MOVES	BCM/DR	REPORTS BRID	DGES SUPPORT
Incoming Requests	Location Summary		Community Men	nbers	Recent Events	
0 Pending 0 Unread Chats	SIP Location 220 Channels	ding 📕 BCM/DR 📕 Bulk Move 🖽 Available	Australia Bahrain	6	Connection Moved	Dec 9 2021 6:00PM Ian of FLEXeNET
Outgoing Requests			Belgium Brazil	2 41	Connection LONCOP0020741	- 0 -
0 Pending 0 Unread Chats	East India Dock House 90 Channel		Canada	146 21	Connection Moved	Dec 9 2021 5:41PM ian of FLEXeNET
Delation Requests			Denmark	6 2	Connection LONLON0020518	
Pending	Bridges 30 Channels		France	9 8	Connection Moved	Dec 9 2021 5:39PM ian of FLEXeNET
• Fording			Japan	2 30	Connection LONCOP0020741	Dec 9 2021 2:39PM
ast 5 Support Tickets   30 Days 2311-08285 Nov 23 2021 2:25PM			Mexico	1	Action performed by FLEXeNET Technic Connection FLXSIP0000171	ian of FLEXeNET
Status Closed Connection LONGTW0020664 Reported By London Technician			Norway Philippines	5	Connection Deleted	Dec 9 2021 2:18PM
2311-08284 Nov 23 2021 2:25PM Status Closed			Poland	26	Action performed by FLEXeNET Technic Reason for Delete: User no longer requir	ian of FLEXeNET
Connection LONGTW0020664 Reported By London Technician			Singapore	2 23	Connection FLXSIP0000169	Dec 9 2021 1:46PM
2311-08283 Nov 23 2021 2:25PM Status Closed Connection LONGTW0020665			South Africa	30 30 7	Action performed by FLEXeNET Technic Connection LONCOP0020741	ian of Danske Bank
Reported By London Technician 2211-08274 Nov 22 2021 7:47AM			Sweden	9		
Status Closed Connection FLXSIP0000134 Reported By London Technician			Taiwan	1		



# LOG IN

- To login to the Portal go to flexenet.net
- In the upper right corner, click the button Portal Login
- Enter your credentials and click Proceed
- If you do not have a user name and password for your Flexenet Portal, please contact your Flexenet Portal Administrator or your Flexenet Account Manager who can create you as a new user in the system



# **AUTOMATICALLY DISABLE LOGINS**

• Your login will automatically be disabled after 10 failed login attempts.



# FLEXENET"

You have received this email because a password reset has been requested on your account If you are aware of this and want to reset your password then please click <u>here</u> Please note that this will only work once and will expire after 10 minutes

# **PASSWORD RESET**

- If you've forgotten your Password and Memorable Word, you can reset it by clicking on **Password Reset**.
- Once a valid email is entered, you'll receive an email containing a link to reset.
- Proceed to creating a New Password and Memorable Word.





# **PASSWORD RESET**

Email		New Memorable Word
Password Memorable word characters 4 and 5	Email Reset Link Return to Login	Reset
Login Pasoward Reset	You have received this email because a password rese If you are aware of this and want to reset your passwo Please note that this will only work once and will expli	t has been requested on your account and then please click <u>here</u> re after 10 minutes

# **TWO FACTOR AUTHENTICATION**

- A Two Factor Authentication can now be enabled for your account.
- Once enabled and after a valid login, you'll be emailed a 5 digit code to gain access to the Portal.

Enal Passord	You have received this email because your account requires two factor authentication	Authentication Code
Memorable nord characters 4 and 5 Cogin Passenord Reset	Your access code is 50502 Please note that this will only work once and will expire after 10 minutes	Login Return to Login

# DASHBOARD

Once logged in you'll be brought to your dashboard which provides an overview of your network





11. Click Save

11

Save Ca

B-End

United Sta

Signalling Type Select Signal

Re

tes | New York NY | 1. FLEXeNET NY

10

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12. The Flexenet system will now send an email and Portal notification to the distant end users advising them that you have requested a new circuit. Once they have accepted the circuit it will immediately be ready for testing and cutting onto the traders board in the usual way



# ACCEPT AN INCOMING CONNECTION REQUEST

The email addresses you have set in the Portal will receive an email notification that a distant end counterparty has requested a new circuit in to you. Login to your Portal to **accept** this request

#### 1. Click Incoming Request on the left side

of the Dashboard or click **Requests** on the Menu Bar.



#### 2. Click Accept Connection

Requested	Dec 22 2021 3:47AM
Company	1. FLEXeNET LON
Requestor	London Technician [lon@flexenet.net   0207 123 4567 ]
Type	Requesting a TDM Trader Voice Connection with signalling specified as "ARD"
PO/CC Numbe	r Not Given
A-End Trader	Chris Rose of 1. FLEXeNET LON
B-End Trader	lan Barber
You can chat wit	h the remote party by entering a message here

#### 3. Select B-End Trader



4. Enter Full or Partial Trader name and click Search then select trader from the list. If new trader, select Create Trader.

Select Trader 4	4	
Enter Trader Name, Desk, City or Country	Search	
	Select Trader	
No trader matches found	ian barber	4 Search
	United States   New York NY   14 Wall Street. Ian Barber   Sales	Select
+ Create Trader		
		Cancel

#### 5. Select B-End Channel





# **REJECT AN INCOMING CONNECTION REQUEST**

The email addresses you have set in the Portal will receive an email notification that a distant end counterparty has requested a new circuit in to you. Login to your Portal to **reject** this request

#### 1. Click Incoming Request on the Dashboard

#### or click **Requests** on the Menu Bar.

1

2. Click Reject Connection

•			
	Incoming Requests	Incoming Requests	
VIEW CONNECTIONS	1 Pending 0 Unread Chats	Requested Dec 22 2021 2:39PM Company 1. FLEXeNET NYK	
Incoming Requests	Outgoing Requests	Requestor New York Technician [ mk@flex	enet.net   0203 102 9343 ]
Pending O Unread Chats	Pending     Unread Chats     Deletion Requests	Type         Requesting a TDM Trader Voi           PO/CC Number         Not Given           A-End Trader         Ian Barber of 1. FLEXeNET N           B-End Trader         Chris Rose	ce Connection with signaling specified as "ARD" YYK
Outgoing Requests	Pending	You can chat with the remote party by entering a mes	sage here Send Chat
O Pending O Unread Chats	-	Reject Connection	Accept connection
Deletion Requests	3. From the drop down, sele	ect a reason and click	Save
0 Pending	X Reject Connection Request		X Reject Connection Request
	You have chosen to reject this incoming conne	ction request. Please choose a	You have chosen to reject this incoming connection request. Please ch reason for the rejection from the list below so that we can notify the rer

# INITIATE, AUTHORIZE, OR CANCEL A DELETION REQUEST

Reason for Reject

Select Reason for Reject

1. **View Connections** from the menu bar and **search** for the circuit to delete and hit enter/return on your keyboard.

Select All		Free	Text	Sear	ch			▼ Sel	lect All	Selec	t All
of 5	ren	20	784				] [	▼ Sel	lect All	Selec	t All
	Type						DR	Bridge	Remote Compan	x	Remot
0	TDN	5 of 5	5						1. FLEXeNET LO	N 38	East In
•	TDN								1. FLEXeNET LO	N 38	East In
•	TDM	LONNYK0020555	B-End 🔜	1. Downtown	NYK Port 6	4	24		1. FLEXeNET LO	N 38	East In
0 0	TDM	NYKLON0020426	A-End 🔜	2. Midtown	NYK Port 5	1	1		1. FLEXeNET LO	N 36	Bridger
0	SIP	FLXSIP0000171	B-End 🔜	SIP Location	LON1 Bridge	1	Bridge Port	Group 1	1. FLEXeNET LO	N 38	SIP Lo

		1
Type Connection End Location Port/Trunk Channel LF/AOR Bridge Remote Company	÷	Creater
IDM LONNYK0020784 B-End 🔜 1. Downtown NYK Port 6 1 21 1. FLEXeNET LON		ouse 22 Dec

				2
-		Created		K
1.1	ouse	22 Dec 2021	۲	11

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Cancel

Reason for Reject

Alternative reason

demo ckt

#### 3. From the drop down menu select a reason for deletion and Save

X Deletion Request	X Deletion Request
You have chosen to create a deletion request for this connection. Please choose a reason for delete from the list below so that we can notify the remote end. This action does not become service affecting until the deletion request has been authorised	You have chosen to create a deletion request for this connection. Please choose a reason for delete from the list below so that we can notify the remote end. This action does not become service affecting until the deletion request has been authorised.
duitonseu.	Reason for Delete
Reason for Delete	
Select Reason for Delete	demo skt
Cancel	Save Cancel

# FLEXENET.NET INFO@FLEXENET.NET

Save Can



4. To complete the deletion, click **Deletion Request** on the Dashboard or click **Requests** on the Menu Bar.

	DASHBOARD VIEW CONNECTIONS
	Incoming Requests
	Pending O Unread Chats
	Outgoing Requests
	Pending 0 Unread Chats
	Deletion Requests
4	1 Pending
	Last 5 Support Tickets   30 Days
	None Reported

5. Click **Authorise Deletion Request or** if you no longer want to delete the circuit, click **Cancel Deletion**.

Incoming Requests	Deletion Requests	
0 Pending 0 Unread Chats	Requested         Dec 22 2021 2:27PM           Requestor         New YorkTechnician [ <u>nyk@flexenet.net</u> ] (0203 102 9343 ]	
Outgoing Requests	Connection LONNYK0020784	
Pending     Unread Chats     Deletion Requests	Type         Requesting Deletion of TDM Connection LONNYK0020784           A-End Trader         Chris Rose of 1. FLEXeNET LON           B-End Trader         Ian Barber of 1. FLEXeNET NYK           Reason         demo ckt	
1 Pending	Security Sheld 0 of 10 Cancel Deletion	uthorise deletion request

6. Lastly, confirm deletion request by clicking Save.



7. Deletion Security restricts the number of Connections that can be deleted in a **24 hour period** to limit the impact of unauthorised access to your account. If the default limit of **10** is not enough for your needs, we can easily increase it to whatever level you want.





# **TO VIEW A CONNECTION**

The View Connections page allows you to view your entire circuit inventory. Here you can search for a specific circuit, view circuits by the T1/E1, bridge, remote company, see circuit status, and more.

1. Select View Connections from the Menu Bar

		*																	
DASHBOARD	VIE	W CONNECT	IONS		NEW CONNECTION	N C	RE	QUESTS	HISTO	RY	BULK MOVES BCM	/DR	REPORT	8	BRID	GES	S	UPPO	DRT
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Select All	~	Select All		~	Select All	~	Selec	t All	~	Select.	u v	Sele	ct All	~	Select Al	1			~
Free Text Search		Connection			LF/AOR		Route			Remote	Company	Bulk	Aove		Type	_	POICC	Num	ber
Enter search stri	ing here	Select All		~	Select All	~	Selec	t All	~	Select.	vi *	Sele	ct All	~	Select Al	i 🖌	Select	All	~
47 of 47																	<u>Sk</u>	ear Fi	iters
	Type Con	nection	End	Loca	ation	Port/	irunk	Channel	LF/AOR	Bridge	Remote Company		Remote Lo	-	ion	Create	ed		
	TDM LON	LON0020364	B-End 38	Bride	205	BDG1	-LON1	2	Bridge Port	Group 1	1. FLEXeNET LON		East India 0	200	k House	08 Oct	2021		8
•	TDM LON	LON0017222	A-End 38	Bride	205	BDG1	-LON1	3	Bridge Port	Group 1	1. FLEXeNET LON	36	Bridges			10 Jul	2019		11
00	TOM NYP	LON0020426	B-End III	Brid	205	BDG1	-LON1	4	Bridge Port	Group 2	1. FLEX6NET NYK	-	2. Midtown			19 Oct	2021		8
•	TDM LON	LON0017222	B-End 38	Bride	205	BDG1	-LON1	9	Bridge Port	Group 3	1. FLEXeNET LON	36	Bridges			10 Jul	2019		11
	TDM LON	LON0016873	B-End III	Brid	205	BDG1	LONI	11	Bridge Port	Group 4	1. FLEXeNET LON		East India 0	200	k House	17 Apr	2019		8
0	TDM LON	LON0020518	A-End 💷	East	India Dock House	ARD		2	2		RBS pic/Natwest Markets p	ic 🕮	Welwyn Act	ive		30 Od	2021	•	8
0 0	TDM LON	LON0020371	B-End 38	East	India Dock House	ARD		3	3		1. FLEXeNET LON	30	East India 0	200	k House	10 Oct	2021	•	11
0 0	TDM LON	LON0019800	A-End III	East	India Dock House	ARD		4	4		1. FLEXeNET LON		East India 0	200	k House	07 Jul	2021		8
•	TDM LON	LON0020415	B-End 38	East	India Dock House	ARD		5	5		1. FLEXeNET LON	36	East India 0	200	k House	15 Od	2021		8
0	TDM LON	LON0020474	A-End 💷	East	India Dock House	ARD		6	6		1. FLEXeNET LON		East India 0	200	k House	24 Oct	2021	•	11
•	TOM I ON	I ONI020474	R.Fnd IR	Fast	India Dork House	ARD		7	7		1 FLEXMETTON	54	Fast India I	~	k House	24 04	9021	æ	Ĥ

3. Or use any of the **drop down** options in the top half of the page to find circuits by Operational Status, Local Location, Local Port, Local User, A/B End, BCM/DR Protection, Connection ID, Connection Route, Remote Company Bulk Move, Local LF/AOR, BCM/DR Scenario, or if it's On/Off-Net

	Pag	e Size 2	0	~	•	In Service	😑 in Ala		Pending 🔋 BCM Inv	oked (	BCM	Revoked	Ø Notes 1	Pendin	g Deletion 🕏 Single Move	💠 Buli	Move				Exp
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	Ente	or searci	h 801	ng hen	]	Select All			<ul> <li>Select All</li> </ul>	~	Selec	t All	~	Select.	Al .	Sele	ct All	✓ Select i	41 ¥	Select	NI -
	47 of	47																		Cie	ar Fib
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	•		÷	TDM	LON	LON0020364	B-End	ж в	idges	BDG	-LON1	2	Bridge Port	Group 1	1. FLEXeNET LON		East India D	lock House	08 00	12021	<b>6</b> 1
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	•	0		TDM	NYKI	LON0020426	B-End	ж в	idges	BDG	I-LON1	4	Bridge Port	Group 2	1. FLEXeNET NYK		2. Midtown		19 Oc	1 2021	<b>®</b> 1
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	•	0		TDM	LON	LON0020371	B-End	ж в	ast India Dock House	ARD		3	3		1. FLEXeNET LON		East India D	lock House	10 Oc	1 2021	<b>@</b> 1
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				TDM		ON0020474	R-Fot	m e	est India Dock House	480		7	7		1 ELEVANET LON		East India 7	lorit Hours	21.04	1 2021	

2. Find a circuit using the **Free Text Search** box. Enter a partial circuit id and Wildcard character %

DASHBOARD	VIEW CONNECTIONS	NEW CONNECTION	REQUESTS	HISTORY BUL	K MOVES BCM	DR REPORT	5 BRIDGE	S SUPP	ORT
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Select All	V Select All	V Select All V	Select All	✓ Select All	~	Select All	<ul> <li>Select All</li> </ul>	05	~
Free Text Search						Bulk Move	Type	PO/CC Num	-
Enter search string I	here					Select All	V Select All	<ul> <li>Select All</li> </ul>	
47 of 47	Eroc	Taxt Sag	rch					Clear F	Filter
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O TD	M LONLON0020474 A-End III	East India Dock House ARD	6	6 1. FI	EXeNET LON	East India 8	lock House 24	Oct 2021 🚯	11
<ul> <li>то</li> </ul>	M LONI ONIO20474 R.F.M 💷	Fast Intia Drok House ARD	7	7 1 FI	EX4NET LON	Fast India 6	lorit House 24	04 2021 🔒	12

4. The bottom half of the page is your entire inventory. The circles on the left side represent the circuit's current status. Green - In Service, Red - In Alarm, etc. The status key is on the top half of the page.

	Page	Size 2	0	~	•	In Service	😑 In Alar	n 😑 P	ending 🦁 BCM Inv	oked 🗓	BCM	Revoked	Ø Notes 1	Pendi	ng Deletion 🕏 Single Move	Buli	Move			
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5. Export your inventory to an Excel spreadsheet

DASHBOARD VIEW CONNECTIONS NEW CONNECT	ON REQU	JESTS HISTO	RY BULK MOVES BCM	DR REPORTS	BRIDGES	SUPPORT
Page Size 20 V Service Size 20 V BCM	tvoked 🔋 BCM Ri	evoked 🖉 Notes 👔	Pending Deletion 🕏 Single Move 👙	Bulk Move		Excert
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Free Text Search Connection LF/AOR	Route		Remote Company	Bulk Move 1	Type Pi	O/CC Number
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47 of 47						Clear Filters
Type Connection End Location	Port/Trunk 9	Channel LF/AOR	Bridge Remote Company	Remote Locati	ion <u>Created</u>	1
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TDM LONLON0017222 A-End III Bridges	BDG1-LON1	3 Bridge Port	Group 1 1. FLEXeNET LON	Bridges	10 Jul 2	019 😚 🏦
TDM NYKLON0020426 B-End III Bridges	BDG1-LON1	4 Bridge Port	Group 2 1. FLEXeNET NYK	2. Midtown	19 Oct 2	2021 🚯 🗄
TDM LONLON0017222 B-End 3 Bridges	BDG1-LON1	9 Bridge Port	Group 3 1. FLEXeNET LON	Bridges	10 Jul 2	019 😚 🏦
TDM LONLON0016873 B-End III Bridges	BDG1-LON1	11 Bridge Port	Group 4 1. FLEXeNET LON	East India Dock	k House 17 Apr 2	019 😚 🏦
TDM LONLON0020518 A-End III East India Dock Hour	e ARD	2 2	RBS pic/Natwest Markets pl	c III Welwyn Active	30 Oct 2	8021 🚯 🛙
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The concentration of the case while both hour	. 100		A D DOWNET LON	Cast India Dook	24 001 2	



### **BULK MOVES**

Moving several DS0 circuits from one T1/E1 to another T1/E1 can be set up ahead of time using the Bulk Moves feature.

1. Select Bulk Moves from the Menu Bar

					¥				
DASHBOARD	VIEW CONNECTIONS	NEW CONNECTION	REQUESTS	HISTORY	BULK MOVES	BCM/DR	REPORTS	BRIDGES	SUPPORT
Create Bulk Move									

#### 3. Add a Name and Description of the move and Save

Create Bulk Move	
Please enter a Name and Description for the new Bulk Move below, on you can add connections to it from within the View Connections page.	ce created
Name Enter Bulk Move Name here	
Description Enter Bulk Move Description here	
	Save Cancel

# 4. To add circuits to a Bulk Move go to View Connections and search for the circuit to add.

	DA	SHBO	ARD		VIE	W CONNECT	IONS		NEW CONNECTION	N	REC	QUESTS	HISTO	RY	BULK MOVES BI	CMD	R	REPORTS	BRI	DGES	s	JPPO	RT
	Pa	ge Siz	e 20	~		In Service	😝 In Ala	m \varTheta	Pending 😲 BCM Inv	oked	U BCM	Revoked	Notes 1	Pendin	g Deletion 🕏 Single Move	e 🕀	Bulk	Move				Exp	ort
	Stat	US				Location			Port		Trader			A or B-E	ind		CMI	IR Scenarios	BCM/DR	Status			_
	Sel	lect Al	1		~	Select All			Select All	~	Select	t All	~	Select.	All	×  :	Selec	tAl 🗸	Select A	a			۲
	Free	a Text	Search	)		Connection			LF/AOR		Route			Remote	Company		UR N	ove	Туре		PO/CC	Numb	er .
	En	ter so	arch st	ring he	ne	Select All			Select All	~	Select	t All	~	Select.	All	× .	Selec	tAl 🗸	Select A	a 🖌	Select	All	~
	70	147																			Qk	ar Fil	ters
1VX				Type	Con	nection	End	Le	cation	Port	Trunk	Channe	LE/AOR	Bridge	Remote Company			Remote Loca	tion	Create	ed.		
1 2	0		- 4	TDM	LON	LON0020364	B-End	🕫 Bri	áges	BDG	1-LON1	2	Bridge Port	Group 1	1. FLEXeNET LON		38	East India Do	ck House	08 Oct	2021	•	8
				TDM	LON	LON0017222	A-End	🐻 Bri	fges	BDG	1-LON1	3	Bridge Port	Group 1	1. FLEXeNET LON		38	Bridges		10 Jul	2019		11
	•	0		TDM	NYK	LON0020426	B-End	I Bri	iges	BDG	1-LON1	4	Bridge Port	Group 2	1. FLEX6NET NYK		20	2. Midtown		19 Oct	2021	•	8
	•			TDM	LON	LON0017222	8-End	🕫 Bri	iges	BDG	1-LON1	9	Bridge Port	Group 3	1. FLEXeNET LON		38	Bridges		10 Jul	2019	•	8
-	•			TDM	LON	LON0016873	B-End	III Bri	iges	BDG	1-LON1	11	Bridge Port	Group 4	1. FLEXeNET LON		33	East India Do	ck House	17 Apr	2019	•	8
	•			TDM	LON	LON0020518	A-End	🕫 Ea	st India Dock House	ARD		2	2		RBS pic/Natwest Market	ts plc	38	Welwyn Active		30 Oct	2021	•	8
			0	TDM	LON	LON0020371	B-End	🗰 Ea	st India Dock House	ARD		3	3		1. FLEXeNET LON		36	East India Do	ck House	10 Oct	2021		8
	•	0		TDM	LON	LON0019800	A-End	II Ea	st India Dock House	ARD		4	4		1. FLEXeNET LON		33	East India Do	ck House	07 Jul	2021	•	8
				TDM	LON	LON0020415	B-End	I Ea	st India Dock House	ARD		5	5		1. FLEXeNET LON		36	East India Do	ck House	15 Oct	2021		8
	0			TDM	LON	LON0020474	A-End	🗰 Ea	st India Dock House	ARD		6	6		1. FLEXeNET LON		30	East India Do	k House	24 Oct	2021		2
				TOM	100	ON1020474	R.Fod	R Fa	at India Dork House	ARD		7	7		1 FLEXMETTON		-	Fast India Do	rk Hrusse	24.04	9021	æ	8

#### 6. Select the named Bulk Move via the dropdowns.

💠 Add Port To Bulk Move	
Select Location	~
Select Port	~
Select existing Bulk Move or add new	~
	Cancel

# 2. Select Create Bulk Move



4. Your newly created Bulk Move will now appear as Pending in the window.

DASHBOARD	VIEW CONNECTIONS	NEW CONNECTION	REQUESTS	HISTORY	BULK MOVES	BCM/DR	REPORTS	BRIDGES	SUPPORT
Create Bulk Mov	ż								
Pending Bulk N	loves								
Pending								Move	->)
Name	test								
Description	test   Upda	882							
Connections	1 compris	ing of 1 TDM and 0 SIP connecti	ons						11 Delete
Created By	London Te	chrician							Excert

#### 5. Double click the circuit. Select Add Port to Bulk Move.

DASHBOARD	W CONNECTIONS	NEW CONNECTION	REQUESTS	HISTORY	BULK MOVES	BCM/DR REP	ORTS BRIDGES	SUPPORT
Page Size 20 VI Status Select All Free Text Search 20503 2 of 45	In Service In Alam Location Select All Connection Select All	Pending V BCM Invoked V     Port     Select All     Select All     Select All	RECUESTS     If BCM Revoked      Trader     Select All     Route     Select All	Notes to Pend	Ing Defetion # Single Mo r B-End elect All mote Company elect All	BUIK Move BCM/DR Soc Select All Buik Move	Interiors BCMDR Status Select All Type Select All	Exect CICC Number Select All ~ Clear Filter
TURE CO TDM LO TDM LO	NLON0020503 A-End NLON0020503 B-End	Location East India Dock House East India Dock House	Port/Trunk Cha ARD 1 ARD 2	nnel LE/AOR 8 9 19 0 20	Bridge Remote Compan 1. FLEXeNET LO 1. FLEXeNET LO	ny Remote Lo N 38 East India I N 38 East India I	Dock House 27 Oct 20 Dock House 27 Oct 20	121 😚 11 121 😚 11
3 01	ocal End-Point		😽 Alternate End	-Point - BCM/DR		🚯 Remote E	nd-Point	
Status End Counte Locasis Addret Trader Desk Port Tr	ction y s	In Service B-End LONLON0020503 E3 United Kingdom East India Dock House 240 East India Dock Road Alex McCaltum Chicago IDM E1 30 Channels	Status Status Status BCMDR I Alternate End-Point to BCMDR Scenar Connections assign within seconds.	Unprotected or Connection For All Connection is can be configure ios. Upon Invokin ed to it are switch	s On Port of for Connections and add g a Scenario all of the ed to their alternate End-Pi	Connection Company Country ded Location Address Trader Port Type Port Name Channel LF/AOR	LONLOND202503 1. FLEXANET LON East India Dock House 240 East India Dock House 240 East India Dock Rox Alex McCallum TDM E1 30 Channels ARD 19 19	ad
Port N Chann LF/AO Activat	ame el ed ang <u>e Tradar</u> ee Connection	ARD 20 27 Oct 2021 - 125 day(s) ago View History Quean Fault Ticket				Last Action Action Date User	Activated     Oct 27 2021 7:33AM - 1     London Technician	25 day(s) ago

### FLEXENET.NET INFO@FLEXENET.NET



### **BULK MOVES**

When you're ready to move the circuit(s), go back to the Bulk Moves Tab.

Select **Bulk Moves** from the Menu Bar. Locate your named Move. Here you can also see the number of private lines in the move. Select **Move**.

DASHBOARD VIEW CO	NNECTIONS N	NEW CONNECTION	REQUESTS	HISTORY	BULK MOVES	BCM/DR	REPORTS	BRIDGES	SUPPORT
Create Bulk Move									
Pending Bulk Moves									
Pending								Move	->
Name	test								
Description	test   Update								
Connections	1 comprising of	1 TDM and 0 SIP connect	lions						ff Delete
Created By	London Technicia	n							Export Export
13									

# **DISASTER RECOVERY AND BUSINESS CONTINUITY SOLUTIONS**

Private lines are switched from the primary to the DR site in real time.

1. To set up, select **BCM/DR** from the Menu Bar. Select **Create BCM/DR**.

DASHBOARD	VIEW CONNECTIONS	NEW CONNECTION	REQUESTS	HISTORY	BULK MOVES	BCM/DR	REPORTS	BRIDGES	SUPPORT	
Create BCM/DR	Scenario									
2. Name the	scenario and Save	2.								
Create B	CM/DR Scenario									
V orotate D										
Please enter a created you ca	Name and Description f an add connections to it f	or the new BCM/DR S rom within the View Co	cenario below, o onnections page	once e.						
Name										
Enter Scenar	io Name here									
Description										
Enter Scenar	io Description here									
			Save	<u>Cancel</u>						



# **DISASTER RECOVERY AND BUSINESS CONTINUITY SOLUTIONS**

3. To add circuits to a BCM scenario, go to View Connections and search for the circuit to add.

DASHBOARD	VIEW CONNECTI	ONS	NEW CONNECTION		REG	UESTS	HISTO	RY	BULK MOVES	BCM	OR	REPORTS	BRI	DGES	SU	PPORT
Page Size 20	✓ ● In Service ●	🕽 in Alarm 😑 F	Pending 💙 BCM Invo	Red 🗓	BCM P	Revoked ,	🤊 Notes 👔	Pendin	g Deletion 🕏 Single	Move	Bulk	Move				Exect
Status	Location		Port		Trader			A or B-E	ind		BCM	DR Scenarios	BCM/DR	Status		
Select All	✓ Select All	~	Select All	~	Select	All	~	Select.	All	~	Sele	t All 🗸	Select A	a		~
Free Text Search	Connection		LF/AOR		Route			Remote	Company		Bulk M	love	Туре		PO/CC N	Jumber
Enter search string	share Select All	~	Select All	~	Select	All	~	Select.	All	~	Sele	a Ali 🗸	Select A	a 🖌	Select #	a 🗸
47 of 47															Clea	er Filters
I	ype Connection	End Los	ation	Port/Tr	runk	Channel	LE/AOR	Bridge	Remote Company			Remote Loca	tion	Create	ed.	
ө 🔅 т	DM LONLON0020364	B-End 💷 Bric	iges	BDG1-	LON1	2	Bridge Port	Group 1	1. FLEXeNET LON		38	East India Do	ck House	08 Oct	2021	<b>6</b> 1
• т	DM LONLON0017222	A-End 👪 Brid	iges	BDG1-	LON1	3	Bridge Port	Group 1	1. FLEXeNET LON		38	Bridges		10 Jul	2019	<b>6</b> ft
<b>О</b> Л т	DM NYKLON0020426	B-End 💷 Bric	iges	BDG1-	LON1	4	Bridge Port	Group 2	1. FLEX6NET NYK		-	2. Midtown		19 Oct	2021	<b>6</b> 11
• т	DM LONLON0017222	8-End 👪 Brid	iges	BDG1-	LON1	9	Bridge Port	Group 3	1. FLEXeNET LON		38	Bridges		10 Jul	2019	0 1
\varTheta т	DM LONLON0016873	B-End 💷 Bric	iges	BDG1-	LON1	11	Bridge Port	Group 4	1. FLEXeNET LON			East India Do	ck House	17 Apr	2019	<b>6</b> 11
\varTheta т	DM LONLON0020518	A-End 💷 East	t India Dock House	ARD		2	2		RBS pic/Natwest N	larkets p	lo 👪	Welwyn Active		30 Oct	2021	6 8
\varTheta ΰ τ	DM LONLON0020371	B-End 💷 East	t India Dock House	ARD		3	3		1. FLEXeNET LON			East India Do	ck House	10 Oct	2021	🔁 🏦
0 Ø T	DM LONLON0019800	A-End 💷 East	t India Dock House	ARD		4	4		1. FLEXeNET LON		- 30	East India Do	ck House	07 Jul	2021	<b>6</b> 11
• т	DM LONLON0020415	B-End 💷 East	t India Dock House	ARD		5	5		1. FLEXeNET LON		36	East India Do	ck House	15 Oct	2021	61
ө т	DM LONLON0020474	A-End 💷 East	t India Dock House	ARD		6	6		1. FLEXeNET LON		- 36	East India Do	sk House	24 Oct	2021	11
О Т	TOM 1 ONI ONI020474	R.Fnt IR Fai	I India Dovir House	ARD		7	7		1 FLEXMETION		102	Fast India Do	rk Hrusse	24.04	2021	<b>6</b> 11

5. Follow the dropdowns, select your named Scenario and select Proceed.

	<b>I Setup BCM/DR For Connection</b>		
	Select Location		~
	Select Port		~
	Select Channel or LF/AOR		~
	Select existing Scenario or add new		~
Setur DO	NDD For Composition		Cance
East India Do	ock House	~	
ARD			
ab5121			
		Proceed Cancel	

#### 4. Double click the circuit. Select Setup BCM/DR for Connection.

DASHBOARD	VIEW CONNECTIONS	NEW CONNECTION	REQUESTS	HISTORY	BULK MOVES	BCM/DR R	EPORTS BF	RIDGES	SUPPORT
Page Size 20	✓ 🕒 In Service ● In Alar	rm 😑 Pending 🛡 BCM Invoked	F BCM Revoked	🖉 Notes 🏠 Pe	nding Deletion 🕏 Single Ma	ve 💠 Bulk Move			Export
atus	Location	Port	Trader		A or B-End	BCM/DR S	Scenarios BCMC	R Status	_
elect All	<ul> <li>Select All</li> </ul>	V Select All	~ Select All	Ý	Select All	~ Select Al	I V Selec	t All	~
ee Text Search	Connection	LF/AOR	Route		Remote Company	Bulk Move	Type	PO	(CC Number
1503	Select All	<ul> <li>Select All</li> </ul>	~ Select All	Ý	Select All	~ Select Al	I V Selec	tAll v S	elect All 🗸 🗸
145									Clear Filters
	Type Connection End	Location	Port/Trunk C	hannel LE/AOR	Bridge Remote Company	y Remote	Location	Created	
	TDM LONLON0020503 A-Fr	nd 🗰 East India Dock House	ARD	19 19	1. FLEXeNET LO	N III Fast Ind	ia Dock House	27 Oct 202	1 🚯 🕆
	TDM LONLON0020503 B-Er	d III East India Dock House	ARD	20 20	1. FLEXeNET LO	N III East Ind	ia Dock House	27 Oct 202	1 🚯 🏦
3	Local End-Point		👸 Alternate E	nd-Point - BCM/C	R	🚯 Remote	e End-Point		
2	Local End-Point		Alternate E	nd-Point - BCM/C	R	Remote	End-Point		
	Port Overview		Status	O Unprotect	ted	Connection	LONLON002	0503	
	Chalue	A la Regia	V Setup BCM/D	R For Connection		Company	1. FLEXeNE	T LON	
	Status	In Service	V Setup	R For All Connecti	ons On Port	Country	United Ki	ingdom	
	Connection	LONI ON0120503	Ntern d-Po	ints can be config	ured for Connections and add	led Location	East India D	ock House	
	Country	III United Kingdom		sarios. Upon Invo igned to it are swit	king a Scenario all of the tched to their alternate End-Pr	Address	240 East Ind	ia Dock Road	E
	Location	East India Dock House	1 1			Trader	Alex McCalls	um	
	Address	240 East India Dock Road				Port Type	TDM E1 30 0	Channels	
	Trader	Alex McCallum				Port Name	ARD		
	Desk	Chicago				LEAOR	19		
	Port Type	TDM E1 30 Channels				LEIMON	19		
	Port Name	ARD				A Last Action	n		
	Channel	20				Action	Activated		
	LF/AOR	20				Date	0/# 27 2021	7/22AM - 12	dau(a) ano
	Activated	27 Oct 2021 - 125 day(s) ago				User	London Tech	nician	
	Change Trader	<u>View History</u>							
	Move Connection	Open Fault Ticket							
	Add Port To Bulk Move	🚱 View Diagram							
	Bounce Connection								

#### 6. To activate DR, go back to BCM/DR tab, locate your scenario under Revoked, and Invoke.





# **TO REPORT A FAULT ON A CIRCUIT**

1. Support from the Menu Bar and select Create Connection Ticket.

-									
DASHBOARD	VIEW CONNECTIONS	NEW CONNECTION	REQUESTS	HISTORY	BULK MOVES	BCM/DR	REPORTS	BRIDGES	SUPPORT
Phone Repor	ting								Export
Status	Items		Fault Refe	erence	Connection		Free Text Sear	ch	
Select All   Last 7	Days ~ Top	100 Items by date	~ Select Al	1	✓ Select All		Enter search	string here	
0 Items shown									Clear Filters
Create Connect	ion Ticket 🚺 Create General Ticke	1							

- 2. Select the circuit from the drop down.
- 3. From the drop down menu, select the Fault Description and then Save.

Select Connection	
Fault Reference	
Enter your fault reference if applicable	
Fault Description	
Select Identified Problem	

Connection	
LONLON0020474	~
Fault Reference	
Enter your fault reference if applicable	
Fault Description	
Select Identified Problem	~
	Save Cancel

4. A Fault Ticket has been created and sent to the Help Desk.



5. If you prefer to call in a trouble or need to speak to Technical Support, select **Phone Reporting** for a list of service numbers by region.





### **DIAGRAMS - CIRCUITS**

A drawing of your circuits and bridges is available to provide a visual of your circuit routing end to end

#### 1. Select View Connections from the Menu Bar

2. Select a Connection via the inventory listed, one

of the drop down items, or a Free Text Search.

Implement         In Service         Product         Discletion         Discletion<	DASHBOARD	VIEW CONNECTIONS	NEW CONNECTION	REQU	JESTS HISTO	RY BULK MOVES	BCM/DR REPORTS	BRIDGES	SUPPO
Instrum         South         Part         Table         A of Birling         EXACUTE South         EXACUTE S	Page Size 20	👻 😑 în Service \varTheta în Alarm	Pending V BCM Invi	sked 🔍 BCM R	evoked 🖉 Notes 🛙	Pending Deletion 🕏 Single M	ove 🛟 Bulk Move		Es
Select Al         V         Select Al         V <th< td=""><td>Status</td><td>Location</td><td>Port</td><td>Trader</td><td></td><td>A or B-End</td><td>BCM/DR Scenarios</td><td>BCM/DR Status</td><td></td></th<>	Status	Location	Port	Trader		A or B-End	BCM/DR Scenarios	BCM/DR Status	
Internet         Linking         Basis         Beams Conceptory         Build how         Topic         Op/Conceptor         District         Op/Conceptory         Build how         Topic	Select All	✓ Select All	✓ Select All	✓ Select A	a v	Select All	✓ Select All ✓	Select All	
Optimization Strategy (Markov Stra	Free Text Search	Connection	LF/AOR	Route		Remote Company	Bulk Move	Type PO	ACC Nun
Control         <	Enter search str	ing here Sele.	✓ Select All	✓ Select A	a v	Select All	✓ Select All ✓	Select All 👻 Se	elect All
Type General         Londing         Particinel         Description         District Control         Distrin	47 of 47								Clear
0         1         Total (CALCHORDER)         6 (Calchord)         2         6 (Calchord)         6 (Calchor		Type Conne .on and	Location	Port/Trunk	Channel LE/AOR	Bridge Remote Company	Remote Loca	tion <u>Created</u>	
0         TDM (LOLADON122) Addrill & Begings         BOD(LON)         3         Beging Pro Grave 11. FLEXAMET (LON)         III Beging Pro         110 Aug 2019           0         FDM (LOLADON122) & Boding Begings         BOD(LON)         4         Beging Pro Grave 11. FLEXAMET (LON)         III Beging Pro         100 Aug 2019           0         TDM (LOLADON122) & Boding Begings         BOD(LON)         4         Beging Pro Grave 21. FLEXAMET (LON)         III Beging Pro         100 Aug 2019           0         TDM (LOLADON122) & Boding Begings         BOD(LON)         III Beging Pro Grave 21. FLEXAMET (LON)         IIII BEGING Pro Grave 21. FLEXAMET (LO	0 0	TDM LONLON0020364 B-End II	Bridges	8DG1-LON1	2 Bridge Port	Group 1 1. FLEXeNET LON	East India Do	ck House 08 Oct 20	021 😚
Image: Control (Control (Contro(Control (Cont))))))))))))))) </td <td>•</td> <td>TDM LONLON0017222 A-End 38</td> <td>Bridges</td> <td>BDG1-LON1</td> <td>3 Bridge Port</td> <td>Group 1 1. FLEXeNET LON</td> <td>Bridges</td> <td>10 Jul 20</td> <td>19 6</td>	•	TDM LONLON0017222 A-End 38	Bridges	BDG1-LON1	3 Bridge Port	Group 1 1. FLEXeNET LON	Bridges	10 Jul 20	19 6
0         TOM LOCADMONDER         Bedrey         Biolysis         Phose Prof.         Phose P	0	TDM NYKLON0020426 B-End 38	Bridges	BDG1-LON1	4 Bridge Port	Group 2 1. FLEXeNET NYK	2. Midtown	19 Oct 20	021 6
0         TDM LOCAD001112         Body Bod         BODLADIT         III         Body Pod Graph 1         Exclusion 1         Earling bod         Earling	•	TDM LONLON0017222 B-End 38	Bridges	BDG1-LON1	9 Bridge Port	Group 3 1. FLEXeNET LON	Bridges	10 Jul 20	19 6
0         TDM L00240000000000000000000000000000000000		TDM LONLON0016873 B-End 38	Bridges	BDG1-LON1	11 Bridge Port	Group 4 1. FLEXeNET LON	East India Do	ck House 17 Apr 20	019 🤞
	•	TDM LONLON0020518 A-End 38	East India Dock House	ARD	2 2	RBS pic/Natwest Mark	kets pic 🤢 Welwyn Activ	e 30 Oct 20	021 🤅
	0 0	TDM LONLON0020371 B-End 38	East India Dock House	ARD	3 3	1. FLEXeNET LON	East India Do	ck House 10 Oct 20	021 6
O         TOM LONG/X004155         East India Dock House         APD         5         5         1. FLOWNET LON         III East India Dock House         15 Oct 2021           20         TOM LONG/X004174         AEM 1068 Dock House         APD         6         6         1. FLOWNET LON         III East India Dock House         15 Oct 2021           20         TOM LONG/X0040174         AEM 1068 Dock House         APD         6         6         1. FLOWNET LON         III East India Dock House         2002 021           101 ION100020214         AEM 1068 Dock House         APD         7         7         11 EFEMETT LON         III EFEMETT LON         III EFEMETT HON         IIII EFEMETT HON         IIIII EFEMETT HON         IIII EFEMETT HON         IIIII EFEMETT HON         IIIII EFEMETT HON         IIIIIIIIII HONI         IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	0	TDM LONLON0019800 A-End 38	East India Dock House	ARD	4 4	1. FLEXeNET LON	East India Do	ck House 07 Jul 20	121 🧃
2 TDM LONLON020474 A-End III East India Dock House ARD 6 6 1. FLEXeNETLON III East India Dock House 24 Oct 2021 TDM I ONI ONI/2012/2 R-End IIII East India Dock House ARD 7 7 1 E ExemPT I ON III East India Dock House 24 Oct 2021	•	TDM LONLON0020415 B-End 38	East India Dock House	ARD	5 5	1. FLEXeNET LON	East India Do	ck House 15 Oct 20	021 6
TDM I ONI ONDO2022 R. Fort 📧 Fast India Dock House ARD 7 7 1 FI FEANFT I ON 📧 Fast India Dock House 24 Ort 2021	0	TDM LONLON0020474 A-End 3	East India Dock House	ARD	6 6	1. FLEXeNET LON	East India Do	ck House 24 Oct 20	021 6
	2/	TOM LONI ON/020474 R.F.M 38	Fast Intia Dork House	ARD	7 7	1 FLEXeNET LON	Fast Invia Do	rk House 24 Ort 21	021 6

#### 3. Select View Diagram

Local End-Point	
Port Overview	
Status	In Service
End	A-End
Connection	LONLON0020474
Country	🔠 United Kingdom
Location	East India Dock House
Address	240 East India Dock Road
Trader	Alex McCallum
Desk	Chicago
Port Type	TDM E1 30 Channels
Port Name	ARD
Channel	6
LF/AOR	6
Activated	24 Oct 2021 - 59 day(s) ago
PO/CC Number   Edit	Not Given
Change Trader	View History
Move Connection	Open Fault Ticket
State Add Port To Bulk Move	🚱 <u>View Diagram</u>
Bounce Connection	

4. This is the resulting diagram which identifies the A and B Ends, User, and E1/T1 and channel assignments





#### **DIAGRAMS - BRIDGES**

A drawing of your circuits and bridges is available to provide a visual of your circuit routing end to end

1. Select **Bridges** from the Menu Bar which will reveal all bridges in your inventory. The resulting diagram identifies the entire pathway of a bridge connection from location to location.

2. To view the diagram for a leg of the bridge, select the Circuit ID

DASHBOAR	RD VIE	W CONNE	CTIONS	NEW CONNECT	ION REQUESTS	HISTORY	BULK MOVES	BCMDR	REPORTS	BRIDGES	SUPPORT
Status		Туре	Port		Group		Name	Fr	ee Text Search		
In Use	~	All	✓ Select	t All	✓ Select All	~	Select All	▼ 8	inter search string he	9	
Items filtered	d										Clear Filte
Location Type	London, United TDM	Kingdom									+ (‡ <u>Benam</u>
Port	BDG1-LON1 G	roup 1									
					Spare -> 1	123 abc					
				1. FLEXINET LON 1	ONLON0020364 → 2	3-Way	3 → LONLON00	17222   1. FLEXeN	TLON		
					7						
				2							
Location Type	London, United	Kingdom									+ 🤅 Bename
Port	BDG1-LON1 G	roup 2									
				1. FLEXeNET NYK   ]	(YKLON2020426 -> (1	Test 3-Wayz					
					Seare - 2	3.Way	3) → Spare				
					opule - (a	2.1.39					

#### 3. Select Connection

Free Text Sea	arch 20364		Connection Select All		~	Select All	~	Route Select All		~	R	temote Company Select All	y 🗸	Bul	k Move	•	Type Select All	~	PO/CC Nu Select All	mber	-
2 of 47							_									_		_	Clea	ar Filter	s
	Typ	e <u>Conn</u>	ection	End	Loc	ation	Por	/Trunk	Channel	LF/AOR	;	Bridge	Remote Company		Remote Loc	atio	n g	Creat	ed		
0	💠 трі	I LONL	ON0020364	B-End 🔠	Brid	ges	BDC	1-LON1	2	Bridge P	<sup>o</sup> r	rt Group 1	1. FLEXeNET LON	5	East India De	ock H	House 0	08 Oc	t 2021	🔁 🕆	
3																					

#### 4. View Diagram



6. This is the resulting diagram which identifies the A and B Ends, User, and E1/T1 and channel assignments

TE 4 D EXHITTION	Local B-End	LONLON0020364	Remote A-End
Lab 1. PLEAMET LOW Biodod Fiscencel, Ankent Low Ground Floor 240 East India Dook Road E14 9YY User Type Port Chromotic LifeAOR	TOM 1 30 Channel TOM 1 30 Channel 10 Channel Bridge Port	Gat Into Dex Moon 240 East Into 240 East Into Dex Moon 240 East Into Dex Moon 240 East Into	Bidge Taske ANY TDM ET 30 Charms TM ET 21 Charms TM ET 21 TESTABO11
View Datalia     View History     Scen Fault Ticket			



## **ACCOUNT MANAGEMENT**

• The **Account** buttons are located in the top right corner no matter which page you're viewing in the Portal

				Switch Account   Logged in as London Technician (Reposit		
	come, 1. FLEXeNET LON to the FLEXeNET Portal					
DASHBOARD VIEW CONNECTIO	IS NEW CONNECTION REQUESTS HISTORY	BULK MOVES	BCM/DR	REPORTS	BRIDGES SUPPORT	
ncoming Requests	Location Summary	Community Mem	Community Members		Recent Events	
	🛄 In Service 📕 In Alarm 🛄 Pending 📑 BCM/DR 📕 Bulk Move 🛄 Available	California Australia	6	Connection Moved Action performed by FLEXeNET Technicia Connection LONCOP0020741	Dec 0 2021 6:00 PM	
0 Pending 0 Unread Chats		Bahrain	1		choician of FLEXeNET	
	Lis SIP Location 220 Channels	Belgium	2			
utaoina Requests		💌 Brazil	41			
		Canada	146	Connection Moved	Dec 9 2021 5:41PM	
0 Pending 0 Unread Chats	East India Deck House in Church	China	21		chnician of FLEXeNET	
	dia East India Dock House to Chames	Denmark	6	Connection LONLON0020518	<b>= 6 =</b>	
		+ Finland	2			
letion Requests		France	9	Connection Moved     Action performed by FLEXeNET Technici     Connection LONCOP0020741	Dec 9 2021 5:39PM	
Reading	Reidees 10 Channels	Germany	8		chnician of FLEXeNET	
Pending		Italy	2		<b>- 6 -</b>	
		Japan	30	Connection Activated	Dec 9 2021 2:39PM	
st 5 Support Tickets   30 Days		Mexico	1	Action performed by FLEXeNET Technic	chnician of FLEXeNET	
11-08285 Nov 23 2021 2	25PM		11	Connection FLXSIP0000171		
us Closed		Norway	5			
nection LONGTW0020664 sorted By London Technician		Philippines	1	Connection Deleted	Dec 9 2021 2:18PM	
		Poland	26	Action performed by FLEXeNET Te	chnician of FLEXeNET	
11-08284 Nov 23 2021 2 hts Closed	25PM	Republic of Ireland	3	Reason for Delete: User no longer r	requires the Connection	
nection LONGTW0020664		Russia	2	Connection FLXSIP0000169		
oorted By London Technician		Singapore	23	Connection Activated	Dec 9 2021 1:46PM	
11-08283 Nov 23 2021 2	25PM	🔚 South Africa	30	Action performed by FLEXeNET Te	chnician of Danske Bank	
tus Closed		📽 South Korea	30	Connection LONCOP0020741	-0-	
ported By London Technician		Spain	7			
44 00074 Nov 00 0004 7	17.4.4	Sweden	9			
us Closed	1 ( ) m	Switzerland	8			
Inection FLXSIP0000134		Taiwan	1			
porwar ary someoff (definition)		Thailand	1			

• Switch Account - if you manage more than one account, you can switch between accounts without logging out first.

Company Accounts	
1. FLEXENET LON	Select
1. FLEXeNET NYK	Select

Export List

• Account - manage technical users, trader information, passwords, invoices, emails and now via the QR Code you can view a condensed version of your dashboard.

