



# FLEXENET™

## PORTAL USER GUIDE

### 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!

The screenshot displays the Flexenet Portal interface with the following sections:

- Navigation Bar:** DASHBOARD, VIEW CONNECTIONS, NEW CONNECTION, REQUESTS, HISTORY, BULK MOVES, BCM/DR, REPORTS, BRIDGES, SUPPORT.
- Incoming Requests:** 0 Pending, 0 Unread Chats.
- Outgoing Requests:** 0 Pending, 0 Unread Chats.
- Deletion Requests:** 0 Pending.
- Last 5 Support Tickets | 30 Days:**
  - 2311-08285: Status Closed, Nov 23 2021 2:25PM, Connection LONGTW0020664, Reported By London Technician.
  - 2311-08284: Status Closed, Nov 23 2021 2:25PM, Connection LONGTW0020664, Reported By London Technician.
  - 2311-08283: Status Closed, Nov 23 2021 2:25PM, Connection LONGTW0020665, Reported By London Technician.
  - 2211-08274: Status Closed, Nov 22 2021 7:47AM, Connection FLX3IP0001134, Reported By London Technician.
- Location Summary:**
  - SIP Location: 220 Channels
  - East India Dock House: 90 Channels
  - Bridges: 30 Channels
- Community Members:**

Australia	6
Bahrain	1
Belgium	2
Brazil	41
Canada	146
China	21
Denmark	6
Finland	2
France	9
Germany	8
Italy	2
Japan	30
Mexico	1
Netherlands	11
Norway	5
Philippines	1
Poland	26
Republic of Ireland	3
Russia	2
Singapore	23
South Africa	30
South Korea	30
Spain	7
Sweden	9
Switzerland	8
Taiwan	1
Thailand	1
- Recent Events:**
  - Connection Moved: Dec 9 2021 6:00PM, Action performed by FLEXeNET Technician of FLEXeNET, Connection: LONCOP0020741.
  - Connection Moved: Dec 9 2021 5:41PM, Action performed by FLEXeNET Technician of FLEXeNET, Connection: LONLON0020518.
  - Connection Moved: Dec 9 2021 5:39PM, Action performed by FLEXeNET Technician of FLEXeNET, Connection: LONCOP0020741.
  - Connection Activated: Dec 9 2021 2:38PM, Action performed by FLEXeNET Technician of FLEXeNET, Connection: FLX3IP0001171.
  - Connection Deleted: Dec 9 2021 2:18PM, Action performed by FLEXeNET Technician of FLEXeNET, Reason for Delete: User no longer requires the Connection, Connection: FLX3IP0001169.
  - Connection Activated: Dec 9 2021 1:46PM, Action performed by FLEXeNET Technician of Danske Bank, Connection: LONCOP0020741.

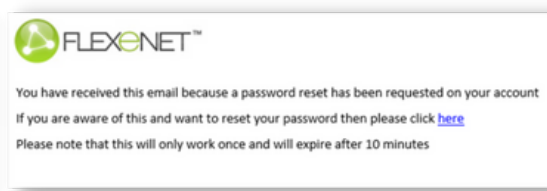
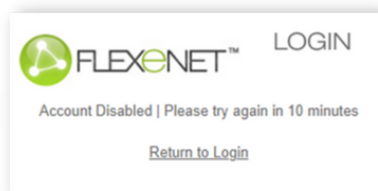
## LOG IN

- 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

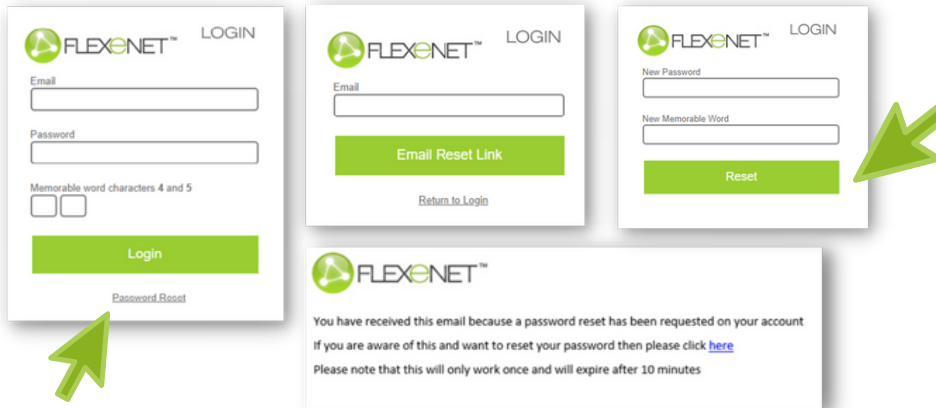
- Your login will automatically be disabled after 10 failed login attempts.



## PASSWORD RESET

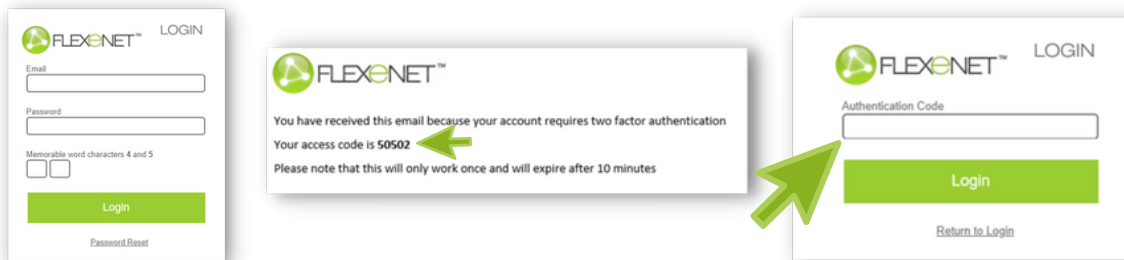
- If you've forgotten your Password and Memorable Word, you can reset it by clicking on **Password Reset**.
- Once a valid email is entered, you'll receive an email containing a link to reset.
- Proceed to creating a New Password and Memorable Word.

## PASSWORD RESET



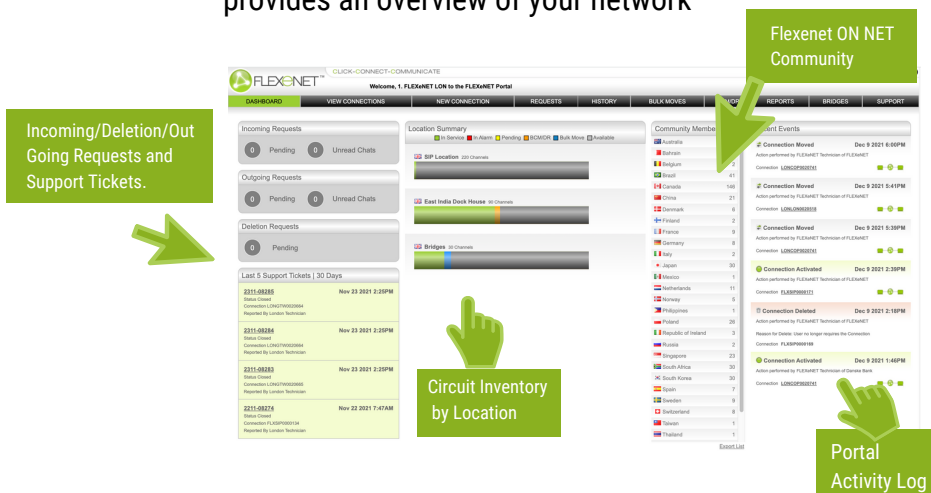
## TWO FACTOR AUTHENTICATION

- 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.



## DASHBOARD

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



## TO INITIATE A NEW CONNECTION REQUEST

1. Click **New Connection** on the Menu Bar

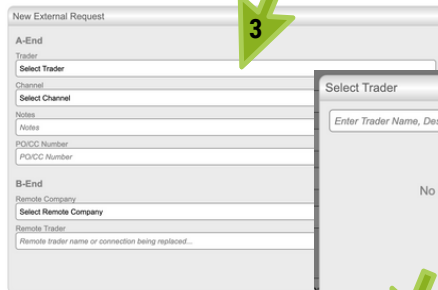
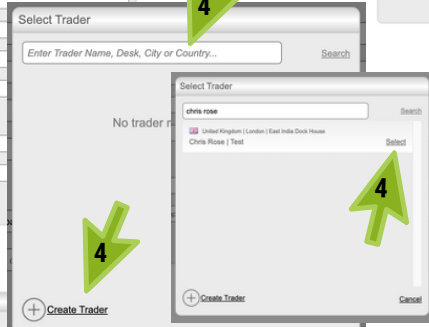
2. Select **Internal** or **External** connection

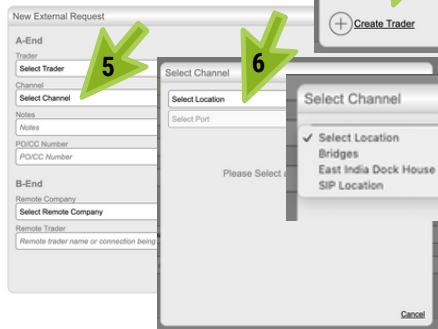
3. Select **A-End Trader**

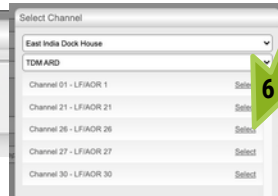
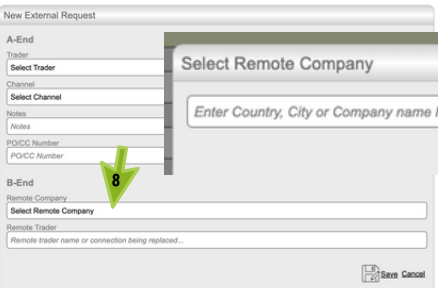
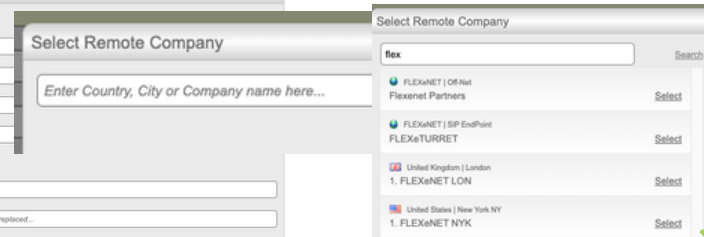
5. Select **A-End Channel**

8. Select **B-End Company**

10. Enter **B-End Trader Name** and **select Signal** from drop down menu

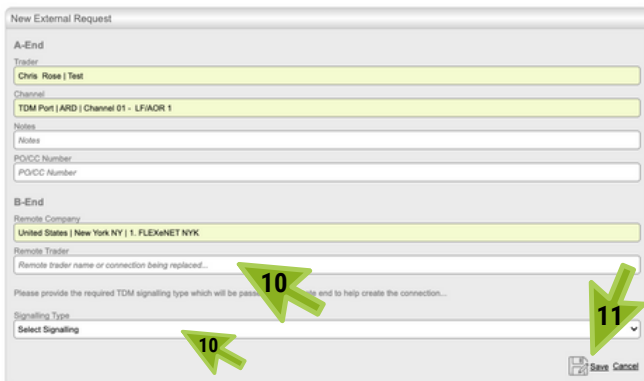







9. Enter Full or Partial **B-End Country, City or Company** and click Search then Select from the list.

11. Click **Save**




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

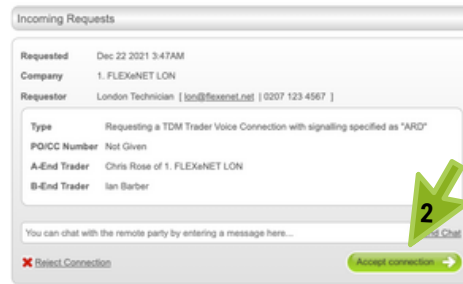
## ACCEPT AN INCOMING CONNECTION REQUEST

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

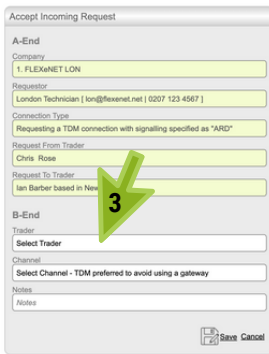
1. Click **Incoming Request** on the left side of the Dashboard or click **Requests** on the Menu Bar.



2. Click **Accept Connection**



3. Select **B-End Trader**



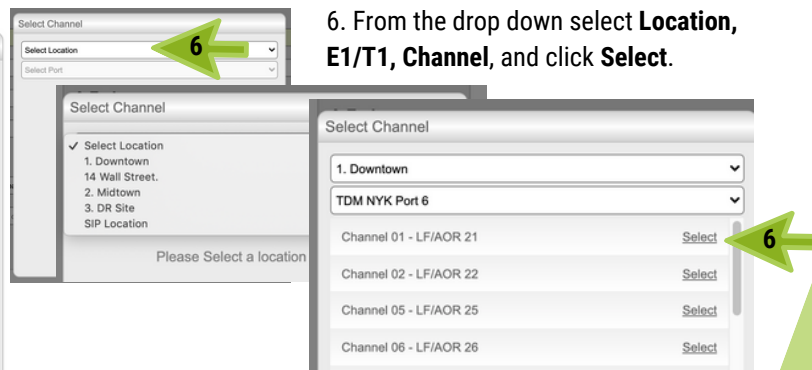
4. Enter **Full or Partial Trader name** and click **Search** then select trader from the list. If new trader, select **Create Trader**.



5. Select **B-End Channel**

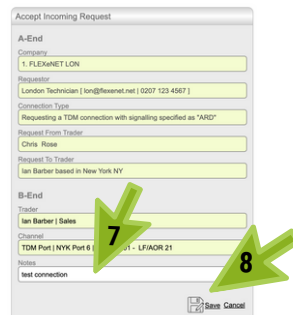


6. From the drop down select **Location, E1/T1, Channel**, and click **Select**.

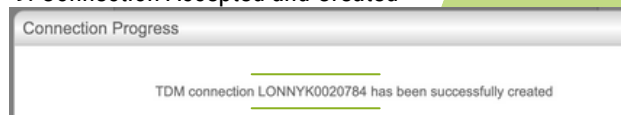


7. Add notes to help with further identification (optional)

8. Click **Save**



9. Connection Accepted and Created

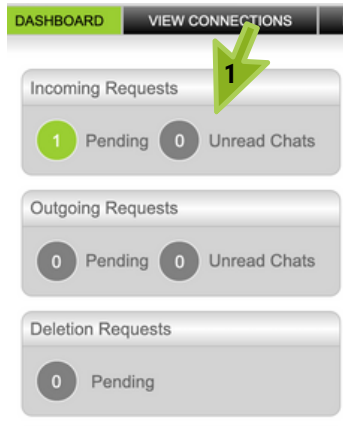


10. The circuit is now live, ready to test, and deploy onto your traders boards in the normal way

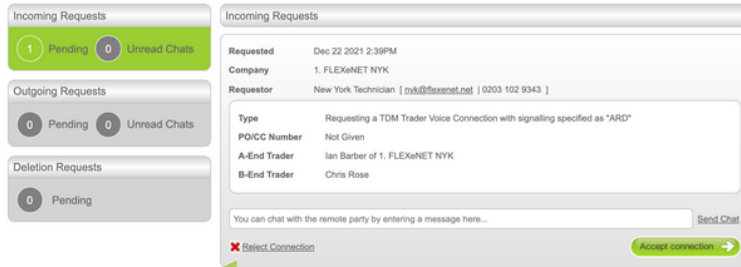
## REJECT AN INCOMING CONNECTION REQUEST

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

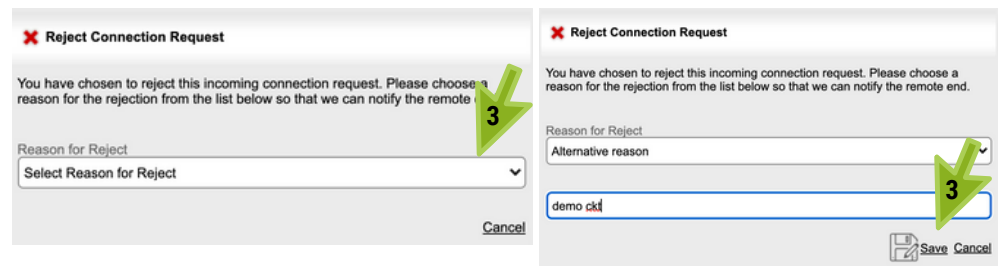
1. Click **Incoming Request** on the Dashboard or click **Requests** on the Menu Bar.



2. Click **Reject Connection**

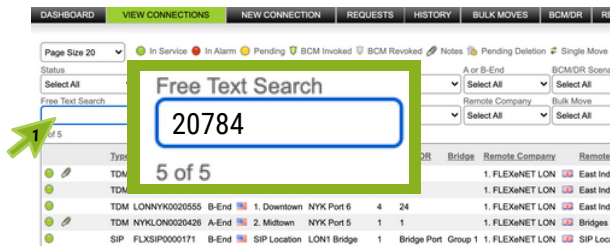


3. From the drop down, select a reason and click **Save**



## INITIATE, AUTHORIZE, OR CANCEL A DELETION REQUEST

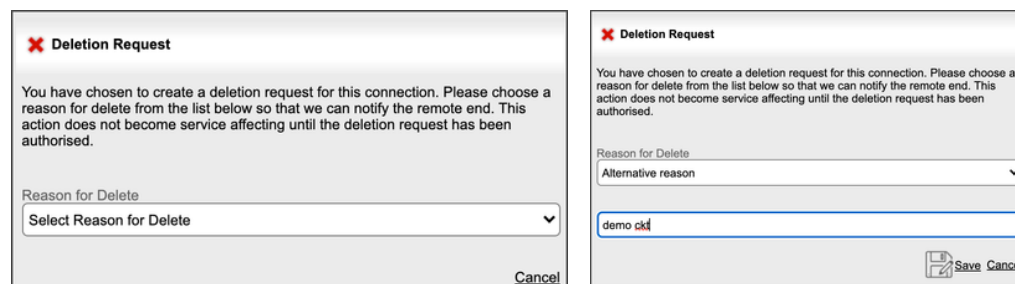
1. **View Connections** from the menu bar and **search** for the circuit to delete and hit enter/return on your keyboard.



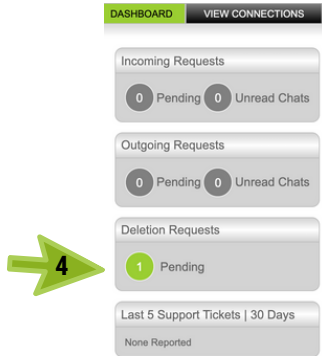
2. Click the **Trash can icon**



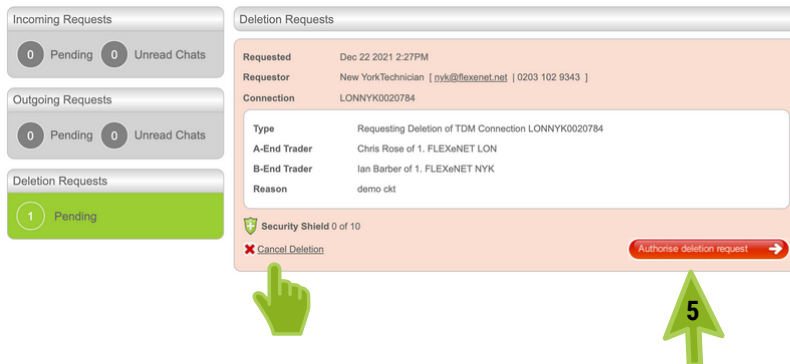
3. From the drop down menu select a reason for deletion and **Save**



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



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



6. Lastly, confirm deletion request by clicking **Save**.

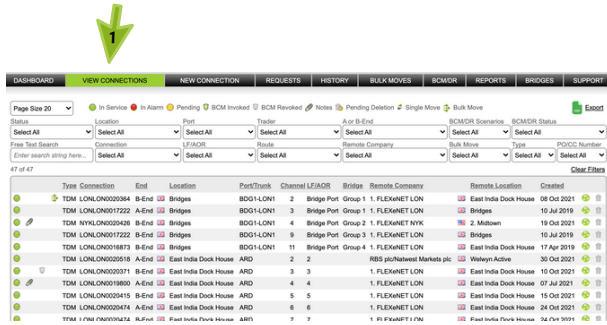


7. Deletion Security restricts the number of Connections that can be deleted in a **24 hour period** to limit the impact of unauthorised access to your account. If the default limit of **10** is not enough for your needs, we can easily increase it to whatever level you want.

## TO VIEW A CONNECTION

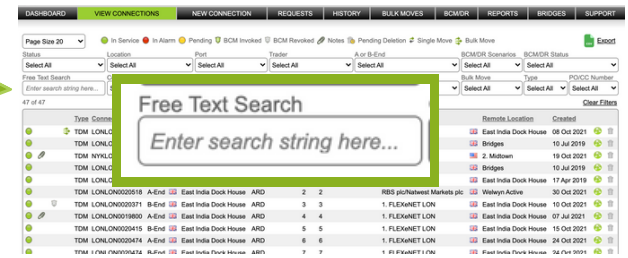
The View Connections page allows you to view your entire circuit inventory. Here you can search for a specific circuit, view circuits by the T1/E1, bridge, remote company, see circuit status, and more.

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



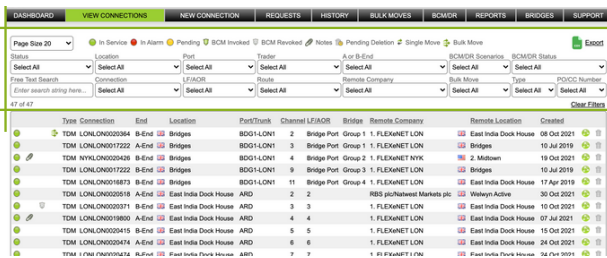
The screenshot shows the Flexenet dashboard with the 'VIEW CONNECTIONS' menu item highlighted in green. Below the menu bar, there are various filters and a table of connections. A green arrow points to the 'VIEW CONNECTIONS' menu item.

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



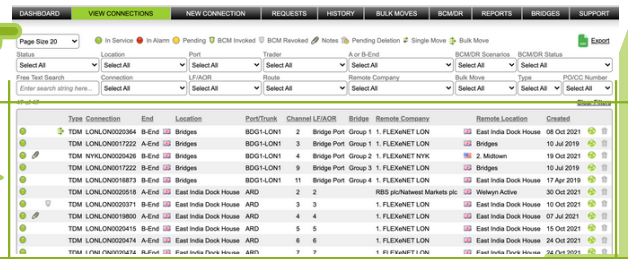
The screenshot shows the Flexenet dashboard with the 'Free Text Search' box highlighted in green. The box contains the text 'Enter search string here...'. A green arrow points to the search box.

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



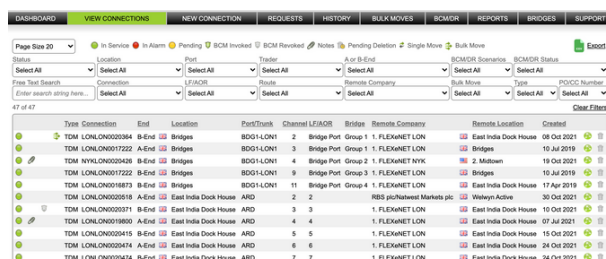
The screenshot shows the Flexenet dashboard with various filter options highlighted in green. A green arrow points to the filter options.

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.



The screenshot shows the Flexenet dashboard with the circuit inventory table highlighted in green. A green arrow points to the table.

5. **Export** your inventory to an Excel spreadsheet



The screenshot shows the Flexenet dashboard with the 'Export' button highlighted in green. A green arrow points to the 'Export' button.



## 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



### 2. Select **Create Bulk Move**



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

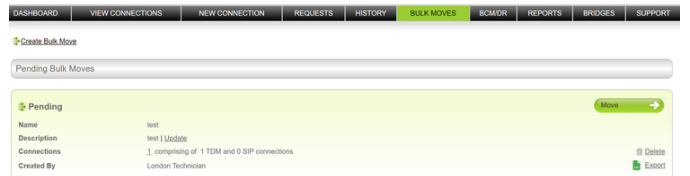
#### Create Bulk Move

Please enter a Name and Description for the new Bulk Move below, once created you can add connections to it from within the View Connections page.

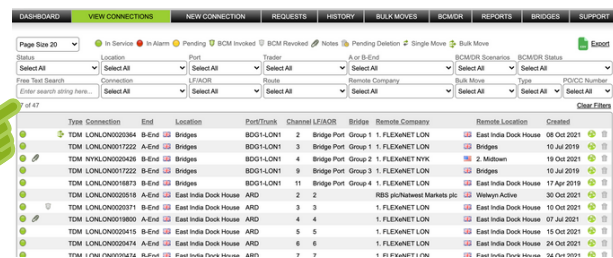
**Name**

**Description**

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

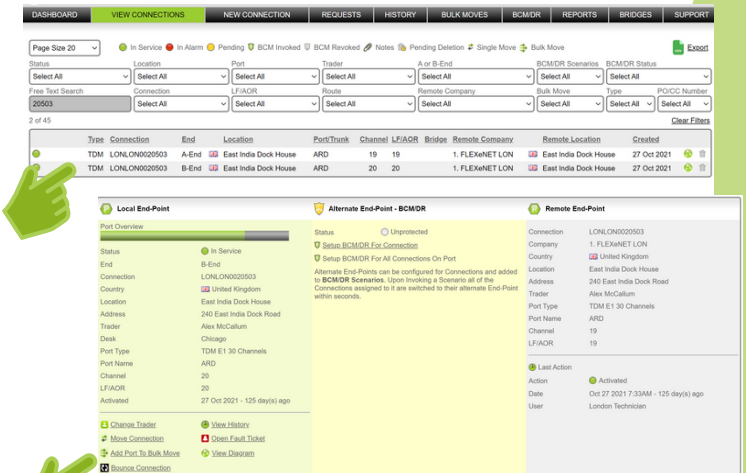


### 4. To add circuits to a Bulk Move go to View Connections and search for the circuit to add.



Type	Connection	End	Location	Port/Trunk	Channel	LFI/ADR	Bridges	Remote Company	Remote Location	Created
TDM	LONLON0020364	B-End	Bridges	BDG1-LON1	2	Bridge Port Group 1	1. FLEXENET LON	East India Dock House	08 Oct 2021	
TDM	LONLON0017222	A-End	Bridges	BDG1-LON1	3	Bridge Port Group 1	1. FLEXENET LON	East India Dock House	19 Jul 2019	
TDM	NYNLON0020428	B-End	Bridges	BDG1-LON1	4	Bridge Port Group 2	1. FLEXENET NYK	2. Midlum	18 Oct 2021	
TDM	LONLON0017222	B-End	Bridges	BDG1-LON1	9	Bridge Port Group 3	1. FLEXENET LON	Bridges	10 Jul 2019	
TDM	LONLON0018873	B-End	Bridges	BDG1-LON1	11	Bridge Port Group 4	1. FLEXENET LON	East India Dock House	17 Apr 2019	
TDM	LONLON0020519	A-End	East India Dock House	ARD	2	2	RIB pjt/Netwest Markets plc	Weylyn Active	30 Oct 2021	
TDM	LONLON0020371	B-End	East India Dock House	ARD	3	3	1. FLEXENET LON	East India Dock House	15 Oct 2021	
TDM	LONLON0019800	A-End	East India Dock House	ARD	4	4	1. FLEXENET LON	East India Dock House	07 Jul 2021	
TDM	LONLON0020415	B-End	East India Dock House	ARD	5	5	1. FLEXENET LON	East India Dock House	15 Oct 2021	
TDM	LONLON0020474	A-End	East India Dock House	ARD	6	6	1. FLEXENET LON	East India Dock House	24 Oct 2021	
TDM	LONLON0020503	B-End	East India Dock House	ARD	7	7	1. FLEXENET LON	East India Dock House	27 Oct 2021	

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



#### Local End-Point

**Port Overview**

Status: ● In Service

End: B-End

Connection: LONLON0020503

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: 20

LFI/ADR: 20

Activated: 27 Oct 2021 - 125 day(s) ago

**Actions:** Change Trader, Move Connection, Add Port To Bulk Move, Bounce Connection, View History, Open Fault Ticket, View Diagram

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

#### Add Port To Bulk Move

Select Location

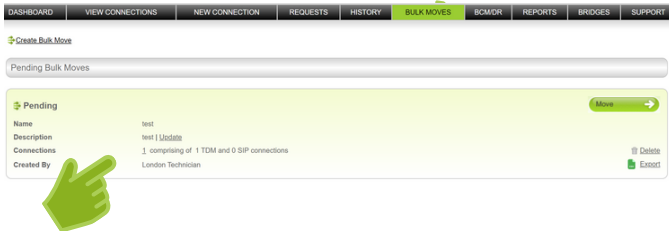
Select Port

Select existing Bulk Move or add new

## BULK MOVES

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

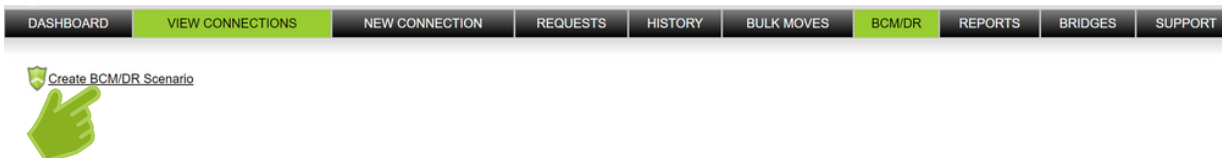
Select **Bulk Moves** from the Menu Bar. Locate your named Move. Here you can also see the number of private lines in the move. Select **Move**.




## 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**.




2. Name the scenario and **Save**.

 **Create BCM/DR Scenario**

Please enter a Name and Description for the new BCM/DR Scenario below, once created you can add connections to it from within the View Connections page.

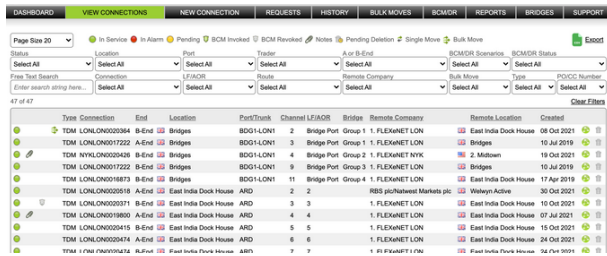
Name

Description

 **Save** [Cancel](#)

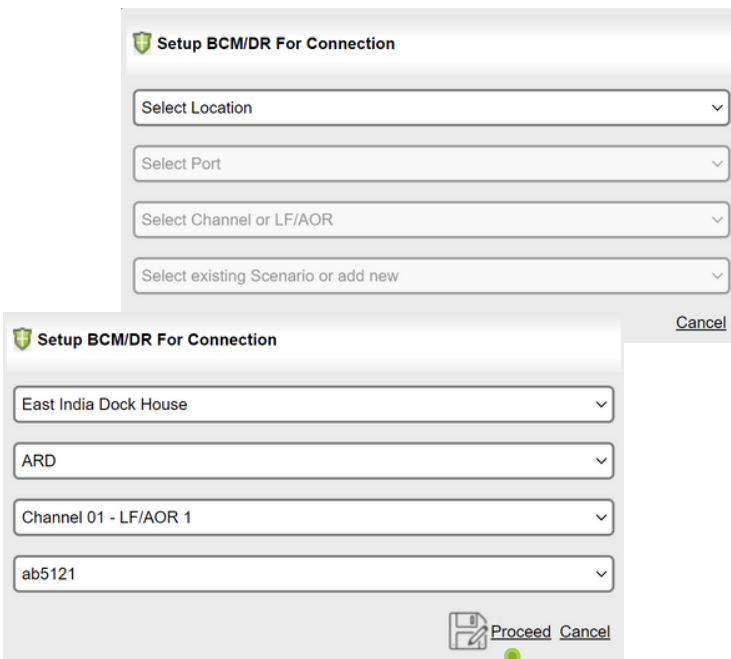
## DISASTER RECOVERY AND BUSINESS CONTINUITY SOLUTIONS

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

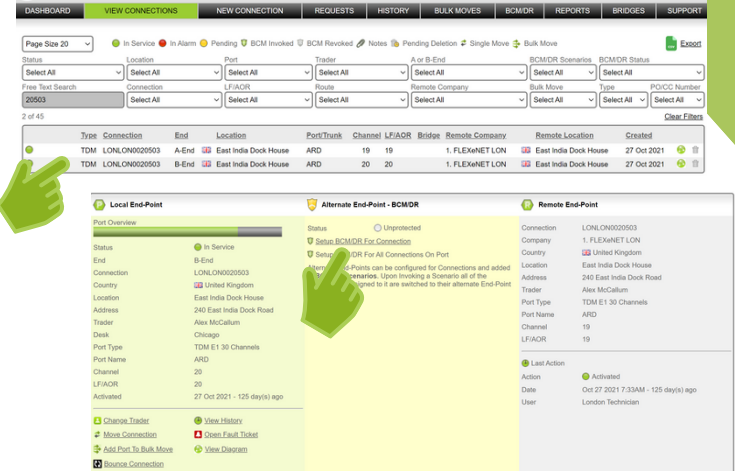


Type	Connection	End	Location	Port/Trunk	Channel	LFI/AOR	Bridge	Remote Company	Remote Location	Created
TDM	LONLON020396	B-End	Bridges	BDG1-LON1	2	Bridge Port Group 1	1. FLEXENET LON	East India Dock House	09 Oct 2021	
TDM	LONLON021222	A-End	Bridges	BDG1-LON1	3	Bridge Port Group 1	1. FLEXENET LON	East India Dock House	19 Jul 2019	
TDM	NYKLN0202426	B-End	Bridges	BDG1-LON1	4	Bridge Port Group 2	1. FLEXENET NYK	2. Midway	19 Jul 2019	
TDM	LONLON021722	B-End	Bridges	BDG1-LON1	9	Bridge Port Group 3	1. FLEXENET LON	East India Dock House	19 Jul 2019	
TDM	LONLON021673	B-End	Bridges	BDG1-LON1	11	Bridge Port Group 4	1. FLEXENET LON	East India Dock House	17 Apr 2019	
TDM	LONLON020518	A-End	East India Dock House	ARD	2		RBS pichayward Markets plc	Weslyn Active	30 Oct 2021	
TDM	LONLON020371	B-End	East India Dock House	ARD	3		1. FLEXENET LON	East India Dock House	10 Oct 2021	
TDM	LONLON021980	A-End	East India Dock House	ARD	4		1. FLEXENET LON	East India Dock House	07 Jul 2021	
TDM	LONLON020415	B-End	East India Dock House	ARD	5		1. FLEXENET LON	East India Dock House	15 Oct 2021	
TDM	LONLON020474	A-End	East India Dock House	ARD	6		1. FLEXENET LON	East India Dock House	24 Oct 2021	
TDM	FIN FNB0200474	A-End	East India Dock House	ARD	7		1. FLEXENET FIN	East India Dock House	24 Oct 2021	

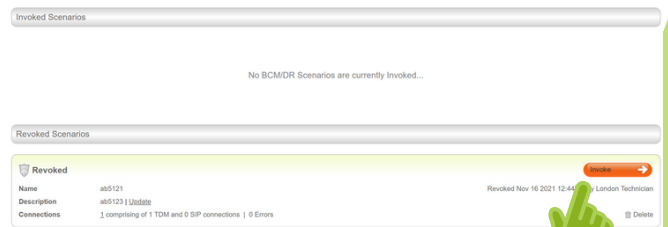
5. Follow the dropdowns, select your named Scenario and select **Proceed**.



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

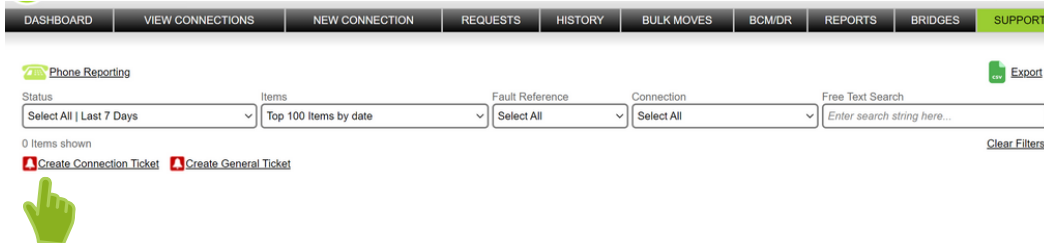


6. To activate DR, go back to BCM/DR tab, locate your scenario under Revoked, and **Invoke**.

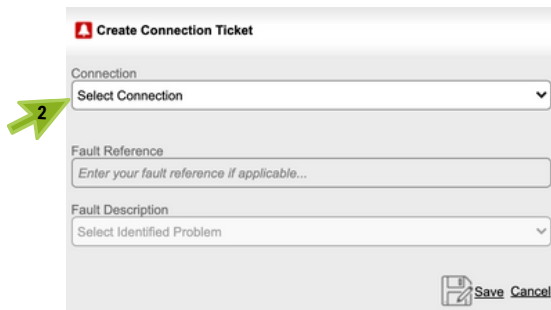


## TO REPORT A FAULT ON A CIRCUIT

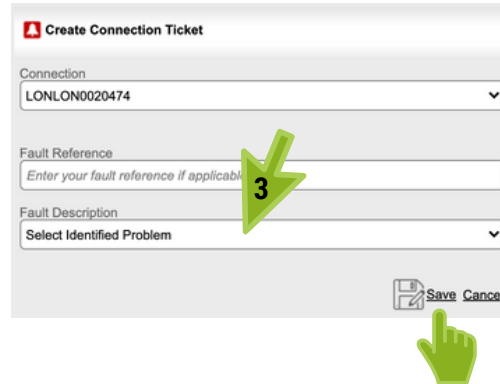
1. **Support** from the Menu Bar and select **Create Connection Ticket**.



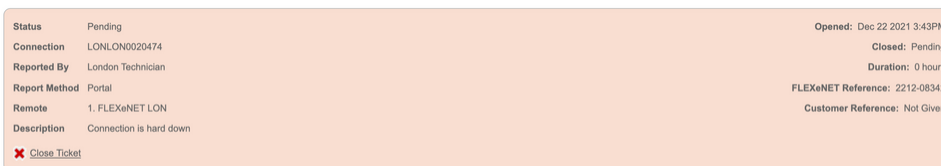
2. Select the circuit from the drop down.



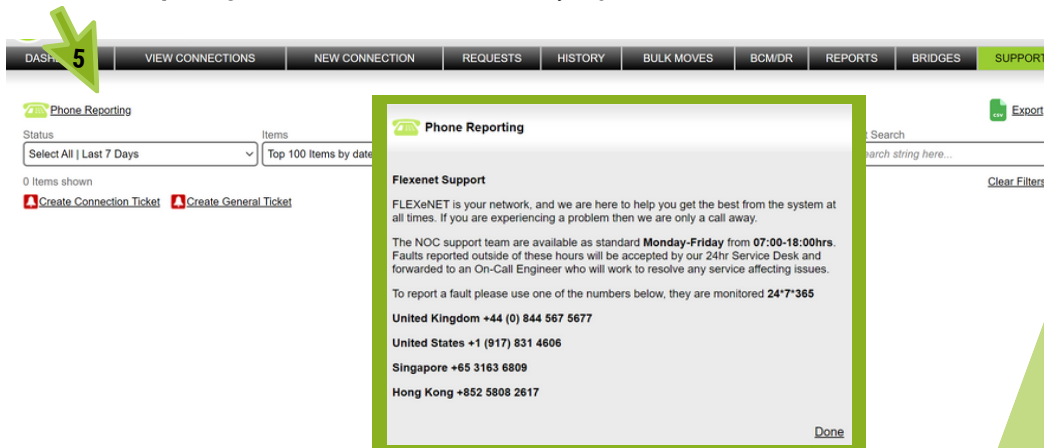
3. From the drop down menu, select the **Fault Description** and then **Save**.



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.

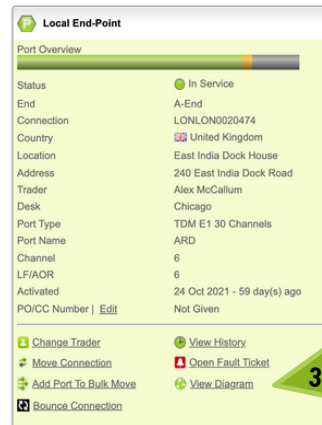
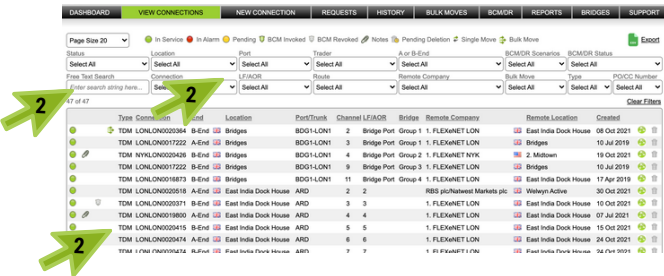


## DIAGRAMS - CIRCUITS

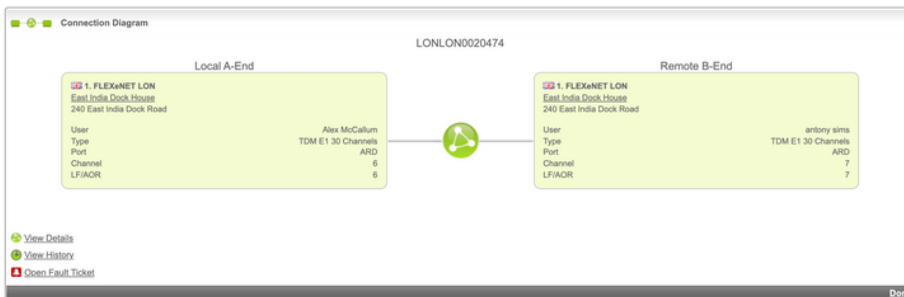
A drawing of your circuits and bridges is available to provide a visual of your circuit routing end to end

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.

3. Select **View Diagram**



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**



3. Select Connection

Free Text Search: LONLON020364

Connection: Select All

LF/AOR: Select All

Route: Select All

Remote Company: Select All

Bulk Move: Select All

Type: Select All

PO/CC Number: Select All

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Type	Connection	End	Location	Port/Trunk	Channel	LF/AOR	Bridge	Remote Company	Remote Location	Created
TDM	LONLON020364	B-End	Bridges	BDG1-LON1	2	Bridge Port	Group 1	1. FLEXENET LON	East India Dock House	08 Oct 2021



4. View Diagram

**Local End-Point**

Port Overview

Status: In Service

End: B-End

Connection: LONLON020364

Country: United Kingdom

Location: Bridges

Address: Flexenet Limited, BIS Suite A4, Ground Floor, 240 East India Dock Road, E14 9YY

Trader: Kevin SIP

Desk: Test

Port Type: TDM E1 30 Channels

Port Name: BDG1-LON1

Channel: 2

LF/AOR: Bridge Group\_1

Activated: 08 Oct 2021 - 75 day(s) ago

---

**Bulk Move Planned**

test Remove

Location: Bridges

Port: BDG1-LON1

Channel: 1

LF/AOR: Bridge Port

---

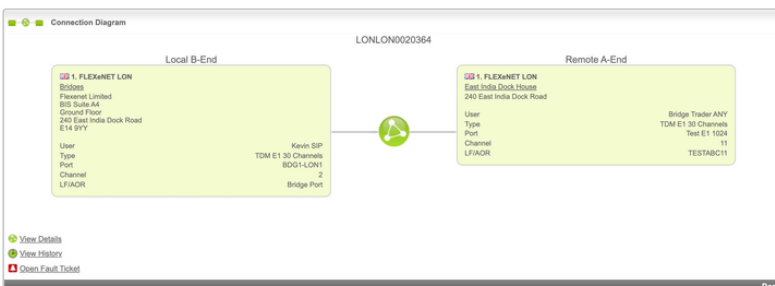
Change Trader: View History

Move Connection: Open Fault Ticket

Add Port To Bulk Move: View Diagram

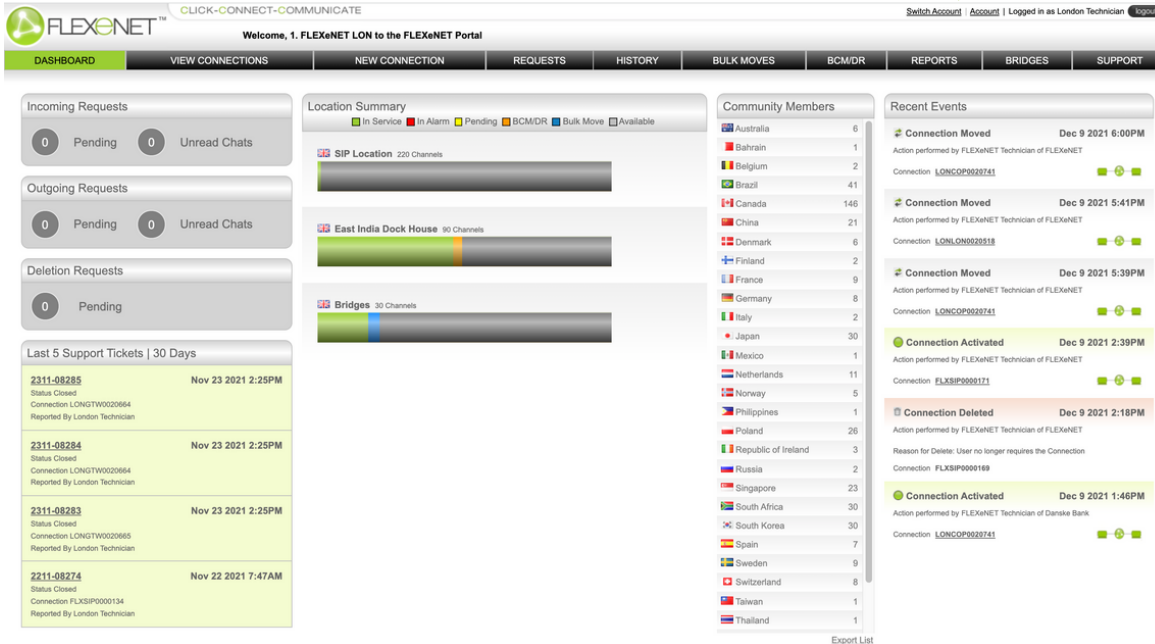


6. This is the resulting diagram which identifies the A and B Ends, User, and E1/T1 and channel assignments



## ACCOUNT MANAGEMENT

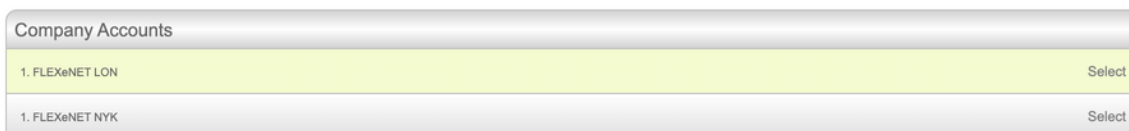
- The **Account** buttons are located in the top right corner no matter which page you're viewing in the Portal

The screenshot shows the FLEXeNET Portal interface. At the top, there's a navigation bar with tabs: DASHBOARD, VIEW CONNECTIONS, NEW CONNECTION, REQUESTS, HISTORY, BULK MOVES, BCM/DR, REPORTS, BRIDGES, and SUPPORT. The main content area is divided into several sections:

- Incoming Requests:** Shows 0 Pending and 0 Unread Chats.
- Outgoing Requests:** Shows 0 Pending and 0 Unread Chats.
- Deletion Requests:** Shows 0 Pending.
- Last 5 Support Tickets | 30 Days:** Lists recent tickets with status (Closed) and dates.
- Location Summary:** Displays bar charts for SIP Location (220 Channels), East India Dock House (90 Channels), and Bridges (30 Channels).
- Community Members:** A list of countries with their respective member counts.
- Recent Events:** A log of actions such as 'Connection Moved' and 'Connection Activated' with timestamps and connection IDs.

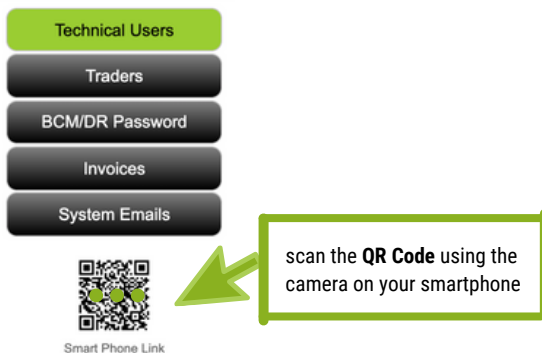
- Switch Account** - if you manage more than one account, you can switch between accounts without logging out first.



The screenshot shows a 'Company Accounts' selection menu with two options:

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

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



This section features a vertical stack of navigation buttons: Technical Users, Traders, BCM/DR Password, Invoices, and System Emails. Below these is a QR code labeled 'Smart Phone Link'. A green arrow points to the QR code with a text box that says: 'scan the QR Code using the camera on your smartphone'.