



Support Guide to Venali Account Management Center

The Account Management Center (AMC) is a secure web-based administrative tool for users to access account activity and information. This complete resource is available 24/7 and provides all the data you need to manage fax traffic more effectively.



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General

FUNCTIONS OF THE ACCOUNT MANAGEMENT CENTER

(AMC) | Users can examine account information including current and past fax activity, request detailed reports, review account balance, statements, billing address and payment information, modify user access and email accounts, and also check fax rates.

ACCESSING THE AMC | The Account Management Center can be accessed via the home page of the Venali website at www.venali.com. At the bottom of the page under Account Management Center, enter your User ID (account number) and Password, and click Log-in.

User ID/Password

REQUEST USER ID | The User ID (account number) and Password is given to the authorized account contact at the time of account registration. Depending on the type of account (i.e. corporate), not all users may have access to the AMC. Please contact your IT department to request user privileges. For all other accounts, send a request to the Venali Support Team.

REQUEST PASSWORD | Please contact the Venali Support Team if you have forgotten your Password.

CHANGE PASSWORD | Send your request to the Venali Support Team.

Account Information

VIEWING A LIST OF FAX NUMBERS ASSIGNED TO AN

ACCOUNT | Click on “My Account” and “fax numbers” in the menu bar to view a list of the company’s local and toll-free in-bound virtual fax numbers. This list makes it easy to verify that the fax to email numbers correspond with the target email address(es).

CHANGING INCORRECT EMAIL ADDRESS(ES) | The target email address displayed in the “fax numbers” section is only for viewing and cannot be changed. To change incorrect email address(es), click on “My Account” and email accounts” in the menu bar. A user must have administrative privileges to change this information.

Fax Activity

VIEWING STATUS OF FAX TRANSMISSIONS | Under the “current activity” section of “My Account”, a user can view account activity by specifying a specific time frame and click “go”. Users can view by one of three categories: “Faxes sent”, “Faxes received,” or “Faxes sent to a specific number”.

For faxes sent, a page is generated with the following information in graphical form:

- where faxes are going
- number of faxes sent
- how many faxes were delivered
- reasons why faxes did not go through



By clicking on “view call details” on the right-hand side of the screen, a list of all faxes sent during the specified time will appear, with the most recent ones displayed first. The following information is displayed for every fax:

- Date/Time
- Sender
- Destination
- Phone Number
- Pages
- Duration
- Charge
- Status

A green checkmark under the Status column signifies the transmission was successful. If a red “x” under the Status column appears, the fax transmission did not go through. Roll your cursor over the “x” to view an explanation.

A printing option is available on this page.

VIEWING FAX ACTIVITY FOR IN-BOUND FAXES | Users can view faxes under the “current activity” section of “My Account” by specifying a specific time frame and clicking “go”. Fax traffic information can be retrieved in one of three categories: “Faxes sent”, “Faxes received” or “Faxes sent to a specific number”. When specifying the dates for faxes received, a list is generated with the most recent fax activity first.

Each fax received contains the following information:

- Date/Time
- Sender
- Destination
- Pages
- Duration
- Charge
- Status

A printing option is available on this page.

THE DIFFERENCE BETWEEN “CURRENT” AND “PAST” ACTIVITY | The exact same information is available in “current” and “past” activity. The only difference is that current activity displays accounts not yet invoiced, and past activity lists accounts already invoiced.

SEARCHING FOR FAXES SENT TO A PARTICULAR NUMBER | Navigate to the “current activity” section of “My Account”. In the “Faxes sent to a specific number” field, insert the phone number, including area code, followed by the percentage sign (%). For example, a call to a New York City number would read “12125551212%” (without the quotes).

The following information is displayed for all faxes:

- Date/Time
- Sender
- Destination
- Phone Number
- Pages
- Duration
- Charge
- Status

A printing option is available on this page.

SEARCHING FOR FAXES BY AREA CODE | Navigate to the “current activity” section of “My Account”. In the “Faxes sent to a specific number” field, insert the area code only followed by a percentage sign (%). For example, to search for all faxes sent to New York City, insert “1212%” in the field (without the quotes).

SEARCHING FOR FAXES BY COUNTRY CODE | Navigate to the “current activity” section of “My Account”. In the “Faxes sent to a specific number” field, insert the country code only followed by a percentage sign (%). For example, to search for all faxes sent to England, insert “44%” in the field (without the quotes). Note: International dialing prefixes such as “011” are not required.



SEARCHING FOR FAXES BY COUNTRY CODE AND CITY CODE | Navigate to the “current activity” section of “My Account”. In the “Faxes sent to a specific number” field, insert the country and city code only followed by a percentage sign (%). For example, to search for all faxes sent to Munich, Germany, insert “4989%” in the field (without the quotes). Note: International dialing prefixes such as “011” are not required.

SEARCHING FOR CONFIRMATIONS OF SUCCESSFUL FAX TRANSMISSIONS | Under the “current activity” section of “My Account”, insert today’s date for “faxes sent”. This will generate a page of graphs with the following information:

- where faxes are going
- number of faxes sent
- how many faxes were delivered
- reasons why faxes did not go through

By clicking on “view call details” on the right-hand side of the screen, a list of all faxes sent during the specified time will appear, with the most recent ones displayed first. The following information is displayed for every fax:

- | | |
|----------------|------------|
| ■ Date/Time | ■ Pages |
| ■ Sender | ■ Duration |
| ■ Destination | ■ Charge |
| ■ Phone Number | ■ Status |

A green checkmark under the Status column signifies the transmission was successful. If a red “x” under the Status column appears, the fax transmission did not go through. Roll your cursor over the “x” to view an explanation.

A printing option is available on this page.

SEARCHING FOR FAXES SENT OVER 30 DAYS | Unless your company has signed up for archiving services, faxes are automatically deleted from the system after 30 days.

PRINTING FAX ACTIVITY INFORMATION | A print function (Ctrl + P) is available when fax transmission information is displayed.

Archiving Information

STORAGE LIMIT FOR FAX TRANSMISSIONS | Venali keeps faxes for a 30-day period or up to 1 MB of storage space, whichever is reached first. If additional storage is desired, Venali can store fax transmissions under our Archiving feature.

COST FOR ARCHIVING DOCUMENTS | For the first 30 days, faxes are kept at no cost to the end customer. After that, they are erased. Additional storage space is available for a cost of \$1 per MB of storage space.

REGISTERING FOR AN ARCHIVING ACCOUNT | To sign up for archiving services, please contact the Venali Support Team. Please note that not all users have privileges to archiving features. Many corporate accounts require special administrator privileges, which are granted by the company.

Detailed Reporting

CALL DETAIL RECORD (CDR) | A CDR is a Call Detail Record which allows users to receive an electronic report of fax activity suitable for import into other applications.

REQUESTING A CDR | Once you log-in to the AMC with your Password, a CDR can be sent to any email address requested.



CDR FILE FORMAT | A CDR is delivered in a zipped/CSV file that can be opened by Excel or other applications.

ACCESSING PAST CDR INFORMATION | Report information is stored in the system for a period of up to 3 months.

Statements/Account Balance/Billing

STATEMENT INFORMATION | Under “My Account” and “statements”, you can examine your account statement to check your amount and new balance.

ACCESSING PAST ACCOUNT STATEMENTS | Account statements are stored in the system for a period of up to one year.

ACCOUNT BALANCE INFORMATION | Under “My Account” and “account balance”, you can view your current account balance to date and a list of payment transactions with the following details:

- date
- description (statement number, credit memos)
- type (how the payment was made)
- amount
- info

To get a more detailed summary regarding fax transmissions, a user must access that information through “current activity” or “past activity”.

VIEWING BILLING ADDRESS | The billing address shown is the primary account holder’s address from the original account application that Venali has on file for the user.

CHANGING BILLING ADDRESS | Click the “change” link on the billing address display page. Once all new information has been entered, click “update”. Only those users with privileges to this page will be able to access and modify the billing address.

PAYMENT INFORMATION | Payment information lists the credit card information if the account is set up in a credit card format.

User Access

GRANTING USER PRIVILEGES | In the “user access” section, administrators or managers can grant users the following privileges. Click on “new” or “modify” and select which of the criteria you would like to grant the user:

- | | |
|--------------------------------|-------------------------------------|
| ■ Logon | ■ Maintain users |
| ■ View current activity | ■ View fax cost |
| ■ View past activity | ■ View transmissions by other users |
| ■ View billing information | ■ View full phone numbers |
| ■ View credit card information | ■ Request call detail records |
| ■ View invoices | ■ View fax documents |
| ■ View rates | |

Email Accounts

UPDATING ACCOUNT EMAIL ADDRESSES | Under “email accounts”, users can add or remove email addresses to an account. Please note that only the email addresses displayed are able to send faxes using this account.

Security

PERMISSIONS TO ACCESS FAX ACTIVITY | A user can only access fax traffic with an individual User ID. Depending on how the account was set up and which permissions were granted, some users (such as administrators) have access to the global fax traffic of a company.



AMC/FAX TRANSMISSION SECURITY | Just like the Venali network, the AMC provides both virus and firewall security. The Venali network and the AMC are protected through firewalls on packet and application levels. Documents within the Venali network are encrypted on several levels (3DES, SSL, TLS) with a symmetric cipher for privacy and confidentiality. Upload/download of documents is protected using TLS for email or SSL when using HTTP. Transmissions over the public Internet to our remote location are protected using VPN technology and vigilantly monitored with an intrusion detection system.

AUTOMATIC LOG-OUT FEATURE | Any AMC session times out after 5 minutes of inactivity for security purposes. Users must log-in again using their User ID and Password.

If you have any other questions, click “Contact Us” from the Support menu bar and submit inquiries to the Venali Support Team. Questions will be answered within 24 hours.