Brief instruction of 3U TELECOM Customer Portal

Access:

The access to the 3U customer portal is only possible via 2-factor authentication. Every new user receives a welcome e-mail with his username and a link. By opening the link, the user is asked to enter a password by his choice (consisting of at least 8 characters, including at least one number and one special sign).

Afterwards the username and the password must be entered once again. After successful authentication of the first factor, the second factor must be activated. In order to activate the second factor, you need one of an authenticator app below on your mobile device using the TOTP method (such as the Microsoft or Google authenticator app).

https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2

https://play.google.com/store/apps/details?id=com.azure.authenticator

https://apps.apple.com/de/app/google-authenticator/id388497605

https://apps.apple.com/de/app/microsoft-authenticator/id983156458

By scanning a QR code, the second factor get set up. Please follow the instructions in the app. After a successful configuration, you can log in to the 3U TELECOM customer portal with your password and the app at any time.

Set up further users for your company:

You can independently create additional users for your company in order to grant the necessary employees access to the 3U TELECOM customer portal. The use of shared accounts is limited due to the 2-factor authentication.

By clicking on your initials (top right corner), a menu opens that allows you to navigate to the user accounts. By selecting the user accounts, you can change settings or add further users.

Please follow the rules below when creating new user accounts:

- Please enter the e-mail address of the new user in both the „username" and the „e-mail" fields.
- The password field should not be filled in. In this way, the new user will be asked to enter his own password immediately.
- After filling in all the data, you can send an invitation link on the right-hand side of the edit line.

Apps available for your services:

File folder: In this app, you can view or download your invoices or invoice-related documents. All documents are sorted by year and month and can be retrieved individually.

In addition, an exchange drive is available. Here you or your employees as well as 3U TELECOM employees can provide larger files (e. g. CDR data that has been objected to).

Graphs: For 3U TELECOM data center customers, the graphs of the utilization of the internet connection are presented in this app. The capacity utilization according to bandwidth as well as according to volume are available. Everything can be viewed depending on the chosen period.
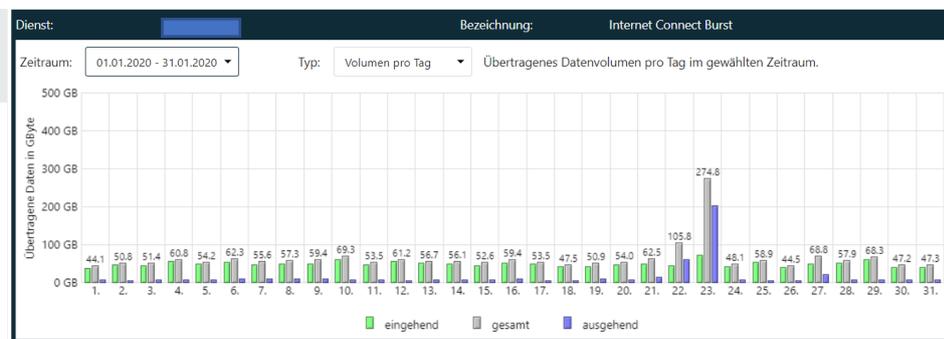
Gear wheel: This app displays the services contracted with 3U TELECOM. It shows the start date, the minimum contract period and a termination date (for canceled services).

Group: Here you will find all your contacts from 3U TELECOM. At the same time, your own contact details are also listed here. In this way, you can check at any time whether your contact details are still up to date.

Contact for questions regarding the customer portal:

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