Magrathea Client Portal

User Guide 1.2.8

9 Feb 2022

Contents

Overview

This guide is for users of the Magrathea Client Portal.

Access is via username and password, available on request by emailing Support on support@magrathea-telecom.co.uk.

The Client Portal has been designed to make day-to-day management of your Magrathea account as simple and easy as possible.

Using the Client Portal you are able to view the details that we hold for you, access information on our services, and make simple changes to your account. There are different permissions for access to the portal, which means you can grant different access permissions to different people, depending on their different roles role in your organisation. The permissions are

CPORTAL, ACCMGMT, CP999, FTRANSFER, INVOICES, NTSAPIUSER, PORTING, SIPAUTH

Basic	Required for all users but only shows the news page, knowledgebase and any other general information we add from time to time.
Account Admin:	This level of access will enable users to view account details we hold, check the account balance and recent CDRs.
Balance Transfer:	With this permission set users will be able to transfer funds between accounts and also change between standard and restricted tariff options.
Porting:	Users with this level of access can submit and view single line port orders.
999 Submissions:	Users with this level of access can submit and view 999 address data.
SIP Registration:	Users with this level of access can change their SIP Registration password (where a SIP Registration username has already been set up by Support). They can also add and remove authorised IPs where a termination account uses IPs to authorise SIP calls.

Access to the Client Portal is free of charge.

Getting Started

1. Open your browser at : https://client.magrathea.net/login.php
2. Enter your username and password.

Your session will be logged out if idle for more than 15 minutes.

Using the Client Portal

To return to home screen at any time, click on the Magrathea logo.

Options available for 'Basic Access' level

Magrathea Service Status

In the event we need to publish a service update regarding a fault or an interruption to service, these will be shown here. Service updates will usually be emailed to our mailing list as well, so please keep us up to date as to the best email address to receive status information.

Knowledgebase

This is our client download area where you can find our Client Handbook, user guides, rates, contracts and other useful resources. If there is something you need to know but you cannot find the answer here, please just ask!

Options available for 'Account Admin' levels

Client Detail

Here you will see a summary of the contact details that Magrathea currently hold for you. If any information is incorrect or has recently changed, please email support@magrathea-telecom.co.uk so we can update our records.

Account Overview

This will show you a summary of your active accounts, it will show you the balance currently available to use on each of the accounts.

'Main Funds' shows any credit you have added to the account. 'Other Funds' will show any test credit or revenue earned from incoming numbers (where applicable). Your active balance is the sum of the two figures, and your account will only cease to operate when both reach zero.

Recent CDRs

You can view details of your last few calls for each of your accounts here. This screen will show you:

Calldate:	The date the call was made (yyyy/mm/dd)
Calltime:	Time start time of the call (hh:mm:ss)
Anumber:	The wholesale account number, followed by the CLI presented of the number that originated the call.
Bnumber:	The number that was dialled which caused the number to be processed by Magrathea.
Origination:	Magrathea internal code reference for the originating number type
Dialled:	The full number that the call was routed to, including country code.
Destination:	Magrathea internal code reference for the destination number type
Duration:	The total duration (in seconds) of the chargeable length of the call.
Debit:	The wholesale cost for the outbound leg of the call (GB Pounds).

Options available for ‘Balance Transfer’ level

Funds Transfer

Here you will be able to transfer funds from one account to another, and also do queries on past transfers. There is a minimum transfer value between accounts of £50 – if your remaining balance is less than £50, please arrange a top up payment, or contact support@magrathea-telecom.co.uk to request a balance transfer.

To transfer funds between accounts, select the account you would like to transfer funds from. Then select the account you would like to transfer the funds to.

Please note that funds showing in the ‘Other Funds’ are made up of any test credit or revenue earned from incoming numbers – these funds are not transferrable to other accounts. Your active balance is the sum of the two figures, and your account will only cease to operate when both reach zero.

Using the slider, the arrows or by typing the amount into the box, select how much you would like to transfer between your accounts and press Submit.

Please read the confirmation carefully – check the account numbers and the amount to be transferred. If you are happy, click Transfer Funds. You will see confirmation that your funds have been transferred.

Restricted Tariffs

In this area you will be able to choose one of our restricted tariff options if required.

There are two options to limit the destinations you can dial by the pence per minute cost on both the standard and gold route plans.

High restriction: A base set of UK business destinations and international routes priced at 3p per minute and under.
Medium restriction: A base set of UK business destinations and international routes priced at 15p per minute and under.

Next to the account number you will see the three options, NONE, MEDIUM and HIGH. To change the restriction your account uses, click on the new restriction option required. Please read the confirmation screen carefully - check the account number and the restriction to be applied.

If you wish to proceed, click on Change Tariff restriction.

SIP Registration

Here you will be able to change your SIP Registration password or to add or remove IPs that are authorised to send calls via your SIP account.

You will only be able to change your SIP Registration password if you already have a username set up – if you do not currently register traffic by username and password, please contact support@magrathea telecom.co.uk to set this up for you. To change your password, select SIP Registration from the menu on the left hand side. Then select IPs and Passwords.

Next to the account number of the account you wish to update, you will see the option to Set SIP pwd. Click on this option and enter your SIP username. Please check this information carefully before proceeding by clicking Submit.

To change the IPs that are authorised to an account, from the home screen, select SIP Registration from the menu on the left hand side. Then select IPs and Passwords. Select the option to Add IPs or Delete IPs as required. Please check the IP carefully before confirming

Options available for 'Porting' level

Single Line Geo Port

This area is where you can place the Single line geographic portability orders and also to check the port orders you have submitted. Please note that orders placed here are not visible in our usual porting portal.

To submit a Single line port, click on New Order and submit the telephone number you would like to port. This will take you to the next screen showing the range holder of the number.

If you agree this is the correct information click in the box and it will take you to the porting form to complete.

Once you have completed the form click submit. The order has now been submitted to the porting team to process.

For full details on the porting process please refer to our porting guide.

Submitting 999 address data

This area is where you will be able to submit and view 999 address data for numbers on your account.
If a number does not exist or does not belong to you a Number not valid message will appear. This means you cannot create a 999 record for this number.

If the number does belong to you but you have no 999 record yet for the number a 'no record found' message will appear and then you can create a new record for the number.

To create a new 999 record you will need to click yes next to 'Would you like to create a 999 record for this number?'

Fill in all the address details and click SUBMIT.

On the next page check all the details and if they are correct click SUBMIT TO EHA.

If on the next page when you check the details, here is an error you can edit them using UPDATE DETAILS.

If a number already has 999 data on it the system will display that data.

You now have two options:

Update your 999 data - fill in all the details and click SUBMIT and then on the next page, correct any errors and SUBMIT TO EHA.

Check your 999 record status with the EHA - for guidance on what constitutes valid 999 data, please see the *Magrathea NTSAPI 999 Appendix*.