



CLOUD ONE USER GUIDE

HOW TO CHECK ACCOUNT
BALANCE



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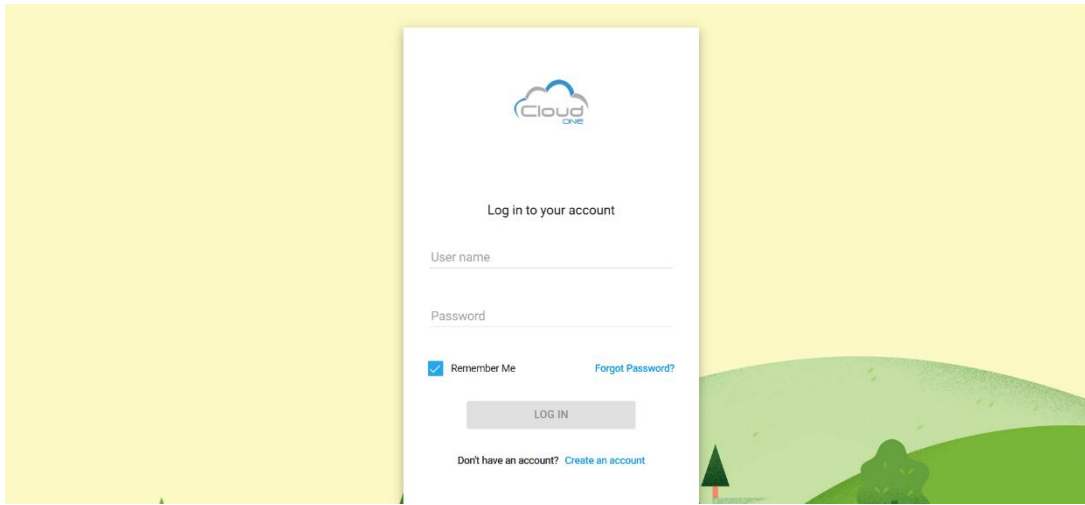
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Log in to your account

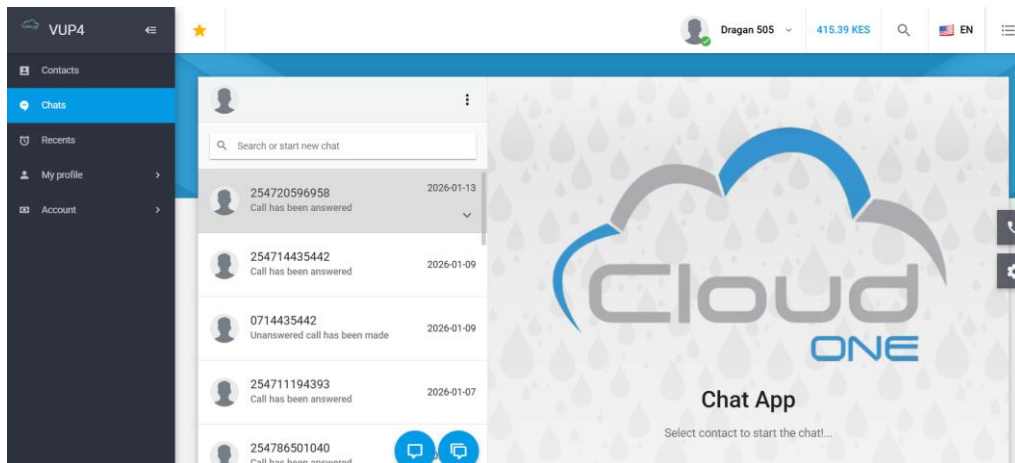
All retail clients can access a self-care web portal that combines functionalities of OTT/RCS clients with account management and billing.

Clients portal is accessible through following link: <https://cs01.cloudone.co.ke/vup/login>



On this link enter your username and password to log in.

After log in – you will be positioned on User Portal – Front Page



Access your Account Balance

At the top right corner, you will see your user log in and current balance.

Additional Information:

To log out from the portal – the user needs to click on your profile name in the top right corner and you will get the option to log out.

We will just briefly mention a few other options available on this screen while the user portal document will provide full information about all options.

On the left-hand side, we see few different options:

- Contacts
- Chats
- Recents
- My profile
- Account

Contacts

If a customer has added contacts, they will be shown in the form of tiles. Contacts are shown with their presence statuses and with avatars. Clicking on a contact shows the profile details.

Chats

Chat option gives you ability to converse with other users that utilise the same type of user portal and exist in your contact list

Recents

Here client can see history of all incoming and outgoing call to his account

My profile

My profile has a set of options where you can modify your profile, create and change Greetings, make quick calls and many more.

Account

The account menu has a few options related to billing/accounting, from top up (which is not active currently), billing information, rates information, phone numbers, etc ...