



Account Registration and Log-In

for the enCloud™ Management System

Encore Networks' cloud management system, enCloud™, provides management of your connected Encore devices via a web portal. Using a web browser, tablet, or smartphone, you can gain access to enCloud from anywhere. The enCloud management system manages Encore Networks' EN-1000™, EN-2000™, EN-3000™, and EN-4000™ routers.

This document discusses procedures for a representative of a tier 1 (value-added reseller, VAR) to register an account with enCloud. It also provides the procedure for any user to log into enCloud.

In this document, see the following sections:

- If you are registering a new account for enCloud, follow the procedure in [Section 1.1, Account Registration](#), on page 1.
- To log into an existing account (that is, for an account that has already been established), follow the procedure in [Account Log-In](#), on page 4.

See the following:

- [Section 1.1, Account Registration](#), on page 1
- [Section 1.2, Account Log-In](#), on page 4
- [Section 1.3, The Tier 1 Account](#), on page 6

1.1 Account Registration

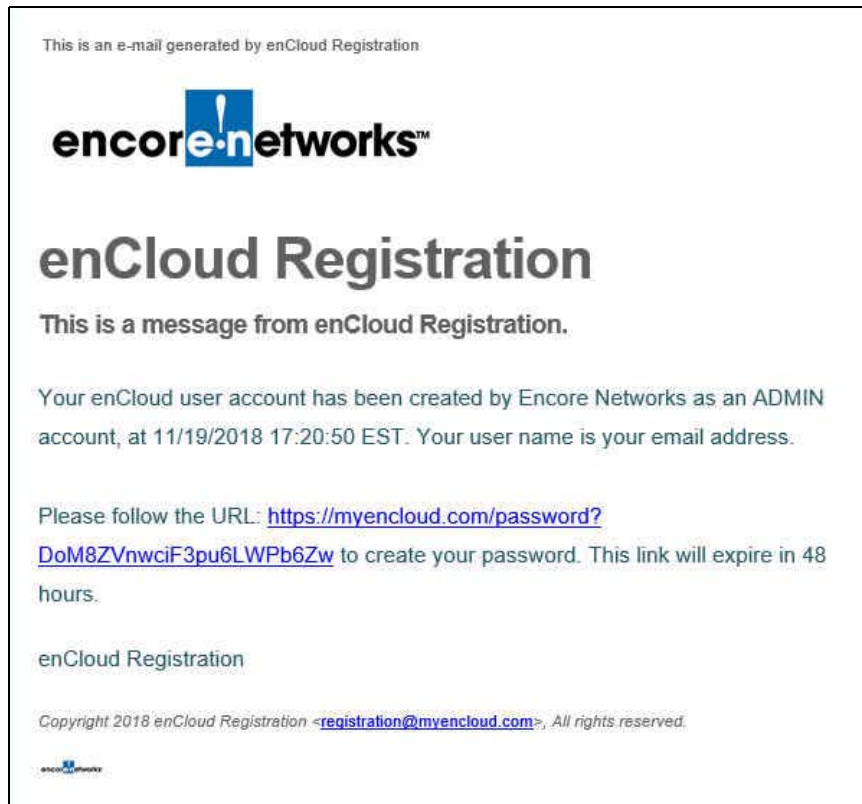
Note: This procedure registers a new account in enCloud. To open an account that has already been established, follow the procedure in [Account Log-In](#), on page 4.

To register a new tier 1 (VAR) account in enCloud, contact your Encore Networks sales representative. You will need to provide an administrative contact (yourself or another person) who will have principal administrative responsibility for the enCloud service. Provide the e-mail address of the administrative contact; that address will be that person's initial log-in identity for enCloud.

The remainder of this document is written as if you are that administrative contact: a tier 1 user with administrative access for the tier 1 account and for its tier 2 (customer) accounts.

After an e-mail address has been provided (in this example, your e-mail address), the administrative contact (you) will receive an e-mail message (similar to [Figure 1-1](#)) containing a URL for access to enCloud.

Figure 1-1. Account Registration Notice



- 1 Open a web browser.

Note: Some browsers may not fully support the enCloud system. For best results, Encore Networks, Inc., recommends the Google Chrome browser. (Chrome is also recommended on a smartphone.)

Make sure Javascript is enabled, and make sure your browser does not block the enCloud pop-up window. (That is, if the browser asks to enable cookies, check **Allow**.)

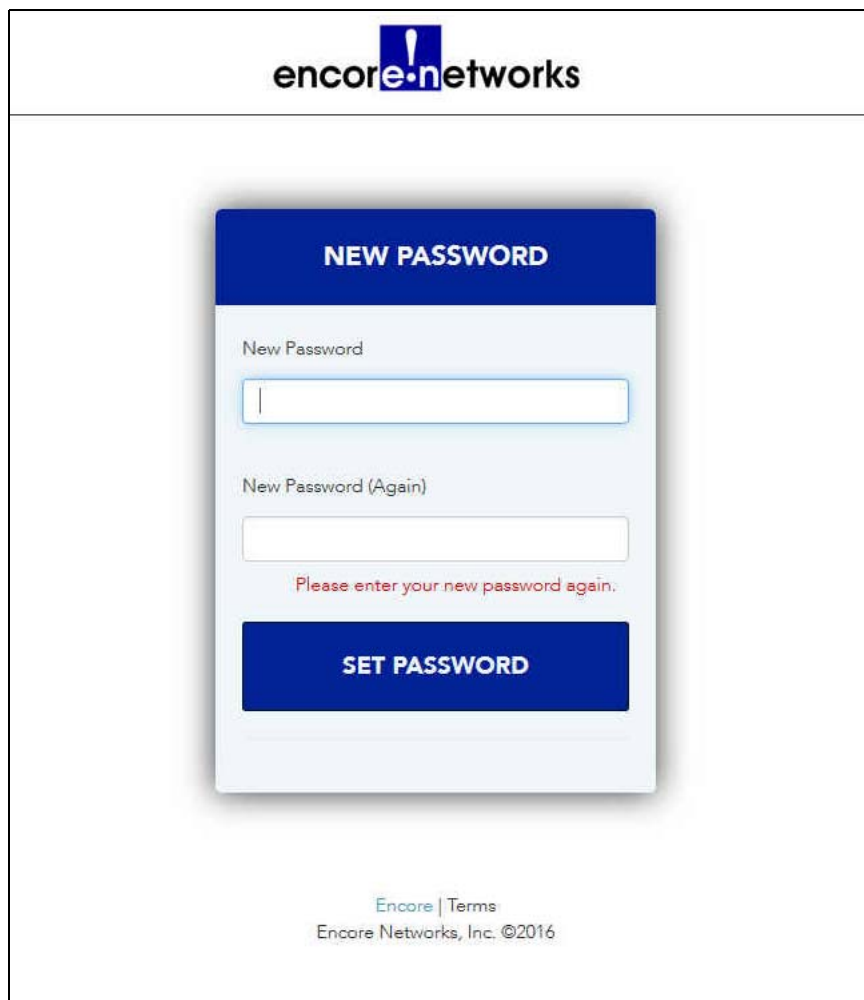
- 2 Copy the URL from the e-mail message to your web browser's address field, or select the link.

Note: The URL might break to a second line, as in [Figure 1-1](#). Make sure you copy the entire URL.

- 3 Press **Enter**.

» The Password Development Panel is displayed ([Figure 1-2](#)).

Figure 1-2. Password Development Panel



The image shows a web form for creating a new password. At the top, the Encore Networks logo is displayed. Below it, a blue header bar contains the text "NEW PASSWORD". The form itself is light blue and contains two text input fields. The first field is labeled "New Password" and the second is labeled "New Password (Again)". Below the second field, there is a red error message that reads "Please enter your new password again." At the bottom of the form is a blue button with the text "SET PASSWORD". At the very bottom of the page, there is small text that says "Encore | Terms" and "Encore Networks, Inc. ©2016".

4 In the **New Password** field, create a password. The password must conform to the following guidelines:

- It must include 8 to 15 characters.¹
- It must include at least one capital letter (that is, an uppercase letter) and at least one small (lowercase) letter.
- It must include at least one number.
- It cannot include spaces, punctuation marks, or special characters.

Warning: Find a way to remember or otherwise maintain your password. No entity other than your enCloud account will retain that password. If you forget the enCloud password, you will need to contact your Encore Networks sales representative to reset the password. (For enSite, contact your lead enSite administrator.)

5 Type the same password in the **New Password (Again)** field.

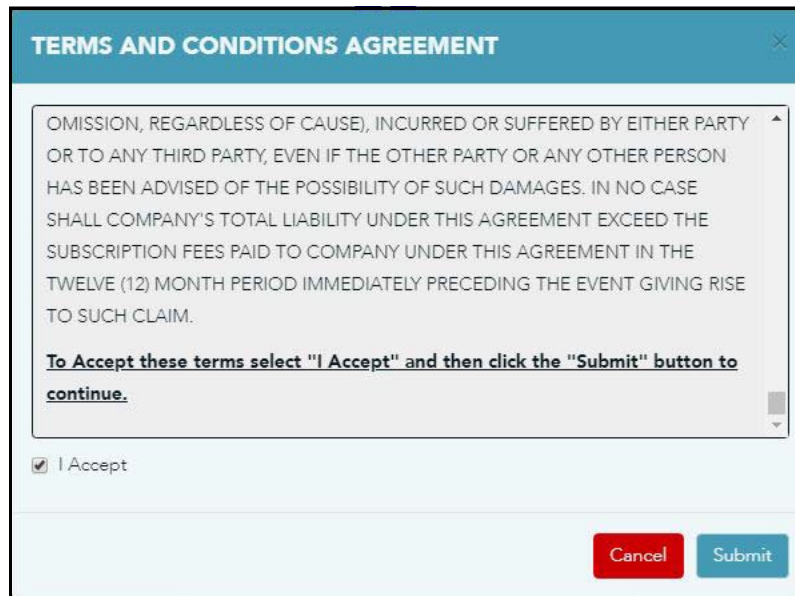
Note: The password entries must be identical, including use of letter cases. If the passwords do not match, the system will not accept the password.

6 Select the button to **Set Password**.

1. The characters are all found on a standard English-language typing pad.

- » After you successfully set a password, the enCloud™/enSite™ Agreement is presented (Figure 3).

Figure 3. enCloud™/enSite™ Agreement



- 7 Scroll up to the top of the agreement's text, and read the entire agreement. Then do one of the following:
 - a If you accept the agreement, select the box marked **I Accept**; then select the **Submit** button.
 - » enCloud opens. Proceed to [Section 1.3, The Tier 1 Account](#), on page 6.
 - b If you do not accept the agreement, select the button to **Cancel**.
 - » enCloud closes.

1.2 Account Log-In

Note: Use the procedure in this section to log into an existing account. To register a new account, follow the procedure in [Account Registration](#), on page 1.

- 1 If you are not already logged into enCloud or enSite, open a browser window.

Note: Some web browsers might not fully support the system. Google Chrome is the recommended browser. (Chrome is recommended on a smartphone, as well.)
- 2 Type one of the following in the browser window:
 - a If you are using enCloud, type <https://myencloud.com>.
 - b If you are using enSite, type the URL defined by your lead enSite administrator at the time of installation.

Note: Encore Networks, Inc., recommends that you add a browser bookmark for the log-in site.

 - » The Log-In Panel opens (Figure 1-4).

Figure 1-4. enCloud Log-In Panel

The image shows a login interface for Encore Networks. At the top center is the logo, which consists of the word "encore" in a dark blue font, a white exclamation mark inside a blue square, and the word "networks" in a dark blue font. Below the logo is a white rectangular box with a blue header that says "SIGN IN NOW". Inside this box are two text input fields: "E-Mail Address" and "Password". Below the "Password" field are two options: a checkbox labeled "Remember Me" and a text link "Forgot My Password". At the bottom of the box is a large blue button with a white lock icon and the text "SIGN IN". Below the box, centered, is the text "Encore | Terms" and "Encore Networks, Inc. ©2016".

- 3 On the panel, type your e-mail address and your password, and select the button to **Sign In**.
 - » The enCloud system opens. Your Table of Tier 1 (Value-Added Reseller) Accounts is displayed ([Figure 1-5](#), on page 6).
- 4 Continue to [Section 1.3, The Tier 1 Account](#), on page 6.

1.3 The Tier 1 Account

When the enCloud system opens, the Table of Tier 1 (Value-Added Reseller) Accounts is displayed (Figure 1-5, on page 6). The table provides an overview of your tier 1 account. Your user name and your access level are displayed in the upper right corner of the screen.

Figure 1-5. Table of Tier 1 (Value-Added Reseller) Accounts

The screenshot shows the enCloud management system interface for a Distributor Account 1. The user is logged in as Distributor User 1 [Admin]. The main content area is titled "Tier 1 (VAR)" and includes a filter set to "All Time". Below the filter, there are four summary cards showing the following counts:

- Tier 1 (VAR)s: 2
- Tier 1 (VAR) Devices: 25
- Tier 2 (Customer) Devices: 73
- Tier 2 (Customer)s: 17

Below the summary cards, there is a section for "Actions for Selected Tier 1 (VAR)s" with a "100 records per page" dropdown and a search field. The main table displays the following data:

	Logo	Name	Description	Creation Date	Last Update Date	Total Tier 2 (Customer)s	Total Users	Total Devices	Actions
<input type="checkbox"/>		Distributor Account 1		08/18/2016 11:00:25 AM	06/26/2017 7:35:03 AM	4	2	19	Actions -
<input type="checkbox"/>		ABC (Encore Engineering)	Used for encore Engineering testing with enCloud	12/16/2015 2:09:00 PM	06/26/2017 7:34:57 AM	13	19	79	Actions -

At the bottom of the table, it says "Showing 1 to 2 of 2 entries" and includes pagination controls: "First", "Previous", "1", "Next", "Last".

To develop your account, see the document [Developing Accounts](#).

Note: The Table of Tier 1 (Value-Added Reseller) Accounts is the initial display screen for a tier 1 (value-added reseller) user. To change the screen that displays after log-in, see the document [Setting User Preferences](#).