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True Client Portal User guide

Introduction

True Client Portal (TCP) is a windows app for clients to be able to get detailed traffic usage, VoIP calls and update some settings.
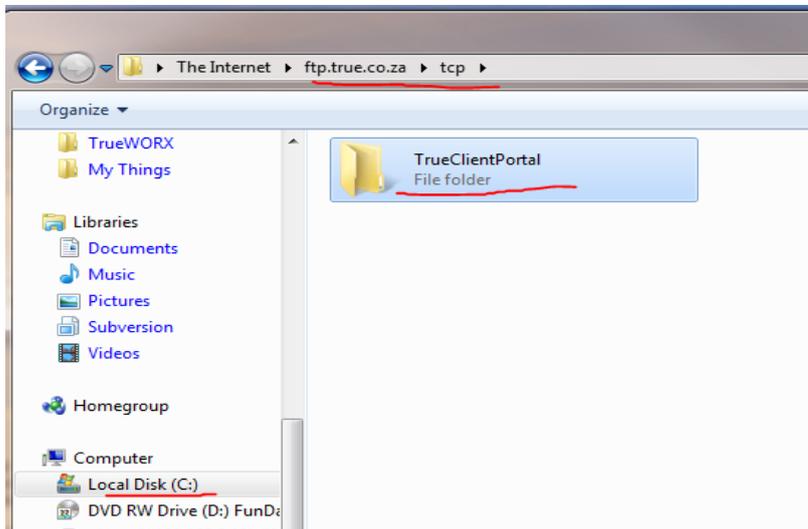
Installation:

Go to Windows Explorer (not Internet Explorer).

In the address bar, type: ftp://ftp.true.co.za/tcp
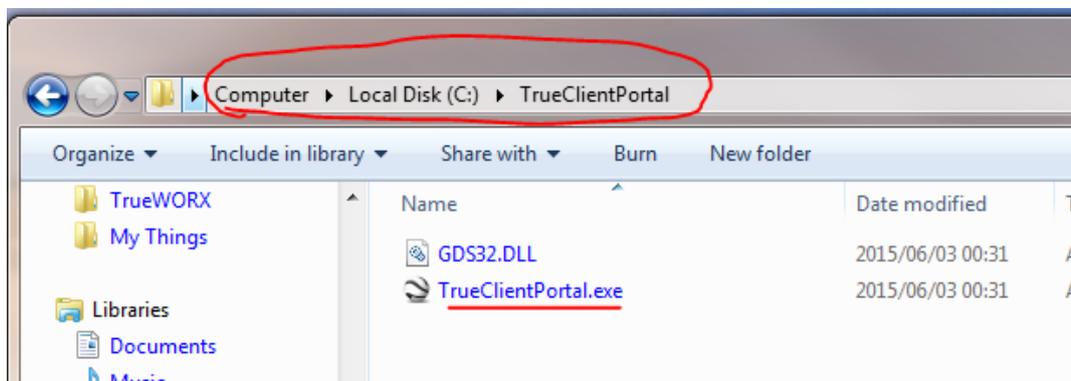
You'll see a folder named 'TrueClientPortal'

Right-click on it and select 'copy'.

Now go to 'My Computer', then 'C' drive.

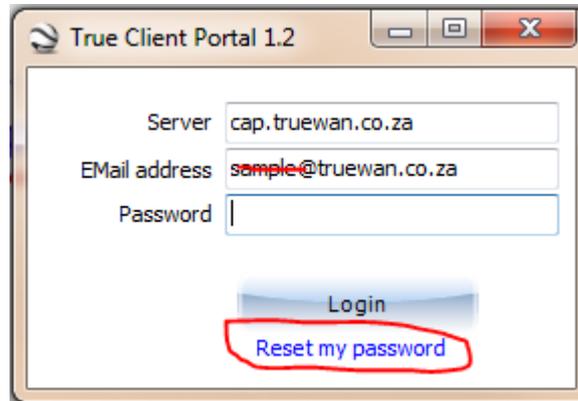Paste the folder there. (It should take a little while to copy it across)

Go into the folder and run 'TrueClientPortal'

First login:
In the 'Server' box, type cap.truewan.co.za
Your email address, (which must be registered).
For first login, click on the 'Reset my password' link.

If you get a message that your email address is not registered, contact TrueWAN support (support@truewan.co.za or

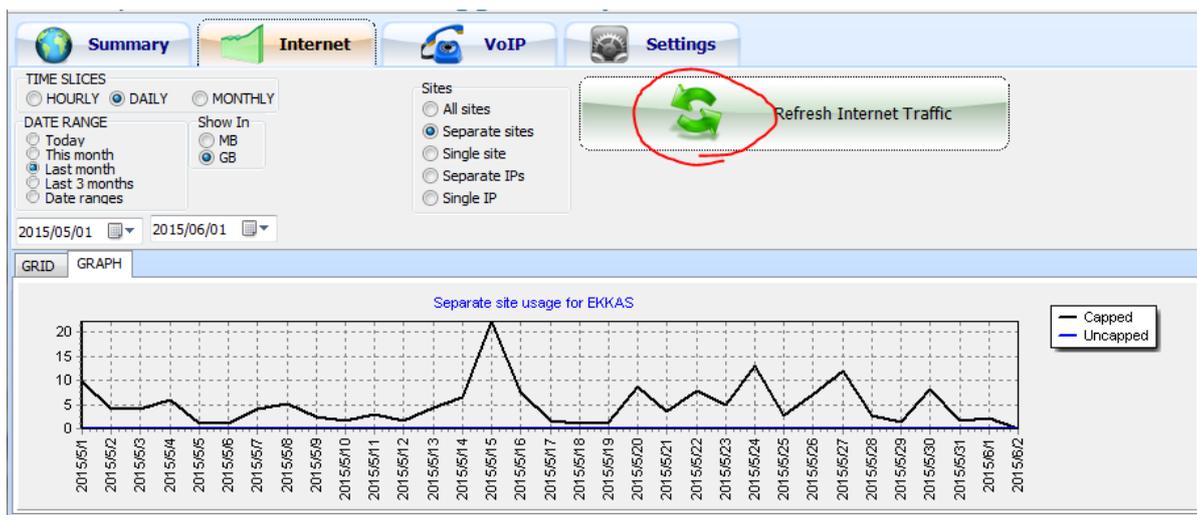*042 293 4168) to link your email address to your account.*

After confirmation, the system will assign a random password and email it to your address.
Wait for the email, and use the password to login.

First use:
Once you're logged in, you'll see 4 'Tabs' nl: Summary, Internet, VoIP, Settings.
The Summary tab will automatically update every few minutes so can be watched over time to see a summary of the current month's Internet and VoIP usage.
The Internet tab will enable you to see from a total usage over a year, and drill down to see a single IP address's usage over an hour. Note that there are 2 tabs; one displays a graph and the other a grid. You can also right-click on the grid to save it to a csv file which you can open in Excel, or right-click on the graph to export it as BMP(bitmap) or WMF(vector) files.

Important to note that after adjusting settings, click the big green 'Refresh Internet traffic' button to see new results.
As a side-note, a 'Site' is a collection of IP addresses that either share charges, Internet CAP and/or Internet speed. It is usually used to bundle e.g. a home and business connection to use one account.
Most clients have only 1 site so additional adjustments about 'Separate/Single site' can be ignored. All IP's behind your TrueWAN router on your personal network won't be displayed.

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The **_VoIP tab_** is where you can see current and historical VoIP call record details.

Adjustments work similar to the Internet tab and similarly you have to click 'Refresh VoIP calls' to update the screen.
At the bottom, a total of all the currently displayed calls are shown.

The **_Settings tab_** can be used to change some settings (watch this space!).

E.g. whether you want to receive **daily summary emails** (to whom and at what hour). Click the 'Update' button to apply the changes.
Alternatively click on the **'Change password'** button to change the random password you were assigned initially, or at any other time.
This is the first version with many improvements planned. Comments and suggestions are most welcome.
Please send any feedback to support@true.co.za

Regards
TrueWAN support team