



NI Portal

NI Portal provides customers with direct access to their Network Innovations' services and applications.

All Your Services in One Place

The NI Portal has been designed by the Network Innovations team to provide you with a modern responsive interface to view your services, usage, invoices, and trouble tickets on a computer, mobile phone, or tablet. The Portal allows you to see your data the way you want to – with graphs, maps, video location tracking, and downloadable information, helping you keep everything “NI” in one centralized resource center.

Access Invoicing

Airtime invoices available whenever you need them on the NI Portal. Search your billing history by customer account, subaccount, billing period, or invoice number. You can view and download the summary list of your invoices, or download PDF's of your detailed invoices right from one convenient place.

NI PORTAL Billing Services Map Cases Admin

Airtime Invoices

Hide Search

Search Invoices

Customer: ZZNIPD001 / NI Portal Demo

Billing Period: 202007

Invoice Number: Invoice Number

Clear Fields Search

* Customer, Billing Period, or Invoice Number is required

Customer Code	Customer Name	Billing Period	Invoice Number	Total This Period	Currency Code
ZZNIPD001	NI Portal Demo	202007	20073320491	41.93	USD

Services Summary

Quickly view your active devices portfolio and drill down to device and subscription details in an easy to see graph.

NI PORTAL Billing Services Map Cases Admin

Services Summary

Product Code	Active Devices
Iridium	114
INM C	12
EZ Call	5
BM2M	4
GSPS	4
Expand Other Services	7

Active Devices per Service

- Iridium
- INM C
- EZ Call
- BM2M
- GSPS
- Other Services

* Product Codes with statistically insignificant Active Device count are not shown in the chart. Data is refreshed hourly.

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Device List & Details

Narrow down device lists using filters, add or remove columns, and sort for a custom data view that fits your needs. Instantly download a .csv file of your unique data table on your computer. Drill down for detailed information cards about a device and subscription.

The screenshot shows the NI Portal interface for a device named 'MAVERICK'. The top navigation bar includes 'Billing', 'Services', 'Map', 'Cases', and 'Admin'. A dropdown menu is open on the left, showing various columns that can be added to the table, such as 'Terminal Name', 'Status', 'Network', 'Downstream MIR (kbps)', 'Upstream MIR (kbps)', 'Downstream CIR (kbps)', and 'Upstream CIR (kbps)'. The main table displays a list of devices with columns for Status, Network, Downstream MIR (kbps), Upstream MIR (kbps), Downstream CIR (kbps), and Upstream CIR (kbps). The table is filtered to show 6 available devices out of 615. The data rows are as follows:

Status	Network	Downstream MIR (kbps)	Upstream MIR (kbps)	Downstream CIR (kbps)	Upstream CIR (kbps)
	NI-VRN1-089W	1024	512	128	64
	NI-VRN1-089W	512	4096	512	4096
✓	NI-VRN1-089W	128	128	0	0
	NI-VRN1-089W	185	185	185	185
✗	NI-VRN1-089W	500	500	0	0
✗	NI-VRN2-063W	1024	512	128	64

Manage Firewalls

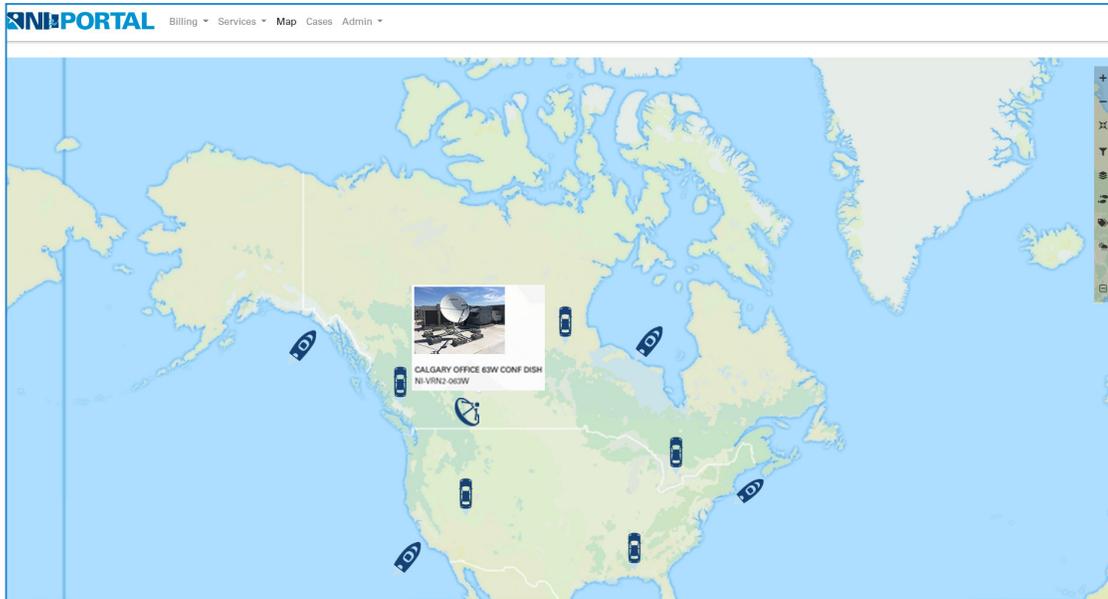
Assign firewall policies to restrict IP addresses, ports, and domains (whitelist/blacklist) for Inmarsat and Iridium L-Band traffic that runs through SatControl.

The screenshot shows the 'Firewall Policy Assignment' dialog box in the NI Portal. The dialog has a 'Name' field with a dropdown menu 'Select Policy Name (Firewall Type)', a 'Status' field with a dropdown menu 'Select Status', and a 'Firewall Type' field set to 'iptables'. The 'IP Address Type' is set to 'Private Dynamic'. There are 'Firewall Details', 'Cancel', and 'Save' buttons. The background shows the 'Traffic' section of the device details page, which includes fields for 'Last Used On (UTC)', 'Last Used Service Code', and 'Last Used Country'. Below this is the 'SatControl' section, which includes a table for 'Assign Firewall Policy' with columns for 'Service ID', 'IP Address', 'IP Type', 'Session Status', 'Firewall Policy Name', and 'Firewall Status'. The table has 2 available rows.

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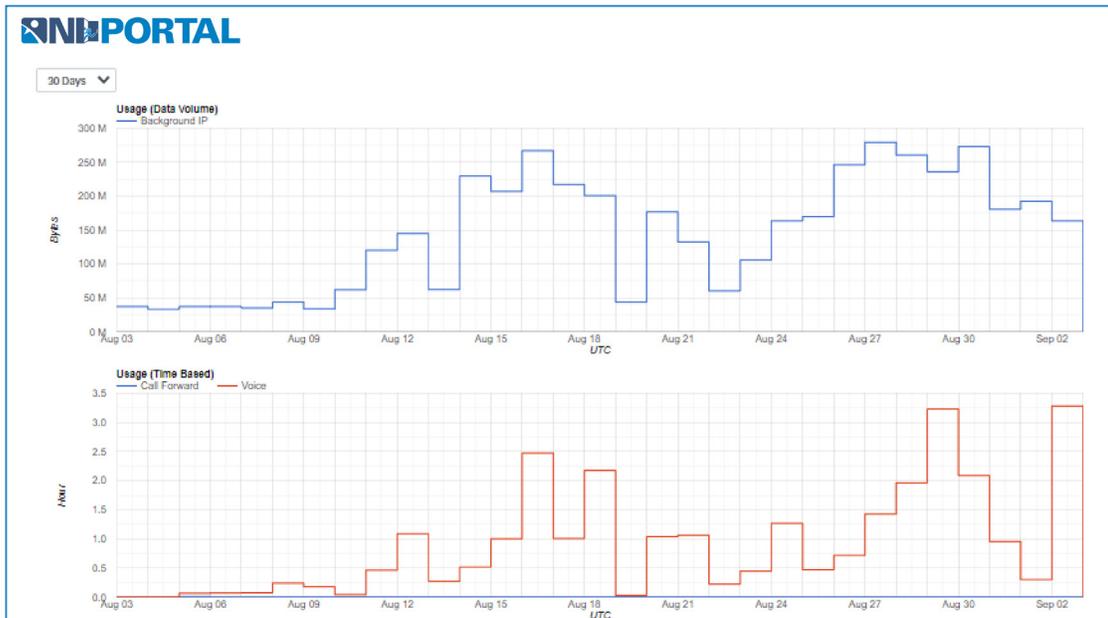
Manage Assets

Upload images of your assets, name them, and view where they are on the map.



Traffic Usage

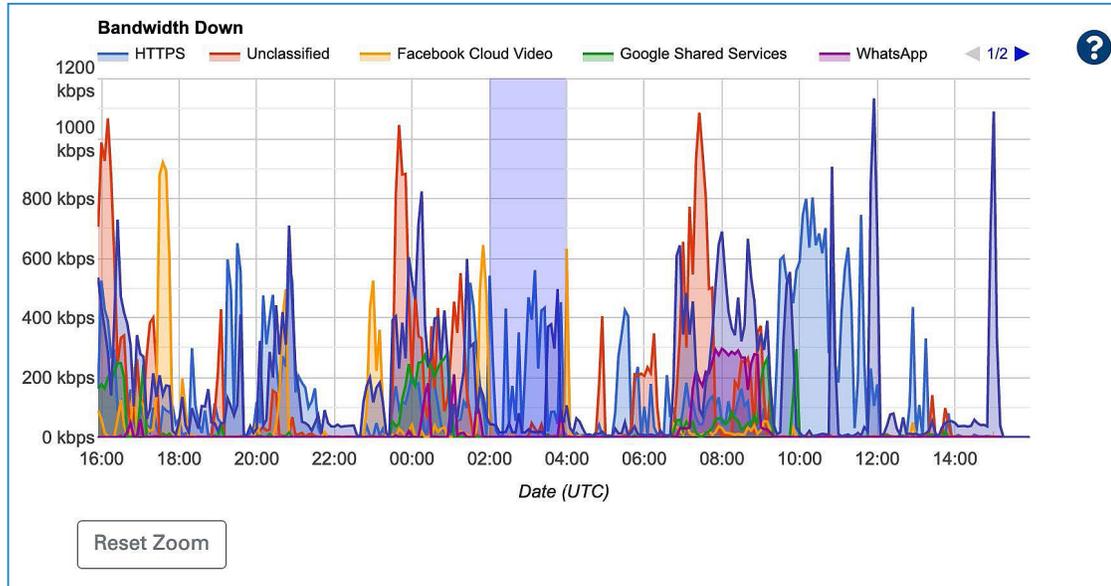
View your traffic using CDR data by usage volume over time, and by service costs for usage based charges. Easily download CDRs. Available across most services, including PTT talk group traffic. See detailed IP conversation reports for Iridium and Inmarsat L-Band traffic.



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Application Based MAVERICK Usage Data

Application based MAVERICK usage data allows you to see your detailed bandwidth breakdown, service costs over time, traffic usage, and more. Available for both individual and pooled terminal plans.



Location History

Know your assets' location and where they've been. With NI Portal you can track historical locations over 24 hours, 48 hours, or 7 days with a playable map view. Available for MAVERICK™ and Iridium L-Band terminals. You can further troubleshoot by correlating location versus signal strength for MAVERICK.



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Manage Notifications

Whether you want to monitor monthly costs or data consumption, notifications can help you stay on track. Set personalized notifications for specific contacts or groups with individual SIMs or all the devices from a billing group to let you know when you're close to your threshold.

The screenshot shows the 'Create Notification Configuration' dialog box in the NI Portal. The dialog has the following fields:

- System: SCNG
- Monitor: Select Monitor
- Action: Alert
- Contact Group: Use Contact Group (checked), Select
- Monitor On: Select

Buttons: Cancel, Add

The background shows a table with columns: System, Monitor, Action, Details, Contact Group, Emails, Editable. The table is currently empty, with a filter of '0 Available: 0'.

Outage Notices

Check on all submitted, active or closed tickets for your devices. View status, resolutions and the latest correspondences with the NI customer support team.

The screenshot shows the 'Outage Notices' section in the NI Portal. It features two main cards:

- Current Outages:**
 - Summary: Terminal firmware upgrade
 - Start (UTC): 2021-02-08 06:30
 - End (UTC): 2021-02-10 09:25
 - Impact: Outage for BGAN
- Upcoming Outages:**
 - Summary: Teleport Upgrade
 - Start (UTC): 2021-02-11 00:00
 - End (UTC): 2021-02-12 10:50
 - Impact: Degradation for FleetOne

Each card has a 'Show All Outages' link.

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Customer Support & Tickets

Check on all submitted, active or closed tickets for your devices. View status, resolutions and the latest correspondences with the NI customer support team. Initiate cases from the NI Portal.

Support Cases

Columns: Case Title, Case Number, Customer, Terminal, Status, Service, Created (UTC), Resolution, Queue, Owner. Filtered: 1 Available: 1

Case Title	Case Number	Customer	Terminal	Status	Service	Created (UTC)	Resolution	Queue	Owner
NI NOC: Test Ticket: No Internet available	CAS-146692-M7T3Z9	ZZNIP001 / NI Portal Demos	MAV-ST-100336-T0002-LF / Infrastructure Network Demo	Open	Maverick	2020-09-28 16:48:27	Notification Received	GTS, NOC Analyst	e40692b7-bb03-e911-817f-480fcf4b171

CAS-146692-M7T3Z9
NI NOC: Test Ticket: No Internet available

Description: N/A

Status: Open
Resolution: Notification Received

Customer Code: ZZNIP001
Customer Name: NI Portal Demos
Terminal Name: MAV-ST-100336-T0001-LF
Site Name: Infrastructure Network Demo
Contact: N/A
Queue: GTS, NOC Analyst

Service: Maverick
Category: Network
Product: Maverick
Created (UTC): 2020-09-28 16:48:27
Last Modified (UTC): 2020-09-28 16:48:33
Owner: e40692b7-bb03-e911-817f-480fcf4b171

Hi Alex,
Ticket received and we are working on it.
This is a test

Service Plan Change

For occasional use and disaster recovery plans, schedule a change window to automatically switch your billable service bandwidth for an event, and receive start / stop notifications.

Service Plan Change

Current Plan: [Dropdown]

New Plan: [Dropdown]

Current (UTC): [Text]

Start (UTC): [Now] [Forever] [Now] [Forever]

End (UTC): [Forever] [Forever]

* Confirmations will be sent to default notification email(s)

Additional email(s) to notify:
(Insert email with semi-colon separator [;] if more than one)

Cancel Update