Clearspan Cloud New User Info

The purpose of this document is to provide consolidated information and useful online links to the new Administrators and Users of the Hosted Voice Services (HVS).

**Access to Enterprise and/or Group Administration**

The following web portals allow the Enterprise (EA) and Group (GA) Administrators access to the Clearspan Database, where they can make changes at an Enterprise or a Group level.

***Note:*** *To login to these portals, you will need to have either an EA or GA credentials. If you are an Admin but do not have the OpEasy and/or Clearspan access, please submit a ticket to request for the account (see* ***Clearspan Technical Support*** *section at the end of this document).*

* **OpEasy Portal**: Used by the administrator to make bulk or single updates using Clearspan’s provisioning tool. Most of the database changes should be done using the OpEasy Portal.

https://cfg.sip.clearspancloud.net/opeasy

* **Clearspan Web Portal:** Used by an individual user to make changes to their account (if allowed by their Telecom Admin).

https://pub.sip.clearspancloud.net

***Note:*** *This URL should be bookmarked for access. Do not bookmark the resolved address after connection as that will disable the redundancy of the connection.*

**Resource Link**

Various user guides and training are available for both the End Users and the Administrators via the following online links:

* <https://clearspancloud.com/resources>

**Application Login Links**

Use the Clearspan UserID and Password to login to

* Clearspan Receptionist (if applicable): https://pub.sip.clearspancloud.net/receptionist
* Clearspan Call Center (if applicable): https://pub.sip.clearspancloud.net/callcenter

**Clearspan Password and Passcode Reset**

To request for a reset of your Clearspan Web Portal / Application password or Voicemail (Voice Portal) passcode, go to the link below. You will need to enter a valid email address.

https://cfg.sip.clearspancloud.net/myaccount

**Clearspan Technical Support**

Only those with an Online Technical Support Account (usually an Administrator) can report an issue or submit a request for a site. These credentials were provided by the Clearspan Implementations PM during the installation of a site or sites. You will also need the AIN (a unique Clearspan assigned number) of the applicable site.

* To report a Service Outage, please call the Help Desk at 1-877-846-5536

For Incident Reporting (IR) or Move/Add/Change/Delete (MACD) Request, submit a ticket at the following online support page:

https://support.clearspancloud.com/support/shared/login.jsp

**Ping**

* **PING Windows Desktop Application**

https://packages.clearspanuc.com/win32/x64/desktop-clearspan-latest.exe

* **PING Mac Silicon Desktop Application**

https://packages.clearspanuc.com/macos/desktop-clearspan-latest-arm64.dmg

* **PING Mac Intel Desktop Application**

https://packages.clearspanuc.com/macos/desktop-clearspan-latest.dmg

* **Chrome Browser (PING has been certified with Google Chrome)**

https://uc.clearspanuc.com

* **PING Mobile Application**

From your phone’s browser, https://clearspancloud.com/software-and-applications/

Then click on the iOS or Android links as appropriate.