

Hargray Smart Internet Suite

Portal Quick Reference Guide

This quick reference guide helps you get started with using your portal dashboard.

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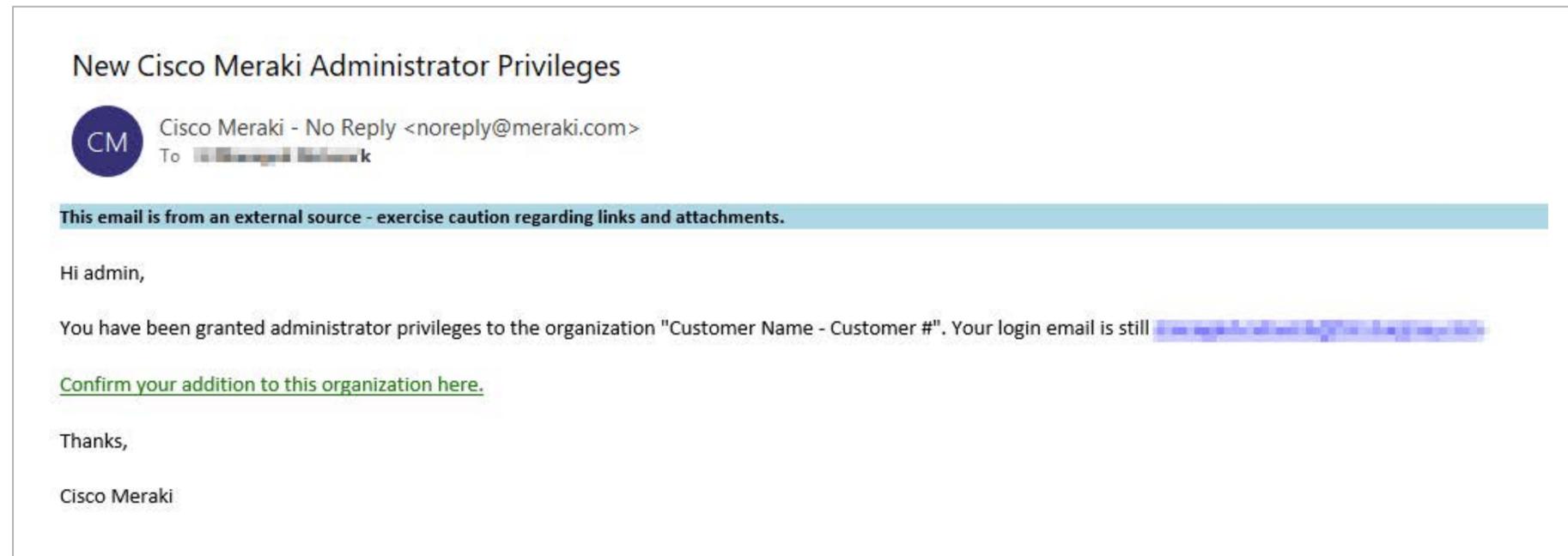
How to Access Your Account

You will have received a notification from the email **Cisco Meraki - No Reply** informing you that you have been provided access to your account.

Your username will be your email address.

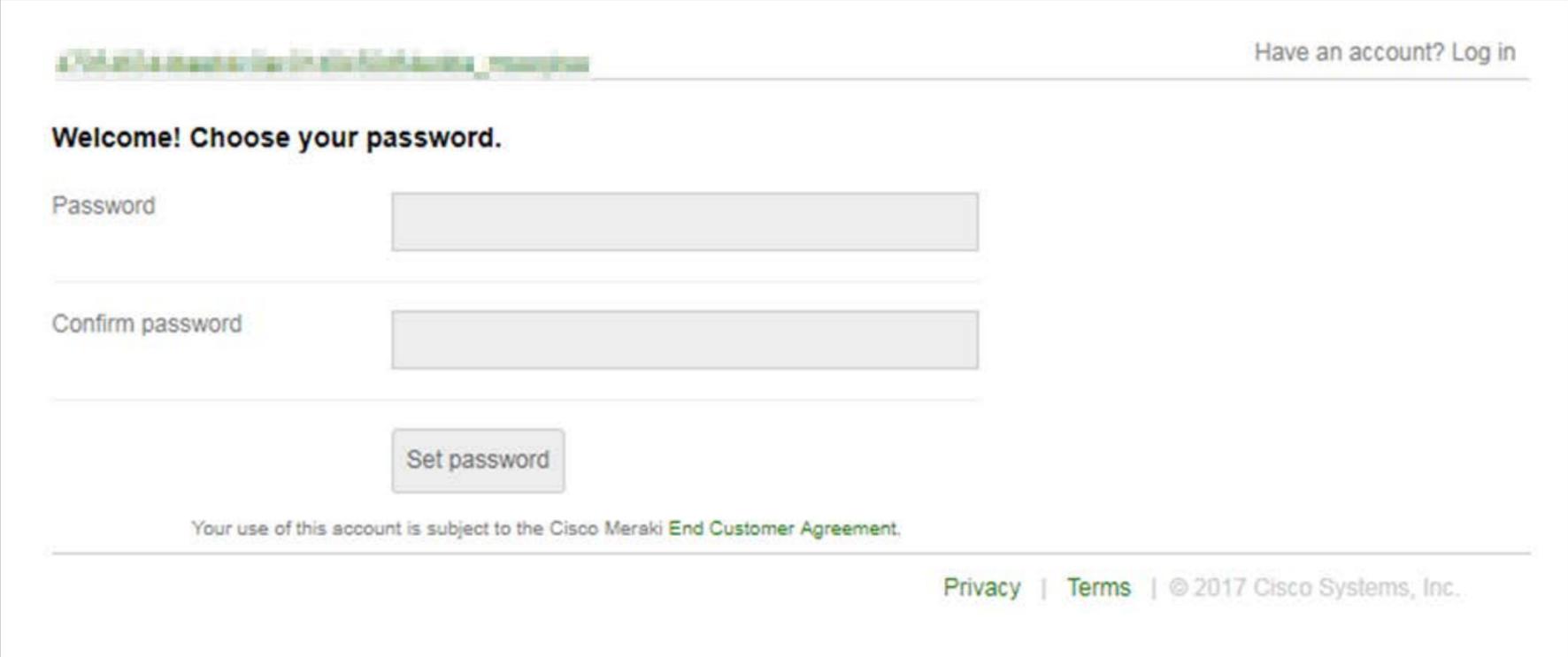
The message will include a link to **confirm your addition to this organization**. Click on the link.

If you did not receive the email or cannot locate it, please contact our Technical Assistance Center at 888.904.5275.



How to Access Your Account

You will be directed to the Portal to enter your password.



The screenshot shows a web interface for setting a password. At the top right, there is a link that says "Have an account? Log in". Below this, the main heading reads "Welcome! Choose your password." There are two input fields: "Password" and "Confirm password", each with a corresponding text label to its left. Below the second field is a "Set password" button. At the bottom of the form area, there is a small line of text: "Your use of this account is subject to the Cisco Meraki End Customer Agreement." In the bottom right corner of the page, there are links for "Privacy" and "Terms", followed by the copyright notice "© 2017 Cisco Systems, Inc."

You will automatically be redirected into your Meraki Dashboard.

Navigating Your Portal

The link to your portal is dashboard.meraki.com.

Once you logon, the Monitoring page will be displayed. This view shows all connected devices across your organization, usage and status. You can drill down into individual devices for additional details.

- 1 If you have multiple networks or locations, you can change the network.
- 2 To sign out, click on your email in the top-right corner.
- 3 To display application details, click on "More."

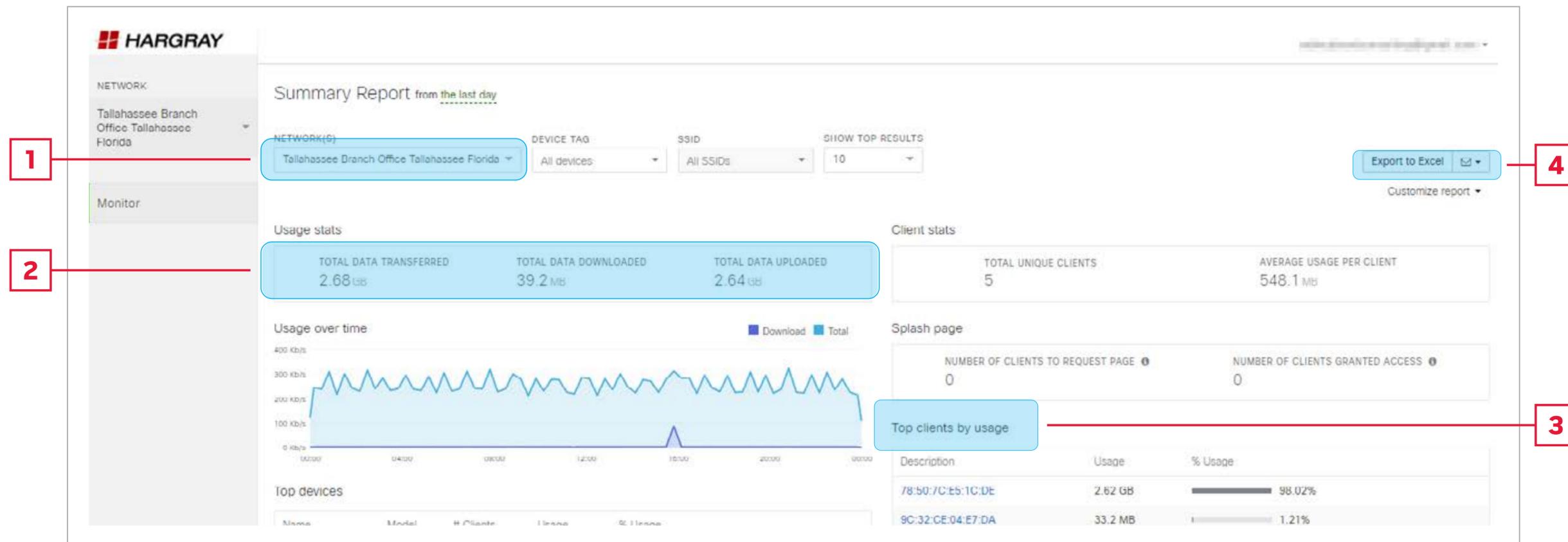
The screenshot shows the Hargray Meraki Monitoring dashboard. On the left, a sidebar contains a 'NETWORK' dropdown menu with 'Tallahassee Branch Office Tallahassee Florida' selected, and a 'Monitor' button below it. Callout 1 points to this sidebar. The main content area is titled 'Clients' and shows a line graph of network usage over time, with a search bar and '4 client devices' indicated. Callout 2 points to the top-right corner of the dashboard, which contains a user profile and email address. Below the graph is a table of client devices with columns for Status, Description, Last seen, Usage, OS, IPv4 address, and Policy. Callout 3 points to a 'Download As' button located below a pie chart on the right side of the dashboard.

Status	Description	Last seen	Usage	OS	IPv4 address	Policy
<input type="checkbox"/>	78:50:7c:e5:1c:de	Oct 9 11:07	2.59 GB	Other	172.18.237.2	normal
<input type="checkbox"/>	9c:32:ce:04:e7:da	Oct 9 11:07	33.4 MB	Other	172.18.237.58	normal
<input type="checkbox"/>	00:0b:86:bf:5c:b0	Oct 9 08:33	13.9 MB	Other	172.18.237.20	normal

Navigating Your Portal

Monitor > Summary Report provides summary data for clients, usage, application, and application categories

- 1 If you have multiple networks or locations, select the location of interest.
- 2 Usage stats provides the total data usage, download and upload for the selected location.
- 3 This section provides usage by client.
- 4 The report can be exported to and downloaded to Excel or emailed.



Navigating Your Portal

Application details can be found by scrolling down on the on the **summary** page.

Top category and usage are available. Note, clicking links will provide additional details.

If you have additional questions or need to change your service configuration, please contact the Hargray Technical Assistance Center at 888.904.5275

The screenshot displays the Hargray portal interface. On the left, there is a sidebar with the Hargray logo at the top, followed by a 'NETWORK' section containing a dropdown menu for 'Tallahassee Branch Office Tallahassee Florida' and a 'Monitor' button. The main content area on the right is divided into two sections: 'Top application categories' and 'Top applications by usage'. Both sections contain tables with columns for Category/Application, Usage, and % Usage.

Category	Usage	% Usage
Other	21.8 MB	
File sharing	8.1 MB	

Application	Usage	% Usage
Non-web TCP	17.2 MB	
Windows file sharing	8.1 MB	
Miscellaneous secure web	2 MB	
DNS	1.6 MB	
ICMP	673.7 KB	
Miscellaneous web	177.5 KB	
UDP	90.9 KB	
Encrypted TCP (SSL)	41.1 KB	
SSH	34 KB	

Forgot Your Password?

If you can't remember your Dashboard login password, follow these steps:

- 1** Go to dashboard.meraki.com and select "I forgot my password."
- 2** Enter your admin email address and then press Submit.
- 3** Password reset instructions will be sent to your email from the email address **Cisco Meraki - No Reply** with the subject **Cisco Meraki Password Reset**.
- 4** Follow the instructions to reset your password, then try logging in to dashboard.meraki.com to verify that you can log in successfully.

