

GUIDE

# SITE MANAGER

Portal User Guide

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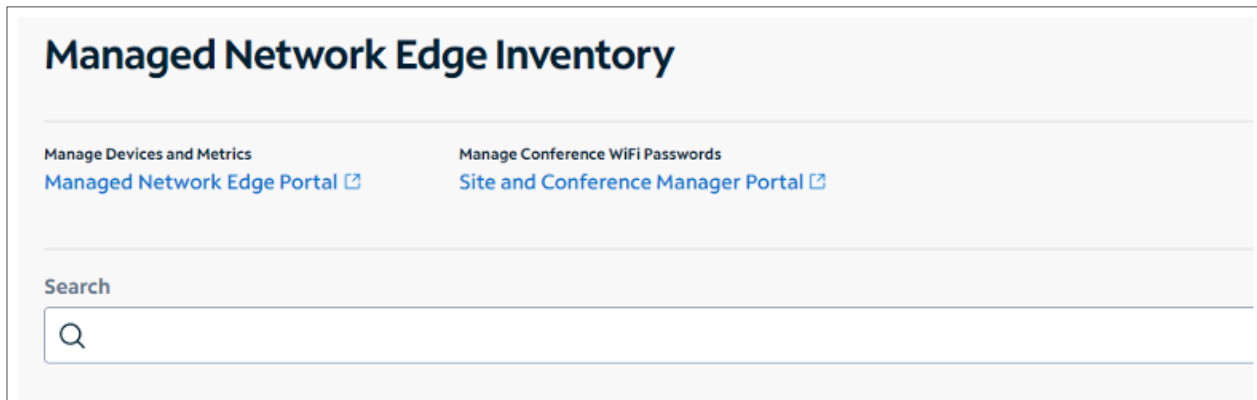
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## Introduction

Site Manager is an easy-to-use interface for managing your site's WiFi connectivity solution. This tool allows you to control how guests connect to your network, set up conferences, and reporting.

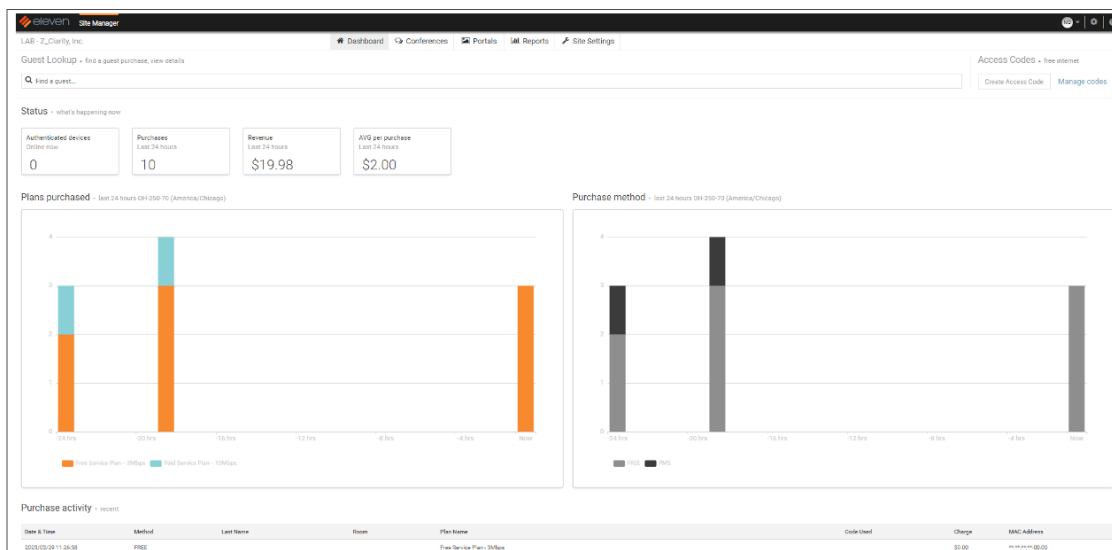
### Logging in

To access Site Manager use the link located at the top of your Managed Network Edge for Hospitality product in [spectrumenterprise.net](https://spectrumenterprise.net).



## Dashboard

The Site Manager Dashboard is the default page upon login for property management and staff users. Below is a brief overview of the different sections of the Dashboard.



### Global Navigation Bar

Use this menu to edit your account details, access the feedback and help options, or log out of Site Manager.

### Site Manager Switcher

If your account has multiple sites, you can use this dropdown menu to navigate between the different properties. The Site Switcher can be used from any subsection of Site Manager.

### Site Navigation

Navigate to the different sections of Site Manager using this menu set.

### Access Codes

Generate and manage your site's access codes.

### Create Access Code

Hitting the 'Create Access Code' button will open up a wizard to step you through the Access Code creation process.

### Service Plan

First, you will choose which of the available Service Plans these codes will give the guest access.

The screenshot shows a 'New Access Code' wizard window with two tabs: 'Service Plan' and 'Usage Style'. The 'Service Plan' tab is active. Below the tabs, the text reads 'Which service plan will the guest be placed on?'. There are two service plan options presented as cards:

- Free Service Plan - 3Mbps** (VK-911-27-160): 2.99 Mbps up/down, Unlimited devices, Meeting Spaces, 1 day duration.
- Paid Service Plan - 10Mbps** (IA-585-21-134): 10 Mbps up/down, Unlimited devices, Meeting Spaces, 1 day duration.

A 'Next' button is located at the bottom right of the wizard.

### Usage Style

Next, you can choose which style of Access Code you wish to create.

The screenshot shows the 'New Access Code' wizard window with the 'Usage Style' tab selected. The 'Paid Service Plan - 10Mbps' (IA-585-21-134) is selected. Below the plan card, there are two usage style options:

- Shared Code** (selected): Named code that can be used for groups or promotions. Each use of the code creates a new account. Fields include: Name (input), Valid for (Unlimited redemptions), Start (Immediate), and End (Forever).
- Private Code**: Auto-generated code gives access to one plan account. Can be used to add additional devices if plan allows.

'Previous' and 'Finish' buttons are at the bottom right.

### Manage Codes

Here you can manage already created codes.

### Shared Codes

These are named codes that can be used for groups or promotions. Each use of the code creates a new plan account.

The screenshot shows the 'Access Codes' management page. At the top, there are tabs for 'Shared Codes' and 'Private Codes'. Below the tabs, there is a filter dropdown set to 'Active & Pending' and a search bar. At the bottom, a table header is visible with columns: Code, Status, Service Plan, Uses, Start, End, and Used (times).

**Private Codes**

Auto-generated codes give access to one plan account. It can be used to add additional devices if the plan allows it.

Access Codes				
		<span>Shared Codes</span> <span>Private Codes</span>		
				<input type="text" value="Search"/>
Batch ▾	Codes Created ▾	Codes Used ▾	Service Plan ▾	Download
3/15/2023	5	0	Paid Service Plan - 10Mbps	
2/17/2023	4	0	Paid Service Plan - 10Mbps	
2/17/2023	4	0	Paid Service Plan - 10Mbps	

**Guest Lookup**

Search for guests on the network by name, room, contact info, etc.

**Status**

These are a few quick statistics about your site for a fixed period.

**Graphs & Table**

These will give you a synopsis of your property at a glance.

**Plans purchased**

The service plan selected.

**Purchase method**

The method of authentication.

**Purchase activity**

A table of details for recent purchase activities.

**Conferences**

The Conference Manager is perfect for businesses that host meetings or conferences and need a tool to easily configure access to their property. Users can create and manage specific customized landing pages for individual conferences or groups.

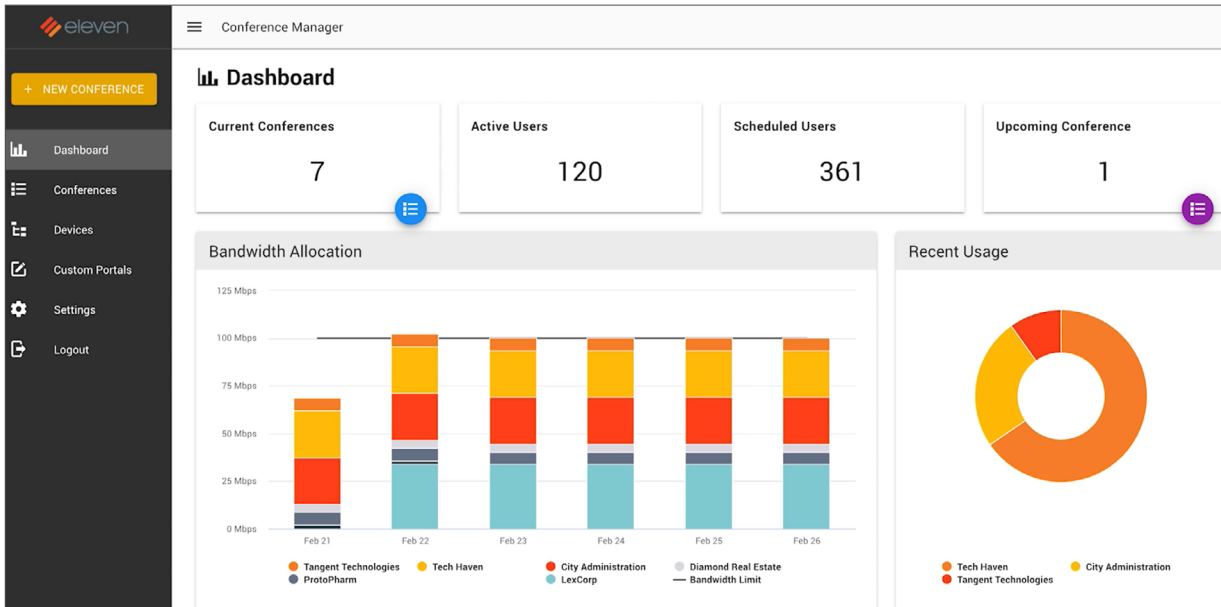
**Options include:**

- Conference-specific login credentials.
- Access time limits.
- Bandwidth allocations for individual conferences.
- Traffic prioritization.

If this feature is inactive in your Site Manager and you have conference/meeting spaces, please contact your Spectrum Enterprise support team.

## Dashboard

The Conference Manager Dashboard provides a high-level view of active and upcoming conferences, active and scheduled users, bandwidth allocation, and active conference bandwidth usage. Below is a brief overview of each of the dashboard sections:



### Current Conferences

This card shows the total number of conferences currently underway. You can click on the card to be taken to the list of those conferences.

### Active Users

This card shows the number of users/devices connected to the ongoing conferences.

### Scheduled Users

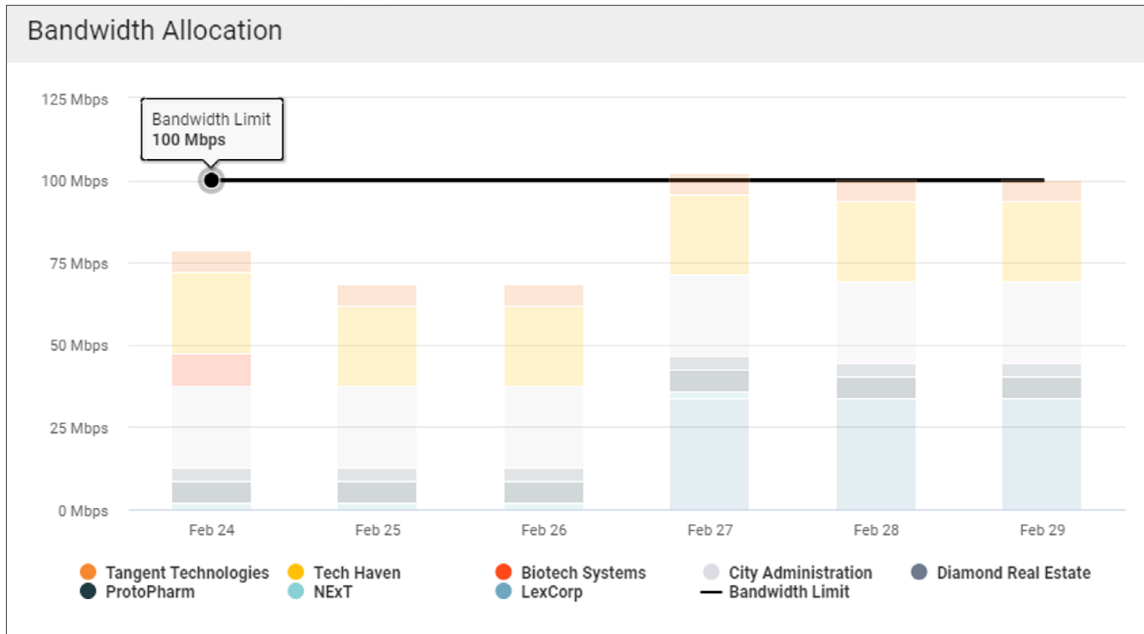
This card shows the maximum number of users/devices that can be connected to all upcoming scheduled conferences.

### Upcoming Conferences

This card shows the number of upcoming scheduled conferences. You can click on the card to be taken to a list that shows all of those conferences.

### Bandwidth Allocations

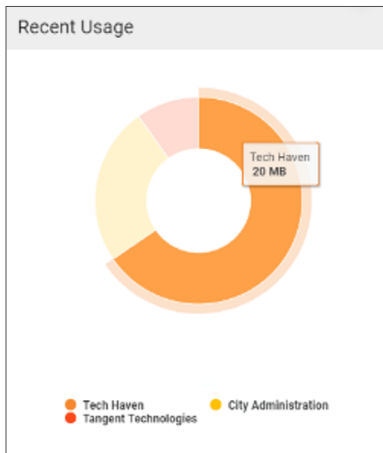
This graph visualizes the total bandwidth allocation of all upcoming/scheduled conferences by day. This graph does not pull live data but instead uses two data points to compare the allocated bandwidth of all scheduled conferences to the property's overall Internet circuit bandwidth.



- **Bandwidth Limit (horizontal line)** - This line represents the property's overall internet circuit bandwidth. This limit is configured by Spectrum Enterprise. Please contact Spectrum Enterprise for configuration assistance.
- **Scheduled Conferences (vertical bars)** - Each color in the vertical bars represents a single conference to help you visualize the allocated bandwidth. The larger the colored bar, the more bandwidth was allocated to that conference.

**Recent Usage**

This graph measures the total data downloaded per active conference. Hovering over each colored section of the graph will show how much data has been downloaded.



**New Conference**

To create a conference, click the "New Conference" button in the upper-left corner of the page. This button will launch the New Conference Wizard, a step-by-step guide for creating a new conference.

## Basics tab

## New Conference

✕

**BASICS** Enter the basic information for the conference below.

**CONTACTS** **Event Name**

**LOCATION** **Event Start**

**NETWORK** **Event End**

**CODES** **Advanced Wireless**  Vanity SSID

**REVIEW** **Advanced Wired**  Wired Ports

**Advanced Connection**

**Login Code**

**Landing Page**

CLOSE
NEXT

- **Event Name** - Enter the desired unique event name.
- **Event Start** - Select when the conference starts, clicking on the field brings up a calendar menu.
- **Event End** - Select when the conference ends, clicking on the field brings up a calendar menu.
- **Advanced Wireless** - Select this to set up a custom SSID and portal.
- **Advanced Wired** - Select this to allow conference features on a wired port.
- **Advanced Connection** - Select this to allow users to bypass authentication.
- **Login Code** - Enter the desired Login Code or generate a code by clicking the generate code icon to the right.
- **Landing Page** - Click on the field to bring up a new menu to choose the desired landing page if you don't want to use the default.
- Click Next.



**Contacts tab**

- **Primary Contact** – Enter the conference’s primary contact’s information.
- **Secondary Contact** – Enter the conference’s secondary contact’s information, if there is one.
- **Hotel Staff Emails** – Enter any property staff emails for the conference.
- **Meeting Planner Dashboard** – Enable if desired. Enter a desired username and password for the meeting planner account. See the Meeting Planner Dashboard section for more details on this tool.
- Click Next.

**Location tab**

- **Access Locations** – Select the areas of the property that will have access to the conference, at minimum one to be selected.
- Click Next.

Network tab

**New Conference**
✕

BASICS  
 CONTACTS  
 LOCATION  
**NETWORK**  
 CODES  
 REVIEW

Enter the network details for the conference below.

**Upload/Download Speed** ADVANCED VIEW

10.03 Mbps

Slower 


 Faster

Apply Bandwidth Limits to ?

INDIVIDUAL
GROUP

Concurrent User Limit ? users

10

Email Addresses for Alerts ? ✕

example@gmail.com,contact@gmail.com

Conference Traffic Priority ?

Standard ▼


Idle User Timeout ? minutes

120

GO BACK
NEXT

- **Upload/Download Speed** – Use the slider to set desired speeds.
- **Apply Bandwidth Limits to** – You can select either individual users or the entire group.
- **Concurrent User Limit** – Set the maximum number of users that can be online at the same time.
- **Email Addresses for Alerts** – Enter any desired email address to receive alerts about the conference. Included options are thresholds for bandwidth and time intervals.
- **Conference Traffic Priority** – Select either Standard or Premium.
- **Idle User Timeout** – Set the desired amount of time before inactive users are logged out.
- Click Next.

10 enterprise.spectrum.com



Codes tab

**New Conference**
✕

**BASICS** Enter any additional conference login codes below (optional).

**CONTACTS**

**LOCATION**

**NETWORK**

**CODES**

Login Code	Users	Upload Speed	Download Speed	Priority	Actions
shoeco92	25	10.03 Mbps	10.03 Mbps	Standard	🔒
Presenter98!	5	20.13 Mbps	20.13 Mbps	Premium	✎ 🗑️

+

**REVIEW**

GO BACK
NEXT

- To create additional codes for the conference, click the blue Add Extra Login Code plus button.

Review tab

**New Conference**
✕

**BASICS** Conference Summary

**CONTACTS** Event Name Shoe Conference

**LOCATION** Event Start 2/25/2020 3:00 PM (PST)

**NETWORK** Event End 2/28/2020 3:00 PM (PST)

**CODES** Login Codes shoeco92 1

**REVIEW** Access Location Hotel Eleven Meeting Room Wireless

Connection Mode Standard

Landing Page <https://shoeco.com>

Portal Page Default

Network Speed 10275/10275 kbps per Individual

User Limit 25

Traffic Priority Standard

Recurring Conference? ?  Enable ✎

GO BACK
CREATE

- Review the conference configuration for accuracy.
- If desired, enable the Recurring Conference slide to configure the recurrence options.

## Conferences

The Conferences menu lets you view, edit, delete, or archive your created conferences.

**☰ Conferences**
2/19/2020 11:53 AM

🏠 CURRENT   📅 UPCOMING   🗑️ PAST   📁 ARCHIVED

Search 🔍

Event Name	Access Start ↑	Access End	Login Code	Actions
<a href="#">Biotech Systems</a>	2/4/2020 9:00 AM PST	2/20/2020 9:00 AM PST	biotechsys	⚙️
<a href="#">ProtoPharm</a>	2/16/2020 1:00 AM PST	3/27/2020 2:00 AM PST	proto	⚙️
<a href="#">Tangent Technologies</a>	2/18/2020 4:00 AM PST	3/1/2020 4:00 AM PST	ttech2020	⚙️
<a href="#">Tech Haven</a>	2/19/2020 1:00 AM PST	3/6/2020 1:00 AM PST	thaven	⚙️
<a href="#">Diamond Real Estate</a>	2/19/2020 1:00 AM PST	3/10/2020 2:00 AM PST	diamonds	⚙️
<a href="#">NExT</a>	2/19/2020 9:00 AM PST	2/23/2020 9:00 AM PST	next-tech <span style="color: blue; font-weight: bold;">4</span>	⚙️
<a href="#">City Administration</a>	2/19/2020 11:00 AM PST	5/29/2020 12:00 PM PST	city_admins	⚙️
<a href="#">LexCorp</a>	2/22/2020 7:00 AM PST	12/18/2020 7:00 AM PST	apicbo44	⚙️

Rows Per Page 10 1-8 of 8

### Conference Tabs

These tabs display all configured conferences of their type:

- **Current** - Active or currently ongoing conferences.
- **Upcoming** - Upcoming or scheduled conferences.
- **Past** - Conferences that have expired naturally and that have not been deleted. Past conferences are not persistent and start to get removed once 250 past conferences have been reached.
- **Archived** - Archived conferences act as a copy of another conference that can be re-used at another time. This is beneficial for complex conference configurations that happen on occasion.

### Search

You can use this field to search for a specific conference; criteria include Event Name, Login Code, Access Start, or End Date.

### Actions

Click the gear icon to Edit, Copy, Archive, or Delete a conference. Note that a deleted conference cannot be recovered.

### Additional Codes

When additional codes are created for a conference, a blue bubble icon will appear next to that conference indicating the number of additional codes you created. Hover over the icon to see the additional codes.

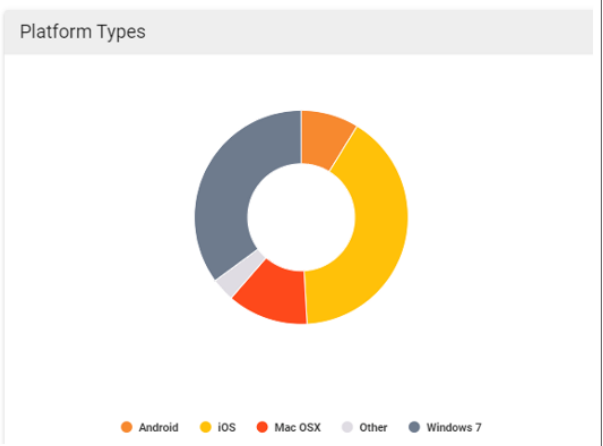
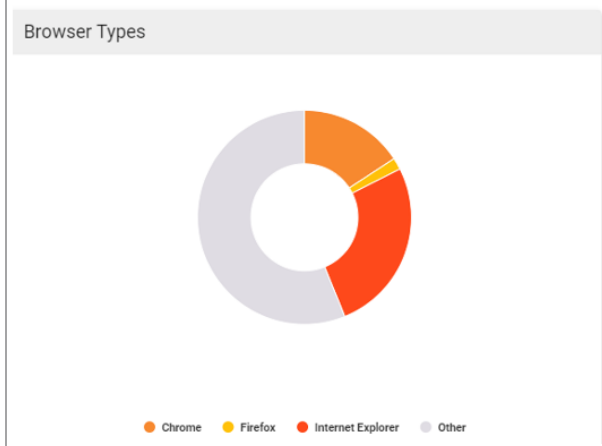
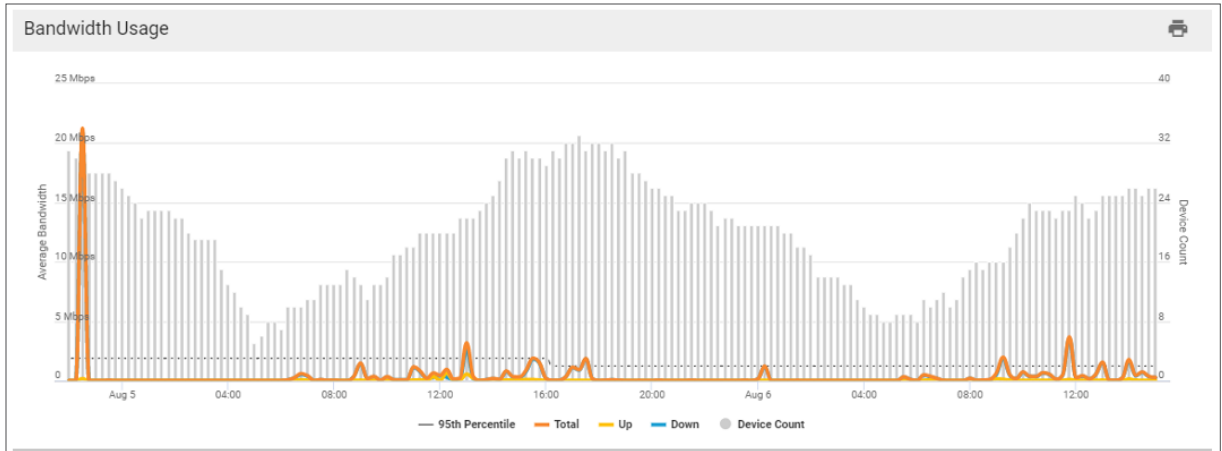
### Pagination

For busy conference spaces, there may be more conferences that can be seen on a single page; use the navigation buttons to move between the pages.

### Conference Details

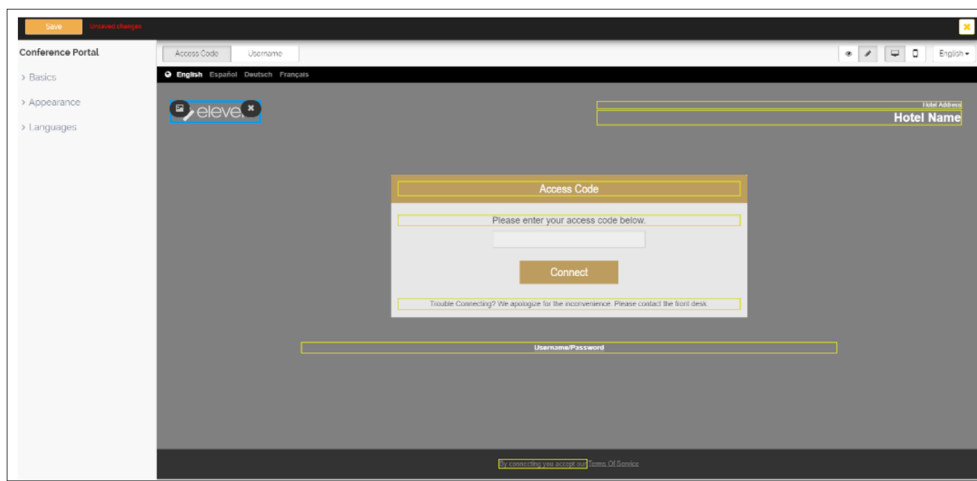
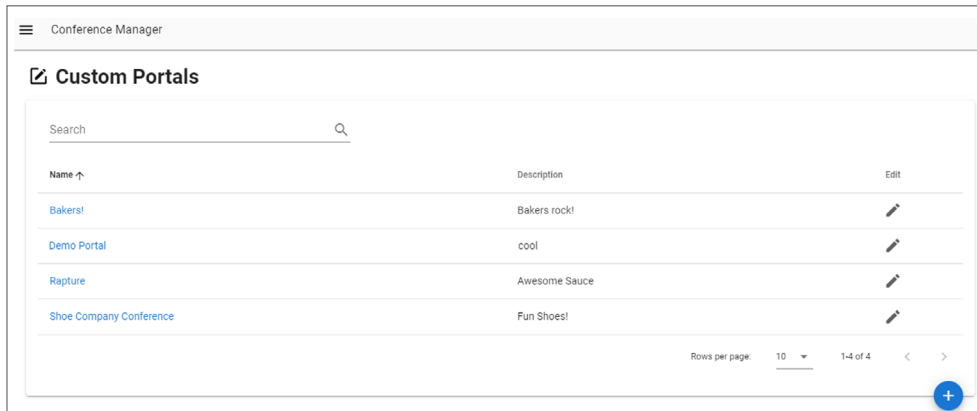
Clicking on a conference entry will navigate to the Conference Summary page. This page also includes graphs visualizing the conference bandwidth usage, internet browser types, and device platform types used by the attendees.

Conference Manager			
<b>← NEXt Summary</b>			
Conference Details (Upcoming) <span>Print</span> <span>Share</span>			
<b>BASICS</b>	Event Name <b>NEXt</b>	Login Code <b>next-tech</b>	Additional Code(s) <a href="#">View (4)</a>
CONTACTS	Start Date <b>6/21/2020 9:00 AM PST</b>	End Date <b>6/24/2020 12:00 AM PST</b>	Invitation <a href="#">Download Calendar Invite</a>
LOCATION	Connection Mode <b>Standard</b>	Connection <b>51200/51200 kbps per Group</b>	User Limit <b>8</b>
NETWORK	Scheduled User Count <b>0</b>	Actual User Count <b>0</b>	Attempted User Count <b>0</b>
ADVANCED	Landing Page <b>Default</b>	Portal Page <b>Demo Portal</b>	



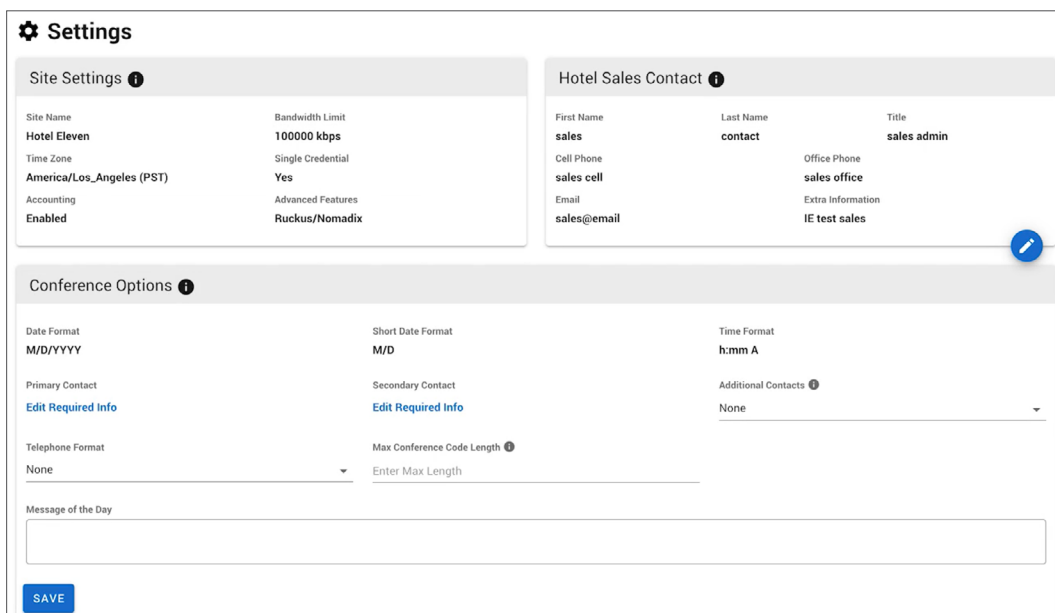
### Custom Portals

The Custom Portals menu allows you to create or edit stored portals specifically for conferences.



### Settings

The Settings menu contains several options that can be viewed or edited for the property's conference/meeting spaces.



### Site Settings

These settings are not editable within Conference Manager. To change them, contact Spectrum Enterprise.

### Hotel Sales Contact

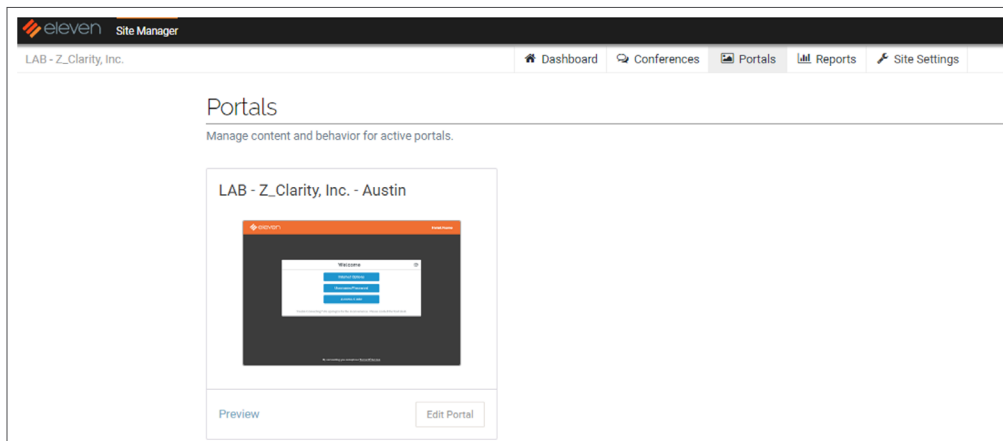
This section is where you can set contact information for the hotel sales personnel. Edit this information by clicking the blue "Edit Contact" pencil icon.

### Conference Options

This section lets you update the date/time format, contact info, telephone number format, and max conference code length.

### Portals

Portal Manager can be used to edit the splash page a guest will see the first time they connect to your WiFi network. The content is highly customizable and enables you to leverage your brand.

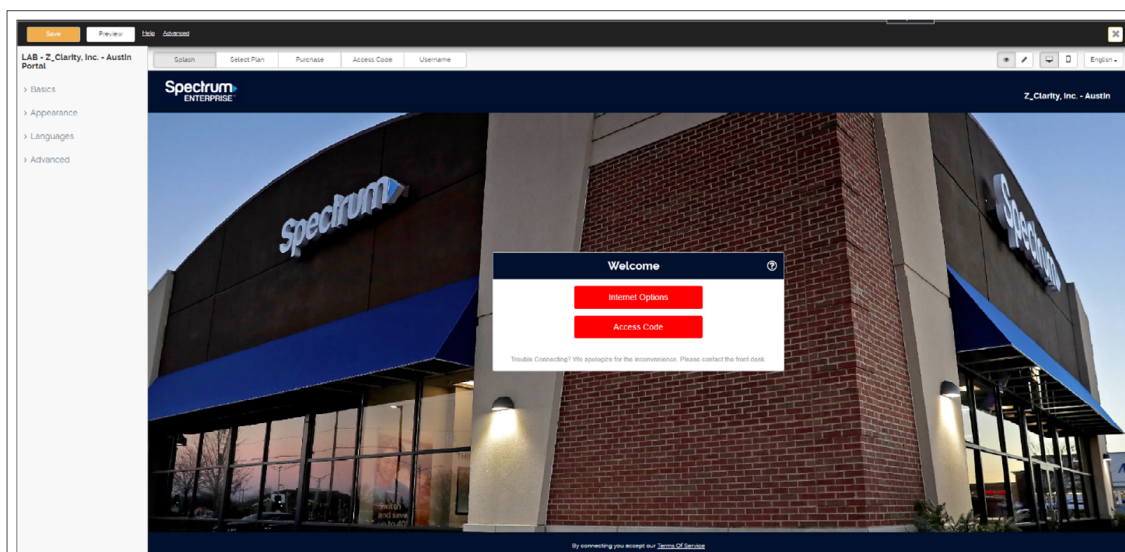


### Preview

This button allows you to view the Splash Page that is currently active, which your guests land on when they first connect to the WiFi network.

### Edit Portal

This button will open the Portal Editor so that you can make changes to the Splash Page.



## Basics

This group of options controls the functionality of the Splash Page.

- **Authentication Options** – Enable/disable different options such as Access Codes and Username/Password.
- **Email Capture** – Asks the guest to provide an email address when they connect, which you can require or allow an opt-in.
- **Terms of Service** – The default Terms of Service can be modified by entering a new URL; you can also require that the Terms of Service are agreed to by a check box or pop-up.
- **FAQs** – You can change the default FAQ URL here.
- **Usage Tracking** – Here, you can provide your Google Analytics TrackerID to enable the collection of usage data.
- **Marketing Options** – You can implement advertisements when guests connect through your Ad Network or Custom Messaging.

## Appearance

This section allows you to modify the overall look and feel of the Splash Page.

- **Logo Layout** – Here, you can choose the Standard or Center layout and hide the logo when a guest logs in from a desktop/laptop.
- **Plan Display** – You can show the plan name, description, and pricing here.
- **Panel Display** – Change the Center Panel's location and enable/disable the Header.
- **Footer** – Enable/disable the footer as well as input custom text.
- **Theme** – Here, you can change the color of the different elements of the Splash Page to match your brand.
- **Fonts** – Select from several fonts to be used on the Splash Page.
- **Images** – Enable/disable or change the background image.

## Languages

Site Manager is built to allow guests who have different language preferences to connect to the WiFi network easily.

- **Auto Detect Language** – Enable/disable the Splash Page to determine which language the guest prefers to see text in.

## Advanced

More advanced features can be enabled in this section.

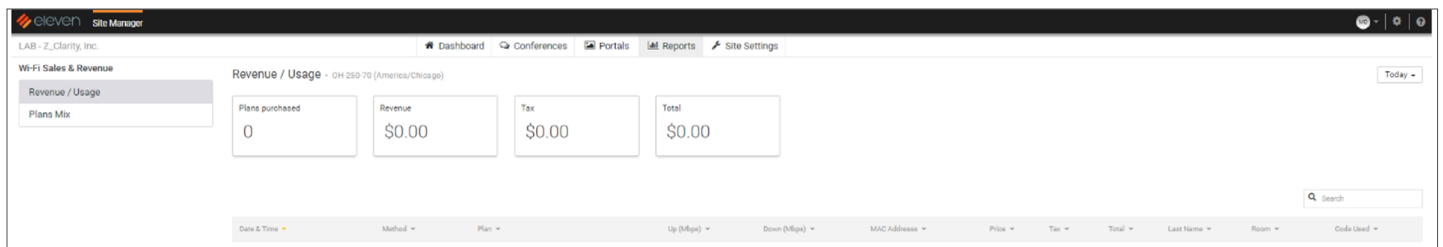
- **Username Validation** – Will force guests to use a valid email address as their username.
- **Guest Data** – This will prompt the guest for their date of birth during user authentication.

## Reports

Within the Reports menu, you can view statistical data about your property.

### Revenue/Usage

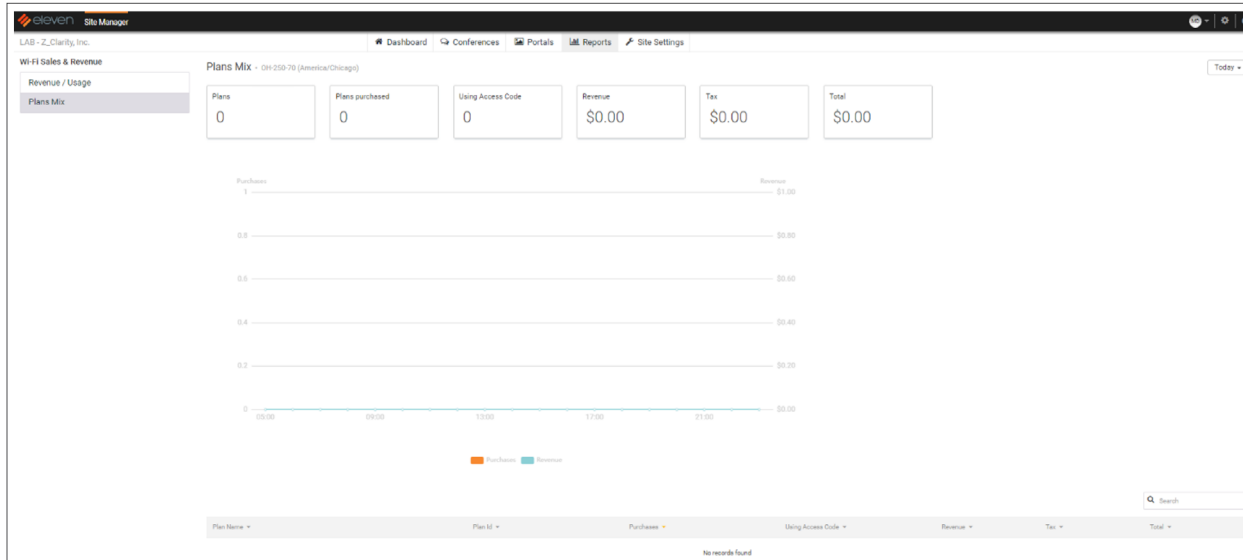
This displays the chosen period's revenue, taxes, and total revenue. It also breaks out the service plans and transaction methods.





### Plans Mix

This displays the total number of service plans, how many of each were purchased, and associated data for the select period.

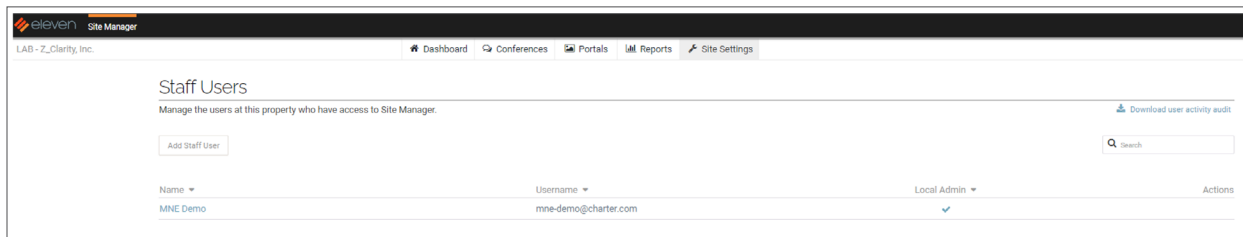


### Site Settings

Two sub-menus are within the site's settings: Staff Users and Enterprise Devices.

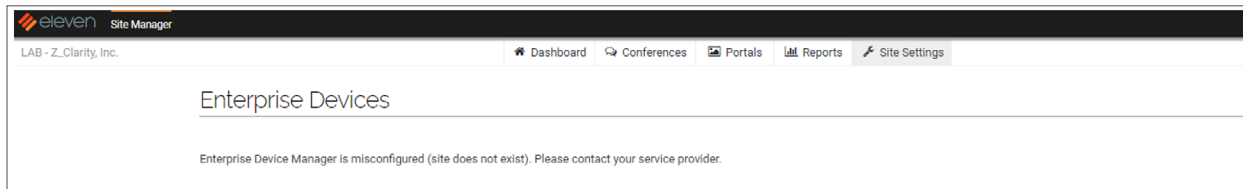
### Staff Users

This is where property staff members are added and managed.



### Enterprise Devices

Enterprise Device Manager allows for easy deployment and management of browser-less devices that you may have incorporated into your property.



### Settings

Using the Gear icon, you can reach this menu to update your name preferences and reset your password to Site Manager.


Personal **User Settings**

Name

Username

Email

**Password**

 **Need to reset your password?**  
We'll email you a link to set up a new one.

### Support and Feedback

The '?' icon in the upper right of Site Manager allows you to view tutorial videos and engage Spectrum Enterprise support.

#### About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit [enterprise.spectrum.com](http://enterprise.spectrum.com).

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