



Your services

With Your services, you can view:

- Service location in a map
- Services list
- Service details

March 2024

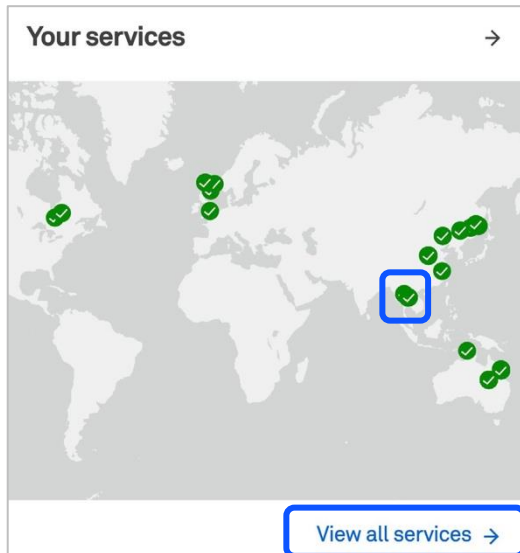


Table of Contents

How to view service location in a map	2
How to customise Your services view	4
How to download Your services list	5
How to view service details.....	5
How to access Meraki SD-WAN portal	8
How to access Cisco SD-WAN portal	8

How to view service location in a map

1. On the main dashboard, from **'Your services'** tile, select **'View all services'** for the full list of services or click on the green dots for a 'sorted' view.



2. Hover the mouse on the green pointers in the map to view the service location.



3. Use the +/- sign to maximise or minimise the map view.



4. The full list of available services can be seen just below the map.

Your services

242 Exhibition St, Melbourne, Victoria, Australia, 3000
Status: Active

[Hide map](#) Search your services [Filter](#)

Company: test sal company 2 (1) [Select columns](#) [Download summary](#)

Company	Service type	Service ID	A end site	Z end site	Your service reference	Bandwidth
Test Account	LITCAP	HKG TOK LITCAP 90030453	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Center, 6-2-15 Toyosu, Koto-ku, Tokyo, Tokyo, Japan, 135-0061	+ Add your reference	-
Test Account	SPEC	HKG TOK SPEC 90030456	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Center, 6-2-15 Toyosu, Koto-ku, Tokyo, Tokyo, Japan, 135-0061	+ Add your reference	-
Test Account	SESCANNER	ZZZ SECSANNER 90030435	Off-Net, Site Address, ANY, Any	-	+ Add your reference	-

5. Click on the green dots/ location for a 'sorted' view.

Dashboard > Your services > 200 Park Road, Derrimut, Melbourne, Victoria, Australia, 1000

242 Exhibition St, Melbourne, Victoria, Australia, 3000

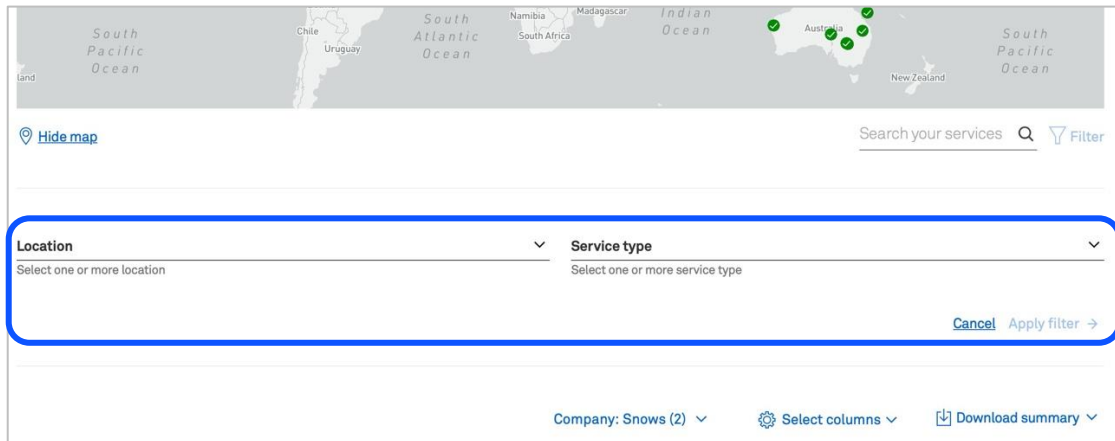
Service type	Service ID	Your service reference	Bandwidth	Parent service ID	Billing account	Contract terms (months)
GID	TPE GID 9202405	+ Add your reference	10M	-	BA-0005601	24.00
GEN	TPE GEN 9467428	+ Add your reference	-	-	BA-0005601	12.00

How to customise Your services view

There are multiple options to customise the Your services view:

1. Filter; 2. Sort; 3. Search; 4. Account view

1. In the Your services list page, you can use the filter option to filter by location or service type.



2. In the Your services list page, you can customise the view by sorting by any of the category headings.

The screenshot shows the 'Your services' list page with a table of services. The table headers are highlighted with a blue box. The table has the following columns: Company, Service type, Service ID, A end site, Z end site, Your service reference, and Bandwidth. The table contains three rows of service data.

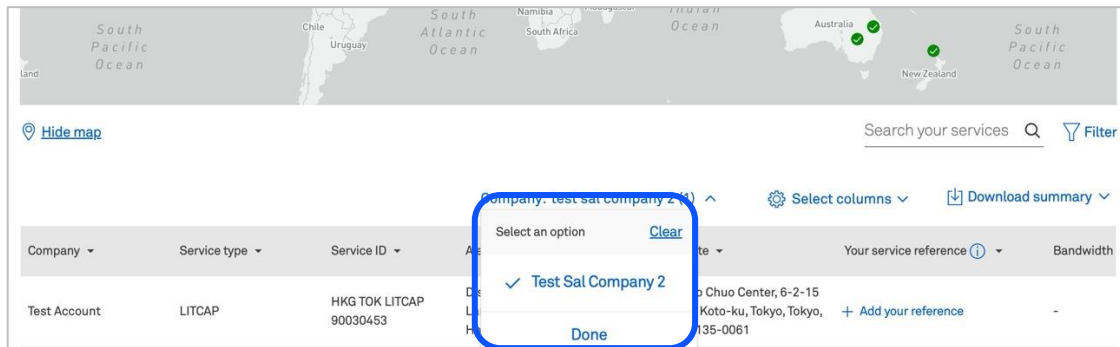
Company	Service type	Service ID	A end site	Z end site	Your service reference	Bandwidth
Test Account	LITCAP	HKG TOK LITCAP 90030453	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Center, 6-2-15 Toyosu, Koto-ku, Tokyo, Tokyo, Japan, 135-0061	+ Add your reference	-
Test Account	SPEC	HKG TOK SPEC 90030456	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Center, 6-2-15 Toyosu, Koto-ku, Tokyo, Tokyo, Japan, 135-0061	+ Add your reference	-
Test Account	SESCANNER	ZZZ SECSCANNER 90030435	Off-Net, Site Address, ANY, Any	-	+ Add your reference	-

3. In the Your services list page, using the search feature, you can search for a particular service.

The screenshot shows the 'Your services' list page with the search bar highlighted with a blue box. The search bar contains the text 'Search your services'. The table below the search bar is the same as in the previous screenshot.

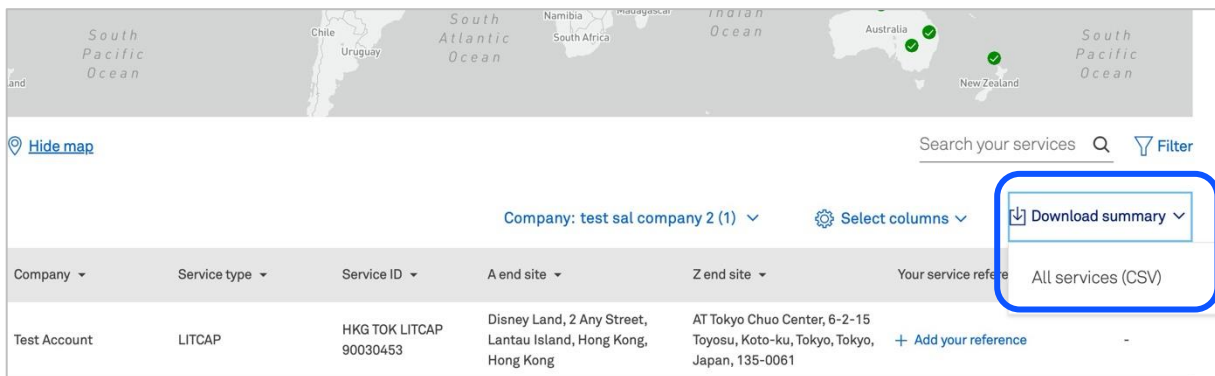
Company	Service type	Service ID	A end site	Z end site	Your service reference	Bandwidth
Test Account	LITCAP	HKG TOK LITCAP 90030453	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Center, 6-2-15 Toyosu, Koto-ku, Tokyo, Tokyo, Japan, 135-0061	+ Add your reference	-
Test Account	SPEC	HKG TOK SPEC 90030456	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Center, 6-2-15 Toyosu, Koto-ku, Tokyo, Tokyo, Japan, 135-0061	+ Add your reference	-
Test Account	SESCANNER	ZZZ SECSCANNER 90030435	Off-Net, Site Address, ANY, Any	-	+ Add your reference	-

- If you have permission to access multiple accounts in Telstra Connect, you can use the **'Company'** dropdown to select any or multiple accounts to view all the services.



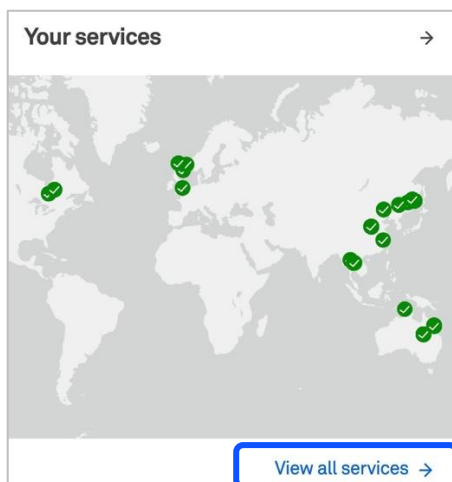
How to download Your services list

After you log in to Telstra Connect follow steps to View all Services. On the Your Service summary page, select **'Download summary'** and export the csv file.



How to view service details

- On the main dashboard, from **'Your services'** tile, select **'View all services'**.



- When you select a service you will be redirected to a service detail page which will contain more information about your service.

Company	Service type	Service ID	A end site	Z end site	Your service reference	Bandwidth
Test Account	LITCAP	HKG TOK LITCAP 90030453	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Center, 6-2-15 Toyosu, Koto-ku, Tokyo, Tokyo, Japan, 135-0061	+ Add your reference	-
Test Account	SPEC	HKG TOK SPEC 90030456	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Center, 6-2-15 Toyosu, Koto-ku, Tokyo, Tokyo, Japan, 135-0061	+ Add your reference	-

- You can view ‘Incidents’ and ‘Planned maintenance’ tickets associated with the service.

Dashboard > Your services > SAI GID 9303841

SAI GID 9303841

Service information

Account Name

Account ID

A end site address

Service ID
SAI GID 9303841

Product
GID

[Create incident](#)

Details

Incidents (0)

Planned maintenance (0)

Service request

Network and performance reports

IP route and domain management

- Additional reports can be accessed from the service detail page. “Network and performance report” will be displayed for EPL, EVPL, GID, GMNS, ICBS, IPT, IPVPN, IPX or VPLS services while “IP route and domain management” will be displayed for GID or IPT services. User guides can be accessed through the links below.

Dashboard > Your services > SAI GID 9303841

SAI GID 9303841

Service information

Account Name
test sal company 2

Account ID
10000

A end site address
242 Exhibition St, Melbourne, Victoria, Australia, 3000

Service ID
SAI GID 9303841

Product
GID

[Create incident](#)

Details

Incidents (0)

Planned maintenance (0)

Service request

Network and performance reports

IP route and domain management

A. Network and performance reports

Network and performance reports will allow you to view your network traffic reports for your Telstra services, POP to POP reports, and your managed service performance on our newly launched reporting platform. The reports can also be adjusted as per the time period needed or scheduled to be delivered to your email ID.

For more details on how to use network and performance reports please refer to our user guide.

https://www.telstra.com.hk/content/dam/shared-component-assets/tecom/campaigns/t-connect/Telstra_Connect_Intl_How_to_Guide_Network_and_Performance_Reports.pdf

B. IP Prefix and Route Management - Domain Name System (DNS)

Your DNS system will allow you to manage your primary, secondary and reverse DNS for your Internet services provided by Telstra.

After clicking on the link you will be redirected to an external site via single sign on.

More details can be found in our user guide on how to use the Domain name system application.

[https://www.telstra.com.hk/content/dam/shared-component-assets/tecom/campaigns/t-connect/How%20to%20guide%20for%20IP%20Prefix%20and%20Route%20Management%20-%20Domain%20Name%20System%20\(DNS\).pdf](https://www.telstra.com.hk/content/dam/shared-component-assets/tecom/campaigns/t-connect/How%20to%20guide%20for%20IP%20Prefix%20and%20Route%20Management%20-%20Domain%20Name%20System%20(DNS).pdf)

C. IP Prefix and Route Management

Your DNS system provides the ability to update, view and add IP prefixes for your Internet services provided by Telstra. This can be done as a single request or multiple requests.

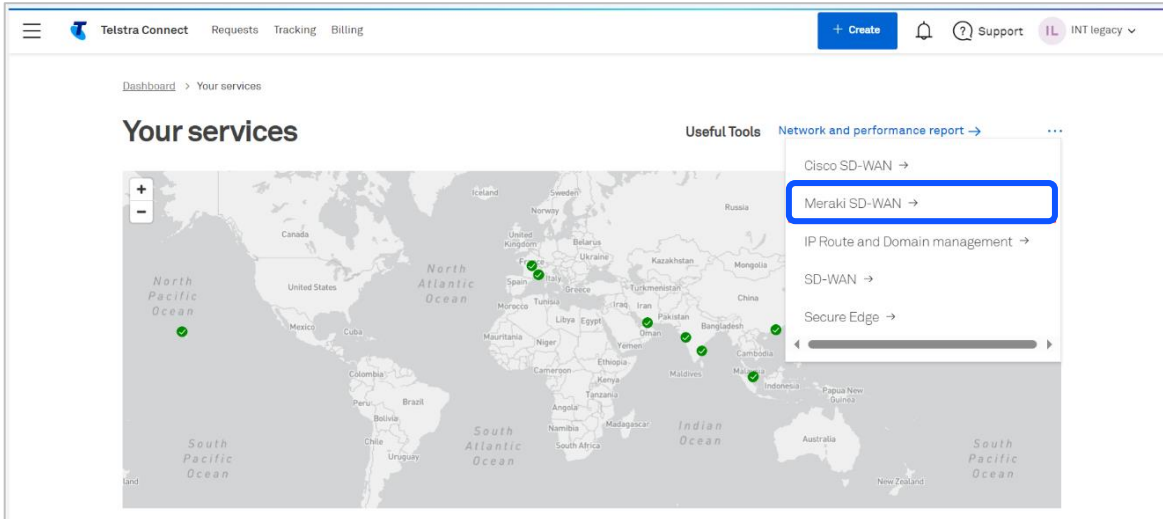
After clicking on a link, you will be redirected, via single sign-on, to an external site.

More details can be found in our user guide on how to use the Domain name system application.

<https://www.telstra.com.hk/content/dam/shared-component-assets/tecom/campaigns/t-connect/How%20to%20guide%20for%20IP%20Prefix%20and%20Route%20Management%20-%20Route%20Management.pdf>

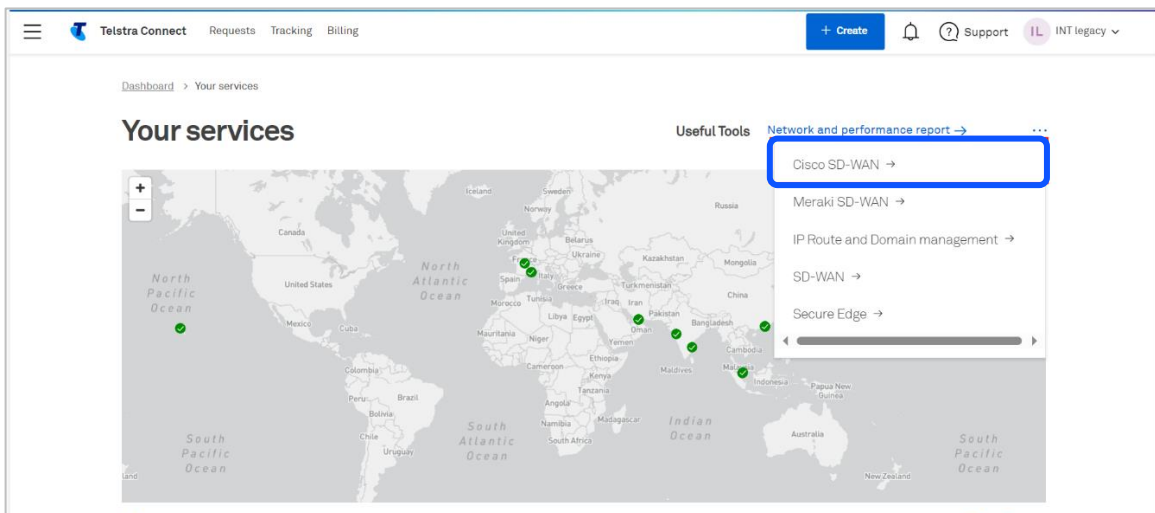
How to access Meraki SD-WAN portal

Meraki SD-WAN reports can be accessed through the Your services page. This link allows you to monitor historic network usage data from Meraki SD-WAN reports.



How to access Cisco SD-WAN portal

Cisco SD-WAN reports can be accessed through the Your services page. This link allows you to monitor historic network usage data from Cisco SD-WAN reports.



Sign in to Telstra Connect: <https://connectapp.telstra.com/>

If you have any questions or feedback, please contact your Telstra representative

www.telstra.com/international/TelstraConnect