



Pivotel Pulsar User Guide

pulsar.pivotel.com.au

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1. Overview of Pulsar

Pivotel provides the Pulsar web-based portal that allow users to view, control and manage their data services and costs. Pivotel Pulsar provides near real time service status, data usage information and the ability to configure and control network barring and firewall rules where applicable. Every Pivotel data service is automatically assigned to a Pulsar default profile when activated. Pulsar sends alert email notifications to the email address registered on the Pivotel account when the data usage for each individual or shared plan reaches 50%, 85%, 100% of the data inclusion or a pre-set data alert limit if there is no data inclusion. Pulsar automatically bars the data usage when it reaches 150% of data inclusion or a pre-set data bar limit, except for Starlink services. To meet the business requirements, users can create customised data Alerting and Barring Profiles where applicable with different thresholds and change the email addresses to receive Pulsar notifications. Users can also create customised firewall rules to meet their data traffic requirements, except for Starlink services.

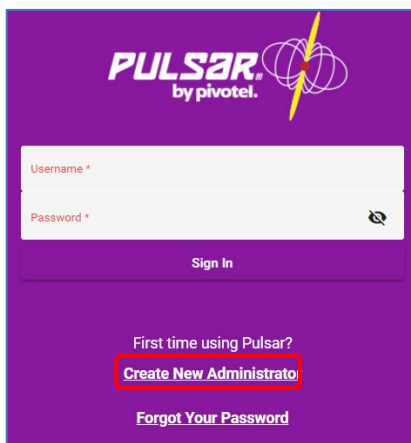
2. Create New Pulsar User Account

A Pulsar user account is required to access the Pulsar portal. You can create a new Pulsar user account from the Pulsar Login window <https://pulsar.pivotel.com.au>.

Note: If you already have a user account through a previous version of the Pulsar portal, you will not need to create a new account. You can use the previous user credentials and email address to access the current Pulsar portal.

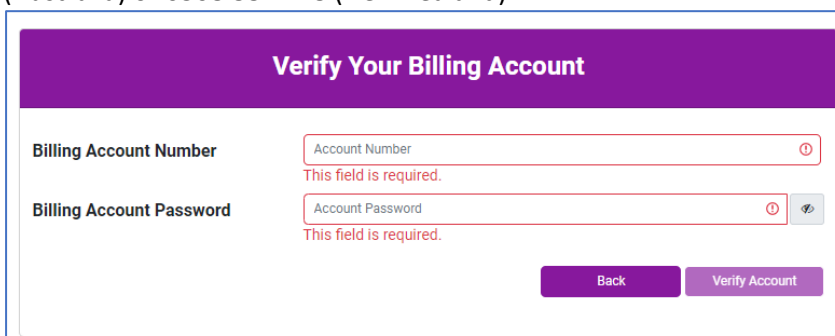
To create a new Pulsar user account.

1. Click “Create New Administrator”



The screenshot shows the Pulsar login interface. At the top is the Pulsar logo with the text 'by pivotel.'. Below the logo are two input fields: 'Username *' and 'Password *'. A 'Sign In' button is positioned below the password field. At the bottom of the page, there is a link 'First time using Pulsar?' with a red box around the 'Create New Administrator' button, and a link 'Forgot Your Password'.

2. You will be prompted to verify your billing account. Enter the Billing Account Number, Billing Account Password and Click “Verify Account”. If you do not know your Pivotel Account Number and Billing Password, please contact Pivotel Customer Care on 1300 882 448 (Australia) or 0508 882 448 (New Zealand).



The screenshot shows the 'Verify Your Billing Account' page. It has a purple header with the title 'Verify Your Billing Account'. Below the header are two input fields: 'Billing Account Number' with a placeholder 'Account Number' and 'Billing Account Password' with a placeholder 'Account Password'. Both fields have a red border and the text 'This field is required.' below them. At the bottom right, there are two buttons: 'Back' and 'Verify Account'.

3. Upon successful verification of the billing account, the user will be prompted to create a Pulsar user account. Once all fields have been filled, click "Create User".

Create User

Display Name

First Name ⓘ
This field is required.

Last Name ⓘ
This field is required.

Email ⓘ
This field is required.

Mobile Number

Time Zone ▼
This field is required.

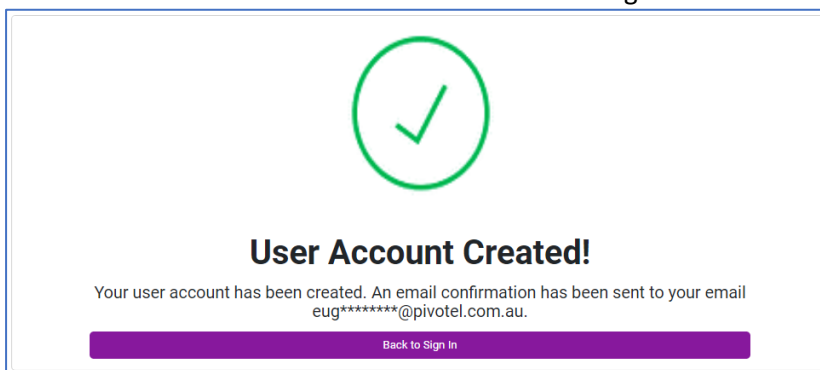
Login Username ⓘ
This field is required.

Login Password ⓘ
This field is required.

Password Requirements
At least 8 characters
At least one uppercase character
At least one lowercase character
At least one number
At least one special character
The words "pass" and "password" are not allowed

[Back](#) [Create User](#)

4. Upon successful creation of the user account, a pop-up window will display confirming successful creation of the account. An email confirmation of the successful creation will also be sent to the email address used to create the user account. Please note Pulsar user credentials will be removed from the system if there is no activity for 12 months and a new user account will need to be created to be able to login to the Pulsar portal again.





Pivotel Pulsar Account Creation Successful

Hello user,

Your Pulsar user account with username **<username>** has been successfully created.

You can now access Pivotel Pulsar portal to manage your data service(s).

Please note that your Pulsar username will be removed from the system if there is no activity for 12 months.

If you have any questions, please phone Pivotel Customer Care on 1300 882 448 (Australia) or 0508 882 448 (New Zealand).

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Pivotel New Zealand Limited | NZBN 9429033338835 | PO Box 38-415 WMC 5045
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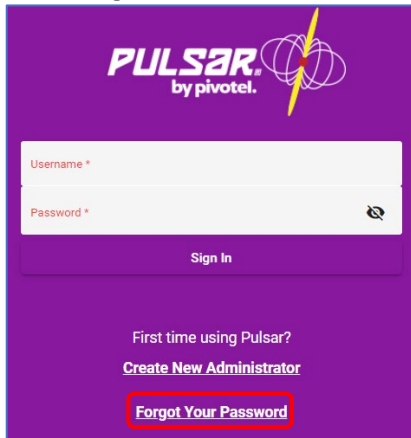
3. Sign in into Pulsar Portal

To sign-in to the Pulsar Portal, use the login credentials (email and password) for the newly created Administration account or a previous account an account already existed in an earlier version of the portal.

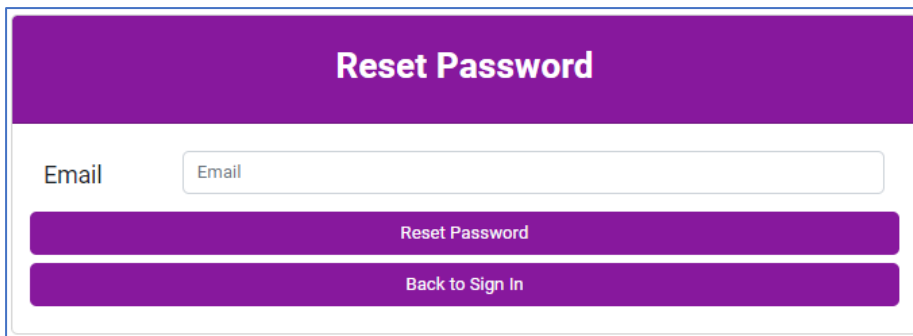
3.1 Forgot your Password

You can reset your password to receive a temporary code to sign in into the Pulsar portal.

1. Click “Forgot Your Password” to reset your password.



2. Enter the email address associated with the user account that needs to have the password reset.



3. If the email address has been used in previous versions to create separate user accounts for different billing accounts, multiple usernames may exist. If multiple usernames exist, a list of usernames will be presented in a dropdown list. Only one username will be able to be retained to use with the new password. All other usernames will be deleted from the Pulsar system for maintenance purposes. Click “Reset Password” to proceed to reset the password of the selected username.

Note: Pulsar 5 allows you the ability to add multiple billing accounts under a single username to manage the data services of different accounts. Please refer to Manage My Profile section on how to add multiple billing accounts to a single login username.

Reset Password

Email

⚠ There are multiple login usernames registered to ema*****@domain.com. Please select the Username you wish to reset the password. The other Username will be removed from Pulsar system.

Username

Reset Password

Back to Sign In

Reset Password

Email

⚠ There are multiple login usernames registered to ema*****@domain.com. Please select the Username you wish to reset the password. The other Username will be removed from Pulsar system.

Username

- Username 1
- Username 2
- Username 3
- Username 4
- Username 5
- Username 6

4. Upon successfully resetting the password, a confirmation pop up will be displayed. Click “Back to Sign In” to go back to the Sign in page.
5. An email with a temporary password will be sent to the registered email. In no email is received, please check the SPAM filter or JUNK email folder of the email address. Use the temporary password to sign-in to the Pulsar portal.
6. Upon sign-in to the Pulsar portal, a prompt will be presented to create a more permanent password based on the password requirement rules stated.

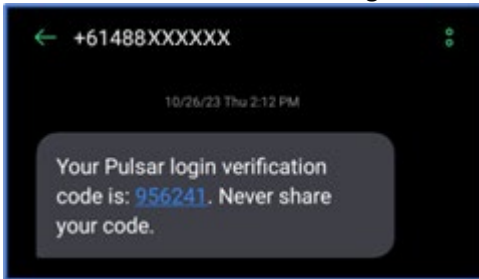
3.2 One-Time Password Verification

When signing in to the Pulsar portal using a valid username and password, a One-Time Password (OTP) verification as an enhance security measure will be prompted to authenticate the user. The

user can receive the OTP code via email or SMS (selectable). The OTP code is only valid for 2 minutes.

1. Click “SMS” or “Email” to indicate which method to receive the OTP code
Note: If there is no mobile number associate with the username account, only the email button will be presented as a valid method to request a OTP code. A mobile number can be added to the user’s profile once signed in, from the “Manage My Profile” functionality. This will allow the SMS option to be used in the future.

2. The OTP code will be sent using the method chosen.

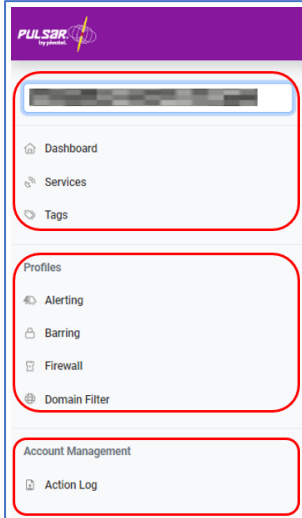


3. Enter the OTP code and click “Sign In”.

4. Pulsar Portal

The main page of the Pulsar portal is divided into 2 parts; left panel and the main content page. The left panel allows a user to navigate quickly to the desired portal function and presents the information on the main content page.

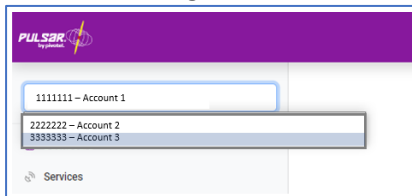
There are 3 sections in the navigation panel: Account, Profiles and Account Management.



4.1 Account Selection

Upon first sign in to the portal, the account information overview on the dashboard will be displayed. If multiple billing accounts exist against the username, the first billing account will be selected. The required billing account to be viewed is achieved by:

1. Clicking the account name box
2. Select the billing account to be managed from the drop down selection

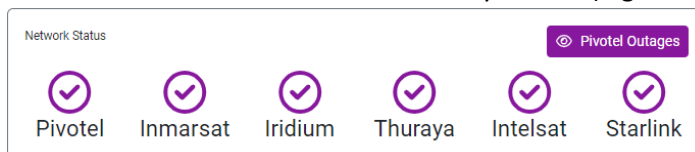


Note: Please refer to Manage My Profile section on how to add multiple billing account to a single login username.

4.2 Dashboard

The **Dashboard** on the navigation panel will provide you an overview of the following information on the main content page.

1. The status of satellite network offered by Pivotel (e.g. Inmarsat, Iridium, Thuraya, Intelsat).



A “tick” indicates the network is up and running and a red “cross” indicates there is an outage. You can click on the **Pivotel Outages** to view the details of the current outages.

Note: The network indicators are not currently linked to the network status as of this release and this feature will be added in a future release.

- The summary of service(s) under the billing account of your selection. You can click on the or “Services” on the navigation panel to view all of the service(s).



The indicates the number of services currently data online (connected to satellite network and data session started).

The indicates the number of services currently data offline (connected to satellite network but data session not started).

The indicates the number of services currently data unbar. The service(s) maybe online or offline.

The indicates the number of services currently data barred. The service(s) maybe online or offline.

4.3 Services

Selecting on the navigation panel will list out all the service(s) of the current selected billing account on the main content page with the following information:

- Name – By default, a service number will be displayed unless the name has been changed previously. Recommend to change or edit the service name in the service detail page as your service identifier, such as Kalgoorlie office xxx service.
- Tags – Tags name you have created and tagged to the service(s).
- Type –The service type of the service. E.g. International Iridium Certus, Inmarsat FleetOne/FBB, OneWeb, Starlink and etc.
- Service Number – Service number or mobile subscriber's phone number of the service.
- ICCID – Integrated Circuit Card Identification Number which is the SIM card number or IMEI number of the terminal. For Starlink services it is the Starlink antenna serial number.
- Status – Status of the service.

Name	tags	Type	service Number	ICCID	status
GC VL test		International Iridium Certus			

Only 20 services can be displayed in a page. You can view the remaining services by scrolling down to the bottom of the page and clicking to go to the next page or to go to the last page.

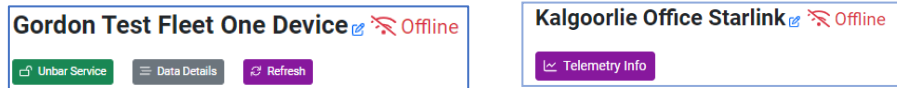


The “Filter Service” function at the top of the page provides you the capability to filter the service with any string you enter into the “Filter Service” field.

4.3.1 View Service Detail

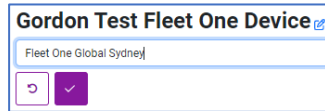
You can view the detail information of a service by click on a service. There are 6 sections of the service detail information available.

4.3.1.1 Service name and data status summary



4.3.1.1.1 Service name

The name of the service (by default it is the service number). You can edit the service name by clicking . Enter the new name and click to apply the changes.



4.3.1.1.2 Service status

Offline indicates the service is currently data offline (connected to the satellite network but no data session has been started, or the service is not connected to the satellite network).

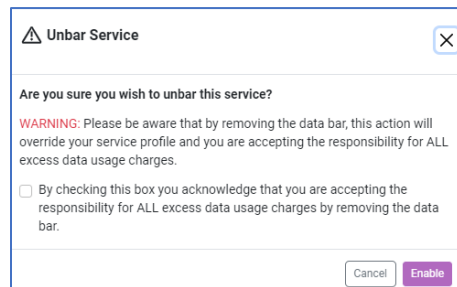
Online indicates the service is currently data online (connected to the satellite network and a data session has been started).

4.3.1.1.3 Data bar/unbar control

This is not supported for Starlink services.

Bar Service indicates the service is currently data unbarred. You can bar the service’s data by clicking the “Bar Service” button.

Unbar Service indicates the service is currently data barred. You can unbar the service’s data by clicking the “Unbar Service” button. A warning message on the unbar action will appear and to proceed, you need to acknowledge and click “Enable” to unbar the service’s data.



The action to bar and unbar the service’s data will involve changing the service configuration at the network level and may take a few minutes for the process to complete. During the process the button will change to or depending on your request. You can refresh the page through the button to change the Data bar/unbar control button to show the new data status or go back to the services list and reselect the service.

4.3.1.1.4 Refresh

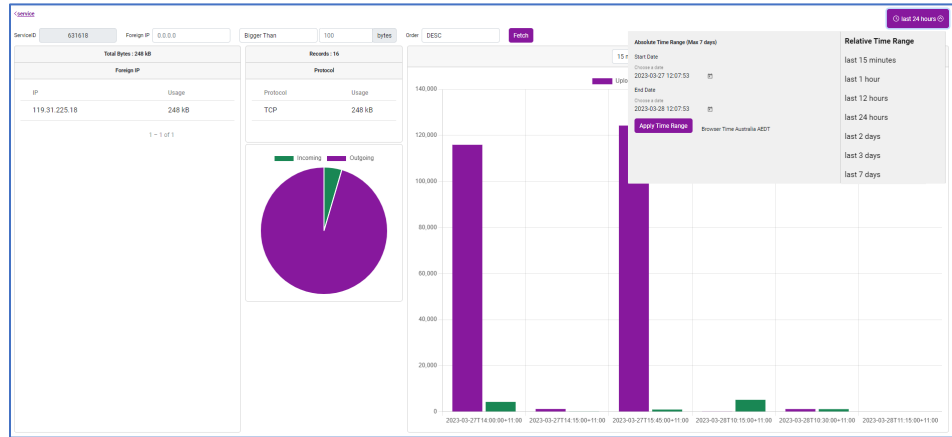
This is not supported for Starlink services.

The button allows you to refresh the page after you have made changes to the bar/unbar in section 4.3.1.1.4 and profiles in section 4.5.2 in which the change involves a service configuration change at the network level and may take a few minutes for the process to complete.

4.3.1.1.5 Data Detail

This is not supported for Starlink services.

The **Data Details** button will show the service’s data detail information view. Refer to section 4.7 for more information on how to configure different parameters of the “Data Details” view.

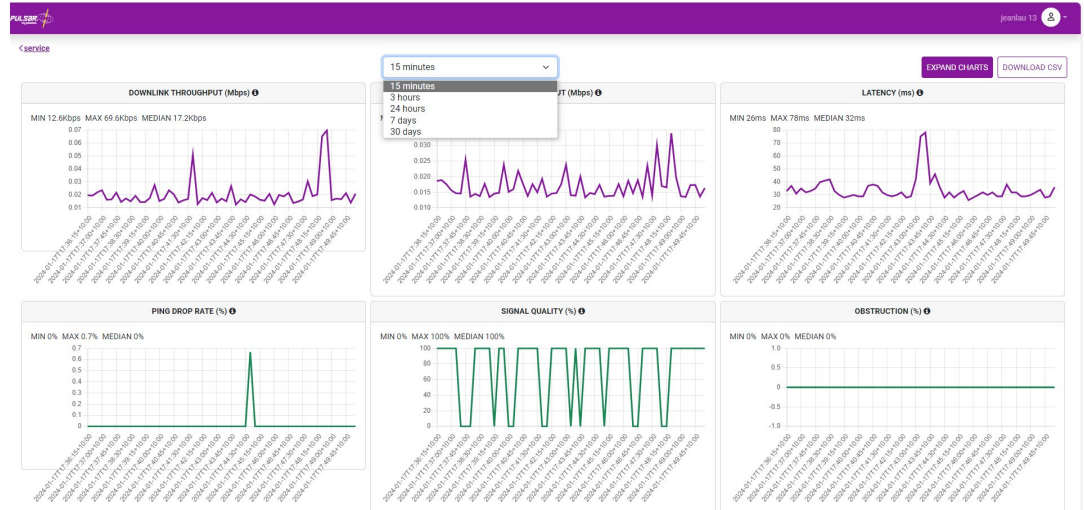


4.3.1.1.6 Telemetry Info

This is applicable to Starlink services only.

The **Telemetry Info** button will show the service’s telemetry data:

- Downlink throughput (Mbps)
- Downlink throughput (Mbps)
- Latency (ms)
- Ping Drop Rate (%)
- Signal Quality (%)
- Obstruction (%)



4.3.1.2 Notes

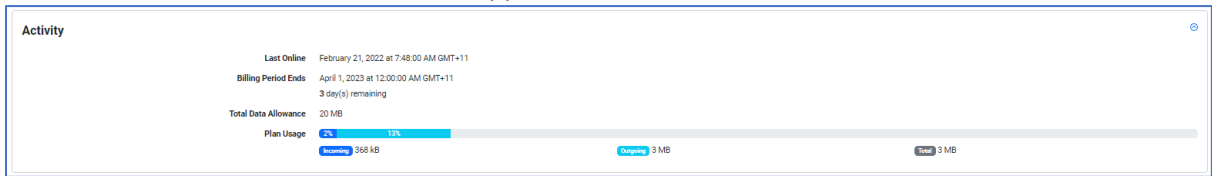
The Notes section allows you to add tags to a service. Tags allow you to easily identify the service if you have a fleet of services under the billing account. Please refer to section 4.4 for more information on Tags.



4.3.1.3 Activity

The Activity section provides information relating to the service’s data activity. It contains the following information:

1. The service’s last online date and time. This is not supported on Starlink services.
2. The service’s end billing period and number of days remaining before the data allowance of the service will reset.
3. Total data allowance of this service.
4. Chart of total data usage, incoming data usage and outgoing data usage of this service as of the current time. This is not supported on Starlink services.

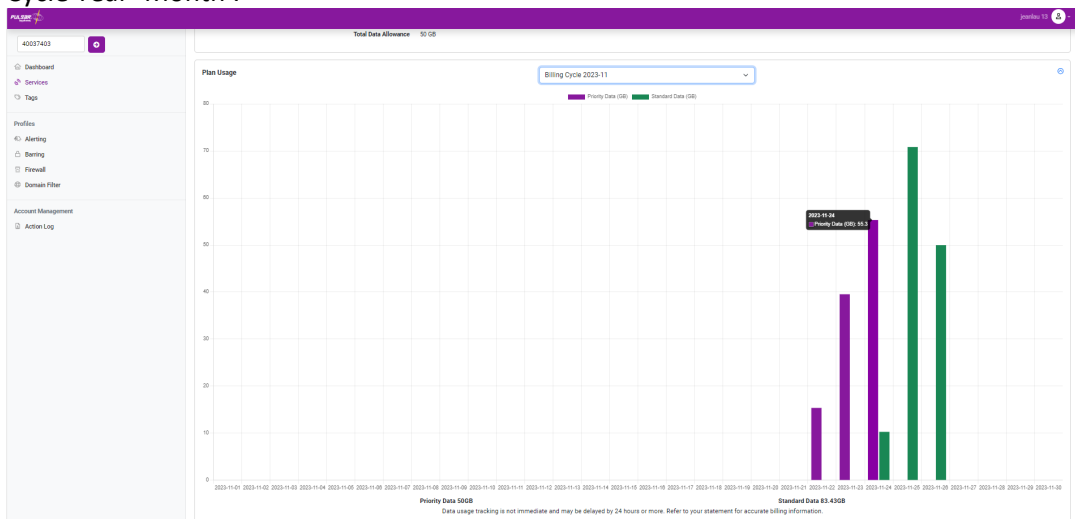


4.3.1.4 Plan Usage

This is applicable to Starlink services only.

The Plan Usage section provides information relating to Starlink service’s data activity. Data usage tracking is not immediate and may be delayed by 24 hours or more. It contains the following information:

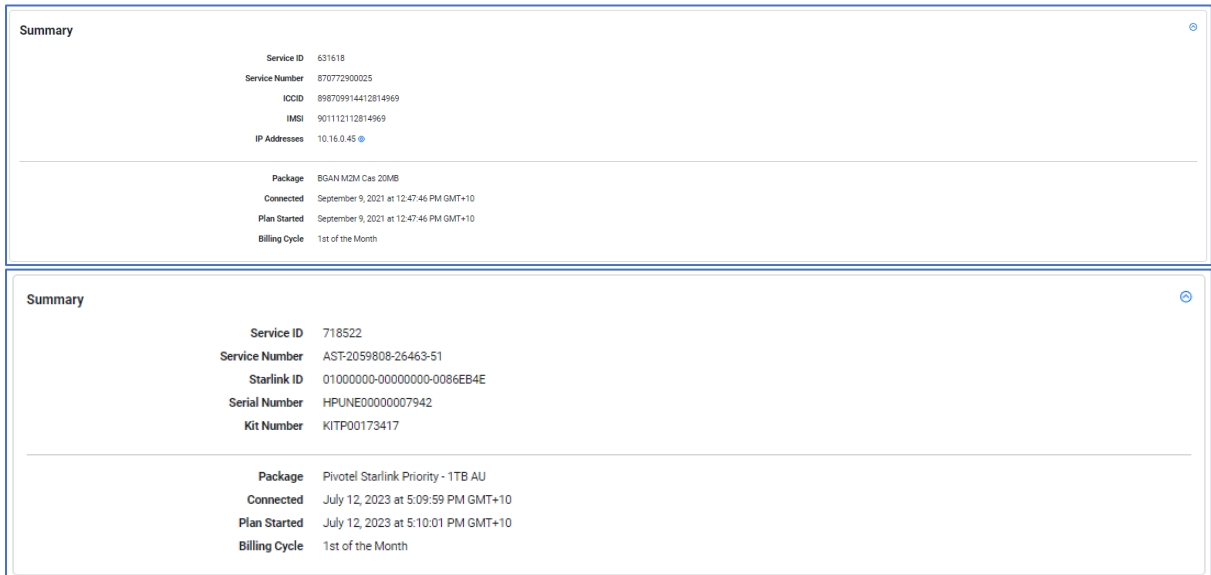
1. Starlink daily data usage in the current billing month.
2. Starlink accumulated total data usage till date in the current billing month for Priority/Mobile Priority Data and Standard/Mobile Data.
3. Historical data for the past 6 months can be toggle using drop down in the box ‘Billing Cycle Year- Month’.



4.3.1.5 Summary

The Summary section provides a summary info of the service. It contains the following information:

1. Service ID
2. Service Number – service number or mobile subscriber's phone number of the service.
3. ICCID – Integrated Circuit Card Identification Number which is the SIM card number for the service.
4. IMSI – International Mobile Subscriber Identity. An internationally standardised unique number to identify a mobile subscriber. This is not supported on Starlink services.
5. IP Addresses – IP addresses assigned to this service when a data session is active. Click the to view the detail info of the IP addresses. This is not supported on Starlink services.
6. Starlink ID, Serial Number and Kit Number – this is applicable to Starlink services only.
7. Package – Service plan of this service.
8. Connected – Date this SIM was connected.
9. Plan started – Date the service plan was connected with this SIM.
10. Billing Cycle – The billing cycle of this service.

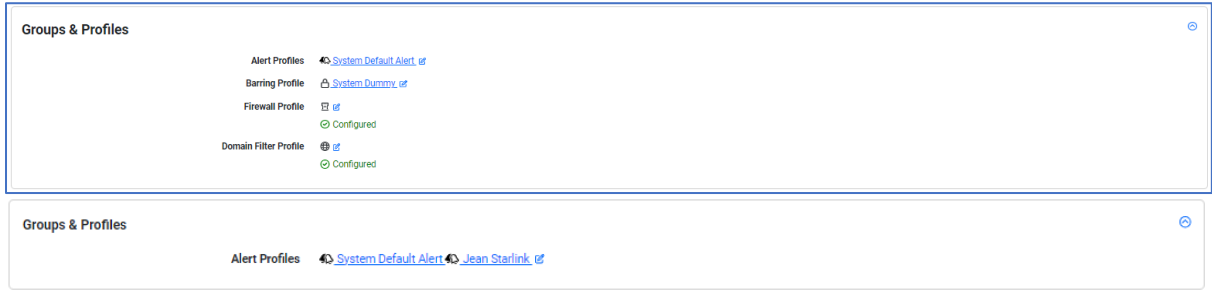


4.3.1.6 Groups & Profiles

The Groups & Profiles section provides a view of profiles assigned to the service. This section allows assigning or removal of profile(s) to a service. Profile(s) need to be created before they can be assigned to a service. Please refer to section 4.5.1 on how to create profile(s) and section 4.5.2 on how to assign profile(s) to a service. By default, a system default profile will be assigned to any new service.

The following profiles can be assigned to a service:

1. Alert Profiles – allows multiple profiles to be assigned.
2. Barring Profile – only one profile can be assigned. This is not supported on Starlink services.
3. Firewall Profile – only one profile can be assigned. This is not supported on Starlink services.
4. Domain Filter Profile – only one profile can be assigned. This is not supported on Starlink services.



4.3.1.7 IP Addresses

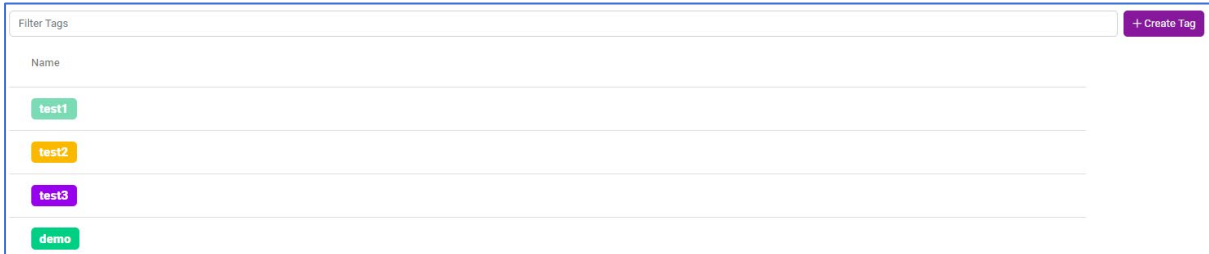
This is not supported for Starlink services.

The IP Addresses section provides a view of the IP address information for a service when a data session is active. Some services may contain more than one IP address due to multiple APNs being configured for operation on the service. Different IP addresses will be assigned to each APN configured. The Public column of the list will indicate if the IP address is a public IP address.

IP Address	APN	Service Number	Dynamic	Public	Pool
10.16.4.6	pivotel-aus.m2m.inmarsat.com	870772290105	N	N	
94.229.3.63	mvs.bgan.inmarsat.com	870772290105	N	Y	

4.4 Tags

A tag is a keyword or term assigned to a service to help describe what the service is used for and to make it easier to locate and/or group. The at the navigation pane will list out all the tags that have been created on the main content page.

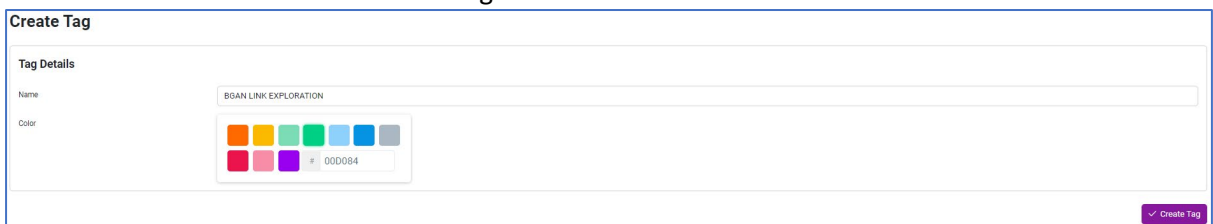


4.4.1 Create/Modify/Delete Tags

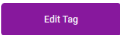
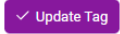
A tag needs to be created before it can be assigned to the service.

4.4.1.1 Create New Tag


1. Click
2. Enter the Name for the new tag and select the for the tag.
3. Click to create the new tag.



4.4.1.2 Modify Tag

1. Click the tag you wish to modify.
2. Click  on the Tag Details page and make modifications to the tag.
3. Click  to save changes to the tag.

4.4.1.3 Delete Tag

1. Click the tag you wish to delete.
2. Click  to delete the tag. A warning and consequences of this action will be prompted. Confirm to delete the tag.

Note: Any tag that link to any service(s) will be removed from the service(s) when the tag is removed.


4.4.2 Assigning or Removing Tags from Services

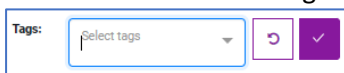
You can assign or remove tag(s) to or from a service.

4.4.2.1 Assign Tag to a Service

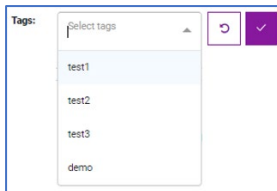
1. Go to the Notes section of the service detail page.




2. Click the  to edit the tags.



3. Click the drop down to view the list of tags created and select tags to be assign to the service. You can select multiple tags before proceeding to next step.



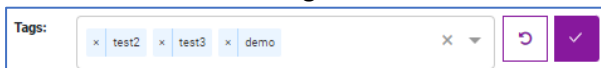
4. Click  to assign tags to the service.


4.4.2.2 Remove Tag from a Service

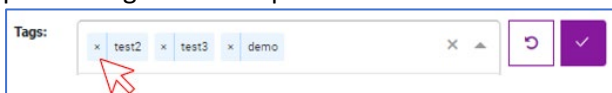
1. Go to the Notes section of the service detail page.




2. Click the  to edit the tags.



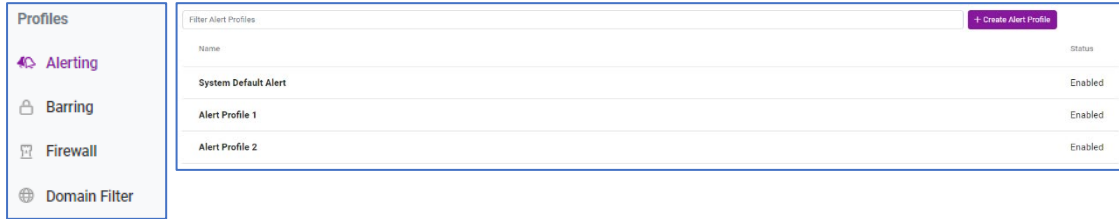
3. Click the  beside the tag's name to remove the tag. You can remove multiple tags before proceeding to next step.



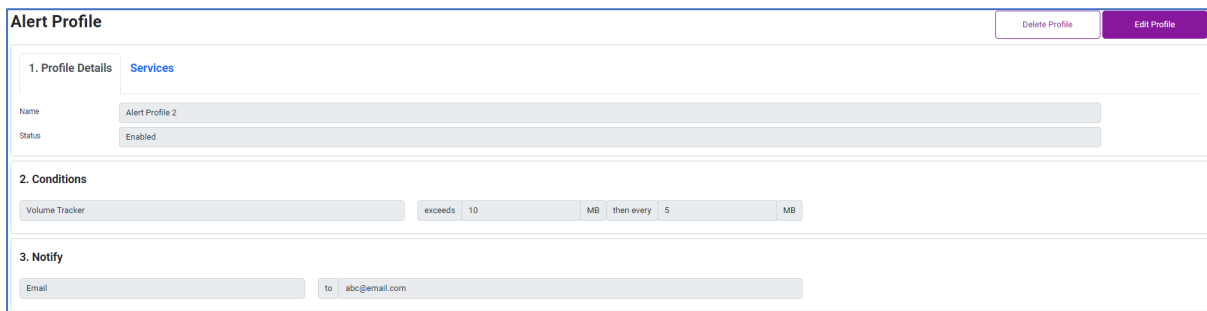
4. Click  to remove the tags from the service.

4.5 Profiles

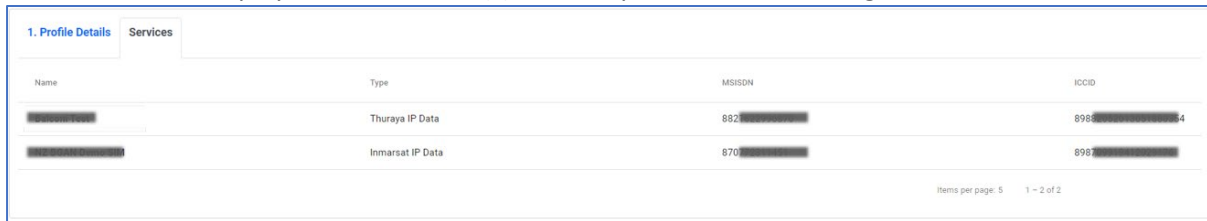
“Profiles” on the navigation panel allow a user to navigate and view the list of profiles created for a profile type. There are alerting, barring, firewall and domain filter profiles. Only Alerting profile is supported on Starlink services.



Click on the profile name to view the profile configuration. The configuration detail is available on the Profile Details tab.



The Services tab displays a list of service(s) that the profile has been assigned to.



The existing profile can be deleted by clicking [Delete Profile](#). A profile can only be deleted when it is no longer assigned to any services.

4.5.1 Create/Modify/Delete Profiles

Profile(s) need to be created before they can be assigned to a service. If no profile is created, a system default profile will be assigned to the service. An existing profile can be modified to the necessary profile requirements, or the profile can be deleted if no longer needed.

4.5.1.1 Alerting

Alert profiles provide the ability to customize the alerting conditions and thresholds of a service’s data usage. In most cases, the default alerting profile in Pulsar is set to send alerts when the data usage for that service or shared plan reaches 50%, 85% and 100% of the plans included data limit.

4.5.1.1.1 Create an Alert Profile

1. Click [+ Create Alert Profile](#)
2. Enter the Profile Name and select the Status of the profile in the Profile Details section. Ensure the Status is Enabled. Selecting “Disable” for the profile will make it unavailable to assign it to a service however keeps the profile configuration saved so it could be enabled at a future time.

3. Select the condition for the alert to trigger. More than one condition can be set for an alert in a single profile. Click **+** to add the next condition.

The following trigger types are able to be set for an alert profile:

- a. Volume - when the data usage exceeds a configured MB. For example, send an alert when the data usage exceeds 100MB.

- b. Volume Tracker - when the data usage exceeds a configured MB and then every incremental configured MB. For example, send an alert when the data usage exceeds 100MB, and then send alerts every 10MB after that. E.g. at 110MB, 120MB, 130MB etc. There is no limit to the end of the alerts, Pulsar will continue to send alerts until the data usage is reset in the next billing cycle.

- c. Allowance – when the data usage exceeds a configured % of the data inclusion. For example, send an alert when the data usage exceeds 200% of the data inclusion. If your plan includes 30MB, Pulsar will send an alert when the data usage exceeds 60MB. E.g. 200% of the data inclusion of 30MB.

- d. Service Barred Status is Manually Changed – When the service status is changed from Bar to Unbar. This is not supported on Starlink services.

4. Choose the alert notification to be sent. An alert notification can be sent via email or text message (SMS). Multiple recipients can be configured to receive the alert notifications. Click **+** to add more recipients.

- a. Email alerts are free. Use **Test** to test and confirm a recipient receives a test email notification from the Pulsar portal.

- b. SMS alerts are charged at the Pulsar Portal SMS rate per SMS (approx. \$0.10AU per SMS at the time of writing). Phone numbers must be entered in international format. E.g. +614xxxxxxx or +642xxxxxxx. You can use **Test** to test and confirm the recipient receives a test SMS notification from the Pulsar portal.

5. Click **✓ Create Profile** to create the profile.

4.5.1.1.2 Modify Alert Profile

1. Click the profile you wish to edit.

2. Click **Edit Profile**
3. Make modification to the profile.
4. Click **Update Profile** to update the profile with new configuration.

4.5.1.1.3 Delete Alert Profile

An alert profile can only be deleted when there is no service is configured with this profile.

1. Click the profile you wish to delete.
2. Click the Services tab to ensure there is no service(s) is configured with the profile. If there is, you need to unassign the profile from the service.

3. Click **Delete Profile** to delete the profile.
4. Click **Ok** to confirm delete profile.

4.5.1.2 Barring

This is not supported on Starlink services.

Barring profile provides you the ability to customize the barring conditions and thresholds of your data service per your operation needs. By default, Pulsar sends alert and automatically bar your data service when the data usage for each service reaches 150% of data inclusion.

4.5.1.2.1 Create Barring Profile

1. Click
2. Enter the Profile Name and select the Status of the profile in the Profile Details section. Ensure the Status is Enabled. You can disable the profile if you decided not to use it.

3. Select the condition for the bar action to trigger. You can set more than one condition for bar in a single profile. Click to add the next condition.

Below conditions are available for barring:

- a. Volume - when the data usage exceeds a configured MB. For example, bar and send a notification when the data usage exceeds 100MB.

- b. Allowance – when the data usage exceeds a configured % of the data inclusion. For example, bar and send a notification when the data usage exceeds 200% of the data inclusion. If your plan includes 30MB, Pulsar will bar and send a notification when the data usage exceeds 60MB. E.g. 200% of the data inclusion of 30MB.

- c. Package Defined Allowance is Reached – when the data usage exceeds 100% of the data inclusion. For example, if your plan includes 30MB, Pulsar will bar and send a notification when the data usage exceeds 30MB. E.g. 100% of the data inclusion of 30MB.

4. Choose how you would like the alert notification to be sent out. Alert notification can be sent out via email or text message (SMS). You can configure as many recipients as you like to receive the alert notification. Click to add more recipients.

- a. Email alerts are free. You can use to test and confirm the recipient receive a test email notification from the Pulsar portal.

- b. SMS alert is charged at a satellite SMS rate per SMS. Mobile numbers must be entered in international format. E.g. +614xxxxxxx or +642xxxxxxx. You can use to test and confirm the recipient receive a test SMS notification from the Pulsar portal.

5. Click to create the profile.

4.5.1.2.2 Modify Barring Profile

1. Click the profile you wish to edit.

2. Click **Edit Profile**
3. Make modification to the profile.
4. Click **Update Profile** to update the profile with new configuration.

4.5.1.2.3 Delete Barring Profile

A barring profile can only be deleted when there is no service is configured with this profile.

1. Click the profile you wish to delete.

2. Click the Services tab to ensure there is no service(s) is configured with the profile. If there is, you need to unassign the profile from the service.

3. Click **Delete Profile** to delete the profile.
4. Click **Ok** to confirm delete profile.

4.5.1.3 Firewall

This is not supported on Starlink services.

Firewall profile allow you to manage your own firewall rules for your data service by controlling the outbound and/or inbound data traffic.

By default, your IP data service is assigned with a Private IP address. You can define firewall rules to outbound traffic. The inbound traffic will always be denied.

If you subscribe to a Public IP address for the data service, you can define firewall rules to both outbound and inbound traffic.

Note:

1. The firewall operation configured with Pulsar occurs within the ground core network. This means that any denial of IP traffic outbound from the satellite terminal will only occur once the initial requests have traversed the satellite network, resulting in some data usage, which may be chargeable. To avoid this data usage, firewall protection can be set at the satellite terminal (if the terminal supports firewall configuration) or through the use of a suitable external firewall router. Configured correctly this will deny IP data traffic before it can be transmitted over the satellite network.
2. Pulsar Firewall Management does not support category filtering (e.g OS update category, gaming category, illegal drug category and etc.) It is the responsibility of the service user to configure the correct IP addresses, fully qualified domain names and necessary protocols and ports to ensure the firewall operates for the users intended purpose.

4.5.1.3.1 Create Firewall Profile

1. Click
2. Enter the Profile Name and Profile Description of the profile in the Profile Details section.

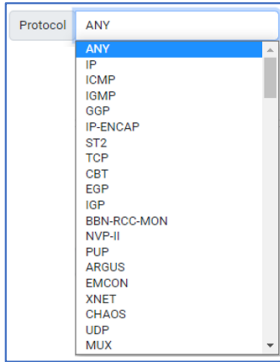
3. On the Outbound Rules and Inbound Rules

Select “Default Action” for the rules.

- a. DENY ALL – deny all traffic except the traffic rule(s) you are allowing.
- b. ALLOW ALL – allow al traffic except the traffic rule(s) you are denying.

4. Enter a description to the rule you are adding. A meaningful description will help you identify and understand what this rule is about.

5. Select the protocol type for the rule. You can click on the edit box a for a list of protocol type to select from.



6. Select the Port Range for the rule. Leave it blank if you do not know the port number. If you do not need a range of port, just enter the single port number.

Port Range

7. Enter the remote IP address for the rule. IP address can be in a single IP address format e.g. 192.30.54.125 or an IP subnet e.g. 17.57.89.128/24

Remote Address ⓘ
This field is required

8. Click ✔ Create Firewall Profile to create the profile.

4.5.1.3.2 Modify Firewall Profile

1. Click the profile you wish to edit.

Filter Firewall Profile + Create Firewall Profile				
Name	Outbound		Inbound	
Firewall Rules 1	Allow All	1 Rules	Deny All	1 Rules
Firewall Rules 2	Allow All	1 Rules	Deny All	1 Rules

Items per page: 20 1 - 2 of 2

2. Click Edit Profile
3. Make modification to the profile.
4. Click ✔ Update Profile to update the profile with new configuration.

4.5.1.3.3 Delete Firewall Profile

1. A firewall profile can only be deleted when there is no service is configured with this profile.

Filter Firewall Profile + Create Firewall Profile				
Name	Outbound		Inbound	
Firewall Rules 1	Allow All	1 Rules	Deny All	1 Rules
Firewall Rules 2	Allow All	1 Rules	Deny All	1 Rules

Items per page: 20 1 - 2 of 2

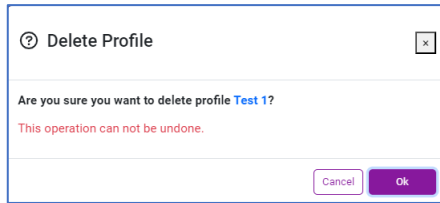
2. Click the Services tab to ensure there is no service(s) is configured with the profile. If there is, you need to unassign the profile from the service.

Firewall Profile Delete Profile Edit Profile			
1. Basic Details Summary Services			
Name	Type	MISSION	ICCID

Items per page: 5 0 of 0

3. Click Delete Profile to delete the profile.

4. Click to confirm delete profile.



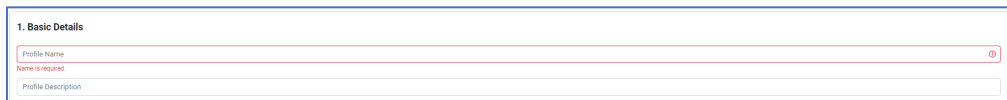
4.5.1.4 Domain Filter

This is not supported on Starlink services.

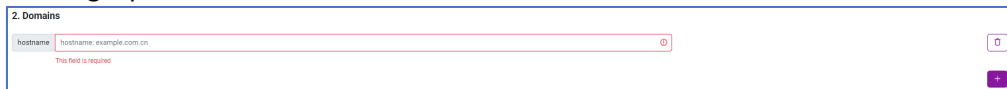
Domain filter profile allow you to manage your own domain filter rules for your data service by filtering the domain 's hostname. Please note that this function will only applicable if you use Pivotel's DNS (172.17.3.179)

4.5.1.4.1 Create Domain Filter Profile

1. Click
2. Enter the Profile Name and Profile Description of the profile in the Profile Details section.



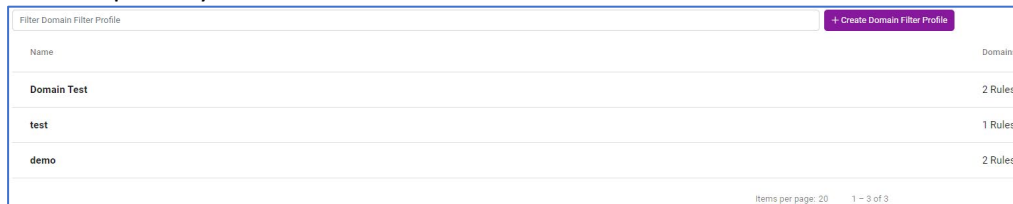
3. Enter the domain's hostname to be filtered. You can add more hostname to be filtered in a single profile. Click to add the next hostname.



4. Click to create the profile.

4.5.1.4.2 Modify Domain Filter Profile

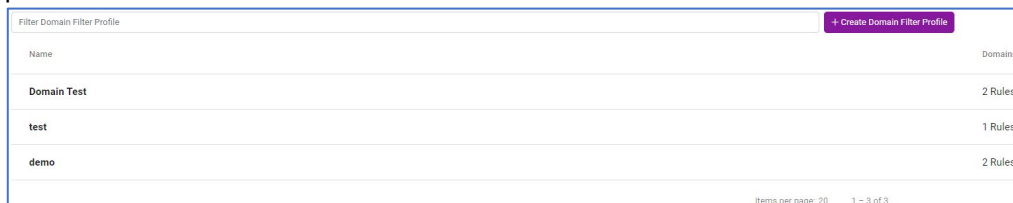
1. Click the profile you wish to edit.



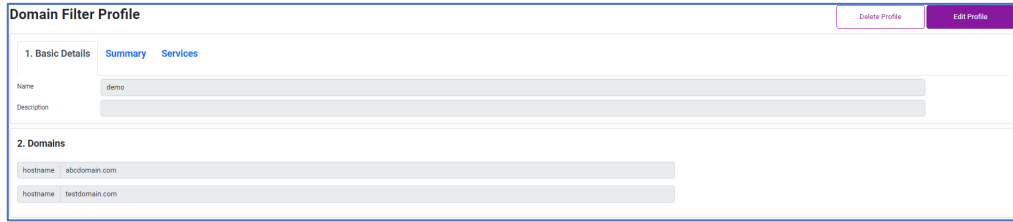
2. Click
3. Make modification to the profile.
4. Click to update the profile with new configuration.

4.5.1.4.3 Delete Domain Filter Profile

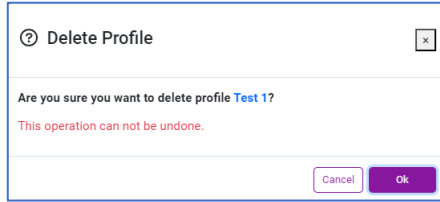
1. A domain profile can only be deleted when there is no service is configured with this profile.



- Click the Services tab to ensure there is no service(s) is configured with the profile. If there is, you need to unassign the profile from the service.



- Click to delete the profile.
- Click to confirm delete profile.

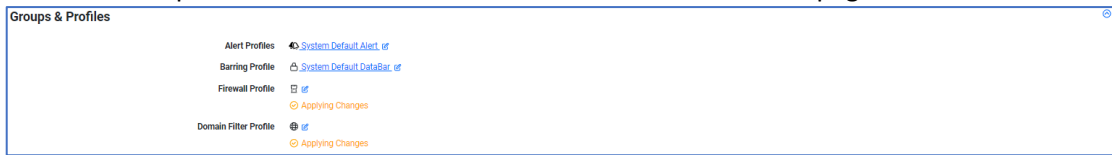


4.5.2 Assign Profiles to Service

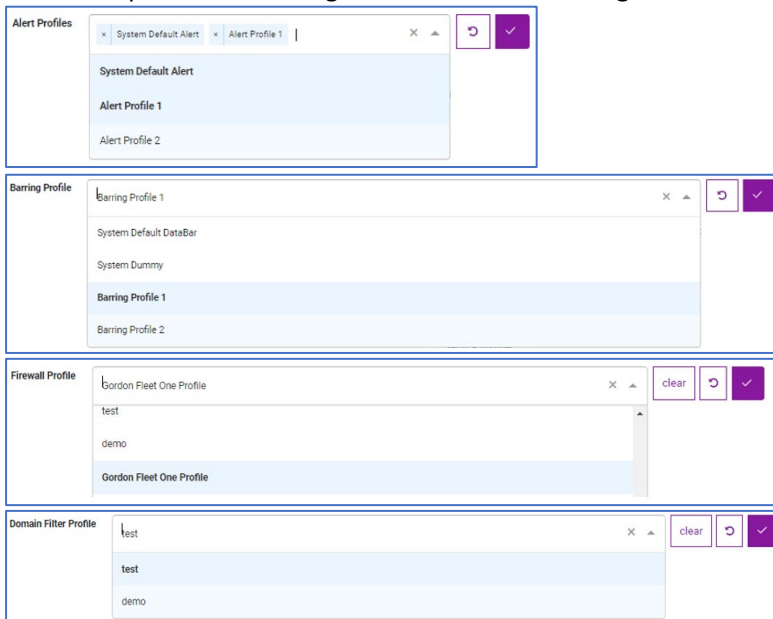
After you created the profile(s), you can now assign the profiles to the service.

To assign the profile(s) of the service:


- Go to the Groups and Profiles section of the selected service’s detail page



- Click of the profile you wish to edit.
- Click the drop down to view the list of profiles available to assign to the service.
- Select the profile to be assigned and click to assign it to the service.



Note: Assigning a firewall profile to a service involves service configuration change at the network and may take a few minutes for the process to complete. You will notice while Pulsar configuring the firewall profile to the service. You can refresh the page through the

 button at top of the main content page to check if the firewall profile configuration is completed.

4.6 Account Management

4.6.1 Action Log

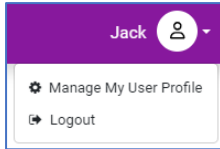
Action log provides you the log of actions perform for the account under view. The logs will record the operations taken, date and time the operation took place and the user who perform the operation.

Operation	Timestamp	User
updateServiceProfile	2023-04-11T14:32:49+10:00	Username 1
updateServiceProfile	2023-04-11T14:31:12+10:00	Username 2
updateServiceProfile	2023-04-11T14:24:49+10:00	Username 5
updateServiceProfile	2023-04-11T14:23:14+10:00	Username 4
updateServiceProfile	2023-04-11T14:21:51+10:00	Username 2
dataunbar	2023-04-11T13:18:10+10:00	Username 8
updateServiceProfile	2023-04-11T12:54:47+10:00	Username 1
dataunbar	2023-04-11T12:28:54+10:00	Username 1
databar	2023-04-11T11:52:05+10:00	Username 3

4.7 Manage My User Profile

Manage My User Profile allows you to manage your Pulsar user login profile.

1. Click the dropdown arrow beside icon
2. Select "Manage My User Profile"



3. Click to manage the detail of your profile
4. Click after you make changes

Manage My User Profile

Display Name	<input type="text" value="Jack"/>	
First Name	<input type="text" value="Jack"/>	
Last Name	<input type="text" value="Daniel"/>	
Email	<input type="text" value="jack.daniel@gmail.com"/>	
Mobile Number	<input type="text" value="+61456784372"/>	
Time Zone	<input type="text" value="Australia/Melbourne"/>	
Password	<input type="password" value="Annie!mm123!"/>	
Billing Account	<input type="text" value="40001085"/>	

Note:

- a. An international mobile number format is required. E.g. +61xxxxx
 - b. New password needs to be in the following requirements
 - i. At least 8 characters
 - ii. At least one uppercase character
 - iii. At least one lowercase character
 - iv. At least one number
 - v. At least one special character
 - vi. The words "pass" and "password" are not allowed
5. If you have multiple Billing Account with Pivotel, you can add or remove multiple billing account to/from your Pulsar user login name. Click to manage the billing account
- a. To add new billing account
 - i. Enter the Billing Account Number and Billing Account Password

<input type="text" value="Billing Account Number"/>	<input type="text" value="Billing Account Number"/>
<input type="password" value="Billing Account Password"/>	<input type="password" value="Billing Account Password"/>
 - ii. Click to add the new billing account
 - b. To remove account
 - i. Click beside the account that you wish to delete from the list of billing accounts

Billing Account	
4[redacted]2 - P[redacted]	
4[redacted]4 - S[redacted]n	
4[redacted]9 - N[redacted]	
4[redacted]5 - P[redacted]t	
4[redacted]0 - I[redacted]	
4[redacted]2 - P[redacted]	

ii. Click **yes** to confirm to delete the billing account

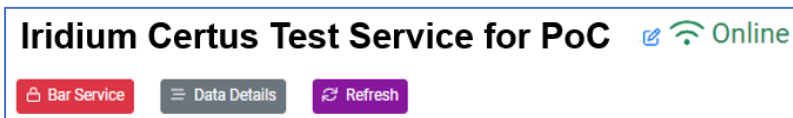


4.8 Data Details

This is not supported on Starlink services.

Pulsar portal provides you the functionality to view your service’s data detail. The data details help you to understand your service data usage and help you to debug or investigate your service data traffic if encounter unusual high data usage.

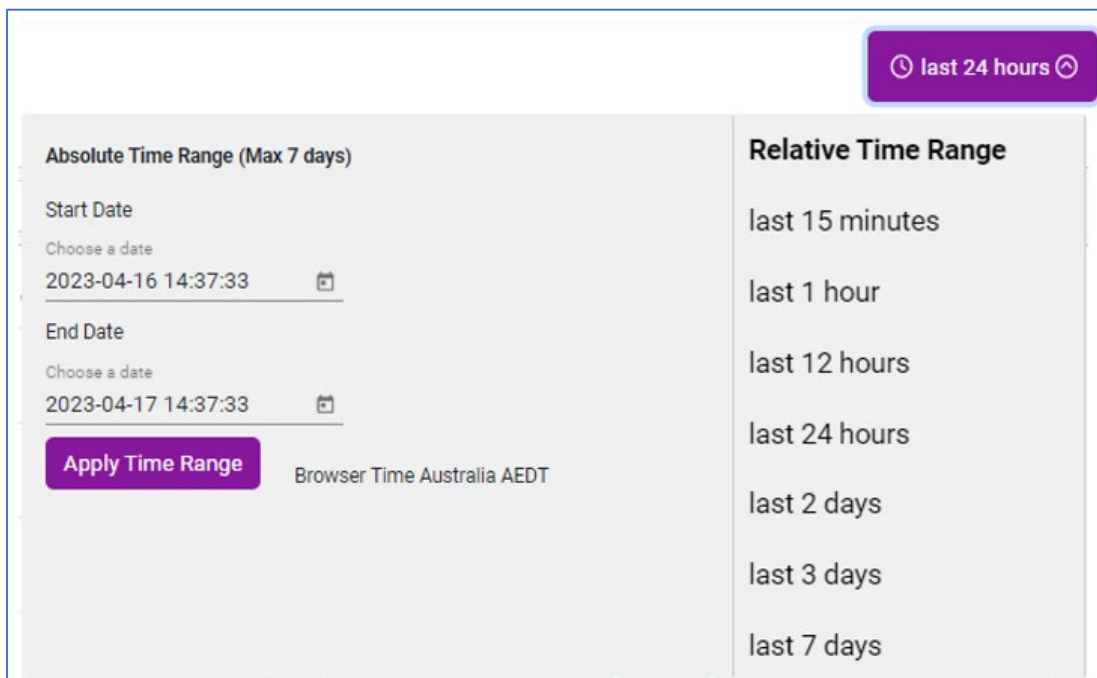
To view the service’s Data Details, select the service that you wish to view from the service list and click **Data Details**.



By default, the data details page will provide the data details and summary info of past 24 hours

data. You can change the data period by clicking **last 24 hours** to select the period from the drop.

Alternatively, you can view the data detail at an absolute time range by select the start date and end date and click **Apply Time Range**.



After you complete with the change of the data period, click **Fetch** to fetch the data detail based on your data period selection.

You can also fetch the data based on the Foreign IP Address, Data size bigger than or smaller than a configured size value and in descending or ascending order.

ServiceID Foreign IP Bigger Than bytes Order

The data details page will provide you the below summary information:

- 1. The total data usage in bytes



- 2. List of Foreign IP with its total data usage

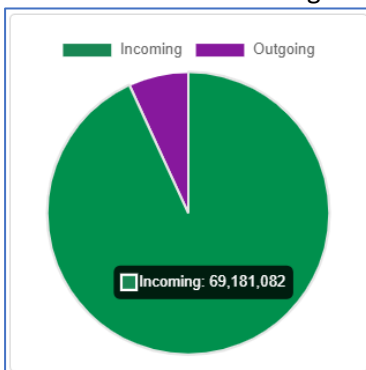
Foreign IP	
IP	Usage
202.158.214.106	32 MB
172.217.24.42	22 MB
185.125.190.36	3 MB
151.101.194.49	2 MB
143.244.62.5	1 MB
34.117.237.239	1 MB
91.189.91.39	1 MB

1 - 7 of 20 >

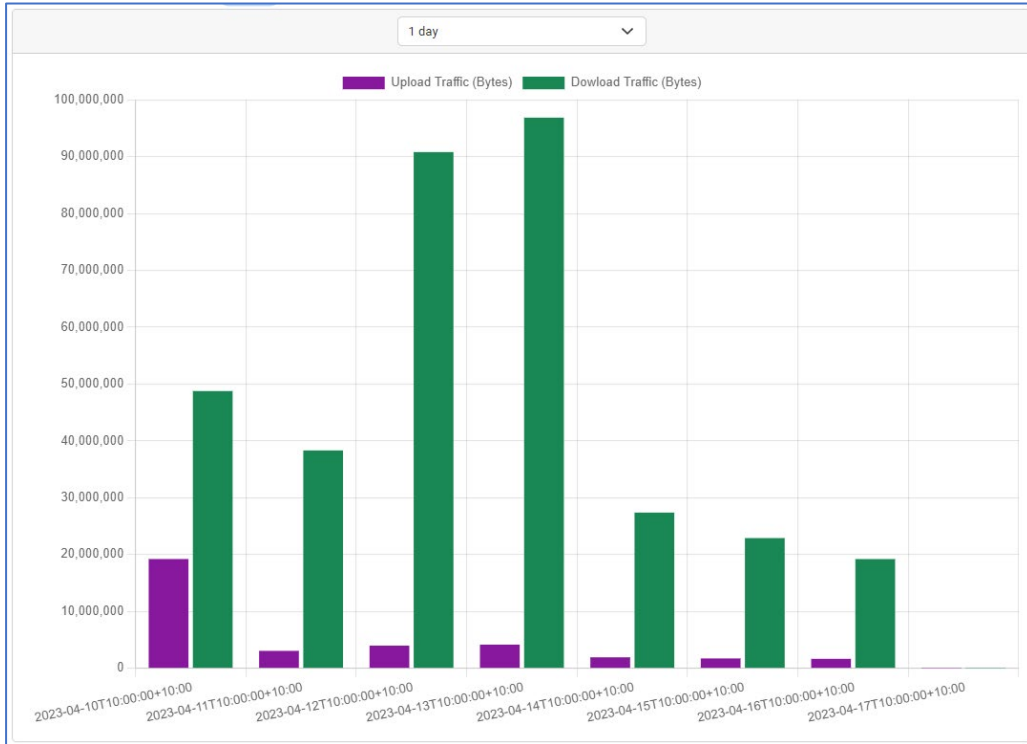
- 3. Protocol with its total data usage

Protocol	
Protocol	Usage
TCP	69 MB
UDP	2 MB
ICMP	79 kB

- 4. Total incoming and outgoing data usage in pie chart. You can move the mouse to the pie chart to view the incoming or outgoing total data usage in byte.



- 5. Incoming and outgoing data usage of each day in bar chart. You can select to view the data usage in an interval of 15 minutes, 30 minutes, hourly or 24 hours (day).



- 6. Data traffic detail list with below detail information
 - a. Start time
 - b. End time
 - c. Source IP Address
 - d. Source Port Number
 - e. Destination IP Address
 - f. Destination Port Number
 - g. Foreign IP Address
 - h. Protocol Used
 - i. If the traffic is an incoming or an outgoing data
 - j. Number of packets
 - k. Number of bytes

Only 20 records will be presented on the page at a time, please click the arrow button at the bottom right of the page to view more data.

search	500										Filter
startTime	endTime	srcAddr	srcPort	dstAddr	dstPort	foreignIP	protocol	outgoing	flags	packets	bytes
2023-04-17T14:46:48+10:00	2023-04-17T14:46:48+10:00	172.31.202.9	61002	80.158.32.152	80	80.158.32.152	TCP	Y	...A.R.	1	40
2023-04-17T14:46:48+10:00	2023-04-17T14:46:48+10:00	172.31.202.9	61003	80.158.32.152	443	80.158.32.152	TCP	Y	...A.R.	1	40
2023-04-17T14:46:48+10:00	2023-04-17T14:46:48+10:00	172.31.202.9	61000	23.251.120.82	443	23.251.120.82	TCP	Y	...A.R.	1	40
2023-04-17T14:46:42+10:00	2023-04-17T14:46:42+10:00	129.82.138.44	0	172.31.202.9	8	129.82.138.44	ICMP	N	...A....	1	32
2023-04-17T14:38:58+10:00	2023-04-17T14:38:58+10:00	80.158.32.152	443	172.31.202.9	61003	80.158.32.152	TCP	N	...APSF	9	4092
2023-04-17T14:38:58+10:00	2023-04-17T14:38:58+10:00	80.158.32.152	80	172.31.202.9	61002	80.158.32.152	TCP	N	...APSF	4	319
2023-04-17T14:38:58+10:00	2023-04-17T14:38:58+10:00	172.31.202.9	61003	80.158.32.152	443	80.158.32.152	TCP	Y	...AP.S.	8	894
2023-04-17T14:38:58+10:00	2023-04-17T14:38:58+10:00	23.251.120.82	80	172.31.202.9	61001	23.251.120.82	TCP	N	...APSF	6	510
2023-04-17T14:38:58+10:00	2023-04-17T14:38:58+10:00	172.31.202.9	61002	80.158.32.152	80	80.158.32.152	TCP	Y	...AP.S.	4	418
2023-04-17T14:38:58+10:00	2023-04-17T14:38:58+10:00	172.31.202.9	61001	23.251.120.82	80	23.251.120.82	TCP	Y	...APSF	6	609
2023-04-17T14:38:56+10:00	2023-04-17T14:38:56+10:00	23.251.120.82	443	172.31.202.9	61000	23.251.120.82	TCP	N	...APSF	10	4258