



# uCommand User Guide

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## User Credentials - Email Conversion

## Contents

<i>About this User Guide</i> .....	3
<i>How to Convert user credentials to Email Format</i> .....	3
<i>Conversion Tool Questions and Troubleshooting</i> .....	6
<b>1</b> <i>Cannot Convert User Credentials from Accounts NOT Grouped with the Email Login</i> .....	6
<b>2</b> <i>Error Message Due to Invalid Credentials</i> .....	6
<b>3</b> <i>Signing into uCommand after converting user credentials</i> .....	7
<b>4</b> <i>How to suppress the message in Internet Explorer requesting that you display mixed content</i> .....	7
<b>5</b> <i>If you repeatedly receive “Invalid User ID or Password” when using account number along with email address</i> ....	8
5.1 Clearing Cache and Configuring Internet Explorer .....	8
5.2 Clearing Cache in Firefox .....	9
5.3 Clearing Cache in Google Chrome .....	10

## About this User Guide

In 2010 Global Crossing released several foundational updates to the uCommand customer portal that enhance the customer user experience today, and set the stage for more advanced features in 2011.

One of the most important changes has been the ability to now access multiple account numbers using a single username and password to log in. Usernames are now created in an email format, allowing a single, unique method to access uCommand for all your accounts.

Existing Customers have the ability to convert their current “old format” usernames to the new email format, retaining the existing permissions and other historical information. When those users log in with the old format, they will see a uCommand screen asking if they would like to convert. Those that desire to convert will complete the easy on-screen fields to do so, while those who wish to wait may do so as well.

This user guide describes this process in more detail. For additional information and assistance, visit the uCommand page at <https://www.ucommand.com>.

## How to Convert user credentials to Email Format

1. Go to <https://www.ucommand.com>
2. Login with your “old format” credentials
3. Account number (e.g 0204999999)
4. Username (e.g. “jsmith”)
5. Password
6. A message will display asking you if you would like to convert your existing credentials to one common email



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Thank you for accessing uCommand! We are in the process of converting user credentials to email format which will allow you to access new features.

One of the many new features available to you is single sign-on. This allows you to access multiple accounts with your new email user name.

For each Global Crossing account number that you currently utilize to access uCommand, you will be required to convert your credentials to one common login, which must be a valid email address.

**Provide Existing Login Credentials:**

Account Number:

User ID:

Password:

**Enter your Email Address and Password:**

Email Address:

Password:

**Re-Enter your Email Address and Password:**

Email Address:

Password:

To convert to a common login, simply complete the email address and password fields and then click the **“Yes, Please Convert to Email”** button.

You may also choose to not convert by clicking the **“No, Ask Me Later”** button. You will then see the screen switch to the normal uCommand portal site.

**If you chose to convert and filled out the email and password fields correctly, you will see the following message indicating the conversion was successful.**

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You've successfully converted your user credentials to email format. Now you can access all the new features and enhancements of uCommand at <https://ucommand.globalcrossing.com> by clicking the 'Continue' button below. An account number is no longer needed!

If you have access to more accounts, then select 'Convert Another Account' below to add those accounts to the username de1@test.com

If you have other old format login credentials that you desire to combine into the single email format, you may do so by clicking the **“Convert Another Account”** button. Otherwise, click **“Continue”** to access uCommand.

If you chose to **“Convert Another Account”**, the screen will display Account Number, User ID, and Password fields. Fill out those fields correctly and then click **“Yes, Please Convert to Email”** at the bottom of the screen.



Thank you for accessing uCommand! We are in the process of converting user credentials to email format which will allow you to access new features.

One of the many new features available to you is single sign-on. This allows you to access multiple accounts with your new email user name.

For each Global Crossing account number that you currently utilize to access uCommand, you will be required to convert your credentials to one common login, which must be a valid email address.

**Provide Existing Login Credentials:**

Account Number:   
User ID:   
Password:

**Converted Accounts/Users**

Account Number	UserID
0990990518	de1

**Enter your Email Address and Password:**

Email Address:   
Password:

**Re-Enter your Email Address and Password:**

Email Address:   
Password:

The login and permissions credentials for that account will be added to your single email login.

You will continue to be asked to convert login credentials until you are finished.

If you need to convert additional credentials at a later time, simply log in as one of the “unconverted” logins at a later time and you will see the same screen prompts to convert it your new email login. You can then enter the same email address and password as was used during the previous conversion session.

Once complete, please log into <https://www.ucommand.com> from this point on, to access all the new enhancements. ***You will no longer need to enter an account number once you have converted your credentials to email format.***

# Conversion Tool Questions and Troubleshooting

## 1 Cannot Convert User Credentials from Accounts NOT Grouped with the Email Login

- If a user creates an email login and then tries to convert the credentials of a login from an account that is not included within the Master Group, they will see the error “**Account cannot be added this Email Address**”
- **Example:** New email login [bg1@test.com](mailto:bg1@test.com) is created, and several existing “old format” login credentials are converted to this email login. When trying to add the User ID “Amanda” from an account number grouped within the customer’s Master Group, the error will display.

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**Account cannot be added to this Email Address.**

Thank you for accessing uCommand! We are in the process of converting user credentials to email format which will allow you to access new features.

One of the many new features available to you is single sign-on. This allows you to access multiple accounts with your new email user name.

For each Global Crossing account number that you currently utilize to access uCommand, you will be required to convert your credentials to one common login, which must be a valid email address.

**Provide Existing Login Credentials:**

Account Number:

User ID:

Password:

**Converted Accounts/Users**

Account Number	UserID
0204712095	BGuthrie
0204587884	denver

**Enter your Email Address and Password:**

Email Address:

Password:

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## 2 Error Message Due to Invalid Credentials

If a user attempts to convert an existing login but enters incorrect credentials (login name, password), they will get the error message “**Please enter a Valid Account Number, User ID, and Password**”

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**Please enter a Valid Account Number, User ID, and Password.**

Thank you for accessing uCommand! We are in the process of converting user credentials to email format which will allow you to access new features.

One of the many new features available to you is single sign-on. This allows you to access multiple accounts with your new email user name.

For each Global Crossing account number that you currently utilize to access uCommand, you will be required to convert your credentials to one common login, which must be a valid email address.

**Provide Existing Login Credentials:**

Account Number:

User ID:

Password:

Converting to the new email login user IDs will provide you with numerous benefits including:

- One log in ID
- Access to the new uCommand URL
- Access to the new Network Management section
- Access to the new Proactive Notification functionality
- An easy transition to a single log in ID

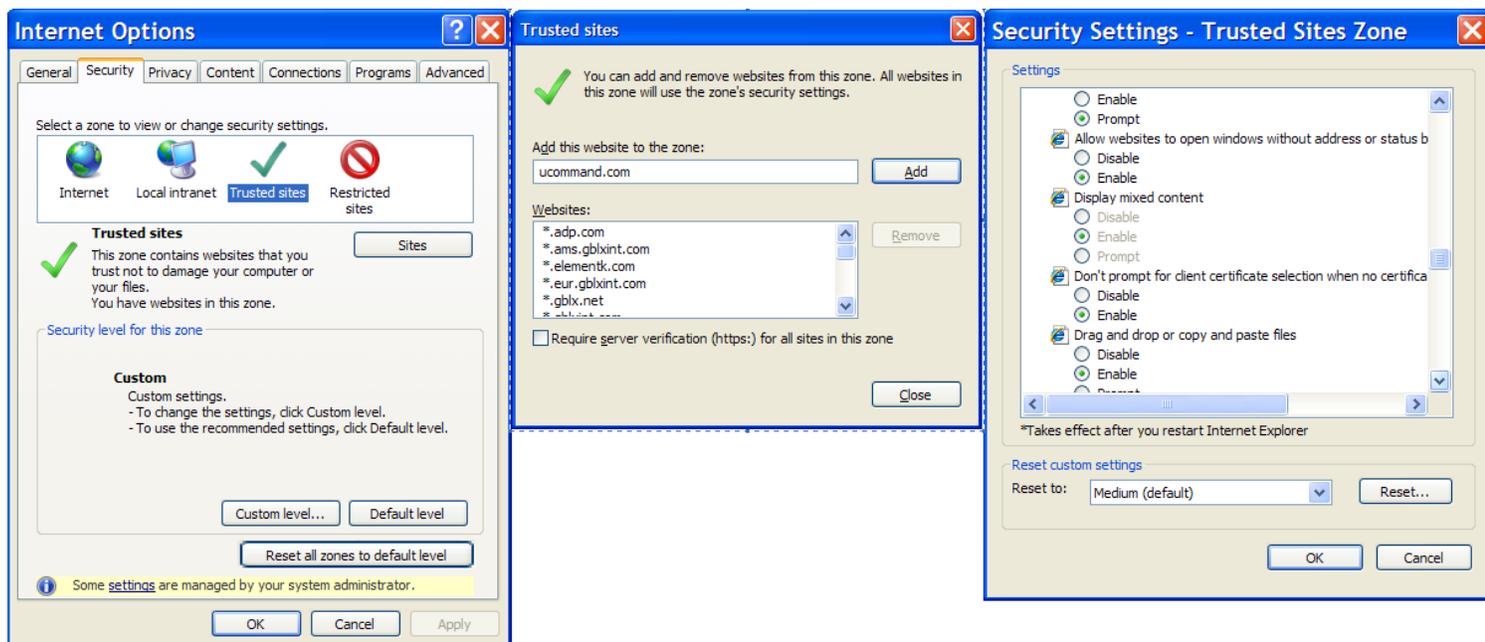
If you have any other questions regarding the email conversion tool or anything else in uCommand, please contact your Global Crossing representative. For technical support, please email [ucommand.tech.support@globalcrossing.com](mailto:ucommand.tech.support@globalcrossing.com). Please include your account number in the body of the email.

### 3 Signing into uCommand after converting user credentials

The uCommand login page will continue to display the account number, username, and password field. Since you have converted credentials the account number field is **optional**. At this point you can log into uCommand with your email address and password. If you have more than one account number with Global Crossing then you can enter an account number at the login prompt to be taken directly to that account. Otherwise you will be logged in and presented with a drop down menu containing all of your accounts. Please see screenshots below.

### 4 How to suppress the message in Internet Explorer requesting that you display mixed content

1. In Internet Explorer go to Tools
2. Select Internet Options
3. Select the "Security" Tab
4. Select "Trusted sites"
5. Click the "Sites" button
6. Add "ucommand.com" to the list and Click OK
7. On the "Security" tab for "Trusted sites" click "Custom Level"
8. Find "Display mixed content" under the "Miscellaneous" section and select "Enable"
9. Click OK
10. Close and reopen Internet Explorer



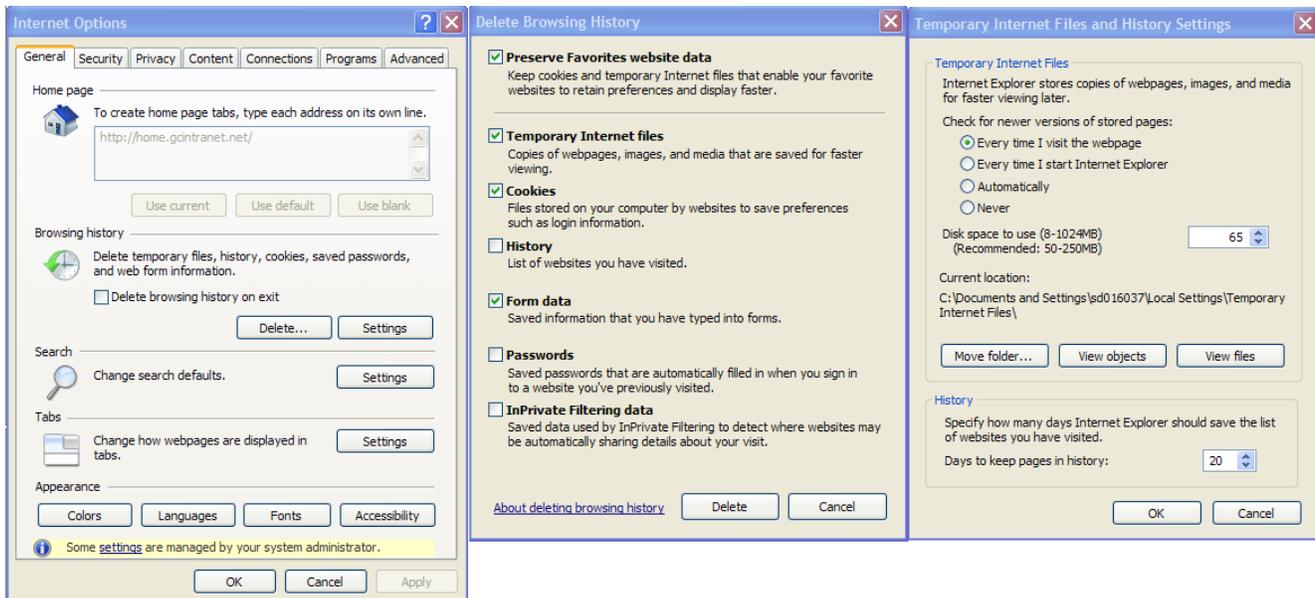
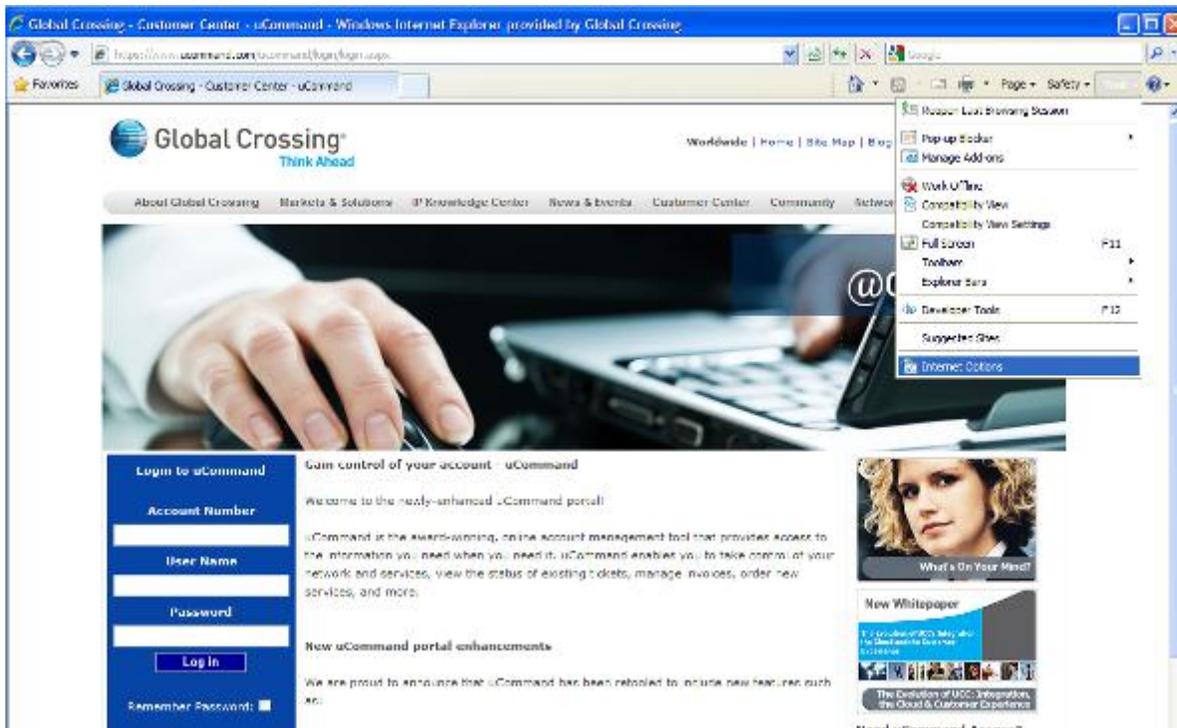
## 5 If you repeatedly receive “Invalid User ID or Password” when using account number along with email address

First, please verify your user credentials are correct. If you feel the data is correct then you might be experiencing the aforementioned scenario due to caching within Internet Explorer (7 or 8), Firefox (3 or 4), or Google Chrome. Please following the steps below (for your browser) to correct the problem.



### 5.1 Clearing Cache and Configuring Internet Explorer

1. Open Internet Explorer
2. In the top menu select “Tools”
3. Under “Tools” select “Internet Options”
4. In the “Internet Options” dialog you will be defaulted to the “General” tab.
5. On the “General” tab select “Delete” under “Browsing History”
6. Make sure “Temporary Internet Files”, “Cookies”, and “Form Data” are selected and then click “Delete”
7. Back on the “General Tab” click “Settings” under “Browsing History”.
8. Under “Check for newer versions of stored pages:” select “Every time I visit the webpage”.
9. Click OK



## 5.2 Clearing Cache in Firefox

1. Open Firefox
2. In the top menu select "Tools"
3. Select "Clear Recent History"



### 5.3 Clearing Cache in Google Chrome

1. Open Google Chrome
2. Next to the URL bar click the 'wrench' icon.
3. Under the 'wrench' menu select "Options"
4. On the left side of the "Options" screen select "Under the Hood".
5. At the top click "Clear browsing data..."
6. In the modal window that appears set the following
  - a. Obliterate the following items from: "the beginning of time"
  - b. Check "Clear download history", "Empty the cache" and "Delete cookies and other site data"
7. Click "Clear browsing data"

