

Establishing Mist Dashboard Access via Verizon Enterprise Center

Overview

The Mist Dashboard, part of Verizon Managed SD Branch with Juniper Mist, offers customers a consistent, single-pane-of-glass view for health, usage reporting, analytics and network configuration. This document explains the post-sale process for New or Existing customers to enable Mist Dashboard access.

Functionality

Important: Users must register for a Verizon Enterprise Center (VEC) account before accessing the Mist Dashboard via single sign-on. See VEC registration instructions on page 2.

Access the Mist Dashboard through the "Tools" menu in the VEC Service Management Dashboard. Enabled users receive read-only access to health, usage, analytics, and configurations.

Some of the functionality users will see in the Mist Dashboard:

- Site and device health information
- Historical performance
- Top Metrics including Service Level Expectations (SLEs)
- Site & Device Inventory list
- Network configuration settings



Register for the Verizon Enterprise Center Portal

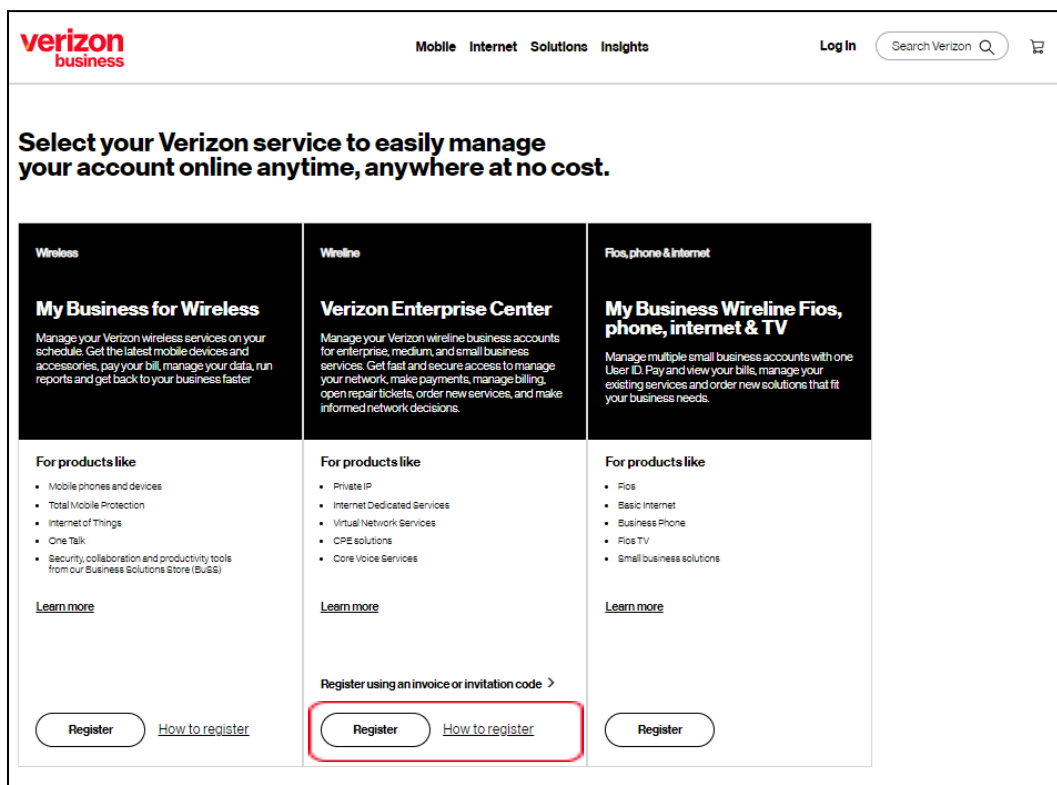
Following is a quick-start guide to VEC registration and access.

Note: a VEC administrator may perform this task on behalf of another user.

Detailed registration instructions are available at: [Register at Verizon Enterprise Center - VEC Support](#)

Quick Start:

1. **Go to:** [Verizon Enterprise Center](#)
2. **Click 'Register' in the Verizon Enterprise Center section**



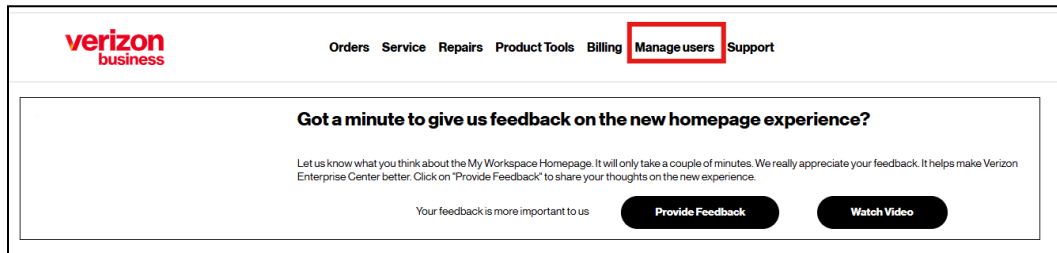
3. **Complete the registration process.**
4. **Log into the VEC at:** [Verizon Business Account Login](#)



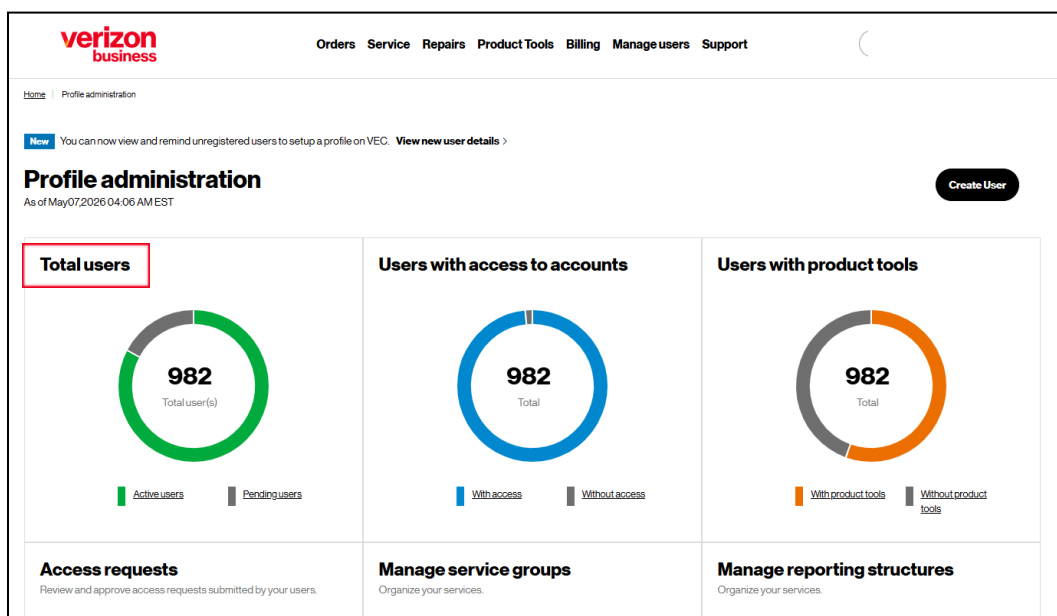
Add Mist Dashboard access for an existing VEC account

1. From the VEC homepage, select “Manage users”

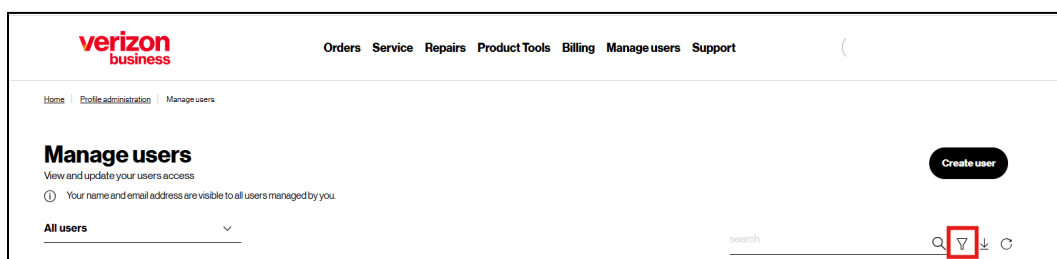
NOTE: An existing Primary Contact VEC User can add Juniper Mist for others in the Company.



2. Select total users



3. Apply a filter to select the user(s) requiring Mist Dashboard access



4. In “Product tools customer can update” select “Add Products/Tools”

verizon business

Orders Service Repairs Product Tools Billing Manage users Support

Action Required: Verizon Service Changes in Tulsa [View Details](#) 1/1

[Home](#) | [Profile administration](#) | [Manage users](#) | JOCEANANF

User details [Change role](#) [Reset password](#) [Delete user](#) [Clone user](#) [New!](#)

Username JOCEANANF	Email	Phone number +1-5555555555
Role Analyst	Total access requests 0	Pending requests 0

Accounts
0
[Add >](#)
[View/remove >](#)

Companies & groups
1
[Add >](#)
[View/remove >](#)

Product tools you can update
No records found

[Add product tools](#)

5. Expand the “Mist Dashboard” section then select “Mist Dashboard” and “Mist Dashboard-Read Only”

Mist Dashboard -

- ☒ Mist Dashboard
- ☐ Mist Dashboard-Custom
- ☐ Mist Dashboard-HelpDesk
- ☒ Mist Dashboard-Read Only

6. At the bottom of the page, select “Add”

Companies & group
1
[Add >](#)
[View/remove >](#)

XOSTATS +

[Add](#) [close](#) [Chat with us](#)

Mist Dashboard access for the existing VEC user is now complete!

Accessing the Mist Dashboard via Verizon Enterprise Center

VEC users with Mist Dashboard access enabled follow these steps to access the Mist Dashboard.

1. Log into Verizon Enterprise Center (VEC)

The screenshot shows the Verizon Enterprise Center (VEC) login page. On the left, there is a 'Log in' section with the subtext 'to your business account'. Below this, there are two tabs: 'By Password' (selected) and 'By Device'. Under the 'By Password' tab, there are two input fields: 'User ID' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember my user ID'. To the right of the 'User ID' field is a link 'Forgot user ID?'. To the right of the 'Password' field is a link 'Forgot password?'. At the bottom of the login section is a large black button labeled 'Log in'. On the right side of the page, there is a large black rectangle with white text that reads: 'Manage your business account online anytime, anywhere.'

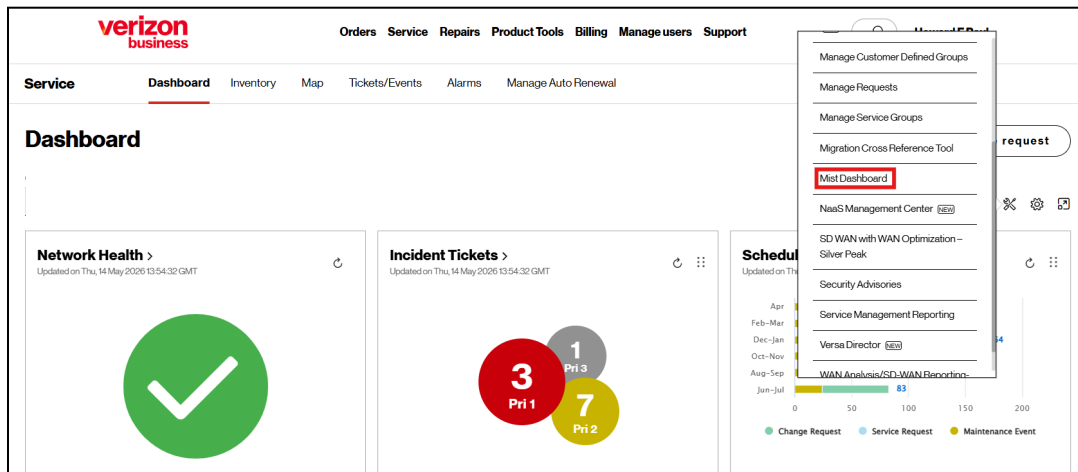
2. On the VEC homepage select “Service” from the Navigation menu

The screenshot shows the Verizon Enterprise Center (VEC) homepage. At the top left is the 'verizon business' logo. To the right of the logo is a navigation menu with the following items: 'Orders', 'Service' (highlighted with a red box), 'Repairs', 'Product Tools', 'Billing', 'Manage users', and 'Support'. Below the navigation menu is a large white box with a black border. Inside this box, at the top, is the text 'Got a minute to give us feedback on the new homepage experience?'. Below this text is a paragraph: 'Let us know what you think about the My Workspace Homepage. It will only take a couple of minutes. We really appreciate your feedback. It helps make Verizon Enterprise Center better. Click on "Provide Feedback" to share your thoughts on the new experience.' At the bottom of this box, there is a line of text: 'Your feedback is more important to us'. To the right of this text are two black buttons: 'Provide Feedback' and 'Watch Video'.

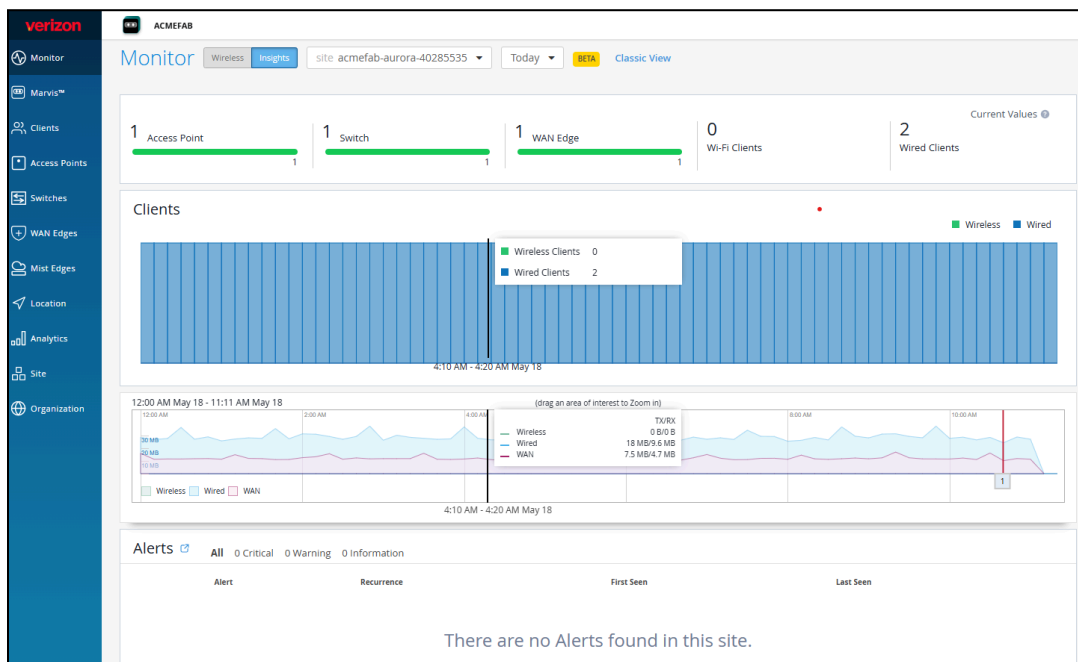
3. Select “Service Management Dashboard”

The screenshot shows the Verizon Enterprise Center (VEC) Service Management Dashboard. At the top left is the 'verizon business' logo. To the right of the logo is a navigation menu with the following items: 'Orders', 'Service' (highlighted with a red box), 'Repairs', 'Product Tools', 'Billing', 'Manage users', and 'Support'. Below the navigation menu is a large white box with a black border. Inside this box, there are four columns of content. The first column is titled 'Manage service' and contains the following items: 'Service Management Dashboard' (highlighted with a red box), 'View inventory', 'View alarms', 'View tickets & events', 'Map view', and 'Manage auto renewal'. The second column is titled 'Service tools' and contains the following items: 'Manage service groups', 'Migration cross reference tool', 'Security advisories', and 'Service Management Reporting'. The third column is titled 'Global change requests' and contains the following items: 'Create service/Change request', 'All requests', 'Contracts & Price Book', 'My contract summary', and 'My Price Book'. The fourth column is titled 'Service Support' and contains the following item: 'Guides & Tutorials'.

4. From the Tools Menu, select “Mist Dashboard”



Congratulations! You have accessed the Mist Dashboard.



With access established, users are ready to leverage the powerful insights and control of the Mist Dashboard. If you have any questions during the setup process please reach out to your Verizon account team or our support desk. We are here to help ensure a seamless onboarding experience.

Thank you for choosing Verizon!

