United Nations
Department of Field Support

eBilling
Electronic Telephone Billing System

Guide for Radius Administrators

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Introduction to eBilling Telephone System

What is it?

eBilling Telephone System is a centralized web application which automates and streamlines the processing of telephone bills by missions. It is fully electronic and easy-to-use and facilitates the recovery of costs associated with the personal use of UN telephones.

Why is it needed?

Previously, missions relied on a variety of custom-developed, standalone solutions to manage their telephone billing. These were often overlapping and inconsistent, using different types of databases and different procedures to handle the same functions. Over the years, many of these systems became obsolete, and the significant resources which would be required to maintain and upgrade them are not available.

eBilling was created to fill the need for a single, uniform, and secure electronic telephone billing system to replace these diverse legacy systems.

What are its main features?

- eBilling standardizes the processes by which bills are reviewed, categorized, approved, and processed
- It provides full online support for bills which are generated electronically
- It supports upload functionality for paper bills from mobile and satellite vendors
- It provides look-up tables and live call summaries for easy access to information
- It generates system and email notifications to users
- It enables report generation in PDF and Excel formats
- It integrates with other DFS solutions, including FSS and Active Directory
- It provides heightened security, with centralized procedures for backup and recovery of data.

What benefits does it provide?

- eBilling improves efficiency by reducing error-prone manual processes
- It empowers staff by enabling all end users to manage their own bills and contact lists
- Through its roles-based functionality, it provides multiple oversight layers for review and assessment of expenditures.

About this Guide

This Guide was written from the vantage point of eBilling Radius Administrators. Additional Guides are available for End Users, Mission Admins, PABX Admins, Super Admins, and Telephone Billing Unit (TBU) Admin.

Who is a Radius Administrator

Radius Administrators are eBilling administrators responsible for managing radius syncher SQL server database configurations.

Access to eBilling

Access to eBilling is through the UN network. Since it is a web-based application, eBilling is compatible with all major browsers – including Internet Explorer, Firefox, Chrome, Opera, and Safari; however, it is optimized for IE – the official UN browser, versions 7 and above.

When logging in to eBilling, you can use either Unite ID or Windows credentials. However, since the United Nations is implementing use of global authentication, **it is strongly recommended for users to log in with their Unite ID username and password when accessing the eBilling system for the first time**.

NOTE: *The kind of log in used the first time you access eBilling determines how you will be logging on in future as explained below:*

> ***Unite ID***: *If Unite ID is used to log in the first time a user accesses eBilling, their profile is automatically associated with their Unite ID and they will only be able to log in using their Unite ID username and password in future.*

> ***Windows***: *If Windows username and password are used to log in the first time a user accesses eBilling, their profile is associated with their Windows credentials, but they will also be able to log in to the system using their Unite ID in future.*

Logging In

1. Open Internet Explorer and enter the following URL in the browser's address bar:

    https://ebilling.dfs.un.org

2. *The Office 365 Login page is displayed.* Enter your UN email address then click the **Next** button.
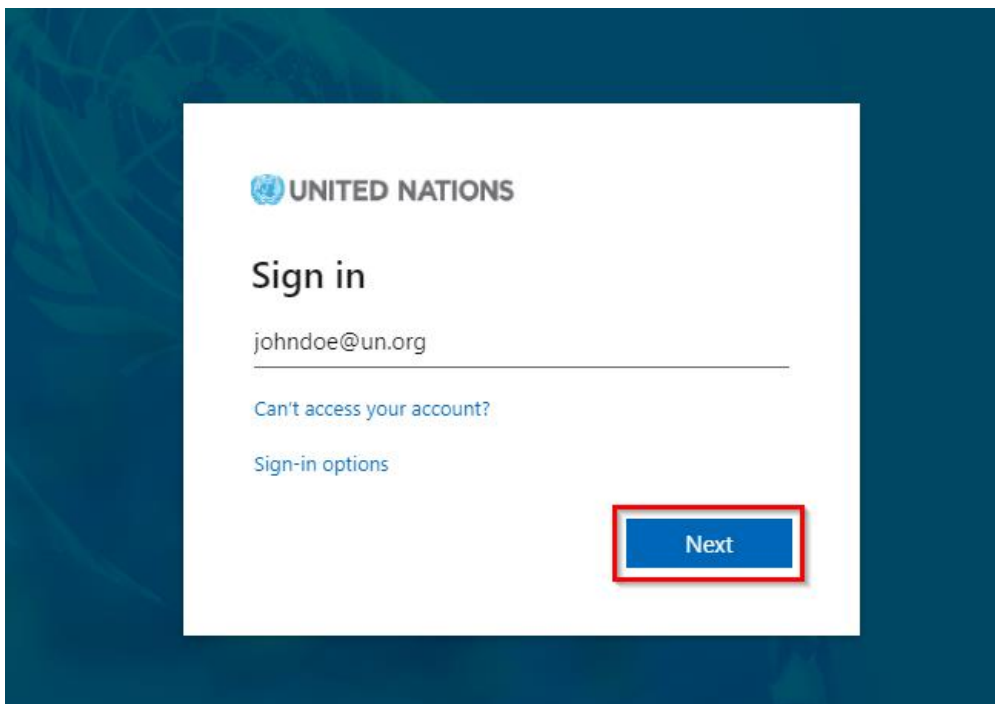
3. *The Unite Login page is displayed.* Enter your Unite Identity password and click the **Sign in** button.

4. *The eBilling Login screen is displayed.* Enter your eBilling username, password, select your domain and Mission then click the **Login** button.

NOTE: *You can access user manuals for different eBilling user roles by clicking the **eBilling Documents** link displayed under the **Login** button. These manuals can be accessed even before you log in.*

Home Screen

Upon logging into eBilling, the **Home** screen is displayed. Since the Radius Administrator is both an end user and a Radius administrator, the **Home** screen has features and functionalities that relate to both end users and Radius administrators.

End User features on the home screen include:

- User Information, Asset Information as well as a call summary are displayed at the center of the screen.
- A MAIN menu on the left of the screen which has links to the user's bills, their reimbursement bills, delegate bills as well as profile and settings.

Radius Administrator features on the home screen include:

- A **Change Mission** dropdown in the top left corner of the screen that allows the Radius Administrator to select another Mission (if they are assigned Radius Admin role for multiple missions).
- A **CME Administration** menu that has links a Radius Administrator can use to manage radius syncher SQL server database details.

eBilling Telephone System

My Information

This section displays information about the Radius Administrator; this includes their user role in eBilling, UN Index Number, UN ID and Hierarchy Title.

My Information			
My Role	Radius Administrator	UN ID	QC-6
Index No.		Hierarchy Title	UNLB/UNOPS/UNOPSV/FSS

Asset Information

This section displays information about all assets assigned to the Radius Administrator; this includes:

- Asset numbers for all types of assets assigned to the user
- Option to list calls of the assets assigned to the user
- Summary of current call status

Asset Information		
DESKTOP(s)	Mobile(s)	Satellite(s)
	4665712	

Service Type	Mobile
Start Date	01/05/2019 00:00:00 AM
End Date	20/05/2019 11:59:59 PM
	List Calls

Cilcode call summary: 01/05/2019 00:00:00 AM to 20/05/2019 11:59:59 PM

Total Official Cost		Total Private Cost	

☑ Display Name   Showing Page **1 of 0**, Records **1 to 0**

S.No	Call To	Call Date	Call From	DESKTOP	Call Duration	Destination	Cost	Is Official	Justifications
-- No Calls found --									

MAIN Menu

The MAIN menu is found on the left side of the screen and is accessible from the **Home** screen as well as any other screen in eBilling.

It has links which a user can click on to navigate to different parts of the eBilling application like the **My Bills** section, **My Reimbursement Bills** section, **Hold Bill Request** section, **Delegate User** section, **Delegated Bills** section, **My Profile** section, **My Settings** section or even to return to the **Home** page.

Click the **MAIN** link to view options/actions under the **MAIN** menu (*actions under this menu can also be hidden or displayed by clicking on **MAIN**).*
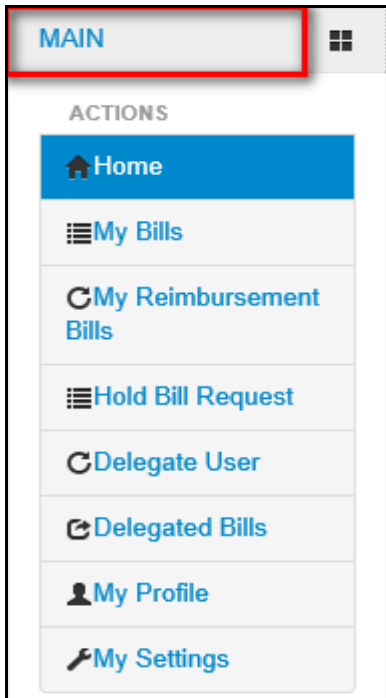
CME ADMINISTRATION Menu

The CME ADMINISTRATION menu is found on the left side of the screen and is accessible from the **Home** screen as well as any other screen in eBilling.

It has links that enable a Radius Administrator to manage radius syncher SQL server database details.

Click the **CME ADMINISTRATION REPORT** link to view options/actions under the **CME ADMINISTRATION REPORT** menu (*actions under this menu can also be hidden or displayed by clicking on* ***CME ADMINISTRATION REPORT***).
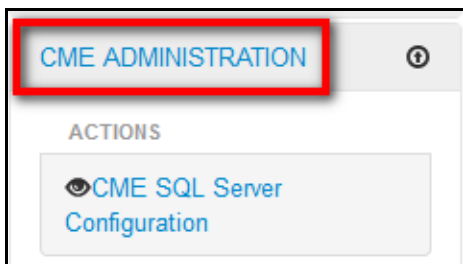
Logging Out

1. Click the username in the upper right corner of the screen.

2. *A popup menu is displayed with options to view profile or logout of eBilling.* Click the **Logout** option.
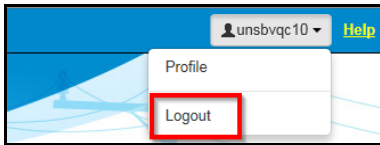
MAIN Menu

The MAIN menu has links to end user features which can be used by the Radius Administrator to do the following:

- View and manage their own bills.

- View and manage their own reimbursement bills

- View and manage bills that have been delegated to them.

- Review their Personal Information, UN Profile Information as well as information about all assets assigned to them.

- Review or set threshold limits for all assets assigned to them as well as add or edit their telephone contacts.
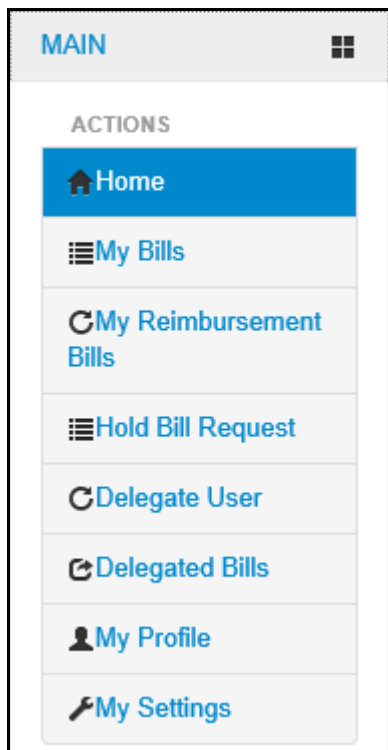
For a more detailed description of the different end user functions that can be carried out by a Radius Administrator, refer to the **eBilling Guide for End Users**.

CME ADMINISTRATION Menu

The CME ADMINISTRATION menu has links that enable a Radius Administrator to manage radius syncher SQL server database details.

Click on **CME ADMINISTRATION** to view options / actions under the **CME ADMINISTRATION** menu (*actions under this menu can also be hidden or displayed by clicking on **CME ADMINISTRATION**).*
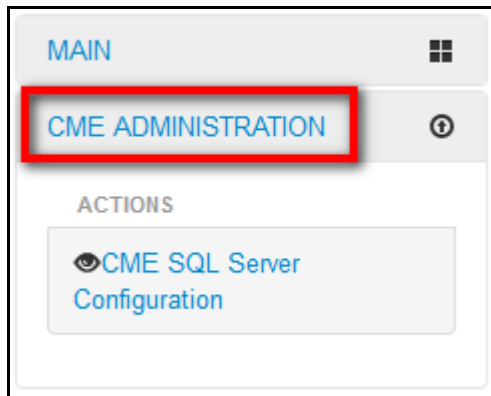
CME SQL Server Configuration

This section allows a Radius Administrator to manage CME SQL server configuration details.

To view or edit CME SQL server configuration, click the **CME SQL Server Configuration** link under the CME ADMINISTRATION menu.
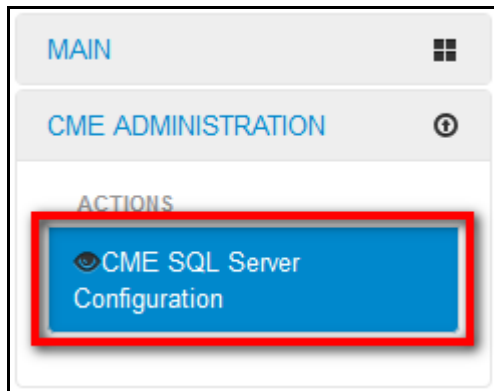
*The **CME SQL Server Configuration** page is displayed.* The page has a list of existing CME SQL server configurations as well as a search option to search for CME SQL server configurations.

Edit CME SQL Server Configuration

1. To edit a configuration, click the ▾ icon (found under the **Action** column) on the configuration.

2. *A dropdown menu is displayed.* Click the **Edit** option.

3. An **Edit CME SQL Config** *dialog box is displayed.* Make relevant changes to any of the fields displayed then click the **Save** button.

Revision History

Date	Preparer	Reviewer
22 Nov 2018	Mahmood Semyano	
10 September 2019	Peris Mutemi	