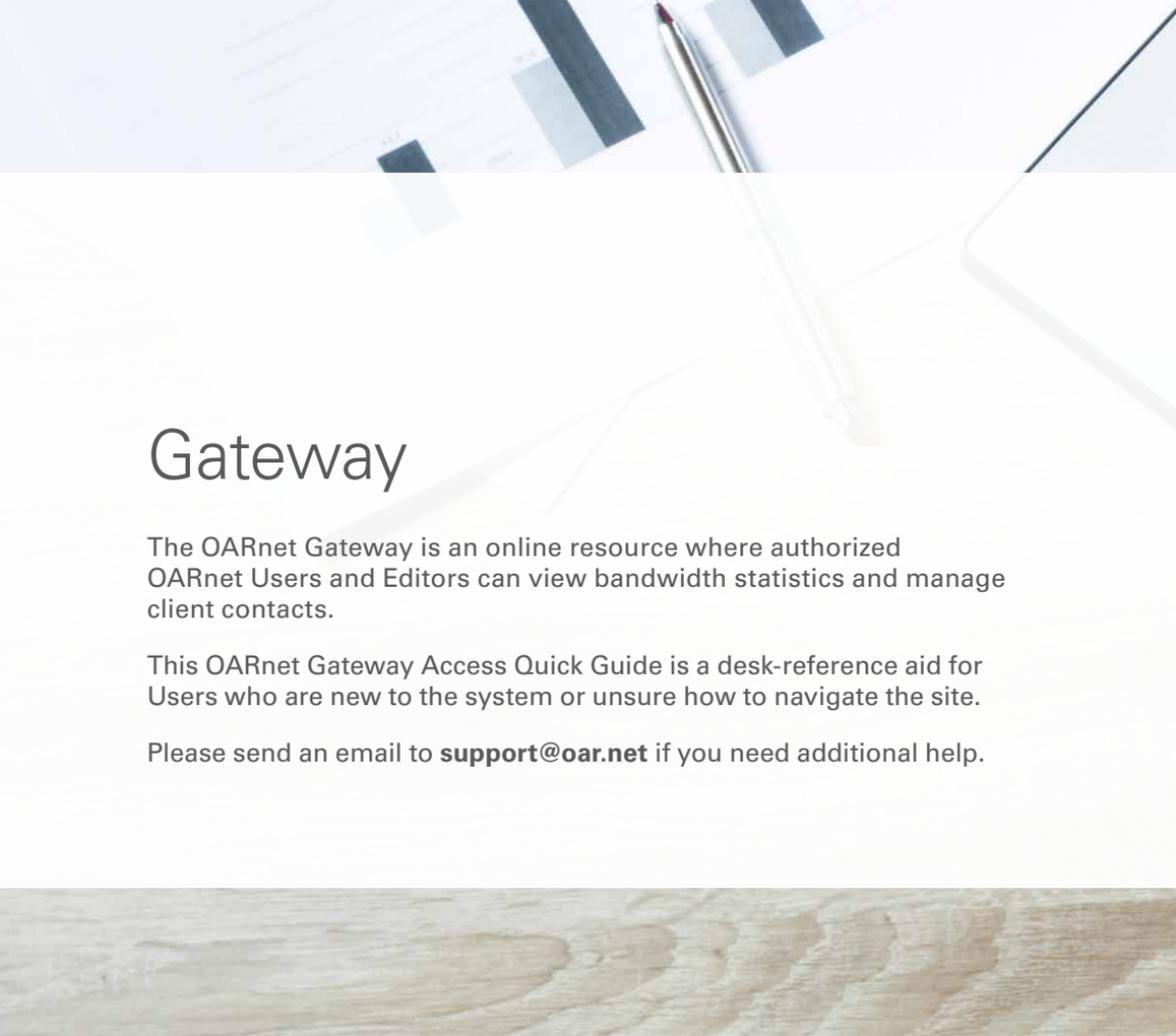




OARnet

Gateway Access Quick Guide

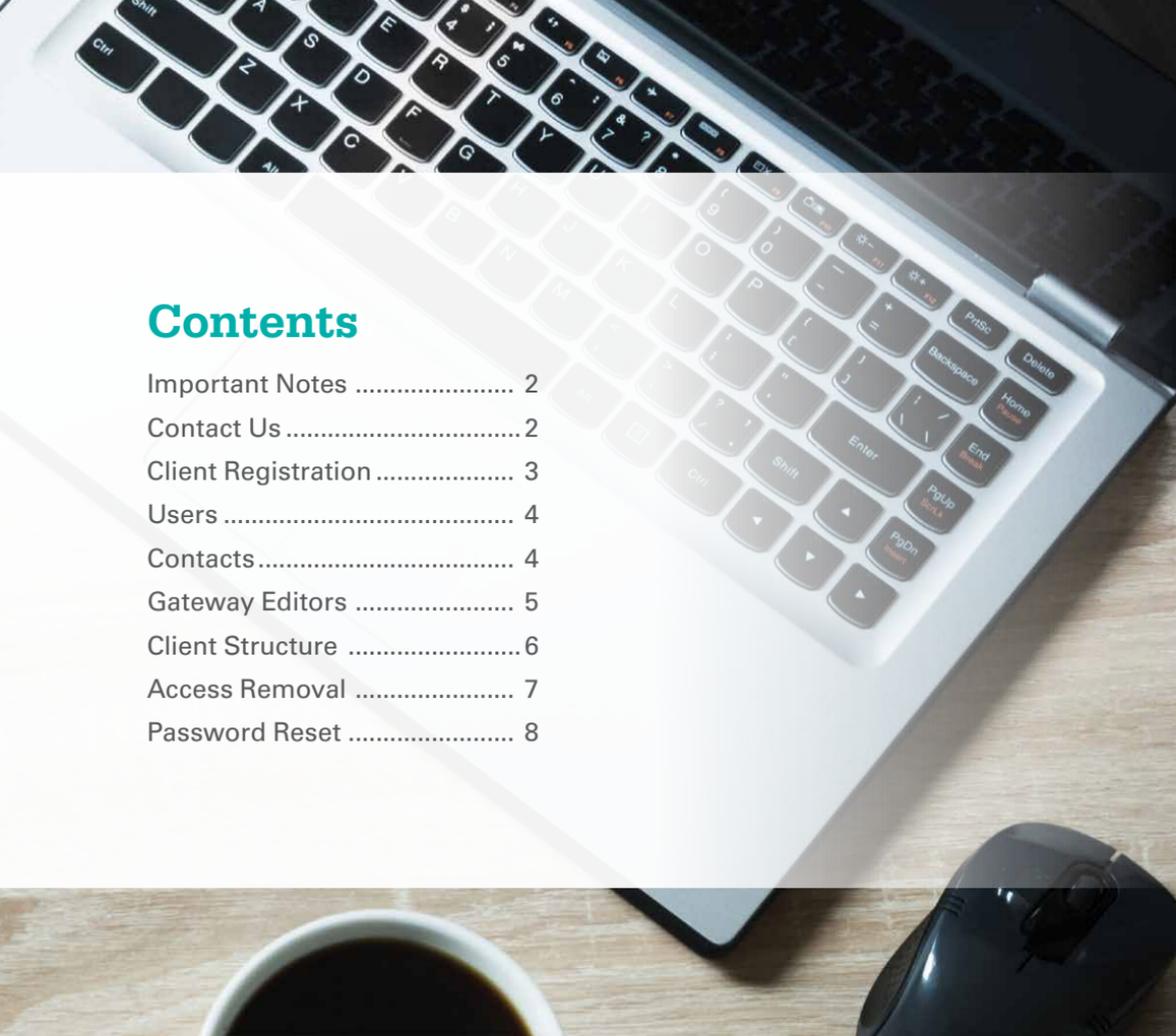
The background of the slide features a blurred image of a document with a bar chart and a silver pen resting on it. The document is white with blue and grey bars, and the pen is positioned diagonally across the top right. The overall aesthetic is professional and clean.

Gateway

The OARnet Gateway is an online resource where authorized OARnet Users and Editors can view bandwidth statistics and manage client contacts.

This OARnet Gateway Access Quick Guide is a desk-reference aid for Users who are new to the system or unsure how to navigate the site.

Please send an email to **support@oar.net** if you need additional help.



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Important Notes

- Individuals must register to have **view access** to Gateway.
- **Contacts** are different than **Users**. You can be both.
(See page 4.)
- Users must be made **Gateway Editors** to be able to manage their Contacts.
- An OARnet client IP address space is required to access OARnet applications. If you do not have an OARnet Commodity Internet subscription, you need to submit your IP ranges to the Support Center at **support@oar.net**



Need Help?

The OARnet Support Center (NOC) is open 24 hours a day, 7 days a week, 365 days a year. Contact us via phone or email.

Toll Free: (800) 627-6420

Direct: (614) 292-9191

Email: support@oar.net



Client Registration

Clients not subscribed to Commodity Internet must first submit your IP ranges to **support@oar.net**. You will receive confirmation that your IP ranges have been added, and then you can proceed with the registration.

1. Go to **gateway.oar.net** and click **Register Here**

Please note if you are associated with a department that has a direct connection to OARnet in the **Organization** field

2. The Support Center (NOC) will verify requests with your Administrative Contact.

The NOC will verify with your business relationship manager if you are a new client and do not have an Administrative Contact on file.

3. Once your registration is approved, you will receive an email asking you to set your password.

You have seven days to set your password; please check your spam folder. If you do not set your password within that seven days, your registration will expire and you will need to send a new request.

4. Go to **gateway.oar.net** and log in



Users

Users are authorized individuals who have an account on Gateway.

View Users

1. Go to **gateway.oar.net**
2. Click **Users** in the main menu

Contacts

Individuals can be assigned to defined **Contact Roles** per the OARnet Contact Policy. Contacts contain an individual's personal information, including email, phone number and title.

A Contact does not have automatic access to Gateway; the Contact needs to register to become a User.

View Contacts

1. Go to **gateway.oar.net**
2. Click **Contacts** in the main menu



Gateway Editors

Registered Users who have **edit access** to manage their organization's Contacts are **Gateway Editors**. They can add and remove Contacts, update a Contact's info (name, phone, etc.) and apply Contacts to Roles.

By default, the first two Users at an organization are automatically Editors. Editors can assign and/or remove Users and Editors. This can be changed at any time by Editors or OARnet staff.

In cases when an Editor has left the organization or is an inherited Editor from a parent organization, the business relationship manager will be asked to verify Editor requests. If the client still has an active Administrative Contact on file, they may be asked for verification.

View/Manage Editors

1. Go to **gateway.oar.net**
2. Click **Users** in the main menu
In the **Gateway Editor** column there will be a **Yes** or **No**.
It will say **Yes** next to the Editors.
3. Click on the **Yes** or **No** to manage the **edit access**



Client Structure

Parent/child client relationship is determined on an administrative case-by-case basis. Parent organization Users will have **view access** and Editors have **edit access** to their child organizations. This access can be changed.

Child clients can only see their information and that of their children. This includes anything directly related to the client, such as User access, stats and Contacts.

Child clients can have their own Editors and Users.



Access Removal

Gateway Editors can remove **Users** by going to the Users section. Once a User is removed they can no longer log in.

View / Remove Users

1. Go to **gateway.oar.net**
2. Click **Users** in the main menu
3. Click the delete icon (**x**) next to the relevant name
4. Click **Yes**



Password Reset

1. Go to **gateway.oar.net** and click **Reset Password**
2. Type the email address used at registration and click **Reset**

You will receive an email with instructions. If not, please check your spam folder.

The password reset expires after seven days. If password is not reset within that time, you will need to submit a new request.
3. Refresh the browser and then log in at **gateway.oar.net**

You may need to hard-refresh the browser or clear your cache and cookies. Refrain from using autofill.

You may also try using a private browsing window.





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