



Welcome Guide



Disclaimer:

P.S. Please note that during the initial setup stage, AegisInsight can only provide limited monitoring instances if the customer is not connected to the HKBN bundled router.

Once you have successfully connected to the bundled router, please contact our Customer Service Hotline at 128 180 or email aegisinsight-support@hkbnes.net to enable additional monitoring instances.

Introduction

Thank you for choosing our service! This Welcome Kit will guide you as you setup your new service.

How to Contact Us?

Please save the following contact information in case you require our service and support.

Service Hotline: 128-180

Service Email Address: aegisinsight-support@hkbn.com.hk

HKBNES AegisInsight Portal

HKBNES AegisInsight Portal is a Web-based platform that enable customers to access the data and service.

1. First time log into AegisInsight Portal

Step 1: Launch your web browser and access the AegisInsight Portal at AegisInsight

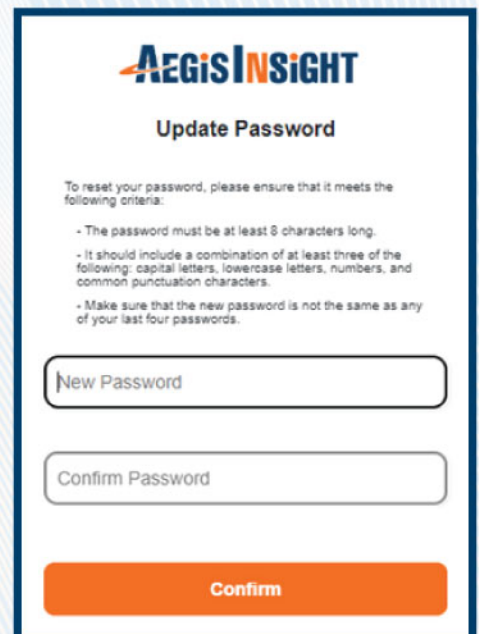
Step 2: Enter your “Username” and “Password”
(Check the welcome email)

Step 3: Verify your account by receiving the email

Step 4: Reset your password

Step 5: Read and accept T&C

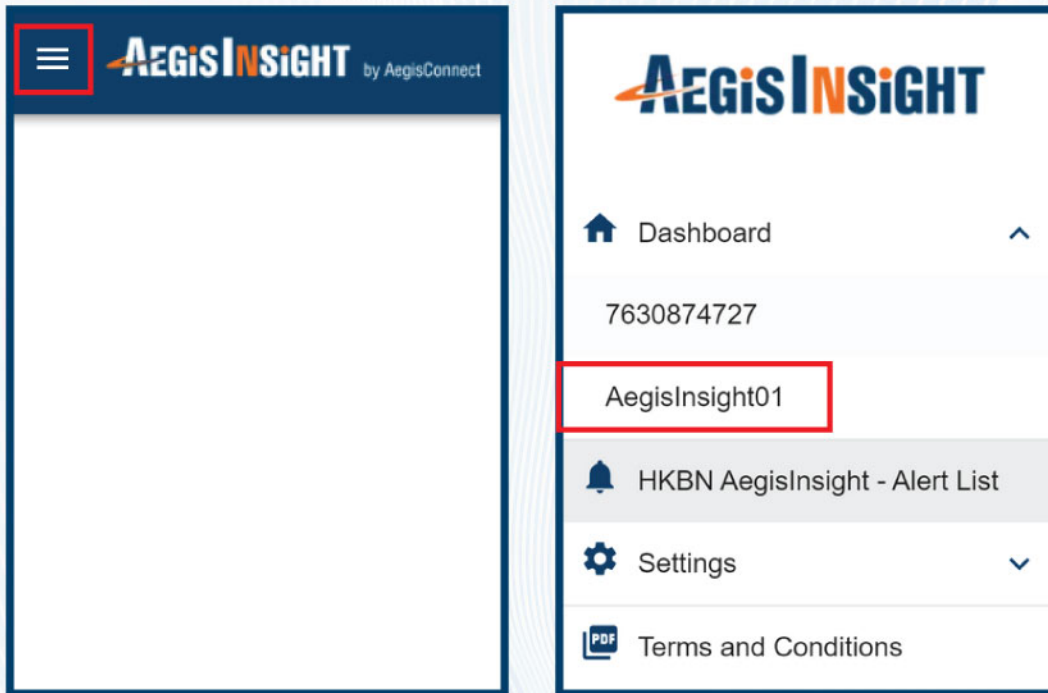
Step 6: You will be able to see the dashboard now



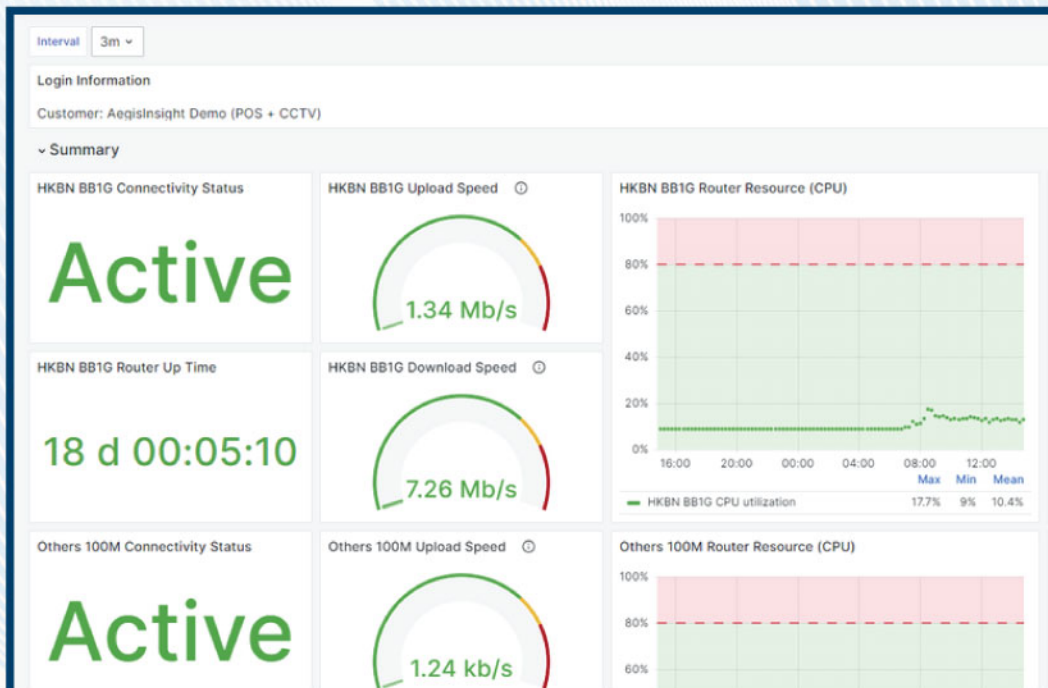
The screenshot shows the 'Update Password' form in the AegisInsight portal. At the top is the AegisInsight logo. Below it is the title 'Update Password'. A note states: 'To reset your password, please ensure that it meets the following criteria:'. Three bullet points list the requirements: '- The password must be at least 8 characters long.', '- It should include a combination of at least three of the following: capital letters, lowercase letters, numbers, and common punctuation characters.', and '- Make sure that the new password is not the same as any of your last four passwords.' Below the text are two input fields: 'New Password' and 'Confirm Password'. At the bottom is an orange 'Confirm' button.

2. Use the Dashboard

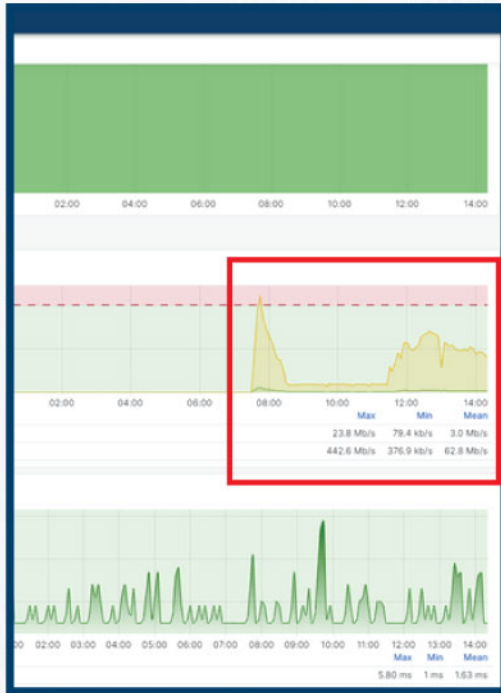
Step 1: Choose “Dashboard” from the scroll-down menu and click on the specific line to view the desired data.



Step 2: You can view your dashboard now.



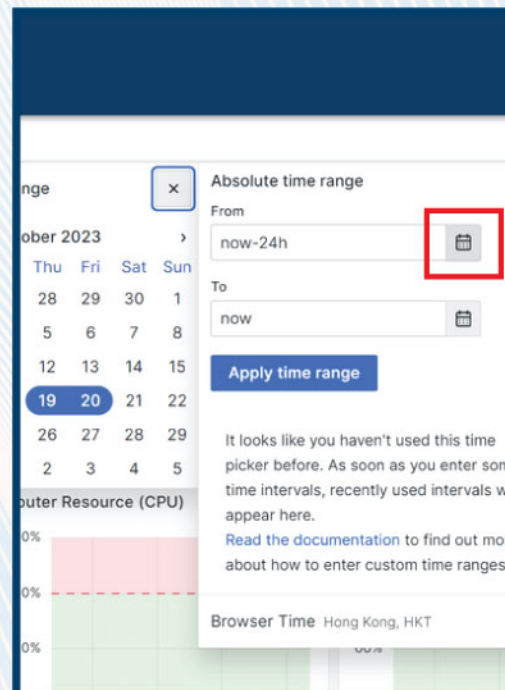
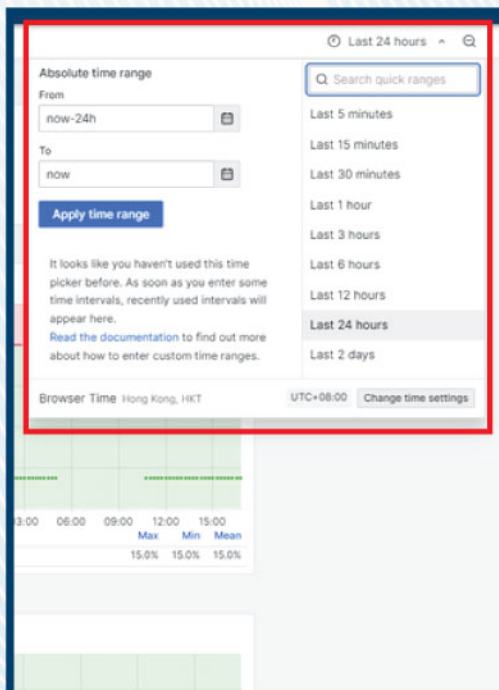
Step 3: View the data.



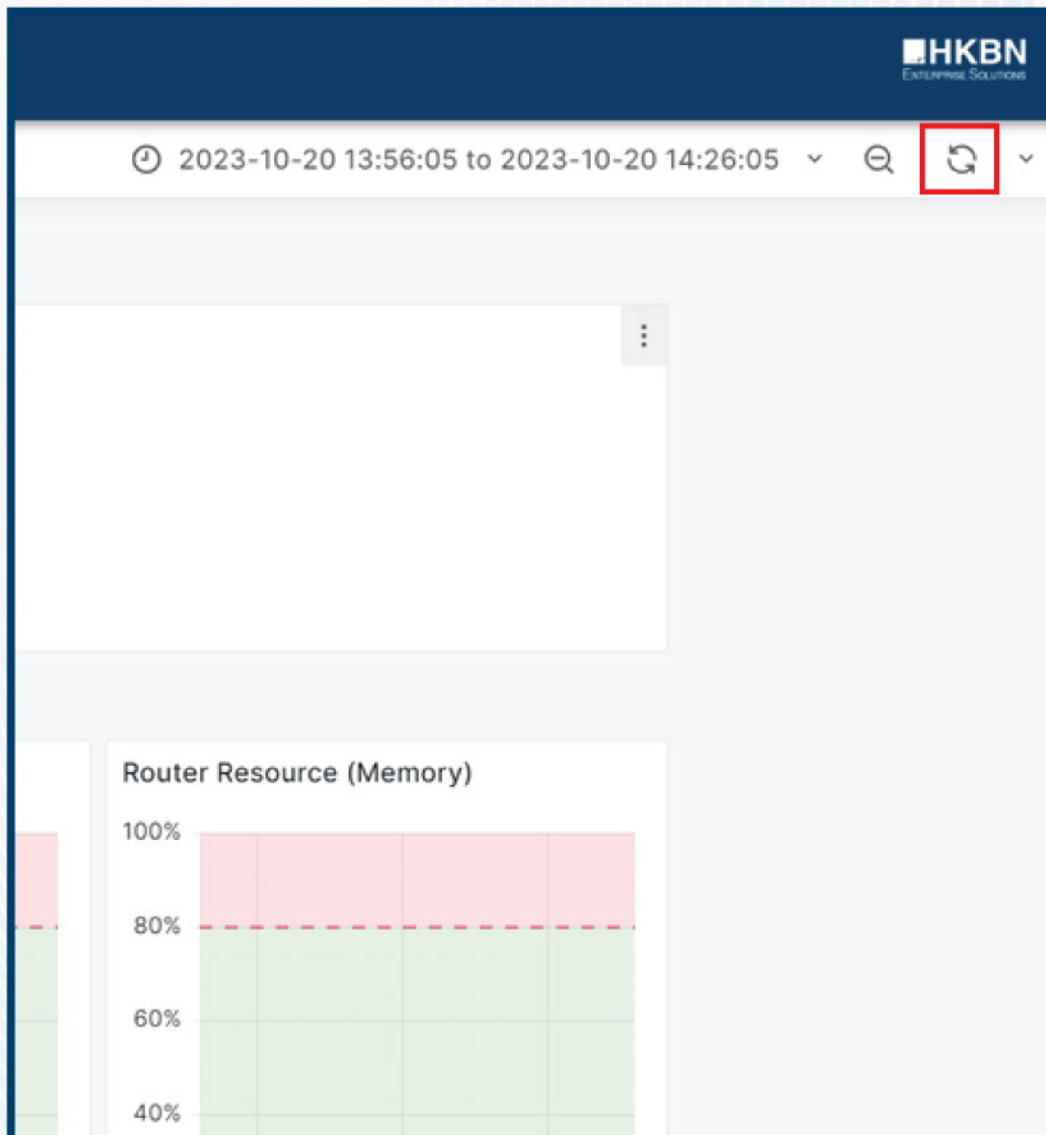
Please note:

- *The red dot line indicates the threshold indicator*
- *When a metric is displayed below the red line, it indicates a healthy status*
- *Metrics displayed above the red line signify the need for attention or further action*

Step 4: Adjust the time range by clicking on the "calendar" icon located in the scroll-down menu on the right-hand side.

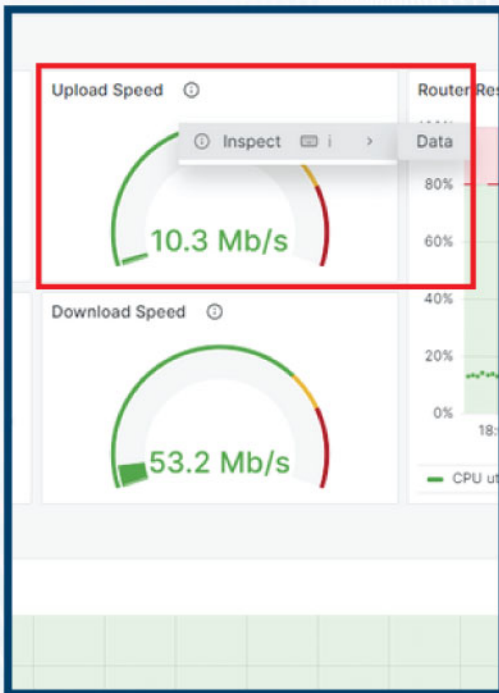


Step 5: You can refresh the dashboard by clicking the “refresh” button



3. Export the Data

Step 1: Select the desired data from the dashboard, then right-click and choose the option from the pop-up menu to initiate the download process.



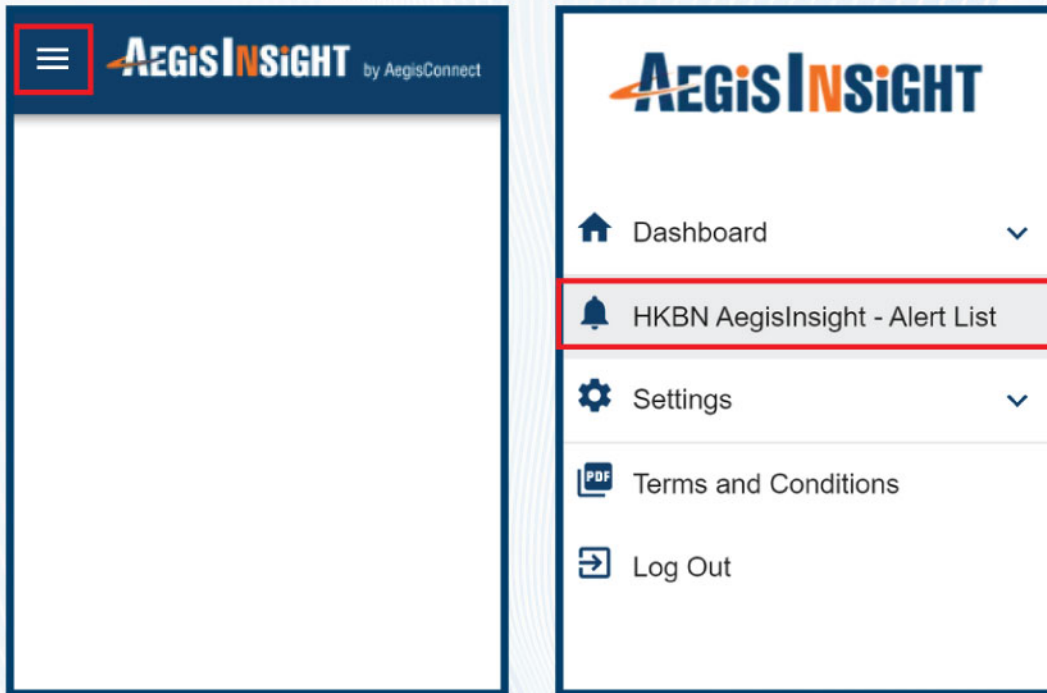
Step 2: Click the “Download CSV” button to download the report

The screenshot shows a table titled 'Inspect: Upload Speed' with 1 query and a total query time of 688 ms. The table has two tabs: 'Data' and 'Stats'. The 'Data' tab is active, showing a table with columns for 'Time' and '001983531-40933-1: Interface Te0/1/0(Connect to HKBN_DWDM): Bif'. The 'Download CSV' button is highlighted in a red box.

Time	001983531-40933-1: Interface Te0/1/0(Connect to HKBN_DWDM): Bif
2023-10-18 16:20:00	11.1 Mb/s
2023-10-18 16:25:00	10.7 Mb/s
2023-10-18 16:30:00	11.6 Mb/s
2023-10-18 16:35:00	11.2 Mb/s
2023-10-18 16:40:00	10.8 Mb/s
2023-10-18 16:45:00	25.1 Mb/s
2023-10-18 16:50:00	59.2 Mb/s
2023-10-18 16:55:00	11.9 Mb/s
2023-10-18 17:00:00	15.5 Mb/s
2023-10-18 17:05:00	13.3 Mb/s

4. Check the Existing Alert Rules

Step 1: Choose “Alert” from the scroll-down menu and click on the specific line to view the desired rule set.



Step 2: You can view the Alert page now

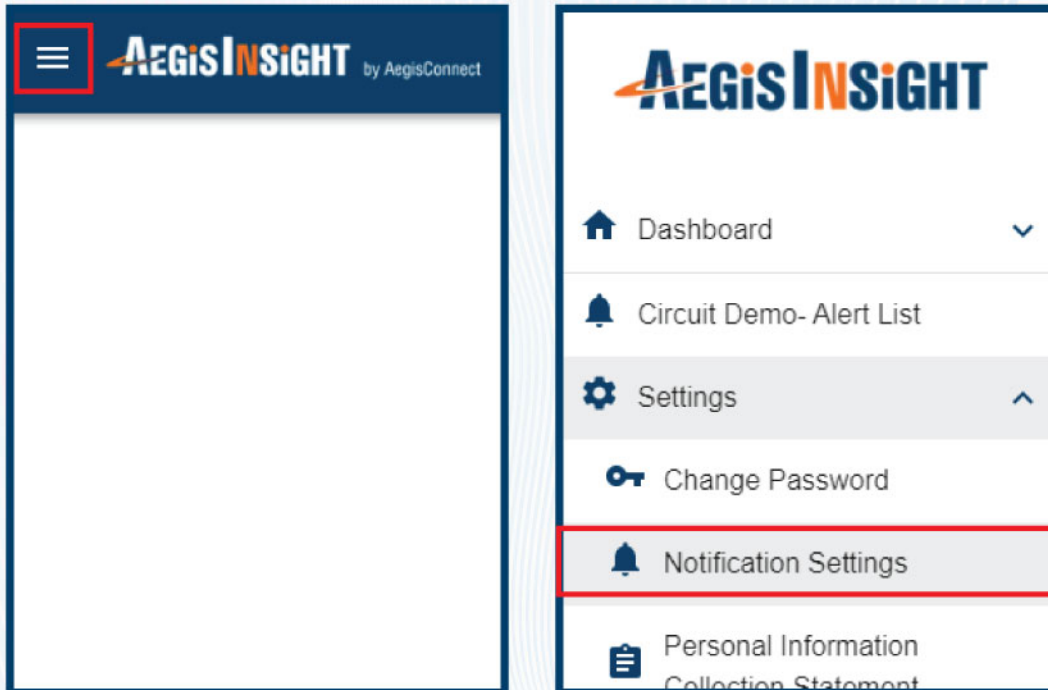


Please note:

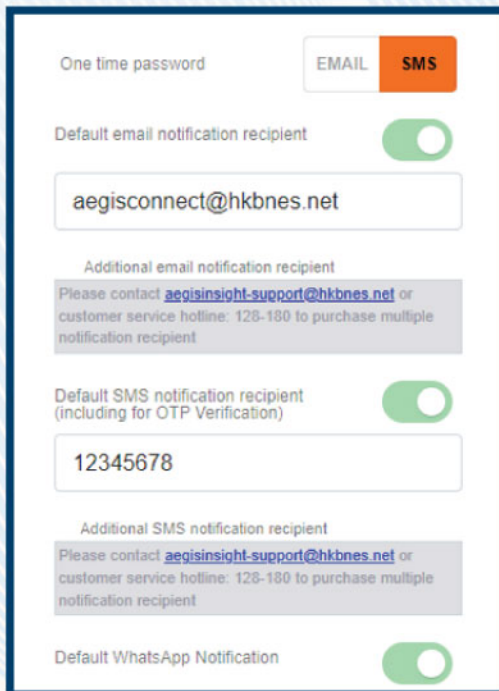
- **Normal** = Healthy status of the network/system
- **Pending** = A potential issue that requires attention
- **Firing** = Confirmed issue that needs immediate action

5. Reset the Notification Settings

Step 1: Select the “Notification Settings”



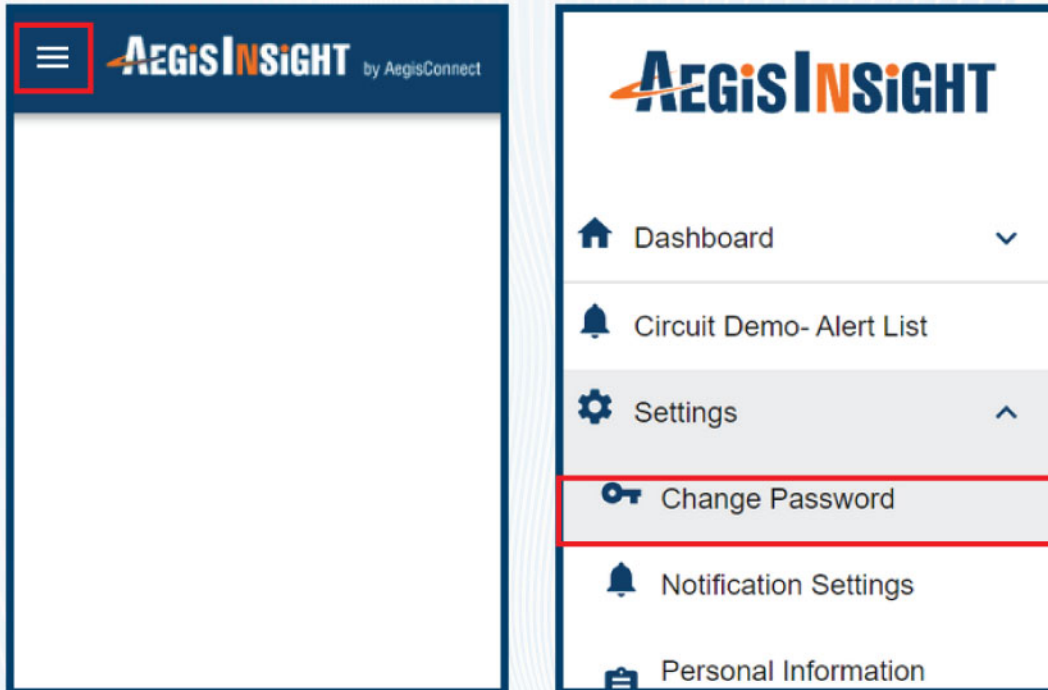
Step 2: Enter your Default email notification recipient, Default SMS notification recipient, and select your preferred method to receive your one-time password (OTP), either via email or SMS.

The image shows a screenshot of the 'Notification Settings' form. At the top, there are two radio buttons for 'One time password': 'EMAIL' and 'SMS', with 'SMS' selected. Below this, there are three sections: 1. 'Default email notification recipient' with a toggle switch turned on and a text input field containing 'aegisconnect@hkbnes.net'. 2. 'Additional email notification recipient' with a grey box containing the text: 'Please contact aegisinsight-support@hkbnes.net or customer service hotline: 128-180 to purchase multiple notification recipient'. 3. 'Default SMS notification recipient (including for OTP Verification)' with a toggle switch turned on and a text input field containing '12345678'. Below this is another 'Additional SMS notification recipient' section with the same grey box text. At the bottom, there is a 'Default WhatsApp Notification' toggle switch turned on.

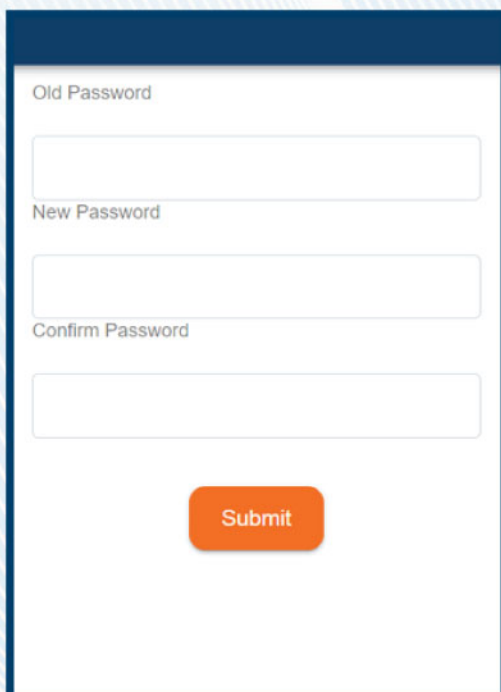
Please be advised that it is necessary for you to update and activate the notification settings in order to receive alerts.

6. Change Password

Step 1: Select the Change Password Setting



Step 2: Enter the “Old Password” and “New Password”

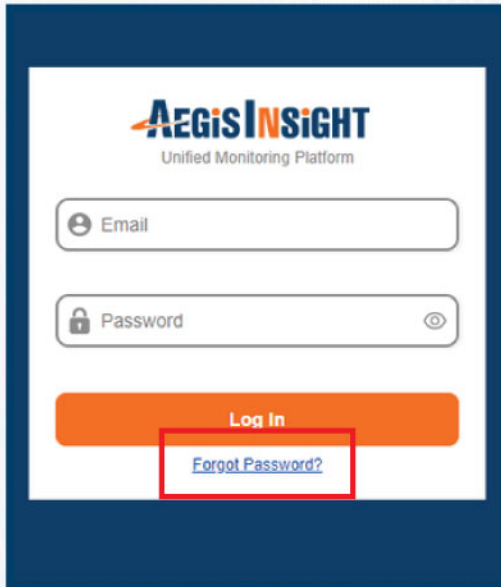
The image shows a screenshot of the password change form. It has three input fields: 'Old Password', 'New Password', and 'Confirm Password'. Below the fields is an orange 'Submit' button.

Please note:

- The new password must be at least 8 characters long
- It should include a combination of at least 3 of the following
 - Uppercase Letters
 - Lowercase Letters
 - Numbers
 - Special Symbols
- Make Sure that the new password is not the same as any of your previous four passwords

7. Forget Password

Step 1: Click the “Forget Password” button



AEGISINSIGHT
Unified Monitoring Platform

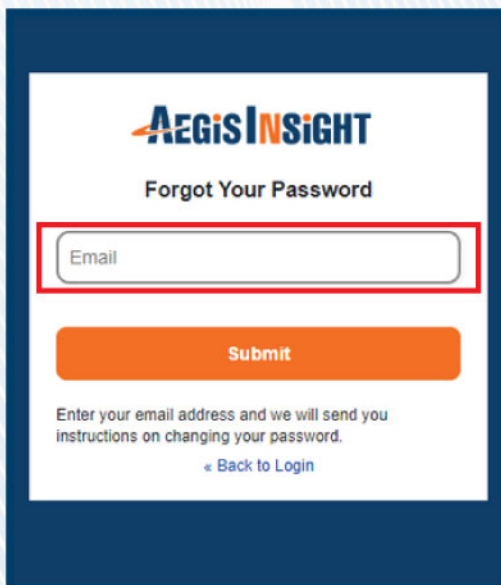
Email

Password

Log In

[Forgot Password?](#)

Step 2: Enter your login email



AEGISINSIGHT

Forgot Your Password

Email

Submit

Enter your email address and we will send you instructions on changing your password.

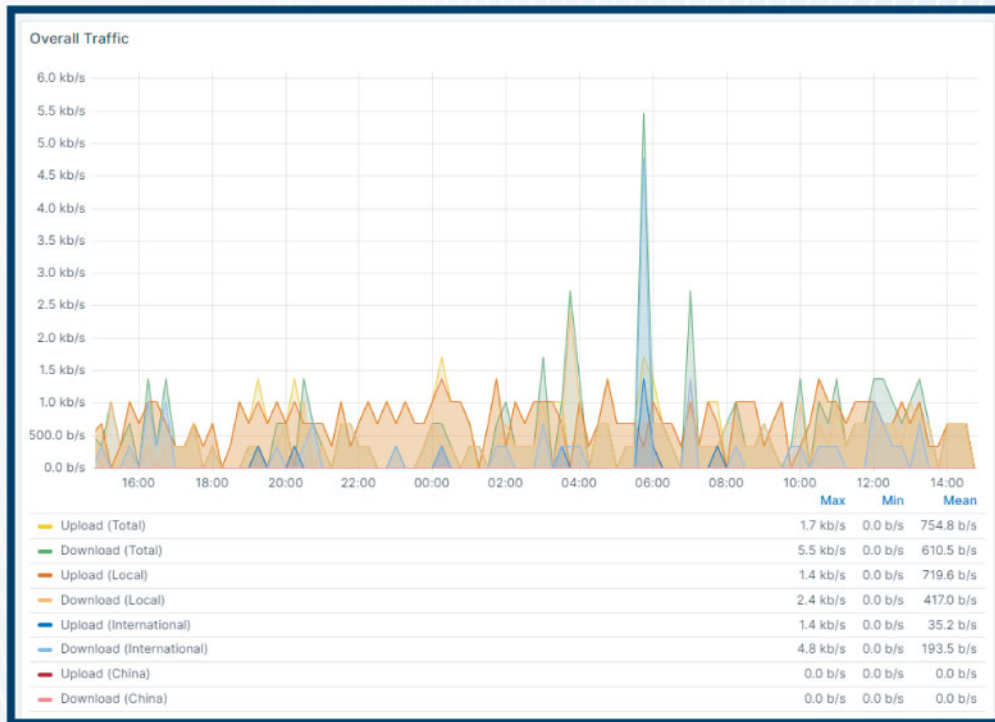
[← Back to Login](#)

Step 3: Verify your phone number

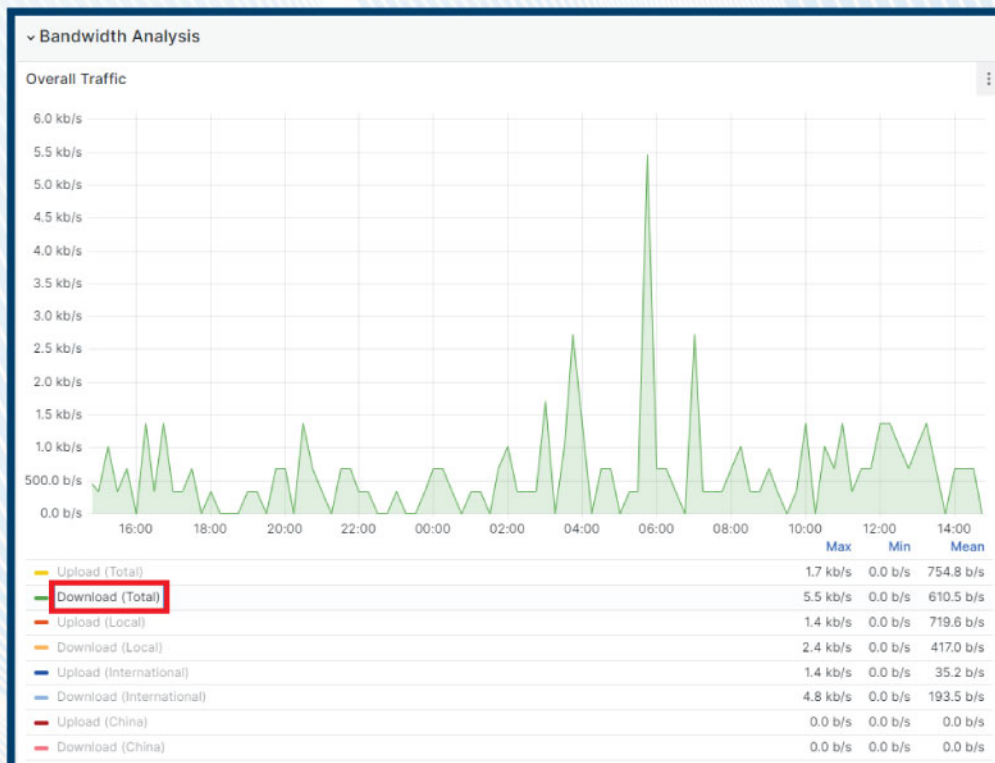
Step 4: Update your password

8. DIA Bandwidth Analysis

Step 1: Check the Bandwidth Analysis



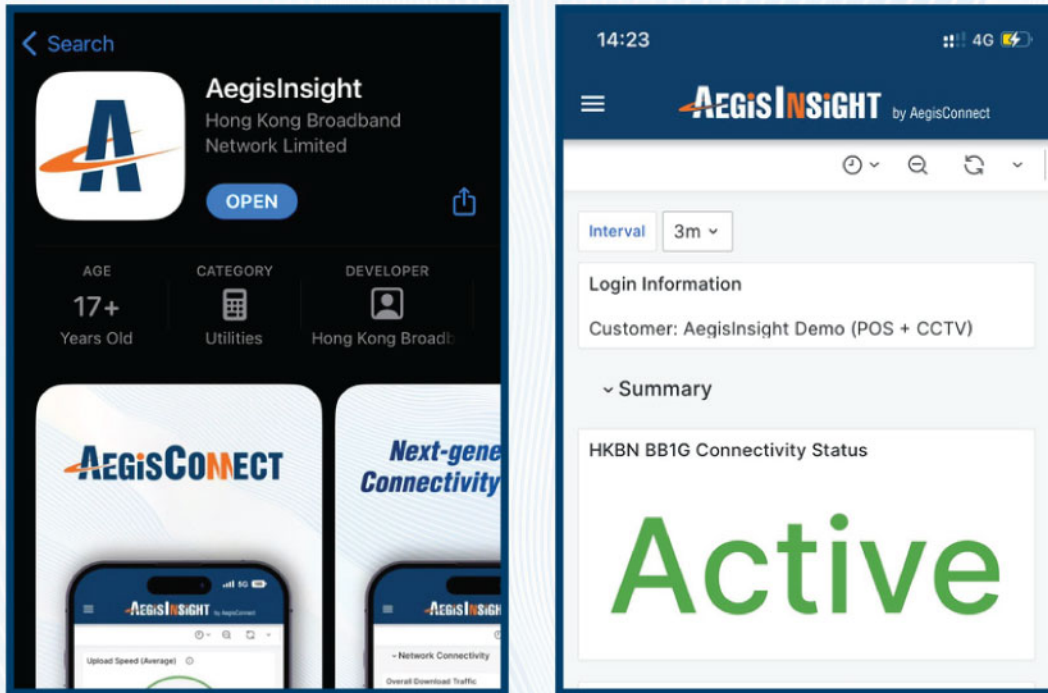
Step 2: To view the detailed Bandwidth Analysis, simply click on each line column



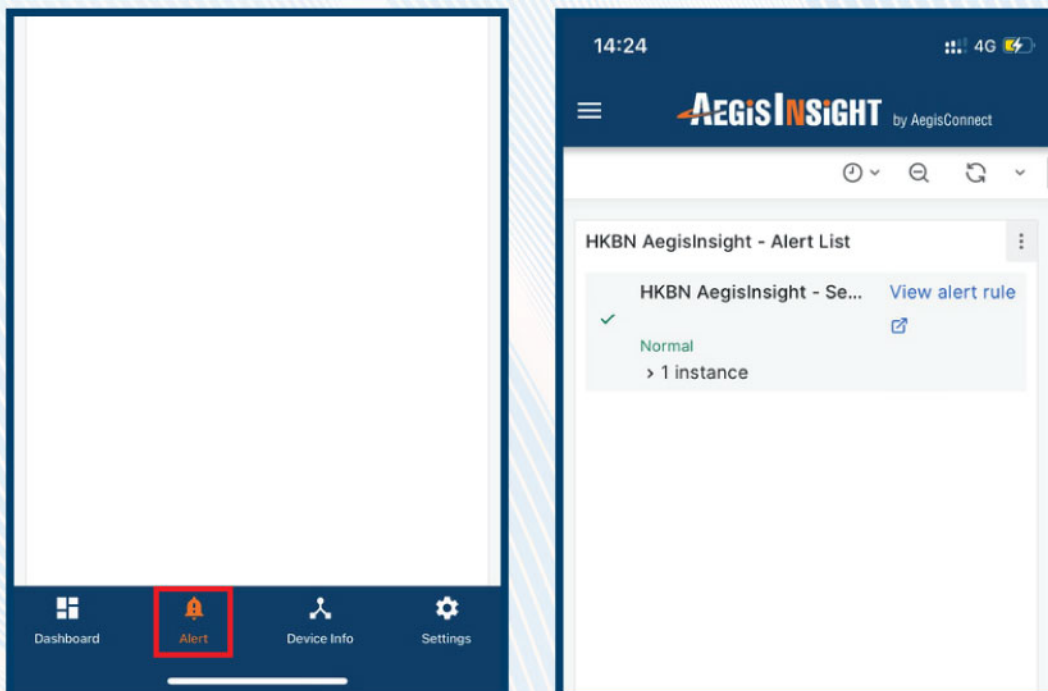
9. Mobile App – App Store

Step 1: Search and download AegisInsight on App Store

Step 2: Login and you can view the dashboard now



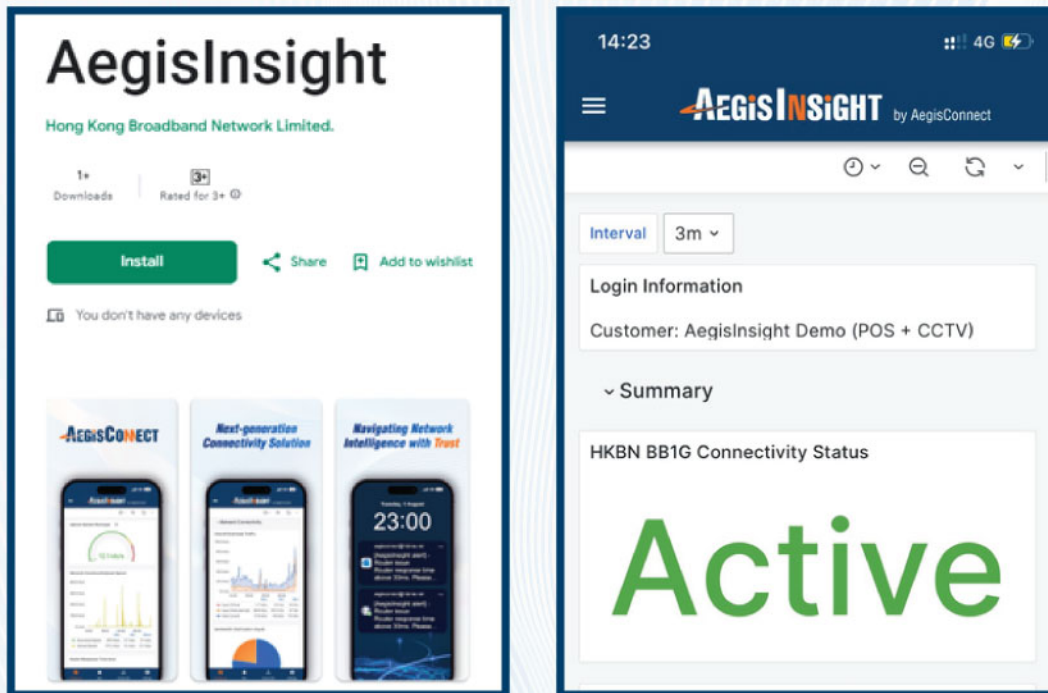
Step 3: You can view the alert history by clicking “Alert” button



10. Mobile App – Google Play Store

Step 1: Search and download AegisInsight on Google Play Store

Step 2: Login and you can view the dashboard now



Step 3: You can view the alert history by clicking “Alert” button

