



My Vistance Membership Guide

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Vistance Networks Membership and Applications

Vistance Networks provided several applications to our MSO and TELCO customers that can be accessed with a Single Sign On (SSO) via the My Vistance Networks page. This document details the process for these customers to request access to various Vistance Networks applications such as the ones listed below. It also provides instructions for recovering your username or password and resetting your password.

Some of the available applications available for SSO to your My Vistance Networks account are:

- My Support Portal
- Technical Content Portal
- Software and Firmware Delivery

To ensure a successful registration and application process, please follow all instructions carefully.

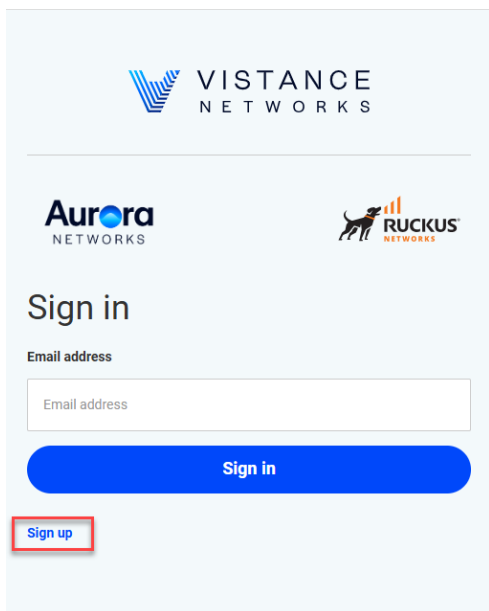
Register for a Vistance Networks Account

You must register for a Vistance Networks account using your business email address before requesting access to available Vistance Networks applications. Once you have completed the registration process, you can log in to your account and request access to the available applications.

To register for a Vistance Networks account:

1. Go to <https://www.vistancenetworks.com/membership>
2. Click on Sign Up

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3. Enter your individual company email address i.e. john.doe@Vistance Networks.com
4. Enter the captcha characters seen on the screen
5. Click Send Verification code



6. Go to your email related the address you entered in Step 3
7. Retrieve the code and enter it on the page
8. Click Verify Code

The screenshot shows the Vistance Networks sign-in interface. At the top, the Vistance Networks logo is displayed. Below it are the logos for Aurora Networks and Ruckus Networks. The main heading is "Sign in". A green message states: "Verification code has been sent. Please copy it to the input box below." There are two input fields: "Email address" and "Verification code". Below the "Verification code" field, it says "Captcha Passed". At the bottom, there are two buttons: "Verify code" and "Send new code".

9. Click Continue

This screenshot shows the same Vistance Networks sign-in interface as the previous one, but with a different message: "The code has been verified. You can now continue." The "Email address" and "Verification code" input fields are now disabled and have a light gray background. Below the "Verification code" field, it says "Captcha Passed". A single large blue button labeled "Continue" is now visible at the bottom.

10. Enter your User Details and create a password

The screenshot shows the 'User Details' registration form for Vistance Networks. At the top, the Vistance Networks logo is on the left, and the logos for Aurora Networks and Ruckus Networks are on the right. The form contains several input fields: 'Email address', 'Password', 'Confirm password', 'First name', 'Last name', 'Company', 'Job title', and 'Country'. Each field has a placeholder text. There are also two checkboxes labeled 'Show password' next to the password fields.

- 11. Check the User consent box
- 12. Click Create

You will be redirected to your My Vistance Networks page where you can request access to Vistance Networks applications.

Requesting Access to Vistance Networks Applications

After creating your account, you can request access to some of available Vistance Networks applications using the following instructions.

Some applications, such as; the SODIACS Software and Firmware and Aurora Returns and Repairs allow you to go directly to the site for access. Further information is [here](#):

You can return and request access later by accessing the [My Vistance Networks](#) page

To request access to Vistance Networks applications:

1. Go to <https://www.vistancenetworks.com/membership>
2. Click **Login (My Vistance Networks)** at the top of the page
3. Log in with your My Vistance Networks credentials (email and password)
4. Click on Request Access
5. Select **Available Applications**
6. Click **Request Access** to the application(s) you would like access to.

Note: Some applications, such as; the **My Support** portal, may require further information to process your request.

7. Your request will be submitted to the appropriate team for approval. To view your current applications, click the Current Applications tab

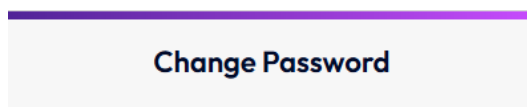
Aurora Returns and Repairs and SODIACS Access Request:

For applications, applications, such as; the SODIACS Software and Firmware and Aurora Returns and Repairs, click on the appropriate tile on your My Vistance Networks to go directly to the site to access or request access to the site.

Resetting your password

If you have forgotten your password, you can change it by doing the following:

1. Go to <https://www.vistancenetworks.com/membership>
2. Select the Change Password tile



3. Enter the Current password, the New password, and then Confirm new password.

Password Criteria:

Password must be between 6 and 64 characters
Password must have at least 3 of the following

- Lower case letter
- Upper case letter
- Digit
- Symbol

4. Click Continue

VISTANCE NETWORKS

Aurora NETWORKS **RUCKUS NETWORKS**

User Details

Change password

Current password

Show password

New password

Show password

Confirm new password

Show password

Continue