

WebSense® Cloud Portal Update FAQ

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User Interface Transition FAQ

What is happening to the Websense cloud portal?

The latest version of the Websense cloud portal, available from mid-September 2014, will offer an updated and significantly improved user interface experience. The portal's look and feel has been redesigned for visual clarity and ease of navigation.

Which services will be affected by the portal UI look and feel update?

Cloud Service	New Look and Feel
Cloud Web Security Gateway (CWSG)	Y
Cloud Web Security (CWS)	Y
Cloud Email Security (CES)	Y
TRITON Mobile Security	Y*

*Some screens will change at a later date.

Will there be a transition period from the current to the new portal look and feel?

Yes. You will be able to switch to the new look and feel, and access the new reporting and dashboard features, when you are ready to do so. The switching option will be available from the logon screen.

How long is the transition period?

The transition period will last for one month, after which customers will gradually be transitioned to the new version of the portal. Regular notifications will be sent via email and portal alerts to tell you when this transition period will end.

How does the new UI look and feel change the way the portal works?

The new look and feel replaces the left-hand navigation menu with drop-down menus available from the tabs in the toolbar.

There is no longer a **Home** tab in the toolbar. You can find the options previously located under **Home** in the following places:

- ◆ To see the new web dashboards, click **Dashboard**.
- ◆ To access the new web reporting functionality and the account reports, including any saved reports, click **Reporting**. Web and saved reports were previously available under **Web Security**.
- ◆ To access your Support options, including links to the Websense Technical Library and the Knowledge Base, click the **Help** menu in the top right corner.
- ◆ To change your password, click **Account** and then select **My Account** from the drop-down menu. On this new page, you can also manage your account details and contact information.

Will the portal change for all administrator users in my organization at the same time?

The change applies to just your administrator account; all other administrators in your organization can switch over when they are ready.

Can I move back and forth between current and new portals to help become familiar?

Yes. Log off, and use the **Revert** link at the bottom of the portal logon screen to return to the current version of the portal.

Does reporting change at the same time as the portal look and feel?

For Cloud Web Security products, the new look and feel will include access to:

- ◆ the new web Productivity, Threats, and Bandwidth dashboards.
- ◆ the next generation web reporting features, which replace the current web reports. Any reports you have saved previously will be migrated to the new Report Catalog.

Cloud Email Security reporting is unchanged at this time.

Where have the release notes moved to?

Release notes have moved from the Cloud portal to the [Websense Technical Library](#), and are accessible with a MyWebsense account. Click the **Help** menu in the top right corner of the portal to access the Technical Library.

Reporting Transition FAQ

What is happening to cloud service reporting?

Websense is rolling out a major upgrade to its cloud service reporting infrastructure that will provide major enhancements to reporting flexibility.

Which cloud services will receive the new reporting system?

The first services to receive the new reporting are Cloud Web Security Gateway and Cloud Web Security. Other services will be announced in due course.

Cloud Service	New Reporting
Cloud Web Security Gateway (CWSG)	Y
Cloud Web Security (CWS)	Y
Cloud Email Security (CES)	Dates to be confirmed.

When will next generation reporting be available for Cloud Email Security?

Cloud Email Security will be updated to the new reporting system in due course. A further announcement will be made to alert customers to this nearer the time.

What are the main differences between the current and new reporting?

The new reporting includes a number of components:

- ◆ The **Dashboard** gives you an overview of how your users and groups are browsing the web. Based on time frames that you select, you can see how security risks, productivity, and bandwidth usage are affecting your organization, and adjust policies accordingly.
- ◆ The **Report Catalog** contains a number of predefined reports that cover common scenarios, available in bar chart, trend chart, and tabular formats. You can copy any predefined report to apply your own filters to create a custom report, and share your reports with other administrators.
- ◆ The **Report Builder** offers an enhanced model for creating multi-level, flexible reports that allow you to analyze information from different perspectives and gain insight into your

organization's Internet usage. If a high-level summary shows areas of potential concern, you can drill down to find more details.

What do I have to do to transition to the new reporting system?

Nothing, this will happen automatically. The new reporting is available to you when you switch to the new portal user interface. During the transition period, you can explore the new reporting system while the existing reporting system continues alongside.

Can I still access my saved reports?

Yes: saved reports will be migrated over to the new system and will appear in the My Reports folder in the Report Catalog.

Can I do everything that I used to be able to do with reporting?

The new reporting system covers all of the functionality that you had previously, and also includes the following:

- ◆ Highly flexible drag-and-drop Report Builder
- ◆ Transaction level data reporting
- ◆ Drill-down to transaction level
- ◆ Trend reports
- ◆ Over 70 reporting attributes available
- ◆ Dashboard drill-down capability
- ◆ A 'My Reports' Catalog
- ◆ Ability to share reports between administrators
- ◆ More efficient navigation
- ◆ Report progress feedback
- ◆ Updated report scheduling
- ◆ Getting started short video clip tutorials

How do I find the new version(s) of a standard report?

See the [Cloud Web Security Report Mapping](#) document for details of how standard reports from the current reporting system map to the new system.

Is there a report name search facility?

Yes: there is a search facility in the Report Catalog.

Are all the standard reports included in the new system?

The majority of reports have been included in the new system. Some have been combined, some split, and in a few cases some have been deprecated. See the [Cloud Web Security Report Mapping](#) document for full details.

How long will the current reporting system be available for?

Until the transition period ends. Regular notifications will be sent via email and portal alerts to tell you when this will occur.

What happens to my existing report data?

All of your report data is still available to you through the new system.

How much reporting history (data) is stored?

This has not changed: three months of web activity data are stored.

Can I keep data for longer than three months?

You can still retain data for a maximum of three months. However, extended data retention add-on options are planned for a later release. Please contact your sales representative for details.

How long is the reporting transition period and when will it end?

The transition period (during which you have the option to transfer to the new reporting features) will last approximately a month, ending in October.

What will happen at the end of the transition period?

At the end of the transition period, your account will be transitioned automatically if you have not already switched over. You will receive email communications and portal alerts to warn you when this will occur. Once the transition is complete, the legacy reporting system will no longer be available. Access to your saved reports and report data will be unchanged.

Where can I find descriptions of the various new reporting attributes and metrics?

This information is available in the portal Help.

How can I get help with the new reporting system?

Short 'Getting Started' video tutorials for the Report Builder and Transaction Viewer are available from the cloud portal.

The online portal Help contains full details of the new reporting system: go to the **Help** menu and click **Explain This Page** to open the Help for the current portal page.

Where can I find the release notes for the new reporting system?

Release notes are in the [Websense Technical Library](#), and are accessible with a MyWebsense account. Click the **Help** menu in the top right corner of the portal to access the Technical Library.

What new reports have been added?

See the [Cloud Web Security Report Mapping](#) document for a list of the new reports.

Will I still be able to anonymize report data?

Yes, privacy features still work as previously.

Further information

See the following documents for further information:

- ◆ [Portal Update for Websense Cloud Email Security](#)
- ◆ [Portal Update for Websense Cloud Web Security Gateway](#)