



Get familiar with the UI

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This content applies to the latest CD version of Cumulocity.

Specifications contained herein are subject to change and these changes will be reported in subsequent versions.

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INTRODUCTION

Welcome to the Cumulocity platform user interface!

Learn how to access the platform, get introduced to the general functionalities applying to all Cumulocity applications, and customize your user settings according to your needs.

In the entire documentation you find detailed description on the usage of the respective applications and functionalities via the UI.

Specifically, check out the following sections:

- [Platform administration > Standard tenant administration](#) for details on the Administration application.
- [Device management & connectivity > Device Management application](#) for details on the Device Management application.
- [Application enablement & solutions > Cockpit](#) for details on the Cockpit application.

ACCESSING AND LOGGING INTO THE PLATFORM

You access the Cumulocity platform via a [URL](#) in a web browser.

SUPPORTED BROWSERS

Supported browsers in this version are:

- Microsoft Edge (latest Chromium-based version)
- Mozilla Firefox (latest Extended Support Release [1])
- Google Chrome [2]

[1] Only the latest Extended Support Release of Mozilla Firefox is explicitly supported. Possible incompatibilities will be removed during the regular maintenance process of Cumulocity. Due to frequent upgrades of the Mozilla Firefox consumer release, the compatibility of Cumulocity with other versions of Mozilla Firefox cannot be guaranteed.

[2] The Google Chrome support is based on Google Chrome Version 84. Due to frequent version upgrades of Google Chrome, compatibility of Cumulocity with future versions of Google Chrome cannot be fully guaranteed. Possible incompatibilities will be removed during the regular maintenance process of Cumulocity.

You may also use recent smartphone and tablet web browsers. We have tested our products with the following mobile web browsers:

- Chrome on Android (latest version) on Galaxy smartphones and tablets
- Safari on iOS (latest version) on Apple iPhone and iPad

INFO

Cumulocity on mobile devices shows some limitations. The limitations could be the following:

- The usage may be constrained by the memory and the processing power available on the devices.

For example, loading graphs with large amounts of data points may make the mobile device unresponsive.

- Using the private mode on browsers may not work.
- The [Streaming Analytics application](#) does not support mobile or touch devices.

URL

To access the applications for your Cumulocity tenant, use the following URL:

`https://<tenant-domain>.cumulocity.com/`

This will direct you to the Login screen of your default application. See [Tenants](#) in the Cumulocity OpenAPI Specification for further details on tenant ID and tenant domain.

INFO

The above URL is only valid for Cumulocity Standard tenant subscribers. For Enterprise tenant deployments of Cumulocity, the URL is specific to your organization.

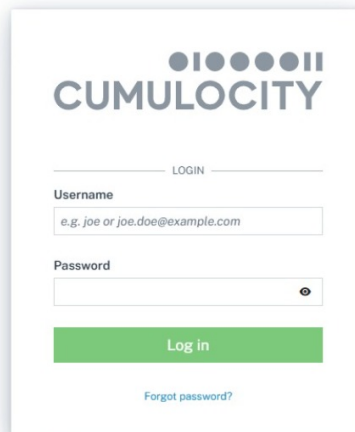
IMPORTANT

Make sure that the address bar of your browser shows a lock icon. The lock icon indicates that you are using a secure connection and that you are indeed connected to the Cumulocity platform.

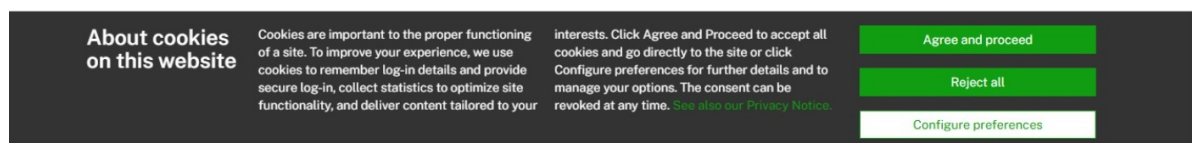
TO LOG INTO THE PLATFORM

On the Login screen, enter your username (case-sensitive) and password.

If you use one of the public cloud instances of the Cumulocity platform and log in for the first time, you will see a cookie banner at the bottom:



The image shows the Cumulocity login interface. At the top is the Cumulocity logo, consisting of five blue circles of varying sizes above the word 'CUMULOCITY' in a bold, sans-serif font. Below the logo is a horizontal line with the word 'LOGIN' centered. Underneath is a 'Username' label followed by a text input field containing the placeholder text 'e.g. joe or joe.doe@example.com'. Below that is a 'Password' label followed by a password input field with a toggle icon (an eye) on the right. At the bottom of the form is a green 'Log in' button. Below the button is a link that says 'Forgot password?' in a smaller, blue font.



The image shows a dark grey cookie banner at the bottom of the page. On the left, it says 'About cookies on this website'. To the right of this, there is a paragraph of text explaining the importance of cookies. On the far right, there are three buttons: 'Agree and proceed' (green), 'Reject all' (green), and 'Configure preferences' (white with a green border).

INFO

The cookie banner is turned on by default on the Cumulocity public cloud instances. For on-premise instances, this feature can be configured, see [Enterprise tenant > Customizing your platform > Branding](#).

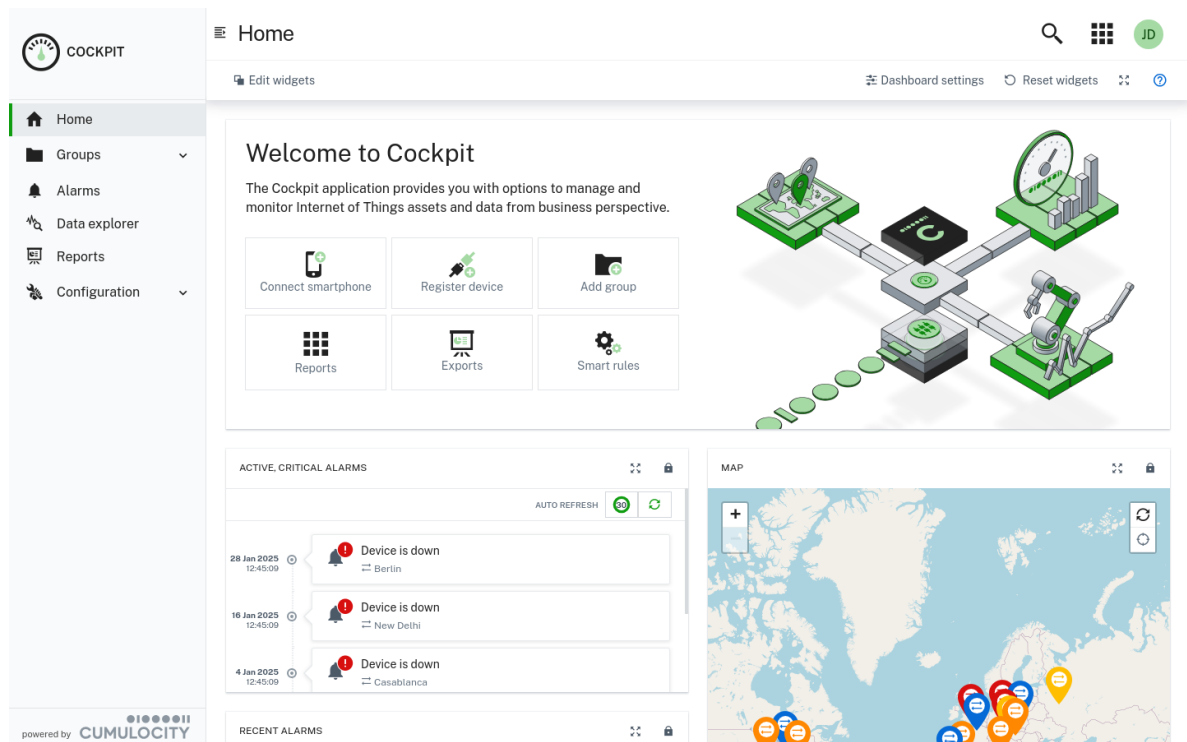
- Click **Agree and Proceed** to accept the default cookie settings (required and functional cookies enabled).
- Click **Reject all** to reject all of the default cookie settings.
- Click **Preferences** to select your individual cookie preferences:
 - **Required** - Required to enable core site functionality. They perform a task or operation without which a site's functionality would not be possible. Required cookies cannot be disabled.
 - **Functional** - Used to track site usage and to process personal data to measure and improve usability and performance. Functional cookies must be actively enabled.
- Click **See also our Privacy Notice** to open the [Cumulocity privacy statement](#) with details on the Cumulocity privacy policy.

INFO

If you have enabled functional cookies you can opt-out from the product experience tracking later on via the **User settings** dialog, see [User options and settings](#).

Select the **Remember me** checkbox if you want the browser to remember your credentials, so that you do not have to enter them again when opening the application the next time. This is especially convenient if you frequently switch between Cumulocity applications, as the Cumulocity platform will request you to authenticate each time when starting an application. You can make the browser “forget” your credentials by explicitly logging out.

Finally, click **Login** to enter the Cumulocity platform. Initially, you will be taken to the [Cockpit](#) application (if not configured differently).



To explicitly logout, click the **User** button at the right of the top bar, then select **Logout** from the context menu.

INFO

The maximum number of failed logins (due to invalid credentials), after which a user is locked, can be configured by the Management tenant on platform level. Contact your Operations team for further support. The default value is 100.

TO RESET YOUR PASSWORD

1. Click the **Forgot password?** link on the Login screen.
2. In the resulting dialog box, enter your email address and click **Reset password**.
3. Check your email account for an email from the Cumulocity platform support providing a password reset link.
4. Click the link in the email and provide your new password.

INFO

- The password reset link is only valid for one day.
- The automated password reset will only work if your email address is stored with your Cumulocity user. If you get a warning that the password cannot be reset, you are either using a different email address than the one stored with your Cumulocity user, or your Cumulocity user has no email address stored. In either case, contact a Cumulocity administrator in your organization. Administrators can reset your password.

If you yourself are the primary administrator, your email address used on first registering is automatically stored with your user. If you have questions, please contact [product support](#).

TO ACCESS PAGES USING URLS

You can navigate straight to any place inside a Cumulocity application using the respective URL. For example, to show the basic information for a device, you can enter the following URL:

```
https://<tenant-domain>.cumulocity.com/apps/devicemanagement/index.html#/device/<id>/info
```

Using such an URL, you can:

- Save bookmarks for specific devices or pages.
- Send emails with a link to devices or sensor data manually or automatically, using the real-time event engine.
- Use the backward and forward navigation of your browser.
- Write your own web applications which link directly to information contained in a Cumulocity application.

AVAILABLE APPLICATIONS

Cumulocity comes with several [applications subscribed by default](#).

Apart from the applications that initially come with Cumulocity, various additional applications are provided, offering a wide variety of functionalities. The availability of this applications depends on the tenant you are using and the applications your organization is subscribed to.

On top of this, the Cumulocity platform provides broad functionality to add your own applications to be used in your Cumulocity account, see [Custom applications](#) for details.

The content of the Cumulocity platform therefore is entirely dynamic and is generated based on various criteria:

- The applications that your organization has subscribed to.
- The applications that your organization has configured or developed itself for Cumulocity.
- The functionality that your user is permitted to see.
- The configuration of the user interface, such as groups and reports.

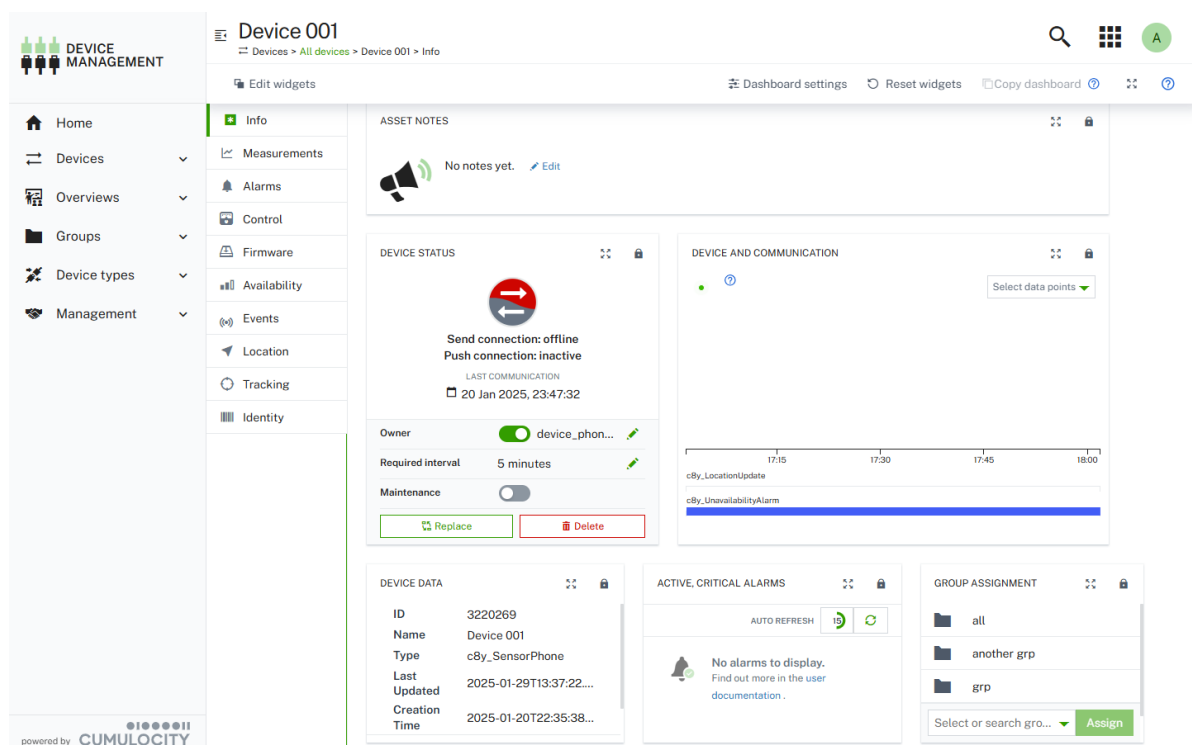
UI FUNCTIONALITIES AND FEATURES

i RELATED TOPICS





- [Cockpit](#) for more details on the Cumulocity UI.
- [Managing applications](#) for more information on managing applications in Cumulocity.
- [Web SDK guide](#) for details on building web applications on top of Cumulocity.

MAIN SCREEN ELEMENTS

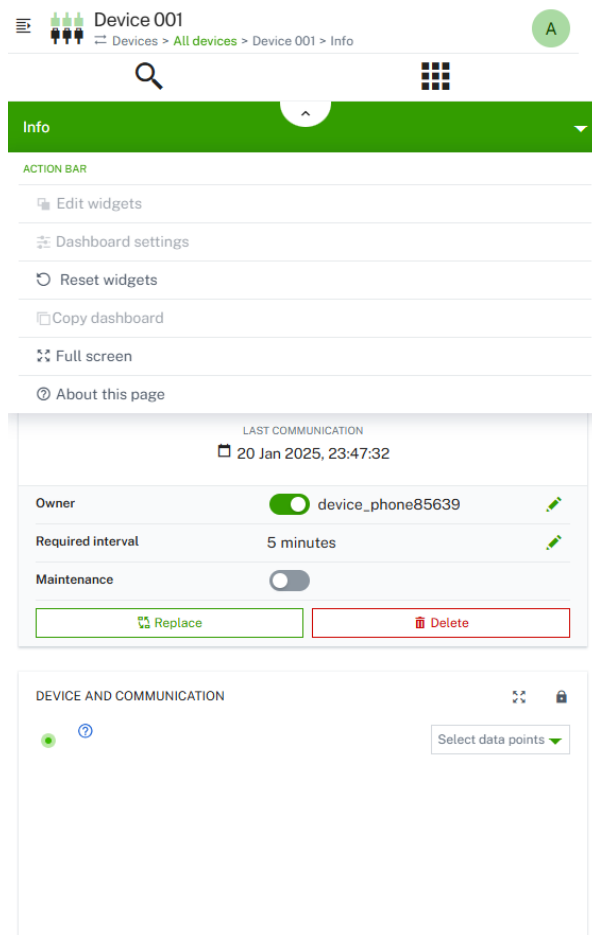
The general structure common to all Cumulocity applications includes the following screen elements:



Element	Description
Navigator	On the left you find the navigator. At the top of the navigator the name and logo of the application is displayed, indicating which application you are currently using. Below you find a list of entries leading to the various pages of the application. The entries are grouped into menus and menu items. You can collapse or expand menus in the navigator by clicking the menu name. Clicking the small arrow at the very left of the top bar hides/unhides the navigator. Per default, it is visible.
Page	"Page" actually refer to the main area in the application. The content provided here depends on the menu item selected in the dashboard. The structuring of the content differs from page to page. Data can, for example, be displayed in a list with a row for each object or you can find it being presented in a grid in which objects are represented by cards.
Tabs	Some pages, for example, the page of any particular device, are divided into several tabs, either displayed vertically or horizontally.

Element	Description
Top bar	<p>Page title At the left of the top bar the title of the active page is displayed, if any.</p> <p>Breadcrumbs Below the title you find the breadcrumbs, that is, the hierarchical path the user has taken to reach the current page. For example: "Devices > All devices > Device 001 > Info".</p> <p> Search button Clicking the Search button opens a search field to enter text for a full-text search. For details, see Search and filter functionality. Not always available.</p> <p> Application Switcher button Clicking the Application Switcher button opens the application switcher which allows you to quickly switch between applications.</p> <p> User button Right from the Application Switcher button you find the User button with your username. Clicking it opens a context menu with commands related to your account settings.</p> <p>Other buttons/ information may be available in the top bar depending on the application and the page being displayed.</p>
Top menu bar	<p>Depending on the active application and the active page, a secondary bar is displayed below the top bar providing further functionalities like a Reload link for reloading the page or a Realtime link for the display of real-time data.</p> <p>A help icon  indicates that inline contextual help content is available for the page. Clicking it opens a drawer with a short introduction on the page's functionality and a direct link to the specific section in the user documentation for more details. Note that the help content is only available in English.</p>
Right drawer	<p>Clicking the user icon at the very right of the top bar unhides/hides the right drawer, offering access to the user settings, quick links to other applications and to relevant documentation. Per default, the right drawer is hidden.</p>

On smaller screens, the layout is slightly different. The navigator is hidden and can be accessed by clicking the arrow icon on the top left. Only the active tab is displayed. To switch tabs, click the arrow on the tab header and select a tab from the list.

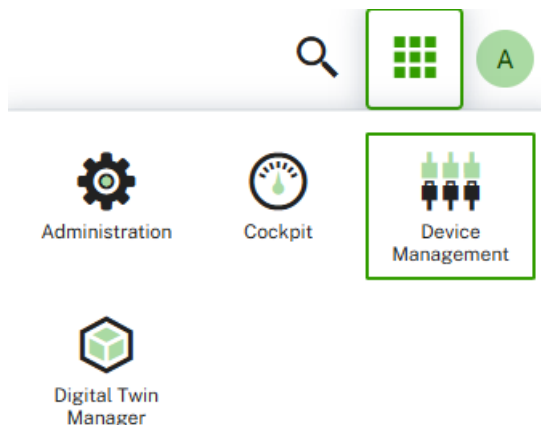


INFO

Cumulocity applications provide tooltips when you hover over a particular screen element. When you use Cumulocity applications on touch devices, tooltips are shown when you touch a screen element for a longer time.

APPLICATION SWITCHER


The application switcher allows you to quickly switch between applications. Click the **Application Switcher** button at the right of the top bar to display a list of icons representing applications.



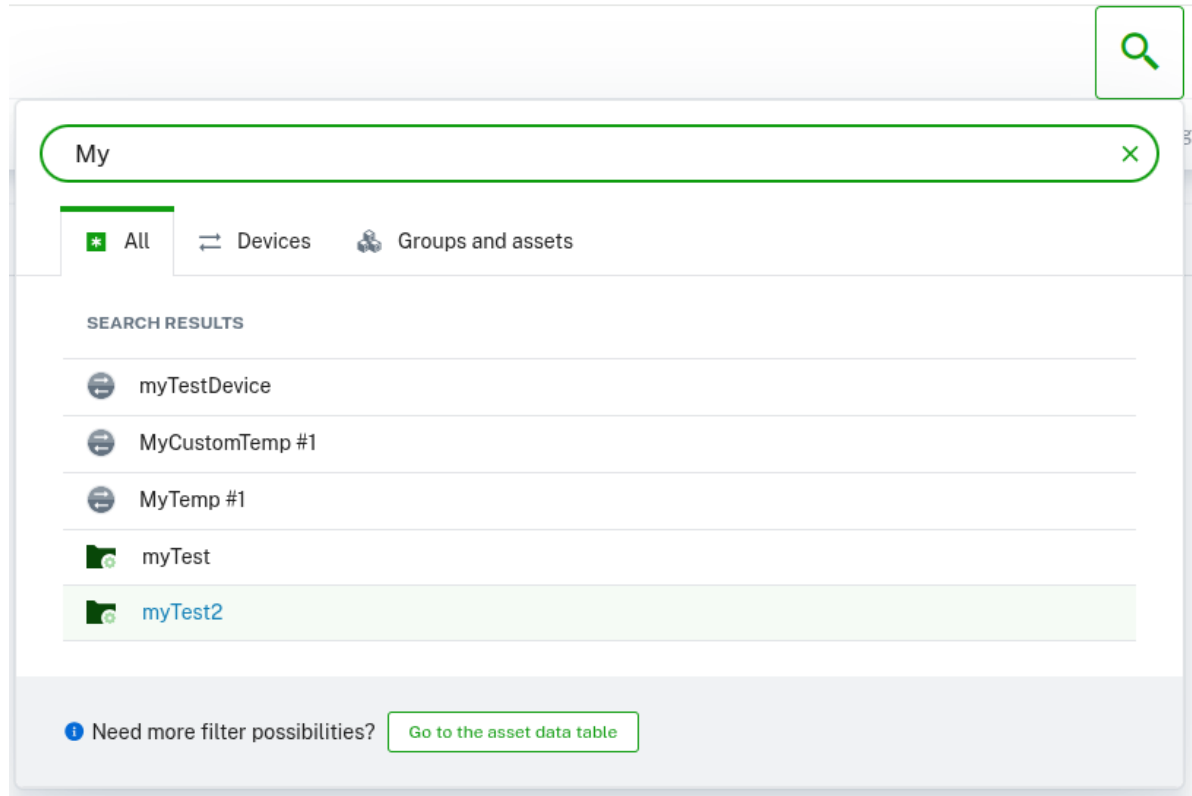
The application switcher shows all Cumulocity applications you currently have access to. These can be [subscribed applications](#) or [custom applications](#). Just click the icon for the desired application to open it as active application.

SEARCH AND FILTER FUNCTIONALITY

Name search

Cumulocity provides a name search, available through the **Search** button  at the right of the top bar in the UI.

When you enter a search term in the textbox at the top of the **Search** window, Cumulocity displays all assets (including groups, devices, and child devices) whose names contain the term. You can filter the results by selecting the appropriate tab to show only devices or only assets. If you are in the context of a specific asset, you can further restrict the search to its descendants.



Under **Search results**, you'll see a list of all assets or devices matching the search criteria.

By default, the search uses a wildcard approach, automatically adding wildcards to the beginning, end, and between each word in your search term. For additional filtering options, click **Go to the assets table** in the bottom right corner. This will display all assets and let you apply more specific filters.

You can navigate through the search results using the arrow keys on your keyboard. Selecting an item with Tab and pressing Enter will navigate you to its details.

Filtering

Some pages offer a filtering functionality to filter objects in a list.

Reports



As opposed to the search functionality, on entering filter criteria you must not necessarily enter complete words.

In many cases you can just enter any arbitrary text into the text field, even just 2-3 characters. Entering



will reduce the list to all objects containing the string "cl".

In other cases you may enter * as wildcard character to return all objects starting with "cl":

The list is immediately reduced to the selected objects.

❗ IMPORTANT

On certain pages, the filter mechanism only searches through items shown on a page. This means that if an item is not listed on the respective page, it does not appear in the results. You must load all results first to search through all items. This behavior applies to the following pages:

- Device protocols
- Firmware repository
- Software repository
- Configuration repository
- Tenants
- File repository

For details on the filtering mechanism in the devices list refer to [To filter devices](#).

REAL-TIME BEHAVIOR OF THE NAVIGATOR

In the navigator, changes are not updated in real time, meaning new, removed or renamed devices or groups are not updated immediately.

You only see such changes in the navigator of the application, in which you have made the changes.

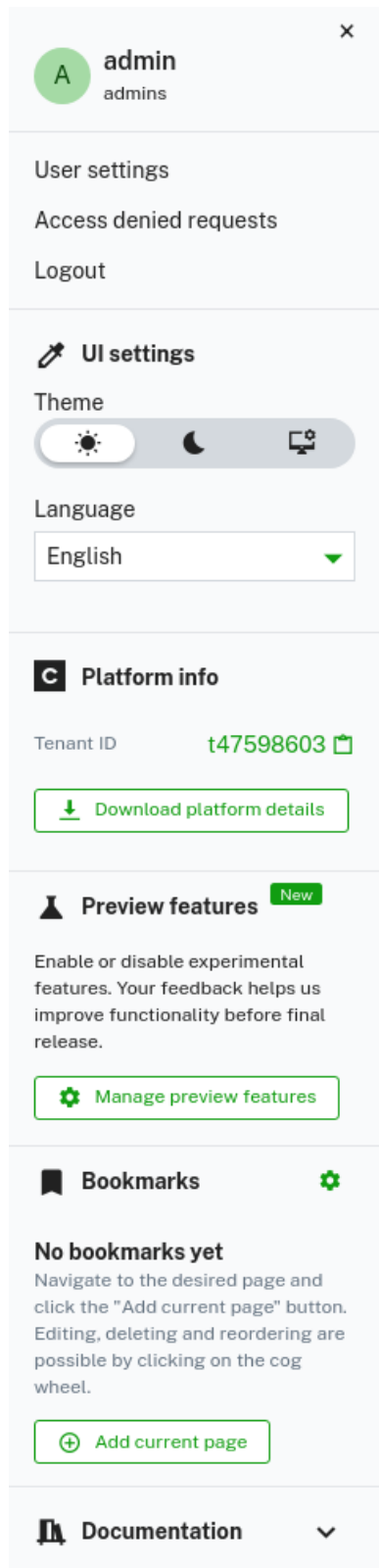
Example

If you unassign a device from a group in the Device Management application it is immediately removed from the group in the navigator of your current application. However, if you have another window open with another Device Management application, you won't see the changes, but will only see the changes after a refresh or another request (expanding a group in the navigator, for example).

USER OPTIONS AND SETTINGS

RIGHT DRAWER

Clicking the **User** button at the top right opens the right drawer which provides access to various actions and information.



At the top you find the following items:

Menu item	Description
User settings	Provides access to the user settings, see To change user settings for more details.
Access denied requests	Shows a list of data requests which could not be accessed due to missing permissions, if any.
Logout	Logs you out from your Cumulocity account.

UI Settings

In the **UI settings** section change the language of the UI, see [To change the language of the UI](#).

Platform info

In the **Platform info** section, you find information on the infrastructure of your platform:

- The ID of your tenant, which might be required if you request support. Click the clipboard icon next to the tenant ID to copy it to the clipboard.
- Version information for the deployed components. For information on the version numbers of the different components, click the **Download platform details** button and then open the downloaded JSON file.

Preview features

✔ REQUIREMENTS

ROLES & PERMISSIONS:

To see the **Preview features** section, you must have ADMIN permission for the “Tenant management” permission type or be the first admin user created in the tenant.

For easier user access management, the above permission(s) are/is included in the global role(s) created by default in every new tenant:

- Tenant manager - manages tenant-wide configurations like applications, tenant options and retention rules.

The Preview Features functionality allows you to manage all features currently in Public Preview for a specific application. With a simple toggle interface, you can easily discover, enable, and experiment with upcoming features.

When a new preview feature becomes available, the user icon at the top right corner flashes to draw your attention.

Bookmarks

The **Bookmarks** section provides links to the most common pages and processes in the platform. Click **Add current page** to add a custom bookmark to the list.

Support

To allow a support user from Cumulocity help with an issue, click **Activate support access**. This allows support users to access your account.

INFO

Note that this option is only available if support user access is not set globally for subtenant users in the Management tenant, for details see [Support user access](#). After the support user access has been activated, the menu item switches to **Deactivate support access**. If your support request has been resolved but the duration for the support user access is not expired (24 hours by default) you can actively disable an active support user request [here](#).

Clicking **Request support** redirects you to the Cumulocity Customer Service Desk <https://cumulocity.com/support>.

Documentation

The **Documentation** section provides links to the most relevant sections of the user and developer documentation.

TO CHANGE USER SETTINGS

Several account settings can be changed by the user.

1. Click the **User** button at the right of the top bar and then click **User Settings**.
2. In the **Edit user** dialog box, make the relevant changes.
3. Use the **Enable personalized product experience tracking** toggle to opt-out of sending Personally Identifiable Information to Gainsight, which is enabled by default if you accepted functional cookies.
4. Use the **Enable in-product information & communication** toggle to opt-out from the Knowledge Hub and all forms of engagements, which is enabled by default.
5. Click **Change password** to change your current password, see [To change your password](#) for details.
6. Click **Set up two-factor authentication** to set up two-factor authentication and increase tenant security.
7. Click **Save** to apply your settings.

TO CHANGE YOUR PASSWORD

1. Click the **User** button at the right of the top bar and then click **User settings**.
2. In the **Edit user** dialog box, click **Change Password**.
3. Enter a password and confirm it.
4. Click **Save** to apply your settings.

Make sure to select a strong password. To support you in doing so, a password strength indicator is displayed along with a password change.

<p>Password</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0;"> </div> <p>Confirm password</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #fff;"> </div>	<p>Password must meet the requirements below:</p> <ul style="list-style-type: none"> ✔ Must have at least 8 characters <p>We recommend you to meet these conditions for a stronger password:</p> <ul style="list-style-type: none"> ✔ Include lowercase characters (for example, abcdef) ✔ Include uppercase characters (for example, ABCDEF) ✔ Include numbers (for example, 123456) ✔ Include symbols (for example, !@#\$%^&*)
--	--

By default, the password must meet the following conditions:

- Consist of at least eight characters (this parameter can be configured by the Management tenant. Contact your Operations team on how to configure this setting according to your needs).
- Must not have been used previously by the user.
- Include each of the following character types:
 - uppercase letters: `[A-Z]` , for example `ABCDEF` .

- lowercase letters: [a-z] , for example abcdef .
- numbers: [0-9] , for example: 123456 .
- any other symbol from following list `~!@#\$%^&*()_+~=?;:','<>{}[]\|/ as a special character, for example !@#\$%^ .

INFO

The password rules can be configured by the administrator, that means, your administrator can configure your account to enforce a password policy. You may be required to pick a strong password for example or to change your password regularly.

TO CHANGE THE LANGUAGE OF THE UI

The user interface language is selected along the following criteria, in the order listed below:

- The language selected in the UI settings.
- The language selected in the browser preferences.
- The operating system language.

Change the language in the **UI settings** section by selecting a language from the dropdown list. Reload the page to apply the new language setting.

The UI is available in the following languages:

Language	Language code
English (default)	en
Brazilian Portuguese	pt_BR
Chinese	zh_CN
Chinese, traditional	zh_TW
Dutch	nl
French	fr
German	de
Japanese	ja_JP
Korean	ko
Polish	pl
Spanish	es

KNOWLEDGE HUB

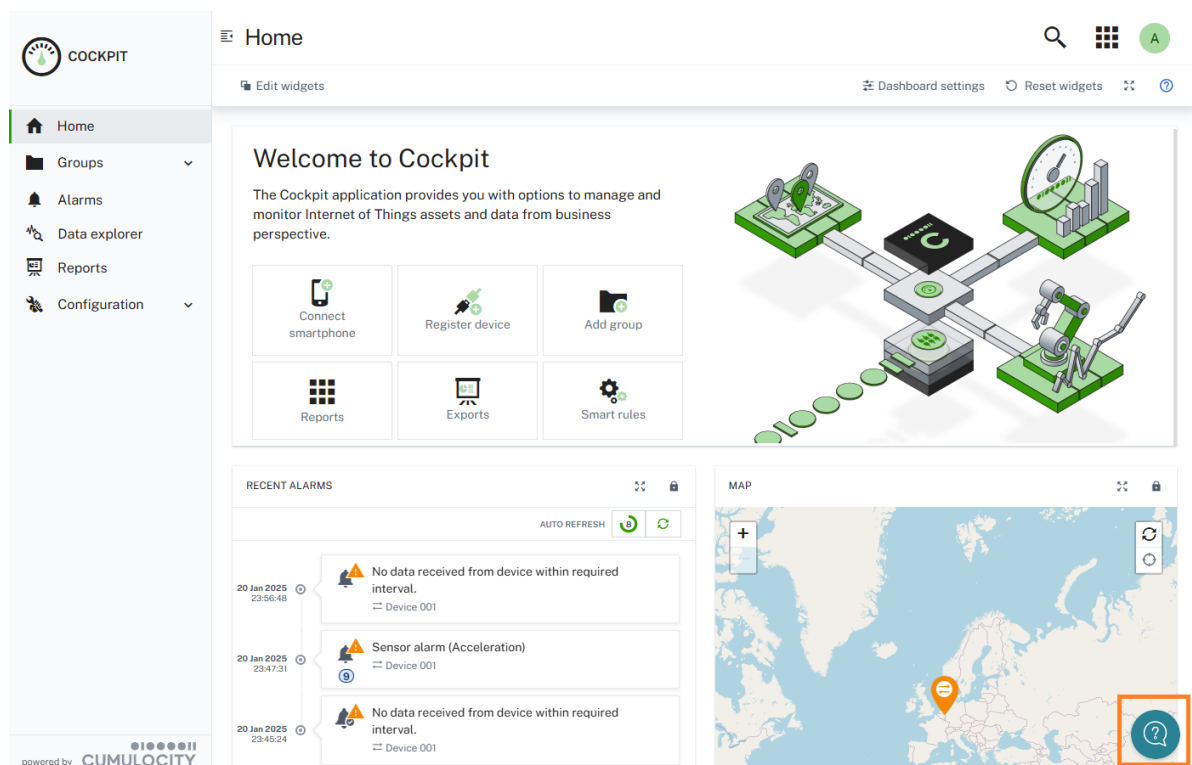
The Knowledge Hub provides you access to short videos, tours, articles, help and shortcuts, and thus serves as an entrance point to your Cumulocity platform experience.

INFO

The Knowledge Hub is only available for users of free trial tenants.

TO ACCESS THE KNOWLEDGE HUB

At the bottom right of the Cumulocity platform UI, click the **Knowledge Hub** button to access the Cumulocity Knowledge Hub.



The **Knowledge Hub** dialog opens, presenting a couple of options in a list, including access to various sessions, resources and communication options.

INFO

The options provided in the **Knowledge Hub** dialog are frequently updated so that the sessions, resources and communication options you see in the platform might not match exactly those described here.

SESSIONS

The first items of the list guide you in a step-by-step manner through the major topics of Cumulocity:

Topic	Description
1- Welcome!	Welcomes you to Cumulocity
2 - Tour your cockpit	Guides you through the main UI areas
3 - See what you can do with IoT	Leads you to a demo project where you can get a first impression of the capabilities of Cumulocity
4 - Connect & manage devices	Provides a quick link to connect your smartphone using the Cumulocity Sensor App
5 - Create dashboard	Explains how to get started with dashboards
6 - Create smart rules & alarms	Shows you how to put your data to use by creating smart rules & alarms
7 - View advanced analytics	Introduces you to analyzing your data using streaming and predictive analytics
8 - Data integration and storage	Shows how to integrate IoT data with other apps across your organization

INFO

After following an item and returning to the Knowledge Hub list you will find a green checkmark in front of the item in the list to help you remember which sessions you already followed or watched. Note that these sessions may vary from time to time.

FEEDBACK

Below the introductory sessions in the Knowledge Hub list, click **Share feedback** to leave your feedback. You can quickly rate your experience (1-5 stars) and provide further written feedback.

RESOURCES

Click **Resources** to switch to the **Resources** list.

Here you can find links to various additional resources like documentation, trainings, developer resources, and release notes.

COMMUNICATION

At the bottom of the list in the **Knowledge Hub** dialog, you can find several options to get in contact with us as required, for instance:

- **Have a question or idea** - Provide feedback via email or send us product ideas or feature requests
- **Book a demo** - Book a product demo
- **UPGRADE Cumulocity** - View pricing and purchase Cumulocity

These options may vary from time to time.