What is VeraSmart?

VeraSmart is Call Accounting Software that collects call detail record (CDR) information from your phone system to deliver an in-depth view of usage data for reporting and billing verification, such as:

- Including inbound and outbound activity
- Extensions used
- Numbers dialed
- Length, date, time, and costs of the calls.

In addition, it features an intuitive, customizable interface for tracking and reviewing all call activity and flexible reporting.
How much does it cost?

- VeraSmart is provided to State of Ohio NGTS Subscribers free of charge, but there is a limited number of licenses available.

VeraSmart http://cdr.ngtsohio.com/VeraSMART/enu/Login.aspx
Internal Revenue Publication 1075 provides guidance to ensure the policies, practices, controls, and safeguards are employed by recipient agencies,

- Effective January 15, 2015, the **Next Generation Telephony Service (NGTS)** requires NGTS users to comply with the guidelines below to create a complex password.

- The rules include a password that:
  - Uses a minimum of eight (8) total characters in length.
  - Has as at least one (1) upper case letter (a capitalized letter)
  - Has as at least one (1) lower case letter (a non-capitalized letter)
  - Has at least one (1) special character (a symbol such as a percentage sign (%), asterisk (*), exclamation point (!), etc.

- A password cannot be repeated until after the 25th occurrence.
- A stand user is required to change a password every ninety (90) days.
How do I get access?

- Send an email to: 
  - IncidentsNGTS@cbts.cinbell.com requesting a VeraSmart Username and Password along with the following information:
    - First Name, Last Name and Title
    - Agency/ Department, Commission or Board
    - Physical street address
    - City, State Zip Code
    - Email address
    - Office phone number
    - Enclose electronic approval by a Director level manager.

- CBTS will email Username and Password to you along with a user guide and training materials.

Where is the end user documentation?

- Telecom Coordinator Resources
- VeraSmart - Call Detail Record Reporting Tools – An overview.
- VeraSmart User Guide
- Veramark Training Center – Register to view this training on GoToTraining
Questions

Please submit all concerns in writing so we can address them and document the response in the *Frequently Asked Questions*.

Send all questions to [AskNGTS@cbts.cinbell.com](mailto:AskNGTS@cbts.cinbell.com).

References

State of Ohio NGTS Website
[https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Implementation.aspx](https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Implementation.aspx)