

Chapter 3: My Profile Application

Overview

Introduction The **My Profile** application allows you to change your password and manage your contact and address information, this chapter will explain how to view and manage that information.

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My Profile Application

Introduction The **My Profile** application allows you to manage your password, contact details and address information.

Note: Your primary contact information is pre-populated for **Ordering** and **Billing Dispute** resolution based on the information you provide in the **My Profile** screen.



My Profile Fields & Descriptions

Overview The table below describes the fields and buttons displayed in the **My Profile** application.

| Field Name | Description |
|------------------------------|--|
| Enterprise ID | This field identifies the unique Qwest Control [®] Enterprise ID that is associated to your user profile. |
| Enterprise Name | This field provides the name associated to the Qwest Control Enterprise ID. |
| User Name | This field displays the user's unique identifier that allows them to access the Qwest Control application. |
| Your Current Password | This <i>required</i> field provides a system validation that verifies the user updating the My Profile application has knowledge of the current password for that profile. Note: The "Your Current Password" field is required when updating any details in the My Profile application. |
| New Password | This <i>optional</i> field allows you to change your password. |
| Confirm Password | This <i>conditional</i> field provides a system validation that verifies the user has entered a "Confirm Password" that matches the "New Password" field. Note: When changing your password, the Confirm Password is required when a New Password is entered. |
| First Name | This <i>required</i> field displays the user's first name. You can change this at any time by typing a new value in the available text field. |
| Last Name | This <i>required</i> field displays the user's last name. You can change this at any time by typing a new value in the available text field. |
| E-mail | This <i>required</i> field displays the user's e-mail address. You can change this at any time by typing a new value in the available text field. |
| Phone | This <i>required</i> field displays the user's telephone number. You can change this at any time by typing a new value in the available text field. |

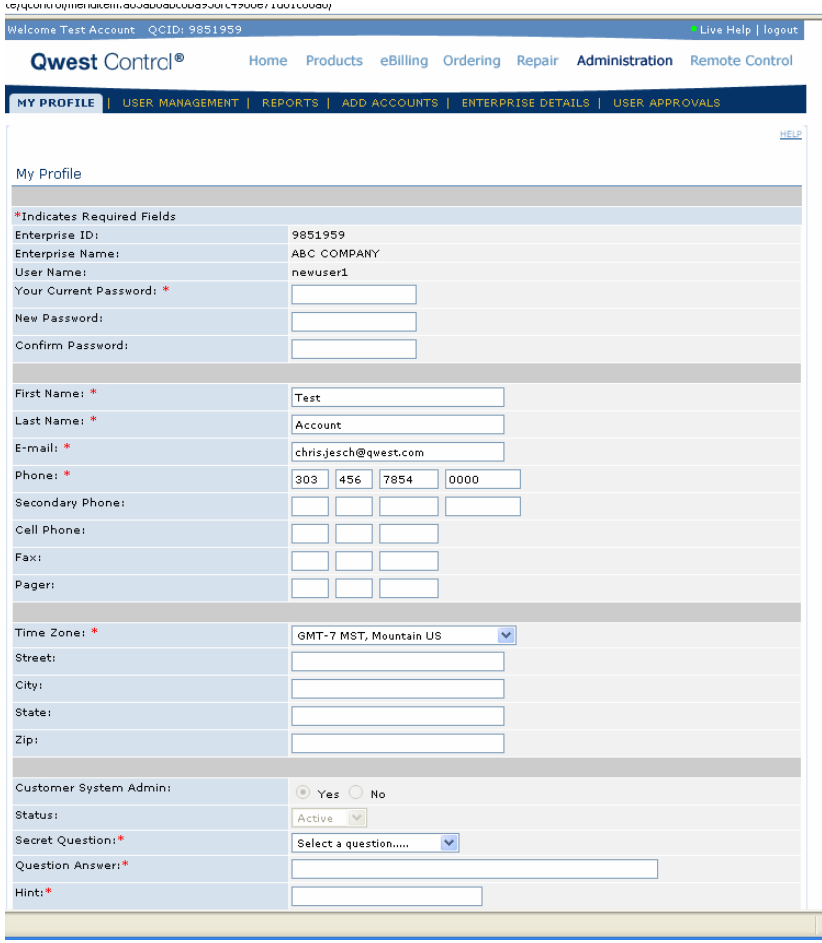
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My Profile Fields & Descriptions, Continued

| Field Name | Description |
|---|---|
| Secondary Phone | This <i>optional</i> field shall contain the secondary telephone number at which the new user can be reached. |
| Cell Phone | This <i>optional</i> field shall contain a cellular phone number at which the new user can be reached. |
| Fax | This <i>optional</i> field may display the telephone number where FAX transmissions can be received. You can change this at any time by typing a new value in the available text field. |
| Pager | This <i>optional</i> field may contain the telephone number where the user may receive a page. You can change this at any time by typing a new value in the available text field. |
| Time Zone | This <i>required</i> field displays the time zone in which the user currently resides. You can change this by selecting a new value from the available drop down menu. |
| Street | This <i>optional</i> field may contain the street address of your workplace, if you choose to make such information available. You can change or delete this value at any time. |
| City | This <i>optional</i> field may contain your workplace's city, if you choose to make such information available. You can change or delete this value at any time. |
| State | This <i>optional</i> field may contain your workplace's state, if you choose to make such information available. You can change or delete this value at any time. |
| Zip | This <i>optional</i> field may contain your workplace's ZIP or postal code, if you choose to make such information available. You can change or delete this value at any time. |
| Customer System Admin | <p>These radio buttons identify whether or not you have administrative rights within the Qwest Control application.</p> <p>Note: Although you can see your status as a system administrator in the My Profile application, you will need to contact the Qwest Control Help Desk for assistance to change this value.</p> |
| Status | This field identifies the current status of your user account. |
| Secret Question | This field has a drop down to change your secret question for requesting a new password |
| Question Answer | This field is the answer to your secret question |
| Hint | This field is a hint for your answer |
|  | This button allows you to save your changes in the My Profile application. |
|  | This button allows you to undo any changes you may have made in the My Profile application. |


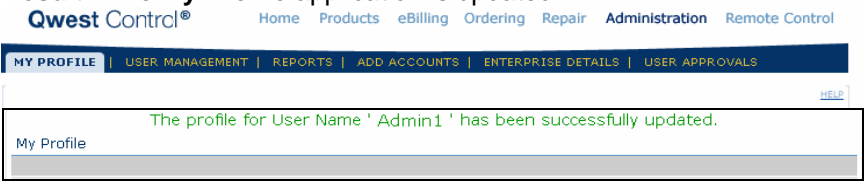
View My Profile Details

Procedure Follow the steps in the procedure below to **view** details the **My Profile** application.

| Step | Action |
|------|---|
| 1 | <p>From the Home page, click on the Administration module.</p> <p>Result: The My Profile application appears.</p>  |


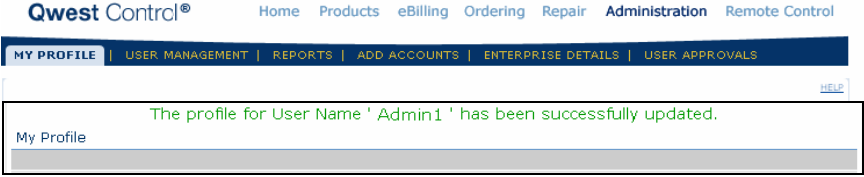
Changing Your Password

Procedure Follow the steps in the procedure below to **change** your **password**.

| Step | Action |
|------|--|
| 2 | From the My Profile application, enter Your Current Password . Note: Your password is case-sensitive and should be entered exactly as it was created. |
| 3 | In the New Password field, enter the new value for your password. |
| 4 | In the Confirm Password field, enter the new value for your password. Note: The Confirm Password <i>must match</i> the value entered in the New Password field. |
| 5 | Click  Result: The My Profile application is updated.  |


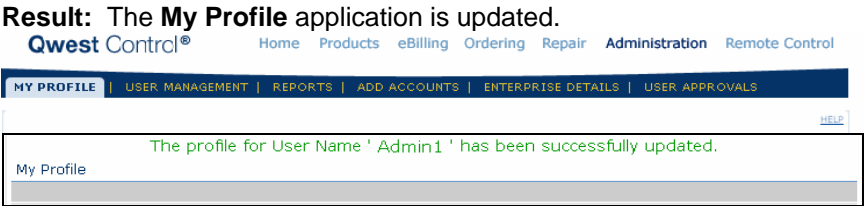
Changing Your Contact Information

Procedure Follow the steps in the procedure below to **change** your **contact** information.

| Step | Action |
|------|---|
| 1 | From the My Profile application, enter Your Current Password . Note: Your password is case-sensitive and should be entered exactly as it was created. |
| 2 | In the First Name field (if applicable), enter a new value for your first name. |
| 3 | In the Last Name field (if applicable), enter a new value for your last name. |
| 4 | In the E-mail address field (if applicable), enter a valid value for your contact email address including the @ symbol and .com, .net, etc. extension. |
| 5 | In the Phone field (if applicable), enter a valid value for your contact telephone number. |
| 6 | In the Secondary Phone field (if applicable), enter a valid value for your secondary contact telephone number. |
| 7 | In the Cell Phone field (if applicable), enter a valid value for your cellular telephone number. |
| 8 | In the Fax field (if applicable), enter a valid value for your contact fax number. |
| 9 | In the Pager field (if applicable), enter a valid value for your contact pager number. |
| 10 | Click  . Result: The My Profile application is updated.  |


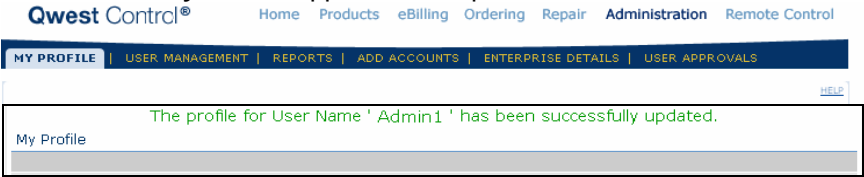
Changing Your Address Information

Procedure Follow the steps in the procedure below to **change** your **address** information.

| Step | Action |
|------|---|
| 1 | From the My Profile application, enter Your Current Password . Note: Your password is case-sensitive and should be entered exactly as it was created. |
| 2 | From the Time Zone drop down menu (if applicable), select the time zone in which you currently reside. |
| 3 | In the Street field (if applicable), enter the street address of your workplace. |
| 4 | In the City field (if applicable), enter the city of your workplace. |
| 5 | In the State field (if applicable), enter the state of your workplace. |
| 6 | In the Zip code field (if applicable), enter the zip code of your workplace. |
| 7 | Click  Result: The My Profile application is updated.  |


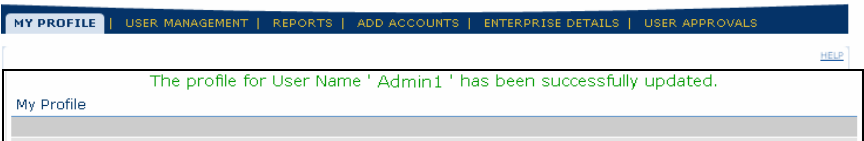
Changing Your Secret Question

Procedure Follow the steps in the procedure below to **change** your **secret question**.

| Step | Action |
|------|---|
| 1 | From the My Profile application, enter Your Current Password . Note: Your password is case-sensitive and should be entered exactly as it was created. |
| 2 | In the Secret Question field, select question from the drop down. |
| 3 | Click  Result: The My Profile application is updated.  |

Changing Your Question Answer


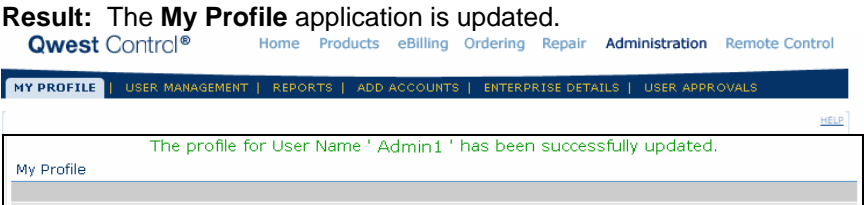
Procedure Follow the steps in the procedure below to **change** your **question answer**.

| Step | Action |
|------|---|
| 4 | From the My Profile application, enter Your Current Password . Note: Your password is case-sensitive and should be entered exactly as it was created. |
| 5 | In the Question Answer field, type in your answer |
| 6 | Click  Result: The My Profile application is updated.  |

Changing Your Hint

Procedure

Follow the steps in the procedure below to **change** your **hint**.

| Step | Action |
|------|--|
| 7 | From the My Profile application, enter Your Current Password . Note: Your password is case-sensitive and should be entered exactly as it was created. |
| 8 | In the Hint field, type in your hint that will help you remember your password. |
| 9 | Click  Result: The My Profile application is updated.  |