Chapter 2:
Home Module

Overview

Introduction   The **Qwest Control**® **Home** module provides you access to all modules within the system. This module provides you access to Qwest Control Products & Services, Qwest News, access to Help & Training and a link to contacts.

In this Chapter   This chapter contains the following topics.

Qwest Control Home Module

Introduction	The **Qwest Control** home page provides you access to all the modules of the Qwest Control system. The Home page is divided into four main quadrants; including access to Qwest Control Products & Services, Qwest News, Access to Help and Training modules. In addition to these quadrants, you can also access contacts from the Qwest Control Home page.
Sections and Descriptions	The table below describes the sections displayed on the **Home** module.

Section	Description
Welcome	The welcome message provides the First Name, Last Name and the Qwest Control Enterprise ID (QCID) for the user id that was entered when logging into the application.
Live Help	This functionality is not supported for Wholesale customers.
Logout	This link that is located in the top right section of the screen, allows you to log out of the Qwest Control system.
Main menu bar	The main menu bar allows you to access any of the Qwest Control modules, including (if applicable): • Home • Products • eBilling • Ordering • Repair • Administration • Remote Control Simply click the module you want to see and the system will open it.
Qwest Contacts	This functionality is not supported for Wholesale customers.
Contacts	This functionality allows you to view or add a proactive notification contact list.
Qwest Control Products & Services	This section displays the company name and products available to you under your Enterprise ID via the Qwest Control system. Each product that is listed provides a link to the corresponding inventory screen. **Note**: If you have not been assigned access to your products/services in Qwest Control, please contact your company designated administrator to assign you privileges.

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Qwest Control Home Module, continued

Section	Description
News Center	This section provides additional information about system enhancements, maintenance schedules and promotional details.
Need Help?	This section displays contact information for obtaining help by LAN line, internet or within the Qwest Control application. In addition, you can access the Qwest Control user guides from this section.
Training Resources	This section provides educational courses to help you manage your business in Qwest Control or Remote Control.
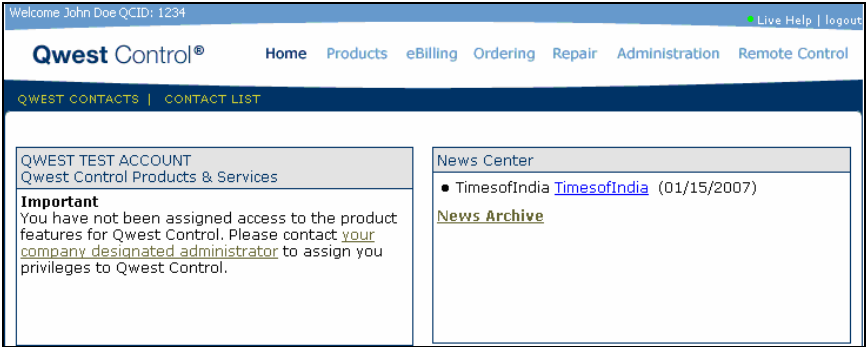
Example   An example of the **Qwest Control Home** page appears below.
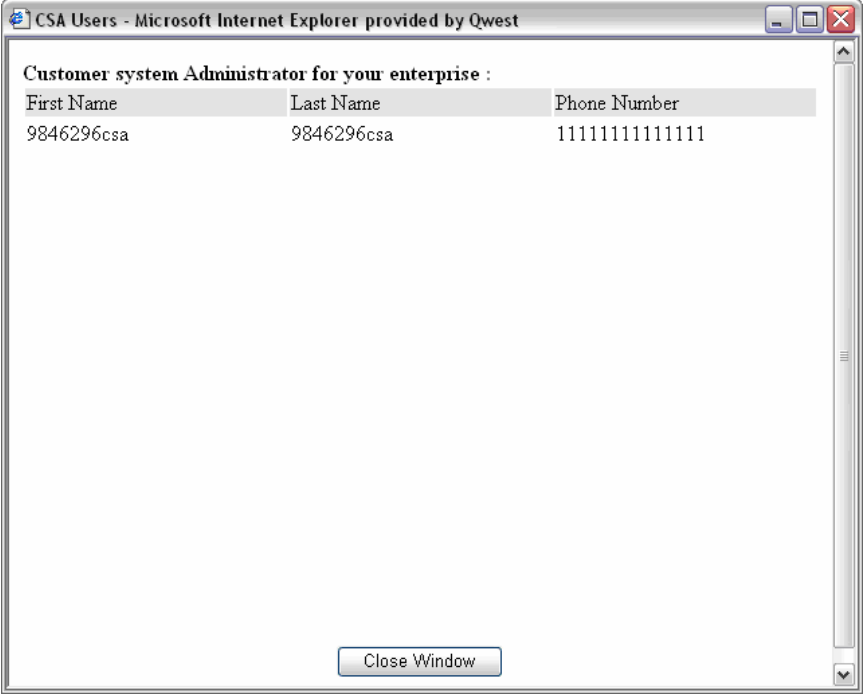
Accessing your Administrator

Procedure   Follow the steps in the procedure below to **access** the contact information for your **system administrator**.

Step	Action
1	From the **Home** module, locate the **Qwest Control Products & Services** section of the screen. **Example**:

Continued on next page

Accessing your Administrator, continued

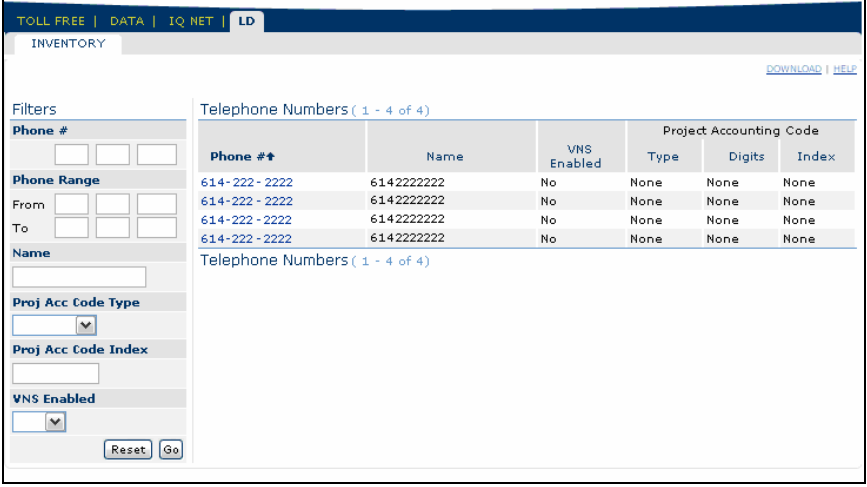| Step	Action
2	From the **Qwest Control Products & Services** section, click on the "Please contact your company designated administrator" link. **Result:** The **CSA** (**C**ustomer **S**ystem **A**dministrator) Users screen appears providing you contact information for the **system administrators** for your enterprise.
	Note: This screen will only display when there are no products or services associated to your username.

Accessing your Products

Procedure   Follow the steps in the procedure below to **access** your **products** from the home page.

Step	Action
1	From the **Home** module, locate the **Qwest Control Products & Services** section of the screen. **Example**:

Accessing your Products, continued

Step	Action
2	From the **Qwest Control Products & Services** section, click on the desired product link. **Result:** The **inventory** screen for the product you selected is displayed.

Accessing a News Announcement

Procedure Follow the steps in the procedure below to **access** a **new announcement**.

Step	Action
1	From the **Home** module, locate the **News Center** section of the screen. **Example**:
2	From the **News Center** section, click on the **more** link. **Result**: The system displays the entire content for the news announcement selected.
3	Click on the **Close** button.
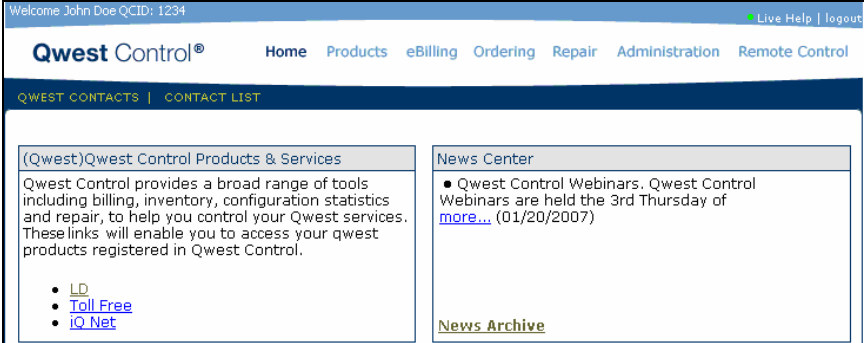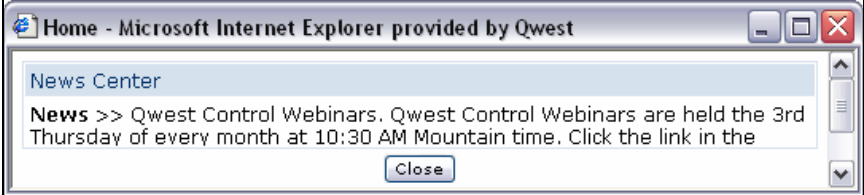
Accessing More News

Procedure   Follow the steps in the procedure below to **access more news** announcements.

Note: The **More News** link will be provided on the home page of Qwest Control application when more than five announcements are posted. The **More News** link allows you to review the remaining announcements not visible on the home page.
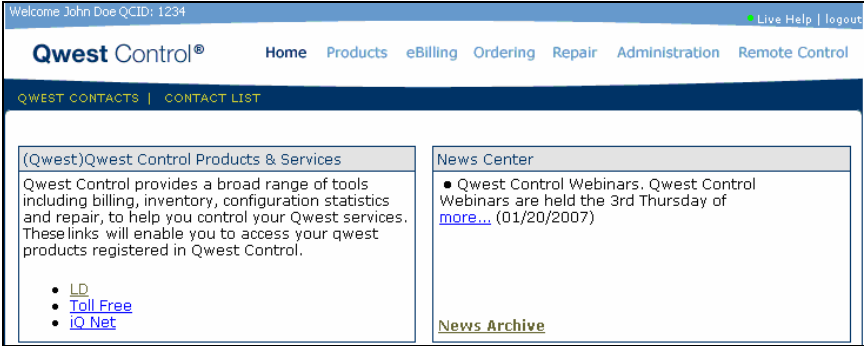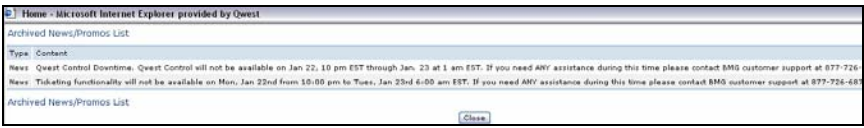
Step	Action
1	From the **Home** module, locate the **News Center** section of the screen. **Example**:
2	From the **News Center** section, click on the **More News** link. **Result**: The system displays any additional announcements not provided on the hone page.
3	Click on the **Close** button.

Accessing News Archive

Procedure   Follow the steps in the procedure below to **access** news announcements that have been **archived**.

Note: Once a news announcement has expired it will be available in the **News Archive** for **60 days** for your review; after 60 days the announcement will be removed from the Qwest Control application.

Step	Action
1	From the **Home** module, locate the **News Center** section of the screen. **Example**:
2	From the **News Center** section, click on the **News Archive** link. **Result**: The **Archived News/Promos List** screen appears.
3	Click on the **Close** button.
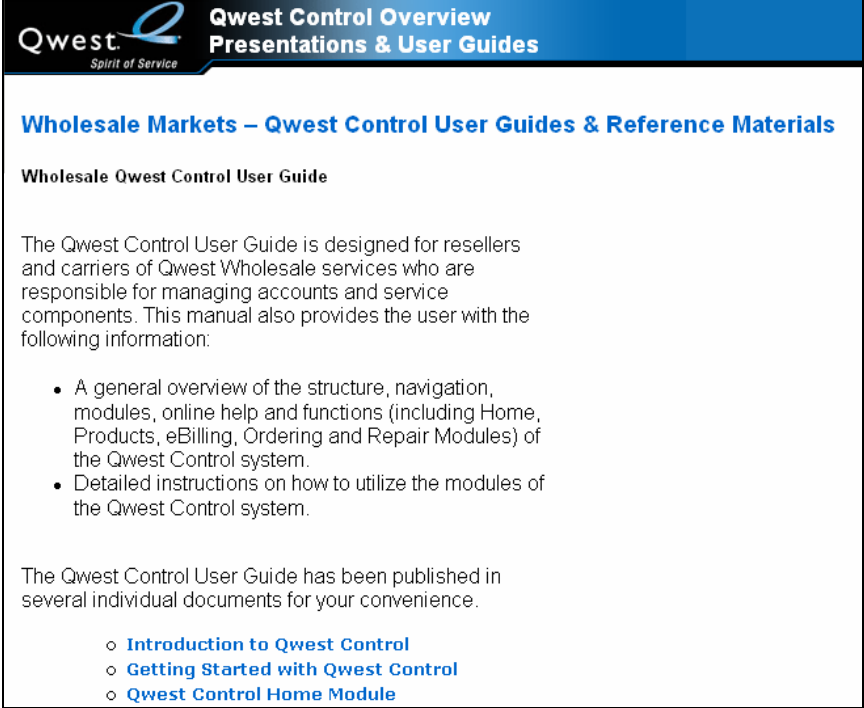
Accessing Qwest Control User Guides

Procedure   Follow the steps in the procedure below to **access** the Qwest Control **user guides**.

Step	Action
1	From the **Home** module, locate the **Need Help?** section of the screen. **Example**: Need Help? **Wholesale Help** Qwest is committed to providing excellent customer service. If you need to find your account contacts, have a question about a product or service, or are having a technical difficulty, we are here to help. Please reference the following contact details for assistance: • Contact the Qwest Control Customer Care Center at 1-800-291-7707 or 303-664-7309 • Submit a Qwest Control National Care Ticket @www.qwest.com/wholesale/nccc/index.html . **Help Files** Help files are located in the upper right corner of most pages. Help files are specific to each page. **Qwest Control User Guides** The latest Qwest Control product user guides can be downloaded for future reference. Training Resources **Wholesale Resources** Qwest offers educational training courses to help you execute your business plan and to assist you in learning how to do business with Qwest, listed below you will find Web Based Training courses to assist you in your needs: • Qwest Control Web Based Training • Remote Control Web Based Training

Accessing Qwest Control User Guides, continued

Step	Action
2	From the **Qwest Control User Guides** section of the Need Help? quadrant, click on the **user guides** link. **Result**: The **Qwest Control Overview Presentations & User Guides** screen appears. ![Qwest Control Overview Presentations & User Guides screen] **Qwest Control Overview Presentations & User Guides** **Wholesale Markets – Qwest Control User Guides & Reference Materials** **Wholesale Qwest Control User Guide** The Qwest Control User Guide is designed for resellers and carriers of Qwest Wholesale services who are responsible for managing accounts and service components. This manual also provides the user with the following information: • A general overview of the structure, navigation, modules, online help and functions (including Home, Products, eBilling, Ordering and Repair Modules) of the Qwest Control system. • Detailed instructions on how to utilize the modules of the Qwest Control system. The Qwest Control User Guide has been published in several individual documents for your convenience. ○ **Introduction to Qwest Control** ○ **Getting Started with Qwest Control** ○ **Qwest Control Home Module**

Accessing Qwest Control User Guides, continued

Step	Action
3	Click on the link for each document you would like to review. **Result**: The document is opened in a PDF format. Version 2.0 **Qwest Control User Guide** **Chapter 2:** **Home Module** **Overview** **Introduction** The **Qwest Control**® **Home** module provides you access to all modules within the system. This module will provide you notices & updates, access to training & help files and a link to contacts. **In this Chapter** This chapter contains the following topics. <table><tr><th>Topic</th><th>See Page</th></tr><tr><td>Overview</td><td>28</td></tr><tr><td>Qwest Control Home Module</td><td>29</td></tr></table>
4	Once reviewed, you may close the document file and the

Accessing Web Based Training
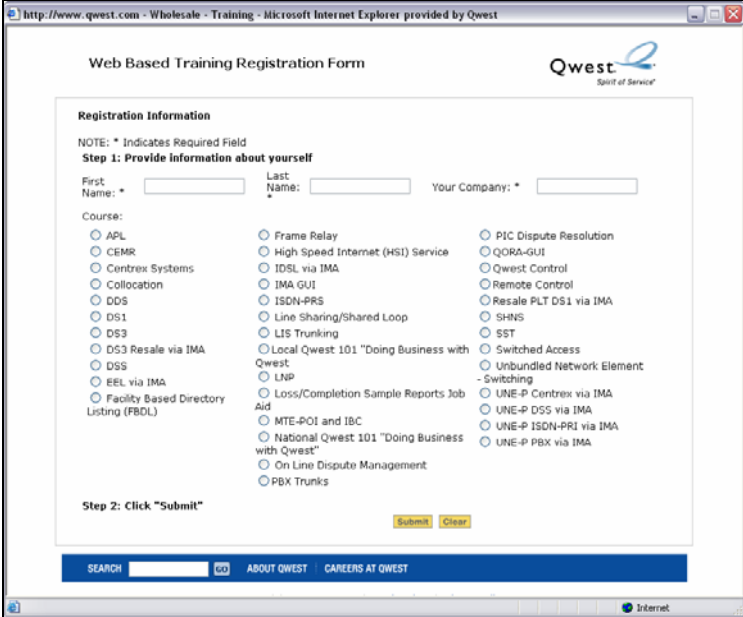
Procedure   Follow the steps in the procedure below to **access** the Qwest Control and Remote Control **web based training**.

Step	Action
1	From the **Home** module, locate the **Training Resources** section of the screen. **Example**:
2	From the **Training Resources** section of the screen, click on the desired training link. **Result**: The **Wholesale Course Catalog** screen is displayed.
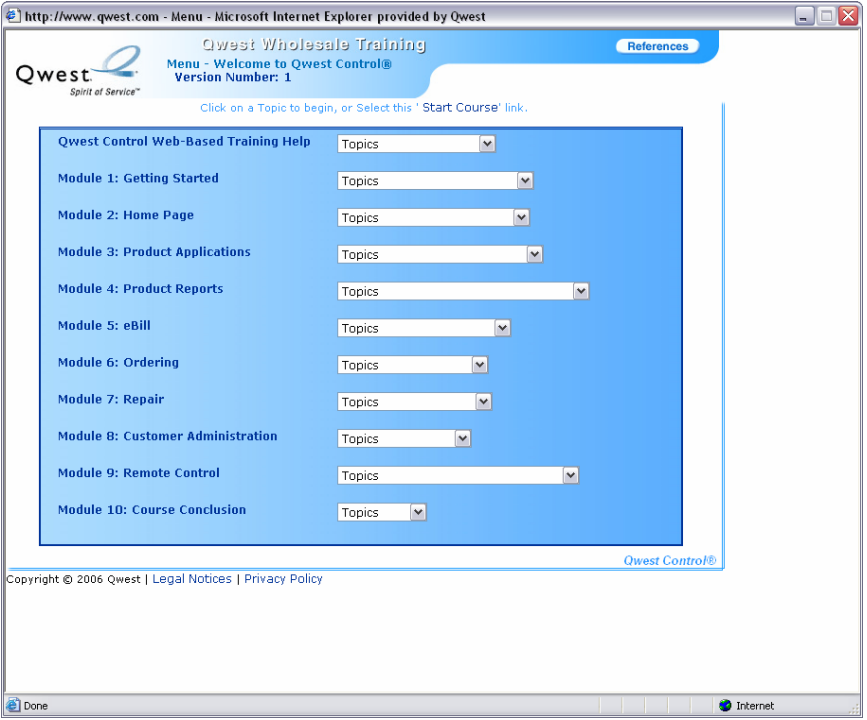
Accessing Web Based Training, continued

Step	Action
3	From the **Wholesale Course Catalog** screen, click on the "**Click Here to Register**" for the desired web-based training course. **Result**: The **Web Based Training Registration Form** is displayed
4	From the **Web Based Training Registeration Form**, enter your **First Name**, **Last Name** and **Your Company** name:
5	From the **Course** radio buttons, select **Qwest Control** or **Remote Control**.

Accessing Web Based Training, continued

Step	Action
6	Click on the **Submit** button: **Result**: The selected course is displayed:
7	Click on a **topic** to begin or click on the **Start Course** link..

Qwest Contacts

Introduction   The **Qwest Contacts** (including Viewing Qwest Contacts, Searching for Accounts, Viewing Enterprise Support Team, Emailing a Contact, etc.) functionality is not supported for Wholesale customers; please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

Contact List

Introduction   The proactive notification **Contact List** application allows you to view or add a list of LIMS (Logical Inventory Management System) contacts. The screen is divided into three sections:
- The **Filters** section allows you to narrow the list of contacts.
- The **Functions** section allows you to create a new contact.
- The **Contacts** section displays a list of contacts to update or delete.

Note: In Qwest Control, the system will display the Contact List screen when the IQ Net (wholesale version known as DIA) product is available, if you do not have a DIA product this page will not display.

Fields and Descriptions   The table below describes the fields and buttons displayed in the **Contact List** application.

Field	Description
Filters Section	
Search Level	This *optional* field allows you to select one of the following to begin your search: **Enterprise** **Customer Account** **Location** **Circuit** **Contact Name at All Levels**
Customer Name	This *conditional* field allows you to enter the customer name associated to the contact. **Note:** If you selected the **Customer Account** option in the **Search Level** field, you will be required to select a **Customer Name** or **Customer Account ID**.

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Contact List, continued

Fields and Descriptions   (continued)

Field	Description
Customer Account ID	This *conditional* field allows you to enter the customer account number associated to the contact. **Note:** • If you selected the **Customer Account** option in the **Search Level** field, you will be required to select a **Customer Account ID** or **Customer Name**. • If you selected the **Location** option in the **Search Level** field, you will be required to select a **Customer ID**.
Circuit ID	This *conditional* field allows you to enter the circuit identification associated to the contact or location. **Note:** If you selected the **Circuit** option in the **Search Level** field, you will be required to enter a **Circuit ID**.
Country	This *optional* field allows you to select the **Country** associated to the contact.
State	This *optional* field allows you to select the **State** associated to the contact.
City	This *optional* field allows you to select the **City** associated to the contact.
Contact Type	This *optional* field allows you to select one of the following **Roles/Titles** for the associated contact: • Current Responsible Individual • Maintenance • Proactive Notification • SWIP Abuse • SWIP NOC • SWIP ORG • SWIP Resource Technical • Sales Engineer • Service Delivery Project Manger • Site • Technical
Contact Name	This *conditional* field allows you to enter the name of the contact. **Note:** If you selected the **Contact Name at All Levels** option in the **Search Level** field, you will be required to select a **Contact Name**.
Go	This button allows you to apply the requested filter(s) entered for the account list.

Contact List, continued

Fields and   (continued)
Descriptions

Field	Description
Functions Section	
Create New Contact	This link allows you to open the **Create New Contact** screen.
Contacts Section	
Contact Name	This column displays the contact's first and last name.
Level/Value	This column displays the level/value associated to the contact.
Email	This column displays the email address for the contact.
Order of Contact	This column displays the contact priority.
Contact Type	This column displays the **Role/Title** of the associated contact.

Viewing the Contact List

Procedure   Follow the steps in the procedure below to **view** the **Contact List** application.

Step	Action
1	From the **Home** module, click on the **Contact List** application. **Result:** The proactive notification **Contact List** screen appears. QWEST CONTACTS | **CONTACT LIST** HELP Filters Contacts (1-1 of 1) **Search Level** Contact Name Level/Value E-mail Order Of Contact Contact Type Enterprise Jane Doe Enterprise/9834730 janedoe@qwest.com PRIMARY TECH **Customer Name** Contacts (1-1 of 1) * Please enter at least three characters

Filtering the Contact List

Procedure   Follow the steps in the procedure below to **filter** your list of existing **Contacts**.

Note: The filtering fields are provided in the left-hand navigation area of the screen; enter your filtering criteria as needed.
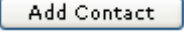
Step	Action
1	From the proactive notification **Contact List** screen, select the **Search Level** (if applicable) from the provided drop down menu for your filter.
2	From the **Customer Name** field (if applicable), enter the desired customer name for your filter. **Note:** If you selected the **Customer Account** option in the **Search Level** field, you will be required to enter a **Customer Name** or **Customer Account ID**.
3	From the **Customer Account ID** field (if applicable); enter the desired account number for your filter. **Note:** • If you selected the **Customer Account** option in the **Search Level** field, you will be required to enter a **Customer Account ID** or **Customer Name**. • If you selected the **Location** option in the **Search Level** field, you will be required to enter a **Customer ID**.
4	In the **Circuit ID** field (if applicable); enter your **Qwest Circuit ID** for the circuit you want to filter. **Note:** If you selected the **Circuit** option in the **Search Level** field, you will be required to enter a **Circuit ID**.
5	From the **Contact Type** drop down menu (if applicable), select the desired contact type for your filter.
6	In the **Contact Name** field (if applicable), enter the contact name for the contact you want to filter. **Note:** If you selected the **Contact Name at All Levels** option in the **Search Level** field, you will be required to select a **Contact Name**.
7	Click **Go** to filter the **Contact List** information. **Result**: The **Contact List** is filtered based on your selected criteria.

Create a New Contact

Introduction   The **Create a New Contact** screen allows you to create a new contact in the Qwest Control system.

Fields and   The table below describes the fields and buttons displayed in the **Create a New**
Descriptions   **Contact** screen.

Field	Description
Create Contact Section	
Customer Account Name	This field allows you to select the **Customer Account Name** that will be associated to the contact.
Customer Account ID	This field allows you to select the **Customer Account ID** that will be associated to the contact.
Location	This field displays the full address of the physical location that will be related to the contact.
Get Customer Locations	This button allows you to select **the Location** that will be associated to the contact.
Qwest Circuit ID	This field allows you to enter the **Qwest Circuit ID** to search for.
Search Qwest CircuitID	This button allows you to search for the **Circuit ID** entered in the **Qwest Circuit ID** field.
Contact Level	This field allows you to select the **Contact Level** that will be associated to the contact.
Add Contact	This button takes you to the step 2 of the **Create Contact** wizard.
Cancel	This button allows you to undo your changes on the create user screen and returns you to the **Contact List** screen.
Contact Details Section	
Contact Name	This *required* field allows you to enter the first and last name of the contact.
Category	This *required* field allows you to select the **Category** that will be associated with the contact.
Email	This required field allows you to enter the Email address that will be associated to the contact.
SWIP Handle	This optional field allows you to enter you the SWIP Handle that will be associated to the contact.
Time Zone	This required field allows you to select the Time Zone that will be associated to the contact.
Contact Type	This required field provides you a list of Roles/Titles available to associate to your contact.
Order of Contact	This required field allows you to select the contact priority.

Create a New Contact, continued

Fields and   (continued)
Descriptions

Field	Description
Contact Information Section	
Country Code	This *required* field allows you to select the **Country** that will be associated to the contact.
IDDD City Code	This *optional* field allows you to enter the **City Code** value.
Office Phone Number	This *conditional* field allows you to enter the 10-digit **Phone** number and extension (if available) for the contact. **Note:** This field will be required if the **Preferred Method of Contact** is **Office Phone Number**.
Fax Number	This *conditional* field allows you to enter the 10-digit **Fax** number (if available) for the contact. **Note:** This field will be required if the **Preferred Method of Contact** is **Fax Number**.
Home Phone Number	This *conditional* field allows you to enter the 10-digit **Home** number (if available) for the contact. **Note:** This field will be required if the **Preferred Method of Contact** is **Home Phone Number**.
Cell Phone Number	This *conditional* field allows you to enter the 10-digit **Cell** phone (if available) for the contact. **Note:** This field will be required if the **Preferred Method of Contact** is **Cell Phone Number**.
Numeric Pager Number	This *conditional* field allows you to enter the 10-digit **Pager** number (if available) for the contact. **Note:** This field will be required if the **Preferred Method of Contact** is **Numeric Pager Number**.
Email Pager (Cell Text)	This *conditional* field allows you to enter the **Email** address for a text messaging device. **Note:** This field will be required if the **Preferred Method of Contact** is **Email or Text Pager**.
Preferred Method of Contact Section	
Business Hours	This *conditional* section allows you to define the contact method during normal business hours. **Note**: If the option for numeric or text pager is selected, then the phone number field is not required.

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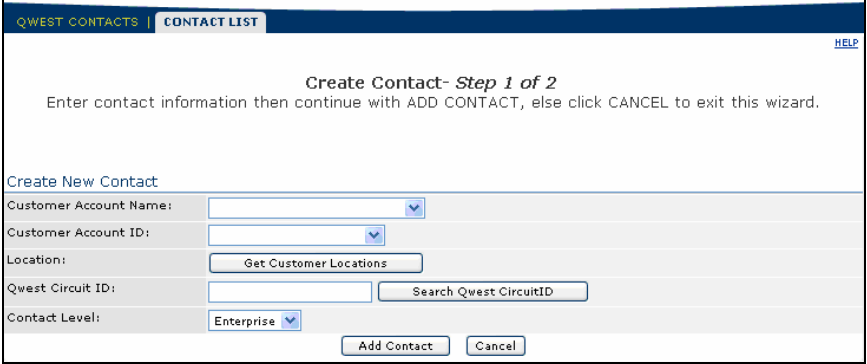# Create a New Contact, continued

**Fields and
Descriptions**   (continued)

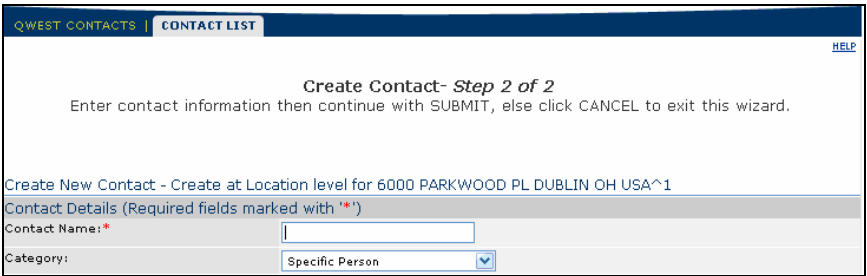| Field	Description
After Business Hours	This *conditional* section allows you to define the contact method for after business hours. **Note**: If the option for numeric or text pager is selected, then the phone number field is not required.
Submit	This button allows you to save your entries in the **Create a New Contact** screen.
Cancel	This button allows you to undo your changes and returns you to the **Contact List** screen.

Create a New Contact, continued

Procedure   Follow the steps in the procedure below to **create** a **New Contact.**

Step	Action
1	From the proactive notification **Contact List** screen, click on the **Create New Contact List** function.
	Result: The **Create New Contact Step 1 of 2** wizard screen appears.
2	From the **Create New Contact** screen, select the appropriate fields to create your contact:

The screen shows:

QWEST CONTACTS | CONTACT LIST

HELP

Create Contact- *Step 1 of 2*
Enter contact information then continue with ADD CONTACT, else click CANCEL to exit this wizard.

Create New Contact
Customer Account Name:
Customer Account ID:
Location: Get Customer Locations
Qwest Circuit ID: Search Qwest CircuitID
Contact Level: Enterprise
                         Add Contact   Cancel

If you want to create...	Then...
An Enterprise or Customer Level contact	Select the desired contact level. **Note:** The **Contact Level** default value is **Enterprise**.
A contact associated with the **Customer Account Name**	Select the **Customer Account Name** from the drop-down list.
A contact associated with a specific **Customer Account ID**	Select the **Customer Account ID** from the drop-down list.
A contact for a specific **Location**	Click **Get Customer Locations** to select the location. **Note:** A **Customer Account ID** is required to search for the customer location list.
A contact at the **Circuit ID** level	Enter the **Circuit ID** and search **Qwest Circuit ID**.

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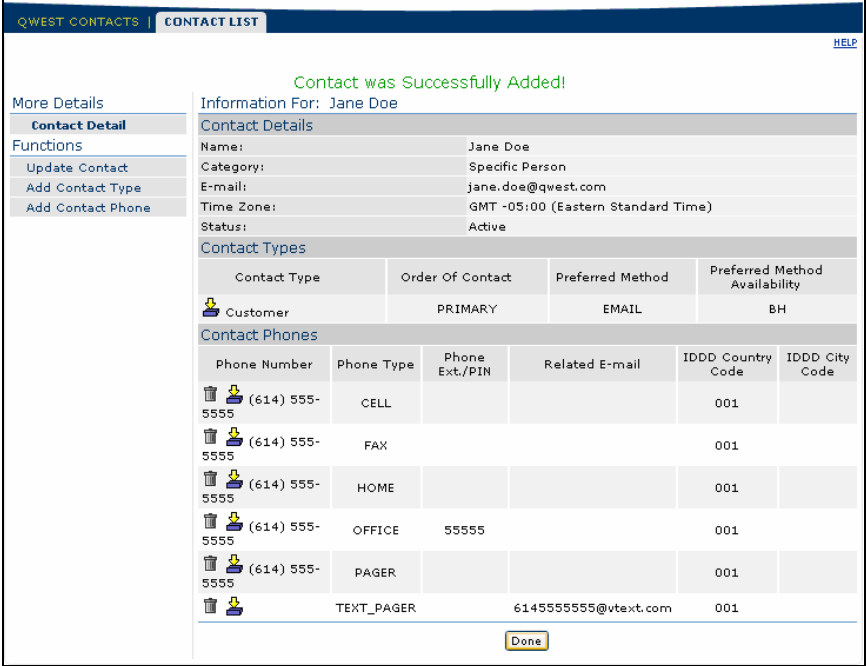
Create a New Contact, continued

Procedure   (continued)

Step	Action
3	Click [Add Contact]. **Result:** The **Create New Contact Step 2 of 2** wizard screen appears**.** QWEST CONTACTS | **CONTACT LIST** HELP **Create Contact- *Step 2 of 2*** Enter contact information then continue with SUBMIT, else click CANCEL to exit this wizard. Create New Contact - Create at Location level for 6000 PARKWOOD PL DUBLIN OH USA^1 Contact Details (Required fields marked with '*') Contact Name:* [ ] Category: [Specific Person ▾]
4	In the **Contact Name** field, enter the first and last name of the contact.
5	From the **Category** drop down menu, select the appropriate contact category.
6	In the **Email** field, enter the contact's email address.
7	In the **SWIP** Handle field (if applicable), enter your SWIP value.
8	From the **Time Zone** drop down menu, select the contact's time zone.
9	From the **Contact Type** list box, select the appropriate contact type.
10	From the **Order of Contact** drop down menu, select the appropriate contact priority.
11	From the **Country Code** drop down menu, select the contact's country.
12	In the **IDDD City Code** field (if applicable), enter the appropriate city code.
13	In the **Office Phone Number** and **Extension** fields (if applicable), enter the contact's office telephone number.
14	In the **Fax Number** (if applicable), enter the contact's fax number.
15	In the **Home Phone Number** (if applicable), enter the contact's home telephone number.
16	In the **Cell Phone Number** (if applicable), enter the contact's cellular telephone number.

Create a New Contact, continued

Procedure (continued)

Step	Action
17	In the **Numeric Pager Number** (if applicable), enter the contact's pager number.
18	In the **Related Email** (if applicable), enter the contact's email address for a text messaging device.
19	Select the check box(s) for the preferred method of contact during Business Hours (BH).
20	Select the check box(s) for the preferred method of contact during After Business Hours (ABH).
21	Click [Submit]. **Result:** The system returns a successful message.
22	Click [Done]. **Result:** The system returns you to the **Contact List** screen.

Contact Details

Introduction   The **Contact Details** screen allows you to view the details or update information for each contact selected. The screen is divided into four sections:

- The **Functions** section provides links to **Update Contact**, **Add Contact Type** and **Add Contact Phone** screens.
- The **Contact Details** section displays the information about the contact selected from the contact list.
- The **Contact Types** section displays the details and allows you to delete or update the information.
- The **Contact Phones** section displays the details and allows you to delete or update the information.

Fields and   The table below describes the fields and buttons displayed in the **Contact Details**
Descriptions   screen.

Field	Description
Functions Section	
Update Contact	This function allows you to update existing contact information for the selected contact.
Add Contact Type	This function allows your to add additional role details to your existing contacts.
Add Contact Phone	This function allows you to add additional telephone details to your existing contacts.
Contact Details Section	
Name	This field displays the name of the contact.
Category	This field displays the category associated with the contact.
Email	This field displays the email address for the associated contact.
Time Zone	This field displays the time zone for the associated contact.
Status	This field displays the current status of the contact (Active or Inactive).
Contact Types Section	
Contact Type	This field provides a list of roles associated to each contact.
Order of Contact	This field displays a priority of contacts and who should be contacted first.
Availability	This field displays when the contact is available either Business Hours (BH) or After Business Hours (ABH).
Preferred Method	This field displays the best method to reach the contact. **Note:** If the option for numeric or text pager is selected, then the phone number field is not required and defaults to (111)222-3333.
Preferred Method Availability	This field displays the best way to reach each contact.
🗑	This icon allows you to delete the selected contact.
📥	This icon allows you to update the selected contact.

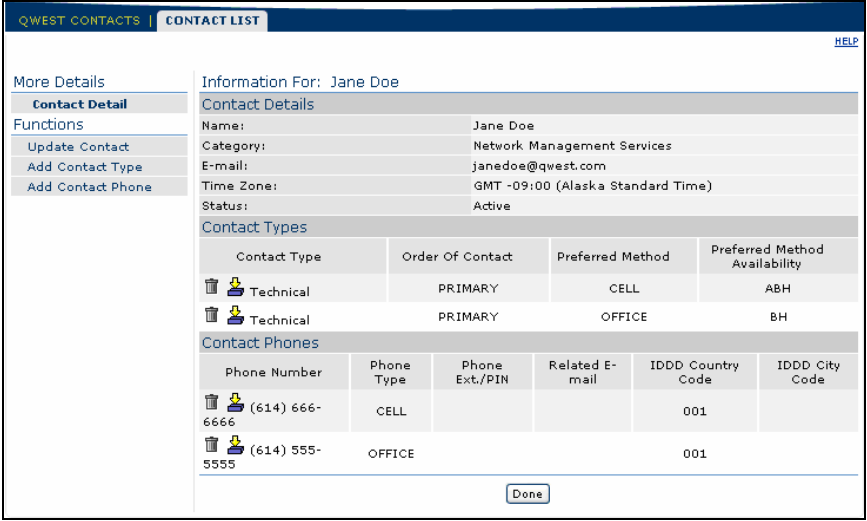*Continued on next page*

Contact Details, continued

**Fields and
Descriptions**   (continued)

Field	Description
Contact Phones Section	
Phone Number	This field displays the telephone number in which the contact can be reached.
Phone Type	This field allows you to identify the kind of phone information being added.
Phone Ext./PIN	This field displays the extension or pin number to use with the phone number on the same line.
Related Email	If the type selected is Text Pager or Email Pager then this field displays the email address for the device.
IDDD Country Code	This field displays the IDDD Country Code for the country associated to the contact.
IDDD City Code	This field displays the IDDD City Code for the City associated to the contact.
Done	Click this button to return to the previous screen.
🗑	This icon allows you to delete the selected contact.
⬇	This icon allows you to update the selected contact.
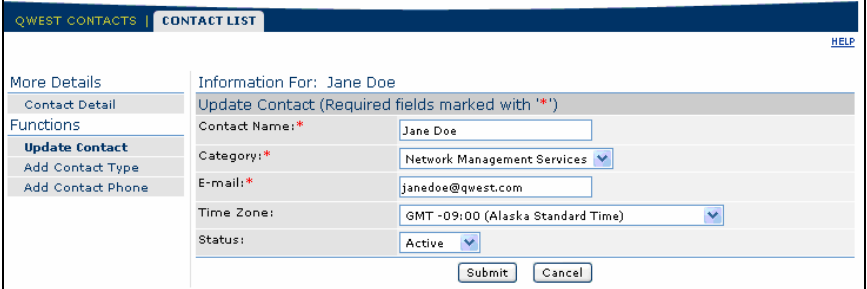
Viewing the Contact Details

Procedure   Follow the steps in the procedure below to **view** the **Contact Details** screen.

Step	Action
1	From the proactive notification **Contact List** screen, click on the **Contact Name** hyperlink. **Result:** The **Information for: "User"** screen appears.
2	Click **Done** to return to the previous screen.
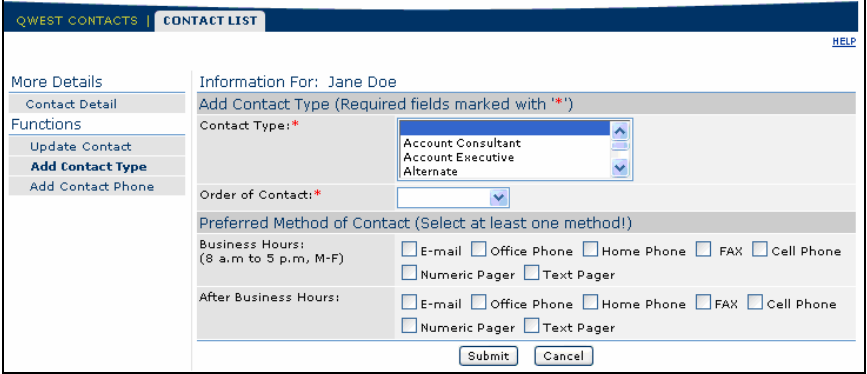
Update Contact

Procedure   Follow the steps in the procedure below to **update** a **Contact.**

Step	Action
1	From the **Information for: "User"** screen, click on the **Update Contact** function. **Result:** The **Update Contact** screen appears. QWEST CONTACTS | **CONTACT LIST** HELP More Details Information For: Jane Doe Contact Detail Update Contact (Required fields marked with '*') Functions Contact Name:* Jane Doe **Update Contact** Category:* Network Management Services Add Contact Type E-mail:* janedoe@qwest.com Add Contact Phone Time Zone: GMT -09:00 (Alaska Standard Time) Status: Active Submit Cancel
2	Update the contact information, as needed. | If you want to update the...	Then...
---	---
Contact Name	Enter the **first** and **last name** for the selected contact.
Category	Select the new **Category** from the drop-down list.
Email	Type the full **Email Address**.
Time Zone	Select the new **Time Zone** from the drop-down list.
Status	Select the new **Status** from the drop-down list.	
3	Click **Submit** to update the selected **Contact Type** information.
4	Click **Cancel** to return to the previous screen without committing your changes.

Add Contact Type

Procedure   Follow the steps in the procedure below to **add** a **Contact Type**.

Step	Action
1	From the **Information for: "User**" screen, click on the **Add Contact Type** function. **Result:** The **Add Contact Type** screen appears.
2	From the **Contact Type** list box, select the desired contact type.
3	From the **Order of Contact** drop-down, select the desired contact priority.
4	From the **Preferred Method of Contact** section, select all the applicable checkboxes for **Business Hours**.
5	From the **Preferred Method of Contact** section, select all the applicable checkboxes for **After Business Hours**.
6	Click [Submit] to add the **Contact Type** information.
7	Click [Cancel] to return to the previous screen without committing your changes.
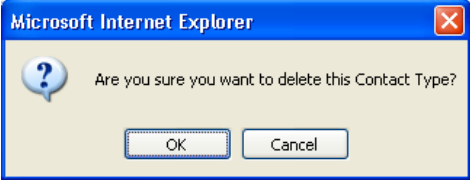
Add Contact Phone

Procedure   Follow the steps in the procedure below to **add** a **Contact Phone**.

| Step	Action
1	From the **Information for: "User**" screen, click on the **Add Contact Phone** function. **Result:** The **Add Contact Phone** screen appears.
2	From the **Phone Type** drop down menu, select the desired phone type.
3	From the **Country** drop-down menu, select the desired country/country code. **Note**: The system will propagate the IDDD country code.
4	In the IDDD City Code (if applicable), enter the desired city code.
5	In the **Phone Number/Extension,** enter the contact's telephone number and extension (if applicable).
6	If you chose a phone type of **Text Pager or Email Pager**, then enter the associated email address in the **Related Email Address** field (example: NPANXX1234@domain.com)
7	Click [Submit] to add the **Contact Phone** information.
8	Click [Cancel] to return to the previous screen without committing your changes.
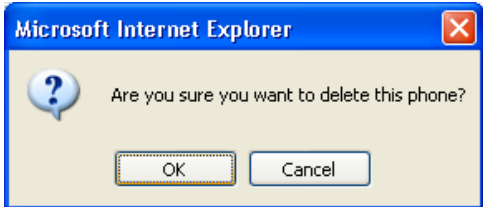
Delete a Contact Type

Procedure   Follow the steps in the procedure below to **delete** a **Contact Type.**

Step	Action
1	From the **Information for: "User**" screen, click on the **Delete** (🗑) icon for the **Contact Type** you want to delete. **Result:** A dialog box will appear requesting confirmation to delete. Microsoft Internet Explorer ? Are you sure you want to delete this Contact Type? OK Cancel
2	Click **OK** and the selected **Contact Type** is deleted.
3	Click ⬛ Done ⬛ to return to the **Contact List** application.

Delete a Contact Phone
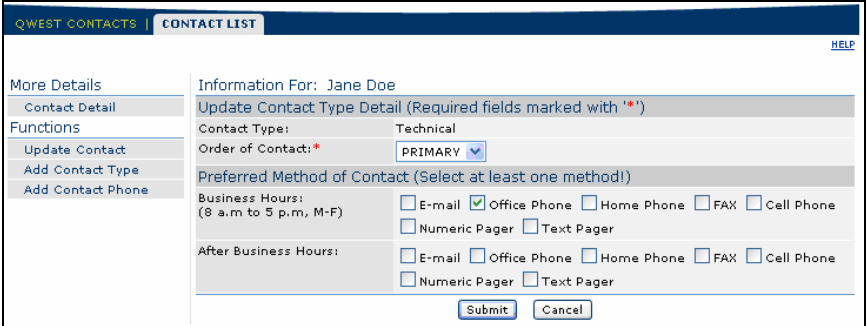
Procedure   Follow the steps in the procedure below to **delete** a **Contact Phone.**

Step	Action
1	From the **Information for: "User**" screen, click on the **Delete** (🗑) icon for the **Contact Phone** you want to delete. **Result:** A dialog box will appear requesting confirmation to delete. Microsoft Internet Explorer ? Are you sure you want to delete this phone? OK Cancel
2	Click **OK** and the selected **Contact Phone** is deleted.
3	Click ⬛ Done ⬛ to return to the **Contact List** application.

Update a Contact Type
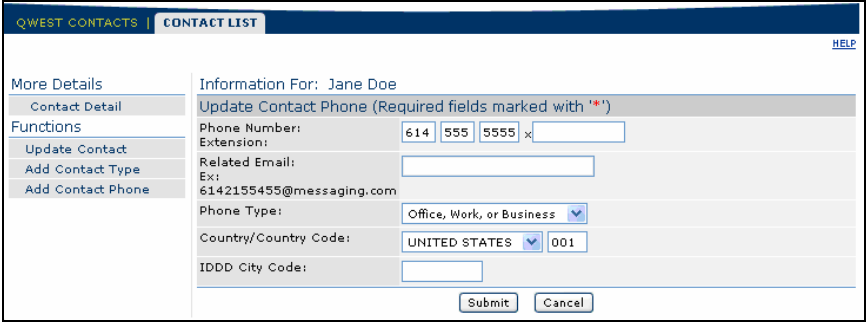
Procedure   Follow the steps in the procedure below to **update** a **Contact Type.**

Step	Action
1	From the **Information for: "User**" screen, click on the **Update** (⬇) icon for the **Contact Type** you want to update. **Result:** The **Update Contact Type Detail** screen appears.
2	Update the contact type information, as needed.

If you want to update the...	Then...
Contact Type	The **Contact Type** field is read-only and is not editable.
Order of Contact	Select the desired value from the **Order of Contact** drop-down menu.
Business Hours	Select the check box(es) next to the desired method from the **Business Hours** options.
After Business Hours	Select the check box(es) next to the desired method from the **After Business Hours** options.

Step	Action
3	Click [Submit] to update the selected **Contact Type** information.
4	Click [Cancel] to return to the previous screen without committing your changes.

Update a Contact Phone

Procedure   Follow the steps in the procedure below to **update** a **Contact Phone.**

Step	Action
1	From the **Information for: "User**" screen, click on the **Update** (🔽) icon for the **Contact Phone** you want to update. **Result:** The **Update Contact Phone Detail** screen appears.
2	Update the contact phone information, as needed. | If you want to update the...	Then...
---	---
Phone Number	Enter the desired value in the **Phone Number** field.
Related Email	Enter the desired value in the **Related Email** address field.
Phone Type	Select the desired value from the **Phone Type** drop down menu.
Country/Country Code	Select the desired value from the **Country/Country Code** drop down menu.
IDDD City Code	Enter the desired value in the **IDDD City Code** field.	
3	Click [Submit] to update the selected **Contact Phone** information.
4	Click [Cancel] to return to the previous screen without committing your changes.