

Chapter 1: Getting Started

Overview

Introduction This chapter explains how to configure your browser for the **Qwest Control**[®] system, as well as logging into and navigating in Qwest Control.

In this Chapter This chapter contains the following topics.

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Configuring Your Browser

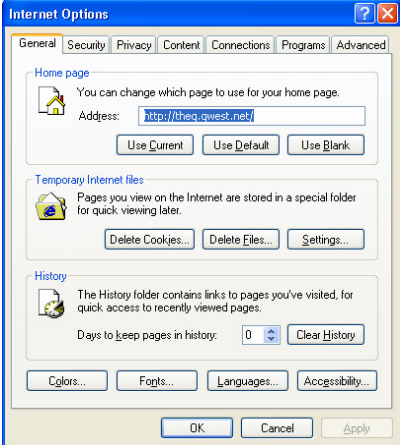
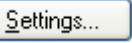
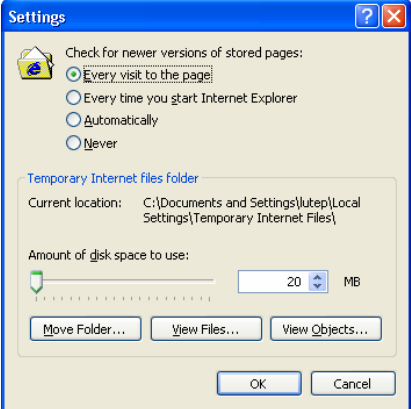
Introduction

If you use **Microsoft Internet Explorer (IE)**, you must configure your browser in order to use Qwest Control. You must configure the **Temporary Internet Files** setting to avoid problems with the system.

Note: If your browser is **Netscape**, you do not need to configure any settings.

Procedure

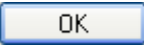
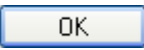
Follow the steps in the procedure below to configure the **Temporary Internet Files** setting for internet explorer.

Step	Action
1	<p>From the Tools menu, select Internet Options.</p> <p>Result: The Internet Options window appears.</p> 
2	<p>From the Temporary Internet Files section of the General tab, click .</p> <p>Result: The Settings window appears.</p> 

Continued on next page

Configuring Your Browser, Continued

Procedure (continued)

Step	Action
3	Select the Every visit to the page radio button.
4	Click  . Result: Internet Explorer records your selection and closes the Settings window, returning you to the Internet Options window.
5	Click  . Result: Internet Explorer commits all the selections you made and closes the Internet Options window.

Adding Trusted Sites

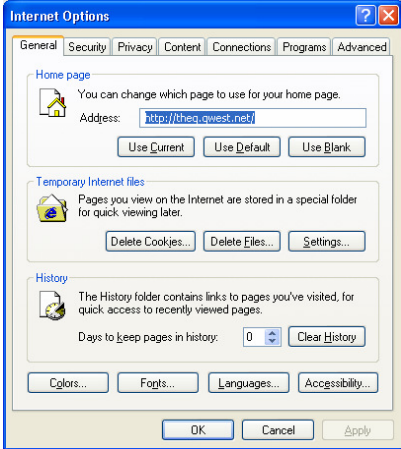
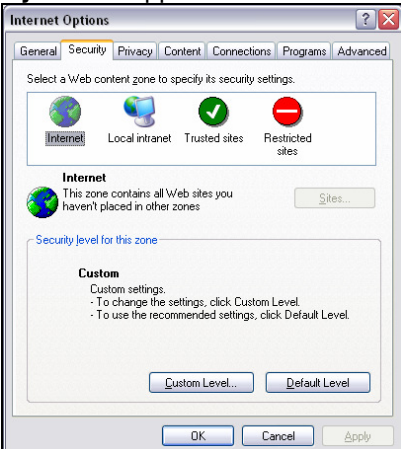
Introduction

In order for the **Qwest Control** and **Remote Control** applications to work effectively under a high security setting, we recommend you add the following application URLs to your designated **trusted sites**:

- <https://control.qwest.com>
- <https://rmc.qwest.com>

Procedure


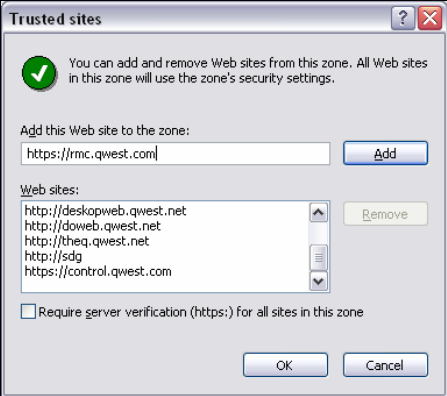

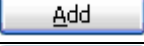
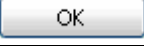
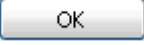
Follow the steps in the procedure below to designate your **Trusted Web Sites**.

Step	Action
1	<p>From the Tools menu, select Internet Options.</p> <p>Result: The Internet Options window appears.</p> 
2	<p>From the Internet Options window, click on the Security tab.</p> <p>Result: The Security screen appears.</p> 

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Adding Trusted Sites, continued

Procedure (continued)

Step	Action
3	From the Security screen, click on the Trusted Sites (✓) icon.
4	<p>Click .</p> <p>Result: The Trusted Sites window appears.</p> 
5	In the Add this Web site to the zone field, enter https://control.qwest.com .
6	Click  .
7	In the Add this Web site to the zone field, enter https://rmc.qwest.com .
8	Click  .
9	Click  .
10	<p>Click .</p> <p>Result: The Qwest Control and Remote Control applications are added to your trusted web sites.</p>

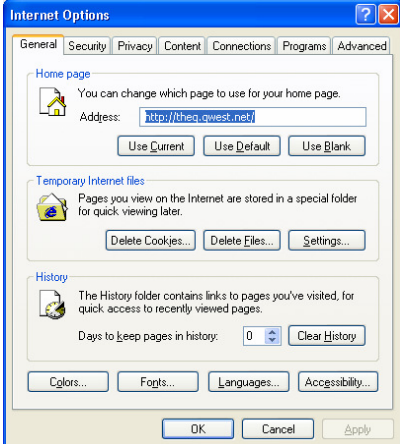
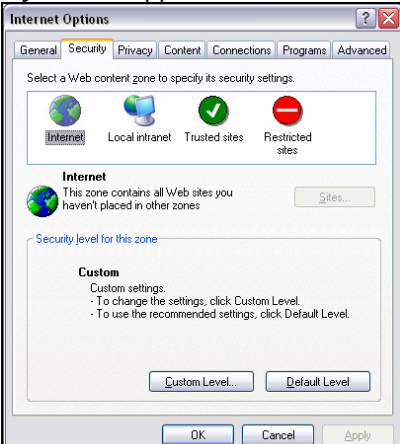
Enabling Automatic File Downloads

Introduction

To automatically proceed with **file downloads** from the Qwest Control or Remote Control applications, this section provides you instructions on how to proceed with this setting.

Procedure


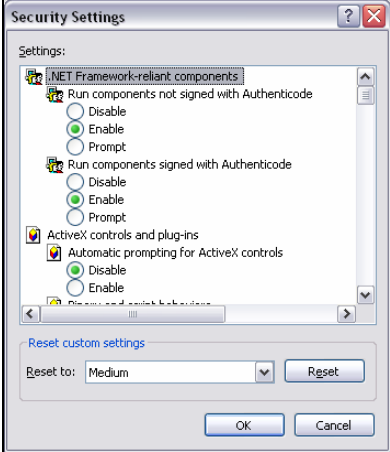

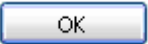
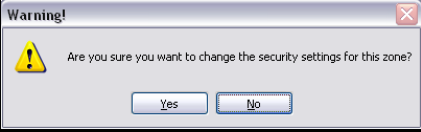
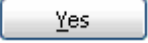
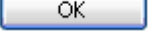
Follow the steps in the procedure below to define your **Download** settings.

Step	Action
<p>1</p>	<p>From the Tools menu, select Internet Options.</p> <p>Result: The Internet Options window appears.</p> 
<p>2</p>	<p>From the Internet Options window, click on the Security tab.</p> <p>Result: The Security screen appears.</p> 

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Enabling Automatic File Downloads, continued

Procedure (continued)

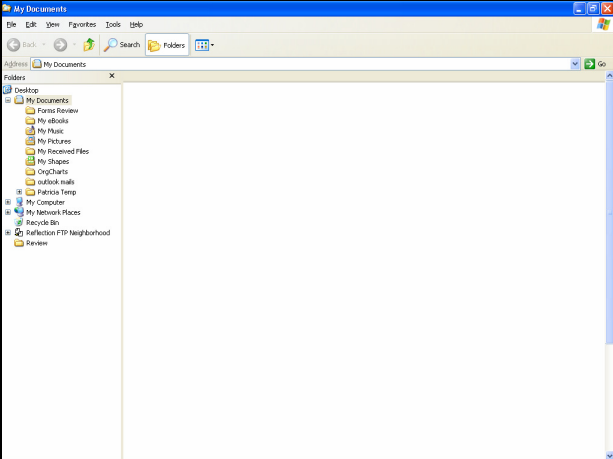
Step	Action
3	<p>From the Security screen, click .</p> <p>Result: The Security Settings window appears.</p> 
4	<p>From the Security Settings window, locate the Download () options.</p>
5	<p>From the Automatic prompting for file downloads option, click on the Enable radio button.</p>
6	<p>Click .</p> <p>Result: You will be prompted with the following warning.</p> 
7	<p>Click .</p>
8	<p>Click .</p> <p>Result: You now have the ability to automatically open files, forms, etc. found in the Qwest Control or Remote Control applications.</p>

Pop-Up Blocker

Introduction If you use **Windows 2000** and **XP/IE (5.5 or 6.0)**, you must configure your browser settings to allow the ability to open or save forms/documents after selecting any Qwest Control web links.

Pop-Up Blocker Settings (Without)

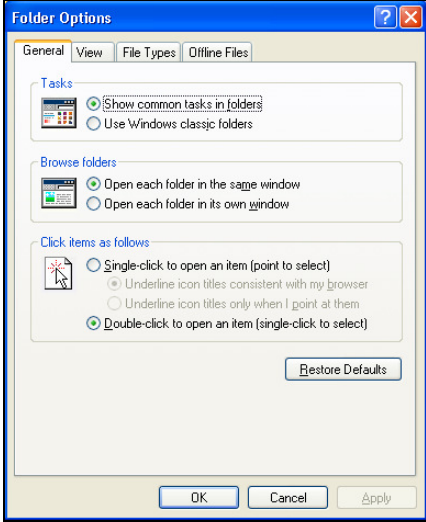
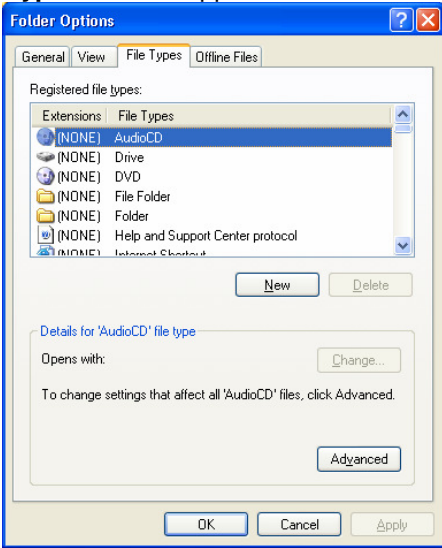
Procedure For users **without a Pop-Up Blocker**, please follow the steps in the procedure below to configure your settings.

Step	Action
1	<p>Open Windows Explorer.</p> <p>Result: The Windows Explorer appears.</p> 

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Pop-Up Blocker Settings (Without), continued

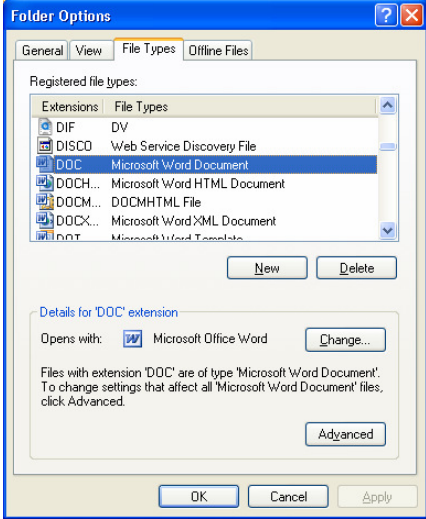
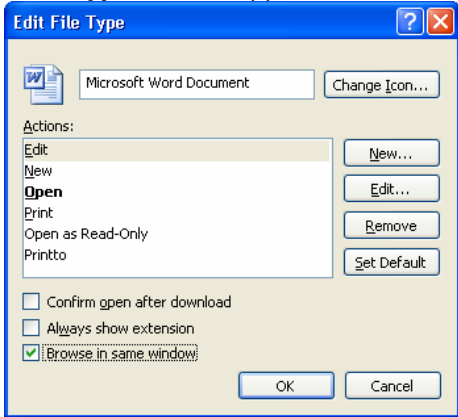
Procedure (continued)

Step	Action
2	<p>From the Tools menu, select Folder Options.</p> <p>Result: The Folder Options window appears.</p> 
3	<p>From the Folder Options tabs select File Types.</p> <p>Result: The File Types window appears.</p> 

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Pop-Up Blocker Settings (Without), continued

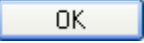

Procedure (continued)

Step	Action
4	<p>From the Registered file types section of the File Types tab, search for the DOC extension</p> <p>Result: The Folder Options window appears.</p> 
5	<p>From the File Type tab, select Advanced.</p> <p>Result: The Edit File Type window appears.</p> 
6	<p>From the Edit File Type window, uncheck the Browse in same window option.</p>

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Pop-Up Blocker Settings (Without), continued

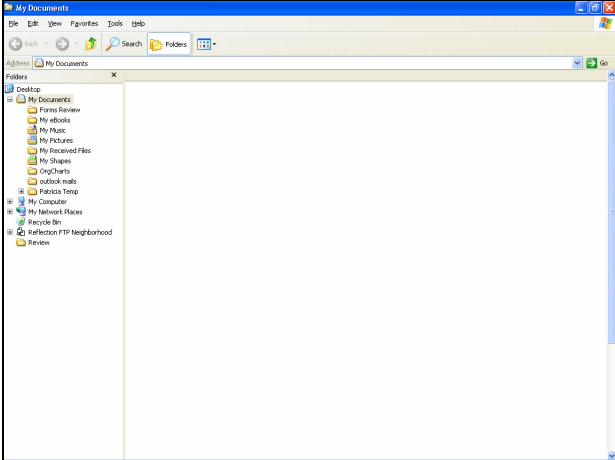
Procedure (continued)

Step	Action
7	Click  . Result: Windows Explorer records your selection and closes the Edit File Type window, returning you to the Folder Options window.
8	Click  . Result: Windows Explorer commits all the selections you made and closes the Folder Options window. Note: This will enable forms/documents to be opened in MS Word rather than opening them in an IE browser. You will be able to resize and save the document. If other document extensions are needed, please follow steps 1-8 in this section for each file type.

Pop-Up Blocker Settings (With)

Procedure

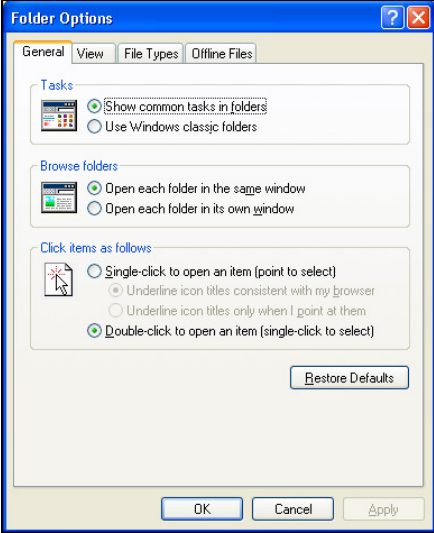
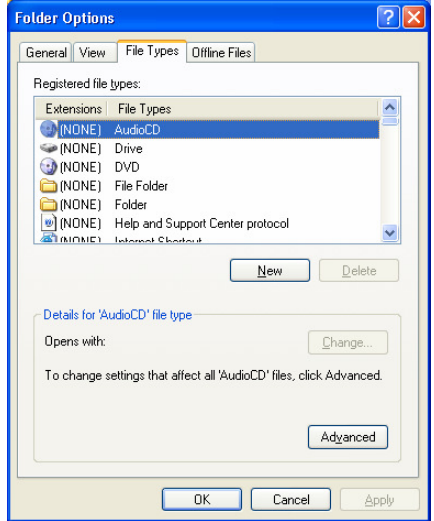
For users **with a Pop-Up Blocker**, please follow the steps in the procedure below to configure your settings.

Step	Action
1	<p>Open Windows Explorer.</p> <p>Result: The Windows Explorer appears.</p> 

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Pop-Up Blocker Settings (With), continued

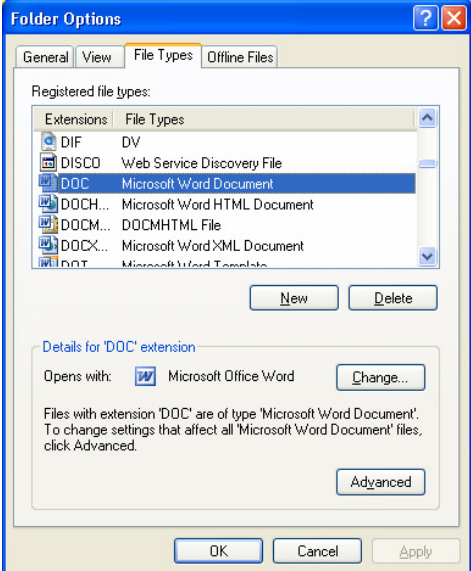
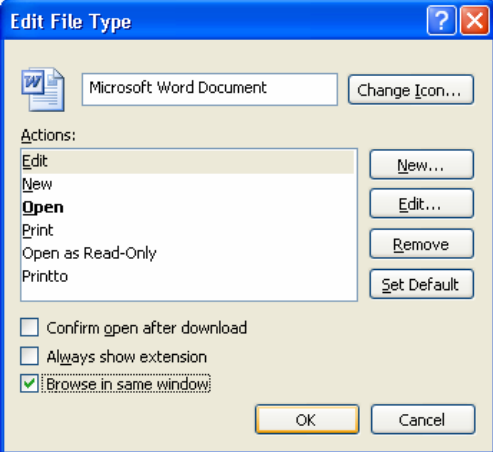
Procedure (continued)

Step	Action
2	<p>From the Tools menu, select Folder Options.</p> <p>Result: The Folder Options window appears.</p> 
3	<p>From the Folder Options tabs select File Types.</p> <p>Result: The File Types window appears.</p> 

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Pop-Up Blocker Settings (With), continued

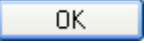
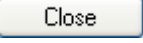
Procedure (continued)

Step	Action
4	<p>From the Registered file types section of the File Types tab, search for the DOC extension</p> <p>Result: The Folder Options window appears.</p> 
5	<p>From the File Type tab, select Advanced.</p> <p>Result: The Edit File Type window appears.</p> 
6	<p>From the Edit File Type window, uncheck the Confirm open after download option.</p>

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Pop-Up Blocker Settings (With), continued

Procedure (continued)

Step	Action
7	From the Edit File Type window, uncheck the Always show extension option.
8	From the Edit File Type window, check the Browse in same window option.
9	Click  . Result: Windows Explorer records your selection and closes the Edit File Type window, returning you to the Folder Options window.
10	Click  . Result: Windows Explorer commits all the selections you made and closes the Folder Options window. Note: This will enable forms/documents to be opened in MS Word rather than opening them in an IE browser. You will be able to resize and save the document. If other document extensions are needed, please follow steps 1-10 in this section for each file type.

Qwest Control Login Page

Description

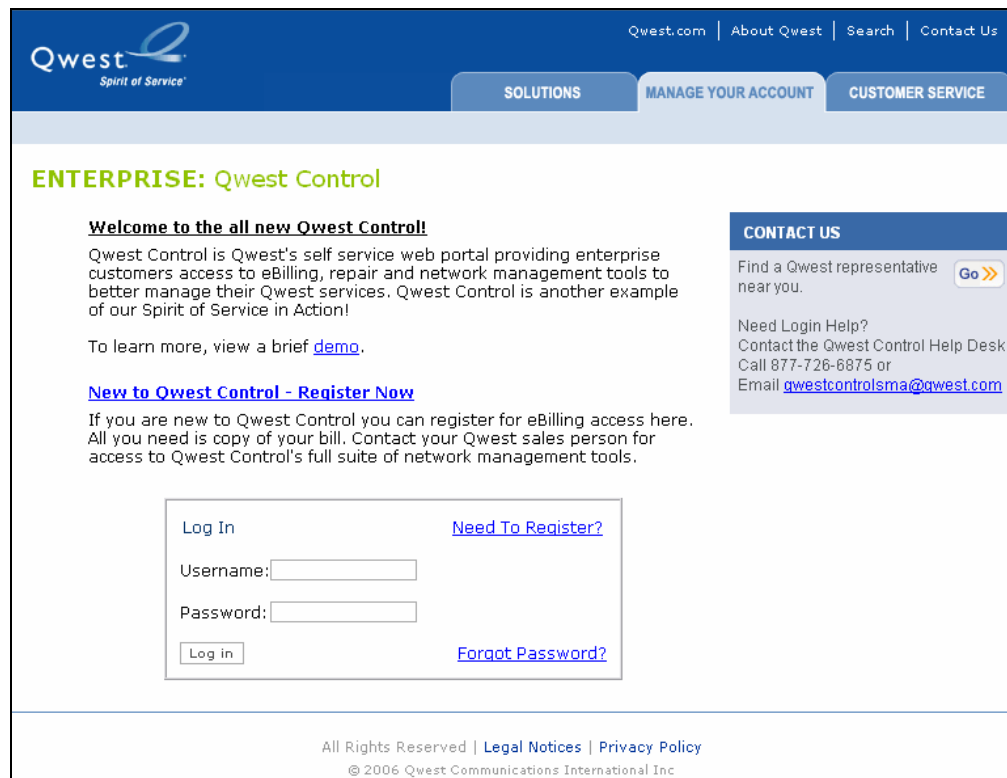
The **Qwest Control Login** page provides you a welcome to the Qwest Control application, access to a demo of the system, information on self registration, the ability to request a new password, access to contact information and general Qwest information at your fingertips; including:

- Business Solutions
- Customer Service
- Qwest.com
- About Qwest

Note: The “**Find a Qwest Representative near you.**” functionality is not available for Wholesale customers; please contact the Wholesale National Service Delivery Center at 1-800-291-7707 to locate your local Qwest representative.

Example

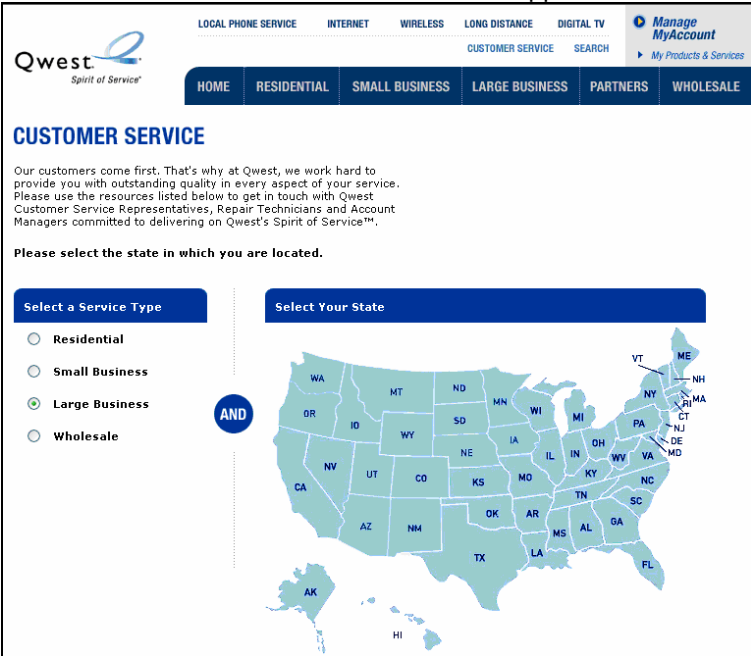
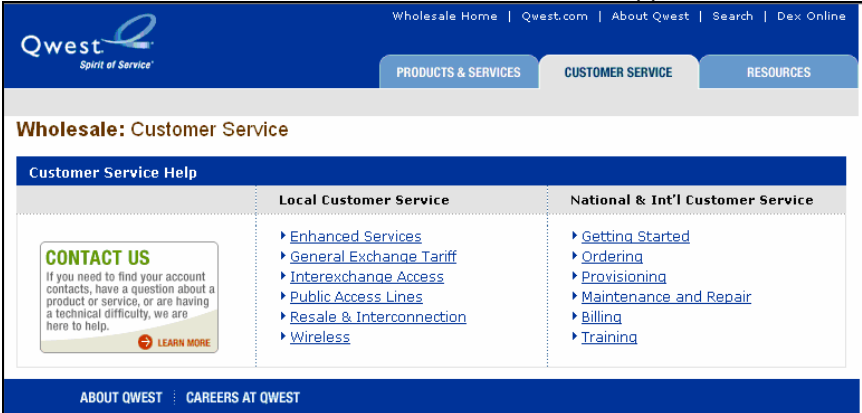
An example of the **Qwest Control Login** page appears below.



Wholesale Customer Service

Procedure

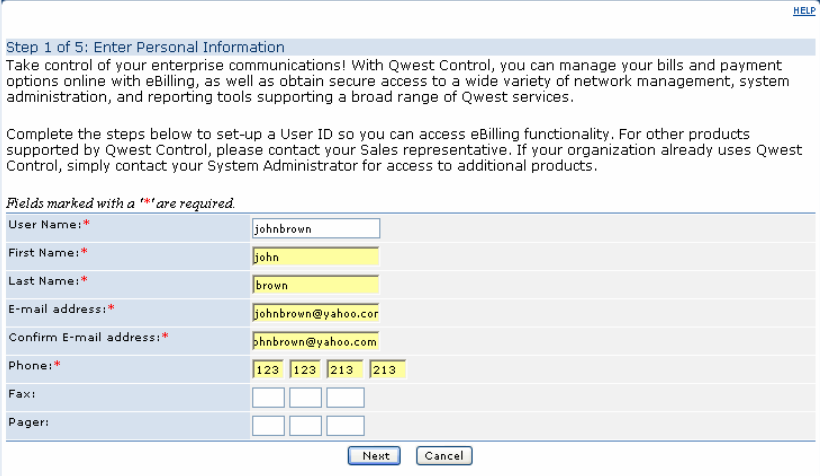
If you need to find your account contacts, have a question about a product or service, or are having a technical difficulty, follow the procedure below to contact us.

Step	Action
1	<p>From the Qwest Control Log In page, click on the Customer Service tab.</p> <p>Result: The Qwest Customer Service screen appears.</p> 
2	<p>From the Customer Service screen, select Wholesale from the Select a Service Type selections.</p>
3	<p>From the Customer Service screen, click on the State you are doing business in from the Select Your State map.</p> <p>Result: The Wholesale Customer Service screen appears.</p> 

Self Registration

Procedure If you are a new user to the Qwest Control system, you may self register for access to Qwest Control's full suite of management tools.

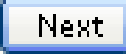
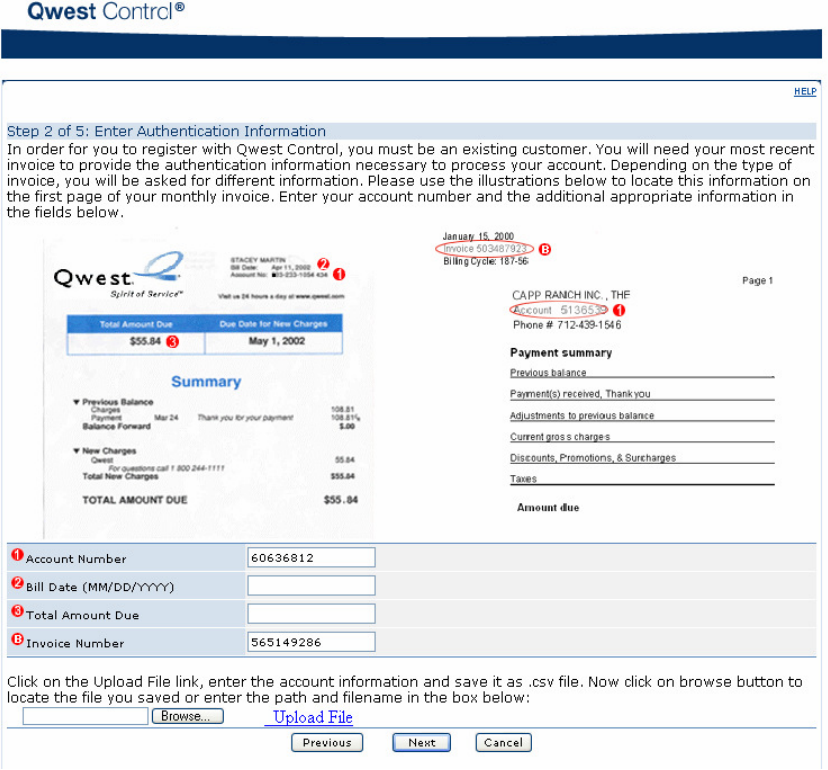
Follow the steps in the procedure below to self register for access to the Qwest Control system.

Step	Action
1	<p>From the Qwest Control Log In page, click on the New to Qwest Control – Register Now hyperlink.</p> <p>Result: Step 1 of 5 screen appears.</p>  <p>Follow the steps and notice that there are required fields.</p> <ul style="list-style-type: none"> • Enter a username, hopefully something that is rememberable • Enter your first name • Enter your last name • Enter your email address • Enter your phone number • Enter fax and pager

Continued on next page

Self Registration, continued

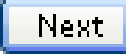
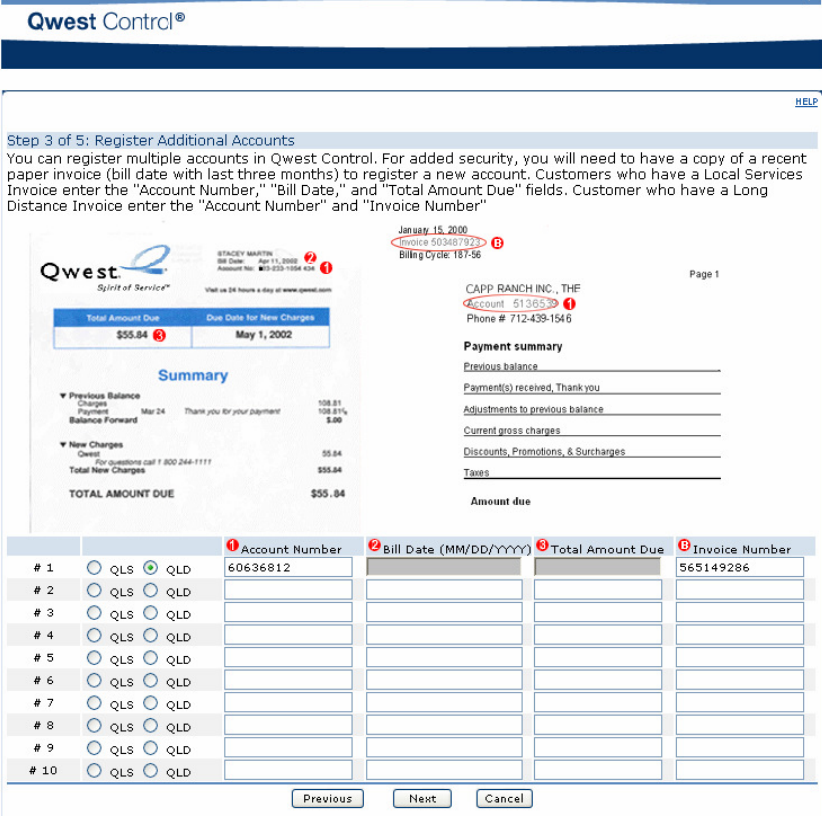
Procedure (continued)

Step	Action
2	<p>Click </p> <p>Result: Step 2 of 5 screen appears</p>  <p><u>Follow the steps and fill in the fields with an Account Number and Invoice Number</u></p>

Continued on next page

Self Registration, continued


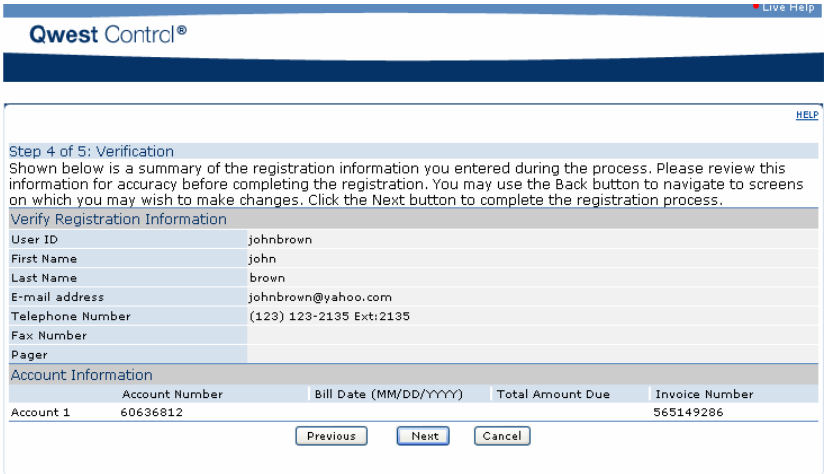
Procedure (continued)

Step	Action
3	<p>Click </p> <p>Result: Step 3 of 5 screen appears</p>  <p><u>If you would like to include additional account numbers key in the additional Account Number and Invoice Numbers.</u></p>

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Self Registration, continued


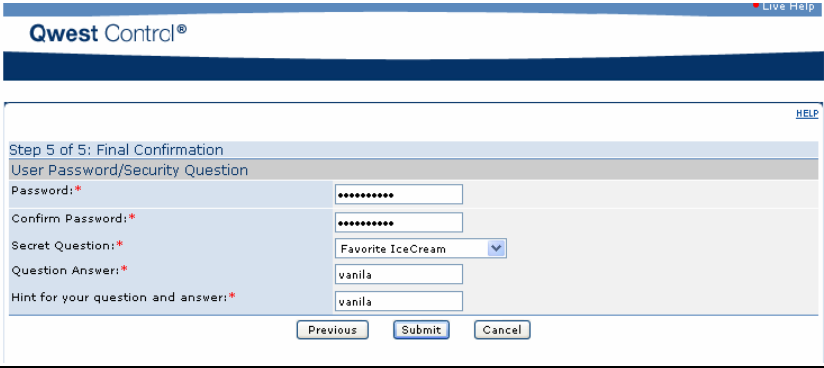
Procedure (continued)

Step	Action
4	<p data-bbox="548 541 743 569">Click </p> <p data-bbox="548 615 993 646">Result: Step 4 of 5 screen appears</p>  <p data-bbox="548 1199 1369 1266"><u>Verify that the information that you have keyed so far is correct. If there is anything incorrect click on the "Previous" button.</u></p>

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Self Registration, continued

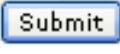
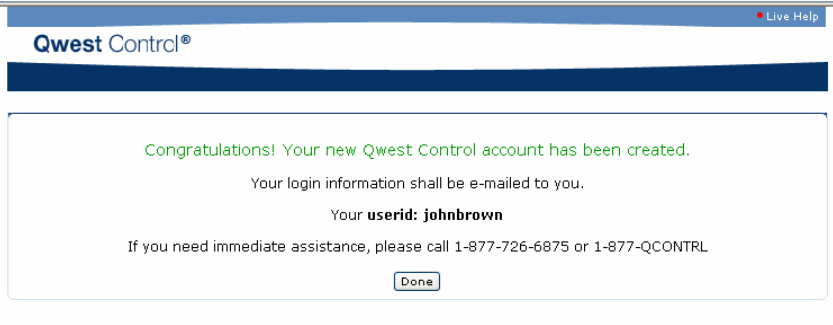
Procedure (continued)

Step	Action
5	<p data-bbox="548 457 732 485">Click </p> <p data-bbox="548 527 993 562">Result: Step 5 of 5 screen appears</p>  <p data-bbox="548 1003 1081 1146"> <u>Key in a password.</u> <u>Select Secret Question from drop down</u> <u>Key in Question Answer</u> <u>Key in Hint for your question and answer</u> </p> <p data-bbox="548 1188 1390 1255"> <u>If you ever forget your password you will be asked for the answer to your secret question prior to your email being emailed to you.</u> </p>

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Self Registration, continued

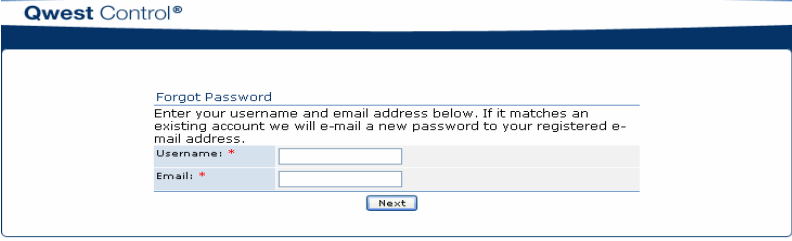

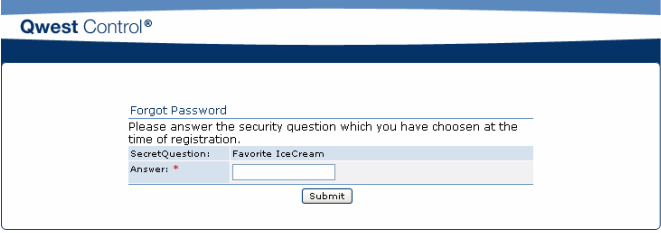
Procedure (continued)

Step	Action
6	<p data-bbox="548 457 732 489">Click </p> <p data-bbox="548 533 1393 604">Result: A confirmation page will appear. Once your CSA approves your request you will then be able to login into Qcontrol</p>  <p>The screenshot shows the Qwest Control logo at the top left and a 'Live Help' link at the top right. The main content area contains a green message: 'Congratulations! Your new Qwest Control account has been created.' Below this, it states 'Your login information shall be e-mailed to you.' and 'Your userid: johnbrown'. At the bottom, it provides contact information: 'If you need immediate assistance, please call 1-877-726-6875 or 1-877-QCONTROL' and a 'Done' button.</p>

Requesting a New Password

Procedure You can request a new password from the Qwest Control system by accessing the **Forgot Password** link on the **Qwest Control Log In** page.


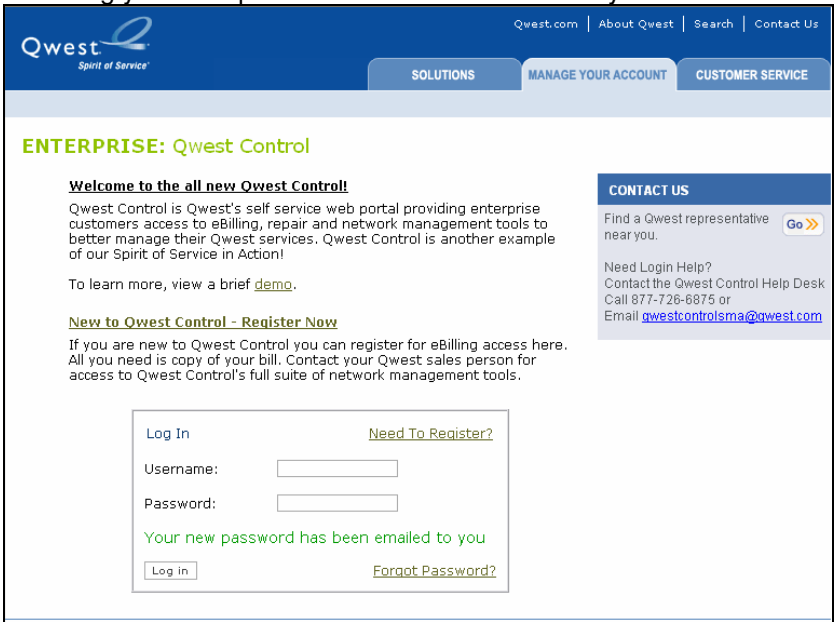

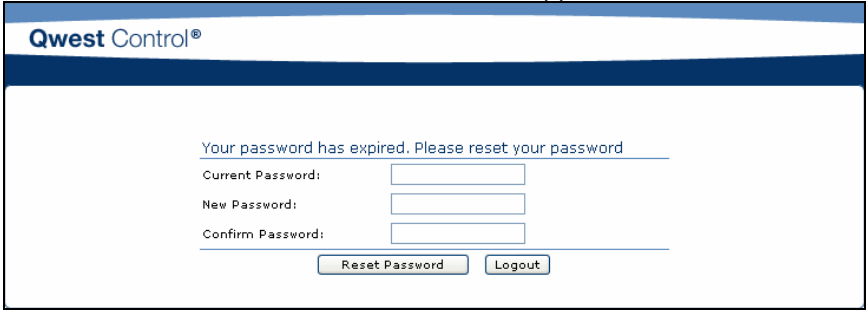
Follow the steps in the procedure below to request a new password.

Step	Action
1	<p>From the Qwest Control Log In page, click on the Forgot Password link.</p> <p>Result: The Forgot Password screen appears.</p> 
2	In the Username field, enter your Qwest Control username.
3	In the Email field, enter your email address.
4	<p>Click </p> <p>Result: The next Forgot Password screen appears</p> 
5	In the Answer* field, enter the answer to your secret question

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Requesting a New Password, Continued

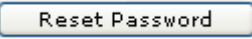

Procedure (continued)

Step	Action
6	<p>Click </p> <p>Result: The Qwest Control Log In page appears with a message indicating your new password has been emailed to you.</p> 
7	<p>Once you have obtained your new password from your email application, enter your Username in the Qwest Control Log In page.</p>
8	<p>In the Password field, enter your new password.</p>
9	<p>Click  .</p> <p>Result: The Reset Your Password screen appears.</p> 

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Requesting a New Password, Continued

Procedure (continued)

Step	Action
10	In the Current Password field, enter the new password provided.
11	In the New Password field, enter your desired password. Note: Passwords in Qwest Control must be at least 8 characters in length and contain at least one numeric or symbol character. These values are case sensitive and old values may not be reused.
12	In the Confirm Password field, enter your desired password exactly as you entered it in the New Password field.
13	<p>Click .</p> <p>Result: The Qwest Control Home page appears.</p> 

Accessing Qwest Control

Overview

You may log into the **Qwest Control** system by directly accessing the link below or typing the URL in your Internet Browser's address window:

<https://control.qwest.com>

Software License Agreement

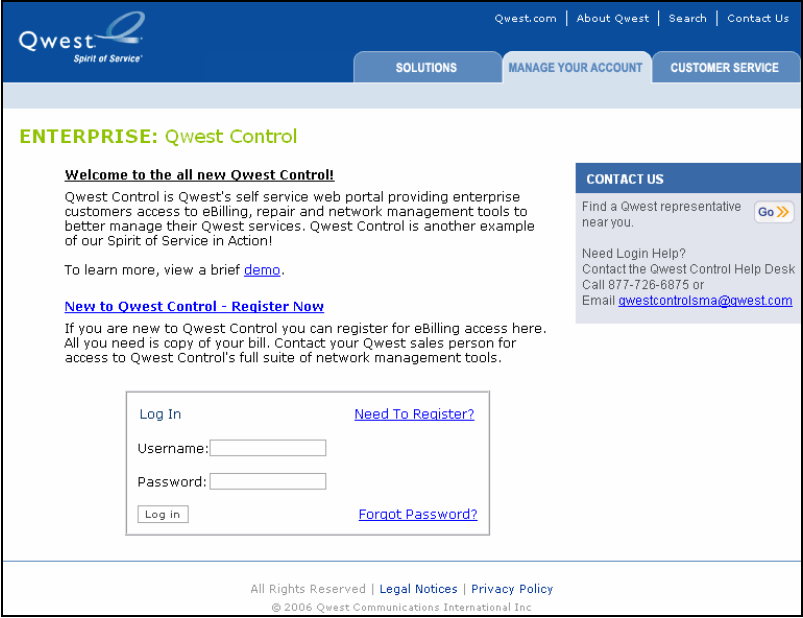
Each user is required to accept a software license agreement upon first accessing the Qwest Control system. All use of the Qwest Control system is subject to the terms and conditions of the license.

Passwords

Qwest Control prompts you to change your password upon first login into the system. In addition, passwords expire every 90 days and the system will prompt you to change your password.

Procedure

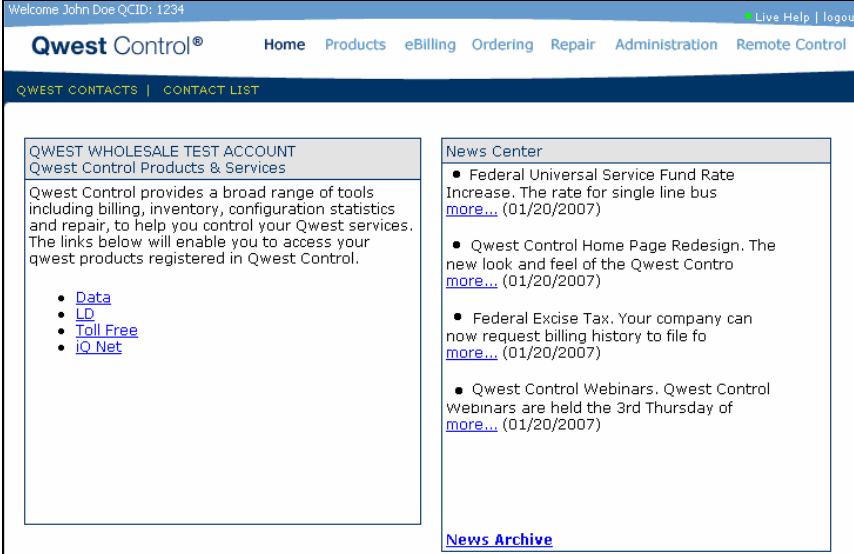
Follow the steps in the procedure below to access the **Qwest Control** system.

Step	Action
1	<p>In your browser's Address bar, enter the URL for the Qwest Control system.</p> <p>Result: The Qwest Control Log In page appears.</p> 
2	<p>In the Username field, enter your unique user identifier.</p> <p>Note: If you do not know your username, please contact the Wholesale National Service Delivery Center at 1-800-291-7707.</p>
3	<p>In the Password field, enter your password.</p>

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Accessing Qwest Control, Continued

Procedure (continued)

Step	Action
4	<p>Click  .</p> <p>Result: Qwest Control verifies your user information. If you entered everything correctly, the Qwest Control Home page appears.</p>  <p>Note: If you entered something incorrectly, an error message appears. Try logging in again, making sure you enter everything correctly. If you still cannot log in, please contact the Wholesale National Service Delivery Center at 1-800-291-7707.</p>

Permissions

Overview

Qwest Control defines several permissions for both the Qwest Control and Remote Control system; these permissions allow the user to perform specific tasks. As a Customer System Administrator you can choose from any or all of the defined permissions to assign to your user. In addition, you will have control of the billing accounts each user has access to.

Note: Certain permissions are granted to the user by default when the user account is created. As the Customer System Administrator, you **cannot** delete these permissions. You may only delete permissions granted to the user after the user account is created.

Permission Assignment

A Customer System Administrator (CSA) has the ability to assign one or more permissions to each user account. Each permission allows a pre-defined series of tasks. Your users can only perform those tasks associated with their assigned permission(s). Likewise, your users cannot perform a task if they have not been assigned the associated permission.

Note: In order for a user to have access to both the Qwest Control and Remote Control functionality a permission must be assigned to the user for both applications by the CSA.

Passwords

Passwords in Qwest Control must be at least 8 characters in length and contain at least one numeric or symbol character. These values are case sensitive.

Qwest Control prompts you to change your password upon first login into the Qwest Control system.

Qwest Control Permissions

The table below provides the available permission names and descriptions for the Qwest Control system.

Permission Name	Description
ANI Admin User Group	Group that gives access to admin functionality in LD
ANI Basic User Group	Group that gives access to basic functionality in LD
Data Admin User Group	Members of this group have comprehensive access to the Data product features (both present and future).
Data Basic User Group	Members of this group have view only access to the Data product information.
eBill Admin User Group	Members of this group have comprehensive access to the eBilling functionality for this product (both present and future).
eBill Advanced User Group	Members of this group can manage eBilling features and functions.

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Permissions, continued**Qwest Control Permissions** (continued)

Permission Name	Description
eBill Basic User Group	Members of this group have view only access to the eBilling information.
Hosting Admin User Group	Members of this group have comprehensive access to the Qwest Control functionality for this product (both present and future).
Hosting Basic User Group	Members of this group have view only access to the Hosting product information.
IP Configuration User Group	Members of this group can create and monitor IP configuration requests. Configuration requests can be IP Addressing, Routing or DNS requests.
iQ-DIA Admin User Group	Members of this group have comprehensive access to the Qwest Control functionality for this product (both present and future).
iQ-DIA Basic User Group	Members of this group have view only access to the iQ-DIA product information.
Repair Admin User Group	Members of this group have comprehensive access to Repair features (both present and future).
Repair Advanced User Group	Members of this group can create and modify repair tickets.
Repair Basic User Group	Members of this group have view only access to repair tickets.
Toll Free Admin User Group	Members of this group have comprehensive access to the Toll Free product features.
Toll Free Advanced User Group	Members of this group can view and modify Toll Free features and functions.
Toll Free Basic User Group	Members of this group have view only access to Toll Free product information.
User Management Group	Members of this group can create, modify and delete users. This includes assigning and removing permissions and assigning or removing accounts to/from a user.
Wholesale Dial Admin User Group	Members of this group have comprehensive access to the Qwest Control functionality for this product (both present and future).
Wholesale Dial Basic User Group	Members of this group have view only access to the Wholesale Dial product information.

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Permissions, continued

Remote Control Permissions The table below provides the available permission names and descriptions for the Remote Control system.

Permission Name	Description
Std Switched User	Members of this group have a standard access to the Switched services in Remote Control™ .
Std Switched – No eBill	Members of this group have a standard access to the Switched services in Remote Control , excluding access to eBill functionality.
Std Dedicated User	Members of this group have a standard access to the Dedicated services in Remote Control .
Std BOTH Swi & Ded	Members of this group have standard access to BOTH Switched and Dedicated services in Remote Control .
Std BOTH Swi & Ded – No eBill	Members of this group have standard access to BOTH Switched and Dedicated services in Remote Control , excluding access to eBill functionality.
Supervisor Switched	Members of this group have a supervisor access to Switched services in Remote Control , including deleting or changing user passwords.
Supervisor Dedicated	Members of this group have a supervisor access to Dedicated services in Remote Control , including deleting or changing user passwords.
Supervisor BOTH Swi & Ded	Members of this group have supervisor access to BOTH Switched and Dedicated services in Remote Control , including deleting or changing user passwords.
Service Status Only	Members of this group have view only access to the Service Status functionality.
eBill Only	Members of this group have access to the eBill functionality only.
Std BOTH Swi & Ded – no My Account & no Billing Disputes	Members of this group have standard access to BOTH Switched and Dedicated services in Remote Control , excluding My Account and Billing Dispute functionality.
Supervisor BOTH Swi & Ded – no My Account & no Billing Disputes	Members of this group have supervisor access to BOTH Switched and Dedicated services in Remote Control , excluding My Account and Billing Dispute functionality.
eBill & Download Only	Members of this group have access to the eBill and Download functionality only.
Online Order Forms Only	Members of this group have access to the Online Order Forms functionality only.

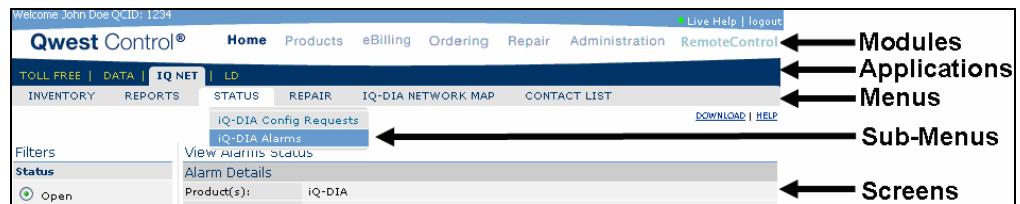
Navigating Qwest Control

Overview

Each tool in Qwest Control is structured into levels that allow quick and easy access to your account information. This structure is designed from top to bottom and has four basic levels as denoted below:

- **Modules** are the highest level of organization within the system.
- **Applications** are the individual services available to you within each Module. For example: Data and Toll Free are applications within the Products module.
- **Menus** allow you to find what you need within each Application; sub menu items may exist.
- **Screens** are the lowest, base level. Screens allow you to view and work with your service components. Screens are grouped under Menus.

Qwest Control Structure



Modules

The Qwest Control system consists of seven modules including the following:

- **Home:** General Qwest Control Notices
- **Products:** Detailed product information including Inventory, statistics, and configurations.
- **eBilling:** View bills and run summary reports.
- **Ordering:** Used for entering and tracking IP configuration requests.
- **Repair:** View and enter repair tickets for your products.
- **Administration:** Create and manage your users of Qwest Control.
- **Remote Control:** Provides a seamless login to the Remote Control system.

Applications

Applications are independent systems within each Qwest Control Module. The Qwest Control system is dynamic, so within each Module you will only see those Applications that apply to your services.

For example, if you do not receive Frame or ATM services, you will not see the Data application under the Products Module. When you select a Module from the title bar, the application associated with the Module appears below that Module.

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Navigating Qwest Control, continued

Menus

Menus organize the screens within an application into logical groupings. When you select an application, the associated Menu appears beneath the application name.

Each menu may have more than one screen associated with it. If this is the case, moving the mouse over a Menu item introduces a list of its screens to appear. Clicking a menu name takes you to the first screen associated with that Menu.

Screens

Screens are the lowest level of navigation in the Qwest Control system. Screens allow you to access detailed information about your products and to enter the information necessary to manage and configure your service components.

Many screens are divided into sections. These sections give you options for working with the data displayed in the screen. As you move through the system, you will note that many of these sections are consistent regardless of the screen you are viewing.

Filters

Any screen that displays a large volume of information, such as a list of service components, will have a Filters section. This section allows you to enter specific criteria for the items you want to see listed.

For example, on the View Alarm Status screen, you can create a filter so that the screen will only show alarms that are currently open.

Functions

Some screens display information to which you can add. These screens will have a section called Functions. The Functions section gives you options for working with or adding to the data on the screen.

For example, the Network Groups screen (under Products > Data > Inventory) has an option to create a new Network Group in its Functions section.

Screen Data

Typically the information on a screen is organized in a table format. To access more information about any item in a table, click on the item's name.

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): <ul style="list-style-type: none"> • Home • Products • eBilling • Ordering • Repair • Administration • Remote Control <p>Simply click the module you want to see and the system will open it.</p>
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. <p>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.</p>
News Center	This section provides additional information about system enhancements, maintenance schedules and promotional details.

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Qwest Control Home Module, continued

Section	Description
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.

The screenshot displays the Qwest Control Home page. At the top, a blue header bar contains the text "Welcome John Doe QCID: 1234" and "Live Help | Logout". Below this is a navigation menu with "Qwest Control®" and links for "Home", "Products", "eBilling", "Ordering", "Repair", "Administration", and "Remote Control". A secondary navigation bar shows "QWEST CONTACTS | CONTACT LIST | IOF_TEST_CLIENT".

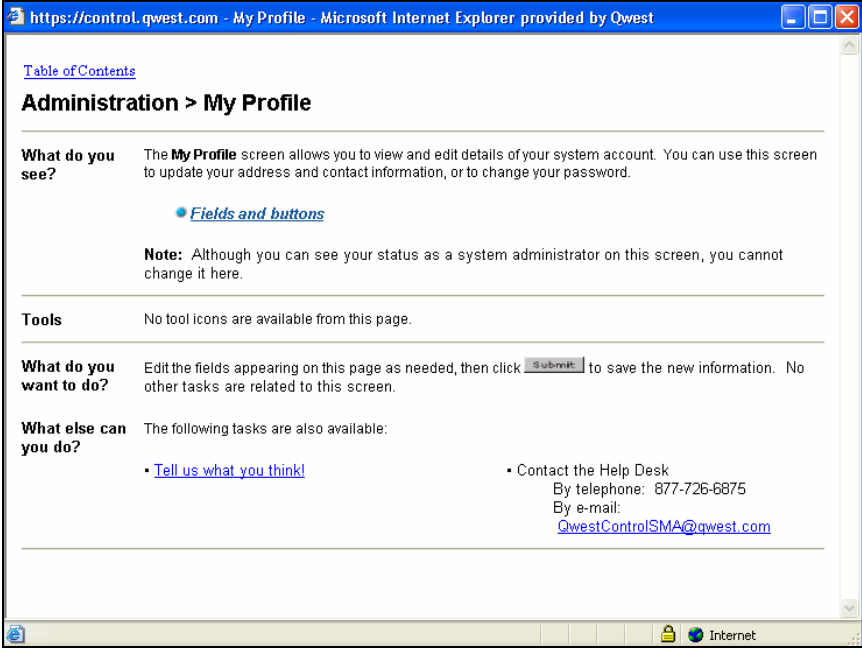
The main content area is divided into four sections:

- (Qwest)Qwest Control Products & Services:** A text block describing the tools provided (billing, inventory, configuration) and a list of links: LD, Toll Free, and iQ Net.
- News Center:** A section titled "News Center" with a bullet point for "TimesofIndia TimesofIndia (01/15/2007)" and a link to "News Archive".
- Need Help? Wholesale Help:** A section titled "Wholesale Help" providing contact information for customer service, including phone numbers and a URL: <http://www.qwest.com/wholesale/nccc/index.html>. It also mentions that help files are located in the upper right corner of most pages.
- Training Resources Wholesale Resources:** A section titled "Wholesale Resources" stating that Qwest offers educational training courses and listing two links: "Qwest Control Web Based Training" and "Remote Control Web Based Training".

Accessing Online Help

Overview Each Qwest Control module provides a help file. By clicking on the **Help** link it will tell you what area of Qwest Control you are looking at, list what you can do and give access to a table of contents where you can look up more detailed information.

Procedure Follow the steps in the procedure below to access **Online Help** from the Qwest Control system.

Step	Action
1	<p>To access Online Help file for any screen, click the help link (HELP) in the upper right hand side of the screen.</p> <p>Result: The Online Help file for that screen appears as a separate window on top of your current screen.</p>  <p>The screenshot shows a Microsoft Internet Explorer window with the address bar displaying 'https://control.qwest.com - My Profile - Microsoft Internet Explorer provided by Qwest'. The main content area has a 'Table of Contents' link at the top, followed by the heading 'Administration > My Profile'. Below this, there are four sections: 'What do you see?' with a description of the My Profile screen and a blue link 'Fields and buttons'; 'Tools' stating no tool icons are available; 'What do you want to do?' with instructions to click a 'Submit' button; and 'What else can you do?' with links to 'Tell us what you think!' and 'Contact the Help Desk' (including phone and email contact info).</p>
2	<p>Click on the terms highlighted in blue to learn more. In the example above clicking on “Fields and Buttons” link will provide a description of each field on the screen.</p>

Accessing Live Help

Overview The **Live Help** functionality is not available for Wholesale customers; please contact the Wholesale National Service Delivery Center at 1-800-291-7707 for assistance.

Logging Out

Overview You may log out of the **Qwest Control** system by accessing the logout link at the top of any screen within the system.

Procedure Follow the steps in the procedure below to **logout** of the Qwest Control system.

Step	Action
1	<p>To log out of the Qwest Control system, click the logout link (logout) at the top of the screen</p> <p>Result: The Thank You screen appears.</p> Log in again?', and 'Wondering where to go next? Check out what's new in Qwest '. At the bottom is the Qwest logo with the tagline 'Spirit of Service™'." data-bbox="338 468 866 630"/>