

# Chapter 1: Getting Started

## Overview

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

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**In this Chapter** This chapter contains the following topics.

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## Configuring Your Browser

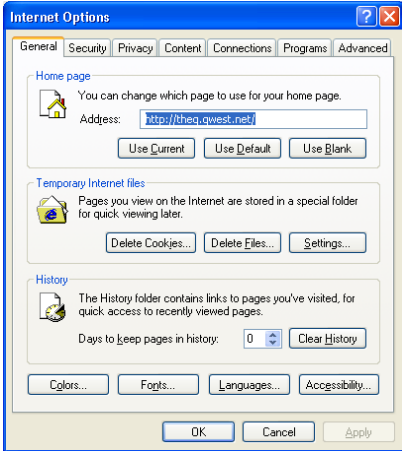

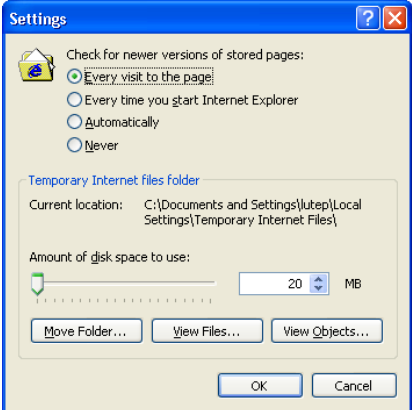
### Introduction

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

**Note:** If your browser is **Netscape or Firefox**, 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.

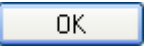
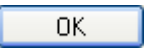
Step	Action
1	<p>From the <b>Tools</b> menu, select <b>Internet Options</b>.</p> <p><b>Result:</b> The <b>Internet Options</b> window appears.</p> 
2	<p>From the <b>Temporary Internet Files</b> section of the <b>General</b> tab, click .</p> <p><b>Result:</b> The <b>Settings</b> window appears.</p> 

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## Configuring Your Browser, Continued

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### Procedure (continued)

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

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## Adding Trusted Sites

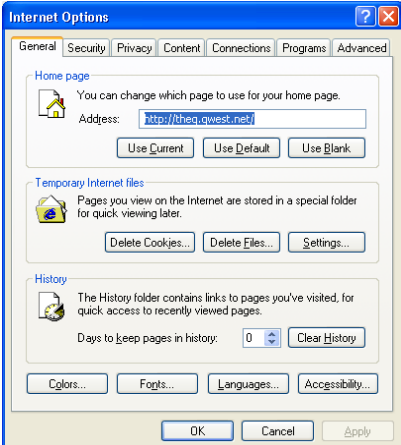
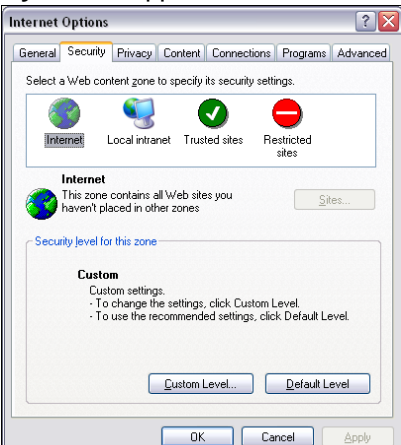
### Introduction

In order for the **Control Center** 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.centurylink.com>
- <https://rmc.centurylink.com>

### Procedure


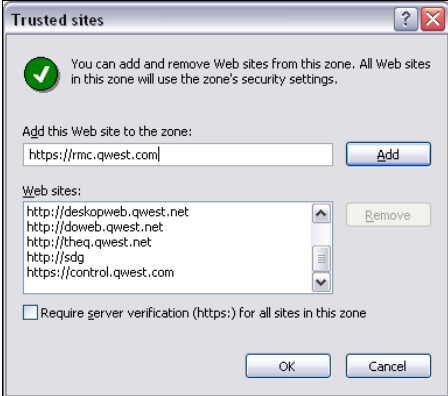

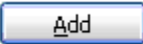
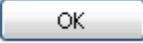
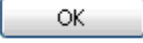
Follow the steps in the procedure below to designate your **Trusted Web Sites**.

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

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## Adding Trusted Sites, continued

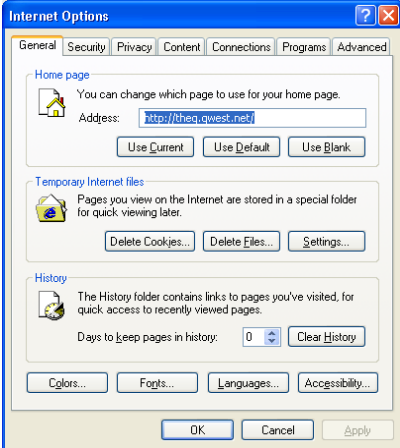
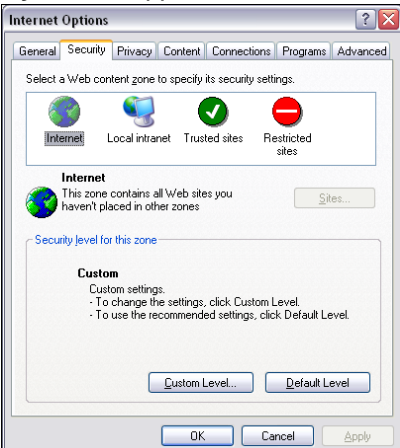
### Procedure (continued)

Step	Action
3	From the <b>Security</b> screen, click on the <b>Trusted Sites</b> (✓) icon.
4	<p>Click .</p> <p><b>Result:</b> The <b>Trusted Sites</b> window appears.</p> 
5	In the <b>Add this Web site to the zone</b> field, enter <a href="https://control.centurylink.com">https://control.centurylink.com</a> .
6	Click  .
7	In the <b>Add this Web site to the zone</b> field, enter <a href="https://rmc.centurylink.com">https://rmc.centurylink.com</a> .
8	Click  .
9	Click  .
10	<p>Click .</p> <p><b>Result:</b> The Control Center 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 Control Center or Remote Control applications, this section provides you instructions on how to proceed with this setting.


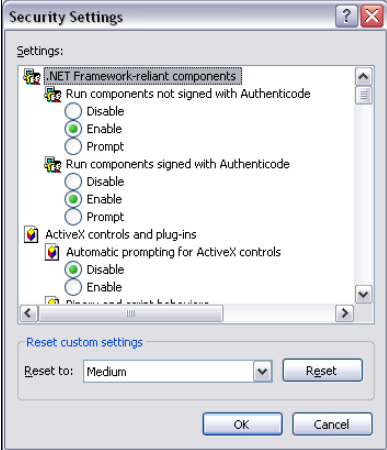

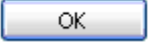
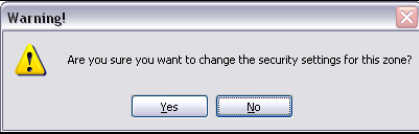
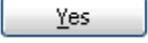
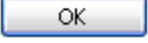
**Procedure** Follow the steps in the procedure below to define your **Download** settings.

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

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## Enabling Automatic File Downloads, continued

### Procedure (continued)

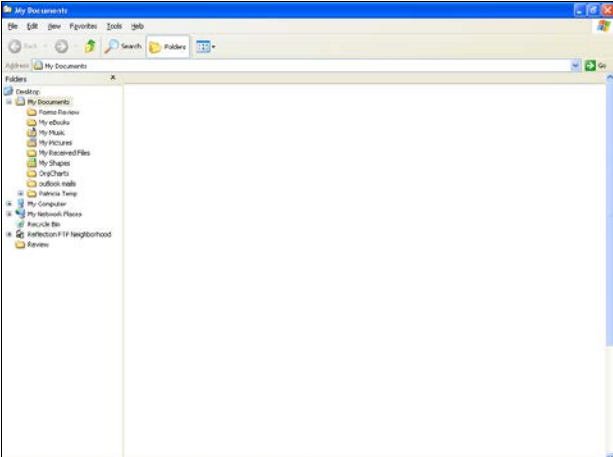
Step	Action
3	<p>From the <b>Security</b> screen, click .</p> <p><b>Result:</b> The <b>Security Settings</b> window appears.</p> 
4	From the <b>Security Settings</b> window, locate the <b>Download</b> (  ) options.
5	From the <b>Automatic prompting for file downloads</b> option, click on the <b>Enable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

## Pop-Up Blocker Settings (Without)

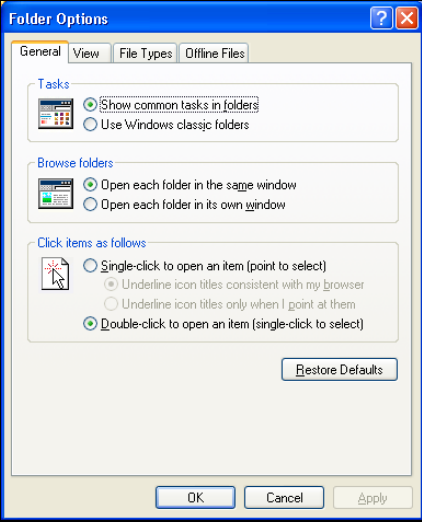
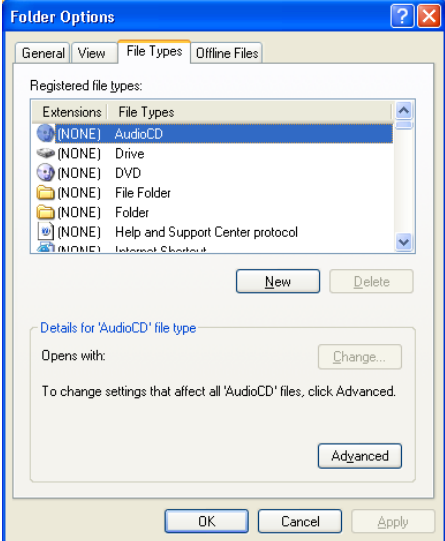
**Procedure** For users **without a Pop-Up Blocker**, please follow the steps in the procedure below to configure your settings.

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

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## Pop-Up Blocker Settings (Without), continued

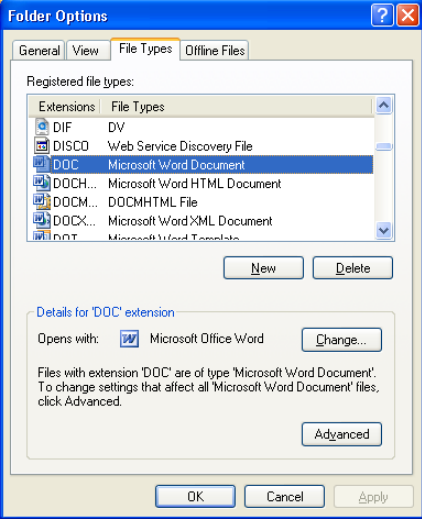
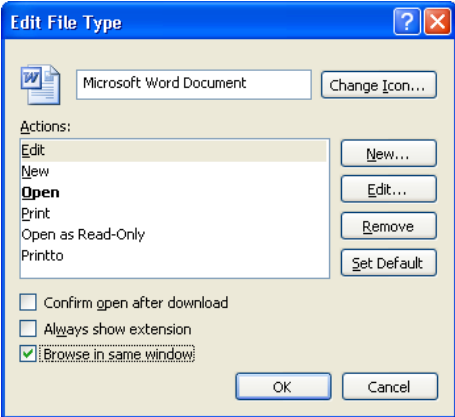
Procedure (continued)

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

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## Pop-Up Blocker Settings (Without), continued

Procedure (continued)

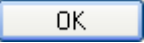

Step	Action
4	<p>From the <b>Registered file types</b> section of the <b>File Types</b> tab, search for the <b>DOC</b> extension</p> <p><b>Result:</b> The <b>Folder Options</b> window appears.</p> 
5	<p>From the <b>File Type</b> tab, select <b>Advanced</b>.</p> <p><b>Result:</b> The <b>Edit File Type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

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## Pop-Up Blocker Settings (Without), continued

**Procedure**

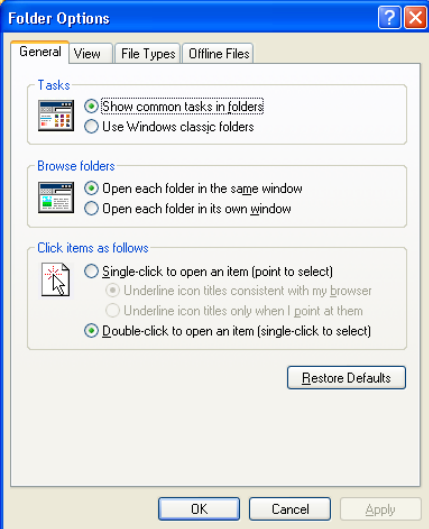
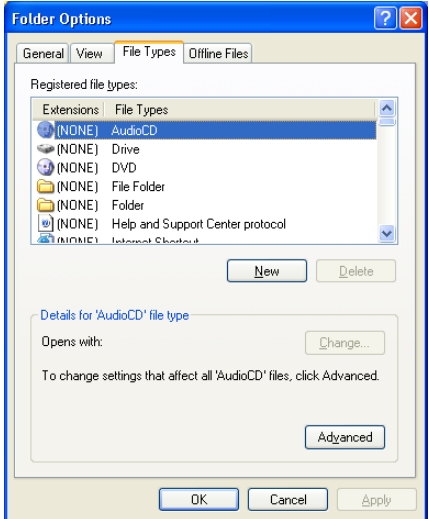
(continued)

Step	Action
7	Click  .  <b>Result:</b> Windows Explorer records your selection and closes the <b>Edit File Type</b> window, returning you to the <b>Folder Options</b> window.
8	Click  .  <b>Result:</b> Windows Explorer commits all the selections you made and closes the <b>Folder Options</b> window.  <b>Note:</b> 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 <a href="#">section</a> for each file type.



## Pop-Up Blocker Settings (With), continued

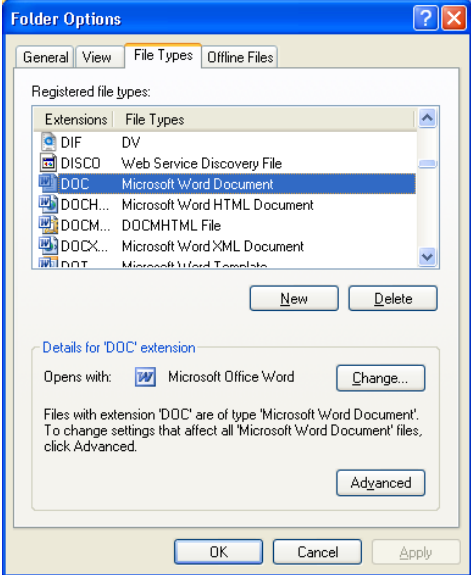
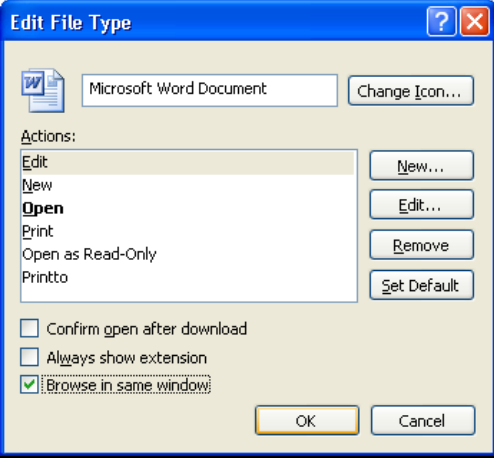
Procedure (continued)

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

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## Pop-Up Blocker Settings (With), continued

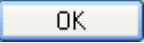
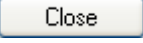
Procedure (continued)

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

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## Pop-Up Blocker Settings (With), continued

**Procedure** (continued)

Step	Action
7	From the <b>Edit File Type</b> window, uncheck the <b>Always show extension</b> option.
8	From the <b>Edit File Type</b> window, check the <b>Browse in same window</b> option.
9	Click  .  <b>Result:</b> Windows Explorer records your selection and closes the <b>Edit File Type</b> window, returning you to the <b>Folder Options</b> window.
10	Click  .  <b>Result:</b> Windows Explorer commits all the selections you made and closes the <b>Folder Options</b> window.  <b>Note:</b> 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 <a href="#">section</a> for each file type.

## Control Center Login Page

### Description

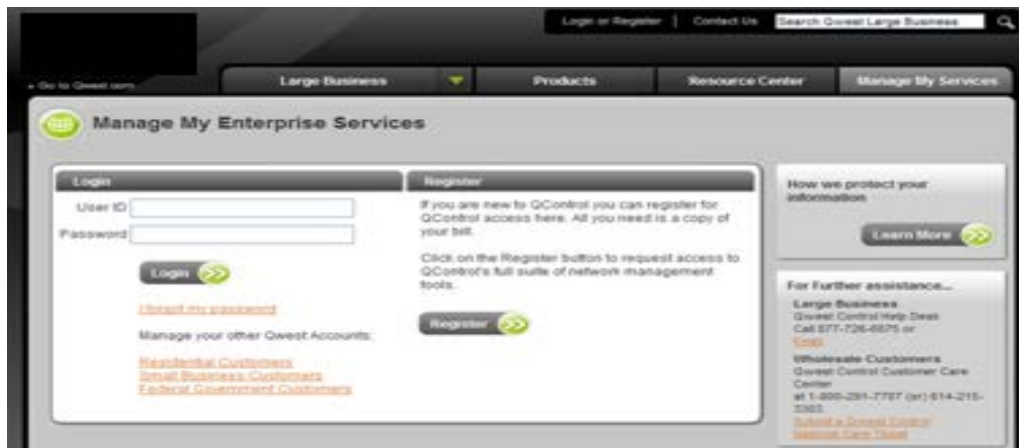
The **Control Center Login** page provides you a welcome to the Control Center application, access to a demo of the system, information on self registration, the ability to request a new password, access to contact information and general CenturyLink information at your fingertips; including:

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


**Note:** The “**Find a CenturyLink 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 CenturyLink representative.

### Example

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



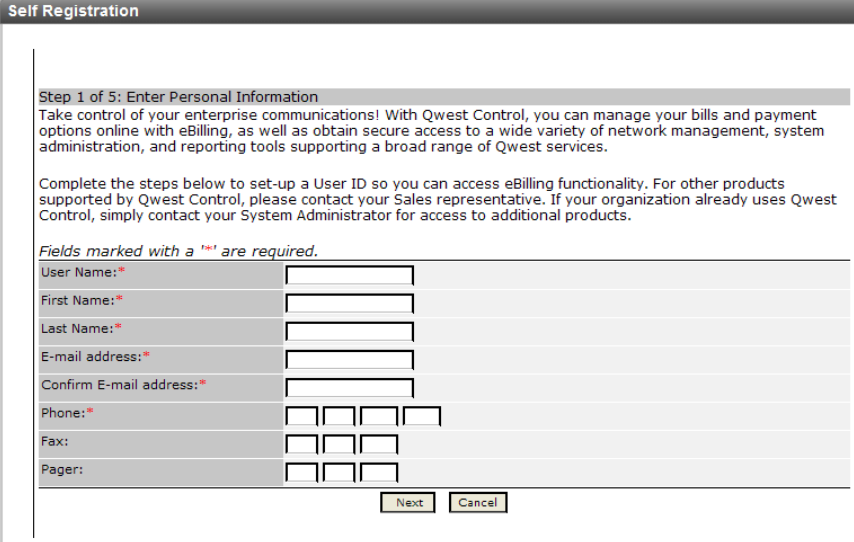


3	<p>From the <b>drop down</b> screen, select <b>Wholesale</b>. <b>Result:</b> The <b>Wholesale Landing Page</b> screen appears.</p> 
4	<p>From the <b>Wholesale Landing Page</b> screen, you can click on <b>Products &amp; Services, Customer Service or Manage My Account</b>. If you want to find the Qcontrol user guides select <b>Manage My Account</b>. Under the Qcontrol section click on <a href="#">Click here to view the Control Center User Guides</a>.</p>

## Self Registration

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

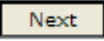
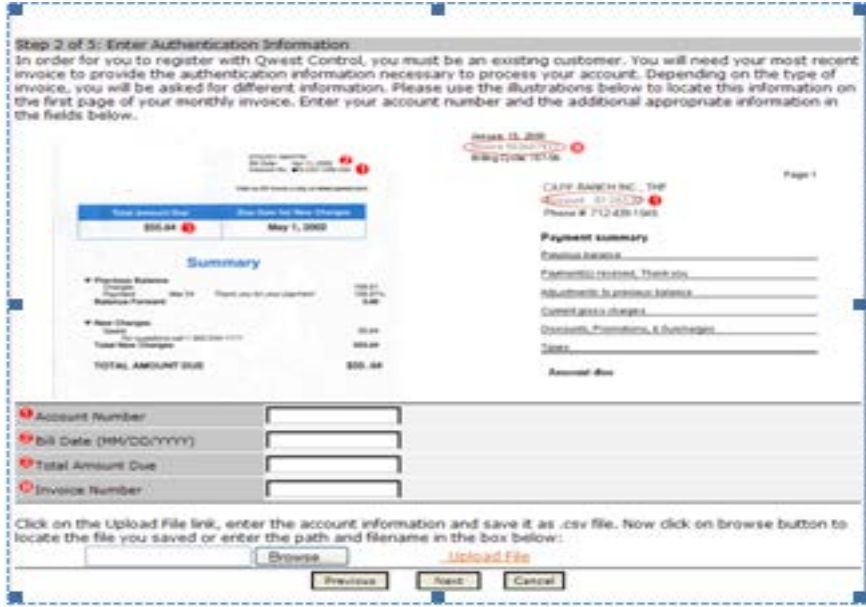
Follow the steps in the procedure below to self register for access to the Control Center system.

Step	Action
1	<p>From the <b>Control Center Log In</b> page, click on the <b>Register &gt;&gt;</b> button.</p> <p><b>Result:</b> 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"> <li>• Enter a username, hopefully something that is rememberable</li> <li>• Enter your first name</li> <li>• Enter your last name</li> <li>• Enter your email address</li> <li>• Enter your phone number</li> <li>• Enter fax and pager</li> </ul>

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# Self Registration, continued


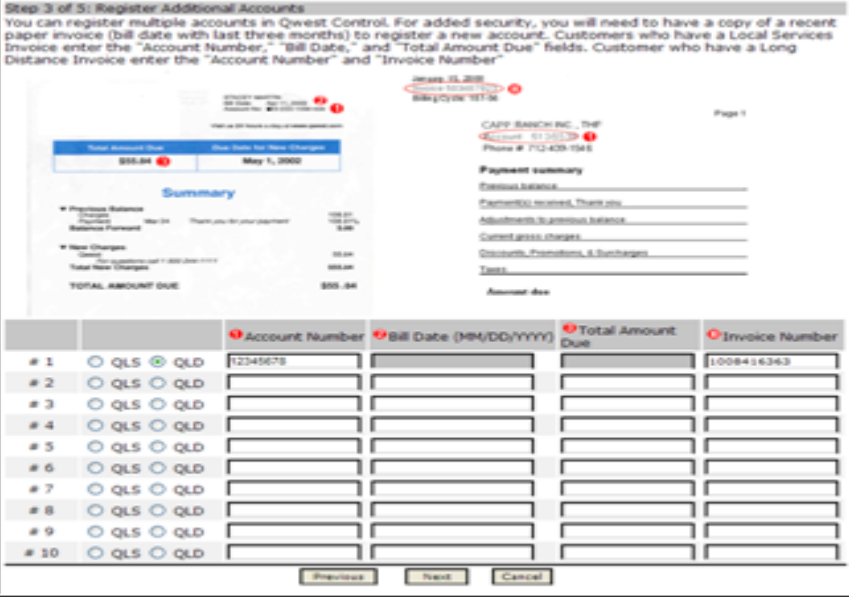
Procedure (continued)

Step	Action
2	<p data-bbox="548 449 721 485">Click </p> <p data-bbox="548 527 993 562"><b>Result:</b> Step 2 of 5 screen appears</p> <div data-bbox="548 596 1409 1199" style="border: 1px dashed gray; padding: 5px;">  </div> <p data-bbox="548 1245 1409 1304"><u>Follow the steps and fill in the fields with an Account Number and Invoice Number</u></p>

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# Self Registration, continued

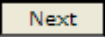



Procedure (continued)

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

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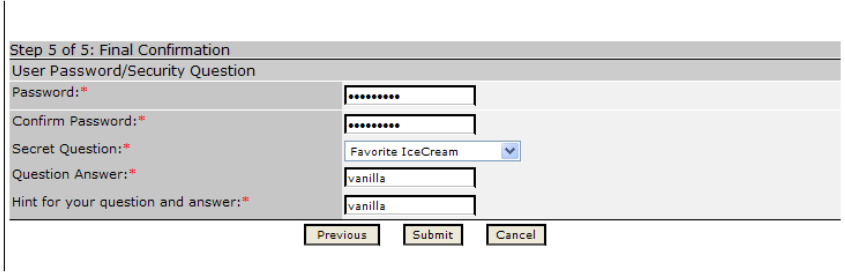
## Self Registration, continued

## Procedure (continued)

Step	Action																						
4	<p data-bbox="548 342 722 373">Click </p> <p data-bbox="548 415 993 447"><b>Result:</b> Step 4 of 5 screen appears</p> <div data-bbox="553 506 1398 898" style="border: 1px solid black; padding: 5px;"> <p data-bbox="560 548 732 569"><b>Step 4 of 5: Verification</b></p> <p data-bbox="560 569 1382 617">Shown below is a summary of the registration information you entered during the process. Please review this information for accuracy before completing the registration. You may use the Back button to navigate to screens on which you may wish to make changes. Click the Next button to complete the registration process.</p> <p data-bbox="560 617 786 638"><b>Verify Registration Information</b></p> <table border="1" data-bbox="560 638 1390 779"> <tr><td>User ID</td><td>selfregister99</td></tr> <tr><td>First Name</td><td>Self</td></tr> <tr><td>Last Name</td><td>Register</td></tr> <tr><td>E-mail address</td><td>emailaddress@account.com</td></tr> <tr><td>Telephone Number</td><td>(303) 992-1234</td></tr> <tr><td>Fax Number</td><td></td></tr> <tr><td>Pager</td><td></td></tr> </table> <p data-bbox="560 779 711 800"><b>Account Information</b></p> <table border="1" data-bbox="560 800 1390 842"> <thead> <tr> <th>Account Number</th> <th>Bill Date (MM/DD/YYYY)</th> <th>Total Amount Due</th> <th>Invoice Number</th> </tr> </thead> <tbody> <tr> <td>Account 1</td> <td>123456789</td> <td></td> <td>1008416363</td> </tr> </tbody> </table> <p data-bbox="857 848 1094 869" style="text-align: center;">    </p> </div> <p data-bbox="548 947 1370 1012"><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>	User ID	selfregister99	First Name	Self	Last Name	Register	E-mail address	emailaddress@account.com	Telephone Number	(303) 992-1234	Fax Number		Pager		Account Number	Bill Date (MM/DD/YYYY)	Total Amount Due	Invoice Number	Account 1	123456789		1008416363
User ID	selfregister99																						
First Name	Self																						
Last Name	Register																						
E-mail address	emailaddress@account.com																						
Telephone Number	(303) 992-1234																						
Fax Number																							
Pager																							
Account Number	Bill Date (MM/DD/YYYY)	Total Amount Due	Invoice Number																				
Account 1	123456789		1008416363																				

*Continued on next page***Self Registration**, continued



## Procedure (continued)

Step	Action
5	<p>Click </p> <p><b>Result:</b> Step 5 of 5 screen appears</p>  <p><u>Key in a password. Password must include a number.</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><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>

*Continued on next page*

## Self Registration, continued

**Procedure** (continued)


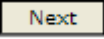

Step	Action
6	<p>Click </p> <p><b>Result:</b> A confirmation page will appear. Once your CSA approves your request you will then be able to login into Qcontrol</p> <p style="text-align: center; color: green;">Congratulations! Your new account(s) has been added. Your login information shall be e-mailed to you.</p> <p style="text-align: center;">Your <b>userid: selfregister99</b></p> <p style="text-align: center;">If you need immediate assistance, please call 1-877-726-6875 or 1-877-QCONTRL</p> <p style="text-align: center;"></p>

## Requesting a New Password

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

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

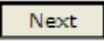
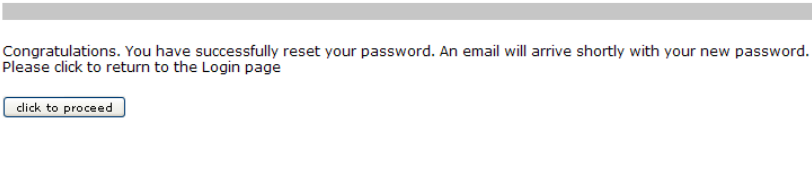
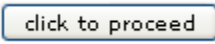
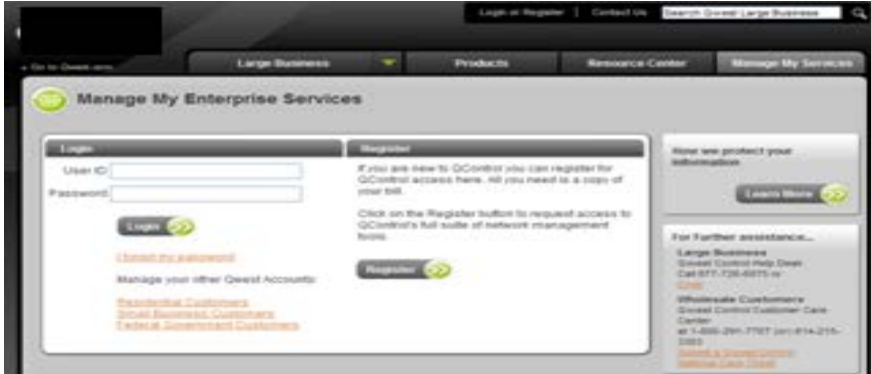
Step	Action
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1	<p>From the <b>Control Center Log In</b> page, click on the <b><u>I forgot my password</u></b> link.</p> <p><b>Result:</b> The <b>Forgot Password</b> screen appears.</p> 
2	In the <b>Username</b> field, enter your Control Center username.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

*Continued on next page*

## Requesting a New Password, Continued



**Procedure** (continued)

Step	Action
6	Click   <b>Result:</b> A confirmation screen will appear  
7	Click =
8	Click   <b>Result:</b> The <b>Control Center Log In</b> page appears with a message indicating your new password has been emailed to you.  
9	Once you have obtained your new password from your email application, enter your <b>Username</b> in the <b>Control Center Log In</b> page.
10	In the <b>Password</b> field, enter your new password.

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## Requesting a New Password, Continued


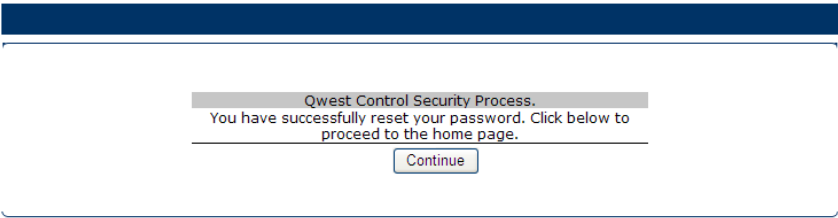
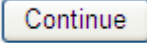

**Procedure** (continued)

Step	Action
11	<p>Click  .</p> <p><b>Result:</b> The <b>Reset Your Password</b> screen appears.</p> 
12	In the <b>Current Password</b> field, enter the new password provided.
13	<p>In the <b>New Password</b> field, enter your desired password.</p> <p><b>Note:</b> Passwords in Control Center 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.</p>
14	In the <b>Confirm Password</b> field, enter your desired password exactly as you entered it in the <b>New Password</b> field.
11	
12	

*Continued on next page*

## Requesting a New Password, Continued

**Procedure** (continued)

Step	Action
13	In the <b>Current Password</b> field, enter the new password provided.
14	In the <b>New Password</b> field, enter your desired password.  <b>Note:</b> Passwords in Control Center 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.
15	In the <b>Confirm Password</b> field, enter your desired password exactly as you entered it in the <b>New Password</b> field.
16	Click  .  <b>Result:</b> The confirmation screen appears 
17	Click  .  <b>Result:</b> The <b>Control Center Home</b> page appears. 

## Accessing Control Center

### Overview

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

<https://control.centurylink.com>

### Software License Agreement


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

### Passwords

Control Center 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 **Control Center** system.



Step	Action
1	<p>In your browser's <b>Address</b> bar, enter the URL for the Control Center system.</p> <p><b>Result:</b> The <b>Control Center Log In</b> page appears.</p> 
2	<p>In the <b>Username</b> field, enter your unique user identifier.</p> <p><b>Note:</b> 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 <b>Password</b> field, enter your password.</p>

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## Accessing Control Center, Continued

### Procedure

(continued)

Step	Action
4	<p data-bbox="548 453 766 520">Click .</p> <p data-bbox="548 548 1360 611"><b>Result:</b> Control Center verifies your user information. If you entered everything correctly, the <b>Control Center Home</b> page appears.</p>  <p data-bbox="548 863 1386 982"><b>Note:</b> 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

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### Overview

Control Center defines several permissions for both the Control Center 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.

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### 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 Control Center and Remote Control functionality a permission must be assigned to the user for both applications by the CSA.

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### Passwords

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

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

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### Control Center Permissions

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

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

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## Permissions, continued

### Control Center Permissions (continued)

Permission Name	Description
<b>eBill Basic User Group</b>	Members of this group have view only access to the eBilling information.
<b>Hosting Admin User Group</b>	Members of this group have comprehensive access to the Control Center functionality for this product (both present and future).
<b>Hosting Basic User Group</b>	Members of this group have view only access to the Hosting product information.
<b>IP Configuration User Group</b>	Members of this group can create and monitor IP configuration requests. Configuration requests can be IP Addressing, Routing or DNS requests.
<b>iQ-DIA Admin User Group</b>	Members of this group have comprehensive access to the Control Center functionality for this product (both present and future).
<b>iQ-DIA Basic User Group</b>	Members of this group have view only access to the iQ-DIA product information.
<b>Repair Admin User Group</b>	Members of this group have comprehensive access to Repair features (both present and future).
<b>Repair Advanced User Group</b>	Members of this group can create and modify repair tickets.
<b>Repair Basic User Group</b>	Members of this group have view only access to repair tickets.
<b>Toll Free Admin User Group</b>	Members of this group have comprehensive access to the Toll Free product features.
<b>Toll Free Advanced User Group</b>	Members of this group can view and modify Toll Free features and functions.
<b>Toll Free Basic User Group</b>	Members of this group have view only access to Toll Free product information.
<b>User Management Group</b>	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.

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

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## Navigating Control Center

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### Overview

Each tool in Control Center is structured into levels that allow quick and easy access to your account information.

- **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.
- 

### Modules

The Control Center system consists of modules including the following:

- **Home:** General Control Center Notices
  - **Services:** Detailed product information including Inventory, statistics, and configurations.
  - **Billing:** View bills and run summary reports.
  - **Repair:** View and enter repair tickets for your products.
  - **Administration:** Create and manage your users of Control Center.
  - **Remote Control:** Provides a seamless login to the Remote Control system.
- 

### Applications

Applications are independent systems within each Control Center Module. The Control Center 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 Control Center, continued

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**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.

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**Screens** Screens are the lowest level of navigation in the Control Center 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.

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**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.

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## Control Center Landing Page Module

### Introduction

The **Control Center** landing page provides you access to all the modules of the Control Center system. The Home page is divided into two main quadrants; the left side has access to Services, Billing, Repair, and Administration. The rest of the page is dedicated to the message center and portlets. The portlets are customizable windows for your services.

In addition to these quadrants, you can also access Help (which includes Click to Chat), Contacts, Profile, and tabs to the Wholesale home page, Products & Services, Customer Service, and Manage My Account from the Control Center Landing page.

**NOTE:** Once you have navigated away from the landing page you can always return to the landing page by clicking on the **Qcontrol** in the upper right and side or clicking on the Manage My Account.

### Sections and Descriptions

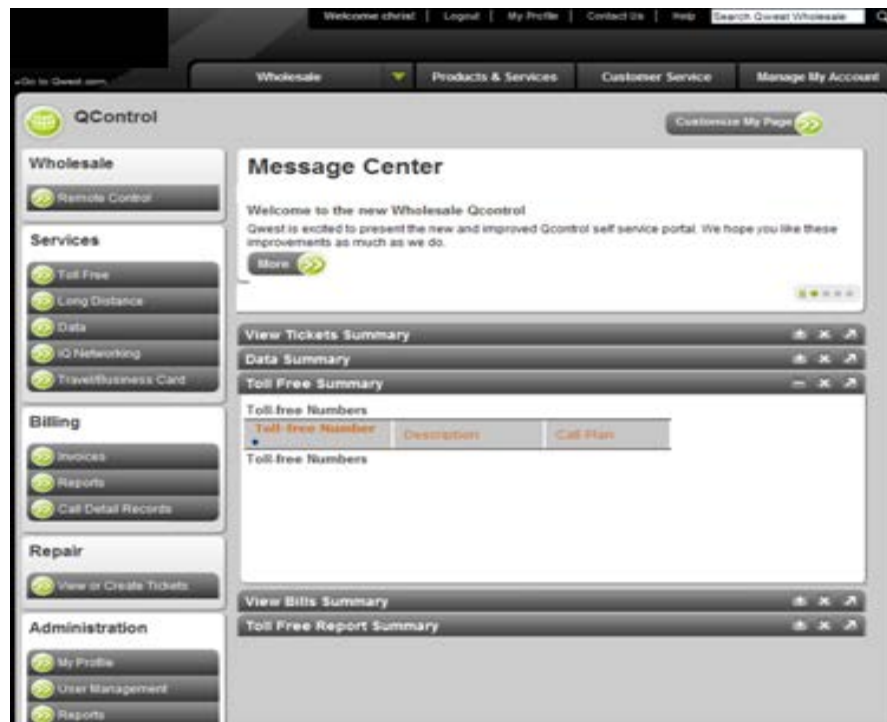
The table below describes the sections displayed on the **Landing Page** module.

Section	Description
<b>Logout</b>	This link that is located in the top middle section of the screen, allows you to log out of the Control Center system.
<b>My Profile</b>	The <b>My Profile</b> application allows you to manage your password, contact details and address information.
<b>Contact Us</b>	This link shows the Wholesale Contact Information. This can either be calling customer care, submitting a National Care Ticket, or Live Chat!
<b>Help</b>	This is a drop down that gives you access to Live Help (Click to Chat), main contact information, navigation to User Services Guide, and Help Content. You will also find your name, your company name, and the enterprise ID for the account.
<b>Tab bar</b>	These tabs allow direct access to the Wholesale .com site pages. This includes; <ul style="list-style-type: none"> <li>• <b>Wholesale</b> – Main Wholesale Home page</li> <li>• <b>Products &amp; Services</b> – Shows all Products and Services that wholesale offers</li> <li>• <b>Customer Service</b> – Main Wholesale page to contact us</li> <li>• <b>Manage My Account</b> – Allows navigation back to Qcontrol</li> </ul>
<b>Remote Control</b>	This allows seamless login into the Remote Control module
<b>Services</b>	This will allow access to the services that your CSA has granted you permission to for your enterprise.
<b>Billing</b>	Only accessible if you have been granted permission. This allows access to eBilling and Call Detail Records.
<b>Repair</b>	Only accessible if you have been granted permission. This allows access to create and view repair tickets.

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<b>Administration</b>	This will allow access to many modules which will vary based on the permissions granted to you by CSA. A full list of modules is located below.
<b>Message Center</b>	This section provides additional information about system enhancements, maintenance schedules and promotional details.
<b>Customize My Page</b>	This link allows users to re-add portlets that have been previously deleted from the landing page.

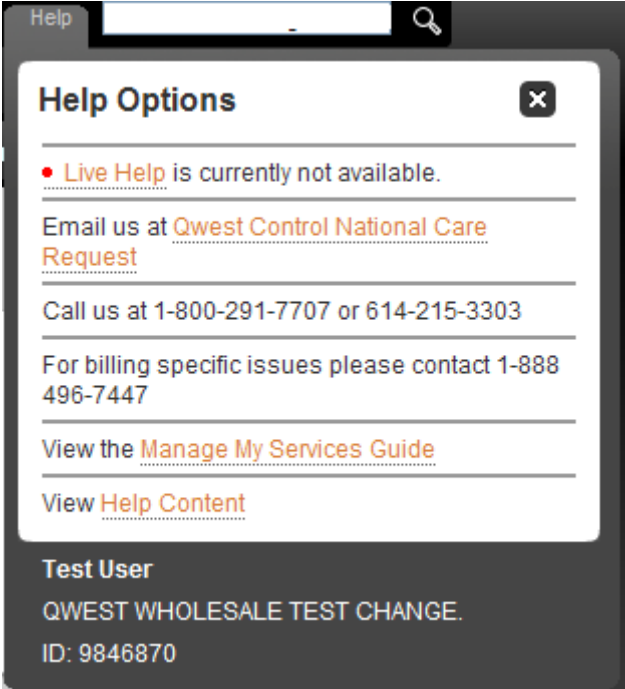
**Example** An example of the **Control Center Home** page appears below.



## Accessing Online Help

**Overview** Each Control Center module provides a help file. By clicking on the **Help** link at the top of each page You can then click on [Live Help](#), [Manage My Services Guide](#) or [Help Content](#).

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


Step	Action
1	<p>To access <b>Online Help</b> file for any screen, click the help link <b>Help</b> in the upper right hand side of the screen.</p> <p><b>Result:</b> The <b>Help</b> screen appears as a separate window on top of your current screen.</p> 
2	<p><a href="#">Live Help</a> will give you access to click to chat. <a href="#">Control Center National Care Request</a> will send a ticket to the national care center. <a href="#">Manage My Service Guide</a> gives access to the Qcontrol user guides. <a href="#">Help Content</a> will give you access Qcontrol Help system.</p>

## Accessing Live Help

**Overview** The **Live Help** functionality is available for Wholesale customers. This module will allow you to start a chat session with a CenturyLink wholesale service representative.

**Procedure** Follow the steps in the procedure below to access **Click to Chat**.

**Note:** Click to Chat is also available by clicking on Contact Us and clicking on the 'Go' button next to Live Chat!

Step	Action
1	<p>From the <b>Landing Page</b> module, click on the <b>Help</b> link.</p> <p><b>Result:</b> The <b>Help Options</b> drop down will appear.</p>  <p>The screenshot shows the QControl Wholesale interface. On the left, there are navigation tabs for 'Wholesale' and 'Services'. The main area is titled 'Message Center' and contains a welcome message. A 'Help Options' dropdown menu is open on the right side of the screen, displaying several options: 'Live Help is currently not available', 'Email us at [Email Control National Care Request]', 'Call us at 1-800-291-7767 or 614-216-3333', 'For billing specific issues please contact 1-888-496-7447', and 'View the Storage DR Service Guide'. At the bottom of the dropdown, it says 'Data Test' and 'QWEST WHOLESALE TEST CHARGE ID: 3646279'.</p>

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2

From the **Help Option** dropdown, click on the **Live Help** link. This is access to Click to Chat functionality. If a user is available to answer your chat you will see

- [Live Help](#) is available.

By clicking on the [Live Help](#) you will get a pop screen.

The screenshot shows a web browser window titled "Chat Window - Windows Internet Explorer provided by Qwe...". The address bar contains the URL "https://sales.liveperson.net/hc/1487128/?cmd=file&file=visitorWantsToChat&site=". Below the address bar, there is a "Live Chat by LIVEPERSON" banner. The main content area has a blue background and contains the following text: "To help us serve you better, please provide some information before we begin your chat. Required items indicated with \*." Below this, there are two input fields: "What is your name? \*" with the value "Test" and "Phone Number" with the value "3039921234". At the bottom right of the form area is a "Start Chat" button with a green arrow. On the right side of the chat window, there is a "Hello" greeting, a photo of a woman, and a security badge that says "This live chat is McAfee SECURE TESTED 22-MAR". The browser's status bar at the bottom shows "Local intranet" and "100%".

Fill in your name and select **Start Chat**. A chat session will be initiated with a CenturyLink wholesale representative.

*Continued on next page*

3

From the **Help Option** dropdown, click on the **Live Help** link. This is access to Click to Chat functionality. If there are no CenturyLink wholesale users available to answer your chat you will see

• **Live Help** is currently not available.

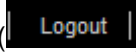
Clicking on the • **Live Help** will result in a chat window appearing for non-business hours. You can click on the URL embedded within the chat window and fill out a National care ticket.



## Logging Out

**Overview** You may log out of the **Control Center** 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 Control Center system.

Step	Action
1	<p>To log out of the <b>Control Center</b> system, click the <b>logout</b> link (  ) at the top of the screen</p> <p><b>Result:</b> The <b>Wholesale.com</b> screen appears.</p> 