Chapter 2:
Home / Landing Page

Overview

Introduction

The **Control Center Home/Landing Page** module provides you access to all modules within the system. This will provide you access to Remote Control, Services, Billing, Service Management including Repair, Configuration Changes and Circuit testing; Message center, access to Help & Training; and a link to contacts.

In this Chapter

This chapter contains the following topics.

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 sections; the left side has access to the Modules, as described above. The rest of the page is dedicated to the message center and portlets. The portlets are customizable windows for your services.

The top of the page has some quick access links, including Help (which includes Live Help Chat link), Contact Us (also includes Live Help Chat link), My Profile, and tabs to the Wholesale home page, Products & Services, Customer Service, and Manage My Account from the Control Center Landing page.

Sections and Descriptions

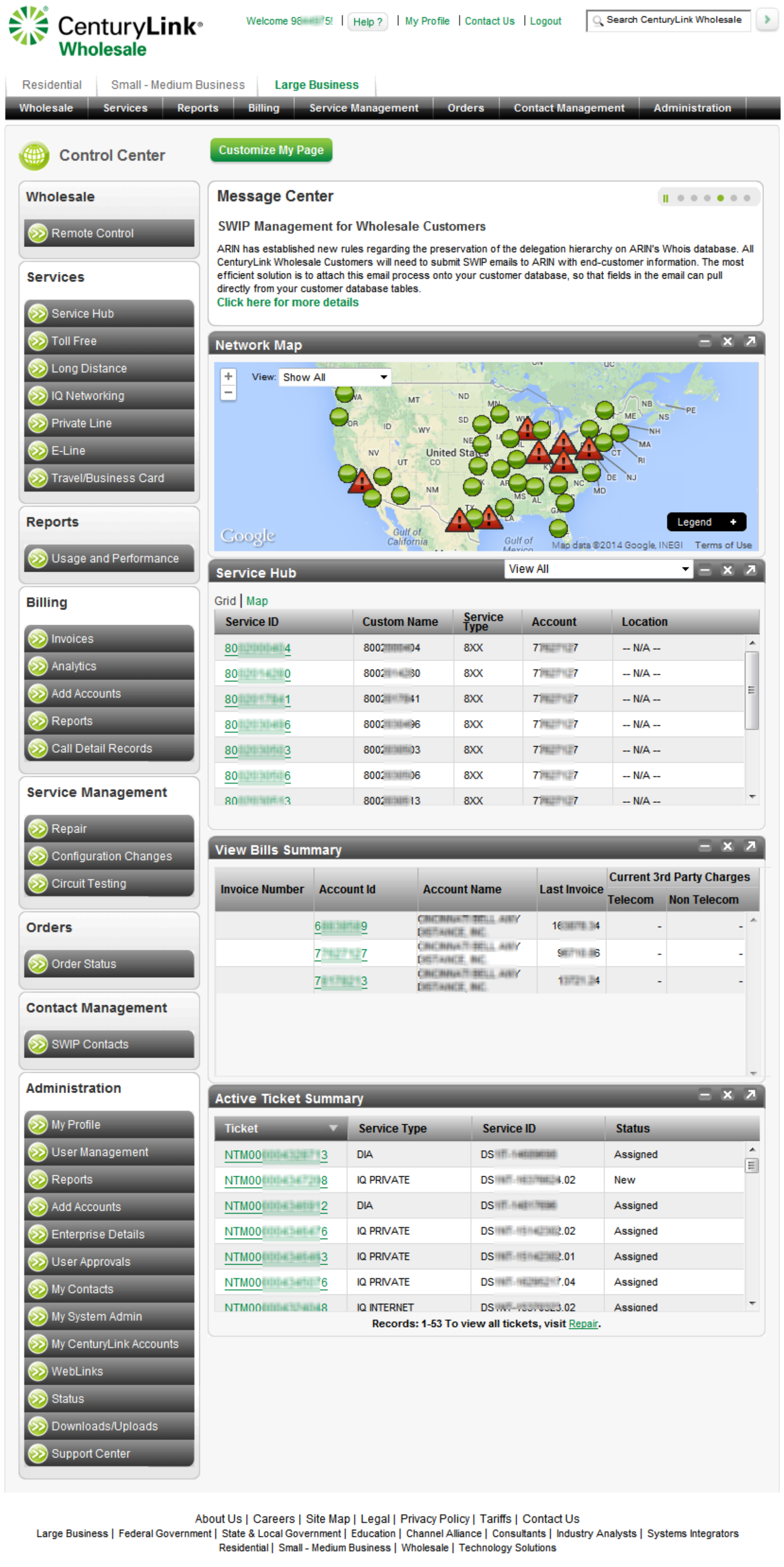
The table below describes the sections displayed on the **Home/Landing Page**.

Section	Description
Welcome Message	Locate the Welcome message at the top of the screen. It uses the first name on your profile.
	This is a drop down that gives you access to the following information: • Whois My System Administrator • Live Help (Click to Chat) • Email us at Control Center National Care Request • Call us at 1-800-291-7707 or 612-752-1397 • For billing specific issues please contact 1-888 496-7447 • View the Manage My Services Guide • View Help Content • View Control Center Guides **You will also find your name, your company name, and the enterprise ID for the account.**
My Profile	The **My Profile** application allows you to manage your password, contact details and address information.
Contact Us	This link shows the Wholesale Contact Information. This can either be calling customer care, submitting a National Care Ticket, or Live Chat!
Logout	This link, located at the top of the screen, allows you to log out of the Control Center system.
Megamenu	The megamenu is the gray bar across the top of all Control Center screens. It offers quick navigation to all menus and sub-menus of Control Center, from other page in the portal. Megamenu appearance is governed by user profile permissions. Contact your system administrator to have permissions applied to your profile.
Remote Control	This allows access into the Remote Control portal

Services	This will allow access to the services that your CSA has granted you permission to for your enterprise.
Reports	Usage and Performance/Network Performance
Billing	Only accessible if you have been granted permission. This allows access to eBilling and Call Detail Records.
Service Management	Only accessible if you have been granted permission for Repair, and/or IP Configuration. This module has the Repair, Configuration Changes and Circuit Testing applications.
Orders	Only accessible if you have been granted permission for Ordering. This allows self service of Order Status.
Administration	This will allow access to many applications which will vary based on the permissions granted to you by CSA. See the Accessing Administration Module section below for more information on available applications.
Message Center	This section provides additional information about system enhancements, maintenance schedules and promotional details.
Customize My Page	This link allows users to re-add portlets that have been previously deleted from the landing page.

continued on next page

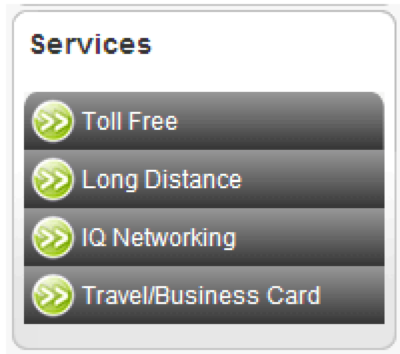
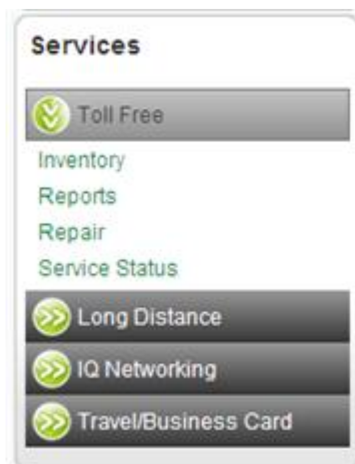
Example An example of the **Control Center Home** page appears below.



Accessing Services Module

Procedure

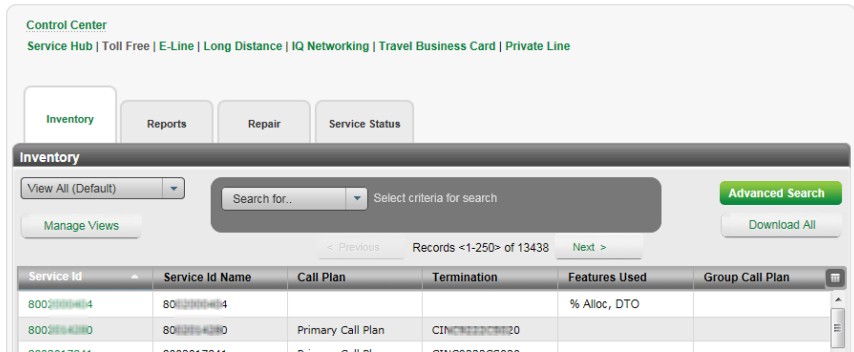
Follow the steps in the procedure below to access the **Services** Module from the home/landing page.

Step	Action
1	From the **Home/Landing Page**, locate the **Services** module. **Example**:  Click on the desired **Service** and a drop down list will appear. This allows direct navigation to the desired location. **Example:** 

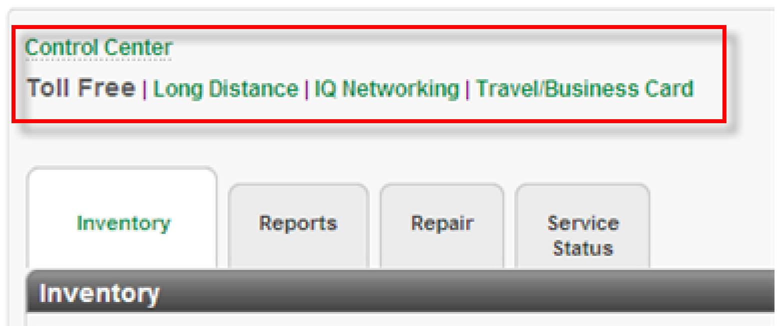
Continued on next page

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>
Click on the desired product link.

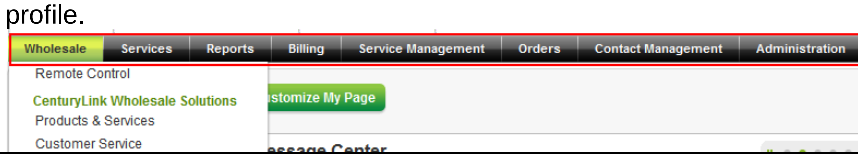
Result: The corresponding screen for the product you selected is displayed, in this case Toll Free inventory.



</td></tr>
<tr><td></td><td>
Note: you can return to the Control Center home/landing page by clicking the Control Center link. You can also navigate to other products in the Services module using these quick navigation links, without having to return to the home/landing page.



The megamenu offers quick navigation to all menus and sub-menus of Control Center, from any page in the portal. Appearance is governed by user profile permissions. Contact your system administrator to have permissions applied to your
profile.



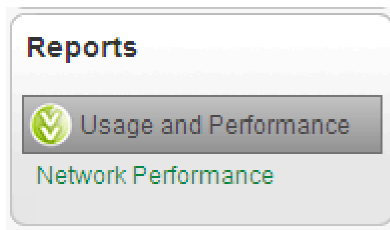
</td></tr>
</table>

Accessing Reports Module (Usage and Performance)

Introduction

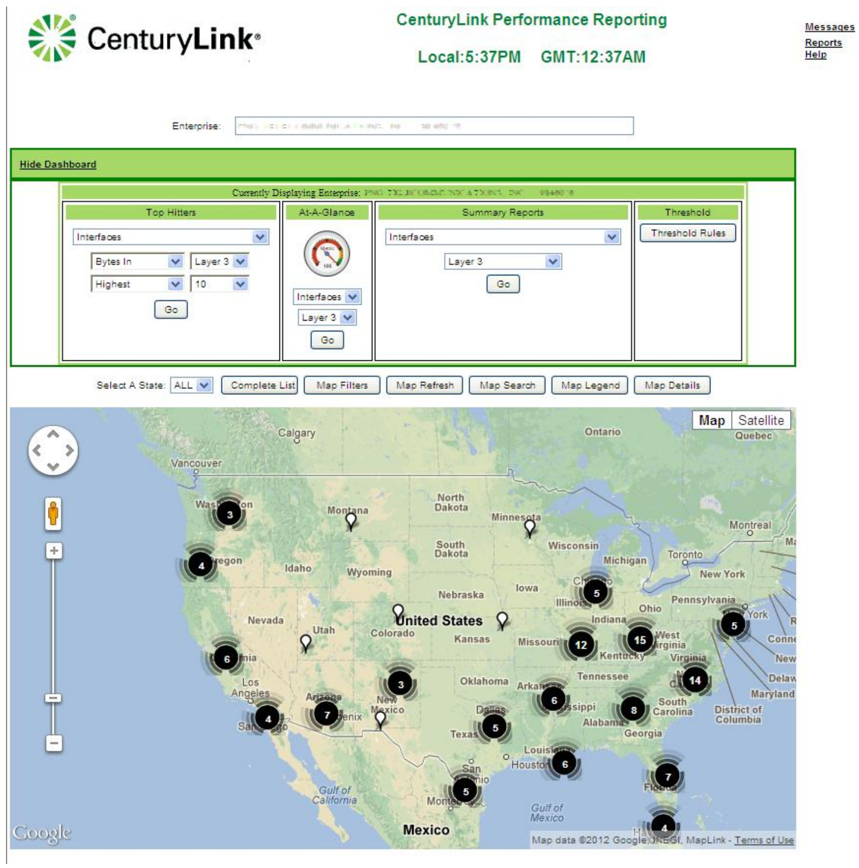
The Reports module features a Usage and Performance application. This Performance Reporting is displayed to users with correct permissions (namely IQ or Private Line. Contact your system administrator to have permissions applied to your profile). This tool is on demand and almost entirely read-only, featuring both Passive and Active Metrics.

This reporting is also available under other services such as iQ Networking, Private Line, etc. For detailed information, see **Chapter 6: iQ-DIA Application** User Guide.

Step	Action
1	From the **Home/Landing page**, locate the **Reports module**. Drop down **Usage and Performance**, and select **Network Performance**. 

<table>
<tr>
<td>2</td>
<td>

Result: A new window will open, displaying the CenturyLink Performance Reporting tool.



</td>
</tr>
</table>

Accessing Billing Module

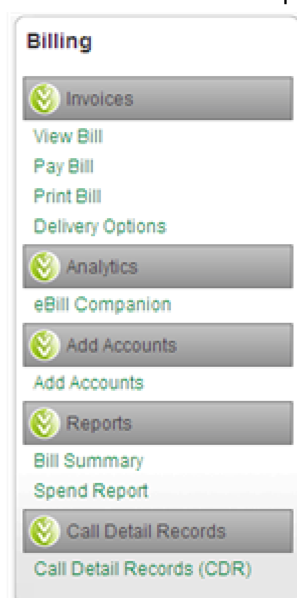
Procedure

Follow the steps in the procedure below to access the **Billing** Module from the home/landing page.

Note: eBill permissions are required to have access to this module and its functions. Contact your system administrator to have permissions applied to your profile.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Home/Landing page, locate the Billing module.

Example:


Click on the desired item on the list and the drop down will appear.


</td></tr>
<tr><td>2</td><td>Click on the desired Billing link to view bill, reports, CDRs, etc.
For more information, see Chapter 8: eBilling Module guide.</td></tr>
</table>

Accessing Service Management Module

Procedure Follow the steps in the procedure below to access the **Service Management** Module from the home/landing page.

Note: Repair and IP Configuration permissions are required to have access to this module and its functions. Contact your system administrator to have permissions applied to your profile.

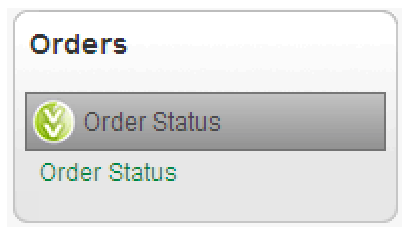
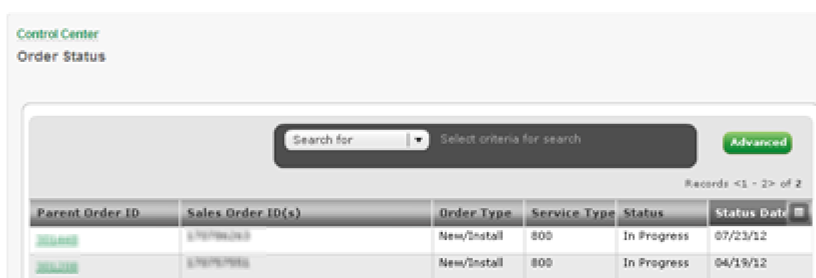
Step	Action
1	From the **Home/Landing page**, locate the **Service Management** module. **Example**:  Click on the desired item on the list and the drop down will appear. 
2	Click on the desired **Service Management** link to view and create Repair tickets, view and perform Configuration Changes, and view and perform Circuit Testing. For more information, see Chapter 9: Repair and Circuit Testing, and Chapter 10: Configuration Changes.

Accessing Orders Module

Introduction

The **Order Status** application in the **Orders** module provides a self-service view of the status of your order, based upon the job steps for your services. **Order Status** offers simple or advanced filter functions, and customization of the default view. **Order Status** will retain the data on Completed or Canceled orders for 90 days. New orders are picked up by the system three times a day. Job step updates are near-real time. For more information, see Chapter 11: Order Status User Guide.

Note: Ordering permissions are required to have access to this module and its functions. Contact your system administrator to have permissions applied to your profile.

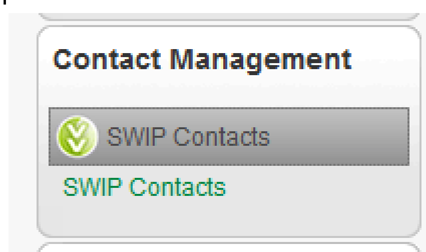
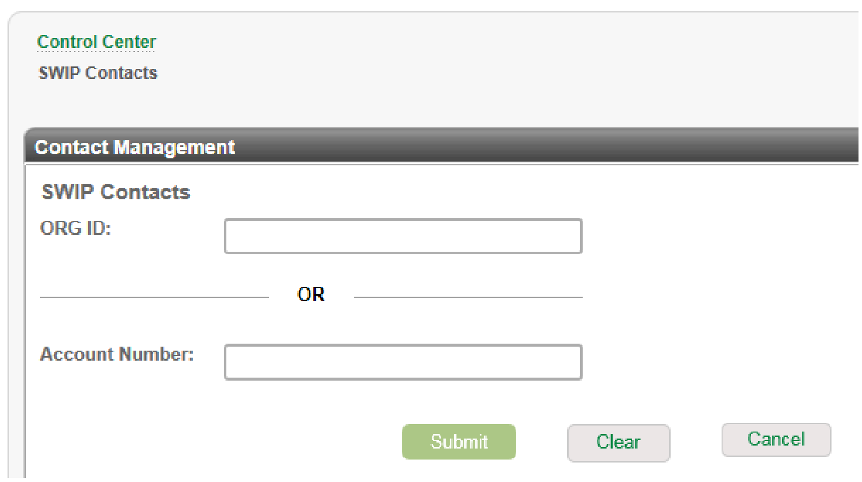
Step	Action
1	From the **Home/Landing page**, locate the **Orders module**. Drop down the **Order Status** application, and select the **Order Status** menu option. 
2	Result: the Order Status list is displayed.  For more information, see Chapter 11: Order Status User Guide.

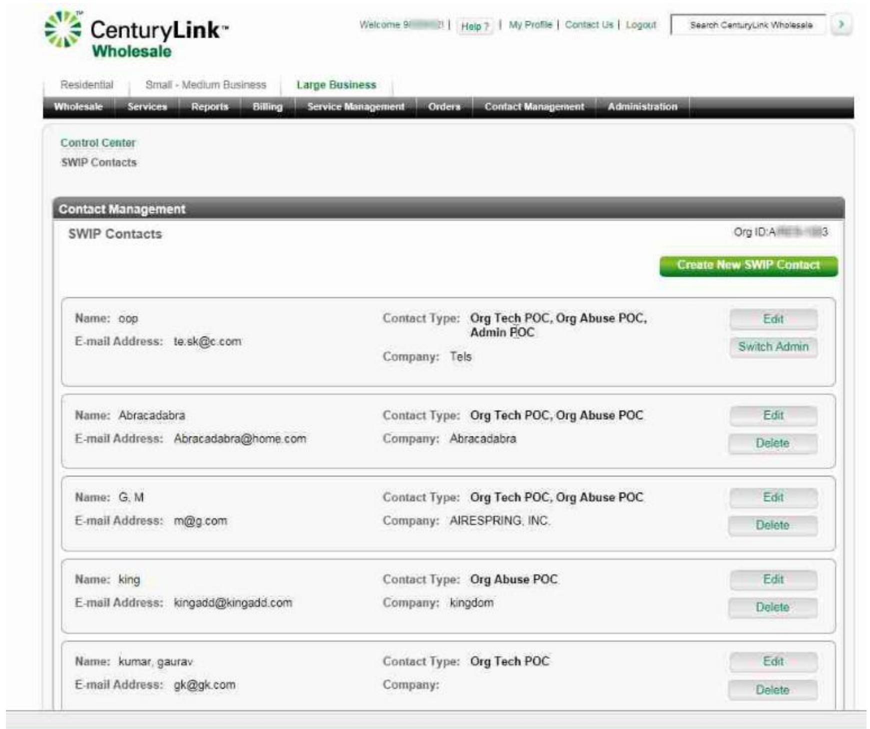
Accessing Contact Management Module

Introduction

The **SWIP Contacts** application in the **Contact Management** module provides a self-service portal to add/edit SWIP contacts - **applicable only when CenturyLink has created the Org ID for the customer**.

Note: Advanced and/or Admin permissions are required to have access to this module and its functions. Contact your system administrator to have permissions applied to your profile.

Step	Action
1	From the **Home/Landing page**, locate the **Contact Management module**. Drop down the **Contact Management** application, and select the **SWIP Contacts** menu option. 
2	Result: the SWIP Contacts search page is displayed.  Action: Search by ORG ID or Account Number. An account number will have only one ORG ID.

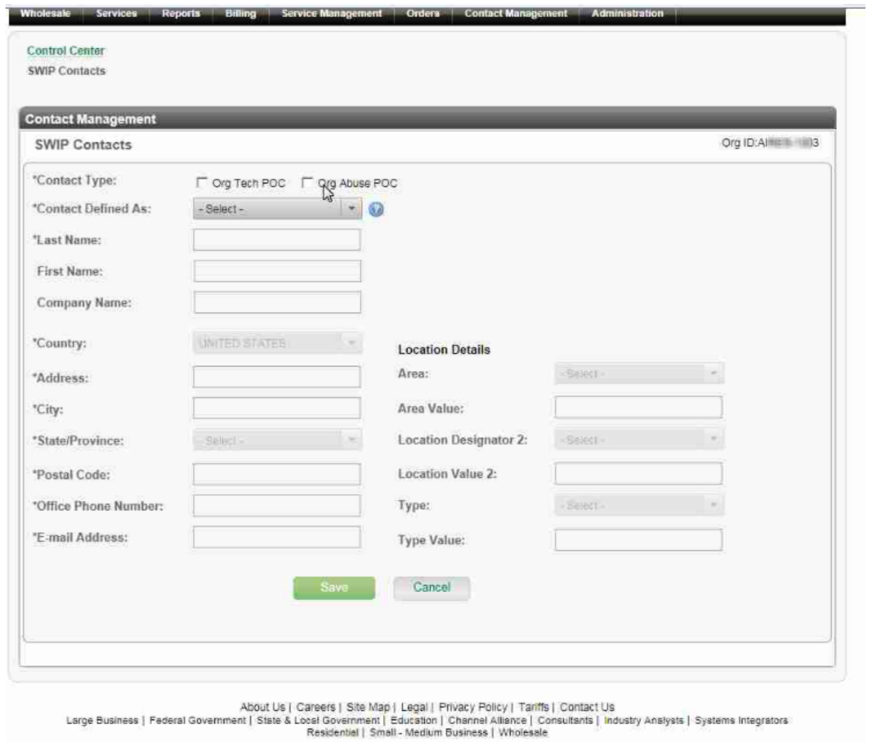
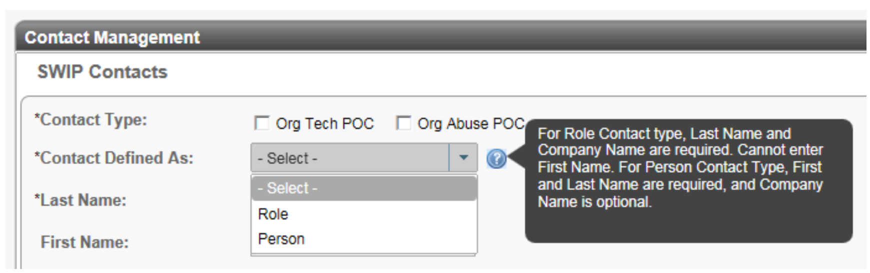
<table>
<tr>
<td>3</td>
<td>
Result: the SWIP Contacts list is displayed.


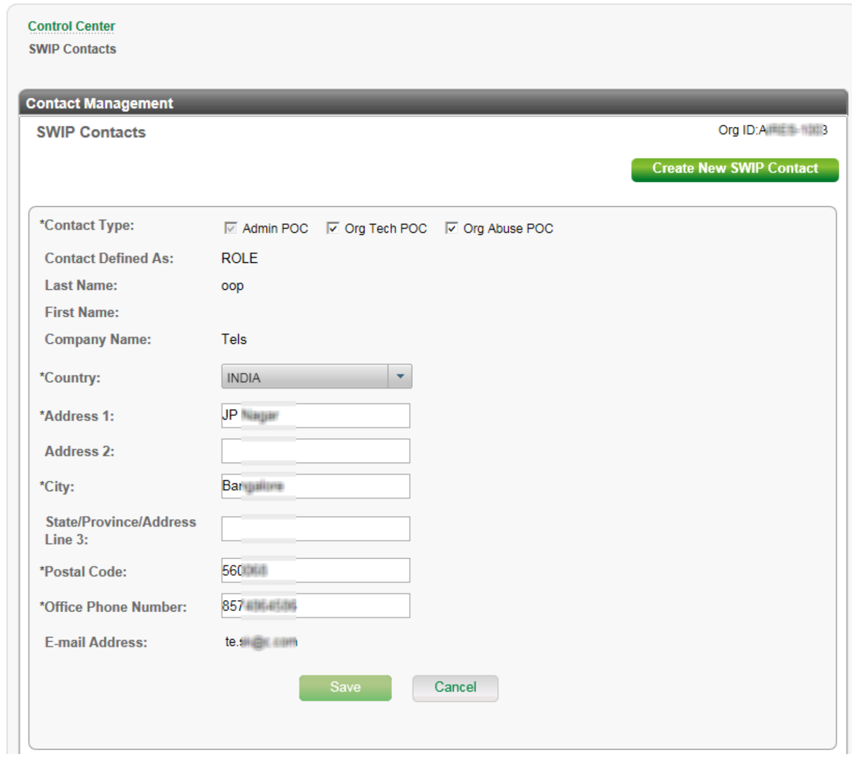
Contact Types:
Only one contact can be the Admin POC
Multiple contacts can be assigned as Org Tech POC and/or Org Abuse POC

Actions include:

Create New SWIP Contact
Edit existing contact
Delete existing contact
Switch Admin

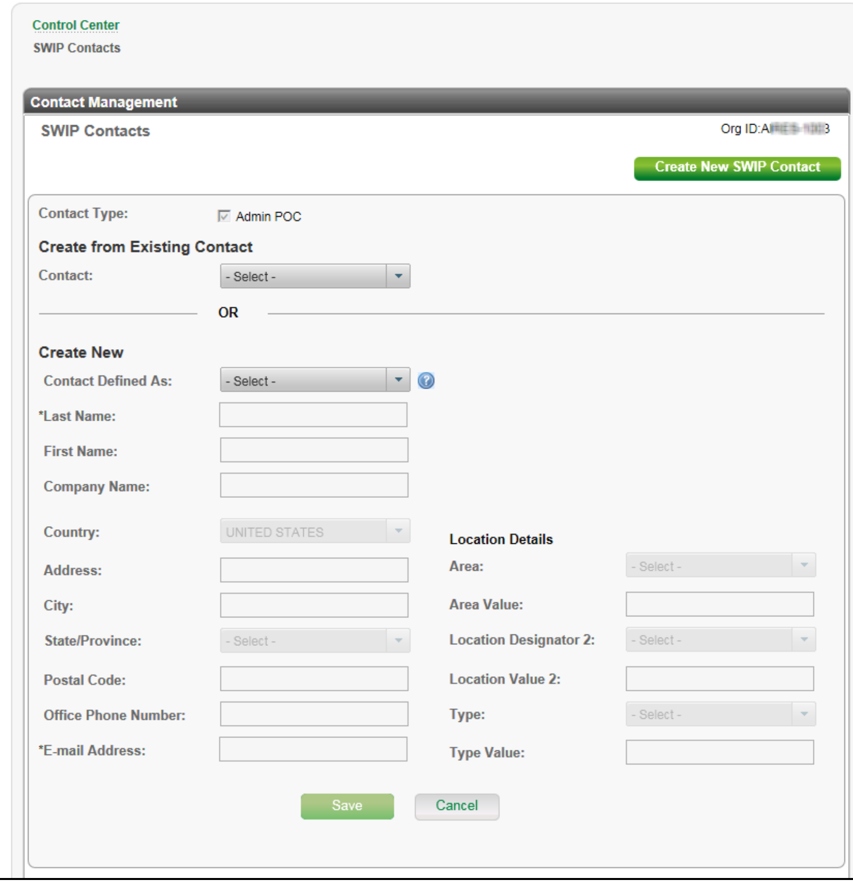
</td>
</tr>
</table>

4	Action: Click Create New SWIP Contact button. Result: SWIP Contacts fields are displayed.  Enter contact information and click Save button.  Contact Types: Only one contact can be the Admin POC Multiple contacts can be assigned as Org Tech POC and/or Org Abuse POC Contact Defined As: Role – Last Name and Company Name are required, cannot enter First Name (example of this would be a group such as a NOC) Person – Last Name and First Name are required, Company Name is optional

<table>
<tr>
<td>5</td>
<td>Action: Edit existing contact
Edit fields and save changes by clicking Save button.

</td>
</tr>
<tr>
<td>6</td>
<td>Action: Click Delete button on an existing contact:
Result: Delete Contact confirmation message window displays.


Select Confirm or Cancel.</td>
</tr>
</table>

<table>
<tr>
<td>7</td>
<td>
Action: Switch Admin
Select an existing contact, or enter new contact.
Click Save button. This will designate the contact as SWIP Admin POC.



</td>
</tr>
<tr>
<td>8</td>
<td>
Error Message
The information entered was not valid. Pleas correct and resubmit.

</td>
</tr>
</table>

Accessing Administration Module

Procedure

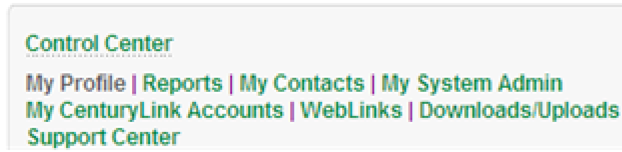
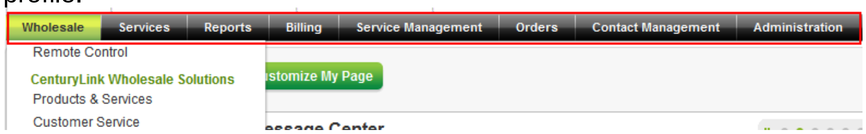
Follow the steps in the procedure below to access your **Administration** from the landing page.

Note: You need to be setup with appropriate user permissions to have access to all items in the administration section. Your CSA can assign you the correct permission as appropriate.

Step	Action
1	From the **Home/Landing page**, locate the **Administration** module. **Example**: 

Continued on next page

	Click on the desired **Service** and a drop down list will appear. This allows direct navigation to the desired location. **Example:** 
2	Click on the desired **Administration** link. • **My Profile** – Displays and allows you to edit your profile information and Secret Question/answer/hint; reset password • **Reports** – Request and view 8xx/1+(ANI)/Calling Card reports • **My Contacts** – Contacts can be created at Enterprise, Account, Location and Circuit level. Includes Responsible Individual, Proactive Notification, Site, Technical contact types. Also available under iQ Networking > Notify Contacts. • **My System Admin** – Provides list of users with administrative access • **My CenturyLink Accounts** – Provides list of accounts in your Enterprise • **Weblinks** – Includes links to Standard LATA/OCN Rates for Resellers and IDDD Calling Card Access Numbers • **Downloads/Uploads** – CARE, CDR, Miscellaneous, INT files • **Support Center** – Overview of the home/landing page

3	Note: you can return to the Control Center home/landing page by clicking the Control Center link. You can also navigate to other products in the Administration module using these quick navigation links, without having to return to the home/landing page.  The megamenu offers quick navigation to all menus and sub-menus of Control Center, from any page in the portal. Appearance is governed by user profile permissions. Contact your system administrator to have permissions applied to your profile. 

My Contacts in Administration Module

Introduction

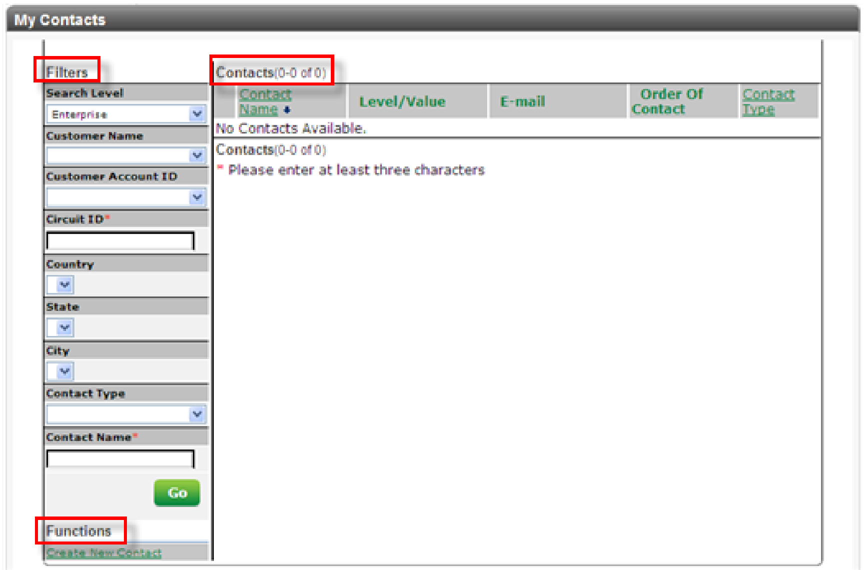
Contacts can be created at Enterprise, Account, Location and Circuit level. Includes Responsible Individual, Proactive Notification, Site, Technical contact types.

Also available under **iQ Networking > Notify Contacts**.

Procedure

To retrieve a filtered list of contacts, follow the steps below to apply your criteria to the **Contacts** list so that only those contacts you wish to see will appear:

Note: Steps 3 through 9 are optional. You only need to supply enough information to retrieve the contacts you want.

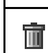
Step	Action
1	Navigate to **Administration**, **My Contacts**. This page is divided into three sections. The **Filters** section allows you to narrow the list of contacts so you can more easily find the contact(s) you want to see. The **Functions** section allows you to create a new contact. The **Contacts** section displays a list of contacts you can edit or delete. 
2	In the **Filters** section, select from the **Search Level** drop-down list the organizational grouping with which the contacts you seek are associated.
3	From the **Customer Name** drop-down list, select the common-language identifier for the customer with which the contacts you seek are associated.
4	From the **Customer Account ID** drop-down list, select the unique identifier for the customer account with which the contacts you seek are associated.
5	In the **Circuit ID** field, type the unique identifier for the service element with which the contacts you seek are associated. Note: You can type an asterisk (one of these - *) at the beginning or end of what you type here as a wildcard character. Wildcard characters allow you to type a partial value to see all items containing that string.
6	From the **Country** drop-down list, select the nation with which the customers you seek are associated.
7	From the State drop-down list, select the state or province with which the customers you seek are associated.
8	From the **City** drop-down list, select the name of the city with which the customers you seek are associated.
9	In the Contact Name field, type the identifier associated with the contacts you seek. Note: You can type an asterisk (one of these - *) at the beginning or end of what you type here as a wildcard character. Wildcard characters allow you to type a partial value to see all items containing that string.

10	Click Go button. **Result:** The system attempts to retrieve the contact records that match your criteria, then refreshes your browser window. When the page reappears, only those matching items should appear in the **Contacts** list. **Example**:

Fields and Descriptions

The table below describes the fields displayed on the **My Contacts** screen.

Field Name	Description
Filters Section	
Search Level	This drop-down list allows you to select the level at which you want to search for a contact. Values you may see include: ○ Enterprise ○ Customer Account ○ Location ○ Circuit ○ Contact Name **Note:** If you select **Location** or **Circuit**, you must also provide a Circuit ID.
Customer Name	This field allows you to select the customer name associated to the contact.
Customer Account ID	This field allows you to select the customer account identification associated to the contact.
Circuit ID	This field allows you to type the circuit identification associated to the contact or location.
Country	This field is available if the location search filter is selected. Type the country location associated to the contact.
State	This field is available if the location search filter is selected. Type the state location associated to the contact.
City	This field is available if the location search filter is selected. Type the city location associated to the contact.

Field Name	Description
Contact Type	This field lists the roles available to a contact. Values you may see include: • Current Resp Individ • Maintenance • Proactive Notification • SWIP Abuse • SWIP NOC • SWIP ORG • SWIP Resource Technical • Sales Engineer • Serv. Del. Proj. Mgr • Site • Technical
Contact Name	This field requires you to type the name of the contact(s) you want to see listed.
	Click this button to apply the filter(s) you entered to the account list. When you click this button, the system refreshes your browser window, displaying only those accounts matching the criteria you entered.
Functions Section	
Create New Contact	Click this link to start the **Create New Contact** wizard.
Contacts Section	
Contact Name	This column displays the contact first and last name. Click the link to view the contact details.
Contact Level/Value	This column displays the level associated to the contact first. On the right side of the slash is the value for the level displayed.
Email	This column displays the email address for the contact.
Order of Contact	This column displays when the contact should be contacted.
Contact Type	This column displays the contact's role. The values you will see include: • Current Rep Indiv • Maintenance • Proactive Notification • SWIP Abuse • SWIP NOC • SWIP ORG • SWIP Resource Technical • Sales Engineer • Serv. Del. Proj. Mgr • Site • Technical
	Click this icon to remove the selected contact from the system permanently. When you click this icon, the system prompts you to confirm your deletion. If you confirm, the system will delete the contact information.

Procedure

Follow the steps below to view the **Contact Detail.** While viewing the Contact Detail, you can perform the options under the **Functions** menu**: Update Contact, Add Contact Type** and **Add Contact Phone.** These changes will be made to the contact you are currently viewing.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td colspan="2">Contact Detail</td></tr>
<tr><td>1</td><td>

From the Contacts page, click the value in the Contact Name column for the contact you want to see.

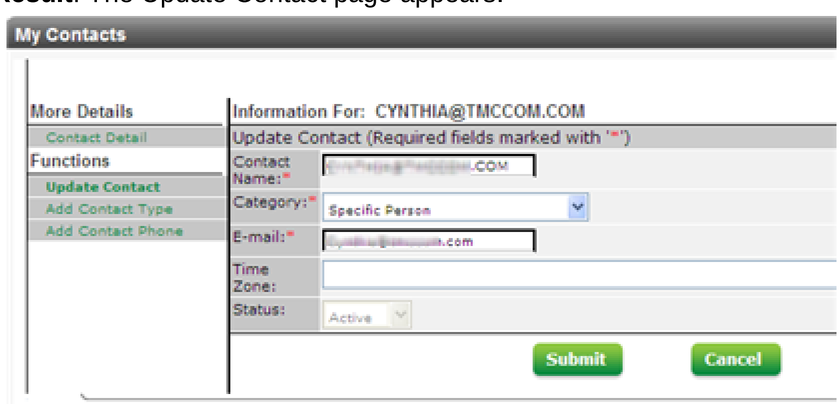
Result: The **Contact Detail** page appears, displaying the selected contact.

If making no changes, click the **Done** button to return to the **Contacts** page.

</td></tr>
<tr><td colspan="2">Update Contact Function</td></tr>
<tr><td>2</td><td>

From the Functions section, click Update Contact.

Result: The Update Contact page appears.



</td></tr>
<tr><td>3</td><td>Enter a new contact name, select a new category from the drop-down list, enter a new email address, click on time zone to select another option, or select new status from the drop-down list.</td></tr>
</table>

4	Click Submit button to save changes or Cancel to leave the page.. The system will save changes and refresh the page.
Add Contact Type Function	
5	From the **Contacts** page, click the value in the Contact Name column for the contact you wish to view. **Result**: the Contact Detail page appears, displaying the selected contact.
6	From the **Functions** section, click **Add Contact Type**. **Result**: Add Contact Type page appears.
7	Select the **Contact Type** from the list.
8	Select the Order of Contact from the drop from the drop-down list.
9	Select the **Preferred Method of Contact** by clicking the applicable checkbox for **Business Hours** or **After Business Hours**.
10	Click **Submit** button. **Result:** They system saves the information, then refreshes your browser window. When the page reappears, a message at the top indicates the success or failure of your action.
Add Contact Phone Function	
11	From the **Contacts** page, click the value in the Contact Name column for the contact you wish to view. **Result**: the Contact Detail page appears, displaying the selected contact.
12	From the **Functions** section, click **Add Contact Phone**. **Result**: Add Contact Phone page appears.
13	Select the **Phone Type** description from the drop-down list.
14	Select the **Country** name from the drop-down list to populate the IDDD country code.
15	Type the **IDDD City Code** if applicable.
16	Type the **Phone** number and extension if applicable.
17	If you chose a phone type of **Text Pager** or **Email Pager**, then type the **Related Email Address** in the following format: NPANXX1234@domain.com
18	Click **Submit** button. **Result:** They system saves the information, then refreshes your browser window. When the page reappears, a message at the top indicates the success or failure of your action.

Fields and Descriptions

The table below describes the fields displayed on the **My Contacts** screen.

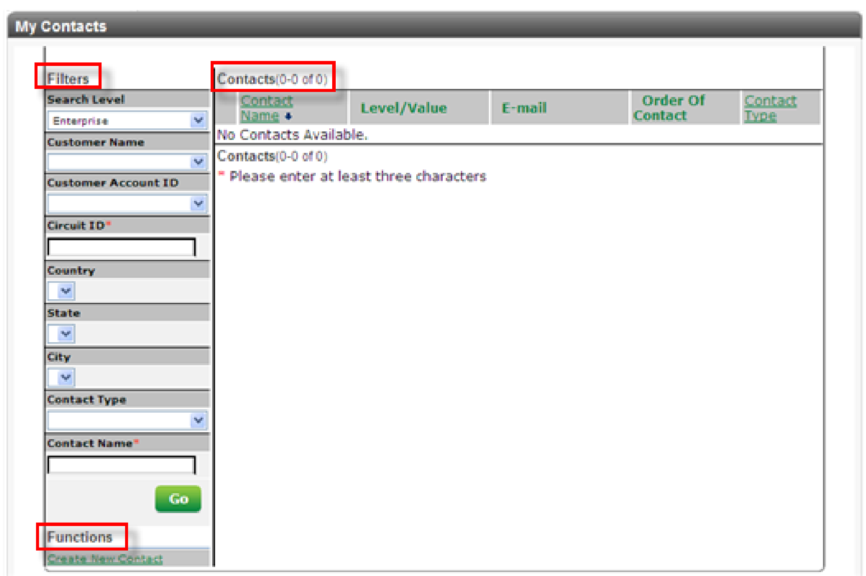
Field Name	Description
Functions Section	

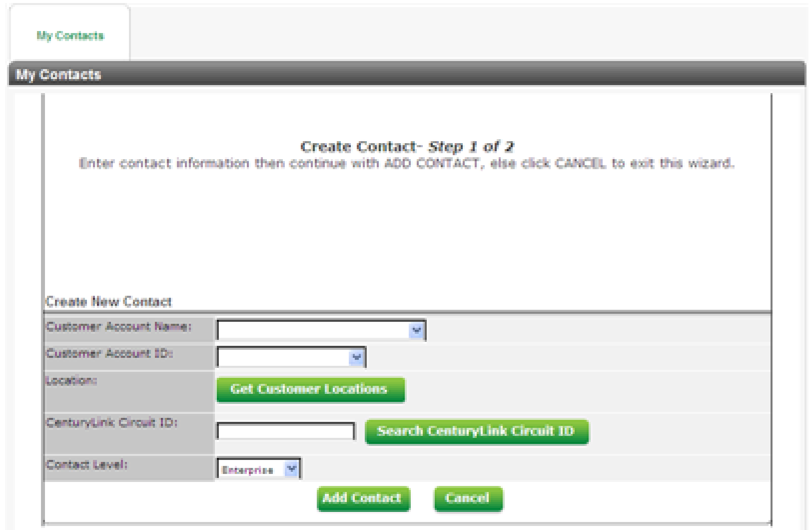
Update Contact	This function takes you to the Update Contact page to change the existing information for the contact.
Add Contact Type	This function takes you to the Add Contact Type page to add additional role detail for the contact.
Add Contact Phone	This function takes you to the Add Contact Phone page to add additional phone detail for the contact.
Contact Details Section	
Name	This field displays the name of the contact.
Category	This field displays the category associated with the contact. Values you will see include: • Help Desk • Network Management Services • Operation Center • Specific Person
Email	This field displays the email address to reach the contact.
Time Zone	This field displays the time zone in which the contact resides.
Status	This field displays the current status of the contact as Active or Inactive.
Contact Types Section	
Contact Type	This field lists the roles available to a contact. The values you will see include: • Current Rep Indiv • Maintenance • Proactive Notification • SWIP Abuse • SWIP NOC • SWIP ORG • SWIP Resource Technical • Sales Engineer • Serv. Del. Proj. Mgr • Site • Technical
Order of Contact	This field displays which contacts should be contacted first.
Availability	This field displays when the contact is available either Business Hours (BH) or After Business Hours (ABH).
Preferred Method	This field displays the best method to reach the contact. The values you will see include: • Email • Office Ph • Home Ph • Fax • Cell Ph • Num.Pager • Text Pager Note: if the option for numeric or text pager is selected, then the phone number field is not required and defaults to (111) 222-333.
Preferred Method Availability	This field displays the best way to reach the contact.
Contact Phones Section	
Phone Number	This field displays the telephone number in which the contact can be reached.

Phone Type	This field allows you to identify the kind of phone information being added. Values you will see include: • Cellular, Wireless or PCS • Fax or Facsimile • Home • Numeric Pager • Office, Work or Business • Text Pager or Email Pager
Phone Ext./PIN	This field displays the extension or pin number to use with the phone number on the same line.
Related Email	If the type selected is Text Pager or Email Pager then this field displays the email address for the device.
IDDD Country Code	This field displays the IDDD Country Code for the country associated to the contact.
IDDD City Code	This field displays the IDDD City Code for the City associated to the contact.
	Click this button to return to the previous page.

Procedure

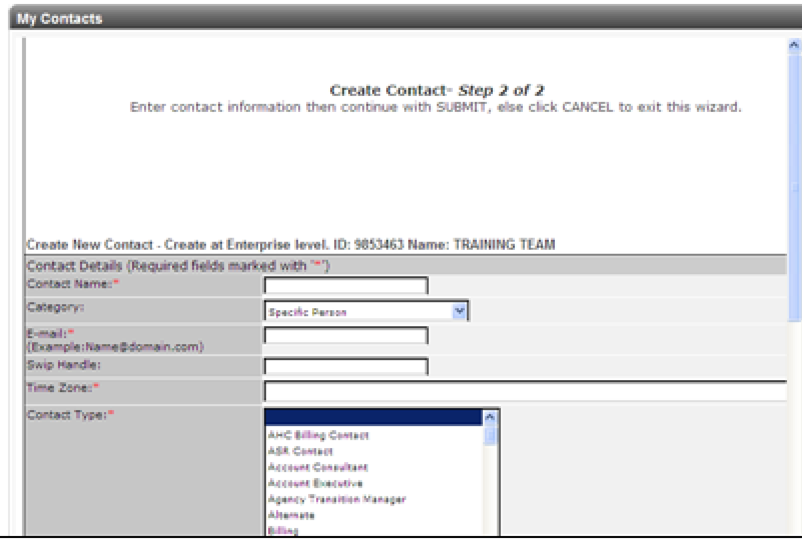
The **Create New Contact** function allows you to enter the account and location information with which your new contact will be associated.

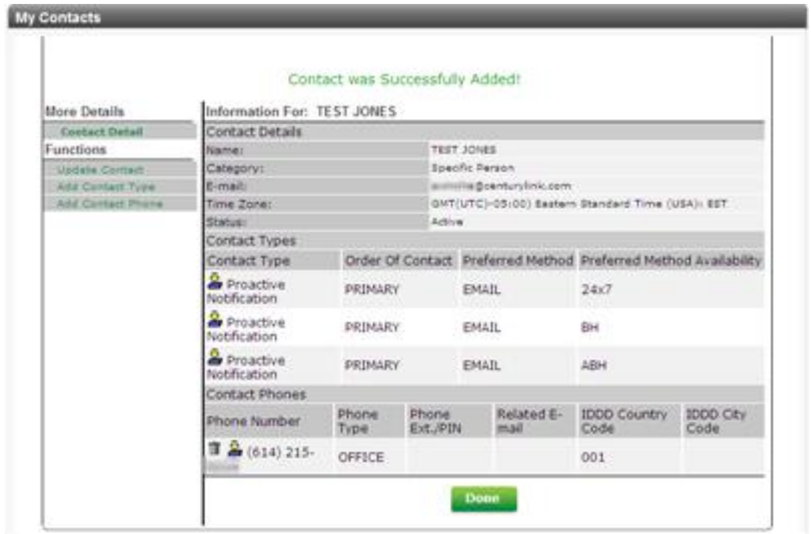
Step	Action
1	Navigate to **Administration**, **My Contacts**. Under **Functions** section, click **Create New Contact**. 

<table>
<tr><td>2</td><td>Result: the Create Contact – Step 1 of 2 screen appears.

</td></tr>
<tr><td>3</td><td>Decide the level for which you want to create a new contact:
<table>
<tr><th>If you want to create...</th><th>Then...</th></tr>
<tr><td>An Enterprise level contact</td><td>Proceed directly to the next Step.

Note: Enterprise is the default Contact Level value.</td></tr>
<tr><td>A contact associated with a specific Customer Account Name</td><td>a. Select the Customer Account Name from the drop-down list.
b. Proceed to the next Step.</td></tr>
<tr><td>A contact associated with a specific Customer Account ID</td><td>a. Select the Customer Account ID from the drop-down list.
b. Proceed to the next Step.</td></tr>
<tr><td>A contact for a specific location</td><td>a. Type the Customer Account ID.
b. Click Get Customer Locations.
Result: The system takes you to the appropriate page.
c. Select the location for which you want to create a contact
d. Proceed to the next Step.
Note: A Customer Account ID is required to search the customer location list.</td></tr>
<tr><td>A contact at the Circuit ID level</td><td>a. Type the Circuit ID or Search CenturyLink Circuit ID.
b. Proceed to the next Step.
Note: Please type Circuit ID like DS1IT-17% to get circuit list.</td></tr>
</table></td></tr>
</table>

<table>
<tr><td>4</td><td>Click Add Contact.

Result: The system saves your entries and creates a new contact record.</td></tr>
<tr><td>5</td><td>Create Contact – Step 2 of 2 screen

</td></tr>
<tr><td>6</td><td>Type the Contact Name.
Note: This field is required.</td></tr>
<tr><td>7</td><td>Select the Category from the drop-down list.</td></tr>
<tr><td>8</td><td>Type the E-mail address.
Note: This field is required.</td></tr>
<tr><td>9</td><td>Type the SWIP Handle if applicable.</td></tr>
<tr><td>10</td><td>Select the Time Zone from the drop-down list.</td></tr>
<tr><td>11</td><td>Select the Contact Type from the list box.
Note: This field is required.</td></tr>
<tr><td>12</td><td>Select the Order of Contact from the drop-down list.
Note: This field is required.</td></tr>
<tr><td>13</td><td>Select the Country Code from the drop-down list.</td></tr>
<tr><td>14</td><td>Type the IDDD City Code if applicable.</td></tr>
<tr><td>15</td><td>Type the Office Phone Number and Extension if applicable.</td></tr>
<tr><td>16</td><td>Type the Fax Number, Home Phone Number, Cell Phone Number, Numeric Pager Number, or Related E-mail address as applicable.</td></tr>
<tr><td>17</td><td>Select the check box(es) for the preferred method of contact during the labeled time frame, Business Hours (BH) or After Business Hours (ABH).</td></tr>
</table>

18	Click **Submit**. **Result:** The system returns a successful message. 

Fields and Descriptions

The table below describes the fields displayed on the **Create New Contact** screens.

Field Name	Description
Create New Contact – Step 1 of 2	
Customer Account Name	This field displays the common-language identifier for the account with which your new contact will be associated.
Customer Account ID	This field displays the unique, provider-maintained identifier for the customer account with which your new contact will be associated.
Location	This field displays the full address of the physical location associated with the contact.
Get Customer Locations	This button takes you to the Create Location Contact page for the selected Customer Account ID.
CenturyLink Circuit ID	This field allows you to type the CenturyLink Circuit ID for the criteria to Get Customer Locations or Search CenturyLink Circuit ID**.**
Search CenturyLink Circuit ID	This button searches for a CenturyLink Circuit ID based on the typed data or the location selected.
Contact Level	This field allows you to select the level to associate to the new contact. The optional values are *Enterprise* or *Customer*.
Add Contact	Click this button to save your entries and proceed to the next step in the Create Contact wizard. When you click this button, the system remembers your entries, then takes you to the Create Contact Step 2 of 2 page.
Cancel	Click this button to return to the last page you were viewing without taking any action.
Create New Contact – Step 2 of 2	

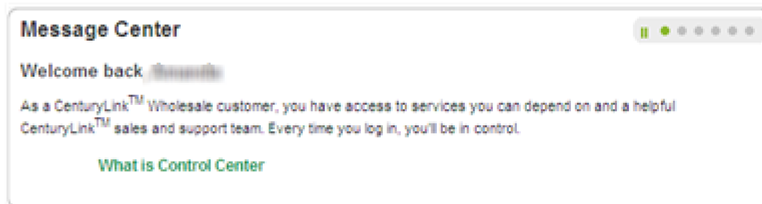
Contact Details Section	
Contact Name	This field requires you to type the full name of the contact.
Category	This field allows you to select the category associated with the contact. Values you may see include: • Help Desk • Network Management Services • Operation Center • Specific Person
Email	This field requires you to type the email address at which the contact can be reached.
SWIP Handle	This field allows you to type the SWIP (Shared WhoIs Project) handle for the contact.
Time Zone	This required field allows you to select the time zone in which the contact resides.
Contact Type	This required field lists the roles available to a contact. The values you will see include: • Current Resp Individ • Maintenance • Proactive Notification • SWIP Abuse • SWIP NOC • SWIP ORG • SWIP Resource Technical • Sales Engineer • Serv. Del. Proj. Mgr • Site • Technical
Order of Contact	This required field allows you to select the priority as to when to reach this contact for the type assigned.
Contact Information Section	
Country Code	This required field allows you to select the priority as to when to reach this contact for the type assigned.
IDDD City Code	This field allows you to type the city code value.
Office Phone Number	This field allows you to type the 10-digit phone number and extension if available.
Fax Number	This field allows you to type the 10-digit fax number if available.
Home Phone Number	This field allows you to type the 10-digit home number if available.
Cell Phone Number	This field allows you to type the 10-digit cell phone or wireless number if available.
Numeric Pager Number	This field allows you to type the 10-digit pager number if available.
Email, Pager (Cell, Text)	If the type selected is Text Pager or Email Pager then this field allows you to type the email address for the device. You should type the information as displayed in the example: 6145552432@messaging.com
Preferred Method of Contact Section	

Business Hours	Business Hours (BH) are defined as 8 AM to 5 PM, Monday through Friday. The information selected is displayed on the **Contact Details** page availability as BH. The options available are: • Email • Office Ph • Home Ph • Fax • Cell Ph • Num. Pager • Text Pager **Note:** If the option for numeric or text pager is selected, then the phone number field is not required.
After Business Hours	After Business Hours (ABH) refers to anytime not defined in Business Hours. The information selected is displayed on the Contact Details page availability as ABH. The options available are: • Email • Office Ph • Home Ph • Fax • Cell Ph • Num. Pager • Text Pager Note: If the option for numeric or text pager is selected, then the phone number field is not required.
Submit	Click this button to save the new information and return to the **Contact Details** page.
Cancel	This button returns the user to the **Contacts** page.

Accessing Message Center

Procedure

Follow the steps in the procedure below to access announcements in the **message center**.

Step	Action
19	From the **Home/Landing page**, locate the **Message Center** section of the screen. **Example**: 
2	From the **Message Center** section, click on the link or button at the bottom of the message. **Result**: The system displays the entire content for the message selected. You will notice that there are multiple messages that will cycle through. This bar will allow you to stop on a desired message by selecting the pause button. You can also select a message directly by clicking on the circles. 

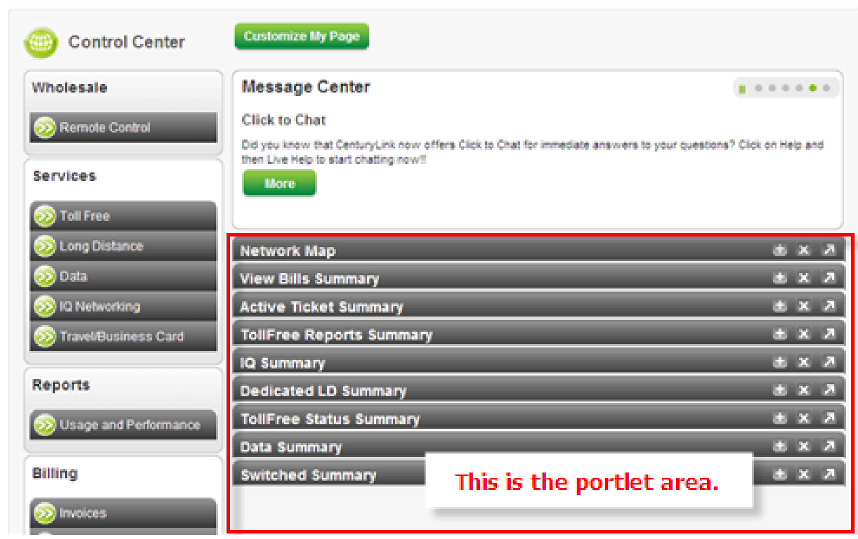
Customization of Portlets

Procedure

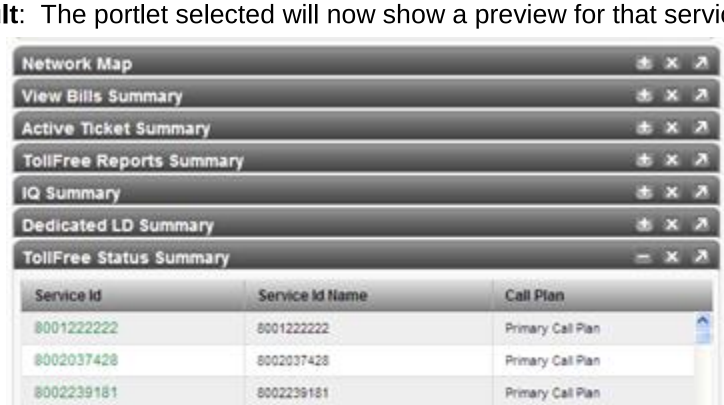
Follow the steps in the procedure below to customize and use your portlets.

Note: The portlet section can be customized for your own personalization. You can Restore (Gives a preview), Minimize (Removes Preview), Delete (Removes Portlet), and/or View All (Navigate to the main page for that portlet.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Landing Page module, in the right quadrant you will see the portlets.

Example:


</td></tr>
<tr><td>2</td><td>Select the Portlet you want to modify click on the Restore link.

Result: The portlet selected will now show a preview for that service.


</td></tr>
</table>

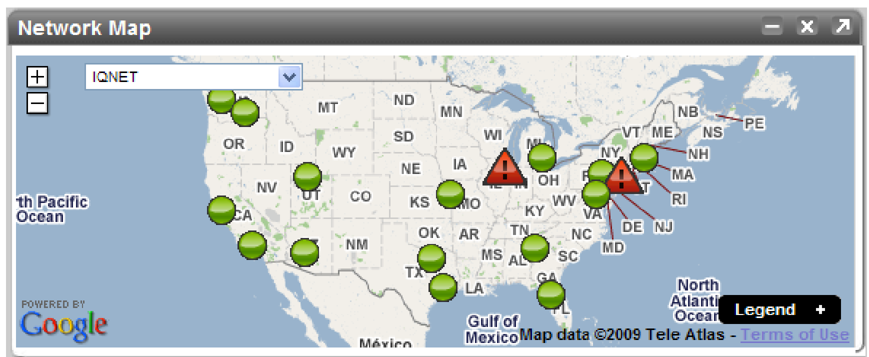
Step	Action
3	Select the **Portlet** you want to modify, click on the **Minimize** link. **Result**: The portlet selected will now not show a preview for that service.
4	Select the **Portlet** you want to modify, click on the **Delete** link of the portlet you want to remove. **Note:** Once a portlet has been deleted it can be restored by clicking **Customize My Page** **Result**: You will be able to add portlets back to the Landing Page.  Select the portlet you want to add back. Click on **Add to Page**. Then click on **Close Customization** and the portlet will be added back to the landing page.
5	Select the **Portlet** you want to modify, click on the **View All** link. **Result**: You will navigate to main page for the portlet selected.

Network Map Portlet

Procedure

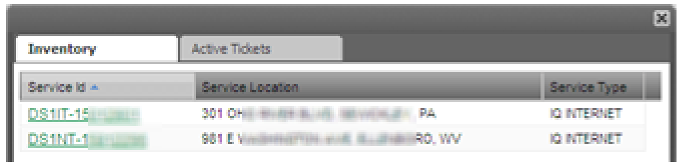
Follow the steps in the procedure below to use the **Network Map** portlet.

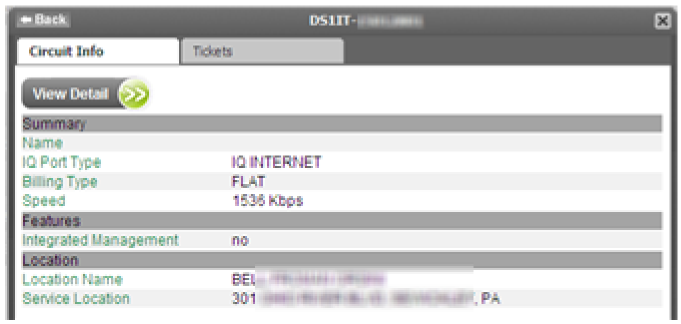
Note: The network map portlet will only show for users who have iQ Networking circuits and have been granted the appropriate permission by their CSA.

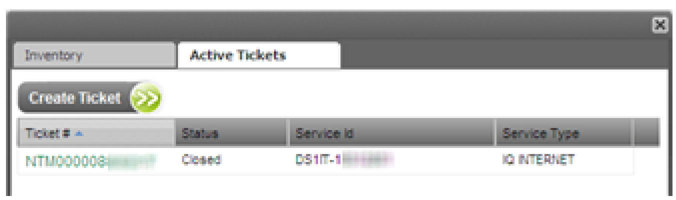
Step	Action
1	From the **Landing Page** module, in the right quadrant you will see the network map portlet. **Example**:  **Note:** The green circles show circuit locations with no open repair tickets. The red triangle indicates a location with an open repair ticket. You can mouse over each location and see the number and type of circuits. From this portlet you can also zoom in and zoom out on the map.

Continued on next page

<table>
<tr>
<td>2</td>
<td>From the Network Map portlet select a location by clicking on a green circle.

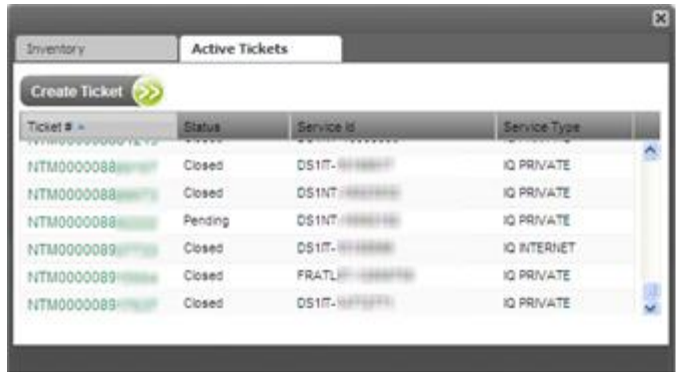
Result: A pop up will show the circuits, location and circuit type.


Each circuit is hyperlinked and when clicked will take you to a Circuit Info pop up. If you click on View Detail it will bring you to an expanded detail page.


If there are any repair tickets open on the circuit you can click on the Tickets tab to see the ticket information.

</td>
</tr>
</table>

From the **Network Map** portlet select a location by clicking on a red triangle.

Result: A pop up will show the circuits, location and circuit type. You then click on the Active Tickets tab and you will be able to see NTM tickets for the location.



Clicking on the hyperlink Ticket # will bring you to the repair detail screen. Additionally you can click on **Create Ticket** and you will be redirected to the repair create ticket module.

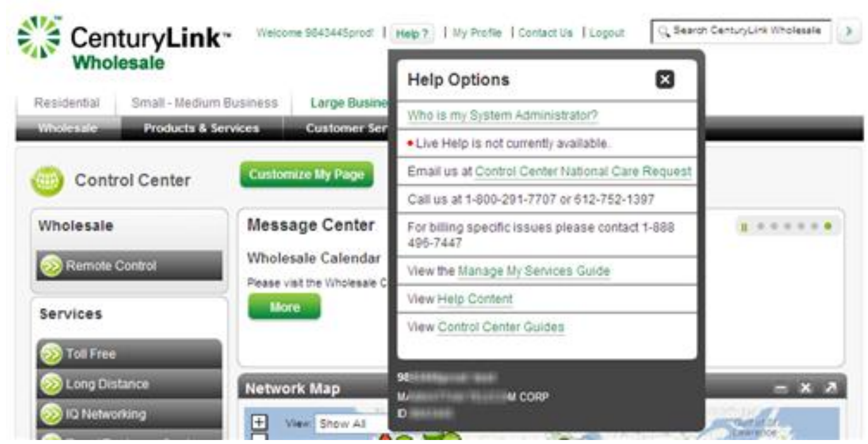
Accessing Control Center User Guides

Procedure Follow the steps in the procedure below to access the Control Center **User Guides**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

From the **Landing Page** module, click on the **Help** link.

Result: The **Help Options** drop down will appear.



Click on **View Control Center Guides**. A new window will open with links to the User Guides.

You can also click on the **View the Manage My Services Guide** link. You will be directed the Control Center wholesale page. Once you scroll down you will see the links to the Control Center User Guides.

</td></tr>
</table>

Accessing Live Help

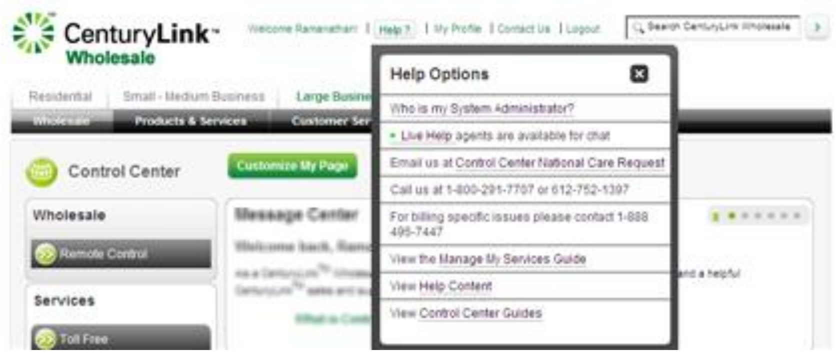
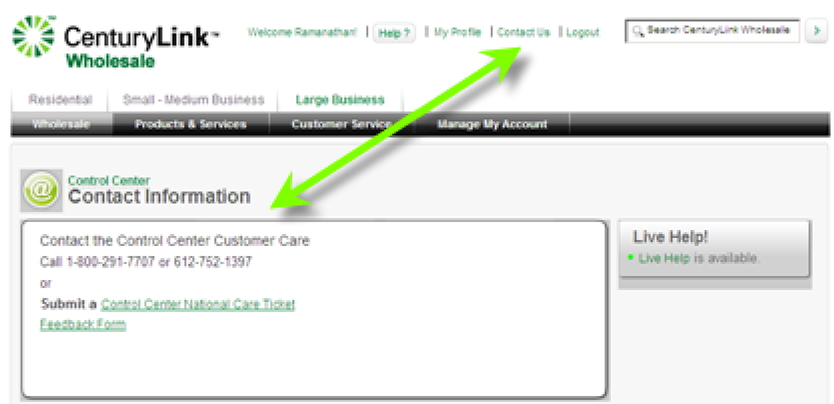
Overview

The **Live Help** (or Click to Chat) functionality is available for Wholesale customers to initiate an instant message conversation with Wholesale Customer Care.

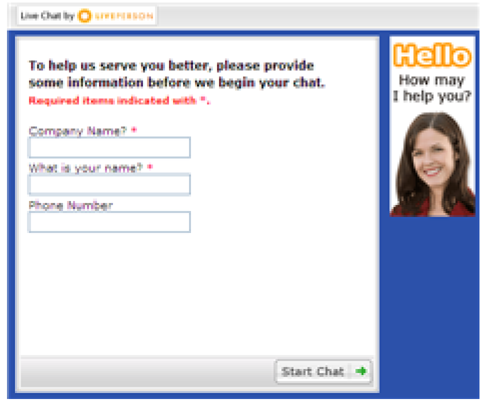
Procedure

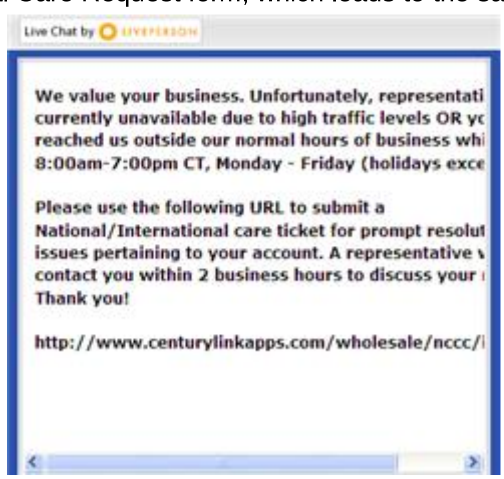
A **Live Help** link is available on the  button. You can also click the **Contact Us** link, and the **Live Help** link is also available on that screen.

Follow the steps in the procedure below to access **Live Help**.

Step	Action
1	From the **Landing Page** module, click on the  button. **Result:** The **Help Options** will appear.  You can also click the Contact us link, and the Live Help link is also available: 

Continued on next page

<table>
<tr><td>2</td><td>From either location, 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 agents are available for chat or Live Help is available.
By clicking on the Live Help link, you will get a pop screen.


Company and personal name are required, and phone number is optional. Click the Start Chat button. A chat session will be initiated with Customer Care.</td></tr>
<tr><td>3</td><td>If Customer Care is not available to answer your chat you will see
Live Help is not currently available.
Clicking on the Live Help will result in a chat window appearing for non-business hours.
You can copy the link
http://www.centurylinkapps.com/wholesale/nccc/index.cfm
Or go to the Help ? button or Contact Us link to access the Control Center National Care Request form, which leads to the same URL.

</td></tr>
</table>