



My Business Account

GETTING STARTED

Wireless User Guide

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Logging In

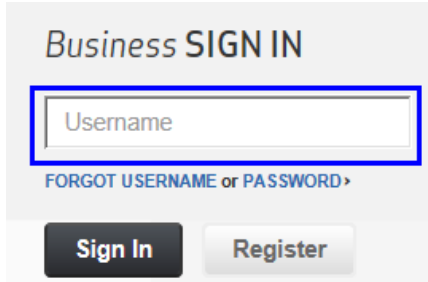
Note: you will only be able to log in once you have activated your profile. Refer to the “**Activating your profile**” section for steps on how to do this.

To log in to Verizon Enterprise Center:

1. Go to <http://www.verizonwireless.com/business> .
2. Enter your credentials in the “**Sign In**” field or select “**Sign In**”



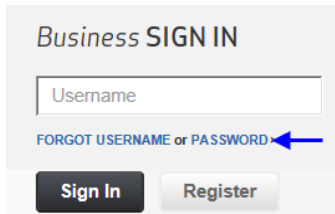
Or go directly to : <https://sso.verizonenterprise.com> and enter your username. Enter your “**Username**” and click **Sign In**



3. If this is your first time logging in, you will be automatically taken through the security authentication steps. This involves accepting the Terms and Conditions, creating three secret questions and answers, registering your device, selecting a security image and setting up an address to receive a one time passcode. A one time passcode can be used in the event you forget your login credentials.

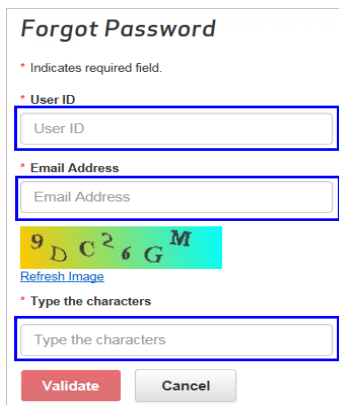
Forgot Password

1. Click on the “**Forgot Password?**” link.



The image shows a 'Business SIGN IN' form. It has a 'Username' input field. Below the input field is a link that says 'FORGOT USERNAME or PASSWORD' with a blue arrow pointing to it. At the bottom of the form are two buttons: 'Sign In' and 'Register'.

2. Enter the User ID, the e mail address on file for that User ID and the Captcha characters and click **Validate**



The image shows a 'Forgot Password' form. It has a title 'Forgot Password' and a note '* Indicates required field.' Below this are three required fields: '* User ID' with an input field containing 'User ID', '* Email Address' with an input field containing 'Email Address', and '* Type the characters' with an input field containing 'Type the characters'. A captcha image is shown above the 'Type the characters' field, displaying the characters '9 D C 2 6 G M'. Below the captcha is a 'Refresh Image' link. At the bottom of the form are two buttons: 'Validate' and 'Cancel'.

3. If the information matches, you will be prompted to answer one of your secret questions.

Forgot Password

You are required to answer 1 question correctly.
Please enter the answer to your secret question.

* Indicates required field.

* What is your dream job?

Answer

Answer Cancel



4. Select the desired delivery method to receive a one time passcode by clicking on the icon

Request One Time Passcode ?

Select an icon to the right of the contact method to get a One Time Passcode.

e...s@verizonwireless.com

--6776

5. an e mail or text will be sent to the address on file with a one time passcode. Enter the code in the field and click continue.

We have sent you a One Time Passcode.

Enter Code **Continue** [Resend One Time Passcode](#)

6. Enter a new password. Passwords must contain at least 8 characters, including an uppercase letter, a lowercase letter and a number. Click **Submit**.

Forgot Password

* Password

* Re-enter Password


Submit **Cancel**

Forgot Username

Forgot username is an option that is not available online. You will need to contact the support center for assistance.

Search

To Search for information quickly input your criteria in the search field.

Home Page

When you log in, you will automatically be taken to the “Home” page. You can also access this page by clicking on the Verizon logo.

The “Home” page contains quick links to the most frequently used transactions for the various tabs. If some of the transactions do not display, you may be assigned a user role that has limited access. Please refer to the list of user roles for details on access rights.

Favorites

- [Billing](#)
- [Current Usage](#)
- [Device Recycling](#)
- [Transaction History](#)
- [Upgrade Device](#)
- [View Statements](#)

[Manage Favorites](#)

Billing & Payments

471322617-0001 Due 06/17/2015

\$0.0 [Pay Now](#)

242069094-00001

\$0.0 [Pay Now](#)

[View All](#)

Message Center

You have no Messages

Manage Lines and Accounts

Wireless Number [Search](#)

Select lines, then choose an action below to continue:

Filter results by: [Lines](#) [Accounts](#)

13 Lines in Current Filter
0 Lines Selected

| Wireless Number | User Name | Upgrade Date | Usage |
|---------------------------------------|-------------|---|------------|
| <input type="checkbox"/> 224-277-XXXX | KATE, SARAH | 02/21/2016 | Line Usage |
| <input type="checkbox"/> 385-214-XXXX | | ✔ Eligible for upgrade | Line Usage |
| <input type="checkbox"/> 404-617-XXXX | | 07/07/2015 | Line Usage |
| <input type="checkbox"/> 404-783-XXXX | | 06/30/2015 | Line Usage |
| <input type="checkbox"/> 470-222-XXXX | | ✔ Eligible for upgrade | Line Usage |
| <input type="checkbox"/> 470-388-XXXX | | ✔ Eligible for upgrade | Line Usage |
| <input type="checkbox"/> 470-865-XXXX | | ✔ Eligible for upgrade | Line Usage |
| <input type="checkbox"/> 470-865-XXXX | | ✔ Eligible for upgrade | Line Usage |
| <input type="checkbox"/> 480-276-XXXX | | ✔ Eligible for upgrade | Line Usage |
| <input type="checkbox"/> 484-735-XXXX | | ✔ Eligible for upgrade | Line Usage |
| <input type="checkbox"/> 678-371-XXXX | | 10/09/2015 | Line Usage |
| <input type="checkbox"/> 678-739-XXXX | | ✔ Eligible for upgrade | Line Usage |
| <input type="checkbox"/> 714-656-XXXX | | ✔ Eligible for upgrade | Line Usage |

Show rows [Update](#)



The Home page contains four main sections:

Favorites 2

- [Billing](#)
- [Current Usage](#)
- [Device Recycling](#)
- [Transaction History](#)
- [Upgrade Device](#)
- [View Statements](#)

[Manage Favorites](#)

Billing & Payments 3

471322617-00001 Due 06/17/2015

\$0.0 [Pay Now](#)

242069094-00001

\$0.0 [Pay Now](#)

[View All](#)

Message Center 4

You have no Messages

Manage Lines and Accounts 1

Wireless Number

Select lines, then choose an action below to continue:

Actions

Filter results by:

13 Lines in Current Filter
0 Lines Selected

| | Wireless Number ↕ | User Name ↕ | Upgrade Date ↕ | Usage |
|--------------------------|-------------------------------------|-------------|---|------------|
| <input type="checkbox"/> | 224-277- [redacted] | KATE SARAH | 02/21/2016 | Line Usage |
| <input type="checkbox"/> | 385-214- [redacted] | | ✔ Eligible for upgrade | Line Usage |
| <input type="checkbox"/> | 404-617- [redacted] | | 07/07/2015 | Line Usage |
| <input type="checkbox"/> | 404-783- [redacted] | | 06/30/2015 | Line Usage |
| <input type="checkbox"/> | 470-222- [redacted] | | ✔ Eligible for upgrade | Line Usage |
| <input type="checkbox"/> | 470-388- [redacted] | | ✔ Eligible for upgrade | Line Usage |
| <input type="checkbox"/> | 470-865- [redacted] | | ✔ Eligible for upgrade | Line Usage |
| <input type="checkbox"/> | 470-865- [redacted] | | ✔ Eligible for upgrade | Line Usage |
| <input type="checkbox"/> | 480-276- [redacted] | | ✔ Eligible for upgrade | Line Usage |
| <input type="checkbox"/> | 484-735- [redacted] | | ✔ Eligible for upgrade | Line Usage |
| <input type="checkbox"/> | 678-371- [redacted] | | 10/09/2015 | Line Usage |
| <input type="checkbox"/> | 678-739- [redacted] | | ✔ Eligible for upgrade | Line Usage |
| <input type="checkbox"/> | 714-656- [redacted] | | ✔ Eligible for upgrade | Line Usage |

Show rows [Update](#)



1 - Manage Lines & Accounts

Allows you to search by Wireless Number, Account Number, User Last Name or Device ID if you need to narrow results shown.

Manage Lines and Accounts


Wireless Number Search

Select lines, then choose an action below to continue:


Actions

Check the box next to the line or lines you are updating and then click on the Action menu to proceed with your transaction

Select lines, then choose an action below to continue:

Actions 

| <input type="checkbox"/> | Wireless Number ↕ | User Name ↕ |
|-------------------------------------|-------------------|-------------|
| <input checked="" type="checkbox"/> | 470-865-1 | [REDACTED] |
| <input type="checkbox"/> | 385-214 | [REDACTED] |
| <input type="checkbox"/> | 404-617 | [REDACTED] |



2- Favorites

This section contains links to your common actions. Use this section as a convenient one click way to jump right to the actions you typically take to manage your services.

Favorites

- [Billing](#)
- [Current Usage](#)
- [Device Recycling](#)
- [Transaction History](#)
- [Upgrade Device](#)
- [View Statements](#)

Manage Favorites

If you prefer different links within this section click the Manage Favorites button. Select up to six favorites to save.

Manage Favorites

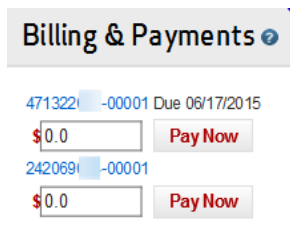
Please select your favorite landing pages below by choosing up to 6 selections for display in your "Favorites" pod:

| | |
|--|---|
| <input type="checkbox"/> Accounts | <input type="checkbox"/> Purchase Service Only |
| <input checked="" type="checkbox"/> Billing | <input type="checkbox"/> Report Templates |
| <input type="checkbox"/> Build Your Own Report | <input type="checkbox"/> Scheduled Reports |
| <input type="checkbox"/> Bulk Account Maintenance | <input type="checkbox"/> Structures |
| <input checked="" type="checkbox"/> Current Usage | <input type="checkbox"/> Support Contact Us |
| <input type="checkbox"/> Custom Applications | <input type="checkbox"/> Support FAQ |
| <input type="checkbox"/> Customer Request Form | <input checked="" type="checkbox"/> Transaction History |
| <input checked="" type="checkbox"/> Device Recycling | <input checked="" type="checkbox"/> Upgrade Device |
| <input type="checkbox"/> My Customized Reports | <input type="checkbox"/> User Profile |
| <input type="checkbox"/> Notifications | <input type="checkbox"/> View Orders |
| <input type="checkbox"/> One-Time Payment | <input checked="" type="checkbox"/> View Statements |
| <input type="checkbox"/> Purchase Accessories | <input type="checkbox"/> Wireless Numbers & Users |
| <input type="checkbox"/> Purchase Device & Service | <input type="checkbox"/> Wireless Reports |

[Cancel](#) [Select](#)

3 – Billing & Payments

Click on “**Pay Now**” next to an account to make a one-time payment for that account. Click on the account number to see a summary of account details and charges.

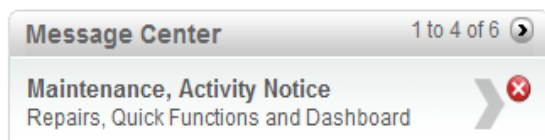


The screenshot shows a section titled "Billing & Payments" with a dropdown arrow. Below the title, there are two account entries. Each entry consists of an account number (4713221-00001 and 2420691-00001), a due date (06/17/2015), a balance field showing "\$0.0", and a "Pay Now" button.

4 - Message Center

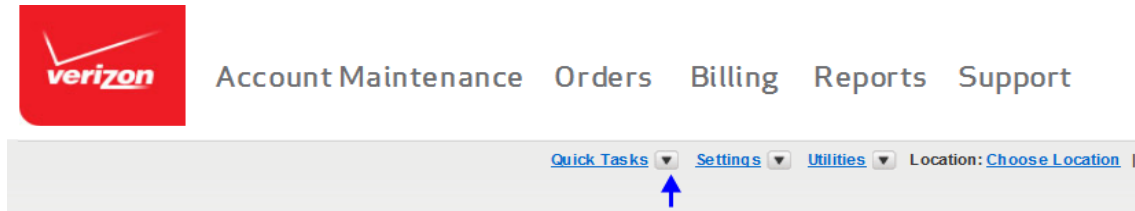
Notes:

- Message Center is available to all user roles
- Communicates upcoming and recent changes and alerts.
- To read the entire message click on the message title or the “**Read More**” link.
- To delete the message, click “**Delete**”.



The screenshot shows a "Message Center" header with a "1 to 4 of 6" indicator and a right arrow. Below the header, there is a message card titled "Maintenance, Activity Notice" with a sub-header "Repairs, Quick Functions and Dashboard". To the right of the message card is a right-pointing arrow and a red "X" icon.

Quick Tasks dropdown



1. Quick Tasks section

- Contains direct links to the most commonly used functionalities. Click on a link to go directly to that transaction

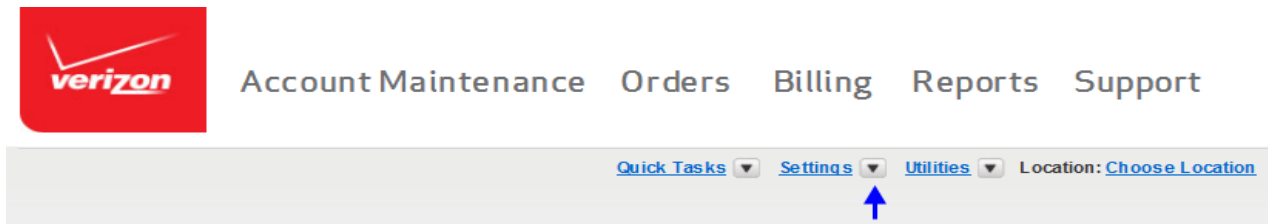


- The “**Quick Tasks**” pod is role-dependent and will not show for every role

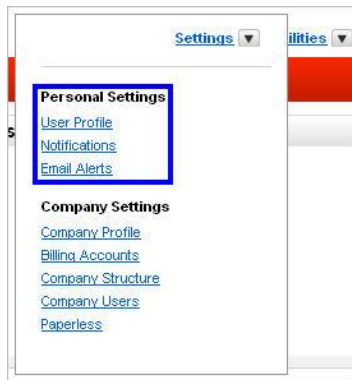
Settings dropdown

The “**Settings**” dropdown contains two main sections: “**Personal Settings**” and “**Company Settings**”.

- All user roles have access to the “**Personal Settings**” options; however some links within “**Company Settings**” will not appear for certain user roles
- Click on “**Settings**” to open the dropdown



Personal Settings



User Profile

- From the “**User Profile**” page you can update your Password, Secret Question, and Secret Answer
- You can also view your User Role, User Type and the amount of account and wireless numbers that you are able to access

User Profile

| Login Information | |
|-------------------|---|
| Username | Test Tester |
| Password | ***** Update Password |
| Secret Question | Where were you born? Update Secret Question |
| Secret Answer | ***** Update Secret Answer |
| Role | Administrator |
| User Type | Wireless |
| Wireless Accounts | 1 |
| Wireless Numbers | 13 |

Notifications

From the “**Notifications**” page you can manage a list of email addresses used for account maintenance confirmation emails.

Notifications

Add Notification Email

You may add one or more email address(es) to receive email confirmation for Orders and Account Maintenance transactions.

[Add](#) ←

Email Address Management

Search Email Addresses [Search](#)

| Email Address | Primary <input type="checkbox"/> | Enable Bill Ready Notification | Actions |
|----------------------|----------------------------------|-------------------------------------|---|
| @verizonwireless.com | Yes | <input checked="" type="checkbox"/> | Edit |
| @verizonwireless.com | No | | Edit Remove |

Email Alerts

From the “**Email Alerts**” page, you can elect to receive promotional emails about Product and Services, based on category. You must select one category to opt in to the e mail list.

Email Alerts

Please complete the form below to receive information about our online promotions, products, services and more.

* Indicates required field.

| | |
|-----------------------------------|--|
| Email Alerts | |
| First Name | LAURAI |
| Last Name | |
| Email Address * | <input type="text" value="@verizonwireless.com"/> <input type="button" value="v"/> |
| Add Email Address | |
| Address 1 | <input type="text"/> |
| Address 2 | <input type="text"/> |
| City | <input type="text"/> |
| State | <input type="text" value="v"/> |
| Zip Code | <input type="text"/> |
| Gender | <input type="text" value="v"/> |
| Age Range | <input type="text" value="v"/> |

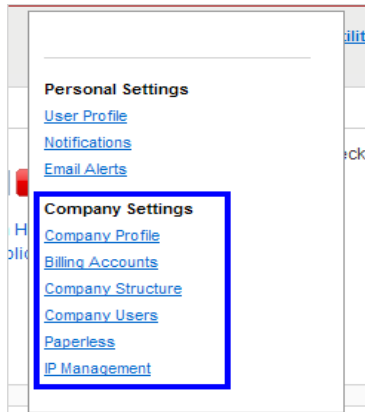
You must select at least one category to be included on our email list. *

- Online Promotions; Hot Deals;
- Important Customer Information
- Internet; Data Products
- New Products; Services
- Latest Phones; Accessories
- Latest News; Press Releases

Wireless Number * (Existing customers only)

Company Settings

These settings are accessible to the Administrator and Analyst user roles. Note: Analyst will have limited access.



Company Profile

This page is divided into three sections:

- **Company Information** - provides your company name, and the amount of accounts and wireless numbers your company has. Note: if you also have access to Internet and Phone (landline) accounts, you will see them here as well
- **My Business Account Information** – provides the total amount of users that have been enrolled in My Business Account for your company. This section also provides the amount of each User Role for your company

- **Contact Information** – provides the name, phone number, and email address of your company’s SPOC or Wireless Program Manager. The “**Support Center**” row contains the number to Verizon Wireless Customer Support

Company Profile

| Company Information | |
|---------------------------|------------------|
| Company Name | MY BUSINESS DEMO |
| Wireless Billing Accounts | 1 |
| Wireless Numbers | 8 |
| Phone Billing Accounts | 0 |
| Phone Numbers | 0 |
| Internet Billing Accounts | 0 |
| Internet Services | 0 |

| My Business Information | |
|-------------------------------|-----|
| Total Enrolled Users | 131 |
| Primary Contacts | 1 |
| Administrators | 107 |
| Analysts | 6 |
| View Only Users | 4 |
| View/Pay Users | 1 |
| Maintain Users | 1 |
| Maintain/Pay Users | 5 |
| Buy Users | 2 |
| Internet Secondary Users | 0 |
| Internet-only Secondary Users | 0 |
| Reporting Users | 4 |

| Contact Information | |
|---------------------|-------------------|
| Main SPOC | Marie Don |
| Phone Number | 13 4-558-5138 |
| Email Address | demo.site@vzw.com |
| Sales Rep(s) | |
| Support Center | 800-922-0204 |



Billing Accounts

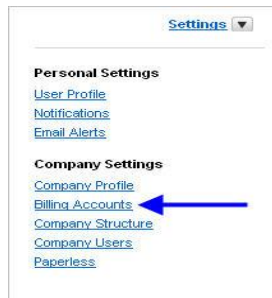
In the “**Settings**” dropdown, click on the “**Billing Accounts**” link to go to the “**Manage Billing Accounts Users**” page. Note: Only users who have been assigned the “**Administrator**” User Role will have access to this link.

From this page you can:

- Grant access/assign users to the entire Billing Account (default level), individual accounts, or wireless numbers.
- View Billing Accounts to ensure all wireless numbers are accounted for.

To assign a user to a Billing Account:

1. Click on the “**Settings**” dropdown and go to “**Billing Accounts**”.



2. Set their position level by clicking on the **account number** or **wireless number** you want to assign the user.

Note: you can click on “**Default**” to assign them to the entire Billing Structure. This will give them access to all accounts and wireless numbers. Your position level will appear above the “**Details**” tab.



3. Click on the “**Users**” sub-tab in the right hand pane.



4. To assign the new user, change the “**View**” drop down to “**Unassigned**”. Note: “Unassigned” users are those who have not been assigned to any accounts. Here you may also search by “**First Name**”, “**Last Name**”, or “**User Name**” by selecting one of these from the “**Filter**” dropdown.



5. Click the “**Refresh**” button and you will see the person’s name appear on the list.



6. **Check the box** next to the new user's name, and click on the **"Assign"** button. You have now successfully assigned a user. Note: you can follow the same steps above to assign access to an individual wireless number or to the default level. When a user is assigned to the default level, they have access to all current and future accounts.

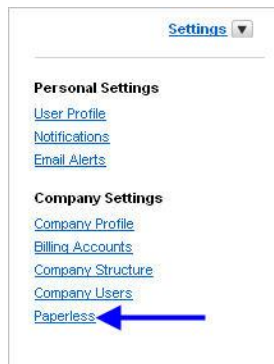


Paperless Billing

From the “**Manage Paperless Bill**” page, an administrator can elect to choose paperless billing. This means you will not receive monthly bills by mail. PDF versions of your bills can be accessed under the “**Statements**” tab.

To select paperless billing for one or more accounts:

1. Click on the “**Paperless**” link in the “**Settings**” dropdown



2. Indicate the accounts you would like to be paperless by selecting the checkbox in the paperless column and click the “**Submit**” button.

Manage Paperless Bill

Search Billing Account

| Billing Account | Paperless |
|-----------------|-------------------------------------|
| 110298 | <input checked="" type="checkbox"/> |
| 230353 -00001 | <input type="checkbox"/> |
| 230354 -00001 | <input type="checkbox"/> |
| 287008 -00001 | <input checked="" type="checkbox"/> |
| 287016 -00001 | <input checked="" type="checkbox"/> |
| 287016 -00001 | <input checked="" type="checkbox"/> |
| 287035 -00001 | <input checked="" type="checkbox"/> |
| 320977 -00001 | <input checked="" type="checkbox"/> |
| 320977 -00002 | <input type="checkbox"/> |
| 330355 -00001 | <input checked="" type="checkbox"/> |
| 382610 -00001 | <input type="checkbox"/> |
| 387035 -00001 | <input checked="" type="checkbox"/> |
| 430348 -00001 | <input checked="" type="checkbox"/> |
| 430349 -00001 | <input checked="" type="checkbox"/> |
| 430351 -00001 | <input checked="" type="checkbox"/> |

Results 1 - 15 of 69

1 2 12 14 15 1 Next >



Company Structure

A Company Structure allows you to organize your account numbers and wireless numbers, in a way that makes sense for your company, in order to view billing information.

Note: only users who have been assigned the “**Administrator**” User Role and granted “**Default**” access to the Billing Accounts will be able to create and maintain the Company Structure.

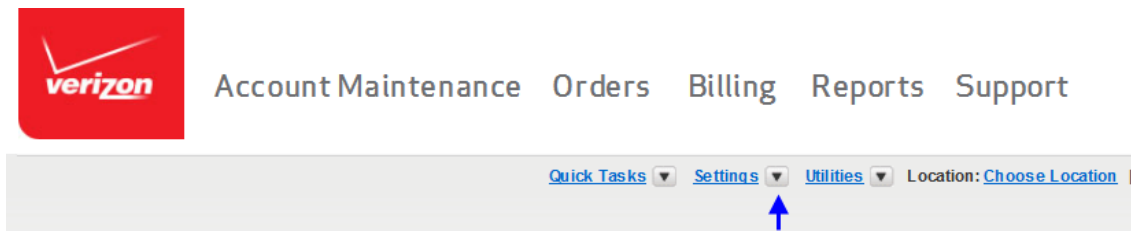
For in-depth instructions on creating and maintaining a Company Structure, refer to the How to Use Guide: Understanding a Company Structure located in the “**How to Use Guides**” section in the “**Support**” tab.

Company Users

From the “**Company Users**” page, Administrators can create new users, select their User Role, and assign their level of access. Note: The “**Company Users**” link is only available to those who have been assigned the “**Administrator**” User Role.

To set up a new user:

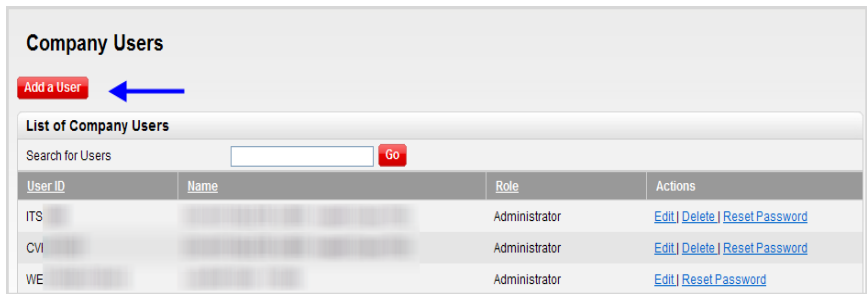
1. Click on the “**Settings**” drop down.



2. Go to the “**Company Users**” page.



3. Click on the red “Add a User” button on the upper left-hand side of the page.



4. Enter the new user’s information. Make sure to fill out all fields. Under the “Role” drop down, select a role in the “Role” dropdown, and click “Submit”. Click on the “Learn More” link next to the “Role” dropdown for details on access information or each User Role. Note: Username and Password must contain at least eight characters, and the password must contain both numbers and letters. **You must notify the new user of their username and password.**

Add Company Users

First Name *

Last Name *

Phone Number
(xxx-xxx-xxxx)

Email Address *

Role * [Learn More](#)

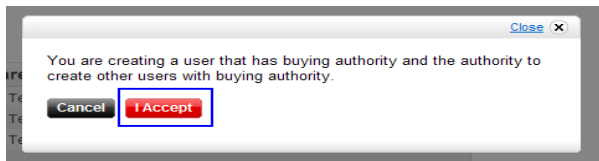
User ID * User ID must be at least 6 characters.

New Password * Password must contain at least 8 characters, including a number.

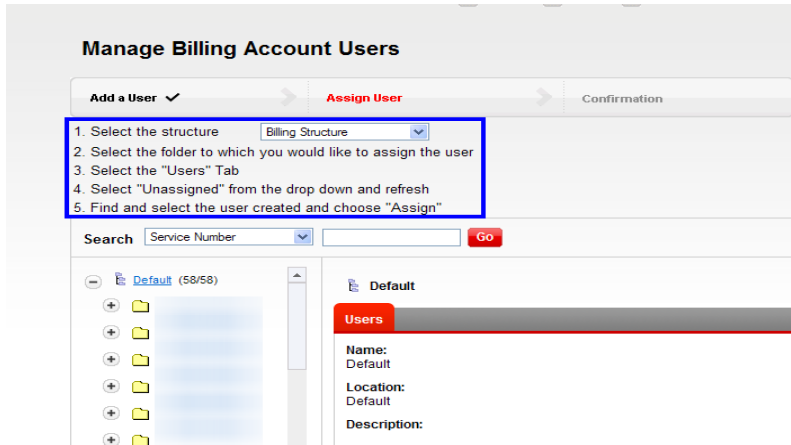
Confirm New Password *

User Type * Wireless
(Must select at least one)

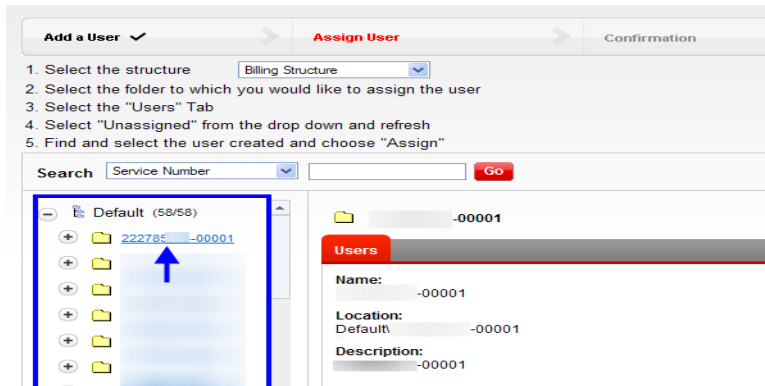
Note: . A pop up screen will appear if you are creating a user with purchasing rights, to continue you must click accept within the notification.



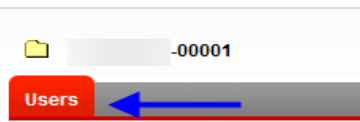
- Assign the user to a structure. Five steps help guide you through assigning the user on beginning on this page. Step 1, assign the user to the Company or Billing Structure using the dropdown menu. For this example we will assign the user to the Billing Structure



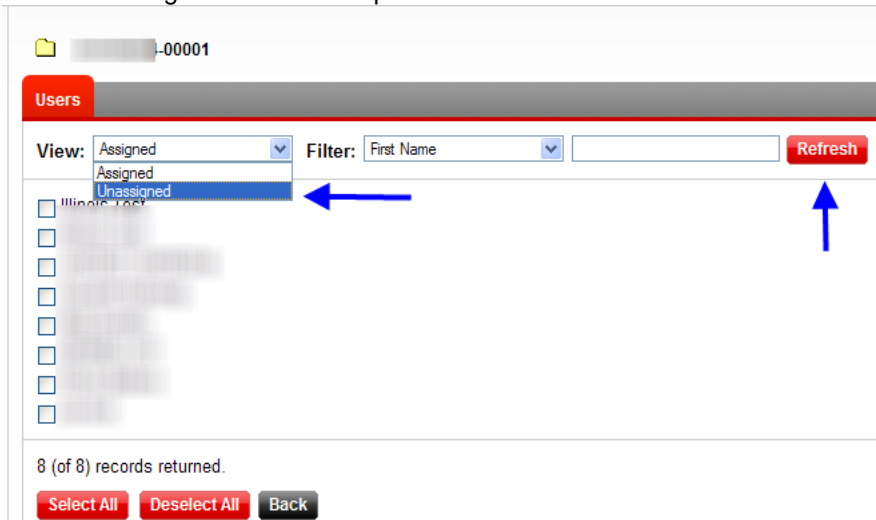
6. Click on the folder/account number you would like to assign the user to



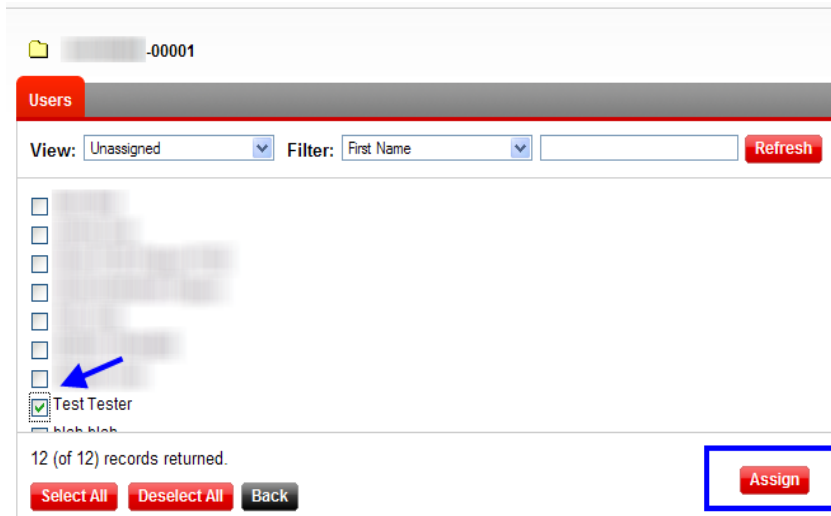
7. Click on the Users tab



8. Select Unassigned from the dropdown menu and hit Refresh



9. Locate the user you are adding, select the checkbox and “Assign”. You have completed adding and assigning a new user. Note: You must notify the user of their username and password.



Understanding User Roles

When creating a new user, you must assign them to a User Role. A role determines which functionalities a user will and will not have access to, within My Business Account. Below is a list of possible User Roles and a description of which functionalities each will have access too.

1 Add Company User

First Name *

Last Name *

Phone Number

Email Address *

Role *

User ID *

Password *

Confirm Password *

Note: If Administrator, Analyst, Maintain, or Maintain and Pay user role is selected you will see an additional option to manage Push to Talk, Group Communication and other custom applications.

Access Rights Bill on Behalf Of

Machine to Machine

Microsoft Office 365 (Limited Access) [Learn More](#)

Name ID Services

Push To Talk

Software Access Rights Voice Cypher

Verizon MDM

- **Primary Contact** - Users have access to the complete menu structure. This user will have full maintenance and pay privileges for all the accounts enrolled in My Business Account.
Note: there can only be one Primary Contact, this is often referred to as the SPOC.

There are a variety of user roles available in My Business Account. Some are roles that have full access to all transactions and online options, others are limited to select options.



| Menu Tab or DropDown | Administrator | Analyst | Buy | Maintain | Maintain and Pay | Maintain Limited | Product & Service | Reporting | View Only | View and Pay | Maintain Service Plus | Maintain Service Business |
|----------------------|---------------|---------|-----|----------|------------------|------------------|-------------------|-----------|-----------|--------------|-----------------------|---------------------------|
| Main Overview | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | | | ✓ | ✓ |
| Account Maintenance | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | | | | ✓ | ✓ |
| Orders: New Service | ✓ | ✓ | ✓ | | | | | | | | ✓ | |
| Orders: Upgrades | ✓ | ✓ | ✓ | ✓ | ✓ | | | | | | | |
| Billing | ✓ | ✓ | | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | |
| Reports | ✓ | ✓ | | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Support | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ |
| Settings | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Utilities | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |


IP Management

IP Management center allows authorized users to view and download both reserve and available IP values associated with your organization/agency. IP Management center is located in the Settings dropdown menu



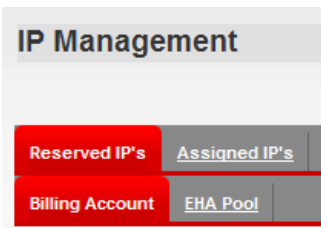
Account Maintenance Orders Billing Reports Support

[Quick Tasks](#) ▾ [Settings](#) ▾ [Utilities](#) ▾ Location: [Choose Location](#) |



Note: only users who have been assigned the “**Primary Contact**” and /or “**Administrator**” role will have access to IP Management.

- ✓ Browse, query, and retrieve IPs
- ✓ Download output to.csv file
- ✓ Dynamically sort each column



The screenshot shows the 'IP Management' section with four tabs: 'Reserved IP's' (highlighted in red), 'Assigned IP's', 'Billing Account', and 'EHA Pool'.

When the tab is red, it is “active” and will define your search. Search by Reserved and Assigned IP’s for your profile. If needed, reporting is available for IP addresses. Reports that include IP are:

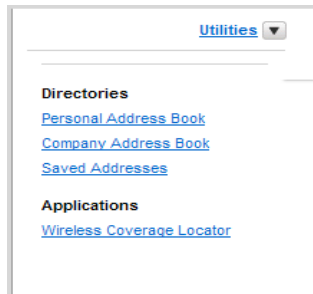
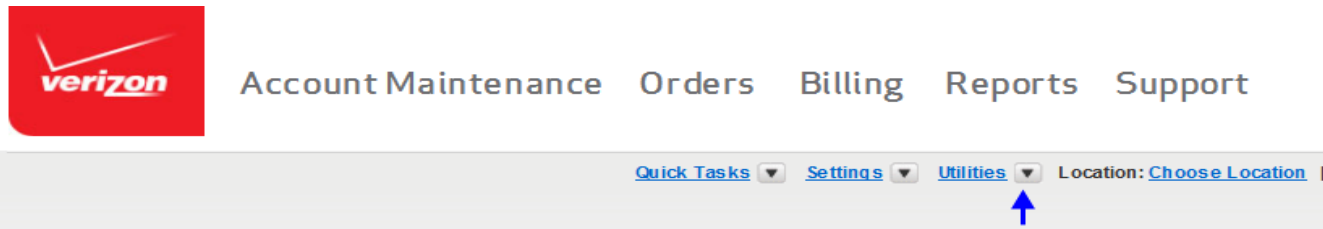
- Device Report
- Overview of Lines Report
- Purchase Activity

Refer to the **Advanced Reporting User Guide** for details on how to locate these reports.



Utilities Dropdown

The “**Utilities**” dropdown contains two main sections: “**Directories**” and “**Applications**”.



Directories

Personal Address Book

From the “**Personal Address Book**” page, you can create a list of personal contacts and their phone numbers. This personal address book will not be viewable by other company users.

To set up a new contact:

1. Click on the “**Add Contact**” button.



Personal Address Book

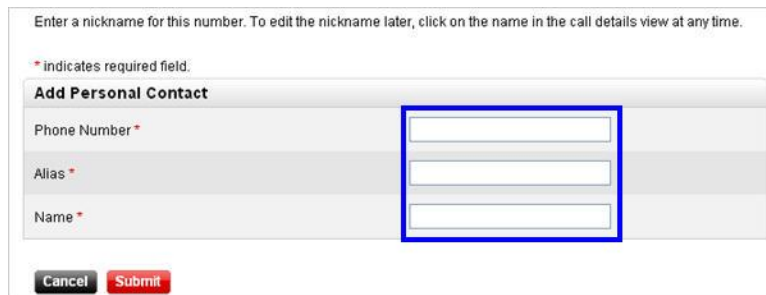
Search Results

| Alias | Name | Phone Number | Manage Entry |
|-------|---------------|--------------|---|
| Q | John Q Public | 123-555-1235 | Edit Delete |
| hank | hank ketchum | 905-555-1212 | Edit Delete |
| Ash | Ashley Judd | 123-555-1234 | Edit Delete |

Add Contact

A blue arrow points to the 'Add Contact' button.

2. Enter the contact's name, phone number, and alias.



Enter a nickname for this number. To edit the nickname later, click on the name in the call details view at any time.

* indicates required field.

Add Personal Contact

Phone Number *

Alias *

Name *

Cancel Submit

A blue box highlights the input fields for Phone Number, Alias, and Name.

3. Click **Submit**. You have successfully added a contact.

Enter a nickname for this number. To edit the nickname later, click on the name in the call details view at any time.

* indicates required field.

Add Personal Contact

| | |
|----------------|----------------------|
| Phone Number * | <input type="text"/> |
| Alias * | <input type="text"/> |
| Name * | <input type="text"/> |

4. To edit a contact, click on the **Edit** link. From here you can edit their name and alias.

| Search Results | | | |
|----------------|---------------|--------------|---|
| Alias | Name | Phone Number | Manage Entry |
| Q | John Q Public | 123-555-1235 | Edit Delete |
| hank | hank ketchum | 905-555-1212 | Edit Delete |
| Ash | Ashley Judd | 123-555-1234 | Edit Delete |

Note: contacts and aliases set up in the **Personal Address Book** are only viewable by that user. To add user information to a list that can be viewed by all company users, refer to the **Company Address Book** page.

Company Address Book

The “**Company Address Book**” link is only available to users assigned the “**Administrator**” or “**Analyst**” User Roles.

From the “**Company Address Book**” page, you can:

- Upload a pre-existing address book (.CSV file)
- Search for users
- Add new contacts

Notes: If an alias in the “**Personal Address Book**” for a user is different than their alias in the “**Company Address Book**”, it will appear as it is in the “**Personal Address Book**”.

Saved Addresses

The “**Saved Addresses**” link is only available to users who have purchasing privileges.

You may create up to 20 addresses for use in the shopping path.

Users may save up to 20 addresses.

| Address | | |
|------------------|--|---|
| Address Nickname | Address | Actions |
| 3_30 test 2 | 5555 RED ST LAS VEGAS NV 89118 | Edit Delete |
| 3_30 test 3 | 11 SAN WAY ALPHARETTA GA 30004 | Edit Delete |
| AI BusinessTest | 159 CASTLE AVE LAS VEGAS NV 89148 | Edit Delete |
| Test Res | 15900 SE EAST WAY BELLEVUE WA 98008 | Edit Delete |

[Add](#)

When adding a new address there are three possible formats: Business, Residential, and Address Only.



- Business

Please add an address to be saved for future orders.
Note: A physical address is required for shipping purposes.
* Indicates required field

| Add Address | |
|--------------------|---|
| Address Type | Business <input type="button" value="v"/> |
| Address Nickname * | <input type="text"/> |
| Company Name * | <input type="text"/> |
| Attention * | <input type="text"/> |
| Address 1 * | <input type="text"/> |
| Address 2 | <input type="text"/> |
| City * | <input type="text"/> |
| State * | <input type="text"/> |
| Zip Code * | <input type="text"/> |
| Phone Number * | <input type="text"/> |
| Email * | <input type="text"/> |

- Residential

Please add an address to be saved for future orders.
Note: A physical address is required for shipping purposes.
* Indicates required field

Add Address

| | |
|--------------------|--|
| Address Type | Residential <input type="button" value="v"/> |
| Address Nickname * | <input type="text"/> |
| First Name * | <input type="text"/> |
| Last Name * | <input type="text"/> |
| Address 1 * | <input type="text"/> |
| Address 2 | <input type="text"/> |
| City * | <input type="text"/> |
| State * | <input type="text"/> |
| Zip Code * | <input type="text"/> |
| Phone Number * | <input type="text"/> |
| Email * | <input type="text"/> |

- Address Only

Please add an address to be saved for future orders.

Note: A physical address is required for shipping purposes.

* Indicates required field

Add Address

| | |
|--------------------|---|
| Address Type | Address Only <input type="button" value="v"/> |
| Address Nickname * | <input type="text"/> |
| Address 1 * | <input type="text"/> |
| Address 2 | <input type="text"/> |
| City * | <input type="text"/> |
| State * | <input type="text"/> |
| Zip Code * | <input type="text"/> |

Select “**Change Coverage**” from the “**Wireless Locator Map**”. A pop up box will display your price plan search options. “**Refresh Map**” will show coverage for each price plan you select.

Current Coverage On Map: [close](#) (x)

Nationwide

| | | | | |
|-------|----|----|----|-----------------|
| Voice | 1X | 3G | 4G | Price Plan Code |
|-------|----|----|----|-----------------|

Base Coverage Layer

- Future Voice
- Mobile To Mobile
- National SingleRate
- Nationwide
- Nationwide Plus Canada
- Nationwide Plus Mexico
- Prepaid
- Push To Talk

[Refresh Map](#)

