



EVERSTREAM CUSTOMER PORTAL GUIDE

Updated 8.24.2020

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Welcome to Everstream's Customer Portal! This online resource gives you access to key information about your Everstream account — from support needs and invoice history to account information and resources. Along with contacting us by phone or email, our Customer Portal is an additional way to review your account or request support.

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REGISTERING FOR CUSTOMER PORTAL



METHOD #1: INVITATION LINK FROM EVERSTREAM

- Everstream has sent each customer a unique, system-generated link.
- Use this link to create an account and access the Customer Portal.
 - **Please Note: This system-generated link expires after 30 days.**
- With this option, users do not need to provide invoice and balance information.

METHOD #2: DIRECT ACCESS VIA INVOICE

- Visit customer.everstream.net
- Click on **“Sign Up”**

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To access this page, you have to log in to Everstream's Customer Portal.

Username

Password

Log In

Remember me

Everstream employee? [Log In](#)

Sign Up

- To sign up, you will need:
 1. An invoice from the past 60 days
 2. Enter the invoice number and balance for that invoice (“Total Charges”) to complete your registration

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First Name

Last Name

Title

Phone

Email

Please input the values below from the most recent invoice you received.

Invoice Number

Total Charges

I'm not a robot

reCAPTCHA
Privacy • Terms

Back Submit

REGISTRATION SUPPORT

- **If you have trouble registering, please contact Everstream's 24/7 Network Operations Center for assistance:**
 - Phone Support
[866.624.8624](tel:866.624.8624)
 - Email Support
support@everstream.net

CUSTOMER PORTAL HOME



CUSTOMER PORTAL HOME

Once logged into your account, you will see your Home page, which offers an at-a-glance look at key account details, including:

- **Contact Our 24/7 NOC:** For customer support, contact Everstream's 24/7 Network Operations Center via phone or email. You also can create a ticket directly within the portal.
- **All Active Billing Accounts:** Click on an account number to review its balance and due date. You can make a payment by credit card within the portal and have access to your invoice history for the past 24 months.
- **Your Account Team:** Quick reference and contact information for your key Everstream account contacts.

The screenshot shows the Everstream Customer Portal Home page for 'Test Community Hospital'. The page is divided into three main sections:

- Contact Our 24/7 Network Operations Center (NOC):** This section provides contact information for the NOC, including phone support (866.624.8624) and email support (support@everstream.net and mssupport@everstream.net). A 'Create Support Ticket' button is located at the bottom.
- All Active Billing Accounts:** This section displays a table of active billing accounts with columns for Account, Balance, and Due Date.

Account	Balance	Due Date
A01234567890-R	\$3,210.00	May 29, 2020
L12345678901-R	\$1,999.99	May 29, 2020

Below the table, it states: 'If you have any billing related questions, please contact the billing team at ac@everstream.net'.
- Your Account Team:** This section lists two account managers: Sherri Lopez (Enterprise Account Executive, 616-450-4405, slopez@everstream.net) and Ashley Seely (Account Manager, 517-679-5077, aseely@everstream.net).

The Everstream logo is at the top left, and the user is logged in as 'Portal User' at the top right. The navigation menu includes Home, Support, View Account, Manage Contacts, and Resources.

REVIEW CURRENT INVOICE

To review a current invoice, **click on the account number** to open a detailed history for the past 24 months.

The screenshot shows the Everstream customer portal interface. At the top, the Everstream logo and tagline 'FASTER FIBER. BETTER BUSINESS.' are on the left, and a 'Portal User' profile icon is on the right. A navigation bar contains links for Home, Support, View Account, Manage Contacts, and Resources. The main content area is titled 'Test Community Hospital' and is divided into three columns. The left column is for 'Contact Our 24/7 Network Operations Center (NOC)', providing phone and email support information. The middle column, 'All Active Billing Accounts', contains a table with two rows of account data. A blue arrow points to the account number 'A01234567890-R' in the first row. The right column, 'Your Account Team', lists Sherri Lopez and Ashley Seely with their roles and contact information. At the bottom, there are social media icons and the text 'Everstream | All Rights Reserved'.

Account	Balance	Due Date
A01234567890-R	\$3,210.00	May 29, 2020
L12345678901-R	\$1,999.99	May 29, 2020

REVIEW CURRENT INVOICE

Select **“Make a Payment”** to pay your balance by credit card.

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Portal User

Home Support View Account Manage Contacts Resources

Billing Account Information

Test Community Hospital | A01234567890-R Invoices from the Last Two Years

Account Balance: **\$3,210.00**
Balance Due On **05/30/2020**
Last payment of \$3,210.00 was received on 04/27/2020

Make a Payment

Type	Description	Transaction Date	Amount	Invoice Link
Invoice	05/01/2020 - 05/31/2020	Apr 30, 2020	\$3,210.00	View Invoice
Invoice	04/01/2020 - 04/30/2020	Mar 31, 2020	\$3,210.00	View Invoice
Invoice	03/01/2020 - 03/31/2020	Feb 29, 2020	\$3,210.00	View Invoice
Invoice	02/01/2020 - 02/29/2020	Jan 31, 2020	\$3,210.00	View Invoice
Invoice	01/01/2020 - 01/31/2020	Dec 31, 2019	\$3,210.00	View Invoice
Invoice	12/01/2019 - 12/31/2019	Nov 30, 2019	\$3,210.00	View Invoice

MAKE A PAYMENT BY CREDIT CARD

- On the next screen, fill out your billing information to complete payment with a credit card.
- Should you have any questions or concerns regarding your Everstream invoice, please contact our Billing department via email at ar@everstream.net.

The screenshot displays the Everstream payment interface. At the top, the Everstream logo and tagline "FASTER FIBER. BETTER BUSINESS." are visible. Below this, the payment amount is shown as \$3,210.00 with the account ID A01234567890-R. The "BILLING INFORMATION" section contains the following fields: FIRST NAME (with a copy icon), LAST NAME, ADDRESS (1234 Michigan Ave), CITY (Lansing), STATE (MI), ZIP CODE (48933), COUNTRY (United States with a dropdown arrow), and EMAIL. The "CREDIT CARD" section includes logos for VISA, MasterCard, and DISCOVER, followed by fields for CREDIT CARD NUMBER, SECURITY NUMBER, and EXPIRATION (Month and Year dropdowns). A "NEXT" button is located at the bottom right of the form.

SUPPORT



NOC SUPPORT

- The **Support** tab allows you to submit an online request for network support or review up to one year of your NOC Support Ticket history.
- To open a new ticket, click on **“Submit a Support Ticket.”**

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Portal User

Home **Support** View Account Manage Contacts Resources

Submit a Support Ticket

Network Operations Center (NOC) Support Tickets

Displaying 0 Support Tickets from the Last 365 Days
Open or Closed Tickets
Open

Ticket Number	Date/Time Opened	Status	Service ID	Subject
No Support Tickets Were Found				

SUBMIT SUPPORT TICKET

- Be sure to include the circuit/asset ID or circuit's physical address.
- Once all relevant information has been included, click **“Submit”** to complete.

The screenshot shows the Everstream user portal interface for creating a support ticket. At the top left is the Everstream logo with the tagline "FASTER FIBER. BETTER BUSINESS.". On the top right, there is a user profile icon labeled "Portal User". A purple navigation bar contains links for "Home", "Support" (which is highlighted with a blue underline), "View Account", "Manage Contacts", and "Resources".

The main content area is titled "Create an Everstream NOC Support Ticket" with the subtitle "Tell us how we can help.". It features a "Subject" text input field. Below it is a "Description (HTML)" section with a rich text editor. The editor includes a font dropdown set to "Salesforce Sans", a size dropdown set to "12", a color picker set to blue, and buttons for bold (B), italic (I), underline (U), link, unlink, bulleted list, numbered list, indent, and outdent. Below the editor is a large text area for the description.

At the bottom left of the form is an "Upload File" button with a paperclip icon. At the bottom center is a large purple "Submit" button.

On the right side of the page, there is a section titled "Contact Our 24/7 Network Operations Center (NOC)". It lists "Phone Support All Services 866.624.8624", "Email Support Network and Voice Customers support@everstream.net", and "Managed Services Customers mssupport@everstream.net".

SUPPORT TICKET LIST

NOC Support Tickets can be sorted by status (**Open** or **Closed**).

The screenshot displays the Everstream user interface for viewing support tickets. At the top left is the Everstream logo with the tagline "FASTER FIBER. BETTER BUSINESS.". The navigation bar includes links for Home, Support (which is underlined), View Account, Manage Contacts, and Resources. On the right side of the navigation bar, there is a user profile icon labeled "Portal User".

Below the navigation bar, there is a prominent purple button labeled "Submit a Support Ticket". The main content area is titled "Network Operations Center (NOC) Support Tickets". Below this title is a table with the following columns: Ticket Number, Date/Time Opened, Status, Service ID, and Subject. The table is currently empty, and the text "No Support Tickets Were Found" is displayed below the table headers.

A callout box, outlined in blue, highlights the "Status" filter dropdown menu. The dropdown is currently set to "Open". The text above the dropdown reads "Displaying 0 Support Tickets from the Last 365 Days Open or Closed Tickets". A blue arrow points from the "Status" column header to the callout box.

SUPPORT TICKET LIST

To review in-depth detail for a specific ticket, click on the linked **Ticket Number**.

The screenshot shows the Everstream support portal interface. At the top left is the Everstream logo with the tagline "FASTER FIBER. BETTER BUSINESS.". On the top right, there is a user profile icon labeled "Portal User". Below the logo is a navigation menu with options: Home, Support (highlighted with a blue underline), View Account, Manage Contacts, and Resources. To the right of the navigation menu is a purple button labeled "Submit an Online Support Request".

The main content area is titled "Network Operations Center (NOC) Support Tickets". To the right of this title, it says "Displaying 7 Support Tickets from the Last 365 Days" and "Open or Closed Tickets" with a dropdown menu currently set to "Closed".

<u>Ticket Number</u>	<u>Date/Time Opened</u>	<u>Status</u>	<u>Service ID</u>	<u>Subject</u>
00318359	4/17/2020, 02:47 AM	Closed		EVM-ETHS-ON-000000 Location ID:a0H0B00000TRQyv
00308423	2/22/2020, 09:04 AM	Closed		Lansing alarm FAC -1-2-15-1 Service ID: EVM-ETHS-ON-000000 Location ID:a0H0B00000XcAWV
00076231	11/27/2019, 11:07 AM	Closed		100 P2P EVM-ETHS-ON-0000
00076224	11/27/2019, 10:42 AM	Closed		Service ID: EVM-ETHS-ON-555555 Cyan Alarm

SUPPORT: VIEWING A TICKET

- Once you click on the Ticket Number, you will have access to the ticket history in the **Timeline** section.
- Click **“New Comment”** to add ticket updates.
 - Enter pertinent information and click **“Save”** to send update or response to the NOC.

The screenshot displays the Everstream support portal interface. At the top, the navigation bar includes 'Home', 'Support', 'View Account', 'Manage Contacts', and 'Resources'. The main content area shows a support ticket for '100 P2P | EVM-ETHS-ON-000000 ||' with ticket number 00321285 and status 'Closed'. Below the ticket details is a 'Timeline' section with a 'New Comment' button highlighted by a blue arrow. To the right of the timeline is a 'Files (0)' section with an 'Add Files' button. A modal window titled 'New Comment' is open, showing a text input field with a character limit of 1200 and 'Cancel' and 'Save' buttons. The modal also displays a preview of the comment content.

SUPPORT: VIEWING A TICKET

- You also can upload files or screen shots directly to the ticket:
 - Select **“Add Files”**
 - When window opens, select **“Upload Files”** and choose your file
 - Click **“Add”**

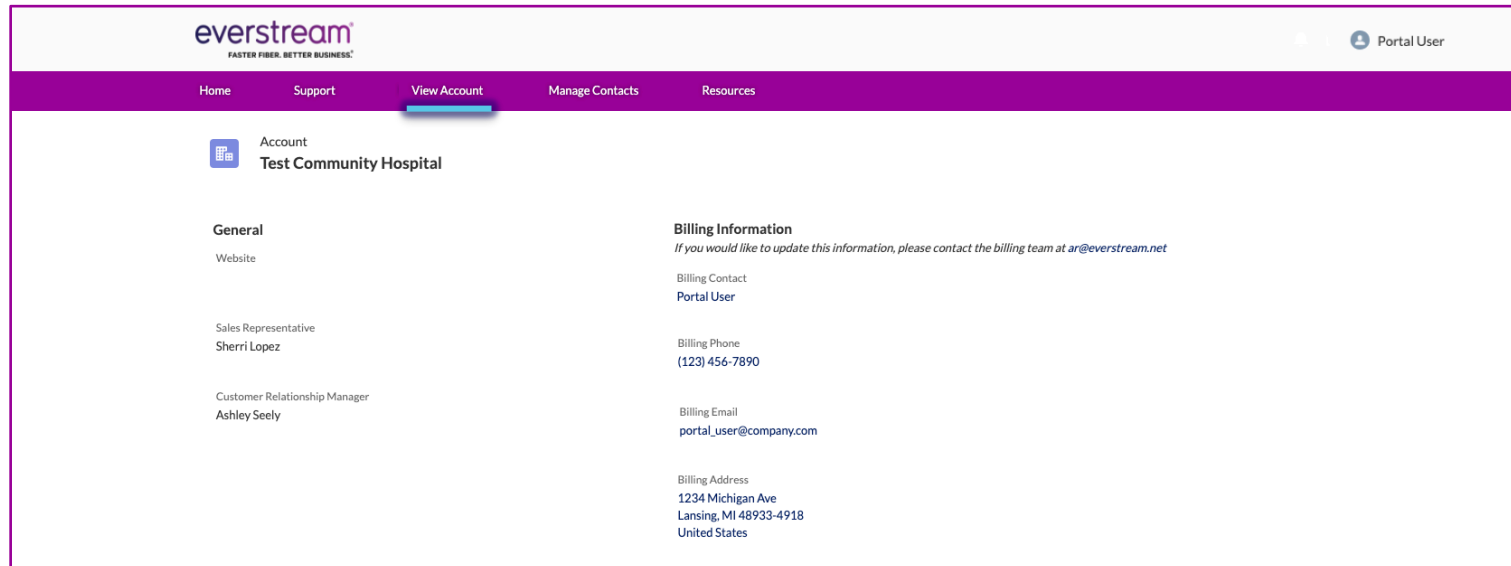
The screenshot displays the Everstream support ticket interface. At the top, the Everstream logo and navigation menu are visible. The main content area shows a support ticket for '100 P2P | EVM-ETHS-ON-000000 ||'. Below the ticket details, there is a 'Timeline' section with a 'New Comment' button and a 'Files (0)' section with an 'Add Files' button. A 'Select Files' dialog box is open, showing an 'Upload Files' button and a search bar. The dialog box also displays categories like 'Owned by Me', 'Shared with Me', 'Recent', 'Following', and 'Related Files'. The status bar at the bottom of the dialog shows '0 of 10 files selected' and 'Cancel' and 'Add' buttons. Red arrows and boxes highlight the 'Add Files' button in the main interface and the 'Upload Files' button in the dialog box.

VIEW ACCOUNT



VIEW ACCOUNT

- We encourage you to review your account details for accuracy.
- If you have changes to this information, please feel free to contact our Billing department via email at ar@everstream.net.



The screenshot shows the Everstream user interface. At the top left is the Everstream logo with the tagline "FASTER FIBER. BETTER BUSINESS." and a user profile icon labeled "Portal User" at the top right. A purple navigation bar contains links for "Home", "Support", "View Account" (which is highlighted with a blue underline), "Manage Contacts", and "Resources". Below the navigation bar, the account name "Test Community Hospital" is displayed next to a building icon. The page is divided into two columns of information:

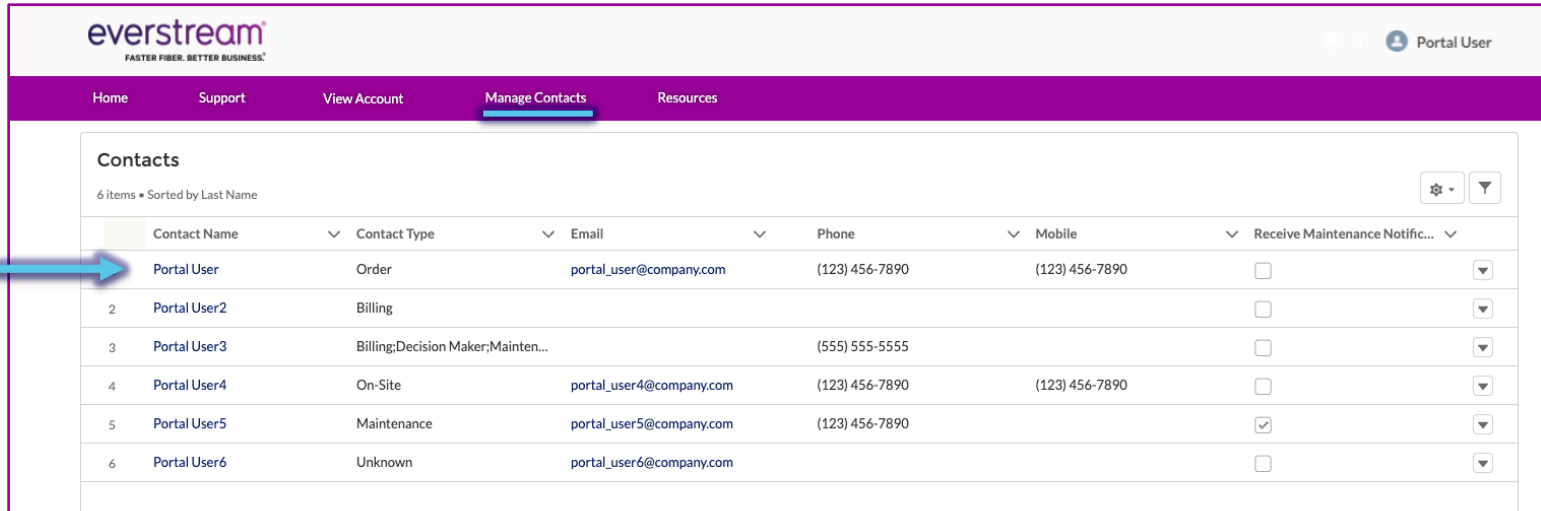
General	Billing Information
Website	<i>If you would like to update this information, please contact the billing team at ar@everstream.net</i>
Sales Representative Sherri Lopez	Billing Contact Portal User
Customer Relationship Manager Ashley Seely	Billing Phone (123) 456-7890
	Billing Email <code>portal_user@company.com</code>
	Billing Address 1234 Michigan Ave Lansing, MI 48933-4918 United States

MANAGE CONTACTS



MANAGE CONTACTS

Need to receive network maintenance communications? Have a new mobile phone number? You can manage the contacts for your team or review individual contact information by clicking on a **Contact Name** from the list.



The screenshot displays the Everstream user interface for managing contacts. The header includes the Everstream logo and navigation links: Home, Support, View Account, Manage Contacts (highlighted), and Resources. The user is logged in as 'Portal User'. The main content area is titled 'Contacts' and shows 6 items sorted by Last Name. A table lists the contacts with columns for Contact Name, Contact Type, Email, Phone, Mobile, and Receive Maintenance Notifications. A blue arrow points to the 'Portal User' contact name in the first row.

	Contact Name	Contact Type	Email	Phone	Mobile	Receive Maintenance Notific...
1	Portal User	Order	portal_user@company.com	(123) 456-7890	(123) 456-7890	<input type="checkbox"/>
2	Portal User2	Billing				<input type="checkbox"/>
3	Portal User3	Billing;Decision Maker;Mainten...		(555) 555-5555		<input type="checkbox"/>
4	Portal User4	On-Site	portal_user4@company.com	(123) 456-7890	(123) 456-7890	<input type="checkbox"/>
5	Portal User5	Maintenance	portal_user5@company.com	(123) 456-7890		<input checked="" type="checkbox"/>
6	Portal User6	Unknown	portal_user6@company.com			<input type="checkbox"/>

MANAGE CONTACTS

- Once in your contact record, click **“Edit”** in the top right corner to make changes.
- Alternatively, select the **pencil icon** next to the field you wish to edit to make and save changes to your record.
 - Users are able to edit any field on this page except for “Account Name”.

The screenshot displays the Everstream user interface for managing contacts. At the top, the navigation bar includes 'Home', 'Support', 'View Account', 'Manage Contacts' (which is highlighted), and 'Resources'. The user is logged in as 'Portal User'. The main content area shows a contact record for 'Portal User' with the following details:

- Account Name: [Test Community Hospital](#)
- Phone (2): (555) 555-5555
- Email: portal_user@company.com

Below these details are several fields with pencil icons for editing:

- Inactive Contact:
- Contact Type: Billing;Decision Maker;Maintenance;On-Site;Order
- Name: Portal User
- Account Name: [Test Community Hospital](#)
- Email: portal_user@company.com
- Phone: (555) 555-5555
- Mobile: [Field with pencil icon]

In the top right corner, there is an 'Edit' button. A red box highlights this button, and a red arrow points to it from the left. Another red arrow points down to a pencil icon in the 'Email' field, and a third red arrow points down to a pencil icon in the 'Phone' field.

MANAGE CONTACTS

Please note:

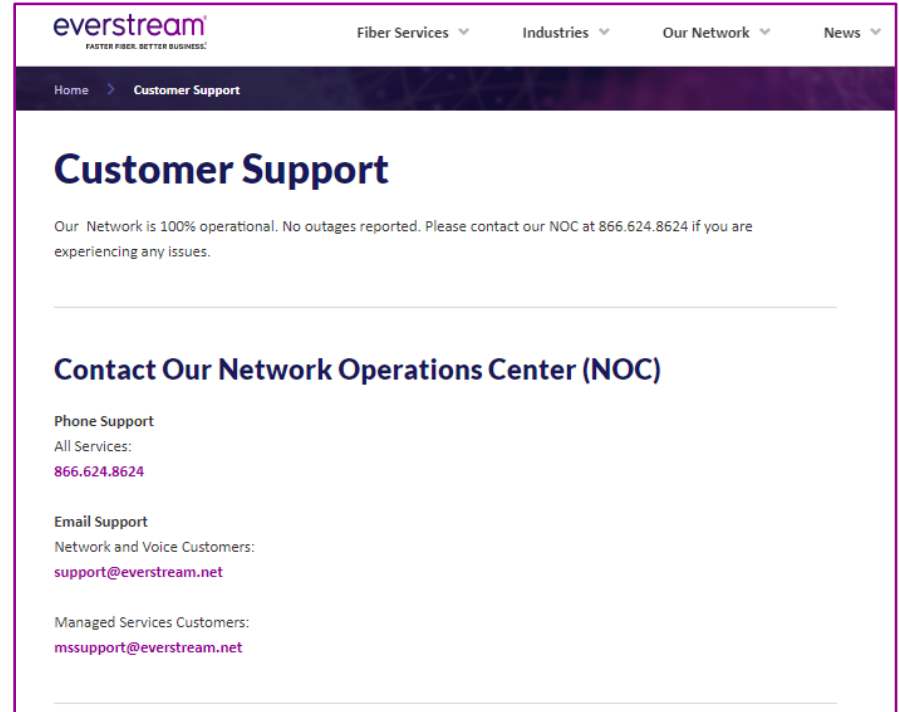
- **Any member of your team has access to EDIT any contact listed**, including updating names, phone numbers, emails and user notifications.
- To **ADD** a new contact to your account, **please contact your Everstream Account Team**, as shown on the portal's Home page.

RESOURCES



RESOURCES

- Select the Resources tab to be directed to the Customer Support page on Everstream's website (everstream.net/support)
- Here you can access:
 - Our latest network status information
 - NOC Escalation List
 - Other helpful documents and important communications



The screenshot shows the Everstream website's Customer Support page. The header includes the Everstream logo with the tagline "FASTER FIBER. BETTER BUSINESS!" and navigation links for "Fiber Services", "Industries", "Our Network", and "News". A breadcrumb trail shows "Home" and "Customer Support". The main heading is "Customer Support". Below this, a status message states: "Our Network is 100% operational. No outages reported. Please contact our NOC at 866.624.8624 if you are experiencing any issues." A horizontal line separates this from the "Contact Our Network Operations Center (NOC)" section. Under "Phone Support", it lists "All Services:" and the phone number "866.624.8624". Under "Email Support", it lists "Network and Voice Customers:" and the email "support@everstream.net". Finally, it lists "Managed Services Customers:" and the email "mssupport@everstream.net".

THINGS TO KEEP IN MIND



PLEASE KEEP IN MIND

- If you need to change the password for your Everstream Customer Portal registration, please visit customer.everstream.net and click on “Forgot Your Password?.”
- For access to the full capabilities of Everstream’s Customer Portal, it is best to log in via desktop.
 - The mobile user experience may vary from the full desktop experience.
 - Increased mobile-friendly features will be released in the future.

CUSTOMER PORTAL HELP



CUSTOMER PORTAL HELP

Please contact the Everstream NOC with any questions or assistance related to the Customer Portal.

Call, email or submit a ticket through the portal:

Phone Support

[866.624.8624](tel:866.624.8624)

Email Support

support@everstream.net



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