

EVERSTREAM CUSTOMER PORTAL GUIDE

Updated 4.21.21

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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

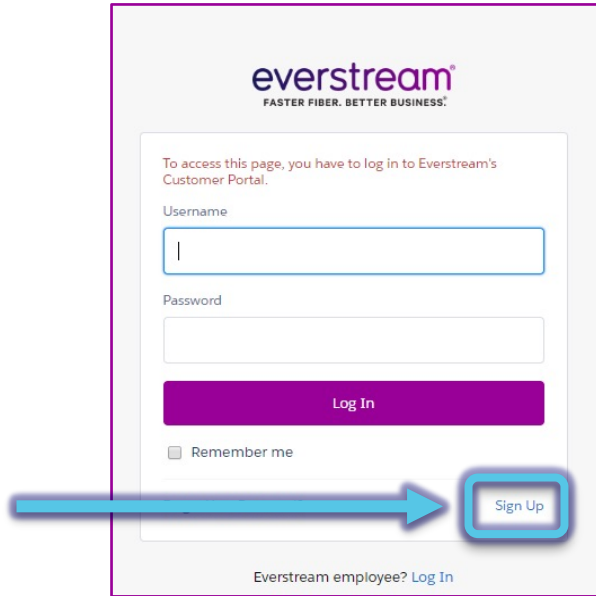


METHOD #1: INVITATION LINK FROM EVERSTREAM

- Everstream has sent each customer a unique, system-generated link via email.
- 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.

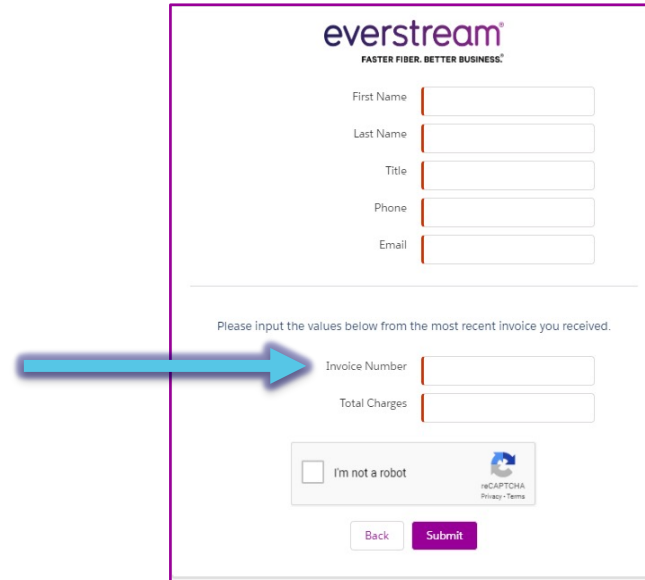
METHOD #2: DIRECT ACCESS VIA INVOICE

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



The screenshot shows the Everstream login page. At the top is the Everstream logo with the tagline "FASTER FIBER. BETTER BUSINESS.". Below it, a message states: "To access this page, you have to log in to Everstream's Customer Portal." There are two input fields: "Username" and "Password". Below these is a blue "Log In" button. A checkbox labeled "Remember me" is positioned below the "Log In" button. At the bottom left, it says "Everstream employee? Log In". A blue arrow points from the bottom left towards a "Sign Up" button, which is highlighted with a blue border.

- 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



The screenshot shows the Everstream registration page. At the top is the Everstream logo with the tagline "FASTER FIBER. BETTER BUSINESS.". Below it are five input fields: "First Name", "Last Name", "Title", "Phone", and "Email". A horizontal line separates these from the next section. Below the line, it says: "Please input the values below from the most recent invoice you received." There are two input fields: "Invoice Number" and "Total Charges". Below these is a checkbox labeled "I'm not a robot" next to a reCAPTCHA logo. At the bottom are two buttons: "Back" and "Submit". A blue arrow points from the "Sign Up" button in the previous screenshot to the "Invoice Number" field.

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

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 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 enroll in automatic payments, make a payment by credit card and access 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. The header includes the Everstream logo, the tagline "FASTER. EASIER. BETTER. BUSINESS.", and the user name "John Smith". The navigation bar has links for Home, Support, View Account, Manage Contacts, Order Status, and Resources. The main content area is titled "Welcome Test Community Hospital!" and features three columns:

- Contact Our 24/7 Network Operations Center (NOC):** Includes phone support (866.624.8624), email support (support@everstream.net), and managed services customers (msupport@everstream.net). A "Create Support Ticket" button is at the bottom.
- All Active Billing Accounts:** A table with columns for Account, Balance, and Due Date. The table lists three accounts: A11111111-R (\$1,700.00, May 1, 2021), A222222222-R (\$500.00, May 1, 2021), and A33333333-R. A note at the bottom states: "If you have any billing-related questions, please contact the billing team at ar@everstream.net."
- Your Account Representative:** Features a profile picture of Rich Dugger, Sales Director, with contact information: 440-392-1212 and rdugger@everstream.net.

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. At the top, the Everstream logo and tagline 'FASTER FIBER. BETTER BUSINESS.' are on the left, and a user profile for 'John Smith' is on the right. A navigation bar contains links: Home, Support, View Account, Manage Contacts, Order Status, and Resources. The main content area is titled 'Welcome Test Community Hospital!' and is divided into three columns. The left column, 'Contact Our 24/7 Network Operations Center (NOC)', lists contact information for phone, email, and managed services, with a 'Create Support Ticket' button. The middle column, 'All Active Billing Accounts', contains a table of active accounts. A blue arrow points from the NOC section to this table. The right column, 'Your Account Representative', features a profile for Rich Dugger, Sales Director, with contact details. At the bottom, there are social media icons and a disclaimer.

Account	Balance	Due Date
A11111111-R	\$1,700.00	May 1, 2021
A222222222-R	\$500.00	May 1, 2021
A333333333-R		

If you have any billing-related questions, please contact the billing team at ar@everstream.net.

(NEW: 4/21) PAYMENT OPTIONS

- Select **“Make a Payment”** to pay your balance by credit card.
- **(NEW: 4/21):** Choose **“Enroll in Automatic Payments”** to sign up for this new option.

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John Smith

Home Support View Account Manage Contacts Order Status Resources

Billing Account Information

Test Community Hospital
A111111111-R
Account Balance: \$1,700.00
Balance Due On 05/01/2021

Make a Payment

Automatic Payments
Enroll in Automatic Payments

If you have any billing-related questions, please contact the billing team at ar@everstream.net.

Invoices
Invoices from the Last Two Years

Type	Description	Amount	Invoice Link
Invoice	04/01/2021 - 04/30/2021	\$1,700.00	View Invoice
Invoice	03/01/2021 - 03/31/2021	\$1,700.00	View Invoice
Invoice	02/01/2021 - 02/28/2021	\$1,700.00	View Invoice
Invoice	01/01/2021 - 01/31/2021	\$1,700.00	View Invoice
Invoice	12/01/2020 - 12/31/2020	\$1,700.00	View Invoice

MAKE A PAYMENT BY CREDIT CARD

- For this option, 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.

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PAYMENT AMOUNT

\$ 1,700.00

A1111111111-R

Outstanding Balance: \$1,700.00

Due Date: 05/01/2021

BILLING INFORMATION

FIRST NAME

LAST NAME

ADDRESS

CITY

STATE

ZIP CODE

COUNTRY

EMAIL

1234 First Ave

Cleveland

OH

44115

United States

VISA

MasterCard

DISCOVER

CREDIT CARD NUMBER

EXPIRATION

Month

Year

NEXT

(NEW: 4/21) ENROLL IN AUTOMATIC PAYMENTS

- For this option, complete the enrollment form to authorize payments.
- Once enrolled, your monthly payment will be **automatically debited in full on the 25th day of each month.**
- Should you have any questions or concerns regarding your Everstream invoice, please contact our Billing department via email at ar@everstream.net.

The screenshot shows a web form titled "Enroll in Automatic Payments". At the top, there is a dropdown menu labeled "* Select Credit Card" with "-- New --" selected. Below this is a section titled "Create New Payment Profile" containing several required fields: "* Cardholder First Name", "* Cardholder Last Name", "* Email Address", and "* Phone Number". The "Billing Address" section includes fields for "* Street", "* City", "* Province/State" (a dropdown menu currently showing "--None--"), "* Postal/Code", and "Country" (a dropdown menu currently showing "US"). The "Card Type" section has a dropdown menu currently showing "Visa". Below this are fields for "* Card Number", "* Expiration" (MM/YY), and "* CVV". At the bottom, there is a "Terms & Conditions" section with a small text area containing a disclaimer. At the very bottom right, there are two buttons: "Cancel" and "Enroll".

(NEW: 4/21) AUTOMATIC PAYMENTS CONFIRMATION

- Once enrolled in automatic payments, your account will note **“Current Automatic Payments Profile”** with the saved payment information listed.
 - Please consider this confirmation that you have successfully enrolled!
- Enrollment in Automatic Payments is **effective for the following month.**
 - For example, enrolling on April 23rd will begin your Automatic Payments for May.
 - Your automatic payment will be noted on your May 1 invoice and payment will be debited in full on May 25th.
 - Please note that you are still responsible to pay your invoice for the current month** (e.g. April in our example).

The screenshot displays the Everstream 'Billing Account Information' page for 'Test Community Hospital'. The account number is A111111111-R, with a balance of \$1,700.00 due on 05/01/2021. A table titled 'Invoices from the Last Two Years' shows a single invoice for \$1,700.00 dated April 1, 2021. A blue box highlights the 'Automatic Payments' section, which indicates a 'Current Automatic Payments Profile' with a Visa card ending in 1111. A blue arrow points to this section. The page also includes a 'Make a Payment' button and an 'Update Automatic Payments' button.

Type	Description	Transaction Date	Amount	Invoice Link
Invoice	04/01/2021 - 04/30/2021	Apr 1, 2021	\$1,700.00	View Invoice

(NEW: 4/21) AUTOMATIC PAYMENTS INVOICE

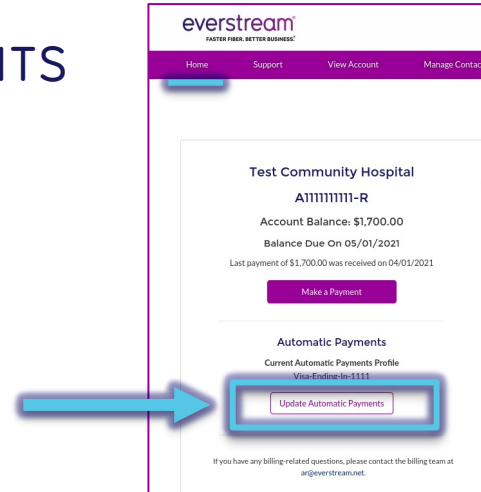
- Once enrolled in Automatic Payments, your invoice also will **reflect the enrollment and automatic debit payment.**
- Should you have any questions or concerns regarding your Everstream invoice, please contact our Billing department via email at ar@everstream.net.

**You are enrolled in Automatic Payments.
Your monthly payment will be debited in full on the 25th of the month.**

ACH and Wire Payments: Routing #: 211170101; Account #: 1918097542

(NEW: 4/21) UPDATE AUTOMATIC PAYMENTS

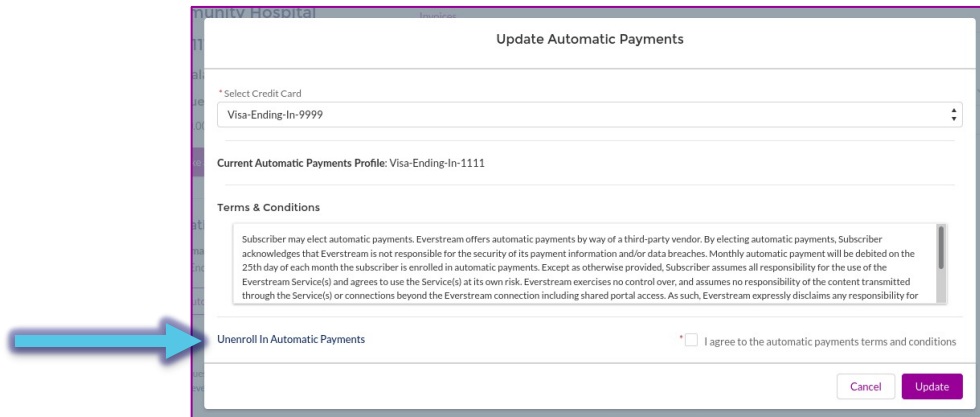
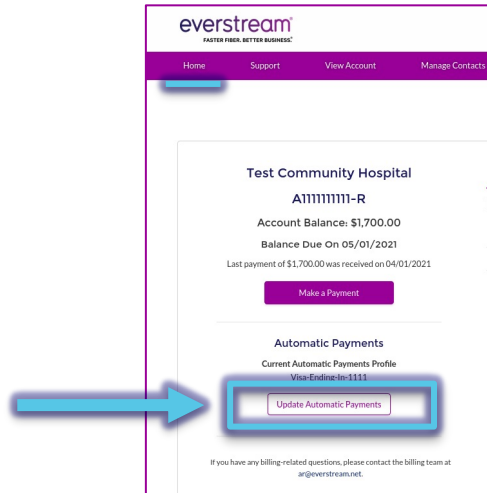
- Once enrolled in automatic payments, you can select **“Update Automatic Payments”** to make any changes to your payment method (e.g. add a different credit card).
- Note:** Be sure to make any changes to your payment method by the **24th day for that month** (e.g. May 24th for a May 25th payment).
 - Any changes made on or after the 25th day of the month will be effective for the following month's payment (e.g. May 26th for a June 25th payment).

A screenshot of the 'Update Automatic Payments' form in the Everstream portal. The form has a title 'Update Automatic Payments'. Below the title is a section '* Select Credit Card' with a dropdown menu showing 'Visa-Ending-In-9999'. Underneath is 'Current Automatic Payments Profile: Visa-Ending-In-1111'. A 'Terms & Conditions' section follows, containing a scrollable text box with legal text: 'Subscriber may elect automatic payments. Everstream offers automatic payments by way of a third-party vendor. By electing automatic payments, Subscriber acknowledges that Everstream is not responsible for the security of its payment information and/or data breaches. Monthly automatic payment will be debited on the 25th day of each month the subscriber is enrolled in automatic payments. Except as otherwise provided, Subscriber assumes all responsibility for the use of the Everstream Service(s) and agrees to use the Service(s) at its own risk. Everstream exercises no control over, and assumes no responsibility of the content transmitted through the Service(s) or connections beyond the Everstream connection including shared portal access. As such, Everstream expressly disclaims any responsibility for...'. At the bottom left is a link 'Unenroll In Automatic Payments'. At the bottom right is a checkbox 'I agree to the automatic payments terms and conditions' which is currently unchecked. Below the checkbox are 'Cancel' and 'Update' buttons.

(NEW: 4/21) UNENROLL IN AUTOMATIC PAYMENTS

To unenroll in automatic payments:

- Select **“Update Automatic Payments”** then **“Unenroll in Automatic Payments.”**
- You will be prompted to send an email request to Everstream’s Billing department at ar@everstream.net to complete the unenrollment process.



SUPPORT



NETWORK OPERATIONS CENTER 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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John Smith

Home Support View Account Manage Contacts Order Status 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

[SUPPORT: SUBMIT NOC SUPPORT TICKET](#)

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

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HomeSupportView AccountManage ContactsOrder StatusResources

Create an Everstream NOC Support Ticket
Tell us how we can help.

Subject

Description (HTML)

Salesforce Sans12BBIU[Icons]

Upload File

Submit

Contact Our 24/7 Network Operations Center (NOC)

Phone Support
All Services
866.624.8624

Email Support
Network and Voice Customers
support@everstream.net

Managed Services Customers
mssupport@everstream.net

SUPPORT: TICKET LIST

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

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Home **Support** View Account Manage Contacts Order Status Resources

Submit a Support Ticket

Network Operations Center (NOC) Support Tickets

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

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

SUPPORT: TICKET LIST

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

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John Smith

Home Support View Account Manage Contacts Order Status Resources

Submit a Support Ticket

Network Operations Center (NOC) Support Tickets

Displaying 17 Support Tickets from the Last 365 Days

Open or Closed Tickets

Closed

Ticket Number	Date/Time Opened	Status	Service ID	Subject
01234567	4/5/2021, 01:43 PM	Closed	EV-ETHS-ON-11111	OG - 234 W Main Ave, Cleveland, OH 44115 EV-ETHS-ON-11111 Node is down
12345678	4/5/2021, 01:43 PM	Closed	1C-ETHS-ON-22222	OG - 234 W Main Ave, Cleveland, OH 44115 1C-ETHS-ON-22222 Node is down
23456789	2/16/2021, 02:46 PM	Closed	1C-ETHS-ON-22222	Service ID: 1C-ETHS-ON-22222 250 DIA DNS Issue
34567890	2/16/2021, 11:02 AM	Closed	EV-ETHS-ON-11111	Service ID: EV-ETHS-ON-11111 250 DIA Utilization Report

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 an update or respond to the NOC.

The screenshot displays the Everstream support portal interface. At the top, the 'everstream' logo is visible, along with the tagline 'FASTER FIBER. BETTER BUSINESS.' and a user profile for 'John Smith'. A navigation bar includes links for Home, Support, View Account, Manage Contacts, Order Status, and Resources. The 'Support' link is highlighted with a blue underline.

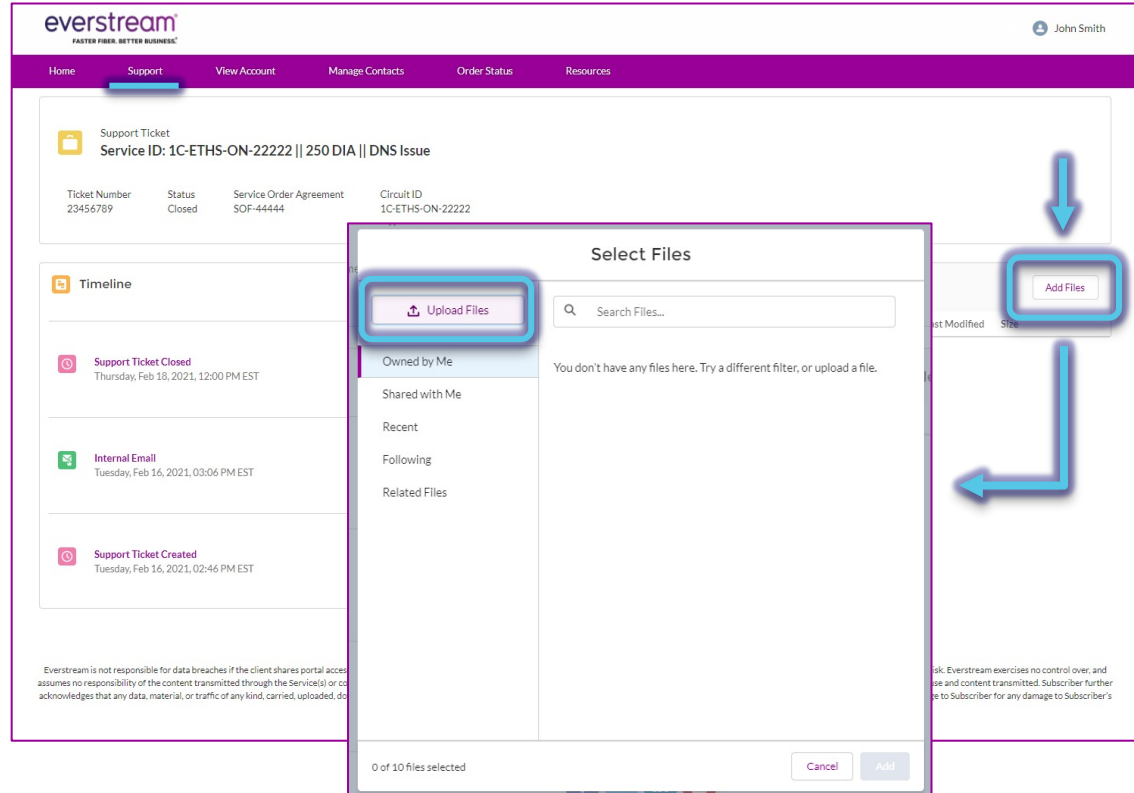
The main content area shows a 'Support Ticket' for 'Service ID: 1C-ETHS-ON-22222 || 250 DIA || DNS Issue'. Below this, a table lists ticket details: Ticket Number (23456789), Status (Closed), Service Order Agreement (SOF-44444), and Circuit ID (1C-ETHS-ON-22222).

The 'Timeline' section displays a list of events: 'Support Ticket Closed' (Thursday, Feb 18, 2021, 12:00 PM EST), 'Internal Email' (Tuesday, Feb 16, 2021, 03:06 PM EST), and 'Support Ticket Created' (Tuesday, Feb 16, 2021, 02:46 PM EST).

A blue arrow points from the 'New Comment' button in the 'Files (0)' section to a modal form titled 'New Comment'. The modal form includes a text area with a character limit of 1200, a 'Cancel' button, and a 'Save' button.

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(s).
- Click **“Add.”**

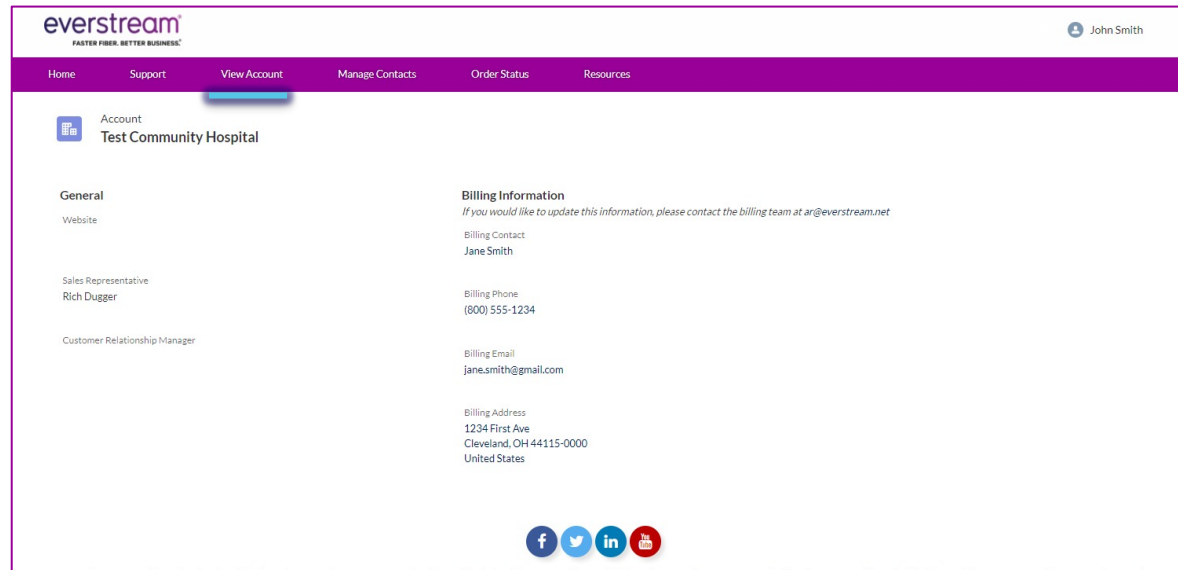


VIEW ACCOUNT



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.

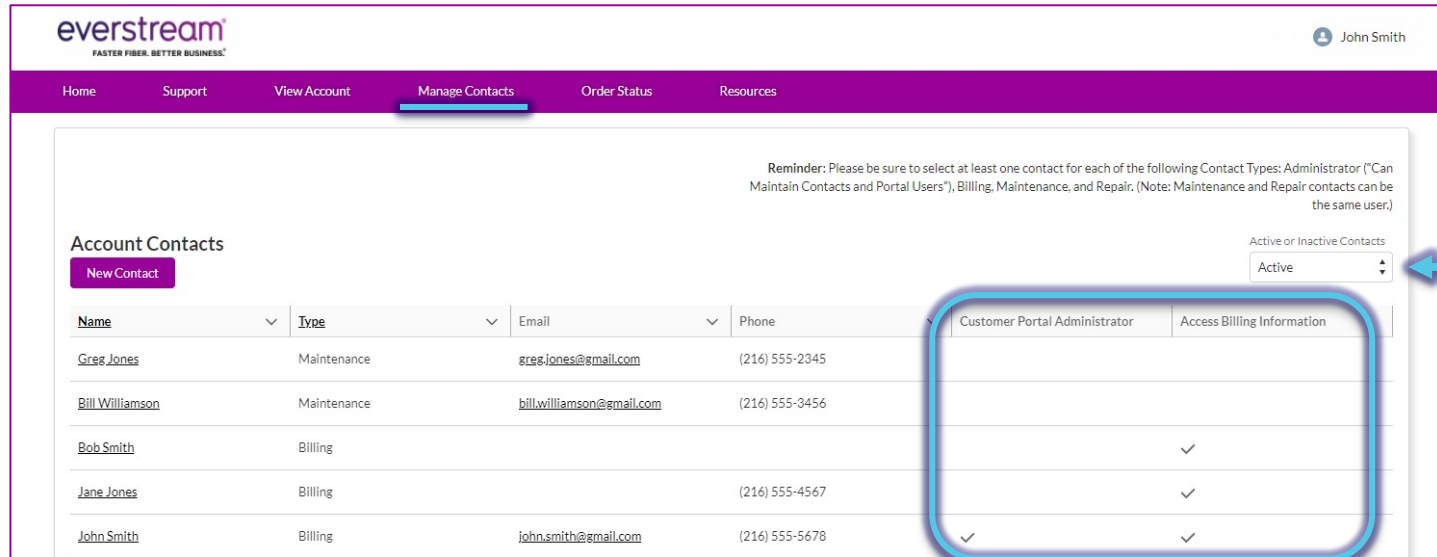


MANAGE CONTACTS



(NEW: 4/21) MANAGE CONTACTS

- At-a-glance list of Account Contacts with access to the Everstream Customer Portal and their permissions.
- **Customer Portal Administrators** have administrative and billing access and can add or edit any profile.
 - **Note:** The first user within a business to sign up for the Portal is the default Customer Portal Administrator.
- Contacts can be sorted by **Active** or **Inactive Contacts**.



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John Smith

Home Support View Account **Manage Contacts** Order Status Resources

Reminder: Please be sure to select at least one contact for each of the following Contact Types: Administrator ("Can Maintain Contacts and Portal Users"), Billing, Maintenance, and Repair. (Note: Maintenance and Repair contacts can be the same user.)

Account Contacts

New Contact

Active or Inactive Contacts: Active

Name	Type	Email	Phone	Customer Portal Administrator	Access Billing Information
Greg Jones	Maintenance	greg.jones@gmail.com	(216) 555-2345		
Bill Williamson	Maintenance	bill.williamson@gmail.com	(216) 555-3456		
Bob Smith	Billing				✓
Jane Jones	Billing		(216) 555-4567		✓
John Smith	Billing	john.smith@gmail.com	(216) 555-5678	✓	✓

(NEW: 4/21) MANAGE CONTACTS

- To review and manage your internal team members, select a **Contact Name** from the list.
- Note:** There is no way to delete a contact no longer with your business. Instead, mark as an **Inactive Contact**.

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John Smith

Home Support View Account **Manage Contacts** Order Status Resources

Reminder: Please be sure to select at least one contact for each of the following Contact Types: Administrator ("Can Maintain Contacts and Portal Users"), Billing, Maintenance, and Repair. (Note: A single user can serve multiple roles.)

Account Contacts

New Contact

Active or Inactive Contacts
Active

Name	Type	Email	Phone	Customer Portal Administrator	Access Billing Information
Greg Jones	Maintenance	greg.jones@email.com	(216) 555-2345		
Bill Williamson	Maintenance	bill.williamson@email.com	(216) 555-3456		
Bob Smith	Billing				✓
Jane Jones	Billing		216-555-4567		✓
John Smith	Billing	john.smith@email.com	(216) 555-5678	✓	✓

(NEW: 4/21) MANAGE CONTACTS: PORTAL ADMINISTRATORS

- Users with **“Can Maintain Contacts and Portal Users”** checked are the Customer Portal Administrators.
- Portal Administrators can:
 - Grant administrative access to other users
 - Enable/Disable users’ billing access
 - Enable/Disable portal users
 - Add new contacts
 - Edit any user profile
 - Manage users’ communication preferences

The screenshot shows the Everstream 'Manage Contacts' interface for a user named John Smith. The page has a purple header with navigation links: Home, Support, View Account, **Manage Contacts**, Order Status, and Resources. The user's name 'John Smith' is in the top right corner. Below the header, the contact's details are listed: Account Name (Test Community Hospital), Phone (216) 555-5678, and Email (john.smith@gmail.com). The 'Contact Type' is set to 'Billing'. The 'Active Portal User' checkbox is checked. The 'Inactive Contact' checkbox is unchecked. The 'Portal Access' section is highlighted with a blue box and contains the 'Can Maintain Contacts and Portal Users' checkbox, which is checked. The 'Communications' section contains two checkboxes: 'Emails: Communications Regarding Account' (checked) and 'Emails: Promotional Communications' (checked). A blue arrow points to the 'Edit' button in the top right corner. Another blue arrow points to the 'Can Maintain Contacts and Portal Users' checkbox. A third blue arrow points to the 'Can Access Billing Information' checkbox.

Contact: John Smith		Edit		Enable/Disable Billing	
Account Name	Test Community Hospital	Phone (2)	(216) 555-5678	Email	john.smith@gmail.com
Name	John Smith	Email	john.smith@gmail.com	Phone	(216) 555-5678
Contact Type	Billing	Mobile			
Account Name	Test Community Hospital				
Active Portal User	<input checked="" type="checkbox"/>				
Inactive Contact	<input type="checkbox"/>				
Portal Access					
Can Maintain Contacts and Portal Users	<input checked="" type="checkbox"/>	Can Access Billing Information	<input checked="" type="checkbox"/>		
Communications					
Emails: Communications Regarding Account	<input checked="" type="checkbox"/>	Emails: Promotional Communications	<input checked="" type="checkbox"/>		

MANAGE CONTACTS: EDITING A PROFILE

- Any user can edit their own profile.
- Note:** You can edit any field on this page except for “Account Name.”
- Once in a contact record, click **“Edit”** in the top right corner to make changes.
- Alternatively, select the **pencil icon** to edit and save changes to your record.

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John Smith

Home Support View Account **Manage Contacts** Order Status Resources

Contact
Bill Williamson

Account Name: Test Community Hospital Phone (2): (216) 555-3456 Email: bill.williamson@gmail.com

Name: Bill Williamson

Contact Type: Maintenance

Account Name: Test Community Hospital

Active Portal User: ☐

Inactive Contact: ☐

Portal Access

Can Maintain Contacts and Portal Users: ☐

Can Access Billing Information: ☐

Communications

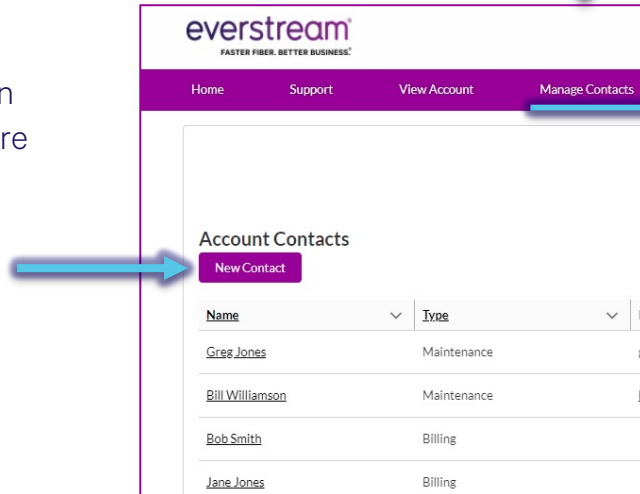
Emails: Communications Regarding Account: ☒

Emails: Promotional Communications: ☒

Edit Enable/Disable Portal User

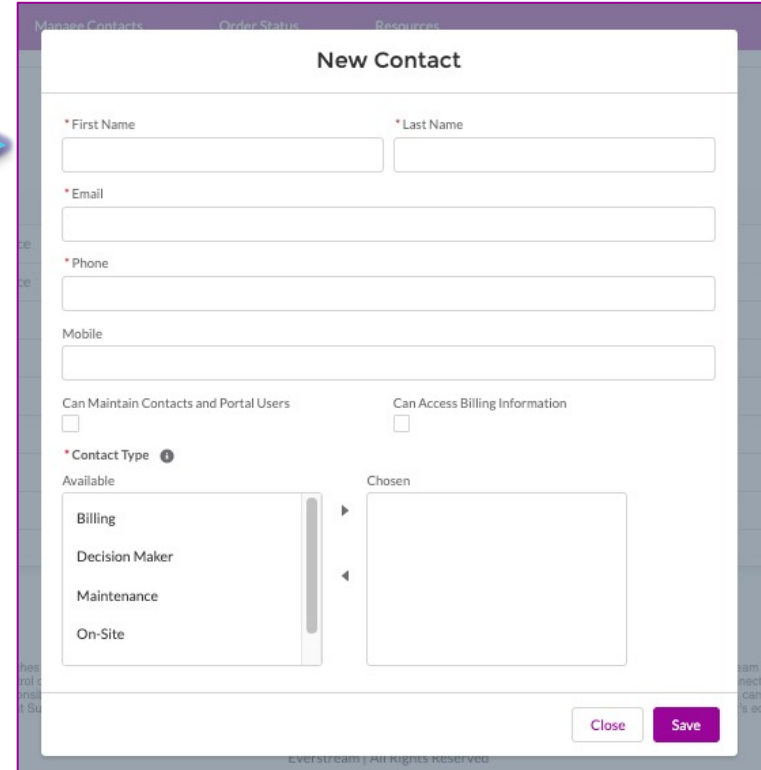
(NEW: 4/21) MANAGE CONTACTS: ADD CONTACTS

- Portal Administrators (users with **“Can Maintain Contacts and Portal Users”** checked) can add new contacts.
- Select **“New Contact”** to add a new user to your account
- Fields with an asterisk (*) are required.



The screenshot shows the Everstream 'Manage Contacts' page. The navigation bar includes 'Home', 'Support', 'View Account', and 'Manage Contacts'. Under 'Account Contacts', the 'New Contact' button is highlighted with a blue arrow. Below it is a table of existing contacts.

Name	Type
Greg Jones	Maintenance
Bill Williamson	Maintenance
Bob Smith	Billing
Jane Jones	Billing



The screenshot shows the 'New Contact' form. It includes fields for First Name, Last Name, Email, Phone, and Mobile. There are checkboxes for 'Can Maintain Contacts and Portal Users' and 'Can Access Billing Information'. A 'Contact Type' section shows a list of available types (Billing, Decision Maker, Maintenance, On-Site) and a chosen type. The 'Save' button is highlighted with a blue arrow.

New Contact

* First Name * Last Name

* Email

* Phone

Mobile

Can Maintain Contacts and Portal Users ☐ Can Access Billing Information ☐

* Contact Type ⓘ

Available: Billing, Decision Maker, Maintenance, On-Site

Chosen:

Close Save

(NEW: 4/21) MANAGE CONTACTS: CONTACT TYPES

- Six Contact Types are available:
 - **** Billing**
 - Decision Maker
 - **** Maintenance:** Will receive scheduled and emergency maintenance notifications
 - On-Site
 - Order
 - **** Repair:** Primary point of contact for repair and non-emergency repairs
- **** Please be sure your account has at least one contact listed for **Billing, Maintenance,** and **Repair** as well as a **Customer Portal Administrator**.**
- **Note:** A single user can serve multiple roles. For example, the Maintenance, Repair and On-Site contacts could be the same employee for your business.

The screenshot displays the 'New Contact' form with the following fields and options:

- First Name:** Joe
- Last Name:** Johnson
- Email:** joe.johnson@gmail.com
- Phone:** (216) 555-7890
- Mobile:** (empty field)
- Can Maintain Contacts and Portal Users:** ☐
- Can Access Billing Information:** ☐
- Contact Type:** A selection interface with two columns:
 - Available:** Billing, Decision Maker, On-Site
 - Chosen:** Maintenance, Repair

At the bottom right, there are 'Close' and 'Save' buttons. A blue rounded rectangle highlights the 'Chosen' column of the Contact Type selection.

(NEW: 4/21) MANAGE CONTACTS: ENABLE PORTAL USER

- Portal Administrators (users with **“Can Maintain Contacts and Portal Users”** checked) can Enable Users.
- If a user is not yet using the Portal, select **“Enable/Disable Portal User”** then **“Create User”** to enable their account.
- Once completed, the **“Active Portal User”** box will be checked.

The screenshot displays the Everstream 'Manage Contacts' page. The contact 'Bill Williamson' is selected. A modal window titled 'Create Portal User' is open, showing fields for Name, Email, and Community Nickname, with a 'Create User' button. A red box highlights the 'Enable/Disable Portal User' button in the top right, with a red arrow pointing to the modal. Another red arrow points to the 'Active Portal User' checkbox in the contact's profile details.

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Home Support View Account Manage Contacts Order Status Resources

Contact
Bill Williamson

+ Follow Edit Enable/Disable Portal User

Account Name
Test Community Hospital

Phone (2)
(216) 555-3456

Name
Bill Williamson

Contact Type
Maintenance

Account Name
Test Community Hospital

Active Portal User
☐

Inactive Contact
☐

▼ Portal Access

Can Maintain Contacts and Portal Users
☐

▼ Communications

Emails: Communications Regarding Account
☒

Create Portal User

Name
Bill Williamson

Email
bill.williamson@gmail.com

Community Nickname
BWilliamson12345

Create User

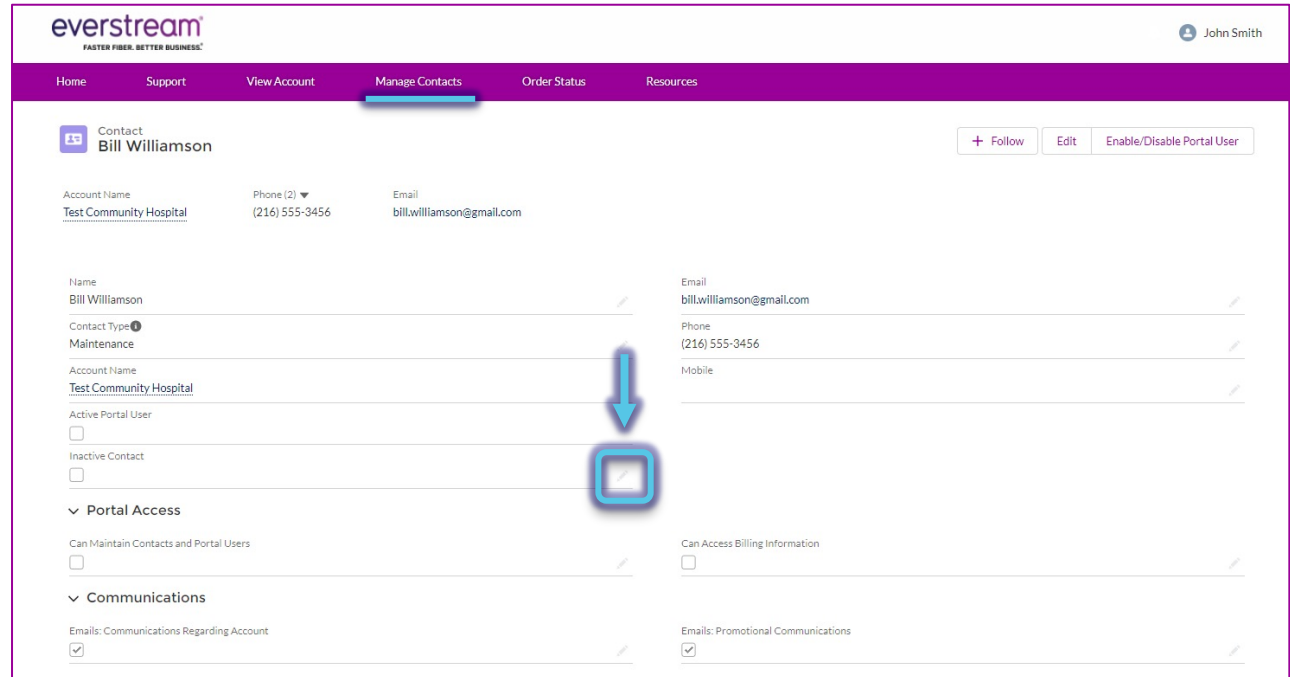
(NEW: 4/21) MANAGE CONTACTS: DISABLE PORTAL USER

- Portal Administrators (users with **“Can Maintain Contacts and Portal Users”** checked) can Enable Users.
- To remove a user from having Portal access, select **“Enable/Disable Portal User,”** then **“Disable User”** to disable their account.
- Once completed, the **“Active Portal User”** box will be unchecked.

The screenshot displays the Everstream 'Manage Contacts' interface. The user profile for John Smith is shown on the left, with fields for Name, Contact Type (Portal User), Account Name (Test Community Hospital), and Portal Access (Active Portal User checked). A modal window titled 'Edit Portal User' is open, showing fields for Name (John Smith), User Name, Email (john.smith@gmail.com), User Since (Feb 25, 2021), and an 'Active' checkbox. A 'Disable User' button is visible at the bottom of the modal. A red box highlights the 'Enable/Disable Portal User' button in the top right corner of the contact profile, with a red arrow pointing to the 'Disable User' button in the modal.

(NEW: 4/21) MANAGE CONTACTS: INACTIVE CONTACT

- **Reminder:** There is no way to delete a contact no longer with your business. Portal Administrators should make these contacts inactive, instead.
- Select the **pencil icon** next to “Inactive Contact.”



The screenshot shows the Everstream user interface for managing a contact named Bill Williamson. The page has a purple header with the Everstream logo and navigation links: Home, Support, View Account, Manage Contacts (highlighted), Order Status, and Resources. The user John Smith is logged in. The contact's account name is 'Test Community Hospital', phone is '(216) 555-3456', and email is 'bill.williamson@gmail.com'. The contact type is 'Maintenance'. The 'Inactive Contact' checkbox is currently unchecked. A blue arrow points to the pencil icon next to this checkbox. Below the 'Inactive Contact' section are sections for 'Portal Access' and 'Communications'. The 'Inactive Contact' checkbox is located in the 'Inactive Contact' row, which is part of the 'Active Portal User' section.

Account Name	Phone (2)	Email
Test Community Hospital	(216) 555-3456	bill.williamson@gmail.com

Name	Contact Type	Account Name	Active Portal User	Inactive Contact	Can Maintain Contacts and Portal Users	Can Access Billing Information	Emails: Communications Regarding Account	Emails: Promotional Communications
Bill Williamson	Maintenance	Test Community Hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

(NEW: 4/21) MANAGE CONTACTS: INACTIVE CONTACT

- On the pop-up window, check the box for **“Inactive Contact.”**
- Click **“Save.”**

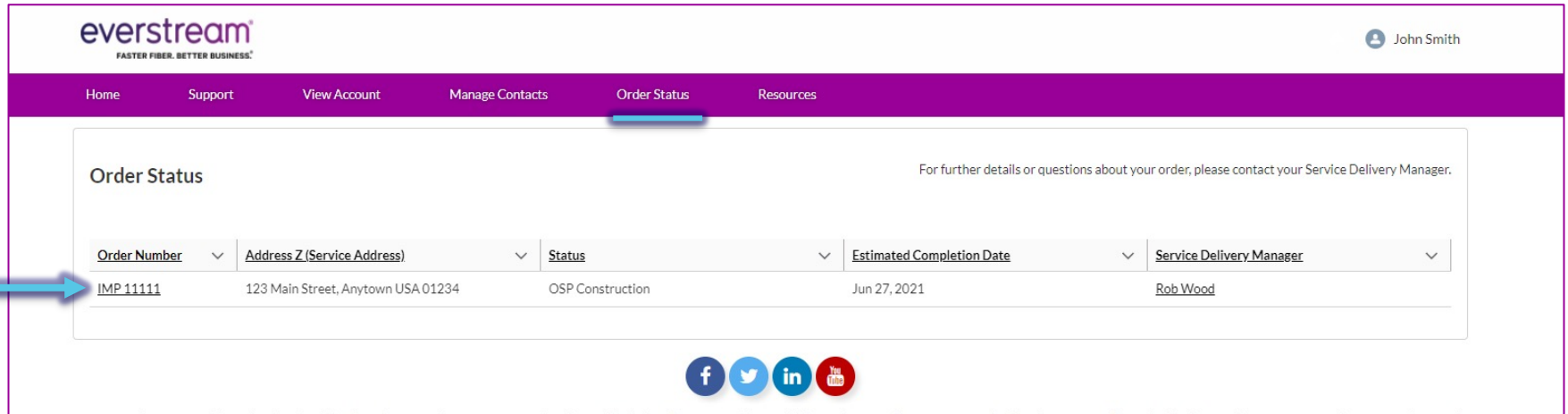
The screenshot shows the Everstream 'Manage Contacts' page for a contact named Bill Williamson. The interface includes a navigation bar with links to Home, Support, View Account, Manage Contacts (highlighted), Order Status, and Resources. The contact's details are displayed at the top, including Account Name (Test Community Hospital), Phone (216) 555-3456, and Email (billwilliamson@gmail.com). Below this, there are fields for Name (Salutation, First Name, Last Name), Email, and Phone. A 'Contact Type' section shows a list of available types (Billing, Decision Maker, On-Site, Order) and a chosen type (Maintenance). The 'Inactive Contact' checkbox is checked and highlighted with a blue arrow. Other sections include 'Portal Access' (Can Maintain Contacts and Portal Users, Can Access Billing Information) and 'Communications' (Emails: Communications Regarding Account, Email: Promotional Communications). The 'Save' button is at the bottom right.

ORDER STATUS



(NEW: 4/21) ORDER STATUS

- Customers can now review the status of pending implementation orders by selecting the IMP ticket, under **Order Number**.
- Should you have any questions or concerns regarding the status of your order, please contact the Service Delivery Manager listed.



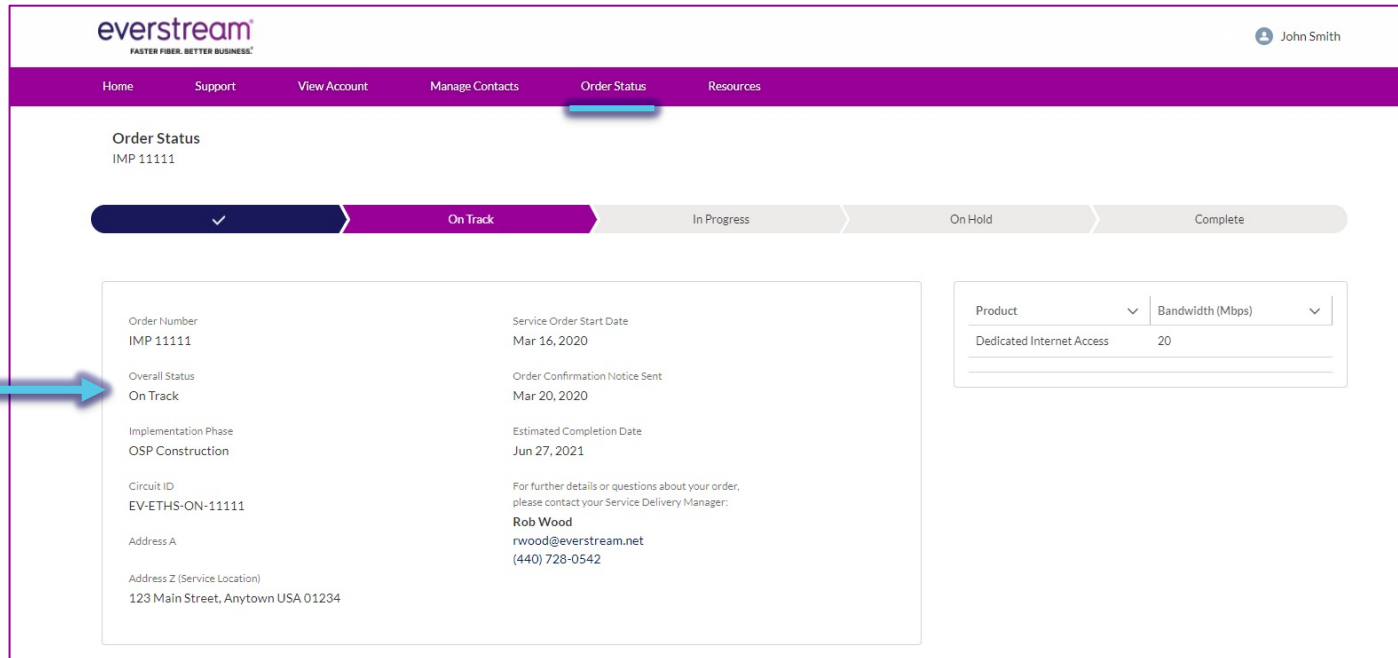
The screenshot displays the Everstream user interface. At the top, the logo 'everstream' with the tagline 'FASTER FIBER. BETTER BUSINESS.' is on the left, and a user profile 'John Smith' is on the right. A purple navigation bar contains links: Home, Support, View Account, Manage Contacts, Order Status (highlighted with a blue underline), and Resources. Below this, the 'Order Status' section is titled, with a note: 'For further details or questions about your order, please contact your Service Delivery Manager.' A table follows with the following data:

Order Number	Address Z (Service Address)	Status	Estimated Completion Date	Service Delivery Manager
IMP 11111	123 Main Street, Anytown USA 01234	OSP Construction	Jun 27, 2021	Rob Wood

At the bottom of the page, there are social media icons for Facebook, Twitter, LinkedIn, and YouTube.

(NEW: 4/21) ORDER STATUS

On the next screen, review the details and status of your pending implementation order.



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John Smith

Home Support View Account Manage Contacts **Order Status** Resources

Order Status
IMP 11111

✓ **On Track** In Progress On Hold Complete

Order Number
IMP 11111

Overall Status
On Track

Implementation Phase
OSP Construction

Circuit ID
EV-ETHS-ON-11111

Address A

Address Z (Service Location)
123 Main Street, Anytown USA 01234

Service Order Start Date
Mar 16, 2020

Order Confirmation Notice Sent
Mar 20, 2020

Estimated Completion Date
Jun 27, 2021

For further details or questions about your order,
please contact your Service Delivery Manager:
Rob Wood
rwood@everstream.net
(440) 728-0542

Product Bandwidth (Mbps)
Dedicated Internet Access 20

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

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FASTER FIBER. BETTER BUSINESS.

Fiber Services ▾ Our Network ▾ Resource Center ▾ News ▾

Home > Customer Support

Customer Support

Welcome to our Customer Support page! Whether you are a longstanding Everstream customer or just installed recently, the contact information and helpful links below provide details for your most frequently asked account and technical questions.

Additional account, billing, and ticket information specific to your business is available through the **Everstream Customer Portal**.

Live Network Status

- Our Network is 100% operational. No outages reported. Please contact our NOC at 866.624.8624 if you are experiencing any issues.

Contact Our Network Operations Center (NOC)

Network and Voice Customers:	Managed Services Customers:
support@everstream.net	mssupport@everstream.net
866.624.8624	866.624.8624

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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