

## Chapter 2: Landing Page

### Overview

---

**Introduction** The **Qwest Control® Landing Page** module provides you access to all modules within the system. This will provide you access to Remote Control, Services, Billing, Repair Message center, access to Help & Training and a link to contacts.

---

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

Topic	See Page
Overview	1
Qwest Control Landing Page Module	2
Accessing your Services	4
Accessing your Billing	6
Accessing your Repair	7
Accessing your Administration	8
Accessing Message Center	10
Customization of Portlets	11
Network Map Portlet	14
Using Help Click to Chat	17
Accessing Qwest Control User Guides	20

## Qwest Control Landing Page Module

### Introduction

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

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

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

### Sections and Descriptions

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

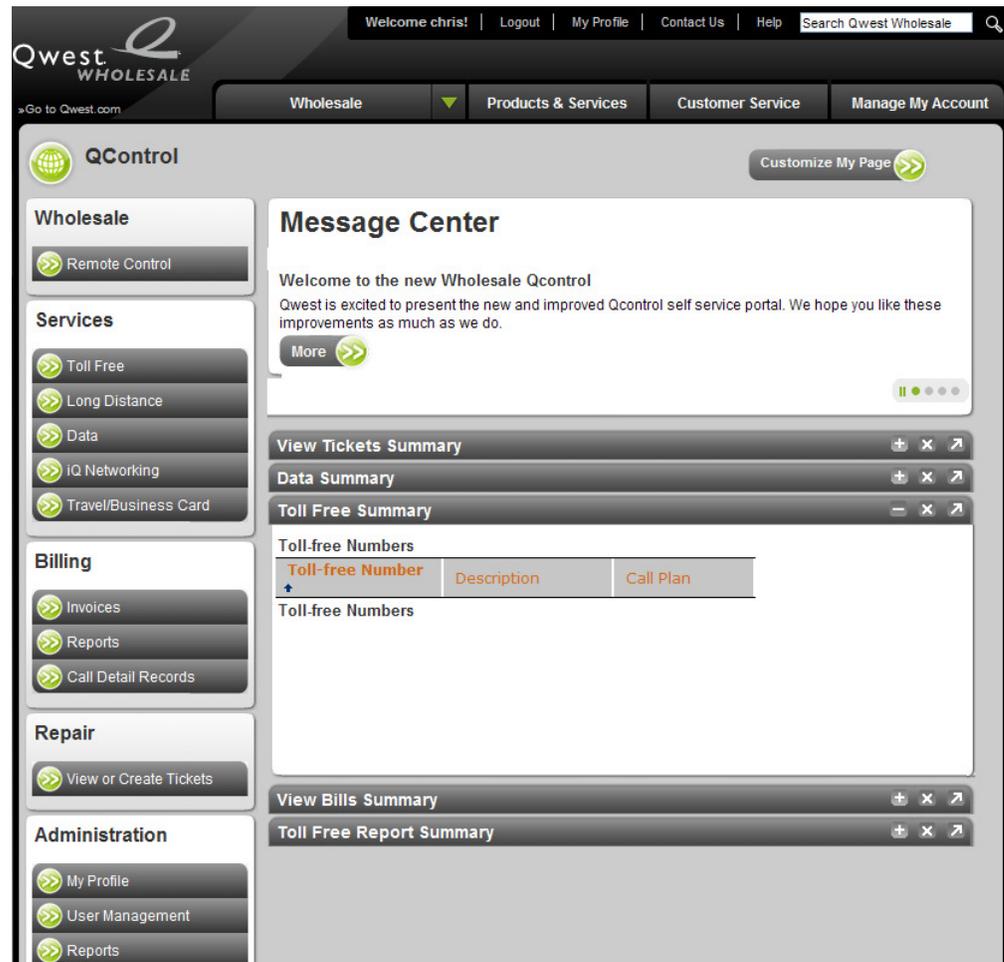
Section	Description
<b>Logout</b>	This link that is located in the top middle section of the screen, allows you to log out of the Qwest Control system.
<b>My Profile</b>	The <b>My Profile</b> application allows you to manage your password, contact details and address information.
<b>Contact Us</b>	This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

*Continued on next page*

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

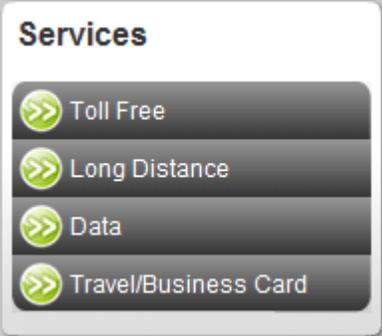
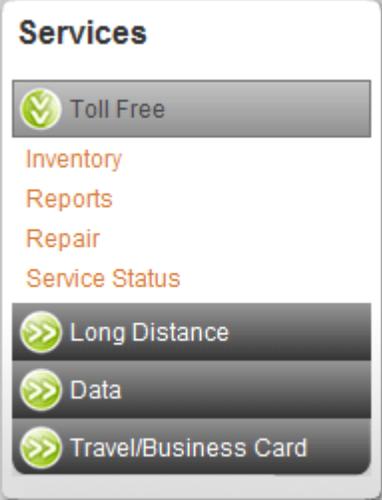
**Example**

An example of the **Qwest Control Home** page appears below.

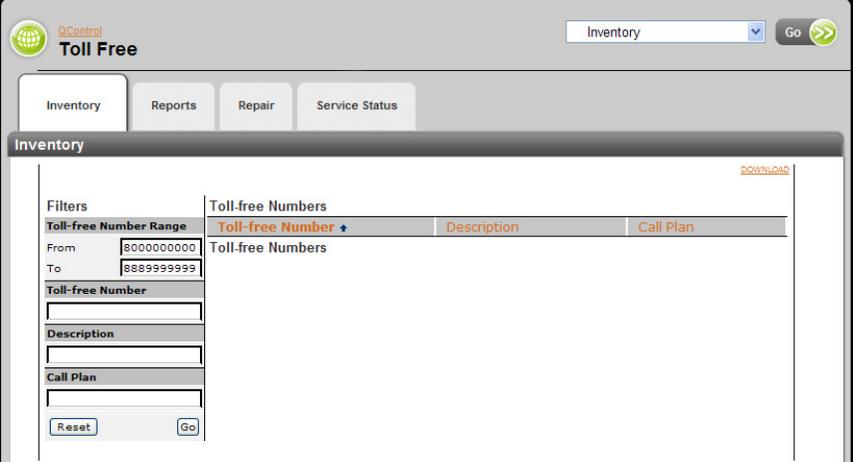


## Accessing your Services

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

Step	Action
1	<p>From the <b>Landing page</b> module, locate the <b>Services</b> section of the screen.</p> <p><b>Example:</b></p>  <p>Click on the desired <b>Service</b> and a drop down list will appear. This allows direct navigation to the desired location.</p> <p><b>Example:</b></p> 

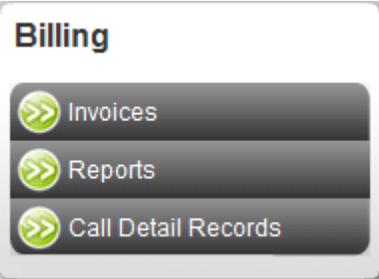
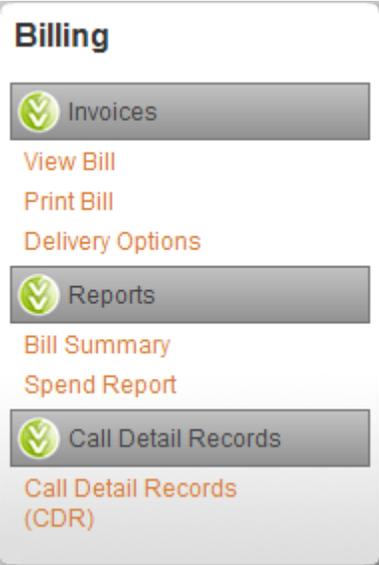
*Continued on next page*

Step	Action
2	<p>Click on the desired product link.</p> <p><b>Result:</b> The corresponding screen for the product you selected is displayed, in this case Toll Free inventory.</p> 

## Accessing your Billing

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

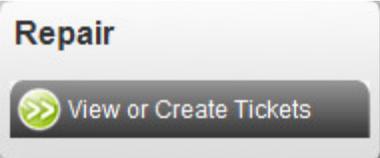
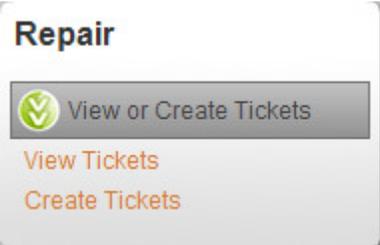
**Note:** You need to be setup with appropriate user permissions to have access to the billing section. Your CSA can assign you the correct permission for access to this section.

Step	Action
1	<p>From the <b>Landing page</b> module, locate the <b>Billing</b> section of the screen.</p> <p><b>Example:</b></p>  <p>Click on the desired item on the list and the drop down will appear.</p> 
2	Click on the desired <b>Billing</b> link. The result will be you will be directed to that page.

## Accessing your Repair

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

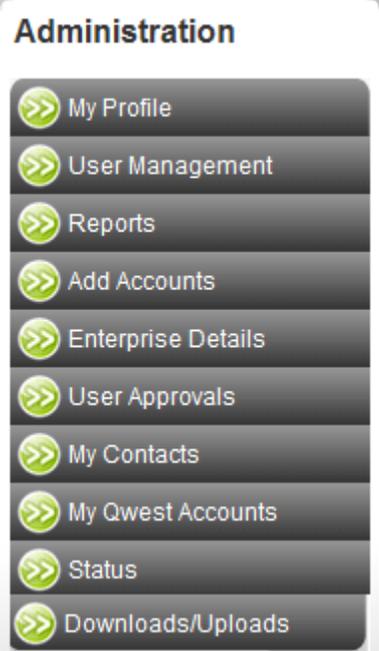
**Note:** You need to be setup with appropriate user permissions to have access to the repair section. Your CSA can assign you the correct permission for access to this section.

Step	Action
1	<p>From the <b>Landing page</b> module, locate the <b>Repair</b> section of the screen.</p> <p><b>Example:</b></p>  <p>Click on the View or Create Tickets and the drop down will appear.</p> 
2	<p>Click on the desired <b>Repair</b> link. The result will be you will be directed to that page.</p>

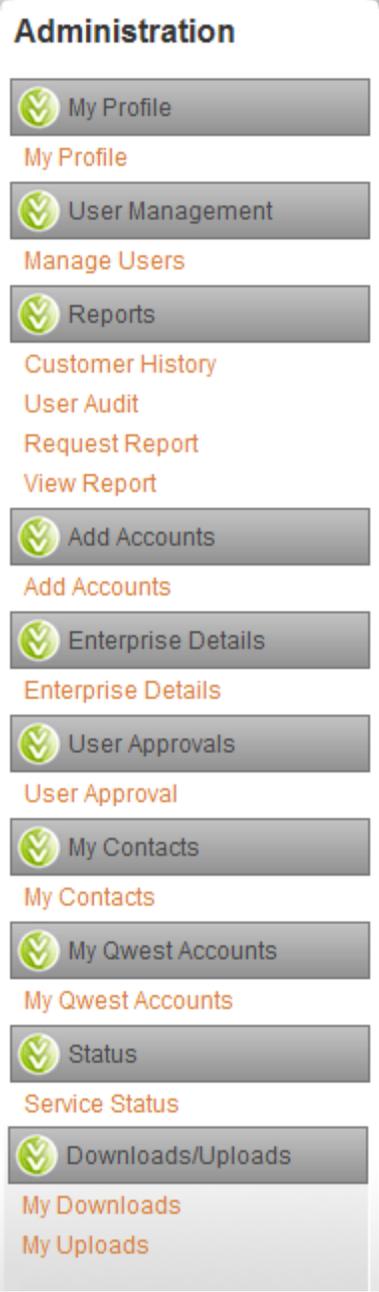
## Accessing your Administration

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

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

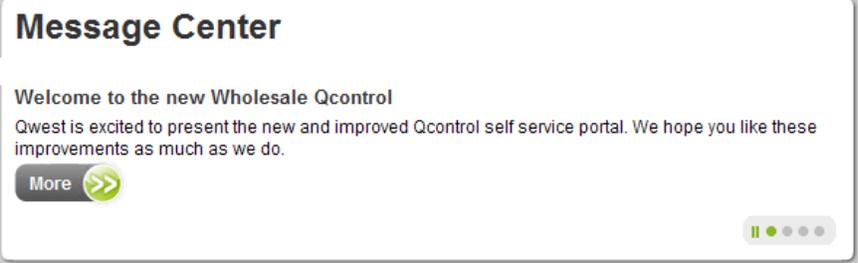
Step	Action
1	<p>From the <b>Landing page</b> module, locate the <b>Administration</b> section of the screen.</p> <p><b>Example:</b></p> 

*Continued on next page*

	<p>Click on the desired <b>Service</b> and a drop down list will appear. This allows direct navigation to the desired location.</p> <p><b>Example:</b></p> 
2	<p>Click on the desired <b>Administration</b> link. The result will be you will be directed to that page.</p>

## Accessing Message Center

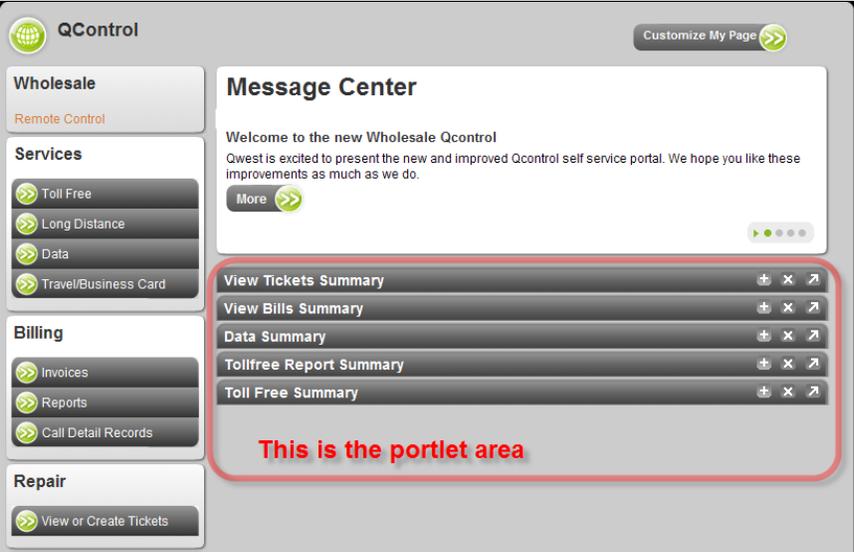
**Procedure** Follow the steps in the procedure below to access announcements in the **message center**.

Step	Action
1	<p>From the <b>Landing page</b> module, locate the <b>Message Center</b> section of the screen.</p> <p><b>Example:</b></p>  <p>The screenshot shows a box titled "Message Center". Inside, it says "Welcome to the new Wholesale Qcontrol" and "Qwest is excited to present the new and improved Qcontrol self service portal. We hope you like these improvements as much as we do." Below this text is a button labeled "More" with a right-pointing arrow. In the bottom right corner of the box, there is a small navigation bar with a pause icon and four circles, the first of which is filled.</p>
2	<p>From the <b>Message Center</b> section, click on the <b>'More'</b> link.</p> <p><b>Result:</b> The system displays the entire content for the message selected.</p> <p>You will notice that there are multiple messages that will cycle through. This bar will allow you to stop on a desired message by selecting the pause button. You can also select a message directly by clicking on the circles.</p>  <p>The screenshot shows a navigation bar with a pause icon on the left and four circles. The first circle is filled, and the others are empty.</p>

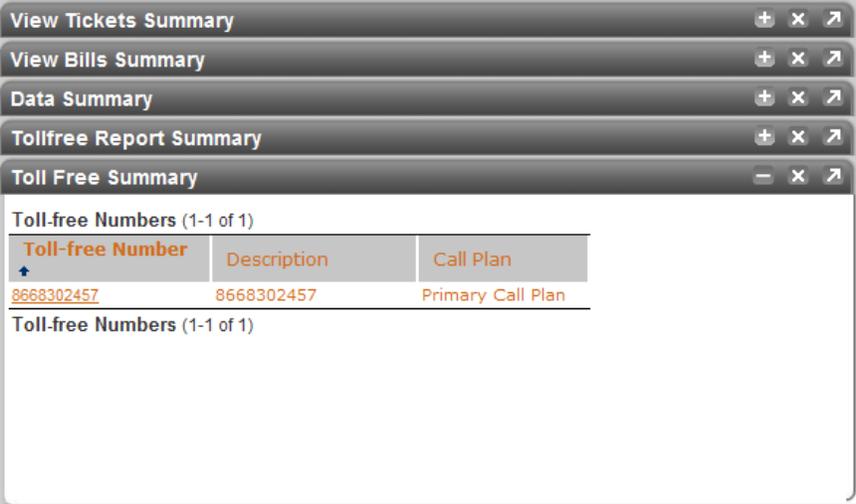
# Customization of Portlets

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

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

Step	Action
1	<p>From the <b>Landing Page</b> module, in the right quadrant you will see the portlets.</p> <p><b>Example:</b></p> 

*Continued on next page*

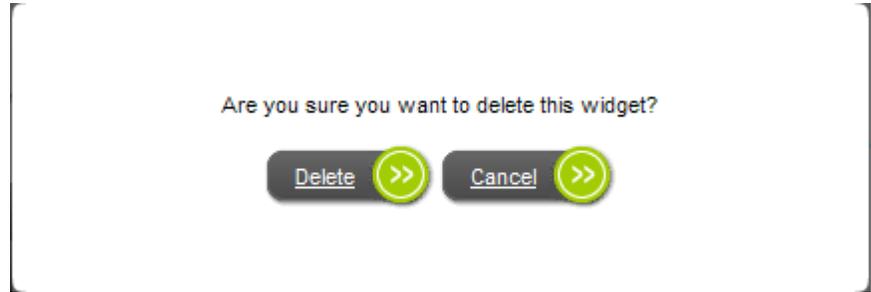
<p>2</p>	<p>Select the <b>Portlet</b> you want to modify click on the <b>Restore</b>  link.</p> <p><b>Result:</b> The portlet selected will now show a preview for that service.</p>  <p>The screenshot shows a list of portlets with expand/collapse, close, and refresh icons. The 'Toll Free Summary' portlet is expanded, displaying a table with the following data:</p> <table border="1"> <thead> <tr> <th>Toll-free Number</th> <th>Description</th> <th>Call Plan</th> </tr> </thead> <tbody> <tr> <td><a href="#">8668302457</a></td> <td>8668302457</td> <td>Primary Call Plan</td> </tr> </tbody> </table>	Toll-free Number	Description	Call Plan	<a href="#">8668302457</a>	8668302457	Primary Call Plan
Toll-free Number	Description	Call Plan					
<a href="#">8668302457</a>	8668302457	Primary Call Plan					
<p>3</p>	<p>Select the <b>Portlet</b> you want to modify, click on the <b>Minimize</b>  link.</p> <p><b>Result:</b> The portlet selected will now not show a preview for that service.</p>						

*Continued on next page*

4

Select the **Portlet** you want to modify, click on the **Delete**  link of the portlet you want to remove.

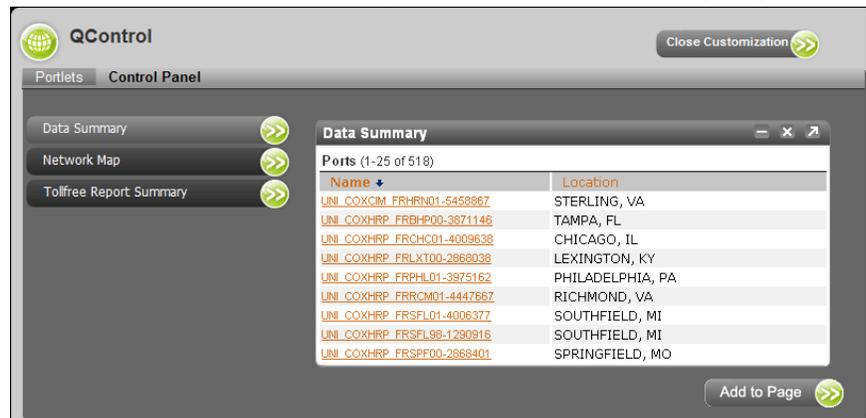
**Result:** A decision pop up will appear



By clicking on the **Delete** the portlet will be removed. Clicking on **Cancel** will take no action and the portlet will remain.

**Note:** Once a portlet has been deleted it can be restored by clicking **Customize My Page**

**Result:** You will be able to add portlets back to the Landing Page.



Select the portlet you want to add back.

Click on **Add to Page**.

Then click on **Close Customization** and the portlet will be added back to the landing page.

5

Select the **Portlet** you want to modify, click on the **View All**  link.

**Result:** You will navigate to main page for the portlet selected.

# Network Map Portlet

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

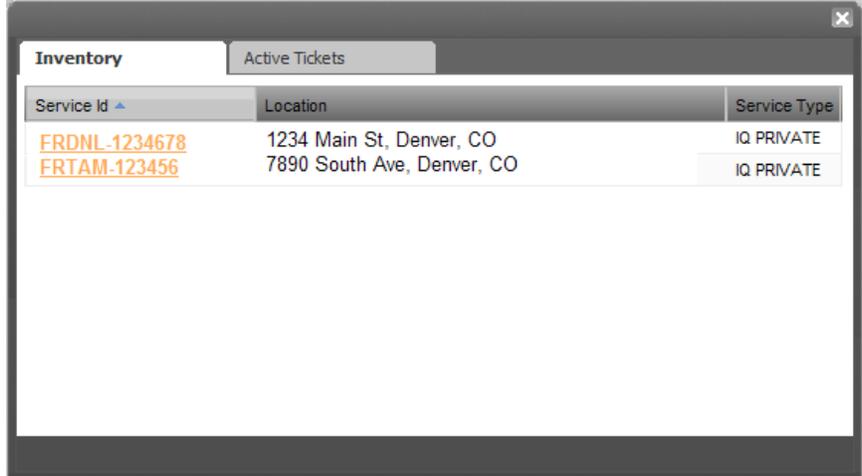
**Note:** The network map portlet will only show for users who have iQ Networking circuits and have been granted the appropriate permission by their CSA.

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

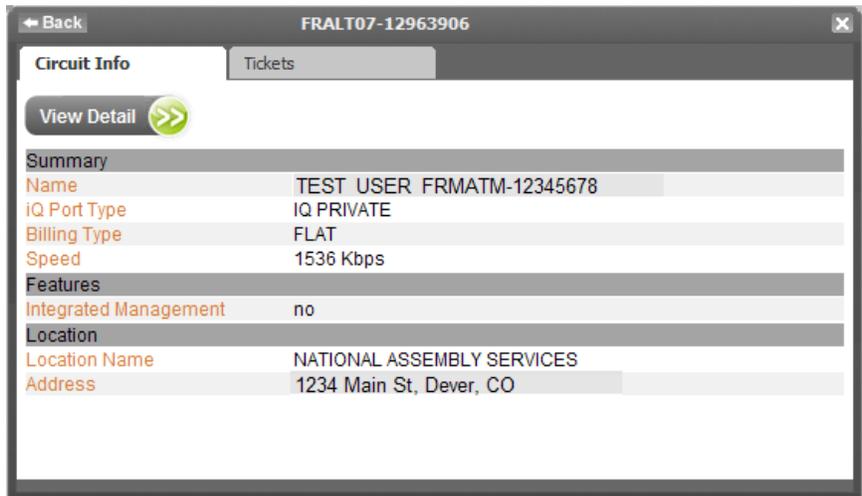
*Continued on next page*

2 From the **Network Map** portlet select a location by clicking on a green circle.

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



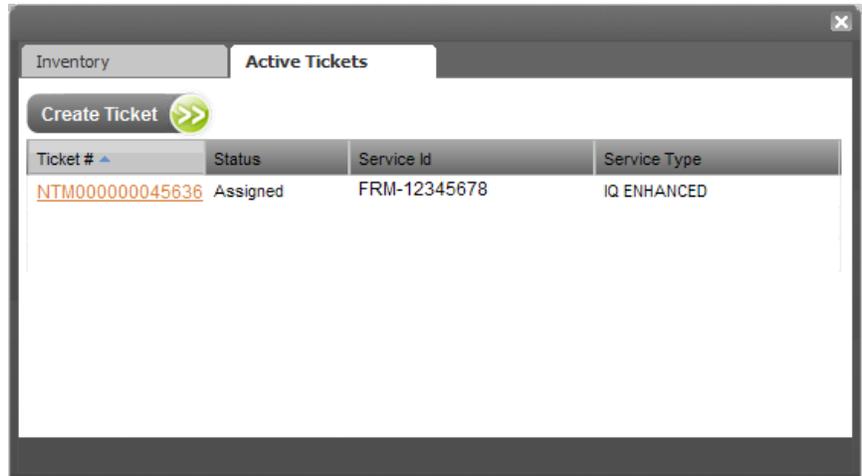
Each circuit is hyperlinked and when clicked will take you to a Circuit Info pop up. If you click on **View Detail** it will bring you to an expanded detail page.



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

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

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



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

# Using Help Click to Chat

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

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

Step	Action
1	<p>From the <b>Landing Page</b> module, click on the <b>Help</b> link.</p> <p><b>Result:</b> The <b>Help Options</b> drop down will appear.</p>  <p>The screenshot shows the Qwest Wholesale QControl interface. The top navigation bar includes 'Welcome christ', 'Logout', 'My Profile', 'Contact Us', and 'Help'. A search bar is present with the text 'Search Qwest Wholesale'. The main content area is divided into 'Wholesale' and 'Services' sections. The 'Wholesale' section has a 'Remote Control' button. The 'Services' section has 'Toll Free', 'Long Distance', and 'Data' buttons. A 'Message Center' is visible with a welcome message and a 'More' button. On the right side, a 'Help Options' dropdown menu is open, displaying the following text: 'Live Help is currently not available.', 'Email us at Qwest Control National Care Request!', 'Call us at 1-800-291-7707 or 614-215-3303', 'For billing specific issues please contact 1-888 496-7447', 'View the Manage My Services Guide', and 'View Help Content'. At the bottom of the dropdown, the user's name 'christ test' and ID 'QWEST WHOLESALE TEST CHANGE. ID: 9846870' are shown.</p>

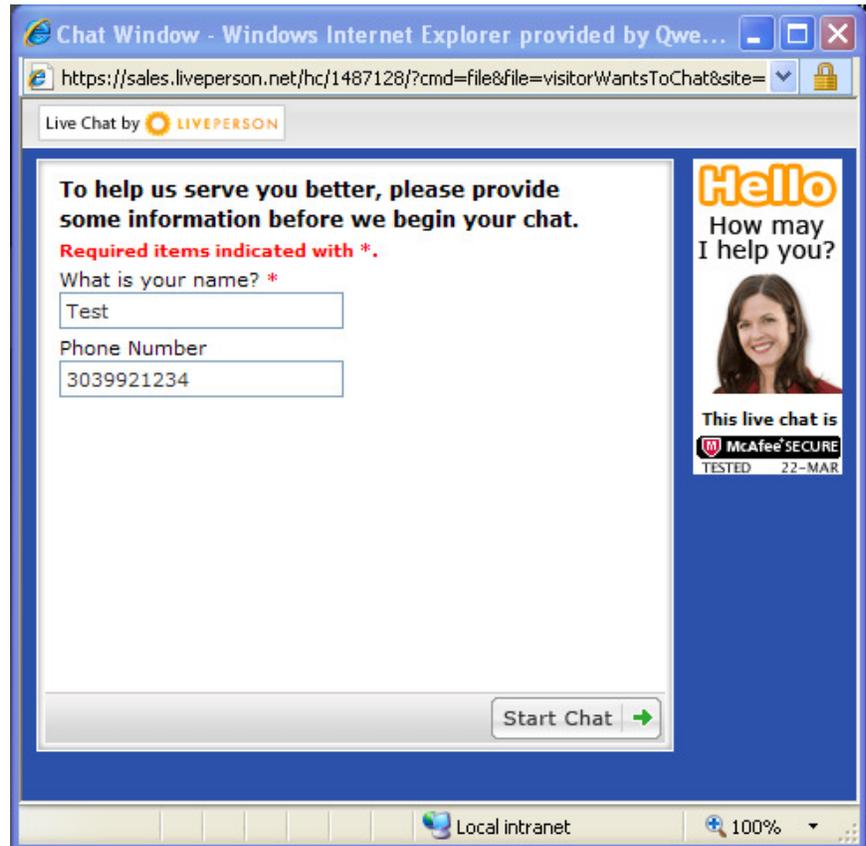
*Continued on next page*

2

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

• **Live Help** is available.

By clicking on the • **Live Help** you will get a pop screen.



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

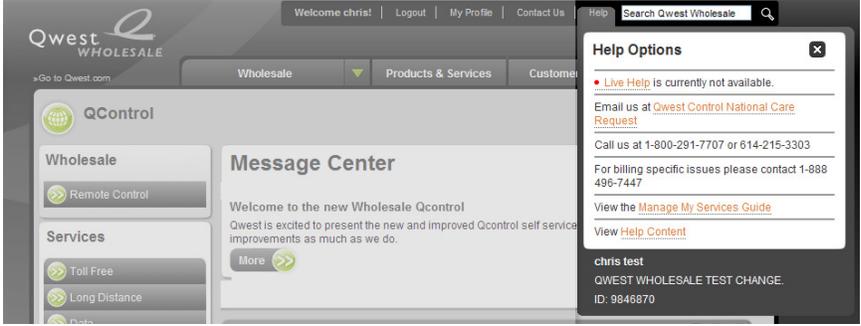
*Continued on next page*

- 3 From the **Help Option** dropdown, click on the **Live Help** link. This is access to Click to Chat functionality. If there are no Qwest wholesale users available to answer your chat you will see
- **Live Help is currently not available.**
- Clicking on the • **Live Help** will result in a chat window appearing for non-business hours. You can click on the URL embedded within the chat window and fill out a National care ticket.



## Accessing Qwest Control User Guides

**Procedure** Follow the steps in the procedure below to access the Qwest Control **user guides**.

Step	Action
1	<p>From the <b>Landing Page</b> module, click on the <b>Help</b> link.</p> <p><b>Result:</b> The <b>Help Options</b> drop down will appear.</p>  <p>The screenshot shows the Qwest Wholesale QControl landing page. A 'Help' dropdown menu is open, displaying options such as 'Live Help is currently not available.', 'Email us at Qwest Control National Care Request', 'Call us at 1-800-291-7707 or 614-215-3303', and 'View the Manage My Services Guide'. The user's name 'christ test' and ID '9846870' are visible in the bottom right corner of the page.</p> <p>Click on the View the <a href="#">Manage My Services Guide</a></p> <p><b>Result:</b> You will be directed the Qcontrol wholesale page. Once you scroll down you will see the links to the Qcontrol User Guides.</p>