

Getting Started

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Logging In

This User Guide focuses on managing your wireless accounts through My Business Account.

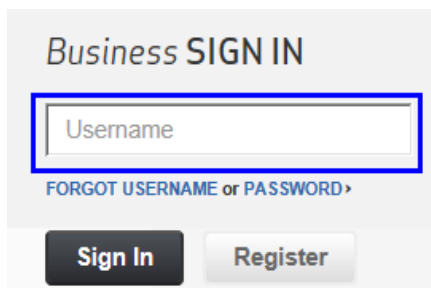
Note: depending on your role, you may not see all tabs listed below.

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:

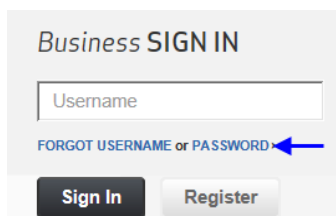
1. Go to <https://sso.verizonenterprise.com>
2. Enter your credentials in the “**Sign In**” field or select “**Sign In**”



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.



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

Forgot Password

* Indicates required field.

* User ID
User ID

* Email Address
Email Address

9 D C 2 6 G M
Refresh Image

* Type the characters
Type the characters

Validate 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 [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

Forgot Username

1. Click on the **“Forgot Username”** link. Enter the required information to receive a one time passcode to the contact method on file.


Forgot User Name

Please enter the required information below so we may retrieve your user name.

* Indicates required field.

* First Name * Last Name

* Email Address


Refresh Image

* Type the characters

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

3. 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.

4. Your username will be shown. Continue to login.

Forgot User Name

We have successfully located your username.

Username

[Return To Login >](#)

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 in the top left corner.



[Manage Account](#) [Support](#)

Search



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.

The Home page contains four main sections:

The screenshot shows the Verizon Manage Account Home page. The top navigation bar includes 'Location Choose Location', 'Cart Empty', 'Notifications', and 'My Account'. Below the navigation bar, the page is divided into four main sections:

- 1 Billing:** Features a 'Make a Payment' button, an account number search field, and a table of recent invoices.
- 2 Favorites:** A list of quick links including Billing, Product Tools, Purchase Service Only, Upgrade Device, Wireless Numbers Overview, and Wireless accounts overview.
- 3 Notifications:** Displays a list of notifications, including 'UAT test' and 'QA4 Test'.
- 4 Service:** Features an 'Actions' button, a wireless number search field, and a table of wireless lines.

Account Number	Bill Date	Due Date	Current Charges
4810000000000000	10/09/2016	11/04/2016	\$6,701.00
4810000000000000	10/09/2016	11/04/2016	\$2,139.43

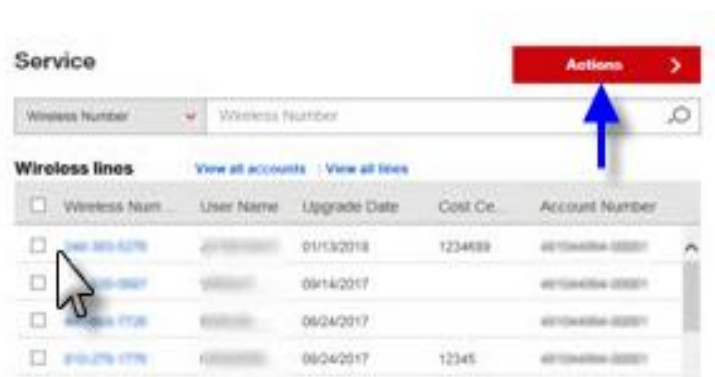
Order ID	Order Date	User ID	Order Type	Status
M870	01/27/2016	C	New Service & Equip	PENDING
M870	01/27/2016	C	New Service Only	PENDING
M870	01/27/2016	C	Accessory	PENDING
M890	01/27/2016	C	Upgrade	PENDING
M890	01/27/2016	C	Upgrade	PENDING

Wireless num.	User Name	Upgrade Date	Cost Ce.	Account Number
246-885-5276	4810000000000000	01/13/2016	123456	4810000000000000
246-885-5657	6000000000000000	09/14/2017		4810000000000000
481-885-7726	6000000000000000	06/24/2017		4810000000000000
816-276-1776	4810000000000000	06/24/2017	12345	4810000000000000

1 – Categorized Service Management

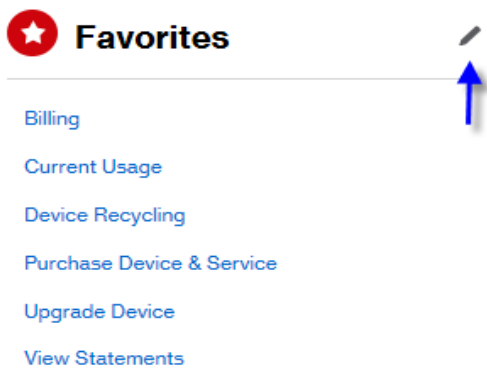
Allows you to view and take action on Billing, Orders and Service. Use the prominent red buttons to take action or use the quick links throughout the page. Use the filter, search and column sort options to narrow the information shown.

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



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.



If you prefer different links within this section click the edit icon. Select up to six favorites to save.

Edit Favorites Reset Favorites

A maximum of six links can be selected and displayed.

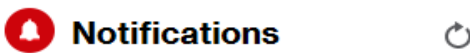
<input checked="" type="checkbox"/> Billing	<input type="checkbox"/> Report Templates
<input type="checkbox"/> Build Your Own Report	<input type="checkbox"/> Scheduled Reports
<input type="checkbox"/> Bulk Account Maintenance	<input type="checkbox"/> Structures
<input checked="" type="checkbox"/> Current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

Cancel
Apply >

3 – Notifications

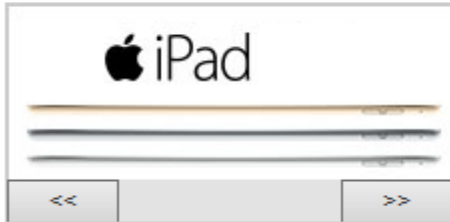
Houses important account and service information.

- 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**”.



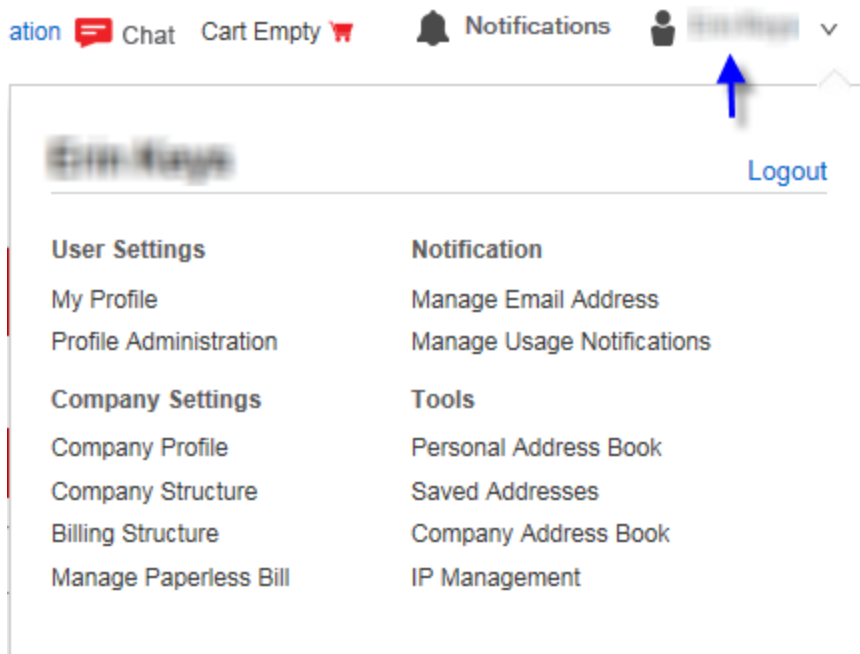
4 – Promotional and informational pods

Houses information on the latest promotions, enhancements and tips for managing your service online.



Settings Dropdown

Access to the Settings menu can be found by clicking on the user name in the top right corner. Items are grouped by User Settings, Company Settings, Notification and Tools.



My Profile

- From the “**My Profile**” page you can update your Security Profile which includes your Password, Secret Question, and Secret Answer
- You can also view your User Role and your access rights

User Profile [Merge User IDs ?](#)

Login Information

Username	XXXXXXXXXX
Security Profile	Update Security Profile
Role	Administrator
Access Rights	Push To Talk

Profile Administration

From the “**Profile Administration**” page you can view a list of current users with options to edit, delete or change the password for users. You can also create a new user.

Company Users

Add a new user

List of Company Users

Search for Users: Go

Results 1 - 20 of 100 1 | 2 | 3 | 4 | 5 | [Next](#) >

User ID	First Name	Last Name	Role	Actions
2FACTORTARGETUAT1	UAT	User	Administrator	Edit Delete Reset Password
2FACTORTARGETUAT2	User	UAT	Administrator	Edit Delete Reset Password
2FACTORTARGETUAT3	Sunits	UAT	Reporting	Edit Delete Reset Password
2FACTORTARGETUAT4	Default User	SSO	Administrator	Edit Delete Reset 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 to.

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

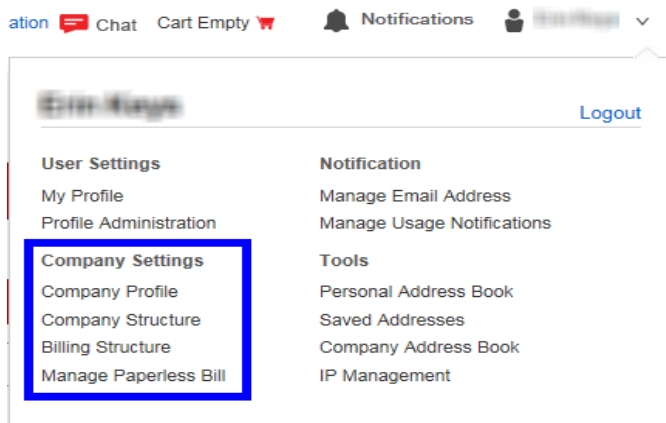
- **Primary Contact** - Users have access to the complete menu structure. This user will have full maintenance and pay privileges for all the accounts enrolled in My Business Account.
Note: there can only be one Primary Contact, this is often referred to as the SPOC.

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	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼

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	134-558-5138
Email Address	demo.site@zw.com
Sales Rep(s)	
Support Center	800-922-0204

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.

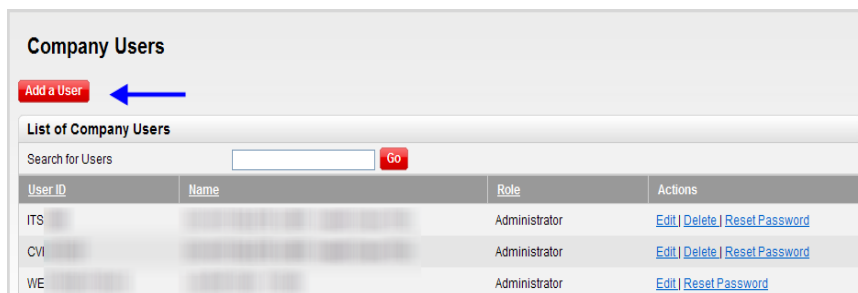
For in-depth instructions on creating and maintaining a Company Structure, refer to the How to Use Guide: Understanding a Company Structure located in the “**How to Use Guides**” section in the “**Support**” tab.

Company Structure

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

To set up a new user:

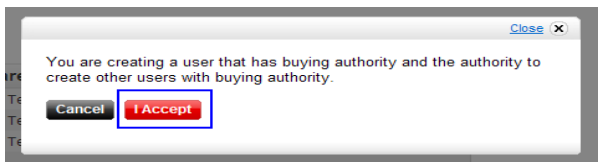
1. Click on the “**Settings**” drop down. Go to the “**Company Structure**” page. Click on the red “**Add a User**” button on the upper left-hand side of the page.



2. 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**

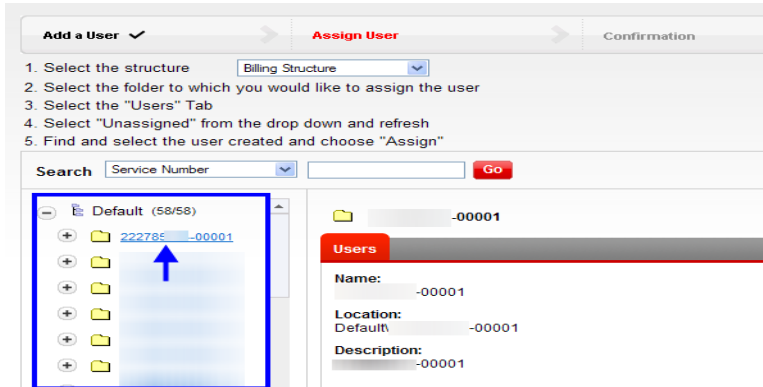
their username and password.

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.



3. 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

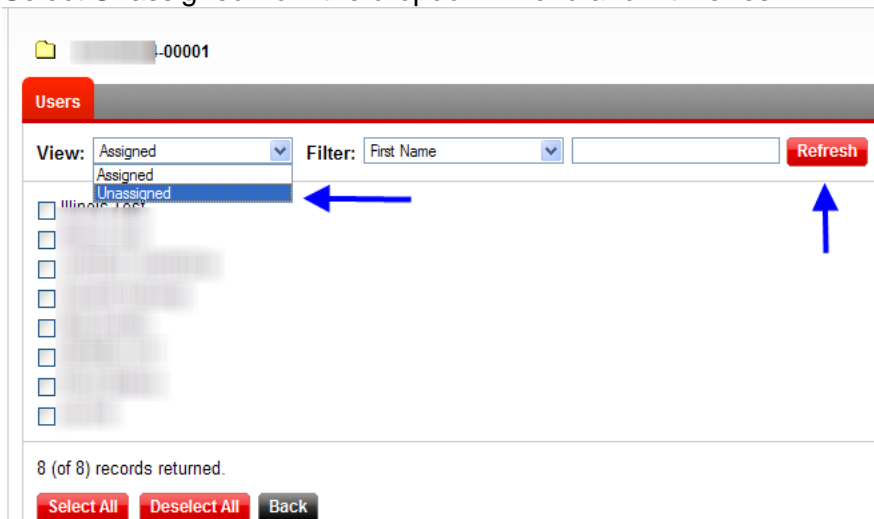
4. Click on the folder/account number you would like to assign the user to



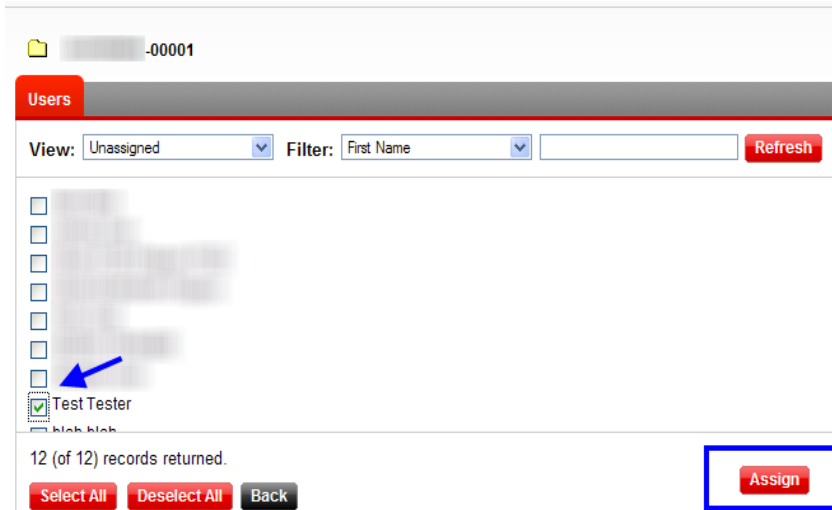
5. Click on the Users tab



6. Select Unassigned from the dropdown menu and hit Refresh



7. 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.



Billing Structure

In the **“Settings”** dropdown, click on the **“Billing Structure”** 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”**. 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.



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



3. 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.



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



5. **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.

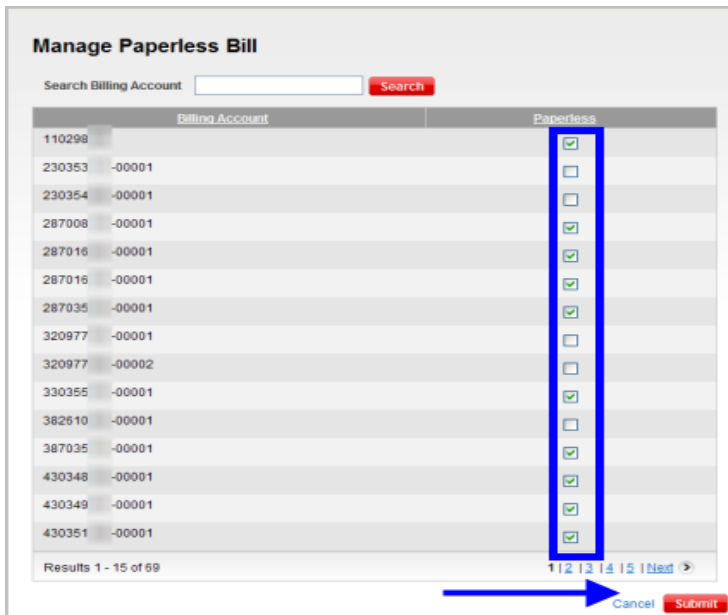


Paperless Billing

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



Notifications

From the **“Manage email address”** page you can manage a list of email addresses used for service management 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	Enable Bill Ready Notification	Actions
@verizonwireless.com	Yes	<input checked="" type="checkbox"/>	Edit
@verizonwireless.com	No		Edit Remove

Manage Usage Notifications

From the **“Manage Usage Notifications”** page, you can elect to receive notifications on usage and define your own threshold settings for your notices. Enter additional email or numbers to notify as needed.

Manage Usage Notifications

Manage Settings for Account Level Share Plans

We will send you notification when your users on Account Share and Shared Services reach the threshold setting(s) below

Would you like to enable Usage Notification? On Off

Usage Notification Settings

Notification Threshold [Learn More](#) 50% 75% 90% 100%

Plan Overage Threshold [Learn More](#) 90%

Email Settings. Enter up to three email addresses to receive notice of your account(s) overage.

[+ Add Another Email Address](#)

SMS Settings. Enter up to four Verizon Wireless Numbers to receive notice of your account(s) overage.

[+ Add Another Wireless Number](#)

Personal Address Book

From the “**Personal Address Book**” page, you can manage your own set of personal contacts.

Personal Address Book

[Add Contact](#)

Result 1 - 1 of 1

Alias ▲	Name ◆	Phone Number ◆	Manage Entry
HR	Erin	4043096666	Edit Delete

Saved Addresses

From the “**Saved addresses**” page, you can have up to fifty addresses saved on file for shipping purposes.

Add Saved Addresses

Note: A physical address is required for shipping purposes.

* Indicates required field

Add Address

Address Type	Address Only ▼
Address Nickname *	<input type="text"/>
Address 1 *	<input type="text"/>
Address 2	<input type="text"/>
City *	<input type="text"/>
State *	state ▼
Zip Code *	<input type="text"/>
Phone Number *	<input type="text"/>

[Continue](#)

Company Addresses Book

The “**Company Address Book**” page houses company names and contact information.

Company Address Book

Alias ▲	Name ⇅	Phone Number ⇅	Manage Entry
Cap	Edit Delete
DanG	Edit Delete
DanG	Edit Delete
DanG	Edit Delete
DanG	Edit Delete
DanG	Edit Delete
DanG	Edit Delete
DanG	Edit Delete
DanG	Edit Delete
DanG	Edit Delete
DanG	Edit Delete
john	Edit Delete
Lay	Edit Delete
Steve	Edit Delete

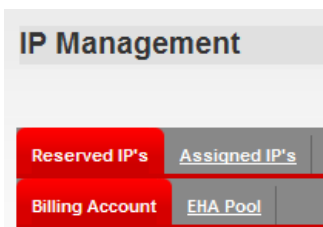
Upload
Search
Add Contact

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

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



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.