# **How To: Find My Account Number**

Orders should be complete with your account number for a possible installation fee and monthly billing.

Only authorized signatories can order services.

- The account number is located on a recent invoice.
- ICN has Parent and Child Account Numbers
  - Parent: ABCD00000001
  - Child: ABCD00000001 ###
    - Division, bureaus, teams 001 -- OR --
    - Services expenses (Voice, Internet, etc.) 002 -- OR --
    - Equipment 003
- State Agency Customers: This number is different from your eDAS number.

### servicenow

# **Quick Guide**

# **ICN Customer Portal**

# **Instructions for Authorized Signatories**

### **Tips: Before Starting An Order**

- 1. Identify service type.
- 2. Provide full service description.
- 3. Supply site contact information.
- 4. Have your ICN account number available.

#### **How To: Submit an Order** Fields with red asterisks (\*) are required. \*Service Selection Know the **Service** and the **service location**. \*Existing ICN Circuit ID Work section includes the requested date of service and detailed description of work to be completed. Bandwidth Information \*Bandwidth @ \*Mb or Gb We try our best to meet all deadlines. Service Mb completion dates are guidelines not guarantees. \*Wide Area Network IP Range \*Subnet Requesting Agency section refers to the agency requesting service. Some fields are gray, click on Gateway the Requesting Agency drop down to choose your agency. Work Section \*Requested date of completion Approver(s) / Billing Section One-Time Charge @ \*I certify that unencumbered funds are available for the purchase with enough detail so that it can be properly assigned. If required, attach additional documents to identify 💢 of services requested and that such items are for the sole use of Billing account, only one install account per form this agency. Account Number to be charged -- None --Approver/Billing Section references the one-\*Expedite (fee will be added) time install charge, and the monthly recurring -- None --\*Monthly @ Billing Account charge. Account Number to be charged **Location Section** references the specific location requesting service. \*Approver(s) @ Choose a location from the drop down if Signatory who has approved funds for this order - Based off available or fill in manually, if necessary. Requesting Agency Provide the name of the building, address and floor number where the Location Section work will be performed. \*Location @ Provide site contact information. Based off Requesting Agency

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# **Quick Guide**

# **ICN Customer Portal**

# **Instructions for Authorized Signatories**

**Menu: Support >> Contacts** 

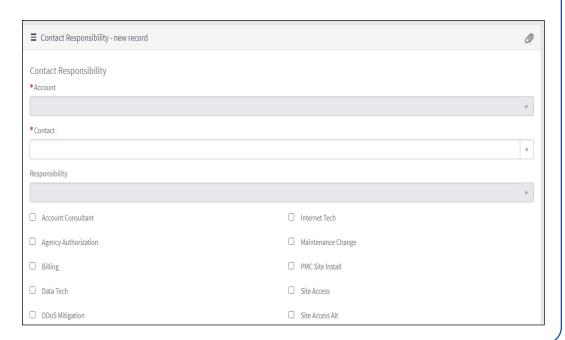
# **How To: Create a New Contact Responsibility (New Record)**

**Portal access** is no longer restricted to those who have authority to purchase.

Authorized signatories can setup user roles and responsibilities for their account.

Check the box to assign a new user the appropriate role.

Note: If you check the box Agency Authorization, an individual should be able to certify that funding is available for the services requested.



# **How To: Request to Associate an Existing ICN Contact to Another Account**

To request to be associated to a second account, or to add someone who is already registered to an account to a second account, the Account Association form can be used. ICN will assist in setting up the proper relationship and permissions.

Users for each account can:

- Create new customer cases.
- Access Customer Contact Management (Agency Authorization check box must be selected).
- Order services for the Account (Agency Authorization check box must be selected).

Account Association  Request to associate an existing ICN contact to another account	
	cond account, or to add someone who is already registered to one account to a second account, fill out sist in setting up the proper relationship and permissions.
	(Agency Authorization checkbox must be selected)
	(Agency Authorization checkbox must be selected)
☐ Agency Authorization	
Additional information which can	help us in expediting your request



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