

**How To: Find the Customer Portal**

Browse to: <https://icn.iowa.gov/support>

-- OR --

[https://icnprod.service-now.com/customer\\_portal](https://icnprod.service-now.com/customer_portal)

**How To: Access the Portal**

If you are a new user or an existing customer and not currently set up for portal access to report service issues (trouble tickets) or to submit general help questions, please contact ICN's Network Operations Center at 800-572-3940 or [ICNServiceDesk@iowa.gov](mailto:ICNServiceDesk@iowa.gov).

**How To: Login to the Customer Portal**

**Username:** Email Address

**Password:** Emailed to User

**Note:** Upon first login to the customer portal you will be asked to reset your password.

Password Requirements: 8 characters (1 upper case character, 1 lower case character, and 1 numerical value.) No special characters will be accepted.

**Tip: Common Service Types**

ICN Categories: Move, Add, Change, Disconnect (MACD)

**Voice Requests**

- New Desk Phones
  - Move Phones
  - Idle or Disconnect
  - Port (voice)
- \*Attach MACD form to order.

**Toll-Free**

- 800 #s
- Reprint current 800# to different DNIS
- Long Distance
- PIC code add/remove

**Reservationless-Plus Voice Conferencing**

\*Attach ICN-NAP-Template to Voice order.

**Structured Cabling Requests**

- Cabling
- Troubleshoot cabling
- Rack systems
- Moving phone outlet (doghouse)

**Data Requests**

- Internet
- Ethernet
- TDM
- Circuits
- Ports (computer)


servicenow  
**Quick Guide**  
*ICN Customer Portal*

As an ICN customer you have access to the Customer Portal to view and order services.

**How To: Reset Your Password**

Forgot your password? Reset your password by following the instructions on the [portal homepage](#). (Under the Blue Login button.)

**How To: Navigate / Use the Customer Portal**

- Report an outage or degradation of service by **Creating a Case** under **Trouble**.
- In **Help ?**, receive assistance by completing the form. Search **Q** keywords via the **Search** text field.
- Under **My Cases** view a list of submitted trouble tickets, help requests, or service requests.
- Browse product guides, user guides, and view FAQs in **Information**.
- In **My Services**, view your services, authorized signatories, and connect with your Account Consultant.
- Update your **Support Profile** or **Create New Contact** to your account under **Support**.
- Authorized Signatories can **Order** services through a Service Catalog by clicking the shopping cart. 

**What Are: Portal Breadcrumbs**

Home > Customer Service > Services > Data Circuit

Secondary navigation that reveals the user's location.

**Reminder: No Personally Identifiable Information**

Remember that NO Personally Identifiable Information (PII) should be included in any portal submission (social security #, birth date, etc.).



### 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.

### How To: Find Department's Authorized Signatories

1. Under >> **My Services**
2. View listing of Authorized Signatories under My Organizations

Authorized Signatories can **Order** services on behalf of their agency and can **Create a New Contact** and **assign roles and responsibilities** within the portal.

### How To: Attach & Send Documents

Click the  near the bottom to attach a file.

### Cases: Submitting a Case (Trouble Ticket)

Report an outage or degradation of service by **Creating a Case** under **Trouble**. [Create case](#)

**My Cases** lists incidents submitted that are associated to your account.

Options Available:

- All >> Action Needed >> Troubles
- Help Requests >> Service Requests

#### Create Case

Please provide the following details to help us provide you assistance quickly.

\* Account

\* Contact

\* Product

\* Location

[View Product Details](#)

\* Subject

Account	Number	Location	Case type	Opened by	Opened	Caller	State	Product	Short description	Description	Updated
	CS0001237	ACCESSIBLE LOCATION - UNAVAILABLE	Service Request	Kelly Smith	10/01/2020 09:04:54		New		NFT - OSP Improvement	FNS Field techs report and process many ...	10/01/2020 09:10:22
	CS0001202	ACCESSIBLE LOCATION - UNAVAILABLE	Service Request	Kelly Smith	09/24/2020 07:43:23		New		Alarm Ticket	An alarm is an event. This could be use...	09/24/2020 07:53:26
COMMERCE - IOWA DEPT OF COMMERCE	CS0001263	ACCESSIBLE LOCATION - UNAVAILABLE	Service Request	Renee Paulsen	10/15/2020 00:21:48	Renee Paulsen	Open	Data Circuit	Data Circuit	test	10/15/2020 04:46:18

After submitting a **Case**, users will be directed to the **Customer Case Update Page** where interaction with ICN technicians will occur and incident updates will be available.

Type your message here... Send

**Victoria Harris**  
 2mo ago · Work notes  
 Case Task CSTASK0010019 has been created

**Victoria Harris**  
 2mo ago · Additional comments  
 Incident INC0032315 has been associated with the Case. Comments will be automatically added to the Case from the incident.

**Victoria Harris**  
 2mo ago · Work notes  
 Incident INC0032315 has been associated with the Case

**Victoria Harris**  
 2mo ago  
 CS0001071 Created

Start

**Actions**

[Close Case](#)

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**Case details**

Number: CS0001071	Priority: 3 - Moderate
State: Open	Account: DPS - DEPT OF PUBLIC SAFETY
Caller: Aaron Layne	Updated: 2mo ago

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**Attachments**

Drop files here