

How To: Find the Customer Portal

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

Click **Customer Login** navigation button (top right)
 -- OR --

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.

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)

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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.

- 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

DOC DEPT OF CORRECTIONS x v

* Contact

Kevin VandeWail x v

* Product


Data Circuit x v

* Location

DESMIAES x v

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					

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.

SD


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](#)

Case details

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

Attachments 

Drop files here



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Instructions for Authorized Signatories

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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.

Know the **Service** and the **service location**.

Work section includes the **requested date of service** and **detailed description** of work to be completed.

We try our best to meet all deadlines. Service completion dates are guidelines not guarantees.

Requesting Agency section refers to the agency requesting service. Some fields are gray, click on the Requesting Agency drop down to choose your agency.

The screenshot shows the 'Request Internet Service' form. Key sections include:

- Service Selection:** A dropdown menu with 'Move' selected.
- Existing ICN Circuit ID:** A text input field.
- Bandwidth Information:** Fields for '*Bandwidth', '*Subnet', '*Mb or Gb' (dropdown with 'Mb' selected), '*Wide Area Network IP Range', and '*Gateway'.
- Work Section:** A field for '*Requested date of completion'.
- Approver(s) / Billing Section:** Fields for 'One-Time Charge' (with a note: 'I certify that unencumbered funds are available...'), 'Monthly' charge, and 'Approver(s)'. There are also checkboxes for 'Billing account, only one install account per form' and 'Account Number to be charged'.
- Location Section:** Fields for '*Location' and 'Zip'.

This detailed view shows the 'Approver(s) / Billing Section' and 'Location Section'.

- Approver(s) / Billing Section:** Contains fields for 'One-Time Charge' (with a note: 'I certify that unencumbered funds are available for the purchase of services requested and that such items are for the sole use of this agency.'), 'Monthly' charge, and 'Approver(s)'. There are also checkboxes for 'Billing account, only one install account per form' and 'Account Number to be charged'.
- Location Section:** Contains fields for '*Location' and 'Zip'.

Approver/Billing Section references the one-time install charge, and the monthly recurring charge.

Location Section references the specific location requesting service.

- Choose a location from the drop down if available or fill in manually, if necessary.
- Provide the name of the building, address and floor number where the work will be performed.
- Provide site contact information.



Quick Guide

ICN Customer Portal Instructions for **Authorized Signatories** Under >> Support

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.

☰ Contact Responsibility - new record 📎

Contact Responsibility

*Account

*Contact

Responsibility

Account Consultant Internet Tech

Agency Authorization Maintenance Change

Billing PMC Site Install

Data Tech Site Access

DDoS Mitigation Site Access Alt

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

To request to be associated to a second account, or to add someone who is already registered to one account to a second account, fill out this form and ICN personnel will assist in setting up the proper relationship and permissions.

- Creating new customer cases
- Customer Contact Management [\(Agency Authorization checkbox must be selected\)](#)
- Ordering services for the Account [\(Agency Authorization checkbox must be selected\)](#)

*Account name

Agency Authorization

Notes ?