

servicenow  
**Quick Guide**

**ICN Customer Portal**

**Instructions for Authorized Signatories**

**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.

**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.

**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** 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.

☰ 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 ?

Additional information which can help us in expediting your request ✖