**How To: Find the Customer Portal**

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

Click MyICN 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
- Repoint 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)

---

**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 **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.

---

**How To: Reset Your Password**

Forgot your password? Reset your password by following the instructions on the [portal homepage](https://icn.iowa.gov).

---

**What Are: Portal Breadcrumbs**

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.

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 CONNECTIONS
- Product
  - Data Circuit
- Location
  - DEPARTMENTS

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.