

## How To: Find the Customer Portal

1. Browse to: <https://icn.iowa.gov>
2. Click **Customer Login** navigation button (top right)  
-- OR --
3. [https://icnprod.service-now.com/customer\\_portal](https://icnprod.service-now.com/customer_portal)

## How To: Register as a New User

For account set up or other assistance, 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.

## What Are: Common Services Ordered

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

### Voice Requests

#### Managed Voice\*

- New Desk Phones
- Move phones
- Idle or Disconnect
- Port (voice)

\*Attach CenturyLink MACD form to order.

#### Toll-Free

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

#### Reservationless-Plus Voice Conferencing

### TAC Requests

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

### Data Requests

- Ethernet
- TDM
- Circuits
- Ports (computer)

# service*now* Quick Guide




## ICN Customer Portal

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

## How To: Reset Your Password

Forgot your password? Click the link and follow the instructions on the portal homepage to reset your password. (Under the Blue Login button.)

## How To: Navigate / Use the Customer Portal

- Update your **User Profile**.
- Search  keywords via main **Search Support**.
- In **My Services**, view your services, authorized signatories, and connect with your Account Consultant.
- Browse product guides, user guides, and view FAQs in **Information**.
- In **Help** , receive assistance by completing the form.
- **Order** ICN services through an online Service Catalog by clicking the shopping cart .
- **My Requests** displays a listing of submitted orders.
- **My Tickets** shows the activities that have been submitted to the ICN.

## What Are: Portal Breadcrumbs

Home > Service Catalog > Traditional Telecommunications > Data

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

## How To: Attach & Send Documents

Click the  near the bottom to attach a file.

## Helpful Examples: Service Selection Categories

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

**Managed Voice Service Orders** All MVS requests require completed order with MVS MACD form attached.

### Move

- Do you need a desktop phone or is one available?
- Are you moving to a location where a desktop phone was before?
- Have you tried plugging the phone in for dial tone. If no dial tone, you need to submit an order to open the data port.

**Change** (Many variations, a few examples are...)

- Change the phone display.
- Change account number phone is billed to.
- Reset a voicemail password.
- Change type of phone.
- Add sidecar phone attachment for speed-dial.

### Add

- Standard Delivery Timeframe: 3-5 weeks.
- Porting Numbers: Moving ownership of number may delay order.

### Disconnect

- ICN techs will pick up the phone after disconnect is complete.
- Consider putting the phone 'on idle' if a new person will be added in the near future.

## 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.

## What Is: The Watch List



If an employee needs to be added to the watch list, enter the name in the Search field and the list of names is filtered as you type.



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