

Managing Contacts

Allstream Portal Quick Start Guide

Access the Contacts Page

The screenshot shows the 'MY ACCOUNT' menu on the left with 'Contacts' selected. The main 'Contacts' page displays account information for MANEBA, including account number 11111, type 'Stand-Alone', and a valued customer since 1/16/2001. It also shows the billing address (34235 LEISURE DR, CUSHING, MN 564435145) and account manager details. On the right, the 'Current Balance' is \$0.00, with a most recent bill of \$41.03 and a payment due date of 2/22/2019. A 'BILLING AND PAYMENTS' dropdown menu is visible, with an arrow pointing to it from the text 'Open the Billing Center'. Below the menu, there are options to 'View Bill', 'Setup Automatic Payments', or 'Manage Paperless Billing'. At the bottom of the page, there is a banner for 'Save Time & Money with Allstream's Auto Pay Service' with a 'SIGN UP TODAY!' button.

The upper section of the **Contacts** page provides account summary and balance information, quick access to the Billing Center and billing and payment options.

Customer Contacts

Contact Type	Name	Phone	Email	
Authorized User	Test Tester	4161231234	test@gmail.com	Update Contact → ✎ ✕
Authorized User	Test Tester	4161231234	test@gmail.com	✎ ✕
Billing Contact	Test Tester	4161111234	test@gmail.com	✎ ✕
Billing Notification	Test Tester	4161231234	test@gmail.com	✎ ✕
Alternate	Test Tester	4161231234		✎ ✕
AutoDialer	Test Tester	4161111234	test@gmail.com	✎ ✕
Billing Notification	Test Tester		test@gmail.com	Delete Contact → ✎ ✕

At the top right of the table, there is an 'Add Contact' button with a plus sign icon.

The lower section of the page displays a list of customer contacts, and provides tools for adding, updating, or removing contacts from the portal.

Adding a Contact

Click the **Add Contact** icon to open the **Contact Maintenance** section. Provide the information as needed and click **SAVE**.

Contact Maintenance

First Name _____

Last Name _____

Phone _____

Email _____

Contact Type _____

Responsible Party _____

CANCEL SAVE

The Contact Maintenance Page

Updating a Contact

Click the **Update Contact** icon to open the **Contact Maintenance** section. Make changes as needed and click **SAVE**.