

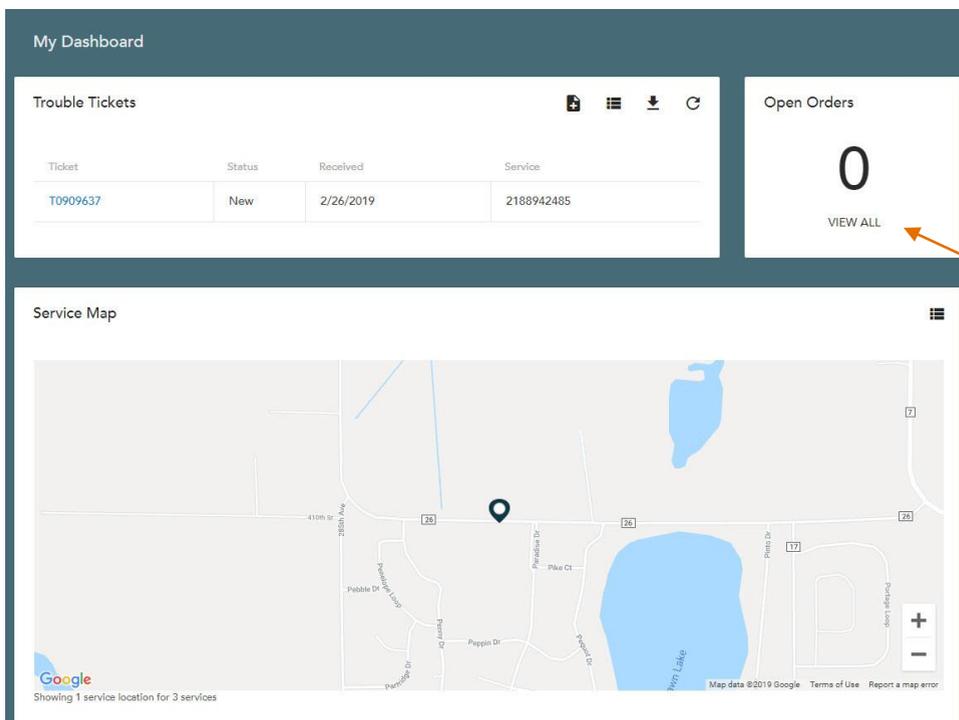
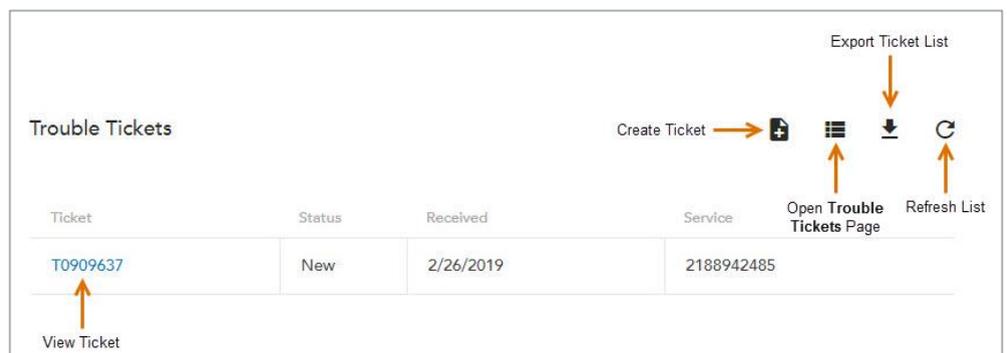
Using My Dashboard

Allstream Portal Quick Start Guide

My Dashboard is the first page displayed after signing in to the portal and may be accessed at any time by clicking the Allstream logo at the top of the portal screen. **My Dashboard** provides a quick glimpse at any service-related trouble tickets, open orders, and service locations associated with your account.

Trouble Tickets

Trouble tickets are requests for help with all service-related issues. Trouble tickets can be quickly created, viewed, or exported from the **My Dashboard** page but are fully managed using the **Trouble Tickets** page within the portal. The **Trouble Tickets** page is accessible by clicking the **View All Tickets** icon .



Open Orders

The number of open orders is displayed on the **My Dashboard** page.

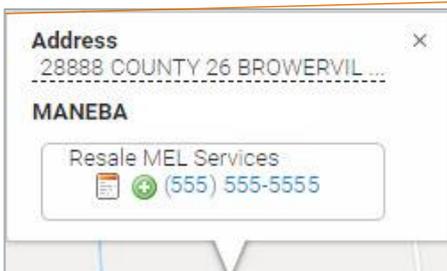
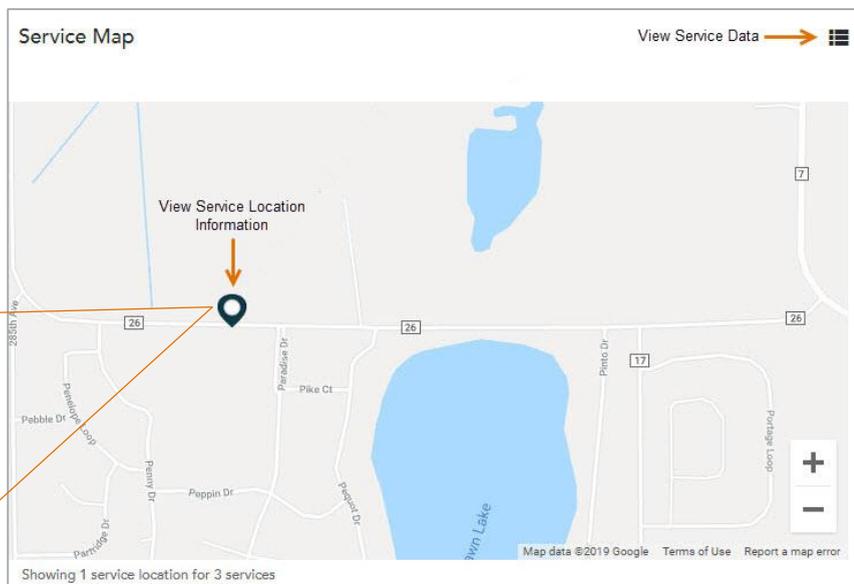
Click **View All** to view all orders using the **Orders** page.

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Service Map

The **Service Map** provides a visual representation of your account service locations. Click a location on the map to view location details or click the **View Data** icon to open the **Service Map (Data)** section.



Service Location Popup

The service location popup displays after clicking a location on the **Service Map**. Click the **View Details** icon or phone number to view features and trouble tickets related to the service. To create a new trouble ticket for the service, click the **Create New Ticket** icon .

Service Map (Data)

The **Service Map (Data)** section displays after clicking the **View Data** icon at the top of the **Service Map**.

Action	Subscriber	Product	Status	Connection #	Address
	80780	Bill Print Options	Active		
	80780	Billing Services	Active		
	80780	Resale MEL Services	Active	(555) 555-2485	28 COUNTY 26 BROWERVILLE, MN

View Map

View Details

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Service details are for viewing by clicking the **View Details** icon . When viewing service details using this method, related features and tickets are read-only, but the lists of features and tickets may be exported to an Excel spreadsheet. For full access service details, view a service using the **My Services** page of the portal.