

## Chapter 3: My Profile Application

### Overview

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**Introduction** The **My Profile** application allows you to change your password and manage your contact and address information, this chapter will explain how to view and manage that information.

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## My Profile Application

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**Introduction** The **My Profile** application allows you to manage your password, contact details and address information.

**Note:** Your primary contact information is pre-populated for **Ordering** and **Billing Dispute** resolution based on the information you provide in the **My Profile** screen.

## My Profile Fields & Descriptions

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**Overview** The table below describes the fields and buttons displayed in the **My Profile** application.

Field Name	Description
<b>Enterprise ID</b>	This field identifies the unique Control Center Enterprise ID that is associated to your user profile.
<b>Enterprise Name</b>	This field provides the name associated to the Control Center Enterprise ID.
<b>User Name</b>	This field displays the user's unique identifier that allows them to access the Control Center application.
<b>Your Current Password</b>	This <i>required</i> field provides a system validation that verifies the user updating the My Profile application has knowledge of the current password for that profile.  <b>Note:</b> The " <b>Your Current Password</b> " field is required when updating any details in the <b>My Profile</b> application.
<b>New Password</b>	This <i>optional</i> field allows you to change your password.
<b>Confirm Password</b>	This <i>conditional</i> field provides a system validation that verifies the user has entered a " <b>Confirm Password</b> " that matches the " <b>New Password</b> " field.  <b>Note:</b> When changing your password, the <b>Confirm Password</b> is required when a <b>New Password</b> is entered.
<b>First Name</b>	This <i>required</i> field displays the user's first name. You can change this at any time by typing a new value in the available text field.
<b>Last Name</b>	This <i>required</i> field displays the user's last name. You can change this at any time by typing a new value in the available text field.
<b>E-mail</b>	This <i>required</i> field displays the user's e-mail address. You can change this at any time by typing a new value in the available text field.
<b>Phone</b>	This <i>required</i> field displays the user's telephone number. You can change this at any time by typing a new value in the available text field.

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Confidential

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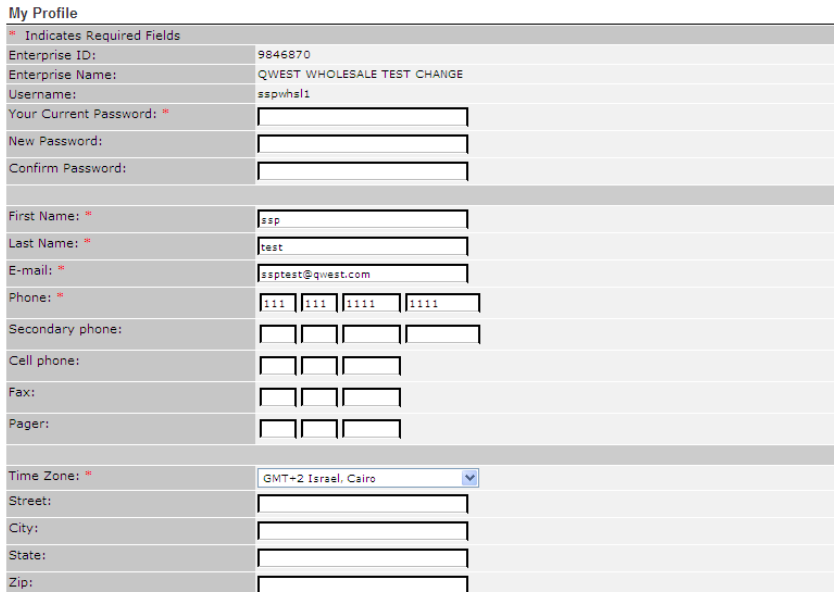
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## My Profile Fields & Descriptions, Continued

Field Name	Description
<b>Secondary Phone</b>	This <i>optional</i> field shall contain the secondary telephone number at which the new user can be reached.
<b>Cell Phone</b>	This <i>optional</i> field shall contain a cellular phone number at which the new user can be reached.
<b>Fax</b>	This <i>optional</i> field may display the telephone number where FAX transmissions can be received. You can change this at any time by typing a new value in the available text field.
<b>Pager</b>	This <i>optional</i> field may contain the telephone number where the user may receive a page. You can change this at any time by typing a new value in the available text field.
<b>Time Zone</b>	This <i>required</i> field displays the time zone in which the user currently resides. You can change this by selecting a new value from the available drop down menu.
<b>Street</b>	This <i>optional</i> field may contain the street address of your workplace, if you choose to make such information available. You can change or delete this value at any time.
<b>City</b>	This <i>optional</i> field may contain your workplace's city, if you choose to make such information available. You can change or delete this value at any time.
<b>State</b>	This <i>optional</i> field may contain your workplace's state, if you choose to make such information available. You can change or delete this value at any time.
<b>Zip</b>	This <i>optional</i> field may contain your workplace's ZIP or postal code, if you choose to make such information available. You can change or delete this value at any time.
<b>Customer System Admin</b>	<p>These radio buttons identify whether or not you have administrative rights within the Control Center application.</p> <p><b>Note:</b> Although you can see your status as a system administrator in the My Profile application, you will need to contact the Control Center Help Desk for assistance to change this value.</p>
<b>Status</b>	This field identifies the current status of your user account.
<b>Secret Question</b>	This field has a drop down to change your secret question for requesting a new password
<b>Question Answer</b>	This field is the answer to your secret question
<b>Hint</b>	This field is a hint for your answer
	This button allows you to save your changes in the My Profile application.
	This button allows you to undo any changes you may have made in the My Profile application.

## View My Profile Details

**Procedure** Follow the steps in the procedure below to **view** details the **My Profile** application.


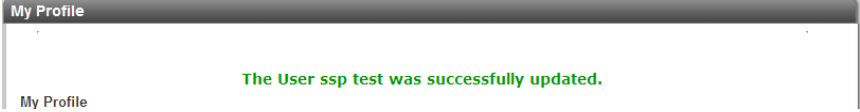
Step	Action
1	<p>From the <b>Landing</b> page, click on the <b>My Profile</b> module.</p> <p><b>Result:</b> The <b>My Profile</b> application appears.</p>  <p>My Profile</p> <p>* Indicates Required Fields</p> <p>Enterprise ID: 9846870</p> <p>Enterprise Name: QWEST WHOLESALE TEST CHANGE</p> <p>Username: sspwhal1</p> <p>Your Current Password: *</p> <p>New Password:</p> <p>Confirm Password:</p> <p>First Name: * ssp</p> <p>Last Name: * test</p> <p>E-mail: * ssptest@qwest.com</p> <p>Phone: * 111 111 1111 1111</p> <p>Secondary phone:</p> <p>Cell phone:</p> <p>Fax:</p> <p>Pager:</p> <p>Time Zone: * GMT+2 Israel, Cairo</p> <p>Street:</p> <p>City:</p> <p>State:</p> <p>Zip:</p>

## Changing Your Password

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### Procedure

Follow the steps in the procedure below to **change your password**.


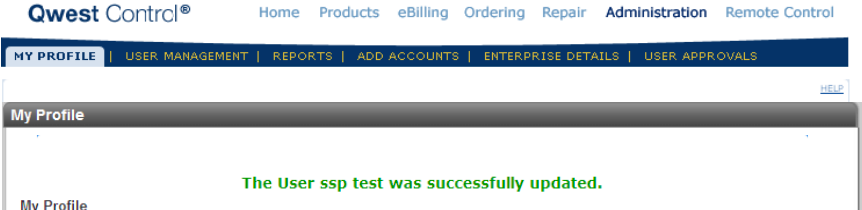
Step	Action
2	From the <b>My Profile</b> application, enter <b>Your Current Password</b> .  <b>Note:</b> Your password is case-sensitive and should be entered exactly as it was created.
3	In the <b>New Password</b> field, enter the new value for your password.
4	In the <b>Confirm Password</b> field, enter the new value for your password.  <b>Note:</b> The <b>Confirm Password</b> <i>must match</i> the value entered in the <b>New Password</b> field.
5	Click   <b>Result:</b> The <b>My Profile</b> application is updated. 

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## Changing Your Contact Information

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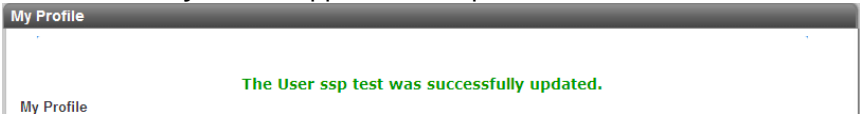
**Procedure** Follow the steps in the procedure below to **change** your **contact** information.

Step	Action
1	From the <b>My Profile</b> application, enter <b>Your Current Password</b> .  <b>Note:</b> Your password is case-sensitive and should be entered exactly as it was created.
2	In the <b>First Name</b> field (if applicable), enter a new value for your first name.
3	In the <b>Last Name</b> field (if applicable), enter a new value for your last name.
4	In the <b>E-mail</b> address field (if applicable), enter a valid value for your contact email address including the @ symbol and .com, .net, etc. extension.
5	In the <b>Phone</b> field (if applicable), enter a valid value for your contact telephone number.
6	In the <b>Secondary Phone</b> field (if applicable), enter a valid value for your secondary contact telephone number.
7	In the <b>Cell Phone</b> field (if applicable), enter a valid value for your cellular telephone number.
8	In the <b>Fax</b> field (if applicable), enter a valid value for your contact fax number.
9	In the <b>Pager</b> field (if applicable), enter a valid value for your contact pager number.
10	Click  .  <b>Result:</b> The <b>My Profile</b> application is updated. 

## Changing Your Address Information

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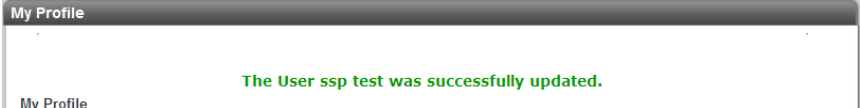
**Procedure** Follow the steps in the procedure below to **change** your **address** information.

Step	Action
1	From the <b>My Profile</b> application, enter <b>Your Current Password</b> .  <b>Note:</b> Your password is case-sensitive and should be entered exactly as it was created.
2	From the <b>Time Zone</b> drop down menu (if applicable), select the time zone in which you currently reside.
3	In the <b>Street</b> field (if applicable), enter the street address of your workplace.
4	In the <b>City</b> field (if applicable), enter the city of your workplace.
5	In the <b>State</b> field (if applicable), enter the state of your workplace.
6	In the <b>Zip</b> code field (if applicable), enter the zip code of your workplace.
7	Click   <b>Result:</b> The <b>My Profile</b> application is updated.  

## Changing Your Secret Question

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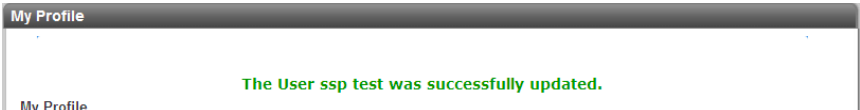
**Procedure** Follow the steps in the procedure below to **change** your **secret question**.

Step	Action
1	From the <b>My Profile</b> application, enter <b>Your Current Password</b> .  <b>Note:</b> Your password is case-sensitive and should be entered exactly as it was created.
2	In the <b>Secret Question</b> field, select question from the drop down.
3	Click   <b>Result:</b> The <b>My Profile</b> application is updated.  

## Changing Your Question Answer

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**Procedure** Follow the steps in the procedure below to **change** your **question answer**.

Step	Action
4	From the <b>My Profile</b> application, enter <b>Your Current Password</b> .  <b>Note:</b> Your password is case-sensitive and should be entered exactly as it was created.
5	In the <b>Question Answer</b> field, type in your answer
6	Click   <b>Result:</b> The <b>My Profile</b> application is updated.  

## Changing Your Hint

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**Procedure** Follow the steps in the procedure below to **change** your **hint**.

Step	Action
7	From the <b>My Profile</b> application, enter <b>Your Current Password</b> .  <b>Note:</b> Your password is case-sensitive and should be entered exactly as it was created.
8	In the <b>Hint</b> field, type in your hint that will help you remember your password.
9	Click  .  <b>Result:</b> The <b>My Profile</b> application is updated.  