

Chapter 1: Getting Started

Overview

Introduction This chapter explains how to configure your browser for the **Control Center** system, as well as logging into and navigating in Control Center.

In this Chapter This chapter contains the following topics.

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Configuring Your Browser

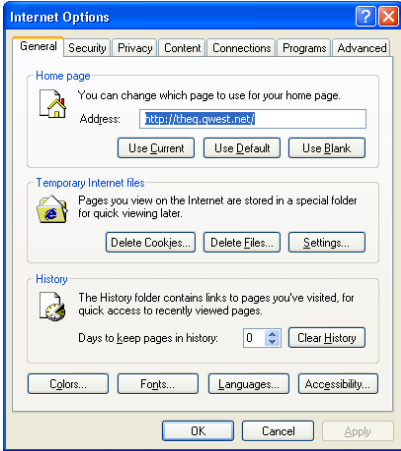

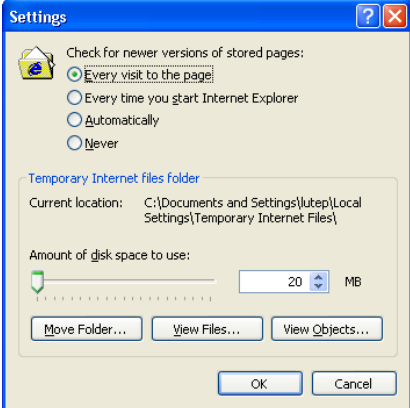
Introduction

If you use **Microsoft Internet Explorer (IE)**, you must configure your browser in order to use Control Center. You must configure the **Temporary Internet Files** setting to avoid problems with the system.

Note: If your browser is **Netscape or Firefox**, you do not need to configure any settings.

Procedure

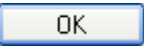
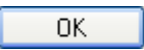
Follow the steps in the procedure below to configure the **Temporary Internet Files** setting for internet explorer.

Step	Action
1	<p>From the Tools menu, select Internet Options.</p> <p>Result: The Internet Options window appears.</p> 
2	<p>From the Temporary Internet Files section of the General tab, click .</p> <p>Result: The Settings window appears.</p> 

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Configuring Your Browser, Continued

Procedure (continued)

Step	Action
3	Select the Every visit to the page radio button.
4	Click  Result: Internet Explorer records your selection and closes the Settings window, returning you to the Internet Options window.
5	Click  Result: Internet Explorer commits all the selections you made and closes the Internet Options window.

Adding Trusted Sites

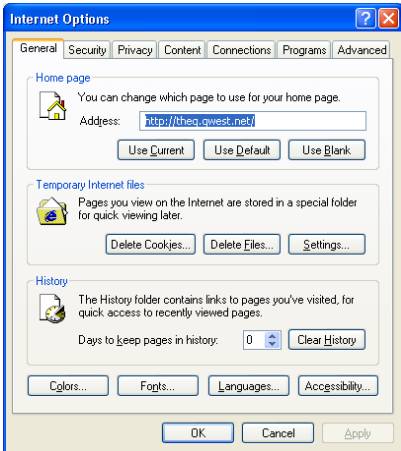
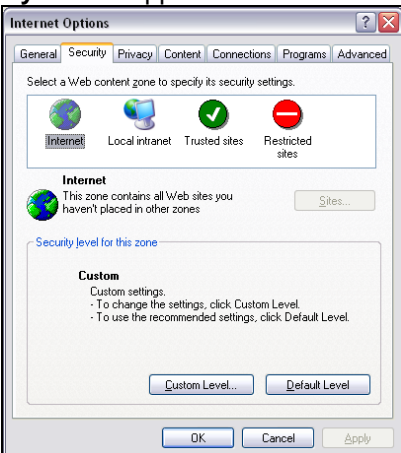
Introduction

In order for the **Control Center** and **Remote Control** applications to work effectively under a high security setting, we recommend you add the following application URLs to your designated **trusted sites**:

- <https://control.centurylink.com>
- <https://rmc.centurylink.com>

Procedure


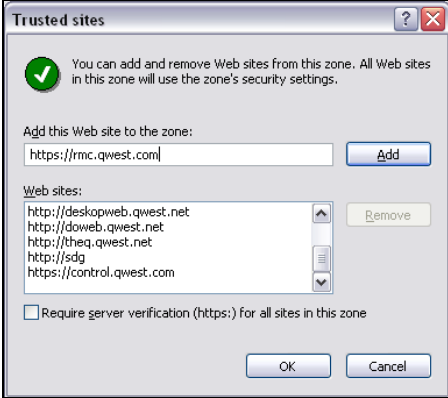

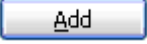
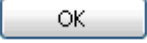
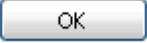
Follow the steps in the procedure below to designate your **Trusted Web Sites**.

Step	Action
1	<p>From the Tools menu, select Internet Options.</p> <p>Result: The Internet Options window appears.</p> 
2	<p>From the Internet Options window, click on the Security tab.</p> <p>Result: The Security screen appears.</p> 

Continued on next page

Adding Trusted Sites, continued

Procedure (continued)

Step	Action
3	From the Security screen, click on the Trusted Sites (✓) icon.
4	<p>Click .</p> <p>Result: The Trusted Sites window appears.</p> 
5	In the Add this Web site to the zone field, enter https://control.centurylink.com .
6	Click  .
7	In the Add this Web site to the zone field, enter https://rnc.centurylink.com .
8	Click  .
9	Click  .
10	<p>Click .</p> <p>Result: The Control Center and Remote Control applications are added to your trusted web sites.</p>

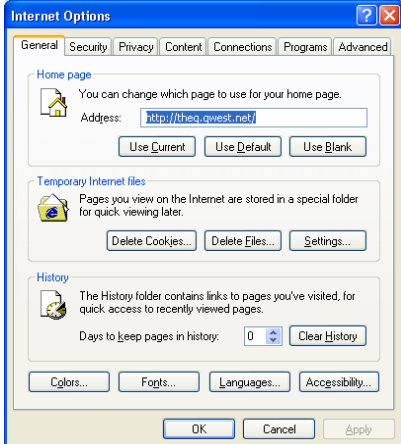
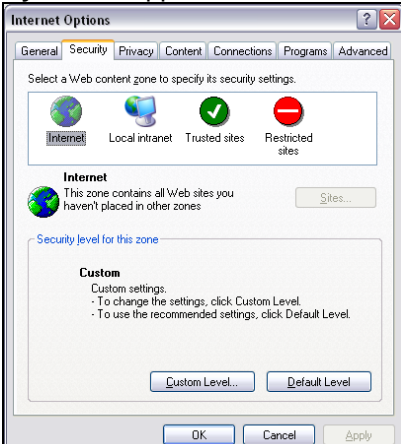
Enabling Automatic File Downloads

Introduction

To automatically proceed with **file downloads** from the Control Center or Remote Control applications, this section provides you instructions on how to proceed with this setting.

Procedure


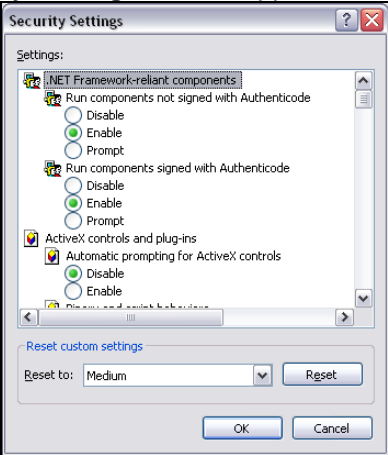

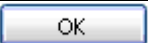
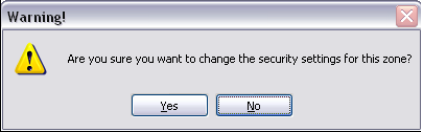
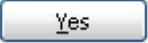
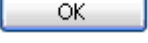
Follow the steps in the procedure below to define your **Download** settings.

Step	Action
11	<p>From the Tools menu, select Internet Options.</p> <p>Result: The Internet Options window appears.</p> 
12	<p>From the Internet Options window, click on the Security tab.</p> <p>Result: The Security screen appears.</p> 

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Enabling Automatic File Downloads, continued

Procedure (continued)

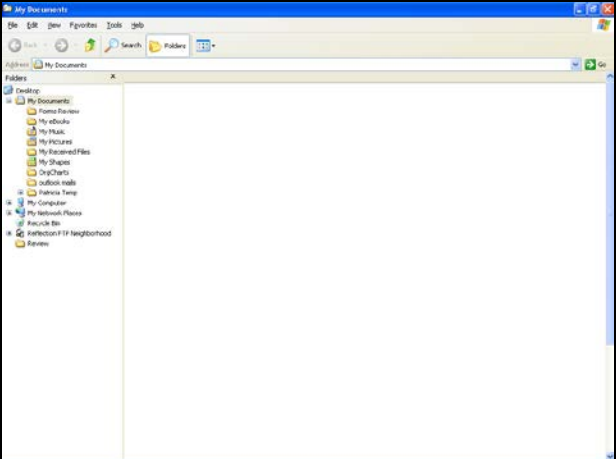
Step	Action
13	<p>From the Security screen, click .</p> <p>Result: The Security Settings window appears.</p> 
14	<p>From the Security Settings window, locate the Download () options.</p>
15	<p>From the Automatic prompting for file downloads option, click on the Enable radio button.</p>
16	<p>Click .</p> <p>Result: You will be prompted with the following warning.</p> 
17	<p>Click .</p>
18	<p>Click .</p> <p>Result: You now have the ability to automatically open files, forms, etc. found in the Control Center or Remote Control applications.</p>

Pop-Up Blocker

Introduction If you use **Windows 2000** and **XP/IE (5.5 or 6.0)**, you must configure your browser settings to allow the ability to open or save forms/documents after selecting any Control Center web links.

Pop-Up Blocker Settings (Without)

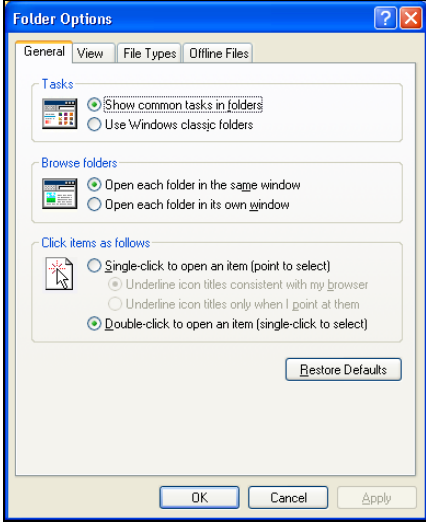
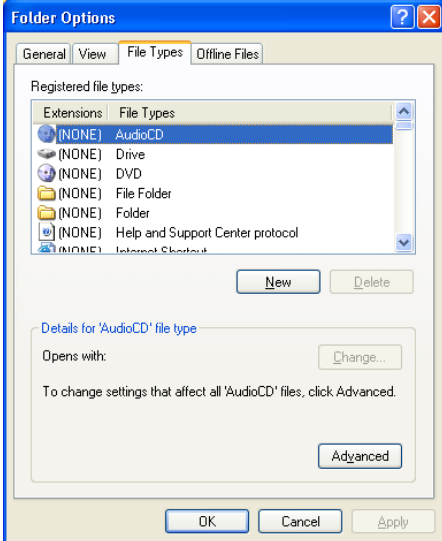
Procedure For users **without a Pop-Up Blocker**, please follow the steps in the procedure below to configure your settings.

Step	Action
19	<p>Open Windows Explorer.</p> <p>Result: The Windows Explorer appears.</p> 

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Pop-Up Blocker Settings (Without), continued

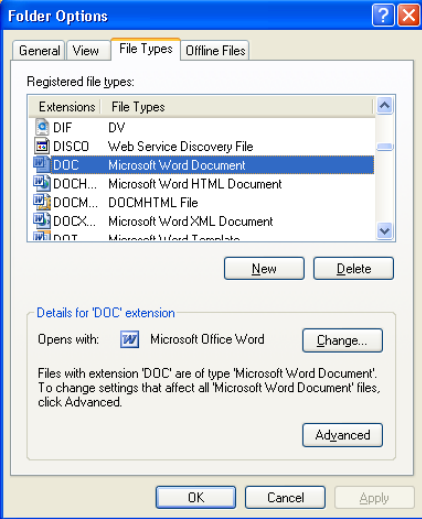
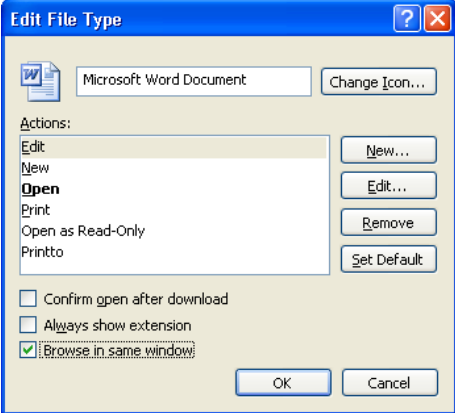
Procedure (continued)

Step	Action
20	<p>From the Tools menu, select Folder Options.</p> <p>Result: The Folder Options window appears.</p> 
21	<p>From the Folder Options tabs select File Types.</p> <p>Result: The File Types window appears.</p> 

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Pop-Up Blocker Settings (Without), continued

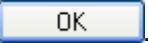
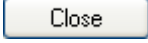
Procedure (continued)

Step	Action
22	<p>From the Registered file types section of the File Types tab, search for the DOC extension</p> <p>Result: The Folder Options window appears.</p> 
23	<p>From the File Type tab, select Advanced.</p> <p>Result: The Edit File Type window appears.</p> 
24	<p>From the Edit File Type window, uncheck the Browse in same window option.</p>

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Pop-Up Blocker Settings (Without), continued

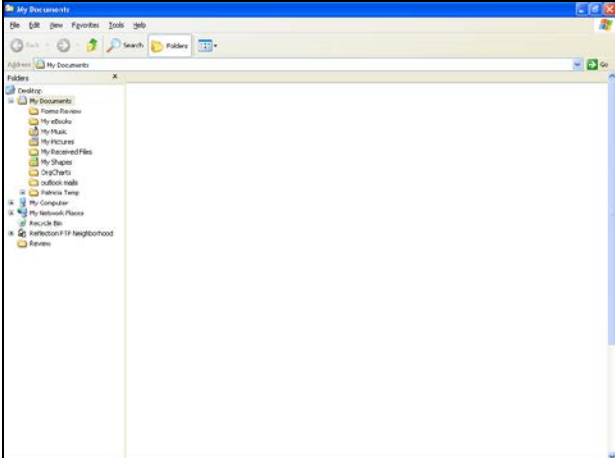
Procedure (continued)

Step	Action
25	<p data-bbox="548 443 760 485">Click .</p> <p data-bbox="548 537 1398 596">Result: Windows Explorer records your selection and closes the Edit File Type window, returning you to the Folder Options window.</p>
26	<p data-bbox="548 611 760 653">Click .</p> <p data-bbox="548 705 1349 764">Result: Windows Explorer commits all the selections you made and closes the Folder Options window.</p> <p data-bbox="548 816 1398 928">Note: This will enable forms/documents to be opened in MS Word rather than opening them in an IE browser. You will be able to resize and save the document. If other document extensions are needed, please follow steps 1-8 in this section for each file type.</p>

Pop-Up Blocker Settings (With)

Procedure

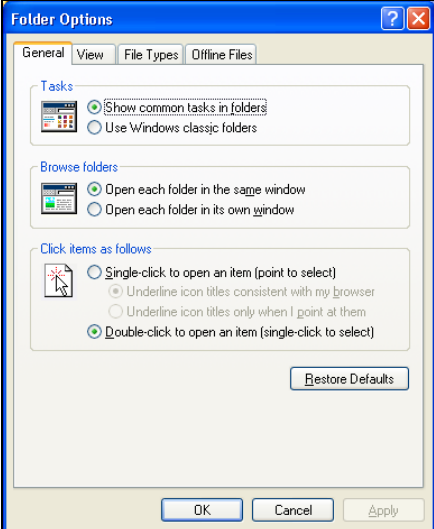
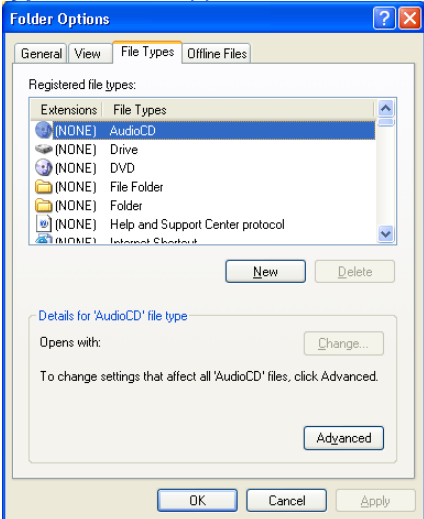
For users **with a Pop-Up Blocker**, please follow the steps in the procedure below to configure your settings.

Step	Action
27	<p>Open Windows Explorer.</p> <p>Result: The Windows Explorer appears.</p> 

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Pop-Up Blocker Settings (With), continued

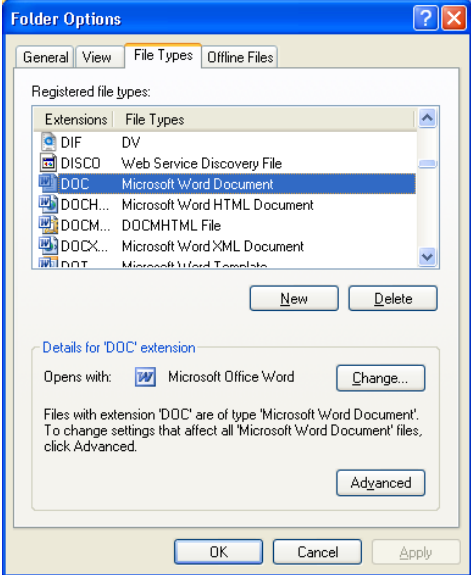
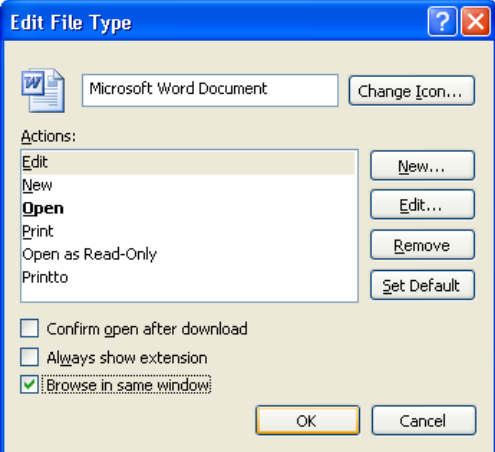
Procedure (continued)

Step	Action
28	<p>From the Tools menu, select Folder Options.</p> <p>Result: The Folder Options window appears.</p> 
29	<p>From the Folder Options tabs select File Types.</p> <p>Result: The File Types window appears.</p> 

Continued on next page

Pop-Up Blocker Settings (With), continued

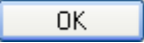
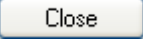
Procedure (continued)

Step	Action
30	<p>From the Registered file types section of the File Types tab, search for the DOC extension</p> <p>Result: The Folder Options window appears.</p> 
31	<p>From the File Type tab, select Advanced.</p> <p>Result: The Edit File Type window appears.</p> 
32	<p>From the Edit File Type window, uncheck the Confirm open after download option.</p>

Continued on next page

Pop-Up Blocker Settings (With), continued

Procedure (continued)

Step	Action
33	From the Edit File Type window, uncheck the Always show extension option.
34	From the Edit File Type window, check the Browse in same window option.
35	Click  . Result: Windows Explorer records your selection and closes the Edit File Type window, returning you to the Folder Options window.
36	Click  . Result: Windows Explorer commits all the selections you made and closes the Folder Options window. Note: This will enable forms/documents to be opened in MS Word rather than opening them in an IE browser. You will be able to resize and save the document. If other document extensions are needed, please follow steps 1-10 in this section for each file type.

Control Center Login Page

Description

The **Control Center Login** page provides you a welcome to the Control Center application, access to a demo of the system, information on self registration, the ability to request a new password, access to contact information and general CenturyLink information at your fingertips; including:

- Business Solutions
- Customer Service
- CenturyLink.com
- About CenturyLink

Note: The “**Find a CenturyLink Representative near you.**” functionality is not available for Wholesale customers; please contact the Wholesale National Service Delivery Center at 1-800-291-7707 to locate your local CenturyLink representative.

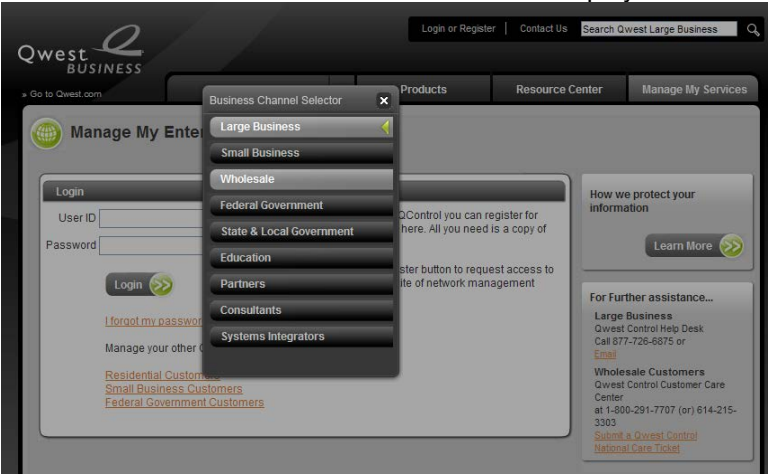
Example

An example of the **Control Center Login** page appears below.

The screenshot shows the Qwest Business Control Center Login page. The page features a dark header with the Qwest Business logo on the left and navigation links for 'Login or Register', 'Contact Us', and a search bar for 'Search Qwest Large Business'. Below the header is a navigation menu with 'Large Business', 'Products', 'Resource Center', and 'Manage My Services'. The main content area is titled 'Manage My Enterprise Services' and contains a 'Login' section with fields for 'User ID' and 'Password', a 'Login' button, and links for 'I forgot my password' and 'Manage your other Qwest Accounts'. The 'Register' section includes text about registering for QControl access, a 'Register' button, and instructions to click the button to request access. On the right side, there are two informational boxes: 'How we protect your information' with a 'Learn More' button, and 'For Further assistance...' with contact information for Large Business and Wholesale Customers, and links for 'Submit a Qwest Control National Care Ticket'.

Wholesale Customer Service

Procedure If you need to find your account contacts, have a question about a product or service, or are having a technical difficulty, follow the procedure below to contact us.

Step	Action
37	<p>From the Control Center Log In page look on the right hand side. You can either call or send a ticket to our centers.</p> <div data-bbox="782 478 1172 716" style="border: 1px solid gray; padding: 5px;"> <p>Wholesale Customers Qwest Control Customer Care Center at 1-800-291-7707 (or) 614-215-3303 Submit a Qwest Control National Care Ticket</p> </div>
38	<p>If you want find out more wholesale information from the Control Center Log In page, click on green down arrow.</p> <p>Result: A list of Business Channel Selector displays.</p> 

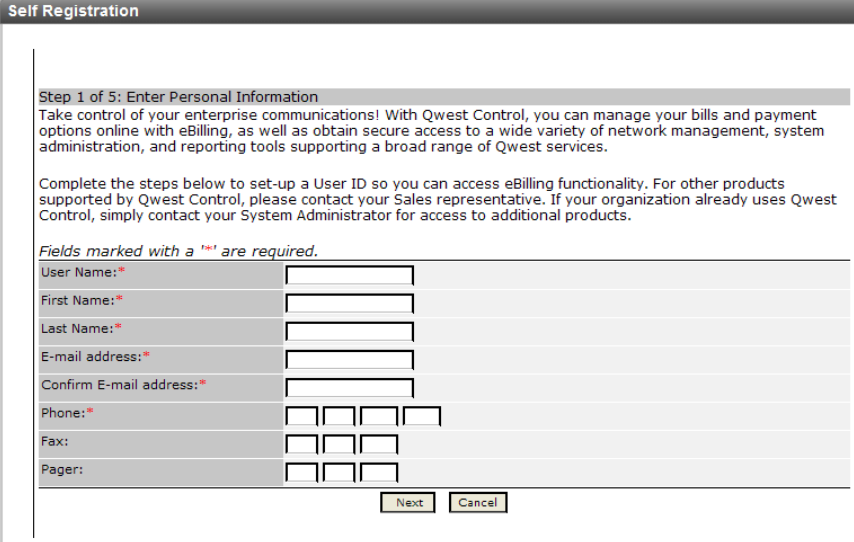
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39	<p>From the drop down screen, select Wholesale. Result: The Wholesale Landing Page screen appears.</p> 
40	<p>From the Wholesale Landing Page screen, you can click on Products & Services, Customer Service or Manage My Account. If you want to find the Qcontrol user guides select Manage My Account. Under the Qcontrol section click on Click here to view the Control Center User Guides.</p>

Self Registration

Procedure If you are a new user to the Control Center system, you may self register for access to Control Center's full suite of management tools.

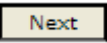
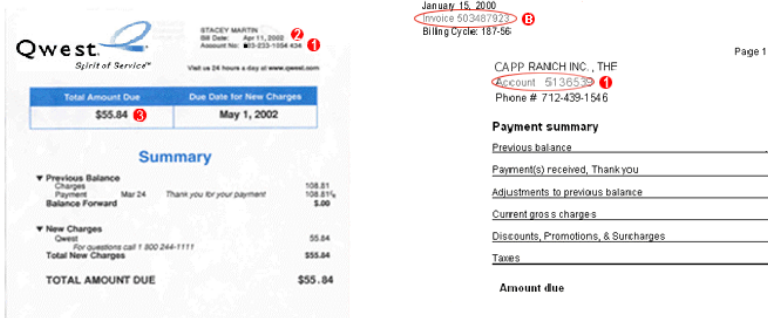
Follow the steps in the procedure below to self register for access to the Control Center system.

Step	Action
41	<p>From the Control Center Log In page, click on the Register >> button.</p> <p>Result: Step 1 of 5 screen appears.</p>  <p>Follow the steps and notice that there are required fields.</p> <ul style="list-style-type: none"> • Enter a username, hopefully something that is rememberable • Enter your first name • Enter your last name • Enter your email address • Enter your phone number • Enter fax and pager

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Self Registration, continued

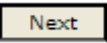
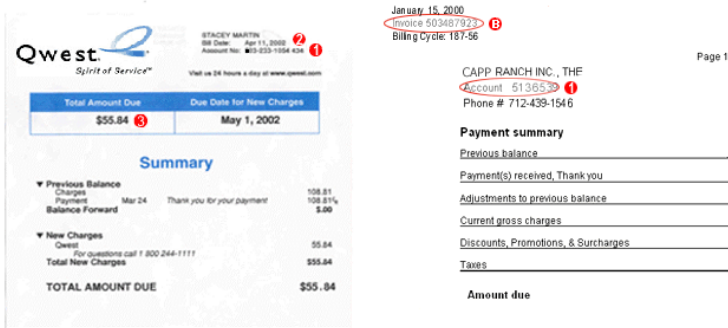
Procedure (continued)

Step	Action																										
42	<p>Click </p> <p>Result: Step 2 of 5 screen appears</p> <div data-bbox="553 636 1398 741"> <p>Step 2 of 5: Enter Authentication Information</p> <p>In order for you to register with Qwest Control, you must be an existing customer. You will need your most recent invoice to provide the authentication information necessary to process your account. Depending on the type of invoice, you will be asked for different information. Please use the illustrations below to locate this information on the first page of your monthly invoice. Enter your account number and the additional appropriate information in the fields below.</p> </div> <div data-bbox="591 751 1354 1066">  <p>The screenshot shows a Qwest bill for STACEY MARTIN. Key information includes: <ul style="list-style-type: none"> Account Number: 5136539 Bill Date: Apr 11, 2008 Total Amount Due: \$55.84 Due Date for New Charges: May 1, 2008 The payment summary table is as follows: <table border="1"> <tr> <td colspan="2">Summary</td> </tr> <tr> <td>▼ Previous Balance</td> <td></td> </tr> <tr> <td>Charges</td> <td>108.81</td> </tr> <tr> <td>Payment</td> <td>108.81%</td> </tr> <tr> <td>Balance Forward</td> <td>\$.00</td> </tr> <tr> <td>▼ New Charges</td> <td></td> </tr> <tr> <td>Overseas</td> <td>\$5.84</td> </tr> <tr> <td>Total New Charges</td> <td>\$55.84</td> </tr> <tr> <td>TOTAL AMOUNT DUE</td> <td>\$55.84</td> </tr> </table> </p> </div> <div data-bbox="553 1073 1398 1192"> <table border="1"> <tr> <td>1 Account Number</td> <td><input type="text"/></td> </tr> <tr> <td>2 Bill Date (MM/DD/YYYY)</td> <td><input type="text"/></td> </tr> <tr> <td>3 Total Amount Due</td> <td><input type="text"/></td> </tr> <tr> <td>8 Invoice Number</td> <td><input type="text"/></td> </tr> </table> </div> <div data-bbox="553 1205 1398 1312"> <p>Click on the Upload File link, enter the account information and save it as .csv file. Now click on browse button to locate the file you saved or enter the path and filename in the box below:</p> <p><input type="text"/> <input type="button" value="Browse..."/> Upload File</p> <p><input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Cancel"/></p> </div>	Summary		▼ Previous Balance		Charges	108.81	Payment	108.81%	Balance Forward	\$.00	▼ New Charges		Overseas	\$5.84	Total New Charges	\$55.84	TOTAL AMOUNT DUE	\$55.84	1 Account Number	<input type="text"/>	2 Bill Date (MM/DD/YYYY)	<input type="text"/>	3 Total Amount Due	<input type="text"/>	8 Invoice Number	<input type="text"/>
Summary																											
▼ Previous Balance																											
Charges	108.81																										
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TOTAL AMOUNT DUE	\$55.84																										
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2 Bill Date (MM/DD/YYYY)	<input type="text"/>																										
3 Total Amount Due	<input type="text"/>																										
8 Invoice Number	<input type="text"/>																										
<p><u>Follow the steps and fill in the fields with an Account Number and Invoice Number</u></p>																											

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Self Registration, continued





Procedure (continued)

Step	Action																																																							
43	<p>Click </p> <p>Result: Step 3 of 5 screen appears</p> <div data-bbox="548 598 1404 1386"> <p>Step 3 of 5: Register Additional Accounts</p> <p>You can register multiple accounts in Qwest Control. For added security, you will need to have a copy of a recent paper invoice (bill date with last three months) to register a new account. Customers who have a Local Services Invoice enter the "Account Number," "Bill Date," and "Total Amount Due" fields. Customer who have a Long Distance Invoice enter the "Account Number" and "Invoice Number"</p>  <table border="1" data-bbox="552 1018 1396 1344"> <thead> <tr> <th></th> <th>1 Account Number</th> <th>2 Bill Date (MM/DD/YYYY)</th> <th>3 Total Amount Due</th> <th>4 Invoice Number</th> </tr> </thead> <tbody> <tr> <td># 1</td> <td><input type="radio"/> QLS <input checked="" type="radio"/> QLD</td> <td>12345678</td> <td></td> <td>1008416363</td> </tr> <tr> <td># 2</td> <td><input type="radio"/> QLS <input type="radio"/> QLD</td> <td></td> <td></td> <td></td> </tr> <tr> <td># 3</td> <td><input type="radio"/> QLS <input type="radio"/> QLD</td> <td></td> <td></td> <td></td> </tr> <tr> <td># 4</td> <td><input type="radio"/> QLS <input type="radio"/> QLD</td> <td></td> <td></td> <td></td> </tr> <tr> <td># 5</td> <td><input type="radio"/> QLS <input type="radio"/> QLD</td> <td></td> <td></td> <td></td> </tr> <tr> <td># 6</td> <td><input type="radio"/> QLS <input type="radio"/> QLD</td> <td></td> <td></td> <td></td> </tr> <tr> <td># 7</td> <td><input type="radio"/> QLS <input type="radio"/> QLD</td> <td></td> <td></td> <td></td> </tr> <tr> <td># 8</td> <td><input type="radio"/> QLS <input type="radio"/> QLD</td> <td></td> <td></td> <td></td> </tr> <tr> <td># 9</td> <td><input type="radio"/> QLS <input type="radio"/> QLD</td> <td></td> <td></td> <td></td> </tr> <tr> <td># 10</td> <td><input type="radio"/> QLS <input type="radio"/> QLD</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p style="text-align: center;"> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Cancel"/> </p> </div> <p><u>If you would like to include additional account numbers key in the additional Account Number and Invoice Numbers.</u></p>		1 Account Number	2 Bill Date (MM/DD/YYYY)	3 Total Amount Due	4 Invoice Number	# 1	<input type="radio"/> QLS <input checked="" type="radio"/> QLD	12345678		1008416363	# 2	<input type="radio"/> QLS <input type="radio"/> QLD				# 3	<input type="radio"/> QLS <input type="radio"/> QLD				# 4	<input type="radio"/> QLS <input type="radio"/> QLD				# 5	<input type="radio"/> QLS <input type="radio"/> QLD				# 6	<input type="radio"/> QLS <input type="radio"/> QLD				# 7	<input type="radio"/> QLS <input type="radio"/> QLD				# 8	<input type="radio"/> QLS <input type="radio"/> QLD				# 9	<input type="radio"/> QLS <input type="radio"/> QLD				# 10	<input type="radio"/> QLS <input type="radio"/> QLD			
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Self Registration, continued

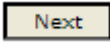
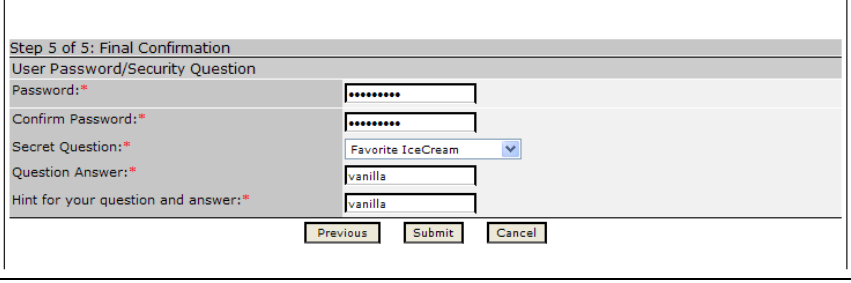
Procedure (continued)

Step	Action																								
44	<p>Click </p> <p>Result: Step 4 of 5 screen appears</p> <div data-bbox="553 699 1398 1094" style="border: 1px solid black; padding: 5px;"> <p>Step 4 of 5: Verification Shown below is a summary of the registration information you entered during the process. Please review this information for accuracy before completing the registration. You may use the Back button to navigate to screens on which you may wish to make changes. Click the Next button to complete the registration process.</p> <p>Verify Registration Information</p> <table border="1" data-bbox="561 827 1390 974"> <tr><td>User ID</td><td>selfregister99</td></tr> <tr><td>First Name</td><td>Self</td></tr> <tr><td>Last Name</td><td>Register</td></tr> <tr><td>E-mail address</td><td>emailaddress@account.com</td></tr> <tr><td>Telephone Number</td><td>(303) 992-1234</td></tr> <tr><td>Fax Number</td><td></td></tr> <tr><td>Pager</td><td></td></tr> </table> <p>Account Information</p> <table border="1" data-bbox="561 989 1390 1037"> <thead> <tr> <th></th> <th>Account Number</th> <th>Bill Date (MM/DD/YYYY)</th> <th>Total Amount Due</th> <th>Invoice Number</th> </tr> </thead> <tbody> <tr> <td>Account 1</td> <td>123456789</td> <td></td> <td></td> <td>1008416363</td> </tr> </tbody> </table> <p style="text-align: center;">    </p> </div> <p><u>Verify that the information that you have keyed so far is correct. If there is anything incorrect click on the "Previous" button.</u></p>	User ID	selfregister99	First Name	Self	Last Name	Register	E-mail address	emailaddress@account.com	Telephone Number	(303) 992-1234	Fax Number		Pager			Account Number	Bill Date (MM/DD/YYYY)	Total Amount Due	Invoice Number	Account 1	123456789			1008416363
User ID	selfregister99																								
First Name	Self																								
Last Name	Register																								
E-mail address	emailaddress@account.com																								
Telephone Number	(303) 992-1234																								
Fax Number																									
Pager																									
	Account Number	Bill Date (MM/DD/YYYY)	Total Amount Due	Invoice Number																					
Account 1	123456789			1008416363																					

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Self Registration, continued

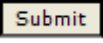

Procedure (continued)

Step	Action
45	<p>Click </p> <p>Result: Step 5 of 5 screen appears</p>  <p><u>Key in a password. Password must include a number.</u> <u>Select Secret Question from drop down</u> <u>Key in Question Answer</u> <u>Key in Hint for your question and answer</u></p> <p><u>If you ever forget your password you will be asked for the answer to your secret question prior to your email being emailed to you.</u></p>

Continued on next page

Self Registration, continued

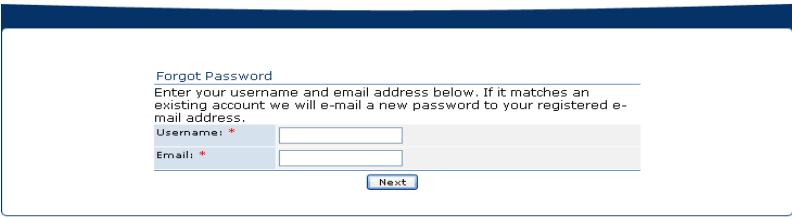
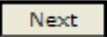
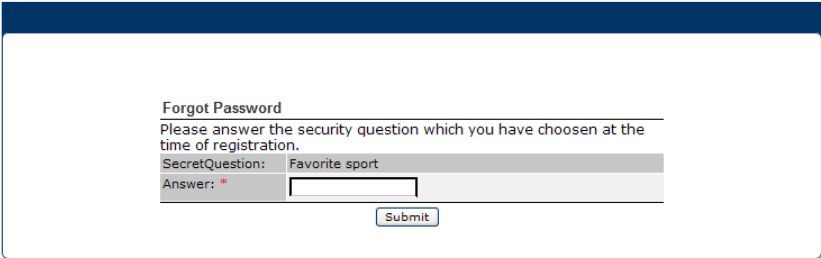
Procedure (continued)

Step	Action
46	<p data-bbox="548 604 722 646">Click </p> <p data-bbox="548 688 1393 762">Result: A confirmation page will appear. Once your CSA approves your request you will then be able to login into Qcontrol</p> <p data-bbox="711 825 1206 867" style="text-align: center;">Congratulations! Your new account(s) has been added. Your login information shall be e-mailed to you.</p> <p data-bbox="849 877 1068 898" style="text-align: center;">Your userid: selfregister99</p> <p data-bbox="638 915 1287 936" style="text-align: center;">If you need immediate assistance, please call 1-877-726-6875 or 1-877-QCONTRL</p> <p data-bbox="930 957 995 989" style="text-align: center;"></p>

Requesting a New Password

Procedure You can request a new password from the Control Center system by accessing the **Forgot Password** link on the **Control Center Log In** page.

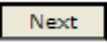
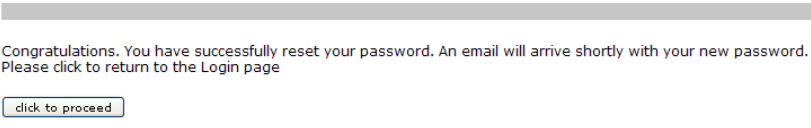
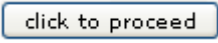
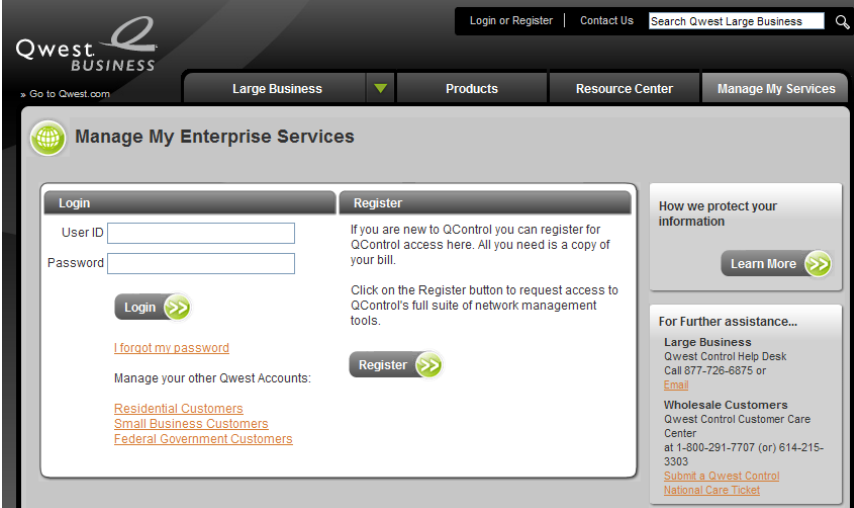
Follow the steps in the procedure below to request a new password.

Step	Action
47	From the Control Center Log In page, click on the <u>I forgot my password</u> link. Result: The Forgot Password screen appears. 
48	In the Username field, enter your Control Center username.
49	In the Email field, enter your email address.
50	Click  Result: The next Forget Password screen appears 
51	In the Answer* field, enter the answer to your secret question

Continued on next page

Requesting a New Password, Continued


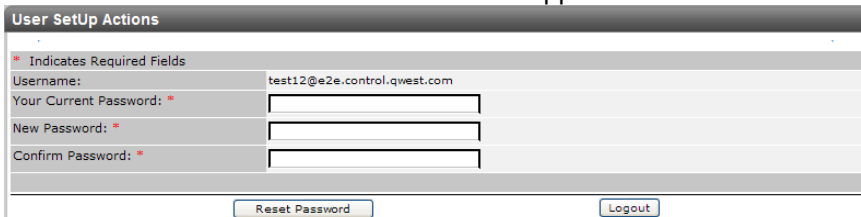
Procedure (continued)

Step	Action
52	<p>Click </p> <p>Result: A confirmation screen will appear</p> 
53	Click =
54	<p>Click </p> <p>Result: The Control Center Log In page appears with a message indicating your new password has been emailed to you.</p> 
55	Once you have obtained your new password from your email application, enter your Username in the Control Center Log In page.
56	In the Password field, enter your new password.

Continued on next page

Requesting a New Password, Continued


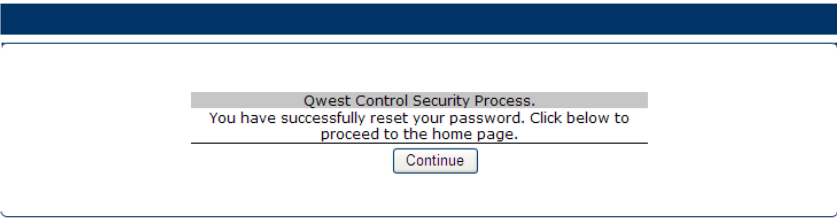
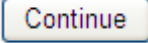
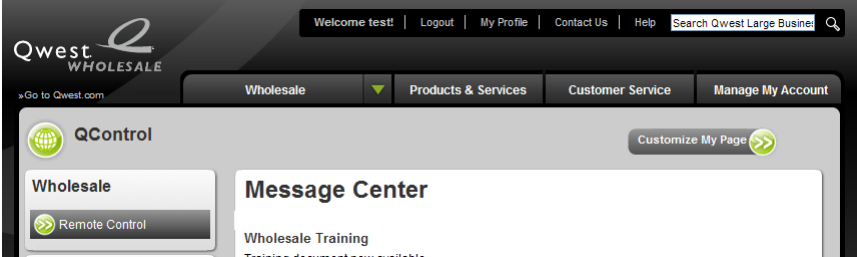
Procedure (continued)

Step	Action
11	<p>Click  .</p> <p>Result: The Reset Your Password screen appears.</p> 
12	In the Current Password field, enter the new password provided.
13	<p>In the New Password field, enter your desired password.</p> <p>Note: Passwords in Control Center must be at least 8 characters in length and contain at least one numeric or symbol character. These values are case sensitive and old values may not be reused.</p>
14	In the Confirm Password field, enter your desired password exactly as you entered it in the New Password field.
57	
58	

Continued on next page

Requesting a New Password, Continued

Procedure (continued)

Step	Action
59	In the Current Password field, enter the new password provided.
60	In the New Password field, enter your desired password. Note: Passwords in Control Center must be at least 8 characters in length and contain at least one numeric or symbol character. These values are case sensitive and old values may not be reused.
61	In the Confirm Password field, enter your desired password exactly as you entered it in the New Password field.
62	Click  . Result: The confirmation screen appears 
63	Click  . Result: The Control Center Home page appears. 

Accessing Control Center

Overview

You may log into the **Control Center** system by directly accessing the link below or typing the URL in your Internet Browser's address window:

<https://control.centurylink.com>

Software License Agreement

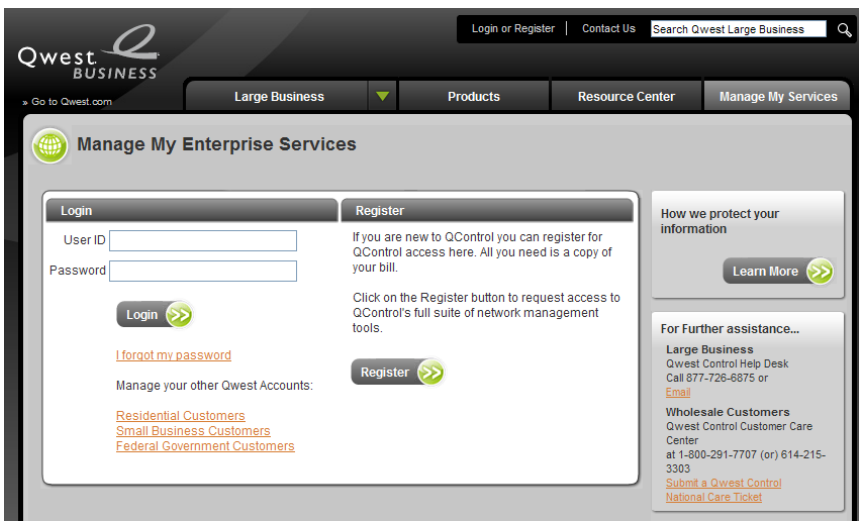
Each user is required to accept a software license agreement upon first accessing the Control Center system. All use of the Control Center system is subject to the terms and conditions of the license.

Passwords

Control Center prompts you to change your password upon first login into the system. In addition, passwords expire every 90 days and the system will prompt you to change your password.

Procedure


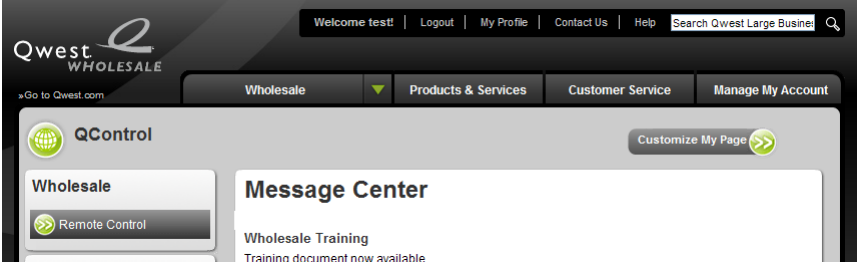
Follow the steps in the procedure below to access the **Control Center** system.

Step	Action
64	<p>In your browser's Address bar, enter the URL for the Control Center system.</p> <p>Result: The Control Center Log In page appears.</p> 
65	<p>In the Username field, enter your unique user identifier.</p> <p>Note: If you do not know your username, please contact the Wholesale National Service Delivery Center at 1-800-291-7707.</p>
66	<p>In the Password field, enter your password.</p>

Continued on next page

Accessing Control Center, Continued

Procedure (continued)

Step	Action
67	<p data-bbox="548 453 771 520">Click .</p> <p data-bbox="548 548 1360 611">Result: Control Center verifies your user information. If you entered everything correctly, the Control Center Home page appears.</p>  <p data-bbox="548 898 1385 1016">Note: If you entered something incorrectly, an error message appears. Try logging in again, making sure you enter everything correctly. If you still cannot log in, please contact the Wholesale National Service Delivery Center at 1-800-291-7707.</p>

Permissions

Overview

Control Center defines several permissions for both the Control Center and Remote Control system; these permissions allow the user to perform specific tasks. As a Customer System Administrator you can choose from any or all of the defined permissions to assign to your user. In addition, you will have control of the billing accounts each user has access to.

Note: Certain permissions are granted to the user by default when the user account is created. As the Customer System Administrator, you **cannot** delete these permissions. You may only delete permissions granted to the user after the user account is created.

Permission Assignment

A Customer System Administrator (CSA) has the ability to assign one or more permissions to each user account. Each permission allows a pre-defined series of tasks. Your users can only perform those tasks associated with their assigned permission(s). Likewise, your users cannot perform a task if they have not been assigned the associated permission.

Note: In order for a user to have access to both the Control Center and Remote Control functionality a permission must be assigned to the user for both applications by the CSA.

Passwords

Passwords in Control Center must be at least 8 characters in length and contain at least one numeric or symbol character. These values are case sensitive.

Control Center prompts you to change your password upon first login into the Control Center system.

Control Center Permissions

The table below provides the available permission names and descriptions for the Control Center system.

Permission Name	Description
ANI Admin User Group	Group that gives access to admin functionality in LD
ANI Basic User Group	Group that gives access to basic functionality in LD
Data Admin User Group	Members of this group have comprehensive access to the Data product features (both present and future).
Data Basic User Group	Members of this group have view only access to the Data product information.
eBill Admin User Group	Members of this group have comprehensive access to the eBilling functionality for this product (both present and future).
eBill Advanced User Group	Members of this group can manage eBilling features and functions.

Continued on next page

Permissions, continued**Control Center Permissions** (continued)

Permission Name	Description
eBill Basic User Group	Members of this group have view only access to the eBilling information.
Hosting Admin User Group	Members of this group have comprehensive access to the Control Center functionality for this product (both present and future).
Hosting Basic User Group	Members of this group have view only access to the Hosting product information.
IP Configuration User Group	Members of this group can create and monitor IP configuration requests. Configuration requests can be IP Addressing, Routing or DNS requests.
iQ-DIA Admin User Group	Members of this group have comprehensive access to the Control Center functionality for this product (both present and future).
iQ-DIA Basic User Group	Members of this group have view only access to the iQ-DIA product information.
Repair Admin User Group	Members of this group have comprehensive access to Repair features (both present and future).
Repair Advanced User Group	Members of this group can create and modify repair tickets.
Repair Basic User Group	Members of this group have view only access to repair tickets.
Toll Free Admin User Group	Members of this group have comprehensive access to the Toll Free product features.
Toll Free Advanced User Group	Members of this group can view and modify Toll Free features and functions.
Toll Free Basic User Group	Members of this group have view only access to Toll Free product information.
User Management Group	Members of this group can create, modify and delete users. This includes assigning and removing permissions and assigning or removing accounts to/from a user.

Continued on next page

Permissions, continued

Remote Control Permissions The table below provides the available permission names and descriptions for the Remote Control system.

Permission Name	Description
Std Switched User	Members of this group have a standard access to the Switched services in Remote Control™ .
Std Switched – No eBill	Members of this group have a standard access to the Switched services in Remote Control , excluding access to eBill functionality.
Std Dedicated User	Members of this group have a standard access to the Dedicated services in Remote Control .
Std BOTH Swi & Ded	Members of this group have standard access to BOTH Switched and Dedicated services in Remote Control .
Std BOTH Swi & Ded – No eBill	Members of this group have standard access to BOTH Switched and Dedicated services in Remote Control , excluding access to eBill functionality.
Supervisor Switched	Members of this group have a supervisor access to Switched services in Remote Control , including deleting or changing user passwords.
Supervisor Dedicated	Members of this group have a supervisor access to Dedicated services in Remote Control , including deleting or changing user passwords.
Supervisor BOTH Swi & Ded	Members of this group have supervisor access to BOTH Switched and Dedicated services in Remote Control , including deleting or changing user passwords.
Service Status Only	Members of this group have view only access to the Service Status functionality.
eBill Only	Members of this group have access to the eBill functionality only.
PIU Only	Members of this group have access to the PIU functionality only.
Std BOTH Swi & Ded – no My Account & no Billing Disputes	Members of this group have standard access to BOTH Switched and Dedicated services in Remote Control , excluding My Account and Billing Dispute functionality.
Supervisor BOTH Swi & Ded – no My Account & no Billing Disputes	Members of this group have supervisor access to BOTH Switched and Dedicated services in Remote Control , excluding My Account and Billing Dispute functionality.
eBill & Download Only	Members of this group have access to the eBill and Download functionality only.
Online Order Forms Only	Members of this group have access to the Online Order Forms functionality only.

Navigating Control Center

Overview

Each tool in Control Center is structured into levels that allow quick and easy access to your account information.

- **Modules** are the highest level of organization within the system.
 - **Applications** are the individual services available to you within each Module. For example: Data and Toll Free are applications within the Products module.
 - **Menus** allow you to find what you need within each Application; sub menu items may exist.
 - **Screens** are the lowest, base level. Screens allow you to view and work with your service components. Screens are grouped under Menus.
-

Modules

The Control Center system consists of modules including the following:

- **Home:** General Control Center Notices
 - **Services:** Detailed product information including Inventory, statistics, and configurations.
 - **Billing:** View bills and run summary reports.
 - **Repair:** View and enter repair tickets for your products.
 - **Administration:** Create and manage your users of Control Center.
 - **Remote Control:** Provides a seamless login to the Remote Control system.
-

Applications

Applications are independent systems within each Control Center Module. The Control Center system is dynamic, so within each Module you will only see those Applications that apply to your services.

For example, if you do not receive Frame or ATM services, you will not see the Data application under the Products Module. When you select a Module from the title bar, the application associated with the Module appears below that Module.

Continued on next page

Navigating Control Center, continued

Menus Menus organize the screens within an application into logical groupings. When you select an application, the associated Menu appears beneath the application name.

Each menu may have more than one screen associated with it. If this is the case, moving the mouse over a Menu item introduces a list of its screens to appear. Clicking a menu name takes you to the first screen associated with that Menu.

Screens Screens are the lowest level of navigation in the Control Center system. Screens allow you to access detailed information about your products and to enter the information necessary to manage and configure your service components.

Many screens are divided into sections. These sections give you options for working with the data displayed in the screen. As you move through the system, you will note that many of these sections are consistent regardless of the screen you are viewing.

Filters Any screen that displays a large volume of information, such as a list of service components, will have a Filters section. This section allows you to enter specific criteria for the items you want to see listed.

For example, on the View Alarm Status screen, you can create a filter so that the screen will only show alarms that are currently open.

Functions Some screens display information to which you can add. These screens will have a section called Functions. The Functions section gives you options for working with or adding to the data on the screen.

For example, the Network Groups screen (under Products > Data > Inventory) has an option to create a new Network Group in its Functions section.

Screen Data Typically the information on a screen is organized in a table format. To access more information about any item in a table, click on the item's name.

Control Center Landing Page Module

Introduction

The **Control Center** landing page provides you access to all the modules of the Control Center system. The Home page is divided into two main quadrants; the left side has access to Services, Billing, Repair, and Administration. The rest of the page is dedicated to the message center and portlets. The portlets are customizable windows for your services.

In addition to these quadrants, you can also access Help (which includes Click to Chat), Contacts, Profile, and tabs to the Wholesale home page, Products & Services, Customer Service, and Manage My Account from the Control Center Landing page.

NOTE: Once you have navigated away from the landing page you can always return to the landing page by clicking on the **Qcontrol** in the upper right and side or clicking on the Manage My Account.

Sections and Descriptions

The table below describes the sections displayed on the **Landing Page** module.

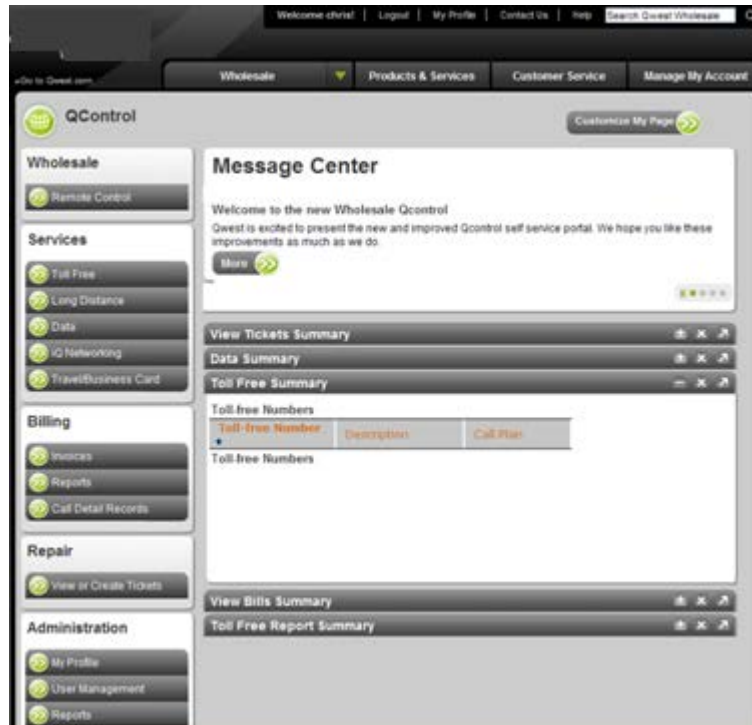
Section	Description
Logout	This link that is located in the top middle section of the screen, allows you to log out of the Control Center system.
My Profile	The My Profile application allows you to manage your password, contact details and address information.
Contact Us	This link shows the Wholesale Contact Information. This can either be calling customer care, submitting a National Care Ticket, or Live Chat!
Help	This is a drop down that gives you access to Live Help (Click to Chat), main contact information, navigation to User Services Guide, and Help Content. You will also find your name, your company name, and the enterprise ID for the account.
Tab bar	These tabs allow direct access to the Wholesale .com site pages. This includes; <ul style="list-style-type: none"> • Wholesale – Main Wholesale Home page • Products & Services – Shows all Products and Services that wholesale offers • Customer Service – Main Wholesale page to contact us • Manage My Account – Allows navigation back to Qcontrol
Remote Control	This allows seamless login into the Remote Control module
Services	This will allow access to the services that your CSA has granted you permission to for your enterprise.
Billing	Only accessible if you have been granted permission. This allows access to eBilling and Call Detail Records.
Repair	Only accessible if you have been granted permission. This allows access to create and view repair tickets.

Continued on next page

Administration	This will allow access to many modules which will vary based on the permissions granted to you by CSA. A full list of modules is located below.
Message Center	This section provides additional information about system enhancements, maintenance schedules and promotional details.
Customize My Page	This link allows users to re-add portlets that have been previously deleted from the landing page.

Example


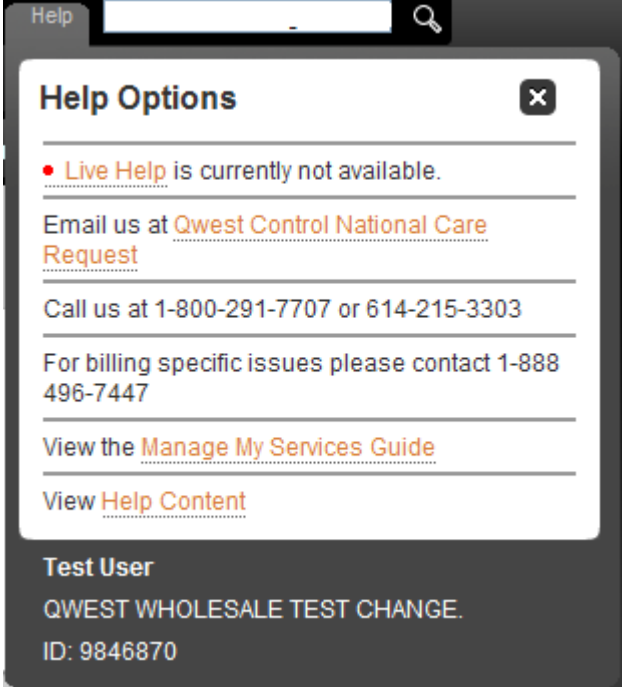
An example of the **Control Center Home** page appears below.



Accessing Online Help

Overview Each Control Center module provides a help file. By clicking on the **Help** link at the top of each page You can then click on [Live Help](#), [Manage My Services Guide](#) or [Help Content](#).

Procedure Follow the steps in the procedure below to access **Online Help** from the Control Center system.


Step	Action
68	<p>To access Online Help file for any screen, click the help link  in the upper right hand side of the screen.</p> <p>Result: The Help screen appears as a separate window on top of your current screen.</p> 
69	<p>Live Help will give you access to click to chat. Control Center National Care Request will send a ticket to the national care center. Manage My Service Guide gives access to the Qcontrol user guides. Help Content will give you access Qcontrol Help system.</p>

Accessing Live Help

Overview The **Live Help** functionality is available for Wholesale customers. This module will allow you to start a chat session with a CenturyLink wholesale service representative.

Procedure Follow the steps in the procedure below to access **Click to Chat**.

Note: Click to Chat is also available by clicking on Contact Us and clicking on the 'Go' button next to Live Chat!

Step	Action
1	<p>From the Landing Page module, click on the Help link.</p> <p>Result: The Help Options drop down will appear.</p>  <p>The screenshot shows the QControl Wholesale Landing Page. The 'Help' link is highlighted in the top navigation bar. A dropdown menu titled 'Help Options' is visible on the right side of the page, containing the following items: 'Live Help is currently not available', 'Email us at Central Control Station Support', 'Call us at 1-888-291-1767 or 1-844-333-1144', 'For billing specific issues please call 888-1447', 'View the Manage My Account link', and 'View Help Content'. At the bottom of the dropdown, there is a 'Close list' link and the text 'CENTRAL WHOLESALE TEST OVER © 2011/07/21'.</p>

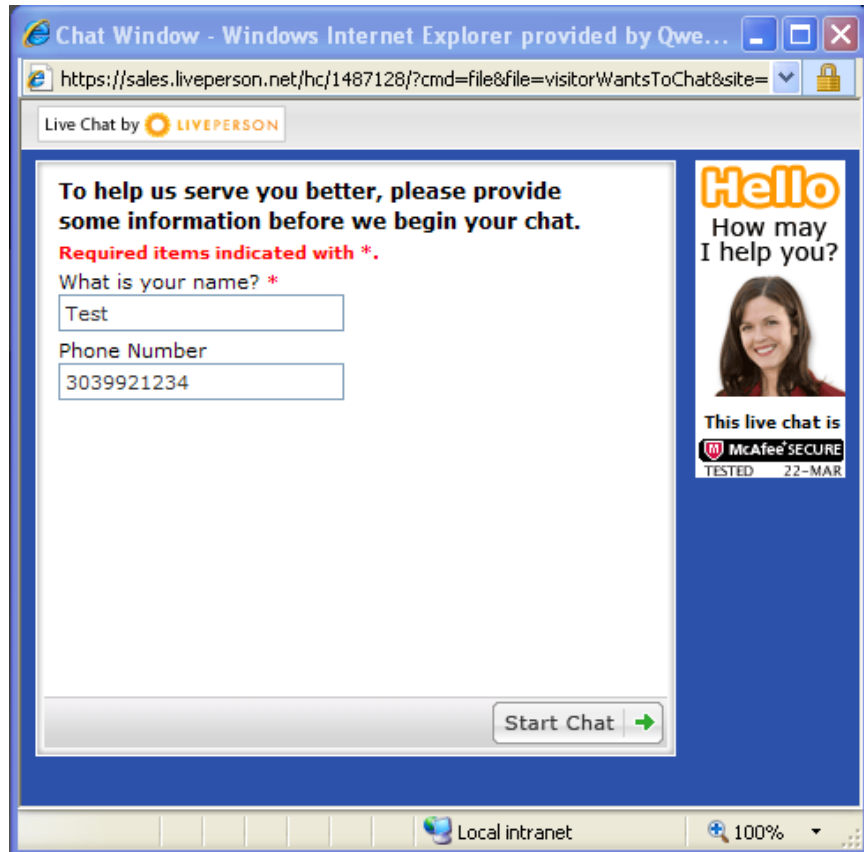
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From the **Help Option** dropdown, click on the **Live Help** link. This is access to Click to Chat functionality. If a user is available to answer your chat you will see

- [Live Help](#) is available.

By clicking on the [Live Help](#) you will get a pop screen.



Fill in your name and select **Start Chat**. A chat session will be initiated with a CenturyLink wholesale representative.

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From the **Help Option** dropdown, click on the **Live Help** link. This is access to Click to Chat functionality. If there are no CenturyLink wholesale users available to answer your chat you will see

- **Live Help** is currently not available.

Clicking on the **Live Help** will result in a chat window appearing for non-business hours. You can click on the URL embedded within the chat window and fill out a National care ticket.



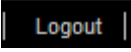
Logging Out

Overview

You may log out of the **Control Center** system by accessing the logout link at the top of any screen within the system.

Procedure

Follow the steps in the procedure below to **logout** of the Control Center system.

Step	Action
71	<p>To log out of the Control Center system, click the logout link () at the top of the screen</p> <p>Result: The Wholesale.com screen appears.</p> 