QUICK START GUIDE - FRONTIER ENTERPRISE PORTAL

Overview
The Frontier Enterprise Portal provides a single location for managing your accounts. Extra functionality to create and view trouble tickets is available in limited areas. The Portal is a robust billing analysis tool.

Sign In
- Go to [https://frontier.com/login](https://frontier.com/login)
- Enter your Frontier ID.
- Enter your password.
- Click Log in. The Frontier Enterprise Portal Home page appears.

1. The Top Bar is divided into three tabs.
   a. Billing – Account Detail
   b. My Account – Profile, Order and Tickets
   c. Support – Help Center
2. The Billing Tab provides Account details, identified by SMA, GAN or BTN
   a. Home – important messages from Frontier.
   b. Statements - manage Frontier invoices.
   c. Cost Allocation - allocate account and service charges by dept. or cost center.
   d. Summary – standard or custom reports.
   e. Detail - data records of call usage, equipment, and other charges or credits.
   f. Setup - create hierarchies to allocate costs, set up tools such as filters and mark-ups, and add descriptions to commonly called numbers.
   g. Help - step-by-step instructions for performing a variety of tasks within the application.

3. The My Account tab allows management of your profile and services.
   a. My Profile – edit Frontier ID, Password and notifications, create Frontier IDs and link accounts.
   b. Ticket Status – check status, edit, escalate or cancel ticket.
   c. Order Status – check status and due date.
   d. Create Ticket – test phone line, create ticket with trouble type.
   e. Create Order – request service

4. The Support Tab gives you access to the Help Center
   a. User guides
   b. Video Tutorials