QUICK START GUIDE – My Profile

Overview
The Frontier Enterprise Portal provides a single location for managing: Accounts, Orders, Invoices, Repairs, Network Tools and Support.

Sign In
1. Go to https://frontier.com/login
2. Enter your Frontier ID.
3. Enter your password.

My Profile
1. Click My Account at the top of the page. A drop-down menu appears.
2. Click My Profile. The My Profile screen appears.
3. To Manage Account and Users click the arrow.
4. A list of current users and options will be displayed.
   a. Unlink users

   ![Unlink User dialog]

   b. Edit Permissions

   ![Permissions dialog]

   a. By clicking Admin an option shows to demote user to Analyst.

5. Select Create ID to create a Frontier ID linked to this account

   ![Manage Accounts and Users]

   Create ID
a. Set Permissions by clicking the appropriate box.

- **Manage Payments** – Enabling the Manage Payments permission will allow the user/Frontier ID to make payments from established sources on any account to which access is allowed.

- **Manage Payments Methods** – Enabling Manage Payments Methods for a user/FID allows a user to add and maintain payment sources, including auto pay. This function would be separate from actually paying the invoices.

- **Ability to dispute a charge** - A Dispute function is available on the Statements page. By pulling up a statement, expanding, then expand for detail, a charge may be disputed. Enabling disputes allows a user/FID to dispute charges on line.

- **Edit Global Descriptions** – add descriptive verbiage to phone numbers. This function is mostly used for customers that create their own hierarchy, but is not limited to custom hierarchy. If an additional description on a particular phone number is needed, enabling this permission allows the function to be performed.

- **Manage Public Hierarchies** Enabling this permission allows a user/FID to make a different month’s hierarchy (statements & data) be viewable for research and review. Private hierarchies can’t be chosen except by the creator.

- **Set Up – Hierarchies – Edit** – Enabling this allows a user/FID to create a customer hierarchy.
b. Then click Create Frontier ID

c. A success box will display with the password