

## QUICK START GUIDE – My Profile

### Overview

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

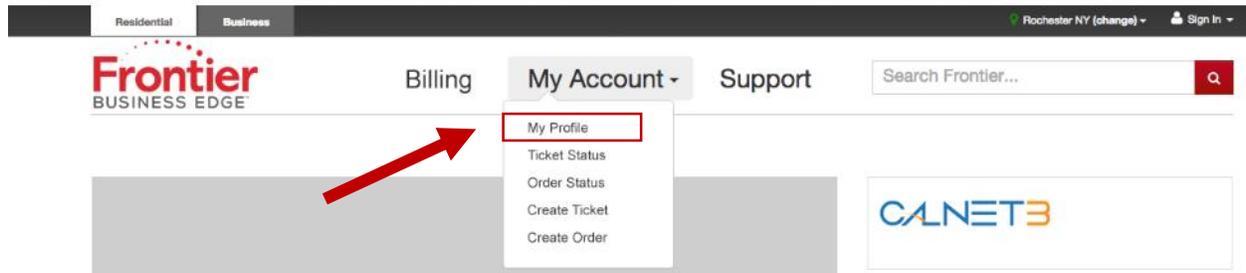
### Sign In

1. Go to <https://frontier.com/login>
2. Enter your Frontier ID.
3. Enter your password.
5. Click **Log in**. The Frontier Enterprise Portal Home page appears.

## ENTERPRISE PORTAL QUICK START GUIDE

### 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.





## My Profile

### Manage ID

**First Name:**  
Admin

**Last Name:**  
Laurie

**Frontier ID:**  
ltappel1@gmail.com [Edit](#)

Not Verified  
[Resend Email](#)

**Password:**  
[Change my Password](#)

**Mobile Number:**  
[Edit](#)

### Linked Account

Organization	Account Number	Role	Permissions	
SMA: 2191891431	SMA: 2191891431	Admin	View/Edit	<a href="#">Unlink</a>

### Manage Accounts and Users



### FAQs

- [What is my account summary](#)
- [How can I pay my bill automatically every month?](#)
- [How do I enroll in paper billing?](#)

[\\*Go to help center](#)

### Still Need Help?

- [Chat Live Now](#)
- [Call us 1-800-921-8102<](#)
- [Help Center](#)

3. To Manage Account and Users click the  arrow

### Manage Accounts and Users

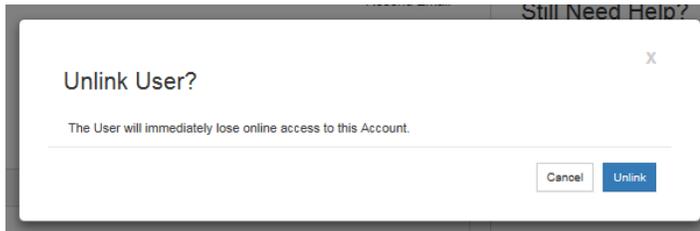
SMA: 2191891431

Admin Laurie	ltappel1@gmail.com	Admin	Edit Permissions	
jimc1 commercial	jimc+invite15@gmail.com	Admin	Edit Permissions	<a href="#">Unlink</a>
jimc commercial4	jimc.ftr+empty4@gmail.com	Admin	Edit Permissions	<a href="#">Unlink</a>
jim7 contact7	jimc.ftr+contact7@gmail.com	6044325555	Admin	Edit Permissions <a href="#">Unlink</a>

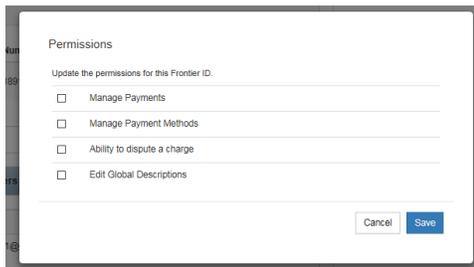
[Create ID](#)

4. A list of current users and options will be displayed.

a. Unlink users

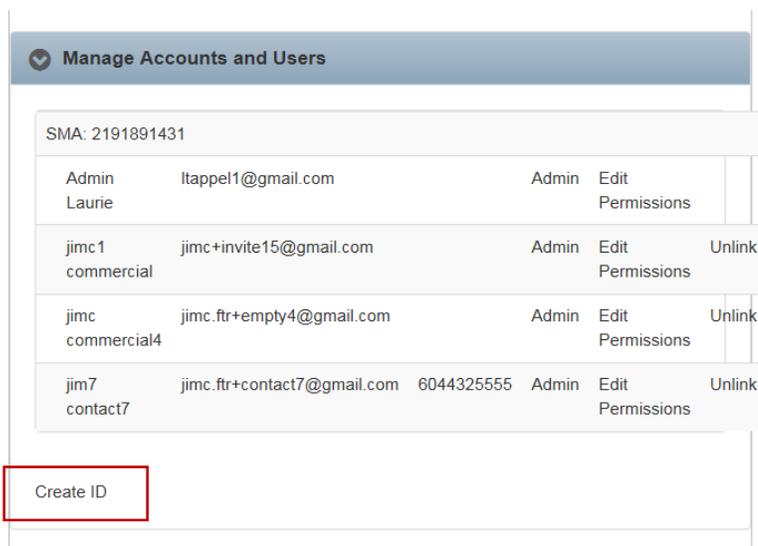


b. Edit Permissions



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



Still Need Help?

### Create ID

First Name  Last Name

Email Address

Mobile Number

**Roles**  
Analyst  
*Only the role of Analyst can be created. To give Admin rights to this user you can change this setting later in Manage Accounts and Users.*

**Access Level**  
SMA (2191891431)

- 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 to 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.

Permissions

Update the permissions for this Frontier ID.

- Manage Payments
- Manage Payment Methods
- Ability to dispute a charge
- Edit Global Descriptions
- Manage Public Hierarchies
- Setup - Hierarchies - Edit Levels

Cancel Save

- b. Then click Create Frontier ID
- c. A success box will display with the password

Frontier ID Created

Frontier ID created. Please provide this Frontier ID Email Address and Password to the new User.

Frontier ID:  
Itaj...@gmail.com

Password:  
54449905

OK