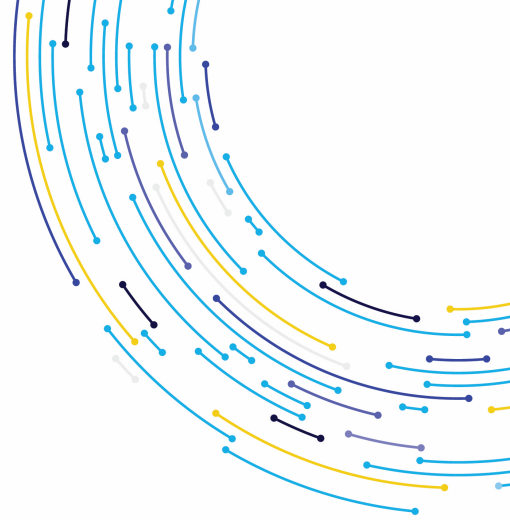


SEGRA[®]



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**Frequently Asked
Questions**

External

BUSINESS USE

Table of Contents

Managing Your Account	4
Administrative Account Management.....	5
Downloading/Exporting Information.....	6
Handling Information Discrepancies	7
Getting Additional Help	7

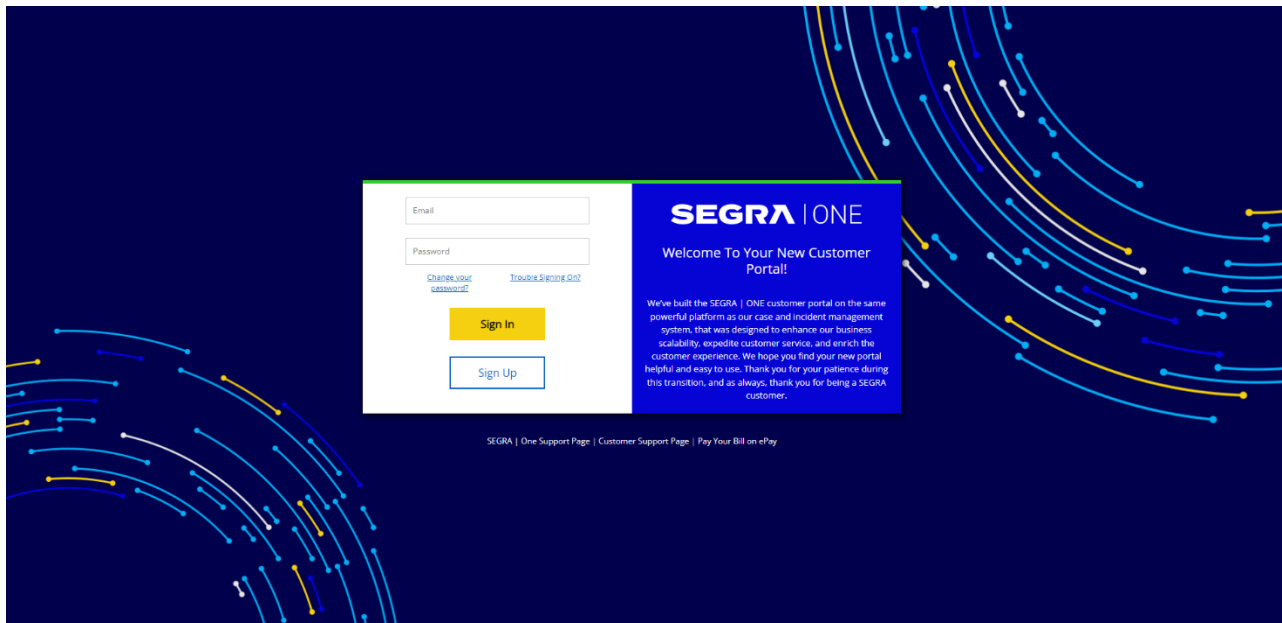
General

- **What is the SegraOne Customer Portal?**
 - A dedicated place for our customers to engage with us and interact directly with the services we provide.
 - The portal will also be the gateway to providing real-time digital communications along with self-service transactions.
- **Who is eligible for Portal registration?**
 - All customers are eligible to register for the SegraOne cases module via Customer Care.
 - Customers who have been onboarded via the legacy Segra360 portal will have access based on previous permissions. If you are seeking access beyond the modules, you have today (previous Segra360 users) please see the account Administrator chosen by your entity.
 - For new customers seeking access to additional modules beyond Cases, please contact your Sales Account Team for eligibility.
- **How do we have our Segra account registered to access SegraOne?**
 - For Cases – you can contact Customer Care at 833.GO.SEGRA, 833.467.3472, or customercare@segra.com.
 - For other portal modules such as Orders, Bills, Services and Utilization - Either through your Sales Account Team or by working directly with Customer Care, you can have your Segra account(s) registered to access the portal.
- **What if SegraOne is missing accounts or locations?**
 - You can submit an Inquiry/Question about the issue directly in SegraOne, describing the information you consider missing. Alternatively, you can contact Customer Care at 833.GO.SEGRA, 833.467.3472, or customercare@segra.com.
- **How do I resolve the Portal showing multiple accounts for our company instead of a single aggregated account?**
 - By default, account organization in SegraOne reflects how your account(s) are setup in Segra's Customer Relationship Management system. Contact Customer Care to discuss options for modifying this information.
- **How do I contact Segra Customer Care?**
 - If you're registered to access SegraOne you can submit an Inquiry/Question or Case using the portal's 'Submit a Case' or 'Chat' bot option.
 - Alternatively, you can contact Customer care by phone or email at 833.GO.SEGRA, 833.467.3472, or customercare@segra.com.

Managing Your Account

- **Who is the primary contact for SegraOne account support, such as adding users to the portal and managing feature related permissions?**
 - Customers are responsible for managing their users in SegraOne.
 - A Portal Administrator was designated when your company's account was registered. Your designated Portal Administrator has access to account management features.
 - However, Customer Care can be reached at 833.GO.SEGRA, 833.467.3472, or customer care@segra.com can assist if you require assistance.

- **How do I reset my password?**
 - You can change your password from the SegraOne log-in screen after entering your email address.



- Segra Customer Care can be reached at 833.GO.SEGRA, 833.467.3472, or customer care@segra.com for password reset assistance.

- **Why is my account locked?**
 - The most common reason for a locked account is tied to temporary passwords.
 - Temporary passwords expire in 5-days, and failing to use it before that time locks your account.
 - Your initial user registration, changing your email address, resetting your password, and asking to have your account unlocked, all generate the temporary password that expires in 5 days. If your account is locked, your SegraOne Portal Administrator or Segra Customer Care can unlock your account. You can reach Customer Care at 833.GO.SEGRA, 833.467.3472, or customer care@segra.com.
 - Typing in the wrong password (3) times will also lock your account.

- **How do I unlock my account?**
 - A Portal Administrator was designated when your company's account was registered. Your designated Portal Administrator has access to account management features.
 - Segra Customer Care can also assist with unlocking your account. You can contact them at 833.GO.SEGRA, 833.467.3472, or customercare@segra.com.
- **How can I fix incorrect information in my user profile?**
 - As a user you can update your 'About' section on your profile.
 - The Portal Administrator that was designated when your company's account was registered has access to account management features.
 - However, Segra Customer Care can also assist. You can contact Segra Customer Care at 833.GO.SEGRA, 833.467.3472, or customercare@segra.com.
- **Coworkers have access to features that I don't see. How do I gain access to them?**
 - A Portal Administrator was designated when your company's account was registered. Your designated Portal Administrator can provide you with additional access if they deem it appropriate.

Administrative Account Management

- **How is someone assigned as our SegraOne Administrator?**
 - A Portal Administrator was designated when your company's account was registered. That person or anyone at your company with the appropriate permissions can create additional Portal Administrators via the Manager Users features.
- **Can we have more than one SegraOne Administrator?**
 - Yes, additional users can be given the Portal Administrator role which grants them all Portal Administrator permissions. However, there is only one person designated as the Account's Portal Administrator – the person assigned that role when the account was registered for SegraOne access.
 - To have a different user designated as the Portal Administrator tied to the account, submit a Case via the portal or contact Customer Care at 833.GO.SEGRA, 833.467.3472, or customercare@segra.com.
- **How do we appoint a new Administrator?**
 - To have a different user designated as the Portal Administrator tied to the account, submit a Case via the portal or contact Customer Care at 833.GO.SEGRA, 833.467.3472, or customercare@segra.com.

- **How do we add more users to our account?**
 - Your SegraOne Portal Administrator can create additional user accounts.
 - You can also contact Segra Customer Care for assistance at 833.GO.SEGRA, 833.467.3472, or customer care@segra.com.
- **Can we control which features our users can access in SegraOne?**
 - Yes, you can control which modules users can access within SegraOne. This includes the ability to create users who only can submit cases and track them.
 - Work with your company's SegraOne Portal Administrator, who has access to module permissions or contact Segra Customer Care for assistance at 833.GO.SEGRA, 833.467.3472, or customer care@segra.com.
- **How do I update a user's account information?**
 - Users can update their own profile information including email, company address and phone number.
 - The account's SegraOne Portal Administrator can also update user profile information via the Manage Users options.

Downloading/Exporting Information

- **What types of information can I download from the Portal?**
 - List of cases – case number, short description, state, created and updated.
 - Actual bills/invoice statement generated within the last (12) months.
- **Why am I receiving an error message downloading a bill that says I need to contact Customer Support?**
 - SegraOne caches the last (12) months of bills on the application server. Invoice statements older than that can be obtained by contacting Customer Care at 833.GO.SEGRA, 833.467.3472, or customer care@segra.com.

Multi-Factor Authentication Process

- **Do you support shared email addresses such as distribution lists?**
 - No, we do not.
- **Can I opt out of MFA?**
 - No, not currently.

Handling Information Discrepancies

- **How do I have inaccurate order, service, bill, etc. information displayed SegraOne corrected?**
 - Either through your Sales Account Team or by working directly with Customer Care via the 'Submit a Case' or chat bot functions, you can review account information displayed in the portal to assess any necessary corrections.
 - You can contact Customer Care at 833.GO.SEGRA, 833.467.3472, or customer care@segra.com.

Getting Additional Help

- **There are multiple avenues for receiving additional help:**
 - 'Submit a case' via the portal.
 - Use the chat bot within the portal.
 - Use the 'Tours' section via the portal.
 - Contact Customer Care at 833.GO.SEGRA, 833.467.3472, or customer care@segra.com.