

**SEGRA<sup>®</sup>**

**SEGRA<sup>®</sup>360**  
FREQUENTLY ASKED QUESTIONS 1.0  
External

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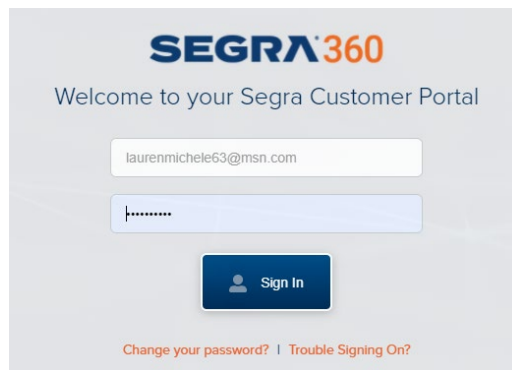
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## General

- **How do I contact Segra Customer Care?**
  - If you're registered to access Segra360 you can submit an Inquiry/Question or Support Ticket using the portal's 'Need Help?' option.
  - Alternatively, you can contact Customer care by phone or email at 833.GO.SEGRA, 833.467.3472, or [customercare@segra.com](mailto:customercare@segra.com).
- **What is the Segra360 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 future self-service transactions.
- **Who is eligible for Portal registration?**
  - All Enterprise customers are eligible to register for Segra360. In the coming months, we will begin working toward making the portal accessible to Carrier customers as well.
  - Contact your Sales Account Team to discuss registering for access.
- **How do we have our Segra account registered to access Segra360?**
  - 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 Segra360 is missing accounts or locations?**
  - You can submit an Inquiry/Question about the issue directly in Segra360, describing the information you consider missing. Alternatively, you can contact Customer Care at 833.GO.SEGRA, 833.467.3472, or [customercare@segra.com](mailto: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 Segra360 reflects how your account(s) are setup in Segra's Customer Relationship Management system. Contact Customer Care to discuss options for modifying this information.
- **What's the difference between Ask a Question and Open a Ticket?**
  - Typically, submitting a question or inquiry doesn't require technical assistance. It's informational in nature.
  - Tickets are an indication that a service/feature is experiencing technical difficulties that require resolution.

## Managing Your Account

- **Who is the primary contact for Segra360 account support, such as adding users to the portal and managing feature related permissions?**
  - Customers are responsible for managing their users in Segra360.
  - 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 [customercare@segra.com](mailto:customercare@segra.com) can assist if you require assistance.
- **How do I reset my password?**
  - You can change your password from the Segra360 log-in screen after entering your email address.



- Your Segra360 Portal Administrator can reset your password.
  - Segra Customer Care can be reached at 833.GO.SEGRA, 833.467.3472, or [customercare@segra.com](mailto:customercare@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 Segra360 Portal Administrator or Segra Customer Care can unlock your account. You can reach Customer Care at 833.GO.SEGRA, 833.467.3472, or [customercare@segra.com](mailto:customercare@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 assistance with unlocking your account. You can contact them at 833.GO.SEGRA, 833.467.3472, or [customercare@segra.com](mailto:customercare@segra.com).
- **How can I fix incorrect information in my user profile?**
  - A Portal Administrator was designated when your company's account was registered. Your designated Portal Administrator 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](mailto: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 Segra30 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 on Segra30 Administrator?**
  - Yes, additional users can be given the CX\_Account 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 Segra360 access.
  - To have a different user designated as the Portal Administrator tied to the account, submit a Support Ticket via the portal or contact Customer Care at 833.GO.SEGRA, 833.467.3472, or [customercare@segra.com](mailto: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 Support Ticket via the portal or contact Customer Care at 833.GO.SEGRA, 833.467.3472, or [customercare@segra.com](mailto:customercare@segra.com).

- **How do we add more users to our account?**
  - Your Segra360 Portal Administrator can create additional user accounts.
  - You can also contact Segra Customer Care for assistance at 833.GO.SEGRA, 833.467.3472, or [customercare@segra.com](mailto:customercare@segra.com).
- **Can we control which features our users can access in Segra360?**
  - Yes, you can control which modules users can access within Segra360.
  - Work with your company's Segra360 Portal Administrator, who has access to module permissions or contact Segra Customer Care for assistance at 833.GO.SEGRA, 833.467.3472, or [customercare@segra.com](mailto:customercare@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 Segra360 Portal Administrator can also update user profile information via the Manage Users options.
- **Can I reset a user's password or unlock their account?**
  - Yes, the account's Portal Administrator can unlock a user's account using the Unlock option in Manage Users.
  - Unlocking an account generates a temporary password that is emailed to the user. The user must access the portal using the temporary password and create a new password within (5) days or the account will be locked.

## Downloading/Exporting Information

- **What types of information can I download from the Portal?**
  - List of orders – active, install pending and closed.
  - Lists of all active and terminated services.
  - Lists of Support tickets regardless of status.
  - Lists of bills with relevant amount and due date information.
  - 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?**
  - Segra360 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 [customercare@segra.com](mailto:customercare@segra.com).

## Handling Information Discrepancies

- **How do I have inaccurate order, service, bill, etc. information displayed Segra360 corrected?**
  - Either through your Sales Account Team or by working directly with Customer Care, 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 [customercare@segra.com](mailto:customercare@segra.com)

## Getting Additional Help

- **There are multiple avenues for receiving additional help:**
  - Download the Segra360 Screenshot Tour [\(INSERT URL\)](#)
  - Download the Segra360 User's Guide [\(INSERT URL\)](#)
  - Submit inquiries/questions via the portal's Question module.
  - Contact Customer Care at 833.GO.SEGRA, 833.467.3472, or [customercare@segra.com](mailto:customercare@segra.com).