


Requesting 911 Stickers

Quick Start Guide

911 Voice Over IP (VoIP) advisory stickers are placed on or near VoIP service phones. To request additional stickers, use Allstream portal to create a trouble ticket.

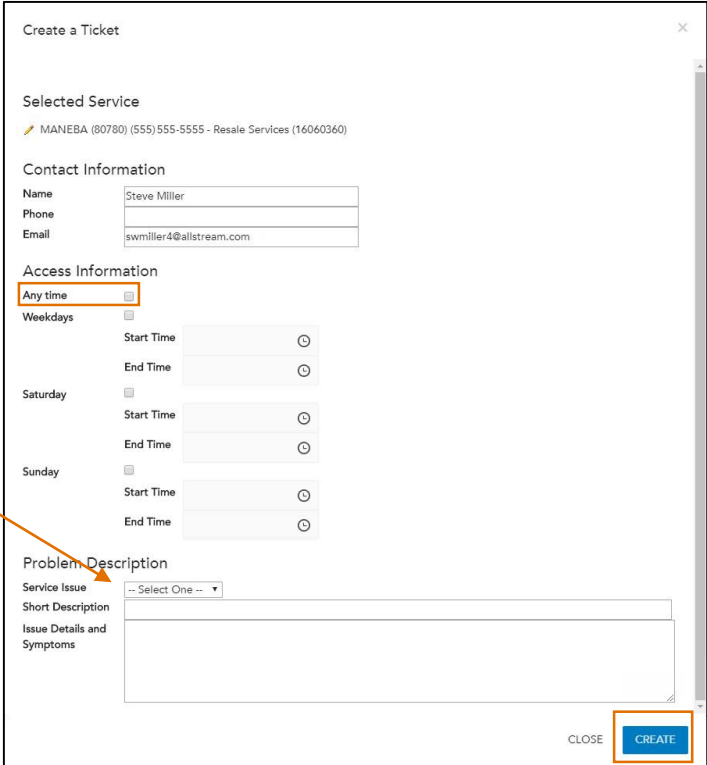
1. Using your web browser, log in to the Allstream portal.
The **My Dashboard** page displays.
2. From the **SUPPORT** drop-down list, select **Trouble Tickets**.
3. Click the **Create a Ticket** icon .
4. Select the VoIP service for which you are requesting stickers.
The **Create a Ticket** page displays.

By default, the name, phone number, and email address in the **Contact Information** section is populated based on the user who is logged in to the portal and creating the ticket. This information may be modified as needed.

5. In the **Access Information** section, check the **Any time** box.
6. From the **Service Issue** drop-down list, select **Service Request**.
7. In the **Short Description** field, provide a brief description of the request, for example, "Requesting additional 911 stickers".
8. Using the **Issue Details and Symptoms** field, provide the number of requested stickers and the recipient mailing address information. For example:

Quantity of 911 Stickers: 10
Mail to:

ABC Company
Attention: Steve Miller
123 Main St., Ste. 100
Vancouver, WA 98683



The screenshot shows the 'Create a Ticket' form with the following fields:

- Selected Service:** MANEBA (80780) (555) 555-5555 - Resale Services (16060360)
- Contact Information:** Name (Steve Miller), Phone, Email (swmiller4@allstream.com)
- Access Information:** Any time (checked), Weekdays, Saturday, Sunday (each with Start Time and End Time dropdowns)
- Problem Description:** Service Issue (dropdown), Short Description, Issue Details and Symptoms

Buttons for 'CLOSE' and 'CREATE' are visible at the bottom right.

Create a Ticket Page

After the ticket is created, you can click the Ticket ID on the **Trouble Tickets** page of the Allstream portal to track the status and view details of your ticket.

9. Click **CREATE**.
A confirmation message displays.