

# QUICK START GUIDE – ZIPLY FIBER ENTERPRISE PORTAL

## Overview

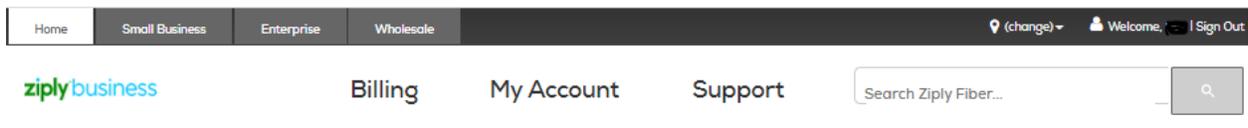
The ZiPLY Fiber Enterprise Portal provides a single location for managing Account Invoices, Payments, and Customer Service Records.

## Sign In

- Go to <https://ziplyfiber.com/login>.
- Enter your ZiPLY Fiber ID.
- Enter your password.
- Click **Log in**. The ZiPLY Fiber Enterprise Portal Home page appears.

1. The Top Bar is divided into three tabs.

- a. **Billing** – Account Detail
- b. **My Account** – Profile
- c. **Support** – Help Center

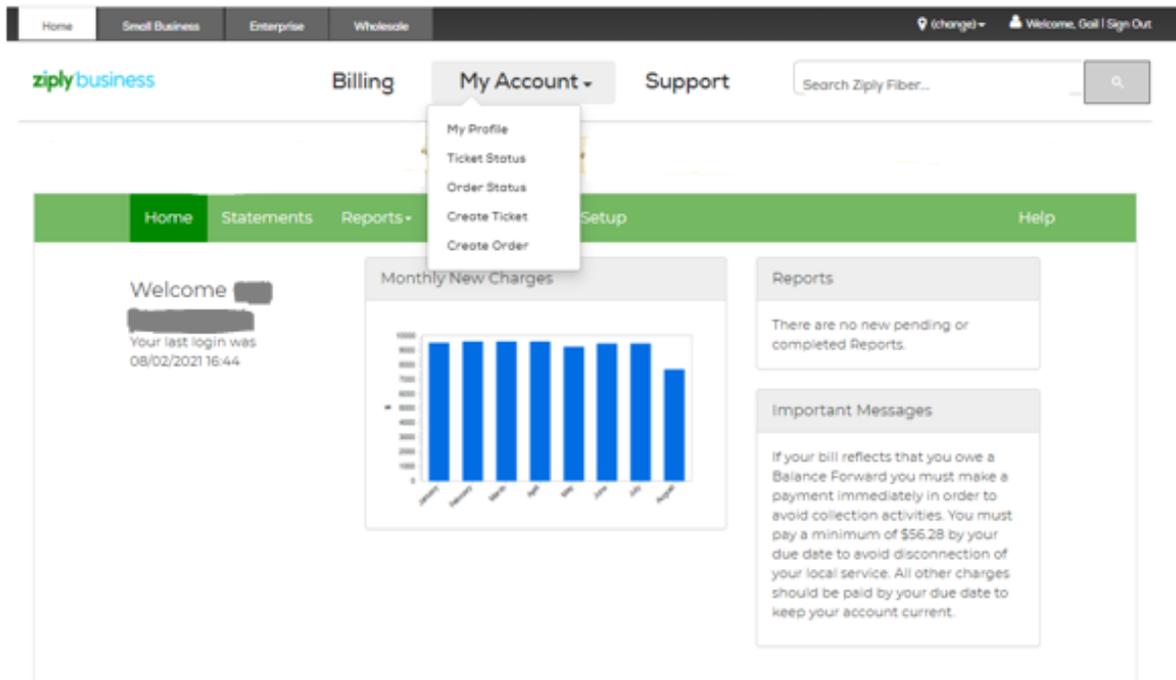


2. The **Billing** tab provides Account details, identified by Summary Master Account (SMA), Global Account Number (GAN) or Billing Telephone Number (BTN).

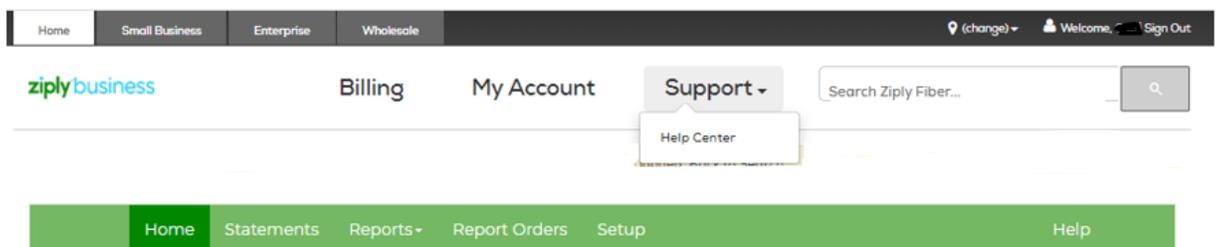
- a. Home – Important messages from ZiPLY Fiber.
- b. Statements – Manage ZiPLY Fiber invoices.
- c. Reports –
  - \* Cost Allocation – Allocate account and service charges by dept. or cost center.
  - \* Summary – Standard or custom reports.
  - \* Detail – Data records of call usage, equipment, and other charges or credits.
- d. Setup – Create hierarchies to allocate costs, set up tools such as filters and mark-ups, and add descriptions to commonly called numbers.
- e. Help – Step-by-step instructions for performing a variety of tasks within the application.



3. The **My Account** tab allows management of your profile and services.
  - a. My Profile – Edit Zply Fiber ID, Password and notifications, create Zply Fiber IDs and link accounts.
  - b. Pending for future release – Ticket Status, Order Status, Create Ticket, Create Order



4. The **Support** Tab gives you access to the Enterprise Portal articles within the Help Center.



# Help Center

We're here to help! Type your question, we'll look for an answer.



[Account](#) [Billing](#) [Internet](#) [TV](#) [Phone](#) [Troubleshooting](#) [Outages](#) [Ticket Status](#) [Order Status](#) [Support Wizard](#)

Help Center > Account

## Account

### Manage My Account

#### Change My Password

You have different passwords to keep your Ziplly Fiber services ...

[READ THE ARTICLE](#)

#### Create My Ziplly ID

With a Ziplly ID you can manage your account online or with the ...

[READ THE ARTICLE](#)

#### Enterprise Portal

The Enterprise Portal is a secure internet portal that allows ...

[READ THE ARTICLE](#)

#### Help With Account Issues

Check this page for solutions to issues with online payments and your ...

[READ THE ARTICLE](#)

#### Check Order Status

There are two places in My Account to view an order. You can ...

[READ THE ARTICLE](#)

#### Make Account Changes

Need to upgrade or change your Ziplly Fiber services? Have to make a ...

[READ THE ARTICLE](#)

#### Check Trouble Ticket Status

Once you've opened a trouble ticket you can track it online with any ...

[READ THE ARTICLE](#)

#### myZiplly App

You can access and manage your Ziplly Fiber account from your ...

[READ THE ARTICLE](#)

#### Ziplly Fiber Business Contacts

Enterprise Business ...

[READ THE ARTICLE](#)