

QUICK START GUIDE – My Profile

Overview

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

Sign In

1. Go to <https://ziplyfiber.com/login>.
2. Enter your ZiPLY Fiber ID.
3. Enter your password.
4. Click **Log in**. The ZiPLY Fiber Enterprise Portal Home page displays.

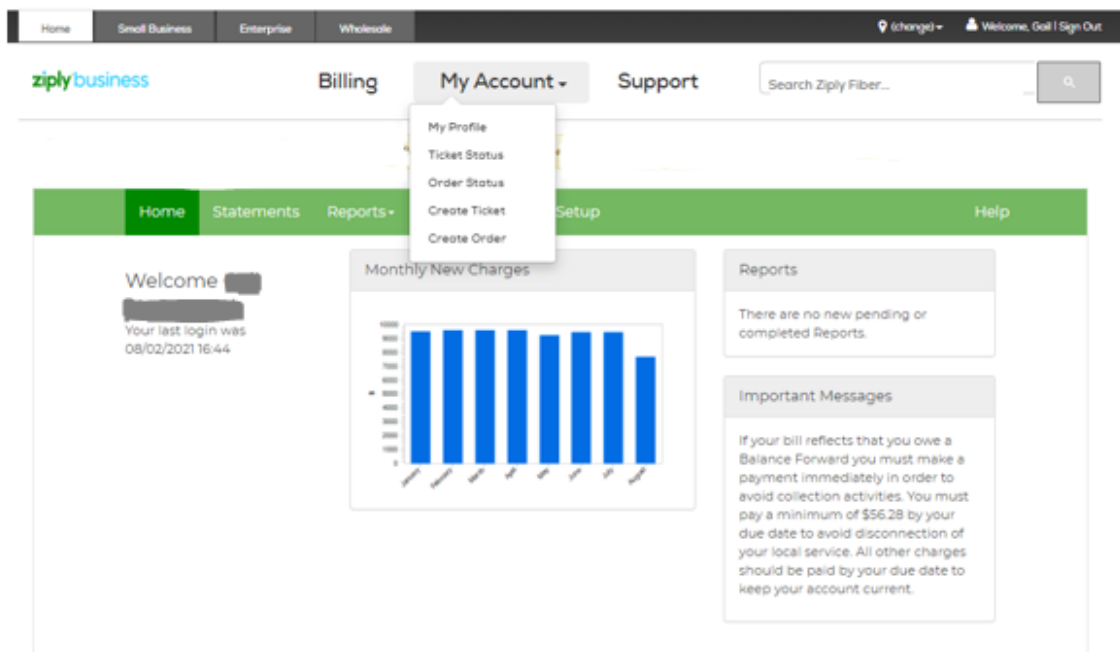
ENTERPRISE PORTAL MY PROFILE QUICK START GUIDE


My Profile

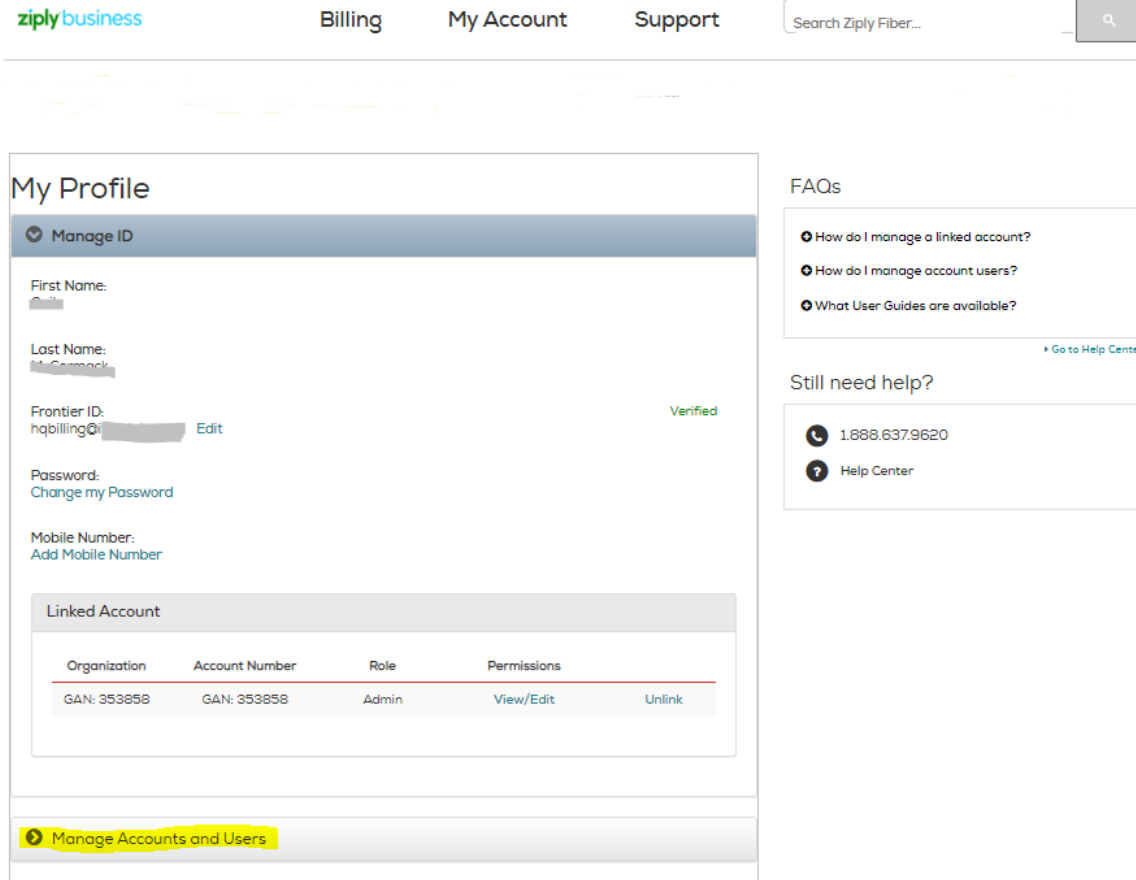
The Top Bar is divided into three tabs.

- Billing – Account Detail
- My Account – Profile
- Support – Help Center

1. Click **My Account** at the top of the page. A drop-down menu displays.
2. Click **My Profile**. The My Profile screen displays.



3. Click the **Manage Account and Users** arrow  located at the bottom of page.



ziply business Billing My Account Support Search Zply Fiber...

My Profile

Manage ID

First Name: [Redacted]

Last Name: M. Carmack

Frontier ID: hqbilling@ [Redacted] Verified [Edit](#)

Password: [Change my Password](#)

Mobile Number: [Add Mobile Number](#)

Organization	Account Number	Role	Permissions
GAN: 353858	GAN: 353858	Admin	View/Edit Unlink

Manage Accounts and Users

FAQs

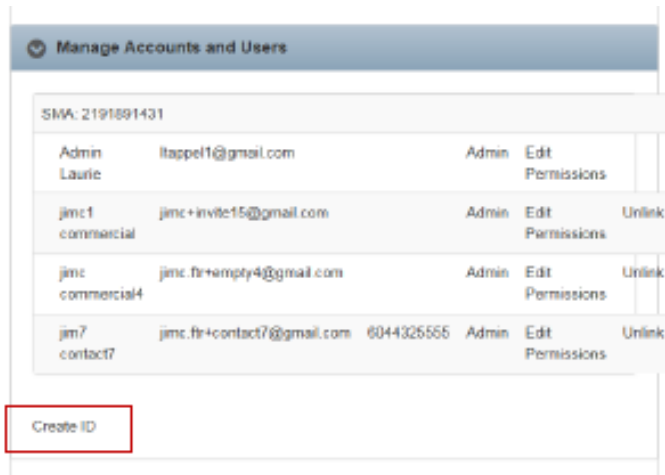
- How do I manage a linked account?
- How do I manage account users?
- What User Guides are available?

[Go to Help Center](#)

Still need help?

- 1.888.637.9620
- Help Center

A list of current users displays.



Manage Accounts and Users

SMA: 2191891431

Admin	Name	Email	Role	Permissions
Laurie	ltappel1@gmail.com		Admin	Edit Permissions
jmc1 commercial	jmc+invite15@gmail.com		Admin	Edit Permissions Unlink
jmc commercial4	jmc.fr+empty4@gmail.com		Admin	Edit Permissions Unlink
jmc7 contact7	jmc.fr+contact7@gmail.com	6044325555	Admin	Edit Permissions Unlink

Create ID

5. Select **Create ID** to create a Ziplly Fiber ID linked to this account.
6. Fill in the new users' information.

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)

7. Click **Create Ziplly Fiber ID**.
A success box displays with the password, be sure to capture this detail and provide it to that user.

Success

The Ziplly ID is created.

Please give the customer these login details:

Ziplly ID: HarmonE@[REDACTED]

Password: 19680310

From the **Manage Accounts and Users** screen, you edit permissions and unlink a user or edit permissions.

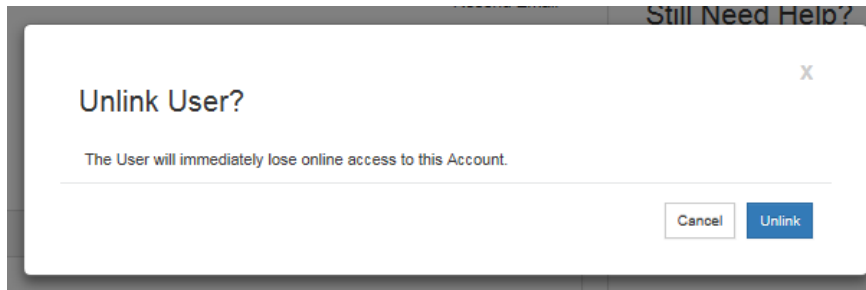
Manage Accounts and Users

GAN: 353858

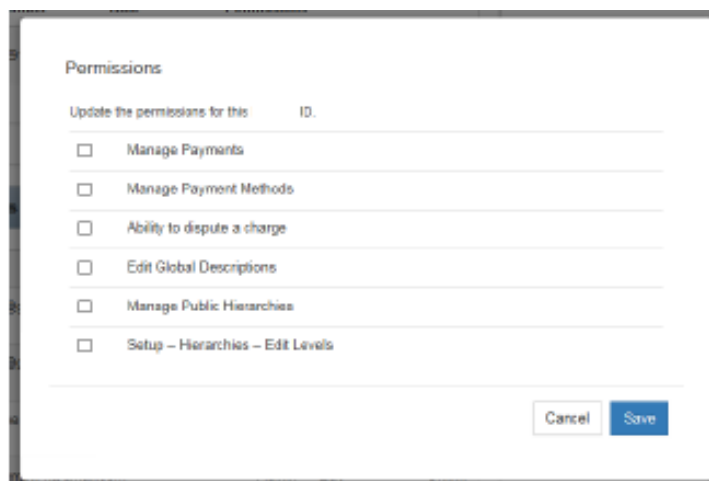
Gail [REDACTED] hqbilling@[REDACTED] Admin [Edit Permissions](#) [Unlink](#)

[Create ID](#)

To unlink a user, click the **Unlink** link, and click the **Unlink** button to confirm.



To edit permissions, click the Edit Permissions link, select permissions by checking the appropriate box, and click **Save**.



Permission Descriptions

- **Manage Payments** – Allows the user/ZiPLY Fiber ID to make payments from established sources on any account to which access is allowed.
- **Manage Payments Methods** – Allows a user/FID 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, and then expanding for detail, a charge may be disputed. Allows a user/FID to dispute charges online.
- **Edit Global Descriptions** – Allows a user to 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** – Allows a user/FID to make a different month's hierarchy (statements & data) viewable for research and review. Private hierarchies can't be chosen except by the creator.
- **Set Up – Hierarchies – Edit** – Allows a user/FID to create a customer hierarchy.