



FairPoint

Wholesale Customer Portal (WCP)

Administrator User Guide

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Introduction

The Wholesale Customer Portal (WCP) provides FairPoint's Wholesale Customers with the ability to request User IDs and Passwords for users within their company with a need to access the WCP. As the WCP Administrator for your Company, you will be responsible to request IDs and passwords for your users. User accounts will be activated on February 2, 2009.

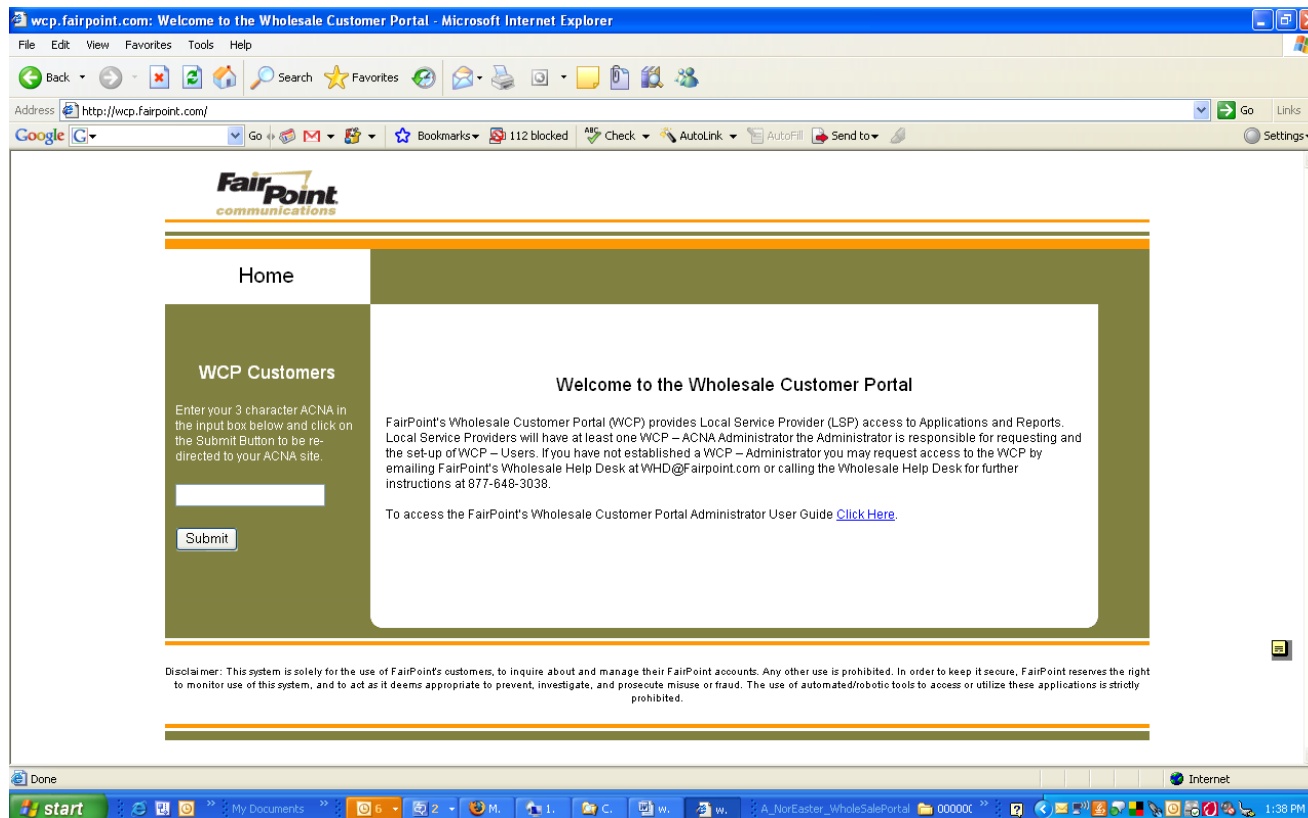
In order to perform this function, the WCP Administrator must have access to the WCP. WCP Administrator accounts will be activated on January 23, 2009. This information will come to you in two separate email messages, one containing your ID and a second containing your Password. Upon receiving your ID and Password you can access the WCP at: <http://wcp.fairpoint.com>.

Registering for a WCP Account

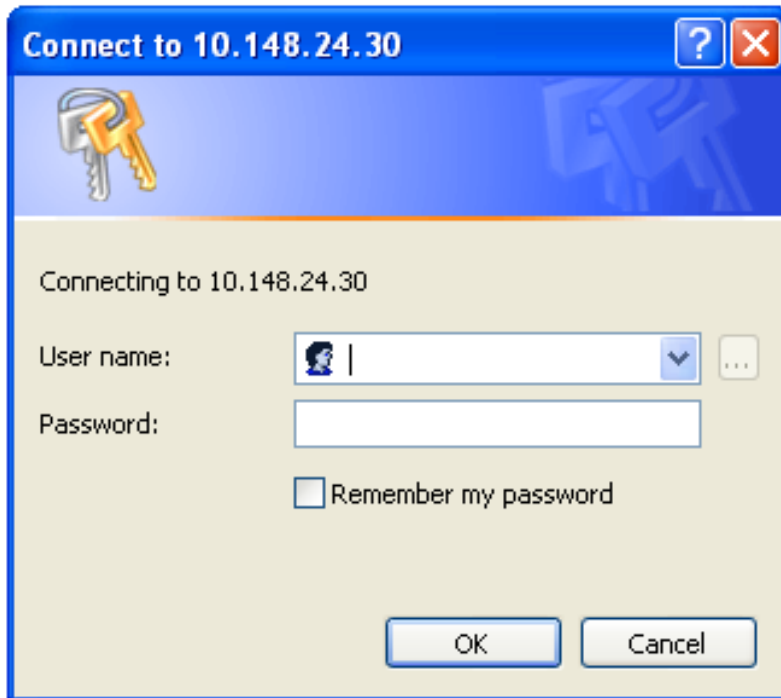
Before users of the Wholesale Customer Portal (WCP) can access this website, they must apply for a User ID and Password from FairPoint. To do that, users must contact the representative of their company designated the WCP Administrator. The WCP Administrator is responsible for submitting requests for new User IDs and passwords, granting access to the ACNA site, and granting access to FairPoint reports and applications.

How do I log in to WCP?

Step 1: To log in to WCP, open a web browser and in the address bar enter the address <http://wcp.fairpoint.com> and click enter. Once the page opens, under “Wholesale Customers” enter your three character ACNA and click submit. The WCP Log in screen will appear.



Step 2: Enter your WCP Administrator User Name (ID). You must enter **fpad** preceding your User ID in the User Name field. Enter your Password. Select OK. This will take you to Your ACNA Page.

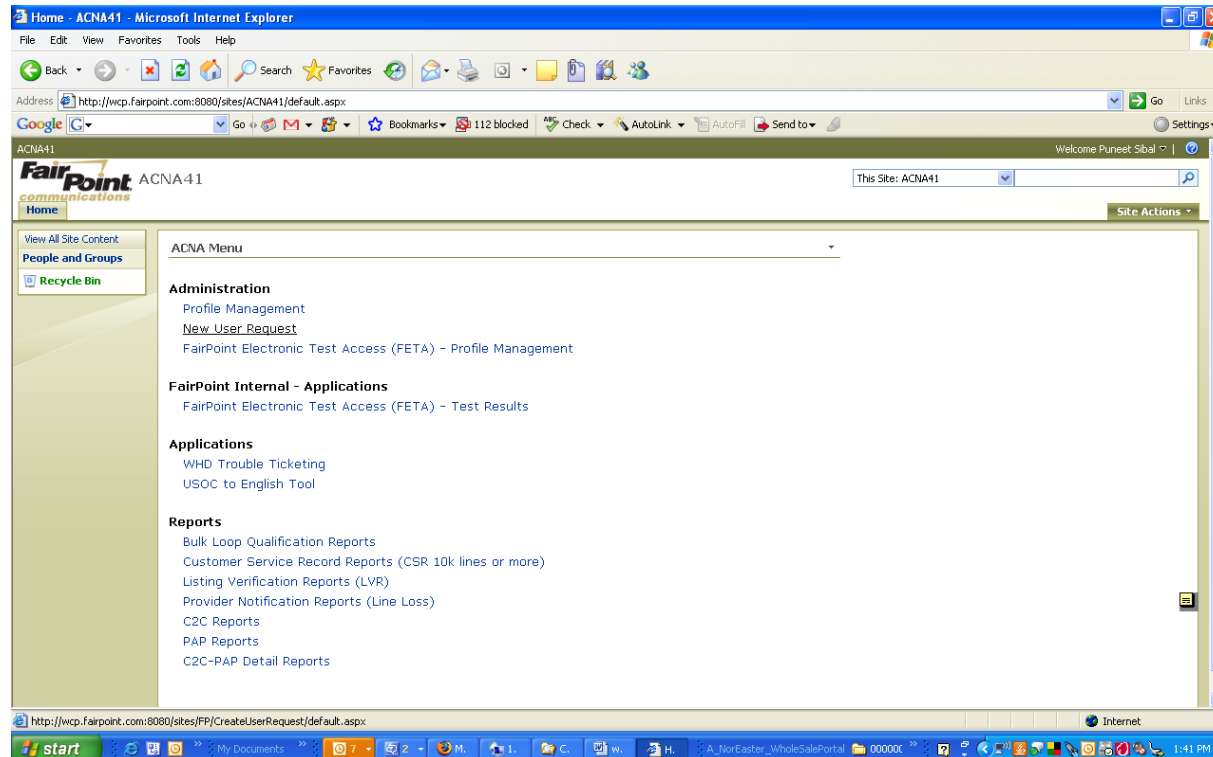


How do I request a User Id and Password?

If you want access to FairPoint's Wholesale Customer Portal (wcp.fairpoint.com), contact your company's WCP administrator to request an account on your behalf. If you are a WCP Administrator, this is the process to follow to request a User Id and Password for your users. Follow these steps:

Step 1: Log in to the portal (wcp.fairpoint.com)

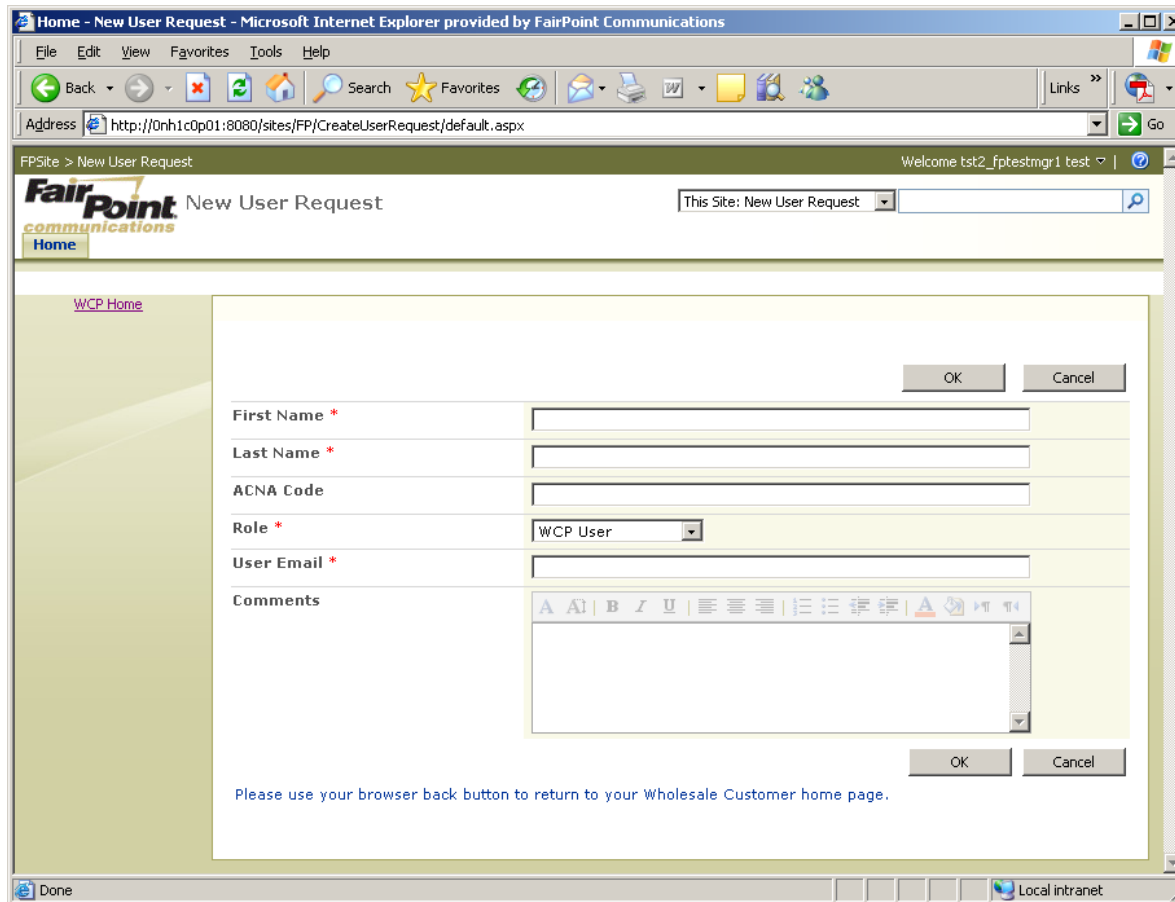
Step 2: Create a new user request. From the ACNA homepage (pictured below), click the "New User Request" link. The system will open the Create User Request screen.



Step 3: Complete the Create User Request form. You will be asked to provide the following information about your user: First Name, Last Name, ACNA Code, Role (WCP User, WCP Administrator), and the user's email address.

There are two levels of access in WCP, WCP User and WCP Administrator. You should request the WCP Administrator role if you would like this user to be able to request IDs and Passwords for users, manage access to the site and its applications, update distribution lists, and other advanced privileges. For all other users, WCP User permissions should be requested

When you have provided all the required information, press 'OK' to submit.



Home - New User Request - Microsoft Internet Explorer provided by FairPoint Communications

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Mail Print Address Bar Links Go

Address http://0nh1c0p01:8080/sites/FP/CreateUserRequest/default.aspx

FPSite > New User Request Welcome tst2_fptestmgr1 test

FairPoint communications Home

New User Request This Site: New User Request

WCP Home

OK Cancel

First Name *

Last Name *

ACNA Code

Role * WCP User

User Email *

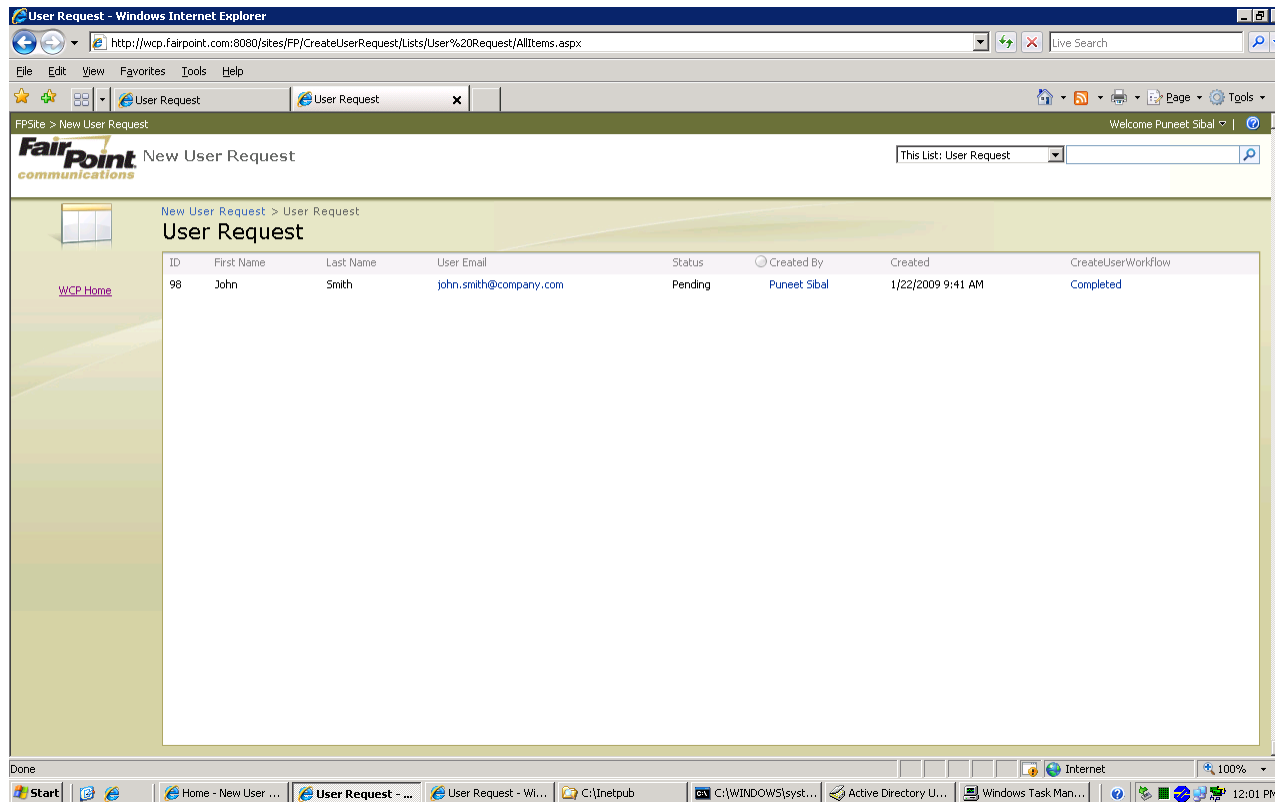
Comments

OK Cancel

Please use your browser back button to return to your Wholesale Customer home page.

Done Local intranet

Step 4: After submitting the 'New User Request', the system will do two things: 1) it will show you the 'User Request listing all the user requests that you have submitted and their status. You can use this screen to check the status of your requests. 2) It will generate an email message to you. This email is discussed in step 5 of the process.



Step 5: Once your request has been submitted the Administrator requesting the User ID and Password will receive a receipt from WCP. See Sample Below.

Your request to create a new User/Administrator has been received by FairPoint and is being processed. Questions concerning this request should be directed to the Wholesale Help Desk at whd@fairpoint.com or 877-648-3038. Please Reference the Request number

Request No:- 31
Status:- Pending
Requested By:- Jane Administrator
Request Created :- 1/16/2009 10:27:38 AM
Request Created By :- FPDEV\att_acnamgrX
User First Name:- John
Last Name:- Testuser1
Role:- WCP User or WCP Administrator

Step 6: User Id & Password delivery. Once the new WCP account is created, your user will receive two e-mail messages from FairPoint. One will contain the User's ID; the other will contain the password. For security reasons, the delivery of these emails will be separated by several hours. Additionally we will also send the 1st email to you (the administrator) so you are informed that the user id has been created. Since the 2nd email has the password, it will only be sent to the User that has been created.

Sample of the email with the User Id

Email Subject: FairPoint Wholesale Customer Portal User Information - #1 of 2 emails

Dear Wholesale Customer:

You have been identified as a user or Administrator for FairPoint's Wholesale Customer Portal (WCP).

We are sending you two separate emails, one with your WCP User ID and one with your WCP User Password. **This email is the first email containing your User ID.**

FairPoint WCP Web Site can be accessed at: <http://wcp.fairpoint.com>

Under "Wholesale Customers", enter your 3 character ACNA to be redirected to your ACNA site. This will bring you to the Log In page where you will enter your WCP ID and PW.

Your WCP User ID is: _____

If you have questions, please send an email to WHD@FairPoint.com or call the Wholesale Help Desk @ 877.648.3038.

Sample of the email with the Password

Email Subject: FairPoint Wholesale Customer Portal User Information - #2 of 2 emails

Dear Wholesale Customer:

You have been identified as a user for FairPoint's Wholesale Customer Portal (WCP).

We are sending you two separate emails, one with your WCP User ID and one with your WCP User Password. **This email is the second email containing your User Password.**

FairPoint WCP Web Site can be accessed at: <http://wcp.fairpoint.com>

Under "Wholesale Customers", enter your 3 character ACNA to be redirected to your ACNA site. This will bring you to the Log In page where you will enter your WCP ID and PW.

Your WCP User Password is: _____

If you have questions, please send an email to WHD@FairPoint.com or call the Wholesale Help Desk @ 877.648.3038.

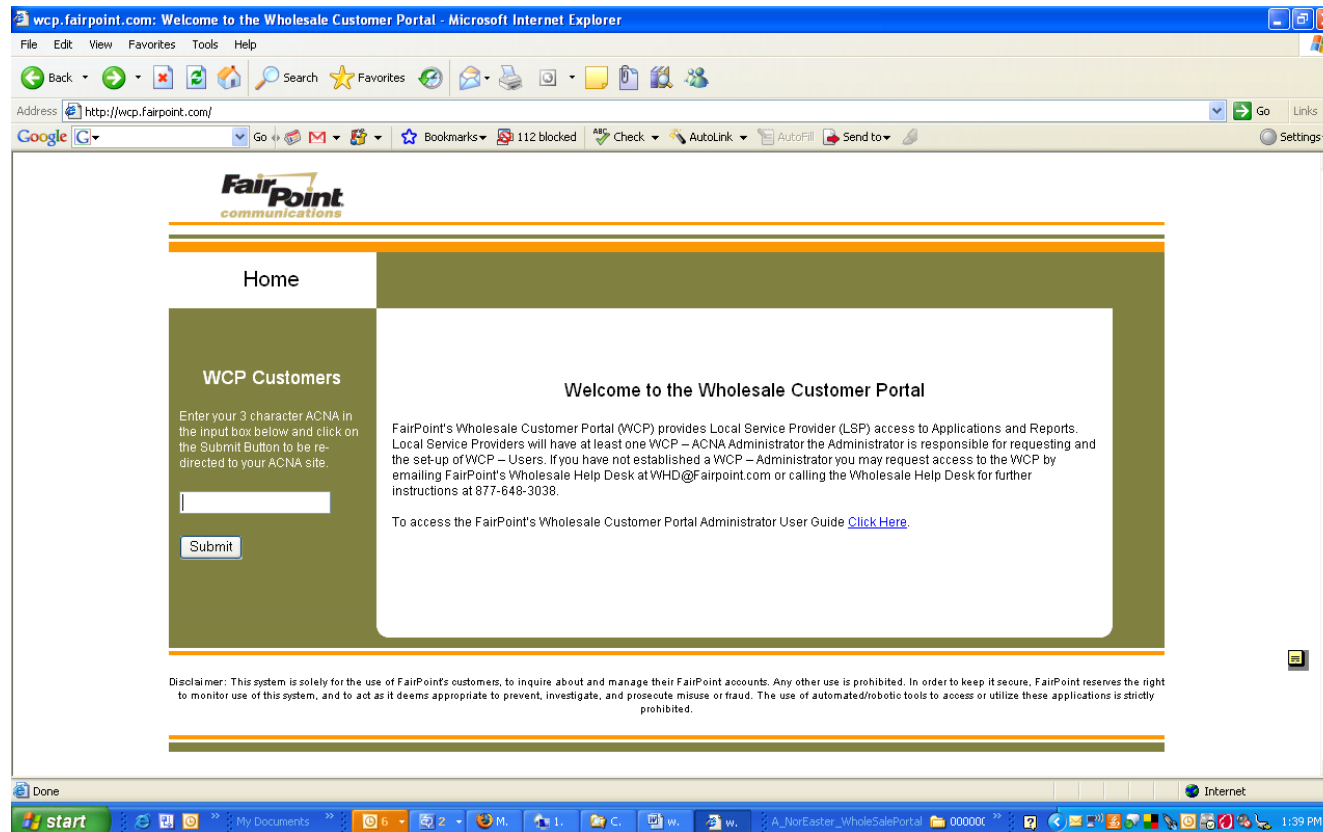
Who do I contact if I have a problem?

For questions concerning these procedures, please contact the Wholesale Help Desk at whd@fairpoint.com or 877-648-3038.

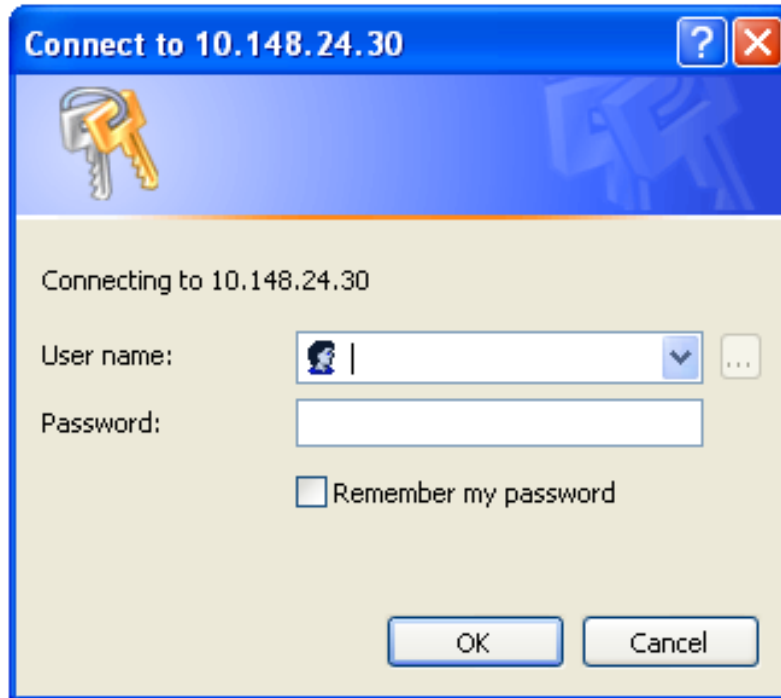
Giving users permission to use an ACNA site

You have requested and received an account on the Wholesale Customer Portal for one of your users, now what? This section describes the process for giving your user permission to use an ACNA site. This is required before the user is able to use any FairPoint application or report.

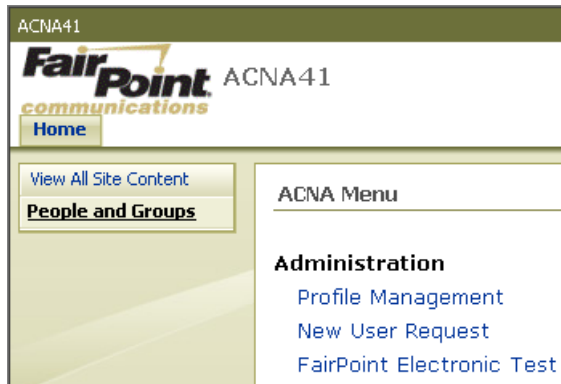
Step 1: Open a browser at wcp.fairpoint.com. Enter your ACNA code and click “Submit”.



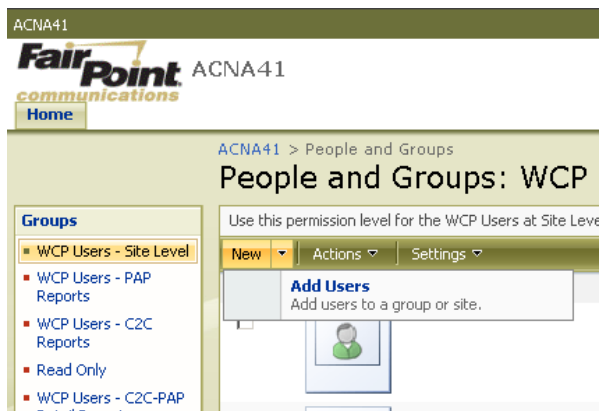
Step 2: The system will prompt the Administrator for their User ID and Password. Enter your WCP Administrator User Name (ID) and password. Remember to enter **fpad** preceding your User ID in the User Name field. Click 'OK'.




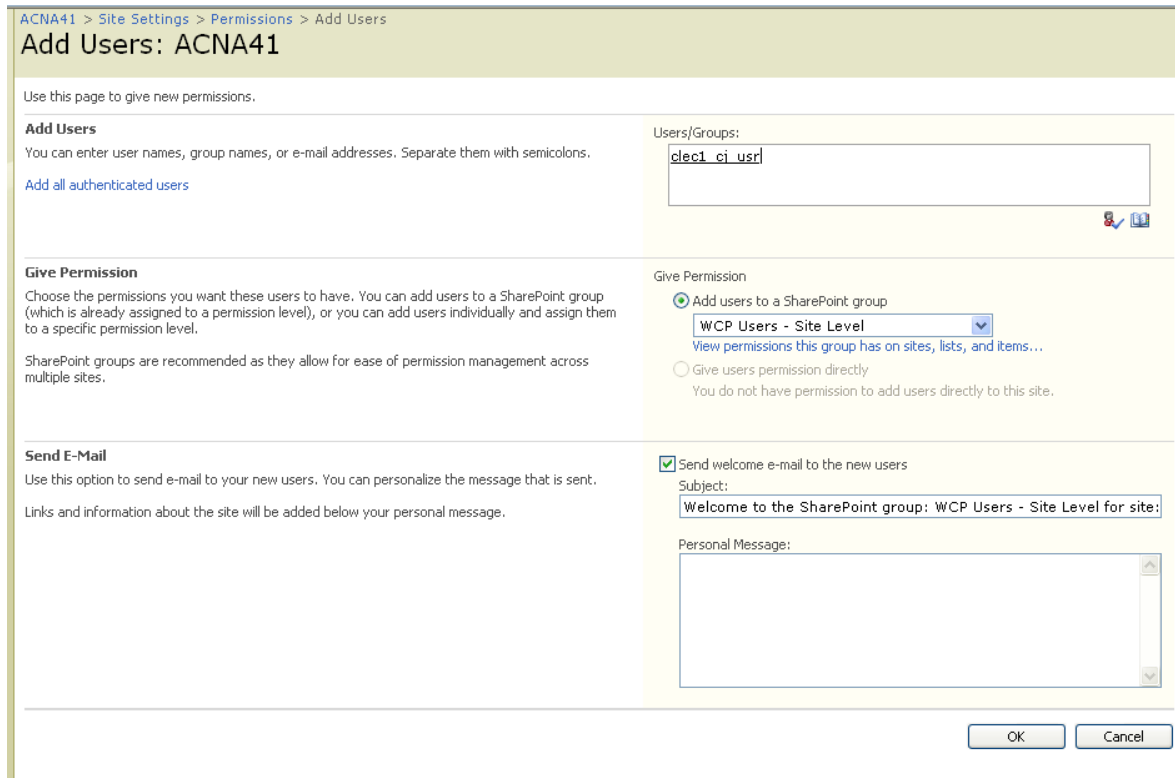
Step 3: On the left-hand menu, click the bolded link 'People and Groups'



Step 4: Next click "New" button on action bar, and select 'Add Users'. This will open the "Add User" Page.



Step 5: From the 'Add Users' page, place your cursor in the 'Users/Groups' text box and type in the User Id of the person you want to grant permission to, to access the ACNA site. When finished, verify the User ID by clicking on the check names icon  below the text box. If it is a valid user address the system underlines the User Id.





ACNA41 > Site Settings > Permissions > Add Users

Add Users: ACNA41

Use this page to give new permissions.

Add Users
You can enter user names, group names, or e-mail addresses. Separate them with semicolons.
[Add all authenticated users](#)

Users/Groups:

Give Permission
Choose the permissions you want these users to have. You can add users to a SharePoint group (which is already assigned to a permission level), or you can add users individually and assign them to a specific permission level.
SharePoint groups are recommended as they allow for ease of permission management across multiple sites.

Give Permission
 Add users to a SharePoint group
WCP Users - Site Level
[View permissions this group has on sites, lists, and items...](#)
 Give users permission directly
You do not have permission to add users directly to this site.

Send E-Mail
Use this option to send e-mail to your new users. You can personalize the message that is sent.
Links and information about the site will be added below your personal message.

Send welcome e-mail to the new users
Subject:

Personal Message:

OK Cancel



Step 6: In the "Give Permission" section select WCP User – Site Level (default).

Step 7: To notify the user via email that permission to the ACNA site has been granted, click “Send welcome e-mail to the new user” checkbox and enter an appropriate subject and message. When finished, click ‘Ok’ button

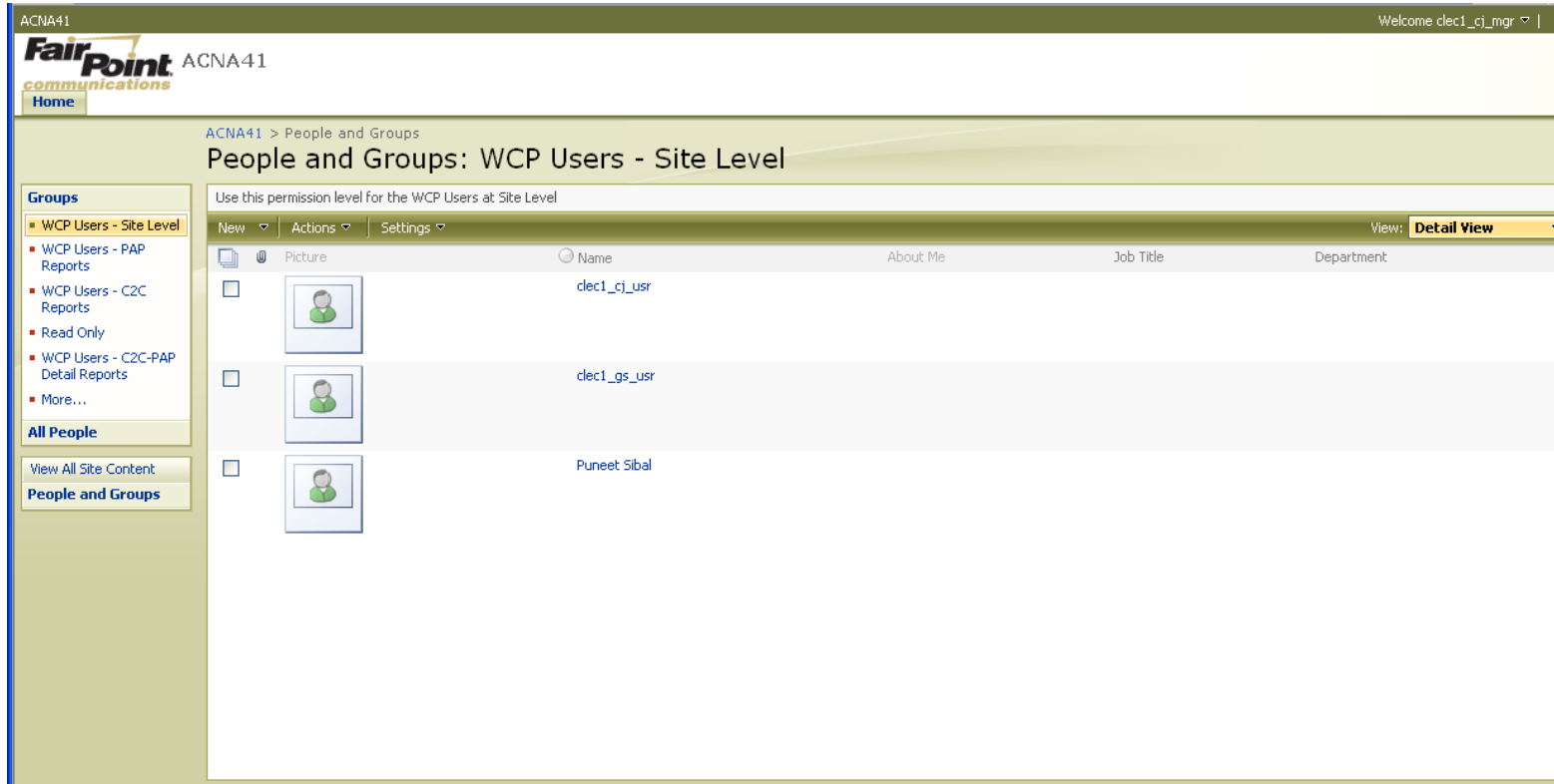
ACNA41 > Site Settings > Permissions > Add Users

Add Users: ACNA41




Use this page to give new permissions.

Add Users You can enter user names, group names, or e-mail addresses. Separate them with semicolons. Add all authenticated users	Users/Groups: <input type="text" value="elect_ci_usr"/>  
Give Permission Choose the permissions you want these users to have. You can add users to a SharePoint group (which is already assigned to a permission level), or you can add users individually and assign them to a specific permission level. SharePoint groups are recommended as they allow for ease of permission management across multiple sites.	Give Permission <input checked="" type="radio"/> Add users to a SharePoint group WCP Users - Site Level View permissions this group has on sites, lists, and items... <input type="radio"/> Give users permission directly You do not have permission to add users directly to this site.
Send E-Mail Use this option to send e-mail to your new users. You can personalize the message that is sent. Links and information about the site will be added below your personal message.	<input checked="" type="checkbox"/> Send welcome e-mail to the new users Subject: <input type="text" value="Welcome to the SharePoint group: WCP Users - Site Level for site:"/> Personal Message: <input type="text"/>

Step 8: The 'WCP Users – Site Level' list shows you all the users with permission to use your ACNA site. To verify permission has been granted successfully, you can find the user you just added in the 'WCP Users - Site Level' list.



The screenshot shows the 'People and Groups: WCP Users - Site Level' page in the FairPoint ACNA41 portal. The page title is 'People and Groups: WCP Users - Site Level'. Below the title, there is a sub-header 'Use this permission level for the WCP Users at Site Level'. The main content area displays a list of users in a table format. The table has columns for 'Picture', 'Name', 'About Me', 'Job Title', and 'Department'. There are three users listed:

	Picture	Name	About Me	Job Title	Department
<input type="checkbox"/>		dec1_cj_usr			
<input type="checkbox"/>		dec1_gs_usr			
<input type="checkbox"/>		Puneet Sibal			

The left sidebar contains a 'Groups' section with a tree view showing 'WCP Users - Site Level' selected, along with other groups like 'WCP Users - PAP Reports', 'WCP Users - C2C Reports', 'Read Only', and 'WCP Users - C2C-PAP Detail Reports'. Below the groups is an 'All People' section with buttons for 'View All Site Content' and 'People and Groups'.

Step 9: The user that you just added to the ACNA site will receive an e-mail notification. Below is a sample of that message.

Welcome to the 'WCP Users – Site Level' SharePoint group. Clec1_cj_mgr (FPAD\clec1_cj_mgr) has added you to the 'WCP Users – Site Level' group for this SharePoint site.

The message you typed in the comments section of the “ADD USERS” screen will appear here.

As a member of this SharePoint group, you can:

* Participate in the SharePoint site at: <http://wcp.fairpoint.com:8080/sites/ACNA41>

* View the group home page at:

http://wcp.fairpoint.com:8080/sites/ACNA41/_layouts/people.aspx?MembershipGroupId=20

What is a SharePoint site?

A SharePoint site is a Web site that provides a central storage and collaboration space for documents, information, and ideas. A SharePoint site is a tool for collaboration, just like a telephone is a tool for communication, or a meeting is a tool for decision making. A SharePoint site helps groups of people (whether work teams or social groups) share information and work together. For example, a SharePoint site can help you:

- * Coordinate projects, calendars, and schedules.
- * Discuss ideas and review documents or proposals.
- * Share information and keep in touch with other people.

SharePoint sites are dynamic and interactive – members of the site can contribute their own ideas and content as well as contribute to comments provide by others.


Giving users permission to access an application or report

Now that your users have an account on the portal and you have given them permission to use the ACNA site, the next step in the process is to give the user permission to use an application. In this example, we will grant a user permission to use FairPoint's Electronic Test Acceptance system (FETA).

Step 1: Open the application. Open the ACNA homepage and click on the 'FairPoint Electronic Test Access' link. This action will open the FETA application's landing page.

Step 2: Open the security group. From the left-hand menu, click on the bolded link 'People and Groups'



Step 3: Add a user to the security group. To give permission to a new user, click the 'New' button in the action bar. This will open the 'Add Users' page. When open, place your cursor in the 'Users/Groups' text box and type in the User Id of the person you want to grant permission to, to access the FETA site. When finished, verify the User ID by clicking on the check names icon  below the text box. If this is a valid user ID the system underlines it.

FETA Application > Site Settings > Permissions > Add Users

Add Users: FETA Application


Use this page to give new permissions.

Add Users

You can enter user names, group names, or e-mail addresses. Separate them with semicolons.

[Add all authenticated users](#)

Users/Groups:



Give Permission

Choose the permissions you want these users to have. You can add users to a SharePoint group (which is already assigned to a permission level), or you can add users individually and assign them to a specific permission level.

SharePoint groups are recommended as they allow for ease of permission management across multiple sites.

Give Permission

Add users to a SharePoint group

WCP Users - FETA Application ▾

[View permissions this group has on sites, lists, and items...](#)

Give users permission directly

You do not have permission to add users directly to this site.

Send E-Mail

Use this option to send e-mail to your new users. You can personalize the message that is sent.

Links and information about the site will be added below your personal message.

Send welcome e-mail to the new users

Subject:

Personal Message:

Step 4: Select a permission level. In the “Give Permission” section select WCP Users – FETA Application (default).

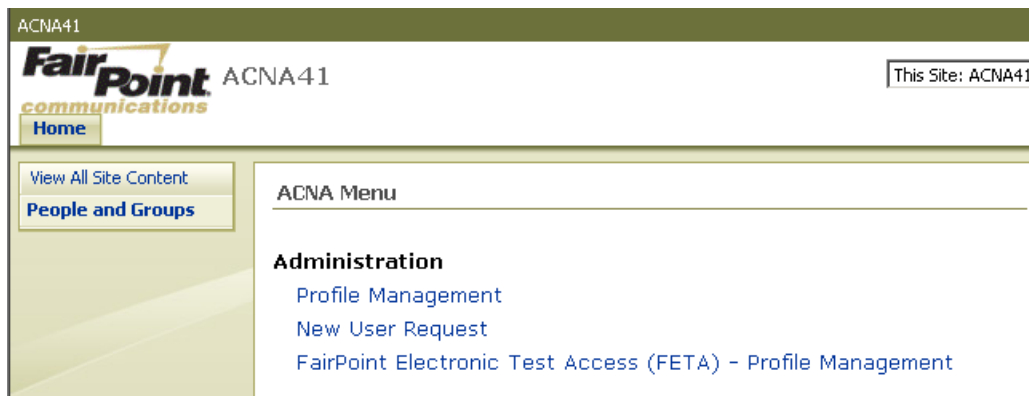
Step 5: Notify the user authorization is complete. To notify the user via email that permission to the FETA application has been granted, click “Send welcome e-mail to the new user” checkbox and enter an appropriate subject and message. When finished, click ‘Ok’ button

The user will receive an email alerting them that they now have access to the FETA application.

Creating a FairPoint Electronic Test Acceptance (FETA) Profile

FETA is an email engine for notifying customers with test results as one step in a service order signoff procedure. When a customer enrolls in FETA the customer's eligible circuits will be processed through our FETA system. A FETA email with all the test and turn-up results will be emailed to the single email address or distribution list you set up. Follow this process to configure your email distribution list.

Step 1: Click on the ‘FairPoint Electronic Test Access’ – Profile Management link



Step 2: FETA is designed to allow you to configure a separate distribution list for all the possible IMPCON (Implementation Contact) telephone numbers received on an ASR Record (Field 114, line 110). If a distribution has not already been defined for the IMPCON, click on the ‘New’ button in the action bar.

FETA Application > IMPCON

IMPCON

IMPCON NUMBER	EmailAddress
1.603.838.8869 !NEW	jagpreet.singh@capg

Step 3: Type in an IMPCON Number. Next, list all the email addresses that should be notified when test results for circuits with this IMPCON are ready for delivery. Separate the email addresses with a comma. When finished, click the 'Ok' button.

FETA Application > IMPCON > New Item

IMPCON: New Item

OK Cancel

Attach File Spelling... * indicates a required field

IMPCON NUMBER *	<input type="text" value="603.885.9950"/>
EmailAddress *	<input type="text" value="jmorganti@acna41.com, jberard@acna41.com, cjewitt@acna41.com, nquarters@acna41.com"/>

Enter multiple emails address seprated by ","

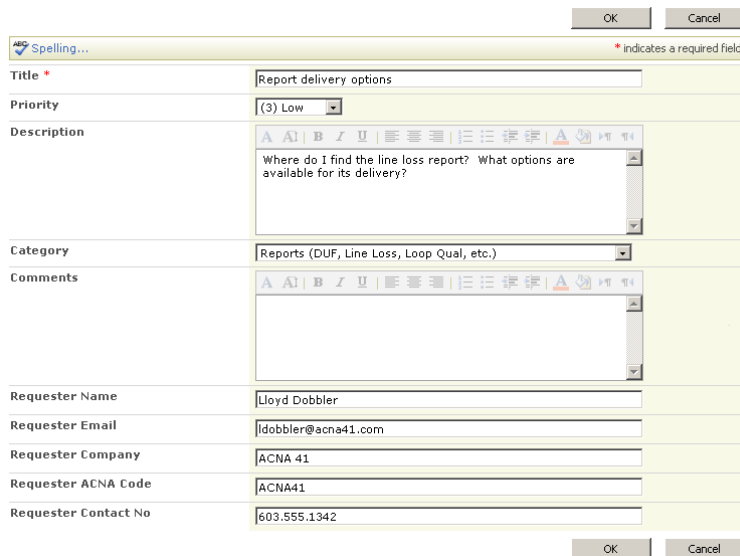
OK Cancel

Creating a trouble ticket

Any authorized user of FairPoint’s wholesale customer portal (wcp.fairpoint.com) has the ability to create a trouble ticket. To do this, log in to the portal and follow these steps:

Step 1: Open the trouble ticket application. From the ACNA homepage, click on the ‘WHD Trouble Ticketing’ link

Step 2: Complete the trouble ticket form. When finished, click the ‘Ok’ button to submit to FairPoint.



OK Cancel	
Spelling... * indicates a required field	
Title *	Report delivery options
Priority	(3) Low
Description	Where do I find the line loss report? What options are available for its delivery?
Category	Reports (DUF, Line Loss, Loop Qual, etc.)
Comments	
Requester Name	Lloyd Dobbler
Requester Email	ldobbler@acna41.com
Requester Company	ACNA 41
Requester ACNA Code	ACNA41
Requester Contact No	603.555.1342
OK Cancel	

Step 3: Confirmation.

After submitting the form, the system will bring you to a confirmation page showing a complete list of all your trouble tickets. After the ticket is received by FairPoint, someone from the Wholesale Help Desk will contact you to resolve it.

Downloading a report


This is the process to follow to receive any FairPoint report. In this example, we will show you how to download the Provider Notification (Line Loss) report. No matter which report you download, the process is exactly the same.

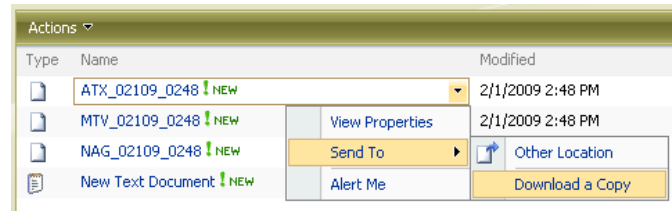
Step 1: Open the report library.

From the ACNA homepage, choose the type of report you want to download. To download a Provider Notification report, click on the 'Provider Notification Reports (Line Loss)' link.



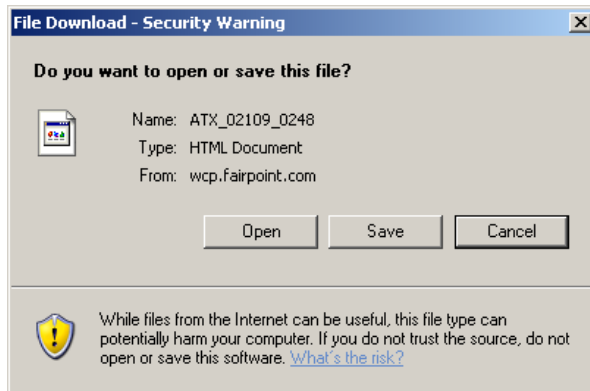
Step 2: Download the report

Highlight the report you want to download and click on the  to open the action menu. Navigate to the "Download a Copy" option.



Step 3: Open or save the file?

Internet Explorer will present you with a dialog box to either open the file immediately or save the file to your hard drive. Click the 'Open' button to view the file immediately. Click the 'Save' button to save a copy to your hard drive.



If you choose save, Internet Explorer will ask you to choose a location on your hard drive to save the file to. When finished, click the 'Save' button in the lower right corner of the dialog box.

