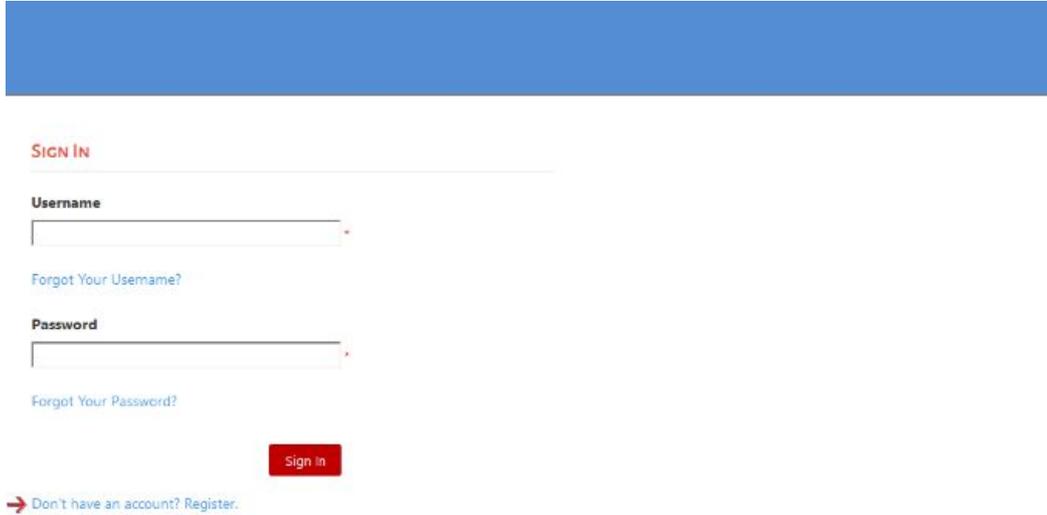


# CUSTOMER PORTAL INFORMATION

## Signing Up for the Portal:

To access the portal, go to: <https://fdigital.sprybill.com/> Your account can have up to 4 portal users. If you have multiple accounts, we will discuss in this document how to link more accounts to your username once you have registered.

To create a new account. Click on 'Don't have an account? Register.'

A screenshot of the 'SIGN IN' page. At the top, there is a blue header bar. Below it, the text 'SIGN IN' is displayed in red. There are two input fields: 'Username' and 'Password', both with red asterisks indicating they are required. Below the 'Username' field is a link 'Forgot Your Username?' in blue. Below the 'Password' field is a link 'Forgot Your Password?' in blue. A red 'Sign In' button is positioned below the password field. At the bottom left, there is a red arrow pointing right followed by the text 'Don't have an account? Register.' in blue.

Enter information in following fields. Fields with the \* are required.

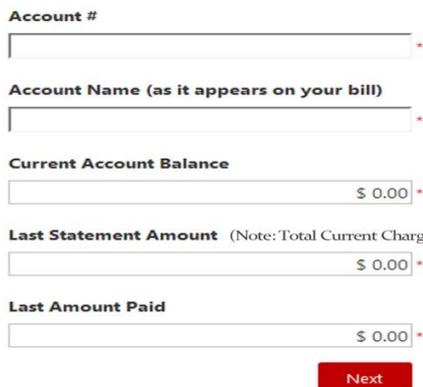
## NEW USER ENROLLMENT

Welcome to FirstDigital E-Bill! A faster, easier way to manage your account. It's free and easy. To enroll, simply enter your account information below.

As a FirstDigital E-Bill member you can

- View and print monthly statements
- Access past bill history and account information
- Pay bills online
- Sign-up for paperless billing and receive your statements via e-mail

The information entered must appear exactly as it does on your FirstDigital bill; this includes any letters, numbers, punctuation and spaces.

A screenshot of the 'NEW USER ENROLLMENT' form. It contains five input fields, each with a red asterisk indicating it is required. The fields are: 'Account #' (empty), 'Account Name (as it appears on your bill)' (empty), 'Current Account Balance' (pre-filled with '\$ 0.00'), 'Last Statement Amount (Note: Total Current Charges On Your Last Invoice)' (pre-filled with '\$ 0.00'), and 'Last Amount Paid' (pre-filled with '\$ 0.00'). A red 'Next' button is located at the bottom right of the form.

\*Note that information inputted must match as it is reflects in real time within our system. The Current Account Balance and Last Amount Paid is will not necessarily be the same amounts that were shown on your last invoice if a recent adjustment or payment was posted. Please contact if you have difficulty determining these amounts. If information is not correct, you will receive this error:

The account information entered was incorrect. Please correct the errors and try again.

Once the information is correct, you will see this information.

Your account information has been verified successfully.

**Username**

**Name**

**Password**

**Confirm Password**

**Registration Email**

**Security Questions \***

Question	Answer	
+ Add new Security Question		

Register

All fields above are required including adding **two** security questions. Click on 'Add new Security Question'. Pick a question and populate the answer. Click 'Done'. Add the second security question and answer. Once two questions are populated, you can click on 'Register'.

**Security Questions \***

Question	Answer	
+ Add new Security Question		
In what year was your oldest sister born?	****	✘
In what year was your oldest brother born?	****	✘

→ Register

You should receive a confirmation that your account has been created and that an activation link will be sent to your email address:

### ACCOUNT CREATED

Your account has been created successfully. Account activation link has been sent to your registration email. Please click on the link to activate your account.

Click on the Activate Account link in the email you received and then 'Click here to login.'

### ACCOUNT ACTIVATED

Your account has been activated successfully. [Click here to login.](#)

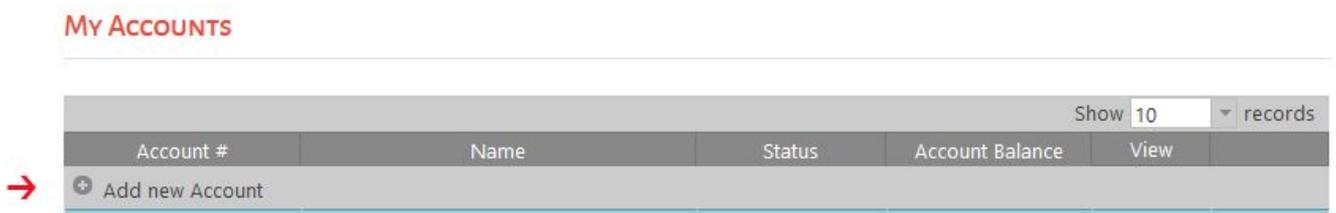
Log in using the user name and password that you created.

## How to Link Multiple Accounts to your Username login:

If you have multiple accounts with us, you do not need to create another user name and password. Just log in the Customer Portal with your existing log in. Once you are logged in, you can add another account. Click on the My Accounts at the top of the screen.



Underneath Account #, it will have the option to '+ Add new Account'



When you click on 'Add new Account', it will take you to the New Account Enrollment screen that you saw when you registered. Put the information in those fields for the other account you would like to add and click on 'Add Account'.

**Account #**

**Account Name (as it appears on your bill)**

**Current Account Balance**

**Last Statement Amount**

**Last Amount Paid**

[→ Add Account](#)

If the new account is added successfully, you will receive an account enrollment confirmation:

### ACCOUNT ENROLLMENT

Account has been added successfully.

[View Accounts](#)

You will now see both accounts listed when you click on My Accounts. You can add as many accounts as you have with us. To view the detail of certain account click on the  button in the list of accounts on the My Accounts screen.

## My ACCOUNTS

					Show	10	records
Account #	Name	Status	Account Balance	View			
+ Add new Account							
2222222222	Example Invoice 2	Active	\$0.00				
1111111111	Example Invoice 1	Active	\$0.00				
1 - 2 of 2 records						1	

If you need to remove an account, simply click on the on the line of the account that you would like to remove.

## SUMMARY

Your account summary can be found by click on SUMMARY.

Hello, Admin! [Sign Out](#)

[MY ACCOUNTS](#) → [SUMMARY](#)   [BILLING](#)   [USAGE](#)   [REPORTS](#)   [PROFILE](#)   [MESSAGES\(0\)](#)

This screen will give you a general summary of your account and balance due. You can also easily access your late statement from this screen by clicking on 'View Last Statement' or make a payment online by clicking on 'Pay My Bill'.

### ACCOUNT SUMMARY

**Account Name**

Example Invoice

**Account Number**

1111111111

**Status**

Active

**Customer Since**

07/14/2013

**Billing Address**

Street Address

City State

[View Last Statement](#)[Pay My Bill](#)

PREVIOUS BALANCE	LAST PAYMENT	PAST DUE BALANCE	LAST STATEMENT	TOTAL BALANCE
\$0.00	\$0.00	\$0.00	\$0.00 <small>Due On 06/30/2016</small>	\$0.00

Recent activity will be applied to your next month's statement and is not included in your current statement charges or total balance.

## BILLING (VIEW INVOICE)

The billing screen will allow you to view payment history and all statements past the 5/30/2016 invoice date. If you would like to view a certain statement, just click on the .pdf icon under View Bill.

### BILLING

[Make a Payment](#)[Signup for Auto-Pay](#)

#### Account Name

Example Invoice

#### Account Number

1111111111

### PAYMENT ACTIVITY

#### LAST PAYMENT RECEIVED

No payment received.

### PAYMENT HISTORY

Date	Payment Method	Payment Info	Amount	Auto-Pay	Status	Posted Date	Confirmation
0 - 0 of 0 records							

### STATEMENT HISTORY

Invoice Date	Invoice Number	Amount	Status	Statement Type	View Bill
05/30/2016	00012465-1	\$0.00	Posted	First Digital Department Detail	

## BILLING (ONE-TIME PAYMENT)

The billing screen will also allow you to make a one-time payment by click on 'Make A Payment'. We currently offer you to pay by credit card, bank debit may be available in the future. Clicking on 'Make A Payment' will take you to this screen where you can enter the amount of the payment, select New Credit card, and then input your card information and address information. Please note that Address2 must be populated or the payment will error out, you can put a - in this field if address2 is not applicable to your address.

[MY ACCOUNTS](#)   [SUMMARY](#)   [BILLING](#)   [USAGE](#)   [REPORTS](#)   [PROFILE](#)   [MESSAGES\(0\)](#)

**MAKE A PAYMENT**

<b>PAYMENT ENTRY</b> »	<b>ENTER PAYMENT</b>
<b>PAYMENT REVIEW</b>	<b>Account Number</b> 1111111111
<b>CONFIRMATION</b>	<b>Account Name</b> Example Invoice
	<b>Balance</b> <b>\$ 0.00</b>
	<b>Due Date</b> 06/30/2016

**Note:** Using your bank account as a payment method could help you avoid paying finance charges, accumulating debt, and having to update your information when your credit card expires.

**CHOOSE A PAYMENT METHOD**

**Payment Amount**

**Payment Method**  

Select Payment Method ▾  
Select Payment Method  
New Bank Debit  
New Credit Card

## BILLING (SIGN-UP FOR AUTO-PAY)

The billing screen give you the option to sign up for Auto-Pay where we can automatically take the payment each month for you. When you click on this option, it will take you to the profile screen where you can enter a new card. Refer to MY PROFILE at the end of this document for more information.

**AUTO-PAY** [Move Up](#) [Move Down](#)

Payment Method	Card Number	Expiration Date	Auto-Pay	Limit		
<span>+</span> Add new Card						



Click on Add New Card, you will need to agree to the term & conditions in the second paragraph where it states that you will allow us to take the payment each month according to the terms of the service we provide you. Click Accept and enter the card information. Make sure that you check on the Auto-Pay box as shown below.

**ADD AUTO-PAY**

Credit Card    Bank Debit    Auto-Pay

[CREDIT CARD](#)   [BILLING ADDRESS](#)

## USAGE

The usage screen will allow you to search for bill telephone call by filling out the desired criteria and click 'Search'. A search will error out if no calls are found, if the date criteria range is larger than 30 days apart, or if the search brings back more than 10,000 calls. The service field is either the telephone number or trunk number depending on how your account is set up. If you would like to a .csv file of your CDR usage information, please contact us and we will make it also available for download from this screen.

**USAGE**

---

Account Name  
Example Invoice 1

Account Number  
1111111111

**SEARCH CALLS**

---

Service

From Number  To Number

From Date  To Date

If you would like to a .csv file of your CDR usage information, please contact our customer service team and we can set you up. When this is set up, your Usage screen will look like this at the top:

**USAGE**

To download your usage file, click on the 'Download Usage File' button. It will bring up a list of the available invoices. Click  next to the invoice that you would like to download.

It will then take it up the 'Ready For Download' section where you can download it to your computer.

## REPORTS

We offer several different usage reports. The system default to showing the first 10 report options. To show all reports, you can change the amount of report in the Show \_\_\_ records column drop down box. Or you can also click on Next at the bottom of the screen to show more report options.

### REPORTS

#### Account Name

Example Invoice

#### Account Number

1111111111

Name	Report	View
Invoice - Day of Week Summary	Invoice R 10	
Invoice - Hourly Summary	Invoice R 20	
Invoice - Usage Category Summary	Invoice R 25	
Invoice - Destination Area Code Summary	Invoice R 50	
Invoice - Origination Area Code Summary	Invoice R 75	
Invoice - Destination Country Code Summary	Invoice Report 100	
Invoice - Origination Country Code Summary	Invoice Report	
Invoice - Destination Number Summary	Invoice Report	
Invoice - Origination Number Summary	Invoice Report	
Invoice - Destination LATA-OCN-State Summary	Invoice Report	

1 - 10 of 16 records    < prev 1 2 next >

To pick a certain report, simply click on the under View. This will bring up an invoice list screen. You will need to highlight a certain invoice for the report and click 'OK'.

### INVOICE LIST

Show 10 records

Invoice Number	Invoice Date	Invoice Amount
00012465-1	05/30/2016	0

1 - 1 of 1 records    < prev 1 next >

OK

## MY PROFILE

The profile screen will show your current billing address, primary address, contact numbers, and email addresses. You can also add a credit card for auto-pay as discussed previously. Please note that there are several factors within the billing system as to whether you are set up to receive paper invoicing. Therefore, the paperless billing 'do not print' box option below does not necessarily mean that your paper invoicing is suppressed. If you would like to know whether you are set up for paper invoicing, you will need to contact us.

### My PROFILE

[My INFORMATION](#)   
 [My SECURITY INFO](#)   
 [My PREFERENCES](#)

<b>Name</b>	Example Invoice <small>Note: If your name has changed, please call Customer Care.</small>	
<b>Account Number</b>	1111111111	
<b>Billing</b>	Street Address City State	<a href="#">Edit</a>
<b>Primary</b>	Street Address City State	

#### Phone Numbers

Phone Type	Phone Number	Description	
<input type="checkbox"/> Add new Phone			
General Phone1	00N5727		<a href="#">X</a>

#### Email Addresses

Email Type	Email Address	Description	
<input type="checkbox"/> Add new Email			
General	billing@firstdigital.com		<a href="#">X</a>

#### My Security Info

<b>Username</b>	admin	<a href="#">Edit</a>
<b>Password</b>	*****	<a href="#">Edit</a>

#### Security Questions

Question	Answer	
<input type="checkbox"/> Add new Security Question		
In what year was your oldest sister born?	****	<a href="#">X</a>
In what year was your oldest brother born?	****	<a href="#">X</a>

#### My PREFERENCES

**PAPERLESS BILLING** PLEASE NOTE THAT THE 'DO NOT PRINT' BOX DOES NOT SHOW WHETHER YOU ARE SET UP FOR PAPERLESS BILLING. IF YOU HAVE QUESTIONS ON THIS, PLEASE CONTACT US.

Statement Name	Do Not Print
First Digital Department Detail	<input type="checkbox"/>

#### STATEMENT EMAIL NOTIFICATIONS

Statement Name	Email Address	Subscribe
First Digital Department Detail	billing@firstdigital.com	<input type="checkbox"/>

#### Auto-Pay

[Move Up](#)   
 [Move Down](#)

Payment Method	Card Number	Expiration Date	Auto-Pay	Limit
<input type="checkbox"/> Add new Card				

#### Users

User Name	Name	Email Address	Description	User Type
<input type="checkbox"/> Add new User				
admin	Admin	billing@firstdigital.com		Authorized User