



OneConnect OneBill Client Self-Serve Portal

The OneConnect team is pleased to announce the release of our new OneConnect Client Self-Serve portal!

Every OneConnect customer that receives their invoices via OneBill now has the ability to create an account for the OneConnect Client Self-Serve Portal to log in and manage their OneConnect account. The portal can be found here: <https://myaccount.oneconnect.ca/>

The screenshot shows the OneConnect Client Self-Serve Portal login page. At the top, there is a header with the OneBill and ONECONNECT logos, and a contact number: 1-866-4-EASIER. Below the header, there are two main sections: 'Log In' and 'Forgot your password?'. The 'Log In' section has two input fields: 'User Name (Account Number)' and 'Password', followed by a 'Log In' button. The 'Forgot your password?' section has a 'User Name (Account Number)' input field and a 'Submit' button. Below these sections, there is a 'New User? Please' link and a 'Sign Up' button, which is circled in red.

To log in to the portal for the first time, you will need a copy of your OneConnect invoice. Go to <https://myaccount.oneconnect.ca> and click on the Sign Up button under the login fields. As a security measure, you will be asked to enter the following information:

Account Number (ex: OC000000375)

Invoice ID (ex: OB26001234)

Invoice Total Amount Due (this can be found on page 1 of your invoice):

Current Period Balance	
Total Current Period Balance Before Tax	\$11.92
Sales Taxes Total (see Sales Taxes section for details)	\$1.55
Total Current Period Balance	\$13.47
TOTAL AMOUNT DUE (OWED)	\$840.74

Some of the features you can access through the portal are:

- View, download and print your invoices for any month beginning December 1, 2008
- View + download your outbound Long Distance call records for your IP accounts, analog lines and toll free numbers
- Submit orders to our orders team through the order submission form
- Reset voicemail pins for any of your IP users
- View an up-to-date list of your IP user accounts + phone numbers
- Download useful forms, such as porting documents and user manuals
- 'User links' section for OneConnect Value Added Services - direct links to Conferencing, Hosted Exchange, Virtual Fax and Personal Agent portals

Please visit the portal and create an account! We will be continually adding features and services to improve the OneConnect Client Self-Serve portal. Your feedback is welcome at info@oneconnect.ca.