PINNACLE Customer Training Guide

Description: The following is a set of instructions for accessing monthly telecommunications charges.

Logging In

Open a web browser. Currently the preferred browsers are Firefox, Internet Explorer 9 and above. If you are using Internet Explorer 6 or 8, please be advised that some buttons and/or menu items may not appear on your screen due to the zoom level of your browser. Please contact your department IT personnel for assistance.

Navigate to https://pinnacle.telecom.ucf.edu

Enter your NID and password. If you do not know your NID or password, open a web browser and navigate to www.mynid.ucf.edu

Click Login

Navigation

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Viewing Your Charges

Click Accounts in the Main Menu. To display the bill click the Search action button.

Click the Billing Date you want to view.*

*(If you have multiple accounts you can view more than one bill by checking the box to the left of the Billing Date and clicking the Create Multiple Account Report action button. Only accounts with the same Billing Date may be used.

You can re-name your bill by entering a new name in place of the one in the Report Output Name text box.

Click OK.)

Just under the Account Billing tab are 3 subtab menu items: Summary(pg.2), Non-Usage Charges(pg.), Usage Charges(pg.).

The Summary page displays a high-level view of the departments’ charges.

Click the View Report button to view the bill.

Please allow a few minutes for the bill to display.

If you have a pop-up blocker enabled on your browser, your bill will not appear. Please allow pop-up for this site. If you need assistance, please contact your department IT personnel.
The layout of your bill has changed from the previous version. The bill is divided into several sections. The first section is the Subscriber-Department Overview. Subscribers are listed in order by last name and their charges broken down by type.

The second section of the bill is separated by service type. The following section is the department summary where charges are displayed per department charging the account. In the final section charges are displayed per service.

The Non-Usage Charges page under the Account Billing tab allows you to view all charges (excluding long distance) in more detail.

Any of the text boxes displayed may be used to enter search criteria. For instance, you can see the charges billed to a specific subscriber or service number. Use the Search button after entering criteria. The results can be exported to Excel by clicking by the action buttons.

The Usage Charges page under the Account Billing tab can be used to view all calls made by a specific subscriber or service number.

The results here can also be exported to Excel.
Toll Call Signature Report

The Toll Call Signature Report is used by departments as confirmation of any long distance calls made by each subscriber.

In the Main Menu, click Reports.

Under the All Reports tab, click the Search action button to display a list of available reports. Select the Toll Call Signature Report in gold.

Select the Run action button.

Enter a name for your report in the Output Name field. If you would like the report to be sent to your email, check the Notify by email box. If you would like to send the report to another person, check the CC for email box and enter the email address in the space provided.

Choose a Billing Date from the drop down menu. Select the account(s) to appear on the report.

Click Run.
The Outputs tab keeps a copy of all previously run reports. Click the Search button to display the results.