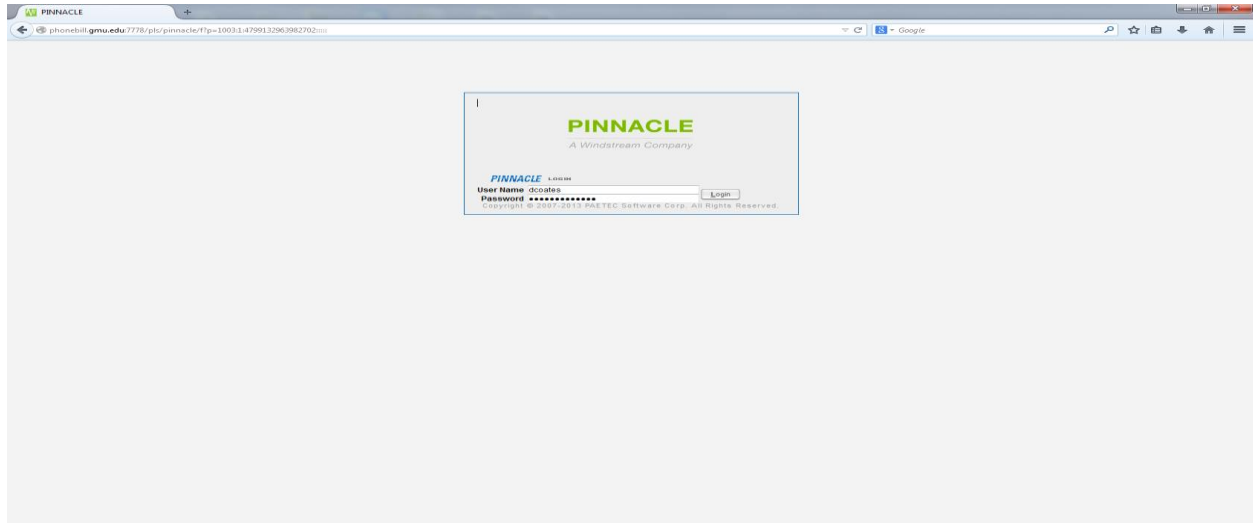
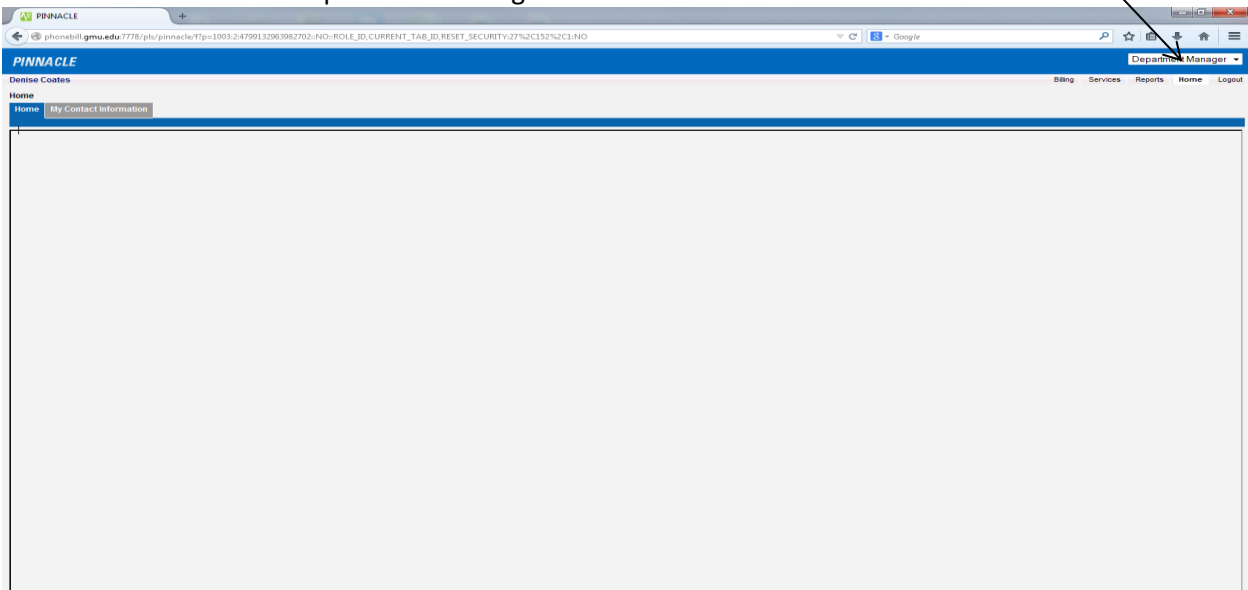


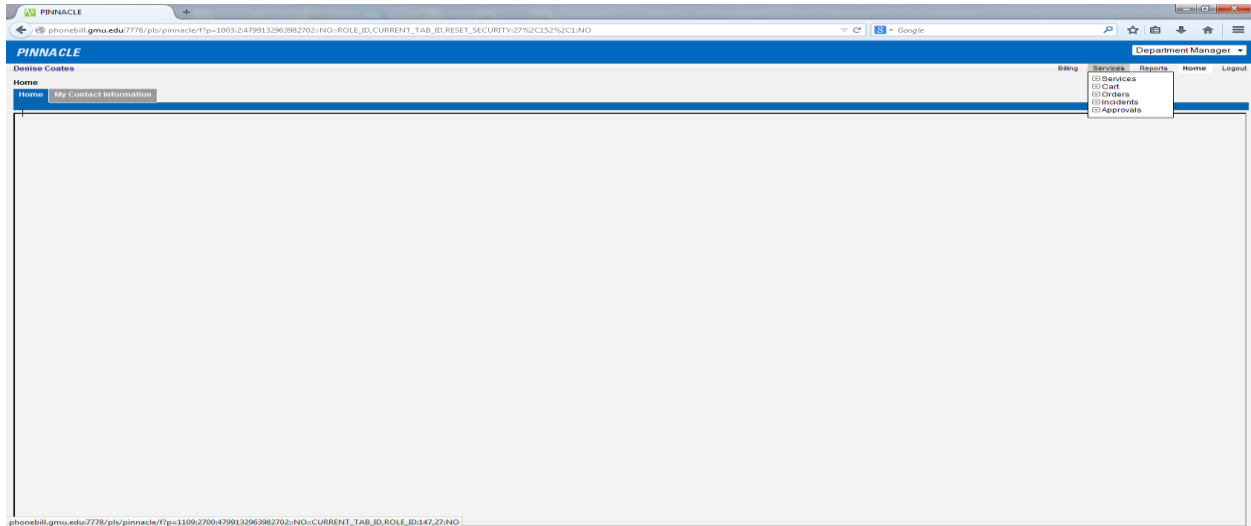
Create **New** Service:
Login using Net ID Name and Password
Click Login



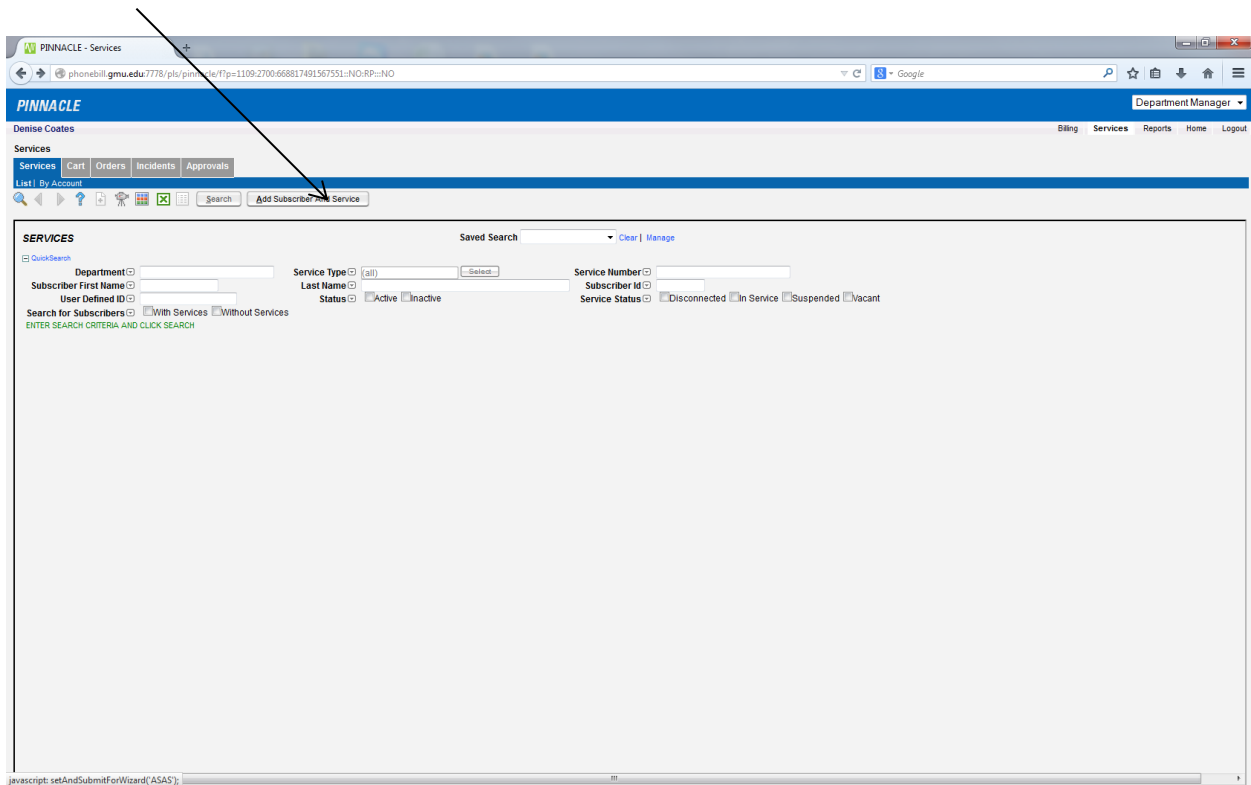
You will be presented with the "HOME" page
Your role in Pinnacle is "Department Manager"



Click "Services"



Click "Add Service and Subscriber"



Enter

First name

Last Name

For "Department" enter org code or click the "magnifying Glass" to search

The screenshot shows the 'Add Service and Subscriber Wizard' interface. The 'Department (REQUIRED)' field is highlighted with a magnifying glass icon. An arrow points to this icon, indicating that clicking it will open a search window.

Click Search

Click on department number

The screenshot shows the 'Add Service and Subscriber Wizard' interface with a 'Department Pop-up Search' window open. The window contains a search criteria section and a table with the following data:

Department Number	Department Name	Subscriber Group	Division
009	TELECOMM USAGE	Administrative	

An arrow points to the 'Department Number' column in the table.

Click Next

First Name: denise
Last Name: coates
Department (REQUIRED): 321009
Subscriber Group: AD (Administrative)

Click the circle for Voice
Click Next

	Code	Category	Characteristics	Format	Service Number Rule	Private Number Rule
<input type="radio"/>	CATV	None	None		Manual Entry	Use Service Number
<input type="radio"/>	Calling Card	None	None		Manual Entry	Use Service Number
<input type="radio"/>	Cellular	None	None		Manual Entry	Use Service Number
<input type="radio"/>	Conference Bridge	Voice	Voice		Manual Entry	System will Generate for Rating
<input type="radio"/>	Non-OID	Voice	Voice		Manual Entry	System will Generate for Rating
<input checked="" type="radio"/>	Voice	Voice	Voice	Pool		System will Generate for Rating

Enter completed date (5 business days)
 Enter additional information "Any More Information"
 Please enter contact name and number or click the "magnifying Glass" to search
 "Click Next"

Click Next (NO INPUT NEEDED)

Enter Billing Code (if you do not know your code...choose magnifying glass to search)
Enter floor, room, and jack for new location
Enter the phone type in the "other new location information" box
Click Next

PNINACLE - Services

phonebill.gmu.edu/7778/pls/pinnacle/f?p=1109:2700:4799132963982702::NO::CURRENT_TAB_ID,ROLE_ID:147,27:NO

Google

Add Service and Subscriber Wizard

New Subscriber Service Type Other Information Service Additional Information New Location Work Order Additional Information Confirmation

< Prev Next > Finish Cancel

PNINACLE

New Subscriber Information

Subscriber Denise Coates Department 321009 (TELECOMM USAGE)
User Defined ID Subscriber Group AD (Administrative)

New Service Information

Service Type Voice

New Location Information

Building Code LH4V Building Name University Hall
Floor 5
Room 5103
Jack
please provide a new 1220 or we currently have a 1220 set to be installed...

Other New Location Information

Click next

PNINACLE - Services

phonebill.gmu.edu/7778/pls/pinnacle/f?p=1109:2700:4799132963982702::NO::CURRENT_TAB_ID,ROLE_ID:147,27:NO

Google

Add Service and Subscriber Wizard

New Subscriber Service Type Other Information Service Additional Information New Location Work Order Additional Information Confirmation

< Prev Next > Finish Cancel

PNINACLE

New Subscriber Information

Subscriber Denise Coates Department 321009 (TELECOMM USAGE)
User Defined ID Subscriber Group AD (Administrative)

New Service Information

Service Type Voice

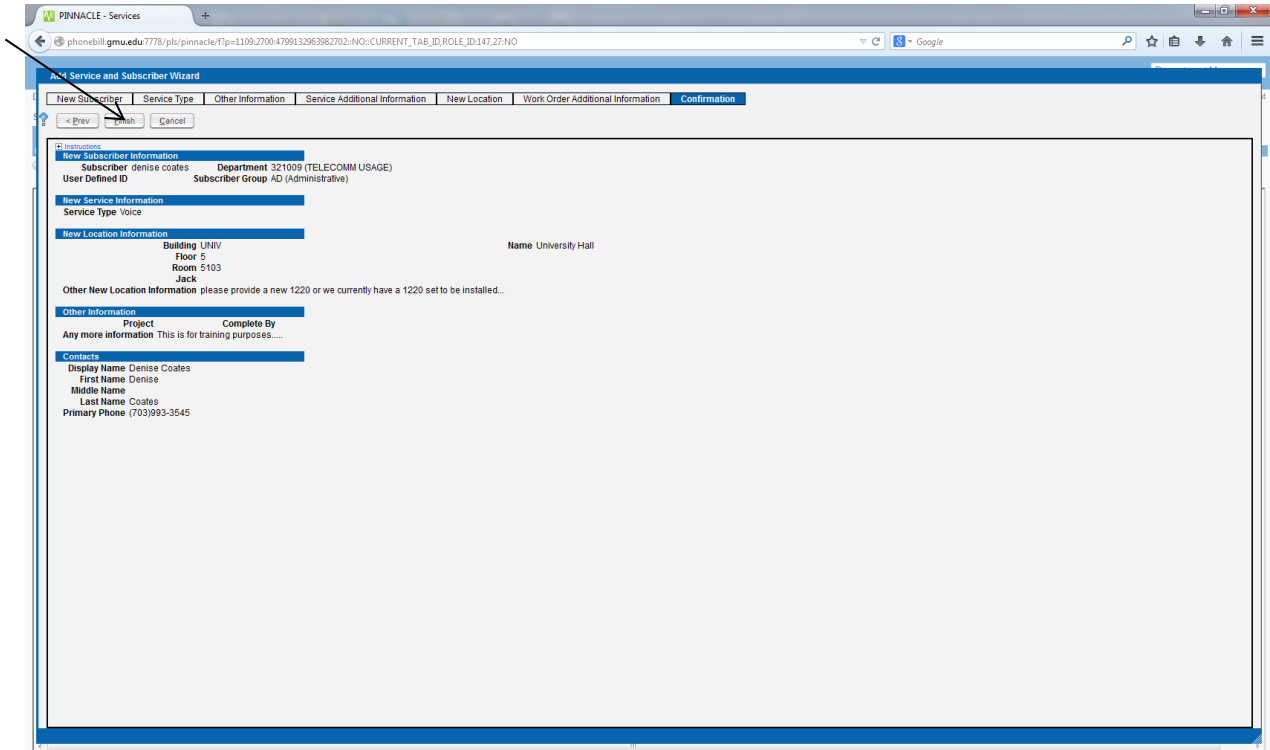
New Location Information

New Location LNV / 5 / 5103 /

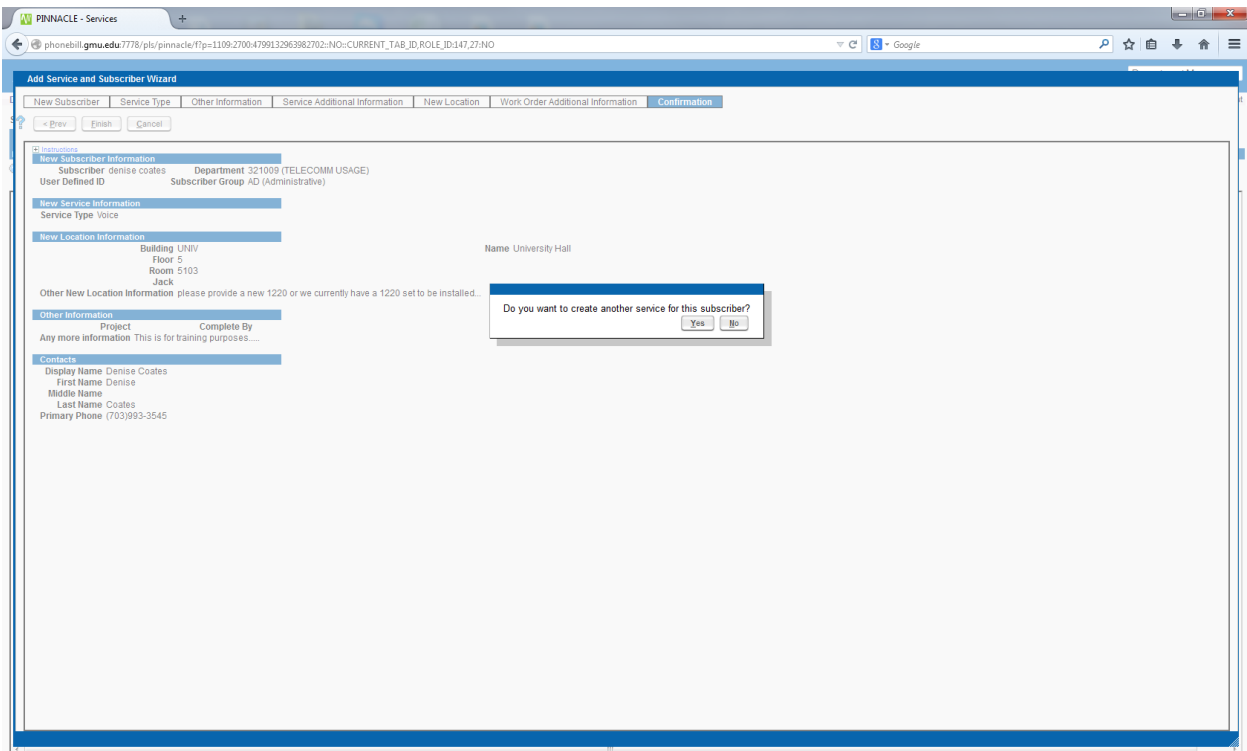
Additional Information

NCS 0
NCS 1
NCS 5
NCS 6
NCS 8
NCS 9
DID
Non-DID
Published
Phone Upgrade
Phone Sets
VM Options
Change Service

Click Finish



Click "no"



Check item showing cart
Click Submit Checked

1-1 Display 15 rows per page

Department	Service Request	Service Number	Est Recurring Charges	Est One Time Charges	Date / Time
TELECOMM USAGE	Add Subscriber and Voice Service		0.00	0.00	02-JUN-2014 11:33:51

Click "checkout Items"

1-1 Display 15 rows per page

Department Number	Department Name	Service Request	Service Number	Req Due Date	Estimated Recurring \$	Estimated One Time \$	Date / Time
321009	TELECOMM USAGE	Add Subscriber and Voice Service			0.00	0.00	02-JUN-2014 11:33:51

You will be given a Request# (make note of this number for your records)

