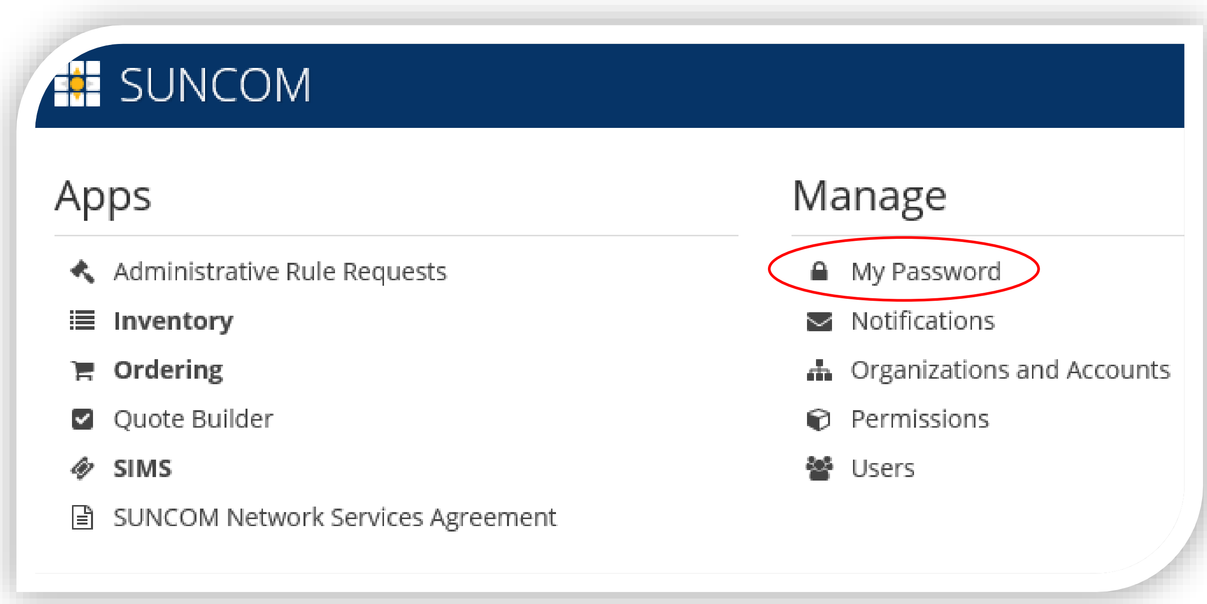
HOW TO ACCESS YOUR SUNCOM ACCOUNT

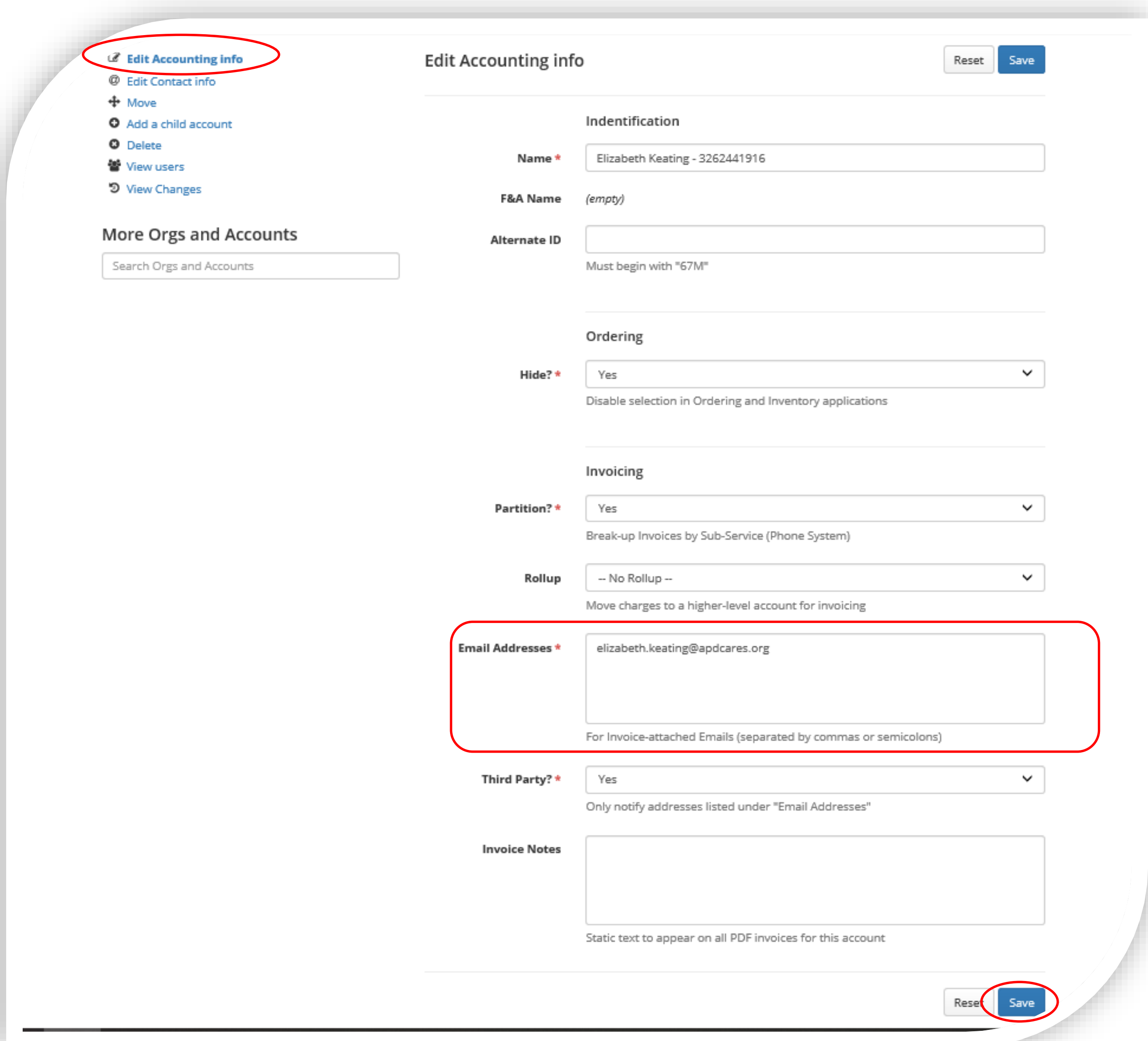
1) To log in to your account for the first time, visit https://portal.suncom.myflorida.com/start/#/login
   ➔ Save this page to your favorites for quick reference
2) Click “forgot password.” Enter your email address and then click the “Email me a new password” button.
3) Check your email for a message including a temporary password and follow the directions in the email to log in.
4) Now it’s time to customize your password. Once you are logged in, go the “Manage” section on the homepage and click “My Password.”
5) Enter the temporary password from the email in the “Old Password” field and create a new password in the “New Password” field. Be sure to click “Save.”



TO UPDATE YOUR EMAIL ADDRESS FOR BILLING PURPOSES

On the homepage, click “Organization & Accounts.” Type your name in the search box and click on your account. Then, click “Edit Accounting Info,” make needed changes, and click “Save.”

Note – Changing your billing information in SUNCOM does not change your contact information in APD systems. Please contact your APD regional office to request an update for your information.

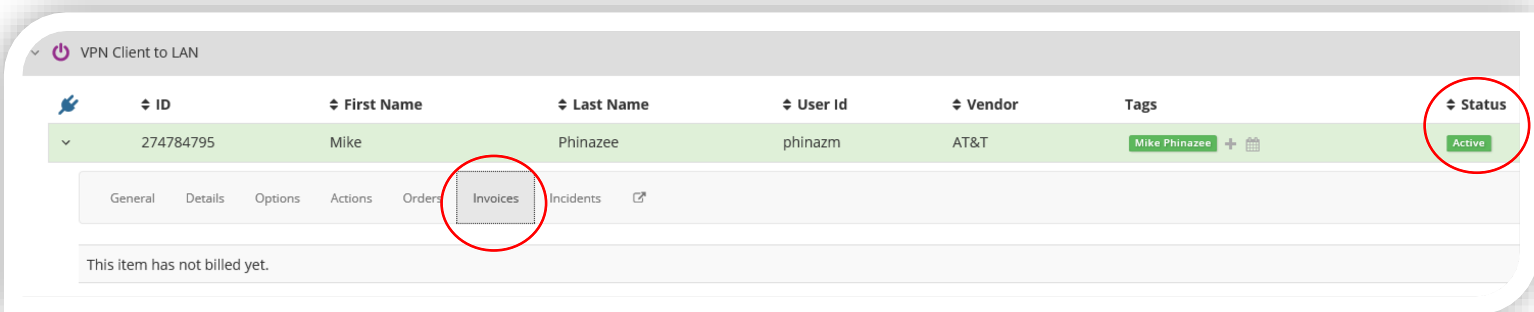


TO CHECK PAYMENT STATUS (ACTIVE, SUSPENDED, OR DISCONNECTED) FOR ALL ACCOUNTS

On the homepage, select “Inventory.” Click the small, right-facing arrow next to your account name, then click the arrow next to “Remote Access,” “VPN,” and finally “VPN Client to LAN.” Here you will be able to see your account information and status.

To view all current/previous invoices and payment status, click the arrow next to your ID number and select “Invoices.”

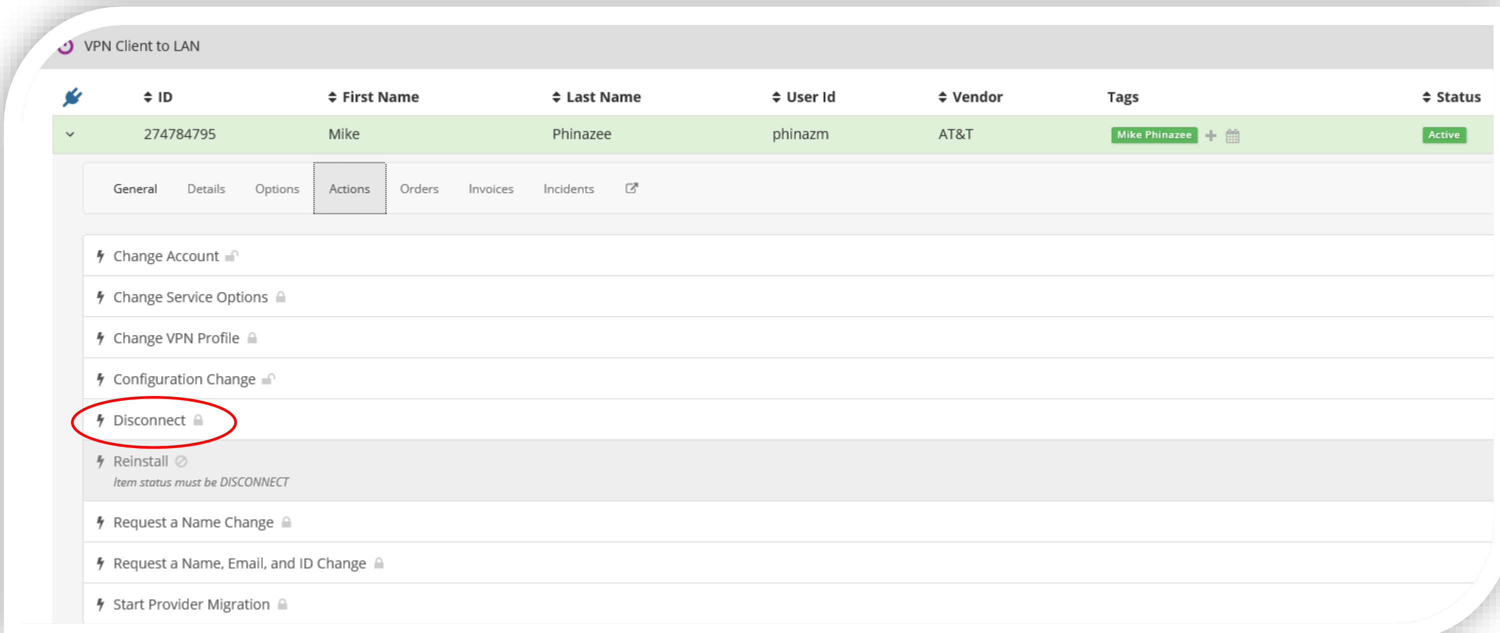
Note – To pay your VPN subscription, send a check or money order with the invoice number on the check. You may also include a copy of the invoice.

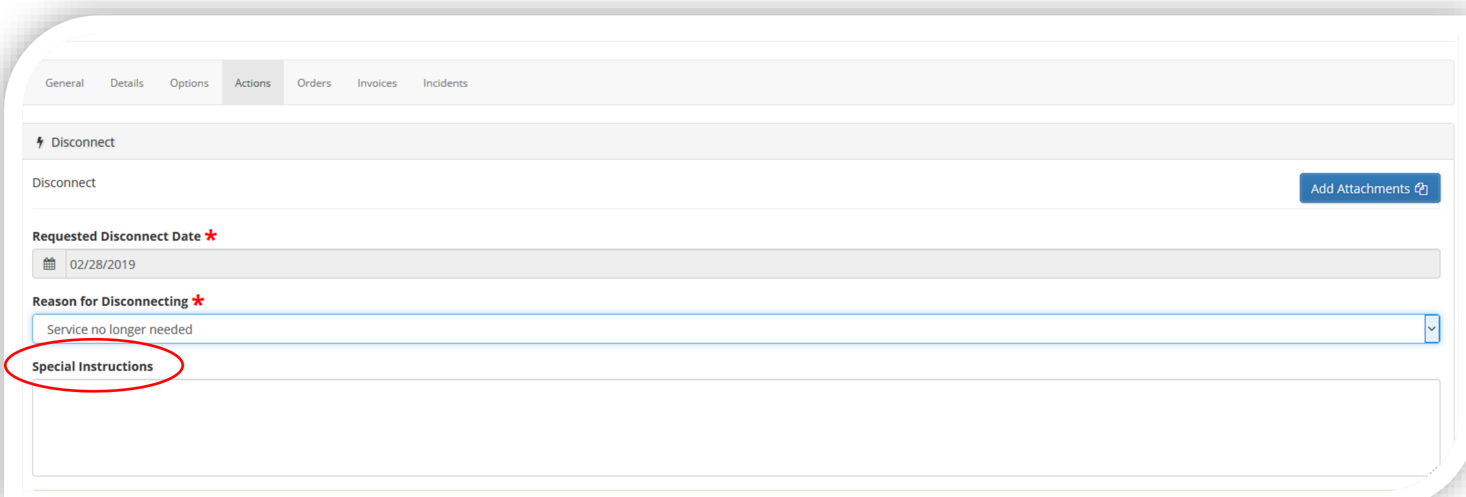


TO DISCONNECT THE VPN SERVICE

On the homepage, select “Inventory.” Click the small, right-facing arrow next to your account name, then click the arrow next to “Remote Access,” “VPN,” and finally “VPN Client to LAN.” Here you will be able to see your account information and status.

Next to your ID number, click the arrow and then select “Actions,” then “Disconnect.” Be sure to select “Service no longer needed,” in the Reason for Disconnecting dropdown menu. Please also add a note under “Special Instructions” (e.g., “no longer a WSC”), then click “Submit.”





TO SUBMIT A BILLING ISSUE

Select “SIMS” from the homepage, click “CSAB Ordering Help,” select “VPN2 Client to LAN,” select “Harris Corporation,” then complete the ticket fields and submit.