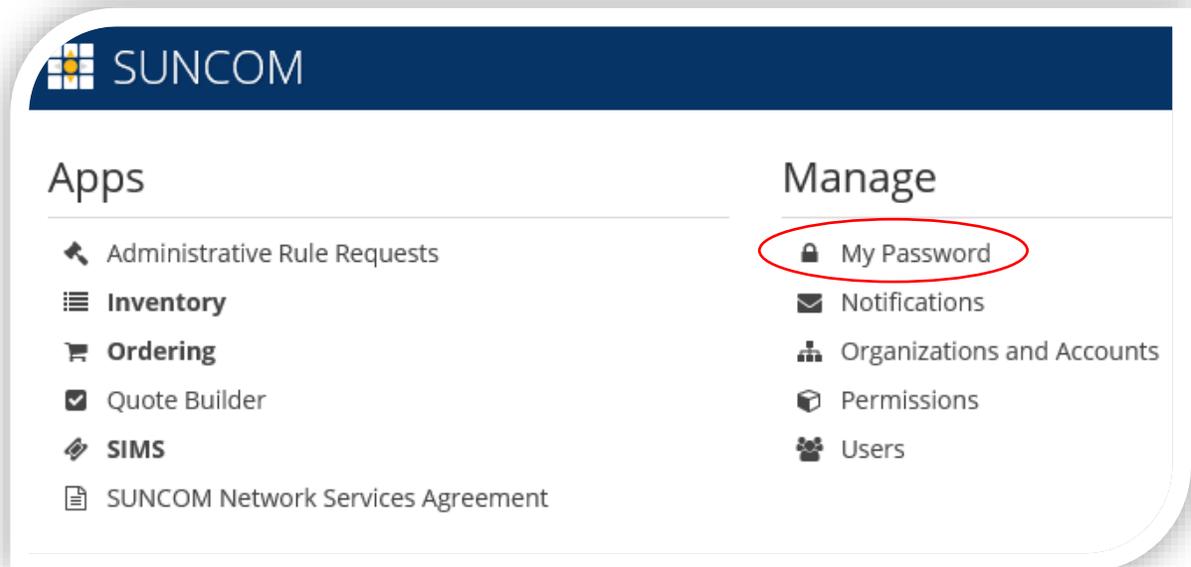


HOW TO ACCESS YOUR SUNCOM ACCOUNT

- 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.

Edit Accounting info [Reset] [Save]

Identification

Name * Elizabeth Keating - 3262441916

F&A Name (empty)

Alternate ID []
Must begin with "67M"

Ordering

Hide? * Yes [v]
Disable selection in Ordering and Inventory applications

Invoicing

Partition? * Yes [v]
Break-up Invoices by Sub-Service (Phone System)

Rollup -- No Rollup -- [v]
Move charges to a higher-level account for invoicing

Email Addresses * elizabeth.keating@apdcares.org []
For Invoice-attached Emails (separated by commas or semicolons)

Third Party? * Yes [v]
Only notify addresses listed under "Email Addresses"

Invoice Notes []
Static text to appear on all PDF invoices for this account

[Reset] [Save]

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.

The screenshot shows a web interface for a VPN Client to LAN account. The account name is "VPN Client to LAN". Below the header is a table with the following columns: ID, First Name, Last Name, User Id, Vendor, Tags, and Status. The first row of data is highlighted in green and contains the following information: ID: 274784795, First Name: Mike, Last Name: Phinazee, User Id: phinazm, Vendor: AT&T, Tags: Mike Phinazee + 📅, and Status: Active. Below the table is a navigation menu with tabs: General, Details, Options, Actions, Orders, Invoices, Incidents, and a share icon. The "Invoices" tab is highlighted with a red circle. Below the navigation menu, there is a message: "This item has not billed yet."

ID	First Name	Last Name	User Id	Vendor	Tags	Status
274784795	Mike	Phinazee	phinazm	AT&T	Mike Phinazee + 📅	Active

General Details Options Actions Orders **Invoices** Incidents 📄

This item has not billed yet.

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.”

The screenshot shows the 'VPN Client to LAN' interface. At the top, there is a table with columns: ID, First Name, Last Name, User Id, Vendor, Tags, and Status. The first row contains: 274784795, Mike, Phinazee, phinazm, AT&T, Mike Phinazee + [trash icon], and Active. Below the table is a navigation bar with tabs: General, Details, Options, Actions, Orders, Invoices, Incidents, and [external link icon]. The 'Actions' tab is selected. A list of actions is displayed, including: Change Account, Change Service Options, Change VPN Profile, Configuration Change, Disconnect (circled in red), Reinstall (with a note: Item status must be DISCONNECT), Request a Name Change, Request a Name, Email, and ID Change, and Start Provider Migration.

The screenshot shows the 'Disconnect' form. At the top, there is a navigation bar with tabs: General, Details, Options, Actions, Orders, Invoices, Incidents. The 'Actions' tab is selected. Below the navigation bar is the 'Disconnect' section. It includes a 'Requested Disconnect Date' field with a calendar icon and the date 02/28/2019. Below that is a 'Reason for Disconnecting' dropdown menu with 'Service no longer needed' selected (circled in red). At the bottom, there is a 'Special Instructions' field (circled in red) and an 'Add Attachments' button.

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.

Request Details

Subject

3 characters (minimum)

Description

10 characters (minimum)

Start Over

Review & Submit