

Chapter 3: My Profile Application

Overview

Introduction The **My Profile** application allows you to change your password and manage your contact and address information, this chapter will explain how to view and manage that information.

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My Profile Application

Introduction The **My Profile** application allows you to manage your password, contact details and address information.

Note: Your primary contact information is pre-populated for **Ordering** and **Billing Dispute** resolution based on the information you provide in the **My Profile** screen.



My Profile Fields & Descriptions

Overview The table below describes the fields and buttons displayed in the **My Profile** application.

Field Name	Description
Enterprise ID	This field identifies the unique Qwest Control [®] Enterprise ID that is associated to your user profile.
Enterprise Name	This field provides the name associated to the Qwest Control Enterprise ID.
User Name	This field displays the user's unique identifier that allows them to access the Qwest Control application.
Your Current Password	This <i>required</i> field provides a system validation that verifies the user updating the My Profile application has knowledge of the current password for that profile. Note: The " Your Current Password " field is required when updating any details in the My Profile application.
New Password	This <i>optional</i> field allows you to change your password.
Confirm Password	This <i>conditional</i> field provides a system validation that verifies the user has entered a " Confirm Password " that matches the " New Password " field. Note: When changing your password, the Confirm Password is required when a New Password is entered.
First Name	This <i>required</i> field displays the user's first name. You can change this at any time by typing a new value in the available text field.
Last Name	This <i>required</i> field displays the user's last name. You can change this at any time by typing a new value in the available text field.
E-mail	This <i>required</i> field displays the user's e-mail address. You can change this at any time by typing a new value in the available text field.
Phone	This <i>required</i> field displays the user's telephone number. You can change this at any time by typing a new value in the available text field.

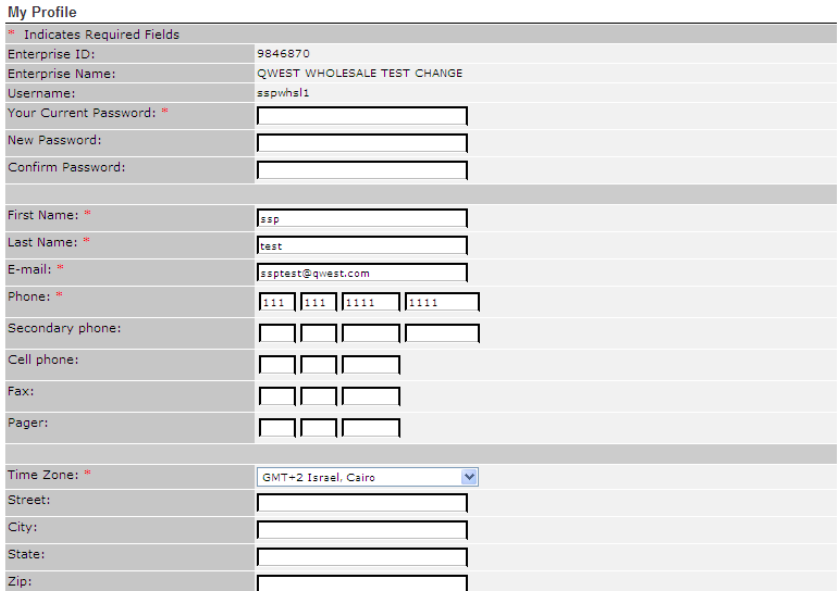
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My Profile Fields & Descriptions, Continued

Field Name	Description
Secondary Phone	This <i>optional</i> field shall contain the secondary telephone number at which the new user can be reached.
Cell Phone	This <i>optional</i> field shall contain a cellular phone number at which the new user can be reached.
Fax	This <i>optional</i> field may display the telephone number where FAX transmissions can be received. You can change this at any time by typing a new value in the available text field.
Pager	This <i>optional</i> field may contain the telephone number where the user may receive a page. You can change this at any time by typing a new value in the available text field.
Time Zone	This <i>required</i> field displays the time zone in which the user currently resides. You can change this by selecting a new value from the available drop down menu.
Street	This <i>optional</i> field may contain the street address of your workplace, if you choose to make such information available. You can change or delete this value at any time.
City	This <i>optional</i> field may contain your workplace's city, if you choose to make such information available. You can change or delete this value at any time.
State	This <i>optional</i> field may contain your workplace's state, if you choose to make such information available. You can change or delete this value at any time.
Zip	This <i>optional</i> field may contain your workplace's ZIP or postal code, if you choose to make such information available. You can change or delete this value at any time.
Customer System Admin	<p>These radio buttons identify whether or not you have administrative rights within the Qwest Control application.</p> <p>Note: Although you can see your status as a system administrator in the My Profile application, you will need to contact the Qwest Control Help Desk for assistance to change this value.</p>
Status	This field identifies the current status of your user account.
Secret Question	This field has a drop down to change your secret question for requesting a new password
Question Answer	This field is the answer to your secret question
Hint	This field is a hint for your answer
	This button allows you to save your changes in the My Profile application.
	This button allows you to undo any changes you may have made in the My Profile application.

View My Profile Details


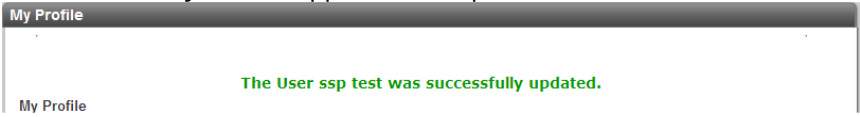
Procedure Follow the steps in the procedure below to **view** details the **My Profile** application.

Step	Action
1	<p>From the Landing page, click on the My Profile module.</p> <p>Result: The My Profile application appears.</p>  <p>The screenshot shows the 'My Profile' application interface. At the top, it says '* Indicates Required Fields'. The form contains the following fields and values:</p> <ul style="list-style-type: none"> Enterprise ID: 9846870 Enterprise Name: QWEST WHOLESALE TEST CHANGE Username: sspwhs1 Your Current Password: * New Password: Confirm Password: First Name: * ssp Last Name: * test E-mail: * sspstest@qwest.com Phone: * 111 111 1111 1111 Secondary phone: Cell phone: Fax: Pager: Time Zone: * GMT+2 Israel, Cairo Street: City: State: Zip:

Changing Your Password


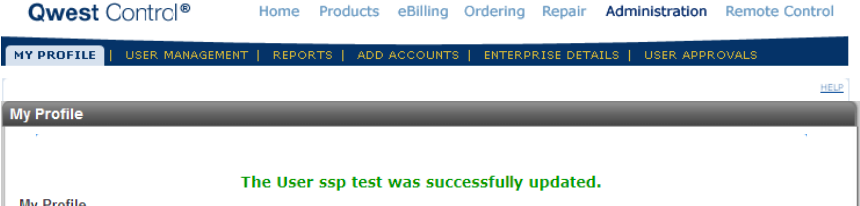
Procedure

Follow the steps in the procedure below to **change your password**.

Step	Action
2	From the My Profile application, enter Your Current Password . Note: Your password is case-sensitive and should be entered exactly as it was created.
3	In the New Password field, enter the new value for your password.
4	In the Confirm Password field, enter the new value for your password. Note: The Confirm Password <i>must match</i> the value entered in the New Password field.
5	Click  Result: The My Profile application is updated. 


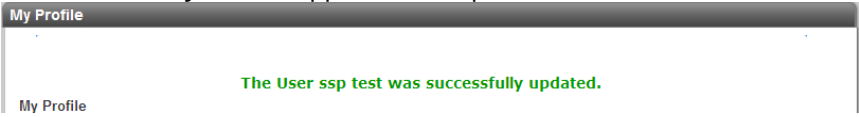
Changing Your Contact Information

Procedure Follow the steps in the procedure below to **change** your **contact** information.

Step	Action
1	From the My Profile application, enter Your Current Password . Note: Your password is case-sensitive and should be entered exactly as it was created.
2	In the First Name field (if applicable), enter a new value for your first name.
3	In the Last Name field (if applicable), enter a new value for your last name.
4	In the E-mail address field (if applicable), enter a valid value for your contact email address including the @ symbol and .com, .net, etc. extension.
5	In the Phone field (if applicable), enter a valid value for your contact telephone number.
6	In the Secondary Phone field (if applicable), enter a valid value for your secondary contact telephone number.
7	In the Cell Phone field (if applicable), enter a valid value for your cellular telephone number.
8	In the Fax field (if applicable), enter a valid value for your contact fax number.
9	In the Pager field (if applicable), enter a valid value for your contact pager number.
10	Click  . Result: The My Profile application is updated. 


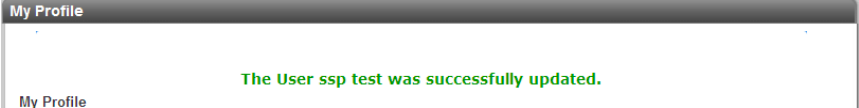
Changing Your Address Information

Procedure Follow the steps in the procedure below to **change** your **address** information.

Step	Action
1	From the My Profile application, enter Your Current Password . Note: Your password is case-sensitive and should be entered exactly as it was created.
2	From the Time Zone drop down menu (if applicable), select the time zone in which you currently reside.
3	In the Street field (if applicable), enter the street address of your workplace.
4	In the City field (if applicable), enter the city of your workplace.
5	In the State field (if applicable), enter the state of your workplace.
6	In the Zip code field (if applicable), enter the zip code of your workplace.
7	Click  Result: The My Profile application is updated. 


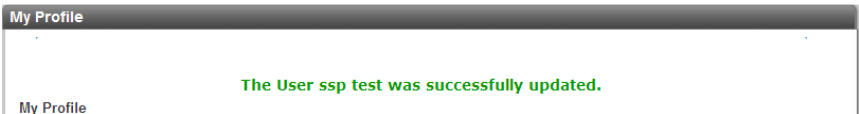
Changing Your Secret Question

Procedure Follow the steps in the procedure below to **change** your **secret question**.

Step	Action
1	From the My Profile application, enter Your Current Password . Note: Your password is case-sensitive and should be entered exactly as it was created.
2	In the Secret Question field, select question from the drop down.
3	Click  Result: The My Profile application is updated. 


Changing Your Question Answer

Procedure Follow the steps in the procedure below to **change** your **question answer**.

Step	Action
4	From the My Profile application, enter Your Current Password . Note: Your password is case-sensitive and should be entered exactly as it was created.
5	In the Question Answer field, type in your answer
6	Click  Result: The My Profile application is updated. 

Changing Your Hint

Procedure Follow the steps in the procedure below to **change** your **hint**.

Step	Action
7	From the My Profile application, enter Your Current Password . Note: Your password is case-sensitive and should be entered exactly as it was created.
8	In the Hint field, type in your hint that will help you remember your password.
9	Click  Result: The My Profile application is updated. 