



My Account - Profile QRG

Document Version 1.1

Revision History

Date	Version	Description	Author
12/06/2013	1.0	Creation	Mike Inmon
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Overview

The My Profile section of My Account enables you to manage the following information related to your account:

- Site Information
- Main Contact Information
- Login Information

My Profile

Login to My Account



Login

User Name:

Password:


[Forgot Your Password?](#)

[Language - English Change](#)

1. Open an Internet browser and go to the My Account portal. Refer to the list of [Supported browsers](#).
2. Enter username and password.
3. Click the Login button.

To modify Site Information

1. Click the Profile tab.



Home
Profile
Orders
Account Admin
My Site
Call Recording
My Reports

Eruption Audio Welcome Eruption Audio!
[Help](#) | [English](#) | [Logout](#)

Account ID: VII14564
Assign service charges per site?: No
Name:

Site(s)
Contact Info
Login

Double-click on box above to show all, or start typing a site name to search (case-sensitive)

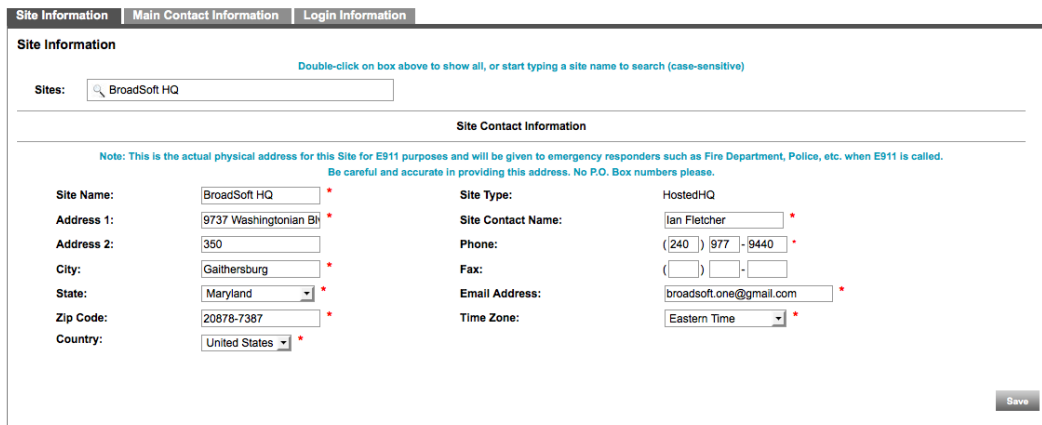
Site(s):

Contact Information

Note: This is the actual physical address for this Site for E911 purposes and will be given to emergency responders such as Fire Department, Police, etc. when E911 is called. Be careful and accurate in providing this address. No P.O. Box numbers please.

Country: <input type="text" value="United States"/>	Site Name: <input type="text"/>
Address 1: <input type="text"/>	Type: <input type="text"/>
Address 2: <input type="text"/>	Site Contact Name: <input type="text"/>
City: <input type="text"/>	Phone Number: <input type="text"/>
State: <input type="text"/>	Fax Number: <input type="text"/>
Zip/Postal Code: <input type="text"/>	Email Address: <input type="text"/>
	Time Zone: <input type="text"/>

2. Click the Site Information tab.



3. Double click the Sites magnifying glass icon / search bar to view a list of sites.
4. Enter site information in the required fields.
5. Click the Save button.

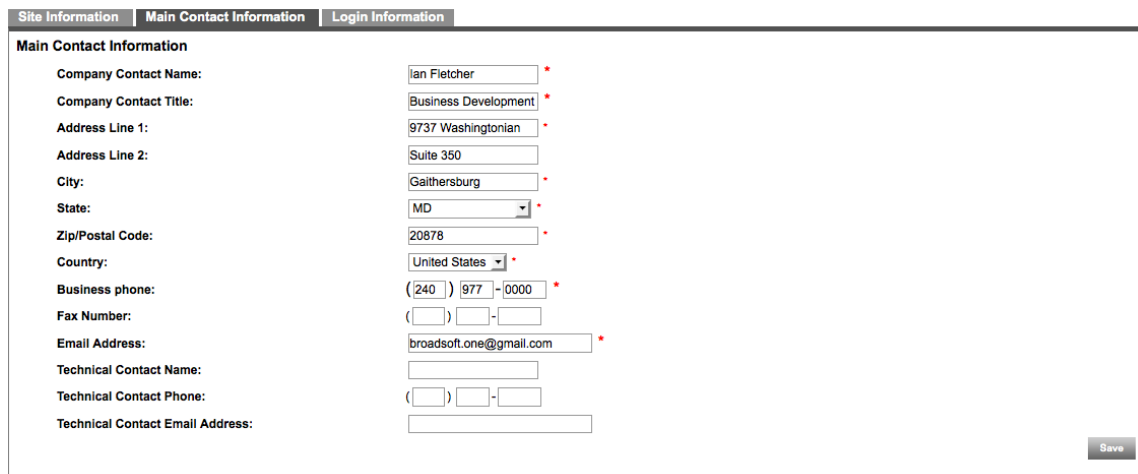
Note: For E911 purposes, the information entered into the Address Field must be the actual physical address of this site; it will be given to emergency responders such as Fire Department, Police, etc. when E911 is called.

Be careful and accurate in providing this address. P.O. Box numbers are not acceptable.

Note: The selection made within the Time Zone drop-down box will apply to all phones associated with this site.

To modify Main Contact Information:

1. Click the Main Contact information tab.



2. Enter information in the required fields.
 - a. Main Contact Information represents the primary contact on your account. Alternatively, you may include contact information for technical contacts.

- b. Fields with an * are required fields and must be completed.
 - c. Note: The e-mail address assigned in this tab will receive My Account administrator credentials if the username is changed or if the password is reset.
3. Click the Save button.

To modify Login Information:

Site InformationMain Contact InformationLogin Information

Change Login Information

Username: *

To change the password for this login, type in the password and the confirm password. If you change the user name, the old user name will be disabled and you must enter a new password.

Password: *

Repeat password to confirm: *

[Username & Password Requirements](#)
Password must be at least 8 characters long and include at least 1 letter, one number and special character. Trailing and Leading Spaces will be automatically removed from the user name and password and spaces in the password will not be accepted. (!@#%*^&*()-=+_[]{})

1. Click the Login Information tab.
2. If desired, modify your username.
 - a. Your current username will be displayed by default. To change it, enter your new username.
3. Enter your new password.
 - a. If you wish to change your password, enter your new password based on the listed requirements.
4. Repeat your new password.
 - a. Enter your new password again.
5. Click the Save button.