



**Altus Voice**  
My Orders QRG

Document Version 1.1

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## Overview

My Account administrators can use the portal to view all account orders.

If eContracting and/or eLOA are enabled, My Account administrators can digitally sign Terms & Conditions and Letter of Agency. Service Provider – see the [Order Management](#) Admin Guide for details

## Definitions

**New Order** The first order on a new site

**Change Order** Any order requesting a service change, including but not limited to the main account number and directory listing, and the upgrade and downgrade of a site number.

**Add Order** Adds services to an existing site

**Move Order** Moves services to a new location

**Delete Order** Deletes all or a partial list of service items

## My Orders

### Login to My Account



Login

User Name:

Password:

Login


[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 view Orders

1. Click Orders.



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Eruption Audio Welcome Eruption Audio!  
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Order Id	Type	Customer	Site Name	Order Date	Status Id	View Order
WS14300	Add Order	Eruption Audio	Main	5/21/14	Completed	<a href="#">View Order</a>
WS14252	Add Order	Eruption Audio	Main	5/16/14	Install Complete	<a href="#">View Order</a>
WS14100	Add Order	Eruption Audio	Main	5/8/14	Completed	<a href="#">View Order</a>
WS14043	Add Order	Eruption Audio	Main	5/5/14	Completed	<a href="#">View Order</a>
WS14040	Add Order	Eruption Audio	Site 1	5/5/14	Install Pending	<a href="#">View Order</a>
WS14002	New Order	Eruption Audio	Site 3	5/1/14	Working	<a href="#">View Order</a>
WS14000	Add Order	Eruption Audio	Main	4/30/14	Working	<a href="#">View Order</a>
WS13966	Add Order	Eruption Audio	Main	4/26/14	Completed	<a href="#">View Order</a>
WS13965	New Order	Eruption Audio	Site 12	4/25/14	Pending Site Survey	<a href="#">View Order</a>
WS13964	New Order	Eruption Audio	Site 10	4/25/14	Pending Site Survey	<a href="#">View Order</a>
WS13963	New Order	Eruption Audio	Site 15	4/25/14	Working	<a href="#">View Order</a>
WS13962	New Order	Eruption Audio	Site 13	4/25/14	Install Pending	<a href="#">View Order</a>
WS13961	New Order	Eruption Audio	Site 11	4/25/14	Working	<a href="#">View Order</a>
WS13945	New Order	Eruption Audio	Site 1	4/24/14	Created	<a href="#">View Order</a>
WS13905	New Order	Eruption Audio	Site2	4/18/14	Completed	<a href="#">View Order</a>
WS13904	New Order	Eruption Audio	Site1	4/18/14	Completed	<a href="#">View Order</a>
WS13903	New Order	Eruption Audio	Main	4/18/14	Completed	<a href="#">View Order</a>

2. Click the View Order link.

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**Order #WS14300 Information**

Type: Add Order

Customer: Eruption Audio

Site Name: Main

Agreement/Approval Date: Apr 18, 2014 12:29:19 PM

Date: 5/21/14

Status: Completed

Created By: Sample Provider

Service Activation Date: 5/21/14

**Shipping Information**

Destination: 3366 Jenks Ave Panama City, FL 32405-4218 USA

Phone Number / Fax Number: () - / None

Email Address:

Method: Ground

Tracking Number: h4SpILy# (Carrier: FedEx)  
n4mofD# (Carrier: UPS)

**Phone Numbers**

New Number(s): 8505551230, 8505551231, 8505551232, 8505551233, 8505551234, 9189990101

**Services**

Product Name	Quantity
Hosted POTS Line (bl-001)	5
Ship Group: [00001] 3366 Jenks Ave	
Hosted Square Key with 4 Lines (pbx-021)	1
Ship Group: [00001] 3366 Jenks Ave	
Remote User (cl-002)	1
Phone # 1: 9189990101 Address: 4444 S Sheridan Rd Tulsa, OK 74145 USA	
Ship Group: [00001] 3366 Jenks Ave	

**Equipment**

Product Name	Quantity
Polycm VVX 300 6-line Desktop Phone with HD Voice with Power Supply (at-pc-wr300)	6
Mac Address # 1: 154554524537 Mac Address # 2: 812859938189	

3. If desired, click the Generate PDF button.
  - a. This will open and display your order in PDF format.

Mac Address #0: FEB3C00000310

Ship Group: [00001] N/A 5

<b>Equipment Sub Total</b>	\$0.00	\$24.75
<b>Order Sub Total</b>	\$983.25	\$429.05
<b>Shipping and Handling</b>	\$0.00	N/A
<b>BroadCloud PBX Total Charges for this Order</b>	\$983.25	\$429.05

**Additional Services (billed separately):**

No Additional Service Items have been added to this order.

Generate PDF

Home

Note 4: Monthly fees will be added to any previously ordered services.