



Add/Manage Users

Contact information is used by the MBI Administrators to communicate with Contacts and respond to applications. Contact Management and Account Management are used to manage contact information and the related permissions.

- [Add Contact](#) - Only Administrators and Primary Contacts have authority to add contacts from an account. Use the Add Contact to add the user to the **Mail Distribution list**.
 - The **Mail Distribution list** is used to communicate system maintenance and other website related information such as the Quarterly Report and pricing updates.
- [Delete Contact](#) - Only Administrators and Primary Contacts have authority to delete contacts from an account.
- [Update Contact](#) - All authorized Contacts within a company have authority to update their contact information within that company.
- [Assign/Change Primary Contact](#) – The Primary Contact is responsible for managing the account and contact information.

Add Contact

1. From the **User Home** screen, click **Go To Contact Management**.

A screenshot of the 'User Home' interface. It features a sidebar with four main sections: 'Account Management', 'Contact Management', 'Application Management', and 'MBI Management'. Each section has a brief description and a 'Go to' button. The 'Go to Contact Management' button is circled in red. The 'Contact Management' section description includes the text 'Update Contact information on an existing contact.'

User Home

Account Management
Create a new Service Account within a company or add a new Sub-Account to an existing Service Account; more accounts will offer flexibility in organizing and managing MBI's. Update information in an existing Account. Add/Associate an existing Company Contact to an existing Service Account.
[Go to Account Management](#)

Contact Management
Add a new Company Contact to receive authorized access for MBI management responsibilities. Update Contact information on an existing contact.
[Go to Contact Management](#)

Application Management
View applications that currently require validation. Review the application information and transaction history to track the status of the validation process for your application.
[Go to Applications](#)

MBI Management
Manage MBI Assignments within your authorized Service Accounts and Sub-Accounts. This includes the ability to Add MBI's, Return MBI's, Transfer MBI's from one Account to another, change implementation dates, and Grandfather MBI's (Only during the one-time Grandfather Period).
[Go to MBI Management](#)

Reports
View internal reports about MBI management history on your accounts. Also get global reports about MBI Assignments, MBI Returns, and MBI's Available for assignment.
[Go to Reports](#)

2. Click on the **Add New Contact**.

A screenshot of the 'Contacts' page. It shows a table with one contact listed: 'Wilde, Nina'. To the right of the table is a legend indicating that a triangle symbol '▸' indicates a Primary Contact. Below the table is a button labeled 'Add New Contact', which is circled in red.

Contacts

▸ Indicates Primary Contact

Contact Name
▸ Wilde, Nina

[Add New Contact](#)

3. Enter the *required information.



Add Contact

Before continuing, be sure to check the list of existing contacts to make sure that this person doesn't already exist within this company.

Add Contact * Indicates Required Field

Company Name
GREENWAY CELL CO

Company ID
1322

* **First Name** * **Last Name** * **Phone** * **Fax**

Nina Wilde 6136492916
ex: 9525551234 ex: 9525552343

* **Address**
3383 Greenway Dr

* **City**
Lawrence

* **State** * **Zip Code**
Kansas KS121

☐ **Include in distribution List**

* **Email**
nina.wilde@GDIT.com

Comments

Cancel Submit

4. Enter additional comments in the *Comments* box.
5. To add the user to the Mail Distribution list (to receive quarterly updates, system maintenance notices, and other website related updates) click on the *Include in Distribution List* check box.
6. Review all information. Click **Submit**. The system will not allow an application to be submitted with required data elements missing. A warning will appear at the top of the application if errors are detected or if required information is missing. Correct any errors and resubmit the application.
7. The application will be automatically approved and changes to the user list are effective immediately.

View Application

Application ID: 194728

Your application has been submitted successfully. Please record the Application # for future reference.

Application History

Application History					
App ID	App Type	Status	Fee	Responsible	Respond By
194728	Add Contact	Approved	\$0	None	
Transaction ID	Date	Transaction Type		Amount	
210535	28-Feb-2017	Add Contact		\$ 00	
210536	28-Feb-2017	Validate Approve			
				Balance Due:	\$0

Balance Due: \$0

Review Application

Company Name	Company ID	Submitted By	Receive Date
GREENWAY CELL CO	1322	Nina Wilde	28-Feb-2017
First Name	Last Name	Phone	Fax
Sam	Wobler	6131234234	613289098
Address		Email	
3383 Greenway Dr		sam.wobler@gdit.com	
City		Comments	
Lawrence			
State	Zip Code		
KS	15151		

Form X Response

Validation Response	Instructions
Validate Approve	
Transaction Date	Administrator
28-Feb-2017	SYS Admin
Delivery Method	Delivery Address
Email	sam.wobler@gdit.com

[User Home Page](#)

[Administrator Home Page](#)

8. Click **Home**. Click **Go to Account Management**.



User Home

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[Go to Account Management](#)

Contact Management

Add a new Company Contact to receive authorized access for MBI management responsibilities. Update Contact information or delete an existing Contact.

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Manage MBI Assignments within your authorized Service Accounts and Sub-Accounts. This includes the ability to Add MBI's, Return MBI's, Transfer MBI's from one Account to another, change implementation dates, and Grandfather MBI's (Only during the one-time Grandfather Period).

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[Go to Reports](#)

9. Uncheck the *Hide Inactive Accounts* box if this is a new account or an existing account with no MBIs. Click *Refresh*.

Account Management

The list below includes all accounts to which you have been given authorized access. To view and/or update an account, click on the Account Number below. To add a new Service Account, select the link at the bottom of the list. To add a Sub-Account, you must first select the Service Account to which you wish to add the Sub-Account.

When adding Sub-Accounts, please recall that the maximum subaccount number for a service account is 999.

☐ Hide Inactive Accounts

[Refresh](#)

Account Number	Account Name
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[Add New Service Account](#)

10. Click on the account where you want to associate the new contact. Repeat this step to associate the new contact with additional accounts if required.

Account Management

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When adding Sub-Accounts, please recall that the maximum subaccount number for a service account is 999.

☐ Hide Inactive Accounts

[Refresh](#)

Account Number	Account Name
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1322-10634-000	Fairway
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[Add New Service Account](#)

11. A list of contacts associated with that account appears on the right side of the screen. Click *Manage Account Contacts*.



Account Management

View Account

Company Name GREENWAY CELL CO	Wireless License IDs/Call Sign(s) L000459
Account Number 1322-10634-000	Contact Name Ozzie Osbourne, Tom Petty, David Bowie
Account Name Fairway	Bob Dillon, Mick Jagger
	Account OCNs
	<input type="checkbox"/> Pre-Populate This Service Account
	Comments

[Update Account](#)
[Manage Account Contacts](#)
[Add New Sub-Account](#)

12. Click to check the box beside the new contact's name. Click **Submit**.

Account Contacts

Contacts

Contact Name

- ☒ Bowie, David
- ☒ Dillon, Bob
- ☒ Jagger, Mick
- ☐ Lancelot, Sir
- ☒ Osbourne, Ozzie
- ☒ Petty, Tom
- ☒ Wilde, Nina

13. The new contact's name will appear in the Contact name field

Account Management

View Account

Company Name GREENWAY CELL CO	Wireless License IDs/Call Sign(s) L000459
Account Number 1322-10634-000	Contact Name Ozzie Osbourne, Nina Wilde, Tom Petty
Account Name Fairway	David Bowie, Bob Dillon, Mick Jagger
	Account OCNs
	<input type="checkbox"/> Pre-Populate This Service Account
	Comments

[Update Account](#)
[Manage Account Contacts](#)
[Add New Sub-Account](#)

Delete Contact

1. From the *User Home* screen, click **Go To Contact Management**



■ User Home

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[Go to Reports](#)

- Click on the contact name to be updated.

■ Contacts

Contacts

► Indicates Primary Contact

Contact Name

[Webber, Sam](#)

[Wilder, Rina](#)

[Add New Contact](#)

- Click **Delete Contact**. User will be redirected to the *Application History* page.

■ View Contact

Contact Information

First Name Sam	Last Name Webber	Phone 6131234234	Fax 613269095
Address 3383 Greenway Dr City Lawrence		Email sam.webber@gdit.com	
State KS	Zip Code 15151	Comments	

[Update Contact](#)

[Delete Contact](#)

- The application is processed automatically. The user is removed from the account.

■ View Application

Application ID: 195027

Your application has been submitted successfully. Please record the Application # for future reference.

Application History

App ID	App Type	Status	Fee	Responsible	Respond By
195027	Make Contact Inactive	Approved	\$0	None	
Transaction ID	Date	Transaction Type	Amount		
271128	07-Apr-2017	Remove Contact			
271129	07-Apr-2017	Validate Approve			

Balance Due: \$0

Review Application

Company Name	Company ID	Submitted By	Receive Date
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Update Contact

- From the *User Home* screen, click **Go To Contact Management**.



■ User Home

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[Go to Reports](#)

- Click on the Contact from the list.

■ Contacts

Contacts

► Indicates Primary Contact

Contact Name

Wilde, Nina

[Add New Contact](#)

- Click on *Update Contact*.

■ View Contact

Contact Information

First Name	Last Name	Phone	Fax
Nina	Wilde	6132910953	
Address		Email	
3833 Greenway Dr		saubrey@nrtco.net	
City		Comments	
Lawrence			
State	Zip Code		
KS	12121		

[Update Contact](#)

[Delete Contact](#)

- Update information by clicking in the field to be updated.

■ Update Contact

Contact Information

* Indicates Required Field

*First Name	*Last Name	*Phone	Fax
<input type="text" value="Nina"/>	<input type="text" value="Wilde"/>	<input type="text" value="6132910953"/>	<input type="text"/>
*Address		*Email	
<input type="text" value="3833 Greenway Dr"/>		<input type="text" value="saubrey@nrtco.net"/>	
*City		Comments	
<input type="text" value="Lawrence"/>		<input type="text"/>	
*State	*Zip Code		
<input type="text" value="KS"/>	<input type="text" value="12121"/>		

Cancel

Submit

- Enter Comments. This section is optional and can contain a maximum of 250 characters, including spaces. Use it to record notes to the Administrator specific to your application.



6. Click **Submit**. The system will not allow an application to be submitted with required data elements missing. A warning will appear at the top of the application if errors are detected or if required information is missing. Correct any errors and resubmit the application.
7. The application is forwarded to the administrator for validation. Once the application is validated, the Administrator will respond with a Form X to the email listed for the Contact on the Service Account. Response time is within 5 days.

Application History

App ID	App Type	Status	Fee	Responsible	Respond By
194724	Change Contact Info	Pending	\$0	Administrator	06-Mar-2017
Transaction ID	Date	Transaction Type	Amount		
270524	28-Feb-2017	Change Contact Information			
			Balance Due:	\$0	

Review Application

Company Name	Company ID	Submitted By	Receive Date
GREENWAY CELL CO	1323	Nina Wilde	28-Feb-2017
First Name	Last Name	Phone	Fax
Nina	Wilde	6132910953	613269095
Address	Email		
3833 Greenway Dr	saubrey@nrtco.net		
City	Comments		
Lawrence			
State	Zip Code		
KS	12121		

[User Home Page](#)

Assign/Change Primary User

A Primary User is the point of contact for each account and is able to change both account and contact information. The Primary User is assigned or changed by the Administrator at the written request of the current primary contact or by written request of an authorized company representative.

Requests can be emailed to MBIAdmin@solusur.com Ensure that your contact information is included as the Administrator will contact you for verification.

If the new Primary Contact is also a new contact, include the required information in the request.

Required Information:

Company Number:

Account Name:

First Name:

Last Name:

Address:

City:

State:

Zip Code:

Include in Distribution List: Y/N

Telephone:

Email:

Optional Information:

Fax: (Optional)

Comments