Internet Dedicated Access (IDA) Change Order Job Aid

TDM/SONET Handoff

Getting Started
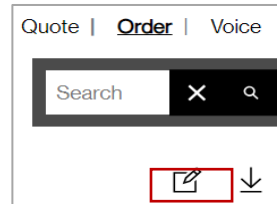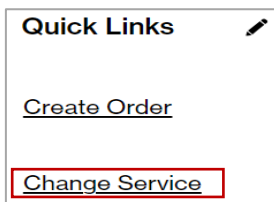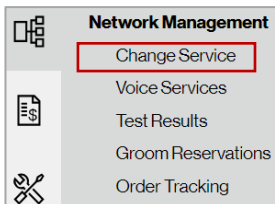
Note: *To initiate a Change Order, the order role must be enabled. Please open a care ticket* for assistance.

There are **three** ways to initiate a Change Order

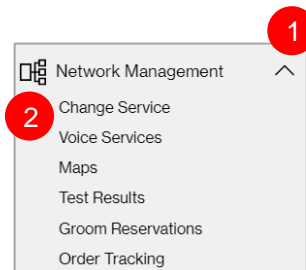Option 1: From **Network Management**   Option 2: From **Quick Links**   Option 3: From **Order Worklist**

Network Management
Change Service
Voice Services
Test Results
Groom Reservations
Order Tracking

Quick Links
Create Order
Change Service

Quote | **Order** | Voice
Search

Start Order

From the hamburger menu ☰ , choose the following options:

1. Click to expand **Network Management**

2. Select **Change Service**

3. Enter the existing IDA **circuit ID** into the search bar and hit enter or click the **magnify icon**

4. Click **Change Services**

1 🗗 Network Management ∧
2 Change Service
Voice Services
Maps
Test Results
Groom Reservations
Order Tracking

Search

3 IEBLSR000000   **3** 🔍

4 Change Services

5. Select Product Name: **Internet Dedicated Services**

6. Select Product Offering: **Internet Dedicated Access**

7. Select **Company Name**

8. Enter **Request Name** (minimum of 4 characters max of 16)

Product Selection

Product Name * **5**	Product Offering * **6**	Company * **7**
Internet Dedicated Services ∨	Internet Dedicated Access ∨	∨

Request Name *

IDACHGORD23 **8**

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Order Process

1. Request Type: **Order**
2. Choose Order Type: **Install**| **Change**| **Move** as applicable
3. Select **Requested Due Date**
4. Enter **Contact Name**
5. Enter **Contact Email**
6. Enter **Contact Phone number**
7. Upload file (*if a **Template** is needed download from the template icon). A Order PDF should be uploaded along with template file to limit order delays.
8. Enter **Remarks** if desired

Click **Submit**

Update a submitted Request

From the **Order Worklist**

1. Click the **Status** link

2. Select **Edit Order** to make changes (if needed)

MAN78797
Product Selected: Internet Dedicated Access

Edit Order | Cancel Order | Due Date Change

Update a submitted Request

2. Update **Requested Due Date** (if needed)

3. Select **Upload** the revised **template** with a new file name (as applicable)

4. Add **Remarks** (as desired)

5. Use the **Discard** button to exit the request with no changes

Click **Submit** to proceed

Milestones

Additional Detail:

Use the following link to manage **Sups** & **Milestones**