



# Internet Dedicated Access (IDA) Change Order Job Aid



TDM/SONET Handoff

## Getting Started

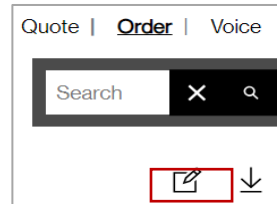
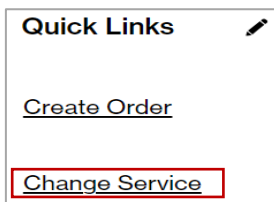
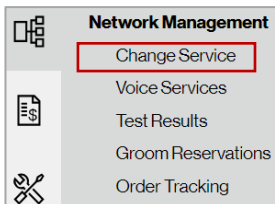
**Note:** To initiate a Change Order, the order role must be enabled. Please open a care ticket for assistance.

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

Option 1: From **Network Management**

Option 2: From **Quick Links**

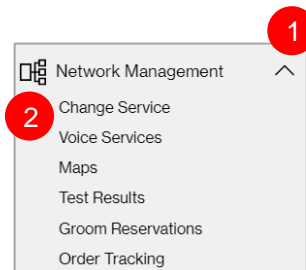
Option 3: From **Order Worklist**



## 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**



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)



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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**

The screenshot shows the 'Order Process' form. It includes fields for Request Type (1), Order Type (2), Requested Due Date (3), Contact Name (4), Contact Email (5), Contact Phone (6), and Remarks (8). There is also an 'Upload Template' section (7) with a file upload button and a note about file size and type. A 'Submit' button is located at the bottom right.

## Update a submitted Request

From the **Order Worklist**

1. Click the **Status** link

Order

Quote

Repair

Voice

Request

Availability

Maps

Search Worklist

X

Filter by:

All Companies

All Owners

Dedicated E-Line Metro/Corridor (

All Activity

Apply

Order Name	Project ID	Product	Product Offering	Submitted Date	Requested Due Date	Status	Milestone
IDADemo		Internet Dedicated Services	Internet Dedicated Access	04/25/2024	04/27/2024	Submitted	

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

MAN78797

Product Selected: Internet Dedicated Access

**Edit Order** Cancel Order Due Date Change



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## 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

Template

Reques

Order

Install

Requested Due Date\*

05/31/2024

Contact Name\*

Contact Email\*

Contact Phone\*

Request Status:

Submitted

Upload Template

File Name

Uploaded By

Uploaded Time

Upload Files

The total combined allowed file size is 10 MB.

File type accepted: pdf,xls,xlsx,doc,docx and txt

Remarks:

Remarks

Remaining characters: 255

Posted Remarks

Charlene Spence

05/03/24

Demo order-

Show History

Discard

Submit

## Milestones

### Additional Detail:

Use the following link to manage [Sups](#) & [Milestones](#)