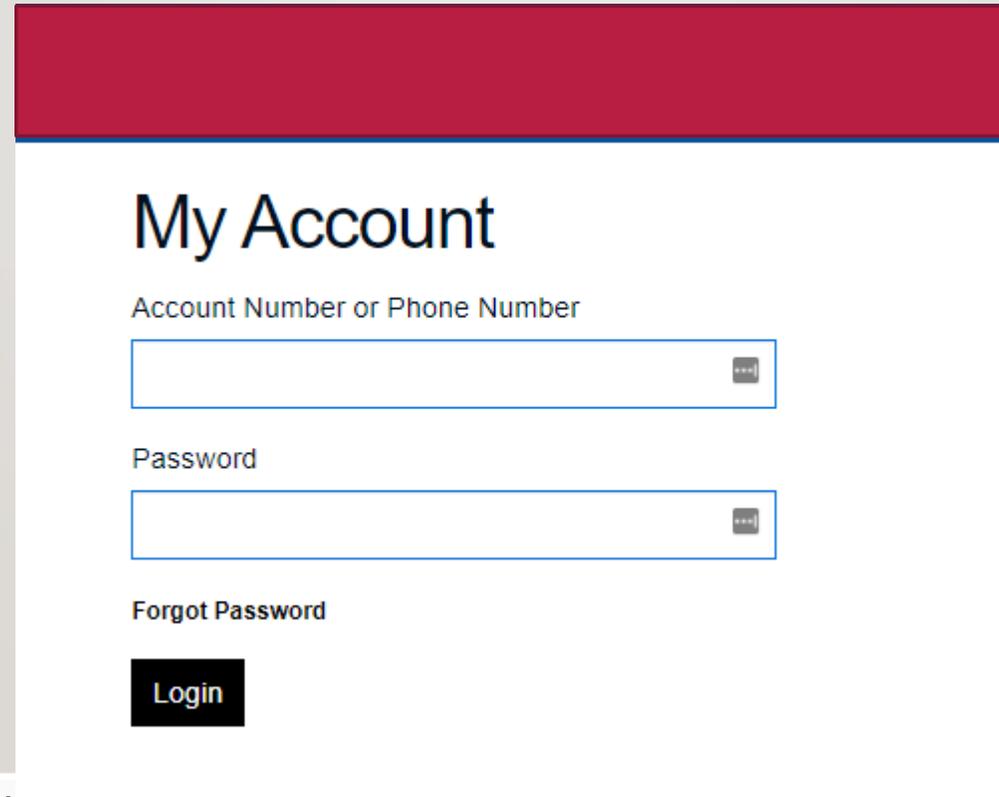


My Account

UserGuide

My Account



My Account

Account Number or Phone Number

Password

[Forgot Password](#)

Login

- Enter your account or Cell Phone Number
- Enter Your Password
 - If you forgot your passcode click on forgot and a new passcode will be sent to your email on file
- Then Click log in

My Account

Plans Phones ^{New!} Emergency Devices Accessories Support ▾ My Account

My Account

Account Information

View account details, next bill date and change security information.

Plan Change

Change the plan currently on your device.

Number Transfer

Complete the number transfer process.

SIM Swap

Switch out your current device.

Call Summary & Detail

View call detail information.

Notification History

View any alerts you have been sent.

Billing

Make a payment and view payment history

Logout

- Once logged in the above options will appear, we will go through each option.

Account Information

 Go Back

Account Summary

My Account Edit

Contact Information

Test Two

4245 Kemp Blvd Suite 220
Wichita Falls, TX 76308

Phone: 9403979600

Email: will.revell@yahoo.com

Account Information

Account Number 16094590

Bill Cycle Date 23

Authorized User 1

Authorized User 2

Notifications

Receive Email? Yes

Receive SMS? Yes

Security Info Edit

Password *****

PIN *****

Payment Info Edit

Payment Method

Last Payment \$91.06 on 5/26/2020

Next Billing Date 6/23/2020

- The account summary gives you the option to edit your account information, security information, or update your payment information

Plan Change

 Go Back

Plan Change

Line

9402352347

Line Type

Postpaid

Plans

Change

Activation Fee

\$35.00

UNL TT 5GB

\$35.00

Cancel

Select Plans

Voice

- Freedom Mega 1500 - \$20.00
- UNL TT 10GB - \$50.00
- UNL TT 5GB - \$35.00
- Freedom UNL TT 3GB - \$30.00
- Freedom UNL TT 2GB - \$28.00
- Freedom UNL TT 1GB - \$25.00

Next

- The customer has the ability to change their plan directly on the MY Account Plan change module.

Cancel

The new plans will be applied to your account immediately and dated to the beginning of your bill cycle

Previous

Next

Number Transfer

 Go Back

Number Transfer

Bringing a number from your prior carrier? Click here to complete the process.

If you need any assistance, do not hesitate to call us at  or email at 

There are no number transfers for your account

- Once the customer receives their device and SIM or just SIM, and are porting their line over, they could submit the port request directly online

SIM SWAP

 Go Back

SIM Swap

Have a new phone you are ready to activate? Click here to switch out your current device.

If you need any assistance, do not hesitate to call us at  or email at 

Sim Swap

Phone Number

Select 

New Sim (ICC)

Go

- If the customer needs to swap out a new SIM card they have received for their current device or for a new device.

Call Detail

 Go Back

Call Detail

Bill Cycle

23

From

04/23/2020

To

05/30/2020

Go

16093684

Voice	Calls	Minutes	Text	Count	Data	GBs	KBs
Peak	8	134	SMS	19	4G	0.001	745
			MMS	2			

Group Usage

By Line

MDN / MSISDN

9402322323

- The top module in Call Detail is the call summary.
- You can select the time frame
- It will give a summary of each usage type for that time period

Call Detail

MDN / MSISDN

From

Direction

To

Call Type

Other
 Hide data calls?
 Show only calls that used cash?
 Show Serving Country?

Calls Per Page

[View Calls](#)

No calls found

Call Type: P-Peak / O-Offpeak / R-Roaming / DR-Data Roaming / 3G-3G Data / 4G-4G Data / HS-Hotspot Data / S-SMS / DA-Directory Assist / I-Intl / PR-Premium / DY-Daily Access / UR - US Roaming / IR - International Roaming / H - Hotline

[Download exported calls](#)

No files found

- The bottom module in Call Detail is the Call Record Module.
- You can select the time frame
- Filter by call types and direction
- Can also export the call records to an excel file

[View Calls](#) [Export To File](#)

Call Date	From / To	City	Direction	Type	Duration
5/26/2020 10:23:36 AM	9402320883 9402322323	WICHITA FALLS TX WICHITA FALLS TX	In	P	9 Mins
5/26/2020 10:33:00 AM	9402322323 9402320883	WICHITA FALLS TX WICHITA FALLS TX	Out	P	22 Mins
5/26/2020 11:25:14 AM	9402322323 9408671277	WICHITA FALLS TX WICHITAFLS TX	Out	PS	1 Mins
5/26/2020 11:25:27 AM	9408671277 9402322323	WICHITAFLS TX WICHITA FALLS TX	In	PS	1 Mins
5/26/2020 11:25:34 AM	9402322323 9408671277	WICHITA FALLS TX WICHITAFLS TX	Out	PS	1 Mins
5/26/2020 11:25:48 AM	9408671277 9402322323	WICHITAFLS TX WICHITA FALLS TX	In	PS	1 Mins
5/26/2020 11:26:09 AM	9402322323 9408671277	WICHITA FALLS TX WICHITAFLS TX	Out	PS	1 Mins
5/26/2020 11:26:24 AM	9408671277 9402322323	WICHITAFLS TX WICHITA FALLS TX	In	PS	1 Mins
5/26/2020 11:26:35 AM	9402322323 9408671277	WICHITA FALLS TX WICHITAFLS TX	Out	PS	1 Mins
5/26/2020 11:27:58 AM	9408671277 9402322323	WICHITAFLS TX WICHITA FALLS TX	In	PS	1 Mins
5/26/2020 11:28:08 AM	9402322323 9408671277	WICHITA FALLS TX WICHITAFLS TX	Out	PS	1 Mins
5/26/2020 11:28:14 AM	9402322323 9408671277	WICHITA FALLS TX WICHITAFLS TX	Out	PS	1 Mins
5/26/2020 12:09:20 PM	9402322323 9408671277	WICHITA FALLS TX WICHITA FALLS TX	Out	P	15 Mins
5/26/2020 12:31:46 PM	9402322323 9403979644	WICHITA FALLS TX WICHITA FALLS TX	Out	P	16 Mins

Call Type: P-Peak / O-Offpeak / R-Roaming / DR-Data Roaming / 3G-3G Data / 4G-4G Data / HS-Hotspot Data / S-SMS / DA-Directory Assist / I-Intl / PR-Premium / DY-Daily Access / UR - US Roaming / IR - International Roaming / H - Hotline

Alert History

 Go Back

Notification History

From

05/22/2020

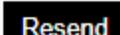


To

05/29/2020



Go

Sent	Type	Language	Account	MDN	Email	SMS	View Email	View SMS	Resend
5/27/2020 6:34:48 PM	EcommStorePayment	English	16093684				View		

- This module will show any alerts that were sent to the customer
 - Typically in regards to any orders placed or payment alerts
 - They can be viewed or customer can resend to their email

Billing

Billing

Billing Period

--Select--

View Bill

- This module will show current and prior billing statements, billing transactions and receipts and they can make a payment from this screen as well.
 - Top module, customer can select the billing period and then view the bill.

Billing

Billing

Billing Period
--Select-- [View Bill](#)

Make Payment
Select Payment Type
Credit Card

Name
Big Testing

Type
American Express

Card Number
*****1005

Verification Code

Expiration Month
9

Expiration Year
2022

Address 1
4245 kemp blvd, 220

Address 2

City
WICHITA FALLS

State
TX

Zip
76308

Amount

Save Card as Default?

Make Payment

Payment History

Date	Amount	Last 4	Description	Receipt
5/28/2020	\$23.07	1005	Credit card payment	
5/27/2020	\$18.89	1005	Credit Card Void	
5/27/2020	\$18.89	1005	Ecomm Accessory Order	Download
5/23/2020	\$23.07		BALANCE FORWARD	Download
5/23/2020	\$87.91		NEW CHARGE	Download
5/22/2020	\$64.84		Initial Order Payment	Download

- This module will show current and prior billing statements, billing transactions and receipts and they can make a payment from this screen as well.
 - Top module, customer can select the billing period and then view the bill.
 - Second Module they can make a payment.
 - Bottom Module, they can view payment history or download receipts from purchases

Restore Services: If line is Hotlined for payment failure

My Account

Service Suspended

IMPORTANT NOTICE: Your wireless service was temporarily suspended on due to an invalid credit card on file. To restore your service, please update your credit card profile and make a payment. Please note that if you do not complete these service and payment requirements within thirty (30) days, your wireless telephone number and any remaining balance on your account will be forfeited.

[Click here](#) to restore your service.

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View call detail information.

Notification History

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Billing

Make a payment and view payment history

Logout



Account page will look like

- Customer needs to Click Here and restore their service

Restore Services: If line is Holinted for payment failure

Restore Service

Please update your credit card info and make a payment to restore service.

Total

Subtotal	\$-29.65
Tax	\$0.00
Total	\$-29.65

Back

Make Payment

Credit Card Payment

Use My Existing Card

No card on file

Enter a New Card



This is a secure 128-bit SSL encrypted payment.

Credit Card

Name On Card

Will Test

Card Number

Expiration Date

Month Year

CVV Code

Billing Address

Address 1

Address 2

City

State

Texas

ZIP Code

76308

- Clicking on the restore service screen brings up this payment screen, once payment is made, the line automatically restores.