



Customer Portal User Guide



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Introduction

This document serves as a user guide for the DCN Customer Portal, providing essential information on accessing and utilizing the portal effectively. It covers the process to access the Customer Portal, sign in, and view and manage information related to your Company and services with Dakota Carrier Network.

Access the Customer Portal

- Visit the Customer Portal at <https://customerportal.dcn-nd.com/>

New to the portal?

- Click the link to sign up.
- Enter your first name, last name, and email address. Validate your email as prompted to continue signing in.

Existing user of the portal?

- Sign in with your email address and password.
- If you forgot your password, click the [Forgot your Password?](#) link.
- Enter your email address and follow the prompts to reset your password to authenticate and complete the sign in process.



Sign in with your email address

[Forgot your password?](#)

Don't have an account? [Sign up now](#)

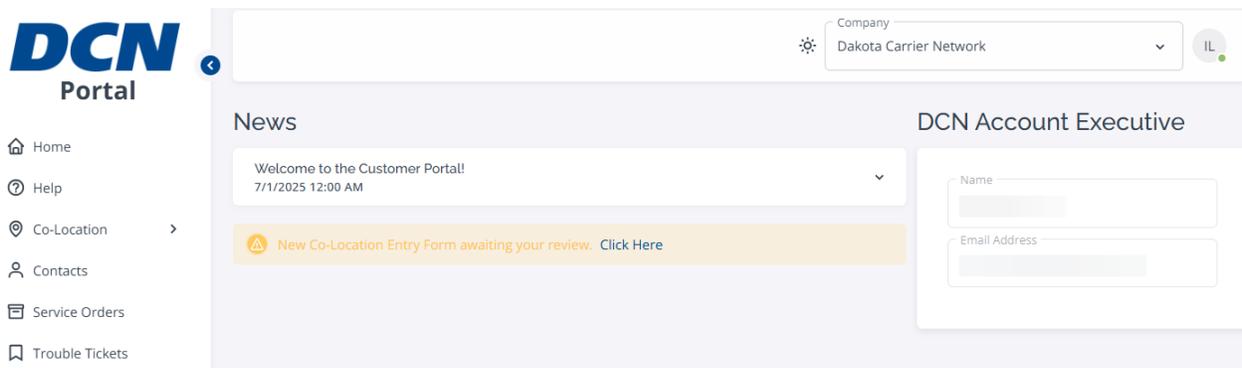


For additional information or for assistance logging in, please contact your DCN Account Executive or view the [Customer Portal User Guide](#).

Welcome to the DCN Customer Portal

Navigation

- The left-hand side of the page provides navigation to various menu options for your company.
- The name of the assigned company will be displayed at the top of the page. If you have access to multiple companies, you can choose which company's details to view.
- Configure the Customer Portal to display in light mode, dark mode, or system settings.
- Click your initials at the top right to:
 - Edit profile (name, phone, subscriptions)
 - Change password
 - Update verification number or method
 - Logout



Home Page

- The homepage will display the DCN Account Executive assigned to your company.
- The home page may display DCN team news, including updates, outage details, and upcoming events.

Help

Visit Help for issue or emergency contacts. You can also find and share this user guide through a provided link.

Co-Location

Access Requests

An Access Request will begin the process of obtaining a new or replacement key card for those within your company who manage space in the Fargo or Bismarck data center. Navigate to this section to submit a new Access Request or view any recently submitted requests.

- Individuals with the Key Card contact type can submit new requests or modify an existing request.
- The request should be made at least three business days before the desired date. If a key card is needed urgently, please contact your DCN Account Executive.

- After submission, the DCN team will reach out to you with further information.

Orders

Once your company initiates a customer order, the details will appear in the Portal for review. You may modify these details before submitting them to DCN for final approval.

- Click *Complete Order Details* to finish the review.
- The number of additional key cards, cabinet details, and power feed details can be modified before submission.
- As an Admin contact, you will receive email notifications when a new order is available for your review in the Customer Portal.
- The DCN team will contact you with additional information after the order has been submitted.

Contacts

As a Customer Portal user, you can add or modify contacts within your company and grant them access without needing to contact DCN directly for support or to create a new user account.

Add New Contact

- Add the new contact's name and details for your company.
- Set the Contact Type
 - All contact types have read-only access to everything in the portal, with some having additional add/edit privileges. Multiple contact types can be assigned to one contact.
 - Assigning Billing, Sales, or Support grants basic access in the Customer Portal. Users can view all company information but have limited permissions to create or edit content.
 - Assigning a Key Card Admin permits that user to manage key card access for your company. Only one Key Card Admin can be designated at any given time. This user can also view all other information, but their ability to create or edit other information is restricted.
 - Assigning Authorized allows the contact to view and manage all information within the portal (except Access Requests).
- After saving this new contact, they will be able to [sign up](#) for an account and access your company's information in the portal.

Edit or Deactivate an Existing Contact

- Contact information can be updated for any contact associated with your company.
- If an individual is no longer employed by your company or does not require access to information within the Customer Portal, you can manually deactivate their contact, thereby removing their access to any affiliated company information.
- Contacts inactive for 90 days will be automatically deactivated.

Group Contacts

- Group contacts can be managed in the Portal to keep a group email account updated on maintenance or outages. You can add, edit, or deactivate Group contacts as needed.

The screenshot displays the DCN Portal interface. On the left is a navigation menu with options: Home, Help, Co-Location, Contacts (selected), Service Orders, and Trouble Tickets. At the top right, there is a 'Company' dropdown menu set to 'Dakota Carrier Network' and a user profile icon. The main content area is titled 'Active Contacts' and has tabs for 'Contacts', 'Groups', and 'Deactivated'. Below the tabs are buttons for 'VIEW DETAIL' and '+ ADD NEW CONTACT'. There are also 'Filters' and 'Export' buttons, and a search bar. A table lists active contacts with the following data:

First Name	Last Name	Primary Telephone	Cell Phone	Email	Contact Type
Test	Abcontact	(701) 345-6789		testing@testing.com	Authorized
Testing	Acontact	(701) 987-6543		test@test.com	Sales, Support

Service Orders

A complete list of Service Orders from the past 12 months, along with their status, is available for viewing.

The screenshot shows the DCN Portal interface for Service Orders. The top left features the DCN Portal logo. A navigation menu on the left includes Home, Help, Co-Location, Contacts, Service Orders, and Trouble Tickets. The main content area is titled 'Service Orders' and includes a 'Company' dropdown menu set to 'Dakota Carrier Network'. Below the title are 'Filters' and 'Export' buttons, and a search bar. A table displays service orders with columns for Service Order #, Status, Circuit, Network, Network Name, Type, and Due Date. Two rows are visible: one with a 'Pending' status and another with a 'Complete' status.

Trouble Tickets

A new Trouble Ticket can be created within the Customer Portal, to report directly to DCN a new non-urgent issue. A list of open trouble tickets, when application, will also be displayed here.

- **For technical assistance with outages or other urgent items, please call 1-800-296-5956 for our 24/7/365 NOC.**

The screenshot shows the DCN Portal interface for Trouble Tickets. The top left features the DCN Portal logo. A navigation menu on the left includes Home, Help, Co-Location, Contacts, Service Orders, and Trouble Tickets. The main content area is titled 'Trouble Tickets' and includes a 'Company' dropdown menu set to 'Dakota Carrier Network'. Below the title are 'VIEW DETAIL' and '+ ADD NEW TICKET' buttons. Further down are 'Filters' and 'Export' buttons, and a search bar. A table displays trouble tickets with columns for Ticket #, Status, Type, Outage Id, Circuit Id, Site Name, and Network Name.

Additional Questions or Support

Please contact our NOC at 1-800-296-5956.