

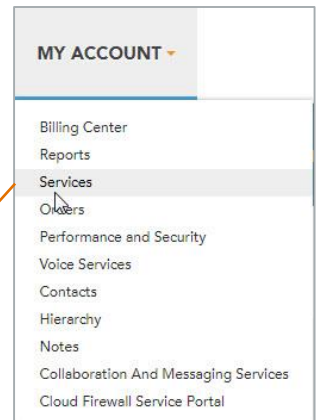
Viewing Subscribed Services



iCare Portal Quick Start Guide

A list of all currently subscribed services (active, disconnected, or pending connection) is available for viewing on the **My Services** page.

To access the **My Services** page, select **Services** from the **MY ACCOUNT** drop-down list.



Click a row to view service details.

My Services

Filter: Search Services

Active Disconnected Pending Disconnect Filter by Status

Export List → ↓ ↻ Refresh List

Customer Name	Connection Number	Product	Status	Address
MANEBA		Bill Print Options	Active	
MANEBA		Billing Services	Active	
MANEBA	(555) 555-2485	Resale MEL Services	Active	28 COUNTY 26 BROWERVILLE, MN

My Services Page

Viewing Service Details

The **Service Details** page displays after a service is selected from the **My Services** page. Service details include general service information and lists of features and trouble tickets related to the selected service. When viewing tickets on the **RELATED TICKETS** tab, you can click the up arrow next to a **Ticket ID** to expand ticket details.

To create a trouble ticket related to the selected service, click the **Create New Ticket** icon in the upper right-hand corner of the **Service Details** page.

Note: Service details are also available by clicking the **View Details** icon  from the service location popup on the **Service Map** or the **View Details** icon  from the **Service Map (Data)** section of **My Dashboard**. When viewing service details using these methods, the **Create New Ticket** feature is unavailable.