

IntegraCare

Quick Start User Guide

Toll-Free Ring-To Number Repoints



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1. Repointing Your Toll-Free Ring-To Numbers

You can repoint your Toll-Free Ring-To Number from IntegraCare, your Customer portal and avoid the time with calling your service representative and giving them your request to repoint the numbers. Start with logging into your account.

1.1. Login to Your Customer Account

If you do not have an account, use the “Create Account” link under the login credentials form. From there you can create an account using your Account Number and PIN



IntegraCare

Welcome to IntegraCare
YOUR CUSTOMER PORTAL

User Name
YourLoginInfoHere

Password

[Create Account](#)
[Forgot Password?](#) **Log In**

Integra is your partner in trust.

The IntegraCare portal provides you with a powerful and secure online account management tool that you can use anytime, anywhere.

- View detailed account information
- Pay your monthly invoice
- Create and update trouble tickets
- Receive status on trouble ticket resolution
- Access User Guides
- Enroll in Integra's automatic payment service and paperless billing options

Your satisfaction is our success.
Together, we power possibility with technology you trust and people you know.

Learn More About Integra's Evolved Brand

Consolidate All of Your Locations with Integra
[Explore Service Map Now](#)

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1.2. Navigate to the Toll-Free Numbers Section

From the main landing page on IntegraCare, go to Services menu and drop down to the Toll Free Numbers page

1.3. Single Toll-Free Number Update

Single number edits can quickly be updated by clicking on the edit pencil

Action	Subscriber	Toll Free Number	Ring To Number	Status
	123456	(866) 468- 3472	(303) 643-5000	Active
	123456	(866) 468-3472	(303) 643-5000	Active
	123456	(866) 468-3472	(503) 453-8000	Active
	123456	(866) 468-3472	(503) 453-8000	Active

1.4. Bulk Toll-Free Number Update

Bulk updates to Toll-Free Ring-To reprints can be accomplished by selecting the checkboxes and clicking on “Update” above the Toll-Free data grid

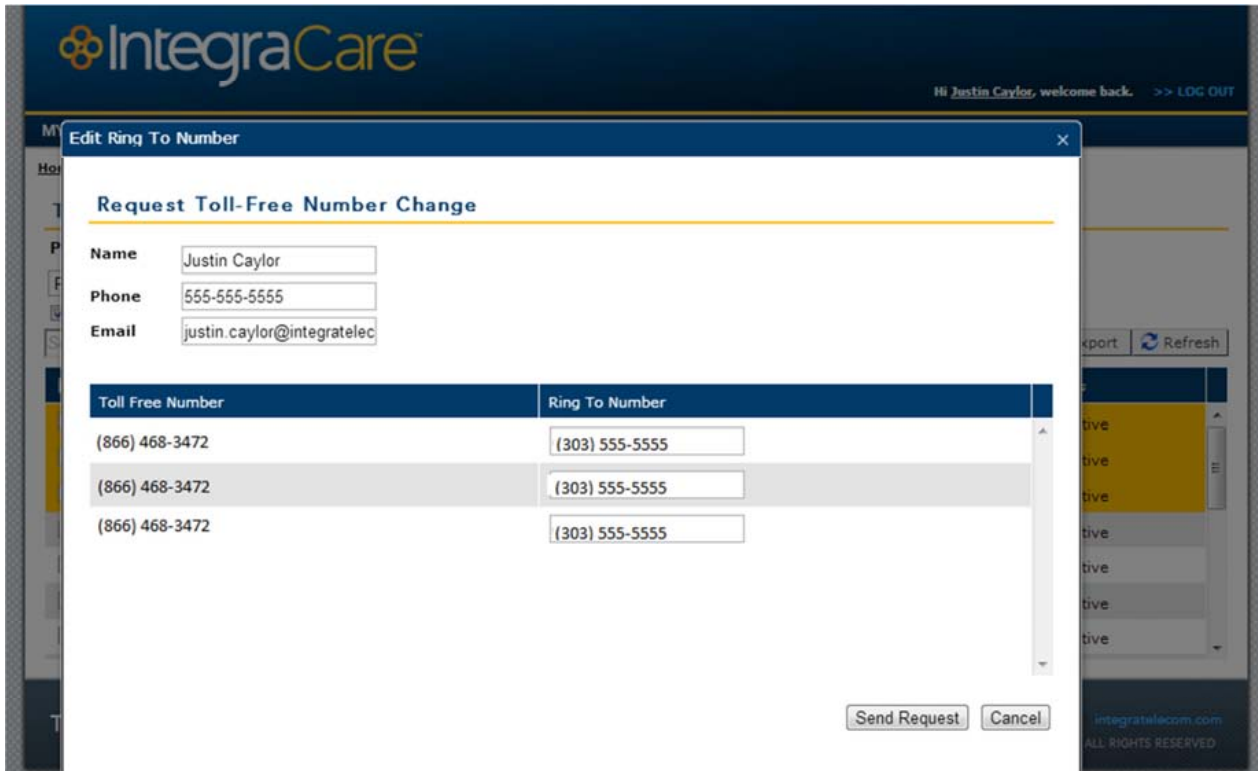
The screenshot shows the IntegraCare web application interface for managing Toll-Free Numbers. The page title is "Toll-Free Numbers" under the "Integra Demo Account". The account name is "Integra Toll Free Services (123456)". There is a search bar and a checked checkbox for "Exclude Inactive Accounts". The "Update" button is circled in red. Below the search bar is a table with the following data:

	Action	Subscriber	Toll Free Number	Ring To Number	Status
<input checked="" type="checkbox"/>		123456	(866) 468- 3472	(303) 643-5000	Active
<input checked="" type="checkbox"/>		123456	(866) 468-3472	(303) 643-5000	Active
<input checked="" type="checkbox"/>		123456	(866) 468-3472	(503) 453-8000	Active
<input checked="" type="checkbox"/>		123456	(866) 468-3472	(503) 453-8000	Active

1.5. Update Ring-To Number for Toll-Free Number

Once you've selected one or more numbers to update you'll be prompted with a dialog box to make your changes. Please make any changes to your contact information in case we need to contact you about an issue with your ring-to repoint number.

Make the appropriate changes to your ring-to number(s) (see rules around what numbers are allowed to be used) in the form and hit "Send Request". Wait till the form submits and returns to the Toll Free page.



IntegraCare Hi Justin Caylor, welcome back. >> LOG OUT

Edit Ring To Number

Request Toll-Free Number Change

Name: Justin Caylor
 Phone: 555-555-5555
 Email: justin.caylor@integratelec

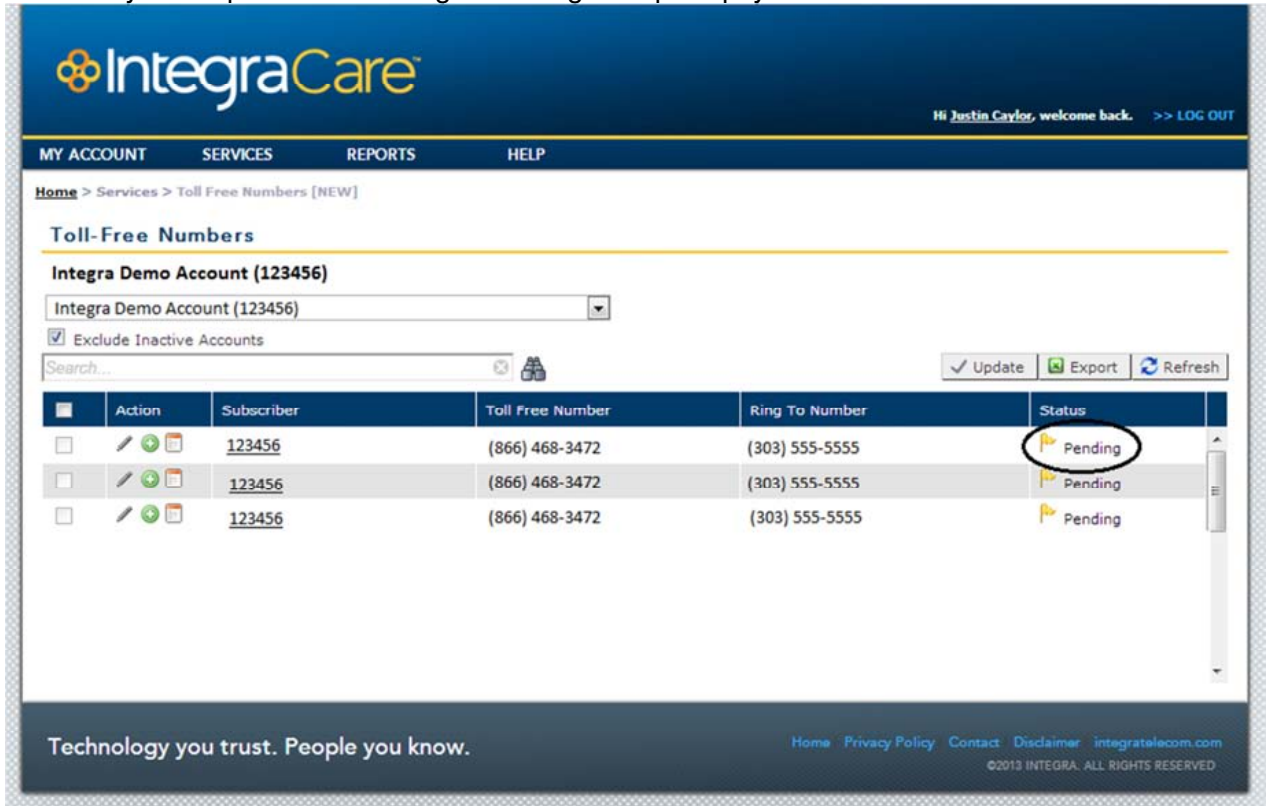
Toll Free Number	Ring To Number
(866) 468-3472	(303) 555-5555
(866) 468-3472	(303) 555-5555
(866) 468-3472	(303) 555-5555

Send Request Cancel

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1.6. Confirm Status Flag for your Toll-Free Ring-To Number Change













Confirm the status flag for the Toll-Free Ring-To Number that you requested to be changed has flipped to “Pending”. This will confirm that our technicians have received your request and will begin working on it promptly.



The screenshot shows the IntegraCare web application interface. At the top, the IntegraCare logo is displayed on the left, and the user's name "Hi Justin Caylor, welcome back." with a "LOG OUT" link is on the right. Below the header, there are navigation tabs for "MY ACCOUNT", "SERVICES", "REPORTS", and "HELP". The main content area shows a breadcrumb trail: "Home > Services > Toll Free Numbers [NEW]".

The "Toll-Free Numbers" section is active, showing details for the "Integra Demo Account (123456)". There is a dropdown menu for the account name, a checkbox for "Exclude Inactive Accounts" which is checked, and a search bar. To the right of the search bar are buttons for "Update", "Export", and "Refresh".

A table lists the Toll-Free Numbers. The table has columns for "Action", "Subscriber", "Toll Free Number", "Ring To Number", and "Status". The "Status" column for all three entries shows a yellow flag icon and the word "Pending". The first "Pending" status is circled in red.

Action	Subscriber	Toll Free Number	Ring To Number	Status
  	123456	(866) 468-3472	(303) 555-5555	 Pending
  	123456	(866) 468-3472	(303) 555-5555	 Pending
  	123456	(866) 468-3472	(303) 555-5555	 Pending

At the bottom of the page, there is a footer with the slogan "Technology you trust. People you know." on the left, and a navigation menu with links for "Home", "Privacy Policy", "Contact", "Disclaimer", and "integratetelecom.com" on the right. Below the navigation menu, it says "©2013 INTEGRA. ALL RIGHTS RESERVED".

1.7. Rules for Toll-Free Ring-To Numbers

1.7.1. No Toll Free Numbers

1.7.2. No International Numbers (i.e., Canada, anything outside of 50 contiguous states plus Washington D.C.)