

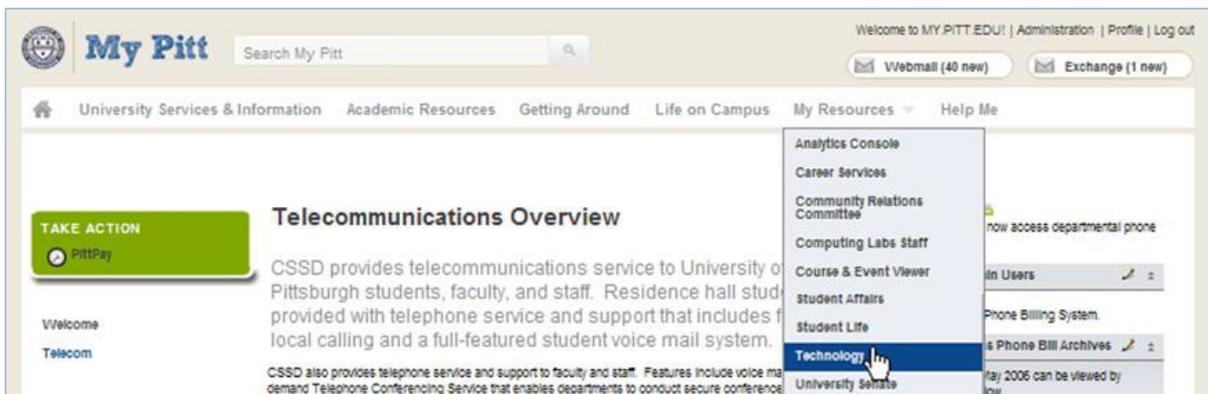


## Getting Started with Telecommunications Online Billing

The Departmental Online Phone Billing system allows you to view bills for your telephone and network services online or export for offline use. Authorized users can easily search, view telecommunications invoices in Adobe Portable Document Format (.pdf) or export in various other file formats without installing new software. Invoices for the current fiscal year will be available by the third full business day, after the first of each month (for the prior month's bill). **Please note: The online billing system requires Microsoft Internet Explorer 5.0 or higher.** Other browsers such as Firefox and Safari are **NOT** compatible.

### Getting Started

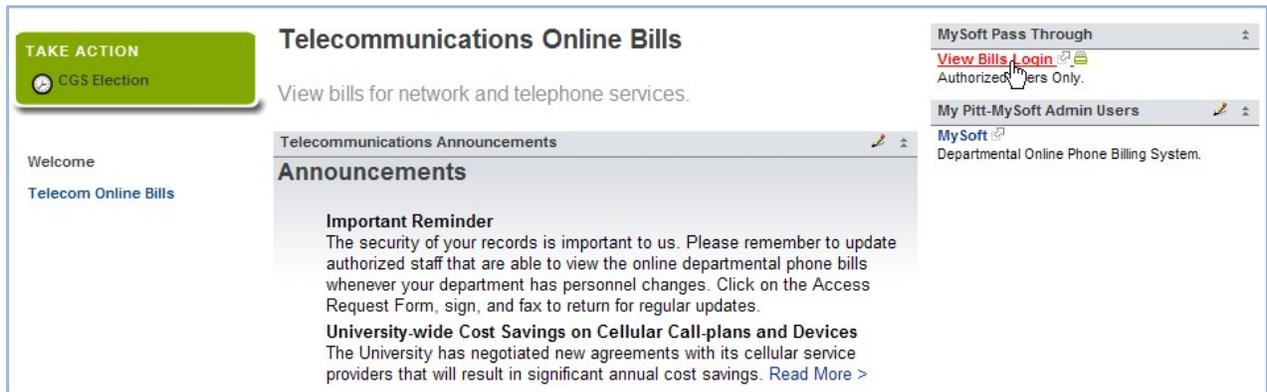
1. Log in to the My Pitt ([my.pitt.edu](http://my.pitt.edu)) web portal using your University Computer Account username and password. If you do not know your University Computer Account username or password, please contact the Technology Help Desk at (412) 624-HELP [4357].
2. Once you've logged in to the portal, click on **My Resources** and select the **Technology** community:



3. Click on the **Telecom Online Bills** page of the community:



4. Click the **View Bills Login** link to access.



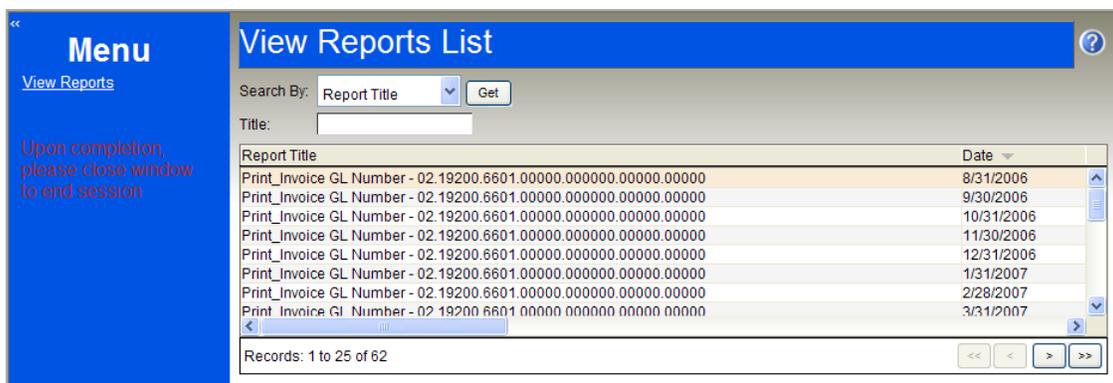
5. You will be taken to the Telecommunications Online Billing System's main menu screen. Click on **View Reports** to access your invoice:



**Note:** For the current fiscal year, telecommunication bills are available in two formats: the **Print** invoice and the **Admin** invoice. Telecommunication invoices for previous fiscal years are only available in the Print format. Billing information specific to invoice type is as follows:

- a. The **Print** invoice is organized by userid. Staff authorized to view telecommunications bills will view all billing information in one document.
- b. The **Admin** invoice is organized by type of telecommunications charge. Staff authorized to view telecommunications bills will view a summary invoice and must select the type of charge (blue header) in order to drill down to the detail related to that charge.

The main **View Reports/Invoices** page will be displayed. The menu side bar can be hidden to allow for full screen view of the View Report main screen, by clicking on the left double slant bracket button  to hide or single slant bracket  to unhide in the upper left hand corner.



**Note:** If you have access to more than 25 accounts, you can use the arrow navigation buttons at the bottom of the

window. Click on the left  or right  slant bracket button to see the previous or next group of 25 reports or the left  or right  double slant bracket button to return to view the first or last group of 25 reports. If you have access to a large number of accounts, it is highly recommended that you search by **the Title** or **Date** access the report you want, rather than scrolling through pages of report titles.

6. To search by **Report Title** or **Date**, choose the method that you want to use for searching from the **drop-down box**, and fill in the **Title** text box with the desired report title or date.

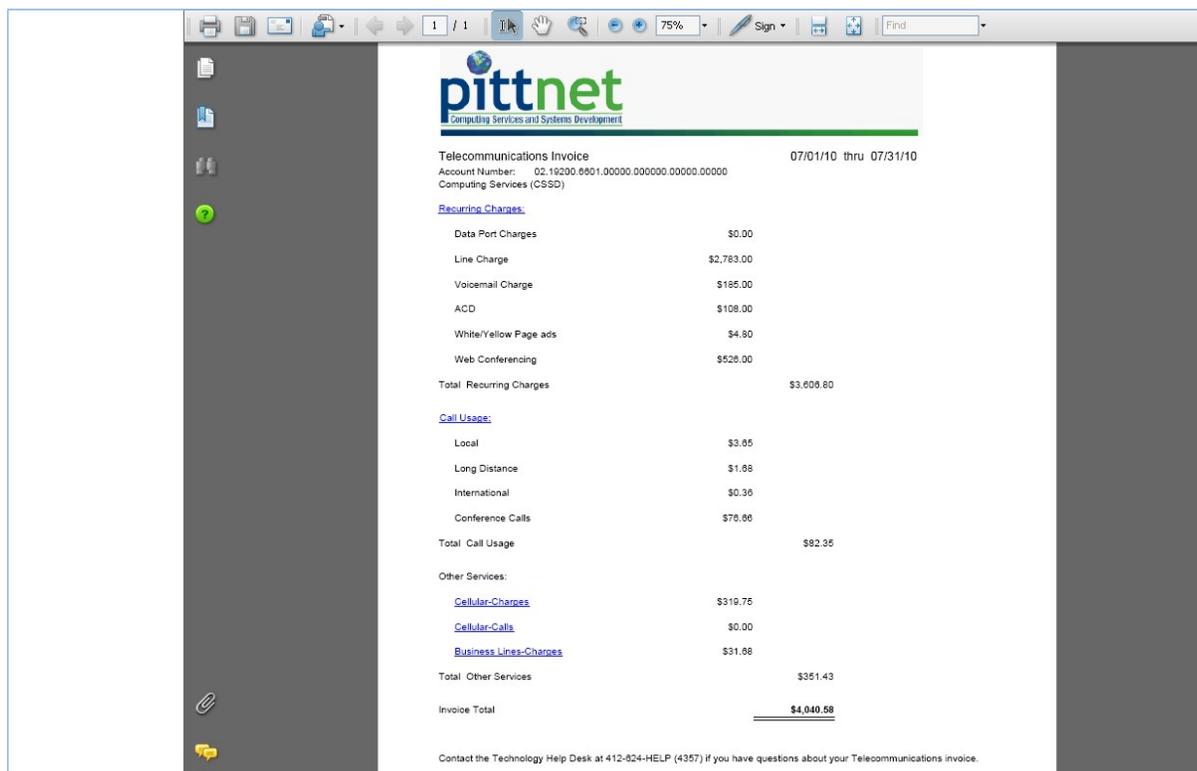


Search By: Report Title [v] Get  
Title: Report Title [v]  
Date

**Important:** When searching by *Report Title*, it is **not** necessary to enter the entire report title or date range. You may enter a partial value and use asterisks (\*) to get a range of reports. It is recommended that you use asterisks both before *and* after your search term for best results. (Example: \*02.19\* will return all reports with 02.19 anywhere in the report name.)

The format for searching by date is **MM/DD/YYYY**.

7. Click **Get** to find the report record.
8. To access a specific report, double-click on one of the **Report Titles** which will open in a new window.
9. Once you have double-clicked on a specific report title or from your search results, the **Adobe Portable Format document view** screen appears that contains your Telecommunications Invoice in that format, by default:



**pittnet**  
Computing Services and Systems Development

Telecommunications Invoice 07/01/10 thru 07/31/10  
Account Number: 02.19200.6601.00000.00000.00000.00000  
Computing Services (CSSD)

Recurring Charges:

Data Port Charges	\$0.00
Line Charge	\$2,783.00
Voicemail Charge	\$165.00
ACD	\$108.00
White/Yellow Page ads	\$4.90
Web Conferencing	\$528.00
<b>Total Recurring Charges</b>	<b>\$3,008.80</b>

Call Usage:

Local	\$3.65
Long Distance	\$1.98
International	\$0.36
Conference Calls	\$78.66
<b>Total Call Usage</b>	<b>\$82.35</b>

Other Services:

<u>Cellular-Charges</u>	\$310.76
<u>Cellular-Calls</u>	\$0.00
<u>Business Lines-Charges</u>	\$31.68
<b>Total Other Services</b>	<b>\$351.43</b>

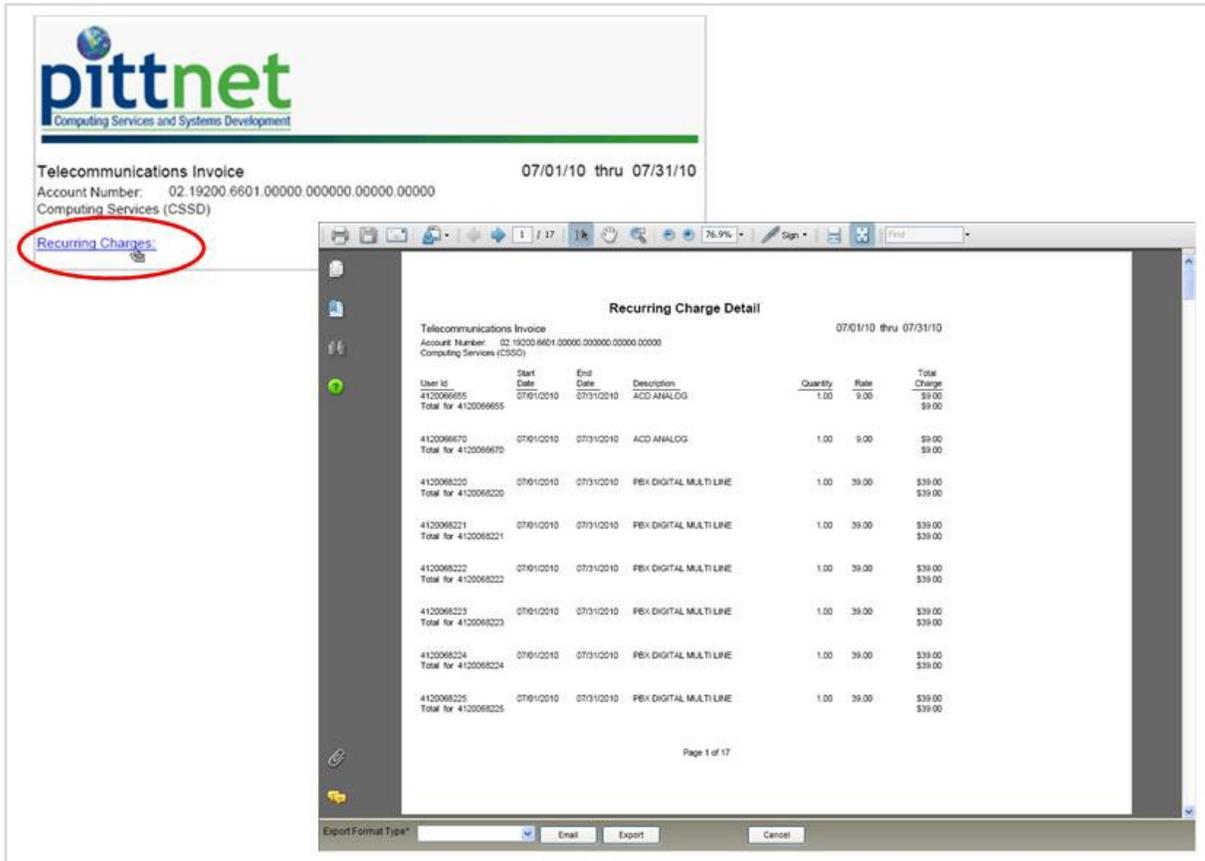
**Invoice Total** \$4,040.58

Contact the Technology Help Desk at 412-624-HELP (4357) if you have questions about your Telecommunications invoice.

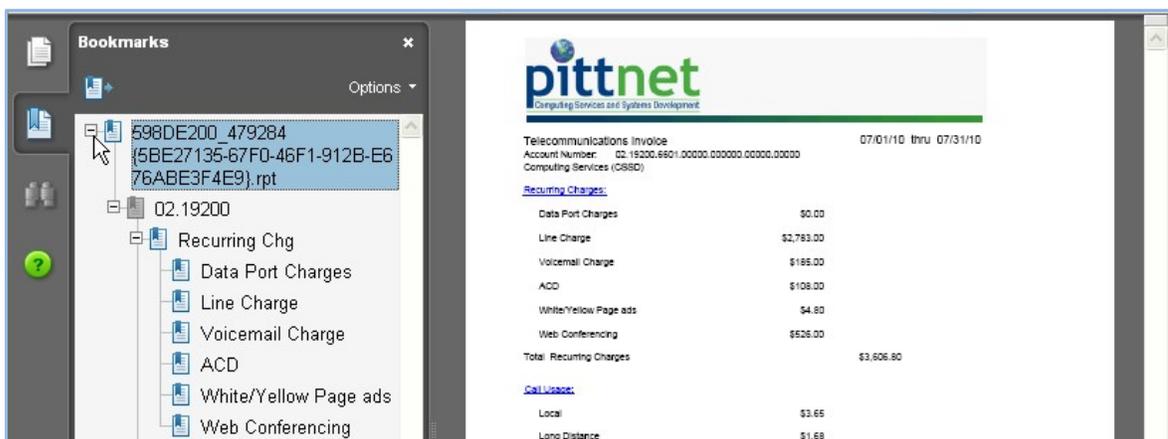
*Summary Invoice Screen*

You can view the details of your online bill in several ways. **You may have to use the scroll bars or the magnification tool bar options within the online bill area to see the entire invoice.** We recommend using the [blue underlined links](#) within the actual reports.

**Note:** Clicking the underlined line items ([blue text links](#)) will open a detailed sub-report in a separate browser window.



Clicking on the **Bookmarks** icon in the left margin shows a hierarchy or 'tree' of links by category to the main invoice. You can navigate to a degree using this tree. Clicking on the '+' sign expands that report name and then for the account number so that you can click to view categories linked to the main invoice.



## Invoice Summary Category Definitions

### ***Recurring Charges***

Examples of recurring charges include line charges, Voice Mail charges, White/Yellow Page Ads, and data port charges. Clicking on [Recurring Charges](#) will open up a sub-report that displays the details of your monthly recurring charges by user ID.

*Note: A user ID can be a phone number, conference call access number, authorization code, or port number.*

### ***Call Usage***

Call usage charges include local, long distance, international, toll-free, directory assistance, and conference calls. Clicking on Call Usage will open up a sub-report that displays the detailed call usage by user ID.

### ***Other Services***

Other Services include Cellular-Charges, Cellular-Calls, and Business Lines. Clicking on the [blue underlined links](#) opens a summary report of those charges in a separate window.

Other Services:	
<a href="#">Cellular-Charges</a>	\$136.95
<a href="#">Cellular-Calls</a>	\$9.45
<a href="#">Business Lines</a>	23.97
Total Other Services	\$170.37
Invoice Total	<u><u>\$1,280.28</u></u>

### ***Non-Recurring Charges***

Non-Recurring charges include one-time charges related to work orders such as labor and equipment.

## The Navigation Toolbar

The following graphic identifies the functionality of the Telecommunications Online Billing System's top toolbar options:



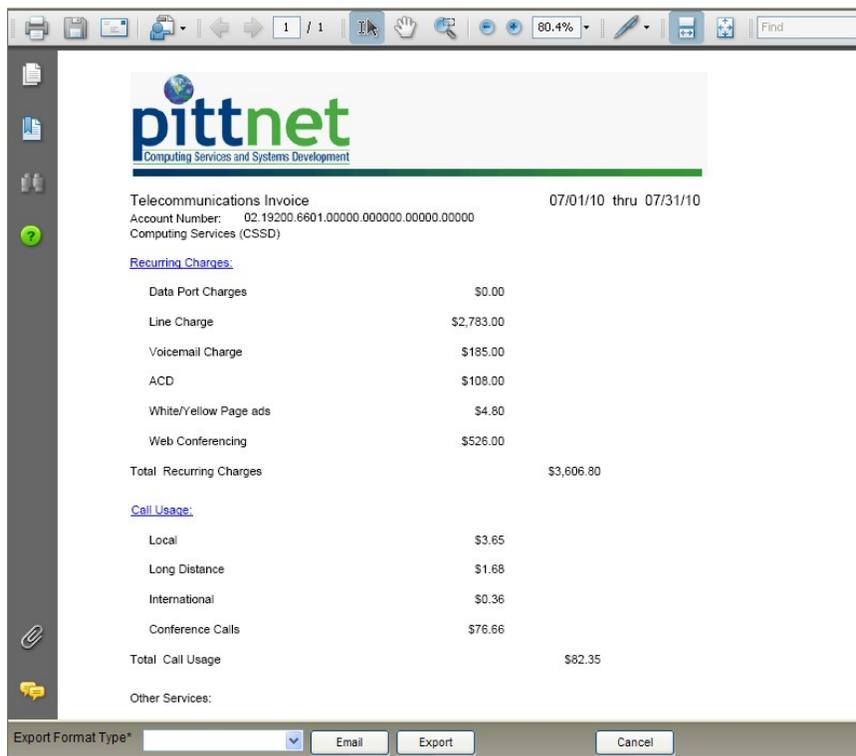
1	Print	8	Enlarge area on page
2	Save	9	Magnification to adjust content view size
3	Email	10	Zoom to adjust page view size
4	*Acrobat Connect Meeting	11	*Digital Sign
5	Go to previous or next page	12	Multiple Page Scroll View
6	Page Number (x of y)	13	Single Page View
7	Select tool for copy and paste	14	Search
* These are more advanced features of an Adobe Portable Document Format and specific requirements apply.			

## Exporting Your Invoice Data

You can export your online bill (the invoice data) to a number of file formats for printing or send via email directly from the Telecommunications Online Billing System.

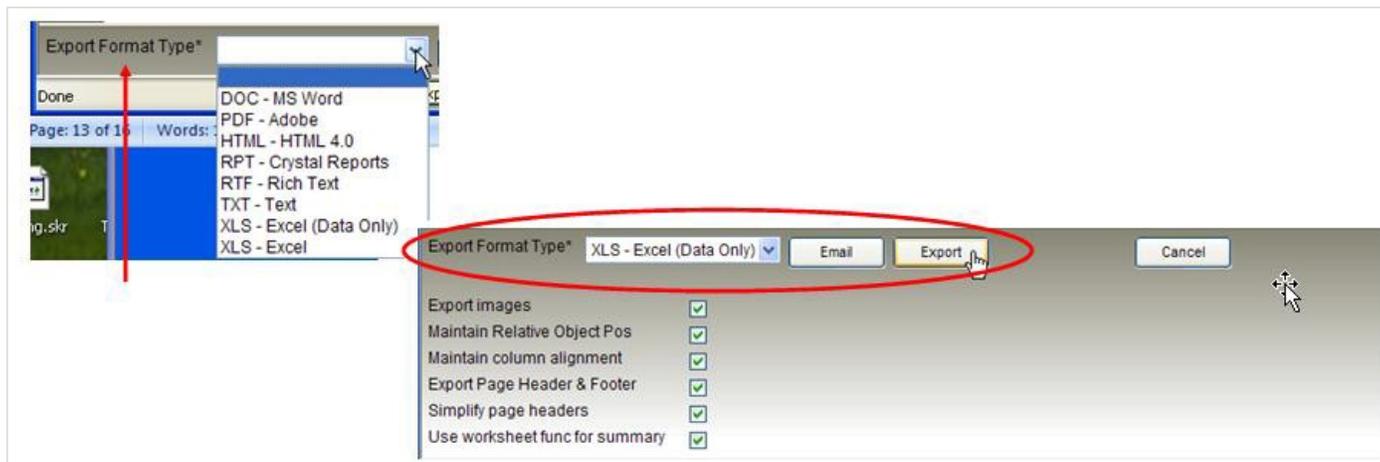
### *Export to View Invoice Offline*

1. From the toolbar menu at the bottom of the screen, choose the format you prefer from the **Export Format Type** drop down menu.

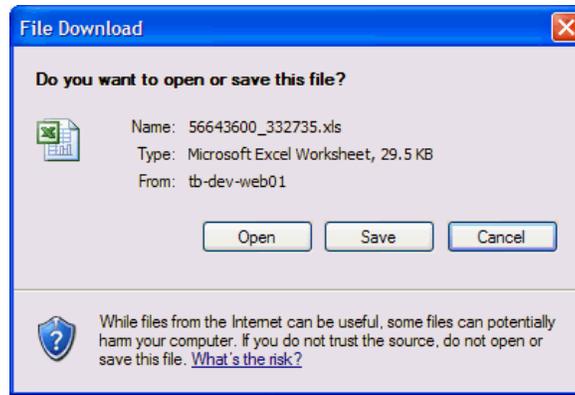


2. Next, select check boxes next to the additional options that are also available (applies to HTML, TXT, and XLS formats only) and click the **Export** button.

**Note:** Applicable software must be previously installed to view exported files in its applicable format type.



3. The **File Download** dialogue box will appear:



4. Choose **Open** to open the exported file, or **Save** to save it to the location of your choice.

**Note:** Your browser settings may not allow you to open the exported file directly from the Telecommunications Online Billing System. If this is the case, simply choose **Save** to save the exported file to the location of your choice, and then double-click the file to open it. **You can now work with the exported file offline.**

#### ***Export Invoice to Send via Email***

To send via email, upon selecting the **Export Format Type**, click the **Email** button. An email window will display with the report filename listed under **Attachment:** Enter desired recipient, subject, and body of message information then click the **Send** button.



#### **General Tips**

- **When you open your online bill (invoice or report) for the first time, it is best to resize the window to as large a setting as possible.**
- **Remember – [blue underlined links](#) open to a sub-report in a new window.** You will have to close this sub-report window (if it covers the previous window) to get back to view the summary invoice window.
- **You can use both the Telecommunications Online Billing System’s Forward or Back buttons within the toolbar to navigate to the next or previous billing pages.** The online system’s navigation buttons allow you to get to different parts of the web bill phone bill. If you can’t get back to the summary invoice window, keep in mind that you may have opened a new browser window and may need to minimize or close that window to view the data you were viewing earlier.
- To exit the system you must close all open Report History and/or View Reports windows.

#### **Get Help**

The Technology Help Desk at 412 624-**HELP** [4357] is available 24 hours a day, seven days a week to answer your technology-related questions. Questions can also be submitted via the Web at [technology.pitt.edu](http://technology.pitt.edu).