

# Charter Business Portal Admin and User Guide

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#### Charter Business Portal (Overview)

Charter Business Portal The Charter Business Portal is a website developed for you to manage your business services online. Below are the services you are able to manage using the Charter Business Portal:

- Voice Manage phone line settings
- Webmail Send and receive
- Webhosting Manage your domain registration and web site content
- Desktop Security Suite Obtain software keys to allow installation of Desktop Security software
- My Account View your bill, make payments online, set up automatic bill payments



#### Browser Requirements

### The following are minimum browser requirements:

- Internet Explorer 8 and higher
- Chrome 26 and higher
- Firefox 19 and higher
- Safari 5.06 and higher
- Mobile browsers
  - o Safari on iOS
  - Android 2.3.4 native browser
  - o Blackberry Webkit

### **Charter Business Portal (General Support)**

Header and<br/>FooterThe Charter Business Portal has a universal header and footer to provide<br/>assistance while browsing throughout the site.

#### Header:

Charter Business	опуб23861
Home Contact Us	Logout

#### Footer:

About Charter:	Support:	Charter Sites:
About charter.	Support	churter bices.
Investor and News Center	Voice Services	Charter Communications
Careers	Hosting	Charter Business
Your Privacy Rights	Email	Charter Residential
Acceptable Use Policy	Desktop Security	Charter Media
Terms of Service	Charter Business Portal	Charter en Espanol
Charter Telephone Tariff Information		Charter Mobile

(See <u>Appendix C</u> for more information on the links within the footer)

**Site Help** Throughout the Charter Business Portal there are various places that have help indicators . When the customer hovers over these help indicators information is provided to assist with the respective field or section. See below for an example.

Please choose a question from the list that will be asked of you when resetting passwords, getting your username, or calling Charter Business Customer Care. This question and associated answer will be the shared secret between Charter and the user.

?

Support Page

The Charter Business Portal Support Page provides resources for using the Charter Business Portal and for managing your Charter Business Services. The Support Page can be accessed by clicking "Support" on the footer.

About Charter:	Support:	Charter Sites:
Investor and News Center	Voice Services	Charter Communications
Careers	Hosting	Charter Business
Your Privacy Rights	Email	Charter Residential
Acceptable Use Policy	Desktop Security	Charter Media
Terms of Service	Charter Business Portal	Charter en Espanol
Charter Telephone Tariff Information		Charter Mobile



Support

#### **Customer Care**

Contact Customer Care:

877.747.3669

#### Support Information

Voice:

Administrator Guide

Group Administrator User Guide Hunting and Hunt Group Voicemail Quick Reference Guide Group Voice Portal Administrator Guide

User Guide

Online Control Panel Getting Started Guide Online Control Panel User Guide Individual Line Voicemail Quick Reference Guide Feature Access Code User Guide Call Manager Quick Reference Guide

Hosting:

Hosting Help

Email:

Email Help

**Desktop Security:** 

Admin Guide

User Guide

#### Charter Business Portal:

Admin and User Guide

Contact Us

### Charter Business Portal (First Time Users / Pre-Registration)

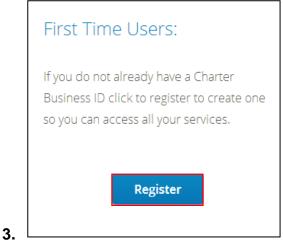
First Time Users / Pre-Registration In order to use the Charter Business Portal, you must first create a username.

1. Browse to the Charter Business Portal





### 2. Select "Register"



- 4. To create a new Charter Business ID follow the instructions below:
  - Enter the Charter Business Account #
  - Enter the Billing Zip Code
  - Enter the MAC Address associated with the account
    - <u>Internet Only Customers</u> Use the MAC address of the internet modem
    - <u>Telephone Only Customers</u> Use the MAC address of the telephone modem
    - Internet and Telephone Customers Use the MAC address of the internet modem
    - <u>TV Only</u> Use the MAC address of the cable box

#### Click "Submit"

② Charter Account # *	
Ø Billing Zip *	
Account MAC *	
Submit	

**Note**: If you have multiple pieces of equipment for a business service (example: two cable boxes), either one will work to validate your account. Also, if you are accessing the pre-registration pages utilizing the internet modem that is assigned to your account, then the information will automatically populate, and the Account MAC field will not be displayed.

**Note**: If you are at your service location and behind the accounts Modem the Microsite should automaticly populate your account information.

- 5. Enter a new Charter Business ID
  - Refer to <u>Appendix B</u> for Charter Business ID requirements
- 6. Enter a Password
  - Refer to <u>Appendix B</u> for Charter Business password requirements
- **7.** Confirm the Password
- 8. Optional: Check the availability of the Charter Business ID by clicking "Check Availability"
- **9. Optional**: Select the "Reset Password at Initial Login" this will force the user to change the password at first sign-in

Charter Business ID:	
② Charter Business ID*	Check Availabling
Password*	Not Strong
Confirm Password*	
Reset Password at Initial Login	

- 10. Enter a first name in the "First Name" Field for the new user
- **11.**Enter a last name in the "Last Name" Field for the new user
- 12. Enter a contact email in the "Contact Email" Field for the new user
- 13. Enter a contact phone in the "Contact Phone" Field for the new user

Contact Informa	tion:
? First Name*	
② Last Name*	
② Contact Email*	
② Contact Phone*	

- 14. Choose a security question for the new user
- **15.** Enter an answer to the security question
- **16.Optional**: Select the "Reset security question and answer at initial login" this will force the user to change the security question and answer at initial login

Identity Verificat	ion:
Choose Question*	Choose One Choose One Favorite Sports Team? Favorite Movie? Favorite Pet's Name? Favorite Teacher's Name? Color Or Make Of Your First Car?
② Answer Question*	
? 🗆	Reset Security Question and Answer at Initial Login

- **17.**Choose "Yes" for each role the new user should have.
  - Refer to <u>Appendix A</u> for permissions that are granted with each role assignment.

Role Assignment:				
Primary	©Yes	⊚No		
Hosting Admin:	©Yes	●No		
Hosting User:	©Yes	●No		
② Network Admin:	©Yes	●No		
② Network User:	©Yes	No		
Billing Management:	©Yes	®No		

18. Select "I accept the Terms and Conditions" check box



19. Click "Submit"



**20.** A confirmation page opens stating that your registration was completed successfully.

Charter Business		Contact Us
Registration Confirmation		
	Your Registration was successful! In the future use this Charter Business ID to sign In and manage your services. CBORTP03	

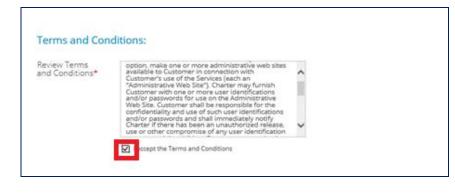
First Time Login (Sub-user)

Once you have completed registration, you may log in to the Charter Business Portal to manage your services.

- 1. Browse to the Charter Business Portal
- 2. Enter the newly created Charter Business User ID and Password under the "Returning Users" section
- 3. Click "Sign In"
- 4. The "Confirm ID Information" page opens.
- 5. Review the following ID information:
  - Password
  - Security Question and Answer
  - Contact Information (First Name, Last Name, Email, Phone)
  - Terms and Conditions

Charte Busin	er ess	Contact Us
Confirm ID Informati	on	
Editing: sub1_cbuar	50aa	
Manage Passw	ord:	
Current Password:	########	
Update Password:	- Net Group	
Confirm Password:	Password Strangth: Mot Strang	
Security Question Security Question: Security Answer*	Favorite Pet's Name?	
Contact Inform	ation: sub1_cbuar50aa	
🕲 Last Name*	sub1_cbuat50aa	
🙆 Contact Email*	che2etesting@gmail.com	
Contact Phone*	123-456-7890	
Terms and Con Review Terms and Conditions*		
and Conditions*	ADM NISTRATUE WEB SITE. Charter may, at its sale cprion, make one or more administrative web size available to Customer in connection with Customer's use of the Sareh care (space) and "Administrative Web Site", Charter may Eurplan Customer with one or more user identifications and/or passances for use on the Administrative Web Site. Customer shall be responsible for the confidentiality and use of such user identifications and/or passances and shall immediately notify	
	Save Cancel   Home	

6. Select the "I accept the Terms and Conditions" check box



7. Click "Save"



### Charter Business Portal (My Services)

My Services (Voice) If you are subscribed to voice services, the "Voice" link will be active. The link will direct you to the appropriate website / portal that maintains your current phone lines and features.

# Welcome!

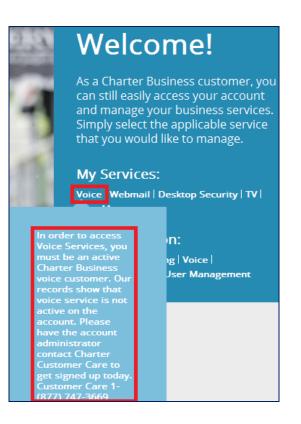
As a Charter Business customer, you can still easily access your account and manage your business services. Simply select the applicable service that you would like to manage.

### My Services:

Voice Webmail | Desktop Security | TV | My Profile

When you click "Voice", you will be directed to the Charter Online Control Panel to access your voice services.

If you are not subscribed to voice service, the below message will display when you click "Voice" under the "My Services" section.



Listed below are administrator and user guides for Charter Business Phone service.

### Administrator Guides

- Group Administrator User Guide
- Hunting and Hunt Group Voicemail Quick Reference Guide
- Group Voice Portal Administrator Guide

### User Guides

- Online Control Panel Getting Started Guide
- Online Control Panel User Guide
- Individual Line Voicemail Quick Reference Guide
- Feature Access Code User Guide
- <u>Call Manager Quick Reference Guide</u>

My Services (Webmail)

If you are subscribed to internet services, the "Webmail" link will be active. The link will guide you to the appropriate website / portal that maintains your Email.

As a Charter Business customer, you can still easily access your account and manage your business services. Simply select the applicable service that you would like to manage.

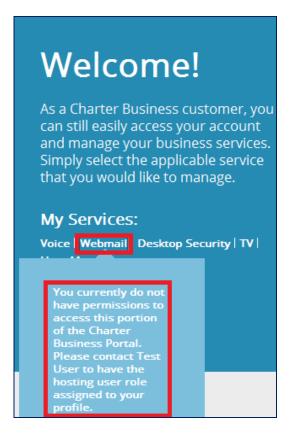
## My Services:

Voice Webmail Desktop Security | TV | My Profile

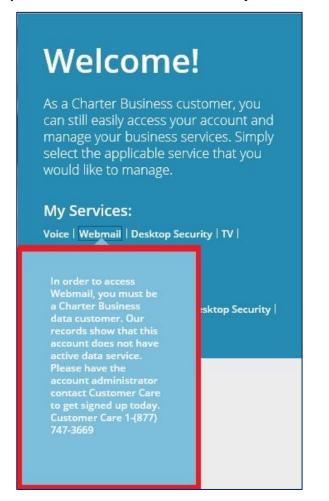
In order to access this link, you will need to have one of the below roles assigned to your Charter Business ID.

- Primary User
- Hosting Administrator
- Hosting User

If you do not have the proper role assignments, the below message will display when you click "Webmail" under the "My Services" section.



If you are not subscribed to internet service, the below message will display when you click "Webmail" under the "My Services" section.



If you are subscribed to internet service and click on the "Webmail" link you will be directed to the Charter Business webmail log in screen for the user to log in to their webmail service

### To Access Charter Business Webmail:

1. On the Charter Business Webmail login page, enter the email address and password and click "Login"

**Note:** Email credentials are created and provided to users by the Hosting Administrator or Primary User.

See the "<u>Administration (Hosting)</u>" section for instructions on how the Hosting Administrator or Primary User creates an email address.



2. The Charter Business Webmail inbox opens

Email Contacts	Calendar R Settings		Search Mail	0	Sign Out 🍦
😡 New 🛛 💌 🖻 Get Mail 🗍 🦛	i Reply 📔 🦚 Reply All 📔 🖨 Forward 📗 🔛 Spam 📗 🚳 I	Delete More v			
Dinbox	From	Subject	Date	(	Size
Drafts	Prouty, Josh	test email fw - Test the body of the email JOSH PROUTY, _Busin	ness Anal; 1 hour ago		6 KB
🛺 Sent	oolsuprt@cablevision.com	Your Optimum Online E-Mail Account - Congratulations! You have	ve succes: 3 days ago		5 KB
📔 Spam					
🗍 Trash					

Below is the link to the Charter Business Webmail Guide. This and other support documents can be found on the Support Page of the Charter Business Portal.

• Charter Business Webmail Guide

For additional webmail support beyond the instructions provided within this section, please contact Hostway Technical Support, 855 381 4461.

My Services<br/>(Desktop<br/>Security)If you are subscribed to internet service, the "Desktop Security" link will be<br/>active. The link will guide you to the Desktop Security Page to obtain the<br/>necessary information to utilize the Desktop Security Software Suite.

As a Charter Business customer, you can still easily access your account and manage your business services. Simply select the applicable service that you would like to manage.

### My Services:

Voice | Webmail Desktop Security TV | My Profile

In order to access this link, you will need to have one of the below roles assigned to your Charter Business ID.

- Primary User
- Network Administrator
- Network User

If you do not have the proper role assignments, the below message will display when you click "Desktop Security" under the "My Services" section.

As a Charter Business customer, you can still easily access your account and manage your business services. Simply select the applicable service that you would like to manage.

# My Services:



If you have the proper role assignments, you will be able to view the following:

- Desktop Security Download Link (Mac)
- Desktop Security Download Link (PC)
- Uninstall Tool
- Diagnostic Utility Tool
- Online Scanner



You will need a License Key in order to download the Desktop Security Software. The Primary User or Network Admin will receive the License Key during Desktop Security Registration with F-Secure and provide the License Key to Network Users within the account (see "<u>Administration (Desktop</u> <u>Security)</u>" section for instructions).

**Note**: Once the Primary User or Network Admin have completed registration, the License Key will be listed on the Desktop Security page of the Charter Business Portal.

If the Primary User or Network Admin has not completed the Desktop Security Registration, you will receive the following message when you click "Desktop Security" under the "My Services" section.



If you are not subscribed to internet service, the below message will display when you click "Desktop Security" under the "My Services" section.

As a Charter Business customer, you can still easily access your account and manage your business services. Simply select the applicable service that you would like to manage.

# My Services:



Below are links to the Desktop Security User Guide and Admin Guide. These documents and other support documents can be found on the Charter Business Portal Support Page.

- Desktop Security User Guide
- Desktop Security Admin Guide

#### My Services (TV)

If you are subscribed to video service, the "TV" link will be active. The link will guide you to the TV Listings page, displaying your current TV Guide listing based on your service address zip code.

As a Charter Business customer, you can still easily access your account and manage your business services. Simply select the applicable service that you would like to manage.

### My Services:

Voice | Webmail | Desktop Security TV My Profile

1. Click "TV" under "My Services"

**Note**: In most markets, you will need to ensure that the correct zip code gets populated. In addition, if there are multiple "cable" options (markets) to choose from, you will need to select one to proceed. If there are not multiple options to choose from, the channel lineup will appear and you will not need to choose an option from a list.

- 2. Optional: To change the zip code clear the "ZIP or Postal Code" field and enter the desired zip code.
- 3. Select a "Cable" option if applicable

TV Listings		
- (59102) Change My Loc	Set Preferences ation   View My Calendar   My Faves	HELP   PRINT
Back to Grid		Search
	Enter Your ZIP or Postal Code 59102 Go Cancel 59102 59102 Choose Your Provider Cable Chatter Communications - Cable (Billings) Chatter Communications - Digital (Billings) Chatter Communications - Digital (Billings)	
ZAP 2) it ©201	3 TIMS   Privacy Policy   Terms of Service   About our Ads   HELP	Zap2it TV Listings

V Listir	ngs						
	•	ferences   Display Descr 9102) Change My Loca	ptions tion   View My Calendar	My Faves		HELP  PRINT	
	Channel Fri, Feb			ght 🔲 My Faves 🔲	Sports Movies	Search News Children	
MST	4:00 PM	4:30 PM	5:00 PM	5:30 PM	6:00 PM	6:30 PM	
2 LOOR002	Local Origination						
4 KHMT	Friends The One With the Screamer	Friends The One With the Memorial Service	The Middle Mother's Day	Family Guy Stuck Together, Torn Apart	The Simpsons Rednecks and Broomsticks	The Big Bang Theory The Psychic Vortex	
5 KTVQ	Dr. Phil Child Molester or Inno	icent Soldier Accused?	CBS Evening News With Scott Pelley NEW	The 5:30 News New	Jeopardy! Battle of the Decades: 1980s NEW	Wheel of Fortune Sandals Resorts Romance Week	
6 Univision	La Casa de la Risa	Noticiero Univisión NEW	Mentir Para Vivir NEW		Por Siempre Mi Amo	br	

If you are not subscribed to video service, the below message will display when you click "TV" under the "My Services" section.

Welcom	e!
As a Charter Business can still easily access and manage your bus Simply select the app that you would like to	your account siness services. licable service
My Services: Voice   Webmail   Deskto My Profile	p Security <b>IV</b>
Administration My Account   Hosting Desktop Security   Us	In order to access TV services, you must be an active TV/Video customer. Our records show that TV/Video service is not active
on Site	on the account. Please have the account administrator contact Customer Care to get signed up today. Customer Care 1-(877) 747-3669

My Services (My Profile) If you are subscribed to any Charter Business Line of Business, the "My Profile" link will be active. The link will guide you to the Charter Business ID

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Management Page to manage the following profile items:

- Manage Password
- Security Questions
- Contact Information

# Welcome!

As a Charter Business customer, you can still easily access your account and manage your business services. Simply select the applicable service that you would like to manage.

### My Services:

Voice | Webmail | Desktop Security | TV | My Profile

### Change Password (For User Currently Logged In)

- 1. Click "My Profile" under "My Services"
- Enter the new desired password in the "Update Password" field
   Refer to <u>Appendix B</u> for Charter Business password requirements
- **3.** Enter the new desired password in the "Confirm Password" field

Manage Passwo	rd:
Current Password:	******
Update Password:	
	Not Strong
Confirm Password:	
<ul> <li>Password meets crit</li> </ul>	eria

4. Click "Save" at the bottom of the page



**5.** A confirmation page opens stating that you have successfully edited an account. Click "OK"

Success!		
	You have successfully edited an account	
	ок	

### Change Security Question

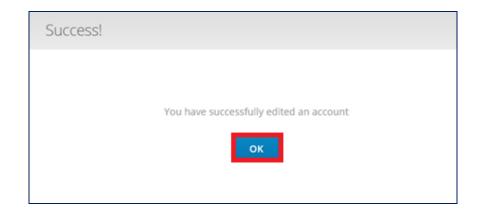
- 1. Click "My Profile" under "My Services"
- 2. Click the "Security Question" drop down
- 3. Choose the new desired security question
- **4.** Enter the answer to the new security question in the "Security Answer" field

Security Question:	Choose One	
	Choose One	1000
	Favorite Sports Team?	
	Favorite Movie?	
	Favorite Pet's Name?	
	Favorite Teacher's Name? Color Or Make Of Your First Car?	

5. Click "Save" at the bottom of the page



**6.** A confirmation page opens, stating that you have successfully edited an account. Click "OK"



### **Change Contact Information**

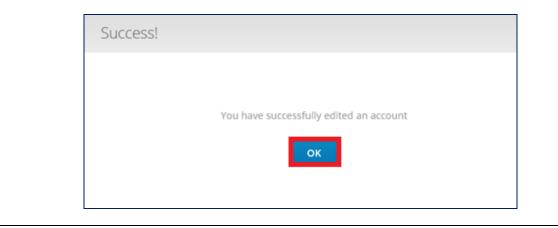
- 1. Click "My Profile" under "My Services"
- 2. Enter an updated first name in the "First Name" Field
- **3.** Enter an updated last name in the "Last Name" Field
- 4. Enter an updated contact email in the "Contact Email" Field
- 5. Enter an updated contact phone in the "Contact Phone" Field

Contact Informat	ion:
First Name*	том
Last Name*	Smithcommercial
Contact Email*	business5291@example.com
Contact Phone*	5551234444

6. Click "Save" at the bottom of the page



**7.** A confirmation page opens, stating that you have successfully edited an account. Click "OK"



#### **Charter Business Portal (Administration)**

Introduction This section applies to users with the following roles: Primary User, Hosting Admin, Network Admin, and Billing Management.

#### Administration (My Account)

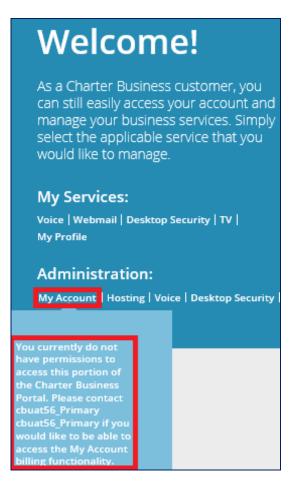
If you are subscribed to any Charter Business Line of Business, the "My Account" link will be active. The link will guide you to the appropriate website / portal that maintains current billing-pertinent information for your account.



In order to access this link, you will need to have one of the below roles assigned to your Charter Business ID.

- Primary User
- Billing Management

If you do not have the proper role assignments, the below message will display when you click "My Account" under the "Administration" section.



If you have the proper role assignment, you will be guided to the Charter Business Convergent Care site that will display billing-pertinent information for the entire account.

Administration (Hosting) If you are subscribed to internet service, the "Hosting" link will be active. The link will guide you to Charter Business SiteControl to manage your business website development features and email creation / maintenance for all email users.

As a Charter Business customer, you can still easily access your account and manage your business services. Simply select the applicable service that you would like to manage.

### My Services:

Voice | Webmail | Desktop Security | TV | My Profile

## Administration:

My Account Hosting Voice | Desktop Security | User Management

In order to access this link, you will need to have one of the below roles assigned to your Charter Business ID.

- Primary User
- Hosting Admin

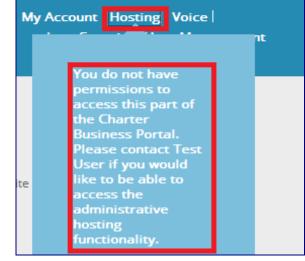
If you do not have the proper role assignments, the below message will display when you click "Hosting" under the "Administration" section.

As a Charter Business customer, you can still easily access your account and manage your business services. Simply select the applicable service that you would like to manage.

### My Services:

Voice | Webmail | Desktop Security | TV | My Profile

### Administration:



If you are not subscribed to internet service, the below message will display when you click "Hosting" under the "Administration" section.

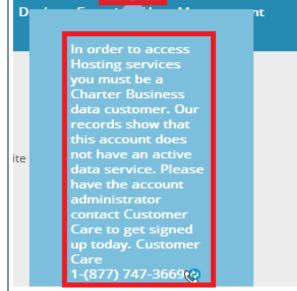
As a Charter Business customer, you can still easily access your account and manage your business services. Simply select the applicable service that you would like to manage.

### My Services:

Voice | Webmail | Desktop Security | TV | My Profile

# Administration:

My Account Hosting Voice



If you are subscribed to internet service and have the proper role assignment, you will be securely logged into the Charter Business SiteControl when you click "Hosting" under the "Administration" section of the Charter Business Portal.

If you have not established a domain, you will be guided to a registration page to activate a domain by either creating a new one or transferring an existing one, which will then allow you access to create domain-based email addresses.

### Register a New Domain:

- **1.** Enter a domain name to register
- 2. Click "Continue"

Charter Business	
Enter a Domain Name to Begin	
Thank you for choosing Charter Business. Let's start your order by select use one you already own or register a new one now.	ting a domain name for your plan. You can
What domain name would you like to use?	
Register a new domain name	Use a name I already own
.com 🗸 -or-	
Continue	

- **3.** Choose the desired top level domain (1 per internet package subscription)
- 4. Click "Continue"

Charter Business Congratulations! charterbusinesste	<b>st.net</b> is available
∝charterbusinesstest.net	\$ 0.00/year
Belect All	
a harterbusinesstest.com	\$ 0.00/year
aharterbusinesstest.org	\$ 0.00/year
harterbusinesstest.pro vailable to All Business and Service Professionals. <u>Learn More</u>	\$ 0.00/year
anarterbusinesstest.biz	\$ 0.00/year
harterbusinesstest.info	\$ 0.00/year

- 5. On the Create an Account page, complete the following required fields:
  - First Name
  - Last Name
  - Address Line 1
  - Street
  - > City
  - > State

- > Zip
- Phone
- > Email

Charter Business	
Create an Account	
Main Contact Information	
If you do not specify a separate billing credit card.	address, please use the address associated with your
First Name (month)	Last Name (1999)
Company (optional)	
Address Line 1 (1999)	-
Address line 2 (optional)	
Country United States of America	
City (City)	State/Province Contract Zip/Postal Code Contract
Phone 1 (continue)	Phone 2 (optional) Ext (optional)
Fax (optional)	
Email 1 (Contro	Email 2 (optional)

6. Check the boxes to agree to comply with the Terms and Conditions

We'll use your main contact information by default for your Whois adr you can edit the information for any of these contacts right here if you	
Admin Contact	- EDIT
Technical Contact	✓ EDIT
Billing Contact	/ EDIT
by clicking this checkbox, I agree to comply with the terms and con	ditions of <u>Domain Name Registration</u>

7. Click "Place Order"



**8.** An Order Confirmation page opens providing the domain name and web hosting information

	in the second second		
Order Conf	irmation		- prin
ustomer, you will be r		Il the information you need	tions provider. If you are a new d to log into SiteControl and begin our records.
our Information			
estuser Testuser			
175 Street Name			
enver, CO 80206 205502085			
be2etesting@gmail.co	m		
Domain Names			
DOMAIN NAME	DURATION	ADD-ONS	
cbuat53.com		No add-on:	s selected
Sub Total: \$ 0.00			
Web Hosting			
DOMAIN NAME	WEB HOSTING PLAN	BILLING CYCLE	QUICK INFO
	Premium Bundled		12 GB, unlimited traffic, 250 email accounts
cbuat53.com			250 email accounts

- **9.** A confirmation email will be sent to the email account used during registration
- **10.** Click the link provided in the confirmation email in order to verify the email address associated with the new account

As of January 1, 2014, the Internet Corporation for Assigned Names and Numbers (ICANN) has mandated that all ICANN accredited registrars begin verifying the WHOIS contact information for all new domain registrations and Registrant contact modifications.
You have registered one or more domains from Domain People and verification of the Registrant email address is required for these domain name(s) to remain active. Please click the link below to verify the email address. You have until 03/07/2014 to verify this email address. After this date, the domain name(s) will be suspended until the email address is verified.
Click here to verify your email address
If the above link does not work, please copy-and-paste the following URL into an open web browser to complete the verification process:
http://verify.domainpeople.com/raaverification/verification.aspx?VerificationCode=DF350C7D-81BA-4D89-AC7F- BE0D4D50B1FF
Once you click the link, your email address will be instantly verified and there is nothing further for you to do on the following domains:
cbuat56 com
Sincerely,
Domain People

**11.** A confirmation message opens, stating that you have successfully verified the email address for the respective domain

Congratulations, you have successfully verified the Registrant email address for the following domains:

### Transfer a Domain Registrar

cbuat56 com

If you have already registered a domain name elsewhere and would like to transfer the registration to the Charter Business Hosting registrar, you will first need to unlock and authorize the transfer (see the <u>Charter Business Hosting</u> <u>Guide</u> for more information).

Once the existing domain is unlocked and authorized, proceed with performing the domain transfer from the Charter Business Portal.

**Note**: You will be required to have your authorization code in order to complete the transfer.

- **1.** Click "Hosting" from the "Administration" section on the Charter Business Portal home page
- Enter your existing domain name in the "Use a name I already own" field
- 3. Click "Continue"

Charter Business	
Enter a Domain Name to Begin	
Thank you for choosing Charter Business. Let's start your order by selectir use one you already own or register a new one now.	ng a domain name for your plan. You can
What domain name would you like to use?	
Register a new domain name	Use a name I already own
.com 🗸	
Continue	

- 4. On the authorization page, complete the following:
  - Check the "I affirm that I am the registered owner" box
  - > Check the "I'd like to transfer it to Charter Business" box
  - > Enter your authorization code
  - Click "Continue"

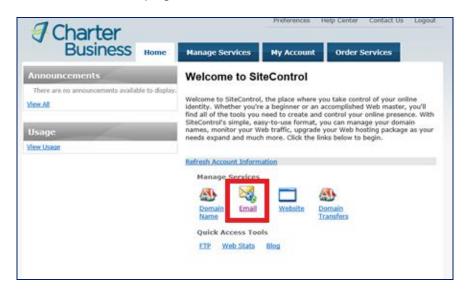
J Charter Business
salspizza.com is currently registered.
I affirm that I am the registered owner of this name and wish to use it for my nosting services.
(optional)
🔲 'd like to transfer it to Charter Business.
We can help you start the transfer process right now. When you transfer your name, you get an extra year of registration added to your current term (limit 10 years). You will be charged for this additional year when you place your order.
Please enter your authorization code:
Bead our important notes on domain name transfers.
Tip: You must contact your current registrar for your authorization code unless you already have it. If you do not have it right now, you can skip this step and supply it later.
Tip: Don't worry if you're not ready to make a decision now. You can always register more domain names or transfer other domain names you own later.
Continue or Search for a new domain name.

**5.** At this point, you will proceed through the steps required to create an account as described in Steps 3-11 of the "Register a Domain" section above.

#### **Create Email Addresses**

Once a domain is established, the Primary or Hosting Admin is able to create additional email addresses for the new or transferred domain using Charter Business SiteControl.

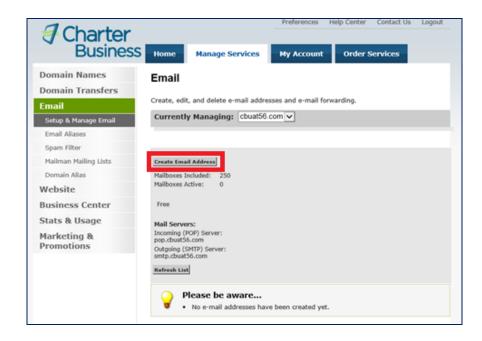
1. Click the Email icon under the "Manage Services" section of the SiteControl home page



2. Click "SiteMail Mailboxes" from the Email page

Charter Business		Preferences Help Center Contact Us Logout
Dusiliess	Home Manage Services	My Account Order Services
Domain Names	Email	
Domain Transfers		
Email	SiteMail Mailboxes	Email Aliases
SiteMail Mailboxes		
Email Aliases	Create, edit, and delete e-mail addresses & e-mail forwarding.	Manage e-mail aliases
Spam Filter		
Mailman Mailing Lists	Email Tutorial	
Domain Alias	Watch tutorial on creating email	
Website	accounts	
Stats & Usage	Spam Filter	Mailman Mailing Lists
	Solutions to keep your organization safe from unwanted spam and virus filled emails.	Manage and Create Mailing Lists.
	Domain Alias	
	Point a different domain to your email.	
		© 2014 Charter Business, All rights reserved

3. Click "Create Email Address"



- 4. The Create Email Address page opens
- 5. Complete the following fields:
  - > Username
  - Password
  - Repeat Password
  - > Optional: Set Additional Options
- 6. Click "Create Email Address"

Create Email A	Address
	red and (*) = Something Want Wrong.
Currently Managir	ng: cbuat56.com
Step 1. Enter Email A	ddress Name:
The second s	
* Create Username:	<ul> <li>©cbuat56.com</li> <li>6 to 40 characters long</li> <li>All lower case letters</li> <li>Deshes ("-"), dots (":") and underscores ("_") are allowed. No other special characters are allowed</li> <li>Must not begin with any symbols</li> <li>Must not include consecutive symbols</li> <li>Must not include consecutive symbols</li> </ul>
Step 2. Set Password	of Mailbox:
* Password:	<ul> <li>8 to 20 characters Must start with a letter</li> <li>Must contain at least one capital letter Must contain at least one small letter Must contain at least one digit or punctuation symbol.</li> <li>Must not be a case insensitive sub-string match with the username, or the phrases: "password", "changeme", "charter", "123", "abc", "zxy" or "default". e.g. My-Pa55word</li> </ul>
* Repeat Password:	<ul> <li>8 to 20 characters Must start with a letter</li> <li>Must contain at least one capital letter Must contain at least one small letter Must contain at least one digit or punctuation symbol.</li> <li>Must not be a case insensitive sub-string match with the username, or the phrases: "password", "changeme", "charter", "123", "abc", "zxy" or "default".</li> <li>e.g. My-Pa55word</li> </ul>
<b>Note:</b> The email addre	ess will be the username for the malibox.
Step 3. Set Additiona	I Options for this Email Address:
Forward: For     Auto-Respon	rward all incoming emails to another email address. ader: Send an automatic reply to senders. Forward all incoming email to an existing mailing list.
	Create Email Address Cancel and Go Back
	© 2014 Charter Business, All rights reserved.

7. An Email Address Confirmation page opens, confirming the request Page 40 of 62

**Proprietary and Confidential** Copyright © Charter Communications. All Rights Reserved was successfully received

Home	Manage Services	My Account	Order Services
Email	Address Confirm	ation:	
Curren	ntly Managing: cbuat56.	com	
V	Request(s) Successi Charter Business has reco • Activate email address su	eived your request	
	Most products are processed traffic, it may take up to 24	d within a few minute	es. However, depending on
Mailbox	¢		
Usernam	ne: sub1		
			Back to Overview

Below is the link to the Charter Business Webmail Guide. This and other support documents can be found on the Charter Business Portal Support Page.

• Charter Business Webmail Guide

For additional hosting support beyond the instructions provided within this section, please contact Hostway Technical Support, 855 381 4461.

Administration If you are subscribed to voice service, the "Voice" link will be active. The link will guide you to the appropriate website / portal that maintains your current voice lines and features.

# Welcome!

As a Charter Business customer, you can still easily access your account and manage your business services. Simply select the applicable service that you would like to manage.

# My Services:

Voice | Webmail | Desktop Security | TV | My Profile

# Administration:

My Account | Hosting Voice Desktop Security | User Management

If you select the Voice link you will be directed to the Charter Online Control Panel to access your voice services.

If you are not subscribed to voice service, the below message will display when you click "Voice" under the "Administration" section.

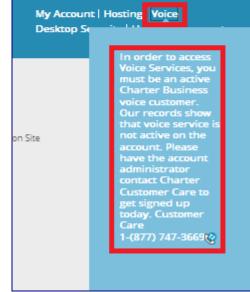
# Welcome!

As a Charter Business customer, you can still easily access your account and manage your business services. Simply select the applicable service that you would like to manage.

#### My Services:

Voice | Webmail | Desktop Security | TV | My Profile

#### Administration:



Listed below are administrator and user guides for Charter Business Phone service. These and other support documents can be found on the Support Page of the Charter Business Portal.

#### Administrator Guides

- Group Administrator User Guide
- Hunting and Hunt Group Voicemail Quick Reference Guide
- Group Voice Portal Administrator Guide

#### User Guides

- Online Control Panel Getting Started Guide
- Online Control Panel User Guide
- Individual Line Voicemail Quick Reference Guide

- Feature Access Code User Guide
- <u>Call Manager Quick Reference Guide</u>

If administrators want to create additional sub-users to manage telephone lines and features, they will need to do so within the Voice Administration Portal directly.

#### Administration (Desktop Security)

If you are subscribed to internet service, the "Desktop Security" link will be active. The link will guide you to the Desktop Security Page to obtain the necessary information to utilize the Desktop Security Software Suite.

# Welcome!

As a Charter Business customer, you can still easily access your account and manage your business services. Simply select the applicable service that you would like to manage.

# My Services:

Voice | Webmail | Desktop Security | TV | My Profile

### Administration:

My Account | Hosting | Voice | Desktop Security User Management

In order to access this link, you will need to have one of the below roles assigned to your Charter Business ID.

- Primary User
- Network Admin

If you are a Primary User or Network Admin and you have not registered your account with F-Secure, the first time you click on the "Desktop Security" link, you will need to create an account by following the below steps

- 1. Click "Desktop Security" under "Administration"
- 2. Enter an Email Address
  - This is the email address that will be used by the Desktop security portal for things like sending password resets to
- 3. Enter a Password

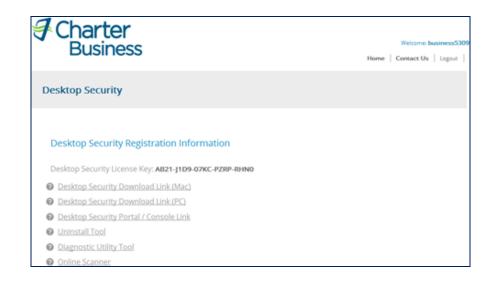
- This is the password that will be used when accessing the Desktop Security Portal
- **4.** Confirm Password
- 5. Click "Submit"

Desktop Security Registration:         Image: User Name:       User name goes here         Email*       Image: Compare the text of the text of te	Des	ktop Security			*Required Fields
Email*     Password Szength		Desktop Securi	ty Registration:		in a final sector in the secto
Password #     Password #	0	User Name:	User name goes here		
	0	Email*			
Confirm Password*	0	Password*		Password Strength	
Comminiassion	0	Confirm Password*			
			Sub	mit	
Submit					

**Note**: Your username is pre-populated based on the username used for the Charter Business Portal. In the event that the username is already registered with another customer, you can choose from the suggested usernames or create a different one.

If you have the proper role assignment and the account has been registered for Desktop Security, you will have access to view the following Desktop Security Registration Information:

- Desktop Security License Key: XXXX-XXXX-XXXX-XXXX-XXXX
- Desktop Security Download Link (Mac)
- Desktop Security Download Link (PC)
- Desktop Security Portal / Console Link
- Uninstall Tool
- Diagnostic Utility Tool
- Online Scanner



If you do not have the proper role assignments, the below message will display when you click "Desktop Security" under the "Administration" section.

# Welcome!

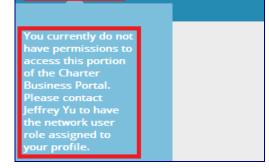
As a Charter Business customer, you can still easily access your account and manage your business services. Simply select the applicable service that you would like to manage.

#### My Services:

Voice | Webmail | Desktop Security | TV | My Profile

#### Administration:

My Account | Hosting | Voice | Desktop Security User Management



If you are not subscribed to internet service, the below message will display when you click "Desktop Security" under the "Administration" section.

# Welcome!

As a Charter Business customer, you can still easily access your account and manage your business services. Simply select the applicable service that you would like to manage.

#### My Services:

Voice | Webmail | Desktop Security | TV | My Profile

#### Administration:

My Account | Hosting | Voice | Desktop\_Security User Management

In order to access	
Desktop Security	
features you must	
be a Charter	
Business data	
customer. Our	
records show that	
this account does	
not have active data	
service. Please have	
the account	
administrator	
contact Customer	
Care to get signed	
up today. Customer	
Care	
1-(877) 747-3669 😪	

If you want to create additional users to manage Desktop Security features and functionality outside of what is available in the Charter Business Portal, you will need to create / setup users within the Desktop Security Portal directly.

Below are links to the Desktop Security User Guide and Admin Guide. These documents and other support documents can be found on the Charter Business Portal Support Page.

- Desktop Security User Guide
- Desktop Security Admin Guide

Administration If you are subscribed to any Charter Business Line of Business, the "User

#### (User Management)

Management" link will be active. The link will guide you to the Charter Business ID Management page to manage the following profile items for Charter Business IDs.



In order to access this link, you will need to have one of the below roles assigned to your Charter Business ID.

- 1. Primary User
- 2. Hosting Administrator
- 3. Network Administrator
- 4. Billing Management

**Note**: The below chart outlines what role type must be assigned to a user in order to perform the associated functions / tasks.

Role Type	Function / Task
	Can perform the below for all Users:
	Create a New User
Primary User	<ul> <li>Search for Charter Business IDs</li> </ul>
	<ul> <li>Edit User IDs profile information</li> </ul>
	Remove User IDs
	Can perform the below only for Hosting Users:
Hosting Admin	<ul> <li>Search for Charter Business IDs</li> </ul>
_	Edit User ID roles
	Can perform the below only for Network Users:
Network Admin	<ul> <li>Search for Charter Business IDs</li> </ul>
	Edit User ID roles

	Billing Management can view the User
Billing	Management Screen, but does not have the
Management	permissions to perform any changes to other
	users for the Charter Business Portal

#### Create a New User

- 1. Click "User Management" under "Administration"
- 2. Click "Create a New User"



- 3. Enter a new Charter Business ID
  - > Refer to Appendix B for Charter Business ID requirements
- 4. Enter a Password
  - Refer to <u>Appendix B</u> for Charter Business password requirements
- **5.** Confirm the Password
- 6. Optional: Check the availability of the Charter Business ID by clicking "Check Availability"
- 7. Optional: Select the "User reset at initial login" this will force the user to change the password at first sign-in

Charter Business	ID:	
② Charter Business ID*		Check Availablity
Password*		Not Strong
Confirm Password*		
0	User reset at initial login	

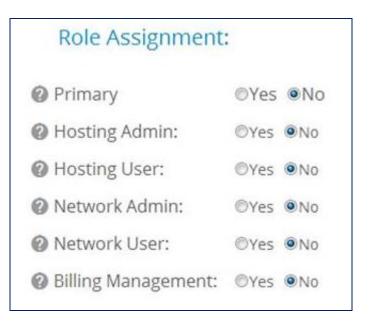
- 8. Enter a first name in the "First Name" Field for the new user
- 9. Enter a last name in the "Last Name" Field for the new user
- **10.** Enter a contact email in the "Contact Email" Field for the new user
- **11.** Enter a contact phone in the "Contact Phone" Field for the new user

Contact Informa	ation:
Pirst Name*	
② Last Name*	
② Contact Email*	
② Contact Phone*	

- **12.** Choose a security question for the new user from the drop-down menu
- 13. Enter an answer to the security question in the "Answer Question" field
- **14. Optional**: Select the "Reset security question and answer at initial login". This will force the user to change the security question and answer at initial login

Choose Question*	Choose One	
	Choose One	
	Favorite Sports Team?	
	Favorite Movie?	
	Favorite Pet's Name?	
	Favorite Teacher's Name?	
	Color Or Make Of Your First Car?	
Answer Question*		-

- **15.** Choose "Yes" for each role the new user should have.
  - Refer to <u>Appendix A</u> for permissions that are granted with each role assignment.



16. Click "Submit"



**17.** A registration confirmation page opens stating that the ID creation was successful. Click "OK"

Registration Confirmation	
	Your ID creation was successful! You have successfully created the user sub5_cbuat71 sub5_cbuat71.
	ок

### Search for a Charter Business ID

- 1. Click "User Management" under "Administration"
- 2. Enter the name of the user in the search field

Search for Char	ter Business IDs:			
Search <mark>Tester</mark>				
Choose ID to M	anage:			
First Name	Last Name	ID	Edit	Remove
Tester	Mac Test2	business5309_modal2	Z	×
John	Tester	testing12345	Z	×

#### Edit a Charter Business ID

- 1. Click "User Management" under "Administration"
- 2. Enter the name of the user in the search field
- **3.** Click the  $\square$  icon next to the user to edit

Search for Cha	arter Business IDs:			
Search Tester				
Choose ID to I	Manage:			
First Name	Last Name	ID	Edit	Remove
Tester	Mac Test2	business5309_modal2	2	×
John	Tester	testing12345	CZ.	

**Note**: When the Charter Business ID Management page loads, the user that is being edited is listed at the top of the page.

Charter Business ID Management
Editing: business5291y

From the editing page, you are able to change a user's password, security question and answer, contact information, and role assignment.

#### Change Password (For Another User)

- Enter a new password in the "Update Password" field
   Refer to <u>Appendix B</u> for Charter Business ID requirements
- **2.** Re-enter the password in the "Confirm Password" field
- **3. Optional**: Select the "User reset at initial login" this will force you to change the password upon next sign-in

Manage Passwor	d:
Current Password:	******
Update Password:	
0	Password Strength: Not Strong
Confirm Password:	
0	User reset at initial login

4. Click "Save" at the bottom of the page



**5.** A confirmation page opens, stating that you have successfully edited an account. Click "OK"

Success!	
	You have successfully edited an account
	ок

### Change a User's Security Question / Security Answer

- 1. Choose a new security question from the drop-down menu
- 2. Enter the new / updated answer to the security question in the "Security Answer" field

**3. Optional**: Select the "Reset security question and answer". This will force the user to change the security question and answer upon next sign-in

Security Question:	Choose One	
	Choose One	
	Favorite Sports Team?	
	Favorite Movie?	
	Favorite Pet's Name?	
	Favorite Teacher's Name?	
	Color Or Make Of Your First Car?	
Security Answer*	-	-

4. Click "Save" at the bottom of the page



**5.** A confirmation page opens, stating that you have successfully edited an account. Click "OK"

Success!	
	You have successfully edited an account
	ок

#### Change a User's Contact Information

- 1. Enter a first name in the "First Name" Field
- 2. Enter a last name in the "Last Name" Field
- **3.** Enter a contact email in the "Contact Email" Field
- 4. Enter a contact phone in the "Contact Phone" Field

Contact Informa	ation:
Pirst Name*	Business
② Last Name*	Ζ
Contact Email*	z@example.com
Ontact Phone*	555-234-2345

5. Click "Save" at the bottom of the page



**6.** A confirmation page opens, stating that you have successfully edited an account. Click "OK"

Success!		
	You have successfully edited an account	
	ок	

#### Change a User's Role Assignment

- 1. Choose "Yes" for each role the user should have.
  - Refer to <u>Appendix A</u> for permissions that are granted with each role assignment.

Role Assignment:				
Primary	0	Yes	۲	No
Hosting Admin:		Yes	۲	No
Hosting User:	$\odot$	Yes	۲	No
② Network Admin:		Yes	۲	No
② Network User:		Yes	۲	No
Billing Management:	$\odot$	Yes	۲	No

2. Click "Save" at the bottom of the page



**3.** A confirmation page opens, stating that you have successfully edited an account. Click "OK"

Success!	
	You have successfully edited an account
	ок

# Remove a Charter Business ID

- 1. Click "User Management" under "Administration"
- 2. Type the name of the user in the search field
- **3.** Click the  $\times$  icon next to the user to remove

Search for Cha	rter Business IDs:			
Search Tester				
Choose ID to M	Manage:			
First Name	Last Name	ID	Edit	Remove
Tester	Mac Test2	business5309_modal2		×
John	Tester	testing12345		×

### 4. Click "Delete"

Delete User	×
You are about to delete the user Jeffrey Yu (id: jyu8989). Do you really want to remove this user?	
Delete Cancel	

5. The user will no longer appear in the "Choose ID to Manage" section of the Charter Business ID Management page.



#### Appendix A – Charter Business User ID Role Assignment and Associated Permissions

The below table outlines the links / buttons that will be active for you based on the Role Permissions assigned to your Charter Business ID. However, you must also have the services active on the account in conjunction with the proper role assignments for the links / buttons to be active.

My Services		Administration								
Role Type	Voice	Webmail	Desktop Security	τν	User Management	My Account	Hosting	Voice	Desktop Security	User Management
Primary	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
Hosting Admin	$\checkmark$	$\checkmark$		$\checkmark$	$\checkmark$		$\checkmark$			$\checkmark$
Hosting User	$\checkmark$	$\checkmark$		$\checkmark$	$\checkmark$					
Network Admin	$\checkmark$		$\checkmark$	$\checkmark$	$\checkmark$				$\checkmark$	$\checkmark$
Network User	$\checkmark$		$\checkmark$	$\checkmark$	$\checkmark$					
Billing Management	$\checkmark$			$\checkmark$	$\checkmark$	$\checkmark$				$\checkmark$

You can create multiple logins with all different variations of role assignments with the exception of a primary user. There may only be one primary user. To change the primary user, you will need to call Charter Business Customer Care to have these settings or credentials updated / changed.

#### Appendix B – Charter Communications Username / User ID and Password Requirements

CharterBelow are the minimum requirements when creating a User ID for the Charter Business Portal. AllBusiness IDUser IDs must meet these minimum requirements, or the system will error out when attempting to<br/>create a User ID not meeting these minimum requirements.

- Minimum length of six (6) characters.
- > Maximum length of forty (40) characters.
- > Alphanumeric characters (a-z & 0-9).
- > Only symbols allowed are .(dot), -(dash) and \_(underscore).
- Must not begin with any symbols.
- Must not end with any symbols.
- Must not include consecutive symbols.

CharterBelow are the minimum requirements when creating a password for a Charter Business Portal userBusinessID. All passwords must meet these minimum requirements, or the system will error out when<br/>attempting to create / change a password not meeting these minimum requirements.

- > Minimum length of eight (8) characters.
- Maximum length of twenty (20) characters.
- Alphanumeric characters (a–z & A-Z & 0-9).
- Symbols allowed ( @ # \$ % ^ & \* ( ) \_ + | ~ = ` ! { } [ ] : ; ' < ? , . / )</p>
- > Must include at least 1 UPPER case alphabetic character.
- > Must include at least 1 lower case alphabetic character.
- > Must include at least 1 numeric character.
- Must not include symbols \ (back slash) or " (quotes).
- Must not be a case insensitive sub-string match with the username, or the phrases: "password", "changeme", "charter", "123", "abc", "zxy" or "default".

# Appendix C – Charter Busines Portal Footer Links

Charter Business Portal Footer Links

Support Page Title	Resource Purpose	Link
Investor and News Center	Resource for public relations and investors news source about Charter	<u>Link</u>
Careers	Site to apply for jobs at Charter	<u>Link</u>
Your Privacy Rights	Charter's Privacy Policy as it relates to our various products and services	<u>Link</u>
Acceptable Use Policy	Charter's Policy that outlines what's acceptable and not acceptable when using our High Speed Internet service	<u>Link</u>
Terms of Service	Charter's agreement with the customer that all customers are required to agree to in order to use Charter's products and services	<u>Link</u>
Charter Telephone Tariff Information	Site that provides state by state tariffs for where Charter provides Telephone service	<u>Link</u>
Voice Services	Resource for customers to obtain information on how to use and setup there telephone service and telephone features	<u>Link</u>

Hosting	Resource for customers to obtain information on how to use and setup there Hosting services.	<u>Link</u>
Email	Resource for customers to obtain information on how to use and setup there Email services.	<u>Link</u>
Desktop Security	Resource for customers to obtain information on how to use and setup there Desktop Security services.	<u>Link</u>
Charter Business Portal	Resource for customers to obtain information on how to use and setup services on the Charter Business Portal	<u>Link</u>
Charter Communications	Residential Site for traditional customers that doesn't pertain to Mountain States customers.	<u>Link</u>
Charter Business	Commercial Site for traditional customers that doesn't pertain to Mountain States customers.	<u>Link</u>
Charter Residential	Residential Site for both traditional and Mountain States customers to access email and other services.	<u>Link</u>
Charter Media	Site that provides information specific to Charter Media and services provided by the Media organization.	<u>Link</u>

Charter en Espanol	Site that provides serviceability information for a specific address in Spanish.	<u>Link</u>
Charter Mobile	Site that provides similar information that is on Charter.com in a display / format specific for mobile devices.	<u>Link</u>