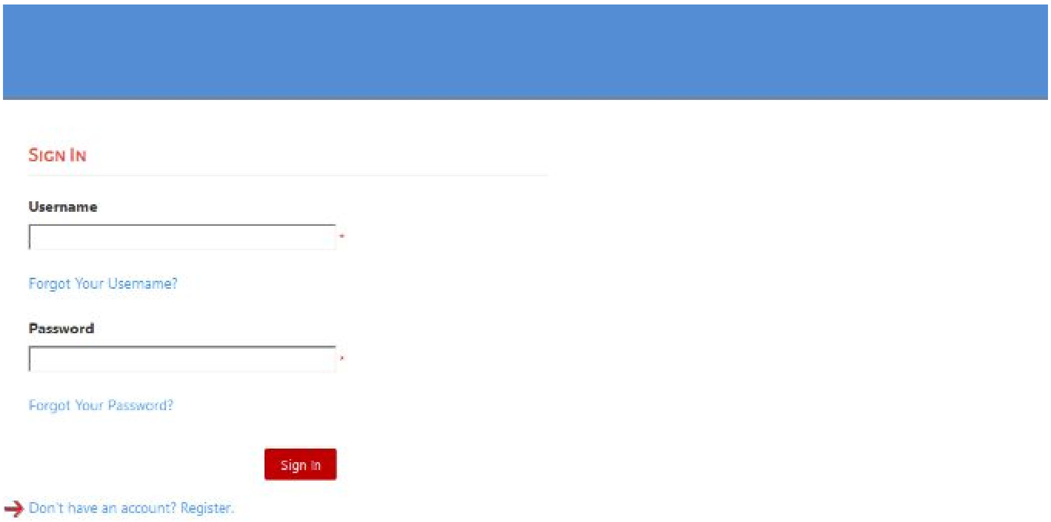
CUSTOMER PORTAL INFORMATION

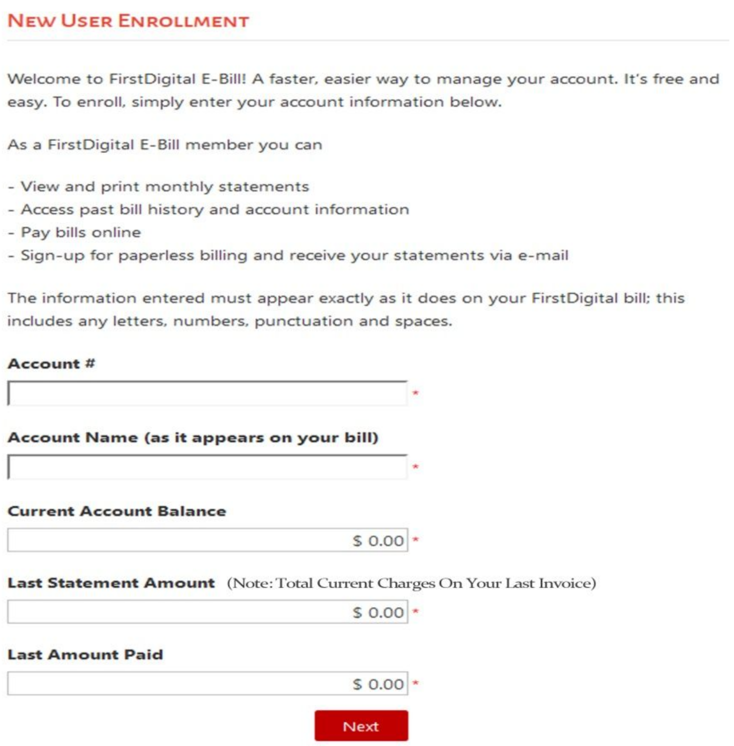
Signing Up for the Portal:

To access the portal, go to: https://fdigital.sprybill.com/ Your account can have up to 4 portal users. If you have multiple accounts, we will discuss in this document how to link more accounts to your username once you have registered.

To create a new account. Click on 'Don't have an account? Register.'



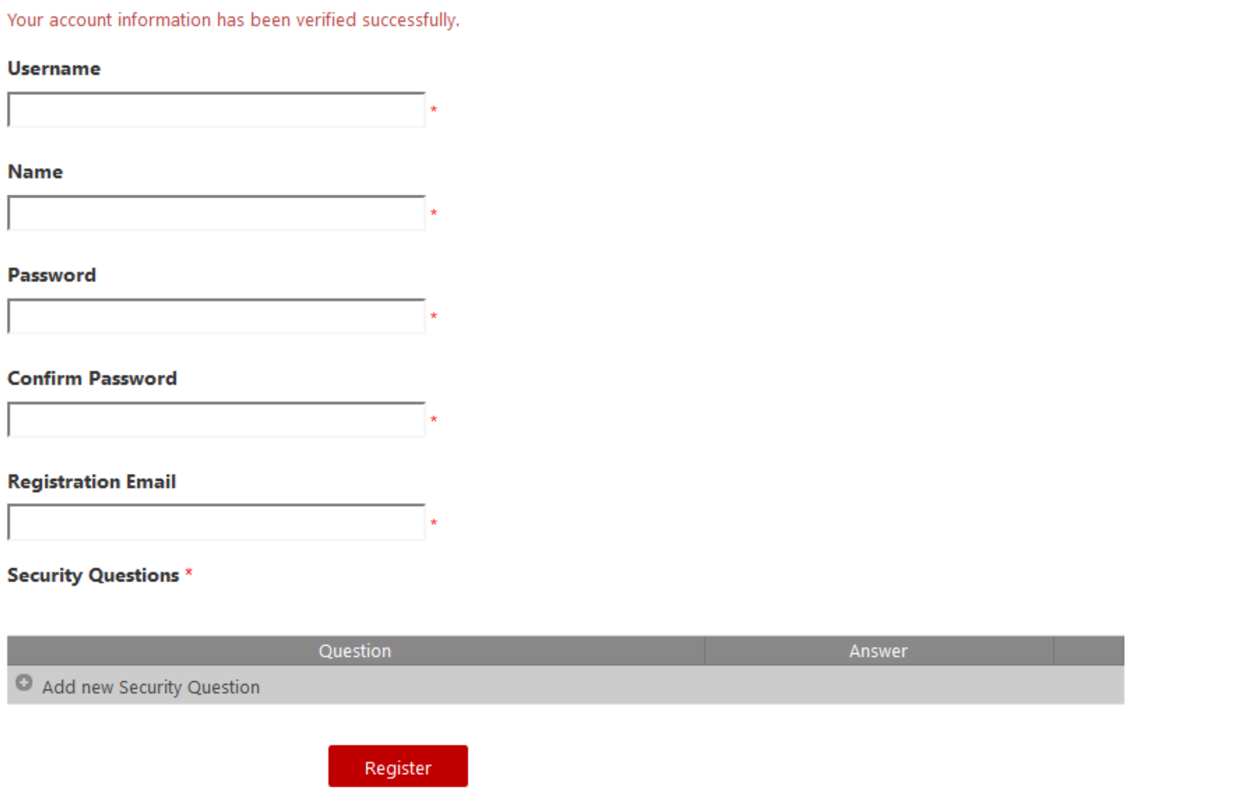
Enter information in following fields. Fields with the * are required.



*Note that information inputted must match as it is reflects in real time within our system. The Current Account Balance and Last Amount Paid is will not necessarily be the same amounts that were shown on your last invoice if a recent adjustment or payment was posted. Please contact if you have difficulty determining these amounts. If information is not correct, you will receive this error:

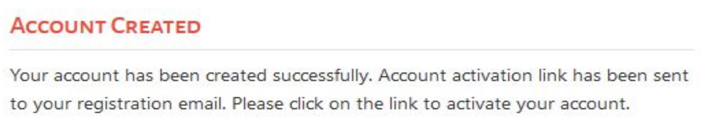
The account information entered was incorrect. Please correct the errors and try again.

Once the information is correct, you will see this information.

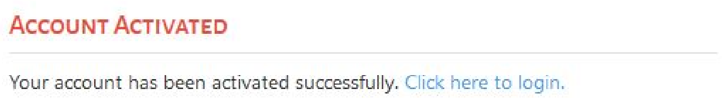


All fields above are required including adding **two** security questions. Click on 'Add new Security Question'. Pick a question and populate the answer. Click 'Done'. Add the second security question and answer. Once two questions are populated, you can click on 'Register'.

You should receive a confirmation that your account has been created and that an activation link will be sent to your email address:



Click on the Activate Account link in the email you received and then 'Click here to login.'

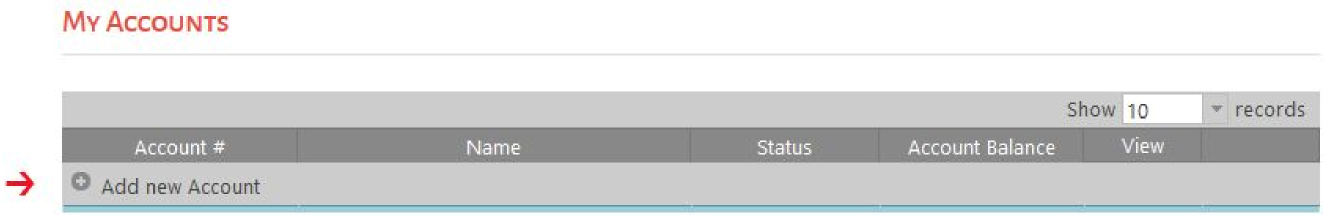


Log in using the user name and password that you created.

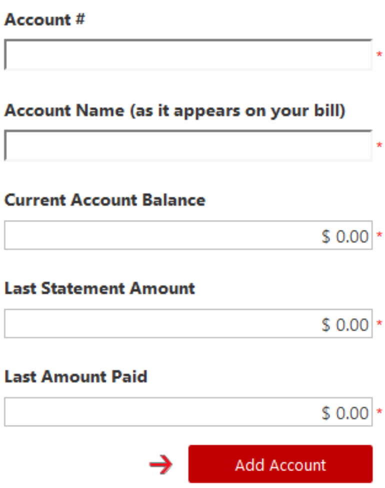
How to Link Multiple Accounts to your Username login:

If you have multiple accounts with us, you do not need to create another user name and password. Just log in the Customer Portal with your existing log in. Once you are logged in, you can add another account. Click on the My Accounts at the top of the screen.

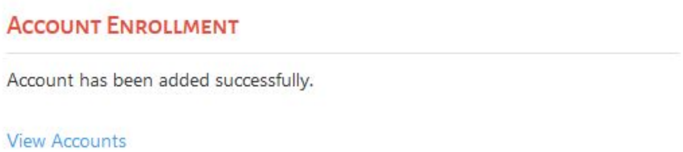
Underneath Account #, it will have the option to '+ Add new Account'



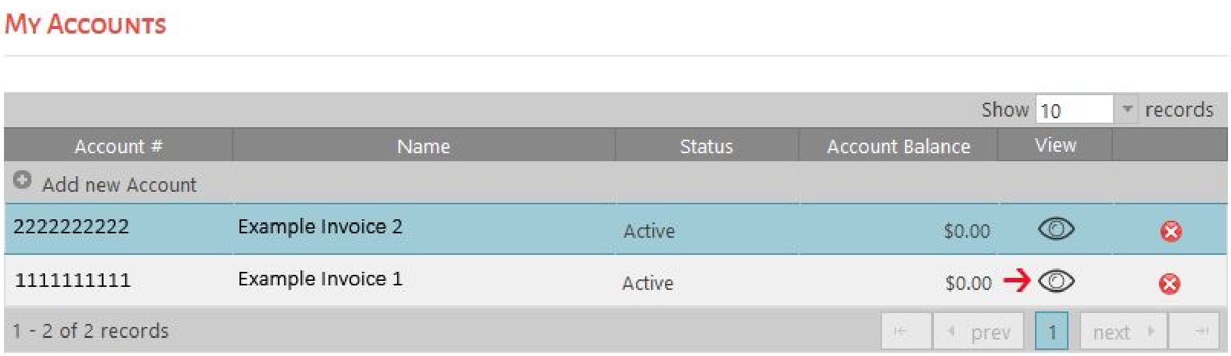
When you click on 'Add new Account', it will take you to the New Account Enrollment screen that you saw when you registered. Put the information in those fields for the other account you would like to add and click on 'Add Account'.



If the new account is added successfully, you will receive an account enrollment confirmation:



You will now see both accounts listed when you click on My Accounts. You can add as many accounts as you have with us. To view the detail of certain account click on the button in the list of accounts on the My Accounts screen.

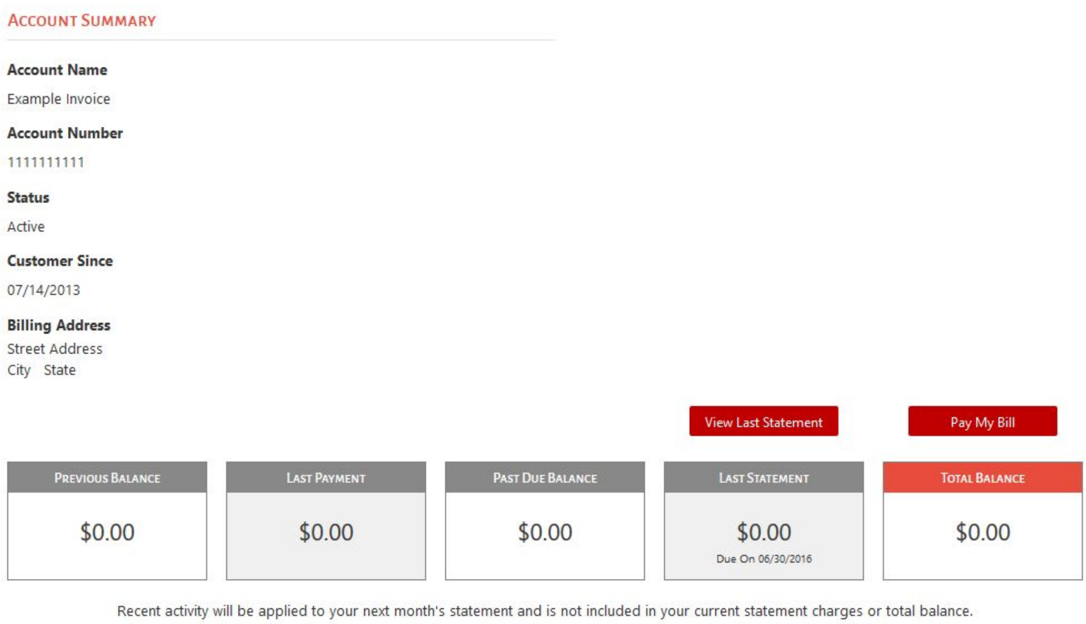


If you need to remove an account, simply click on the on the line of the account that you would like to remove.

SUMMARY

Your account summary can be found by click on SUMMARY.

This screen will give you a general summary of your account and balance due. You can also easily access your late statement from this screen by clicking on 'View Last Statement' or make a payment online by clicking on 'Pay My Bill'.



BILLING (VIEW INVOICE)

The billing screen will allow you to view payment history and all statements past the 5/30/2016 invoice date. If you would like to view a certain statement, just click on the .pdf icon under View Bill.

Billing

Make a Payment | Signup for Auto-Pay

Account Name

Example Invoice

Account Number

1111111111

Payment Activity

Last Payment Received

No payment received.

Payment History

Show 10 records

Date	Payment Method	Payment Info	Amount	Auto-Pay	Status	Posted Date	Confirmation

0 - 0 of 0 records   prev 1 next

Statement History

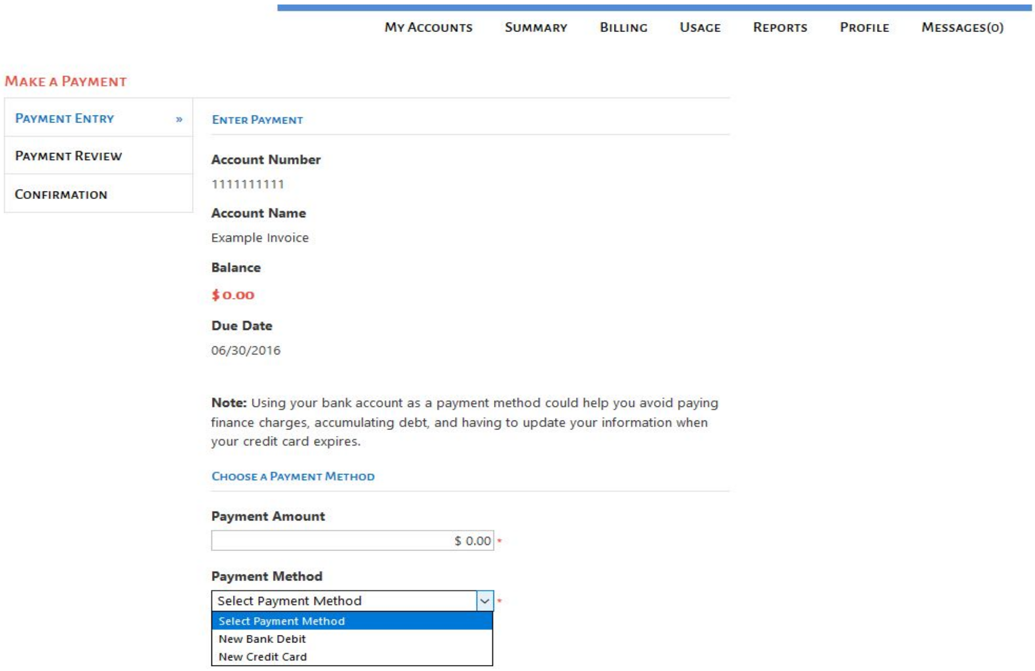
Show 10 records

Invoice Date	Invoice Number	Amount	Status	Statement Type	View Bill
05/30/2016	00012465-1	$0.00	Posted	First Digital Department Detail	

1 - 1 of 1 records   prev 1 next

BILLING (ONE-TIME PAYMENT)

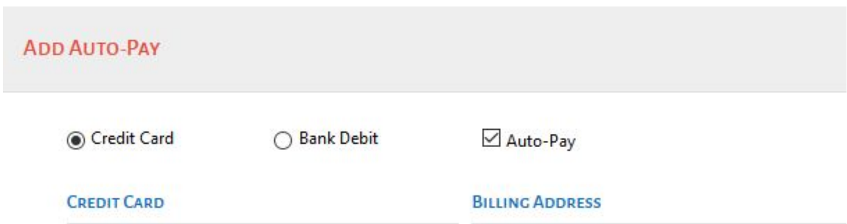
The billing screen will also allow you to make a one-time payment by click on 'Make A Payment'. We currently offer you to pay by credit card, bank debit may be available in the future. Clicking on 'Make A Payment' will take you to this screen where you can enter the amount of the payment, select New Credit card, and then input your card information and address information. Please note that Address2 must be populated or the payment will error out, you can put a - in this field if address2 is not applicable to your address.



BILLING (SIGN-UP FOR AUTO-PAY)

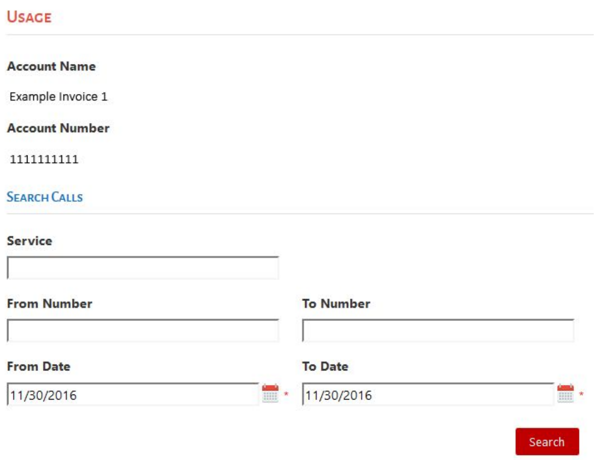
The billing screen give you the option to sign up for Auto-Pay where we can automatically take the payment each month for you. When you click on this option, it will take you to the profile screen where you can enter a new card. Refer to MY PROFILE at the end of this document for more information.

Click on Add New Card, you will need to agree to the term & conditions in the second paragraph where it states that you will allow us to take the payment each month according to the terms of the service we provide you. Click Accept and enter the card information. Make sure that you check on the Auto-Pay box as shown below.



USAGE

The usage screen will allow you to search for bill telephone call by filling out the desired criteria and click 'Search'. A search will error out if no calls are found, if the date criteria range is larger than 30 days apart, or if the search brings back more than 10,000 calls. The service field is either the telephone number or trunk number depending on how your account is set up. If you would like to a .csv file of your CDR usage information, please contact us and we will make it also availabe for download from this screen.



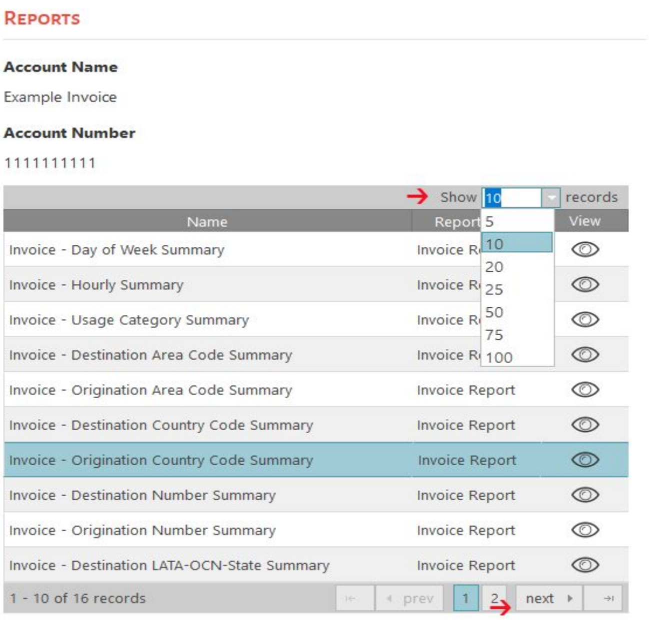
If you would like to a .csv file of your CDR usage information, please contact our customer service team and we can set you up. When this is set up, your Usage screen will look like this at the top:

To download your usage file, click on the 'Download Usage File' button. It will bring up a list of the available invoices. Click  next to the invoice that you would like to download.

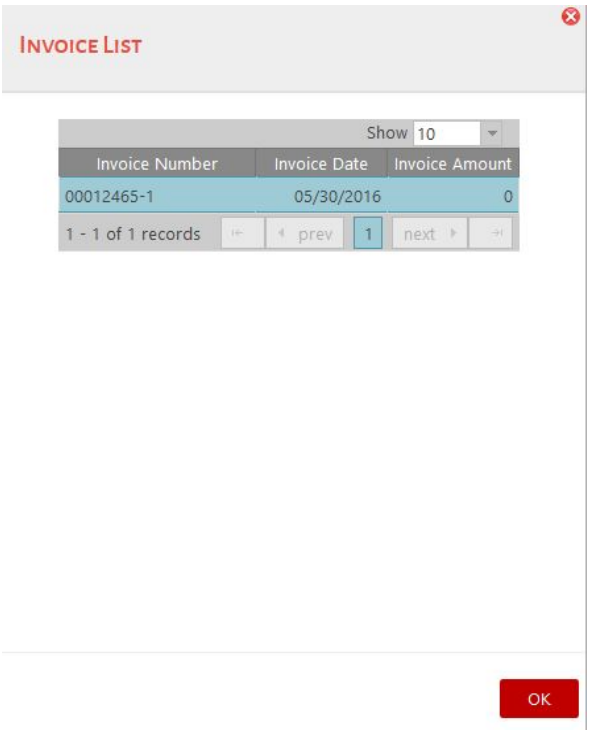
It will then take it up the 'Ready For Download' section where you can download it to your computer.

REPORTS

We offer several different usage reports. The system default to showing the first 10 report options. To show all reports, you can change the amount of report in the Show __ records column drop down box. Or you can also click on Next at the bottom of the screen to show more report options.



To pick a certain report, simply click on the  under View. This will bring up an invoice list screen. You will need to highlight a certain invoice for the report and click 'OK'.



MY PROFILE

The profile screen will show your current billing address, primary address, contact numbers, and email addresses. You can also add a credit card for auto-pay as discussing previously. Please note that there are several factors within the billing system as to whether you are set up to receive paper invoicing. Therefore, the paperless billing 'do not print' box option below does not necessarily mean that your paper invoicing is suppressed. If you would like to know whether you are set up for paper invoicing, you will need to contact us.