The “Overview” tab contains six main sections:
1. Account Maintenance section

- Allows you to search by Wireless Number, User Last Name or Device ID. Note: if your account contains phone (landline) numbers, you will see them here as well.

- Links to navigate quickly to:
  - View all lines
  - Friends and Family
  - Transaction History
  - Custom Applications
  - Machine to Machine
    
    Note: links will vary based on account/profile setup

2. Orders section

- Contains shopping links
  - “Add a Line” – activate a new line of service
  - “Upgrade Phone” – buy a new device for an existing line of service
  - “Purchase Accessories” – buy accessories for an existing line of service
  - “View Order Status” – check the status of submitted online orders
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- “Device Only” – purchase equipment without service
  
  Note: these shopping links only appear for companies and users who have “Shopping” enabled.

3. Billing and Payments section
   
   - Click on one of the accounts to see a summary/statement for that account
   - Click on “Pay” next to an account to make a one-time payment for that account
   - View payment status, statements and a link to enroll in paperless billing
   - Quick access to view call detail

4. Reports section
   
   - Run standard and customized reports

5. Special Offers
   
   - Displays current Verizon Wireless promotions

6. Message Center
   
   - Message Center is available to all user roles
   - Communicates upcoming or recent changes and alerts
   
   - To read the entire message click on the message title or the “Read More” link
To delete the message, click “Delete”

If there are multiple messages available, you can scroll through them using the arrow buttons on the right side of the message window.

Quick Tasks dropdown

1. Quick Tasks section
   - Contains direct links to the most commonly used functionalities. Click on a link to go directly to that transaction
The “Quick Tasks” pod is role-dependent and will not show for every role

Settings dropdown

The “Settings” dropdown contains two main sections: “Personal Settings” and “Company Settings”.

- All user roles have access to the “Personal Settings” options; however some links within “Company Settings” will not appear for certain user roles
- Click on “Settings” to open the dropdown
Personal Settings

- From the “User Profile” page you can update your Password, Secret Question, and Secret Answer
- You can also view your User Role, User Type and the amount of account and wireless numbers that you are able to access
Notifications

From the "Notifications" page you can manage a list of email addresses used for account maintenance confirmation emails.
Email Alerts

From the "Email Alerts" page, you can elect to receive promotional emails about Product and Services, based on category. You must select one category to opt in to the email list.

![Email Alerts Form]

- Online Promotions, Hot Deals
- Important Customer Information
- Internet, Data Products
- New Products, Services
- Latest Phones, Accessories
- Latest News, Press Releases

Wireless Number * (Existing customers only)
Company Settings

These settings are accessible to the Administrator and Analyst user roles. Note: Analyst will have limited access.
Company Profile

This page is divided into three sections:

- **Company Information** - provides your company name, and the amount of accounts and wireless numbers your company has. Note: if you also have access to Internet and Phone (landline) accounts, you will see them here as well.

- **My Business Account Information** – provides the total amount of users that have been enrolled in My Business Account for your company. This section also provides the amount of each User Role for your company.

- **Contact Information** – provides the name, phone number, and email address of your company’s SPOC or Wireless Program Manager. The “Support Center” row contains the number to Verizon Wireless Customer Support.