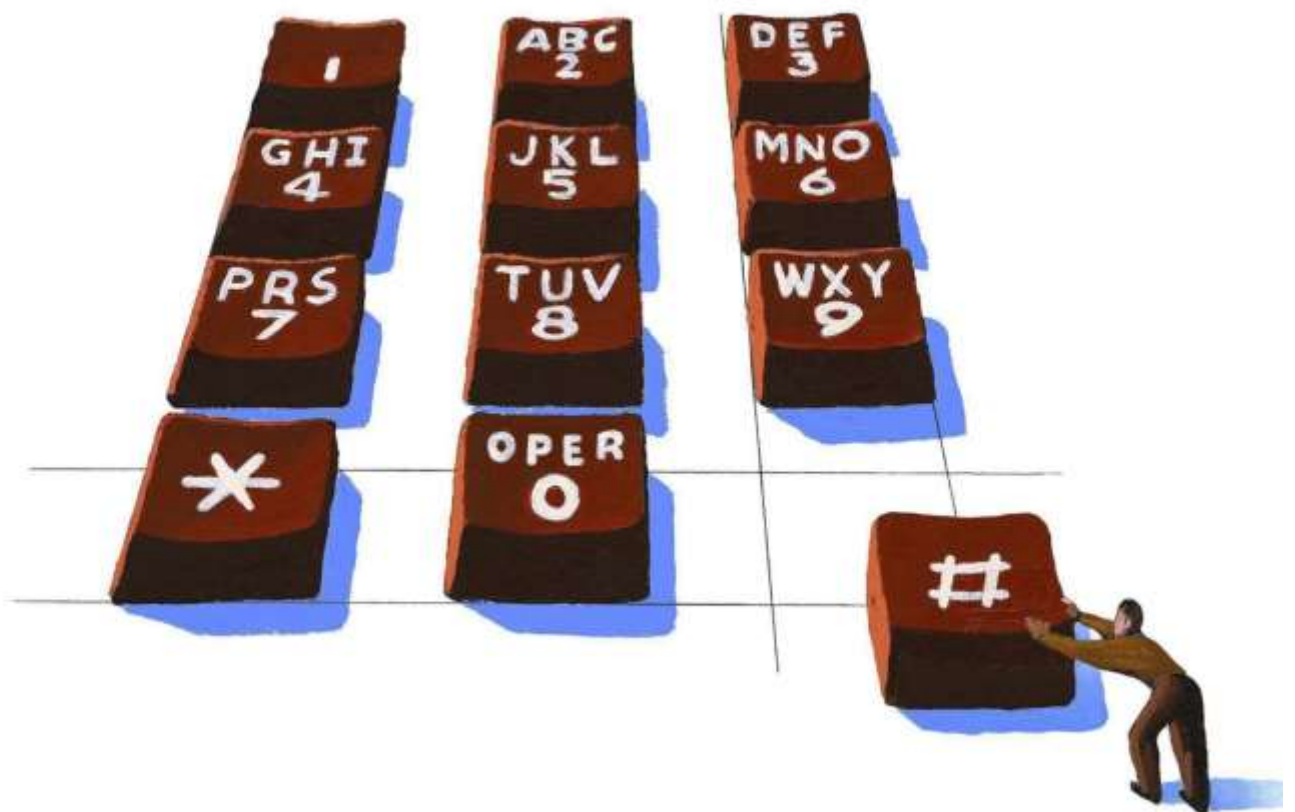


IDT Express User Guide





All Rights Reserved

The use, disclosure, modification, transfer or transmittal of this work for any purpose, in any form, or by any means, without the written permission from IDT is strictly forbidden.

April 2016

Disclaimer

The content of this manual is subject to change without notice and should not be construed as a commitment by the distributor or IDT. This manual is furnished for informational use only and IDT assumes no responsibility or liability for any errors or inaccuracies that may appear herein.

Table of Contents

Overview	1
<i>What's in this Guide?</i>	<i>1</i>
<i>Before You Get Started</i>	<i>1</i>
<i>Browser Requirements</i>	<i>1</i>
<i>WinZip</i>	<i>1</i>
<i>Portal Overview</i>	<i>1</i>
<i>Toolbar Main Menu.....</i>	<i>2</i>
<i>Prepaid Accounts Dashboard</i>	<i>3</i>
<i>Payments Page.....</i>	<i>4</i>
<i>Payments/Payment History</i>	<i>4</i>
<i>Payments/Bank Wire Instructions</i>	<i>4</i>
<i>Payments/Credit Cards.....</i>	<i>5</i>
<i>Make Payment</i>	<i>5</i>
<i>Payments/Manage Credit Cards</i>	<i>5</i>
<i>Payments/Verification History.....</i>	<i>6</i>
<i>Payments/Other Payment Options/Western Union.....</i>	<i>6</i>
<i>Payments/Monthly Statements</i>	<i>7</i>
<i>Payments/Low Balance Notifications.....</i>	<i>7</i>
<i>Postpaid Accounts Dashboard.....</i>	<i>7</i>
<i>Billing -- Postpaid Accounts only</i>	<i>9</i>
<i>Billing/Invoices.....</i>	<i>9</i>
<i>Billing/Transaction History</i>	<i>9</i>
<i>Billing/Bank Wire Instructions</i>	<i>10</i>
<i>Billing/Low Credit Notification.....</i>	<i>10</i>
<i>Settings/Company Profile Page.....</i>	<i>11</i>
<i>Settings/Company Contacts</i>	<i>11</i>
<i>Settings/Switches.....</i>	<i>12</i>
<i>Settings/Default Division</i>	<i>13</i>
<i>Settings/Divisions/Dialing Prefixes</i>	<i>13</i>
<i>Settings/Manage Users.....</i>	<i>14</i>
<i>Settings/Email Preferences/Email Notifications</i>	<i>14</i>
<i>Settings / Traffic page.....</i>	<i>15</i>
<i>Settings / Anti-Hacking Page.....</i>	<i>15</i>
<i>Voice/Rates Page.....</i>	<i>16</i>
<i>Voice/ Reports Page.....</i>	<i>16</i>
<i>Support Page/FAQs.....</i>	<i>17</i>
<i>Support/Tickets.....</i>	<i>18</i>
<i>FAQ Page.....</i>	<i>18</i>
Logging into the Portal	19
<i>Retrieving Your Username</i>	<i>20</i>
<i>Retrieving Your Password.....</i>	<i>20</i>
<i>Haven't Received the Activation Email?</i>	<i>20</i>
Viewing and Modifying Your Profile Settings	21
Adding, Modifying and Deleting IP Addresses	21
<i>Adding an IP Address.....</i>	<i>22</i>
<i>Modifying IP Addresses</i>	<i>23</i>
<i>Deleting IP Addresses</i>	<i>23</i>
Modifying Your Default Division Setting	24
Sorting and Filtering Rates Display.....	25
<i>Sorting the Rates Display</i>	<i>25</i>
<i>Filtering the Rates Display.....</i>	<i>26</i>

Working with the Reports Page	26
<i>Downloading and Viewing CDR Reports</i>	<i>27</i>
<i>Downloading and Viewing Trunk Reports</i>	<i>28</i>
Prepaid Accounts	29
<i>Summary Box</i>	<i>29</i>
<i>Viewing Payment History</i>	<i>29</i>
<i>Add Credit Card</i>	<i>29</i>
<i>Making a Payment Using a Credit Card</i>	<i>31</i>
<i>Making a Payment Using PayPal</i>	<i>31</i>
<i>Viewing Monthly Statements</i>	<i>32</i>
Postpaid Accounts	32
<i>Summary Box</i>	<i>32</i>
<i>Viewing and Downloading Invoices</i>	<i>33</i>
<i>Searching for an Invoice</i>	<i>33</i>
<i>Viewing Transaction History</i>	<i>33</i>
<i>Filtering transactions</i>	<i>34</i>
<i>Printing a Receipt</i>	<i>34</i>
<i>Making a Payment</i>	<i>34</i>
Managing Users	34
<i>Inviting Users</i>	<i>34</i>
<i>Assigning Access Permissions</i>	<i>35</i>
Email Groups and Notifications	36
Managing Trouble Tickets	36
<i>Viewing Trouble Tickets</i>	<i>36</i>
<i>Opening Trouble Tickets</i>	<i>37</i>
<i>Adding Notes and Attaching Files</i>	<i>38</i>
<i>Closing Tickets</i>	<i>41</i>
Frequently Asked Questions	41

Overview

What's in this Guide?

The "Getting Started Guide" provides you with the following information and procedures:

- An [overview of the IDT Express web portal](#) so that you have a better understanding of its capabilities.
- How to [log into the portal](#) and retrieve your password and user ID information.
- Understand the [Home page/Dashboard](#) display.
- How to [view and change your personal profile](#).
- Use the Settings page to [add, modify or delete IP addresses](#). Understand how to change the service routing divisions on your account. Invite and manage other portal users
- Use the Voice page to [view current rates and sort and filter the display](#) based on several options.
- Use the [Voice](#) page to view CDR and Trunk Group reports.
- Use the [Billing](#) page (postpaid accounts) to view invoices and transactions.
- For prepaid accounts, use the [Payments](#) page to make payments as well as view payment history and monthly statements.
- [Enter trouble tickets and view ticket history](#) using the Support page.

Before You Get Started

This section provides you with important information before you start working with IDT Express. Following the guidelines in this section will save you time spent trying to troubleshoot different issues.

Browser Requirements

The following browsers are supported:

- IE 11 and higher
- Firefox 3.5.7 or higher
- Chrome

WinZip

Since the CDR reports are zipped due to their size, you must have a version of WinZip on your computer to decompress the file and open it in Excel. If you don't have WinZip you can download it from the [WinZip website](#).

Portal Overview

This section provides you with a high-level description of each of the Portal's pages. Task-based procedures are provided in other sections of this guide when you need more help.

Toolbar Main Menu

The toolbar main menu remains constant at the top of each Portal page. It enables you to navigate quickly through the pages and complete related tasks.

When you click on a menu item, the dropdown menu displayed lets you view related tasks.

Prepaid Tool Bar Menu



Postpaid Tool Bar




Returning to the Home Page

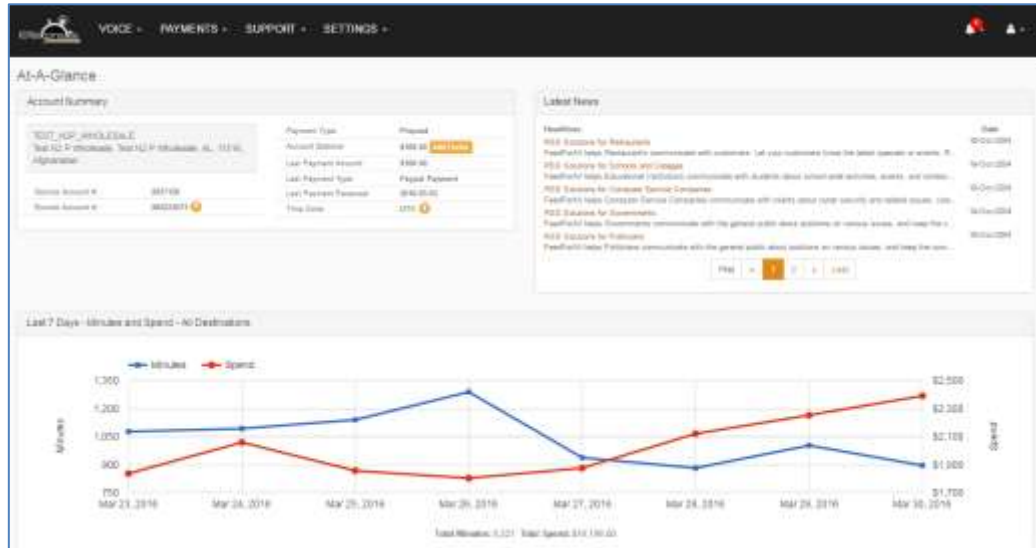
To return to the Home Page, click the  symbol located on the left side of the toolbar.

Main Menu	Postpaid Options	Prepaid Options
Voice		<ul style="list-style-type: none"> • Current Rates • Reports CDRs Trunk
Billing	<ul style="list-style-type: none"> • Invoices • Transaction History • Bank Wire Instructions • Low Credit Notification 	Does not apply to prepaid accounts
Payments	Does not apply to postpaid accounts	<ul style="list-style-type: none"> • Payment History • Credit Cards • Other payment options (Paypal and Western Union) • Monthly Statements • Bank Wire Instructions • Low Balance Notification
Support		<ul style="list-style-type: none"> • FAQs • Tickets • Sales and Account Manager • Interconnect Help Guide • Common SIP Signal Errors
Settings		<ul style="list-style-type: none"> • Company Profile • Company Contacts • Switches • Manage Users • Preferences • Divisions Default Division Dialing Prefixes

For More Information

To access additional information or instructions, click the  link.

Prepaid Accounts Dashboard



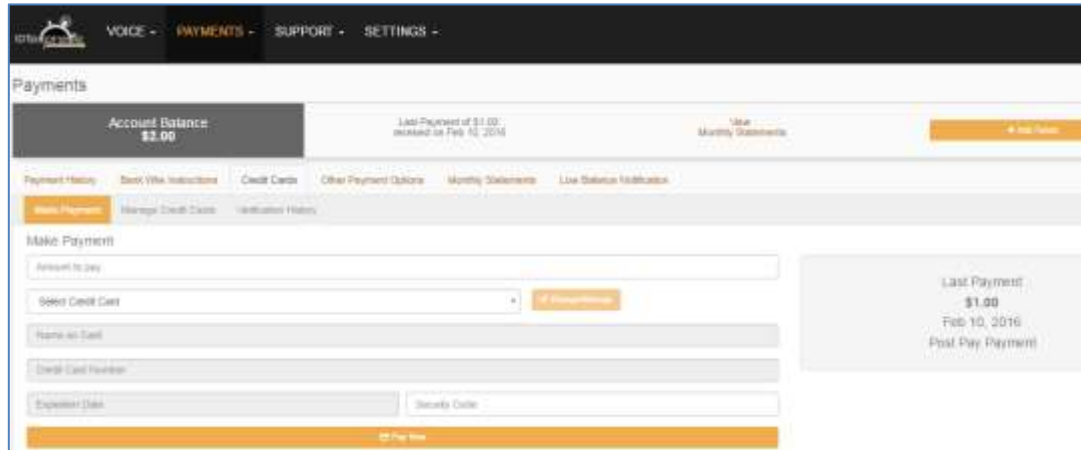
The Home page for prepaid accounts allows you to view:

- Account summary information that includes account number, balance, last payment amount, payment type, and date.
- A news section to communicate changes, rate specials and service interruption notices and updates.
- A graphic view of all destination minutes and spend over the past 7 days.
- View a breakdown of your top 10 destination minutes and spend over the past 7 days.

Payments/Credit Cards

The Credit Card option allows you to make a payment using a credit card, add, update or delete credit cards, and view verification history. The Credit Cards menu has three tabs: Make Payment, Manage Credit Cards, and Verification History.

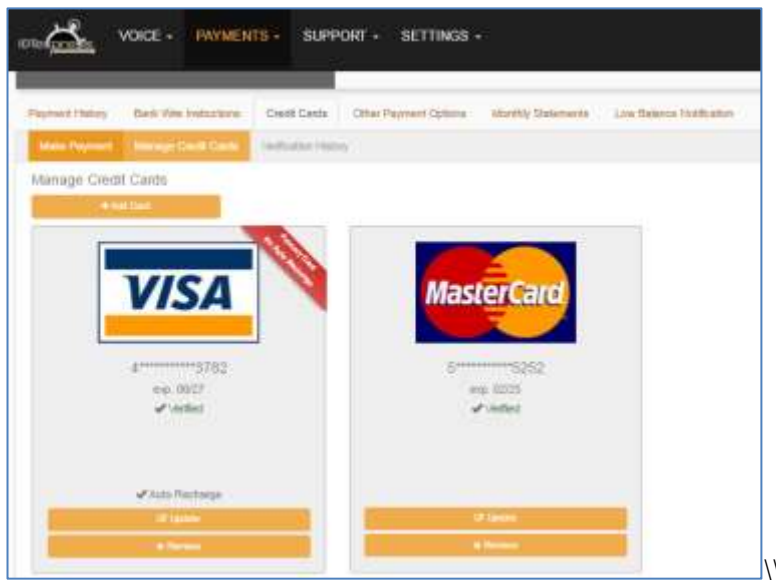
Make Payment



From the Make Payment page you can:

- Add funds using a credit card.

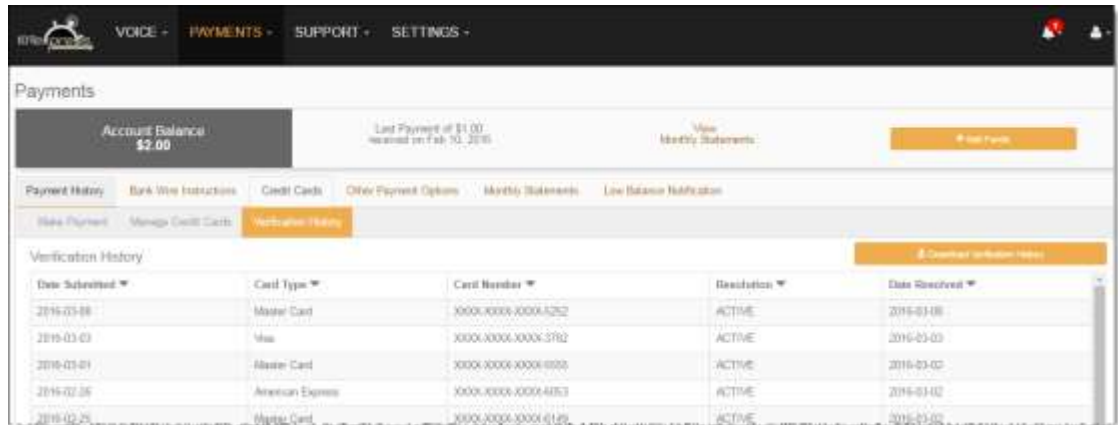
Payments/Manage Credit Cards



From the Manage Credit Card page you can:

- Add, update, or remove a credit card.

Payments/Verification History



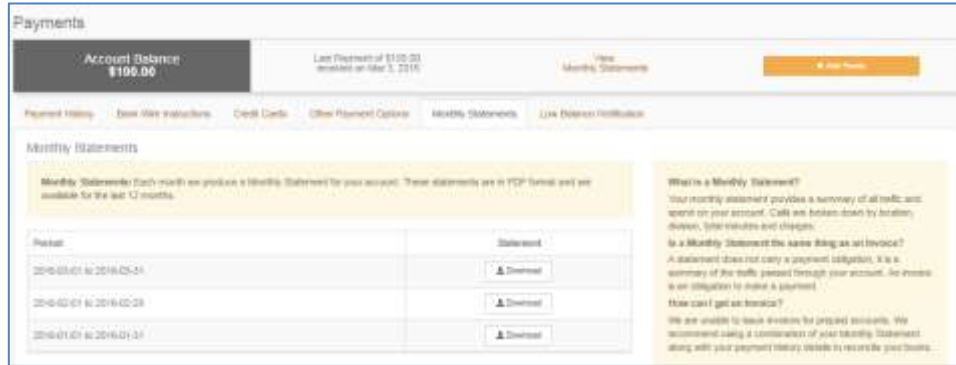
- From the Verification History page you can view the verification history for the past year.

Payments/Other Payment Options/Western Union



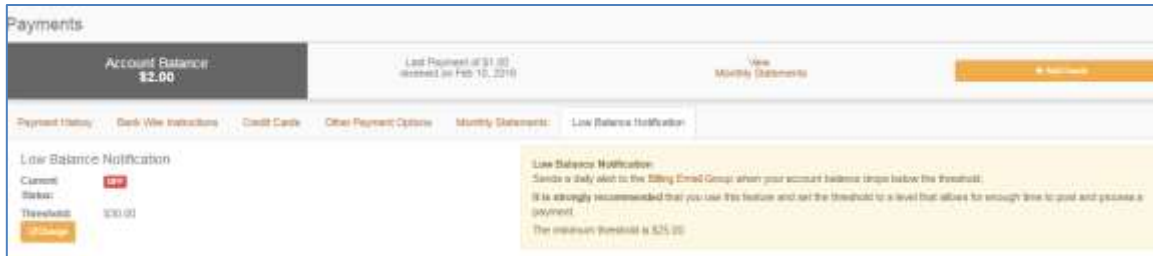
On the Other Payment Options page you can view instructions for sending a payment via Western Union or add funds through PayPal. PayPal is not available on all accounts.

Payments/Monthly Statements



On the Monthly Statements page you can download and view statements in PDF format for the last 12 months.

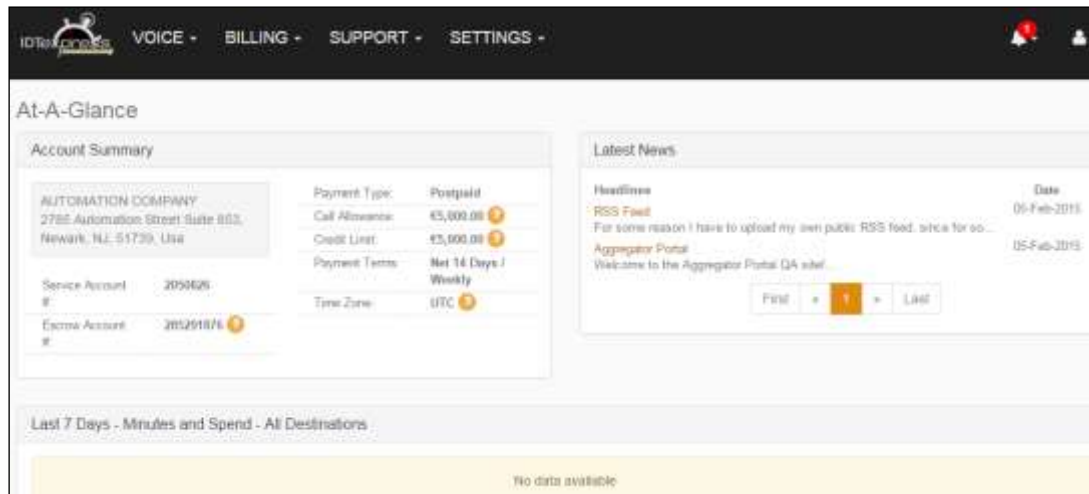
Payments/Low Balance Notifications



From the Low Balance Notification page you can:

- Opt into low balance notification alerts.
- Set the threshold limit. When your account reaches the threshold, a notification email is sent.

Postpaid Accounts Dashboard



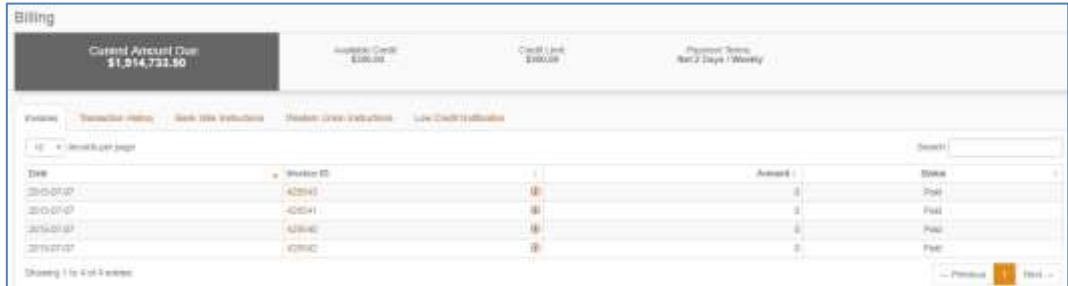
The Home page for postpaid accounts allows you to view:

- Account summary information that includes account number and balance, payment type, terms, and credit limit.
- A news section to communicate changes, rate specials and service interruption notices and updates.
- A graphic view of all destination minutes and spend over the past 7 days.
- View a breakdown of your top 10 destination minutes and spend over the past 7 days.

Billing -- Postpaid Accounts only

The following sections describing the Billing page features apply only to postpaid accounts.

Billing/Invoices

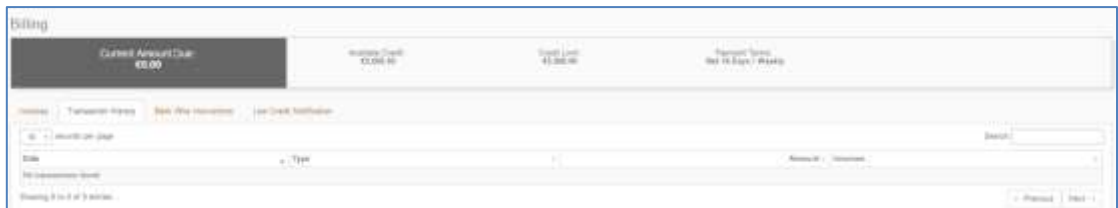


From the Invoices page you can:

- Display invoice information, including date, amount, and status.
- View summary information including credit limit and current amount due.
- View payment information and terms.

See the [Working with the Billing Page](#) section for important notes, information and procedures.

Billing/Transaction History



From the Transaction page you can:

- View up to a year of transaction history.

Billing/Bank Wire Instructions



From the Bank Wire Instruction page you can:

- Get instructions on how to make a wire transfer or Western Union payment.
- View your escrow account number needed for all wire transfer payments.
- View IDT Express bank and Beneficiary information.
- You cannot directly wire funds from this page.

Billing/Low Credit Notification



From the Low Credit Notification page you can:

- Opt into low credit notification alerts.
- Set the threshold limit. When your account reaches the threshold, a notification email is sent.

Settings/Company Profile Page

The company profile page displays:

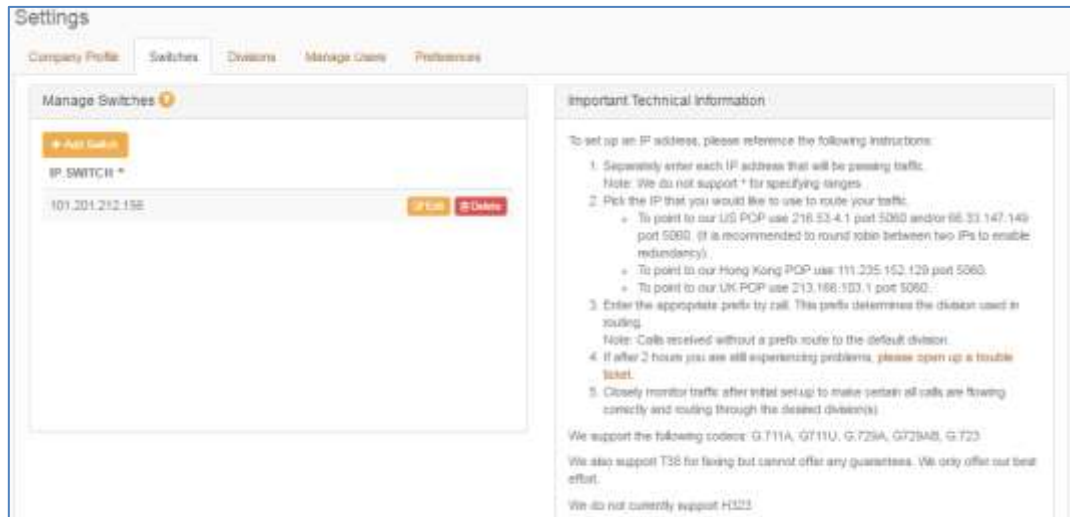
- Your company’s name, address, email address, and phone numbers.
- Your name and contact information.
- Tax identification number – Enter this information if you would like it to be displayed on your monthly invoice or statement.

Settings/Company Contacts

The **Company Contacts** page may be accessed from the Settings menu or from the Company Profile page by clicking the Company Contacts tab.

Enter the name and contact information for the primary technical contact person at your company.

Settings/Switches

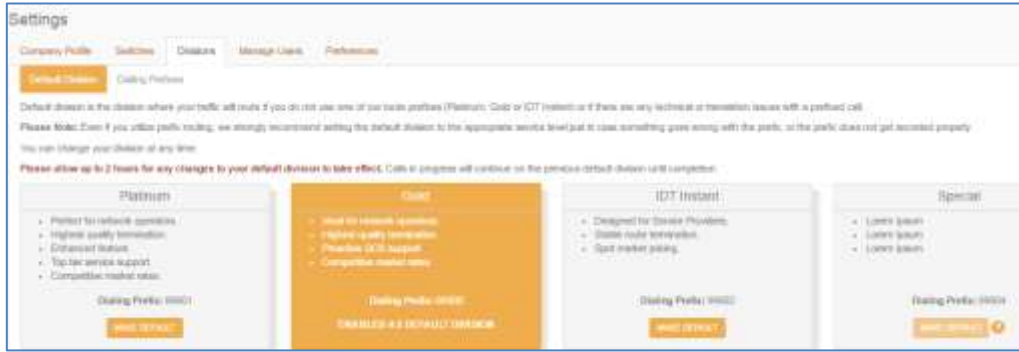


The Switches page allows you to:

- Add, modify and delete IP addresses.

Important Note: You must have at least one IP address defined in the system. If you need to change the last IP address follow the instructions to modify the address.

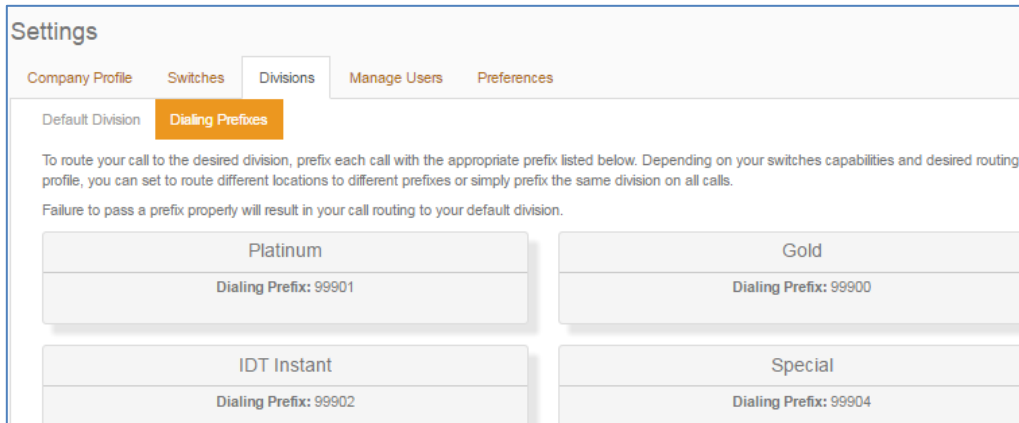
Settings/Default Division



The Default Division page allows you to:

- Change the default divisions. Division definitions are provided on the portal. Checking the rates page before defining your IP address division is recommended.

Settings/Divisions/Dialing Prefixes



The Dialing Prefix page allows you to:

- See the dialing prefixes to use when you want to route your call to a division other than the default.
- View information about service levels and an explanation of prefix dialing.

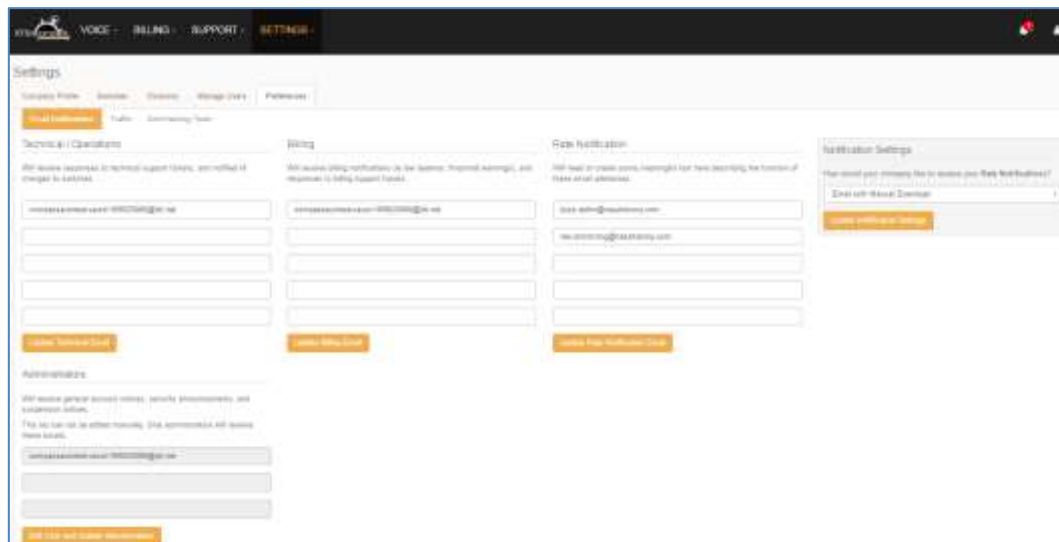
Settings/Manage Users



The Manage Users Page allows you to:

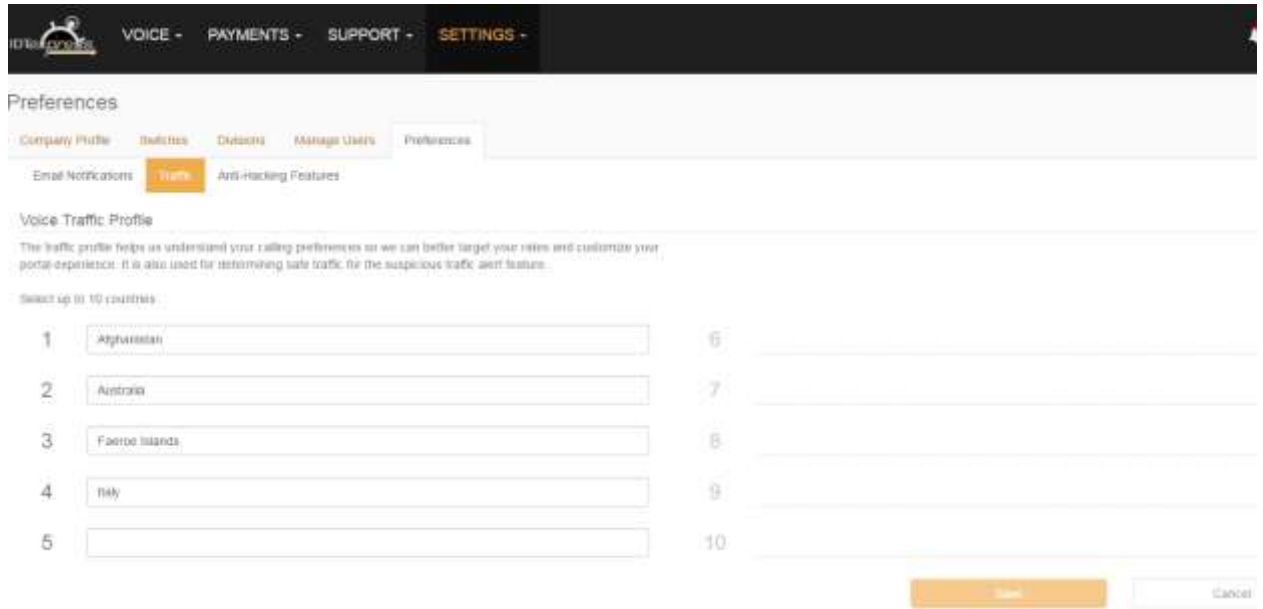
- View pending invitations.
- Invite new users.
- Edit a user.
- Remove users.

Settings/Email Preferences/Email Notifications



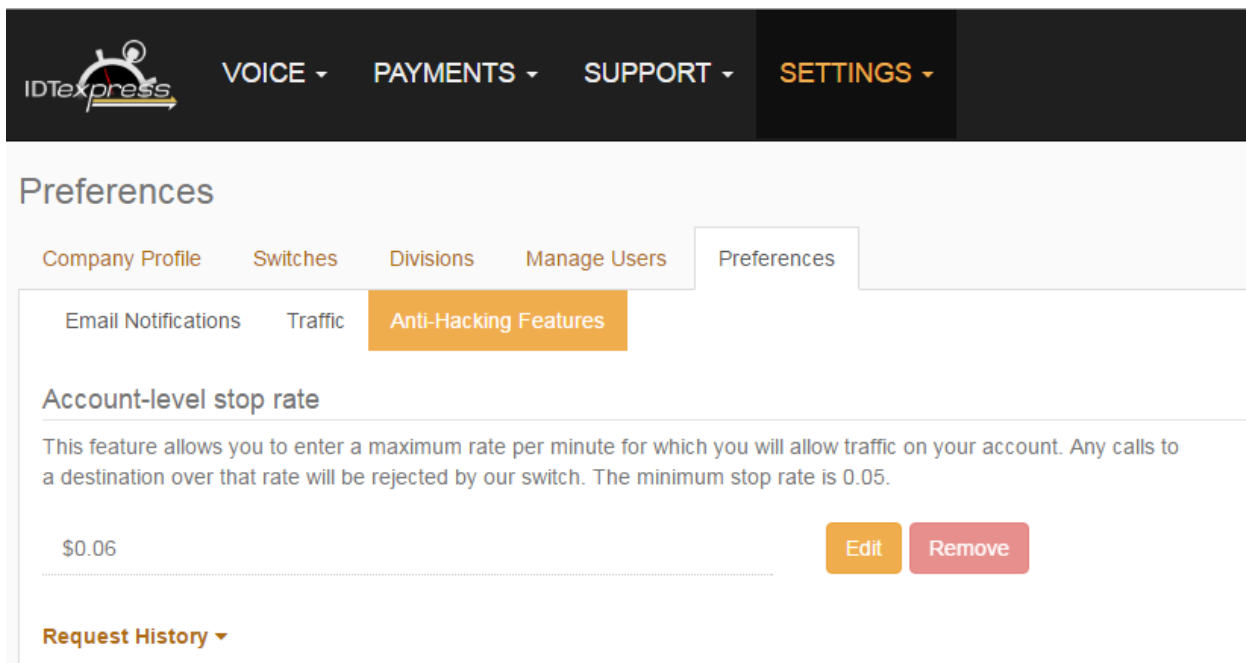
- The Email Notification page allows you to: View and edit the email addresses to which notifications are sent.
- Post Pay customers can set how they receive their invoices. In addition to getting an email notification you can now opt to receive the invoice as an attachment in the email.

Settings / Traffic page



The Traffic page will help IDT send promotions based on your traffic. It is also an anti-fraud measure. You will receive an email to notify you when calls are being made to countries not on your list.

Settings / Anti-Hacking Page



The Anti-Hacking Features page helps to prevent fraud.

- Set or change the maximum cost per minute that is allowed. If a call is attempted to a destination that has a charge greater than the stop rate, the call will not be allowed.

Voice/Rates Page



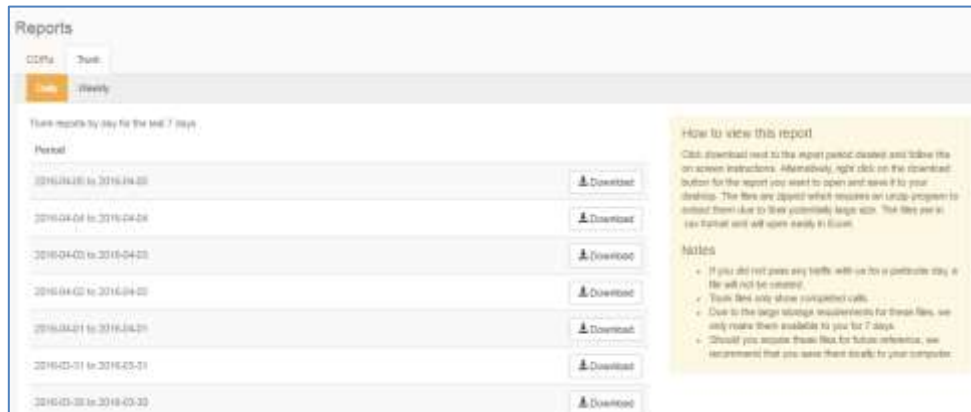
The screenshot shows the 'Rates' page in the IDT Express system. At the top, there are navigation tabs for 'VOICE', 'BILLING', 'SUPPORT', and 'SETTINGS'. Below the navigation is a banner for 'top-up market with our (ATU)'. The main content area features a table of rates. The table has columns for 'Location', 'Code', 'Rate', and 'Unit'. The data rows show various international rates, such as 'Algeria-Intl' with a rate of 0.0070 and 'Algeria-Intl' with a rate of 0.0070. There are also buttons for 'Download' and 'Print' on the right side of the table.

The Rates page allows you to:

- View all rates and sort by location, code or division.
- Filter rates by Country or Dialing Code.
- Email rates to up to 3 email addresses.
- Download the rates in .csv format.

Details on how to sort the view and filter the display are described in the [Sorting and Filtering Rates Display](#) section.

Voice/ Reports Page

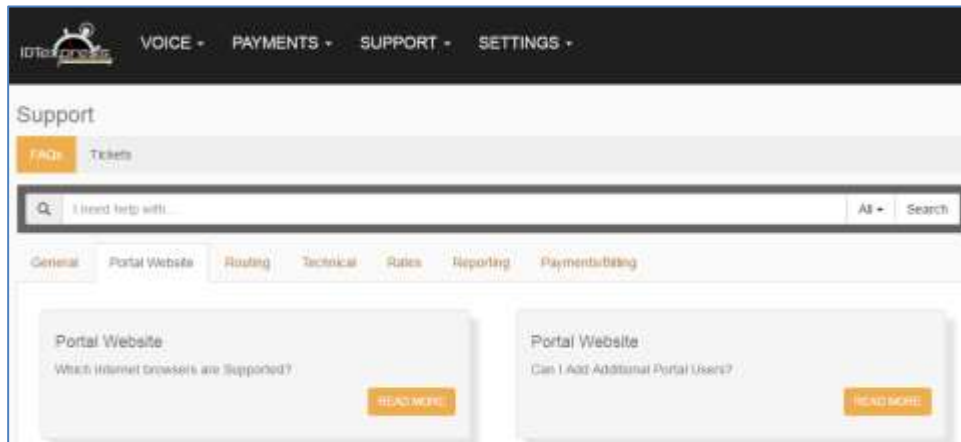


The screenshot shows the 'Reports' page in the IDT Express system. The page has a header with 'CDR' and 'Trunk' tabs. Below the header is a 'Weekly' report button. The main content area displays a list of reports for the last 7 days. Each report entry includes a date range and a 'Download' button. For example, the first report is for '2016-04-01 to 2016-04-01'. To the right of the report list is a 'How to view this report' section with instructions on how to download and view the reports. Below this section is a 'Notes' section with a list of bullet points.

The Reports page allows you to:

- Download daily and monthly CDR and daily and weekly Trunk reports.
- .Csv reports must be saved to your computer and unzipped – see [Viewing CDR Reports](#) for information on how to save and open the report files.

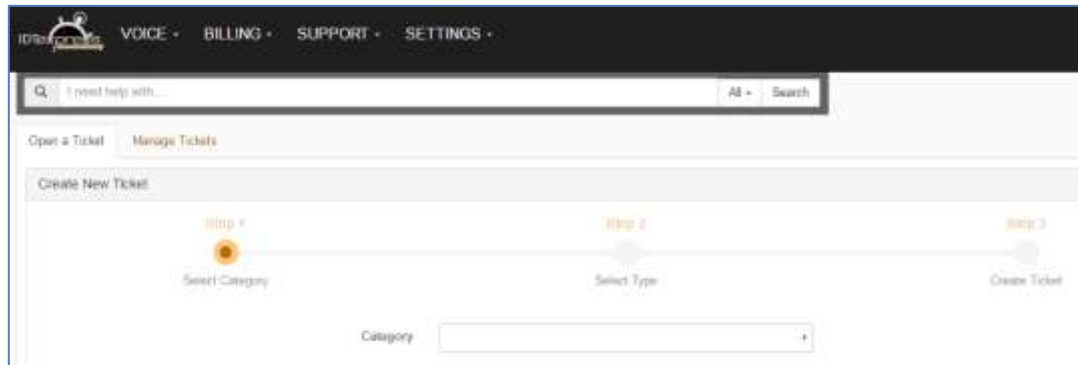
Support Page/FAQs



From the FAQ page you can:

- Search the FAQs using the search bar or select a category for a broader search.

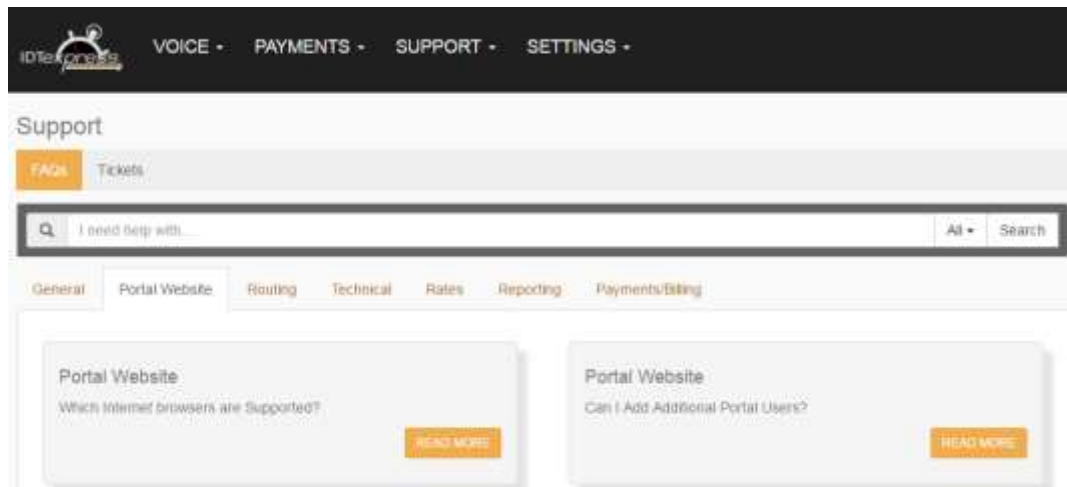
Support/Tickets



Use the Support page to:

- View ticket history.
- Create a new trouble ticket.
- View the tickets assigned to you. If a ticket is assigned to you, you will see a notification at the top of the page when you login. See the Viewing and Entering Trouble Tickets section for procedures on how to create a new ticket.

FAQ Page

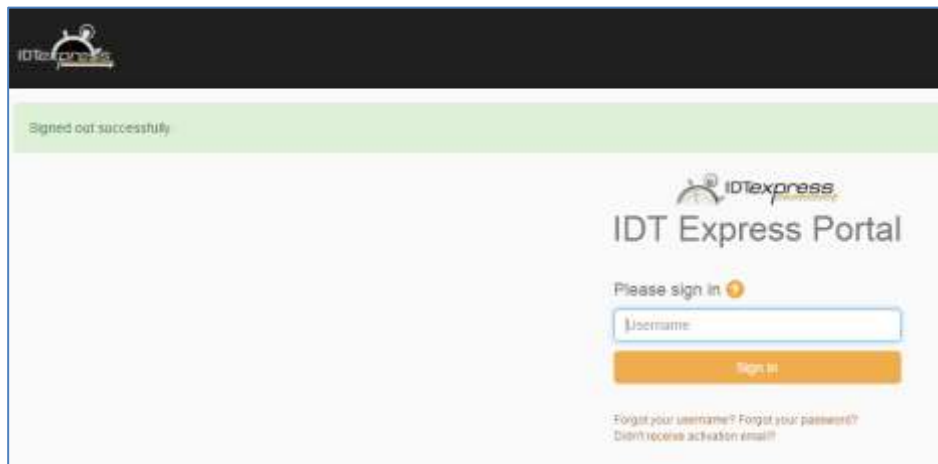


Although there is an FAQ section at the end of this document, you should use this page for the most up-to-date information. To locate information, click a tab to view a list a related documents or enter keywords in the search field.

Be sure to reference this page prior to entering a ticket or reporting trouble to your Sales Person.

Logging into the Portal

Open your web browser and enter the URL: <https://secure.idtexpress.com> to display the Wholesale public page.



To sign in, enter your username. If you have forgotten your username, click "**Forgot your username**" link. You will be asked to provide your email address and your username will be emailed to you.

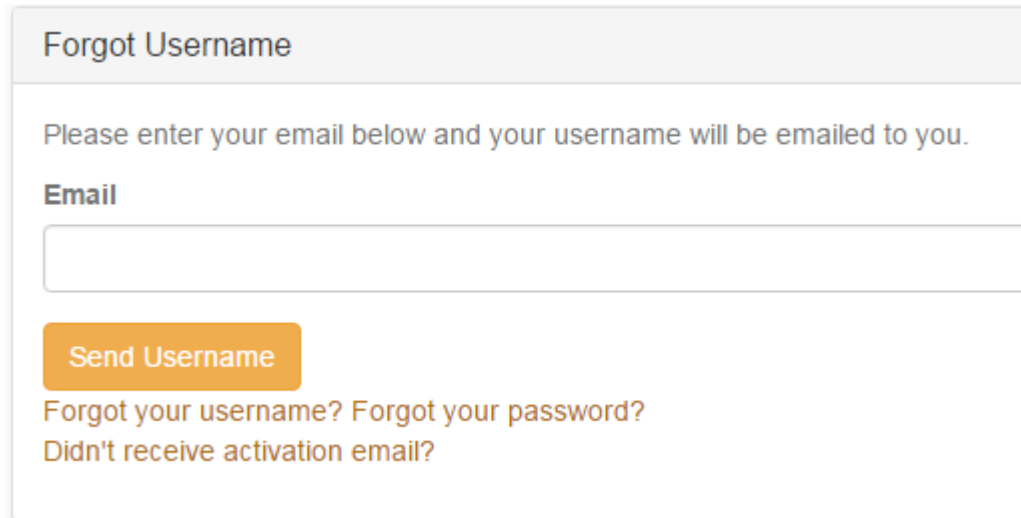
If you have forgotten your password, click the "**Forgot your password**" link. You will need to provide your username. Password instructions will be emailed to you.

If you have not received the email with account activation instructions, click the "**Didn't receive activation email**" link. Please note that you must have already been invited by your sales person or your company admin for this link to work.

Note: If you are logging into the portal for the first time, the system prompts you to agree to the Terms and Conditions and contract. Failure to submit the acceptance will result in restricted access to the portal **and** the inability to pass minutes in the network. US companies are also required to submit USF forms annually.

Retrieving Your Username

If for some reason you forgot your username, click the **Forgot Username** link on the Sign In page.



Forgot Username

Please enter your email below and your username will be emailed to you.

Email

Send Username

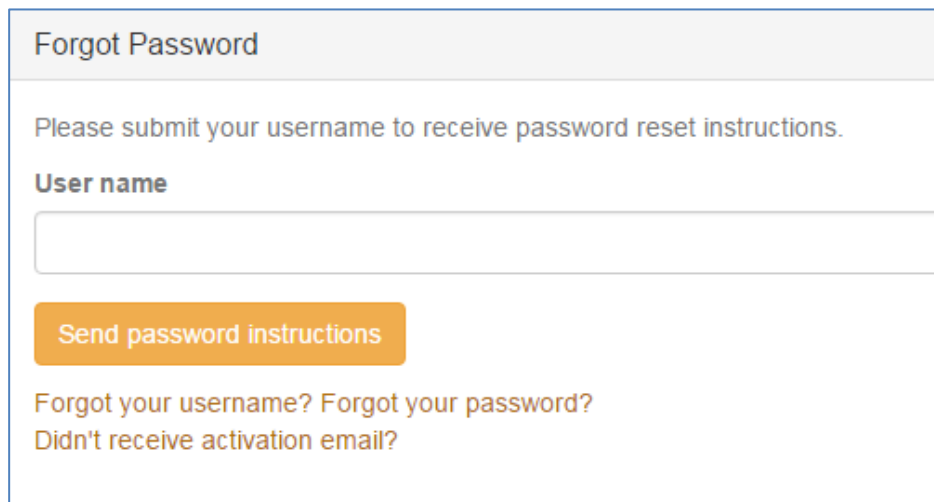
[Forgot your username?](#) [Forgot your password?](#)
[Didn't receive activation email?](#)

Enter your email address registered in the portal and click **Send username**. Your username information will be sent via email to the registered address.

Retrieving Your Password

To retrieve your password:

1. Click the **Forgot Password** link on the Sign In page.



Forgot Password

Please submit your username to receive password reset instructions.

User name

Send password instructions

[Forgot your username?](#) [Forgot your password?](#)
[Didn't receive activation email?](#)

2. Enter your user name and then click **Send password Instructions** button. Instructions will be emailed to the address on file.

Haven't Received the Activation Email?

If you have not received the activation email that has a confirmation link, click the "Didn't receive activation email?" Enter your email address and click the **Send new confirmation instructions** button. This action will only work if you have already been invited to the portal. Otherwise, please contact your Sales Person or account administrator for assistance.

Viewing and Modifying Your Profile Settings

To view and modify your profile settings:

1. Click on **Settings** in the menu bar. From the dropdown menu, select **Company Profile**.

2. Modify your contact (email, name, addresses and/or phone numbers) as desired. Then click the **Save** button.

OR click one of the following tabs:

- **Manage Users** tab to invite users or to edit user information.
- **Switches** tab to Add, Edit, or Remove a switch.
- **Divisions** tab to change your default division.
- **Preferences** tab to change email addresses for operations, billing, and rate notification groups as well as to use the anti-hacking tools.

Adding, Modifying and Deleting IP Addresses

The following subsections provide you with the information you need to add, modify or delete IP switches from your account.

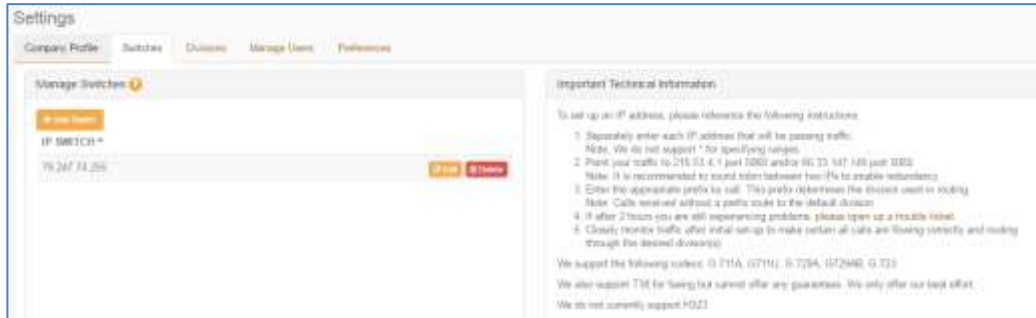
The tools for adding, modifying and deleting IP addresses can be accessed by clicking Settings in the menu bar, then the Switches tab.

Important! Additions, changes and deletions of IP switches and division classes take up to 2 hours to process in the back end system. Be sure to wait the allotted time before routing any calls through the newly added/changed/deleted IP switches or divisions.

Adding an IP Address

To add, modify or delete IP switches:

1. Click **Settings** in the toolbar menu to display the Manage Switches page.

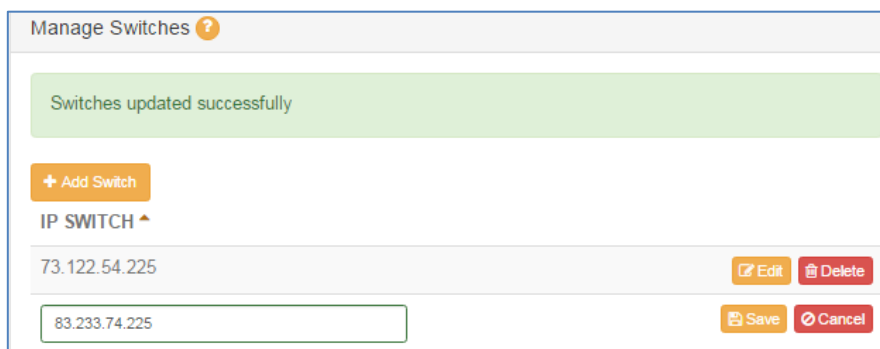


Make sure to read the **Important Technical Information** text to avoid possible routing problems.

2. Click on the **Add Switch** button on the Manage Switches page to display the IP Address text box.



3. Enter the IP address in the text box and click the **Save** button to save the added IP address. A message "Switches updated successfully" is displayed when the switch has been added.



4. Repeat step 3 to add additional IP addresses.

Important! Additions, changes and deletions of IP switches and division classes take up to 2 hours to process in the back end system. Be sure to wait the allotted time before routing any calls through the newly added/changed/deleted IP switches or divisions.

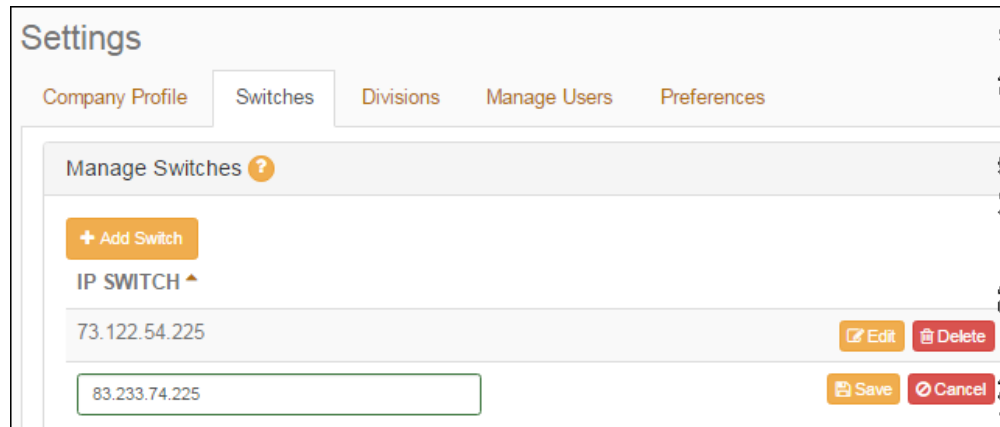
Modifying IP Addresses

If you need to change an existing IP address for reasons like backend routing, etc. you must change your IP address in the Portal.

To change an IP Address:

1. Click **Settings** from the toolbar menu to display the Account Settings page.

Click the **Edit** button next to the IP address that you wish to change to open the IP address text box.



2. Type in the new IP address. Click the **Save** button.
3. Repeat step 2 to change another IP address.

Important! Additions, changes and deletions of IP switches and division classes take up to 2 hours to process in the back end system. Be sure to wait the allotted time before routing any calls through the newly added/changed/deleted IP switches or divisions.

Deleting IP Addresses

Important! You must have at least one IP address defined in the portal in order for your account to stay active. **Do not** delete an IP address if you have only one defined. Instead, modify the address as described in the [Modifying IP Addresses](#) section.

1. Click **Settings** in the toolbar main menu. Then click the **Switches** tab to display the Manage Switches page.
3. Click the **Delete** button next to the IP address you wish to delete.



4. You will be asked to confirm that you want to delete the switch. Click OK. The switch is deleted.
5. Repeat steps 3 and 4 for each IP address you wish to delete. Remember to keep one switch defined.

Important! Additions, changes and deletions of IP switches and division classes take approximately 2 hours to process in the back end. Be sure to wait the allotted time before routing any calls through the newly added/changed/deleted IP switches.

Modifying Your Default Division Setting

The default division is the division where your traffic will route if you do not use one of our route prefixes (Platinum, Gold or IDT Instant) or if there are any technical or translation issues with a prefixed call.

You can change the default division of your account at any time.

To modify the division on your account:

1. Click **Settings** in the toolbar menu to display and then select **Default Division** from the drop down menu.



2. Select the appropriate division radio button and click the **Make Default** button.

The following table provides a mapping of the dial prefix codes to the division:

Division Name	Dial Prefix
Platinum	99901
Gold	99900
IDT Instant	99902

Important! Additions, changes and deletions of IP switches and division classes take up to 2 hours to process in the back end system. Be sure to wait the allotted time before routing any calls through the newly added/changed/deleted IP switches or Divisions.

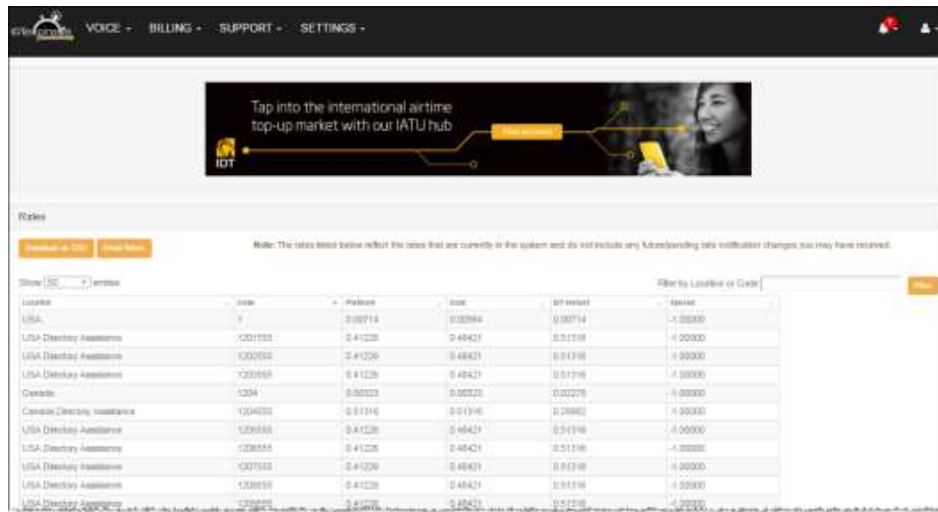
Sorting and Filtering Rates Display

The following sections provide you with procedures on how to Sort the rate display as well as how to filter out the rates you don't want to see.

Sorting the Rates Display

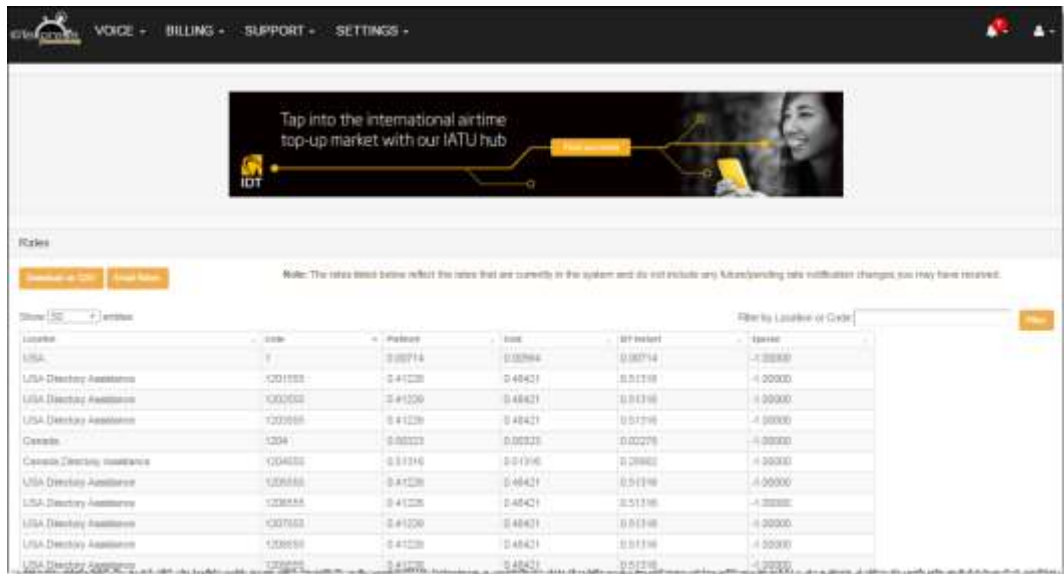
You may sort the Rates display by clicking on any of the column headers in the Rates frame. For example, if you wanted to sort the display by country codes then you would click on the **Code** header... if you wanted to display the rates based on division then you would click on one of the division headers (Platinum, Gold or IDT Instant).

Click on **Voice** in the toolbar menu then select Rates from the dropdown menu to display the rates page.

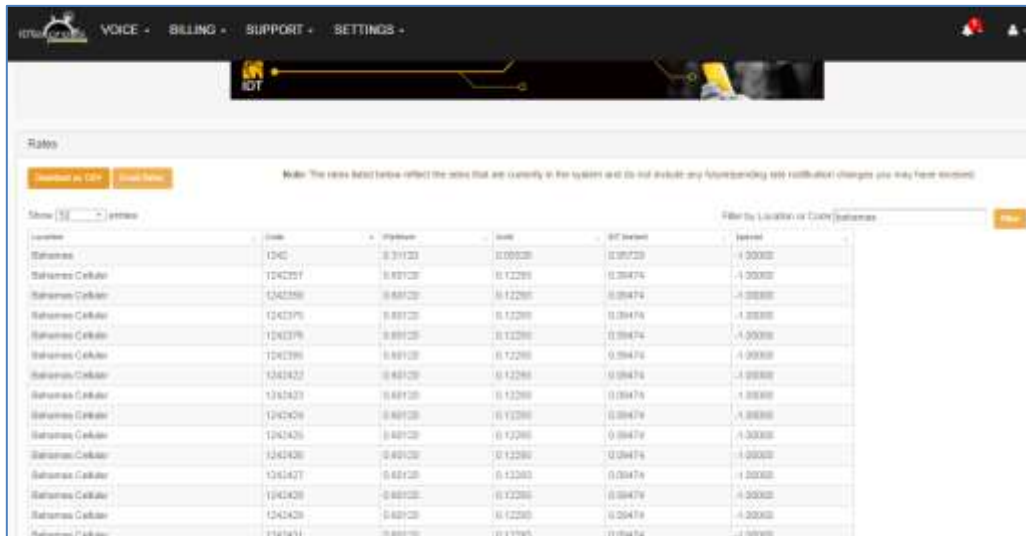


Filtering the Rates Display

You can filter the rates display to show rates (land and Cellular) for a particular country. Click on **Rates** in the toolbar main menu to display the rates page.



3. Type in the Location or Code for which you are looking.
4. Click Filter to display the results.



5. Turn off filtering by clearing the search field.

Working with the Reports Page

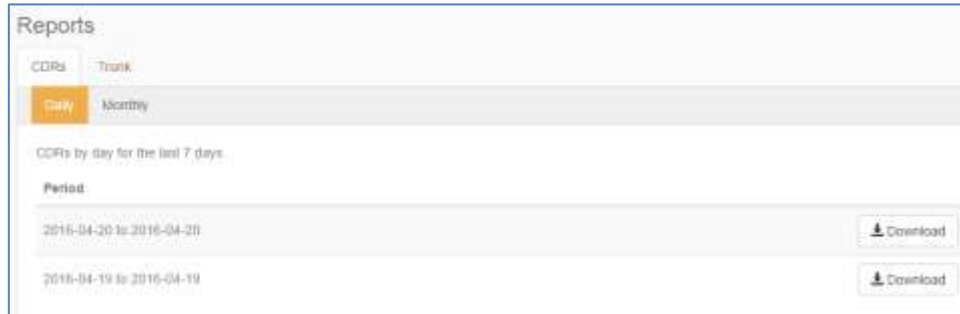
The Reports page provides you with several report types – Call Detail Record (CDR) reports, trunk reports, and weekly comparison reports.

Important! Make sure you have Acrobat Reader and WinZip installed.

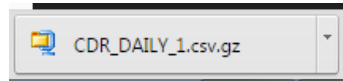
Downloading and Viewing CDR Reports

You may view daily and weekly CDR reports. We provide a daily report for each of the past 7 days, and a monthly report for each of the past 3 months. The reports are in a zipped file format that must be saved to your computer and opened using Excel.

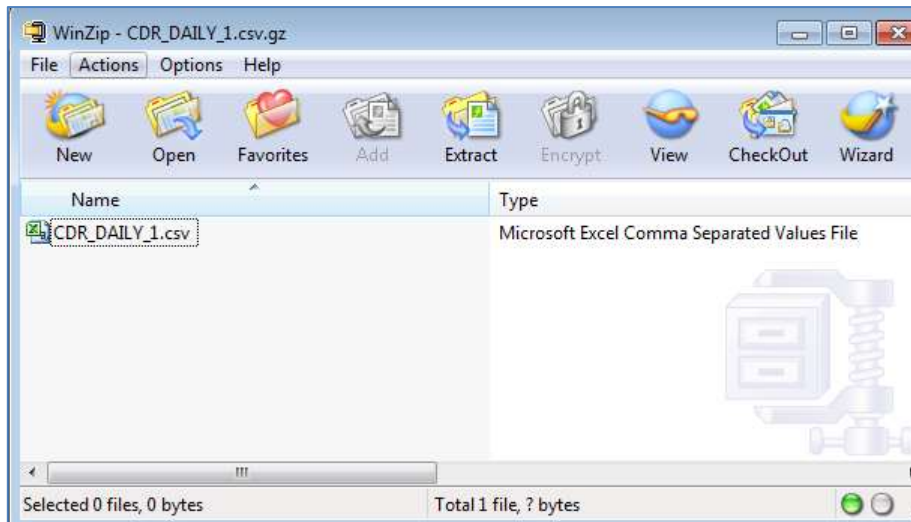
1. From the Main Menu bar, click **Voice** then select **CDRs** from the dropdown menu. You can choose from Daily or Monthly reports.



2. Click the download button next to the report you wish to view. A file name will appear in your task bar on the bottom left of your browser. Your browser may ask you for confirmation before initiating the download. Please make sure you download the file to your computer before attempting to open it.



3. Once you have downloaded the file, click on the file name to open it. The files are zipped in .gz format. You can extract these files using any unzip tool like WinZip or 7-Zip. The unzipped files are in .csv format and will open easily in Microsoft Excel.



4. If you have any problems opening the report or the data is blank, please ensure that you have downloaded the file to your computer first. You can right click on the download button for the report you want to open and save it to your computer.

After you unzip the saved file you should be able to open and view the .csv file in Excel. In Excel 2007 or above, please go to Data tab. On the left side you will see the "From Text" button (in the Get External Data tab). Please click on the From Text button and select the .csv file that you just unzipped & saved to your computer.

- Please note that if you did not pass any traffic with us for a particular day, a file will not be created. Only completed calls will be included in your report. CDRs for the current day may be delayed by up to 4 hours.
- Due to the large storage requirements needed for these files, we only store them for a short period of time. We recommend that you save these reports locally to your computer for future reference.
- You may check our FAQs for additional information on downloading CDR's.

Downloading and Viewing Trunk Reports

You may view daily trunk reports for the last seven days or week over week comparison reports for the last 12 weeks.



To view a trunk report:

1. Click **Voice** in the toolbar menu. To view trunk reports, click the **Trunk** tab then select Daily or Weekly.
2. Click the **Download** button of the desired report. Alternatively, you may right click on the download button of the report you wish to view and save it locally to your computer.
3. Once the report has been downloaded, you may open the file to view it.

The trunk report is saved as a PDF file. Note that you will need to have Adobe Acrobat Reader installed to view the file.

Prepaid Accounts

Summary Box

The summary box on each Payments page displays the following:

- Account balance
- Last payment amount and date
- Link to the last monthly statement
- Add Funds link

Viewing Payment History

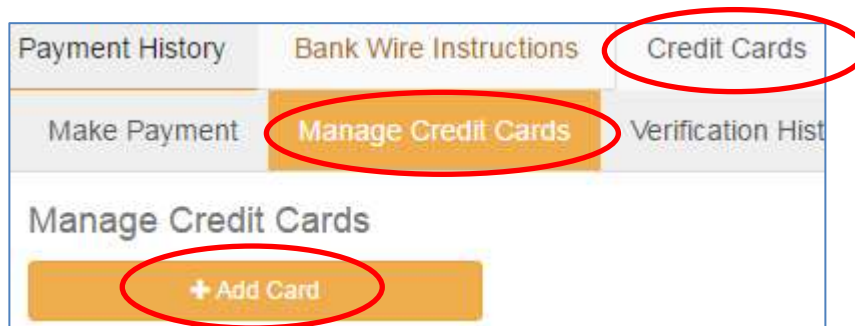
1. Click **Payments** in the main tool bar.
2. Select Payment History from the dropdown list. A list of payments is displayed.



3. You may sort by Date, Payment Type and Status.
4. Click the Download Payment History link to download the history as a csv file.

Add Credit Card

1. Click **Payments** in the main tool bar, and then select **Credit Cards** from the dropdown menu.
2. Under the Credit Cards menu go to **Manage Credit Cards**.
3. Select **Add Card**.



4. Select your card type (MasterCard, Visa or AMEX).

5. Enter the name exactly as it is printed on the front of the card.
6. Enter the card number and expiration date.
7. We ask that you send a copy of the front and back of your credit card for verification purposes. To ensure faster processing, please follow the instructions below carefully:
 - a. Upload a copy of the front of your credit card with the middle numbers blocked out. Only the first four digits and the last four digits should be visible.
 - i. If you don't have a scanner you can take a picture of your card with your phone or camera.
 - ii. If you are unable to upload an image, please fax the documents to our verification department at 1-973-649-1589. Please be sure to reference your Escrow number.



- iii. Upload a copy of the back of your credit card with the security (CVV) code blocked out.



In order for your credit card to be approved, the billing address on file with your card issuer must match the billing address on file with IDT.

Credit card verification can take up to 2 business days.

Making a Payment Using a Credit Card

1. Click **Payments** in the main tool bar.
2. Select **Credit cards**, and then click on the **Make Payment** tab.

The screenshot shows the 'Payments' section of the IDT Express user interface. At the top, there's a header with 'Account Balance \$100.00', 'Last Payment of \$100.00 received on Mar 3, 2016', and 'View Last Monthly Statement' with a 'Make Trade' button. Below this is a navigation bar with tabs: 'Payment History', 'Bank Wire Instructions', 'Credit Cards', 'Other Payment Options', 'Monthly Statements', and 'Low Balance Notification'. Under 'Credit Cards', there are sub-tabs: 'Make Payment', 'Manage Credit Cards', and 'Verification History'. The 'Make Payment' form includes fields for 'Amount to pay', 'Select Credit Card' (with a dropdown and 'Add New Card' button), 'Name on Card', 'Credit Card Number', 'Expiration Date', and 'Security Code'. A 'Pay Now' button is at the bottom. On the right, a summary box shows 'Last Payment: \$100.00', 'Mar 3, 2016', and 'Paypal Payment'.

3. Enter the information, and then click the **Make Payment** button.
4. You can go to the transaction history page to check that the payment was accepted and applied to your account.

Making a Payment Using PayPal

NOTE: PayPal is not enabled on all accounts. Please speak to your Sales Person if you would like to inquire about turning on this feature

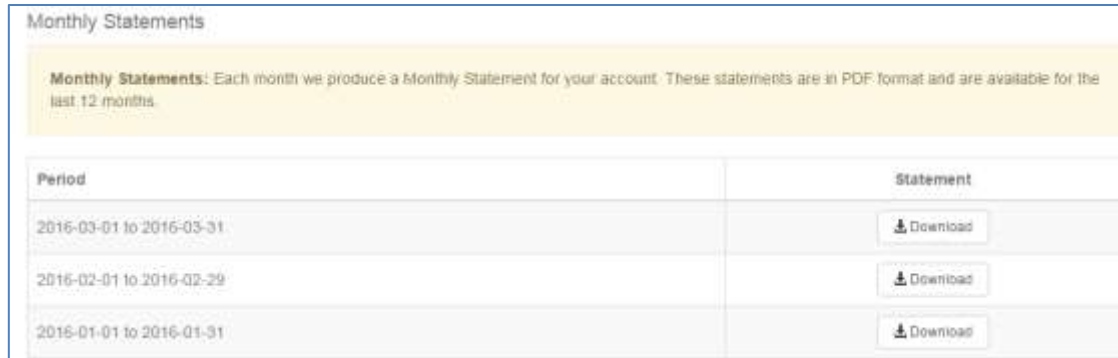
1. Click **Payments** in the main tool bar.
2. From the dropdown list, select **Other Payment Options**, then click the PayPal tab.

The screenshot shows the 'PayPal' payment interface. At the top, there's a navigation bar with tabs: 'Payment History', 'Bank Wire Instructions', 'Credit Cards', 'Other Payment Options', 'Monthly Statements', and 'Low Balance Notification'. Under 'Other Payment Options', there are sub-tabs: 'Western Union' and 'PayPal'. The 'PayPal' tab is active, showing the 'PayPal' logo. Below the logo is a text input field labeled 'Enter amount to pay'. Below the input field, it says 'Minimum payment amount \$100.00'. At the bottom, there is a 'Pay Now' button.

3. Enter the amount that you wish to pay. Note that the minimum amount is \$100.
4. Click **Pay Now** and follow the prompts on the screen.

Viewing Monthly Statements

1. To view monthly statements, click **Payments** in the main tool bar. Then select **Monthly Statements** from the dropdown list.
2. Locate the statement period that you wish to view. Click the download button.



The monthly statement file name will be in the task bar after it is downloaded. To open the file, click on the file name. Note that the monthly statement is downloaded in pdf format.



Postpaid Accounts

The Billing Page displays payment information and allows you to view invoices, transaction history, bank wire instructions, and set up low credit notifications.

Summary Box

The Summary box on each Billing page displays Payment and Credit information:

- Amount due
- Available credit
- Credit limit
- Payment terms

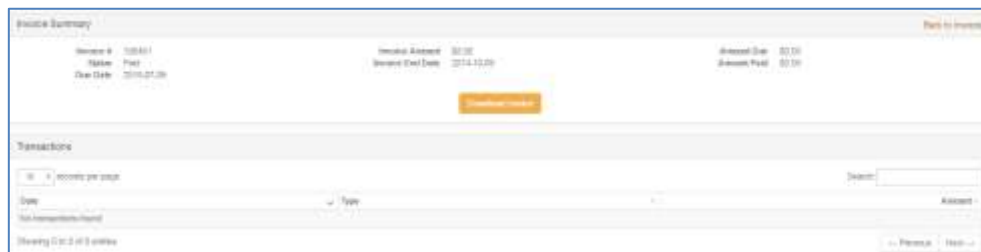
Viewing and Downloading Invoices

Invoices may be viewed or downloaded as an Adobe pdf file.

1. Click **Billing** in the toolbar menu, and then select **Invoices**.
2. To view an invoice, click the Invoice ID.



3. The Invoice Summary is displayed. To download the invoice, click the Download Invoice link on the Invoice Summary.



Searching for an Invoice

To search for an invoice, type the invoice ID or status in the Search field.

You may use the search field to display only certain invoices. To do this, type in the Invoice date, Invoice ID, Amount or Status. Once you press Enter, only those invoices that match your filter will be displayed.

To remove the filter, clear the field.

Viewing Transaction History

1. Click **Billing** in the toolbar main menu, and then select **Transaction History** from the dropdown menu.
2. Scroll down the page to view your transaction history. You may view up to a year of transaction history. For each invoice, the Date, Type, Amount, and Invoice ID are displayed.



Filtering transactions


You may apply a filter to transactions to display only certain ones. To do this, type in the Date or Amount in the appropriate field, or select the transaction type from the dropdown list. Once you press Enter, only those transactions that match your filter will be displayed.

To remove the filter, clear the field.

Printing a Receipt

1. Locate the transaction history tab on the Billing page.
2. Scroll down the transaction history list until you locate the transaction for which you want to print a receipt.



3. Click the print button  for the payment you wish to print.
4. The receipt is displayed. Click the **Print this page** button to print the receipt.

Making a Payment

You can make a payment via a Wire or Western Union Quick Pay.

Instructions for making a wire transfer may be displayed by clicking the **Bank Wire Instructions** button.

Managing Users

You may add or remove user's access to the portal.

Inviting Users

All Administrators have the ability to add new portal users. When you invite a new user to the portal, you have the option of granting full access (including creating another Administrator) or limiting access to specific functions.

To add a user, click **Settings** in the main toolbar menu, and then select **Users** from the dropdown menu.



To invite a user, click the **Invite User** button. A profile form is displayed. After you fill out the profile information, an email will be sent to the user with a link to create their username and password. Once they login they will only have access to the areas granted to them.

Assigning Access Permissions

You may grant permission for various tasks by clicking the checkbox next to the access permission. On the New User Invitation page, the tasks are described for the available permissions.

- Administrator
- Company profile
- Billing
- Switches
- Support Tickets
- Rates
- Email Groups

Email Groups and Notifications

Email groups are a really useful feature if you want to set up multiple recipients for any Express notifications. You can add up to five email addresses to each group to receive notifications. If more than five emails are needed we recommend adding distribution lists or group email addresses.

Email groups are located in the Settings menu.

Technical Operations – Add emails to this group to receive responses to technical support tickets, and to be notified of changes to IP addresses or switches.

Billing – Add emails in this group receive low balance warnings, responses to billing support tickets and any other account related alerts.

Rate Notification - Newly launched group. Emails added to this group will receive notifications for all rate changes and weekly restates.

The screenshot shows the 'Settings' page with three columns for email notification groups. The 'Technical / Operations' group is described as receiving responses to technical support tickets and change notifications. The 'Billing' group receives billing notifications like low balance warnings and support ticket responses. The 'Rate Notification' group receives rate change and weekly restatement notifications. Each group has a list of five empty text input fields for email addresses and an orange 'Save Email Address' button at the bottom.

Managing Trouble Tickets

Support in the main toolbar menu allows you to view and close existing trouble tickets, open new tickets, and see tickets that have been assigned to you. You receive an email notification whenever a ticket is opened, closed, or requires your attention.

Viewing Trouble Tickets

To view a list of your trouble tickets:

Click the **Support** in the toolbar main menu. Then select **Tickets** from the dropdown menu and click on the **Manage Tickets** tab.

Any trouble tickets assigned to you are listed in the "Tickets Requiring Your Attention" section. You are assigned a trouble ticket when more information is required. To view the ticket, click on **Ticket Type**.

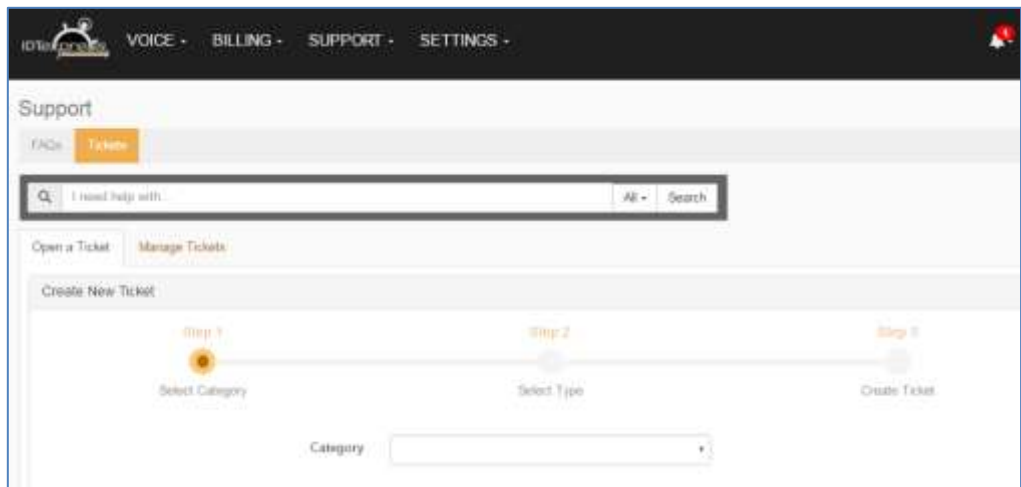
Date	Ticket ID	Ticket Type	Description	Status
2016-04-14	2201228	Universal Message Quality Test - new up	test *** Sample Number *** 1 97M93331 4/14/2016 17:22:5...	Open Open
2016-02-10	2205768	TEST TEST - 4 Web Page Display/Information issue	End@HighLoad338LTV(Printer/11/CallCenter/GenD/Kloc. Z/W/P/1/Queue)	Open Open

Opening Trouble Tickets

Before opening your trouble ticket, you may want to do some initial troubleshooting to help speed up the resolution. If you choose to do some of your own troubleshooting prior to contacting IDT, make sure you write down the troubleshooting steps you took and any related results. Enter that information into the trouble ticket.

To enter a trouble ticket:

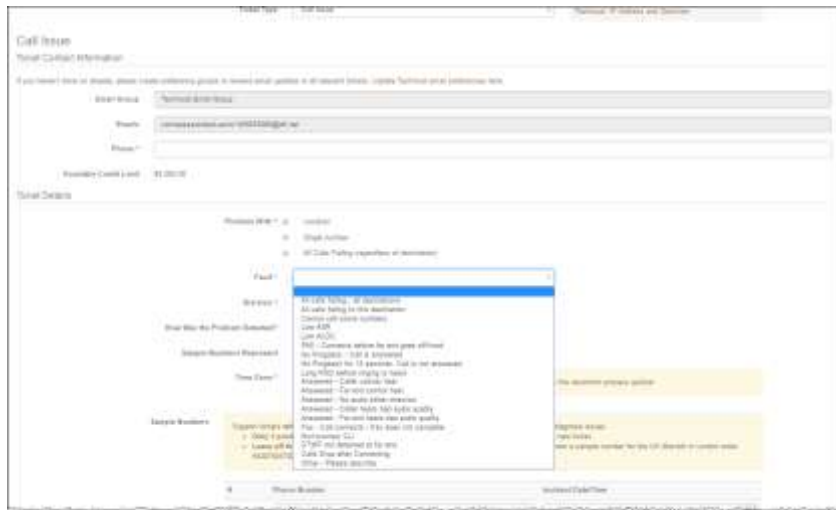
1. Click on **Support** in the toolbar main menu and then select **Tickets** from the dropdown menu.
2. Click the **Open a Ticket** button. You will be guided through the steps to create a new trouble ticket.



3. Using the following table, click the appropriate category and ticket type. The system expands the form that prompts you for relevant information.

Ticket Type	Example
Payments	Bank Wire or Western Union issues, Credit Card or Other Payment issues
Technical	Call quality issues, Interconnection Support, etc.

4. Then select **Fault** from the dropdown menu. The following example displays the form that prompts for technical/call quality information.



5. Complete the required information. Make sure to include as much detail as possible in the description field. For example, the steps you took to troubleshoot and the results of your effort. Copy and paste any log file information if appropriate. Detailed information helps to resolve your issue quickly.
6. Click the **Create** button to create your ticket. The system updates the Support History with your newly created ticket.

Adding Notes and Attaching Files

You can add supporting notes to a ticket such as a reason why you are closing a ticket or explaining a file attachment. File attachments can be any supporting documentation needed to resolve the ticket – for instance, you are experiencing dropped calls and have CDR logs to support the issue.

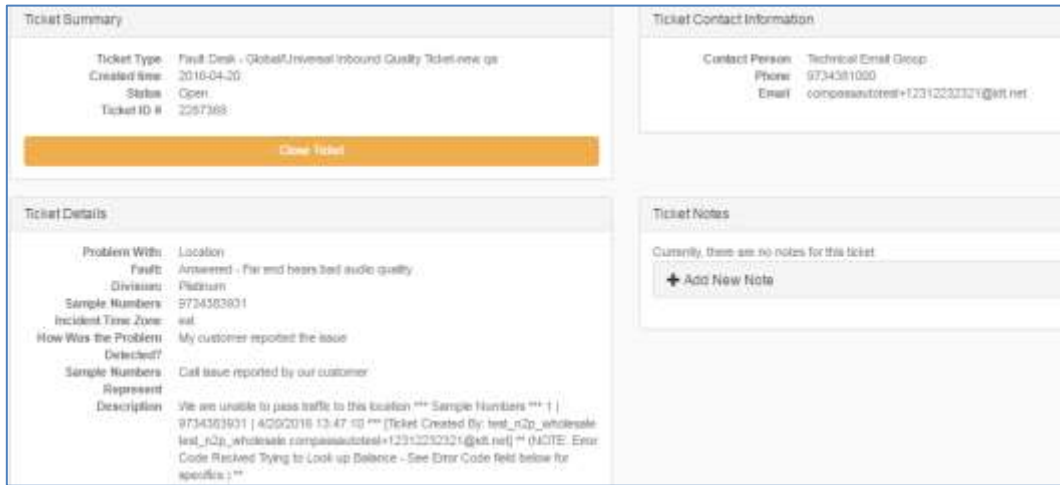
Important! If you add an attachment, you must add a note.

To add notes and attach files:

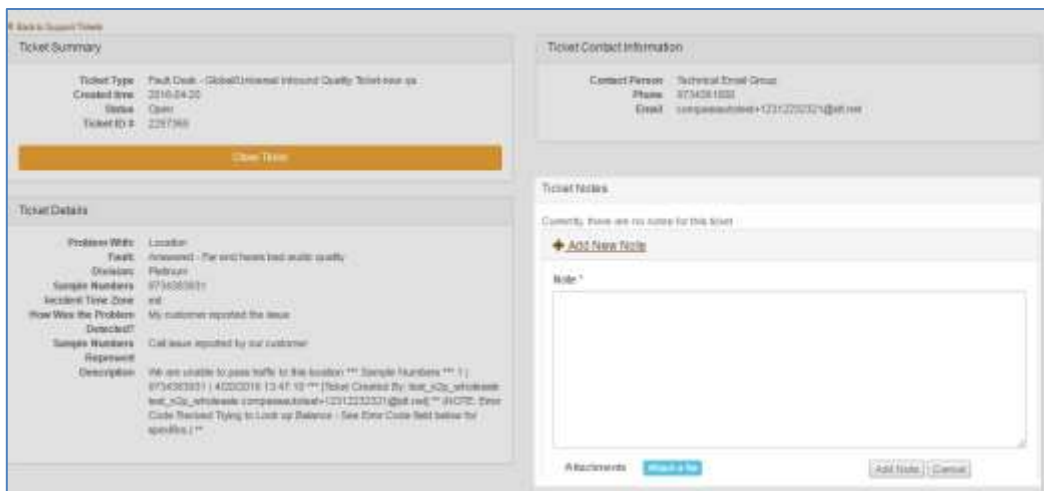
1. Click on the Support in the toolbar main menu. From the dropdown menu, select **Tickets**.
2. Click the **Manage Tickets tab**, then **Tickets Requiring Your Attention**.



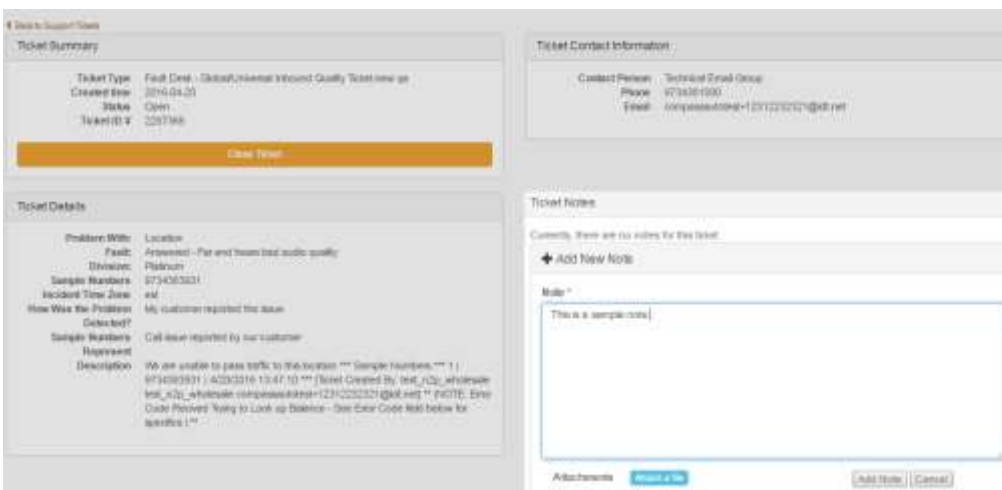
3. Click on the ticket for which you want to add a note or attach a file. The ticket summary displays.



4. Click the **Add New Note** button to expand the form.



5. Enter the notes. Click the Attach a file link if you want to upload a supporting file.



6. Click the **Add Note** when finished. The system adds your notes and uploads any attached supporting documents to the ticket. The ticket summary page is displayed. A message "Note Successfully Created" is displayed.

Note Successfully Created

[← Back to Support Tickets](#)

Ticket Summary

Ticket Type	Fault Desk - Global/Universal Inbound Quality Ticket-new ips
Created On	2016-04-20
Status	Open
Ticket ID #	2287868

[Close Ticket](#)

Ticket Contact Information

Contact Person	Technical Email Group
Phone	8734381003
Email	compassautolead-12312232321@idt.net

Ticket Details

Problem With:	Location
Fault:	Analyzed - Fax and faxes had audio quality
Division:	Platinum
Sample Numbers	8734383931
Incident Time Zone	est
How Was the Problem Detected?	My customer reported the issue
Sample Numbers Reported	Call issue reported by our customer
Description	We are unable to pass traffic to this location *** Sample Number *** 1 8734383931 4000016 13:47:10 *** [Ticket Created By: test_rCb_wholesale test_rCb_wholesale compassautolead-12312232321@idt.net] ** (NOTE: Error Code Received Trying to Look up Schema - See Error Code field below for specifics.)**

Ticket Notes

04/21/16

Customer Note: This is a sample note

[+ Add New Note](#)

Closing Tickets

As stated in the previous section, you should add a note when you close a ticket. You can close a ticket one of two ways:

- By clicking the "X" next to the ticket on the Manage Tickets page, or
- By selecting the ticket on the Manage Tickets page to display the Ticket Summary page, adding a note and clicking the Close Ticket button.

The system prompts you to confirm that you want to close the ticket.

Frequently Asked Questions

Please refer to the FAQs in the portal for the most up-to-date information.