

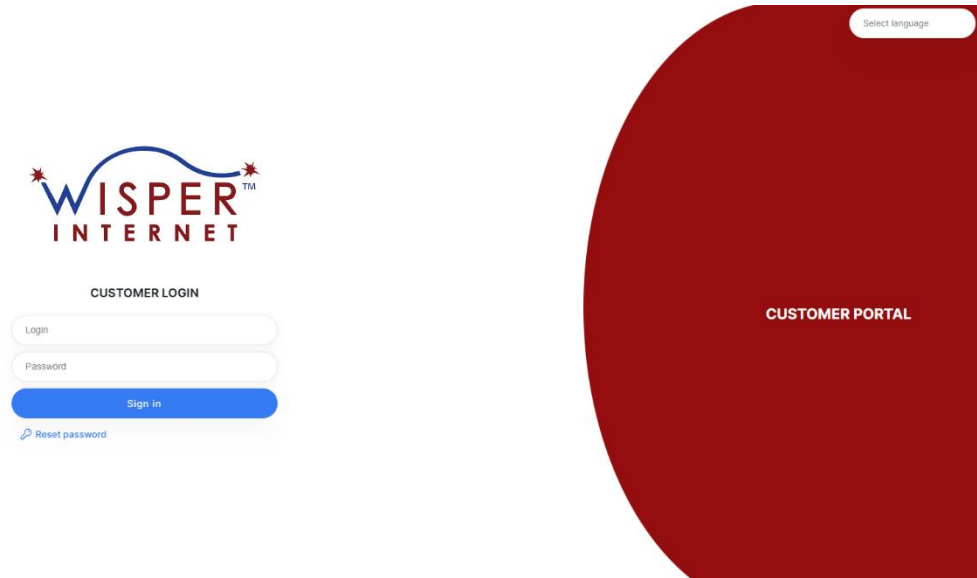
How to Use Wisper's New Customer Portal

Welcome to your new **Customer Portal!**

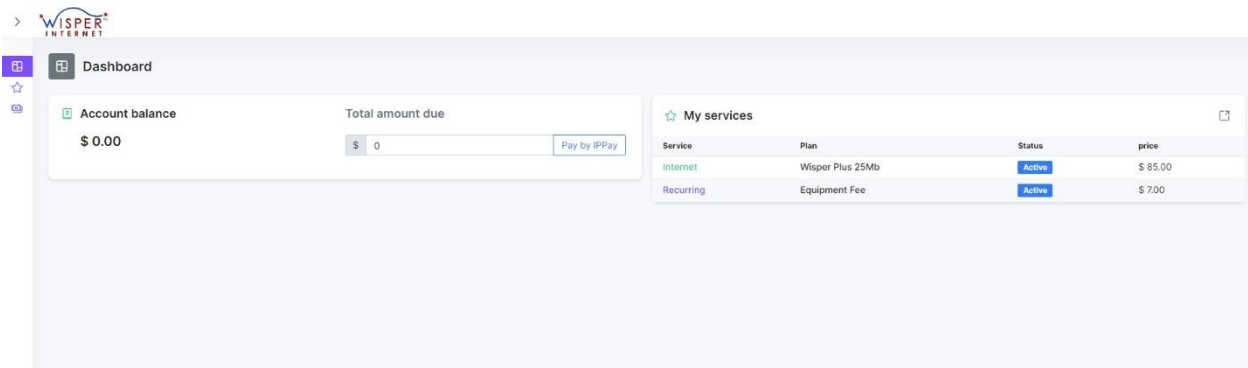
The front page will look like the screenshot below.

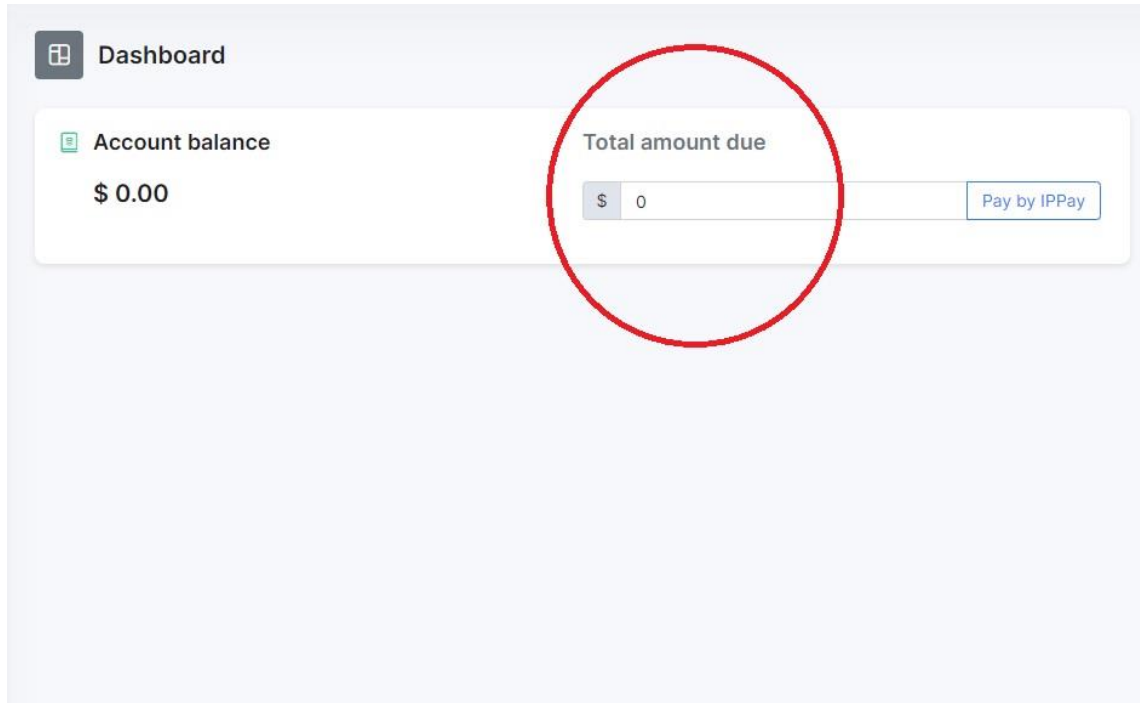
Simply enter your username and password and click **“Sign in”**.

Please note: you can choose English or Spanish in the upper right-hand corner.



Next you will arrive at your main **Dashboard**. You will see information relating to your account such as: Billing Information, Customer Information, Total Amount Due, etc.,





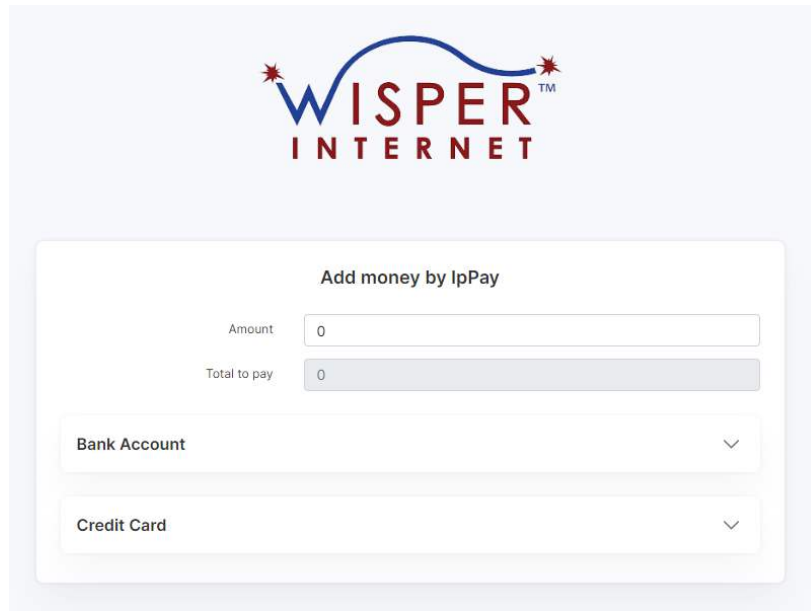
Payments can be made by clicking on the button marked: **"Pay by IPPay"** *.

**(please note the wording here may change a little bit but the overall process should stay similar)*

On the next page, follow these steps to make a payment:

1. Fill in the amount you would like to pay in the "amount" field.
2. Click on either 'Bank Account' or 'Credit Card'
3. Depending on your selection, fill in either your checking account information or your credit/debit card information.
4. Click on "Pay" to submit your payment.

You should receive confirmation that the payment has been submitted.



On the right side of the screen, you will see “**My Services.**” In the example below, you can see the customer has an internet service plan that costs \$70/ month and a recurring equipment fee.

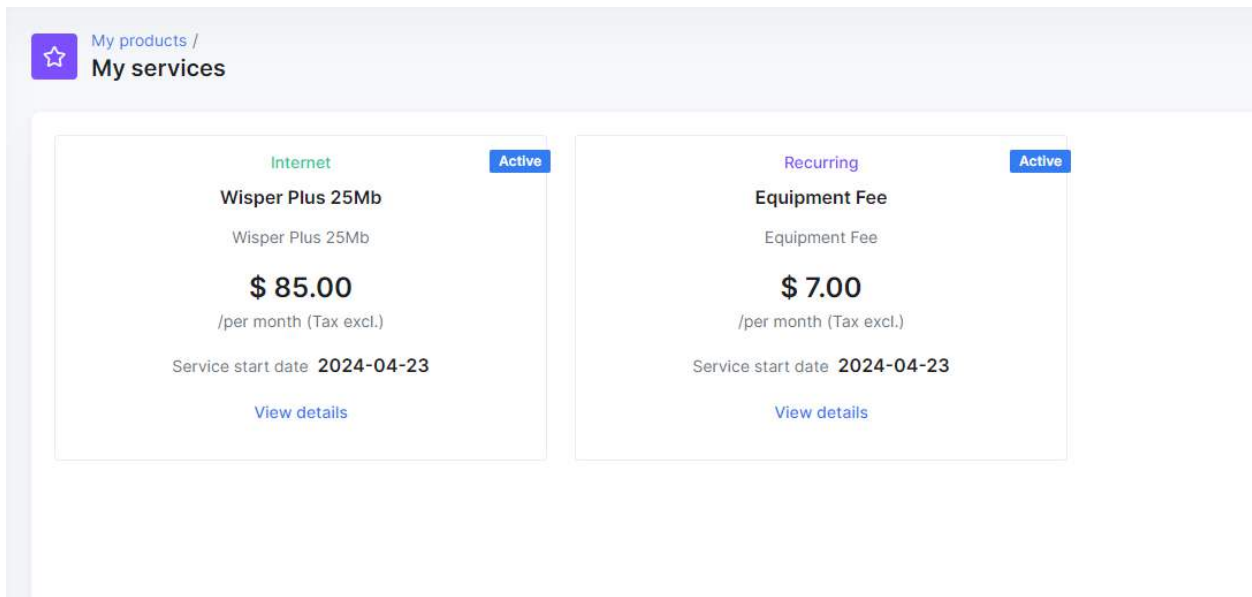
Service	Plan	Status	Price
Internet	Wisper Basic 15Mb	Active	\$ 70.00
Recurring	Equipment Fee	Active	

Seeing Your Current Services / Subscriptions:

By clicking on the “**My Products**” link in the far-left hand menu, you will see the services to which you are currently subscribed. This will primarily show you two things;

1. Your internet service package
2. Your Equipment fee

Please note: if you have more than one line of service, you will see a corresponding number of entries here:

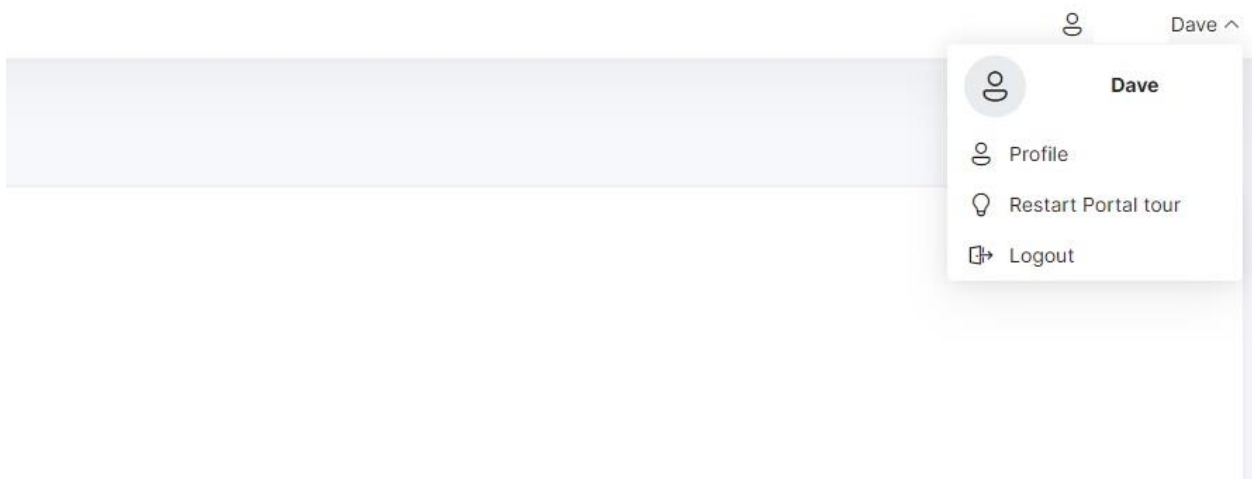


This view is a bit more detailed than the previous view. There are additional options which will be available at a future date. Stay tuned for more information on those!

Managing Your Profile

By clicking on your name at the top right-hand corner of the “My Dashboard” screen, you can access your profile and change some of the info if it needs to be updated.

Please note: If the field is grayed out, you will need to contact us to update it.



Click on the “**Profile**” link to access your customer profile.

You will see this screen: (identifying information has been removed for privacy reasons, you will see your own information here)

The screenshot shows a user profile page with the following sections and fields:

- Profile** (header)
- My profile** (section header)
- Personal Information:** Login, Name, Email (silver_viper_tb1@yahoo.com), Billing email (silver_viper_tb@yahoo.com), Mobile Number (618) 520-1769, Physical Address, ZIP, City.
- Payment Information:** Payment method (Cash), Support PIN (4 digit).
- Communication Preferences:** Text messages for operational alerts (No), Email messages for operational alerts (No), Email messages for Wisper News (No), Subscribe to text payments (No).
- My password** (section header)
- Password Fields:** Current password, New password, Confirm password.
- Language** (section header)
- Language Selection:** Language dropdown menu.

A "Save" button is located at the bottom right of the profile section.

Remember: grayed out fields cannot be changed from here (please contact us to update any of this information).

For the moment this is where you can select your communication preferences such as:

1. How you would like us to contact you
2. If you would like to receive text or email messages for alerts or outages as well as outage status
3. Email messages for Wisper news
4. If you want to subscribe to text payments (This feature is not yet available as of 5/1/24)
5. Update the email address where you will receive your monthly invoice from Wisper.

Future Functionality

There will be more features in the **Customer Portal** once they are fully developed, such as the ability to see your internet usage, view your past payment history, or even see news from Wisper. As always, feel free to reach out to us if you have any questions!



www.wisperisp.com

1-800-765-7772