

PINNACLE

CUSTOMER LOGIN INSTRUCTIONS

TO BEGIN:

- ❖ Log into: <https://ssbprod.wichita.edu/pls/pinnacle/f?p=1003:1>
- ❖ Enter your WSUID and password

You should see different links to help you get started:

Home

Home My Contact Information My Settings

AND Billing Accounts Services Reports Home Logout

Department Billing

TO ACCESS THE MONTHLY BILL:

Under the “billing” tab choose “department billing.”

Department Billing

Department Billing Recurring Charges One Time Charges Dashboards

List

Search Create Multi-Department BillReport

Department Billing Saved Search All Clear Manage Save

Quick Search

Billing Date - Department Number Division (all) Select Department Name

ENTER SEARCH CRITERIA AND CLICK SEARCH

Click on the “search” button. The billing department for your org will appear.

Department Billing Saved Search All Clear Manage Save

Quick Search

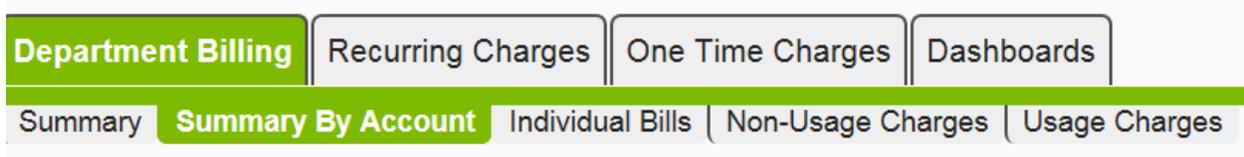
Billing Date - Department Number Division (all) Select Department Name

1 - 1 Rows Per Page 50

	Billing Date	Department Number	Department Name	Division Code	Division Name	Current Charges Due	Total Amount Due
<input type="checkbox"/>	25-OCT-2016	108505	Telecommunications Clearing	1	Wichita Admin	1,193.42	1,193.42

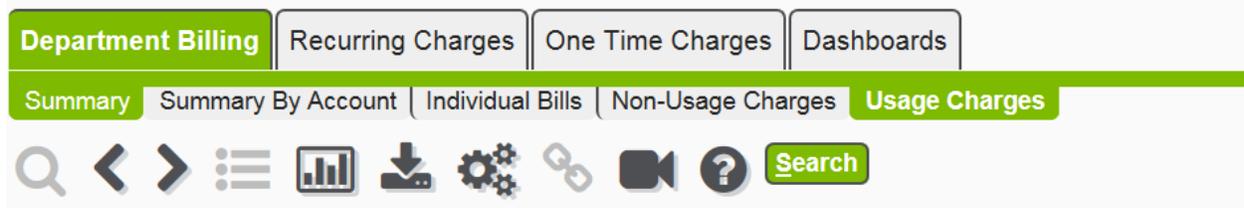
1 - 1

Click on the date you want to see. For example click “25-OCT-2016.” This will show the overall bill. It breaks down the units and the total amount for recurring charges and one time charges. To access the “summary by account” choose the subtab under department billing. Always hit “search.”



You can choose to look at each individual recurring charge or any one time charges by choosing the large tabs. To understand “usage charges,” Go to the “usage charges” subtab. **Don’t forget to hit “search.”

Department Billing > 108505 Telecommunications Clearing > **Usage Charges**



***Notice the green highlighted areas are where you are on the page.

Usage charges are your long distance charges. Click on “amount billed” to sort by charges highest to lowest. (you may need to click it twice)

Last Name

	Amount Billed	Location	Subs
SN, KS)	0.00		2170
SN, KS)	0.00		2170
SN, KS)	0.00		2170

To download any report:

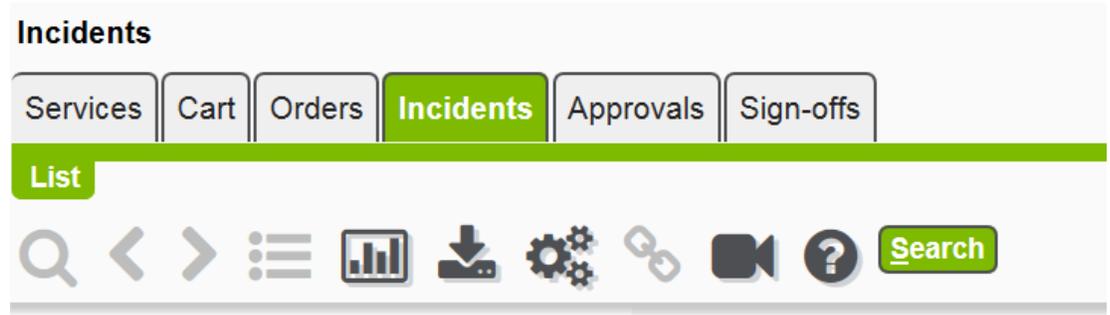
You can download any report individually by drilling into the main tabs (recurring charges, onetime charges, usage charges, ect.) Each tab will have an down arrow, and that will start the downloading process.



To view the **entire report**, make sure you are on the department billing tab, and “summary” subtab. You will see a green button that says “view report.” Click “view report.” It will take a moment for your bill to generate. You can save or print, whichever you prefer.

CHECK WORK ORDERS:

On the right hand side choose the “services” tab. You will then see a new set of main tabs.



Incidents

Click on the “incidents” tab. Then click “search.” You can drill down into each of the work orders by clicking the underlined number.

incidents Saved Search [Clear](#) [Manage](#) [Save](#)

Quick Search

Request # Request Issue Department Status Open Closed

Service Type (all) Service Work Status (all) Just Mine

1 - 2 Rows Per Page 50

Req # -	Department	Subscriber	Service Number	Service Type	Problem	Order #	Req Due Date	Est Completion	Status	Work Status	Ap
<u>20-1</u>	108505 (Telecommunications Clearing)	Telecommunications Clearing	DATA-108505	Data	OTH (Other; Describe in Detail)	TT--	28-OCT-2016		Open	Open	
<u>21-1</u>	108505 (Telecommunications Clearing)	Telecommunications Clearing			WAP (Wireless AP Down)	TT--	28-OCT-2016		Open	Open	

1 - 2

To log out, simple press “logout” at the top right of the screen.