

# WebRRS

## Receive Repair System

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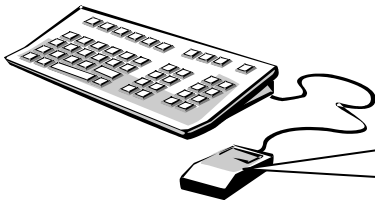
Login



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# Table of Contents

Login	_____	
Customer Login	_____	1
User Name / Password Validation	_____	1
Login Page Example	_____	2
Forgot Your Password	_____	3
Browser Requirements	_____	4
“Why Register An Account?”	_____	4
My Account Services	_____	5
Update Account	_____	5
“How do I know if I’m a Local Wholesale Customer?”	_____	6
Additional WebRRS Information	_____	6



**Note: This is an interactive table of contents. Simply move the cursor over the page number, press Ctrl and when it turns into a hand, click and it will take you to that section of the document.**

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**Customer Login**

The Wholesale **Login to My Account Page** works like any typical login page. On the **Login to My Account Page**, the user enters a valid User Name and Password and then selects the *Login* button. Upon login entry, the system then validates the user in the registration database. Should the user not be found in the database, the system displays an error message, stating “invalid login”.

When the user is found in the database, the user is further validated as a wholesale or a retail customer. If the user is registered as a wholesale customer, the user is redirected to the appropriate wholesale market segment. If the user is registered as a retail customer, the user is redirected to the appropriate retail market segment.

The **My Login Page** includes the following features:

- [Validation of User Name and Password](#)
- [Forgot Your Password](#)
- [Browser Requirements](#)
- ["Why Register An Account?"](#)
- [My Account Services](#)
- ["How do I know if I am a Local Wholesale Customer?"](#)

**Note** – Throughout this document, the terms *customer* and *user* are used interchangeably. They both refer to the same entity – a WebRRS customer / user.

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**User Name / Password Validation**

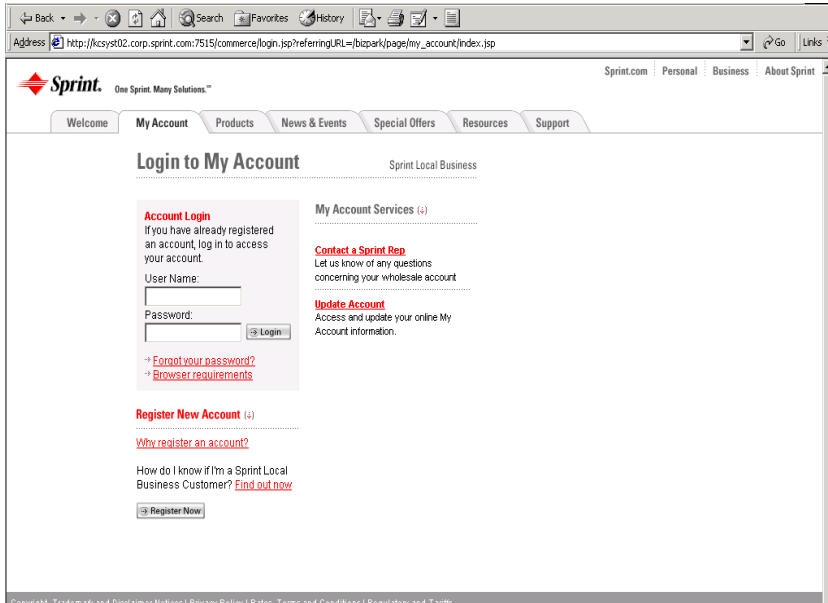
To enter a repair ticket, registration is required. Other services do not require registration at this time. When a user attempts to report a repair problem, check problem status, or view ticket history, WebRRS first checks to ensure if the user has logged in. If not, WebRRS directs the user to the **My Login Page**. To login to WebRRS, the customer must already be successfully registered on the site.

The user can update his / her account profile or choose appropriate options via the [Update Account](#) link.

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## Login Page Example

The following is an example of the Sprint Local Wholesale **Login to My Page**.



## Forgot Your Password

If the user forgets his/ her password, the user can select the *Forget Your Password* link option. When selected, it prompts a **Password Request Page**, where the user enters the e-mail address that was submitted at the time of registration. When the user's registered e-mail address is entered and sent, the system returns the user's User Name and Password via a reply e-mail.

The following is an example of the **Password Request Page**.

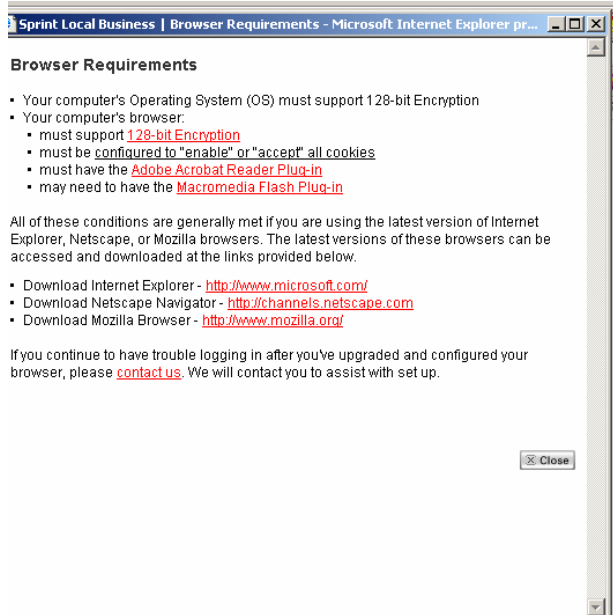
The screenshot shows the Sprint website's 'Password Request' page. At the top, the Sprint logo and tagline 'One Sprint. Many Solutions.' are visible, along with the URL 'Sprint.com'. A navigation menu includes 'Welcome', 'My Account', 'Products', 'News & Events', 'Special Offers', 'Resources', and 'Support'. The main content area is titled 'Password Request' and contains the following elements:

- My Account (s)** section with fields for 'Username:' and 'Password:', a 'Login' button, and links for 'Register New Account' and 'Forgot your password?'.
- Industry Solutions (s)** section with links for 'Small Business', 'Large Business', 'Education', 'ISPs', 'National Accounts', and 'Wholesale'.
- Form Instructions:** 'To receive your Password, please enter the email address that was submitted at the time of registration in the box below and click the "Continue" button. Your User Name and Password will be sent to that address.'
- Form Field:** 'Enter registered email address:' followed by an input box and a red 'Continue' button.
- Disclaimer:** '\*Please note that anyone who has access to your email account will be able to receive your User Name and Password.'
- Image:** A photograph of hands writing on a document with a pen.
- Footer:** 'Copyright, Trademark and Disclaimer Notices | Privacy Policy | Rates, Terms and Conditions | Regulatory and Tariffs'

## Browser Requirements

While entering information on the **Login To My Account Page**, the customer is provided a *Browser Requirements* link option. This link provides browser requirements for using the Sprint Local Wholesale Markets web site.

The following is an example of the **Browser Requirements** link.



## "Why Register An Account?"

On the **Login To My Account Page**, it provides a "*Why register an account?*" link option. This link provides common user benefits for registering on the Sprint Local Wholesale Markets web site. It also identifies all the service available to the user upon registration.

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## My Account Services

My Account Services includes links for *Contact a Sprint Rep* and *Update Account*.

The *Contact a Sprint Rep* link allows a user to contact a Sprint rep for any questions concerning his/her account.

The *Update Account* link accesses and updates the user's online **My Account Information**.

## Update Account

The customer can request to update his/her account information via the **Update Account** link. When updating a profile, the system displays all fields associated with the user's account. The user can update all fields except those dynamic fields that are based on a market segment identification that was established at the time of initial registration.

The following is an example of the **My Account** screen.

The screenshot displays the Sprint website's "My Account" section. At the top, the Sprint logo and tagline "One Sprint. Many Solutions.™" are visible, along with navigation links for "Personal", "Business", and "About Sprint". Below the logo, there are tabs for "Welcome", "CLEC", "IXC", and "Wireless". A secondary navigation bar includes links for "View and Pay Bills", "Modify Your Services", "Report a Problem", "Check Order Status", "Contact Us", and "Update Account".

The main content area is titled "My Account" and features a sidebar on the left with the following information:

- Current Location (+)**  
Elmo Demo Test Site  
6550 Sprint Pkwy # A  
Overland Park, Ks  
66251-6109
- Site Code:**  
21955001
- [Change Location](#)
- 

The main form area is titled "Update Password" and includes the following instructions and fields:

Your user name and password should be between 6 and 16 alphanumeric characters. Both user name and password are case sensitive.

\* User Name: edemo  
\* Password: edemo  
\* Email: edemo@incomprehensible\_email.com

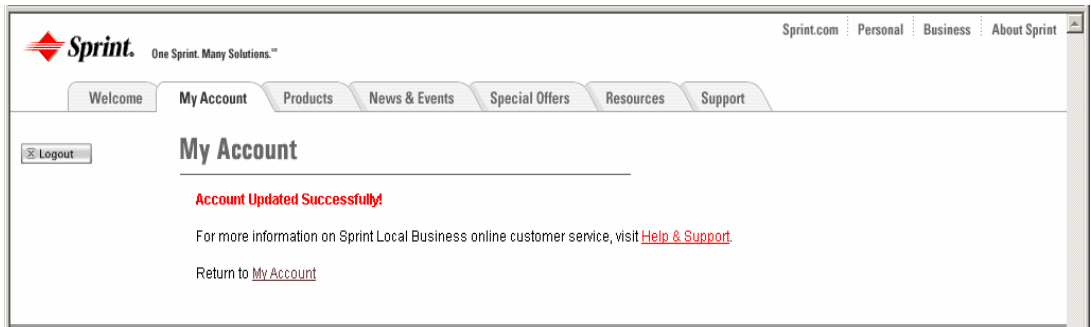
\* First Name: test1234  
\* Last Name: test1234  
\* Title/Position: Administrative Assistant (dropdown menu)  
\* Main Billing Phone: 913 465 7899  
\* Contact Phone: 913 456 7896  
Fax: 913 456 7896  
\* Zip Code: 55555 5556  
\* Industry: Telecommunications (dropdown menu)  
\* Industry Sub-Type: (dropdown menu)  
\* Employees: 2500 or more (dropdown menu)  
\* Are you a home-based business?  Yes  No  
\* Is Sprint Owned or Maintained Equipment Onsite?  Yes  No

At the bottom of the form, there is a link for "Frequently Asked Questions" and a link for "Site Tutorial".

**Update Account**  
(continued)

After a user has edited allowed fields on the **My Account** screen and submits his/her updates, the user receives a confirmation page, which confirms that the account has been successfully updated.

The following is an example of the confirmation page that displays for the user following a successful account update.



**“How do I know if I’m a Local Wholesale Customer?”**

On the **Login To My Account Page**, it provides a *“How do I know if I’m a Local Wholesale Customer?”* link option. When selecting the *“Find out now”* link, it launches a separate browser displays a map of the Sprint Local Telephone Service Areas. Here, the user can click on his/her service area or select a state from the drop-down menu to learn more about the area/state designated in the user’s search criteria.

**Additional WebRRS Information**

For additional information concerning WebRRS Registration and the Receive Repair System documentation, consult:

- WebRRS Registration
- WebRRS Receive Repair System