

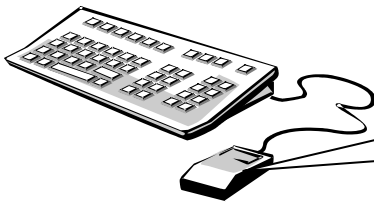
WebRRS

Receive Repair System

Registration

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

Registration

Overview

Effective October, 2003, the Wholesale web site was enhanced to enable Wholesale customers to register and login, thus providing increased personalization and functionality by market segment. This enhancement decreases customer key strokes by populating customer information from the registration screen. It also enables other projects to move forward that require customer identification.

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

Highlights of WebRRS Registration

The customer registers and is identified as a wholesale customer. To enter a repair ticket, registration is required. Other services do not require registration at this time. Customers are able to update their account profile or choose appropriate wholesale options.

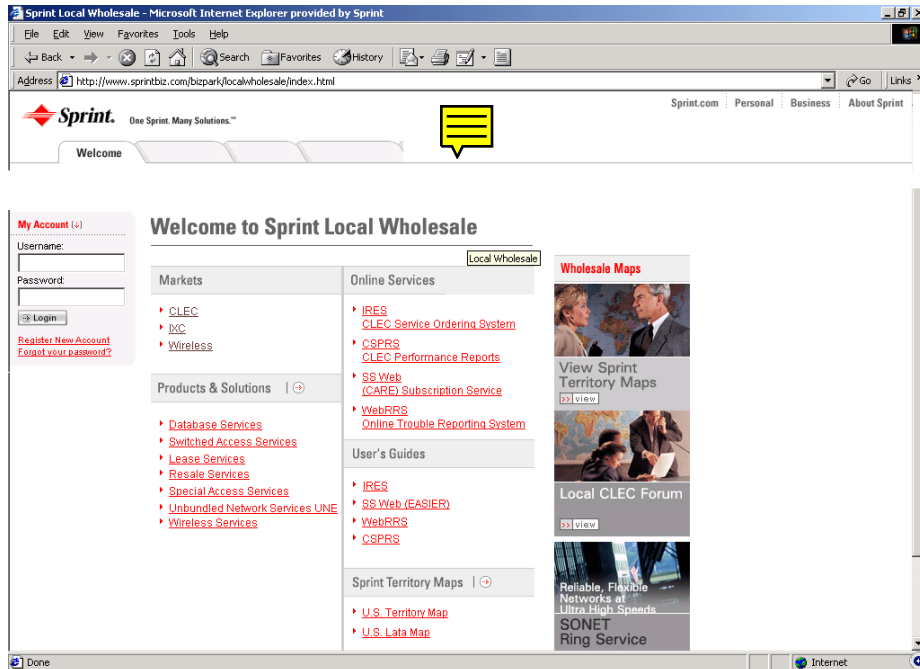
The **Register Account Page** appears for selected services. At this time, only the requests to enter repair tickets require registration. Customers must register or login each time the services are requested. If the customer has not registered, a link is provided to register from the login page. The value of registration is apparent when fields are populated for the user, thus reducing time to enter a repair ticket.

Home Page

The Wholesale customer first navigates to:

www.sprint.com/localwholesale

The following is an example of the Sprint Local Wholesale Home Page. To report a repair problem, check status or history, the user selects the “WebRRS Online Trouble Reporting System”.



**Home Page
(continued)**

The system first checks for proper user login. If the user has already successfully logged in on the local wholesale page, based on the action the user has selected, the system directs the user to the appropriate page. For instance, if the user selects the “WebRRS Online Trouble Reporting System” link, the system directs the user to the Report A Problem Page upon user login.

If the user is not coming from a wholesale page but has been identified as wholesale user, the system directs them to the appropriate market segment.

The user is allowed to navigate within the website by selecting all tabs.

WebRRS is available for the following wholesale market segments:

- CLEC
 - Vendor
 - Payphone
-

Register New Account

The user can register a new account by selecting the “Register New Account” link on the My Login Page, whereupon the Register Account Page displays.

On the Register Account Page, the user enters information in the required / optional fields. The user must select an appropriate market segment so the first page that appears for that customer after login will be the appropriate market segment page. Market segment options consist of:

- CLEC
 - Vendor
 - Payphone
-

Field Entries

Depending on the market segment chosen, the Register Account Page displays fields for entry. The following are the generally required fields:

- Market Segment Selection
- User Name
- Password
- Verify Password
- Email
- Email Preference
- Company Name
- First Name
- Last Name
- Title/Position
- Contact Phone

The following field is optional:

- FAX number

Customers can provide additional information to increase the level of features presented to them based on their profile. These fields are dynamic based on the market segment being selected to register. This information includes:

- OCN
 - Customer Telephone Number w/CUS code
-

E-mail Used For Link

Next to the Email entry field, the Register Account Page provides a link to display Sprint's e-mail privacy policy via an "Email Used For" link. The policy identified is dynamic based on the customer type of the account.

Example Links

Next to the dynamic entry fields (i.e., those fields that display based on the market segment being registered), the Register Account Page provides example links. These example links are provided to demonstrate for the customers where to locate their OCN and/or Telephone and CUS code within their bills. The example links assist the user to enter the appropriate information in the given dynamic field. They provide a content description for the applicable dynamic field being entered.

Confirmation Page

When submitting a registration request, the customer is presented with a Confirmation Page. This page provides confirmation of successful registration, and it matches the fields entered by the customer and collected by the system during registration. Basically, the Confirmation Page thanks the customer for registering and confirms that the customer's account have been authorized for immediate use.

Confirmation E-Mail

Upon completion of a registration, the user receives a confirmation e-mail, which is sent to the e-mail address entered within the registration process. Basically, the confirmation e-mail states the user's registered information:

- User Name
 - Password
 - The Email Address recognized for the given user
-

Additional WebRRS Information

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

- WebRRS Login
 - WebRRS Receive Repair System
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