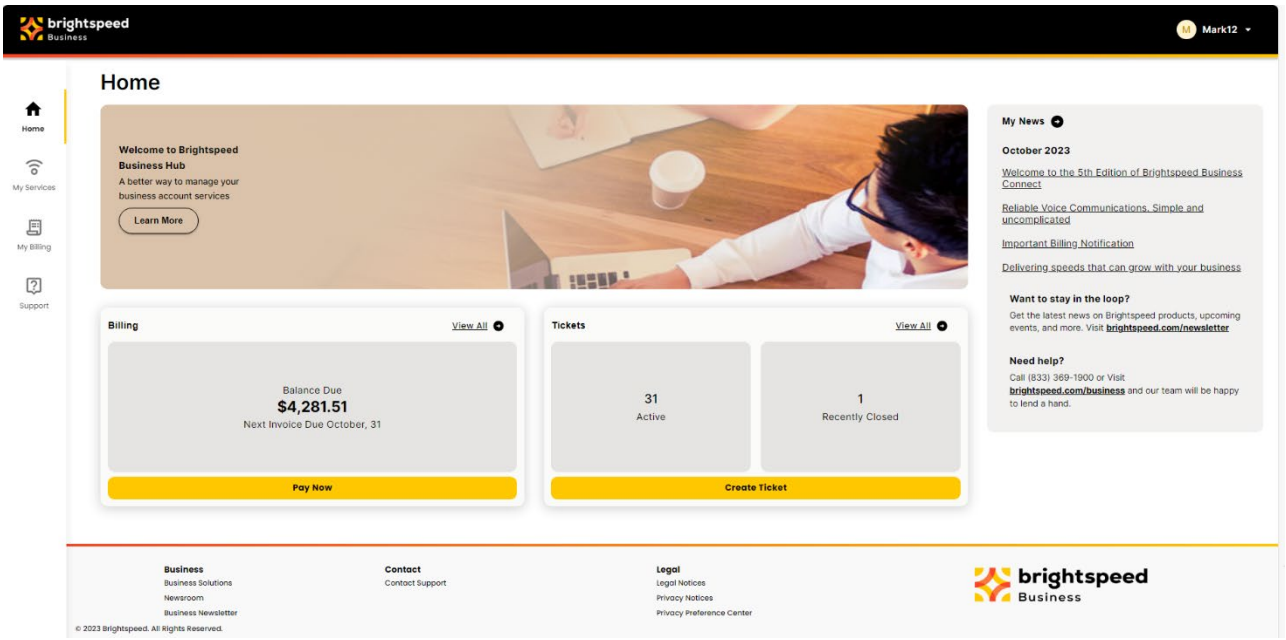
brightspeed Business

Ok, you've logged in successfully and made it to the Brightspeed Hub Dashboard (aka landing page or home page), what do you do next?



The Hub's Home Page consists of several different sections:

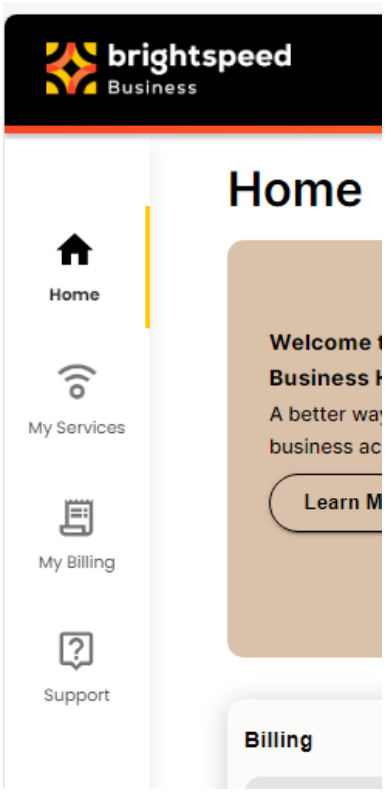
- Header Bar
- Navigation Menu (aka Left Menu)
- Brightspeed Notification Bar
- My News Bar
- Billing Bar
- Tickets Bar
- Footer Bar

Now let us dive deeper into each. We will take things a bit out of order from above.

NAVIGATION MENU

- Navigation Menu (aka Left Menu)
    - Any modules allowed by your permissions (from Profile)
    - Typical modules:
        - Home -> Returns to Home Page
        - My Services -> List/View/Manage services, Open Trouble Ticket from a Service

- My Billing -> List all Invoices, Pay bills, View/Open Billing Disputes
- Support -> List/View/Update/Open Support Tickets for your Customer Account(s)



The Navigation Menu (or Left Menu) is about as straightforward as you can imagine.

From anywhere within the Hub, this menu allows you to go directly to another module, or to the Home landing screen (Dashboard). If you do this from deep inside any of the modules, you will abandon what you were doing, and will only get back to that point by following the original steps you took to get there (before navigating to another module).

It's possible that you have not been given permissions to see everything here, so if you feel you need to have more permissions for the various modules, please speak to your Customer Administrator who can adjust these for you. If you are a Customer Administrator, you should already have full permissions to see/do everything in the Brightspeed Hub.

HEADER BAR

The Header Bar consists of:

- Account profile

- Account settings (change password)
- Logout

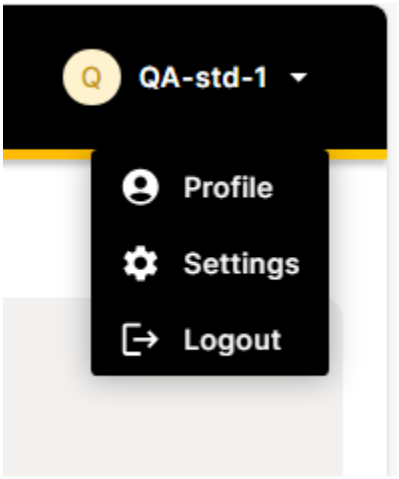
On the upper right portion of the screen on the black header bar is your User Account name (display name) and (future) personal icon.

This brings us to the idea of a User Type. We will also cover Parent Account and Customer Account.

The Hub currently has 2 types of users: Standard User and Customer Administrator. A Customer Administrator has the authority to create new users, modify existing users, and set permissions on them.

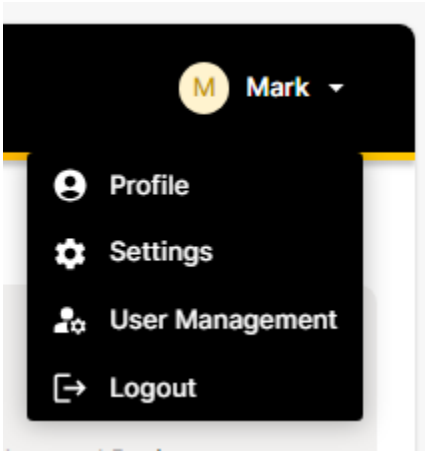
Both user types are only able to access and view only those parts of the Hub for the Customer Account that was assigned at the time your account was created. No users can see anything belonging to any other Customer Account (Company).

Clicking on the down arrow (dropdown) to the right, you will see:



Since we can only see 3 items on this dropdown menu, this assures us that the user (display name is “QA-std-1" above) is a Standard User.

A Customer Administrator’s menu appears slightly different:



The extra menu item allows the Customer Admin to add and modify new users under the same Customer Account.

All other menu items serve the same purpose for Standard Users and Customer Admins.

This is the time for a lesson in Customer Accounts and User Types.

Brightspeed Business Hub uses 2 types of Accounts: Parent Account and Customer Account.

The Parent Account is the overarching corporate Account, to which any number of Customer Accounts are assigned (one or more). These Customer Accounts could indicate distinct locations, different entities under the same corporate umbrella, or however this was added when the Parent became a Brightspeed customer.

A Customer Administrator is a user who is authorized by their company (the “Customer”) to represent that company, or Customer, to add or update new users (either Customer Admins or Standard Users) to the Brightspeed Business Hub.

The Customer Administrator is assigned a valid Parent Account, and only has access to all Customer Accounts underneath the Parent Account.

The important thing to remember is that the original Customer Admin (adding the new user) only has access to the Parent Account (and all Customer Accounts underneath), so can only assign to a new user – the Parent Account (when adding a new Customer Admin) or one or more Customer Accounts (Standard User).

Neither a Customer Admin nor a Standard User can view/modify any Accounts other than what they are assigned (or, in the case of a Parent Account, any Customer Accounts underneath).

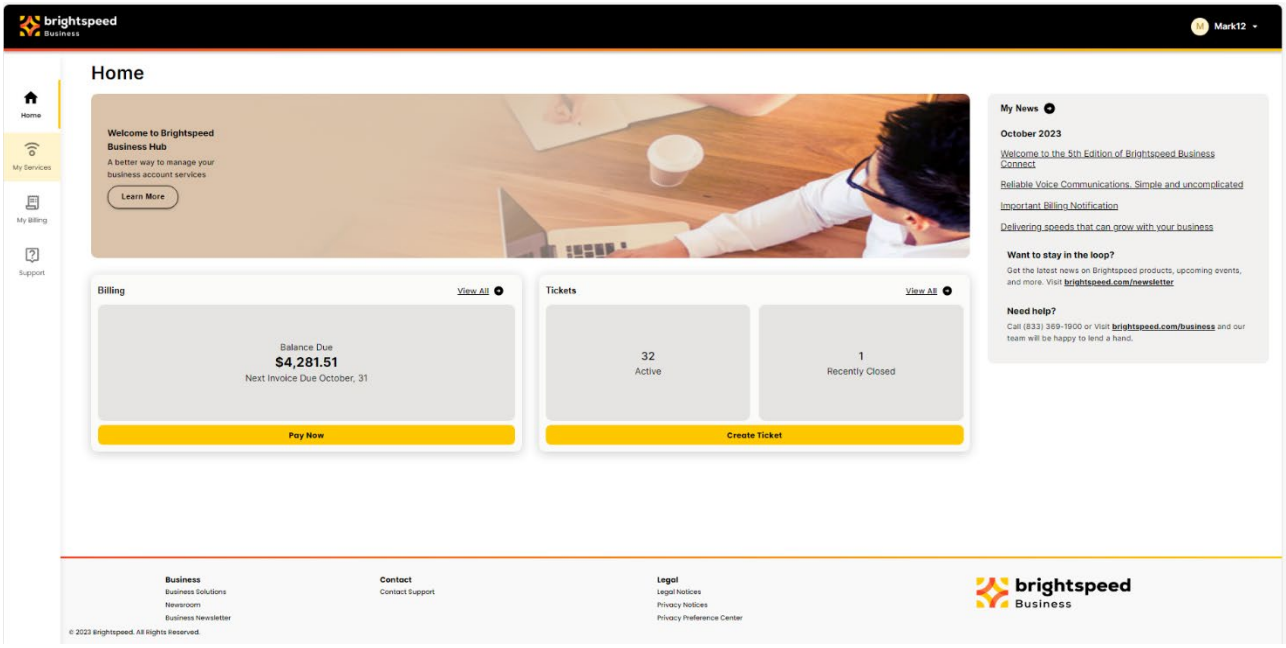
- Brightspeed Notification Bar
    - Click “Learn More” to see Important News/Info from Brightspeed Business
- My News Bar
    - Other News articles

- Newsletters
- Help links

- Billing Bar
  - If permissions allow, shows
  - List of all Invoices for your Customer Account(s)
  - Pay Bills
  - View/Open Billing Dispute

- Tickets Bar
  - List all Support Tickets for your Customer Account(s)
  - Open new support tickets
  - Update comments in previously existing (open) support tickets
- Footer Bar
  - Links for Business (Brightspeed Business)
  - Links for Contacts
  - Links for Legal and Privacy

Left Menu:



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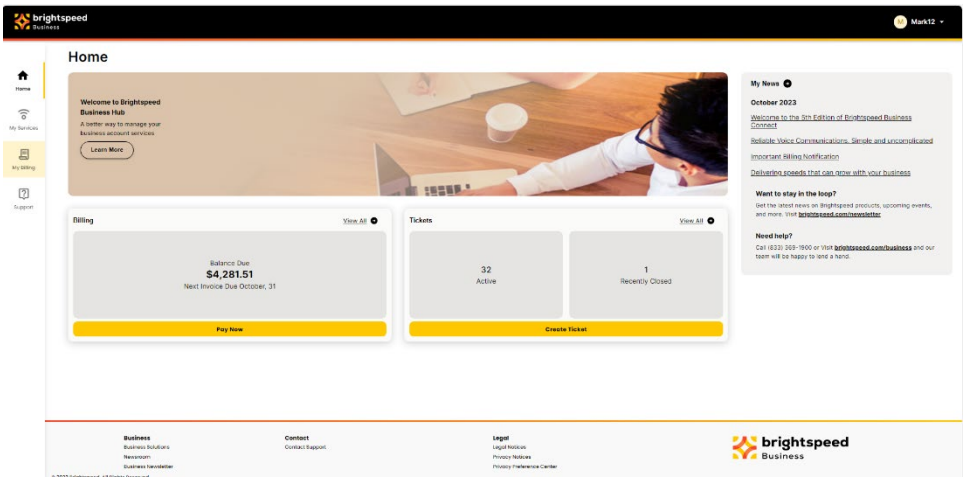

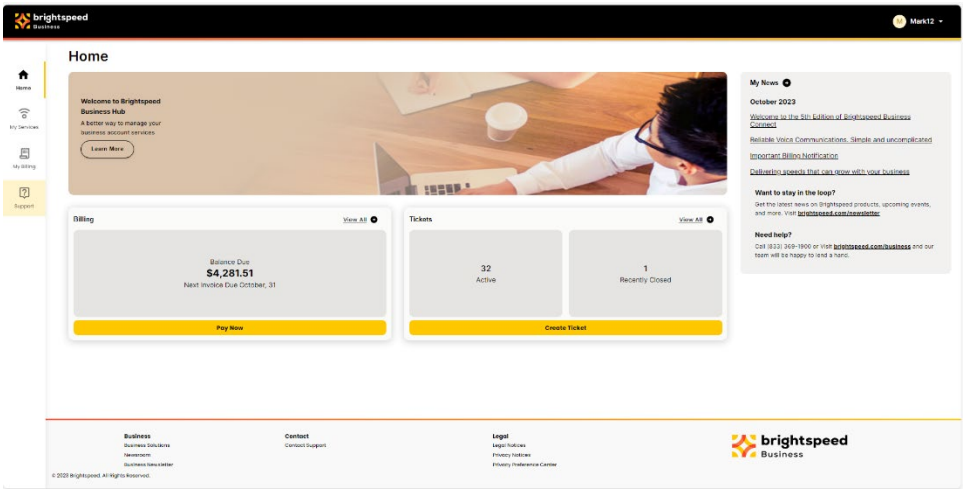

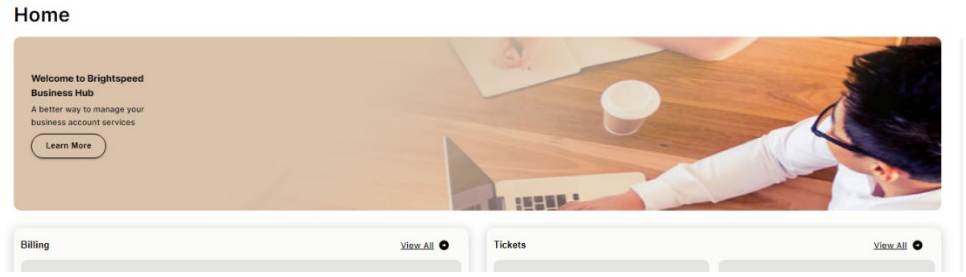

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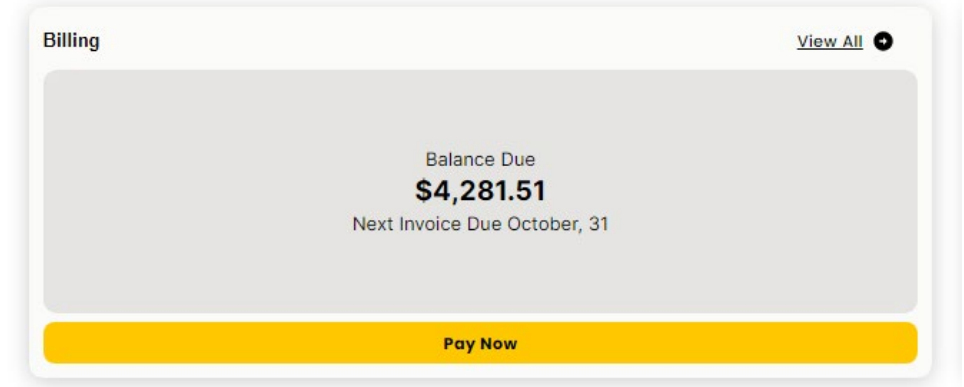

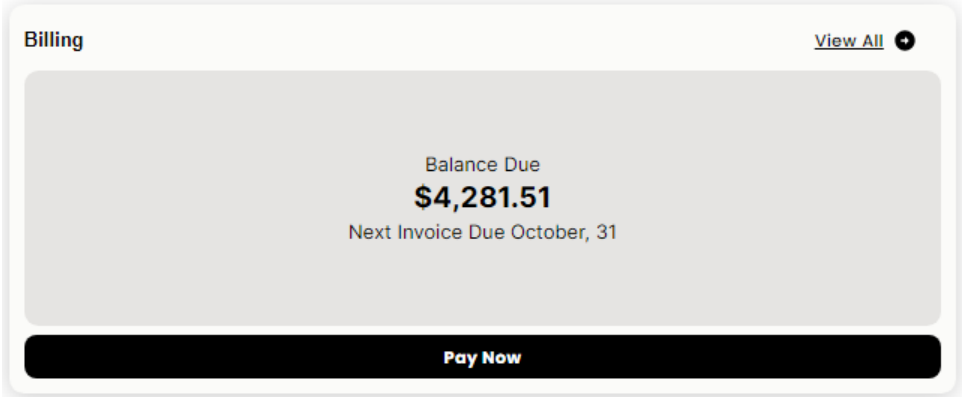

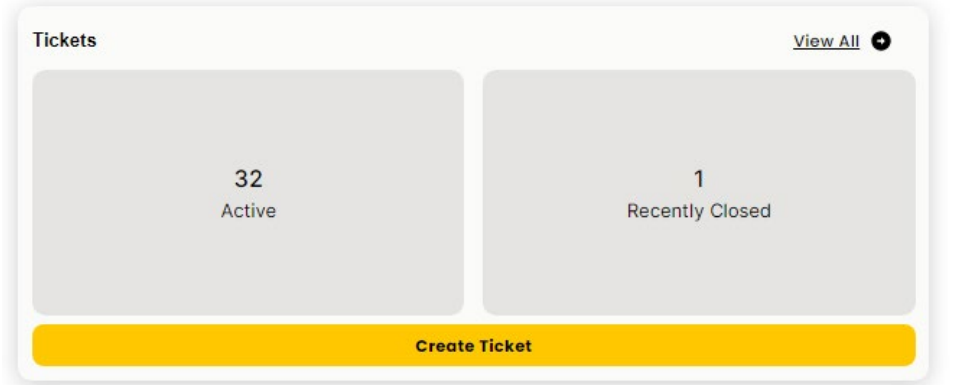

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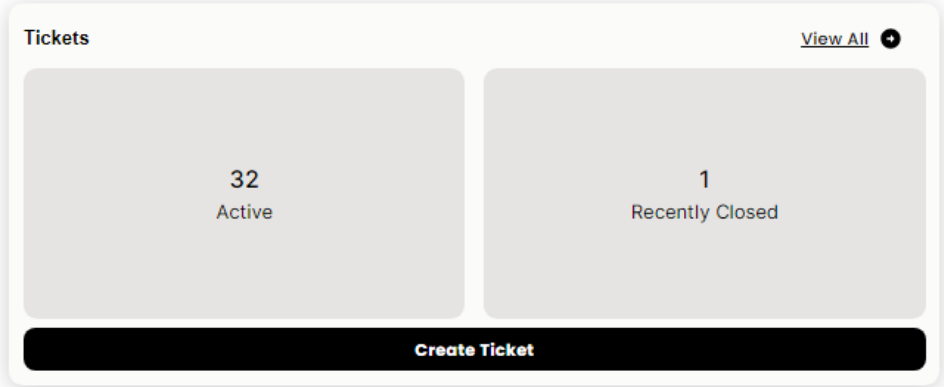

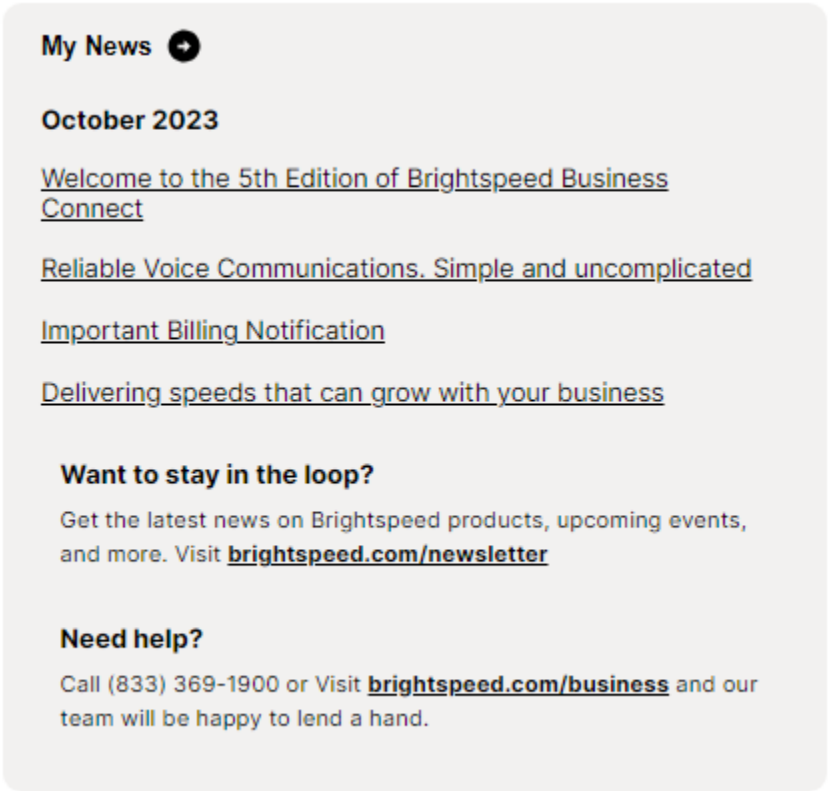

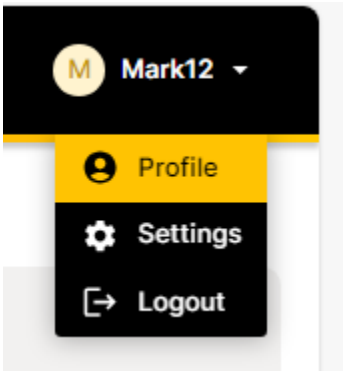
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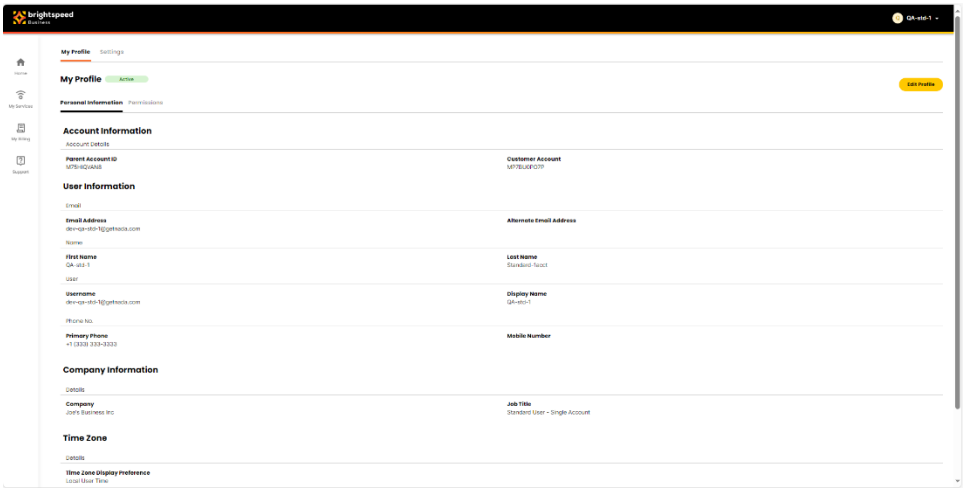
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Active
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Permissions
Account Information
Account Details
Parent Account ID
Customer Account
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Alternate Email Address
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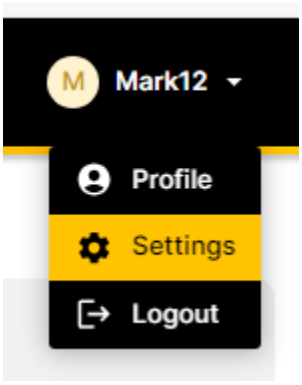
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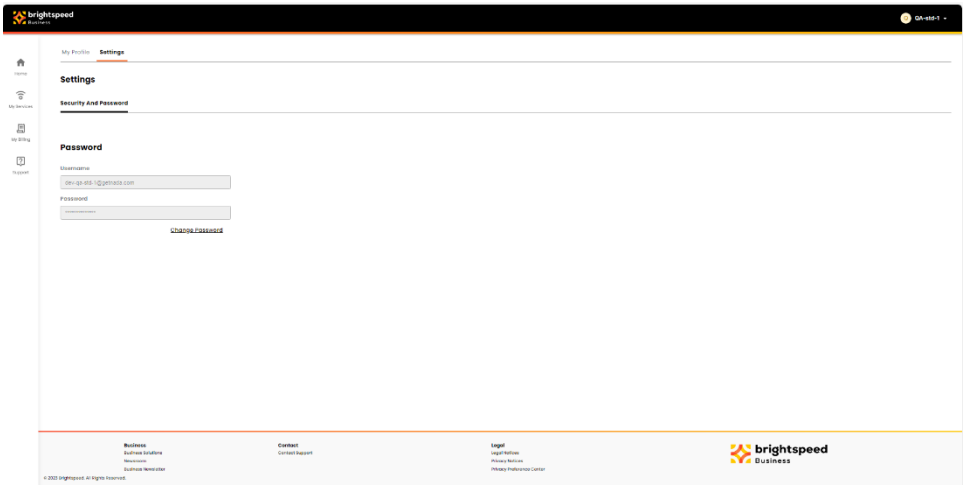

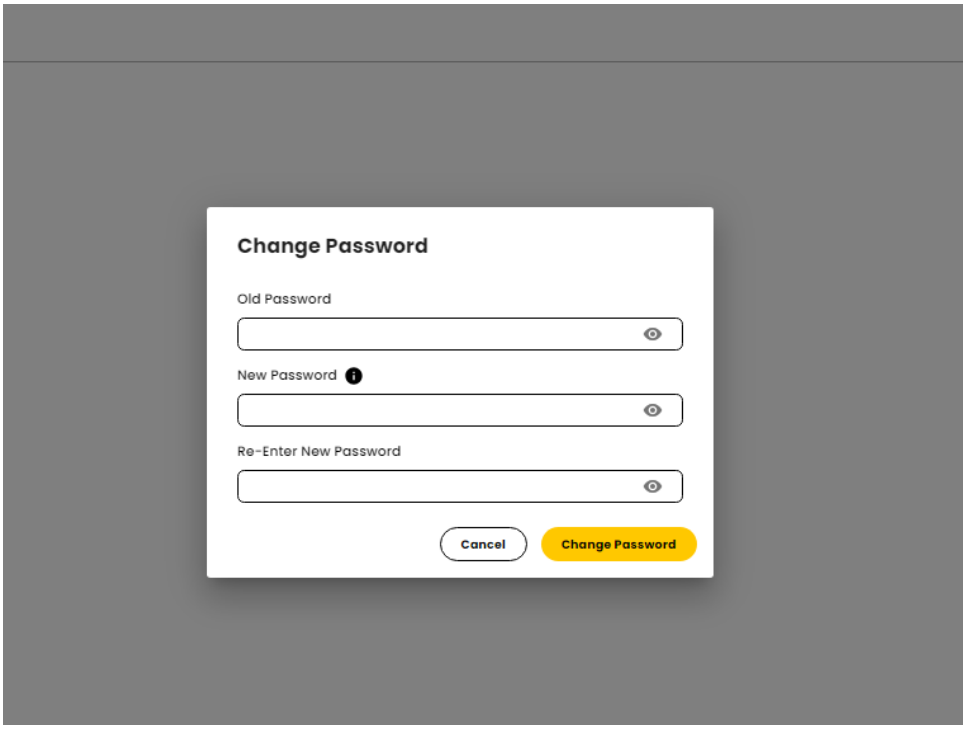

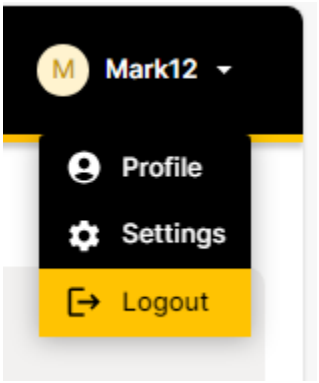

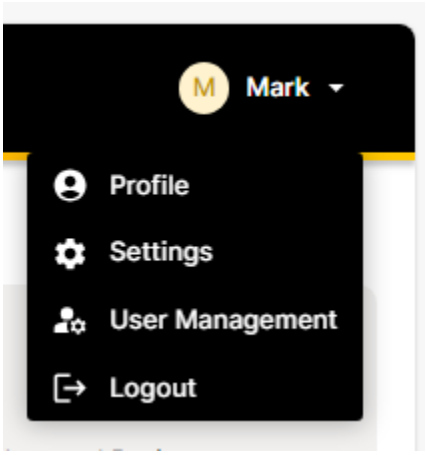
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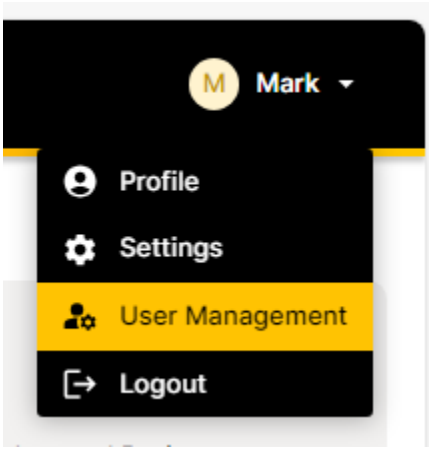
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