

**THIS IS NOT A LINK YOU CAN CLICK ON. YOU MUST GO TO THIS WEB PAGE TO FOLLOW THESE DIRECTIONS**

<https://telweb.radford.edu/accountaccess/>



- 1) This is the first screen that you will see once logged in.
  - A) **LOGOUT** = LOGS OUT OF THE SYSTEM
  - B) **LOOKUP** =ONLINE DIRECTORY LOOKUP FOR TELEPHONE CUSTOMERS ONLY
  - C) **HIERARCHY** = SEE INFORMATION BELOW
  - D) **MY INFO** = YOUR PERSONAL INFORMATION ONLY, ACCESS ISN'T ALLOWED TO OTHER ACCOUNTS. **THIS IS WHERE YOU NEED TO CHANGE YOUR PASSWORD**


## DIRECTORY LOOKUP

Last Name:	<input type="text"/>	First Name:	<input type="text"/>
Email:	<input type="text"/>	Extension:	<input type="text"/>
Cost Center Code:	<input type="text"/>	Cost Center Description:	<input type="text"/>
Max Users Shown: 20		Show Expired <input type="checkbox"/>	
<input type="button" value="Detail Query"/>		<input type="button" value="Reset"/>	

Recently Accessed Accounts ...

- 2) Click on the Hierarchy tab at the top of the screen.
- 3) The cost center tree will be displayed.
- 4) **Click on OPEN ALL**

Users Reports Tree

 RADFORD UNIVERSITY (RADFORD )

[Close All](#)   [Open All](#)

- 5) Click on the  to display user/s.

## SEARCH RESULTS

#	Account Access	First Name ▲ ▼	Last Name ▲ ▼	Cost Center Code ▲ ▼	Email ▲ ▼
1	<b>PROFILE</b>	JOHN	DOE	2000	

[Move Users to a different Cost Center](#)
[Download to File](#)

- 6) Click on the person/s last name that you wish to view.
- 7) This is what you will see.

RECORDS / DETAILS

DOE,  
JOHN  
Extn: 5400

Bill Details: TESTING - Extn: 5400

DEPARTMENT	2000	TESTING
DIVISION	1	RADFORD ADMINISTRATION
COMPANY	RADFORD	RADFORD UNIVERSITY

INVOICE ITEMS

TYPE	YTD Totals	4/1/03	3/1/03	2/1/03	1/1/03	12/1/02
TOLL FREE CALLS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
DOMESTIC CALLS	\$0.00	\$3.65	\$2.85	\$6.05	\$4.91	\$1.21
LOCAL CALLS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>TOTAL</b>	<b>\$0.00</b>	<b>\$3.65</b>	<b>\$2.85</b>	<b>\$6.05</b>	<b>\$4.91</b>	<b>\$1.21</b>

CALL RECORDS

[Call Type Legend](#)

#	Extn	Date	Time	Type	Length	Num. Dialed	Location	Charge
1	5126	4/8/03	09:17:56 A.M.	INTRAS	1.0	703-777-7777	INTRASTATE CALLS	\$0.04
2	5126	4/7/03	02:39:43 P.M.	INTRAS	14.1	703-777-7777	INTRASTATE CALLS	\$0.66
3	5126	4/7/03	01:53:20 P.M.	INTERS	18.1	703-777-7777	INTERSTATE CALLS	\$0.91
4	5126	4/4/03	10:04:57 A.M.	INTERS	0.5	703-777-7777	INTERSTATE CALLS	\$0.05
5	5126	4/4/03	10:04:14 A.M.	INTERS	0.4	804-777-7777	INTERSTATE CALLS	\$0.05
6	5126	4/3/03	03:28:50 P.M.	INTERS	0.6	804-777-7777	INTERSTATE CALLS	\$0.05
7	5126	4/3/03	03:25:06 P.M.	INTERS	0.5	804-777-7777	INTERSTATE CALLS	\$0.05

8) You can also click on the  which will display this screen.

LOGOUT

LOOKUP

HIERARCHY

my  
INFO

REPORT PORTAL

Cost Center Reports

[My Reports](#)




[Report Maintenance](#)

DEPARTMENT	2000	TESTING
DIVISION	1	RADFORD ADMINISTRATION
COMPANY	RADFORD	RADFORD UNIVERSITY

Bill Group: ADM

[Select a different Cost Center](#)

REAL-TIME WEB REPORTS

	<a href="#">User Bill Cycle Comparison</a>
	<a href="#">Invoice Item Summary</a>
	<a href="#">User Call Summary</a> Layout: Billing Summary Report Bill Period: 4/1/03 - 4/30/03

REAL TIME WEB REPORTS



### User Bill Cycle Comparison

The screen will show the totals for the last four billing periods. (Ex.1) If you can click on any of the dollar signs on the four billing periods at the top of that screen, and this is what will be shown. (Ex.2)

**USER BILL CYCLE COMPARISON**

DEPARTMENT	2000	TESTING	Bill Group:	ADM
DIVISION	1	RADFORD ADMINISTRATION	Show Total -	Amount
COMPANY	RADFORD	RADFORD UNIVERSITY		

#	Extn	Name	4/30/03	3/31/03	2/28/03	1/31/03
1	5400	DOE, JOHN	\$3.75	\$2.85	\$6.05	\$4.91

Totals: **\$3.75**   **\$2.85**   **\$6.05**   **\$4.91**

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## EXAMPLE #1

## EXAMPLE #2

### RECORDS / DETAILS

DOE, JOHN  
Extn: 5400

Bill Details: TESTING - Extn: 5400

DEPARTMENT	2000	TESTING
DIVISION	1	RADFORD ADMINISTRATION
COMPANY	RADFORD	RADFORD UNIVERSITY

### INVOICE ITEMS

TYPE	YTD Totals	4/1/03	3/1/03	2/1/03	1/1/03	12/1/02
TOLL FREE CALLS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
LOCAL CALLS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
DOMESTIC CALLS	\$0.00	\$3.75	\$2.85	\$6.05	\$4.91	\$1.21
<b>TOTAL</b>	<b>\$0.00</b>	<b>\$3.75</b>	<b>\$2.85</b>	<b>\$6.05</b>	<b>\$4.91</b>	<b>\$1.21</b>

### CALL RECORDS

[Call Type Legend](#)

#	Extn	Date	Time	Type	Length	Num. Dialed	Location	Charge
1	5126	3/24/03	11:39:55 A.M.	INTERS	5.2	702-891-1111	INTERSTATE CALLS	\$0.29
2	5126	3/24/03	11:39:06 A.M.	INTERS	0.5	703-777-7777	INTERSTATE CALLS	\$0.05
3	5126	3/24/03	11:09:06 A.M.	INTRAS	1.2	703-777-7777	INTRASTATE CALLS	\$0.09



### Invoice Item Summary

If you click on the invoice item summary this will compare the last five billing periods. (Ex.3)

**INVOICE ITEM SUMMARY**

**2000 - TESTING**

TYPE	YTD Total	Apr 30, 2003	Mar 31, 2003	Feb 28, 2003	Jan 31, 2003	Dec 31, 2002
DOMESTIC CALLS	\$0.00	\$3.75	\$2.85	\$6.05	\$4.91	\$1.21
TOLL FREE CALLS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
LOCAL CALLS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>TOTAL</b>	<b>\$0.00</b>	<b>\$3.75</b>	<b>\$2.85</b>	<b>\$6.05</b>	<b>\$4.91</b>	<b>\$1.21</b>
<b>View Calls</b>		<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>
<b>View Trans</b>		<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>

**NOTE: Calls and Trans Downloads are for THIS Cost Center only.**



**EXAMPLE #3**

[User Call Summary](#) Layout:  Bill Period:

If you change the date at this screen it will display billing periods by date that will go back six months. (Ex.4)

**TESTING (2000)  
4/1/03 - 4/30/03**

#	Extn	Name	TOTAL CHARGES	TOTAL ADJUSTMENT	CALL QUANTITY	CALL DURATION
1	5400	<a href="#">DOE, JOHN</a>	\$3.75	\$0.00	28	79.7

**Totals:     \$3.75     \$0.00     28     79.7**

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**EXAMPLE #4**

- 9) We are still reviewing the following options which are located below, instruction will be sent as soon as it is available.

**ARCHIVED REPORTS**

<a href="#">Billing Cycle</a>	<a href="#">Extension Detail Report</a>	<a href="#">User Call Summary</a>	<a href="#">Cost Center Summary</a>	<a href="#">Cost Center Comparison</a>
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REPORT PORTAL

Cost Center Reports **My Reports** Report Maintenance

[\(Refresh\)](#)

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ARCHIVED COST CENTER REPORTS

**MY REPORTS**  
**No Reports Found**

**ACCESS GROUP REPORTS**  
**No Reports Found**



REPORT PORTAL

Cost Center Reports **My Reports** Report Maintenance

**Report Definitions** Standard Scheduler

[\(Refresh\)](#)

**MY REPORT DEFINITIONS**

**STANDARD REPORTS** Cost Center Summary

**No Reports Found**

**CALL INQUIRY REPORTS**

**No Reports Found**

# CALL INQUIRY

[Don't Display Individual Calls](#)

Bill Group: ADM

Bill Period:

Cost Center:

Extension: Extn Type: Switch (Pbx):

Number Dialed: ( ) Ani Number:

Call Type: Charge: =

Call Date: = TO: N/A

Call Time: = A.M. TO: N/A A.M.

Duration (Min.): = TO: N/A

Max Calls Shown: 20

Query Reset Summarize by Npa

Query name: Save

Save and Query New

Select a Saved Query: (none)