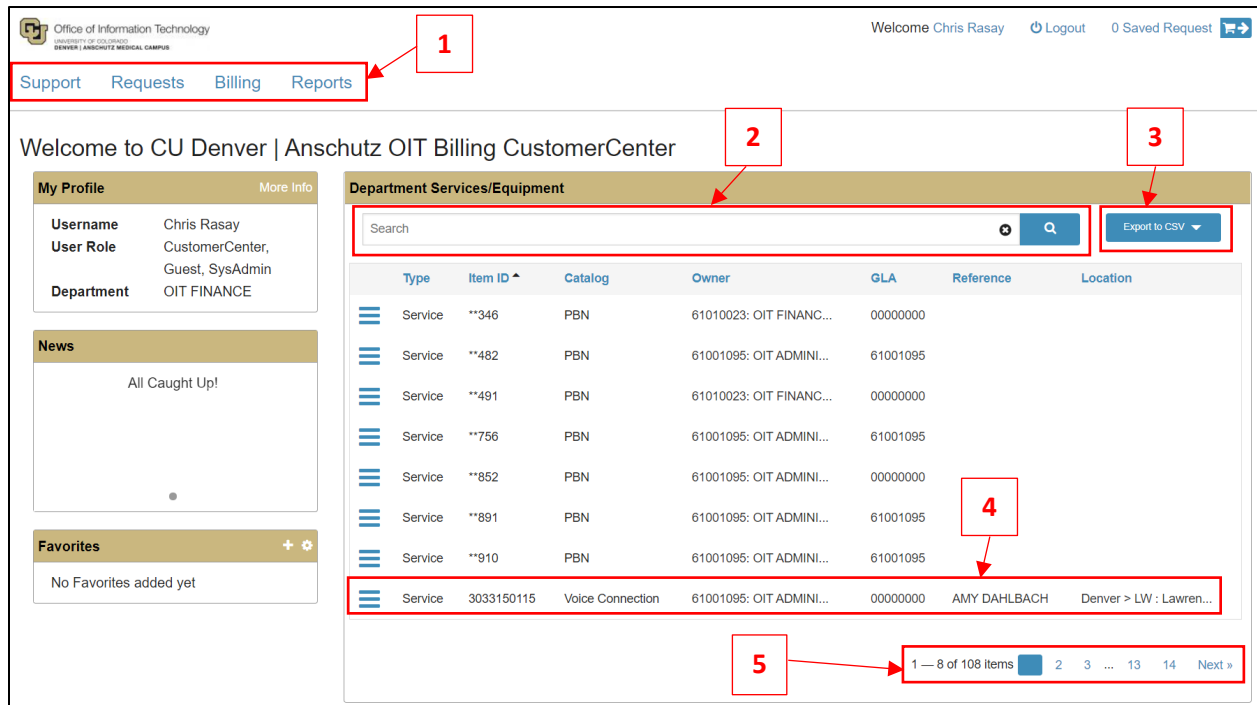


PCR-360 Customer Center - Quick Start Guide



The screenshot shows the PCR-360 Customer Center interface. At the top, there is a navigation bar with links for Support, Requests, Billing, and Reports, highlighted by a red box and labeled '1'. Below this is a header area with a search bar and an 'Export to CSV' button, both highlighted by a red box and labeled '2'. The main content area is divided into three sections: 'My Profile' (showing user information for Chris Rasay), 'News' (with a 'All Caught Up!' message), and 'Favorites' (with 'No Favorites added yet'). The 'Department Services/Equipment' section contains a table of services. The table has columns for Type, Item ID, Catalog, Owner, GLA, Reference, and Location. A red box highlights the search bar and the 'Export to CSV' button, labeled '3'. Another red box highlights the blue hamburger menu icon next to the service entry 'Service 3033150115', labeled '4'. A final red box highlights the pagination controls at the bottom right, showing '1 - 8 of 108 Items' and page numbers '2 3 ... 13 14 Next', labeled '5'.

1. Links to Customer Center Functions

- Support – Mass Change Requests
- Request – List of submitted requests
- Billing – View your Bill
- Reports – Billing Reports


2. Search Department Services/Equipment by Keywords

- Examples:
 - Search for “Voice” to see all voice services
 - Search by SpeedType to view all services under a specific SpeedType/Department
 - Search by someone’s name to find their phone or pager service(s), etc.

3. Export List of Services to CSV

- You can export the entire list to a csv using the “Export to CSV” button in the top right

4. Submit Change Request for a Specific Service

- Click the blue hamburger icon () for the service that you are trying to change

5. Page Navigation

- You can navigate through the list using the page numbers in the bottom right

Billing Contact information

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