



Fidium Wholesale

NNE Customer Portal (WCP)

Administrator User Guide



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Introduction

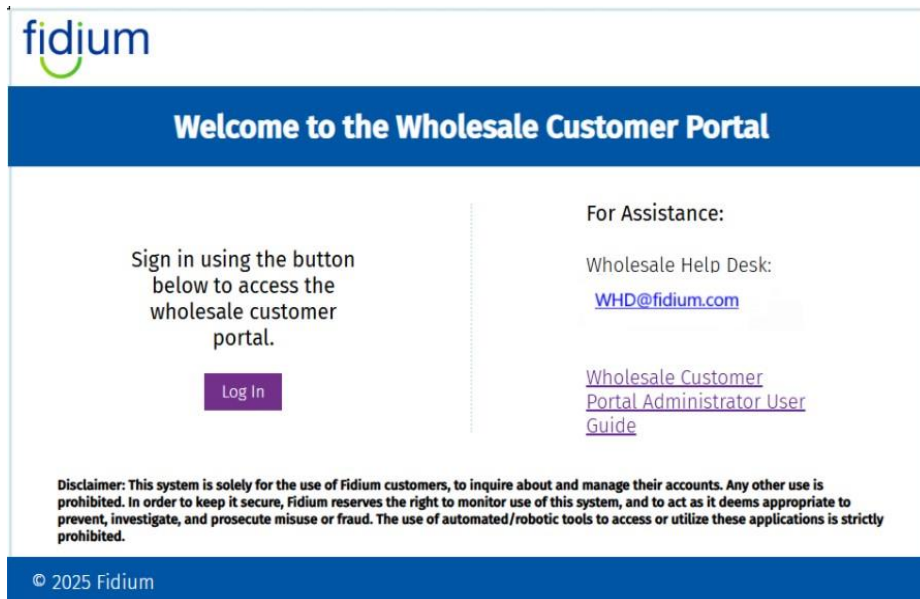
The Wholesale NNE Customer Portal (WCP) provides Fidium’s Wholesale NNE customers with the ability to request User IDs and Passwords for users within their company with a need to access the WCP. As the WCP Administrator for your Company, you will be responsible to request IDs and passwords for your users.

Registering for a WCP Account

Before users of the NNE Wholesale Customer Portal (WCP) can access this website, they must apply for a User ID and password from Fidium. To do that, users must contact the representative of their company designated as their WCP Administrator. The WCP Administrator is responsible for building in new User IDs and passwords for their users. If you are the WCP Administrator and need access, please send an email to WHD@fidium.com to request access.

How do I log in to WCP?

Step 1: To log in to WCP, open a web browser, in the address bar enter the address <http://wcp.fidium.com> and click enter. Once the page opens, click the Log In button.





Step 2: Enter your company email address in the Username field and enter your password.
Click Sign In.

Wholesale Customer Portal

Username
douglas.clements@consolidate

Password
.....

Sign In

This will take you to the landing page.

Home

Reports

Trouble Tickets

Administration

0 | Open Trouble Tickets

116 | ACNAs

64 | Users

Application Links:

- [USOC to English Tool](#)
- [Dispatchable Order Search](#)
- [WCD Upload Form](#)

Quick Links:

- [Create Trouble Ticket](#)
- [View Trouble Tickets](#)
- [Manage Organization Profile](#)



How do I request a User Id and Password?

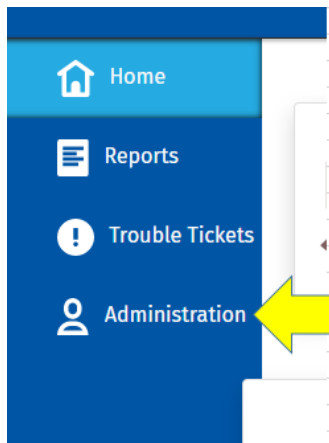
If you want access to the Fidium NNE Wholesale Customer Portal (wcp.fidium.com), contact your company's WCP administrator to create a user profile for you.

If you are a WCP Administrator, follow below process to build a User Id and Password for your users and send an invite to the WCP. Follow these steps:

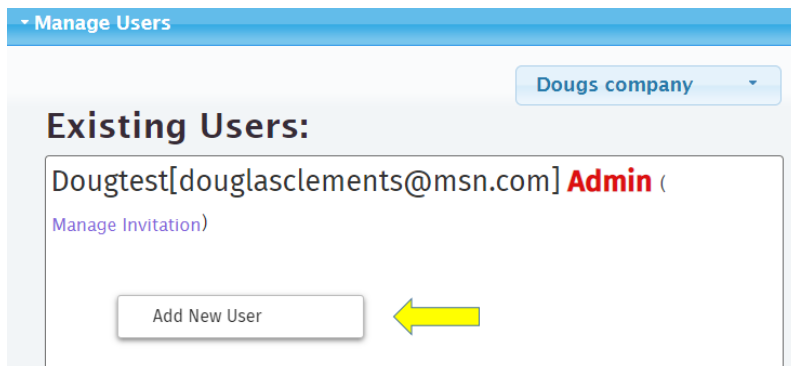
Admin Process for Adding New Users

Adding a new representative to the Portal:

1. Log in to the WCP at <https://wcp.fidium.com>
2. Click on Administration (on the left side)

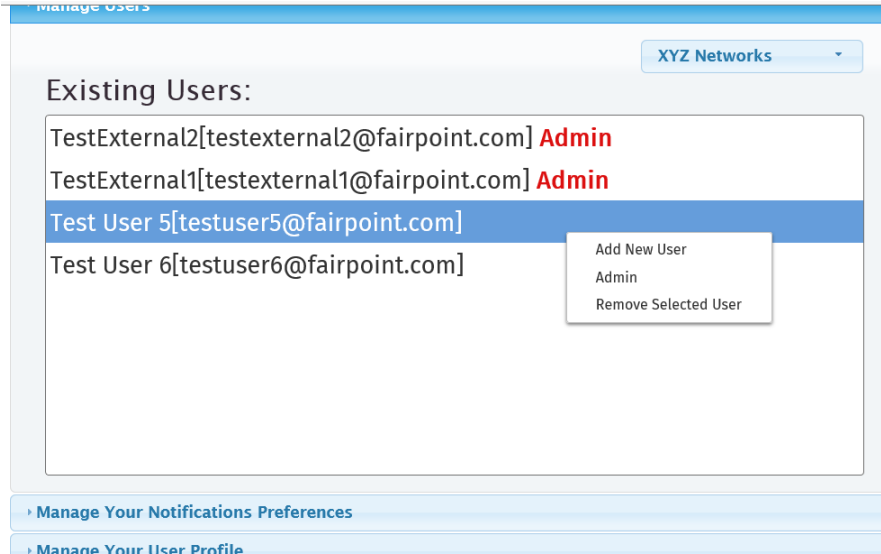


3. Under Manage Users: Right click in the blank area under the profiles in the “Existing Users” window – Click on popup saying “Add a New User”

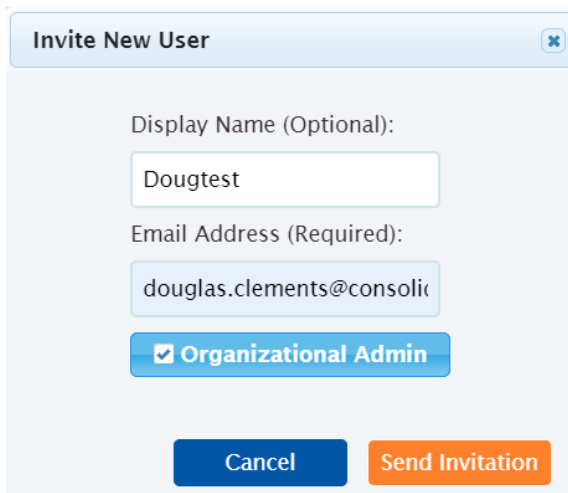




4. You can hover over one of the profiles in the “Existing Users” window. This will give you the option of adding a new user, toggling admin on/off for the highlighted user, or removing the highlighted user.

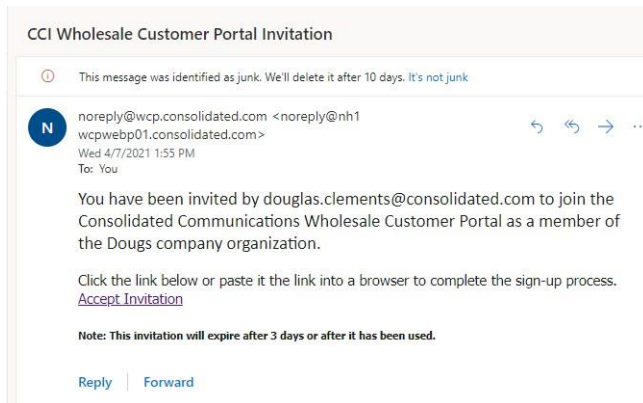


5. To add a new user, click on “Add New User”
6. Build new user in using their company email address
 - a. Click “Organization Admin” if employee needs admin capabilities to add new users
 - b. Click Send Invitation





- An email invitation is sent to the employee being added.
Sample email below:



- When employee clicks on “Accept Invitation”, they are directed to a page to set up their display name, security question and password.

EmailAddress <input type="text" value="douglascléments@msn.cc"/> Display Name (Optional): <input type="text"/> Next	Security Question: <input type="text"/> Answer (5 character minimum): <input type="text"/> Next	Password: <input type="password"/> Confirm Password: <input type="password"/> Next
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- When employee clicks Finish on the next page, they will be redirected to the login page to log in.
- Tip for viewing reports for companies with more than one ACNA:
 - When you log in and click Reports in the left menu, you will see a list of reports for all of the ACNAs for the organization you is part of.
 - If you are looking for a report for a specific ACNA, you can use the Filter Criteria to narrow results.

Filter Criteria >

- Notice the results show only the reports for the ACNA XYZ



Who do I contact if I have a problem?

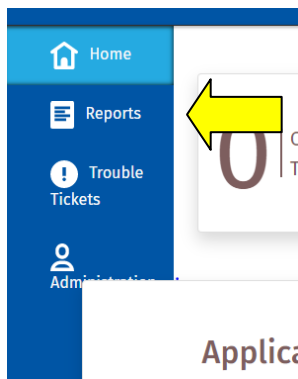
For questions concerning these procedures, please contact the Wholesale Help Desk at whd@fidium.com.

Accessing a report

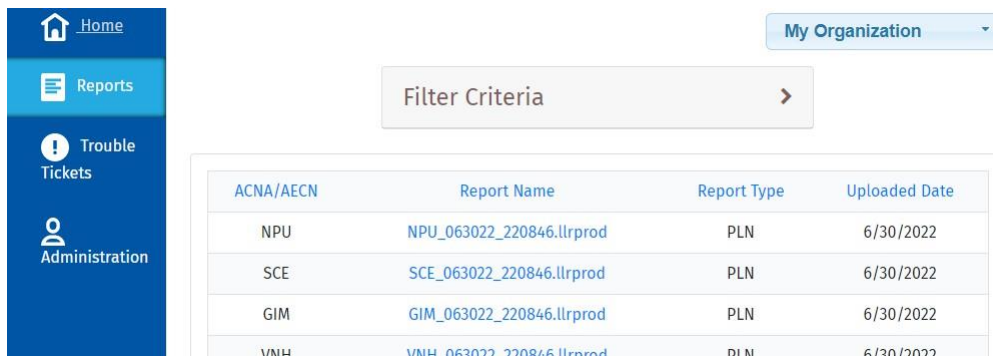
Now that your users have an account on the portal, the next step in the process is to access a report.

Step 1: Open the application. Open the WCP homepage by logging into <http://wcp.fidium.com>.

Step 2: Go to the Reports page. From the left-hand menu, click on the link “Reports”



Step 3: Choosing the report. Now that you are on the reports page, you will see the reports for all of your ACNAs listed. Click on the report you want to view/download by simply clicking on the blue link for the report. The report is downloaded in .txt format.





Step 4: Filter for a specific ACNA/AECN. If your company has more than one ACNA/AECN, you can filter for a specific ACNA/AECN by clicking on the “Filter” box. This will open up for advanced filtering.

- Line Loss reports are stored by 3-digit ACNA
- WPP reports are stored by the 4-digit AECN

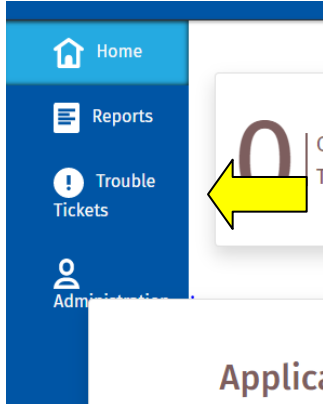
Enter the ACNA/AECN you want a report for and click “Filter”. You will only see reports for the ACNA/AECN you filtered for.

The image shows a 'Filter Criteria' form with a dropdown arrow in the top right corner. The form contains six input fields arranged in a 3x2 grid. The first row has 'ACNAs' and 'AECNs'. The second row has 'Report Name' and 'Report Types'. The third row has 'Uploaded Date From' and 'Uploaded Date To'. At the bottom of the form are two orange buttons: 'Filter' and 'Clear'.

Creating a trouble ticket

All authorized users of Fidium’s NNE Wholesale Customer Portal (wcp.fidium.com) has the ability to create a trouble ticket. To do this, log in to the portal and follow these steps:

Step 1: Open the trouble ticket application. From the homepage, click on the “Trouble Tickets” link



Step 2: Create a trouble ticket. Scroll to the bottom of the page and click on “Create Ticket”.





Step 3: Complete the Trouble Ticket Form.

After submitting the form click “Save” at the bottom right of the form to submit the ticket. The system will bring you to a confirmation page. The confirmation page will show a complete list containing all of your trouble tickets. Once Fidium receives the ticket, the Wholesale Help Desk will work to resolve it.

New Trouble Ticket

Associated Organization

Ticket Category

Subject

Description

Additional Comments

Viewing a Trouble Ticket

After submitting a ticket, follow below process to view ticket status and comments.

Step 1: Click on Trouble Tickets.

From the homepage, click on Trouble Tickets in the left-handed menu. The system will return all of the tickets for your organization.

Step 2: Viewing a specific ticket.

Locate the ticket you want details on and click on the ticket number highlighted in blue to the left of the ticket description.

Ticket Number	Organization	Status	Subject	Created	Modified
23	Doug's company	New	no issue	7/1/2022	7/1/2022



Step 3: Ticket Details.

From here, you can view ticket status and any resolution notes or clarifying questions from the Fidium representative working on the ticket.

Status

Resolved



Category

Reports

Subject

no issue

Description

no issue

Comments

Add any additional relevant information/comments here.

Activity Log

- (Friday, July 1, 2022 12:38 PM) Doug Clements - Front (douglas.clements@consolidated.com): Added Comment: There is no issue - resolving ticket
- (Friday, July 1, 2022 12:38 PM) Doug Clements - Front (douglas.clements@consolidated.com): Updated Ticket Description: no issue
- (Friday, July 1, 2022 12:38 PM) Doug Clements - Front (douglas.clements@consolidated.com): Updated Ticket Status: New -> Resolved
- (Friday, July 1, 2022 12:28 PM) Doug Clements - Front (douglas.clements@consolidated.com): Additional Comments:
- (Friday, July 1, 2022 12:28 PM) Doug Clements - Front (douglas.clements@consolidated.com): Description: test
- (Friday, July 1, 2022 12:28 PM) Doug Clements - Front (douglas.clements@consolidated.com): Subject: no issue
- (Friday, July 1, 2022 12:28 PM) Doug Clements - Front (douglas.clements@consolidated.com): Status set to New
- (Friday, July 1, 2022 12:28 PM) Doug Clements - Front (douglas.clements@consolidated.com): Ticket created.

