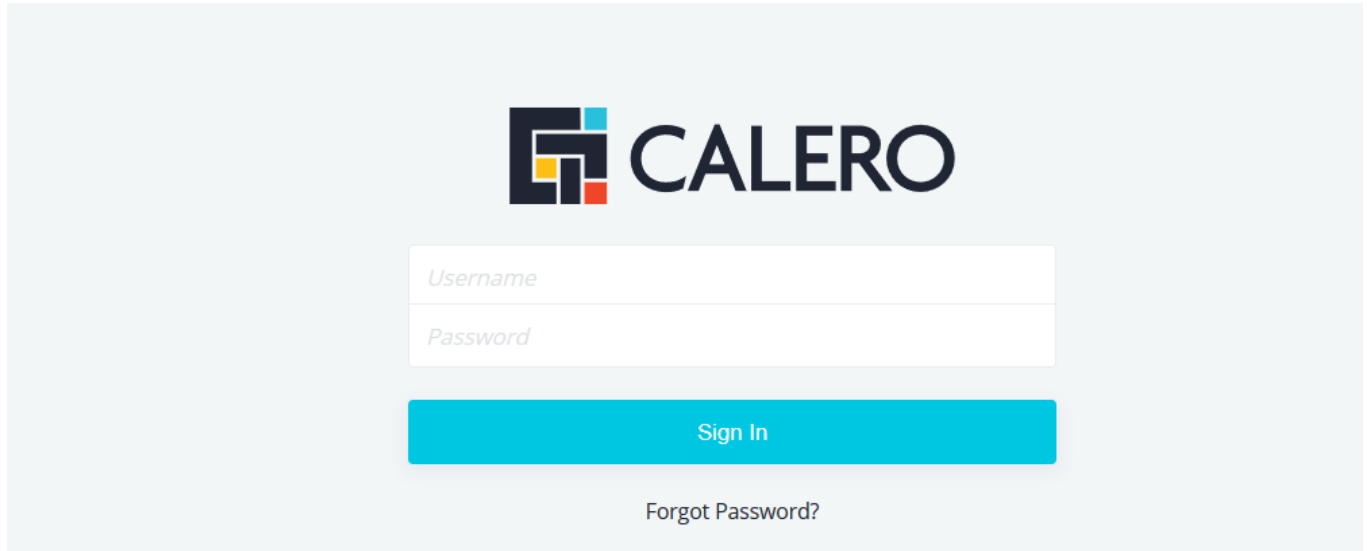


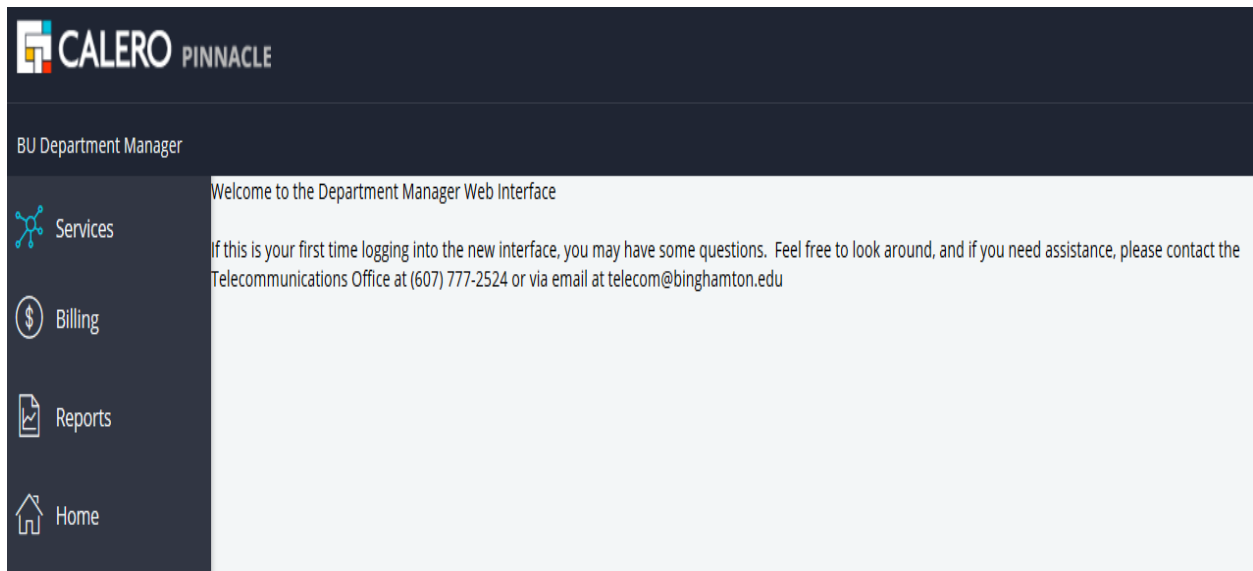
For Department Users Set Up with Multiple Subscriber Roll Up Accounts

You may log into the Pinnacle billing system by entering your *User Name and Password*.



The image shows the login interface for the CALERO Pinnacle system. At the top center is the CALERO logo, which consists of a stylized 'C' made of four colored squares (black, blue, yellow, red) followed by the word 'CALERO' in a bold, sans-serif font. Below the logo are two input fields: the first is labeled 'Username' and the second is labeled 'Password'. Below these fields is a large, bright blue button with the text 'Sign In' in white. Underneath the button is a link that says 'Forgot Password?'.

This will bring you to the BU Department Manager screen.



The image shows the BU Department Manager web interface. At the top left is the CALERO PINNACLE logo. Below the logo, the text 'BU Department Manager' is displayed. A dark sidebar on the left contains four menu items: 'Services' with a network icon, 'Billing' with a dollar sign icon, 'Reports' with a document icon, and 'Home' with a house icon. The main content area has a welcome message: 'Welcome to the Department Manager Web Interface'. Below this, a paragraph of text reads: 'If this is your first time logging into the new interface, you may have some questions. Feel free to look around, and if you need assistance, please contact the Telecommunications Office at (607) 777-2524 or via email at telecom@binghamton.edu'.

VIEWING YOUR BILL

To view your bill, go to the side menu bar and click on *Billing*. To view your invoice by *Department*, click on *Department Billing (A)*. To view your invoice by *Account Code (B)*, click on *Account Billing*.

In the main section of the screen where it reads *Department Billing (A)* or *Account Billing (B)*, scroll down to *Billing Date* and click on the billing date of the invoice you would like to view.

A. Department Billing

BU Department Manager > Billing > Department Billing

Services

Billing

Department Billing >

Account Billing

Reports

Home

Department Billing

Quick Search

Billing Date [] EDT [m] - [] EDT [m]

Department Number [] Department Name []

1 - 50 Next Page Rows Per Page 50

<input type="checkbox"/>	Billing Date	Department Number	Department Name	Division Code	Division Name	Current Charges Due	Total Amount Due
<input type="checkbox"/>	01-FEB-2020	1710	Telecommunications	VP Admin	VP Administration	731.66	731.66
<input type="checkbox"/>	01-JAN-2020	1710	Telecommunications	VP Admin	VP Administration	489.11	489.11
<input type="checkbox"/>	01-DEC-2019	1710	Telecommunications	VP Admin	VP Administration	683.81	683.81

B. Account Billing

BU Department Manager > Billing > Account Billing

Services

Billing

Department Billing

Account Billing >

Reports

Home

Account Billing

Quick Search

Billing Date [] EDT [m] - [] EDT [m]

Account Number [] Account Name []

1 - 15 Rows Per Page 50

<input type="checkbox"/>	Billing Date	Account Number	Account Name	Amount
<input type="checkbox"/>	01-FEB-2020	90087610	Telecommunications Convenience	102.79
<input type="checkbox"/>	01-JAN-2020	90087610	Telecommunications Convenience	102.95
<input type="checkbox"/>	01-DEC-2019	90087610	Telecommunications Convenience	102.95
<input type="checkbox"/>	01-NOV-2019	90087610	Telecommunications Convenience	3,102.93

Click on **View Report** to bring up a view of your invoice.

A. Department Billing

BU Department Manager > Billing > Department Billing > 1710 Telecommunications

Services

Billing

Department Billing >

Account Billing >

Reports

Home

View Report

Departmental Bill Summary

Billing Date 01-FEB-2020 Department Number 1710 Department Name Telecomm

Summary of Department Charges

Bill Charge Category	Total Amount	Total Records
Recurring Charges	91.00	133
Usage	0.00	388
One Time Charges	640.66	62

Bill Run Statistics

Total New Charges	Total Balance Due	Total Bill Records	
Total Bills	731.66	731.66	19

B. Account Billing

BU Department Manager > Billing > Account Billing > 90087610 Telecommunications Convenience

Services

Billing

Department Billing >

Account Billing >

Reports

Home

View Report

Account Summary

Billing Date 01-FEB-2020 Account Number 90087610 Account Name Telecommuni

Summary of Account Charges

Category	Total Amount	Total Records
One Time Charges	102.79	16

Totals

Total Amount	Total Records
102.79	16

RESETTING YOUR PASSWORD

To reset your password, click on *Home*, *My Contact Information* and then *Change Password*.

BU Department Manager > Home > My Contact Information

Services
Billing
Reports
Home
Home
My Contact Informat... >

My Contact Information

Display Name Telecom
First Name
Middle Name
Last Name
Alias
External ID

Addresses
NO DATA FOUND.

Communications
1 - 1

Value	Description	Type
jd@binghamton.edu	-	Primary Email

1 - 1

LOGGING OFF

To log off, go to upper right hand corner of the screen and click on the *Blue Circle*.

CALERO PINNACLE

Department Manager

T

Click on blue *SIGN OUT* tab.

Telecom
jd@binghamton.edu

SIGN OUT

BU Department Manager

e to look a