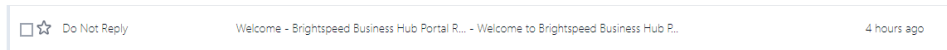
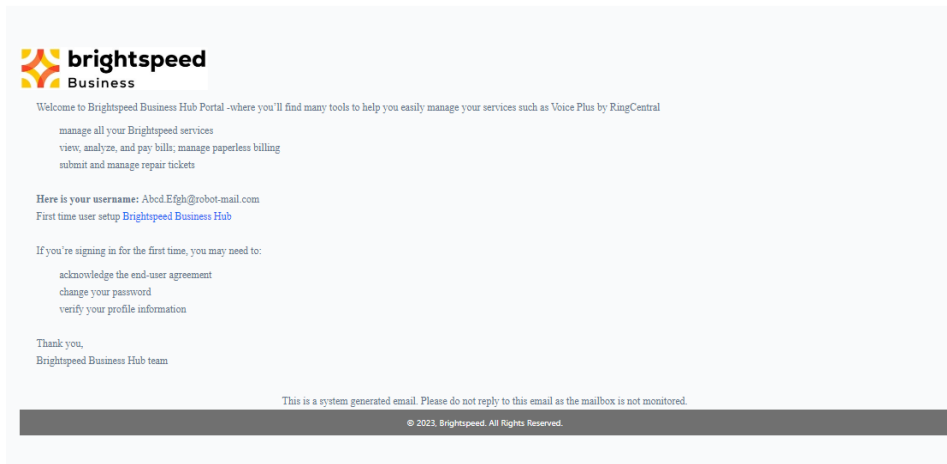


I just received a Welcome email from Brightspeed Business Hub Portal, what do I need to do?

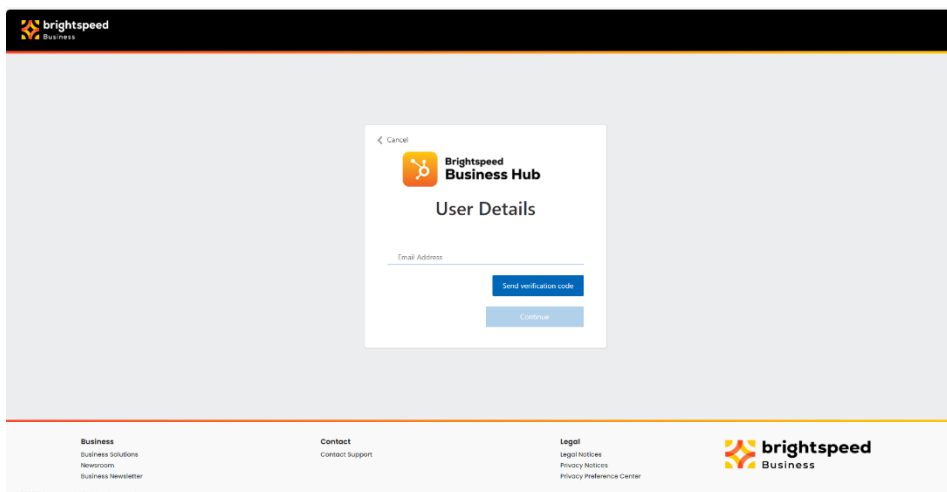
1. The Welcome email will appear something like this (below) in your inbox.



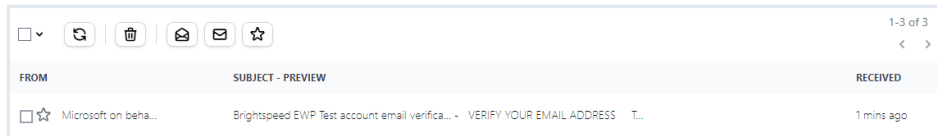
2. Open it up, it should look something like this (below):



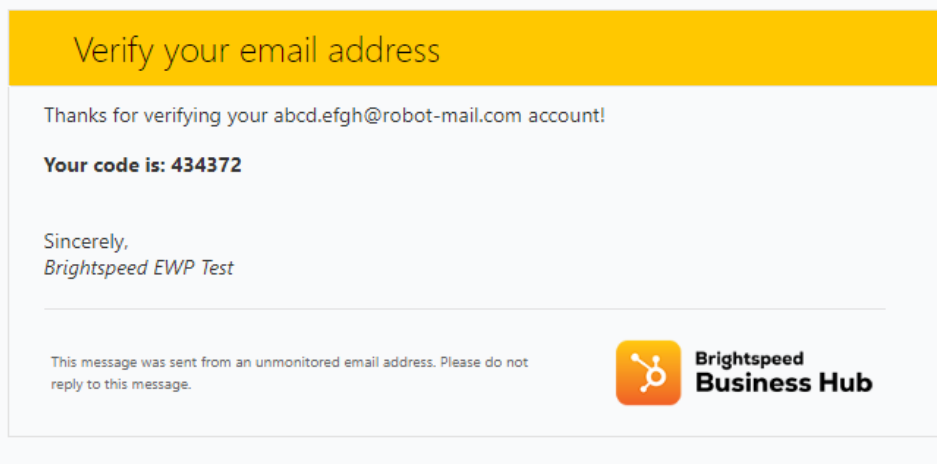
3. This email verifies the username that was added for you, which should be the same email address at which you received the email and in blue letters is the link to setting up your account.
4. Click on the blue link ([Brightspeed Business Hub](#)), you will be taken to User Details. (below)



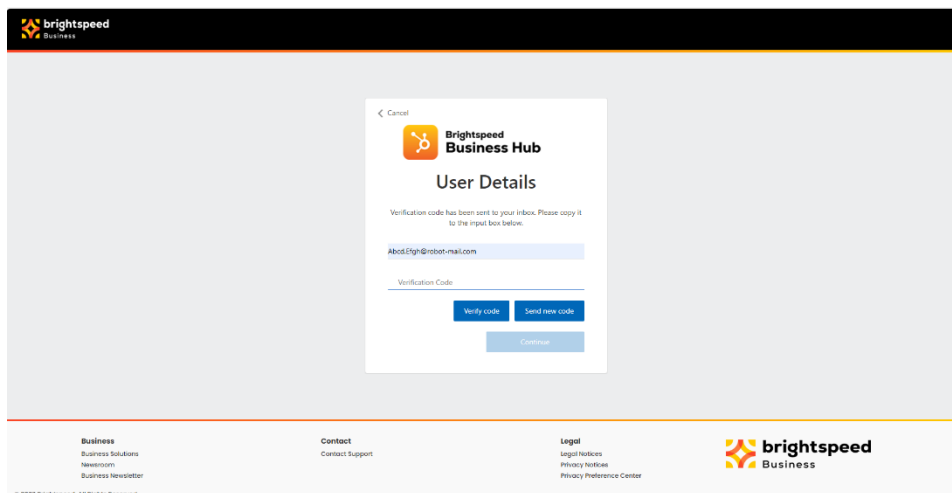
5. Once you enter your email address (please use the same email address at which you received the Welcome email) then click "Send validation code." You will be sent to a different screen, but just wait at the new screen while you check your email inbox for an email (in another window/tab or email client):



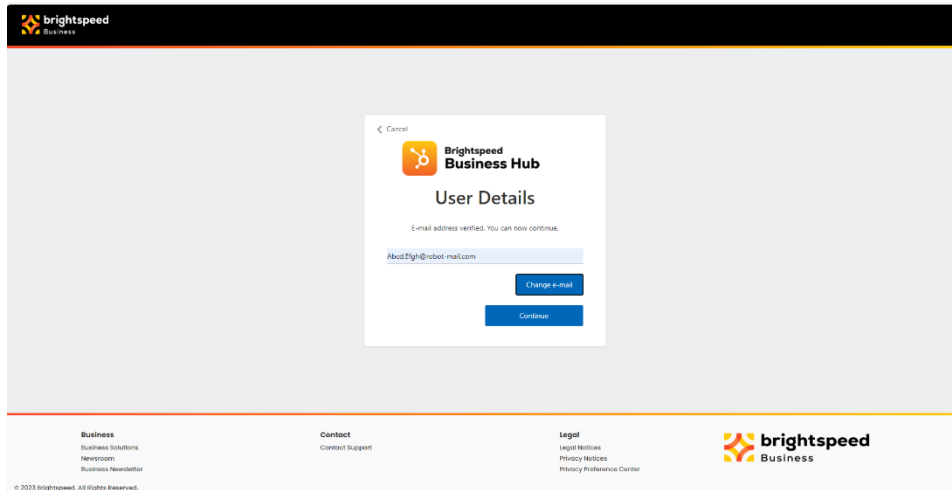
6. Opening the email, you will see:



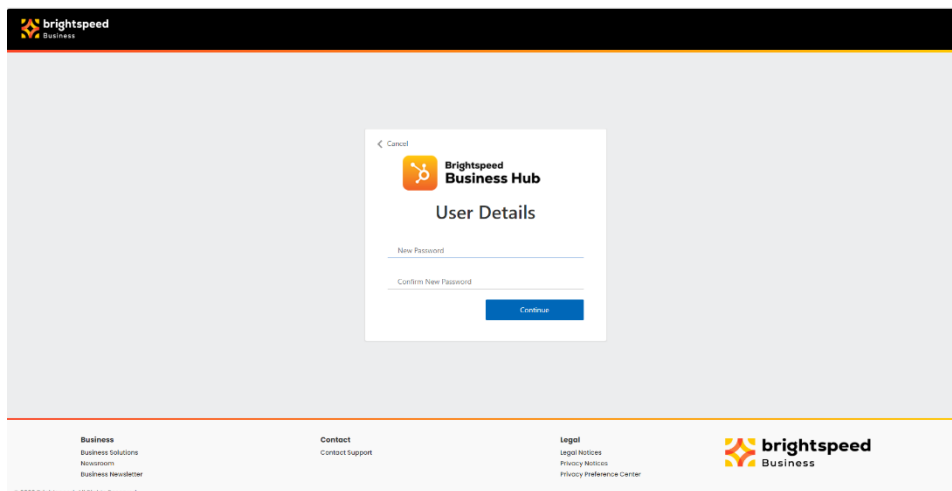
7. Copy the six-digit code from your email (not the one above), and paste into the updated User Details screen (where you have been waiting to enter the 6-digit code):



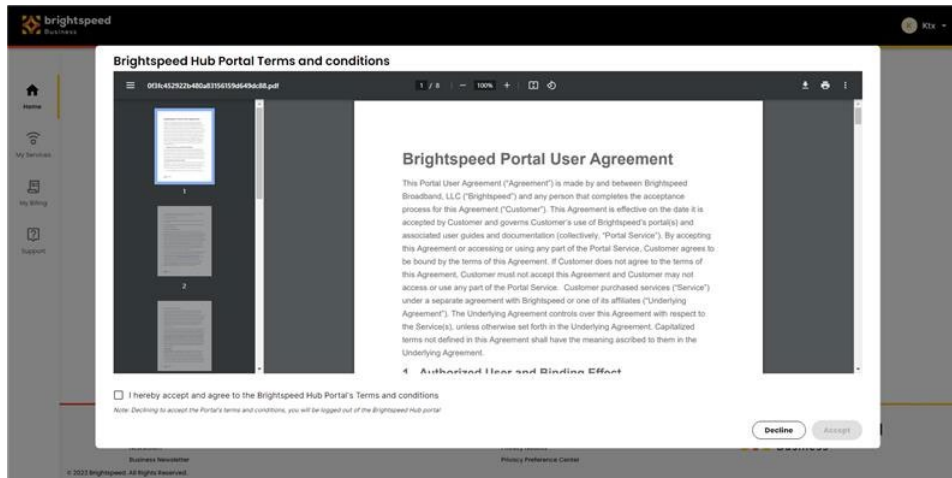
8. Click "Verify code" if the email is correct. If you cannot find the email in your inbox, verify your email address, and click "Send new code" to receive a new code in your inbox.
9. If the code and email address are verified, you will next see:



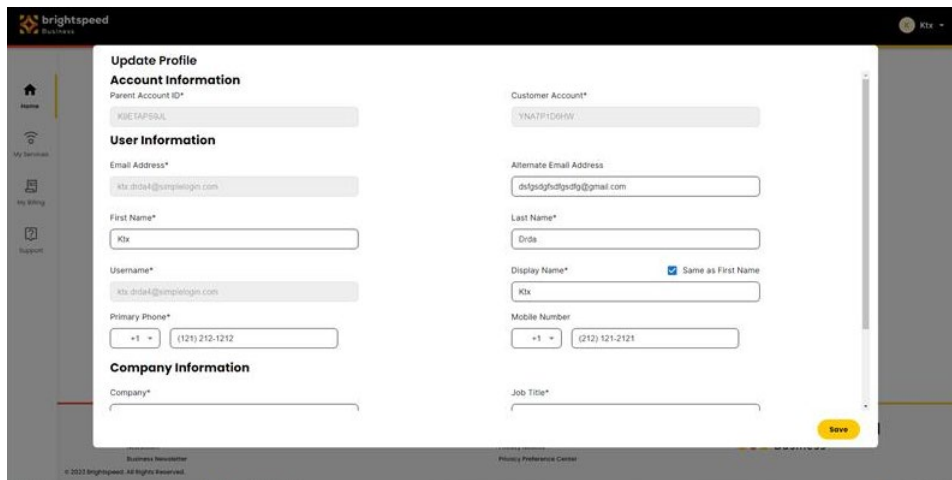
10. Only select "Change e-mail" if the pre-populated email address listed is incorrect. Clicking this button allows you to correct the email address. This does not change your username, just the email address/username you are entering. Your assigned username (your email in the Welcome email) is the only way to log into the Brightspeed Hub Portal.
11. If the email address is correct, click "Continue."
12. Now, you are required to set your password. This password can be changed at any time from inside the Brightspeed Hub Portal. These are the rules for passwords (will be verified upon entry):
 - a. The password must be between 8 and 64 characters.
 - b. The password must have at least 3 of the following:
 - i. A lower case letter
 - ii. An upper case letter
 - iii. A digit
 - iv. A symbol



13. Once you add your New Password, please re-enter the exact same password in Confirm New Password.
14. Once the password has been validated and saved to the Hub, you must read and accept the Brightspeed Business Hub Portal Terms and Conditions for use of the site.



15. Please check the box on the lower left: “I hereby accept and agree to the Brightspeed Hub Portal’s Terms and conditions” and click “Accept” to acknowledge that you accept these Terms and Conditions.
16. If you instead click “Decline,” you will be taken back to the login, and will only proceed as far as these Terms, until they are accepted – you will not be able to log into your new account. Acceptance is required.
17. Once you accept the Terms and Conditions, you must look over your User Profile:



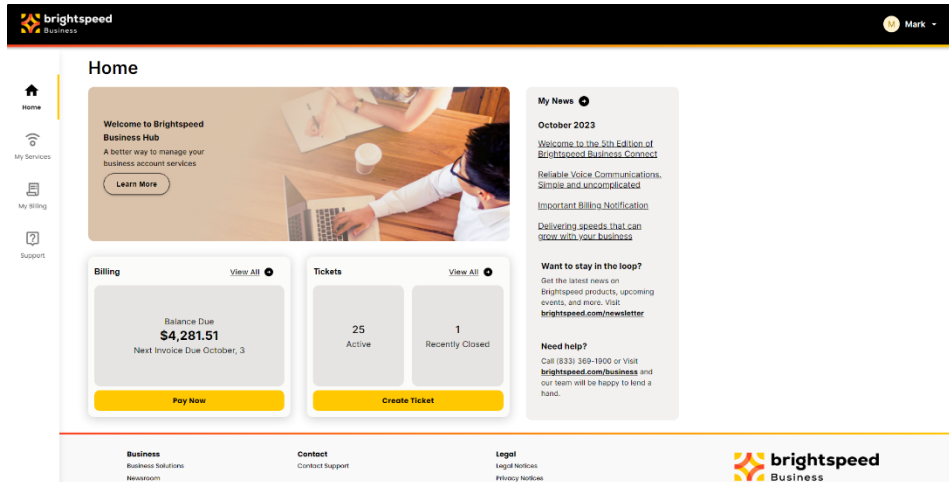
18. Your profile may already be filled in, in which case you need only click “Save” in the bottom right of the screen, or you may need to adjust or fill in any required information, as necessary. Any fields with an asterisk (*) are required fields. Enter all required information (phone number and

email address formats will be verified), and when complete, click “Save.” If the “Save” button does not appear Yellow as above, verify that all required fields are populated and try again.

19. If you need to check or modify your profile later, once you are logged in, on the top right of the header bar, next to your display name click the down arrow to see a dropdown menu. Click “Profile”, then click on the top right “Edit Profile”. This will allow you to edit any fields that you are allowed to. The Parent Account and Customer Account are not editable by you, only by one of your Customer Administrators. If either of these needs to be changed, contact your Customer Admin and explain the discrepancy.

At this point, you will be logged into the Brightspeed Business Hub Portal’s Home Page, to manage your Services, view/pay invoices (if permissions for these were granted by your Customer Administrator) and View/Create Support tickets against your services (If you were granted Create permissions by your Customer Administrator).

The steps completed above - only need to be completed once. It is possible that the Terms and Conditions could change, whereupon you may be required to accept those, but you will not be forced to update your User Profile at that time. Your profile can be changed at any time from within the Portal.



The screenshot displays the Brightspeed Business Hub Portal Home Page. The header includes the Brightspeed Business logo and a user profile icon labeled 'Mark'. The main content area is titled 'Home' and features a navigation sidebar on the left with icons for Home, My Services, My Billing, and Support. The central content area is divided into several sections: a 'Welcome to Brightspeed Business Hub' message with a 'Learn More' button; a 'Billing' section showing a balance due of \$4,281.51 with a 'Pay Now' button; a 'Tickets' section showing 25 Active and 1 Recently Closed tickets with a 'Create Ticket' button; and a 'My News' section with a 'October 2023' header and several news items. A footer section contains links for Business, Contact, and Legal.

One last tip: Bookmark this page, then you can return here at any time. This will take you to the login screen before allowing you in, but this is the link to use.