

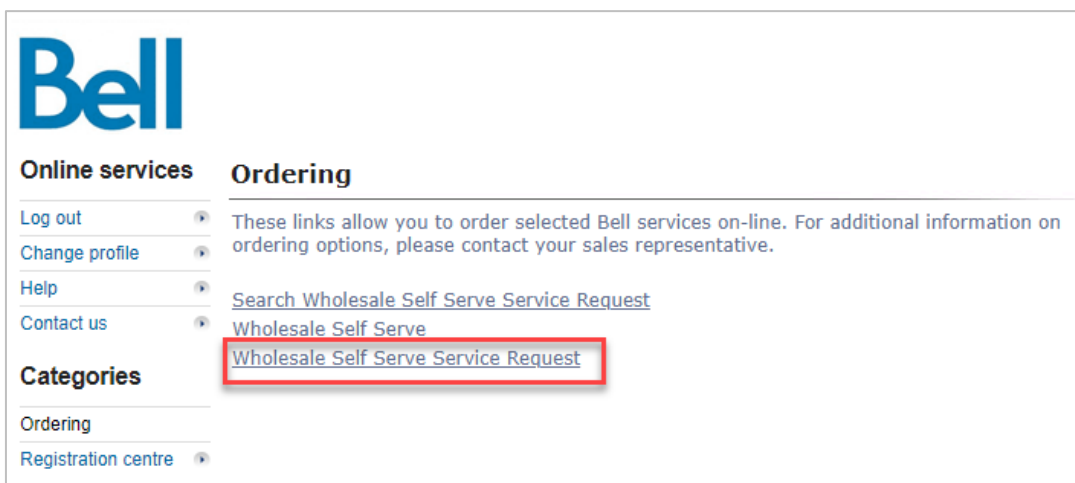
Wholesale Self Serve  
training module  
Changing Megalink  
services

**Bell**

The following process describes the steps to issue an order to change Megalink services in Wholesale Self Serve (WSS).

The following reference materials are available:

- [Training video that covers submitting an EI order in WSS](#)
  - To request a support session, [click here](#)
  - To request new user credentials, [click here](#)
1. Logon to the [Bell Business Portal](#)
  2. Under the **Categories** menu, click **Ordering** then click **Wholesale Self Serve Service Request**



3. Select **Voice** from the Product Category drop-down menu
4. Enter a Company Name and Purchase Order Number (PON)
5. Select a Service Region

The screenshot displays the 'Step 1 Service Request' form. At the top, there is a progress bar with five steps: 'Step 1 Service Request' (active), 'Step 2 Product Summary', 'Step 3 Due Date', 'Step 4 Review SR', and 'Confirmation/Rejection'. Below the progress bar, the SRN is 158416 and the status is Draft. There are buttons for 'Exit', 'Clear', 'Save', and 'Continue'. The main form area is titled 'Information about your request' and contains the following fields:

- \*Product Category: Voice (dropdown menu)
- Service Request Status: Draft (text field)
- Service Request Number (SRN): 158416 (text field)
- \*Company Name: WSS Demo Co3 (text field)
- \*Purchase Order Number (PON): EMT103119 (text field)
- Related PON(s): (empty text field)
- Project ID: (empty text field)
- \*Service Region: Montreal (dropdown menu)

6. Enter an Existing Account number



## 7. Select Continue

**Account Details**

\*Is this for a New or Existing Account?

New Account

Existing Account

**Service Request History**

Service Request Number (SRN) 161135

Exit Clear Save **Continue**

## 8. Select Add Line Item

Line Item	Activity	TN	Service Address	Edit	Clone	Del.
<b>Add Line Item</b>						

Product Detail Service Address

Exit Continue

9. Select **ISDN Megalink** from the Product/Service menu

10. Select **Change existing service** from the Activity menu

11. Enter the Existing Telephone Number associated with the service

12. If you know the circuit number, add it here. If not, click Create

**Activity**

What would you like to do on this Service Request?

\*Product/Service: ISDN Megalink

\*Activity: Change existing service

\*Existing Telephone Number: 403 123 8949

Circuit Number:

**Create** Cancel

13. Enter the Existing Data Account Number

**Order Information**

\*Existing Data Account Number:

Access Type:  DS1  DS3

Quantity of DS-1(s) to be added:

Quantity of DS-1 to be removed:

Do DS-1(s) Terminate on DS-3 Circuits(s)?:  Yes  No

DS-3 Circuit:

14. Click **Service Address**

15. Enter the service address

\*End Company Name:

Civic Number Prefix:

\*Civic Number:

Civic Number Suffix:

\*Street Name:

Street Type:

Street Direction:

Location Type:

Location Number:

Additional Location Name:

Additional Location Number:

\*Municipality/City:

\*Province/State:

Postal code/Zip code:

\*Country:

16. Enter the Site Contact details or select **Copy** to populate your information

**Site Contact**

**Copy** the information of the 'Requested By' contact

\*Site Contact Name:

\*Telephone Number:    Extension #

Cell Number

Pager Number

Email:

Language:

17. Click **Save Service Address**

18. Click **Continue**

19. Select the Requested Due Date

\*Requested Due Date:

Do you want to prioritize your request?  
Please be aware that there may be a fee associated with priority due date requests.

Yes  No

Due Date Interval:

Remarks for Installer:

20. Review the order and update, if required, by clicking **Edit**

21. Save the order as a pdf by clicking **Print**, if required.

22. Click **Submit**

- Note, upon submitting the order, changes must be made by clicking the revise button on the homepage or clicking cancel to completely cancel the order.