



SedonaWeb 2.0

Updated March 2025

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SedonaWeb Overview

SedonaWeb provides an Internet portal for your customers to manage their accounts with you conveniently. Your customers can view and pay open invoices, submit service tickets, and manage their service calls- all via the web.

Once your company has purchased SedonaWeb, our team will create a special URL that you may embed on your company's website or add a link to printed or emailed invoices and/or statements. Once this URL is launched, your customers can register with an email address to set up their own SedonaWeb account. Your customers set up and manage their own password.

Features include:

- SSL Security – all data is fully encrypted
- Clients can sign up and create an account themselves
- Easy to set up and brand with your logo
- Master account features to manage multiple sub-accounts
- PCI Compliant with Forte (Merchant Bank)
- View and/or print open and paid invoices
- Pay an invoice with a credit card or ACH bank payment (must be enrolled with Forte merchant bank)
- View open and closed service tickets
- Create a new service ticket
- Manage service queue for national or chain accounts

Preferences

There are several options available to customize the look of your company's SedonaWeb application. A Bold Group technician will set the options for your company with the information you provide.

Some of the preference options are related to the login page while others are related to the home page a customer will see after logging into your company's SedonaWeb portal. Please refer to the illustrations on the next page.

Name	Description	Value	Category	
Company Header Name	1 Company Header Name	Sedona-Company-Name		
Header Logo Image	2 Image at the top of every page (located in Content/images/SedonaWeb)			
Footer Image	3 Web footer image (located in Content/images/SedonaWeb; use this or Footer Lines but not both)			
Footer Line 1	4 Appears in the web footer (use this or Footer Image but not both)			
Footer Line 2				
Footer Line 3				
Home Page Message	5 Text displayed on the home page. HTML markup is allowed.	This is the welcome message		
Login Message Description	6 Login Message Description	If you have not visited this site before then you need to create a		
Login Message Header	7 Login Message Header	Welcome		
Login Page Message	8 Text displayed on the Login screen. HTML markup is allowed.	This is the logon message		

Login Page

The screenshot shows the login page for SedonaAPI. At the top left is the SedonaAPI logo (2). Below it is a navigation bar with links for Home, About, Contact, Register, and Log in (1). The main content area features a 'Log in' heading (1) and a sub-heading 'Use a local account to log in.' (6). There are input fields for 'UserName' and 'Password', a 'Remember me?' checkbox, and a 'Log in' button. Below these are links for 'Register as a new Customer?' and 'Forgot your password?'. On the right, a 'Welcome' message (7) is followed by a paragraph of text (8) explaining the registration process. At the bottom left, there is contact information for ABC Company (3), and at the bottom right, the copyright notice '© 2021 - SedonaCloud - 1.25.3' (4).

Home Page

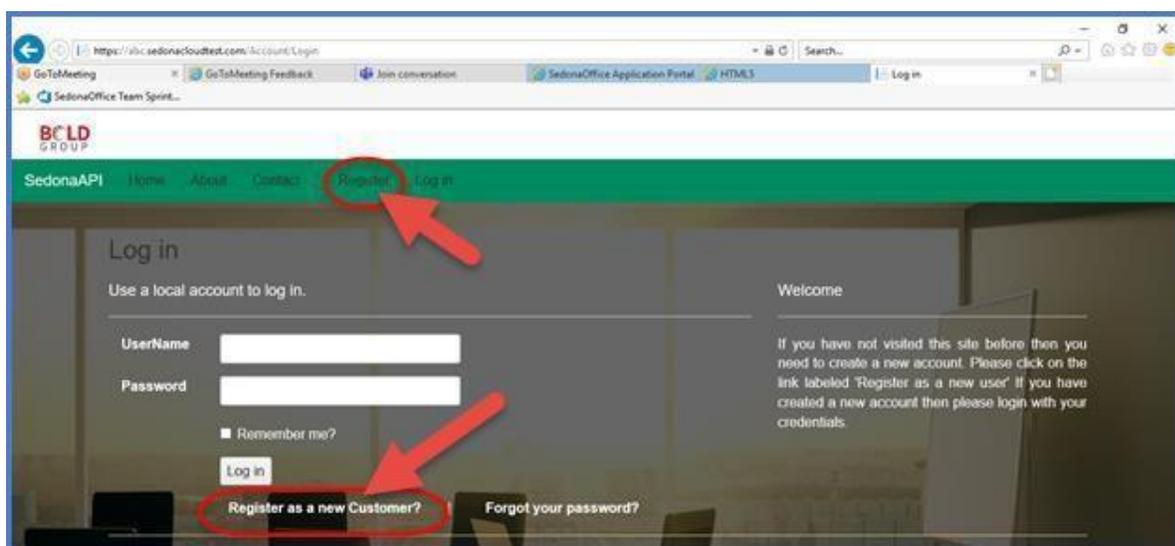
The screenshot shows the home page for SedonaAPI. At the top left is the SedonaAPI logo (2). At the top right, a user greeting 'Hello: carolynj@boldgroup.com' is displayed (5). Below the header is a navigation menu with icons and labels for Home, Site Listing, RMR, Invoices, Payments, Service, Documents, Settings, and Logout. The main content area is divided into three columns: 'Current Balance' showing \$9,556.59 with a 'Make a Payment' button and payment history; 'Service Tickets' showing 7 open tickets with 'View Open Tickets' and 'Create Service Ticket' links; and 'Auto Bill Pay' and 'Paperless Billing' sections with enrollment status and 'Sign Up' links.

Setup

Register as a new Customer

Once your customer clicks on the URL provided to your company, the main login page will be displayed. If the customer has not yet registered, they will click on the Register as a new customer link at the lower left of the page or click on the Register tab at the top of the page.

This main login page may be customized to display your company name, logo, and other branding options.



Creating a new Account

After clicking on the Register as a new Customer link or clicking on the Register tab from the main page, the Register data entry form will be displayed.

Note: A customer must have their SedonaOffice customer number and the postal code of their primary billing address with your company to be able to set up a new SedonaWeb account.

All data entry fields on the form denoted with an asterisk at the end are required.

Passwords must be at least eight characters long and must contain at least one alpha character.

Once all required fields have been populated, click on the Register button at the upper right of the page.

Please refer to the next page of a properly completed registration form.

BOLD GROUP

SedonaAPI Home About Contact **Register** Log in

Register.

Create a new account. Register

Customer Number *

First Name *

Last Name *

Billing Zip Code *

Email *

Confirm Email *

Password * ?

Confirm password *

Phone

Extension

Mobile

Fax

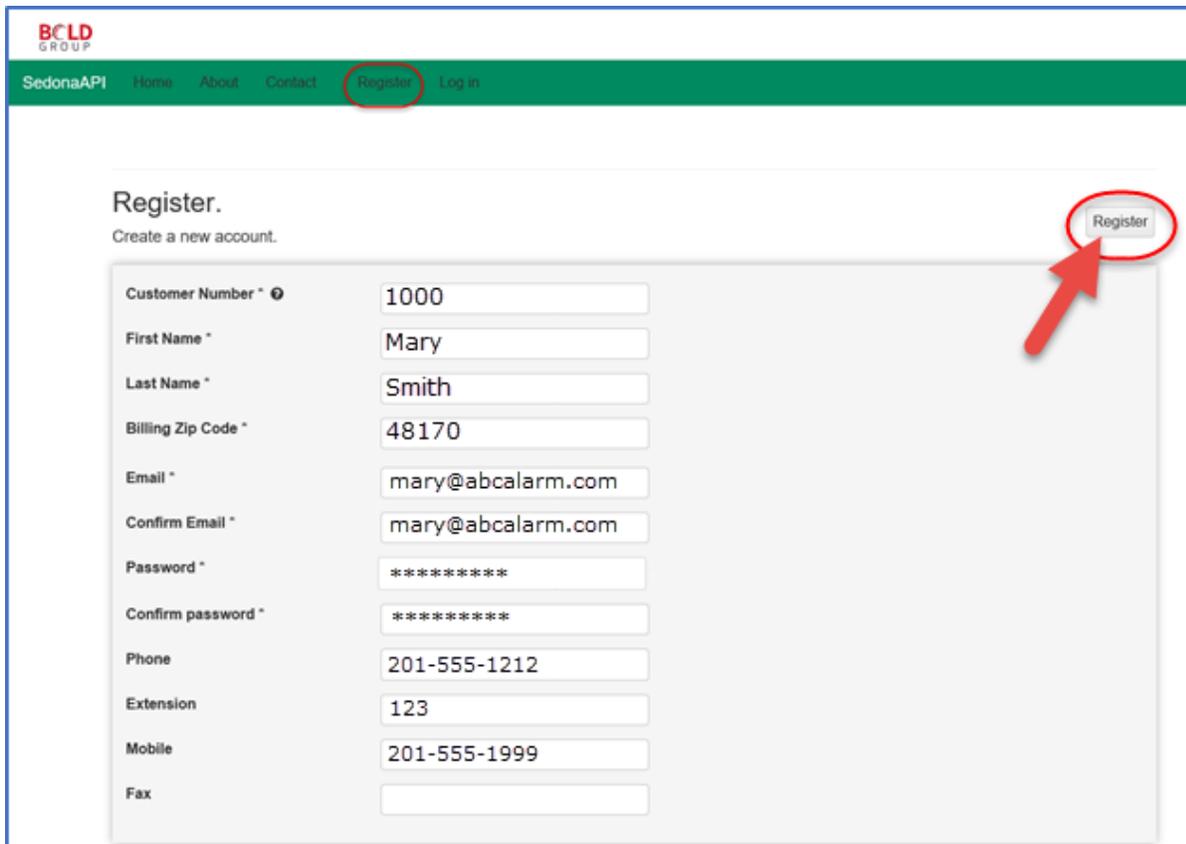
Passwords must meet the following requirements. x

- x Be at least 8 characters
- x At least one letter

Completed Registration form

Once all required fields have been populated, click on the Register button at the upper right of the page.

If the email address entered is valid, the customer will receive an email within a few seconds with a link to confirm the email address. When clicking on this link, the customer will be taken to the main SedonaWeb login page. An example email that will be sent to the customer is illustrated on the next page of this document.



The screenshot shows the BCLD GROUP registration page. The navigation bar at the top includes links for SedonaAPI, Home, About, Contact, Register, and Log in. The Register link is circled in red. The main content area is titled "Register." and "Create a new account." Below this is a registration form with the following fields and values:

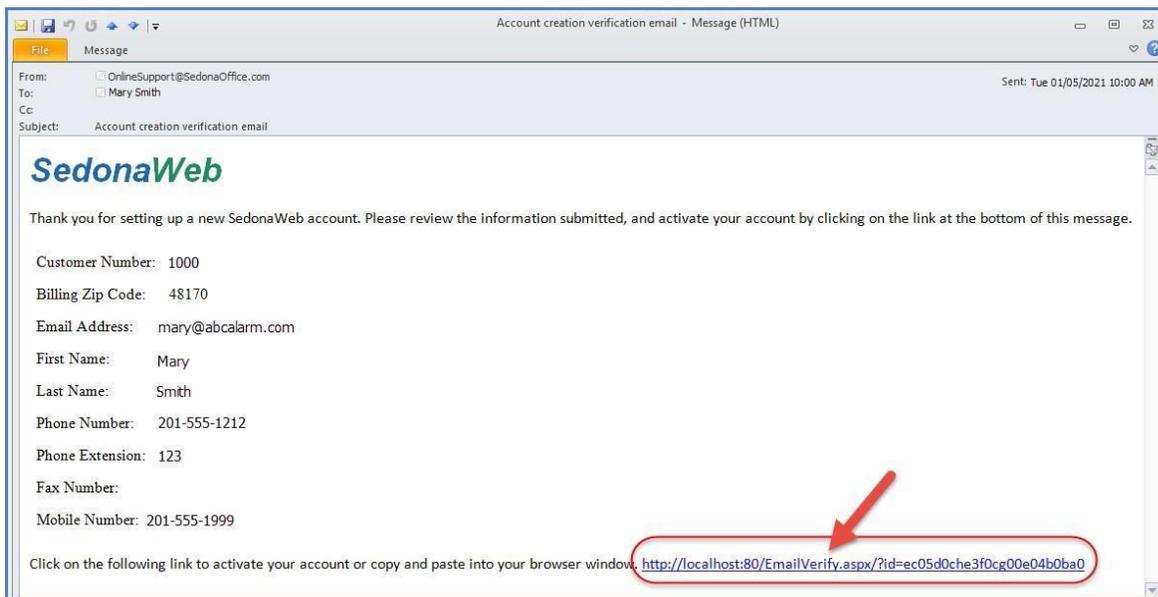
Field	Value
Customer Number *	1000
First Name *	Mary
Last Name *	Smith
Billing Zip Code *	48170
Email *	mary@abcalarm.com
Confirm Email *	mary@abcalarm.com
Password *	*****
Confirm password *	*****
Phone	201-555-1212
Extension	123
Mobile	201-555-1999
Fax	

The Register button is located in the top right corner of the form area and is circled in red with a red arrow pointing to it.

Example confirmation email to the Customer

If the email address entered on the registration form is valid, the customer will receive an email within a few seconds with a link to confirm the email address.

When clicking on the link within this email, the customer will be taken to the SedonaWeb login page.



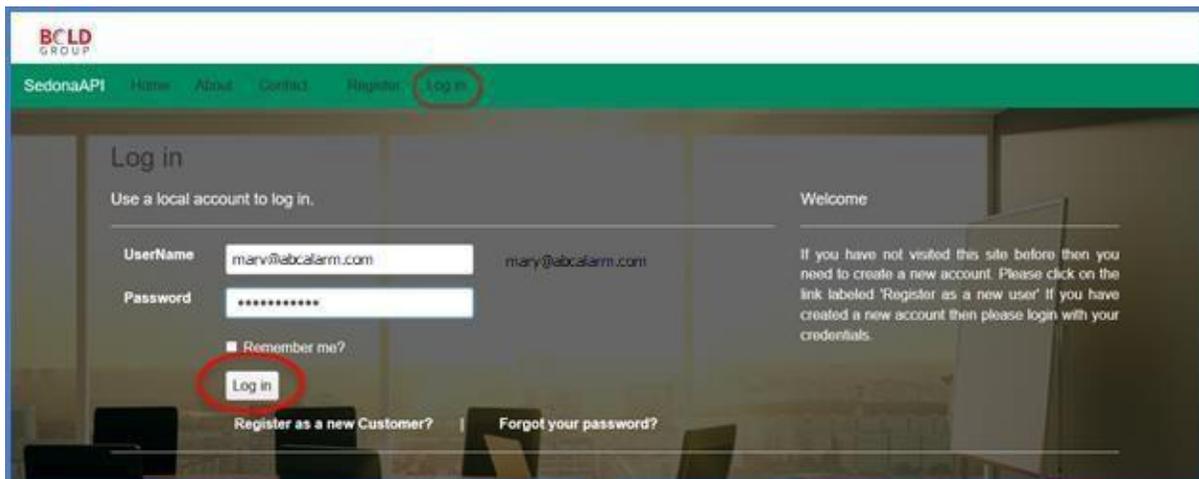
Functionality

Log into SedonaWeb

Whether an existing registered customer or a customer who has just completed the new customer registration, the following steps are the same.

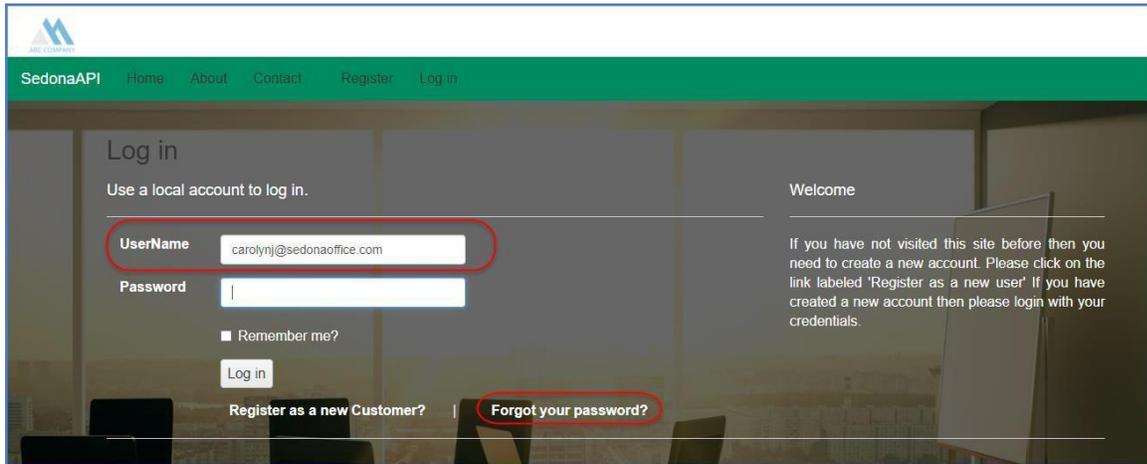
At the main login page, type in the UserName (the customer's registered email address) and password then click on the "Log in" option as shown below.

If the customer forgets their password, this may be reset. Please refer to the topic Forgot Password.

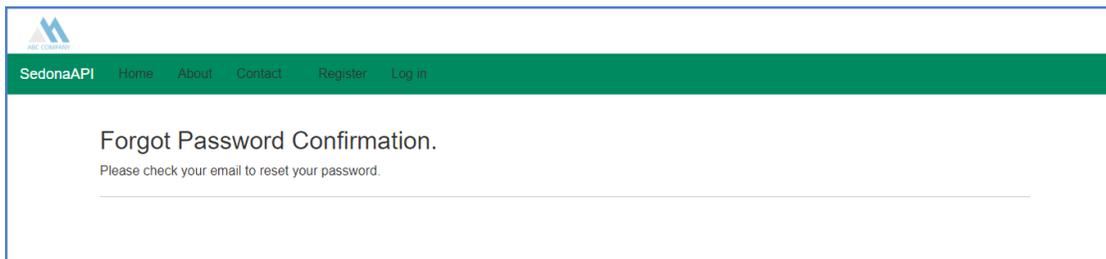
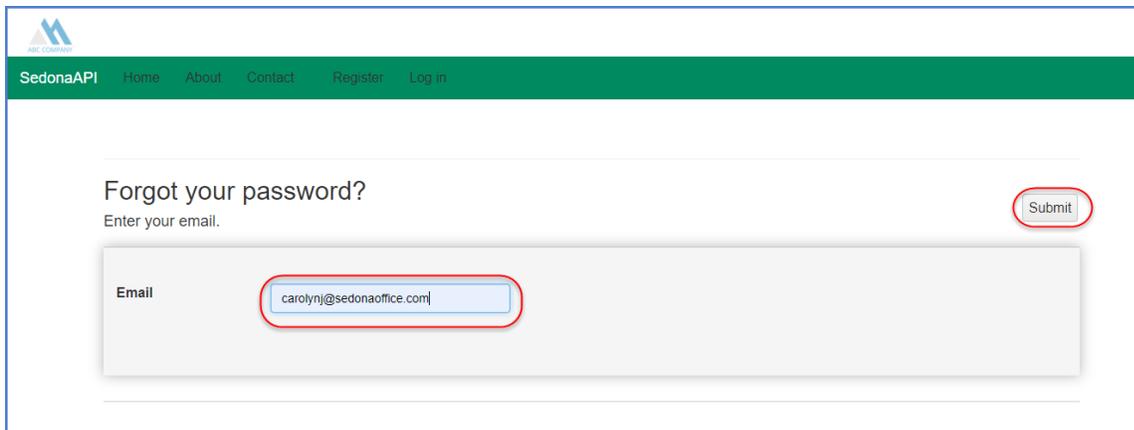


Forgot Password

If the registered customer has forgotten their password, from the main login page, type in the UserName (the customer’s registered email address) and password then click on the “Forgot your password?” option as shown in the illustration below.



The Forgot your password page will be displayed. Enter your registered email address then click on the Submit button. If a valid email address is submitted, you will receive an email, which will include a link for resetting your password.



The Home Page

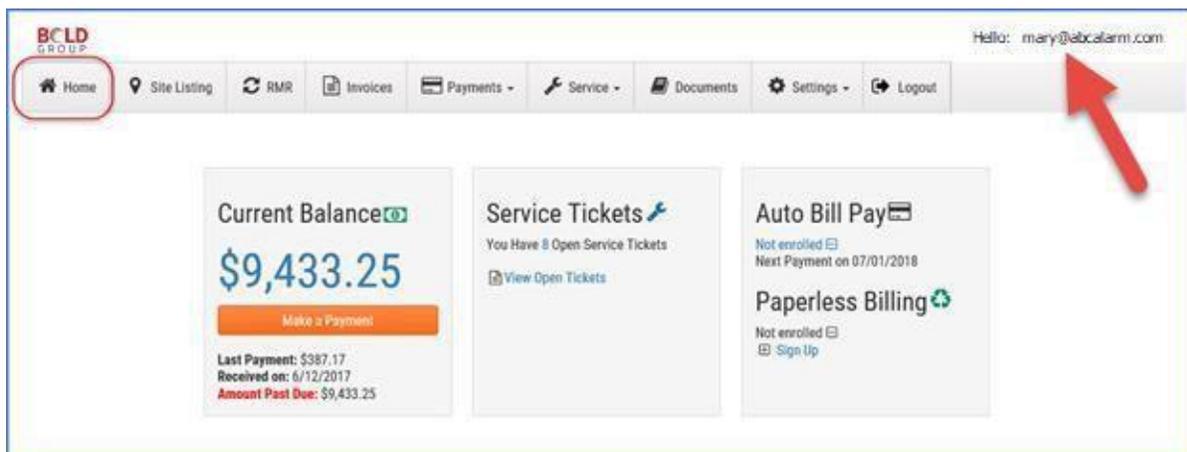
If the Customer correctly enters their *Email Address* and *Password*, their customer home page will be displayed (example below).

At the upper right of the home page will display the name of the logged in user.

Three panels are displayed on the home page:

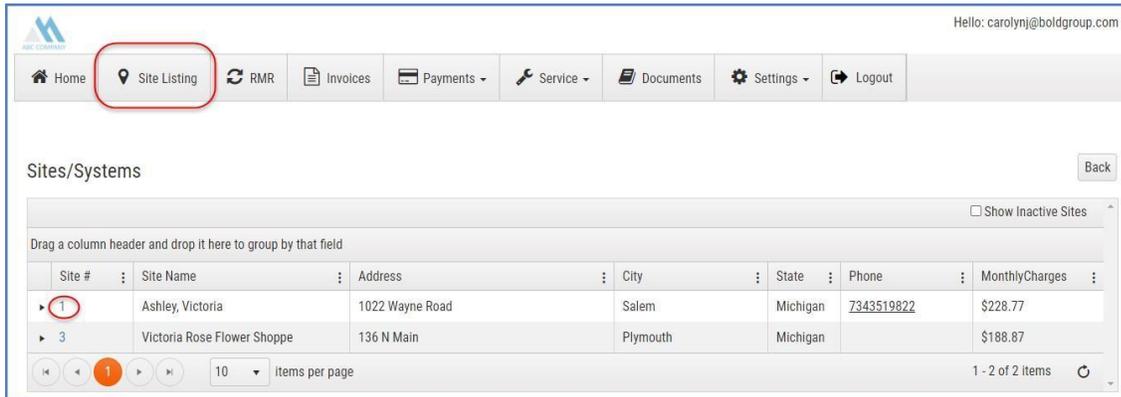
- **Current Balance** – This will show the total net due on the customer’s account, which is the sum of all open invoices and unapplied payments and unapplied credit memos.
- **Service Tickets** – If the customer has any open service or inspection tickets, the count of all tickets will be listed. A link is provided to view open tickets.
- **Auto Bill Pay and Paperless Billing**
 - **Auto Bill Pay** – If the customer has a credit card or bank account on file that is setup for auto-pay, this will be indicated under this header.
 - **Paperless Billing** - If the customer is flagged for having their invoices emailed, this will be indicated under this header.

Across the top of the main page are several tabs, each of which will be described on the following pages of this topic.



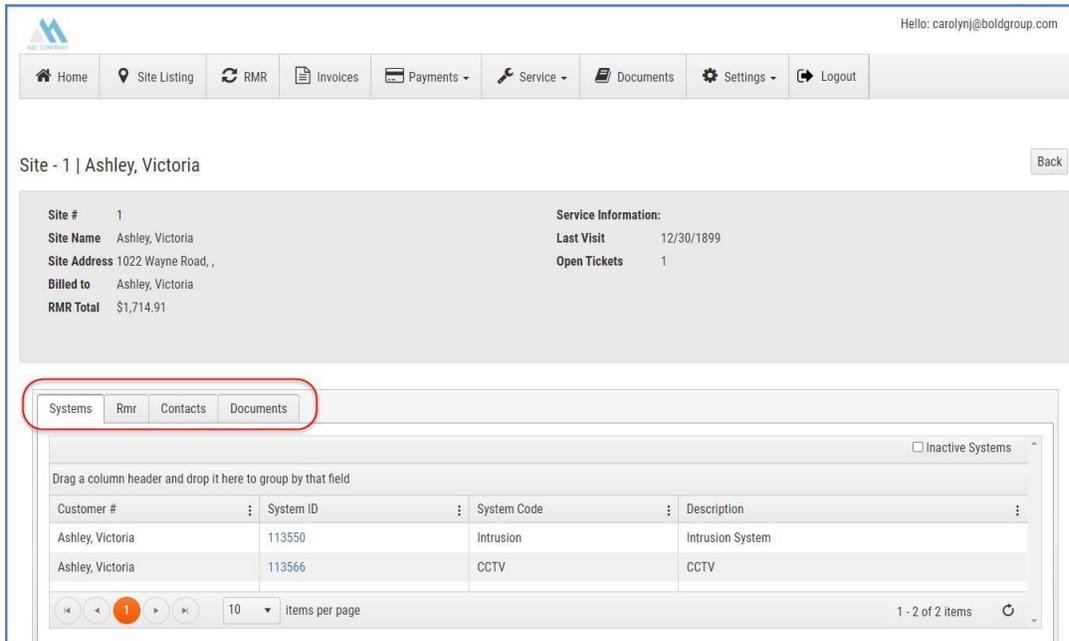
Site Listing Tab

When clicking on the Site Listing tab, a list of all of the customer's sites will appear in a grid. If the customer has any inactive sites, checking the box labeled "Show Inactive Sites", will include both active and inactive sites in the listing.



Site Details

Clicking on a Site Number will display detailed information for that particular site. Below the site information, four tabs of information are available: Systems, RMR, Contacts and Documents. Clicking on each tab will display information related to the customer's site. On any of the tabs where information is displayed in a blue font, clicking on that link will drill down to information that is more detailed.



Site System Details

Clicking on the arrow to the left of a Site Number will display all active systems for the site. Clicking on the Alarm Account (system number), will display details for that system and also display the RMR, Contacts and Documents tabs.

The screenshot shows a web interface for site management. At the top right, there is a checkbox labeled "Show Inactive Sites". Below it is a header for a table: "Drag a column header and drop it here to group by that field". The table has columns: Site #, Site Name, Address, City, State, Phone, and MonthlyCharges. The first row is highlighted, with a red arrow pointing to a small square icon to the left of the Site # "1". Below this row is a sub-table for "Alarm Account" with columns: Alarm Account, System Code, Panel Type, Monitored By, and Warranty. Two rows are listed: one for "105" (Intrusion) and one for "184" (CCTV). Below the sub-table is a pagination control showing "1 - 2 of 2 items" and a refresh icon. The main table continues with a second row for Site # "3" (Victoria Rose Flower Shoppe). At the bottom, there is a "10 items per page" dropdown and another "1 - 2 of 2 items" pagination control.

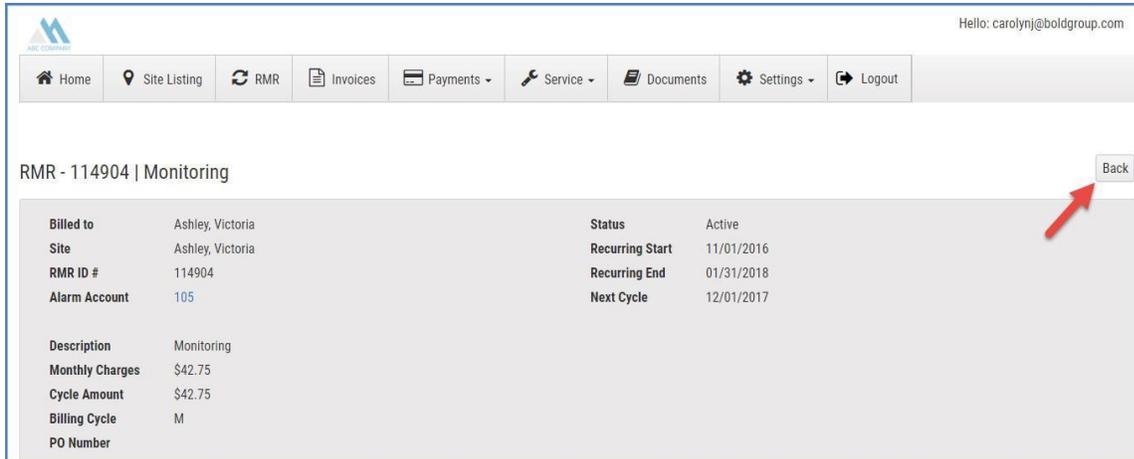
The screenshot shows the details page for "System - 2 | Acct. # 105". At the top right, it says "Hello: carolynj@boldgroup.com". Below is a navigation bar with icons for Home, Site Listing, RMR, Invoices, Payments, Service, Documents, Settings, and Logout. The main content area is divided into two columns. The left column lists: System Account (2), Account Number (105), Site (Ashley, Victoria), Location, Monthly Charges (\$810.80), and Status (Active). The right column is titled "Service Information:" and lists: Last Visit, Open Tickets (0), Last Inspection, and PO Number (5678). Below this is a tabbed interface with "Rmr", "Contacts", and "Documents" tabs. The "Rmr" tab is selected and circled in red. Below the tabs is a table header: "Drag a column header and drop it here to group by that field". The table has columns: RMR ID, Customer Name, Monthly \$, Pending \$, Cycle \$, Next Cycle, Cycle Start Date, and Last Cycle Date. Two rows are shown: one for RMR ID 114904 and one for 114905. Below the table is a pagination control showing "1 - 2 of 2 items" and a refresh icon.

System Details

Once you are viewing the account from the System level, you can also view details related to RMR, Contacts and Documents.

RMR Tab

When clicking on a RMR ID link, detailed information will be displayed for that recurring line. To return to the RMR listing, click on the Back button.



HELIX CONTRACTS

Hello: carolynj@boldgroup.com

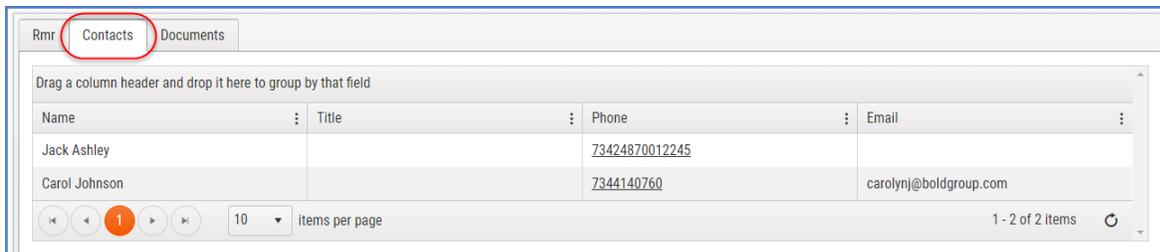
Home Site Listing RMR Invoices Payments Service Documents Settings Logout

RMR - 114904 | Monitoring [Back](#)

Billed to	Ashley, Victoria	Status	Active
Site	Ashley, Victoria	Recurring Start	11/01/2016
RMR ID #	114904	Recurring End	01/31/2018
Alarm Account	105	Next Cycle	12/01/2017
Description	Monitoring		
Monthly Charges	\$42.75		
Cycle Amount	\$42.75		
Billing Cycle	M		
PO Number			

Contacts Tab

Clicking on the Contacts tab will display all billing and site contacts linked to this particular site.



Rmr **Contacts** Documents

Drag a column header and drop it here to group by that field

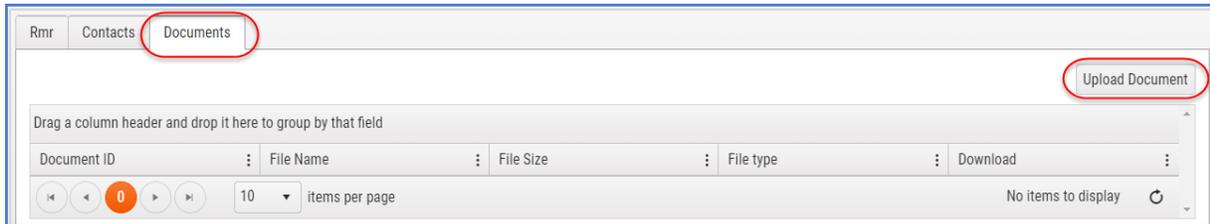
Name	Title	Phone	Email
Jack Ashley		73424870012245	
Carol Johnson		7344140760	carolynj@boldgroup.com

10 Items per page 1 - 2 of 2 items

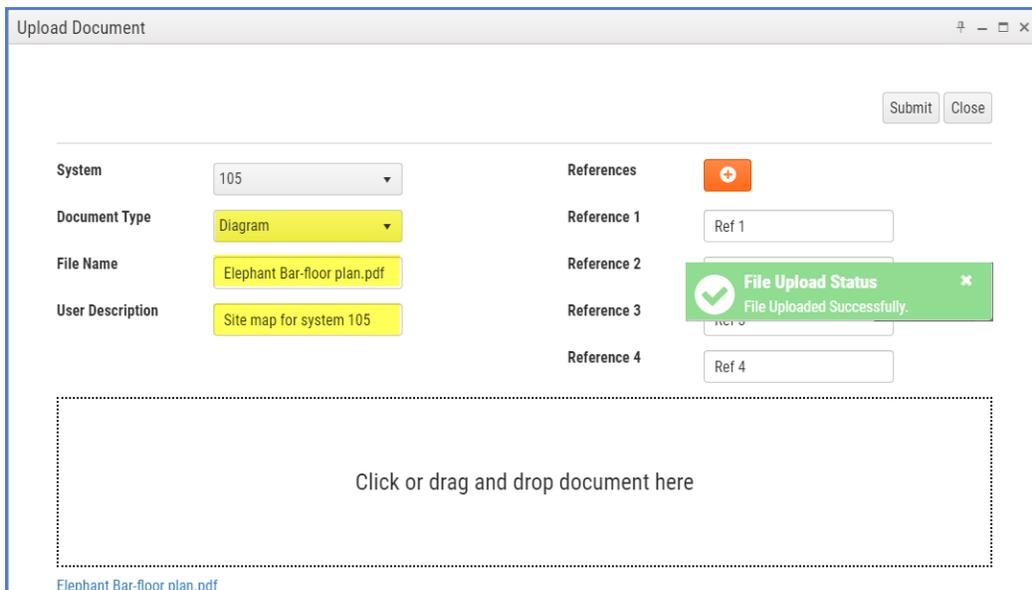
Documents Tab

Clicking on the Documents tab will display a listing of all documents linked to this particular site. The customer also has the ability to upload documents to their account.

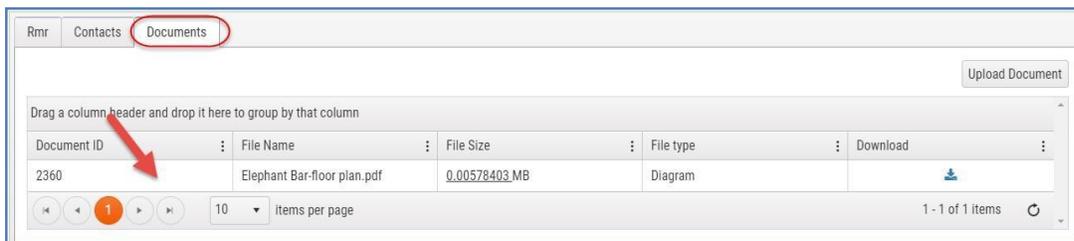
Note: All documents saved with a security level of 1 will be available for the customer.



To upload a document, click on the Upload Document button. The upload document form will be displayed. Required fields are Document Type, File Name and User Description. Click in the text box at the bottom of the form. This will open your file explorer to locate the file to upload. When finished, click the Submit button. If all required fields were populated, the customer will receive a confirmation message that the file upload was successful.



Once a document is uploaded, it will be displayed in the documents listing.



RMR Tab

When clicking on the RMR Tab, all active recurring lines associated with all Sites and Systems will be listed in the grid. To view the details of a particular recurring line, click on the RMR ID link.

Note: If a recurring line has a recurring end date in the future, it can only be viewed by checking the Cancelled RMR's checkbox.

The screenshot shows the RMR Tab interface. At the top, there is a navigation bar with icons for Home, Site Listing, RMR, Invoices, Payments, Service, Documents, Settings, and Logout. The user is logged in as carolynj@boldgroup.com. Below the navigation bar, the RMR tab is active, and a table of recurring lines is displayed. The table has columns for RMR ID, Bill To, Site Name, Alarm Account, Monthly \$, and Cycle \$. The first row has RMR ID 121587, Bill To Ashley, Victoria, Site Name Ashley, Victoria, Alarm Account 105, Monthly \$ \$33.78, and Cycle \$ \$33.78. The second row has RMR ID 121588, Bill To Ashley, Victoria, Site Name Ashley, Victoria, Alarm Account 105, Monthly \$ \$29.75, and Cycle \$ \$89.25. The RMR ID 121587 is circled in red, and a hand icon points to it. At the bottom of the table, there are navigation controls for items per page (10) and a refresh button. A 'Back' button is located in the top right corner of the table area.

RMR ID	Bill To	Site Name	Alarm Account	Monthly \$	Cycle \$
121587	Ashley, Victoria	Ashley, Victoria	105	\$33.78	\$33.78
121588	Ashley, Victoria	Ashley, Victoria	105	\$29.75	\$89.25

When clicking on a RMR ID link, detailed information will be displayed for that recurring line. To return to the RMR listing, click on the Back button.

The screenshot shows the detailed view of RMR - 121587 | 501. The page displays the following information:

Billed to	Ashley, Victoria	Status	Active
Site	Ashley, Victoria	Recurring Start	02/01/2018
RMR ID #	121587	Recurring End	
Alarm Account	105	Next Cycle	12/01/2017
Description	501		
Monthly Charges	\$33.78		
Cycle Amount	\$33.78		
Billing Cycle	M		
PO Number	4378		

The Back button is circled in red with an arrow pointing to it. The footer of the page reads: © 2021 - SedonaCloud - 1.24.4 Version - 6.1.0.24

Cancelled RMR

On the RMR Tab is an option to view Cancelled RMR. When checking this box, all active and cancelled recurring lines will be displayed. If a recurring line has a recurring end date in the future, it can only be viewed by checking the Cancelled RMR's checkbox.

Note: If the recurring line was cancelled because of a rate increase, it will be listed if the Cancelled RMR's checkbox is selected.

HELIX COMPANY

Hello: carolynj@boldgroup.com

Home Site Listing RMR Invoices Payments Service Documents Settings Logout

RMR Back

Cancelled RMRs

Drag a column header and drop it here to group by that field

RMR ID	Bill To	Site Name	Alarm Account	Monthly \$	Cycle \$
65474	Ashley, Victoria	Ashley, Victoria	105	\$35.00	\$35.00
65498	Ashley, Victoria	Ashley, Victoria	184	\$35.00	\$105.00
65580	Ashley, Victoria	Ashley, Victoria	184	\$37.50	\$112.50

Recurring lines where there is a date shown in the Recurring End field are cancelled lines.

HELIX COMPANY

Hello: carolynj@boldgroup.com

Home Site Listing RMR Invoices Payments Service Documents Settings Logout

RMR - 65474 | Monitoring Back

Billed to	Ashley, Victoria	Status	Active
Site	Ashley, Victoria	Recurring Start	04/01/2014
RMR ID #	65474	Recurring End	09/30/2015
Alarm Account	105	Next Cycle	11/01/2015
Description	Monitoring		
Monthly Charges	\$35.00		
Cycle Amount	\$35.00		
Billing Cycle	M		
PO Number			

Invoices Tab

Clicking on the Invoices Tab will display a listing of all invoices with an open balance. Invoices are listed beginning with the oldest invoice first. The customer has the ability to drill down into the details of each individual invoice. If checking the box “Paid Invoices”, this listing will include all paid and open invoices for the customer.

If the customer has a credit card or bank account on file, they may click on the Pay It button on any invoice to mark for payment, or if they want to pay all of their invoices, they can click on the Pay Open Invoices button.

Pay It and Pay Open Invoices

These two options are only available to companies who have set up an account with Forte (merchant bank).

Navigation bar: Home, Site Listing, RMR, **Invoices**, Payments, Service, Documents, Settings, Logout

Header: Hello: carolynj@boldgroup.com

Open Invoices

Paid Invoices

Drag a column header and drop it here to group by that field

Invoice #	Date	Site	Description	Amount	Net Due	Payment
234775	12/16/14	Ashley, Victoria	Site Survey	\$81.57	\$81.57	Pay It
270955	06/01/15	Ashley, Victoria	Recurring	\$115.00	\$33.43	Pay It
270956	06/01/15	Victoria Rose Flower Shoppe	Recurring	\$580.70	\$580.70	Pay It
276362	08/01/15	Ashley, Victoria	Recurring	\$512.02	\$81.57	Pay It
300667	02/24/16	Victoria Rose Flower Shoppe	FC	\$43.55	\$43.55	Pay It
300668	02/24/16	Ashley, Victoria	FC	\$34.76	\$34.76	Pay It
308108	02/01/16	Victoria Rose Flower Shoppe	Recurring	\$125.45	\$59.33	Pay It
318695	03/01/16	Ashley, Victoria	Recurring	\$136.35	\$136.35	Pay It
318696	03/01/16	Victoria Rose Flower Shoppe	Recurring	\$62.73	\$62.73	Pay It
324768	04/01/16	Ashley, Victoria	Recurring	\$231.80	\$231.80	Pay It

10 Items per page | 1 - 10 of 49 items

Include Paid Invoices

If checking the box “Paid Invoices”, both paid and unpaid invoices will be displayed in the listing beginning with the oldest invoice first. For invoices that have been paid, in the Payment column, text will be displayed with the date the invoice was completely paid.

The screenshot shows the 'Open Invoices' section of the Bold Group software. A navigation bar at the top includes links for Home, Site Listing, RMR, Invoices, Payments, Service, Documents, Settings, and Logout. The user's email address, carolynj@boldgroup.com, is displayed in the top right corner. Below the navigation bar, the 'Open Invoices' section features a 'Pay Open Invoices' button and a checked checkbox for 'Paid Invoices'. A table of invoices is displayed with columns for Invoice #, Date, Site, Description, Amount, Net Due, and Payment. The invoice with ID 276363 is highlighted, and its 'Payment' column contains the text 'Paid on Jun 08 2017', which is circled in red and pointed to by a red arrow.

Invoice #	Date	Site	Description	Amount	Net Due	Payment
270955	06/01/15	Ashley, Victoria	Recurring	\$115.00	\$33.43	Pay It
270956	06/01/15	Victoria Rose Flower Shoppe	Recurring	\$580.70	\$580.70	Pay It
276362	08/01/15	Ashley, Victoria	Recurring	\$512.02	\$81.57	Pay It
276363	08/01/15	Victoria Rose Flower Shoppe	Recurring	\$628.56	\$0.00	Paid on Jun 08 2017

Invoice Details

From the Invoice listing, click on an invoice number link to display the invoice details. When finished viewing the invoice details, click on the Back button to return to the Invoice listing.

Open Invoices Pay Open Invoices

Drag a column header and drop it here to group by that field Paid Invoices

Invoice #	Date	Site	Description	Amount	Net Due	Payment
324769	04/01/16	Victoria Rose Flower Shoppe	Recurring	\$62.73	\$62.73	Pay It
334611	06/01/16	Ashley, Victoria	Equipment Sales	\$417.20	\$417.20	Pay It
334612	06/01/16	Victoria Rose Flower Shoppe	Equipment Sales	\$125.45	\$125.45	Pay It
341156	07/19/16	Ashley, Victoria	Service Call	\$358.89	\$358.89	Pay It

Customer ID: 105 | Category: SVC T&M | A/R Account: 110110 | Tax Group: MI-Wayne County

Invoice #: 341156 | Invoice Date: 7/19/2016 | Aging Date: 7/19/2016
 Site Address: 1022 Wayne Road Salem, MI | Branch: MI | P.O. Number:
 Warehouse: N/A | Term: Due On Receipt
 Invoice Type: Service | Salesperson: N/A

Item	Description	Quantity	Rate	Amount	Memo
PST Batteria	12V 7AH BATTERY	1	40	\$40.00	
SVC Call	Minimum Service Call Charge	1	115	\$115.00	
SVC Labor	Service Labor	1.5	120	\$180.00	

1 - 3 of 3 items

Description: Service Call | Sub Total: 335.00
 Contact: | Tax: 23.89
 Memo: | Total: 358.89
 Balance Due: 358.89

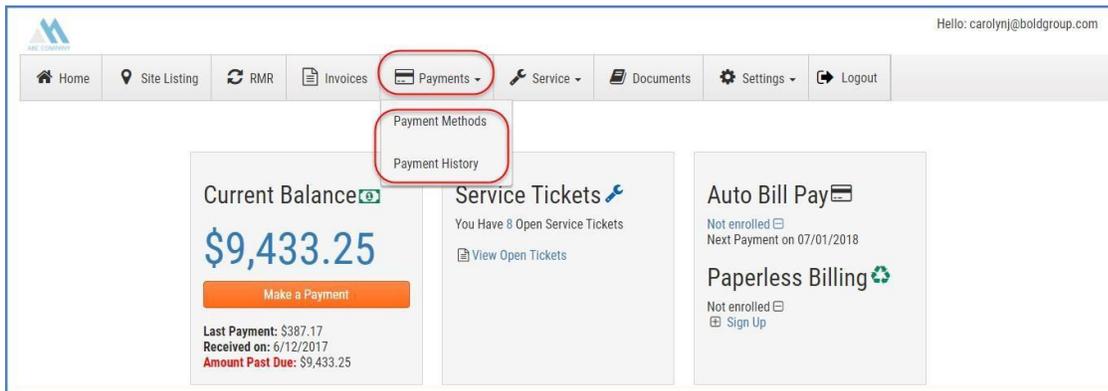
Pay It / Pay Open Invoices

This topic is currently under construction.

Payments Tab

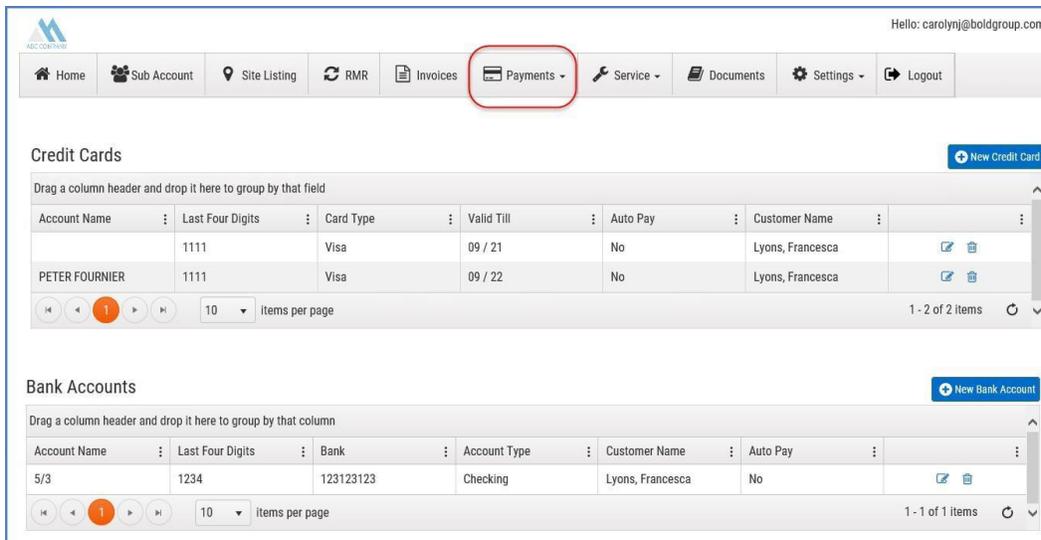
When clicking on the Payments Tab, two options are available:

- Payment Methods
 - Displays a listing of credit cards and bank accounts on file
 - Add a new credit card or bank account
 - Edit or delete a credit card or bank account
- Payment History – Displays a listing of all payments made with a credit card or bank account.



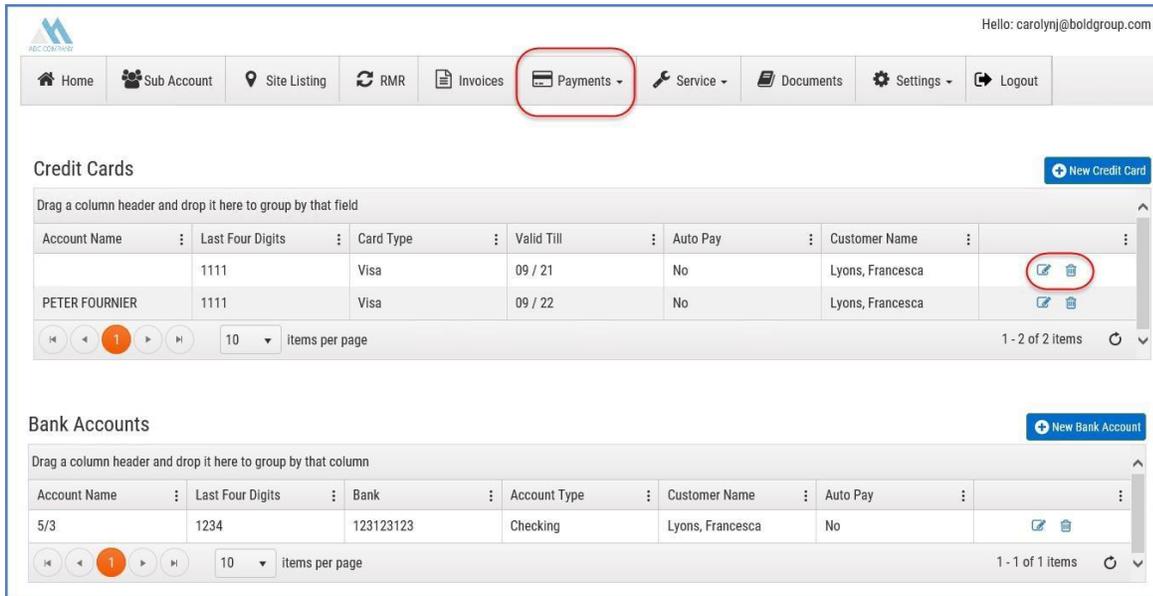
Payment Methods

When clicking on the Payment Methods option from the Payments tab, a listing of all credit cards and bank accounts on file for the customer will be displayed.



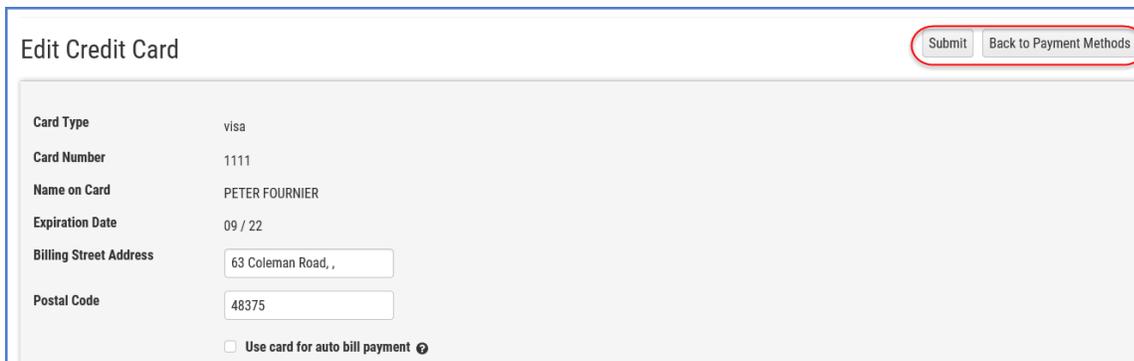
Edit a Credit Card

When clicking on the edit icon  to the right of a credit card, the customer is able to change the billing address for the credit card and if not already flagged for auto-pay, can check the “Use Card for Auto Bill Payment” checkbox. If selecting the “Use Card for Auto Bill Payment” checkbox, any future recurring invoices will use the credit card for payment.



The screenshot shows the Bold Group web application interface. The top navigation bar includes links for Home, Sub Account, Site Listing, RMR, Invoices, Payments (highlighted with a red circle), Service, Documents, Settings, and Logout. The user is logged in as carolynj@boldgroup.com. Below the navigation bar, there are two main sections: Credit Cards and Bank Accounts. The Credit Cards section has a table with columns: Account Name, Last Four Digits, Card Type, Valid Till, Auto Pay, and Customer Name. Two credit cards are listed: one for PETER FOURNIER with Last Four Digits 1111, Card Type Visa, Valid Till 09 / 21, Auto Pay No, and Customer Name Lyons, Francesca. The edit icon (pencil) for the second card is circled in red. The Bank Accounts section has a table with columns: Account Name, Last Four Digits, Bank, Account Type, Customer Name, and Auto Pay. One bank account is listed: 5/3 with Last Four Digits 1234, Bank 123123123, Account Type Checking, Customer Name Lyons, Francesca, and Auto Pay No. The edit icon for this account is also circled in red.

When finished editing the credit card information, click the Submit button to save the changes. To exit the form without making any changes, click the Back to Payment Methods button.



The screenshot shows the "Edit Credit Card" form. At the top right, there are two buttons: "Submit" and "Back to Payment Methods", both circled in red. The form fields are as follows:

Card Type	visa
Card Number	1111
Name on Card	PETER FOURNIER
Expiration Date	09 / 22
Billing Street Address	<input type="text" value="63 Coleman Road,"/>
Postal Code	<input type="text" value="48375"/>
	<input type="checkbox"/> Use card for auto bill payment 

Delete a Credit Card

When clicking on the delete icon  to the right of a credit card, the customer is able to delete a credit card on file. **Make certain this is what you want to do – once you click on the Delete button, there is no way to undo this.** If you do not want to delete the credit card, click on the Back to Payment Methods button.

Delete Credit Card

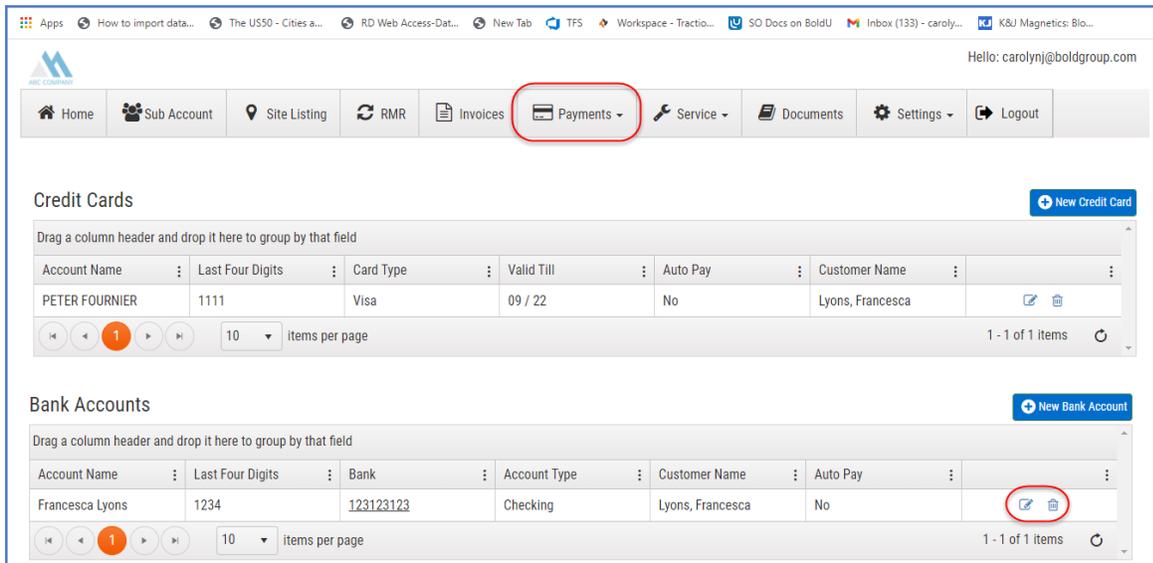
Are you sure you want to delete this?

[Delete](#) [Back to Payment Methods](#)

Card Type	VISA
LastFourDigits	1111
Expiration Date	09 / 21
Billing Street Address	63 Coleman Road, ,
Postal Code	48375

Edit a Bank Account

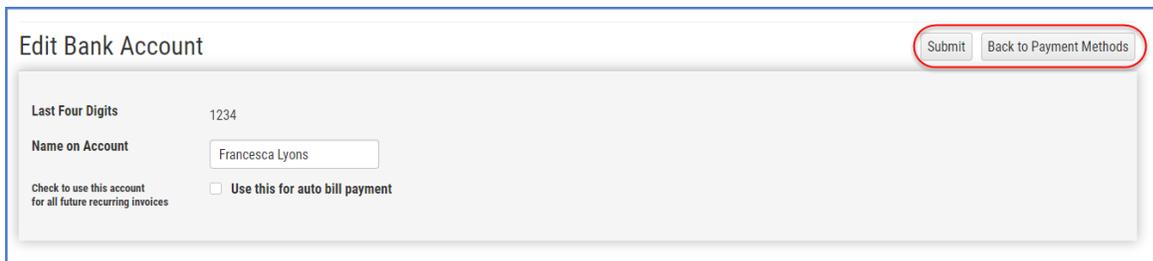
When clicking on the edit icon  to the right of a bank account, the customer is able to change the name on the bank account and if not already flagged for auto-pay, can check the “Use this for Auto Bill Payment” checkbox. If selecting the “Use this for Auto Bill Payment” checkbox, any future recurring invoices will use the bank account for payment.



The screenshot shows a web application interface with a navigation bar at the top. The 'Payments' menu item is highlighted with a red circle. Below the navigation bar, there are two sections: 'Credit Cards' and 'Bank Accounts'. The 'Bank Accounts' section contains a table with the following data:

Account Name	Last Four Digits	Bank	Account Type	Customer Name	Auto Pay	
Francesca Lyons	1234	123123123	Checking	Lyons, Francesca	No	 

When finished editing the bank account information, click the Submit button to save the changes. To exit the form without making any changes, click the Back to Payment Methods button.



The screenshot shows the 'Edit Bank Account' form. The form contains the following fields and options:

- Last Four Digits: 1234
- Name on Account: Francesca Lyons
- Check to use this account for all future recurring invoices: Use this for auto bill payment

At the top right of the form, there are two buttons: 'Submit' and 'Back to Payment Methods', both of which are circled in red.

Delete a Bank Account

When clicking on the delete icon  to the right of a bank account, the customer is able to delete a bank account on file. **Make certain this is what you want to do – once you click on the Delete button, there is no way to undo this.** If you do not want to delete the bank account, click on the Back to Payment Methods button.

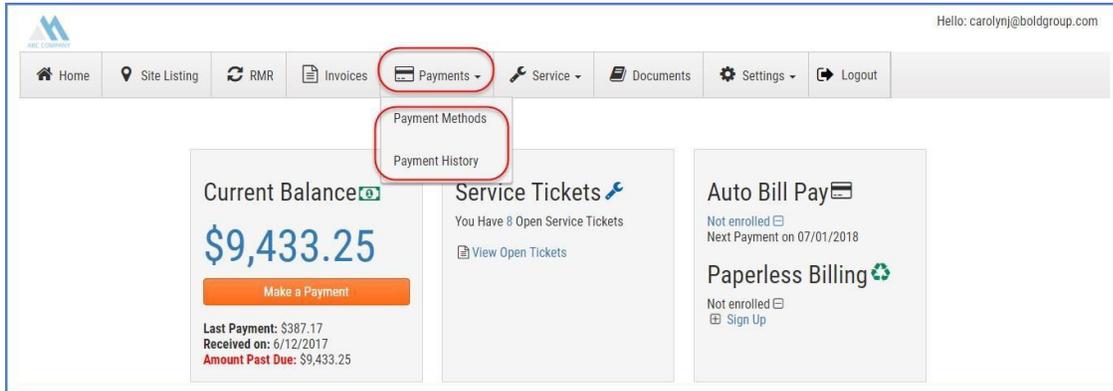
Delete Bank Account

Are you sure you want to delete this? Delete Back to Payment Methods

RoutingNumber	123123123
Last Four	1234
Description	123123123
Name on Account	Francesca Lyons

Payment History

When clicking on the Payment History option from the Payments tab, a listing of all credit card and bank account transactions for the customer will be displayed.



Payment History Back

Drag a column header and drop it here to group by that field

Name	Date	Payment Method	Amount	Reference	Memo	Approval Code
Lyons, Francesca	Mon Sep 09 2019	Credit Card	\$7.50	300625		

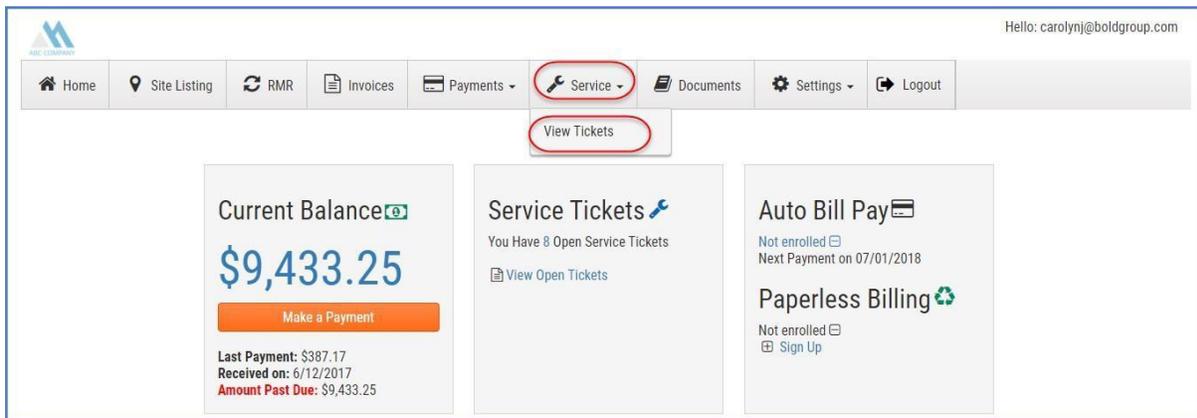
10 Items per page 1 - 1 of 1 Items

Service Tab

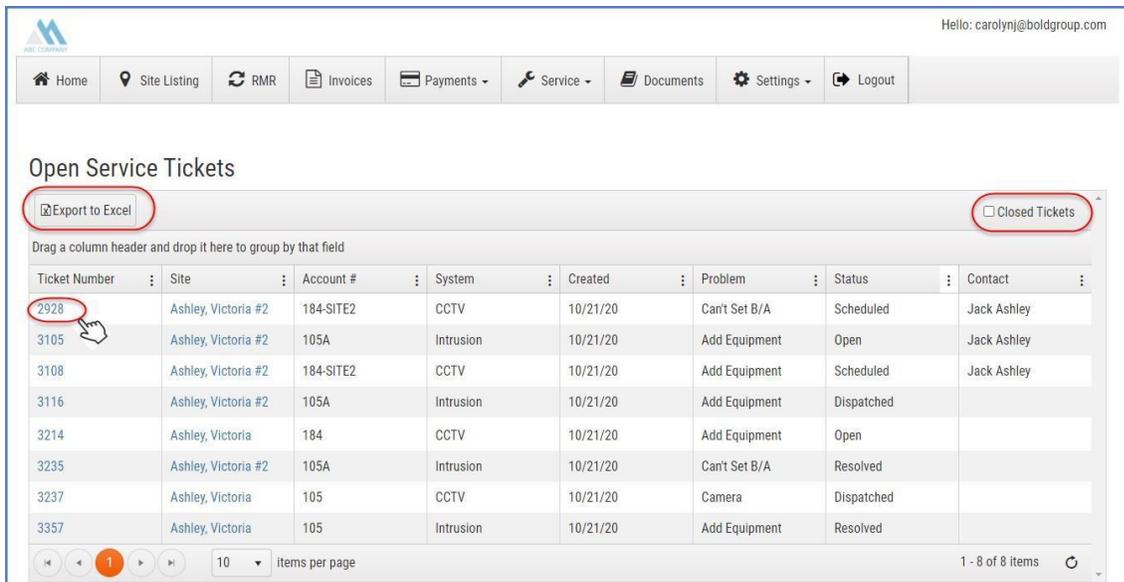
When clicking on the Service Tab, one option is available, View Tickets. When clicking on the View Tickets option, customers can do the following:

- View all open tickets
- View all closed tickets
- Export the list of tickets to an excel file
- Upload a document to a particular ticket*

*Your company must purchase the add-on module, SedonaDocs, to be able to use this feature.



When clicking on the View Tickets option, tickets are listed beginning with the lowest ticket number first. When clicking on a ticket number link, the details of a ticket are viewable.



Ticket Details

At the bottom of the ticket details page, a customer has the ability to upload a document to the ticket being viewed.

HELIX COMPANY

Hello: carolynj@boldgroup.com

Home Site Listing RMR Invoices Payments Service Documents Settings Logout

Ticket #2928

[Back to Service Tickets](#)

Customer Information
Customer Number: 105
Customer Name: Ashley, Victoria

Technician Information
Technician Name: N/A
Technician Phone:
Technician Email:

Site and System Detail
Site: Ashley, Victoria #2
2022 Wayne Road
Salem, MI, 48175
System: 184-SITE2
Type: CCTV

Ticket Detail
Date Created: 10/21/2020
Status: Scheduled
Priority: Medium
Requested By: Jack Ashley
Problem: Can't Set B/A
Comment: testinbg
Description:
Other Notes: 425

Resolution
Code: N/A
Description: 371796
Resolved By: 5/4/2015
Resolved Note: testinbg

Documents

[Upload Document](#)

Drag a column header and drop it here to group by that field

Document ID	File Name	File Size	File type	Download
-------------	-----------	-----------	-----------	----------

10 items per page No items to display

Upload a Document to a Ticket

While viewing the details of a ticket, at the bottom of the page is a section labeled “Documents”. All documents saved with a security level of 1 are viewable to the customer. The customer may also upload a document to the ticket by clicking on the “Upload Document” button.

After clicking on the Upload Document button, the Upload Document form will be displayed. Required fields are Document Type, File Name and User Description. Click in the text box at the bottom of the form. This will open your file explorer to locate the file to upload. When finished, click the Submit button. If all required fields were populated, the customer will receive a confirmation message that the file upload was successful.

Upload Document

Submit Close

System: 105

Document Type: Diagram

File Name: Elephant Bar-floor plan.pdf

User Description: Site map for system 105

References: +

Reference 1: Ref 1

Reference 2: [Green Confirmation Message]

Reference 3: Ref 3

Reference 4: Ref 4

Click or drag and drop document here

Elephant Bar-floor plan.pdf

Once a document is uploaded successfully, it will be displayed in the documents listing.

Rmr Contacts Documents

Upload Document

Drag a column header and drop it here to group by that column

Document ID	File Name	File Size	File type	Download
2360	Elephant Bar-floor plan.pdf	0.00578403.MB	Diagram	

10 Items per page 1 - 1 of 1 items

Export to Excel

This topic is currently under construction.

The screenshot shows a web application interface with a navigation menu at the top. The menu items are: Home, Site Listing, RMR, Invoices, Payments, Service, Documents, Settings, and Logout. The user's email address, carolynj@boldgroup.com, is displayed in the top right corner.

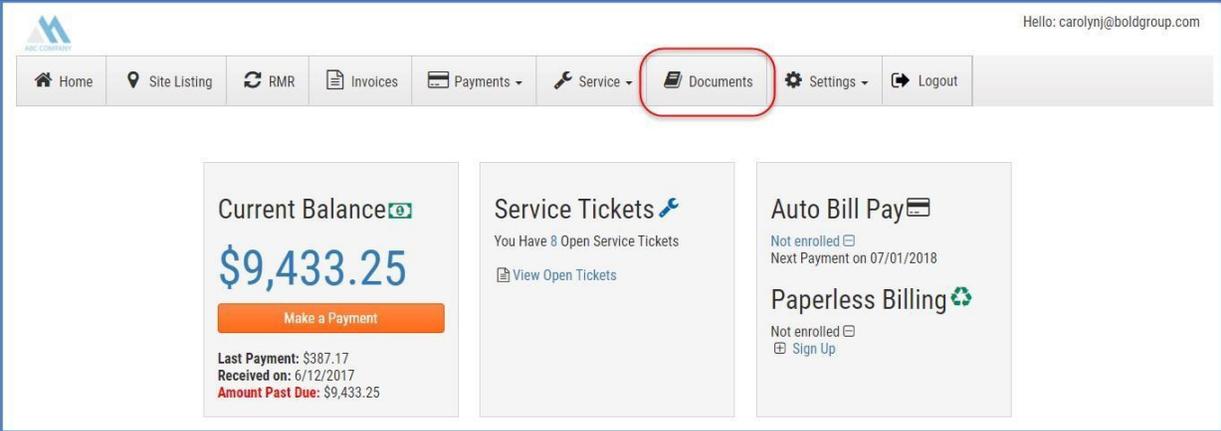
The main content area is titled "Open Service Tickets". Below the title, there is a button labeled "Export to Excel" which is circled in red with a red arrow pointing to it. To the right of this button is a checkbox labeled "Closed Tickets".

Below the button, there is a table with the following columns: Ticket Number, Site, Account #, System, Created, Problem, Status, and Contact. The table contains three rows of data:

Ticket Number	Site	Account #	System	Created	Problem	Status	Contact
2928	Ashley, Victoria #2	184-SITE2	CCTV	10/21/20	Can't Set B/A	Scheduled	Jack Ashley
3105	Ashley, Victoria #2	105A	Intrusion	10/21/20	Add Equipment	Open	Jack Ashley
3108	Ashley, Victoria #2	184-SITE2	CCTV	10/21/20	Add Equipment	Scheduled	Jack Ashley

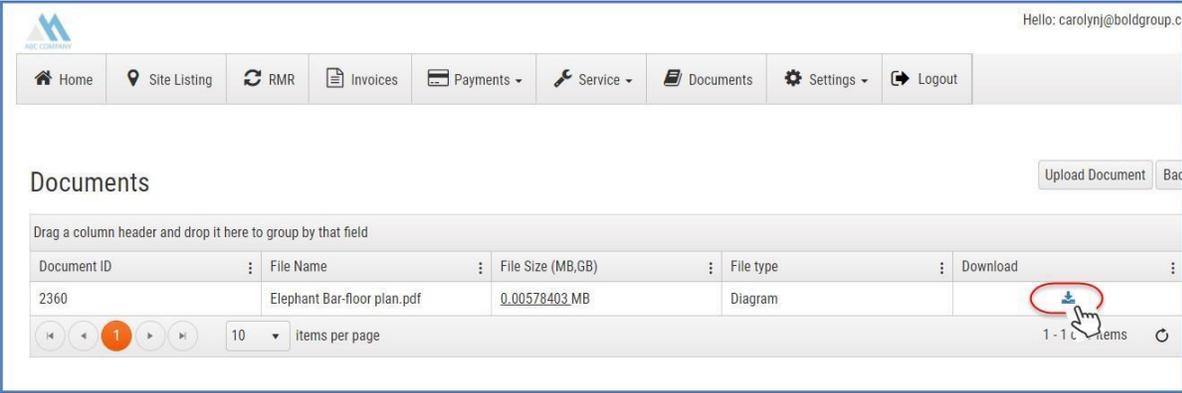
Documents Tab

To have access to this feature, your company must purchase the add-on module, SedonaDocs. After clicking on the Documents Tab, any documents saved with a security access level of 1 that are attached to a customer, site, system, or ticket will be displayed in a listing. The customer is able to open the document for viewing and may download the document. The customer may also upload documents from this location.



Download Document

Once the list of documents is displayed, the customer may open the document for viewing or downloading by clicking on the download icon  in the Download column of the documents grid.

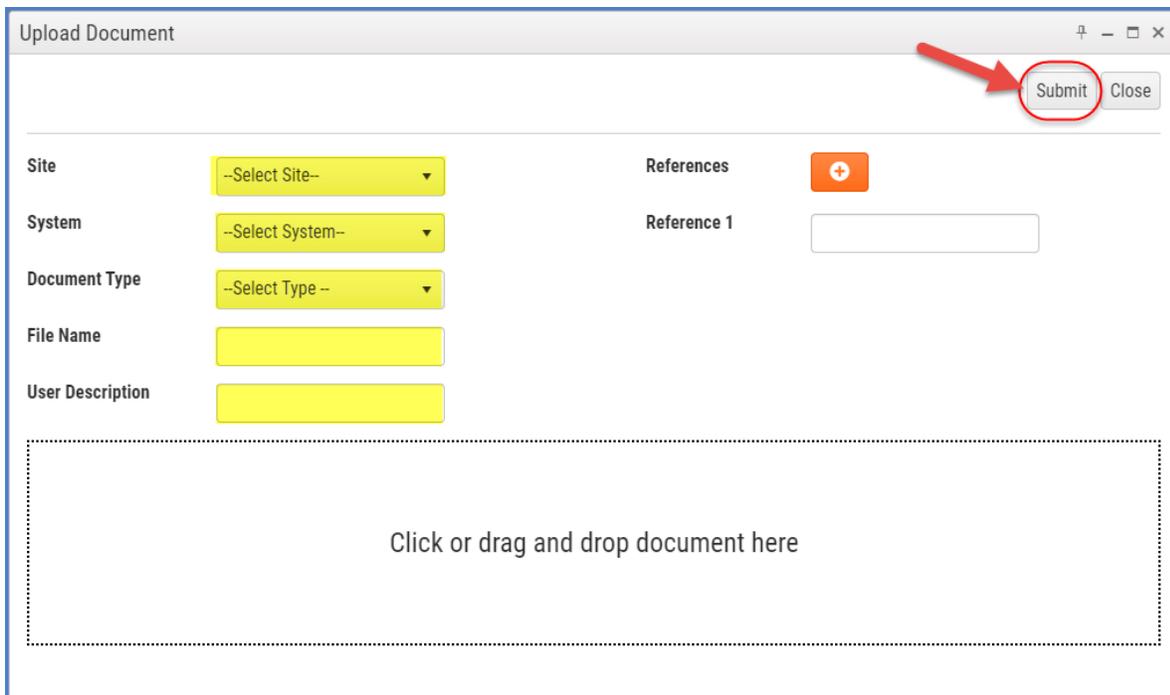


Upload Document

Once the Upload Document form is displayed, the customer must populate the fields highlighted in yellow as displayed in the illustration below:

- Site – Make a selection from the drop-down list
- System - Make a selection from the drop-down list
- Document Type - Make a selection from the drop-down list
- File Name – Whether you drag and drop a file or use your file explorer, this field will automatically populate with the name of the file being uploaded
- User Description – Type in a brief description of the document

When finished, click the Submit button. If all required fields were populated, the customer will receive a confirmation message that the file upload was successful.



The screenshot shows a web browser window titled "Upload Document". The window contains a form with the following fields and controls:

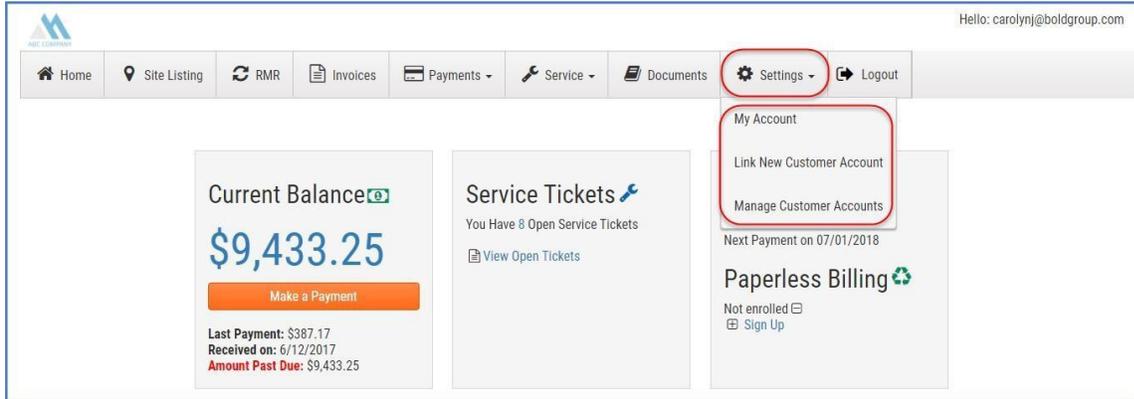
- Site:** A yellow dropdown menu with "--Select Site--" selected.
- System:** A yellow dropdown menu with "--Select System--" selected.
- Document Type:** A yellow dropdown menu with "--Select Type --" selected.
- File Name:** A yellow text input field.
- User Description:** A yellow text input field.
- References:** A section with an orange "+" button and a "Reference 1" label above an empty text input field.
- Submit and Close:** Two buttons in the top right corner. The "Submit" button is circled in red, and a red arrow points to it from the right.

Below the form fields is a large dashed rectangular area containing the text: "Click or drag and drop document here".

Settings Tab

When clicking on the Settings Tab, three options are available:

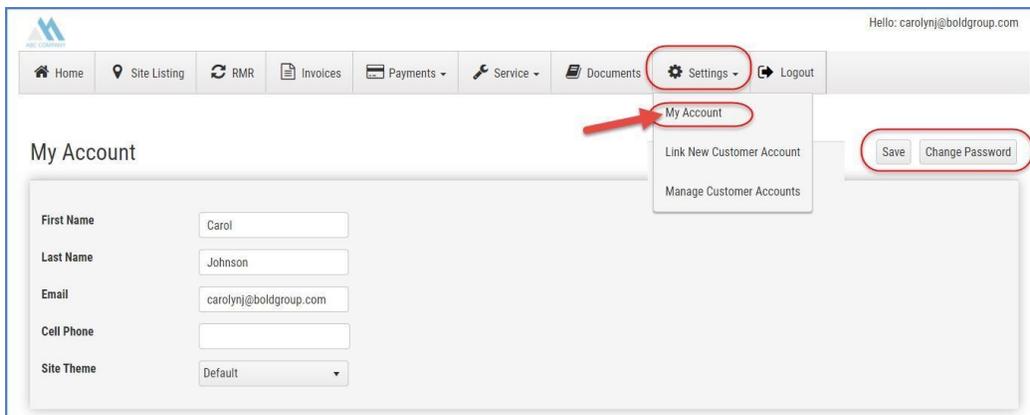
- My Account
- Link New Customer Account
- Manage Customer Accounts



My Account

When clicking on the My Account option from the Settings Tab, the customer is able to do the following:

- On the My Account page, change or update any of the following information listed below.
 - First Name
 - Last Name
 - Email
 - Cell Phone
 - Site Theme
 - Change Password



Site Theme

The Site Theme option allows the customer to change the color scheme used in SedonaWeb.

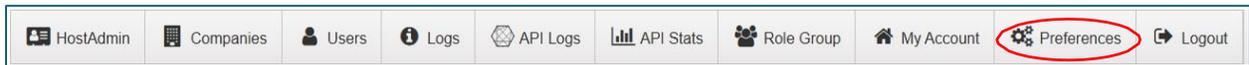
The screenshot shows the 'My Account' settings page. The 'Site Theme' dropdown menu is open, displaying a list of themes. A red arrow points from the 'Default' option in the dropdown to the 'Site Theme' label in the form.

Field	Value
First Name	Carol
Last Name	Johnson
Email	carolynj@boldgroup.com
Cell Phone	
Site Theme	Default

- Black
- Blue Opal
- Bootstrap
- Default
- Fiori
- Flat
- High Contrast
- Material
- Material Black
- Metro
- Metro Black
- Moonlight
- Nova
- Office 365
- Silver
- Uniform

Company Administrators configuring the SedonaWeb 2.0 Portal

There are multiple options for configuring both the content and styles used on the pages. This includes options for the parent entity (Company Preferences), as well as those for affiliated dealers (Branches) using the portal. To see these new options, log into SedonaWeb 2.0 and click the **Preferences** button:



The login page shows Home, About, Contact, Register, and Log in.

At the Company and Branch levels, there are several new preferences:

- **About Page and About Page Content:** these are for hiding the About page (true shows the page and false hides the page) and customizing content displayed on the About page:

Name	Description	Value
About Page	About page	true
About Page Content		This is the About page

- **Contact Page and Contact Page Content:** these are for hiding the Contact page (true means the page is visible and false means the page is hidden) and customizing content displayed on the Contact page:

Contact Page	Contact page	true
Contact Page Content	Custom content for the Contact page	Call us at

- **Header Bar Color and Header Bar Text Color:** these are for changing the color for the header bar and header bar text:

Header Bar Color	HEX color code for the header bar	#71138f
Header Bar Text Color	HEX color code for the header bar text	#ef071e

- **Footer Bar Color and Footer Bar Text Color:** these are for changing the color for the footer bar and footer bar text:

Name	Description	Value
Footer Bar Color	HEX color code for the footer bar	#5052df
Footer Bar Text Color	HEX color code for the footer bar text	#fbf9f9

- Login Page Background Image, Login Page Error Text Color, Login Page Message, and Login Page Text Color: these are for changing the background image for the login page and the login page text and text color:

Login Page Background Image	Background image for the login page	
Login Page Error Text Color	HEX color code for the login page error text	#FF0000
Login Page Message	Text displayed on the Login screen. HTML markup is allowed.	This is the logon message
Login Page Text Color	HEX color code for the for the login page	#3e23ec

At the Branch level, there are new preferences for showing or hiding these pages on the Customer Portal (a value of true shows the page; a value of false hides the page):

- RMR
- Invoices
- Pay Invoices
- Payments
- Payment History
- Payment Methods
- Site Listing
- Service
- View Service Ticket Details
- Create Service Tickets
- Documents
- Upload Documents

Branch		Your Branch	For the Value column, leaving it empty will default to the Company Value.		
Name	Description	Value	Category		
Customer Portal - Create Service Tickets	Customer Portal - create a new service ticket	true			<input checked="" type="checkbox"/>
Customer Portal - Invoices	Customer Portal - access invoices	true			<input checked="" type="checkbox"/>
Customer Portal - Pay Invoices	Customer Portal - pay invoices	true			<input checked="" type="checkbox"/>
Customer Portal - Payment History	Customer Portal - access payment history	true			<input checked="" type="checkbox"/>
Customer Portal - Payment Methods	Customer Portal - access payment methods	true			<input checked="" type="checkbox"/>
Customer Portal - RMR	Customer Portal - access RMR	true			<input checked="" type="checkbox"/>
Customer Portal - Site Listing	Customer Portal - access site listing	true			<input checked="" type="checkbox"/>
Customer Portal - Upload Documents	Customer Portal - upload documents	true			<input checked="" type="checkbox"/>
Customer Portal - View Service Ticket Details	Customer Portal - view service ticket details	true			<input checked="" type="checkbox"/>
Footer Bar Color	HEX color code for the footer bar	#d1a13			<input checked="" type="checkbox"/>
Footer Bar Text Color	HEX color code for the footer bar text	#af9b8			<input checked="" type="checkbox"/>
Footer Line 1	Appears in the web footer				<input checked="" type="checkbox"/>
Footer Line 2	Appears in the web footer				<input checked="" type="checkbox"/>
Footer Line 3	Appears in the web footer				<input checked="" type="checkbox"/>
Header Bar Color	HEX color code for the header bar	#f5d41e			<input checked="" type="checkbox"/>
Header Bar Text Color	HEX color code for the header bar text	#e5103e			<input checked="" type="checkbox"/>
Header Logo Image	Image at the top of every page				<input checked="" type="checkbox"/>

The preferences set at the Company level for hiding or showing these pages are the defaults for all branches. The preferences set at the Branch level override the defaults.

Customer Portal Features

Company-level users can specify which functionality is available to customer-level users when they log in to the Customer Portal. The functionality is specified by new preferences with names that begin with "Customer Portal". These are the preferences that can be enabled or disabled (by default, all of these are enabled):

- Site Listing - Ability to allow or disable access to the site listing page
- RMR - Ability to allow or disable access to the RMR listing page. If access is disabled, ensured users cannot view RMR from a site/system either
- Invoices - Ability to view or prohibit viewing invoice details when opening the invoice
- Payments
 - Ability to allow or disable add/edit/remove payment methods
 - Ability to view or prohibit viewing payment history
 - Ability to pay or prohibit paying invoices
- Service
 - Ability to access or block access to the service area of the portal
 - Ability to view or prohibit viewing service ticket details by opening service tickets
 - Ability to create or prohibit creating service tickets
- Documents - These feature flags apply to the main documents area controlling the documents associated with the customer, as well as any documents that pertain to sites or systems
 - Ability to access or block access to documents within the portal
 - Ability to upload or prohibit uploading documents

These settings are on the Company Preferences:

Company/Branch Preferences

Branch Company Preferences ▾

Drag a column header and drop it here to group by that column

Name	Description	Value
Customer Portal - Create Service Tickets	Customer Portal - create a new service ticket	true
Customer Portal - Documents	Customer Portal - access Documents	true
Customer Portal - Invoices	Customer Portal - access Invoices	true
Customer Portal - Pay Invoices	Customer Portal - pay invoices	true
Customer Portal - Payment History	Customer Portal - access Payment History	true
Customer Portal - Payment Methods	Customer Portal - access Payment Methods	true
Customer Portal - RMR	Customer Portal - access RMR	true
Customer Portal - Site Listing	Customer Portal - access Site Listing	true
Customer Portal - Upload Documents	Customer Portal - upload Documents	true
Customer Portal - View Service Ticket Details	Customer Portal - view service ticket details	true

◀ ◁ 1 2 3 4 5 ... ▶ ▷ 10 items per page

Company/Branch Preferences

Branch		
Company Preferences ▾		
Drag a column header and drop it here to group by that column		
Name	Description	Value
Customer Portal - View Service Tickets	Customer Portal - view service tickets	true

These settings correspond to the menu items:

The screenshot shows a navigation menu with the following items: Home, Site Listing, RMR, Invoices, Payments, Service, Documents, Settings, and Logout. A red box highlights the items from Site Listing to Documents. Below the menu are three main dashboard cards: Current Balance (\$15,369.60), Service Tickets (1 open), and Auto Bill Pay (enrolled).

The preferences also affect items displayed or selectable throughout the portal. For example, with all the permissions disabled, the home screen looks like this:

The screenshot shows the home screen with a simplified navigation menu containing Home, Settings, and Logout. The main content area displays only two cards: Current Balance (\$15,369.60) and Auto Bill Pay (enrolled). The Service Tickets and Paperless Billing cards are missing.

With the preferences disabled, the home screen is changed like this:

- When the Invoices permission is false, the current balance dollar amount no longer links to the open invoices.
- When the Pay Invoices permission is false, the Make a Payment button is gone.
- When Create Service Tickets and View Service Tickets permissions are false, the entire Service Tickets box is gone.
- When the Payment Methods permission is false, users cannot change enrolled status of the Auto Bill Pay field. Enrolling takes the user to the payment methods to choose which one to use for autopay.
- When the Pay Invoices permission is false, users cannot change the enrolled status of the Paperless Billing Enrolled field.

There is an existing host-level preference for creating service tickets. Both company and host preferences must be enabled to create a service ticket. If the host preference is disabled, the company preference is ignored, and service tickets cannot be created in any company.

The Customer Portal has these other changes:

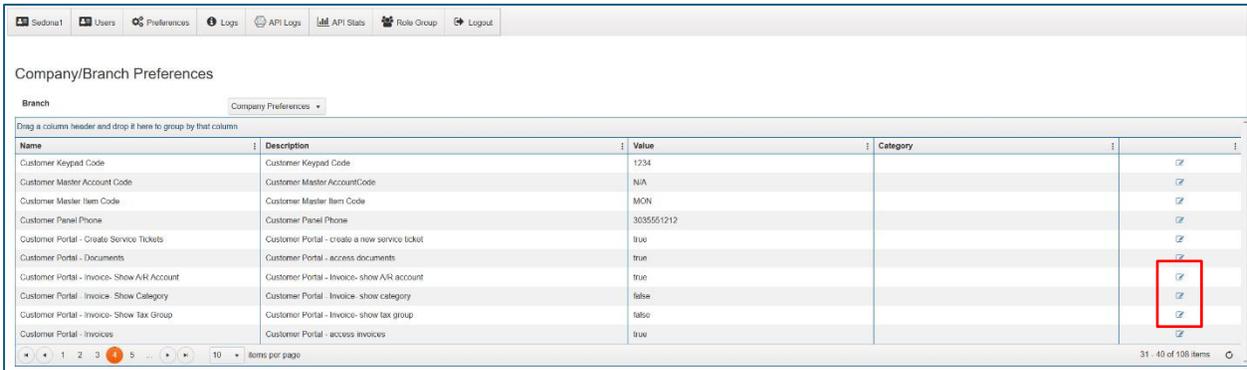
- Corrected several forms that had an incorrect title displayed in the browser tab.
- Corrected the invoice details item list table. Changing pages refreshes the items and properly displays the selected page.
- Changed payment history to include invoice payments only. (Formerly it was showing all payment types)
- Changed payment detail screen to show the correct information.
- Resolved an issue with adding bank accounts if the customer's name was more than 22 characters.
- Resolved an issue with adding a master account credit card through the portal that caused a not found message after submitting the credit card information.

Hiding Fields on Customer Portal Invoice View

The three fields (Category, A/R Account, and Tax Group) will be hidden by default to portal customers.

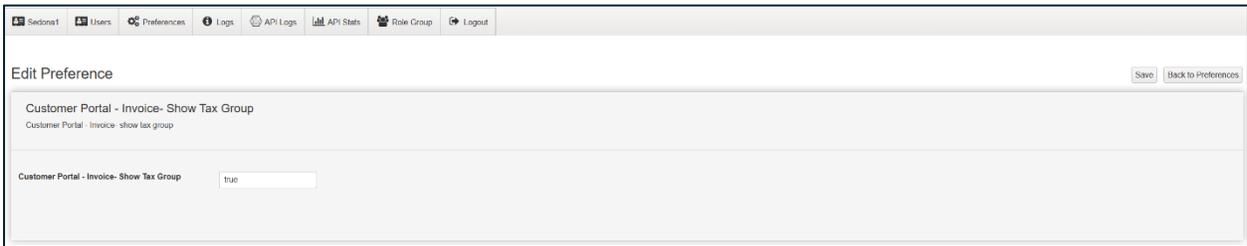
To show or hide these fields:

1. Log in as an administrator user.
2. Click Preferences.
3. In the Preference list, find the Customer Portal preferences.



Name	Description	Value	Category	
Customer Keypad Code	Customer Keypad Code	1234		<input type="checkbox"/>
Customer Master Account Code	Customer Master AccountCode	N/A		<input type="checkbox"/>
Customer Master Item Code	Customer Master Item Code	MON		<input type="checkbox"/>
Customer Panel Phone	Customer Panel Phone	3035551212		<input type="checkbox"/>
Customer Portal - Create Service Tickets	Customer Portal - create a new service ticket	true		<input type="checkbox"/>
Customer Portal - Documents	Customer Portal - access documents	true		<input type="checkbox"/>
Customer Portal - Invoice- Show A/R Account	Customer Portal - Invoice- show A/R account	true		<input type="checkbox"/>
Customer Portal - Invoice- Show Category	Customer Portal - Invoice- show category	false		<input type="checkbox"/>
Customer Portal - Invoice- Show Tax Group	Customer Portal - Invoice- show tax group	false		<input type="checkbox"/>
Customer Portal - Invoices	Customer Portal - access invoices	true		<input type="checkbox"/>

4. Click the edit button (at the end of the row) for one of these options: (this opens the Edit Preferences page)
 - a. Customer Portal - Invoice-Show A/R Account
 - b. Customer Portal - Invoice-Show Category
 - c. Customer Portal - Invoice-Show Tax Group
5. On the Edit Preferences page, in the box beside the field name, type the word **true** to show the field. Type the word **false** to hide the field.

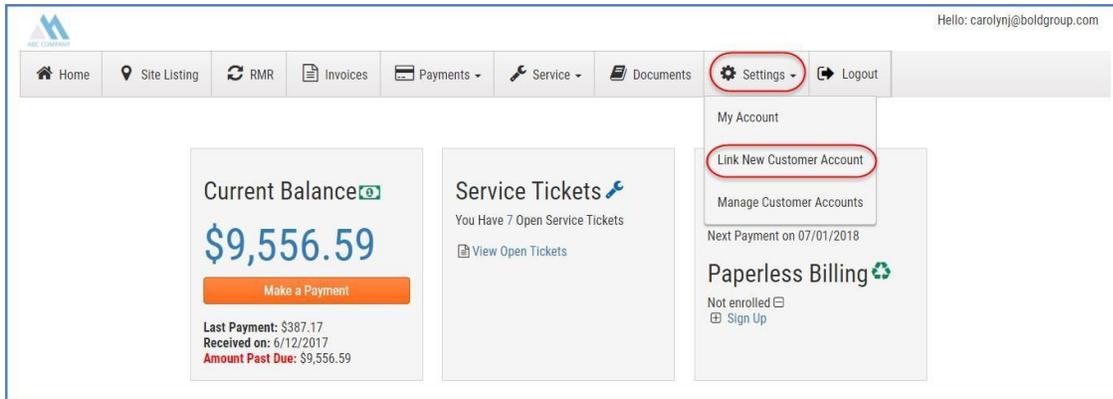


Customer Portal - Invoice- Show Tax Group
Customer Portal - Invoice- show tax group

Customer Portal - Invoice- Show Tax Group

Link New Customer Account

If a customer has more than one customer account, when clicking on the Link New Customer Account option from the Settings Tab, they are able to add additional customers to which they will have access when logging into their SedonaWeb account.



After clicking on the Link New Customer Account from the Settings tab, the Link New Customer form will be displayed. There are four required fields on this form: Customer Number, First Name, Last Name and Billing Zip Code. The telephone number fields are optional. Once these fields have been populated, click on the Create Link button.

The 'Link New Customer' form is displayed. It includes a 'Create Link' button in the top right corner. The form contains the following fields:

Customer Number *	306
First Name *	Ashley
Last Name *	Optical
Billing Zip Code *	48187
Phone	
Extension	
Mobile	
Fax	

If valid information was entered for the customer to be linked, a listing of all customers linked will be displayed in the listing. To work with one of the linked customers, click on the View Customer button on the customer row desired.

In the example below, the registered customer is linked to six different customer accounts.

The screenshot shows a web application interface. At the top right, it says "Hello: carolynj@boldgroup.com". Below this is a navigation bar with icons for Home, Site Listing, RMR, Invoices, Payments, Service, Documents, Settings, and Logout. Below the navigation bar is a summary box for the account:

Account Name carolynj@boldgroup.com
Contact Name Ashley, Victoria
Last Login -

Below the summary box is a section titled "Assets" containing a table with the following data:

Customer Number	Customer Name	Selected	
105	Ashley, Victoria	Yes	View Customer
194	Ashley, Vicky	No	View Customer
10040	Har-Conn Chrome Co.	No	View Customer
10400	Lyons, Francesca	No	View Customer
31705	Plymouth Plantation	No	View Customer
306	Ashley Optical	No	View Customer

In the table, the customer number "306" and the "View Customer" button for that row are circled in red.

Manage Customer Accounts

When clicking on the Manage Customer Accounts option from the Settings Tab, the customer's email address and contact name are displayed in the first panel of the page. In the next panel below, under the header of Assets, will be a list of all customer accounts linked to this customer login. When clicking on the View Customer button, the main dashboard will be displayed for the customer.

The screenshot shows a user interface with a top navigation bar containing icons for Home, Site Listing, RMR, Invoices, Payments, Service, Documents, Settings, and Logout. The 'Settings' icon is circled in red. A dropdown menu is open under 'Settings', showing options: My Account, Link New Customer Account, and Manage Customer Accounts (circled in red). Below the navigation bar, a panel displays account information: Account Name (carolynj@boldgroup.com), Contact Name (Ashley, Victoria), and Last Login (-). Below this is an 'Assets' section with a table:

Customer Number	Customer Name	Selected	
105	Ashley, Victoria	Yes	View Customer

The screenshot shows a user interface with a top navigation bar containing icons for Home, Site Listing, RMR, Invoices, Payments, Service, Documents, Settings, and Logout. The 'Settings' icon is circled in red. Below the navigation bar, the main dashboard is displayed with three panels:

- Current Balance**: \$9,433.25. Includes a 'Make a Payment' button and details: Last Payment: \$387.17, Received on: 6/12/2017, Amount Past Due: \$9,433.25.
- Service Tickets**: You Have 8 Open Service Tickets. Includes a 'View Open Tickets' link.
- Auto Bill Pay**: Not enrolled. Next Payment on 07/01/2018. Includes a 'Sign Up' link.

Change Password

After clicking on the Change Password button from the My Account page, the customer is able to change their login password at any time. It is highly recommended that customers change their password on a periodic basis for security purposes.

The screenshot shows the 'My Account' page with a navigation bar at the top containing links for Home, Site Listing, RMR, Invoices, Payments, Service, Documents, Settings, and Logout. The user's email address, 'Hello: carolynj@boldgroup.com', is displayed in the top right. The 'My Account' section includes a 'Save' button and a 'Change Password' button. The 'Change Password' form is open, showing three input fields: 'Old Password', 'New Password', and 'Confirm Password'. A 'Save' button is located at the bottom left of the form. Red arrows highlight the 'Change Password' button in the top right and the 'Save' button at the bottom left of the form.

Event Log

An event logging will ensure that edits being made in the SedonaWeb 2.0 customer portal are posted to the Sedona Event Logs on that customer. There is logging for these events:

- New user registration
- Enrolling for paperless billing
- Unenrolling from paperless billing
- Delete credit card
- Delete bank account
- Pay invoice(s)
- Create service ticket

Master Accounts

When a customer is registering their account and they are a Master Account customer (typically a dealer or a national account with many subaccounts), on the home page, the Site Listing tab is replaced by a new tab labeled “Sub Account”. Also under the Settings tab, a new option is displayed labeled “Manage Customer Logins”. Details on each of these options will be described below and on the following pages under this Master Accounts topic.

Sub Account

When clicking on the Sub Account tab from the home page, a listing of all sub accounts linked to the master account will be displayed.

Customer Name

Lyons, Francesca

Address Info

63 Coleman Road
Novi
MI
48375
[7344364287](tel:7344364287)

Current Balance

\$2,246.19

[Make a Payment](#)

Credits

\$146.60

Last Payment: \$7.50
Received on: 9/9/2019
Amount Past Due: \$2,246.19

Sub Accounts [Back](#)

Drag a column header and drop it here to group by that field

Customer #	Name	Address	Current Balance	Master Rmr	Sub Rmr	Open Service Ticket
51062	Francesca Lyons	63 Coleman Road	0.00	111.39	111.39	1
52193	Leo Lyons	12345 Main Avenue	0.00	0.00	0.00	0
Total:			\$0.00	\$111.39	\$111.39	1

10 items per page 1 - 2 of 2 items

Subaccount Details

While viewing the list of sub accounts, if you click on the Customer # link, the account being viewed will switch to that sub account customer.

Sub Accounts

Customer #	Name	Address	Current Balance	Master Rmr	Sub Rmr	Open Service Ticket
51062	Francesca Lyons	63 Coleman Road	0.00	111.39	111.39	1
52193	Leo Lyons	12345 Main Avenue	0.00	0.00	0.00	0
Total:			\$0.00	\$111.39	\$111.39	1

Once the sub account customer record is displayed, you are able to navigate through all the tabs at the top as described earlier in this document.

Current Balance

\$0.00

[Make a Payment](#)

Last Payment: \$0.00
Received on:
Amount Past Due: \$0.00

Service Tickets

You Have 1 Open Service Tickets

[View Open Tickets](#)

Auto Bill Pay

Not enrolled
Next Payment on 04/01/2018

Paperless Billing

Not enrolled
[Sign Up](#)

Manage Customer Logins

If a subaccount has registered for SedonaWeb, when viewing the master account, you may click on the Settings tab and then select the option, Manage Customer Logins, to view all registered subaccount customers.

The screenshot shows the SedonaWeb dashboard for user carolynj@boldgroup.com. The top navigation bar includes Home, Sub Account, Site Listing, RMR, Invoices, Payments, Service, Documents, Settings, and Logout. The Settings dropdown menu is open, showing options: My Account, Link New Customer Account, Manage Customer Accounts, and Manage Customer Logins (highlighted with a red circle). The main content area displays customer information for Lyons, Francesca, including address (63 Coleman Road, Novi, MI 48375, 7344364287), current balance of \$2,253.69, and credits of \$146.69. A 'Make a Payment' button is visible below the balance.

If the subaccount cancels and you want to prevent the customer from logging into their account, click on the Enabled button, which will change the status to Disabled.

The screenshot shows the 'Customer Logins' section. A table lists customer login information. The 'Status' column for the first entry (Customer ID: 52193, Customer Name: Leo Lyons, Registered User: YES) shows a blue toggle button labeled 'ENABLED', which is circled in red. The table has a header row with columns: Customer ID, Customer Name, Registered User, and Status. Below the table, there are navigation controls including a '10' items per page dropdown and '1 - 1 of 1 items'.

This screenshot shows the 'Customer Logins' section after the status has been changed. The table entry for Customer ID 52193 (Leo Lyons, YES) now shows a red toggle button labeled 'DISABLED', which is circled in red. The rest of the interface, including the table headers and navigation controls, remains the same as in the previous screenshot.