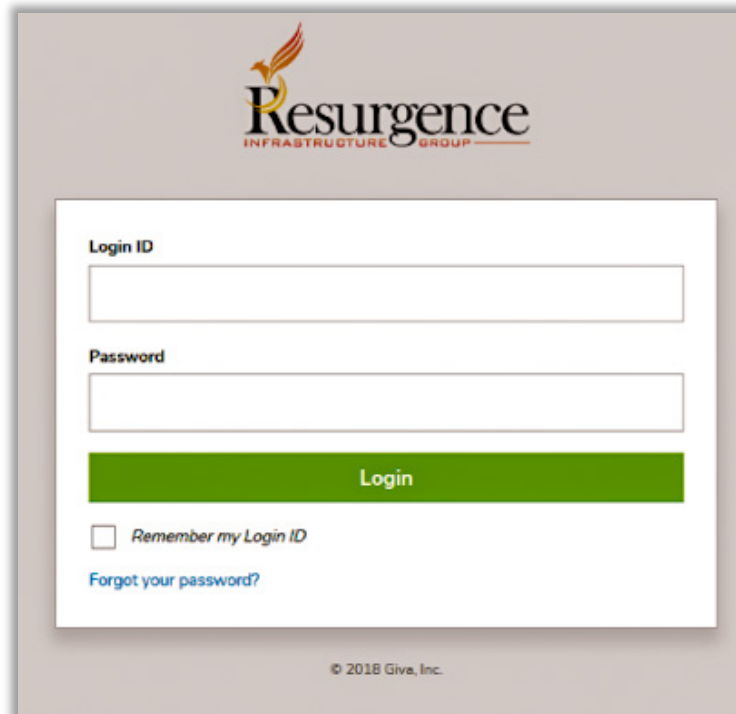


ResurgenceIG Customer Ticketing Portal Instructions

Welcome to the ResurgenceIG Customer Ticketing Portal. Below are the instructions on how to access the portal and to submit a ticket. If you have any questions, please contact Customer Support at **833-499-5900**.

Step 1: Log in to portal at <https://resurgenceig.giva.net/>.

The first time you log-in, use your email address and the password **RIG123!**. Once you login, it will require you to change your password and enter a security question. Be sure to bookmark the web address so that you will be able to access it when needed.



The screenshot shows the login page for the ResurgenceIG Customer Ticketing Portal. At the top center is the Resurgence Infrastructure Group logo. Below the logo is a white login form with a green border. The form contains the following elements: a 'Login ID' label above a text input field; a 'Password' label above another text input field; a green 'Login' button; a checkbox labeled 'Remember my Login ID'; and a blue link labeled 'Forgot your password?'. At the bottom of the form area, there is a copyright notice: '© 2018 Giva, Inc.'

You can also access the portal from ResurgenceIG.com.



Step 2: Review your individual dashboard for status updates.

Once you login, you will see your dashboard that will provide any notices or updates from the ResurgenceIG Support Team. You will also be able to check on the status of any tickets that you have submitted to get a status update and to provide further information, add attachments

From this dashboard, you can create a ticket by clicking on the “+Create New Ticket” box in the right corner.



The screenshot displays the ResurgenceIG user dashboard. At the top left is the Resurgence logo. The top right shows the user's name 'Mark Schwartz' and the role 'NOCC'. Below the logo are navigation links for 'Home' and 'Tickets', with a sub-message 'You have 0 open tickets'. A search bar is located in the top right. The main content area features a 'Find Tickets' section with a search input field and a 'Find Tickets' button. Below this is a 'Your Open Tickets' section with the message 'You currently have no open tickets.' A blue button labeled '+ Create New Ticket' is circled in blue in the top right corner of the dashboard area, with a blue arrow pointing to it from the right.

Step 3: Creating a New Ticket

The portal features a single page form for you to enter your information, including:

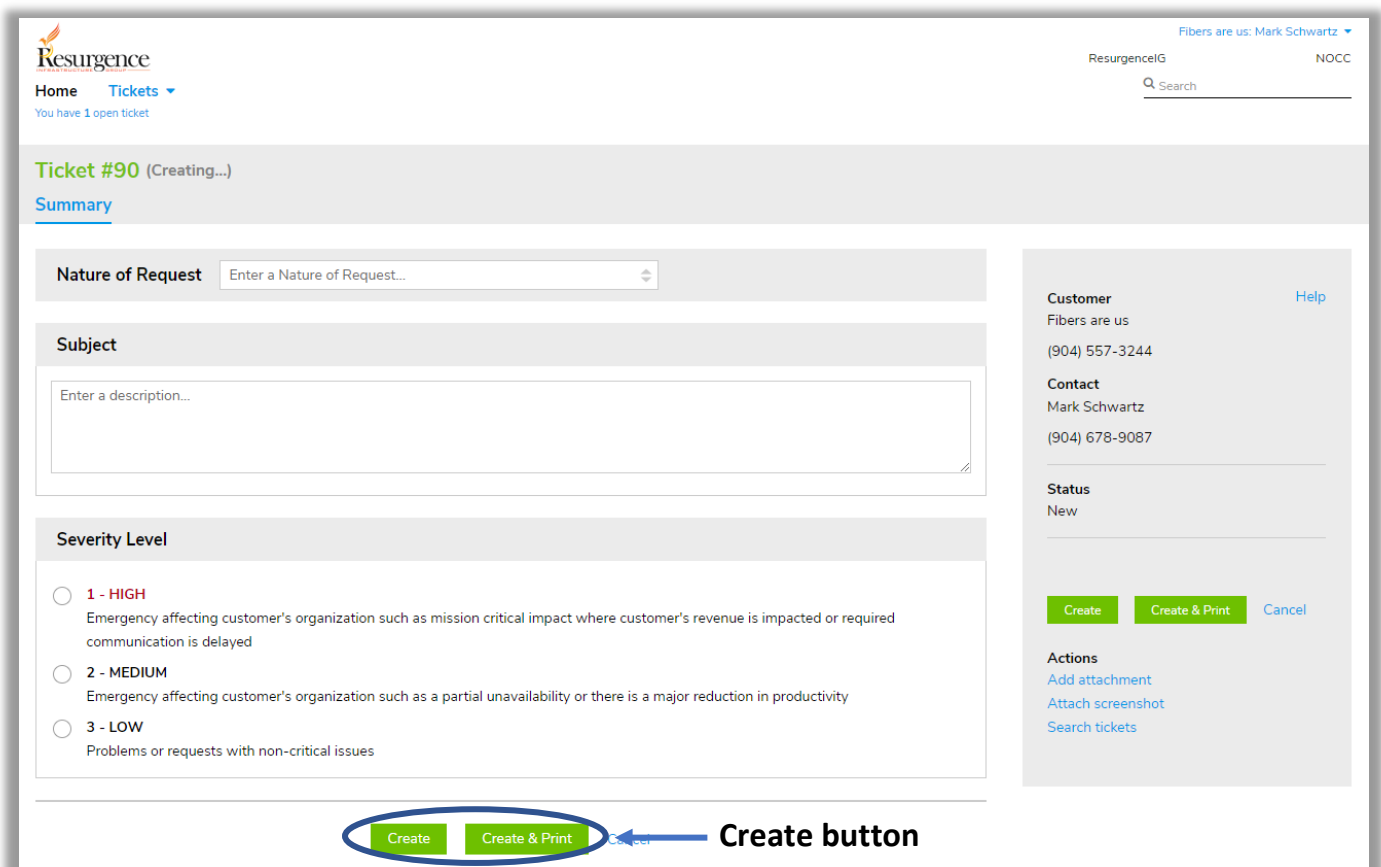
Nature of Request: A drop-down box for you to select the reason for your request.

Subject: A free form for you to provide detailed information about your request.

Severity Level: These will automatically be selected based on the Nature of Request

Attachments: Provides the ability to provide attachments and screenshots

Once the ticket request is filled in, hit “Create”. The ticket will automatically be send to the NOCC for response. You will also receive an email confirming submission of the ticket.

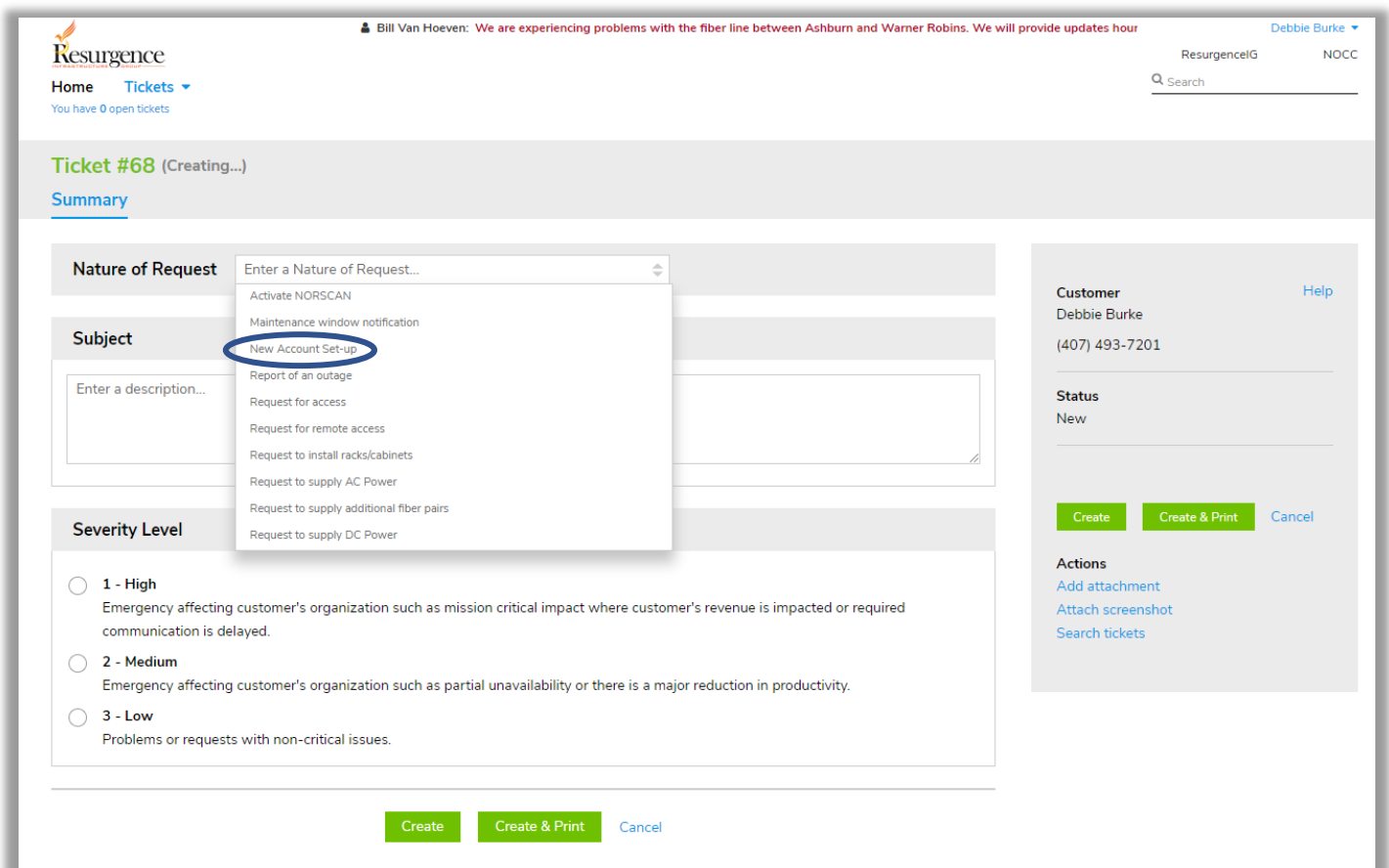


The screenshot shows the 'Ticket #90 (Creating...)' page in the Resurgence portal. The form includes a 'Nature of Request' dropdown menu, a 'Subject' text area, and a 'Severity Level' section with three radio button options: 1 - HIGH, 2 - MEDIUM, and 3 - LOW. On the right side, there is a customer profile for 'Fibers are us' with contact information and a 'Status' of 'New'. At the bottom, there are three buttons: 'Create', 'Create & Print', and 'Cancel'. A blue arrow points to the 'Create & Print' button, which is labeled 'Create button'.

Step 4: (First time logging in only). Create a Ticket and Select Account Set-Up.

In order to ensure that you receive the emails from the team with updates on your tickets, the first time you log into the Ticketing Portal, create a ticket and select the Nature of Request “Account Set-Up”. This will generate an email to the email address listed in the portal for your profile. Be sure to confirm receipt of the email.

If you do not see it in your inbox, check your junk/spam folder and confirm that the email ID is a valid ID. It is important to do this now so that you receive potential notifications from the support team or to ensure that you receive updates on your tickets.



The screenshot displays the Resurgence Ticketing Portal interface. At the top, there is a navigation bar with the Resurgence logo, a user profile for Bill Van Hoeven, a system message about fiber line issues, and a user profile for Debbie Burke. Below the navigation bar, the main content area shows 'Ticket #68 (Creating...)' with a 'Summary' tab selected. A dropdown menu for 'Nature of Request' is open, listing various request types. The option 'New Account Set-up' is highlighted with a blue circle. To the right of the dropdown, there are fields for 'Subject' and 'Severity Level'. The 'Severity Level' section has three radio button options: '1 - High', '2 - Medium', and '3 - Low'. At the bottom of the form, there are three buttons: 'Create', 'Create & Print', and 'Cancel'. On the right side of the form, there is a 'Customer' section with the name 'Debbie Burke' and phone number '(407) 493-7201', and a 'Status' section with the value 'New'. Below these sections are buttons for 'Create', 'Create & Print', and 'Cancel', and an 'Actions' section with links for 'Add attachment', 'Attach screenshot', and 'Search tickets'.

Step 5: Your access to the portal is now set-up for you to generate tickets and receive updates.