

MY.CLICKTEL.COM

My ClickTel — Quick guide

Your bills, services and support in one place.

1 Signing in

- 1 Go to my.clicktel.com.
- 2 Enter your username (usually your email address) and your password, then select Sign in.
- 3 Forgot your password? Select "Forgot password?", enter your username or email, and follow the link we email you. The link works once and expires after 1 hour.

GOOD TO KNOW

- For your security you are signed out after 20 minutes without activity.
- After several wrong passwords, sign-in pauses for 15 minutes. Use "Forgot password?" instead of guessing.

2 Your overview

The first page shows the amount due, whether autopay is on, your open support requests, your services and your recent bills. Use the menu at the top (or the bar at the bottom of your phone) to move between Overview, Services, Billing, Quotes, Support and Account.

3 Paying a bill

- 1 Select Pay now on the Overview page, or go to Billing and select Pay next to an invoice.
- 2 Choose one of your saved cards.
- 3 Select Pay to confirm. Your card is charged once, right away, and the invoice shows as Paid.

GOOD TO KNOW

- No saved card yet? Select Add a card first (see the next section).
- Your receipt is in Billing > Payment history > Receipt.

4 Adding a card and turning on autopay

- 1 Go to Billing > Payment methods & autopay and select Add a card.
- 2 You are taken to our secure Stripe page. Enter your card and save it.
- 3 Back in My ClickTel, the card appears in your list within a minute (refresh the page if needed).
- 4 Turn on the Autopay switch for that card and select Save. You can set an optional monthly limit.

GOOD TO KNOW

- With autopay on, your bill is charged automatically on its due date.
- To remove a card select Remove, then Yes, remove card.
- Card numbers are entered only on Stripe's secure page — they never pass through My ClickTel.

5 Bills and receipts

- 1 Go to Billing.
- 2 Invoices: open any invoice to see the details, or select PDF to download it.
- 3 Payment history: see every payment and download a receipt.

6 Quotes: accept or ask for changes

When we send you an offer, it appears under Quotes. A number on the Quotes menu and a banner on your Overview show how many quotes are waiting for you.

- 1 Go to Quotes and select Review & respond on the quote.
- 2 Check the items and total. Select Download PDF if you want a copy.
- 3 To go ahead: tick "I accept this quote", add a note if you like (for example, best days for installation), and select Accept quote.
- 4 To change something: write what you would like changed under "Want something different?" and select Ask for changes.

GOOD TO KNOW

- Nothing is charged when you accept. We confirm with you, schedule the work, and the charges appear on your next invoice.
- After you respond, the quote shows "Accepted — being confirmed" or "Changes requested", with a link to follow the conversation with our team.
- If you asked for changes, we send you an updated quote to review.

7 Your services and plan changes

- 1 Go to Services to see each plan, its speed, monthly price and service address.
- 2 Open a service to see your data usage for the current billing period.
- 3 To upgrade or change plan, choose a new plan and select Request plan change.

GOOD TO KNOW

- Nothing changes right away — our team reviews the request and confirms the date with you by email.
- You can cancel a pending request from the same page.
- If we are aware of an outage on your service, a notice appears at the top of the service page.

8 Getting support

- 1 Go to Support and select New request.
- 2 Add a short subject and describe the problem: when it started, which device, and any lights on your equipment.
- 3 Attach photos or files if helpful (up to 3 files, 5 MB each), then select Send request.
- 4 We reply in the same conversation and by email. Open the request to read replies or answer back.

GOOD TO KNOW

- Internet down right now? Restart your router (unplug for 30 seconds). If it is still down after 5 minutes, call us — outages are handled fastest by phone.

9 Your account

- 1 Go to Account to see your contact details and service address.
- 2 Select Edit to update your phone number or the address where your bills are sent.
- 3 To change your password, enter your current password and your new password twice, then select Update password.

GOOD TO KNOW

- Passwords need at least 12 characters, with an upper-case letter, a lower-case letter and a symbol (for example ! ? # or @).
- Your email address is also your sign-in. To change it, send us a support request.

10 Staying safe

GOOD TO KNOW

- ClickTel will never ask for your password or full card number by phone, text or email.
- Always check the address bar shows my.clicktel.com before signing in.
- On a shared computer, select Sign out when you are done.

Need help? Call (954) 923-9511 or email support@clicktel.com.