

DASHBOARD REFERENCE MATERIAL

REGISTRATION:

Visit www.bridgenetcommunications.com and click on “My Account” on the toolbar. It will take you to the following page where you’ll click “register for the first time”.



Subscriber Login/Registration

To login, please enter your email address and password or phone number and PIN code. If you have not previously registered an email address and password, you will be prompted to do so. To register for the first time, click here: [Register for the first time.](#) ←

Email
or Phone Number

Password
or PIN Code

[Forgot your password?](#)

Use the information from your last invoice to register your account. An email will be sent with a link to confirm the registration.



Register Account

Email Address (required)

New Password (required)

Must meet the following requirements:
1. Must be between 6 and 127 characters long.
2. Must include at least one special character.

Repeat Password (required)

Account Number (required)
Account number is displayed on your bill in format FFF-AAAAAA. Please enter all or the last 6 digits AAAAAA

Phone Number (required)
Phone number you have provided to cable company. Please enter digits only or use (NNN)NNN-NNNN format

Last Bill Amount (required)

Once registered you'll be directed back to the login page, where you'll enter the email and password you registered with.

The home screen looks like this. Name and account number on the top right. Available options on the left. Clicking the blue boxes on the home screen will take you to the more specified area, if they did not want to use the toolbar options.

Welcome, TEST! Account #: 001-005942



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Welcome to Bridgenet Communications!

This interactive site enables you to pay your bill, view your billing history, and update your account online. To get started, simply click one of the links to the left.

Last Bill

Bill Date: 5/27/2020
Bill Amount: \$0.00

[View Bill](#)

New Activity

New Activity: \$1.99
Current Balance: \$1.99

[View Activity](#)

Payments

Payment Amount Since Last Bill: \$0.00 Last Payment Amount: \$0.00
Amount Due: \$0.00 Last Payment Date:

[Make a Payment](#)

Bill Payment Setup

Payment Type: One Time

[Edit](#)

BILLING TAB:

PAYMENTS

Clicking make a payment gives you the following options. They can pay their last statement, current balance, past due, or make a split payment using other amount. Clicking other amount will prompt the user to enter the total they want to pay. The only payment method available is credit card.

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Home / Make a Payment

Make a Payment

Please select a payment amount and method.

Payment Options \$0.00 - Last Statement Balance

\$1.99 - Current Due Amount

\$0.00 - Past Due Amount

Other Amount

Method

The credit card payment screen is as follows. The user has to agree to the terms and conditions before the payment will be processed. The terms are written under the submit payment box. It certifies the user is the cardholder and authorized to make payment, etc.

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Make a Credit Card Payment

Amount

Accepted Card Types    

Card Holder (required)

Card Number (required)

No spaces or dashes

Expiration Date

Security Code (required)

Billing Address (required)

ZIP/Postal Code (required)

Save for Later Use

Receive Receipt

I agree to the terms & conditions (See below for full terms & conditions)

Click once to avoid duplicate charges!

I hereby affirm that I am the owner of the referenced credit card and/or authorized to allow Bridgenet Communications to debit my account for the amount referenced, for payment of goods and/or services, in the name of DCM Cable, Inc.

BILL SUMMARY

Viewing bill summary will give the user the option to view prior statements.

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Bill Summary

Statement Period	Amount	View
4/29/2020...5/27/2020	\$0.00	View
3/25/2020...4/29/2020	\$0.00	View
2/26/2020...3/25/2020	\$0.00	View
1/30/2020...2/26/2020	\$0.00	View
12/24/2019...1/30/2020	\$0.00	View

Prior statements look like the following. Homeowners can see the balance, payments, balance that was carried over, and any description of transactions that took place during the billing cycle.

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Statement Period: 4/29/2020..5/27/2020

Statement Details			
Account Number	001-005942	Invoice Number	132-005942
Account Summary			
Previous Balance	\$0.00	Billing Address	TEST
Payments	\$0.00		.aa OTOW
After Payments	\$0.00		Ocala FL 34481
		Billing Date	5/27/2020
Information			
If you have questions regarding your bill, please contact us at 352-873-4817.			
Current Month Activity			
Date	Description of Service	Amount	
		Total Current Charges	\$0.00
		Total Due	\$0.00

EMAIL BILLING:

Users can enable email billing if they hadn't already. This will change their billing type in Broadhub and remove the paper statement fee package from their account. Users can add an additional email to their account, but only one can be used to receive invoices.

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Setup Email Billing

Billing Information

Email Billing Enabled YES

Billing Email kevin_mathew@otowfl.com

Email Addresses Associated with Your Account *

Email	Actions
kevin_mathew@otowfl.com	Verify Email **

* - Only one email address can be selected for email billing.

** - Only a verified email address can be used for email billing.

[Add New Email](#)

MANAGE PAYMENTS:

Users can add auto pay to their account using this tab. They have to add a credit card as a saved payment method. Any changes in this tab will show on the users profile in Broadhub.

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Manage Payment Methods

Auto Payment Status: Disabled [Change](#)

Account Number	Nickname	Type	Actions
You have not saved any payment method!			
			Add Credit Card

Clicking add credit card will prompt the user to enter the credit card information. Saving the card information will take them back to the manage payment methods screen where they can click “change” next to Auto Payment Status, to enable auto pay. They do not have to enable auto pay when they add a credit card.

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Home / Manage Payment Methods / Edit Credit Card Account

Edit Credit Card Account

Card Type	VISA
Card Holder	nathan van dinter
Card Number	*****2146
Expiration Date	05 <input type="text"/> 2021 <input type="text"/>
Billing Address	1515 server ln <small>(required)</small>
ZIP/Postal Code	92055 <small>(required)</small>
Account Nickname	kevin <small>(required)</small>

For example: Steve's Visa

[Save Account](#) [Back](#)

On the automatic payment page, they'll have to select the payment method and agree to the terms and conditions indicated below. These terms are the same as what currently exists on the authorization for automatic payment form.

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Home / Manage Payment Methods / Automatic Bill Payment Change

Automatic Bill Payment Change

Select Payment Method

I agree to the terms & conditions
(See below for full terms & conditions)

I understand a recurring charge or debit will take place approximately fifteen (15) days after the billing date and will be listed with the description of DCM Cable, Inc. in the amount of the last billing statement to include charges, adjustments, and payments posted through that statement date. If my unit is sold, it is my responsibility to notify Bridgenet Communications (BNC) in writing to stop debit or charge transactions. I understand this auto debit will remain in effect until I provide BNC with 30 day notification in writing, of my desire to cancel this Authorization Agreement for Auto Payment.

When the payment method is added, you'll receive confirmation for auto pay, and the following information will be displayed. Notice that the status next to auto pay has been enabled, and the account nickname next to the last 4 digits of the card, is displayed. You can edit or remove the card by selecting the pencil icon. You can stop auto pay by clicking the square.

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Manage Payment Methods

Automatic payment successfully created!

Auto Payment Status

Account kevin (*****2146)

Account Number	Nickname	Type	Actions
*****2146	kevin	Credit Card	<input type="checkbox"/> <input type="button" value="✎"/>

To remove auto pay, click change next to the auto pay status, and update to disabled. Users can delete their card information by selecting the red icon under "actions".

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Manage Payment Methods

Automatic payment successfully canceled!

Auto Payment Status

Disabled

[Change](#)

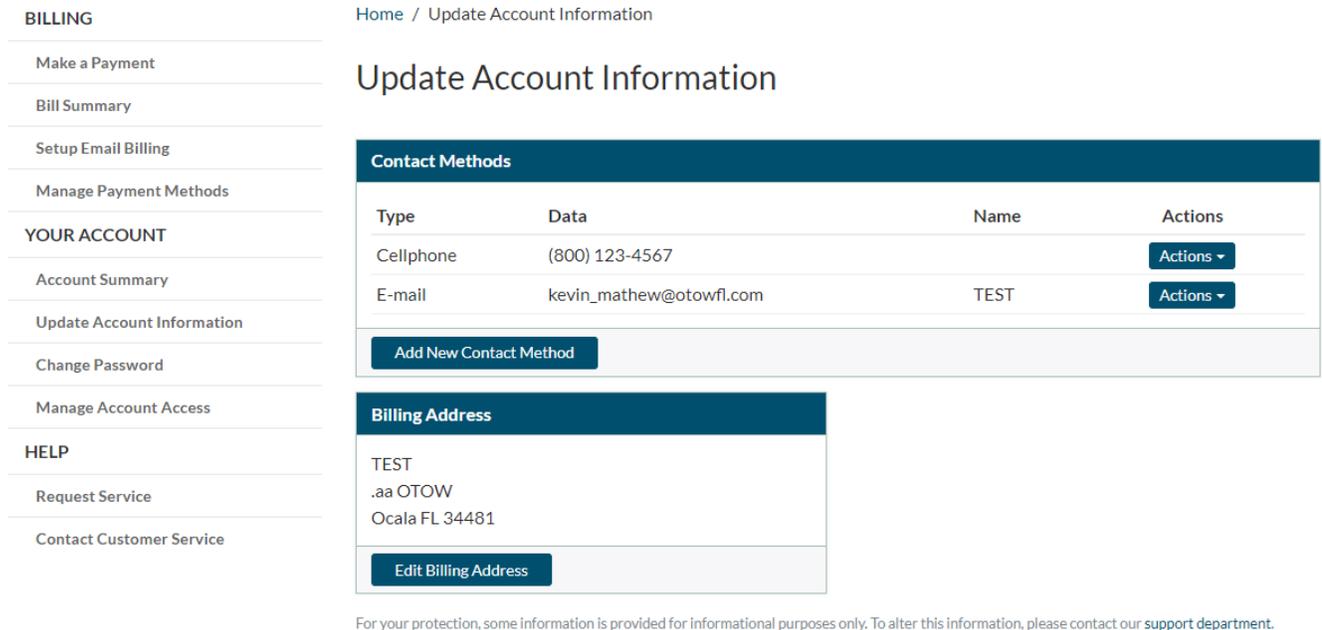
Account Number	Nickname	Type	Actions
*****2146	kevin	Credit Card	✎ ✖

[Add Credit Card](#)

YOUR ACCOUNT TAB:

UPDATE ACCOUNT INFO:

Users can update the phone number and email address associated with their account. Updating here will also update in Broadhub. Updating the email address will update the email they use to login and require a new validation.



Home / Update Account Information

Update Account Information

Contact Methods			
Type	Data	Name	Actions
Cellphone	(800) 123-4567		Actions ▾
E-mail	kevin_mathew@otowfl.com	TEST	Actions ▾

Add New Contact Method

Billing Address
TEST .aa OTOW Ocala FL 34481

Edit Billing Address

For your protection, some information is provided for informational purposes only. To alter this information, please contact our support department.

Additional information

- We do not see the users password, so if they forget their login information they'll have to reset it from the dashboard.
- Manage account access is disabled, so it will not show on the user's screen.
- Request service and contact customer service will both go to billing@mybridgenet.com
- Individual credit card payments will show up on the daily batch, not as a cash drawer transaction.