



Managing Child Accounts in the Open Mobile Portal

VERSION 1.1, SEPTEMBER 2012

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Introduction

If the feature is available to your account and you have the appropriate Role and Privilege, you can manage your child accounts, their contracts, service requests, and cancellations on the **Child Accounts** tab in the Open Mobile Portal.

Overview

A list of child accounts is on the left side of the page. You can sort them by Customer Name or ID (by clicking on the header of either row). To search for a child account, enter the search term in the box (at the top of the table) and press Enter. When you select a child account in the list, a link to view that child account's Service Requests or to setup an authentication request will appear on the right. To request a new child account, click the **Add New Child Account** button, and to view a list of requested accounts, click the **View Requested Child Accounts** link.

The screenshot displays the iPass Child Accounts management interface. At the top, there is a navigation menu with tabs for Dashboard, Configuration, Reports, Account, Service Packages, and Child Accounts. The Child Accounts tab is active. A search bar labeled "ID or Name: Search All" is located above the table. To the right of the search bar are buttons for "Add New Child Account" and "View Requested Child Accounts". The table below has two columns: "Customer Name" and "ID". The first row shows "Oxvacqt-Uaol-Hoit" with ID "1041532". The second row shows "Cigjyo Schechoixcd" with ID "1035244". To the right of the table, there are sections for "Contracts" (with links for "Re-sign contract" and "Add In-Flight Wi-Fi Service"), "Request Cancellation" (with links for "Cancel Account" and "Cancel Services"), and "Request Authentication" (with a link for "Set up Authentication"). A "History" tab is also visible with a "View Requests" link.

Requesting a New Child Account

To request a new child account, click the **Request New Account** in the top-right of the first page of the **Child Accounts** tab.

You can request a Production Account (with full production services) or a Pilot Account (for a prospective client that wants to try Open Mobile).

Requesting a Production Account

To request a production child account:

1. On the **Child Accounts** tab, click the **Request New Account** button.
2. Click **Add Production Child Account**.
3. Fill out the **Account Information** tab (required before you can move on). Please find more information on page 5 below.
4. Fill out the **Contact Information** tab. Please find more information on page 6 below.
5. Fill out the **Pricing** tab. Please find more information on page 6 below.
6. Fill out the **Commitment** tab. Please find more information on page 9 below.
7. Fill out the **Discount** tab. Please find more information on page 10 below.
8. Under **Terms and Conditions**:
 - After **Contract starts 1st day of**, enter the start date (required).
 - After **New Contract Term**, select a number of months or other (and enter the number of months in the box that appears).
 - **Contract Ends** will display automatically.
 - Enter any **Comments** in the box.
 - Read the **Terms & Conditions** and check the box.
9. When you are finished, click **Save**. Your request will be submitted to iPass, and you should receive a confirmation email once the form has been submitted. If you do not receive a confirmation or a response for iPass within a few days, email order_support@ipass.com.

Child Account Information Tab

Before adding any other information, you have to enter the new child account's name, roaming domain, and address.

Child Account Company Information

- **New Child Account Name:** Enter the requested child account's name (required).
- **Roaming Domain:** Enter the requested child account's roaming domain, for example childcompany.com (required).

Child Account Company's Corporate Address

- **Country:** Select the country where the requested child account is located (required).

- **Address 1:** Enter the requested child account's primary street address here (required). The following lines (**Address 2** and **Address 3**) can be used for longer addresses.
- **City:** Enter the city where the requested child account is located (required).
- **State/Province/Region:** Enter the state, province, or region where the requested child account is located.
- **Zip Code/Postal Code:** Enter the zip code or postal code where the requested child account is located.

Contact Information Tab

In the **Contact Information** tab, enter the following fields:

- Under **Partner Contact**, fill in the information for the contact at the parent company or select one from the drop box (and the fields will be automatically populated). All fields are required.
- Under **Partner Technical Contact**, fill in the information for the technical contact at the parent company or select one from the drop box (and the fields will be automatically populated). All fields are required.
- Under **Technical Contact for Child Account**, fill in the information for the technical contact at the requested child company (optional).

Pricing Tab

In the **Pricing** tab, enter the following fields:

- After **Ramp Period**, select the number of months for the ramp period (the period ends at the end of the last month).
 - If a ramp period is selected, enter the monthly change (in dollars) for each month in the ramp period.
- After **Service Enablement Fees**, select **Basic**, **Premium**, or **None**, and then enter the Service Enablement Fee in the box (if necessary).
- After **Service Type**, select **Open Mobile** or **Open Mobile Express** depending on whether the full client or the Express client will be available.
- After **Pricing Type**, select **Enterprise Flat Rate** (see below), **Usage Base Rate** (see below), **Mobile Broadband Rate** (see below), or **Have someone contact me** (if you need to be contacted for the details).

Enterprise Flat Rate Unbundled

If you select **Enterprise Flat Rate Unbundled**, the following fields will appear.

Mobility Management Pricing

After **Price Plan**, select one of the following in the dropdown box:

- If you select **Active User**, fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Pricing**, enter the pricing in dollars per user (required).
- If you select **Deployed User**, fill out the following:
 - After **No. of Deployed Users**, enter the number of deployed users (required).
 - After **Monthly Fee**, enter the monthly fee in dollars (required).
 - After **Additional Per User**, enter the additional per user fee in dollars.
 - Check the box to confirm that the child account agrees with the statement (required).

- If you select **Tiered User**, select **Per User** or **Block Amount** and then fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Between**, enter the first tier of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another tier, click the plus button.
- If you select **Step User**, select **Per User** or **Block Amount** and then fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Between**, enter the first step of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another step, click the plus button.

Network Pricing

Fill out the following:

- After **Minimum Number of Users**, enter the minimum number of users associated with the number of deployed users.
- After **Price Plan**:
 - If you select **Active User**, enter the price in dollars per user
 - If you select **Tiered Users**, select **Per User** or **Block Amount**. After **Between**, enter the first tier of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another tier, click the plus button.
 - If you select **Step Users**, select **Per User** or **Block Amount**. After **Between**, enter the first step of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another step, click the plus button.

Additional Pricing

Select **Global 33 Local Dial Only** or **Global 100**. If you select **Global 33 Local Dial Only**, enter the price per hour for each field (if necessary).

Enterprise Flat Rate Bundled

If you select **Enterprise Flat Rate Bundled**, the following fields will appear.

Enterprise Flat Rate Bundled User Fee Pricing

Fill out the following:

- After **Minimum Number of Users**, enter the minimum number of users associated with the number of deployed users.
- After **Price Plan**:
 - If you select **Active User**, enter the price in dollars per user
 - If you select **Tiered Users**, select **Per User** or **Block Amount**. After **Between**, enter the first tier of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another tier, click the plus button.
 - If you select **Step Users**, select **Per User** or **Block Amount**. After **Between**, enter the first step of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another step, click the plus button.

Additional Pricing

Select **Global 33 + Toll Free** or **Global 100**. If you select **Global 33 + Toll Free**, enter the price per hour for each field (if necessary).

Usage Based

If you select **Usage Based**, the following fields will appear.

Mobility Management Pricing

Enter the minimum number of committed users (if necessary), and after **Price Plan**, select one of the following in the dropdown box:

- If you select **Active User**, fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Pricing**, enter the pricing in dollars per user (required).
- If you select **Deployed User**, fill out the following:
 - After **No. of Deployed Users**, enter the number of deployed users (required).
 - After **Monthly Fee**, enter the monthly fee in dollars (required).
 - After **Additional Per User**, enter the additional per user fee in dollars.
 - Check the box to confirm that the child account agrees with the statement (required).
- If you select **Tiered User**, select **Per User** or **Block Amount** and then fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Between**, enter the first tier of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another tier, click the plus button.
- If you select **Step User**, select **Per User** or **Block Amount** and then fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Between**, enter the first step of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another step, click the plus button.

Network Pricing

Select **Contractual Customized Pricing** or **Usage Pricing Plan** and then enter the **Pricing** in dollars in the box below.

Mobility Management Based

If you select **Mobility Management Based**, you must have Mobile Broadband Agreement in place before you place the order, and the following fields will appear.

Mobility management Service Pricing

Enter the minimum number of committed users (if necessary), and after **Price Plan**, select one of the following in the dropdown box:

- If you select **Active User**, fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.

- After **Pricing**, enter the pricing in dollars per user (required).
- If you select **Deployed User**, fill out the following:
 - After **No. of Deployed Users**, enter the number of deployed users (required).
 - After **Monthly Fee**, enter the monthly fee in dollars (required).
 - After **Additional Per User**, enter any additional fee in dollars (optional).
 - Check the box to confirm that the child account agrees with the statement (required).
- If you select **Tiered User**, select **Per User** or **Block Amount** and then fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Between**, enter the first tier of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another tier, click the plus button.
- If you select **Step User**, select **Per User** or **Block Amount** and then fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Between**, enter the first step of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another step, click the plus button.

Region

Select the home region and whether to enable roaming.

- Next to **Region**, select **UK** or **US Network B** from the dropdown menu.
- Next to **Enable Roaming**, select **Yes** or **No**.

Enterprise Pro and Base 3G

If you select the **Enterprise Pro** (by checking the box):

- Enter the **Minimum Number of Users**.
- Check the box to **Use Contractual Pricing**.
- Enter the **Monthly Service Fee Per Card** in dollars (required).

If you select the **3G** (by checking the box):

- Enter the **Minimum Number of Users**.
- Check the box to **Use Contractual Pricing**.
- Enter the **Monthly Service Fee Per Card** in dollars (required).

Commitment Tab

After **Commitment Type**, select **No Commitment** or **New Commitment**.

If you select **New Commitment**, select:

- **Account Commitment/Base Package** (see below)
- **Combined Commitment for Multiple Accounts** (see below)

Account Commitment/Base Package

- Select the **Commit start Date** from the dropdown menu (required).

- Enter the **Minimum Commitment** in dollars and then select **Per month**, **Per quarter**, or **annual** from the dropdown menu (required).
- After **Contribution Type**, select **Fee Type** or **All Fees** (required). If you select **Fee Type**, select one of the following:
 - **Network Usage/Enterprise Flat Rate**
 - **iPass Connect/Mobility Management Service**
 - **Other** (enter the fee type in the box)

Combined Commitment for Multiple Accounts

- Select the **Commit start Date** from the dropdown menu (required).
- Enter the **Minimum Commitment** in dollars and then select **Per month**, **Per quarter**, or **annual** from the dropdown menu (required).
- After **Contribution Type**, select **Fee Type** or **All Fees** (required). If you select **Fee Type**, select one of the following:
 - **Network Usage/Enterprise Flat Rate**
 - **iPass Connect/Mobility Management Service**
 - **Other** (enter the fee type in the box)
- Enter the **Company IDs To Which the Combined Commit Applies To** in the box, and separate each Company ID with a comma (required).
- Enter the **Shortfall Recipient Company ID** in the box (required).

Discount Tab

After **Discount Type**, select **No Discount**, **Existing or Same Discount**, or **Customize Discount**.

If you select **Customize Discount**, enter the following discounts:

- **Network/Enterprise Flat Rate Discount** (as a percentage)
- **Mobility Management Service Discount** (as a percentage)
- **Start-Up / One Time Fee Discount** (as a percentage), examples of these fees include the Service Enablement Fee and the Professional Service Fee.
- After **Other Discount**, enter the Discount Type and the discount rate (as a percentage). Click the plus button to add additional discounts.

Requesting a Pilot Account

To request a production child account:

1. On the **Child Accounts** tab, click the **Request New Account** button.
2. Click **Add Pilot Child Account**.
3. Fill out the **Account Information** tab (required before you can move on). Please find more information on page 11 below.
4. Fill out the **Contact Information** tab. Please find more information on page 11 below.

5. Fill out the **Pricing** tab. Please find more information on page 11 below.
6. Fill out the **Commitment** tab. Please find more information on page 12 below.
7. Fill out the **Discount** tab. Please find more information on page 12 below.
8. Under **Terms and Conditions**:
 - After **Pilot Start Date**, enter the start date (required).
 - Select the **New Contract Term** from the dropdown menu in months. The **Contract End Date** will change automatically based on your selection
 - The **Contract End Date** will change automatically based on your selection.
 - Enter any **Comments** in the box.
 - Read the **Terms & Conditions** and check the box.
9. When you are finished, click **Save**. Your request will be submitted to iPass, and you should receive a confirmation email once the form has been submitted. If you do not receive a confirmation or a response for iPass within 2 business days, email **order_support@ipass.com**.

Child Account Information Tab

Before adding any other information, you have to enter the new child account's name, roaming domain, and address.

Child Account Company Information

- **New Child Account Name:** Enter the requested child account's name (required).
- **Roaming Domain:** Enter the requested child account's roaming domain, for example childcompany.com (required).

Child Account Company's Corporate Address

- **Country:** Select the country where the requested child account is located (required).
- **Address 1:** Enter the requested child account's primary street address here (required). The following lines (**Address 2** and **Address 3**) can be used for longer addresses.
- **City:** Enter the city where the requested child account is located (required).
- **State/Province/Region:** Enter the state, province, or region where the requested child account is located.
- **Zip Code/Postal Code:** Enter the zip code or postal code where the requested child account is located.

Contact Information Tab

In the **Contact Information** tab, enter the following fields:

- Under **Partner Contact**, fill in the information for the contact at the parent company or select one from the drop box (and the fields will be automatically populated). All fields are required.
- Under **Partner Technical Contact**, fill in the information for the technical contact at the parent company or select one from the drop box (and the fields will be automatically populated). All fields are required.
- Under **Technical Contact for Child Account**, fill in the information for the technical contact at the requested child company (optional).

Pricing Tab

In the Pricing tab, select the pilot term and fees.

- After **Pilot Term**, select **30 days**, **60 days**, or **Other**. If you select **Other**, enter the number of days in the box.
- After **Pilot Fees**, select **One Time** (and enter the required one-time fee in dollars in the box), **Monthly Fees**, or **Waived**. If you select **Monthly Fees**:
 - If you select **Flat**, enter the monthly fee in dollars per month in the box to the right (required).
 - If you select **Per User**, enter the **Mobility Management User Fee** and **Network User Fee** in dollars per user in the following two boxes (both required).

Commitment Tab

After **Commitment Type**, select **No Commitment** or **New Commitment**.

If you select **New Commitment**, select:

- **Account Commitment/Base Package**
- **Combined Commitment for Multiple Accounts**

Account Commitment/Base Package

- Select the **Commit start Date** from the dropdown menu (required).
- Enter the **Minimum Commitment** in dollars and then select **Per month**, **Per quarter**, or **annual** from the dropdown menu (required).
- After **Contribution Type**, select **Fee Type** or **All Fees** (required). If you select **Fee Type**, select one of the following:
 - **Network Usage/Enterprise Flat Rate**
 - **iPass Connect/Mobility Management Service**
 - **Other** (enter the fee type in the box)

Combined Commitment for Multiple Accounts

- Select the **Commit start Date** from the dropdown menu (required).
- Enter the **Minimum Commitment** in dollars and then select **Per month**, **Per quarter**, or **annual** from the dropdown menu (required).
- After **Contribution Type**, select **Fee Type** or **All Fees** (required). If you select **Fee Type**, select one of the following:
 - **Network Usage/Enterprise Flat Rate**
 - **iPass Connect/Mobility Management Service**
 - **Other** (enter the fee type in the box)
- Enter the **Company IDs To Which the Combined Commit Applies To** in the box, and separate each Company ID with a comma (required).
- Enter the **Shortfall Recipient Company ID** in the box (required).

Discount Tab

After **Discount Type**, select **No Discount**, **Existing or Same Discount**, or **Customize Discount**.

If you select **Customize Discount**, enter the following discounts:

- **Network/Enterprise Flat Rate Discount** (as a percentage)
- **Mobility Management Service Discount** (as a percentage)
- **Start-Up / One Time Fee Discount** (as a percentage), examples of these fees include the Service Enablement Fee and the Professional Service Fee.
- After **Other Discount**, enter the Discount Type and the discount rate (as a percentage). Click the plus button to add additional discounts.

Contracts

You can re-sign contracts for each Child Customer.

Re-sign Contract

To re-sign a contract:

1. Click on the customer that you would like to re-sign in the list on the left side of the **Child Accounts** page.
2. Click on the **Re-sign contract** link that appears on the right side of the page.
3. Fill out the **Pricing** tab. Please find more information on page 14 below.
4. Fill out the **Commitment** tab. Please find more information on page 12 below.
5. Fill out the **Discount** tab. Please find more information on page 12 below.
6. Under Terms and Conditions:
 - After **Start/Effective Date**, enter the start date (required).
 - Select the **New Contract Term** from the dropdown menu in months. The **Contract End Date** will change automatically based on your selection
 - The **Contract End Date** will change automatically based on your selection.
 - Enter any **Comments** in the box.
 - Read the **Terms & Conditions** and check the box.
7. When you are finished, click **Save**. Your request will be submitted to iPass, and you should receive a confirmation email once the form has been submitted. If you do not receive a confirmation or a response for iPass within 2 business days, email order_support@ipass.com.

Pricing Tab

In the **Pricing** tab, enter the following fields:

- After **Service Type**, select **Open Mobile** or **Open Mobile Express** depending on whether the full client or the Express client will be available.
- After **Pricing Type**, select **Existing or Same Pricing**, **Enterprise Flat Rate** (see below), **Usage Base Rate** (see below), or **Mobile Broadband Rate** (see below).

Enterprise Flat Rate Unbundled

If you select **Enterprise Flat Rate Unbundled**, the following fields will appear.

Mobility Management Pricing

After **Price Plan**, select one of the following in the dropdown box:

- If you select **Active User**, fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Pricing**, enter the pricing in dollars per user (required).
- If you select **Deployed User**, fill out the following:

- After **No. of Deployed Users**, enter the number of deployed users (required).
- After **Monthly Fee**, enter the monthly fee in dollars (required).
- After **Additional Per User**, enter the additional per user fee in dollars.
- Check the box to confirm that the child account agrees with the statement (required).
- If you select **Tiered User**, select **Per User** or **Block Amount** and then fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Between**, enter the first tier of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another tier, click the plus button.
- If you select **Step User**, select **Per User** or **Block Amount** and then fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Between**, enter the first step of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another step, click the plus button.

Network Pricing

Fill out the following:

- After **Minimum Number of Users**, enter the minimum number of users associated with the number of deployed users.
- After **Price Plan**:
 - If you select **Active User**, enter the price in dollars per user
 - If you select **Tiered Users**, select **Per User** or **Block Amount**. After **Between**, enter the first tier of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another tier, click the plus button.
 - If you select **Step Users**, select **Per User** or **Block Amount**. After **Between**, enter the first step of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another step, click the plus button.

Additional Pricing

Select **Global 33 Local Dial Only** or **Global 100**. If you select **Global 33 Local Dial Only**, enter the price per hour for each field (if necessary).

Enterprise Flat Rate Bundled

If you select **Enterprise Flat Rate Bundled**, the following fields will appear.

Enterprise Flat Rate Bundled User Fee Pricing

Fill out the following:

- After **Minimum Number of Users**, enter the minimum number of users associated with the number of deployed users.
- After **Price Plan**:
 - If you select **Active User**, enter the price in dollars per user
 - If you select **Tiered Users**, select **Per User** or **Block Amount**. After **Between**, enter the first tier of

users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another tier, click the plus button.

- If you select **Step Users**, select **Per User** or **Block Amount**. After **Between**, enter the first step of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another step, click the plus button.

Additional Pricing

Select **Global 33 + Toll Free** or **Global 100**. If you select **Global 33 + Toll Free**, enter the price per hour for each field (if necessary).

Usage Based

If you select **Usage Based**, the following fields will appear.

Mobility Management Pricing

Enter the minimum number of committed users (if necessary), and after **Price Plan**, select one of the following in the dropdown box:

- If you select **Active User**, fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Pricing**, enter the pricing in dollars per user (required).
- If you select **Deployed User**, fill out the following:
 - After **No. of Deployed Users**, enter the number of deployed users (required).
 - After **Monthly Fee**, enter the monthly fee in dollars (required).
 - After **Additional Per User**, enter the additional per user fee in dollars.
 - Check the box to confirm that the child account agrees with the statement (required).
- If you select **Tiered User**, select **Per User** or **Block Amount** and then fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Between**, enter the first tier of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another tier, click the plus button.
- If you select **Step User**, select **Per User** or **Block Amount** and then fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Between**, enter the first step of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another step, click the plus button.

Network Pricing

Select **Contractual Customized Pricing** or **Usage Pricing Plan** and then enter the **Pricing** in dollars in the box below.

Mobility Management Based

If you select **Mobility Management Based**, you must have Mobile Broadband Agreement in place before you place the order, and the following fields will appear.

Mobility management Service Pricing

Enter the minimum number of committed users (if necessary), and after **Price Plan**, select one of the following in the dropdown box:

- If you select **Active User**, fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Pricing**, enter the pricing in dollars per user (required).
- If you select **Deployed User**, fill out the following:
 - After **No. of Deployed Users**, enter the number of deployed users (required).
 - After **Monthly Fee**, enter the monthly fee in dollars (required).
 - Check the box to confirm that the child account agrees with the statement (required).
- If you select **Tiered User**, select **Per User** or **Block Amount** and then fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Between**, enter the first tier of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another tier, click the plus button.
- If you select **Step User**, select **Per User** or **Block Amount** and then fill out the following:
 - After **Minimum Number of Users**, enter the minimum number of committed users.
 - After **Between**, enter the first step of users (by number) and then enter the price per user or the block amount (depending on which price plan was chosen). To add another step, click the plus button.

Region

Select the home region and whether to enable roaming.

- Next to **Region**, select **UK** or **US Network B** from the dropdown menu.
- Next to **Enable Roaming**, select **Yes** or **No**.

Enterprise Pro and Base 3G

If you select the **Enterprise Pro** (by checking the box):

- Enter the **Minimum Number of Users**.
- Check the box to **Use Contractual Pricing**.
- Enter the **Monthly Service Fee Per Card** in dollars (required).

If you select the **3G** (by checking the box):

- Enter the **Minimum Number of Users**.
- Check the box to **Use Contractual Pricing**.
- Enter the **Monthly Service Fee Per Card** in dollars (required).

Commitment Tab

After **Commitment Type**, select **No Commitment** or **New Commitment**.

If you select **New Commitment**, select:

- **Account Commitment/Base Package** (see below)
- **Combined Commitment for Multiple Accounts** (see below)

Account Commitment/Base Package

- Select the **Commit start Date** from the dropdown menu (required).
- Enter the **Minimum Commitment** in dollars and then select **Per month**, **Per quarter**, or **annual** from the dropdown menu (required).
- After **Contribution Type**, select **Fee Type** or **All Fees** (required). If you select **Fee Type**, select one of the following:
 - **Network Usage/Enterprise Flat Rate**
 - **iPass Connect/Mobility Management Service**
 - **Other** (enter the fee type in the box)

Combined Commitment for Multiple Accounts

- Select the **Commit start Date** from the dropdown menu (required).
- Enter the **Minimum Commitment** in dollars and then select **Per month**, **Per quarter**, or **annual** from the dropdown menu (required).
- After **Contribution Type**, select **Fee Type** or **All Fees** (required). If you select **Fee Type**, select one of the following:
 - **Network Usage/Enterprise Flat Rate**
 - **iPass Connect/Mobility Management Service**
 - **Other** (enter the fee type in the box)
- Enter the **Company IDs To Which the Combined Commit Applies To** in the box, and separate each Company ID with a comma (required).
- Enter the **Shortfall Recipient Company ID** in the box (required).

Discount Tab

After **Discount Type**, select **No Discount**, **Existing or Same Discount**, or **Customize Discount**.

If you select **Customize Discount**, enter the following discounts:

- **Network/Enterprise Flat Rate Discount** (as a percentage)
- **Mobility Management Service Discount** (as a percentage)
- **Start-Up / One Time Fee Discount** (as a percentage), examples of these fees include the Service Enablement Fee and the Professional Service Fee.
- After **Other Discount**, enter the Discount Type and the discount rate (as a percentage). Click the plus button to add additional discounts.

Request Cancellation

You can cancel a child account or cancel a service for that child account.

Cancel Account

To cancel a child account:

1. Click on the Customer Name for the child account you would like to cancel in the list on the left side of the **Child Accounts** page.
2. Click on the **Cancel Account** link that appears on the right side of the page.
3. After **Last Service Date**, select the date from the dropdown menu (required).
4. Enter any **Comments** in the box.
5. Read the **Terms & Conditions** and check the box.
6. When you are finished, click **Submit**. Your request will be submitted to iPass, and you should receive a confirmation email once the form has been submitted. If you do not receive a confirmation or a response for iPass within 2 business days, email order_support@ipass.com.

Cancel Services

To cancel services:

1. Click on the Customer Name for the child account you would like to cancel services for in the list on the left side of the **Child Accounts** page.
2. Click on the **Cancel Services** link that appears on the right side of the page.
3. Select one of the following services to cancel:
 - **iOQ**
 - **Mobility Broadband Service/Card**
*If you are canceling this service, deactivate all Mobility Broadband cards in the **Mobile Broadband Console** (by clicking the link provided in the note to the Legacy Portal), or to cancel individual cards, list the serial number (ESN, IMEI, etc) in the comments box)*
 - **In-Flight Wi-Fi Service**
 - **Other** (if you select **Other**, specify the service in the comments box).
4. After **Last Service Date**, select the date from the dropdown menu (required).
5. Enter any **Comments** in the box (this could include services not listed above or individual Mobile Broadband cards).
6. Read the **Terms & Conditions** and check the box.

7. When you are finished, click **Submit**. Your request will be submitted to iPass, and you should receive a confirmation email once the form has been submitted. If you do not receive a confirmation or a response for iPass within 2 business days, email **order_support@ipass.com**.

History

View Requests

To View Requests:

1. Click on the Customer Name for the child account you would like to view requests for in the list on the left side of the **Child Accounts** page.
2. Click on the **View Requests** link that appears on the right side of the page.
3. Select one of the following the Request Type in the dropdown menu at the top of the page:
 - **Show All**
 - **Cancel Services**
 - **Cancel Account**
 - **Add In-Flight Wi-Fi Service**
 - **Re-sign contract**
 - **Set up Authentication**
4. Each request will show the following fields:
 - **Order id:** the order identification number for the request
 - **Request Type:** the type of request
 - **Submitted By:** the User ID of the requester
 - **Submitted On:** a timestamp of when the request was made.
 - **Action:** click **View** to see the submitted request.

Add a New Service

You can request a new service for a child account.

Add In-Flight Wi-Fi Service

To add In-Flight Wi-Fi Service:

1. Click on the Customer Name for the child account you would like to add In-Flight Wi-Fi Service for in the list on the left side of the **Child Accounts** page.
2. Click on the **Add In-Flight Wi-Fi Service** link that appears on the right side of the page.
3. After **Services**, **GogoInflight** will be checked and grayed out (the only service at this time).
4. Enter any **Comments** in the box.
5. Read the **Terms & Conditions**, enter the first and last name of the person agreeing to the **Terms & Conditions**, and check the box.
6. When you are finished, click **Submit**. Your request will be submitted to iPass, and you should receive a confirmation email once the form has been submitted. If you do not receive a confirmation or a response for iPass within 2 business days, email order_support@ipass.com.

Request Authentication

Set up Authentication

To set up authentication:

1. Click on the customer that you would like to set up authentication for in the list on the left side of the **Child Accounts** page.
2. Click on the **Set up Authentication** link that appears on the right side of the page.
3. Fill out the **Child Account Information** tab:
 - Enter the name of the **Account Manager** (required).
 - Enter the **Requestor / Reseller Contact** information (or chose to select an existing contact from the dropdown menu).
 - Enter the **Technical Contact** information
 - Enter the **Firewall Admin** contact information (or check the box to automatically fill these fields with the **Technical Contact** information).
 - Enter the **Authentication Database Contact** information (or check the box to automatically fill these fields with the **Technical Contact** information).
4. Fill out the **Services Requested** tab by checking whatever **Required Services** apply: **RoamServer Installation Support, RoamServer Certification Processing, ExpressConnect Hosted Authentication** (allow 72 hours for this service), **RoamServer already active**. Then fill out the following **RoamServer Information**:
 - After **RoamServer Platform**, select **Windows, Solaris, or Red Hat Linux** from the dropdown (required).
 - Enter your server's **Operating System Version** (required).
 - Enter your server's **IP Address – Publicity Routable** (required).
 - Enter your server's **Corporate Firewall Vendor** (required).
 - After **Authentication Type**, select **RADIUS, NT Domain, LDAP, TACACS +, UNIX (/etc/passwd), UNIX (/etc/shadow), or NT RAS** (required).
 - Select **Yes** or **No** to the question, **Is your Server Permitted to receive TCP Traffic on port 577 from all iPass Transaction Centers?** (required).

See the OR article 3022, *Required Configurations for Open Mobile Access*, for the complete list of current Transaction Centers.
 - If there **Are there any other relevant security policies in place**, enter them in the box.
5. Under **Scheduling and Comments**:
 - After **Date**, enter the day you would like to schedule the service setup (required).
 - After **Time Zone**, select the time zone that applies to the scheduled setup (required).
 - Select the Time that you would like to schedule the service setup using the dropdown menus (required).

- Enter any additional **Comments** in the box.
6. When you are finished, click **Submit Form**.