

New service installation ticket process

Your account manager will open a support ticket for your new services with Login. That support ticket will track the progress of the installation/site survey. Most further communication for the install will happen on that ticket and it will come to you via email.

Installation ticket sample below:

From Help Desk <techreply@login.com> 

To marco.ruiz@login.com 

Subject **New Ticket #39137 :: C5 Communications Company - New Install - Data - 4641 W Tumacacori Dr. Amado, AZ**

=== Enter your reply below this line ===

=== Enter your reply above this line ===

marco.ruiz has created a new ticket for C5 Communications Company
https://control.login.com/admin/display.php?view_ticket=39137

Ticket Message:

The first part of this will identify the scope of work and site details.
An introductory letter is below.

Scope of work:

Data:

+Install 400Mbps Wireless Circuit

+1 Managed Router Service

Business Name: C5 Communications Company

Location Address: 120 S. Houghton Rd, Tucson, AZ

Business Hours: TBD

Primary Contact: Carl Cooper

Contact Phone: 520-980-5143

Contact Email: carlgcooper@mac.com

Support Ticket process

- You can open a Support Ticket by emailing us: support@loginbusiness.com (this can be done by authorized contacts only)
- You can also open a ticket on your Login Control portal account (Account Manager will send you the link and credentials):
 1. Select create a ticket (This will open a new ticket page)
 2. Select category
 3. Select priority
 4. Select services
 5. Enter a Subject
 6. Write your message to our support team
 7. Hit Create ticket

Login Control portal sample below:

C5 Communications Company
120 S. Houghton Rd.
Tucson, Arizona 85748
520-980-5143

Account Manager

None Assigned

STATUS: Active Customer

Services ↑

[Show all graphs](#)

Ethernet (Data) (CKTID 99/220439//LGN1)

Address: 4641 W Tumacacori Dr. Amado, AZ Type: DATA
Description: Login Wireless; 400Mbps (from Wholesum) Contract #3603: 03/08/2023 -> 03/08/2026
Billing: 30-Day 95 Percentile: OUT: 125.70 kb IN: 3.39 Mb [View History](#) LCON/Access: Carl Cooper Contact
[Show Usage Graph](#) Phone: 520-980-5143

Custom Alerts ↑

(Add)

Service	Threshold	Frequency	Status
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Contacts ↑

(Add)

Carl Cooper Owner

Email Addresses	carlgcooper@mac.com (primary)	Desk Phone	520-980-5143
Notes	Main contact	Mobile Phone	520-980-5143

[Create Ticket](#) [View Tickets](#) [Edit](#)

Creating Ticket for :: C5 Communications Company

Email :: carlgcooper@mac.com (primary)

Category :: Circuit - Other

Priority :: Important

Service :: Ethernet (Data)

Subject :: Check my internet Speed

Message :: Hello Login team,

Please check my Internet speed, it has been slow since this morning.
Thank you.

Create Ticket

Add Attachments

Choose Files No file chosen

Include the following users as participants