

How to Set Up & Manage

ITS Online Account

ITS Telecommunications Customers now have the convenience of 24/7 customer self-care through our website: www.itstelecom.net. Having an Online Account allows you to get immediate access to your account information and so much more!

With your free ITS Telecom Online Account you can do the following:

- Pay your bill – make a one-time payment or you can automatically pay each month
- View your bill and other account information
- See your account history
- Make changes to your account like address information, payment type (paper bill to e-bill) and online account password
- Manage functions and scheduling of certain voice/phone features like Premium Voice Mail, Info Line, Notification Hotline, Wake-Up Call, Parental Control, One Number Service, and more.
- Order additional features for your phone service
- Send an e-mail trouble ticket if you are having a problem with one of your services

How To Set Up Your ITS Telecom Online Account:

To set up a new online account, you will need a copy of your most recent ITS Telecom bill for your account number and invoice number

1. Go to our website: www.itstelecom.net
2. Go to **My Account** on the home page in the top right corner; a pop up box will appear.
3. Click on green **Sign Up button**.
4. **Enter your account information** from your ITS Telecom bill
5. Select a **User Name and Password** for your account
6. Click on **Register** button.
7. You now have an ITS Online Account. Log into it by using the User Name and Password you created.

Write down your User Name and Password for your future reference.

Please note: To change your User Name after account has been set up, please contact Customer Service 772-597-2111. You can change your Password online.

How To Log Onto Your ITS Telecom Online Account

1. Go to our website: www.itstelecom.net
2. Go to **My Account** on the home page in the top right corner; a pop up box will appear.
3. Under **Returning Users**, type in your **User Name and Password**.
4. Click **Log In** button.
5. In a few seconds, your account information should appear.
6. Click on **Manage My Services** to see a list of your current services or to manage them. Click on other topic links on this page to view other account information.

How To Pay Your Bill Online (E-Pay)

TO MAKE A ONE-TIME ELECTRONIC PAYMENT:

1. Go to our website: www.itstelecom.net and log onto your account (see above for details).
2. The first page to appear should be your **My Account Page** with summary of your account charges.
3. To make a **one-time** electronic payment, click on the green **Make Payment Button** near bottom of the page.
4. Fill in your debit or credit information, amount of payment, etc.
5. Click on the **Submit Payment** button.

TO SET UP A MONTHLY ELECTRONIC PAYMENT USING A CREDIT OR DEBIT CARD:

1. Go to our website: www.itstelecom.net and log onto your account (see above for details).
2. The first page to appear should be your **My Account Page** with summary of your account charges.
3. Scroll to bottom of the page under the **Make Payment Button**. It will state: "You are making your payment via postal mail". Click on the **CHANGE** link in bold blue.
4. Click on **Credit/Debit Card** green button.
5. Fill in your information and select day of month for payment.
6. Click on "**Automatically Pay Bill Using This Card**"