

PBN Customer Portal Instructions

Enter the billing system by going to our website <http://www.brockport.edu/telecom/ebill/ebill2.html> and clicking on [click HERE to ACCESS EBILL Account](#).

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eBill Instructions

eBill is a web-based service that gives customers 24 hour access to specific telephone account data. eBill can be accessed from any computer with Internet Explorer 5.5 or higher or Netscape 6.0 or higher

[Click Here for the NEW INSTRUCTIONS](#) [click HERE to ACCESS EBILL Account](#)

Customer Accounts

For Students, Faculty, and Staff wishing to view their personal billing number (PBN Account) or their office extension charges.

Requirements to Log-In:
Contact Telecom for Username and Password

Department Accounts

For Department Contacts wishing to view their department's bill

Requirements to Log-In:
Username and Password: Assigned by Telecom Office
*Call x5151 option 2 for more info

Local intranet 100%

This will take you to the Pinnacle login page:

PAETEC

PINNACLE LOGIN

User Name: jboyd-pbn Login

Password: [masked]

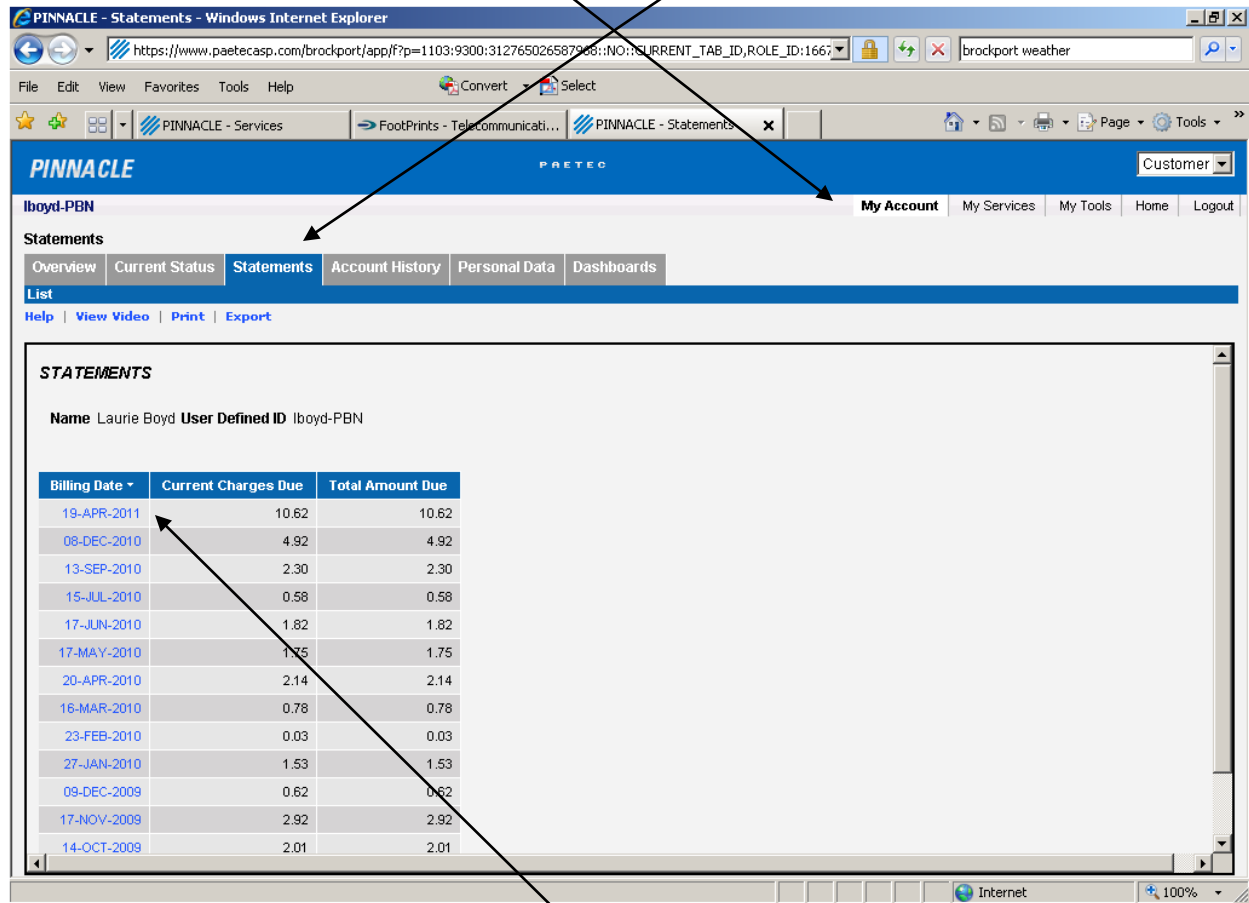
[Forgot Pinnacle Password?](#)

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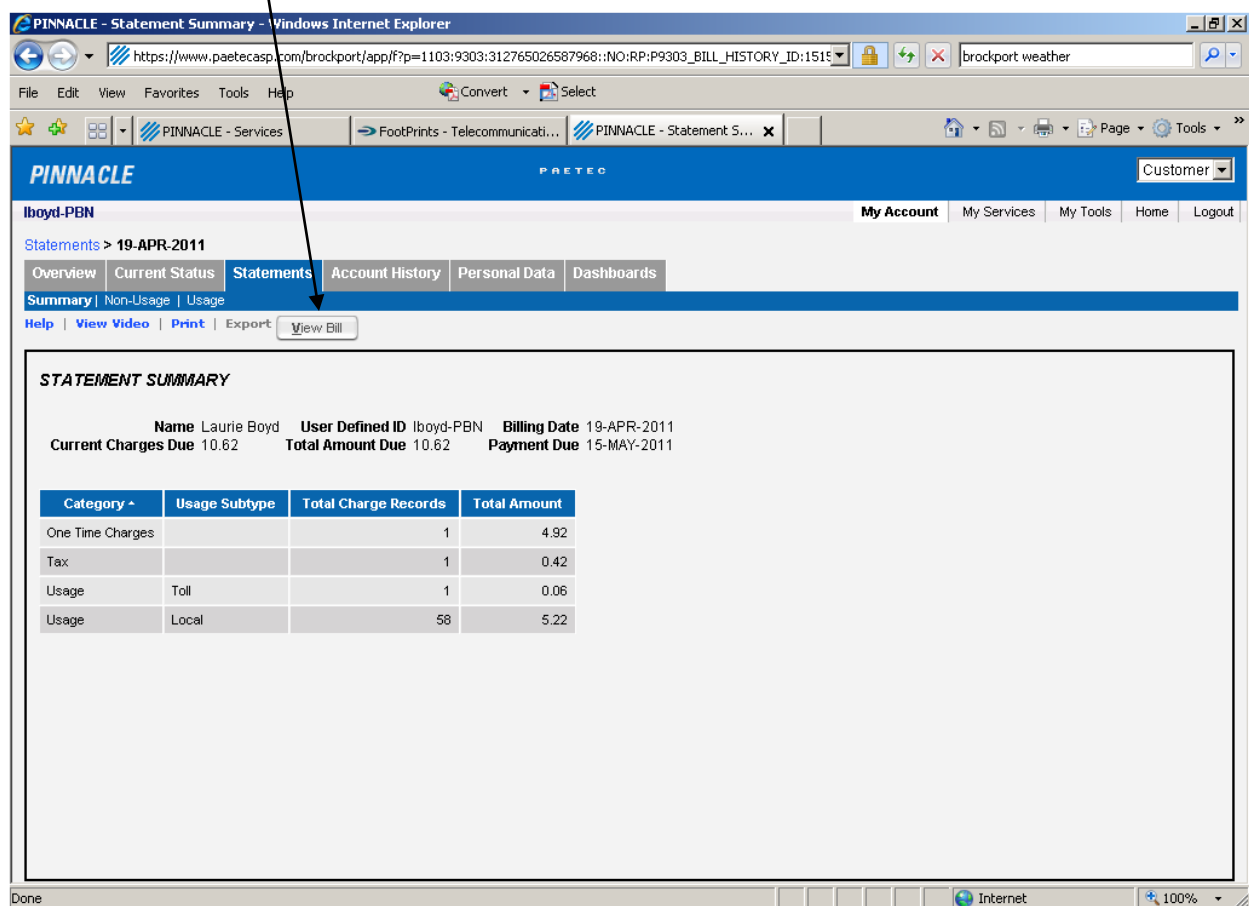
Done Internet 100%

Enter your net ID-pbn and contact Telecommunications for your password.

Once on the homepage, click on "My Account" then "Statements"

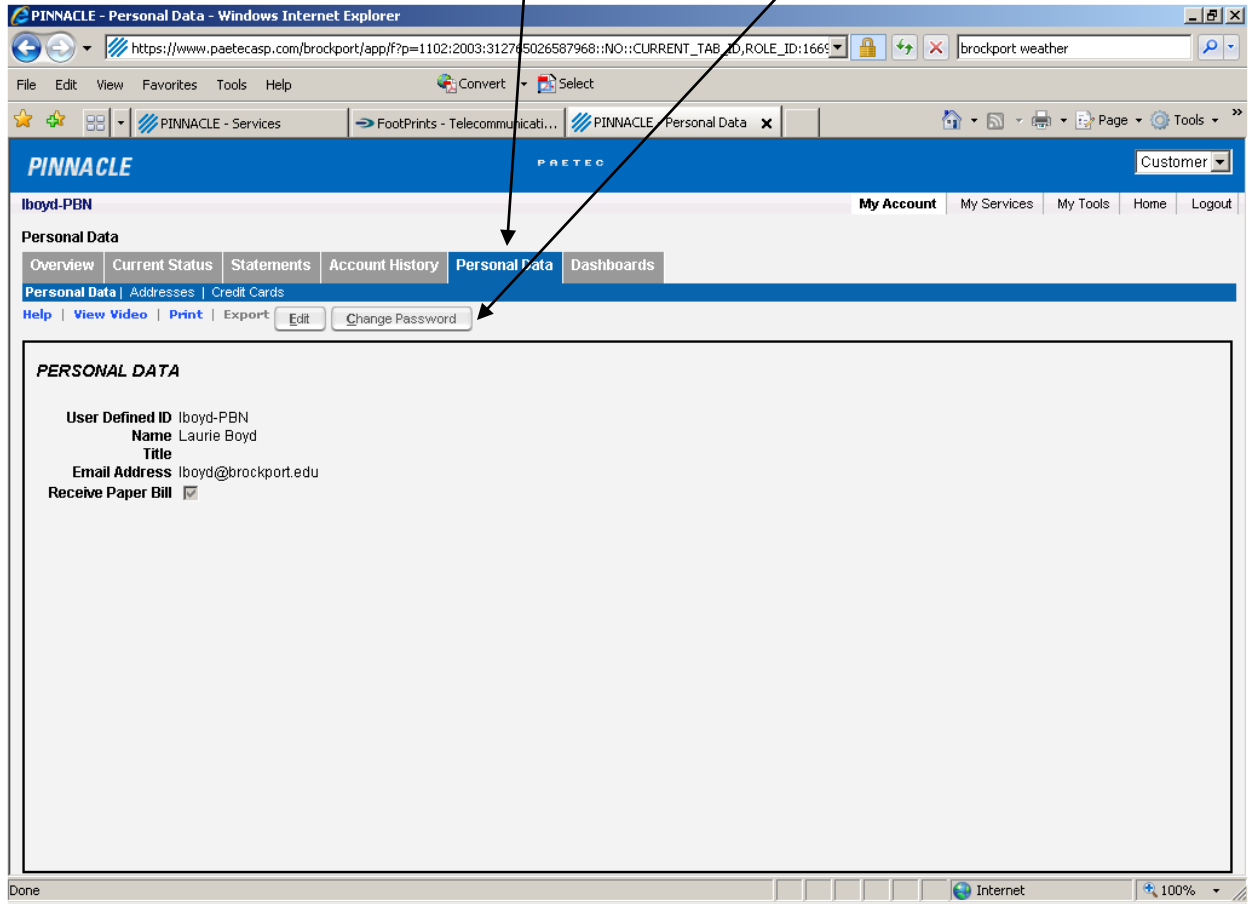


This will give you a list of dates, click on the blue date, this will bring you to a screen with a summary of charges, click on "View Bill" to see a detailed bill.



Changing Your Password

While in the Pinnacle system, click on “Personal Data”, then on “Change Password” enter your current password, new password and confirm the new password, then click “OK”



The screenshot shows a web browser window displaying the Pinnacle system interface. The browser title is "PINNACLE - Personal Data - Windows Internet Explorer". The address bar shows a URL from www.paetecasp.com. The page header includes the Pinnacle logo and the user name "Customer". Below the header, there is a navigation menu with options: "My Account", "My Services", "My Tools", "Home", and "Logout". The main content area is titled "PERSONAL DATA" and contains the following information:

- User Defined ID** lboyd-PBN
- Name** Laurie Boyd
- Title**
- Email Address** lboyd@brockport.edu
- Receive Paper Bill**

At the bottom of the page, there are several buttons: "Help", "View Video", "Print", "Export", "Edit", and "Change Password". Two black arrows originate from the text above: one points to the "Personal Data" tab in the navigation menu, and the other points to the "Change Password" button.