

SEGRA[®]

Log in to the Customer Portal from the home page of the Segra website.



[CUSTOMER PORTALS](#) [SUPPORT](#) [CAREERS](#) 

SEGRA[®]

[Our Network](#) [Solutions](#) [Industries](#) [About Us](#) [Carrier](#) [Channel](#)

Welcome TO THE NEW SEGRA!

We've brought two great companies together to offer our customers more. This milestone marks a new era of connectivity, bringing our customers even greater value, expanded services, increased network reach, and the continued customer support you have come to expect and rely on.

[LEARN MORE](#)

[View Network Map](#)



ABOUT US

Customer Portals

Visit our customer portals to manage your solutions and access support with ease. Our portals provide the most relevant tools and resources to streamline your tasks and resolve any issues quickly, ensuring you receive the assistance you need.



Choose Your Support Portal.

As we prepare to transition all customers to the SegraOne portal, access to the UPN Portal will remain exclusively available for current UPN customers for a limited time.

SegraOne Portal – East Region: GA, MD, SC, NC, PA, TN, VA, WV, Other
UPN Customer Portal – West Region: AR, AZ, CO, IA, IL, KS, MO, NE, NM, TX

SEGRA ONE PORTAL

UPN CUSTOMER PORTAL





LOGIN

Username

Password

[Forgot Your Password?](#)

Log In

Username is the same as the Customer Number/Account ID, found on UPN invoices.

Passwords are currently set to 'Password123!'. Once logged in for the first time, customer has option to change password.



This is the Customer Dashboard

Search: -Please Select-

Go

ACCOUNT SUMMARY

INVOICE

ORDERS

TROUBLE TICKETS

SCHEDULED MAINTENANCE

ACCOUNT MAINTENANCE

NGLAZIER'S ACCOUNT

CONTACT US

CONTACTS

CUSTOMER ACCOUNT PROFILE

Account ID: Amb1004
User Name: Amber Swalve

Account Name: Amber Test Account
User Login: AmberTest

CURRENT ANNOUNCEMENTS

- > [8/2/2017 9:03:11 AM - NOC SharePoint](#)
- > [10/22/2015 7:14:32 AM - Unite Private Networks Announces Deployment of 100th Small Cell Site](#)

ORDERS PENDING INSTALL

Order Number	Project Manager	Action
Window Strip		

PENDING AND FUTURE SCHEDULED MAINTENANCE

Ticket Number	Maintenance Start Date	Maintenance End Date	Status	Action
No Record(s) found to display				
Page size: <input type="text" value="10"/>				0 items in 1 pages

PENDING TICKETS

Ticket Number	Ticket Date	Ticket Status	Action
No Record(s) found to display			
Page size: <input type="text" value="10"/>			0 items in 1 pages

[Submit Trouble Ticket](#)



Search:

- ACCOUNT SUMMARY
- INVOICE
- ORDERS
- TROUBLE TICKETS
- SCHEDULED MAINTENANCE
- ACCOUNT MAINTENANCE**
- NGLAZIER'S ACCOUNT
- CONTACT US
- CONTACTS

- User Management
- Edit My Profile**

EDIT PROFILE

*First Name:	<input type="text" value="Nicole"/>	*User ID:	<input type="text" value="Fir1799"/>
*Last Name:	<input type="text" value="Glazier"/>	*Password:	<input type="password" value="....."/>
*Title:	<input type="text" value="Cust LifeCycle Mgr"/>	*Confirm Password:	<input type="password" value="....."/>
*Phone Number:	<input type="text" value="816-509-7281 "/>	*Security Question:	<input type="text" value="What is your pet's name?"/>
*Email:	<input type="text" value="nicole.glazier@upnfiber.com"/>	*Answer:	<input type="text" value="Dempsey"/>

[Accept Terms & Conditions](#)



User ID: Same as Customer ID on Invoice.

Click here

Customer has option of changing Security Question & Answer after initial login.



Search: -Please Select-

Go

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User Management

Edit My Profile

USER MANAGEMENT

Add New

Print Export to Excel

Contact Name	User ID	Title	Email	Active	Edit	Impersonate
No records to display.						

Add New User

*First Name: *User Type:

*Last Name: *User ID:

*Title: *Password:

*Phone Number: *Confirm Password:

*Email: *Contact Type:

PERMISSIONS

View Invoice: View Orders:

View Maintenance: Submit Trouble Tickets:

View Network: View Service Order:

Save Cancel





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Invoices can be downloaded.

CURRENT INVOICES

Invoice Number	Invoice Date	Due Date	Amount	Action
SI-18-002298	3/1/2018	4/1/2018	\$5,576.47	View Invoice Contact Us
SI-18-001445	2/1/2018	3/1/2018	\$10,433.35	View Invoice Contact Us



Search: -Please Select- [input] Go

- ACCOUNT SUMMARY
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- CONTACTS

- Pending Orders
- Current Orders
- All Orders**
- All Circuits

ALL ORDERS				
Order Number	Contract Date	Project Coordinator	Installation Date	Action
16249	7/6/2017	Sally Daniels		View Service Order View Circuits Contact Us

Print Export to Excel

Under the Orders tab, customer clicks on 'Pending Orders' to view orders in progress, and 'Current Orders' to view orders that have been implemented.

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- Current Orders
- Order Form
- All Orders
- All Circuits**

ALL CIRCUITS								
Order Number	Circuit ID	Product Type	Contract Date	Installation Date	Bandwidth/Dark Fibers	A Location	Z Location	Action
14539	LENYKSUY/DRF85Z/KSCYMO11	Dark Fiber	6/30/2017			10950 Strang Line Rd, Lenexa	1100 Walnut St, Kansas City	View Ser
14539	KSCYMO11/DRF86Z/KSCYMOAV	Dark Fiber	6/30/2017			1100 Walnut St, Kansas City	1102 Grand Blvd, Kansas City	View Ser

Print Export to Excel

Circuit IDs are located here.



Search: -Please Select- Go

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- SCHEDULED MAINTENANCE
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- CONTACT US
- CONTACTS

- Submit Trouble Ticket**
- Pending Tickets
- Closed Tickets
- Service Support

SUBMIT TROUBLE TICKET

Circuit ID: -- Please Select -- Account: Amber Test Account

A Location: Z Location:

Contact Name: -- Please Select -- *Site Contact Name:

Contact Title: *Site Contact Title:

Contact Phone: *Site Contact Phone:

Contact Email: *Site Contact Email:

*Trouble Ticket Issue:

Submit and view Trouble Tickets



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- Pending Tickets**
- Closed Tickets

View scheduled and closed maintenance tickets

PENDING AND FUTURE SCHEDULED MAINTENANCE

Ticket Number	Maintenance Start Date/Time	Maintenance End Date/Time	Status	Action
MT180125-001	1/25/2018	2/3/2018	Open	More Info
MT180214-003	2/15/2018	2/21/2018	Open	More Info
MT180214-004	2/17/2018	2/23/2018	Open	More Info
MT180219-001	2/19/2018	2/20/2018	Open	More Info
MT180214-001	2/21/2018	3/2/2018	Open	More Info
MT180223-001	2/28/2018	3/1/2018	Open	More Info
MT180312-001	3/12/2018	3/20/2018	Open	More Info
MT180305-001	3/15/2018	3/30/2018	Open	More Info
MT180314-007	3/16/2018	3/23/2018	Open	More Info
MT180314-006	3/16/2018	3/29/2018	Open	More Info

Page size: 10

Window Snip 20 items in 2 pages



Search:

-Please Select-

Go

ACCOUNT SUMMARY

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ACCOUNT MAINTENANCE

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CONTACT US

CONTACTS

SEARCH CONTACTS

Name:

Name

Phone:

Phone

Email:

Email

Reset

Search

Add New Contact

On this page, Customer has the option of adding new, and searching existing, contacts.

LIST OF CONTACTS

Name	Phone	Email	Mailing Address	Contact Type	Last Modified By	Last Modified Date Time	Action
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