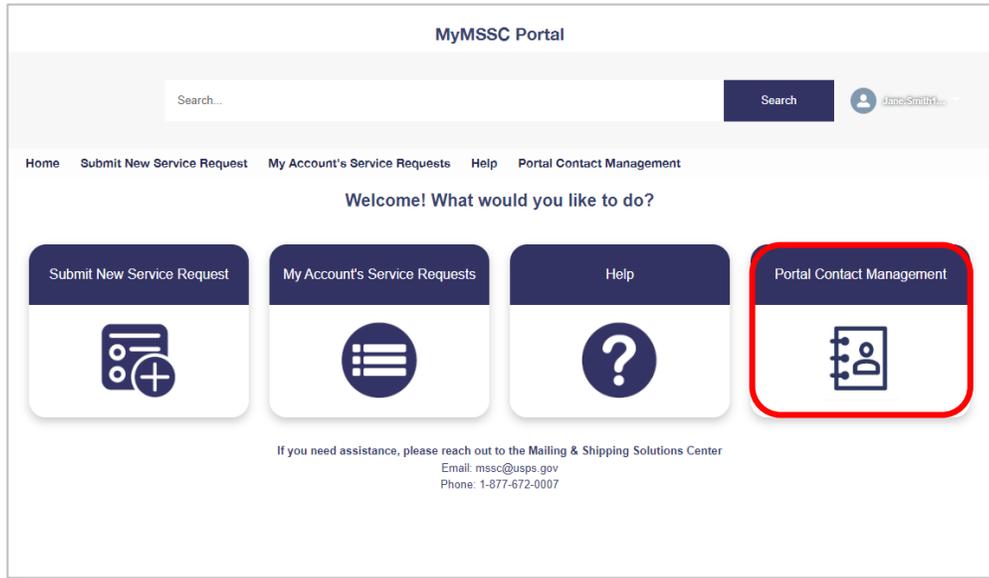


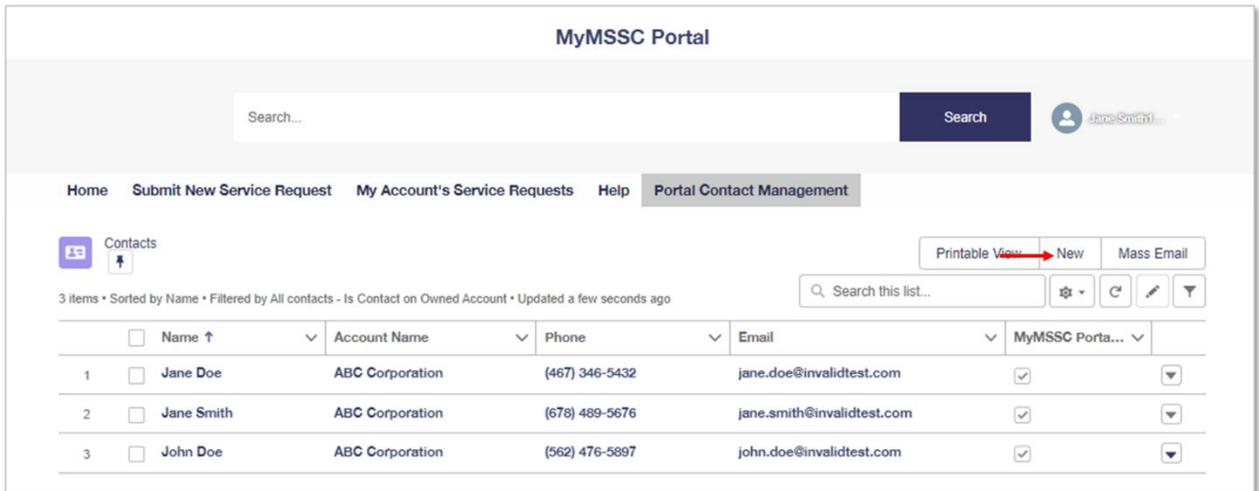
# MyMSSC Portal - BSA Instructions

After granting users access to the MyMSSC Portal in the Business Customer Gateway (BCG), BSAs are required to complete a few additional steps to enable users in the MyMSSC Portal. First, the user requesting access must be added as a contact to the Portal Contact Management list (if the user is not already created) and create a Portal User in the MyMSSC Portal. Detailed instructions for creating a Contact and Portal User are listed below:

1. Navigate to the Portal Contact Management tab located on the Homepage.



2. After selecting the Portal Contact Management tab, click the 'New' button to create a new contact.



- Next, complete all Contact Information details - including the phone number and email address.
- When all Contact Information is added, click 'Save'.

**New Contact: MSSC Contact**

**Contact Information**

\* Name  
Salutation:

\* Phone:

First Name:

\* Last Name:

Title:

Phone Ext.:

Status:

Mobile:

Account Name:

Alternate Phone:

MyMSSC Portal Enabled:

\* Email:

- You will then be redirected to the Contact Details Page where you will enter the user's BCG Username (case sensitive) in the 'Portal User Generator' box.
- After successfully entering the BCG Username, click 'Create Portal User'.

**MyMSSC Portal**

Search...

Home Submit New Service Request My Account's Service Requests Help Portal Contact Management

**Contact Jake Johnson**

Account Name <b>ABC Corporation</b>	Phone (555) 555-5555	Email jake.johnson@invalidemail.com	MyMSSC Portal Enabled <input type="checkbox"/>	Contact Owner <b>Jennifer Morales</b>
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**▼ Contact Information**

Name: **Jake Johnson**

Title: \_\_\_\_\_

Status: **Active**

Account Name: **ABC Corporation**

MyMSSC Portal Enabled:

BCG Username: \_\_\_\_\_

**Portal User Generator**

\*BCG Username:

7. A notification that reads 'Successfully Created User' will display if the Portal User has been successfully created.

The screenshot displays the MyMSSC Portal interface. At the top, there is a search bar and a user profile for Jennifer Morales. Below this is a navigation menu with options: Home, Submit New Service Request, My Account's Service Requests, Help, and Portal Contact Management. The main content area shows a contact profile for Jake Johnson, including account name (ABC Corporation), phone number ((555) 555-5555), email (jake.johnson@invalidemail.com), and contact owner (Jennifer Morales). A 'Portal User Generator' form is highlighted with a red box, featuring a text input field containing 'BCGTEST' and a 'Create Portal User' button. Below the form, a notification message reads 'Successfully Created User.' The contact information section is expanded, showing fields for Name, Title, Status, Account Name, MyMSSC Portal Enabled, BCG Username, Phone, Phone Ext., Mobile, Alternate Phone, Email, and Preferred Phone Number.