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Verizon Enterprise Center  
Dynamic Network Manager Ethernet PIP & Internet Self Activation  

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Ethernet PIP/Internet Overview

You can self-activate your Ethernet PIP and Internet services without requiring Verizon to schedule activation, prep the circuit for activation, or attend an activation call. The menu driven tool guides you through the self-activation steps. If there is an issue with activation, On Demand technical support is available. This tool can be used any time following notification that the circuit is ready for activation. You just need to install your router, connect it to the demarcation, and configure your device.

Features & Benefits

Following are the features and benefits of using self-activation:

- You can activate your service without Verizon involvement
- You no longer need to request the order to be prepped for activation
- You no longer need to attend activation calls
- Activations can be done any time on any day
- Email notifications to you and the Order Manager when activation is complete
- On Demand technical support available for activation issues
Sign In

2. Enter your user name.
3. Click Sign In. The password screen appears.
4. Enter your password.
5. Click Continue. The Verizon Enterprise Center Home page appears.

Access Dynamic Network Manager

1. Click Manage Account | Dynamic Network Manager at the top of the screen. The Dynamic Network Manager screen appears.
2. Click **Launch (New PIP User Interface)** under **New Looking Glass** on the left. The Dynamic Network Manager dashboard opens in another browser window.
Navigate the Dashboard

There are three ways to access services:

- Click the notification icon in the top right corner of the Dashboard. The Notification pop-up appears (Figure 3).
- Search by circuit ID. The VPN Site List appears (Figure 4).
- Click Needs Activation under Private IP or Public IP. The VPN Site List appears (Figure 4).
The *Notification* pop-up displays pending sites. Click **Pending Sites** to see a list of all the sites that are pending activation.

![Figure 4 Notification](image)

The **VPN Site List** appears when you search for a circuit ID or click **Needs Activation** on the Dashboard.

![Figure 5 VPN Site List](image)
Activate Ethernet PIP/Internet Circuits

1. Click **Pending Sites** on the menu on the left. Sites pending activation display on the right.

![Figure 6 Pending Sites](image)

2. Use the **Search** function if you have multiple sites, if applicable.

3. Select a pending site. **Note:** Verify that your router is connected to the Demarc, is powered on, and the configurations are loaded.

4. Click **Start Activation**. The **Self Activation** section displays at the bottom of the screen.

   The portal performs three tests of the circuit to validate that it is functioning properly: **Check Interface**, **Check Connectivity**, and **Check Routing**.

![Figure 7 Self Activation](image)

5. Click **Confirm Activation**.
Successful Test

A record of the activation is generated. The results are submitted, and then finalized for a successful activation.

6. Click on a green status bar to view the test results, if applicable.
Failed Test

If any of the tests fail, you are provided a troubleshooting guide with common reasons for failure and the ability to retest.

- If the retest fails, you can schedule an activation following the normal timelines, cancel the activation, or perform an On Demand Activation.

- With On Demand Activation, you are provided a toll-free number to speak with a technician. A record of the activation is generated. Once you provide the technician an order number or circuit ID, the technician can assist you through the activation process.

- If the issue is related to a customer issue, the Order Manager coordinates with you to resolve the issue. You can then retry self-activation once the issue is resolved.

Figure 10  Failed Test
On Demand Activation

1. Click On Demand Activation. The On Demand Activation pop-up appears.

2. Follow the screen prompts to complete On Demand Activation.
Schedule a Verizon Assisted Activation

If On Demand activation fails, you can schedule a Verizon assisted activation.

1. Click **Schedule** at the bottom of the screen. The **Activation Details** pop-up appears.

2. Complete the **Contact Information**.
3. Select the date from the drop-down list.
4. Select the time zone from the drop-down list next to date.
5. Select **Verizon’s Bridge**.
   - **OR** -
     Select **I want to use my own** to enter your own conference bridge information.
6. Click **Schedule Activation**. The **Schedule Activation** pop-up appears displaying the bridge number and passcode.
7. Click **Close**.
8. Click **Scheduled Sites** to see your requested activations (next page). If a date or time is unavailable, you must pick a new date/time to view available time slots.
Scheduled Sites

You can view a list of Scheduled Sites and can reschedule or cancel. All times are displayed in GMT.

1. Click **Scheduled Sites** on the menu on the left. A list of Scheduled Sites display on the right.

2. Select a site.

3. Click **Re-Schedule Activation** to reschedule. The Reschedule pop-up appears (next page).

   -OR-

   Click **Cancel Activation** to cancel.
Reschedule Activation

1. The *Old Date Time* is automatically populated.
2. Enter a *New Date Time* for activation.
3. Click **Re-schedule**. The *Re-Schedule Activation* confirmation pop-up appears and displays on the *Scheduled Sites* screen after it is refreshed.
4. Click **Close**.
History

You can view the history of your activations. All completed activations are listed.

Click **History** on the menu on the left. The *History* displays on the right.

Figure 18  History
Orders

The order completion process handles all the updates to the back end systems by running every hour and picking up new orders that finished provisioning and processes them. It then picks up any rejected orders waiting for a retry and computes a time when the next retry should occur: once every 24 hours through the sixth retry, then once every 72 hours. After a certain number of retries, it gives up and sends an email informing you the update could not be completed.

- Each order is processed in its own transaction to avoid time-outs when there are a lot of orders in the back log.
- Retries are processed via the regular work flow. The outcome is reflected in the order history so the original error message, as well as the latest error message can be viewed.

View Pending Orders

1. Expand Orders on the menu on the left.
2. Click View Pending Orders. The Order Details appear on the right.

3. Click on an Order Id to view the status of the order, the date it was submitted, and the user ID of the person who submitted the order.
View All Orders

You can narrow or refine your search by scheduled jobs or order activity.

1. Expand Orders on the menu on the left.
2. Click View All Orders. The Order Details appear on the right.

3. Select an activity from the View All Orders drop-down list.
   -OR-
   Select Location, Order ID, Billing Ref ID, Circuit, Service ID, PVC ID, User ID, or VPN Name from the Search for orders where drop-down list. For example, you might search a location that equaled either your current location or all locations (e.g., Location = Colorado Springs or Location not equal to Colorado Springs).
4. Enter a value in the field to finish entering the search criteria. For example, enter a Circuit ID if you were using Circuit ID to search, etc.
5. Click Search to process your query. Orders that match your criteria are listed.
6. Click on an Order Id to view the status of the order, the date it was submitted, and the user ID of the person who submitted the order. The Orders/Jobs screen returns a list that matches your request.
Customer Support & Training

Customer Support

Contact customer support for product and general platform questions or errors.
Contact your account team with any account specific questions on equipment or service, pricing information, or adding additional users to the Verizon Enterprise Center.
Click on your name in the top right corner of the screen. Click Contact Us & Send Feedback.
- Call toll-free at 1-800-569-8799
- Live Chat with technical questions

Training

Go to https://customertraining.verizon.com to enroll in training or to download user and reference guides.