



Broadband Solutions

ISP Communication

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Subject: Netway SSO Migration

Description: On June 10, 2006, the Netway application will be moving to a Single Sign On (SSO) environment. Along with this change is a new URL for Netway, www22.verizon.com/ispmaintenance. New and existing users will need to register with Verizon SSO in order to gain access to Netway. Existing users will be migrated to the new site; however, going forward each ISP will be responsible for creating their own user ID's (logins and passwords). Each ISP will designate at least one person to be an ISP Administrator who will be responsible for creating, modifying, and deleting user accounts for the Netway application.

Migrating Existing Users: Users will log into the existing Netway site with their current user ID and password. Upon entering, they will be provided with a registration key and a link to the new Netway SSO site. This link will direct the user to the new site and will auto populate their registration key for them. The user will then have to re-enter their current Netway user ID and submit. This will take them to the user registration screen, where, First, Middle, and Last name will be auto populated for them. User will have to enter other information: Password, confirmation of password, hint question, and answer (to reset passwords in the future). Once this information has been submitted, Netway will make the request to SSO to create a new user account. The new User ID will be displayed upon successful activation. The User can now log in with their new user ID and password, by clicking on the "Log In" link.

New Users: New users will be built into Netway by their ISP Administrator. ISP users and administrators will follow the same procedure when registering with SSO. The ISP Administrator will build the user by entering the necessary information: user's First, Middle (optional) Last name, email address, user level and role. Once this information has been submitted, an activation code and secret pin code will be generated. The User will then receive an email with their activation code, ISP Administrator's telephone number and a link directing the user to the SSO site (activation code and email address will auto populate). The

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user will have to call their ISP Administrator to retrieve their secret pin code and enter it along with the activation code. This will take them to the user registration screen, where First, Middle (optional), and Last name will be auto populated for them. The User will have to enter other information: password, confirmation of password, hint question, and answer (to reset passwords in the future). Once this information has been submitted, Netway will make the request to SSO to create a new user account. The new user ID will then be displayed upon successful activation. The User can now log in with their new user ID and password by clicking on the “Log In” link.

ISP Administrators:

To obtain an ISP Administrator Netway user ID and password, you must send an email to netwaylogins@verizon.com with the following information:

Designated Administrative User (First and Last name)
Designated Admin User Contact Number
ISP Name
SPID (Service Provider ID)
Individual email address for user ID registration notification

Users will be notified after their user IDs have been created. The next step is to register using the new user ID.

If there are any questions about registering on the Netway site, please send an email to the Netway support team at netwaylogins@verizon.com or call the VZOES Helpdesk at 800-634-5887.

The two levels of access are listed below:

ISP Administrator:

Ability to create, delete and modify user IDs for their ISP. Ability to create DSL and FTTP trouble tickets, perform DSL and FTTP line tests. The EAST will also be able to check service order status

ISP User:

Ability to create DSL and FTTP trouble tickets, perform DSL and FTTP line tests. The EAST will also be able to check service order status.