

IP VPN Administration - What can I do?

Deltacom is very excited about the introduction of its IP VPN Administration capability through the Internet. Whereas this function is currently limited to the management of IP VPN User Names and Passwords, it's our intent to grow this section of the Deltacom Internet website.

IP VPN Administration allows the customer access to make changes to their User Names and Passwords. The Internet interface is a secured access platform.

Request for User Name and Password changes are currently processed in one business day. This will be a real time process in the near future.

IP VPN customers can make as many changes to their accounts as they desire. There are no charges associated with these changes.

How to Login

The log in process is a secure one, intended to protect your account information. There are three elements required for logging on to the system: **Account number**, **User Name**, and **Password**.

The Account Number is an eight-digit billing identifier. This identifier is listed on your bill. Some customers may have multiple accounts.

The User name and password is assigned at the time the IP VPN service is established. The user name/password combination is unique for each customer, and should be stored in a secure location. In the event the user name and password are misplaced, call Customer Service at 1-800-239-3000.

It is strongly suggested that you designate an individual in your company as the administrator of the account. This is recommended for security purposes.

Changing your IP VPN User Name

Once you are on the IP VPN Administration page, click on the Change User / Password option. Select the Current User that you wish to change and enter a New User in the field provided. You will also be required to enter a new password at this time. Click the submit button to send the request to Deltacom.

Changing your IP VPN Password

Once you are on the IP VPN Administration page, click on the Change User / Password option. Select a Current User and enter a New Password in the fields provided. Click the submit button to send the request.

Log-out

To log out of your Account Management session, simply click on "Logout" in the left-hand column. Upon clicking Logout, you will be taken back to the itcdeltacom.com home page.