

INSTRUCTIONS FOR DEPARTMENT CONTACTS USING THE PINNACLE WEB SITE FOR TELEPHONE BILL INFORMATION

- Using a web browser, go to the following url:
<https://pinnacle.bgsu.edu>
- The Pinnacle Home page will be displayed with links to 4 portals
 - Customer Portal - *this portal is for use by those with student/personal BG Call Cards*
 - Department Portal - *this portal is for use by those designated as the department contact*
 - Technician Portal - *this portal is for ITS use only*
 - Administration Portal - *this portal is for ITS use only*
- To access the information for your department, select the Department Portal icon.
- A login page will be displayed. You will login using your BGSU authentication username and password (same as you would use to login to MyBGSU and BGNet e-mail).

Please Note: If you are a department contact and also have a personal BG Call Card, please contact Cathy Lowry at 2-7926 or clowry@bgnet.bgsu.edu for login username and password instructions.

- A Welcome screen will appear with a successful login :
"Welcome <your name>!"
- On the left navigation bar, the following options are available:

REPORTS

ACCOUNT USAGE
DEPARTMENT USAGE
CALL USAGE
ANALYSIS REPORTING

MAINTENANCE

CONTACT INFORMATION

- Select the appropriate option from the left navigation bar to view available information. Selecting the links within each report will provide additional detailed information.

- To Logout, use the Logout button along the top navigational bar.
- Any questions, comments, problems may be directed to the Technology Support Center (TSC), at tsc@bgnet.bgsu.edu, 2-0999.