1. Access the Pinnacle website at:

   https://pinnacle.bgsu.edu

2. Log in to Pinnacle using your BGSU username and password.

3. The following screen will display

4. In the upper right hand corner, click on Billing
5. The department reports that you are currently authorized to view can be accessed by clicking Search from the **Department Billing** tab.

6. The following screen contains the billing date, department number and the current charge totals.

The following steps are the options for viewing report information

To view any detail within a report, click on the **Billing Date** desired for the specific Department Number to review.
To return to any previous screen, click on the breadcrumb:
Department Billing > your department number

If assigned to more than one department number, you have the ability to scroll thru the different department numbers within the selected report type by clicking on the arrows:

A. Summary (this default report opens through the Summary tab, no action required)
   1. Click View Report option
   2. A window will open to display the report.
      a. If you get the message below from Internet Explorer, right click on the message and select Download File to open the report.
      b. The report headings will look like this and will show all the information for your department.
3. To close the report, just X out of the report window.

B. Summary By Account - displays a separate breakdown of your overall Recurring Charges and Usage

1. Click Summary By Account tab

2. Click Search to display

   a. The results will be displayed
   
   b. If there are no charges for the selected billing cycle, a “No Data Found” message will appear

C. Individual Bills – to display a listing by a specific subscriber

1. Click Individual Bills

   a. Click Search to list the individual subscribers
b. You can display a specific subscriber by: Entering the subscriber ID, First Name or Last Name and then click Search

2. Click individual Subscriber ID to display
3. Click View Report option to display detail

D. Non-Usage Charges – detail listing of your one time charges
   1. Click Non-Usage Charges

   2. Click Search

3. The report listing will show all the charges.

E. Usage Charges – display individual Toll charges for the department
   1. Click Usage Charges

   2. Click Search

3. The report listing will show all the charges.
To save the **Individual Bills** report as an Excel document, click on the Excel icon.

Save to your desktop to view the data for the billing date selected:

![File Download](image)

**F. Dashboards** – displays a graph view

1. Click **Dashboards** tab

![Dashboards Tab](image)

2. Click **Search**

![Search Button](image)

3. Click to select the type of Analysis

**DASHBOARDS**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Expense Analysis</td>
<td>Account Expenses Organized by Month and Charge Category</td>
</tr>
<tr>
<td>Department Expense Analysis</td>
<td>Departmental Expenses Organized by Month and Charge Category</td>
</tr>
<tr>
<td>Monthly Expenses</td>
<td>Monthly Recurring and One Time Expenses for Departments</td>
</tr>
</tbody>
</table>
4. Enter the Billing Date range to compare and department number
   a. Account Expense Analysis – Account expenses are not used for telephone billing charges and will display a “No Data” message.

   b. Department Expense Analysis

   c. Monthly Expenses

5. Click Search to display

Please remember to logout when finished.