



Wireless Portal

User Guide

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Nexgo's Wireless portal provides easy and secure access for ISOs, Multi Service Providers, and Distributors to activate modems, set-up wireless plans, and manage accounts.

The Wireless portal is located on the internet at: www.nexgo.us under Client Resources. Or go to <https://order.exadigm.com/wireless/> (the address is case sensitive).

1.0 Login

To login input the Customer Email and Password and click on Submit.

Order Wireless TMS Support Developer

CUSTOMER LOGIN
ExaDigm Wireless

Please provide your **Customer Email** and **Password** to access your account.

Customer Email

Password

[Forgot Password](#) [Create an Account](#)

The most convenient way to manage ExaDigm Wireless Services

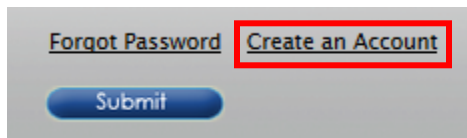
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Norton SECURED
powered by Symantec
ABOUT SSL CERTIFICATES

2.0 Creating a New Customer

To create a new Customer account, click on **[Create an Account]** on the log in screen.



Fill out all the required fields on the **New Account Registration** screen (required fields are indicated with a red asterisk *).

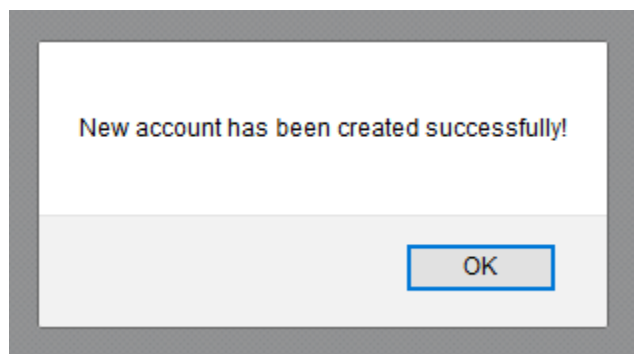
After providing the required information, click on **[SUBMIT]**.

The screenshot shows the 'New Account Registration' page in the ExaDigm Wireless Portal. The page header includes 'Wireless' and 'Support' tabs, and a user menu with 'My Account', 'Activate', 'Replace', 'Deactivate', and 'Test'. The main content area is titled 'Wireless > Add New Account' and 'Test103 (R180001706)'. A 'NEW CUSTOMER' banner on the left says 'Please complete the registration'. The registration form includes the following fields:

- ACCOUNT INFORMATION:** Email (Account Login) [test103@exadigm.com], First Name [Test], Last Name [Account], Company [Test 203], Phone [0123456789].
- BILLING ADDRESS:** Street [1234 Main St], City [Santa Ana], State [Ca], ZIP [92705].
- SECURITY QUESTION:** Question [What is the name of your favorite pet?], Answer [Lucy].
- PASSWORD:** New Password [••••••], Confirm Password [••••••].

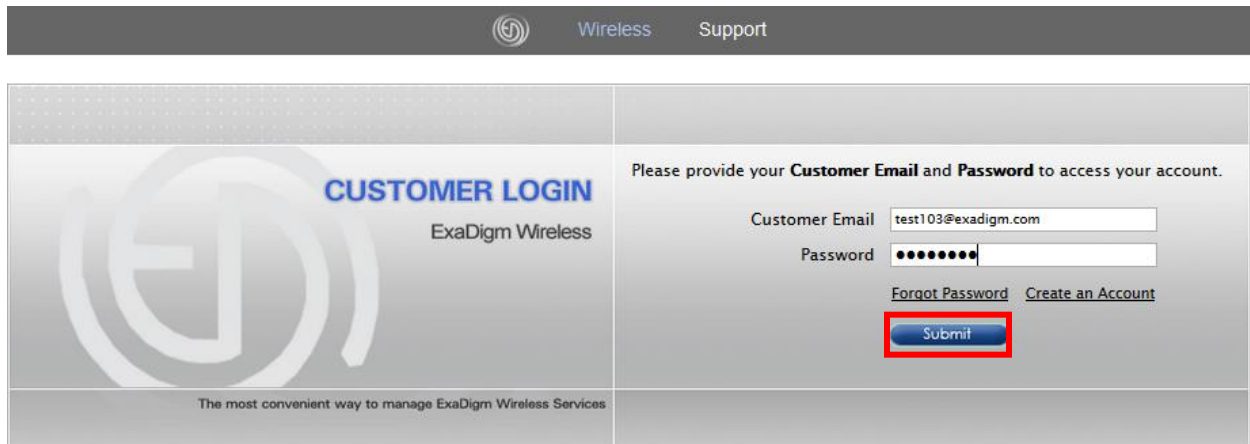
At the bottom of the form are 'Cancel', 'Clear', and 'Submit' buttons. The 'Submit' button is highlighted with a red box. The footer contains contact information and copyright notices.

After submitting the account information, the user will be informed that the registration has been processed. Once this message appears in their web browser, the customer will be able to log in.



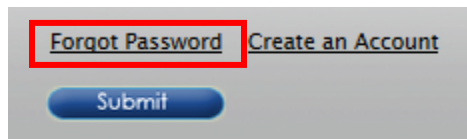
3.0 Logging In

To log into an existing account go to <https://order.exadigm.com/wireless/> and input the Customer Email and Password and click on Submit.

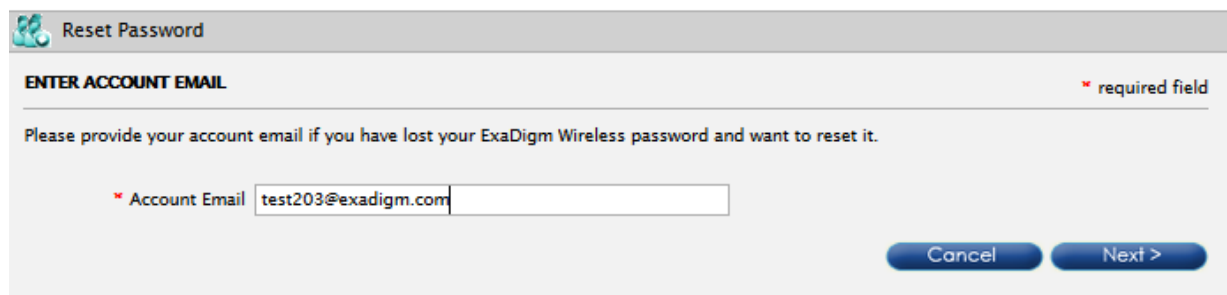


4.0 Forgot Password

If the password has been forgotten, click on the **[FORGOT PASSWORD]** link.



On the **Reset Password** screen, enter the email address and click **[Next >]**.



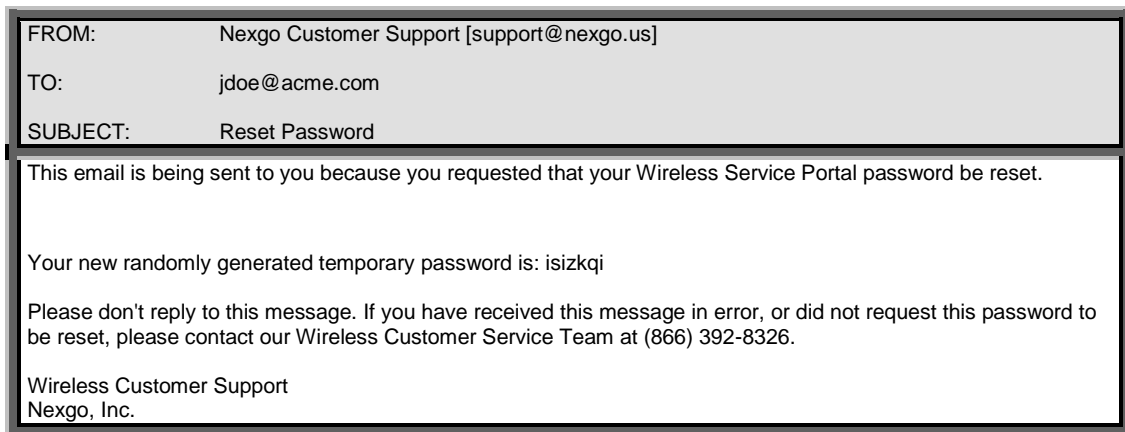
When prompted, answer the security question. After answering the question, click **[Next>]**.

The screenshot shows a web form titled "Reset Password". Below the title is a section labeled "ENTER SECURITY ANSWER" with a red asterisk and the text "required field". Below this is the instruction "Please provide the answer to your security question." The security question is "What is the name of your favorite pet?". The "Security Answer" field contains the text "Lucy". At the bottom right, there are two buttons: "< Back" and "Next >".

After correctly answering the security question, a notification will appear that the password has been successfully changed.

The screenshot shows a confirmation message on the "Reset Password" page. The title is "PASSWORD HAS BEEN RESET". The message reads: "The ExaDigm Wireless password has been reset and a new password will be sent to you by email in minutes." A "Sign In" button is located at the bottom right.

An email from activation@nexgo.us with the new password will be sent.



5.0 My Account

After logging in the **Account Profile** screen will appear. From this screen account information can be modified.

The screenshot shows the 'My Account > Account Profile' page for user 'Test103 (R180001706)'. The page includes a 'Main Menu' on the left with options like 'My Account', 'Activate Modem', and 'Logout'. The main content area is titled 'Account Profile' and contains the following sections:

- ACCOUNT INFORMATION:** Fields for Account # (R180001706), Email (Account Login) (test203@exadigm.com), First Name (Test), Last Name (203), Company (Test203), and Phone (1234567890).
- BILLING ADDRESS:** Fields for Street (1234 Main St), City (Santa Ana), State (CA), and ZIP (92705-2233).
- SECURITY QUESTION:** Question: 'What is the name of your favorite pet?' and Answer: 'Lucy'.

At the bottom, there is a 'Please confirm the changes by entering your current password.' section with a 'Current Password' field. Buttons for 'Clear', 'Password', and 'Save' are located at the bottom right. A red asterisk indicates required fields.

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On the **My Account** screen, modifications to the account information can be done. Clicking on **[SAVE ACCOUNT INFORMATION]** will save any changes made.

This screenshot is identical to the previous one, but the 'Save' button at the bottom right is highlighted with a red rectangular box, indicating the action to be taken to save the changes.

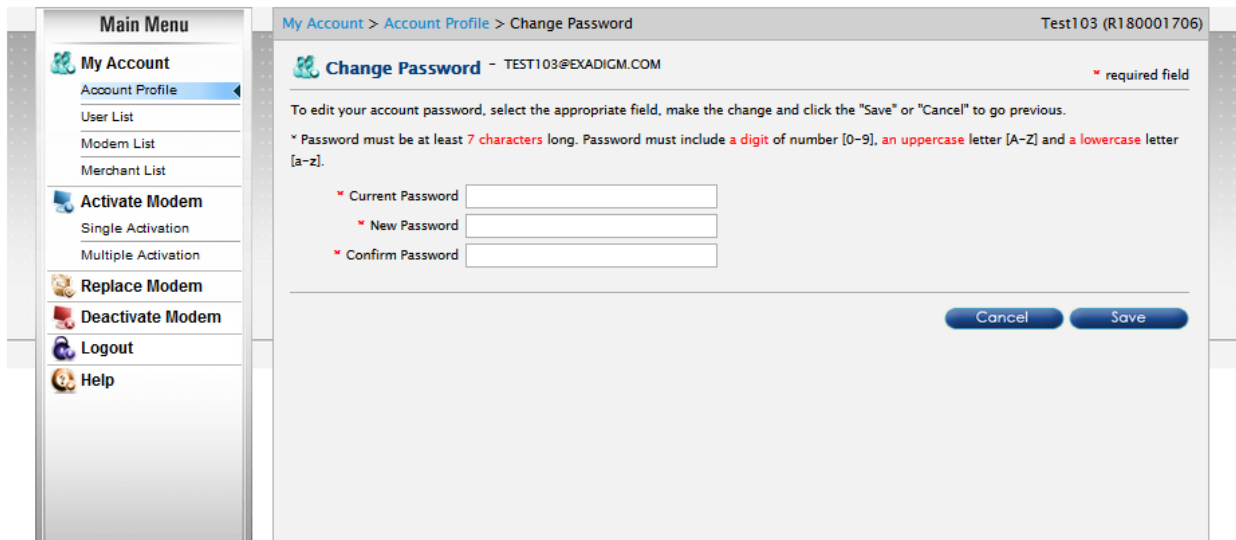
5.1 Change Password

The **My Account** screen will allow the user to change the password.

- To change the password: Click on **[PASSWORD]**.



- On the **Change Password** screen, enter the current password and the new password. Enter the new password again to confirm it. Then click on **[SAVE]**

A screenshot of a web application interface. On the left is a 'Main Menu' sidebar with options: My Account (Account Profile, User List, Modem List, Merchant List), Activate Modem (Single Activation, Multiple Activation), Replace Modem, Deactivate Modem, Logout, and Help. The main content area is titled 'My Account > Account Profile > Change Password' and shows the user 'TEST103@EXADIGM.COM'. It contains instructions for password requirements (at least 7 characters, including a digit, uppercase, and lowercase letter) and three input fields: 'Current Password', 'New Password', and 'Confirm Password'. At the bottom right of the form are 'Cancel' and 'Save' buttons.

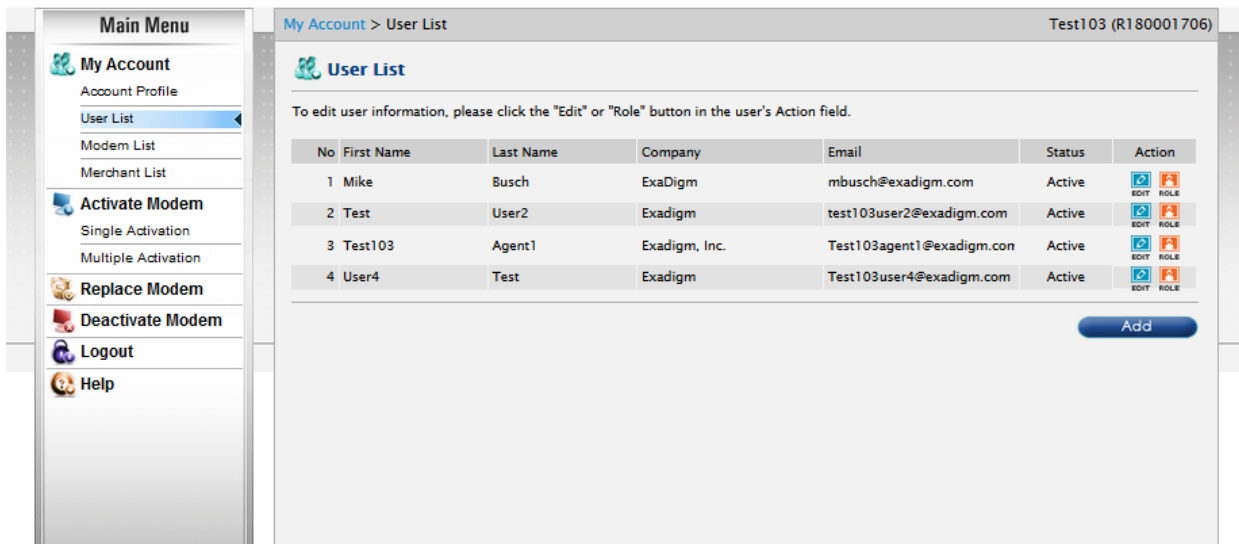
5.2 User Listing

To view the User list or to create a new user, click on **[USER LIST]**.



The **User List** screen will allow:

- View the entire user list and the user's current status.
- Edit User information.
- Assign User levels.
- Create a new User.



5.3 Edit User Information

To edit a User's information, click on the **[EDIT]** button.



The **User Listing** screen will allow:

- Modify User information.
- Suspend a User's account.
- Delete a User account.

My Account > User List > User Profile Test103 (R180001706)

User Profile * required field

To edit the user information, select appropriate fields, make changes and click "Save" button.

* Password must be at least **7 characters** long. Password must include a **digit** of number [0-9], an **uppercase** letter [A-Z] and a **lowercase** letter [a-z].

USER INFORMATION

Main Account #: R180001706 Main Company: Test103

Account Type: User * Email (Account Login)

* First Name * Last Name

* User Company Phone

USER ADDRESS

* Street * City

* State ZIP

SECURITY QUESTION

Question ▼

* Answer

RESET PASSWORD

New Password Confirm Password

ACCOUNT STATUS

Status: Active

Operator: Test 103 Updated: 05/25/2018 13:10:05

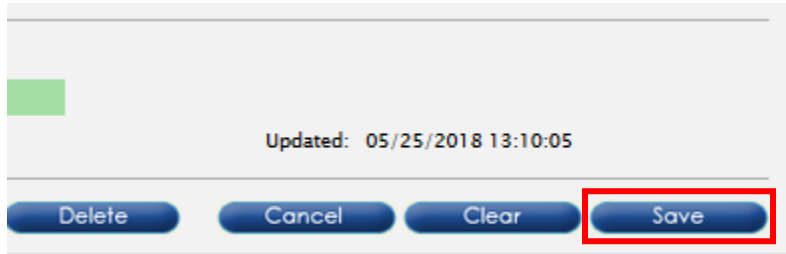
Account Status

If the account has been suspended, this button will display a **Reinstate** option

5.4 Modify Agent Information

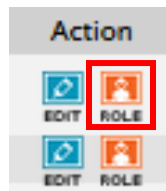
To modify an Agent's information, make the desired changes on the **Agent Listing** screen. After the changes are made, click on **[SAVE]**.

To exit the **Agent Listing** screen without saving changes, click on **[CANCEL]**.



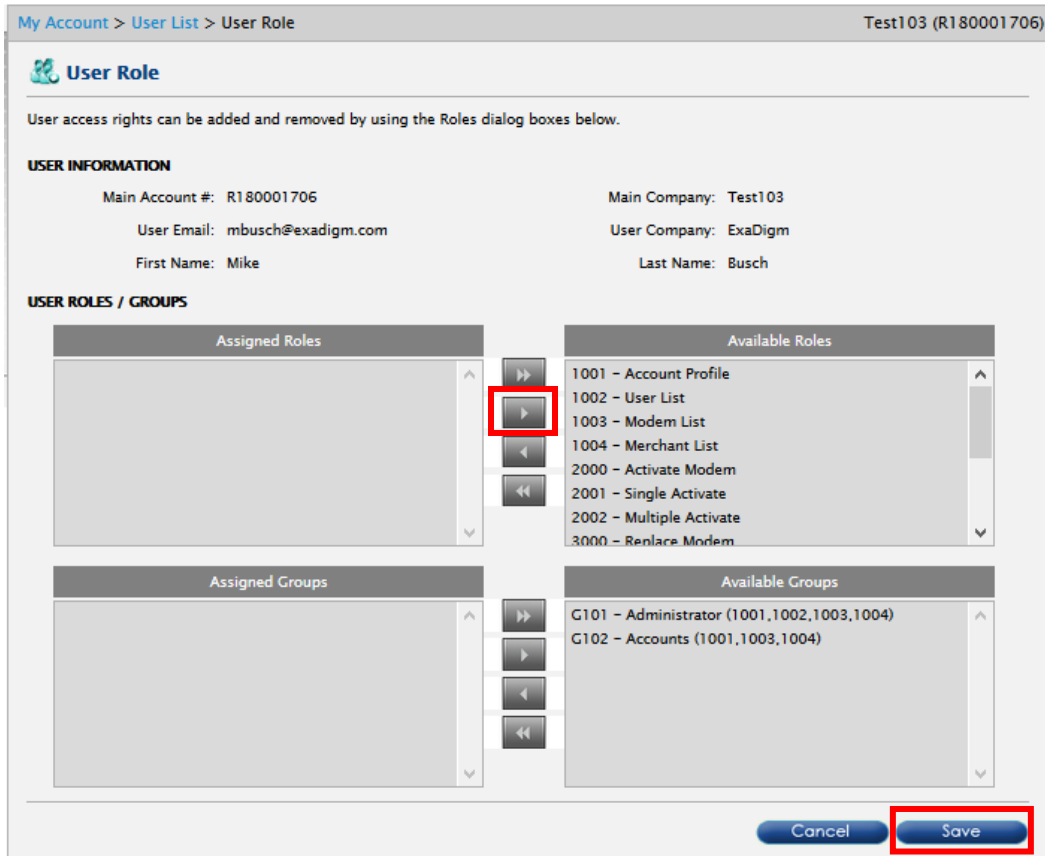
5.5 Assign Agent User Levels

To assign Agent user levels click on **[ROLE]**.



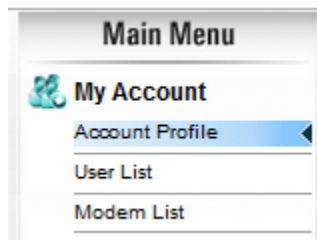
To assign Agent roles, select an **Available Role** and click on one of the arrows signifying the move over. To assign Agent groups, select an **Available Group** and click on one of the arrows signifying the move over. After selecting roles and groups click on **[SAVE]**.

To exit the **Agent Roles** screen without saving changes, click on **[CANCEL]**.



5.6 Modem List

Select view modem list click **[Modem List]** Under the My Account menu.



The Modem list will display all modems assigned to merchants and the status of each. Click on the **Modem #** to view the individual modem.

My Account > Modem List Test103 (R180001706)

Modem List

The activated modems are listed below. If you want to edit your modem information, please click **Modem #** to open Modem Edit page. You can search modem by Modem Number, ESN/MEID/SIM, Mrchant and Merchant Number.

Search

Modem #	ESN/MEID/SIM	Status	Start	End	Merchant	Merchant #
1000005083	89148000003373542815	Active (R)	06/05/2018		Mike Test 7	1

Total: 1

From the Modem Details screen you have short cuts to **[Replace]** and **[Deactivate]**, as well as setting up **[Usage Alerts]**. To Modify any Merchant information, you must click **[Save]**

My Account > Modem List > Modem Edit Test103 (R180001706)

Modem Edit

To edit the modem details, please select the appropriate field, make the change and click the "Save" or "Back" to go previous page.

MODEM DETAILS

Modem #: 1000005083 Status: Active (8568)

ESN/MEID/SIM: 89148000003373542815 Service Plan: CDMAv - S25W24.95U50MP0T0

IMEI: 359225050604198 Service Start: 06/05/2018

Serial Number: WPLTE00001 Service End:

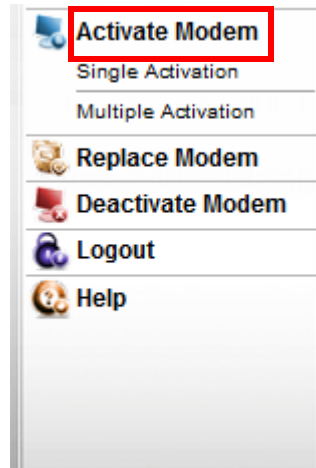
MERCHANT INFORMATION

* Merchant: * Merchant Number:

Device Model: Device ID:

6.0 Activate Modem

To activate a modem, click one of the **[ACTIVATE MODEM]** links on the menu.



On the **Single Activation** screen, if you are activating a Nexgo device, enter the modem serial number and the ESN/MEID/SIM card number. Click on **[Next>]**.

Activate Modem > Single Activation Test103 (R180001706)

Single Activation * required field

Please enter the **Modem ESN** number found on the outside of the terminal box or the **Modem SIM** card number, and the **Modem Serial** number found on the back of the Modem.

MODEM INFORMATION

* ESN/MEID/SIM(ICCID): LTE Exadigm Modem

* Serial Number:

Promotion:

On the **Single Activation** screen, if you are activating a different type of device, simply uncheck the Nexgo Modem box. To activate an LTE modem, check the LTE checkbox. Then enter the IMEI and the ESN/MEID/SIM card number. Click on **[Next>]**.

Activate Modem > Single Activation Test103 (R180001706)

Single Activation * required field

Please enter the **Modem ESN** number found on the outside of the terminal box or the **Modem SIM** card number, and the **Modem Serial** number found on the back of the Modem.

MODEM INFORMATION

* ESN/MEID/SIM(ICCID): LTE Exadigm Modem

* IMEI:

Promotion:

Next, select a wireless carrier and plan type. Click on **[Next>]**.

Activate Modem > Single Activation Test103 (R180001706)

Single Activation * required field

Please select your wireless carrier and service plan.

* Wireless Carrier: CDMAv AT&T Sprint

* Service Plan:

Select Plan	Data Usage / Month
<input type="checkbox"/>	1 MB
<input type="checkbox"/>	2 MB
<input type="checkbox"/>	5 MB
<input type="checkbox"/>	10 MB
<input checked="" type="checkbox"/>	50 MB

On the **Merchant Info** screen, enter the Merchant's Name and Merchant Number. Click **[Next>]**.

Device Model and Device ID are not required, **but if you do not enter the information then it will not show up on the reports.**

Activate Modem > Single Activation Test103 (R180001706)

Single Activation * required field

Please complete the following Merchant information.

MERCHANT INFORMATION

* Merchant Name:

* Merchant Number:

Device Model:

Device ID:

On the **Confirmation** screen, review the information that has been entered to confirm it is correct. .

After reviewing the terms and conditions, place a check mark in the provided field to indicate that they have been read and agreed. Click **[Next>]**.

Activate Modem > Single Activation Test103 (R180001706)

Single Activation * required field

Please confirm the information you have entered. Select "Edit" to make any necessary corrections.

MODEM INFORMATION

* ESN/MEID/SIM: 89148000003373542815	* Modem Serial: WPLTE00001
* IMEI: 359225050604198	

PLAN INFORMATION

* Wireless Carrier: CDMAv	* Service Plan: Plan5
---------------------------	-----------------------

MERCHANT INFORMATION

* Merchant Name: Mike Test 7	* Merchant No.: 1
Device Model: ACC 6300-CX	Device ID: 6300011477201562


TERMS & CONDITIONS

I have read and agree to the [ExaDigm Wireless Terms & Conditions](#)

< Back Next >

The **Activation Receipt** indicates the order is complete. PRINT A COPY OF THIS RECEIPT. To activate another modem, click on **[ACTIVATE MORE]**.

Activate Modem > Single Activation Test103 (R180001706)

 **Single Activation** * required field

Congratulations! Your ExaDigm wireless activation is complete. Please print a copy of this page for your records. If you have any questions please contact an ExaDigm customer service representative.

ACCOUNT INFORMATION

Customer: Test103	Billing ID: R180001706
Contact Name: Test 103	Contact Email: test103@exadigm.com

MODEM INFORMATION

Modem Type: WPLTE00001	ESN/MEID/SIM(ICCID): 89148000003373542815
IMEI: 359225050604198	Modem Serial: WPLTE00001
Modem Phone No.: 1000005083	

PLAN INFORMATION

Wireless Carrier: CDMAv	Service Plan: Plan5
-------------------------	---------------------

MERCHANT INFORMATION

Merchant Name: Mike Test 7	Merchant Number: 1
Device Model: ACC 6300-CX	Device ID: 6300011477201562

[Activate More](#)

To continue without activating another modem, click on the **[MAIN MENU]** link.



6.1 Multiple Activations

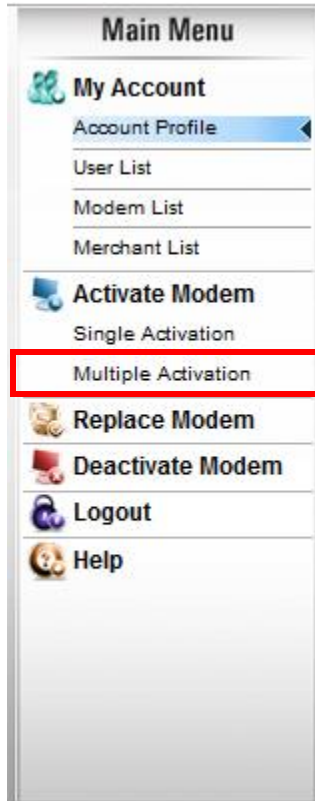
To activate multiple modems, a CSV file with the following information must be created. Create columns in order as shown below.

- ESN/MEID/SIM
- IMEI (if LTE)
- Device Serial (optional)
- Promotional Code (Optional)
- Carrier
- Plan Type
- Merchant Name
- Merchant Number

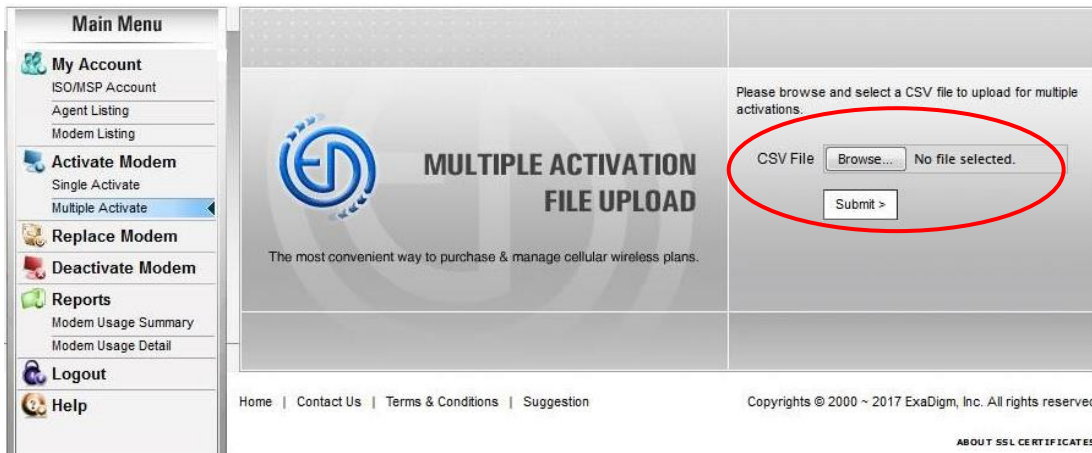
Rows must be filled in **correctly** in order to prevent an error. A maximum of **100 lines** may be activated at a time.

	A	B	C	D	E	F	G	H
1	ESN/MEID/SIM	IMEI (if LTE)	Device Serial (optional)	Promotional Code (optional)	Carrier	Plan Type	Merchant Name	Merchant Nuber
2	A100049AAB191		0440X15328		CDMAv	plan1	Nic's Brewery	1234
3	A100049AAC182		0440X15352	2017 MON1v	CDMAv	plan2	Nathan's Dogs	5678
4	A100049ADC985	353547063181948	0440X15148		LTEv	plan1	Mickey's Flowers	9874

Once the CSV file has been created, click on **[Multiple Activate]**.



On the **Multiple Activation** screen, click on the **[Browse...]** button and select your CSV file, then click **[Submit >]**.



You will be redirected to the processing screen.

If the multiple activation fails, you will receive a fail notice. Please check your CSV files for errors.

No.	ESN/MED/SIM	IMEI	Serial	Carrier	Plan	Result	
1	A1000049AAB191		0440X15328	CDMAv	plan1	Fail (*1)	
2	F60E8980		0423506258	CDMAv	2017MON1V	Pass	
3	89011704252317700000	353547063181948	0423506259	CDMAv	plan2	Pass	
*1: Line						PASS	2
						FAIL	1
						TOTAL	3

Once the error has been corrected, or if there were no errors, you will receive a success notice.

Multiple Activation

Your request has been completed successfully. Please check the activation results.

No.	ESN/MEID/SIM	IMEI	Serial	Carrier	Plan	Result	
1	89011704252317700000	353547063181948	0423506259	CDMAv LTE	plan2	Completed (0049560)	
						COMPLETED	1
						FAIL	0
						TOTAL	1

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You will receive a multiple activation receipt via email.



WIRELESS SERVICE PORTAL

Multiple Activation Receipt

ACCOUNT INFORMATION

Order No	0049460	Order Date	10/02/2017
Account Type	ISO	Billing ID	3338627180
Billing Company	Exadigm	Billing Email	itdept@exadigm.com
Contact Name	Exadigm Admin	Contact Phone	949-486-0320
Operator	Exadigm Admin	Operator Email	itdept@exadigm.com

MODEM(S) ACTIVATED

No.	ESN/MEID/SIM	IMEI	Carrier	Plan	Merchant	Result	
1	A1000049AAACE7C		CDMAv	Plan1	Demo1 Merchant	OK (0049457)	
2	F60E8979		CDMAv	Promo:2017MON1V	Demo2 Merchant	OK (0049458)	
3	89011704252317700000	353547063181948	CDMAv LTE	Plan2	Demo3 Merchant	OK (0049459)	
						Completed	3
						Failed	0
						Total	3

LTE activation (with red arrows pointing to the IMEI and Carrier columns of row 3)

PLEASE KEEP THIS RECEIPT FOR YOUR RECORDS

For questions regarding your wireless activation please contact Wireless Customer Support
 Toll Free (866) 392-8326 Fax: (949) 266-5658 Email: support@exadigm.com

7.0 Deactivate Modem

To deactivate a modem, select **[DEACTIVATE MODEM]** on the **Main Menu**.



On the **Deactivation** screen, enter the Merchant DBA Name or Merchant Number and ESN/SIM number, select a reason for deactivation and then click on **[Add Modem to Deactivation List]**.

Deactivate Modem Test103 (R180001706)

Deactivate Modem * required field

We are sorry you want to deactivate your Wireless Service, please provide the information below.

MODEM SEARCH

Merchant Name:

Merchant Number:

Wireless Carrier:

Modem Phone #: ?

ESN/SIM: ?

Reason for Termination: Please select...

Other Reason:

No	Merchant Name	Carrier	Modem #	ESN/MEID/SIM	Termination Fee	Remove

Additional modems can be deactivated by adding modems to the deactivation list.

Review the modems being deactivated. Items that are not intended for deactivation can be removed from the process by clicking on the appropriate **[REMOVE]** button. After confirming the items to be deactivated are correct, click **[CONTINUE]**.

DEACTIVATION

We are sorry you want to deactivate your ExaDigm Wireless Service, please provide the information below.

Merchant DBA Name:

Merchant Number:

Wireless Carrier:

Modem Phone #: ?

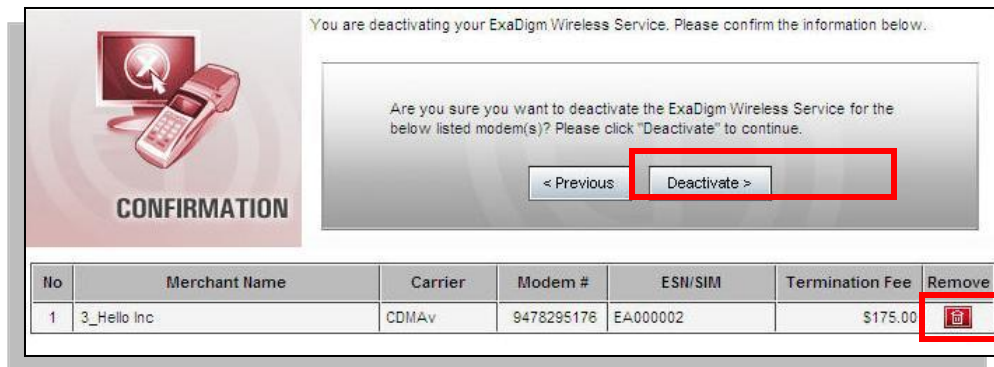
ESN/SIM: ?

Reason for Termination: Please select...

Other Reason:

No	Merchant Name	Carrier	Modem #	ESN/SIM	Termination Fee	Remove
1	3_Hello Inc	CDMAv	9478295176	EA000002	\$175.00	<input type="button" value="Remove"/>

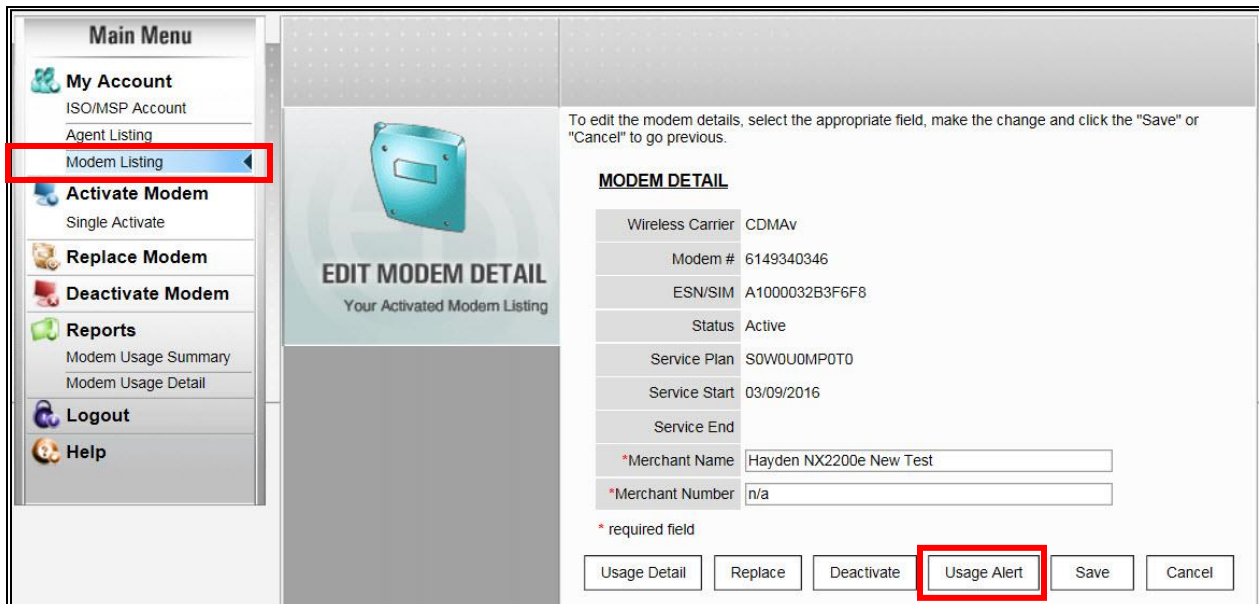
On the **Confirmation** screen, review the modems being deactivated. Items not intended for deactivation can be removed by clicking on the appropriate **[REMOVE]** button. After confirming the items to be deactivated are correct, click **[DEACTIVATE]**.



8.0 Wireless Usage Alert

The wireless usage alert sends an email notification if the modem data usage hits the alert limits. Customers can setup their own wireless usage alerts in the following wireless portal page.

1. Open **Modem Listing** page and select a modem. **Usage Alert** button will show up if it is a Verizon modem and active status. Click **Usage Alert** button.



2. Check **Alert Enable** checkbox and enter an email address in **Email To** field. Enter **Alert Size1**, **Alert Size2** and **Alert Size3** by MB unit. Click **Save** button.

Main Menu

- My Account
 - ISO/MSP Account
 - Agent Listing
 - Modem Listing
- Activate Modem
 - Single Activate
- Replace Modem
- Deactivate Modem
- Reports
 - Modem Usage Summary
 - Modem Usage Detail
- Logout
- Help

EDIT USAGE ALERT
Monitor Daily Data Usage

To edit the settings of daily usage alert, select the appropriate field, make the change and click the "Save" or "Cancel" to go previous.

USAGE ALERT

Wireless Carrier	CDMAV
Modem #	6149340346
Status	Active
ESN/SIM	A1000032B3F6F8
Service Plan	S0W0U0MP0T0
Alert Enable	<input checked="" type="checkbox"/> Send email notification
* Email To	activation@nexus.com
* Alert Size1	1 MB
* Alert Size2	2 MB
* Alert Size3	3 MB

* required field

Save Cancel

3. Customer will receive the **Wireless Usage Alert** email if the modem's usage is bigger than one of **Alert Size1**, **Alert Size2** and **Alert Size3**.

From: IT Dept Sent: Mon 7/11/2016 7:42 PM
To: Joon Cho
Cc: IT Dept
Subject: Wireless Usage Alert, MDN=4408042140, Usage=5.7MB

Your wireless data usage has hit the size limit. Please review the information below and adjust your wireless usage. If you have any questions regarding your wireless usage, please contact our Wireless Customer Support Team. Thank you.

1. Billing ID: 3338627180
2. Company: Exadigm
3. Email: itdept@exadigm.com
4. Modem: MDN=4408042140 (ESN/SIM=A1000049AAC63F)
5. Status: Active
6. Bill Date: 07/16/2016
7. Data Usage: 5.7MB
8. Alert Enable: Off
9. Alert Email: joon@exadigm.com
10. Alert Size #1: 1MB (*)
11. Alert Size #2: 2MB
12. Alert Size #3: 5MB

Best regards,

Wireless Customer Support
ExaDigm, Inc.
Phone: (866) 392-8326
Fax: (949) 266-5658
Email: support@exadigm.com
www.exadigm.com

- The Wireless Usage Alert is available only for Verizon active plans.
- WUA sends email notifications to both account email and alert "Email To" addresses.
- WUA sends email notifications three times total in a billing cycle when the usage amount hits those three size limits, Alert Size1, Alert Size2, and Alert Size3.
- The alert sending history is cleared when a new billing cycle starts.
- If any alert size is 0, WUA skips the alert size checking.
- Alert size must be in whole numbers, no .5 or ½.

9.0 Bill Center

After account creation, you will receive an email to set up your account at <https://exadigm.billcenter.net/>



Hello Test 203,

Your new ID is: 1750

Please visit exadigm.billcenter.net and log in with your registration code: 576577

Billing Department

Exadigm, Inc

949.486.0320

support@exadigm.com

Thank you

6/5/2018 11:47 AM EDT

At <https://exadigm.billcenter.net/> select **[Sign up for an Account]**.

A screenshot of the Exadigm Wireless login and sign-up interface. At the top is the Exadigm Wireless logo. Below it, the text 'Username:' is followed by a text input field. Underneath, 'Password:' is followed by another text input field and a blue link that says 'Need help logging in?'. At the bottom, there is a 'Login' button and the text 'or Sign up for an Account'.

Enter Account number, Registration Code, Email and choose a username. You will use this username to log in to BillCenter.

EXADIGM WIRELESS

Register

Account Number:

Registration Code:

Email:

Choose a Username:

This is the login used for Billcenter

or [Cancel](#)

9.1 Bill Center Home Page

This is your Bill Center home page. Here you can see your total amount due, usage summaries, reports and payment information

EXADIGM WIRELESS **Exadigm Billcenter Portal**

Summary | View & Pay Bills | Account Details | Reports | Settings

Search for Accounts Summary > (R180001706*) Test103 Welcome Michael (Impersonating Mike) - Logout

(R180001706*) Test103
Balance: 0.00

Bill Summary

This account is not enrolled in Autopay.

N/A	0
AMOUNT DUE	MB REMAINING

Account Summary

0	0
OPEN TICKETS	BILLS

SERVICE SUMMARY

1	1	0
LOCATIONS	SERVICES	OPEN ORDERS

Recent Account Activity

TYPE	AMT	ACCOUNT	DESCRIPTION	DATE

9.2 Reports

To see a report, click on **[Reports]** and then click on **[Invoice Details by Line]**

EXADIGM
WIRELESS

Exadigm Billcenter Portal

Summary View & Pay Bills Account Details **Reports** Settings

Search for Accounts Reports > (R180001706*) Test103 Welcome Michael (Impersonating Mike) - Logout

(R180001706*) Test103
Balance: 0.00

Usage Report

Scheduled Reports 0 Scheduled

JUNE 2018						
SUN	MON	TUE	WED	THU	FRI	SAT
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Upcoming Reports

No upcoming report emails.

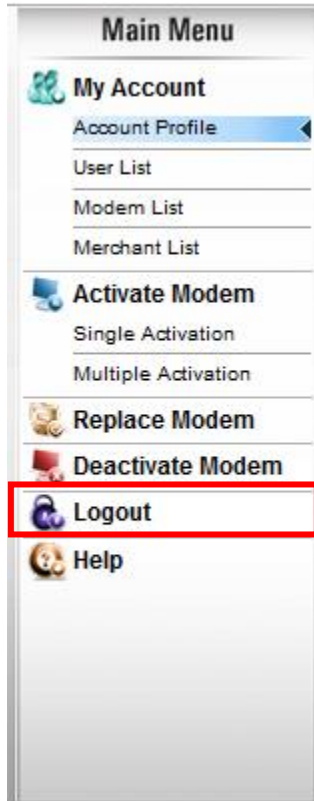
Shared Reports Filter Reports:

BillCenter Reports

Invoice Details by Line (1172)

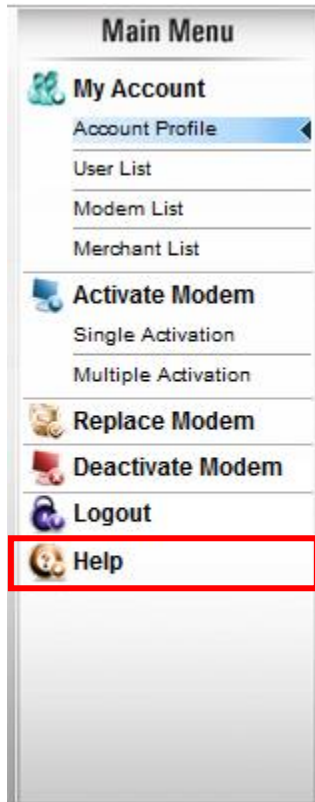
10.0 Logout

To exit the account, click on **[Logout]**.



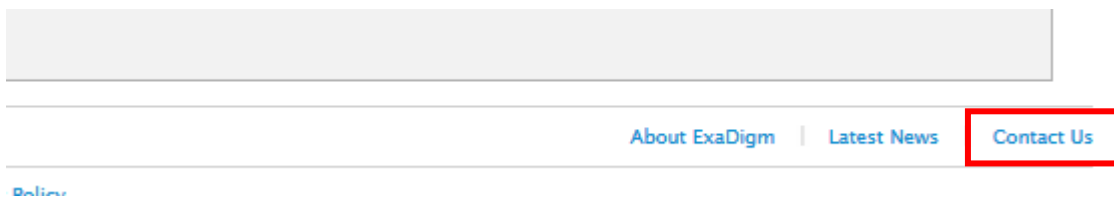
11.0 Help

Clicking on **[HELP]** will display a .PDF version of the user guide.



12.0 Contact Us

To submit an idea or suggestion to Nexgo click on **[Contact Us]** located at the bottom of the page.



It will bring you to our Contact Us page. After completing the form click on **[Send]**.



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Get in touch

Global Headquarters



ExaDigm, Inc.
2861 Pullman Street.
Santa Ana, CA 92705
United States
[View Map](#)



Phone: 1.949.486.0320 (Opt. 0)
Fax: 1.949.486.0333



Email: info@exadigm.com



Business Hours: Monday through Friday
8:00am to 5:00pm PST

General Inquiries



Toll Free: 1.866.EXATEAM (392.8326)
Efax: 1.949.266.5658
Email: info@exadigm.com

Customer Support



Phone: 1.949.486.0320 (Opt. 4)
Toll Free: 1.866.392.8326 (Opt. 4)
Email: support@exadigm.com

Contact Form

Your Name (required)

Your Email (required)

Your Phone

Your Message

I'm not a robot



reCAPTCHA

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