




Allison Royce
BUSINESS TECHNOLOGIES

Portal Login Instructions

Begin by visiting: <http://portal.allisonroyce.com>



Allison Royce Customer Portal

Allison Royce & Associates, Inc.
70 NE Loop 410, Suite 760
San Antonio, TX 78216 USA
210-564-7000
billing@allisonroyce.com
www.howsyourit.com

Log In

Please log in to gain access to your account information.
If you do not have an account set up, please contact us by email or phone.
To use this site you must allow cookies and javascript functions.

Service orders will be billed to your account for issues not related to the services provided by Allison Royce.

Email

Password

Keep me logged in 24 hours

[I forgot my password](#)

Version 13.1.10

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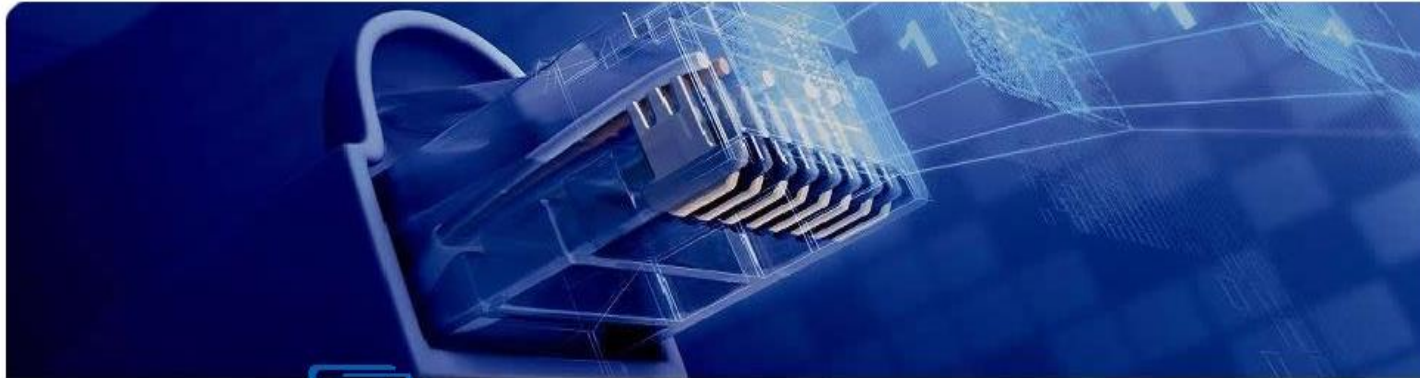
LOGIN

[I forgot my password](#)



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First time login, click “I forgot my password”.



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Reset Password

Enter your email to request a password reset.

A link will be sent to the email address to generate a temporary password.

Email

SEND PASSWORD



Version 13.1.10

**Enter your authorized email address and click
SEND PASSWORD**

Thank You for your interest in Allison Royce & Associates, Inc..
A request has been received to reset your password.
If you did not request this, please take no action.

To reset your password, follow this link:

<http://portal.allisonroyce.com/reset-password.aspx?e=myemailaddress@email.com>



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Click the link in the email message to reset your password. This will send you an email with your temporary password.



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Send Temporary Password

Thank You for confirming your password reset.
A temporary password has been mailed to you.
Once logged in you can change your password from the User Profile form.

Email 

Password 

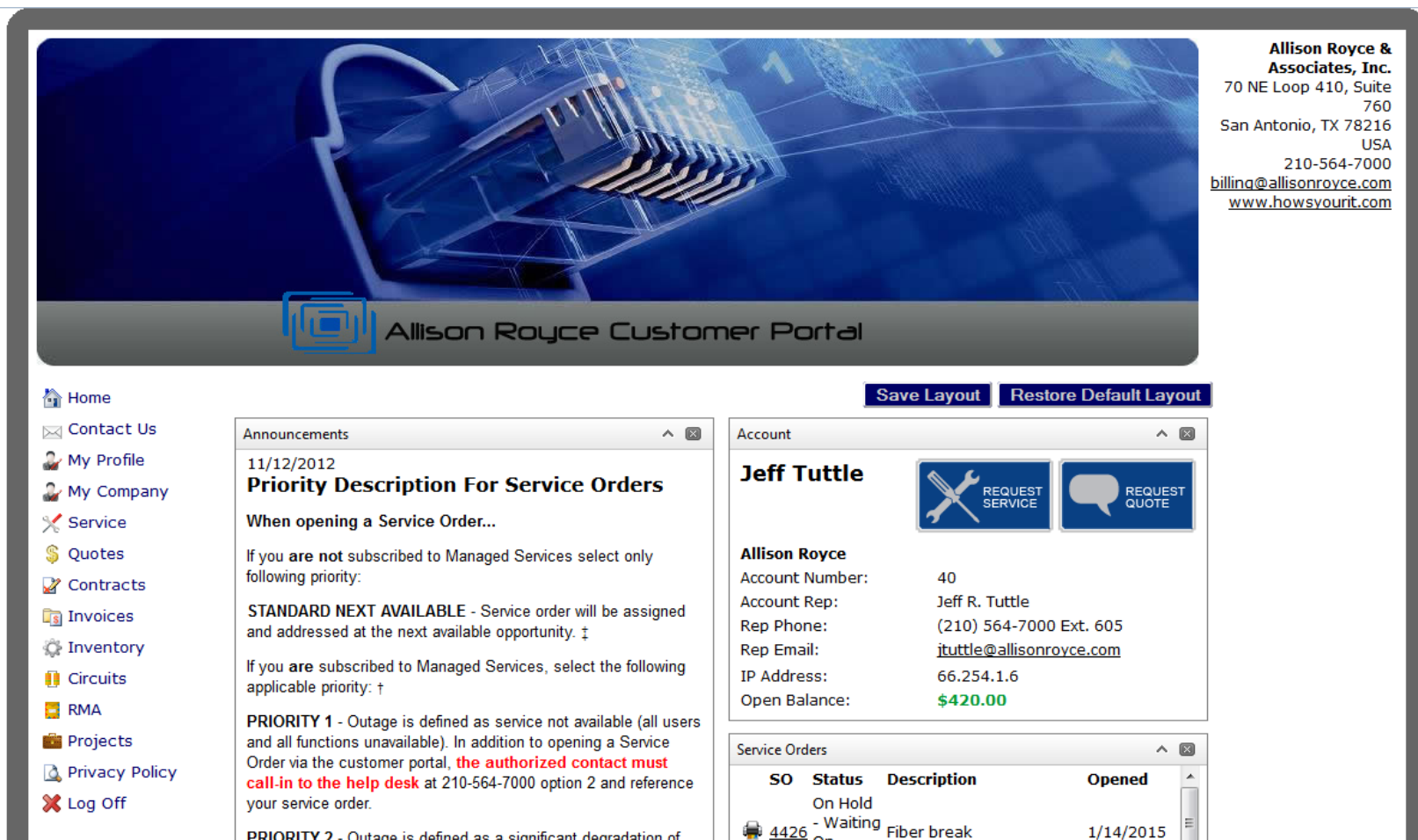
Keep me logged in 24 hours

[I forgot my password](#)



Enter your authorized email address and the temporary password and click the LOGIN button

Once logged in to the Customer Portal you may open, view and update service orders. In addition you may request a new quote for products or service and sign pending quotes. Authorized contacts can simply send an email to portal@allisonroyce.com to quickly open a service order



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Save Layout Restore Default Layout

Home
 Contact Us
 My Profile
 My Company
 Service
 Quotes
 Contracts
 Invoices
 Inventory
 Circuits
 RMA
 Projects
 Privacy Policy
 Log Off

Announcements
 11/12/2012
Priority Description For Service Orders
When opening a Service Order...
 If you **are not** subscribed to Managed Services select only following priority:
STANDARD NEXT AVAILABLE - Service order will be assigned and addressed at the next available opportunity. †
 If you **are** subscribed to Managed Services, select the following applicable priority: †
PRIORITY 1 - Outage is defined as service not available (all users and all functions unavailable). In addition to opening a Service Order via the customer portal, **the authorized contact must call-in to the help desk** at 210-564-7000 option 2 and reference your service order.
PRIORITY 2 - Outage is defined as a significant deardadation of

Account
Jeff Tuttle
 REQUEST SERVICE REQUEST QUOTE
Allison Royce
 Account Number: 40
 Account Rep: Jeff R. Tuttle
 Rep Phone: (210) 564-7000 Ext. 605
 Rep Email: jtuttle@allisonroyce.com
 IP Address: 66.254.1.6
 Open Balance: **\$420.00**

Service Orders

SO	Status	Description	Opened
4426	On Hold - Waiting	Fiber break	1/14/2015

!!! EMERGENCY !!!

Unable to access or email the Portal?

Contact the helpdesk at
210-564-7000 option 2

Priority 1 & 2 Service Order?

Always contact the helpdesk in addition to
opening the service order