

Quick reference guide

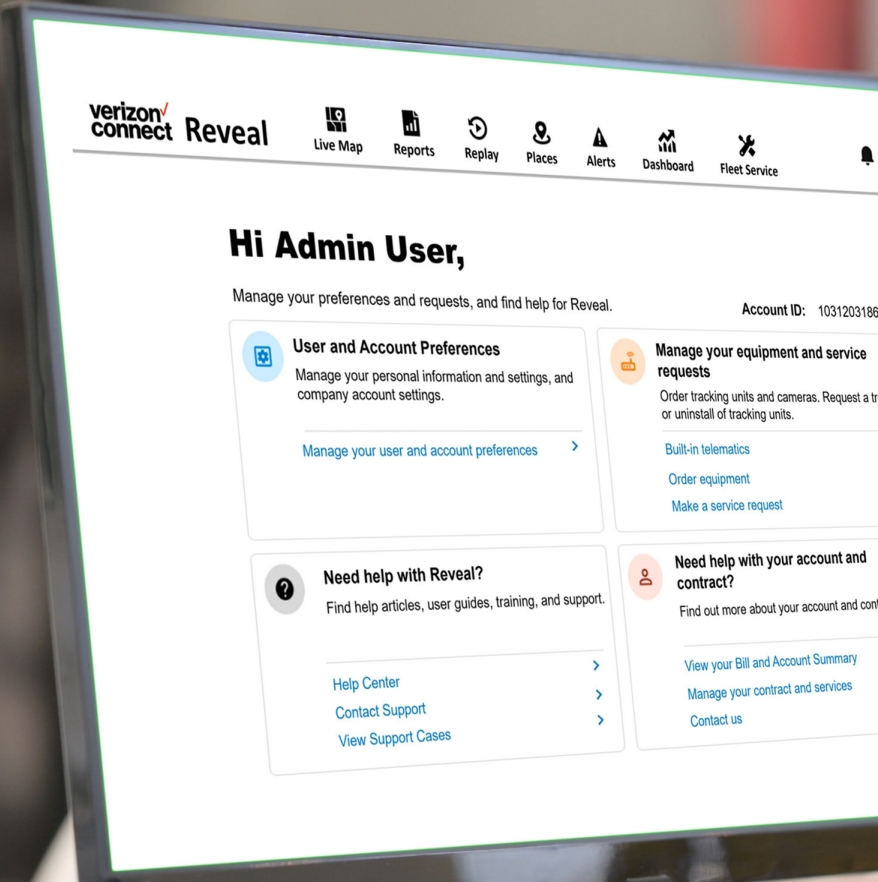
# Using your solution: My Account



**verizon**<sup>v</sup>  
**connect**

# My Account overview

Your solution from Verizon Connect helps your fleet operate efficiently. Within the My Account customer portal, you can easily check administrative tasks off your to-do list.



Set up payments



Find historic invoices



Access live support



View support cases



Manage your contract and services

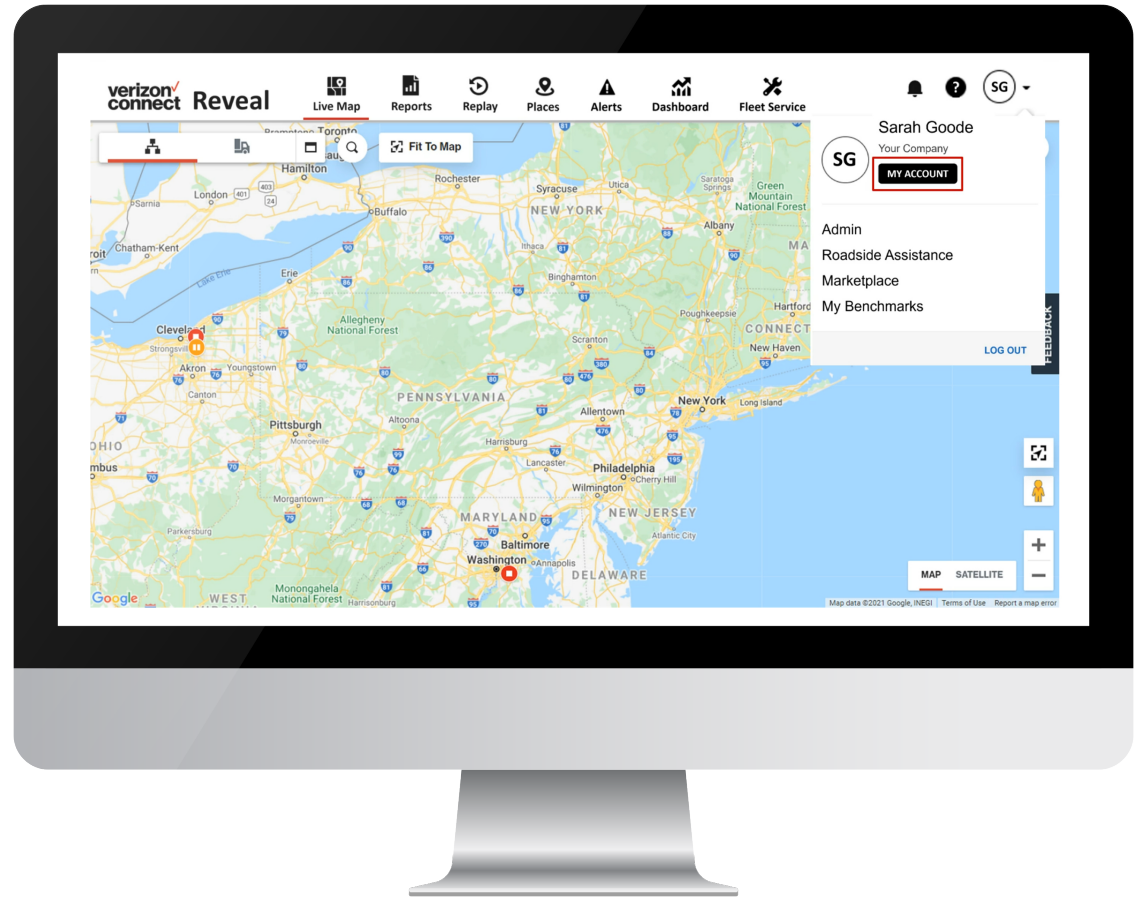
[Access My Account](#)

**Need help? We have you covered.**

[Browse all My Account trainings](#)

# Accessing My Account

Easily access your My Account customer portal by clicking on the user icon in the upper right corner of your screen and selecting MY ACCOUNT.



[Access My Account](#)

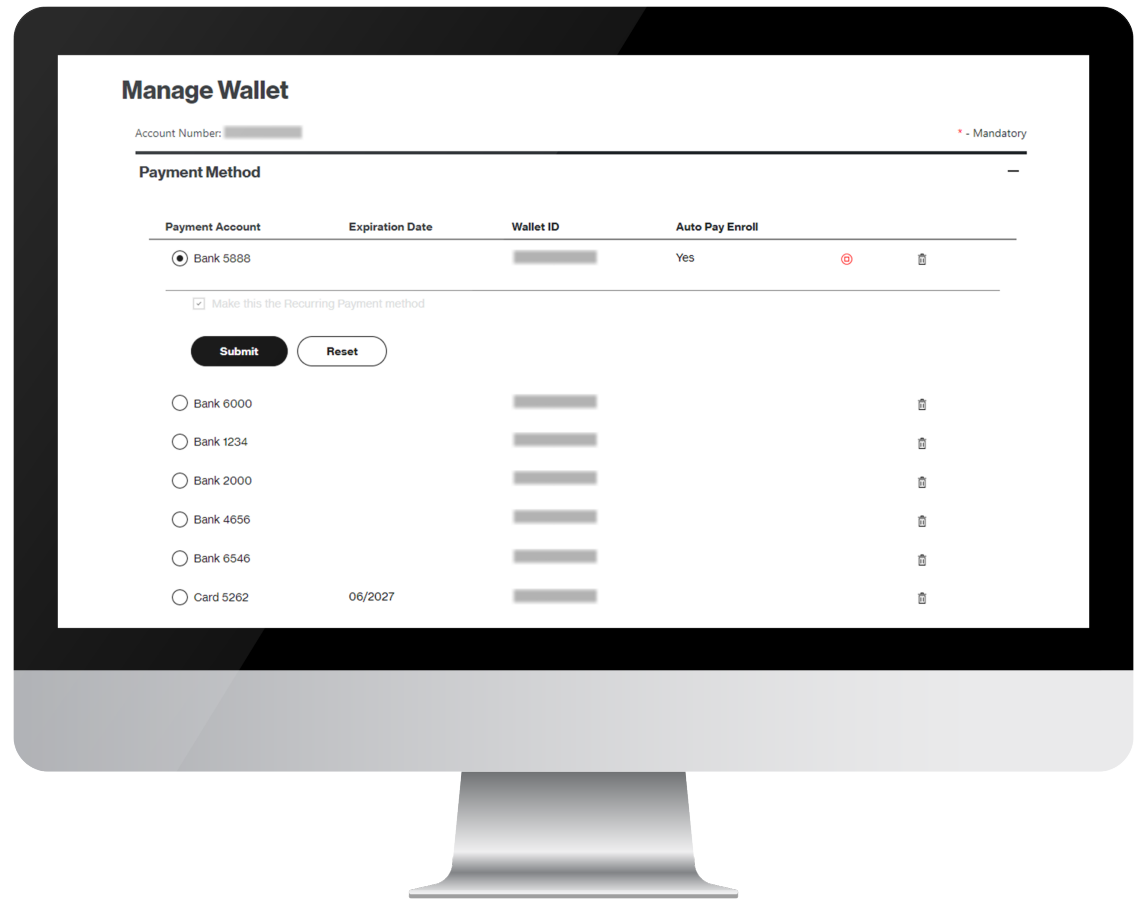
Learn more about My Account [here](#).

# Set up payments

My Account is where you'll find your one-stop shop for streamlining your payments. You can manage everything in a few clicks in this secure feature, putting you in the driver's seat.

Under My Account, you can:

- Get an overview of current charges and balances
- Easily add, edit or remove your preferred payment methods
- Make one-time payments
- Automate your payments with recurring autopay

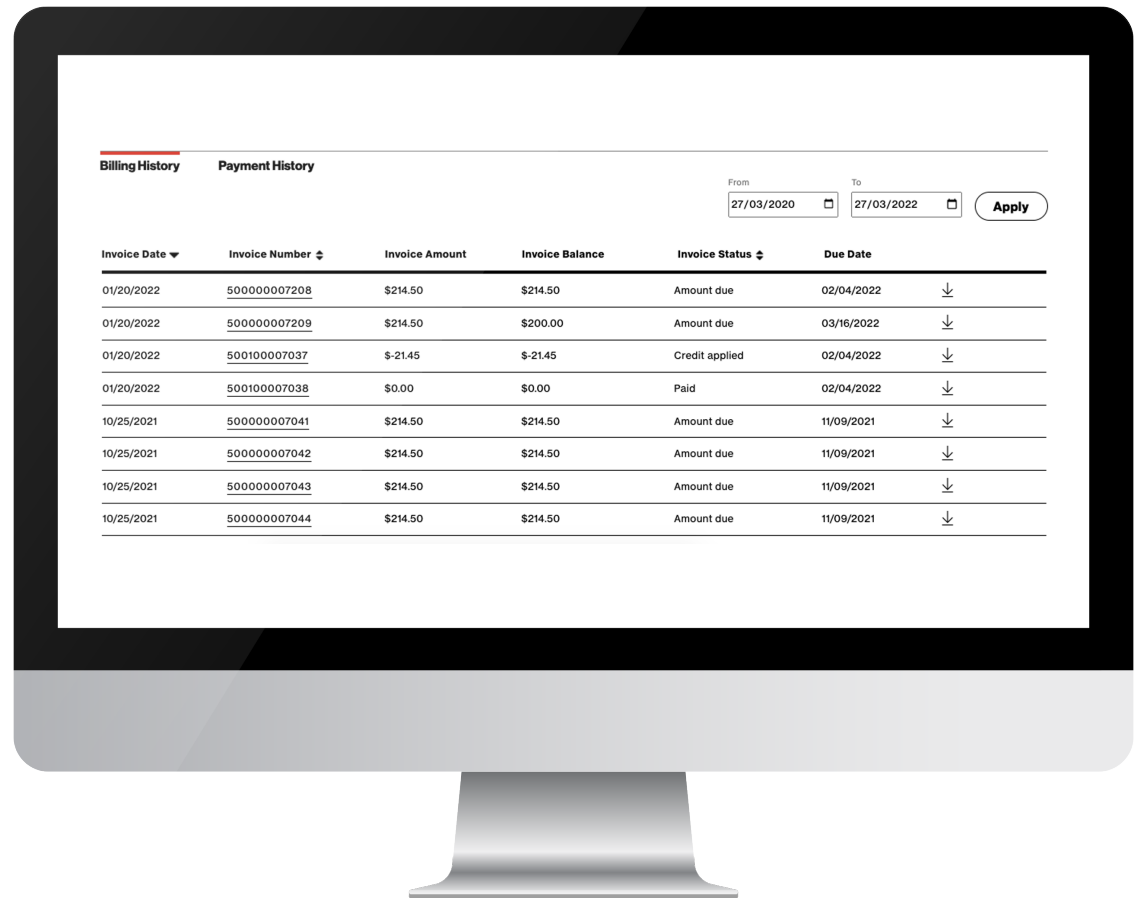


Learn how to [set up autopay](#) or make a [one-time payment](#).

# Find historic invoices

Need a historic invoice for your records? Effortlessly access and download your complete billing history within My Account.

You'll find an overview of any balances due, due date and the invoice status.

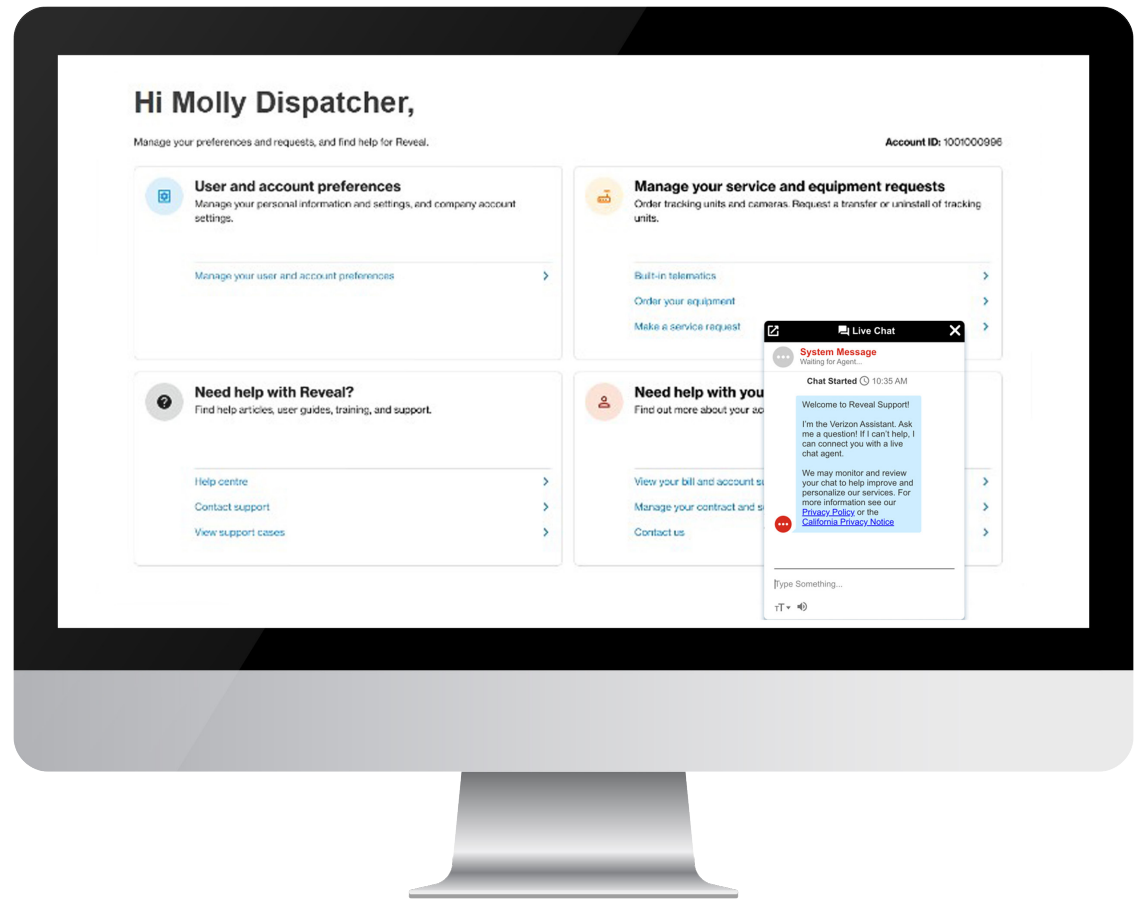


Learn how to view your current bill and billing history [here](#).

# Access live chat

If you're ever in need of support, you can access our live chat from the help menu in Reveal.

The Verizon Assistant can share helpful articles about common issues or can quickly connect you with a support agent to answer your questions.

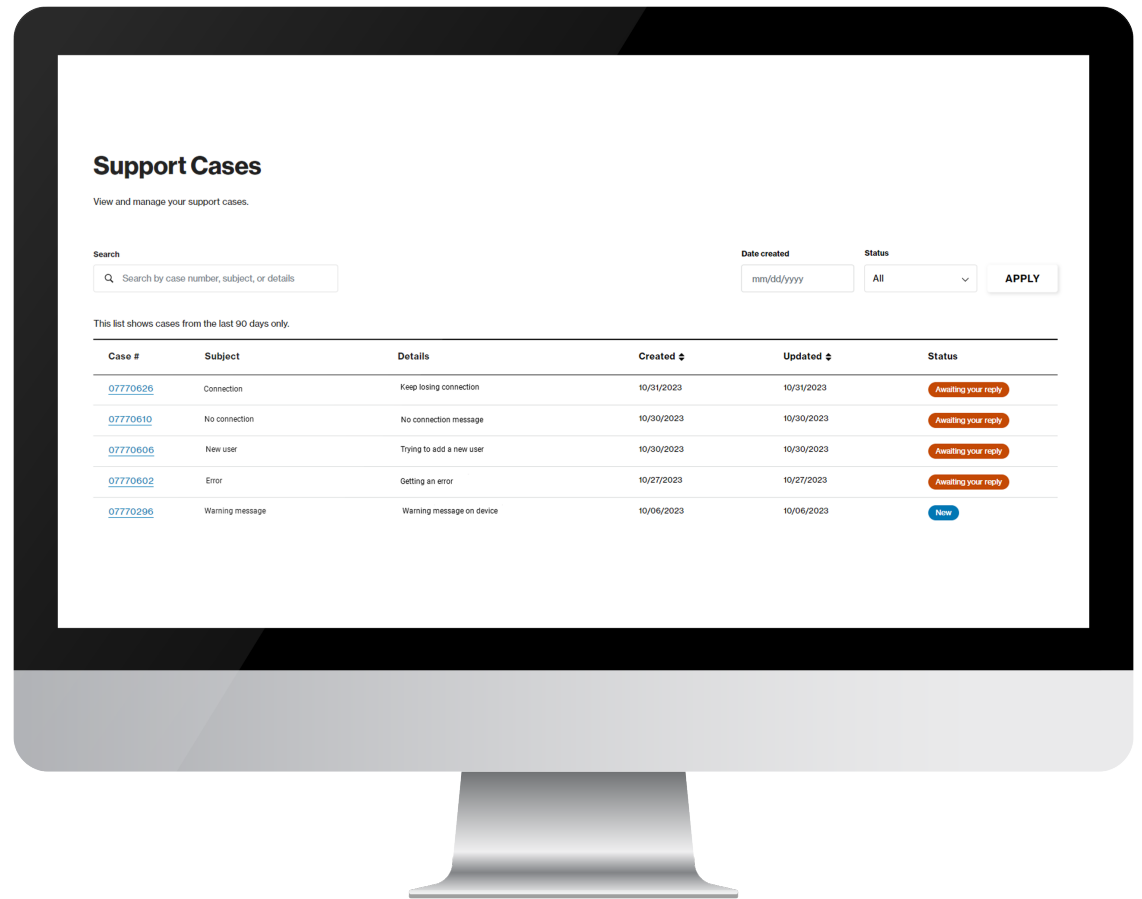


See how to create a new support case [here](#).

# View support cases

Never be in the dark about your support cases with Verizon Connect. The My Account customer portal empowers you to take charge of your support experience. With a few clicks you can:

- Access a comprehensive list of your support cases opened in the last 90 days
- Add comments and attachments to open cases
- Track progress and stay informed every step of the way



See how to view your support cases [here](#).