



Frequently Asked Questions

MyFidium Business Portal

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What is MyFidium Business Portal?

MyFidium Business Portal is the next generation of the Fidium Business customer portal, replacing the current Account Center over time.

We are building MyFidium to make it easier for customers to manage their Fidium Business services online. The portal will continue to grow as we add new features and improve customer experience.

Over time, customers can expect:

- Easy access to bills and invoices
- Improved account and service management
- Better visibility into support requests
- Expanded self-service options
- More convenient ways to stay informed

The portal is being introduced in phases rather than through one large transition.

Is Account Center going away right away?

No.

Customers who currently use Account Center can continue using it until they are notified that their account is ready for the new MyFidium experience.

Any future transition will happen gradually, with advance communication and guidance provided before changes affect your account.

When will customers move to MyFidium?

MyFidium is being introduced to customers in phases.

The initial focus is on:

- Providing core billing and support features
- Giving customers who do not currently have access to Account Center a convenient online experience
- Continuing to add features and improve the portal

Fidium Business customers will be introduced to MyFidium in groups as the experience and available features are ready to support their needs.

Customers who currently use Account Center will receive advance communication when their account is ready to transition.

What features are available in MyFidium?

The initial portal experience includes core features such as:

- Viewing bills and invoices
- Making online payments
- Managing account and service information
- Submitting support requests

Additional features will be introduced over time as the portal continues to grow.

Will customers receive help using the new portal?

Yes.

We are developing resources to help customers get started and make the most of MyFidium, including:

- User guides
- Help and self-service content
- Getting-started instructions
- Step-by-step guidance

Customers will receive the information they need when they are invited to use the portal.

Will customers receive advance notice before moving to MyFidium?

Yes.

Customers will receive communication before their account is transitioned to MyFidium.

This communication will explain what is changing, when to expect the change, and what customers need to do, if anything.

Customers who currently use Account Center will not be moved without advance notice.

How will support requests work in MyFidium?

MyFidium is being designed to give customers an easier way to submit and manage support requests online.

The support experience will continue to improve as additional capabilities are introduced. During the transition, some support communications may continue to come through existing Fidium Business communication channels.

Customers should continue to follow the instructions provided by Fidium Business for submitting and managing support requests.

Will MyFidium send email or text notifications?

MyFidium is being developed as a **web-based portal**, so customers do not need to download an application to use it.

Email and text communications may continue to be provided through Fidium Business's existing communication channels. These communications are not dependent on being inside the MyFidium portal.

As the portal evolves, we plan to provide additional ways for customers to stay informed, including a future downloadable mobile app with more robust notification capabilities.

Will MyFidium have a mobile app?

A downloadable mobile app is part of our future plans.

The current MyFidium experience is a web-based portal that can be accessed from a phone, tablet, or computer.

In the future, a downloadable app could provide additional convenience and features, including the ability to receive notifications when customers are not actively using the portal.

Customers will be notified when the mobile app becomes available.

Can I add MyFidium to my phone's home screen?

Yes.

Customers can add the MyFidium website to their phone's home screen for quick access. This creates an experience similar to having an app without needing to download anything.

On an iPhone or iPad

1. Open **Safari** and go to the MyFidium portal.
2. Select the **Share** button.
3. Select **Add to Home Screen**.
4. Select **Add**.

The MyFidium icon will then appear on your home screen for easy access.

On an Android phone or tablet

1. Open **Chrome** and go to the MyFidium portal.
2. Select the **menu** (three dots).
3. Select **Add to Home screen** or **Install app**, depending on your device.
4. Follow the instructions to add it.

The MyFidium icon will then appear on your home screen.

Will MyFidium include live chat?

Live chat is part of our future plans.

We are exploring ways to make it easier for customers to connect with Fidium Business using the support tools they already know.

When new chat capabilities are ready, they will be introduced based on customer needs and operational readiness. Customer Care teams will receive training and information before any new chat experience is made available to customers.

Can customers preview MyFidium today?

MyFidium is currently being introduced in phases, and the experience continues to evolve as new features are added and improvements are made.

Customers will receive information and access when their account is ready.

How will future features be introduced?

MyFidium is being developed as an ongoing experience rather than a single, one-time launch.

We will continue to:

- Add new capabilities
- Improve existing features
- Make the portal easier to use
- Respond to customer needs and feedback

New features and customer access will be introduced as they are ready to provide a positive customer experience.

When will I hear more about MyFidium?

Customers will receive communication when MyFidium is ready for their account or when there is information that affects their experience.

We will provide advance notice and guidance before any significant changes are made to how customers access or manage their Fidium Business services.



Fidium Business Support

<https://www.fidiumbusiness.com/customer-portal-overview>

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