



Stay Connected with MyFidium Business Portal

Access your bill, check ticket status, get support, manage your account and more.

MyFidium Quick Start Guide

A short walkthrough to help new users get up and running with the MyFidium Business Portal in just a few steps.

September 2026

Welcome, Let’s get started.

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Introduction

This is an illustrated version of our online tour of the MyFidium Business Portal. Use this guide to familiarize yourself with the sections of our portal prior to logging into your account.

Visit <https://portal.fidiumbusiness.com>



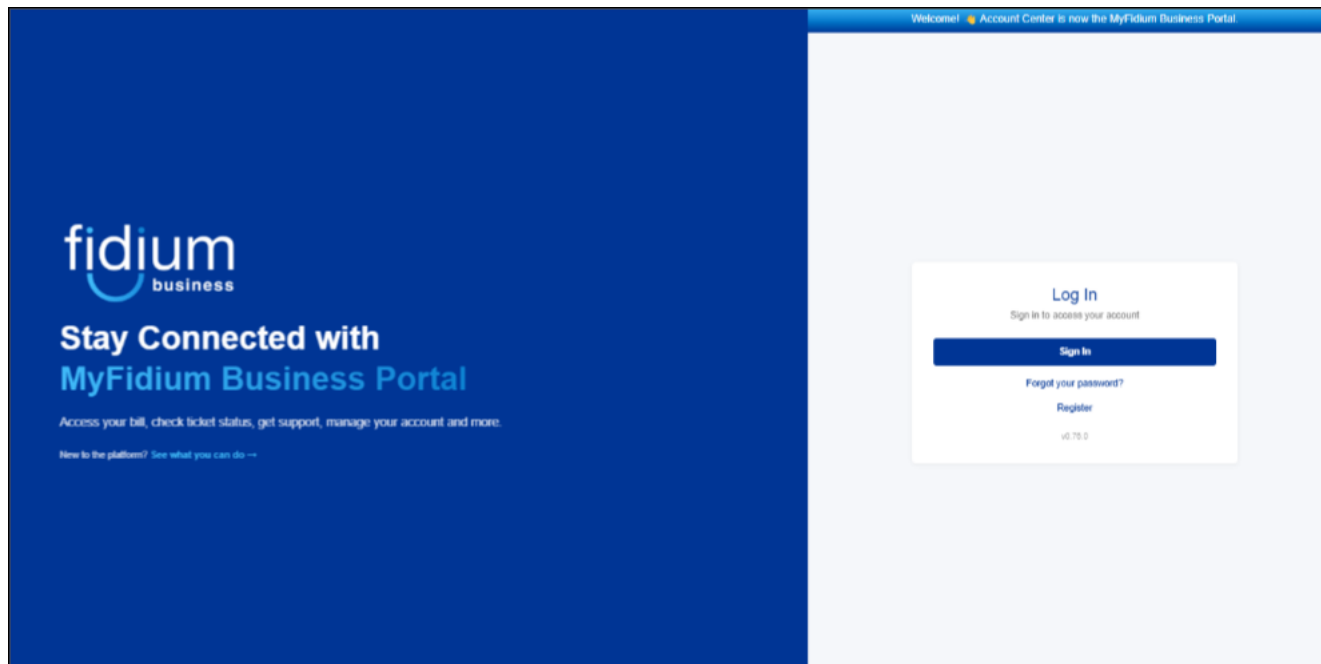
ATTENTION: Your MyFidium Business portal may look different from the examples in this guide. The features and menu options you see are based on the services on your account, and the portal is updated regularly.

MyFidium User Guide

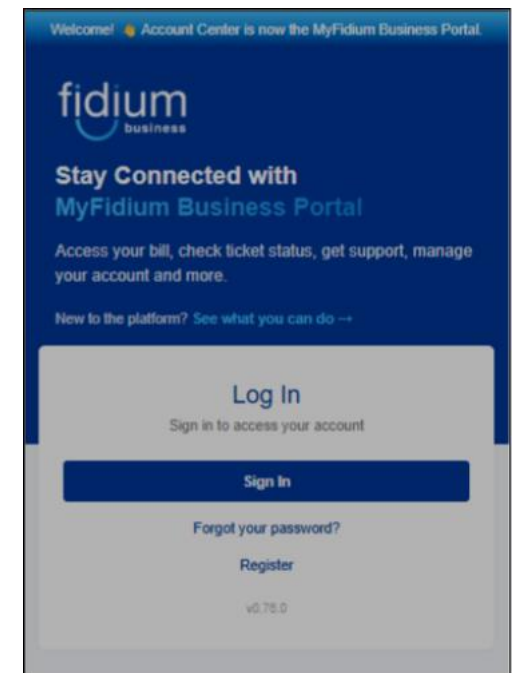
Login Page

Visit <https://portal.fidiumbusiness.com>

You will receive an email from our system with either a register email (new customer) or password reset (existing portal customer) instructions. If you have not received your welcome email, please check your spam / junk folder. For any other issues, please contact support.



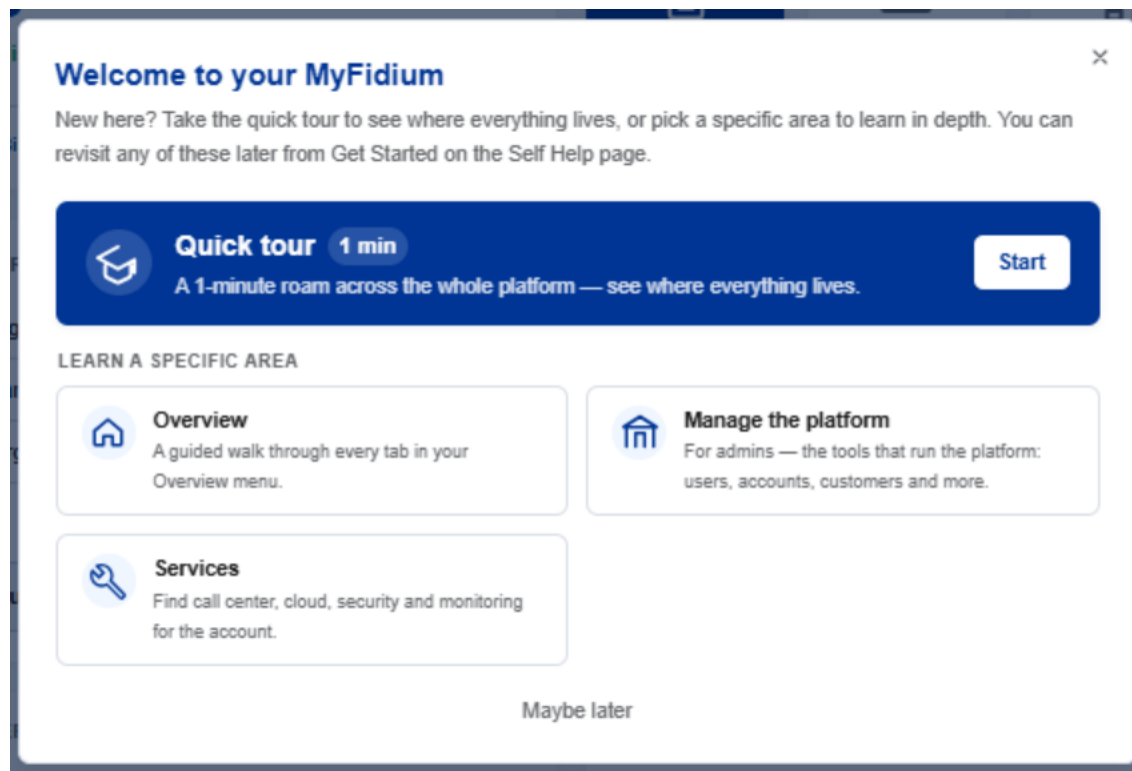
Desktop login

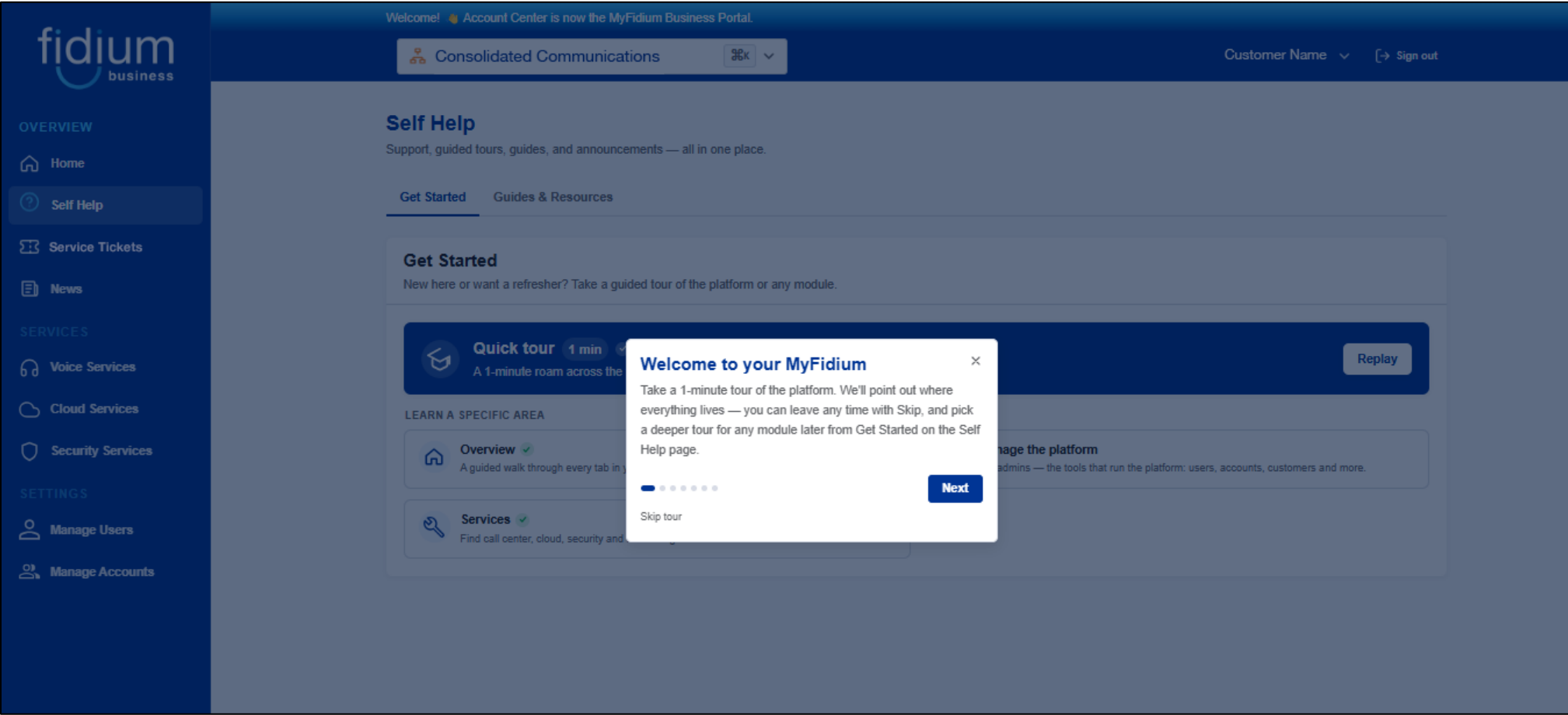


Mobile login

MyFidium Business Portal - Quick Start Guide

Welcome, let's get started. Once you are logged in, you will be greeted with a pop up inviting you to take the guided tour. Moving forward when you visit the Self Help page you can click the Replay button.





Main Navigation

The menu links on the left side of the page will take you to your services, reports, and resources for the portal. The menu items are based on the services your account has. Some options may or may not be present on your screen.

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Home

Self Help

Service Tickets

News

SERVICES

Voice Services

Cloud Services

Security Services

SETTINGS

Manage Users

Manage Accounts

Welcome! Account Center is now the MyFidium Business Portal.

Consolidated Communications

Customer Name Sign out

Manage Billing

OUTSTANDING BALANCE ?

\$135.62

Due Aug 27, 2026

Make Payment

Billing Period: Jul 30, 2026

\$135.46

(\$135.46)

\$0.00

New Charges \$135.62

Bill Total Due \$135.62

BILLING PREFERENCE

VIEW INVOICES

VIEW PAYMENTS

BILL HIERARCHY

PAYMENT OPTIONS

BILLING PREFERENCE

Email Notification

INVOICE HISTORY

STATEMENT DATE	PREVIOUS	PAYMENTS	NEW CHARGES	OUTSTANDING	BILL PDF
Jul 30, 2026	\$135.46	(\$135.46)	\$135.62	\$135.62	Summary Detailed
Jun 30, 2026	\$135.46	(\$135.46)	\$135.46	\$135.46	Summary Detailed
May 30, 2026	\$112.85	(\$112.85)	\$135.46	\$135.46	Summary Detailed
Apr 30, 2026	\$112.90	(\$112.90)	\$112.85	\$112.85	Summary Detailed

Main navigation

Your main menu, grouped into Overview, Services and Administration. Jump to billing, your services, reports and support — you'll only see the sections your role can access. On a phone, tap the menu button to open it.

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Home / Manage Billing

From the home screen you can view invoices, previous payments, set billing preferences, payment options, and your bill hierarchy.

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Manage Billing

OUTSTANDING BALANCE ?

\$135.62

Due Aug 27, 2026

Make Payment

Summary Bill

Detailed Bill

BILL SUMMARY

Billing Period: Jul 30, 2026

Previous Charges

\$135.46

Payment - Thank You!

(\$135.46)

Past Due Charges

VIEW INVOICES

VIEW PAYMENTS

BILL HIERARCHY

PAYMENT OPTIONS

INVOICE HISTORY

Month	Amount
Nov 30, 2024	\$360
Dec 31, 2024	\$360
Jan 31, 2025	\$180
Feb 28, 2025	\$180
Mar 31, 2025	\$90
Apr 30, 2025	\$90
May 31, 2025	\$90
Jun 30, 2025	\$90
Jul 31, 2025	\$90
Aug 31, 2025	\$90
Sep 30, 2025	\$90
Oct 31, 2025	\$90
Nov 30, 2025	\$90

PREVIOUS

PAYMENTS

NEW CHARGES

OUTSTANDING

Switch Between Multiple Accounts (if applicable)

If you have multiple accounts with us, use this dropdown to select the account you wish to view. To gain access to each of your accounts, please contact your company administrator and request access.

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Switch accounts fast

This is the account you're viewing. Click it — or press **Alt+K** / **Ctrl+K** anywhere — to open account search.

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VIEW INVOICES

VIEW PAYMENTS

BILL HIERARCHY

PAYMENT OPTIONS

BILLING PREFERENCE

Announcements 1

Due Aug 27, 2026

Make Payment

Summary Bill

Detailed Bill

BILL SUMMARY

Billing Period: Jul 30, 2026

Previous Charges

\$135.46

Payment - Thank You!

(\$135.46)

Past Due Charges

\$0.00

New Charges

\$135.62

Bill Total Due

\$135.62

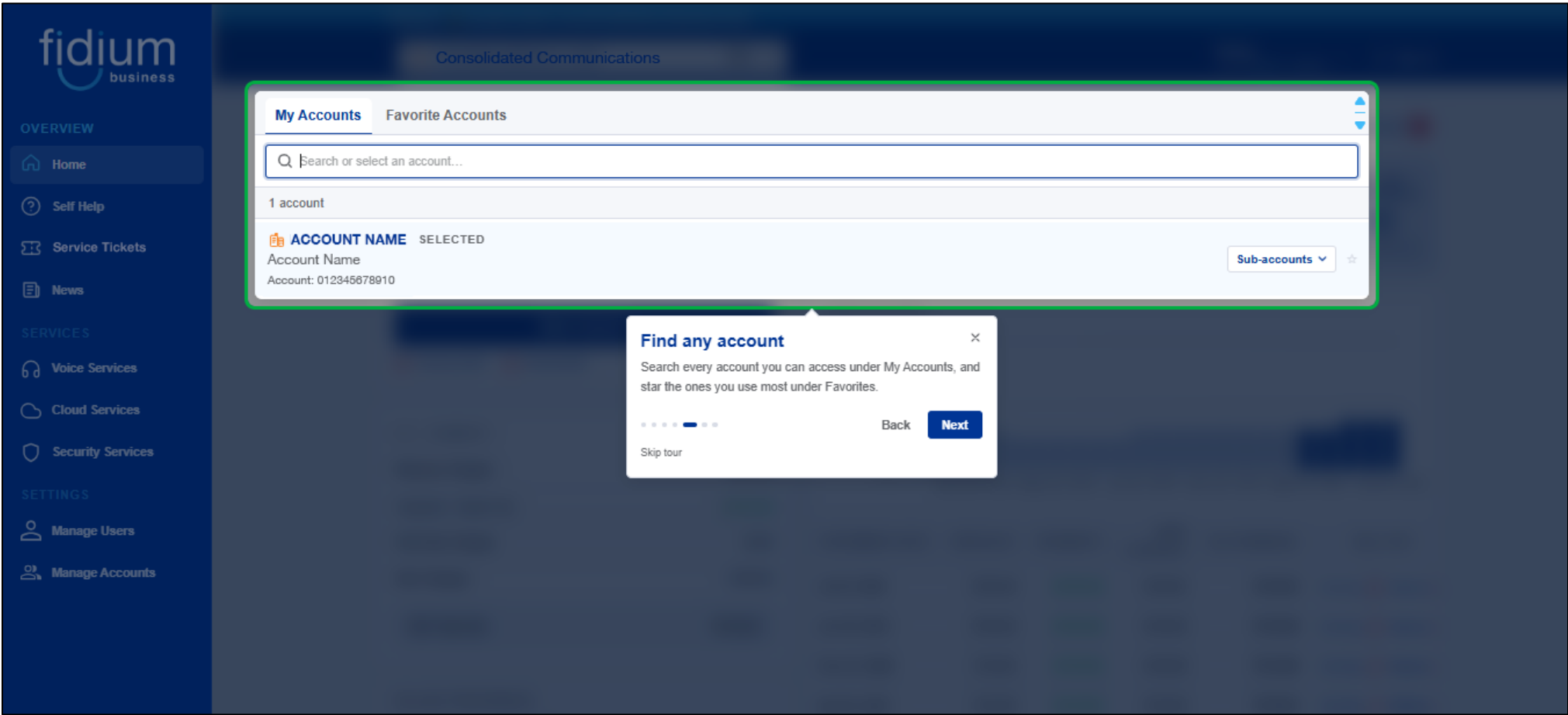
BILLING PREFERENCE

INVOICE HISTORY

STATEMENT DATE	PREVIOUS	PAYMENTS	NEW CHARGES	OUTSTANDING	BILL PDF
Jul 30, 2026	\$135.46	(\$135.46)	\$135.62	\$135.62	Summary Detailed
Jun 30, 2026	\$135.46	(\$135.46)	\$135.46	\$135.46	Summary Detailed
May 30, 2026	\$112.85	(\$112.85)	\$135.46	\$135.46	Summary Detailed
Apr 30, 2026	\$112.90	(\$112.90)	\$112.85	\$112.85	Summary Detailed

Find My Account

Use the search bar to quickly find all of the accounts you have access to. To select and view an account, click on the name.



Your Profile and Account Details

This is where you update your account profile and account details. Simply click on your name to access the drop-down.

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business

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Welcome! Account Center is now the MyFidium Business Portal.

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Manage Billing

OUTSTANDING BALANCE

\$135.62

Due Aug 27, 2026

Make Payment

Summary Bill

Detailed Bill

BILL SUMMARY

Billing Period: Jul 30, 2026

Previous Charges

\$135.46

Payment - Thank You!

(\$135.46)

Past Due Charges

\$0.00

New Charges

\$135.62

Bill Total Due

\$135.62

BILLING PREFERENCE

VIEW INVOICES

VIEW PAYMENTS

BILL HIERARCHY

INVOICE HISTORY

\$360

\$270

\$180

\$90

\$0

Nov 30, 2024

Mar 30, 2025

Jul 30, 2025

Nov 30, 2025

Mar 30, 2026

Jul 30, 2026

STATEMENT DATE	PREVIOUS	PAYMENTS	NEW CHARGES	OUTSTANDING	BILL PDF
Jul 30, 2026	\$135.46	(\$135.46)	\$135.62	\$135.62	Summary Detailed
Jun 30, 2026	\$135.46	(\$135.46)	\$135.46	\$135.46	Summary Detailed
May 30, 2026	\$112.85	(\$112.85)	\$135.46	\$135.46	Summary Detailed
Apr 30, 2026	\$112.90	(\$112.90)	\$112.85	\$112.85	Summary Detailed

Customer Name

customer@company.com

CUSTOMER ADMIN

Profile

Account details

Your profile & account details

Open this menu to manage your profile, view the full Account details of the account you're working in — number, address and status — or sign out.

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Skip tour

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This is where our tour ends. You can visit our Self Help section anytime if you wish to watch this tour at any time.

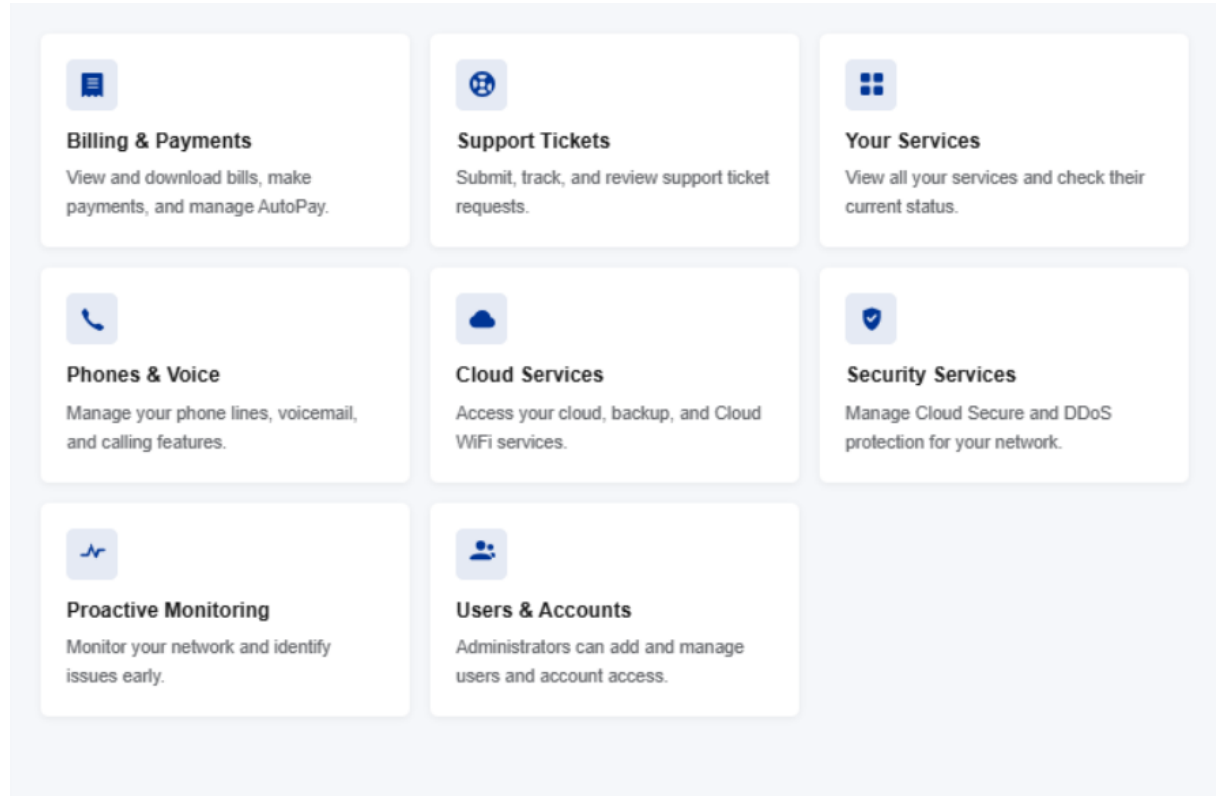


MyFidium Portal Overview

Visit

<https://portal.fidiumbusiness.com/playbook>

MyFidium is your self-service home for Fidium Business. Pay your bill, open support tickets, manage your services, and keep your team connected — without picking up the phone.



Get Started in 3 Easy Steps

From sign-in to your first task in under a minute.

- 1 Sign In**
Use the username and password from your welcome email or click [Reset Password](#) or [Register My Account](#).
- 2 View Your Dashboard**
See your latest bill, support tickets, and service ticket status in one place.
- 3 Explore the Portal**
Use the left navigation menu or search to quickly find what you need.



Fidium Business Support
<https://www.fidiumbusiness.com/customer-portal-overview>
Version 1.0 - 082126.D1