



Stay Connected with MyFidium Business Portal

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

MyFidium Self-Registration Guide

Step-by-step instructions for creating a new account and signing up
for access to the MyFidium Business Portal.

September 2026

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Introduction

You can use the MyFidium Business Portal (formerly Account Center) to manage your account, make payments, or view usage – all in one place. A virtual tour is available within the portal located in our Self Help section.



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.

User Guide – Self-Registration and Login

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

New Customers will receive an automated email with instructions to register.

Existing Customers prior to the new MyFidium launch will be migrated from the previous Account Center. You will receive an email with registration details. If you do not receive an email, you can go to the login screen, select register and follow the prompts. You will need your account number, email and PIN number.

Registration Types

1. New Account Registration
2. User Previously Registered
3. An Admin already exists on the account

1 - New Account Registration.

Use this option if you are a new customer or have never had a portal account with Fidium Business.

Step 1. From the login screen, click the blue Register link.

The screenshot displays the MyFidium Business Portal interface. On the left, a dark blue banner features the 'fidium business' logo, the heading 'Stay Connected with MyFidium Business Portal', and descriptive text about account management. On the right, a white login box contains a 'Log In' section with a 'Sign In' button, and a 'Register' link below it. A top navigation bar includes a welcome message and a version number 'v0.151.0' is shown at the bottom of the login box. The footer contains copyright and policy links.

Welcome! 🙌 Account Center is now the MyFidium Business Portal.

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New to the platform? [See what you can do →](#)

Log In

Sign in to access your account

[Sign In](#)

[Forgot your password?](#)

[Register](#)

v0.151.0

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Step 2. Enter your **Primary Billing Account Number** and your **Business Email Address** and click the **Verify** button.



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MyFidium Self-Registration

Account Info

2Authorization

3Details

4Registered

MyFidium Business Portal is Fidium's secure, personalized online account access and management tool for business customers. Before beginning the registration process, find your **Customer PIN** or call **1.844.FIDIUMBIZ (1.844.343.4862)** for assistance.

How would you like to look up your account?

Account Number

Phone Number

Primary Billing Account Number *

Locate My Account Number

Your Business Email Address *

The email entered will become your portal username and must be valid/accessible to complete registration. The same email cannot be used for multiple users.

Additional accounts may be added once you have registered, activated your login, and signed into the portal.

Verify

Back to login

Step 3. Enter your **Customer PIN** number and click the **Verify** button.

The screenshot displays the MyFidium Self-Registration interface. On the left, a blue sidebar contains the 'fidium business' logo and the heading 'Stay Connected with MyFidium Business Portal'. Below this, it lists benefits like accessing bills and support, and includes a link for new users. The main area on the right shows a progress bar with four steps: Account Info, Authorization (current), Details, and Registered. Below the progress bar, the account name 'Account 1234567890 — ACME MANUFACTURING CO' is shown. A 'Customer PIN' section features a text input field with the placeholder '4-digit PIN'. A note below the field provides contact information for assistance. At the bottom of the form are 'Verify' and 'Cancel' buttons.

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MyFidium Self-Registration

Account Info Authorization Details Registered

Account 1234567890 — ACME MANUFACTURING CO

Customer PIN

4-digit PIN

Don't know your Customer PIN? Call **844.YOUR.CCI (844.968.7224)** for assistance.

Verify

Cancel

Step 4. First enter your **First Name, Last Name, Business Email Address**. Next, link to any **Advanced Services** listed below. Click the **Register** button to complete your registration.



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New to the platform? [See what you can do](#) →

Account Info

Authorization

Details

Registered

Provide information so that we may create an Account Administrator. Once enrolled, the Account Administrator can add, edit or remove users and assign each specific permissions on the portal.

First Name

Last Name

Business Email Address

admin@acme.com

Link Advanced Services

Registering for the portal automatically provides 24/7 self-service access to view bills, make payments and enter or view trouble tickets. To help us tailor your portal experience, select the services you have on your account. If these additional services do not apply at this time, continue with registration.

☐ Data Networking

☐ Unified Communications (ProConnect, Hosted PBX, Hosted VoIP)

☐ Cloud Contact Center

☐ SD-WAN

☐ Cloud Wifi (Managed Wireless LAN)

☐ Cloud Security

☐ On-Site Security

☐ DDoS Mitigation

☐ Not Sure

Register

Cancel

Congratulations! You are now registered.
Check your email; we have sent you a password and further instructions.



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MyFidium Self-Registration

✓

✓

✓

🎉

Account InfoAuthorizationDetailsRegistered

You are now registered — check your email

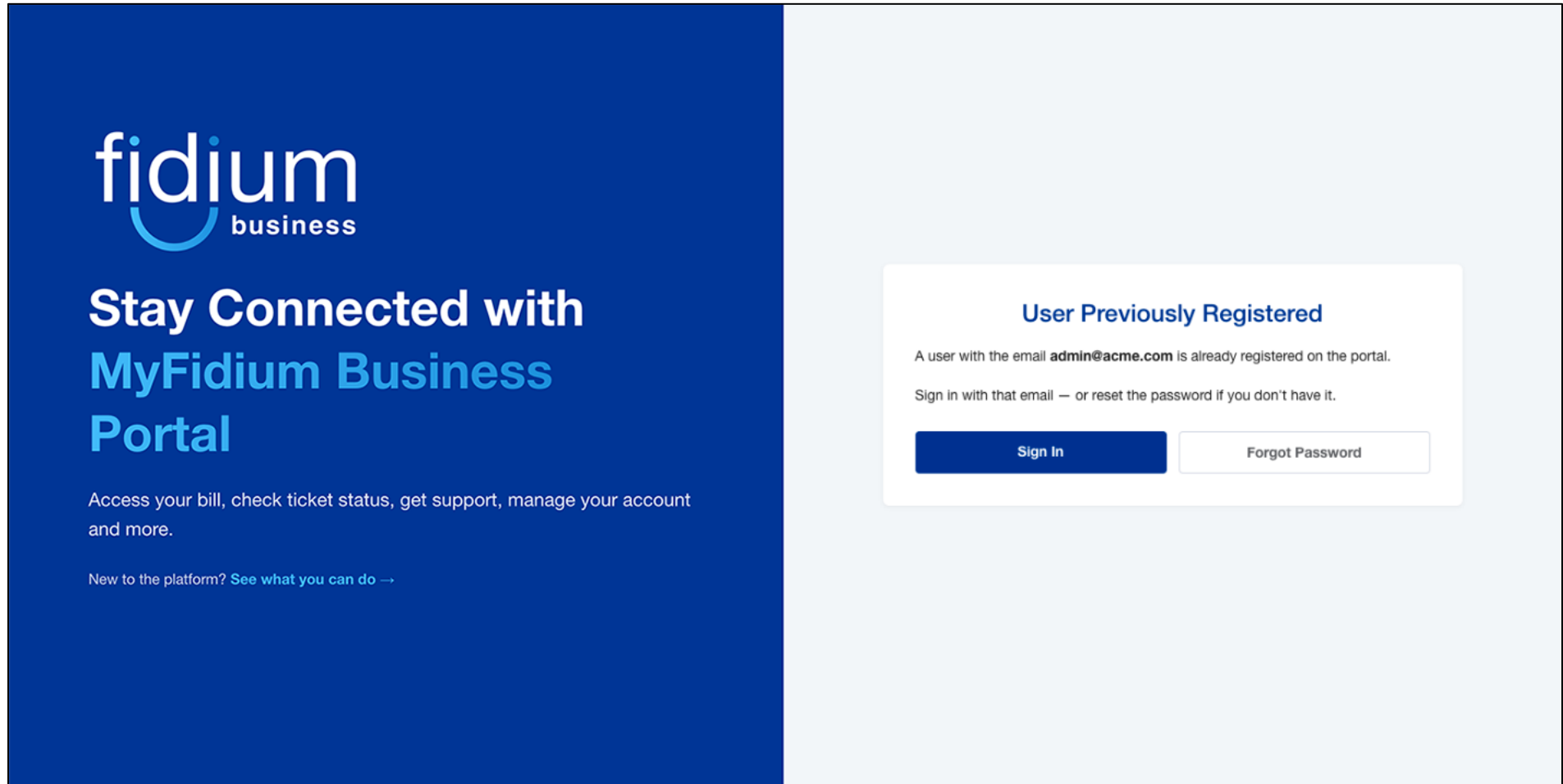
We sent an email to **admin@acme.com** with a link to set your password. Follow it to activate your login, then sign in to the portal.

Didn't get the email? Check your Spam folder, or call **844.YOUR.CCI (844.968.7224)** for assistance.

Back to login

2 - User Previously Registered.

If you are already registered, you will be notified upon attempting to login. Please click the Forgot password button to gain access.



3 - An Admin already exists on the account.

If you attempt to self-register and get the screen below, then you must request access from the current admin at your company.



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Account Not Available for Self-Registration

This account has already been registered and has Account Administrators assigned.

Your Account Administrators are:

- Jane Smith
- John Doe

Please request access from an **Account Administrator** or call **844.YOUR.CCI (844.968.7224)** for assistance.

[Back to login](#)



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