Billing Portal – first time login

User guide

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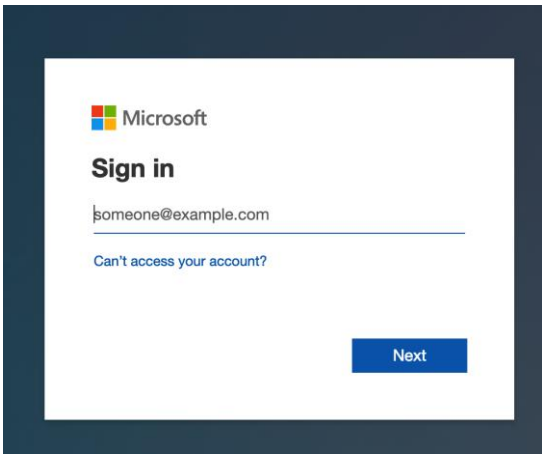
CHORUS

1.0 Logging into the Billing Dispute Portal

Billing Disputes is a web-based portal. https://billing.chorus.co.nz

1.1 Connect to the Chorus Billing Portal

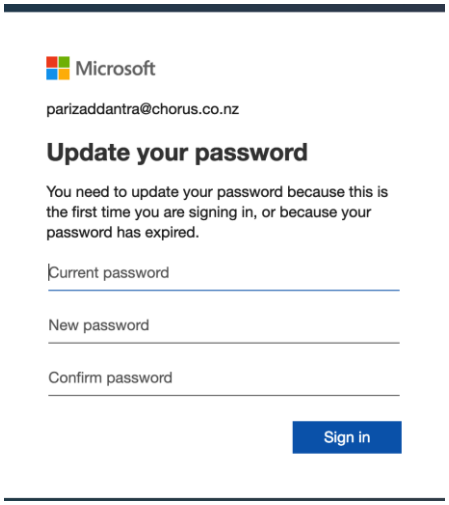
For your first login, use your Chorus supplied login JohnSmith@chorus.co.nz, not your company login



1.2 Update your password

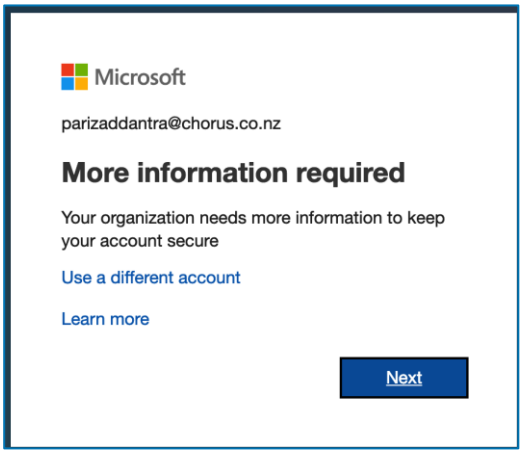
You will be asked to update your password. Use your Chorus supplied password, and then change it to something you will remember, following these rules:

- A minimum of 8 characters and a maximum of 16 characters.
- Strong passwords only: Requires three out of four of the following:
  - Lowercase characters.
  - Uppercase characters.
  - Numbers (0-9).
  - Symbols
- The last password can't be used again when the user changes a password.
- The last password can be used again when the user resets a forgotten password.

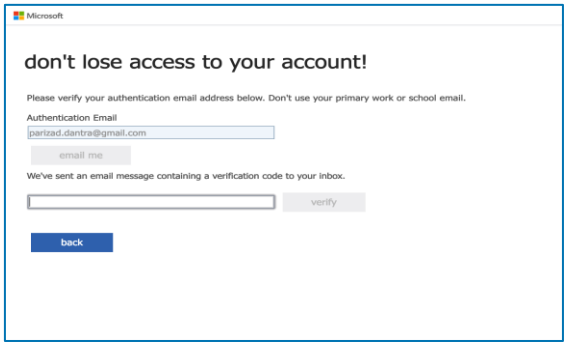


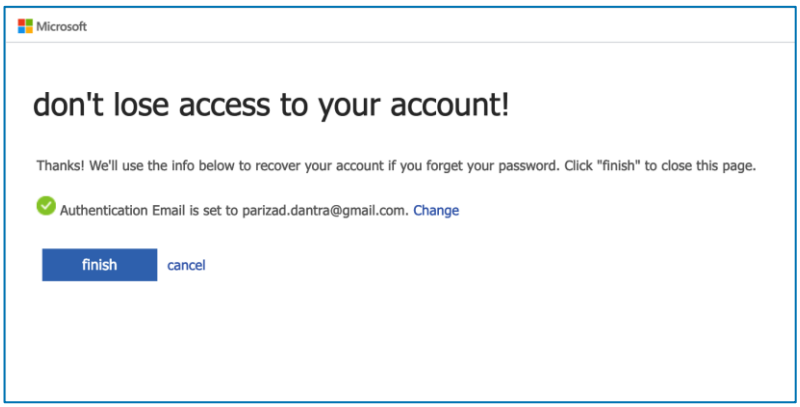
1.3 More Information Required

You will be asked to enter your email address to use for your password reset functionality. Select Next



Enter your company email into the Authentication Email field, then select 'email me'. A Verification ID will be emailed to you, which you will enter into the verification code box





Select finish to gain access to the portal.

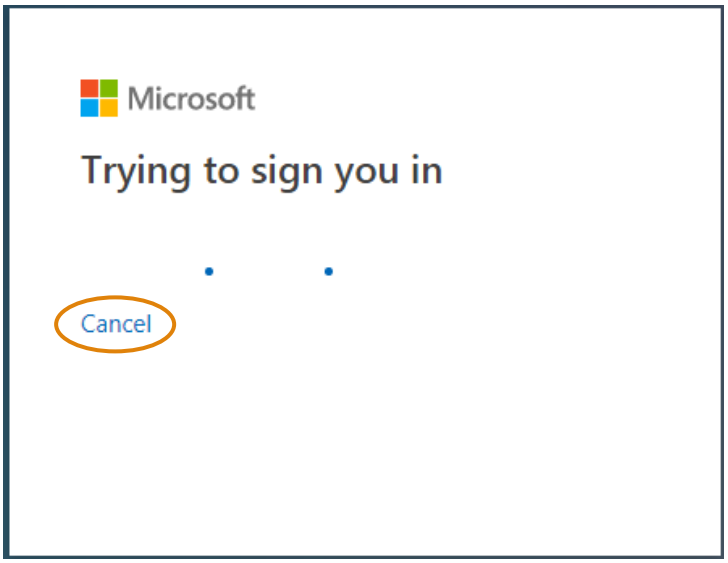
If a user does not access the Billing Portal for 90 days their access will be disabled. The Administrator can re-enable this access. If a user has been inactive for 365 days they will be deleted from Billing Portal.

2.0 Troubleshooting

If you already have an Office 365 account and are using the same browser to login, then you may experience issues connecting to the Billing Portal.

To resolve this follow one of the below steps:

- Open a Private Session in your web browser and sign in to the Billing Portal as per the above steps.
  Using Internet Explorer - to launch InPrivate Browsing, click on Settings > Safety > InPrivate Browsing. You can also use the keyboard shortcut Ctrl+Shift+P to launch it.
  Using Edge - click or tap the "Settings and more" button in the top-right corner. In the menu that is shown, choose "New InPrivate window." You can also use the keyboard shortcut Ctrl+Shift+P to launch it.
  In Chrome - click the wrench icon in the top right corner of the screen and click New Incognito Window and start browsing. You can also use the keyboard shortcut Ctrl+ Shift + N to launch it.

  OR

- Click the "Cancel" link immediately after selecting 'Sign In' button. This will stop you from signing in to your work or personal 365. Then follow the instructions above to login to the Billing Portal.