Getting Started with Control Center

1. The Customer Admin logs into Control Center: https://www.centurylink.com/business/login

2. From the Home screen select the Inventory tab. Use “Walk Me” to help explain what is generally available in this portal. Click to Chat is also available.
Making changes to your CenturyLink Engage services:

1. From the Inventory tab, select the CenturyLink Engage account.

2. The following functions can be performed from this screen:
   - Select “Customer Administrator Portal” to set up users and features.
   - Select “Change your order” to add new CenturyLink Engage services, make changes to your existing CenturyLink Engage services, to make changes to an order you just placed, or to disconnect services.
   - Select “Directory Listing Portal” if you have ordered a Directory Listing and wish to customize it by adding photos or information (such as website, social media, business hours or business categories).
Checking the status of your CenturyLink Engage orders:

1. From the Orders tab, select Order Status.

2. After selecting the order to review, you will see the tracker below with the order’s current status. Shown below is a Completed order and a Submitted order.
Using the Administrator Portal link:

1. From the Inventory tab, select a CenturyLink Engage account and click on the Customer Administrator Portal link.

2. From the Admin tab, select Tools & Misc. Click the CenturyLink Engage tool button.
3. You will be taken to the home screen of the Administrator portal.

Requesting Repair assistance:

1. From the Service Mgmt tab, select Ticketing. You can create a new ticket or review the status of an existing ticket.
2. Select a ticket to view an existing ticket. Use the Work Log, Contacts, and Attachments sections to provide additional details.