



1716 O'Neil Avenue  
Cheyenne, WY 82001  
Phone (307) 635-9295 FAX (307) 635-3664  
[www.cciwy.com](http://www.cciwy.com)

Dear CCI Customers/Vendors,

In an effort to become more environmentally conscious we are transitioning to paperless communications with our customers and vendors. To accomplish this task we need to ensure that our records are as accurate as possible to avoid any lost communications. If you will, please fill out as much information as possible on this form and return it to us via email ([accounting@cciwy.com](mailto:accounting@cciwy.com)), fax (307-635-3664), mail, or phone (307-635-9295). An electronic version of this form is also available on our web site ([www.cciwy.com/InfoUpdate.aspx](http://www.cciwy.com/InfoUpdate.aspx)). Click to download pdf file.

Additionally, we are rolling out a customer web portal to make it easier to communicate with us. You will be able to create, review, and get statuses of your service tickets, opportunities, contacts, and agreements. Admin users will also be able to view and print invoices and make secure credit card payments. Please see the back of this form for a description of the Portal Access Levels.

**Information Update**

Company Name \_\_\_\_\_  
Physical Address \_\_\_\_\_  
Mailing Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Main Phone \_\_\_\_\_ FAX \_\_\_\_\_

**Primary Contact:**

First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
Title \_\_\_\_\_ Direct Phone \_\_\_\_\_  
Email Address \_\_\_\_\_  
Portal Access Level  User  Manager  Admin

**Billing Contact:**

*Same as primary contact -*

First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
Title \_\_\_\_\_ Direct Phone \_\_\_\_\_  
Email Address \_\_\_\_\_  
Portal Access Level  User  Manager  Admin

**Additional Contact:**

First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
Title \_\_\_\_\_ Direct Phone \_\_\_\_\_  
Email Address \_\_\_\_\_  
Portal Access Level  User  Manager  Admin

## **Portal Access Levels**

**User** – Enter New Tickets, Update Tickets, and Access Knowledge Base

**Manager** – All User Permissions plus: Access Opportunities, Access All Tickets, Access Reports, Approve Tickets, Change Contact on Tickets, Maintain Company Preferences, View Projects, and View/Print Customer Signoff Form.

**Admin** – All User and Manager Permissions plus: Maintain Company Contacts, View Agreements, View Configurations, and View/Print Invoices.