

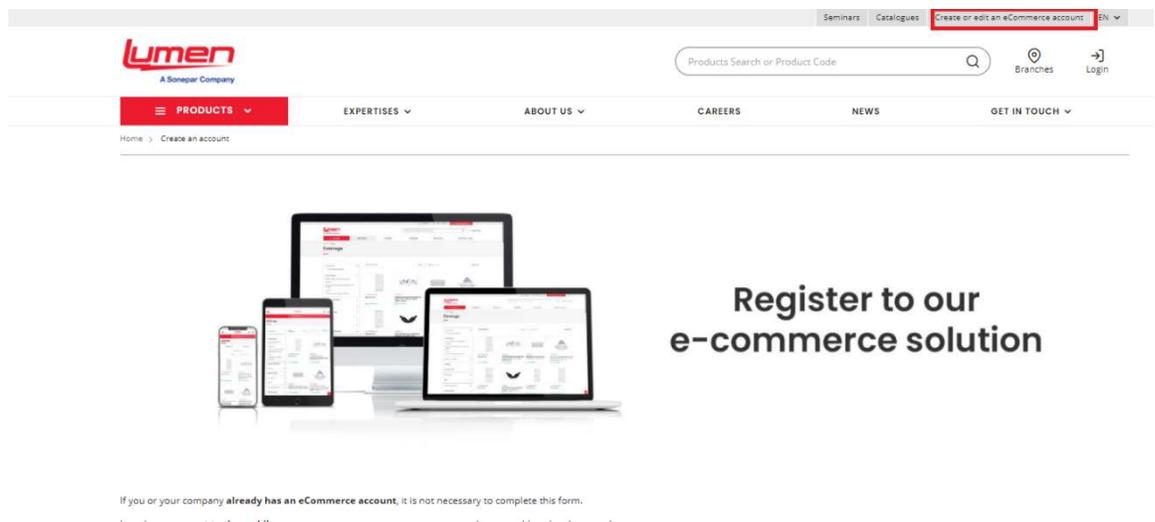
User guide PRO account

1- Create an account Lumen.ca

Step 1: Before applying for a Lumen.ca account, a customer must have an active customer account with Lumen and have their customer number ready.

Step 2: Once the customer has an active customer account with Lumen, they can apply for a Lumen.ca account by completing this online form: [Create an account | Lumen](#)

- Click on create or edit an ecommerce account



Step 3: Please enter the requested information

If you or your company **already has an eCommerce account**, it is not necessary to complete this form.

In order to **connect to the mobile app**, you can use your current username and password (used on lumen.ca).

If you want to **add one or more users to an existing account**, the Account Manager must complete this form.

If you have **forgotten your login information**, you can use our [Support](#) tool to contact us.

Do you have an active account with Lumen? *

Yes No

Does this request apply to? *

Lumen.ca & Mobile App
 Lumen.ca via CMEQ
 ElekNet via ACCEO

What do you want to do? *

Create an eCommerce account Add one or more users to an existing eCommerce account Remove one or more users
 Recover a forgotten password

Do you have a project account? *

Yes No

Lumen Account Number *

Step 4: Please enter the account administrator information first. If you have users that you want to add to your account, you can do so directly on the same form.

Name of the company *	Address *
<input type="text"/>	<input type="text" value="Street number and Street name"/>
City *	Postal code *
<input type="text"/>	<input type="text"/>
Phone number *	
<input type="text"/>	

Key contact's information

First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Email *	Number of user(s) (including you if you create an account) *
<input type="text"/>	<input type="text" value="1"/>
	<small>One Account per user</small>

User 1 Information

First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Email *	Is this user authorized to: *
<input type="text"/>	<input type="radio"/> Place an order <input type="radio"/> Place an order for approval
	<input type="radio"/> See prices only (cannot send orders)

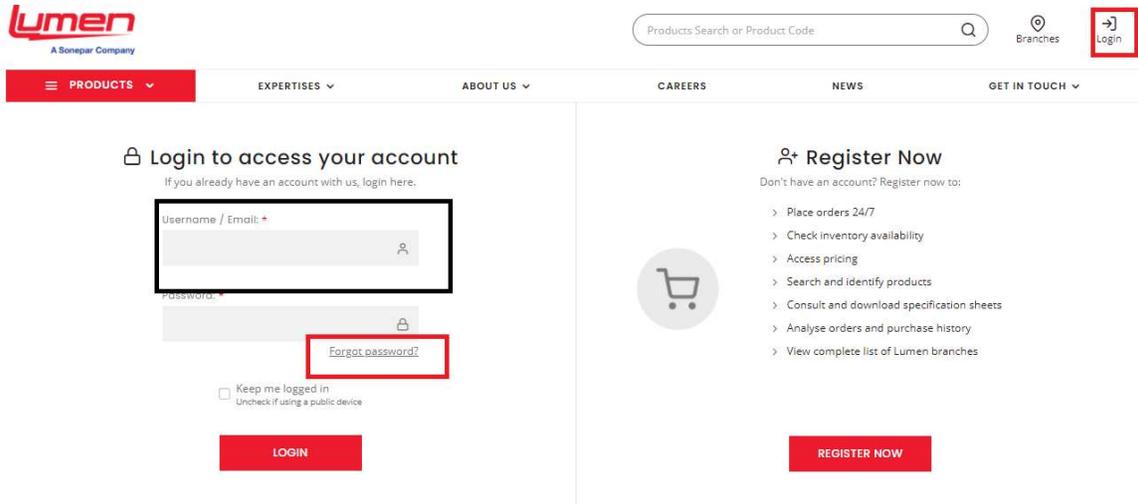
I personally commit to keeping all the names and passwords of users confidential as well as any other preventive safety measure that allows a user to access the online store. I hereby attest that Lumen is not liable for any damages resulting from a breach of this contract or unauthorized use of software. I acknowledge that access to the online store may be cancelled at any time with thirty (30) days' notice.

Use your mouse or finger to align your name above. clear

SUBMIT

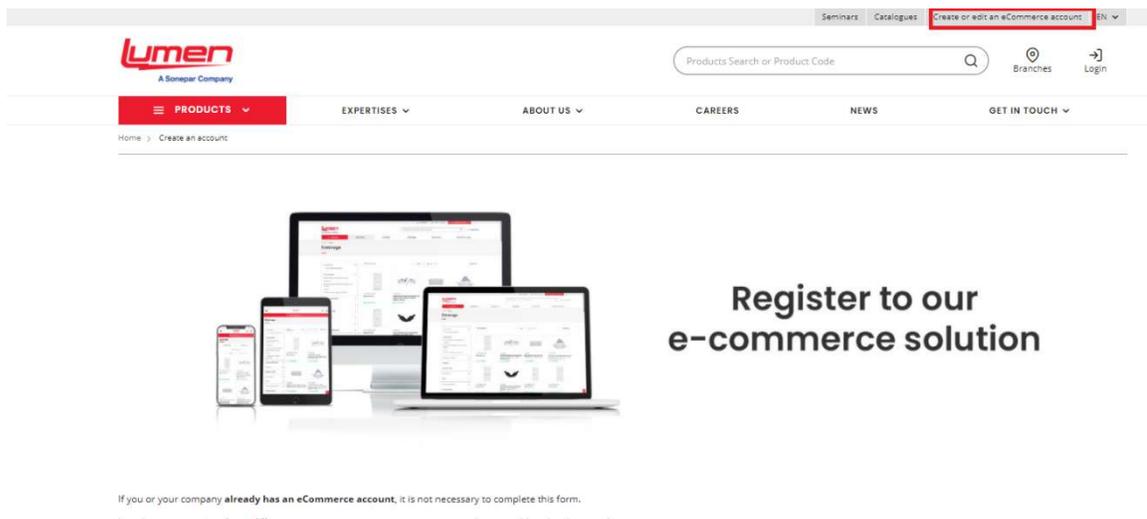
Step 5: Once completed, you will receive an email stating that your account has been created with your username. Please go to [Lumen.ca](https://lumen.ca) and click connect

Step 6: Please enter your username and click on forgot password. You will then receive an email to change your password. Once finished you are ready to order on Lumen.ca. (* Please note that no password is given by email as to why you must click on forgot your password)



2- How to add or modify a user on Lumen.ca

Step 1: Click on create or edit an ecommerce account



Step 2: Please enter the requested information

If you or your company **already has an eCommerce account**, it is not necessary to complete this form.
In order to **connect to the mobile app**, you can use your current username and password (used on lumen.ca).
If you want to **add one or more users to an existing account**, the Account Manager must complete this form.
If you have **forgotten your login information**, you can use our [Support](#) tool to contact us.

The form contains the following fields and options:

- Do you have an active account with Lumen? ***
 Yes No
- Lumen Account Number ***
[Empty text input field]
- Does this request apply to? ***
 Lumen.ca & Mobile App
 Lumen.ca via CMEQ
 ElekNet via ACCEO
- What do you want to do? ***
 Create an eCommerce account
 Add one or more users to an existing eCommerce account
 Remove one or more users
- Are you the account administrator? ***
 Yes No

Step 3: Please enter the account administrator information first. Then enter the information of the user to add or modify. And then mention what the user will be allowed to do in the account. * Important that the administrator signs at the end of the form.

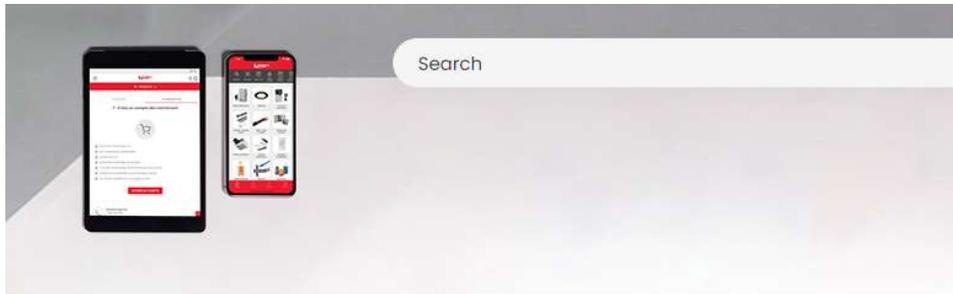
Place an order, place an order for approval, or view prices only

3- How to open a ticket

Step 1: Click on contact customer support



Step 2: Please choose the reason for your problem



Lumen > Submit a request

Choose the type of problem you are having:

Step 3: Please complete the form

Choose the type of problem you are having:

Your email address *

Problem Type *

Your Full Name *

Your Phone Number *

Customer Number *

ElekNet Username *

Description *

Please provide as much details as possible. You can also attach a screenshot to help us better address your issue or request.

Attachments

Submit

Step 4: Click on send and your request will be processed within 24/48 hours.

For any emergency please refer to the chat or contact an eCommerce advisor.