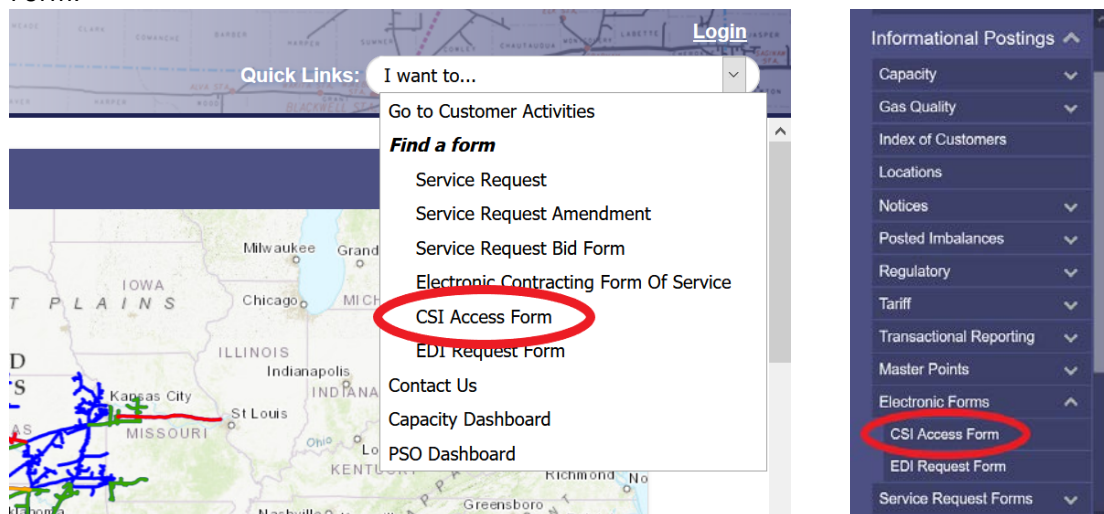We at Southern Star are very glad you're interested in utilizing the tool our company has available to give our customers access to information. Below you will find the instructions on how to gain access to our EBB, or Customer Service Innovations "CSI" as we refer to it. If you need further assistance, please reach out to sscontractadministration@southernstar.com or call the CSI Help Desk at 270-852-5123.

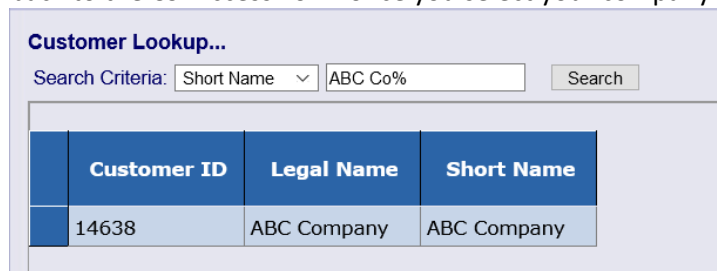|	
Step 1	• Navigate to the Southern Star CSI homepage by clicking this link: CSI Homepage
Step 2	• Once on the homepage, either utilize the Quick Links in the top right-hand corner of the page or navigate to the "Electronic Forms" section under "Informational Postings" and select "CSI Access Form."
Step 3	• On the CSI Access Form, the first step is to input your customer information in the top box. To do this, click on the downward pointing arrow to open a search box to select your customer from our database.
Step 4	• The customer lookup feature can search by three criteria: customer ID, legal name, and short name. In the example below I have chosen the short name criteria and typed my partial company name. Click search and then double click on your company name below. You will automatically be taken back to the CSI Access Form once you select your company. Tip: By utilizing the % symbol you can include leading or trailing characters in your search.

Step 5	• Fill in the required personal and company information.
	CSI Access Form: Customer: 14638 ABC Company Duns Number: [___] First Name: [___] Last Name: [___] Middle Name: [___] Job Title: [___] Begin Date: Null [v] Phone Number: [___] Fax Number: [___] After Hours Phone: [___] Address Line 1: [___] Address Line 2: [___] Address Line 3: [___] City: [___] State: --Select State-- [v] Zip Code: [___] Email Address: [___]

Step 6	• Select the contact types/security for the user. This will determine what functions you have access to in CSI, what reports you are able to see and what emails/notifications you will receive.
	Contact Types: ☐ Capacity Release ☐ Confirm-After Hours ☐ Confirm-Pri ☐ Confirm-Sec ☐ Contracting - Pri ☐ Contracting - Sec ☐ Credit Rep ☐ Critical Notice ☐ Invoice OBA Primary ☐ Invoice OBA Secondary ☐ Invoice Primary ☐ Invoice Secondary ☐ Invoice View Only ☐ Measurement ☐ Nom-After Hrs ☐ Nom-Primary ☐ Nom-Secondary ☐ OFO ☐ Service Request Approver ☐ Service Request Initiator ☐ View Only General Preferred Invoicing Method: [v] *Please note that if Service Request Approver and/or Service Request Initiator is selected a separate Electronic Contracting Agreement will need to be completed as well as an Appendix A for each person with this contact type (these documents will be emailed to you by contract administration).

Step 7	• If you are to be the security administrator or if you have any additional comments type them in the comments box. Once completed click the "Submit" button.
	Request Status: Need Approval Comments: [___] Submit Undo Changes *If you receive a red error message after clicking the submit button, this could be due to your company not having a security administrator setup in our system. Please contact Southern Star Contract Administration for further assistance.

Step 8	• When the form is submitted an email is automatically sent to your company's CSI security administrator for approval. The only action required of them is to reply to the system generated email that they "Approve" or "Deny" the access request. This approval or denial is sent to Southern Star Contract Administration who then finalizes the CSI Access Request. When the access request is finalized you will receive an email with your login information.