OARnet Internet Subscription Customers
Application Account Set-up

Enable your organization to **receive critical maintenance** notices and submit trouble reports and requests through our Support Center (NOC).

New Customers

1 Invitation

- You will receive an invitation from OARnet staff with login information.
- Please check your junk/spam folder.
- At this time, you have seven days to login and reset your password.

2 Login

- Go to gateway.oar.net to login
- The first two users will automatically be set as Editors to make contact changes.*

* If you fall under a parent client or your Editors have left, OARnet may need to make you an Editor. Contact your Business Relationship Mnager.

Invite a Cowoker

1 Invitation

- Gateway Editors can invite Contacts to create accounts. This authorizes the Contact to access OARnet systems as well as initiates their account creation.
- Click **Contacts** in the menu.
- Click **Invite** next to their name.
  - If their name does not appear, click Create New Contact
- The individual will receive an email with their username and temporary password, have them check their spam/junk folders. They have seven days to login with the temporary password. If they do not login within the timeframe you will need to resend the invite.

2 Update Role

- Ensure the Contact is applied to a Role to grant Service Center access and authorized communication & requests with OARnet support.

New customers are invited by their Business Relationship Manager

Contact management information:
www.oar.net/resources/client_contacts

Gateway information:
www.oar.net/resources/gateway

Receive Critical Notifications

Request Service Changes

Secured Contact & User Information

Global OARnet Application Access

The OARnet Support Center (NOC) can only send maintenance notices to eligible Gateway contacts.
They can only accept change requests and trouble reports from eligible Gateway contacts.

OARnet

Need Help?
Contact support@oar.net or
1-800-627-6420

Valid as of 01/25/2021