

How To Guide

How to check balance and what is credit limit provided

Login to Self-Care Access

Customer Login

Login

Password

Kindly login to your self-care access through
<http://customer.therealpbx.com>

Go to the Billing Information tab

Dashboard | My Profile | IP Centrex | **Billing Information**

Billing Summary

←

- Billing Summary
- General
- Subscriptions
- Transactions
- Volume Discounts
- Services
- Make a Payment
- Payment Info
- Make Paypal Payment

Brief Billing Information

Available Funds	13.00 USD
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Transactions Totals Information

From	07-14-2016
Till	10-14-2016
Usage Charges	0.00 USD
Total	-10.00 USD
Total Transactions	6

Here you can see that the available funds are 13.00 USD and total Balance shown below is -10 USD.

The balance shown above is including the \$3 credit limit and the balance shown below is the amount that you have in your account.

Please note that the balance that you have is shown in -ve

Checking Balance

Brief Billing Information



Balance	29.00 USD
Credit Limit	3.00 USD
Status	Credit limit exceeded by 26.00 USD

If your credit is exceeded then you will see a red \$ sign.

Transactions Totals Information

From	07-14-2016
Till	10-14-2016
Usage Charges	0.00 USD
Total	29.00 USD
Total Transactions	7

If the total balance show is in +ve then that is the amount that you have to pay us.