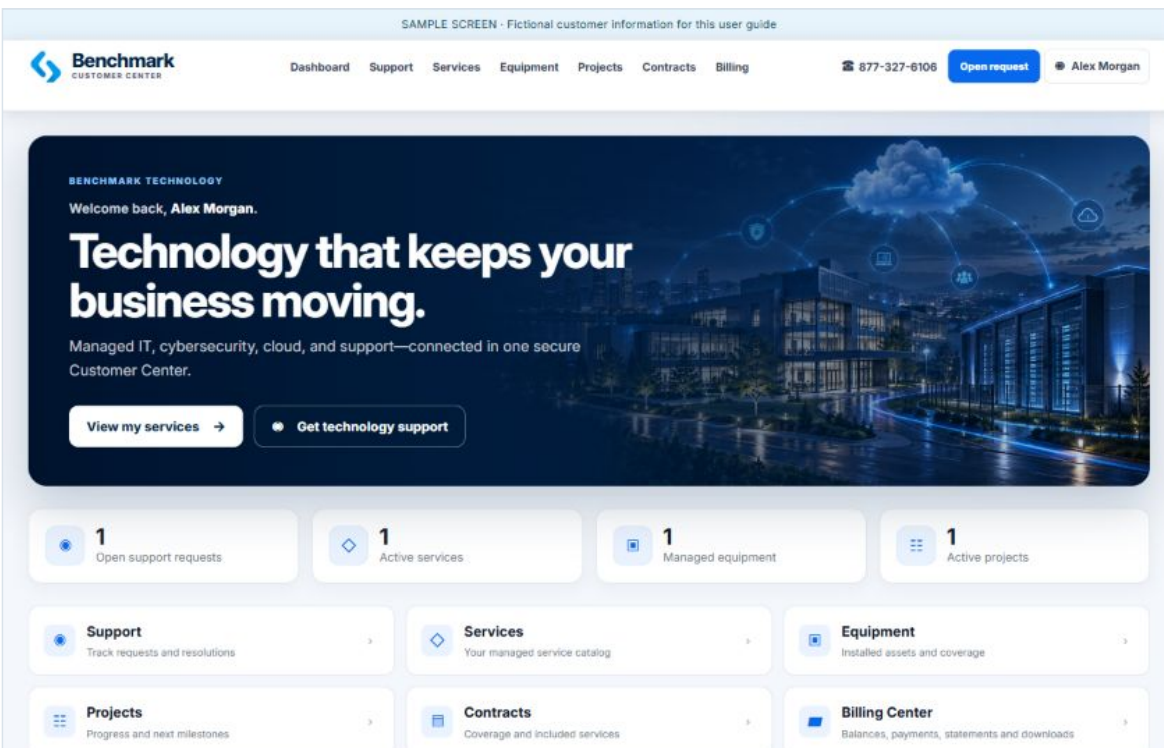
Benchmark
Client Center User Guide

Account setup, billing, and customer support

A practical guide for Benchmark customers



Illustrative Customer Center screen with sample customer data.

Learn how to activate your account, find invoices, understand balances, request help, and keep track of your Benchmark services.

September 2026 edition | Customer Center 1.4.7

Use this guide

Choose the task you want to complete

The Benchmark Client Center gives you access to your account, billing, and customer support. Begin with account activation if this is your first visit. For everyday tasks, use the page list below.

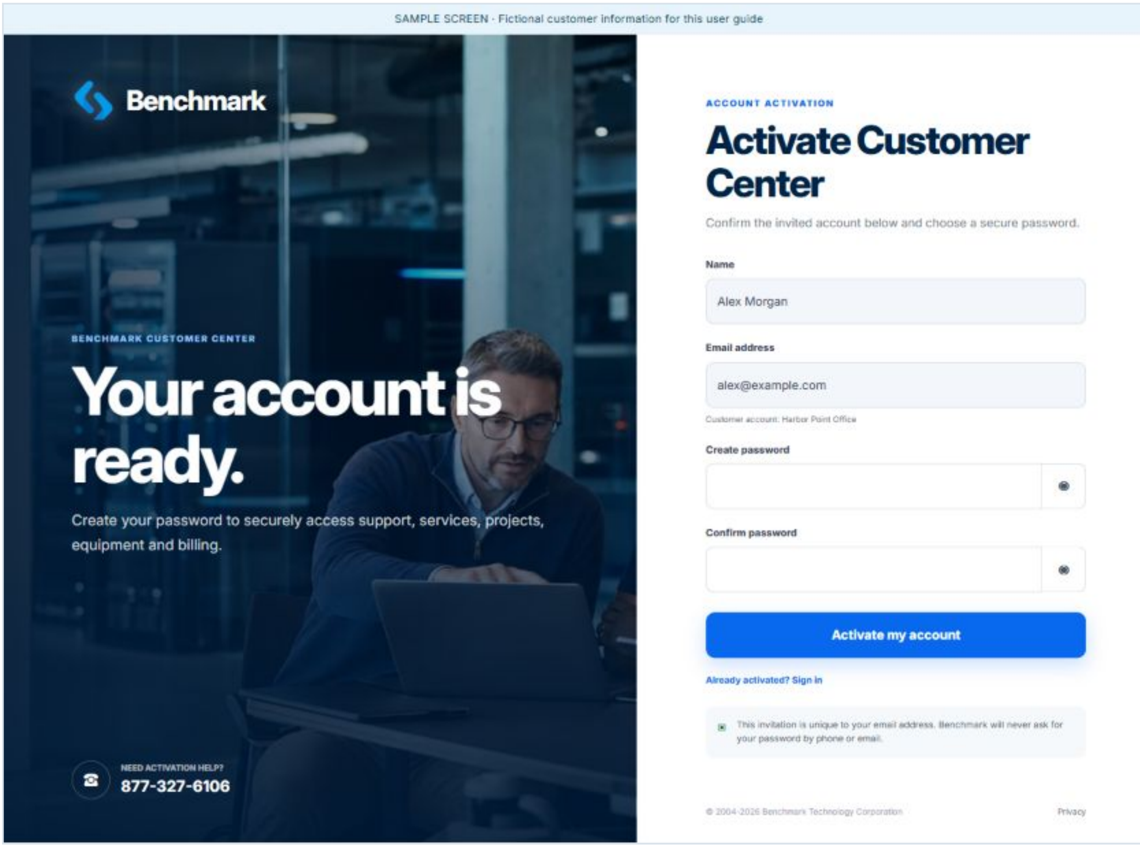
About the sample screens
Screens in this guide are illustrative reproductions of the current Customer Center using fictional customer information. Names, account numbers, services, prices, and tax rates are examples. Your records and available sections will depend on your organization, role, and account configuration.

Customer sign in my.itsbenchmark.com
Customer support 877-327-6106

Activate your account

Start with your Benchmark invitation

Your organization or Benchmark invites you to the Client Center. The portal calls this area **Customer Center**. Use your own invitation and email address to activate access.



Sample activation screen. The name and email are supplied by the invitation.

1. Open the email titled **Welcome to the Benchmark Customer Center**. Check that it names your email address and the expected customer role.

2. Select **Activate my Benchmark account** in the email. Confirm your name, email address, and customer account on the activation page.

3. Enter a password in **Create password**, enter it again in **Confirm password**, then select **Activate my account**.

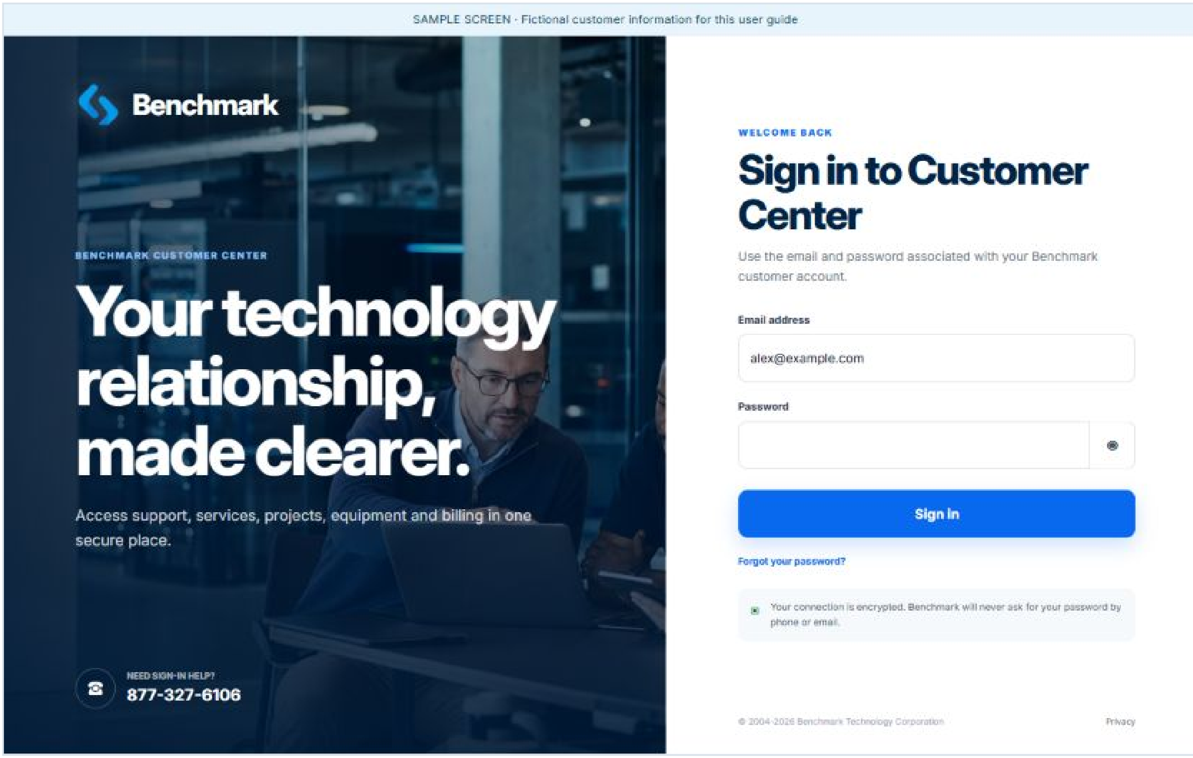
You are done when the page confirms activation or opens your Customer Center. You can then sign in with the invited email and your new password.

Invitation missing or expired? Check spam or junk, then ask your Account Administrator or Benchmark to resend it. If the invitation shows the wrong person or company, ask for a corrected invitation.

Sign in and recover access

Use the customer sign in page

Open **my.itsbenchmark.com** and bookmark it for future visits.



Sample sign in screen. Use the email address that received your invitation.

1. Enter your invited **Email address** and your **Password**. Select **Sign in**.

2. If prompted, complete the additional verification method configured for your account.

3. Confirm that you recognize the customer account before reviewing bills or opening requests.

If you forgot your password

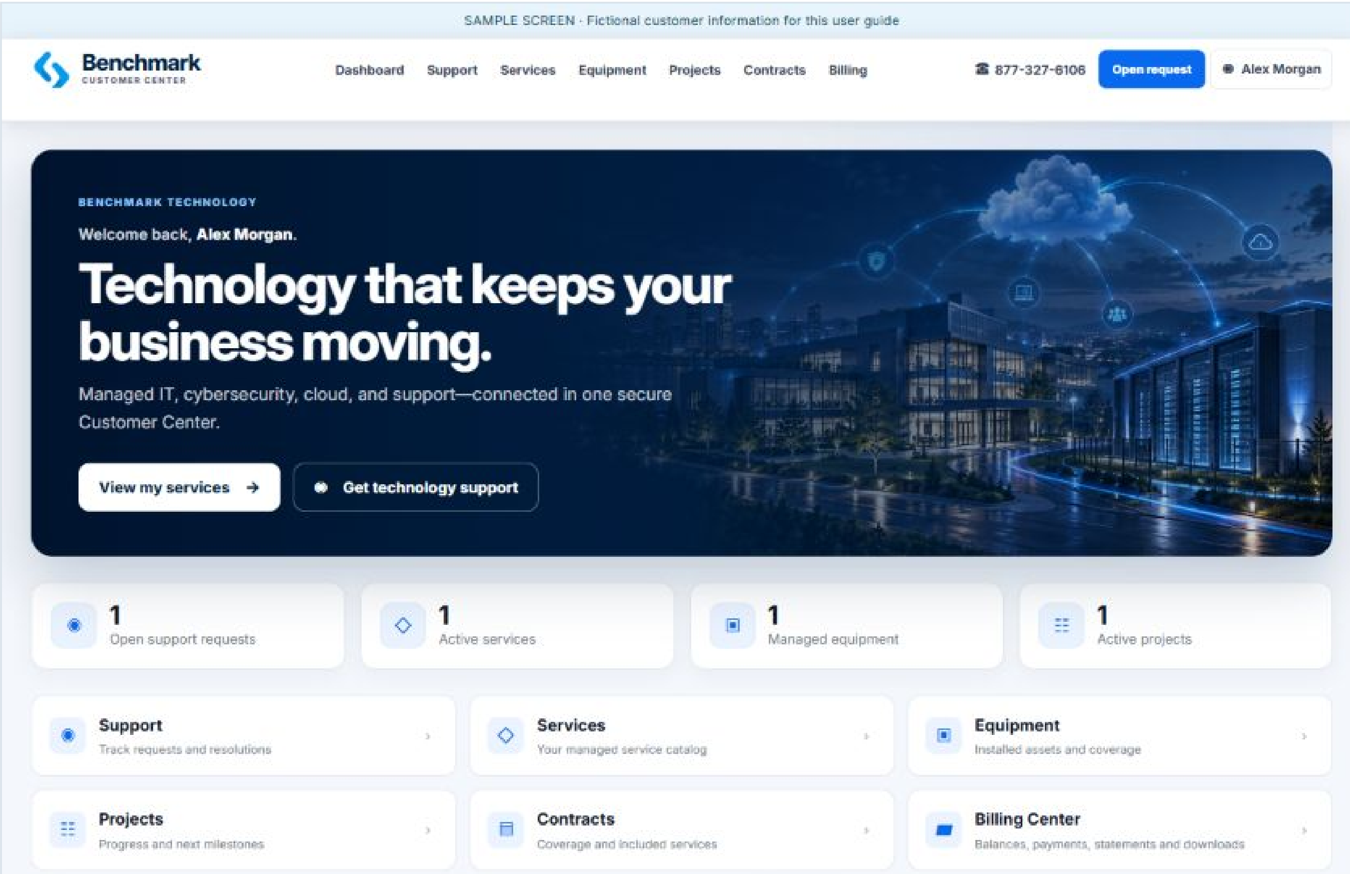
Select **Forgot your password?**, enter your invited email address, and select **Send reset instructions**. Open the reset email and choose a new password. Enter it in both password fields, select **Save new password**, then return to sign in.

No reset email? Check spam or junk and confirm the spelling of your invited email. The recovery page uses the same confirmation whether an email is registered or not. If you are still unable to sign in, call **877-327-6106**.

Sign out from the menu under your name when using a shared device.

Find your way around

The dashboard is your starting point



Sample dashboard with Account Administrator access. Your visible sections depend on your role.

Go to	What you can do
Support	Open a request and check its progress.
Services	Review services linked to your organization.
Equipment	Find asset numbers, serial numbers, and locations.
Projects	Review progress, target dates, and customer actions.
Contracts	Review available agreements and included services.
Billing	Review balances, invoices, credits, and payment options.
Your name	Open account settings, profile, security, and sign out.

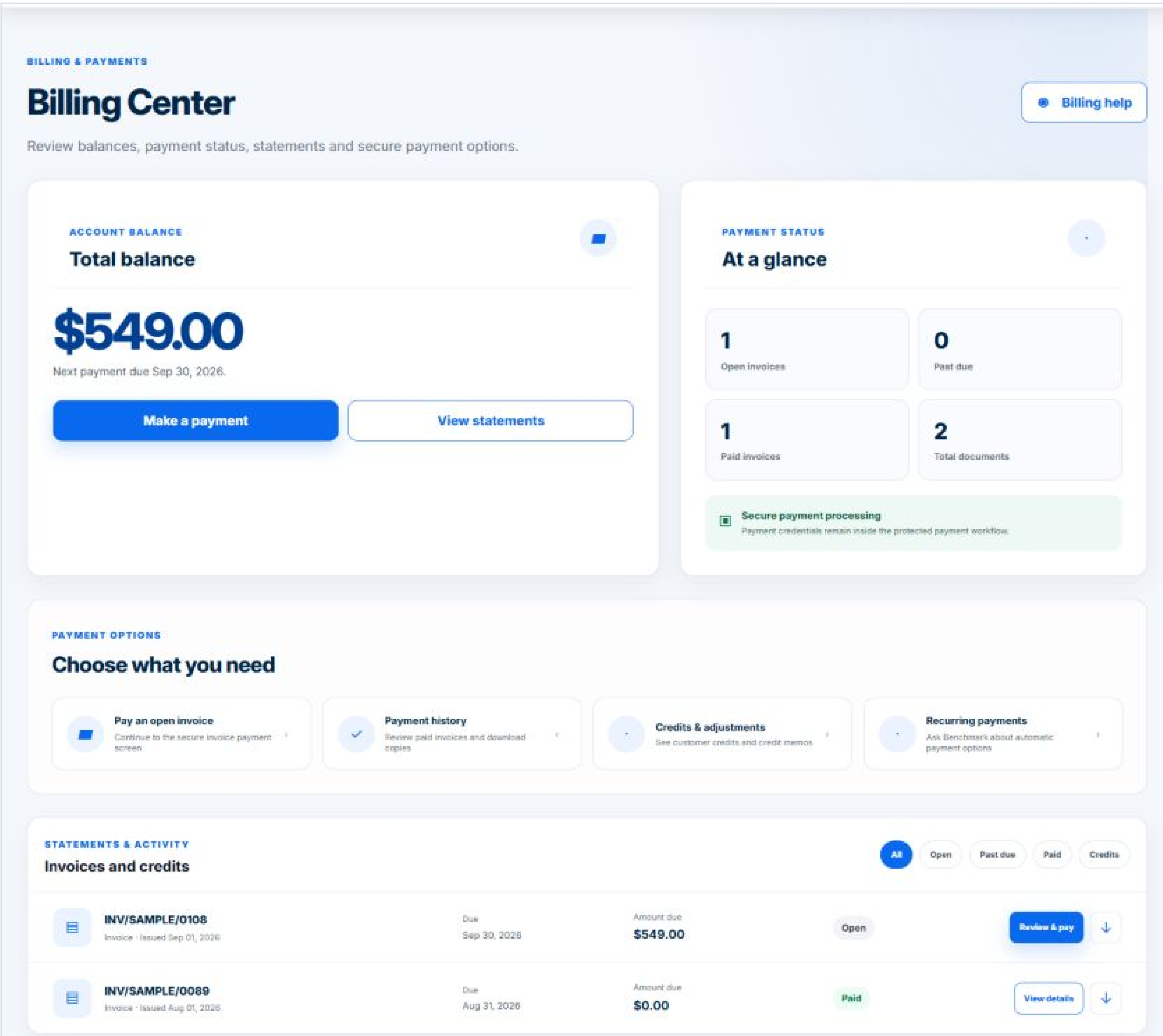
Quick route: Select a dashboard card to open that section. **Open request** in the header starts a support ticket. Return to **Dashboard** to choose another task.

More than one customer account? If a **Customer account** selector appears, choose the intended organization and select **Switch** before continuing.

Review your billing account

Billing gives you the account wide view

Select **Billing** in the header or **Billing Center** on the dashboard. Billing is available to Account Administrators and Finance Administrators.



Sample Billing Center with one open invoice and one paid invoice.

1. Check **Total balance** and the next payment due date. If a credit is available, the heading changes to **Available credit**.

2. Use **At a glance** or the **All**, **Open**, **Past due**, **Paid**, and **Credits** filters to find documents.

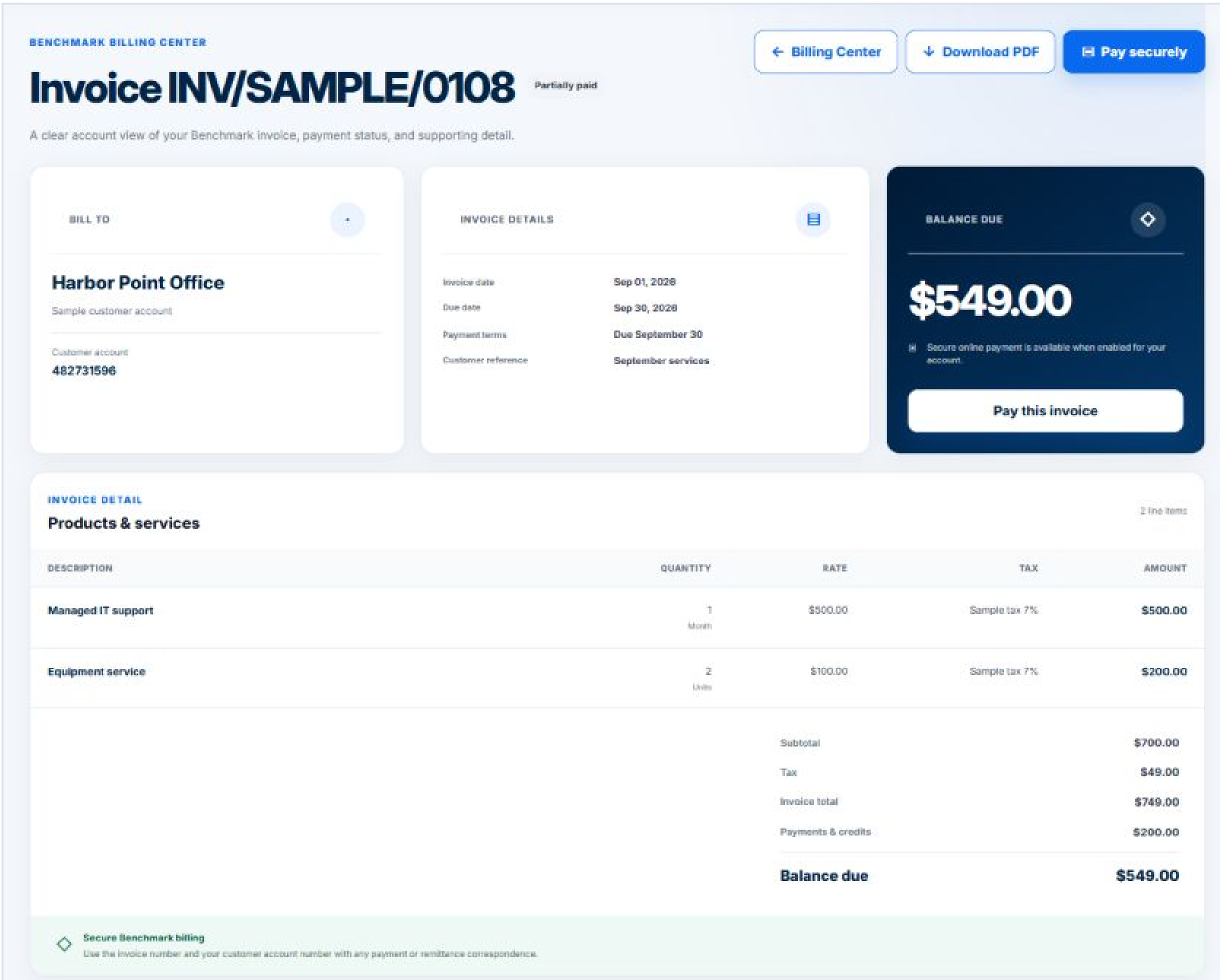
3. Select an invoice number or **Review & pay** to open an invoice. Select **View details** for a paid document.

View statements brings you to the invoice and credit activity list. **Amount due** is the remaining balance for that document; the account balance may include several documents.

Understand an invoice

Read the charges and the amount still owed

Open an invoice from Billing Center. Check the customer account, invoice number, and due date before reviewing the charges.



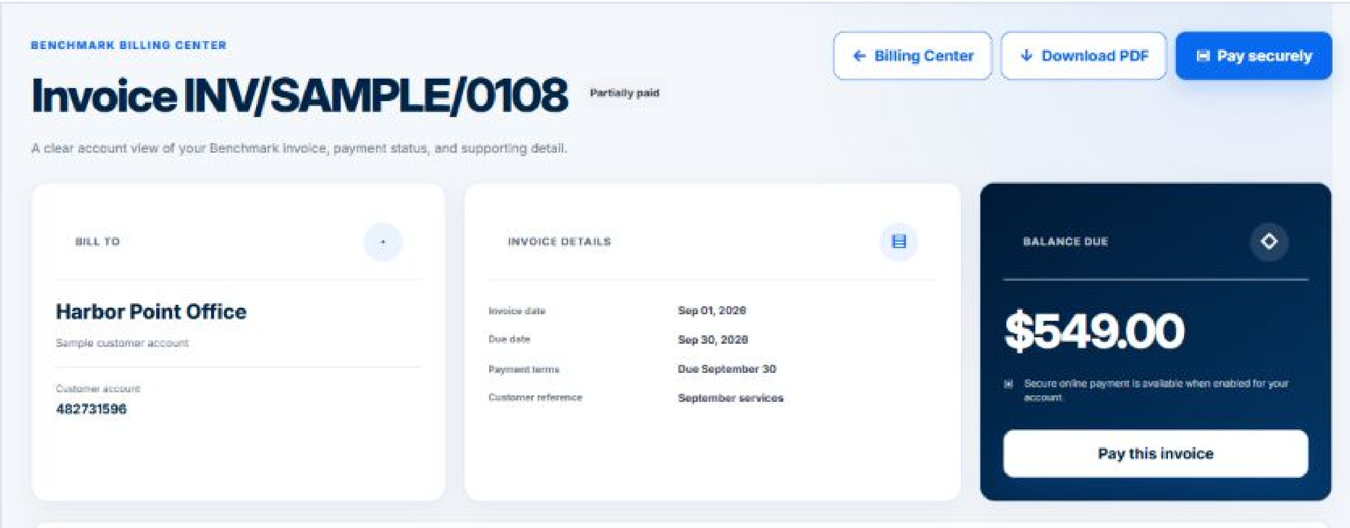
Sample invoice. All services, prices, and the tax rate are illustrative.

On the invoice	What it means
Products & services	Description, quantity, rate, tax label, and amount for each line.
Subtotal and tax	Charges before tax, followed by the tax charged on this invoice.
Invoice total	The full invoice amount before payments and credits.
Payments & credits	Amounts already applied against this invoice.
Balance due	The remaining amount to pay for this invoice.

Example: $700.00 subtotal + $49.00 tax = $749.00 total. After $200.00 in payments and credits, the balance due is **$549.00**.

Pay and save your invoice

Use the payment controls on the invoice



Sample invoice payment controls. Available methods depend on your account and the payment screen.

1. In Billing Center, open the invoice you want to pay. Verify the invoice number, customer account, and **Balance due**.

2. Select **Pay securely** or **Pay this invoice** when available. Follow the protected payment screen and review the amount before confirming payment.

3. Return to the invoice or Billing Center to check its status. Save the payment confirmation that the payment screen provides.

4. Select **Download PDF** on the invoice to save a copy. You can also use the download icon beside a document in Billing Center.

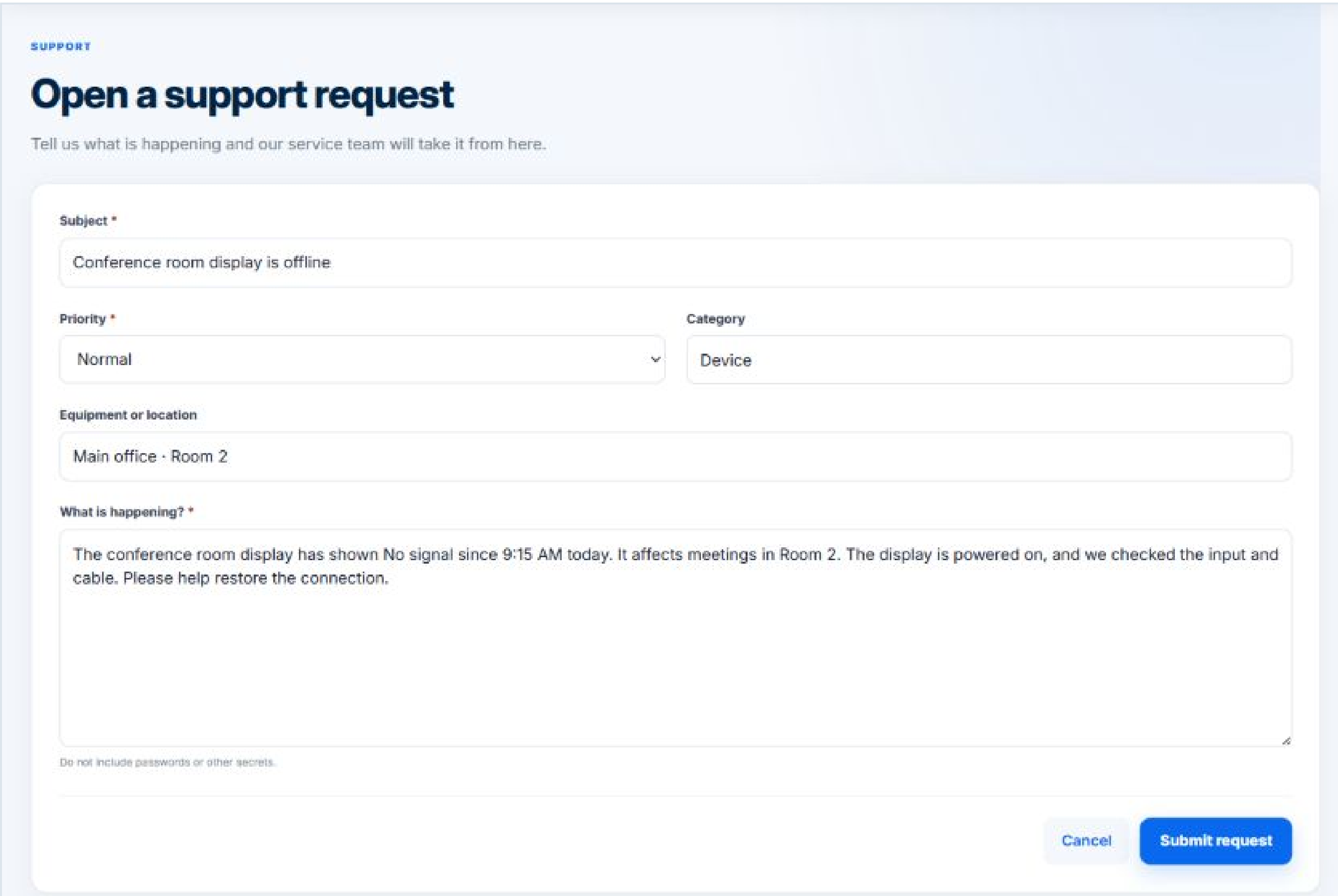
Status	How to read it
Open or Partially paid	An amount remains due. The invoice detail may show Partially paid.
Processing	The payment is being processed. Check its status before trying again.
Paid	The invoice has no remaining balance due.
Past due	The invoice still has a balance after its due date.
Credit	The document is a credit memo. Review its details.

Need help? Select **Billing help** and include the invoice number and your question. **Recurring payments** opens a request to ask about automatic payment options; it does not enroll you automatically.

Open a support request

Tell the service team what is happening

Select **Open request** in the header or on the Support page. A support request is also called a ticket.



Sample completed request form before submission. No real ticket was created.

1. Write a clear **Subject**, such as “Conference room display is offline.”

2. Choose **Priority**: Low, Normal, High, Urgent, or Critical. Describe the business impact so the team can assess the request.

3. Add a **Category**, such as Device, Network, Access, or Billing. Enter an asset tag, room, or site in **Equipment or location**.

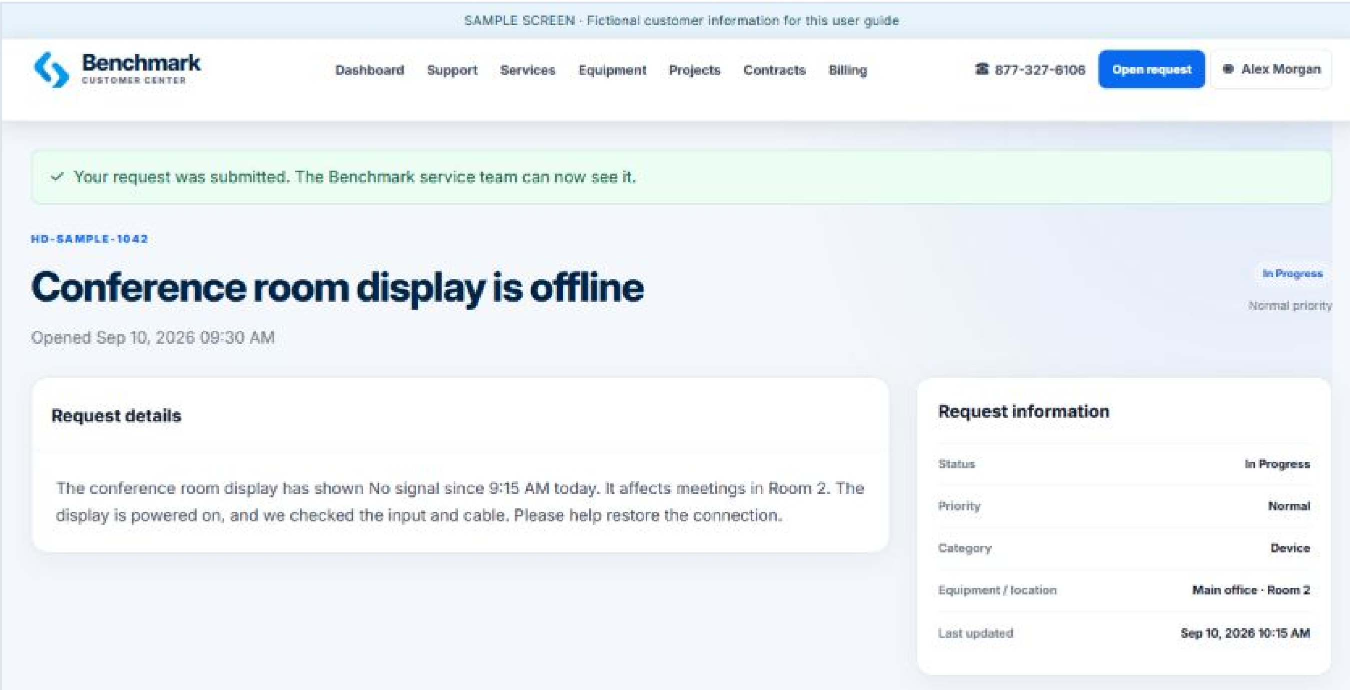
4. In **What is happening?**, explain what you expected, what happened, when it started, who is affected, and what you tried. Select **Submit request**.

Required fields are marked with an asterisk. If a field error appears, correct it and submit again. Do not include passwords, security codes, or payment card details.

Widespread outage or urgent interruption? Call **877-327-6106** and describe the impact. Priority selection alone does not establish a response time.

Track a request and follow up

Keep the request number with your notes



Sample request detail with the submission confirmation, request number, status, and update time.

1. After submission, look for **Your request was submitted** and record the request number shown above the subject.

2. Return to **Support**. Search for the subject or request number, or adjust the available filters. Select the request to open it.

3. Read **Request details**, **Request information**, and **Last updated**. A **Resolution update** appears when one has been made available.

Common status	What to do
New or Triage	The request has entered the service workflow. Check for updates.
Assigned or In Progress	The request is assigned or being worked on.
Waiting on Customer	Check what information or action Benchmark needs from you.
Waiting on Vendor or On Hold	Review the latest update or ask Benchmark for the next step.
Resolved or Closed	Review the outcome. Contact support if the issue continues.

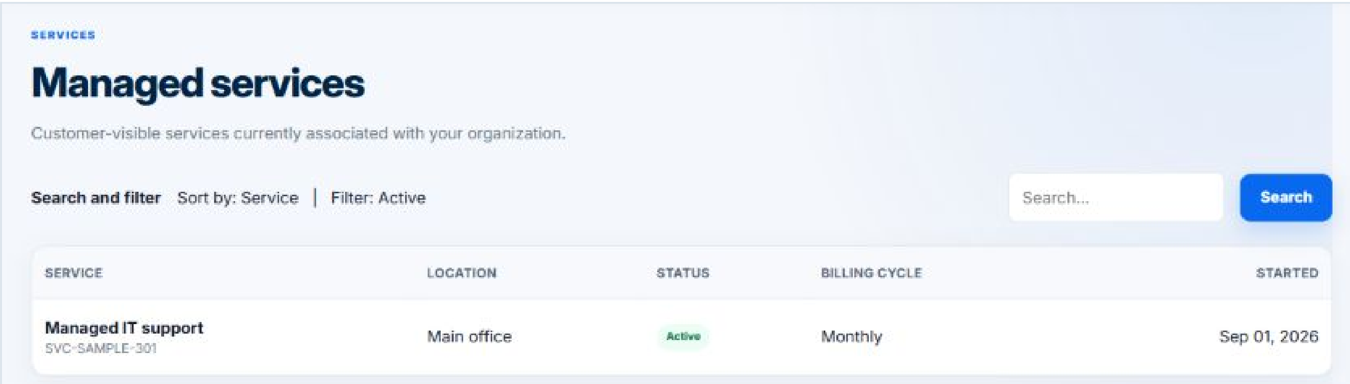
To add information: Call Benchmark or use the contact channel the service team provides, and quote your request number. The current portal request page has no reply composer or attachment uploader. Ask the team how to provide screenshots or files.

If the issue is continuing, refer to the existing ticket before opening a duplicate. Staff and Finance Administrators normally see only their own requests.

Find services and equipment

Use these details when requesting help

Review your managed services



Sample service list showing the service, location, status, and billing cycle.

Select **Services**. Search or adjust the filters to find the service. Read the **Location**, **Status**, **Billing cycle**, and **Started** columns. Contact Benchmark if a service appears missing or incorrect.

Identify the affected equipment

Sample equipment list. Asset and serial numbers are fictional.

Select **Equipment**. Search by asset number, name, manufacturer, model, serial number, or location. Match the record to the device and site involved in the issue.

1. Copy or note the asset number and location from the correct equipment row.

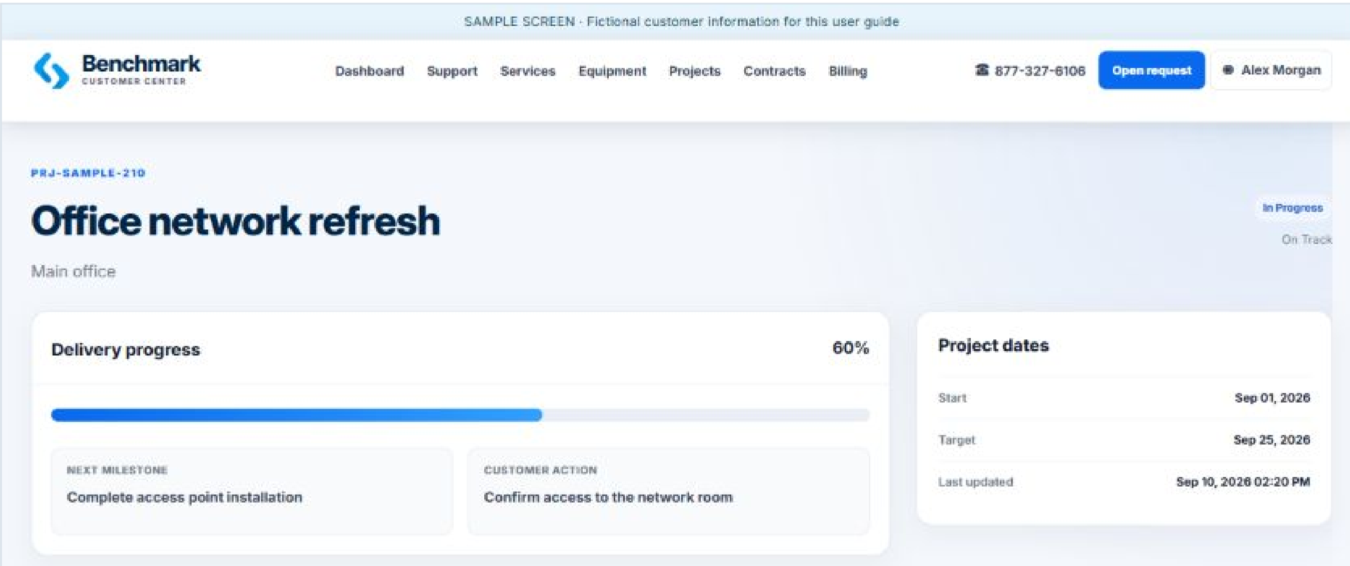
2. When you open a support request, include those details in **Equipment or location**.

Nothing appears? Clear the search, try another filter, and confirm the selected customer account. These lists show records made available to your customer account; an empty list does not by itself confirm that you have no service coverage.

Follow a project

Check progress and the next customer action

Select **Projects**, then select the project name. Project access is available to Account Administrators and Finance Administrators.



Sample project detail showing 60 percent progress and an action needed from the customer.

1. Confirm the project name, project number, and location.

2. Review the project **Status**, **Health**, and **Delivery progress**.

3. Read **Next milestone** and **Customer action**. Coordinate the requested action with your Benchmark project contact.

4. Check the **Start**, **Target**, and **Last updated** dates in **Project dates**.

Reading the example

The example project is **In Progress** and **On Track**. Its next milestone is to complete access point installation. The customer needs to confirm access to the network room.

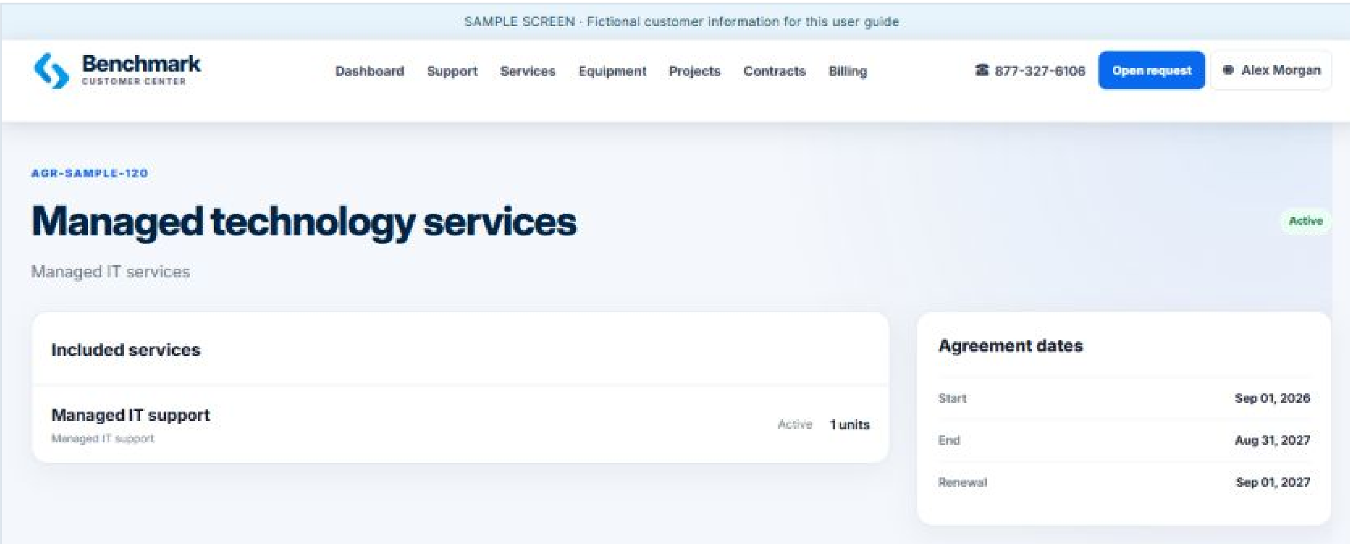
Progress describes the project's reported completion. The target date is the date displayed for delivery planning. For a change to scope, timing, or access arrangements, contact your Benchmark project contact and include the project number.

No project updates? Clear filters, confirm the customer account, and ask your administrator or Benchmark whether the project is available to your role.

Review service agreements

Find coverage dates and included services

When enabled for your account, select **Contracts** from the navigation, or **Agreements** in Account overview. Select an agreement to open its details.



Sample agreement detail. Dates and included services are examples.

1. Confirm the agreement name and reference number.

2. Review the agreement status and the **Included services** list.

3. Check the **Start**, **End**, and any **Renewal** date under **Agreement dates**.

4. Contact Benchmark with the agreement reference when asking about coverage, renewal, or a service change.

What you are reviewing

The Customer Center displays agreement information and service lines that have been made available to the customer. The agreement detail page is a place to review that information. Opening it does not change the agreement.

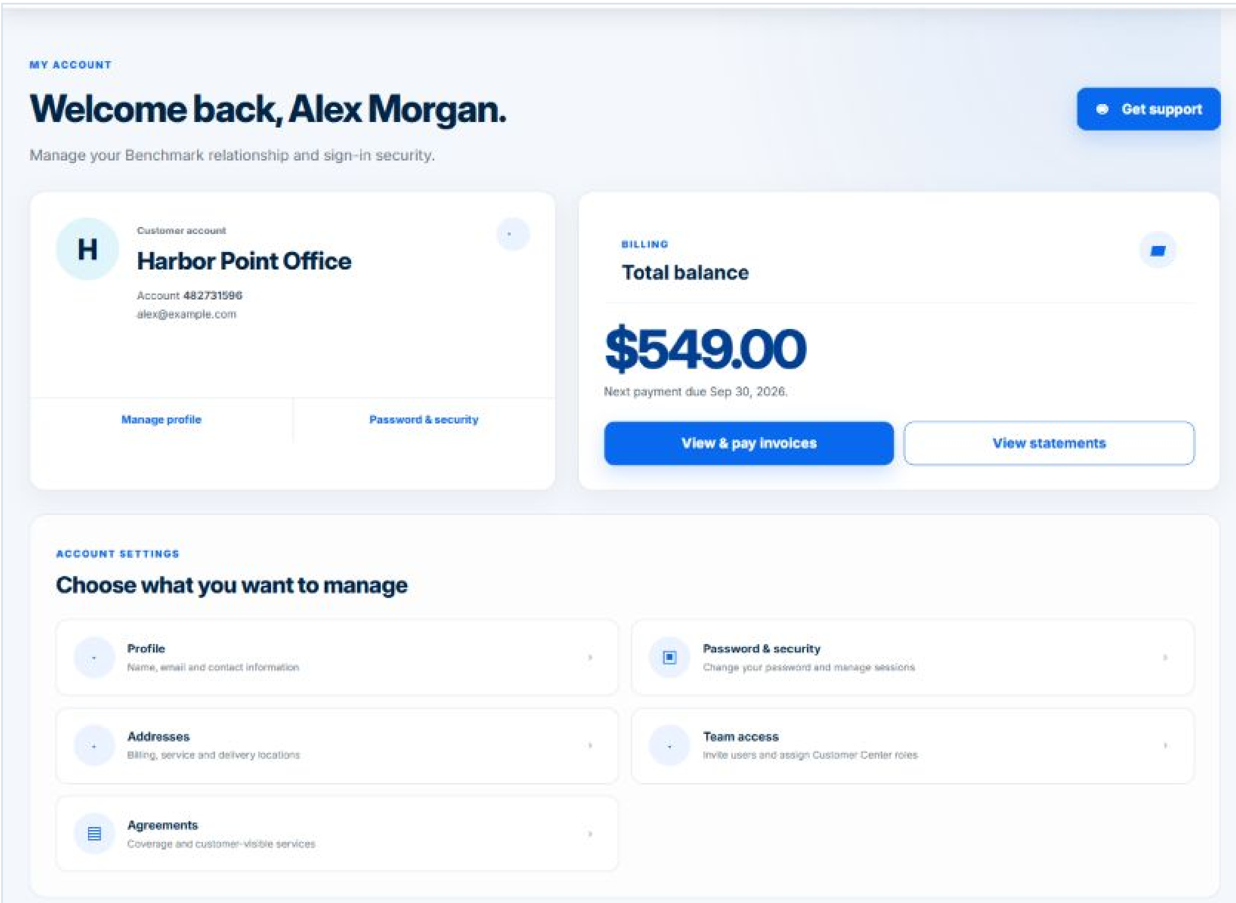
Use the agreement documents provided by Benchmark when reviewing complete terms. If Benchmark sends a separate signature request, follow the instructions in that request.

Contracts is missing? This section depends on your role and whether agreement visibility is enabled. Account Administrators and Finance Administrators can access it when enabled.

Manage your account and security

Start from the menu under your name

Select your name in the header, then **Account overview**. Confirm the customer name and account number before working with account information.



Sample Account overview. Available settings depend on your access.

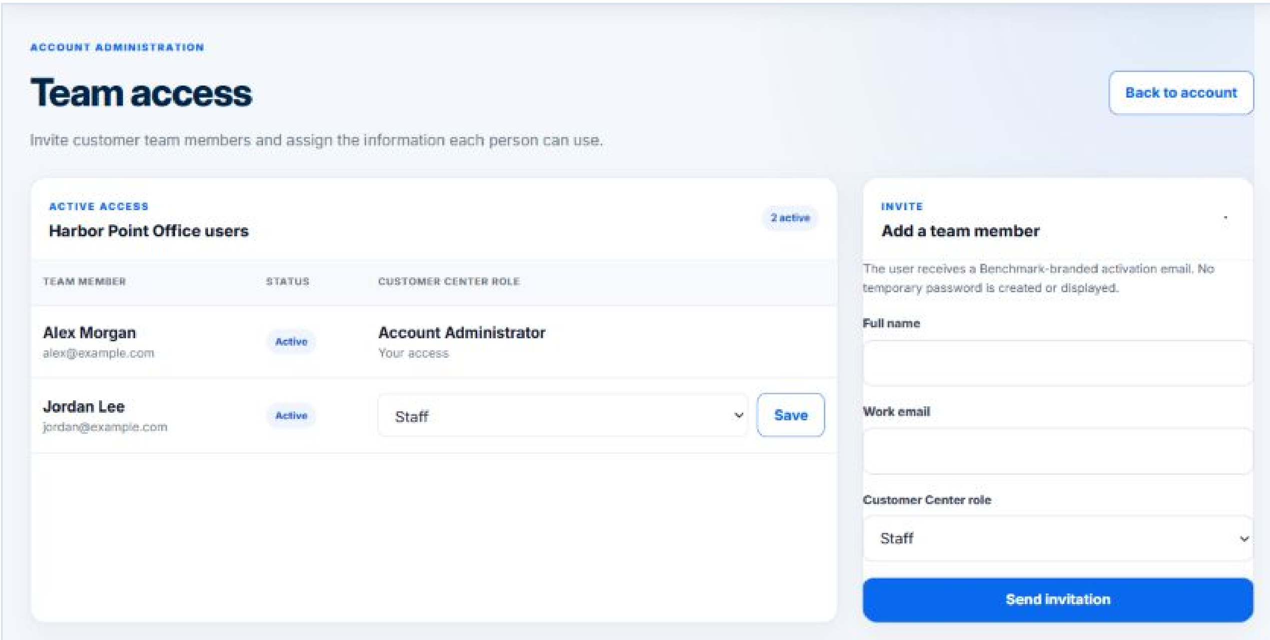
Choose	Use it to
Profile or Manage profile	Review your name, email, and contact information. Update fields available to you and save the form.
Addresses	Review billing, service, and delivery locations for the account.
Password & security	Use the available password, device, and sign-in security controls. Follow the prompts shown.
Team access	Invite or manage customer users when you are an Account Administrator.

Keep your access secure. Use a unique password and enable an additional verification method when available. Keep any recovery information in a secure place. Never share your password or sign-in codes in a ticket.

If the customer name, account number, or a locked field is incorrect, contact Benchmark. To finish your session, open the menu under your name and select **Sign out**.

Manage team access

For Account Administrators



Sample Team access screen with an existing user and an invitation form.

1. Open **Team access** from the menu under your name or from Account overview.

2. Under **Add a team member**, enter **Full name** and **Work email**. Choose the appropriate **Customer Center role**.

3. Check the email and role, then select **Send invitation**. The person creates their own password from the activation email.

4. To change another person’s role, choose the role beside that user and select **Save**. Your own access is shown as read only on this page.

Role	Access summary
Account Administrator	Billing, projects, contracts when enabled, services, equipment, organization-wide support, and team access.
Finance Administrator	Billing, projects, contracts when enabled, services, equipment, and their own support requests.
Support Manager	Organization-wide support, services, and equipment.
Staff	Their own support requests, services, and equipment.
Support Viewer	Read-only access to their own requests, plus services and equipment; cannot open requests.

Choose access carefully. Give each person only the role they need. If a person leaves or access must be removed, ask Benchmark to revoke it. Recent role changes appear below the role guide.

Solve common problems

Check these items before calling

What you see	What to do next
No invitation email	Check spam or junk and confirm the invited email with your administrator. Ask for a fresh invitation.
Invitation is no longer valid	Ask your Benchmark contact to resend the invitation and open the newest email.
Sign in does not work	Confirm that you are on the customer sign in page and use your invited email. Try Forgot your password? if needed.
Customer Center unavailable	Your signed-in account may not have customer access. Ask Benchmark to verify your customer login and assigned role.
Billing or Projects is missing	Ask your Account Administrator whether you need an Account Administrator or Finance Administrator role.
No invoices match this view	Try All, clear the filter, and check the selected customer account. Ask billing support about a missing invoice.
A payment says Processing	Check the latest payment confirmation and invoice status before attempting another payment. Ask billing support if unclear.
No Pay button on an invoice	Check the remaining balance. If money is still due, ask Billing help which payment options are available.
A support request is missing	Search the request number, adjust filters, and confirm the customer account. Your role may show only your own requests.
A required field is rejected	Read the field message. Use a descriptive subject of at least 5 characters and a description of at least 10 characters.
You need to send a file	The current request form has no upload field. Ask the service team how to send the file and quote your request number.

When contacting Benchmark

Give your name, company, customer account number, and the invoice, request, project, or agreement number involved. Describe what you expected and what happened. If you cannot sign in, say which email address received the invitation.

Customer support: 877-327-6106
Do not include your password, security codes, or full payment card details.

Keep this quick reference

The most common routes in one place

I want to	Where to go
Activate access	Invitation email > Activate my Benchmark account
Sign in	my.itsbenchmark.com
Reset my password	Sign in > Forgot your password?
Return to the main page	Dashboard
Check the account balance	Billing > Total balance
Understand a charge	Billing > invoice number > Products & services
Pay an invoice	Invoice > Pay securely or Pay this invoice
Download an invoice	Invoice > Download PDF
Ask a billing question	Billing > Billing help
Create a support ticket	Open request > complete the form > Submit request
Check a ticket	Support > request number or subject
Find a device	Equipment > search by name, asset, serial, or location
Review a project	Projects > project name > Customer action
Review agreement dates	Contracts > agreement > Agreement dates
Update contact details	Your name > Profile
Manage customer users	Your name > Team access
Sign out	Your name > Sign out

Have these details ready

Customer account number from Account overview
Invoice or request number for the item you are discussing
Equipment and location when asking for technical support

Sign in
https://my.itsbenchmark.com

Call Benchmark
877-327-6106