



BMI Customer Community - Instructions Index

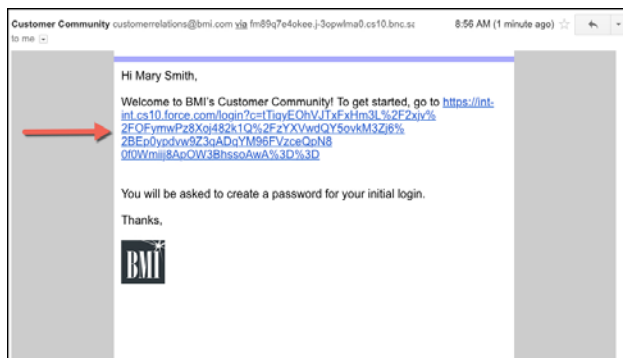
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Step 1: Set up your BMI Customer Community User Account

1. Receive email from **Customer Community** customerrelations@bmi.com with subject **“BMI Customer Portal Login”**

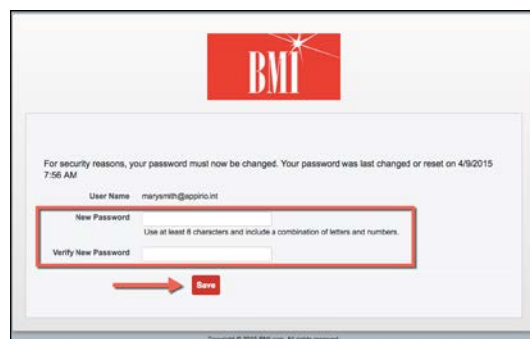



2. Click the link provided in the email



3. Enter a password in the *New Password* box and retype it in the *Verify New Password* box, then click **Save**. **Please retain your password in order to sign back in to the BMI Customer Community in the future.**

Note: Use at least 8 characters and include a combination of letters and numbers






For security reasons, your password must now be changed. Your password was last changed or reset on 4/9/2015 7:56 AM

User Name marysmth@aprio.int

New Password Use at least 8 characters and include a combination of letters and numbers.

Verify New Password

 Save

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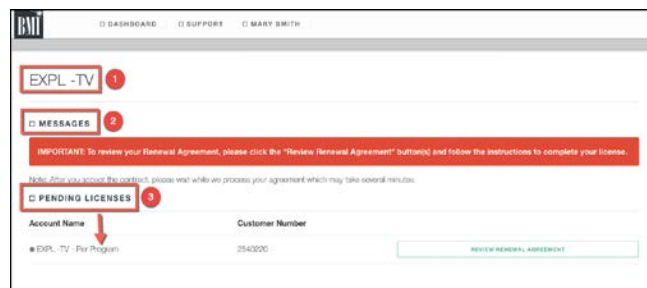
Step 2: Access the Music License Renewal in the Customer Community Portal

1. After you have logged in to the Customer Community Portal, you will see your company name in the upper left
2. In the Messages section, you will see the following message in a red box:

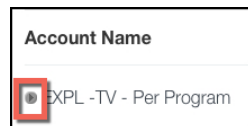
IMPORTANT: To review your Renewal Agreement, please click the "Review Renewal Agreement" button(s) and follow the instructions to complete your license.

3. In the Pending Licenses section, your Account/s will be listed under Account Name with the license type after it

Note: If you have more than one License Type, you will see both of them listed, and you will need to do the click through for BOTH of them.

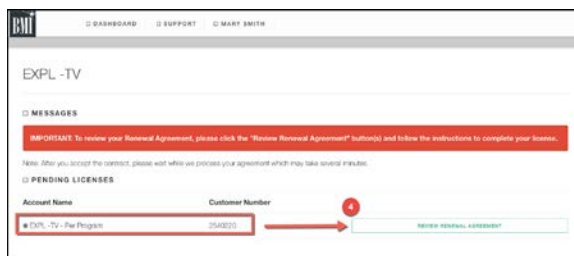


Note: If you have more than one station associated with this Music License click the arrow to the left of the Account Name to display all associated stations.



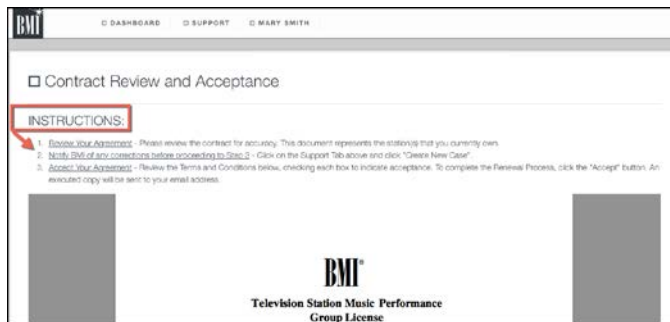
4. Click the *Review Renewal Agreement* green box to display the Music License

Note: If you have more than one License Type, you will need to click the *Review Renewal Agreement* green box for each License Type and then proceed with the steps below.



Step 3: Review Music License

1. Review Your Music License
2. Notify BMI of any corrections before proceeding (see Create a Case instructions below to request corrections)



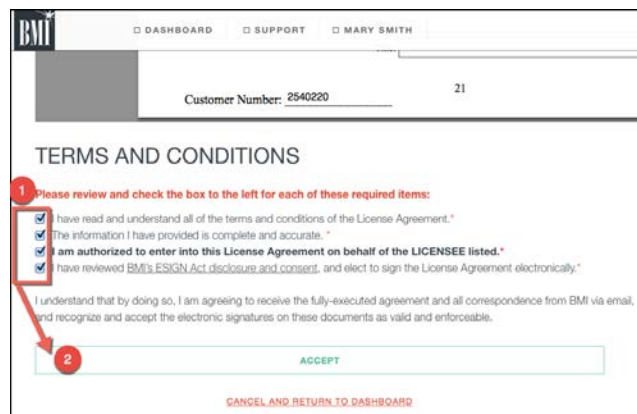
Step 4: Accept the BMI Music License Renewal

1. After reviewing the Music License, scroll to the bottom of the page to review the Terms and Conditions and select all checkboxes

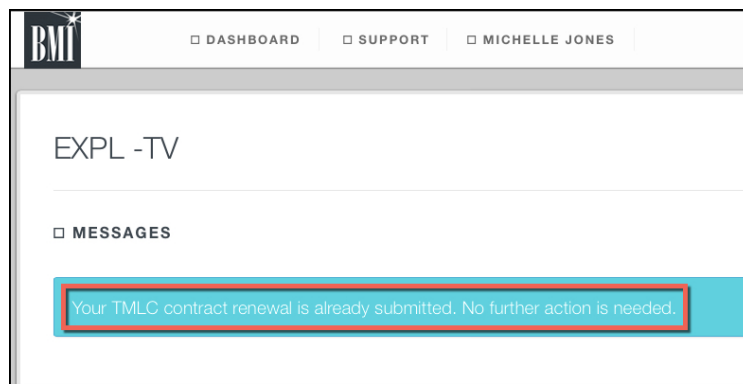
Note: You must select all checkboxes in order to be able to accept the Music License

2. Click the green *Accept* box

Note: You will receive an email with a copy of the countersigned Music License attached

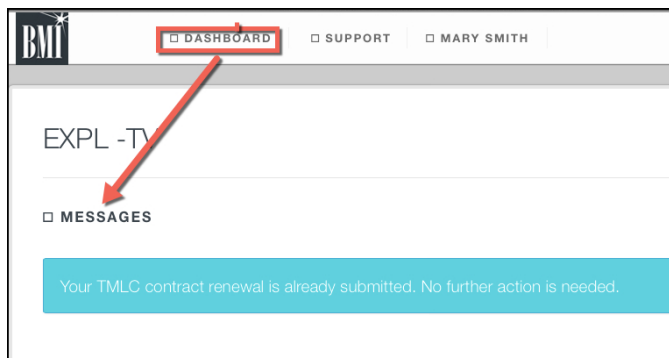


3. After clicking **Save**, you will be taken to the Dashboard Tab
4. If you have another Music License Type, click through it as you did with the first one (see Step 1, #2)
5. Once you see the Message: “Your TMLC Contract renewal is already submitted. No further action is needed.” you are done!



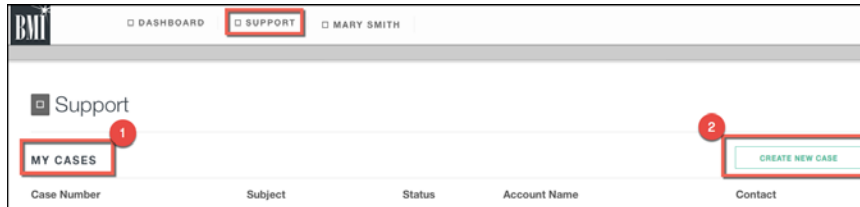
BMI Customer Community: Dashboard Tab

After logging in to the Customer Community, the *Dashboard* page will be displayed. Any general messages from BMI will be displayed here in the *Messages* section.



BMI Customer Community: Support Tab

After clicking the *Support* tab, you can view all Cases you have created (1) or create a new Case (2).



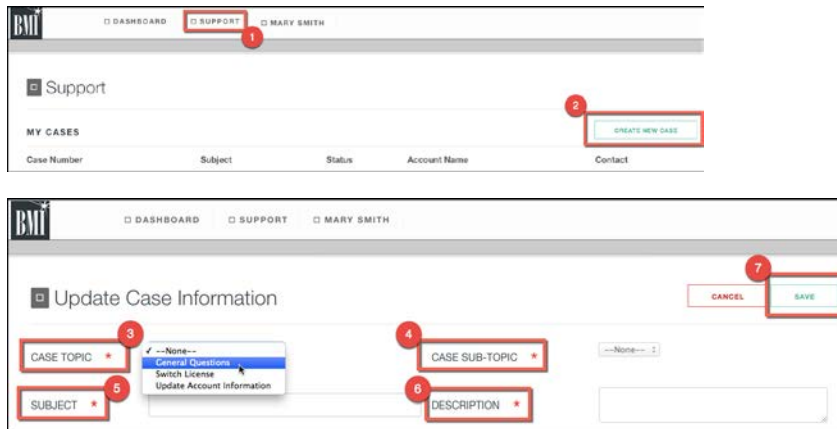
BMI Customer Community: Create a Case

You can use the Create a Case feature for General Questions you have for BMI, to request your account information be updated, or request to switch your License Type. Follow the instructions below to create your Case. Once you have filled in the information on the Case and you click **Save**, BMI Customer Relations will be notified and will reach out to you to respond. Check your email for notification that your Case has been updated with a response.

1. Click the *Support* tab
2. Click *Create New Case* button
3. Use the drop down box to select *Case Topic* with one of the following options:
 - General Questions (Ex: “I am not the authorized signatory for my company, please send login credentials to Sam Jones?”)
 - Switch License Type (Ex: “We would like to switch our license type from Blanket to Per Program.”)
 - Update Account Information (Ex: “We have sold Station XYZ, please remove it from our account.”)
4. Use the drop down box to select the *Case Sub-Topic*

Note: This is dependent on what *Case Topic* you selected
5. Update the *Subject* box with relevant info

6. Update the *Description* box with relevant info
7. Click *Save*

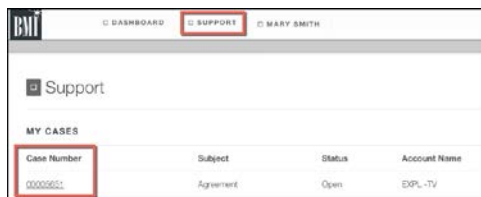


Note: Once you have filled in the information on the Case and you click *Save*, BMI Customer Relations will be notified and will reach out to you to respond. Check your email for notification that your Case has been updated with a response.

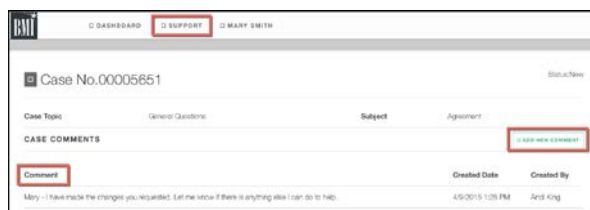
BMI Customer Community: Case Comments

After your Case is created, BMI Customer Relations will receive and respond to your Case. You will receive an email to notify you that Case Comments have been posted. You will need to log into the BMI Customer Community to view the Comments and respond to them if necessary. To view and add Comments to your Case, see instructions below.

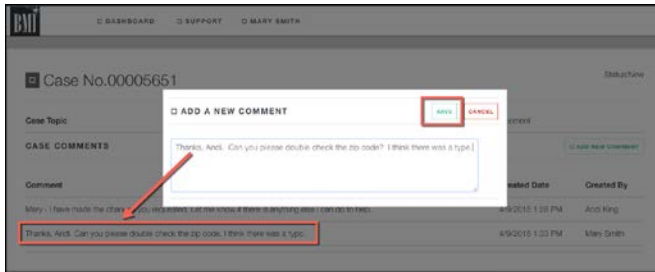
1. To view Case Comments, click the *Support* tab and the *Case Number*



2. To add comments, click the *Add New Comment* green button

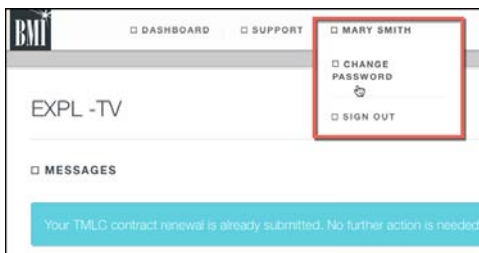


3. After clicking the *Add New Comment* green box, type your comments in the box then click *Save*. Your comments will appear in the *Case Comments* section of the Case.

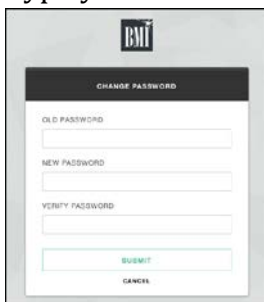


BMI Customer Community: User Name – Change Password

1. Click *your name* at the top of the page
2. Select Change Password



3. Type your *Old Password*, *New Password*, *Verify Password*, then click *Submit*



BMI Customer Community: User Name – Sign Out

1. Click *your name* at the top of the page
2. Select Sign Out

Logging in to the BMI Customer Community

1. To sign into the BMI Customer Community after you have signed out, go to
<http://bmusic.force.com>
2. Enter your Email Address and Password, then click Login