



User guide – Activating & logging into your account

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Introduction

This guide will help you get started with the Mobile Manager. It covers account activation and login.

It's worth noting that not everything in this guide is relevant to all types of users, due to different access permissions. If there's something here you think you need to use, but you don't have the correct user rights to access, please talk to your company's main administrator.

Overview

Mobile Manager (www.mobilemanager.bt.com) provides you with the ability to view and analyse your mobile billing information online, and amongst other services, it also enables you to:

- Create and update a company structure to organise your phones
- Set up other users within your company to use the service
- Create reports based on billing information
- Change usernames
- Change Network Features (Simple Service)
- Change SIM cards
- Request PAC/STAC Codes
- Download Equipment and Airtime invoices

Full itemisation for every user is available, and many reports and summaries are available to cover every aspect of usage and spend. Most reports can be downloaded in a variety of formats, including .csv and .pdf. Phone users can also easily tag their personal calls (if user access permits) and submit the results for recharging centrally.

Main Administrator

Via Activation Email.

When you are registered onto Mobile Manager and bill data has loaded you will receive an email (Please check your junk items and white list the 'from address') then click the link contained in the Email you have received.

You will be asked to provide your first name, last name and email address and create a password unique to you.

Once your account has been successfully activated, your username will be provided to you on screen. Please take note of your username and password.

For the first time login only, you will be prompted to set up a security question. Each time you log in after that, you'll just need to enter your username and password.

Via Keyword and Authenticode

If you have been provided with a Keyword and Authenticode to register.

Go to Mobile Manager (www.mobilemanager.bt.com) and click 'Activate Account'. On the left-hand side of the screen, underneath the next button, there is a link that says, 'if you have been given a Keyword and Authenticode please register here'. Please click the hyperlinked word 'here'.

You'll then be asked to provide the Keyword and Authenticode that you would have received. You will be asked to provide your first name, last name and email address. Then you'll need to create a password unique to you.

Once you're successfully activated, your username will be provided to you on screen. Please take note of your username and password. For the first login only, you will be prompted to set up a security question. Each time you log in after that, you'll just need to enter your username and password.

Via Account Number

The registration process usually takes place via email. However, if the first administrator hasn't been registered on the Account it is possible to register this way. (Please note this will only work once for the first activation of the initial administrator)

Go to Mobile Manager (www.mobilemanager.bt.com) and click 'Activate Account'. On the left-hand side of the screen, then click 'Next'. You will be asked to provide your Account Number and then 2 Mobile Numbers that have recently appeared on that Account Number's invoice.

Following this you will be asked for your first name, last name and email address in the same way as methods above.

You'll then be asked to provide the Keyword and Authenticode that you would have received by post. Then you'll need to create a password unique to you.

Once you've successfully activated your account, your username will be shown to you on screen. Please take note of your username and password. For the first login only, you will be prompted to set up a security question. Each time you log in after that, you'll just need to enter your username and password.

Additional User Creation

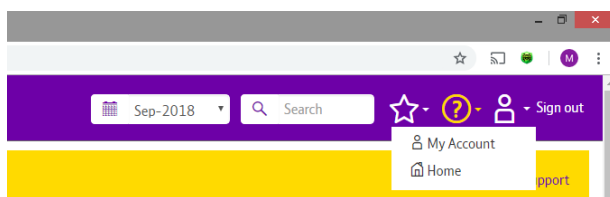
The main administrator for Mobile Manager can create additional administrators or users. As an additional user that has been created you will receive an email that will outline your username. Once you click on the link provided to you in the email, you will be prompted to set up a security question and create a password unique to you.

Please take note of your username and password. Each time you log in after that, you'll just need to enter your username and password.

Mobile Manager will be tailored according to the level of access you have been given. If there's something that you think you need to use but you don't have the right user access, please talk to your company's main administrator.

Changing Your Password

Once you've logged in to Mobile Manager you can change your password by clicking the 'My Account' link in the top-right corner.



Thereafter, click the 'Password' link in the right side, and enter your new password twice.

Your password must be between 8 and 32 characters long. Your new password must contain one character from 3 or more of the character sets. Number (0-9), Capital letter (A-Z), Lower case letter (a-z) and Non-Alpha character (e.g. !~# etc.). Your password must not include your username e.g. fbloggs1# and must not include real words e.g. December90#. Your password must also be different to your previous six passwords.

Should you wish to, you'll also have the option to change your security question and answer.

My Account

Password

You can change your password below, your new password must contain at least eight characters, including one letter and one number, and must be different to your previous six passwords.

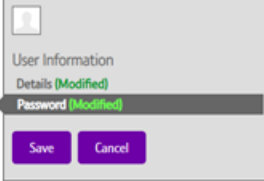
New Password

Password

Reminder

Question

Answer



User Information

Details [\(Modified\)](#)

Password [\(Modified\)](#)

[Save](#) [Cancel](#)

Lost/Forgotten Password

If you have lost your password, select the 'Forgot Password' link from the Mobile Manager login screen. This will generate a new temporary password via email and enable you to access your account.

Forgot Password

Username

Email address

[Next](#)

[Sign in](#)

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