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## User guide – Navigation section

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## Introduction

This guide will help you get started with Mobile Manager and provides an overview on site navigation. You'll also find supporting information on each page within Mobile Manager via help hints.

Head to: Mobile Manager > Help Menu (on the top right-hand corner)

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](http://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:

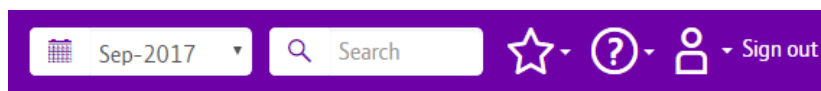
- Create and update a company structure to organise your phones
- Set up other users within your company to use the service
- Create reports based on billing information
- Change usernames
- Change Network Features (Simple Service)
- Change SIM cards
- Request PAC/STAC Codes
- Download Equipment and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

Full itemisation for every user is available, many reports and summaries are available to cover every aspect of usage and spend. 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.

## General Navigation

### Bill Structure

You can always see which month's bill and billing structure you're looking at by glancing at the information at the top of the page – in the example below it's the default structure for September 2017's invoice.



Mobile Manager holds your most recent 3 months' bill information in full itemised format, and 13months of summary billing information on a rolling basis. Click on the drop-down box to view all of your available billing periods.

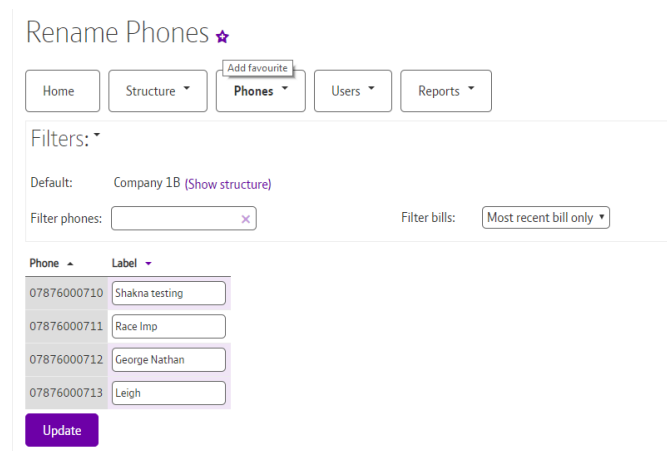
## Search Menu

If you'd like to navigate directly to a specific phone number, phone username, or company structure area, type the relevant description in the search box. This gives you the ability to find what you're after quicker. The screen will update to show details as per your search criteria.



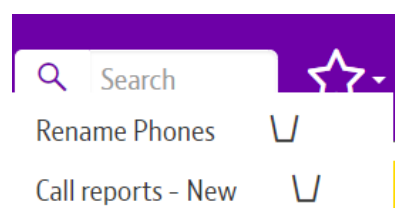
## Favourites Menu

If there are specific pages that you use most often, you can add them to the 'Favourites Menu' and this allows you to navigate directly to a specific page. A page can be added by clicking the star icon next to the page title of the page you're viewing.



Click the star icon next to 'Rename phones' to add this page to the 'Favourites Menu'

If you'd like to remove a page from the 'Favourites Menu', just click the bin icon next to the page name.



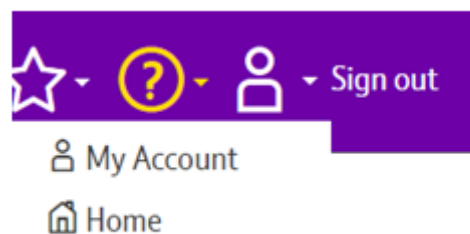
## Help Menu

Mobile Manager has comprehensive help and support for users. The 'Start Tour' and 'Show Hints' links give you helpful hints for each page on the site. The 'Help and Support' link gives you access to PDF documents and FAQ sections to support you in using the application. You can also submit feedback to suggest improvements and there are also contact details for the Mobile Manager support team should you encounter any difficulties,



## My Account

Once you've logged in to Mobile Manager you can change your account details via the 'My Account' link in the top-right corner. This gives you the ability to change the details that you use to access your account.



## My Preferences

You can choose whether to receive an email notification when new billing data becomes available each month.

You can also choose whether to receive both your airtime and equipment invoices by email. These will be sent once a day if multiple invoices are received. To receive these, set a password and click 'Update'. Your password will be required to read the invoices that you receive by email.

# My preferences

Notify me when a new bill is loaded

If I receive multiple bills, only notify me for the first bill in each period

## Email me my invoice

Opt in

Create password\*  Must be between 8 and 32 characters, without spacing, £, or - characters.

Confirm password\*

Update

## Reporting structure

The 'Main Structure' button just below the General Navigation menu lets you select the reporting structure you want to view. Any user defined structures you have created or have been assigned to, and any historic structures will be listed here.

Default

[Change your selected structure](#)

You'll see two structures in place already when you activate your account:

- Default – A blank structure to create your own departments and cost centres
- Billing Defined – Organises your devices by account number for easy consolidation

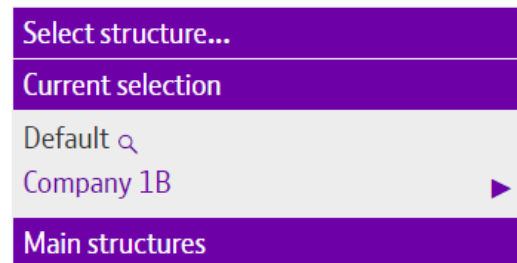
Once you've selected the structure you want to view, click the arrow link to open it up and start navigating through it.

## Default

Change your selected structure

Company 1B

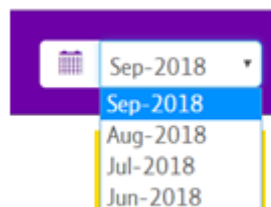
Change group ...



When the phone label appears on a company structure, click to open up a list of phones in that department. You can then select a phone number and the screen will be updated to show the information for that number.

If you view any previous bills whilst looking at the default structure, you'll see it based on your current structure. You can also view previous bills organised into the structure you had in that month instead.

To do this, Click the month you want to view from the drop-down box.



Go to Main Structure and click Historic. You can now view previous bills using that month's structure

## Homepage

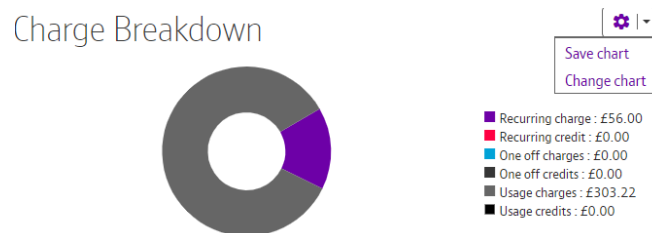
The homepage gives a quick overview of the summary of charges for the selected billing period.

## Overall summary

The left pane gives you an overall summary of the number of phones on your account followed by the selected month's invoice total. There is also a personalised message which highlights key considerations with regards to overall cost figures.

## Charge breakdown

This chart gives you a quick charge breakdown of the total charges. The 'Change chart' link allows you to select a different chart type. Clicking on any one of the charge links will remove that charge from the chart allowing you to customise the view.



Just below the breakdown summary, you'll see whether there are any changes to the charges from the previous month via the arrows next to the amounts. You can also change the view to a different graph by clicking the graph icon.

Charges

Category	Amount	Change	Category	Amount	Change
Recurring charge	£56.00	£0.00 →	Recurring credit	£0.00	£0.00 →
One off charges	£0.00	£0.00 →	One off credits	£0.00	£0.00 →
Usage charges	£303.22	£303.22 ↑	Usage credits	£0.00	£0.00 →

## Downloading Invoices

This section gives you the ability to view and download Airtime or Equipment invoices (If you are on Bluebill, OneBill (consolidated invoices) are not available on the portal). You also have the capability of viewing in list format by selecting the menu in the top right.

Invoices

Reconciling invoices

When a download is completed it may not match your invoice if you have had account transfers. If you wish to reconcile your invoice with Mobile Manager please use Reports >> Invoice details to do so.

Invoice ID	Date	Account ID	Account ID	Date	Account ID
20000000021	15-Jan-2010	20000000022	15-Jan-2010	20000000023	15-Jan-2010
0wEDEM02-BT1		99999996		99999997	
£22.87		£747.92		£3,560.00	



## Usage summary

This gives you a quick overview of your total usage and data charges. You can also view this information in chart format by clicking on the 'graph' icon. Clicking on any one of the charges will open the report section for that corresponding charge.

### Usage summary

Call Volume	84		
Call Duration	15:32:00	£65.92	
Events	54	Data	15.15 MB
	£7.30		£230.00

You'll see whether there are any changes to the charges from the previous month via the arrows next to the amounts.

## Destinations

This gives you a quick overview of your total charges by call destination. You can also view this information in chart format by clicking on the 'graph' icon. Clicking on any one of the charge links will open the report section giving you options to drill down further into the call destinations.

If there are any changes to the charges from the previous month, this will be indicated by the directional arrows next to the amounts.

### Destinations

Other	£20.78	£20.78 ↑	Answer phone	£0.00	£0.00 →
International	£9.24	£9.24 ↑	Landline	£0.00	£0.00 →
Text message	£7.30	£7.30 ↑	On Net	£0.00	£0.00 →
Other mobile network	£0.00	£0.00 →	Premium rate	£15.00	£15.00 ↑
Roaming	£20.90	£20.90 ↑	GPRS	£230.00	£230.00 ↑
Mobile voice VPN	£0.00	£0.00 →			

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