



# BT Business My Account user guide

# Introduction

We know how important access to the right billing information at the right time is for your business. That's why we're changing how you view and analyse your bills in My Account using View My OneBill

With Analyse Charges , you'll be in the driving seat. We're giving you full control of the reports you run and the information you see.

You'll have all the information you had access to in BT Analyst Converge, just with more flexibility and control.

# My Account User Guide

This guide will help you get up and running with how to access and use View My OneBill , which replaces BT Analyst Converge in My Account.

We'll also walk you through how to run the most popular reports (that customers use in BT Analyst Converge) using Analyse Charges.



# Key differences.

## BT Analyst Converge & Analyse Charges

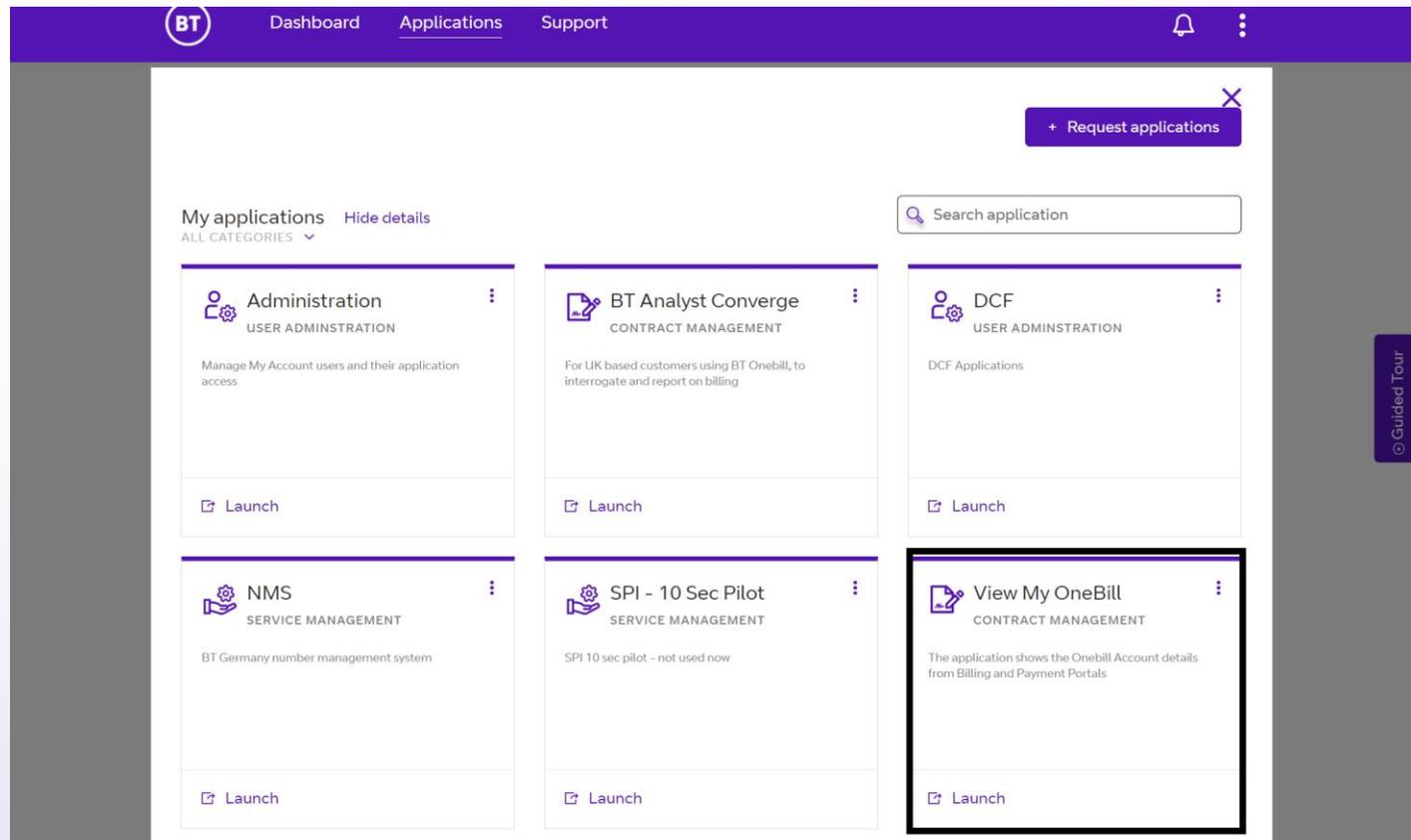
There are a couple of key differences when using Analyse Charges compared to Analyst Converge that we wanted to highlight in this guide, to make sure you feel at home as soon as possible.

1. How you access Analyse Charges.
2. Downloading a CSV report and using the filter options (e.g. products, costs, charge type) to tailor the report so it contains only the data that's best for your business.



# How to access View My OneBill in My Account:

- Log into My Account in the usual way with your username and password.
- From the Applications page in My Account click the **Launch** link contained within the **View My OneBill** tile.
- You'll land on your **Billing overview**, from here you can access Analyse charges.



# Billing overview

View My OneBill, in My Account is a powerful tool for billing. It'll help you take control of your BT Business bills, and help you analyse your charges in a way that works for you.

You'll have 24/7 access to all your bills. You'll also have the ability to view and download bills which are HM Revenue & Customs approved for tax purposes from the past 26 months.

You'll be able to view usage across all your services, and with Analyse Charges, you can deep dive into all your bills and usage data.

# Analyse Charges overview

In View My OneBill in My Account you'll have **summary** or **detailed reports** for all your services allowing you to filter out the information you don't need.

From your main Billing page, click on the **Analyse** dropdown and choose **Analyse charges**. This is where you'll be able to find all the same information that you accessed in BT Analyst Converge.

Analyse Charges is separated into three tabs **Overview**, **Summary Reports** and **Usage Reports**.

# Analyse Charges overview

**Overview:** A high-level, visual breakdown of your latest bill/s.

Broken down by charge types e.g. Regular charges, usage, one-off charges, adjustments, discounts. You have the option to toggle VAT off and on here as well.

**Summary reports:** View online or download reports.

By default, you'll always see your **Summary by service** report in the table on this page.

This is a summary of your services and charges for a selected invoice. You can download as a PDF or CSV and print this summary.

There are also several ready-made reports available under **Choose your reports** such as the **Bills by service number** report and **Charges by type** reports. Have a look around and see what works best for you.

# Analyse Charges overview

**Usage reports:** View online or download reports relating to usage charges.

By default, you'll always see your **Total usage by service number**, a summarised report of your services and charges broken down by usage type (international calls, mobile calls, Premium number for example).

You can download as PDF or CSV and print this summary report.

There are also several ready-made reports available under **Choose your reports**.

# Popular Reports

We've included step-by-step instructions for the most popular reports that customers have used in BT Analyst Converge and how you will now access the same information in Analyse Charges.



# How to download your current bill in My Account:

- From your My Account dashboard, choose **Billing** from the navigation bar.
- You'll land on your **Billing overview**, from here you can choose the relevant account and download your latest bill.

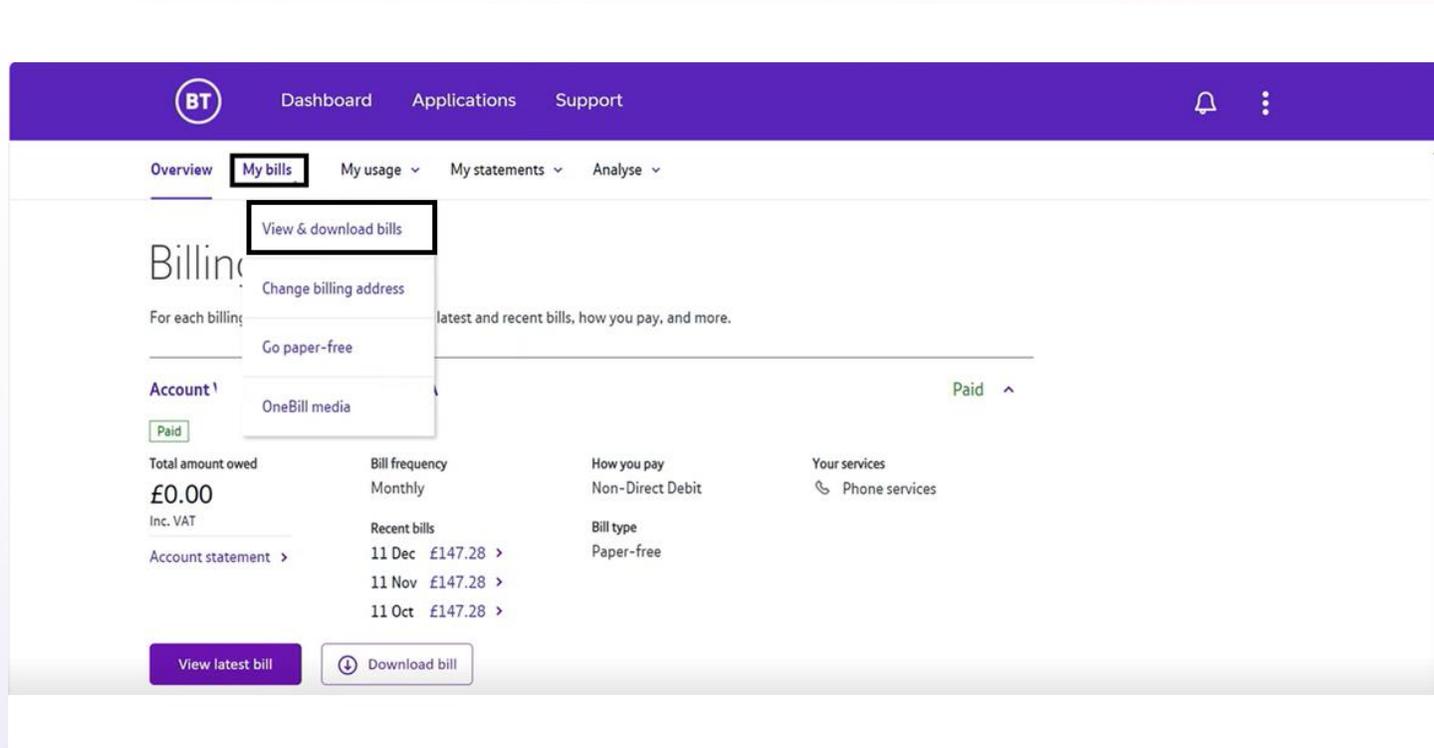
The screenshot displays the BT My Account 'Billing overview' page. At the top, there is a navigation bar with 'Dashboard', 'Applications', and 'Support'. Below this, a secondary navigation bar includes 'Overview', 'My bills', 'My usage', 'My statements', and 'Analyse'. The main content area is titled 'Billing overview' and includes a sub-header: 'For each billing account, view amount owed, latest and recent bills, how you pay, and more.'

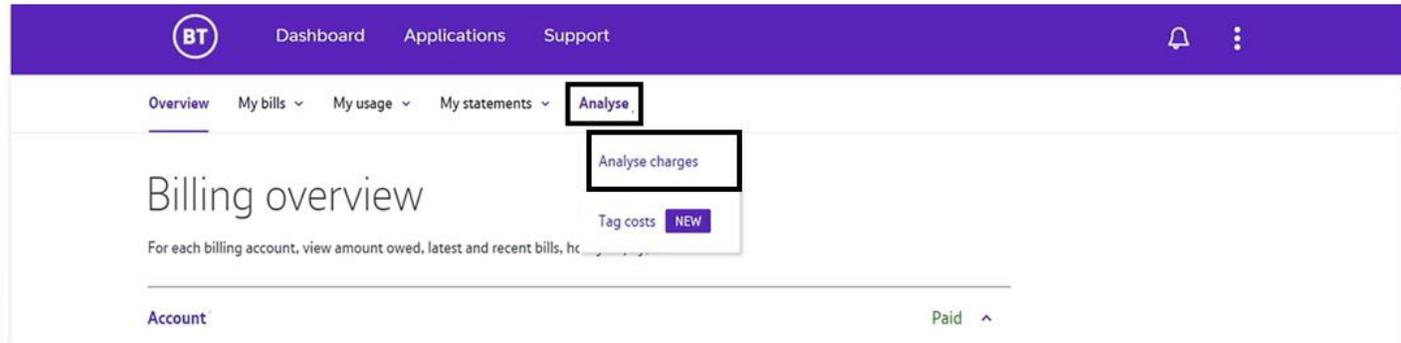
The first account entry is labeled 'Account' and 'Paid'. It shows a 'Total amount owed' of £0.00 (Inc. VAT). The 'Bill frequency' is 'Monthly', and 'How you pay' is 'Non-Direct Debit'. Under 'Your services', 'Phone services' is listed. A 'Recent bills' section shows three bills: 11 Dec (£147.28), 11 Nov (£147.28), and 11 Oct (£147.28). Below this, there are two buttons: 'View latest bill' and 'Download bill'. The page also shows two more account entries, both marked as 'Paid', and a footer indicating 'Showing 1-3 of 3'.



## How to download older bills in My Account:

- From the **My bills** dropdown menu, select **View & download bills** as shown.
- Here you can choose to view your bills online or download bills either as a CSV or a PDF file.





## How to analyse bills in Analyse charges:

- From the **Analyse** dropdown menu, select **Analyse charges** as shown.
- In Analyse charges you'll have a default **Summary by service** report with your latest bill information. You can see a high-level summary of your services here.

### Analyse charges

To pinpoint what you're paying for, analyse charges. Also print and download summary reports, and usage reports.

Overview Summary reports Usage reports

Number of accounts	Number of invoices	Total net charge
1	1	£-6,420.69

[Analyse more](#)  
Select or remove services

Table view Graphical view

#### Summary by service

Get down into the detail by clicking on the costs in the table or switch to the graphical view and click on the segments.

Service type	Regular charges (£)	Usage charges (£)	One-off charges & credits (£)	Discounts (£)	Adjustments (£)	Total charges before VAT (£)	Number of lines	Usage quantity
<input type="radio"/> Other account-related items	8.00	0.00	-6,428.69	0.00	0.00	-6,420.69		
<b>Total</b>	<b>£8.00</b>	<b>£0.00</b>	<b>£-6,428.69</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£-6,420.69</b>		

[Download this report](#) [Print this view](#)



Bills by service number  
Charges of all types for each billed service.

Summary report > Bills by service number

Service number	Account	Bill reference	Source account	Source reference	Service type	Regular charges (£)	Usage charges (£)	One off credits (£)
GPO	GPO	S166			Other account-related items	8.00	0.00	-6.42
Total						£8.00	£0.00	£-6.42

Download this report    Print this view

Choose your reports

- All charges by billed service or site
- Bills by service number**  
Charges of all types for each billed service.    Print    Download
- Billed services & sites  
Charges of all types for each billed service, plus service locations.    Download

# Choosing your report type and format:

- Scroll down to the **Choose your reports** section where you can select the report type and format.
- Clicking the link for the report (e.g.) **Bills by service number** will present an online summary view.
- Clicking the **Download** button for **Bills by service number** will generate a CSV file to see all the information held at a service level.

Account	Account	Bill reference	Source account	Source ref	Service type	Regular ch	Usage cha	One-off cl	Discounts	Adjustme	Total char	VAT rate	Usage que	Usage dur	Usage star	Usage enc	Rental sta	Rental en	Usage day	Rental day	Tag 1 - Co	Tag 2 - Loc	Tag 3 - Are	Tag 4 - U
'01				'055	Phone ser	13.5	0	0	0	0	13.5	20												
'01				'055	Phone ser	13.5	0	0	0	0	13.5	20												
'01				'044	Phone ser	32	0	0	0	0	32	20												
'01				'043	Phone ser	13.5	0	0	0	0	13.5	20												
'01				'043	Broadbani	51.03	0	0	0	0	51.03	20												
'01				'031	Broadbani	58.29	0	0	0	0	58.29	20												
'01				'031	Phone ser	13.5	0	0	0	0	13.5	20												
'01				'033	Broadbani	38.66	0	0	0	0	38.66	20												
'01				'033	Phone ser	13.5	0	0	0	0	13.5	20												
'01				'028	Phone ser	0.45	0	0	0	0	0.45	20												
'01				'046	Broadbani	1.7	0	18	0	0	19.7	20												
'01				'055	Phone ser	0.45	0	0	0	0	0.45	20												
'01				'046	Phone ser	13.5	0.35	0	0	0	13.85	20	6	00:14:27	#####	#####				37				
'01				'055	Phone ser	13.5	0.24	0	0	0	13.74	20	1	00:02:43	#####	#####				37				
'01				'055	Phone ser	13.5	0	0	0	0	13.5	20												
'01				'055	Broadbani	56.29	0	0	0	0	56.29	20												
'01				'030	Phone ser	13.5	0	0	0	0	13.5	20												
'01				'030	Broadbani	58.29	0	0	0	0	58.29	20												
'01				'046	Broadbani	51.03	0	0	0	0	51.03	20												
'01				'055	Phone ser	13.5	0.85	0	0	0	14.35	20	4	00:03:09	#####	#####				37				
'01				'055	Phone ser	13.5	0	0	0	0	13.5	20												



Bills by service number  
Charges of all types for each billed service.

[Summary report](#) > Bills by service number - Filtering

Service number	Account	Bill reference	Source account	Source reference	Service type	Regular charges (£)	Usage charges (£)	One off charges & credits (£)
GPO0	GPO	S166			Other account-related items	8.00	0.00	-5.00
Total						£8.00	£0.00	£-5.00

Download this report    Print this view

Choose your reports

^ All charges by billed service or site

**Bills by service number**  
Charges of all types for each billed service.    Print    **Download**

**Billed services & sites**  
Charges of all types for each billed service, plus service locations.    Download

# Applying filters to the CSV file:

- For full detail, download the CSV file from the option shown.
- To sort the data according to your needs, apply filters by opening the CSV file and clicking on the row that contains the title headers for the columns.
- Select **Sort & Filter**, then **Filter**.

File Home Insert Draw Page Layout Formulas Data Review View Automate Help

Clipboard Font Alignment Number Styles Cells

Service number

Service number	Account	Bill reference	Source account	Source reference	Service type	Regular charges (£)	Usage charges (£)	One-off charges & credits (£)	Total	Char	VAT rate
'011'	VP!	GP	GPO	'055	Phone service	13.5	0	0	13.5	2	
'011'	VP!	GP	GPO	'055	Phone service	13.5	0	0	13.5	2	
'011'	VP!	EM	EM2	'044	Phone service	32	0	0	32	2	
'011'	VP!	GP	GPO	'043	Phone service	13.5	0	0	13.5	2	
'011'	VP!	GP	GPO	'043	Broadband and	51.03	0	0	51.03	2	
'011'	VP!	GP	GPO	'031	Broadband and	58.29	0	0	58.29	2	
'011'	VP!	GP	GPO	'031	Phone service	13.5	0	0	13.5	2	
'011'	VP!	GP	GPO	'033	Broadband and	38.66	0	0	38.66	2	
'011'	VP!	GP	GPO	'033	Phone service	13.5	0	0	13.5	2	

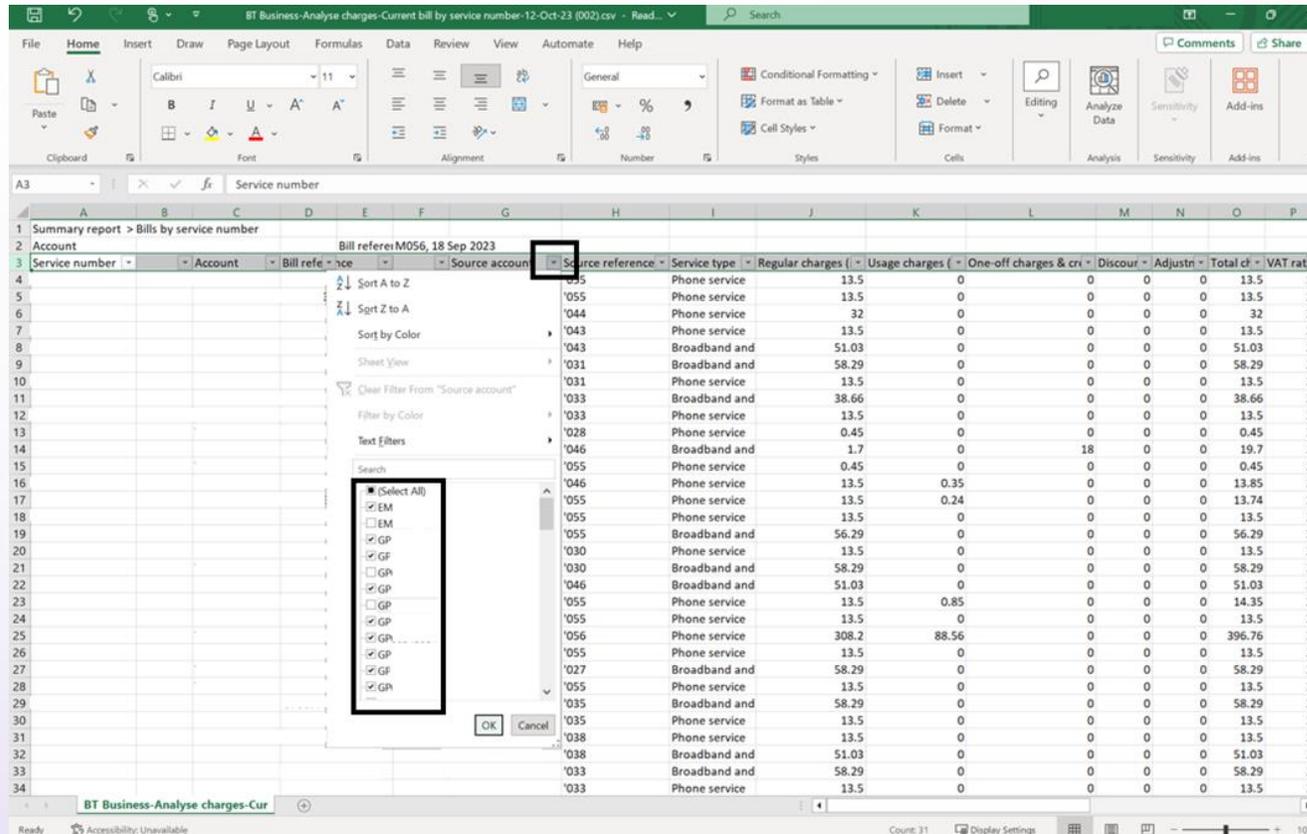
Sort & Filter

- Sort A to Z
- Sort Z to A
- Custom Sort...
- Filter**
- Clear
- Reapply



# Applying filters to the CSV file:

- After applying Sort & Filters, the columns within the CSV file will now contain **dropdown arrows** for each column
- Using the dropdown, you'll be able to refine the filter options further by using the **tick boxes**, selecting the values that you want to view in the selected column of the CSV file then click **OK**.
- Any values not ticked for selection wont appear in the filtered CSV.



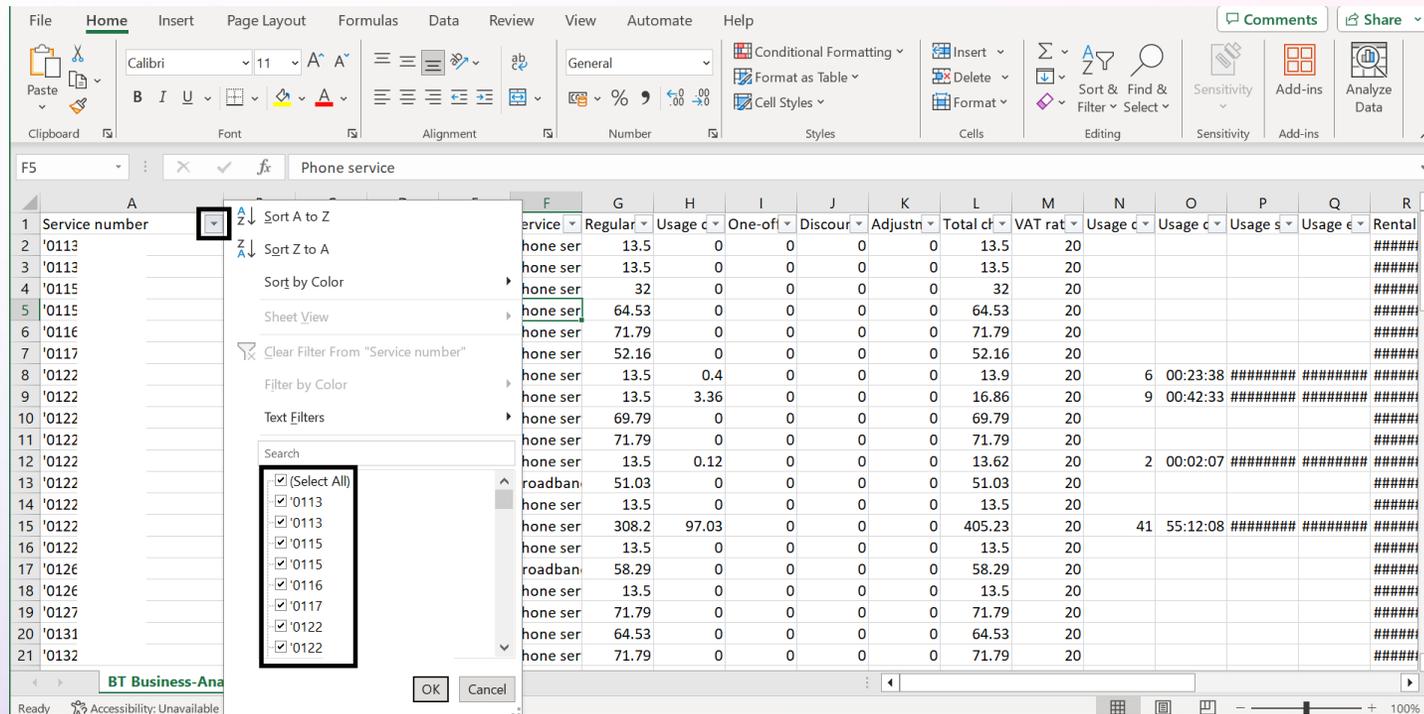
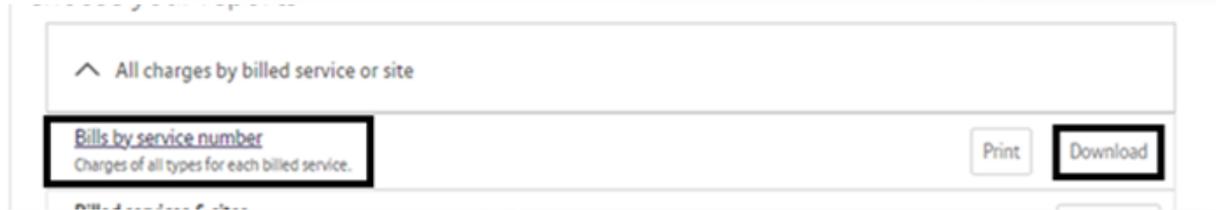
# Analyst Converge vs Analyse Charges.

Let's take a walk through how to run the most popular reports (that customers use in BT Analyst Converge) using Analyse Charges ...



## BT Analyst Converge report name: Bills by service number

### Where to find in My Account: Bills by service number report



- To view charges according to the service number in Analyse Charges you will first **Download** a copy of the **Bills by service number** report.
- Once downloaded, apply Sort & Filters (as previously shown) and click the dropdown arrow next **Service number** in the CSV file to view all of the data it contains.
- Using the tick boxes, select which numbers you want to see and click **OK**.



# BT Analyst Converge report name: Bills by Source account

## Where to find in My Account: Bills by service number report



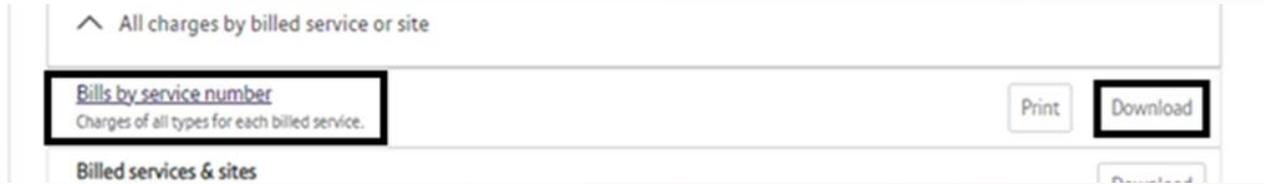
Service number	Account	Bill reference	Source account	Source reference	Service type	Regular charges	Usage charges	One-off charges & cri	Discour	Adjustn	Total ch	VAT rat
'055					Phone service	13.5	0	0	0	0	13.5	2
'055					Phone service	13.5	0	0	0	0	13.5	2
'044					Phone service	32	0	0	0	0	32	2
'043					Phone service	13.5	0	0	0	0	13.5	2
'043					Broadband and	51.03	0	0	0	0	51.03	2
'031					Broadband and	58.29	0	0	0	0	58.29	2
'031					Phone service	13.5	0	0	0	0	13.5	2
'033					Broadband and	38.66	0	0	0	0	38.66	2
'033					Phone service	13.5	0	0	0	0	13.5	2
'028					Phone service	0.45	0	0	0	0	0.45	2
'046					Broadband and	1.7	0	18	0	0	19.7	2
'055					Phone service	0.45	0	0	0	0	0.45	2
'046					Phone service	13.5	0.35	0	0	0	13.85	2
'055					Phone service	13.5	0.24	0	0	0	13.74	2
'055					Phone service	13.5	0	0	0	0	13.5	2
'055					Broadband and	56.29	0	0	0	0	56.29	2
'030					Phone service	13.5	0	0	0	0	13.5	2
'030					Broadband and	58.29	0	0	0	0	58.29	2
'046					Broadband and	51.03	0	0	0	0	51.03	2
'055					Phone service	13.5	0.85	0	0	0	14.35	2
'055					Phone service	13.5	0	0	0	0	13.5	2
'056					Phone service	308.2	88.56	0	0	0	396.76	2
'055					Phone service	13.5	0	0	0	0	13.5	2
'027					Broadband and	58.29	0	0	0	0	58.29	2
'055					Phone service	13.5	0	0	0	0	13.5	2
'035					Broadband and	58.29	0	0	0	0	58.29	2
'035					Phone service	13.5	0	0	0	0	13.5	2
'038					Phone service	13.5	0	0	0	0	13.5	2
'038					Broadband and	51.03	0	0	0	0	51.03	2

- To view charges according to source account in Analyse Charges you will first **Download** a copy of the **Bills by service number** report.
- Once downloaded, apply Sort & Filters (as previously shown) and click the dropdown arrow next **Source account** in the CSV file to view all of the data it contains.
- Using the tick boxes, select which accounts you want to see and click **OK**.



# BT Analyst Converge report name: Bills by Service

## Where to find in My Account: Bills by service number report



Service number	Account	Bill reference	Source	Service type	Regular	Usage c	One-off	Discour	Adjustn	Total ch	VAT rat	Usage c
'0113	VP	GP	GPOI	Sort A to Z	13.5	0	0	0	0	13.5	20	
'0113	VP	GP	GPOI	Sort Z to A	13.5	0	0	0	0	13.5	20	
'0115	VP	EM2	GPOI	Sort by Color	32	0	0	0	0	32	20	
'0115	VP	GP	GPOI	Sheet View	13.5	0	0	0	0	13.5	20	
'0115	VP	GP	GPOI	Filter by Color	51.03	0	0	0	0	51.03	20	
'0116	VP	GP	GPOI	Text Filters	58.29	0	0	0	0	58.29	20	
'0116	VP	GP	GPOI	Search	13.5	0	0	0	0	13.5	20	
'0117	VP	GP	GPOI	Clear Filter From "Service type"	38.66	0	0	0	0	38.66	20	
'0117	VP	GP	GPOI	Filter by Color	13.5	0	0	0	0	13.5	20	
'0120	VP	GP	GPOI	Text Filters	0.45	0	0	0	0	0.45	20	
'0122	VP	GP	GPOI	Search	1.7	0	18	0	0	19.7	20	
'0122	VP	GP	GPOI	Search	0.45	0	0	0	0	0.45	20	
'0122	VP	GP	GPOI	Search	13.5	0.35	0	0	0	13.85	20	
'0122	VP	GP	GPOI	Search	13.5	0.24	0	0	0	13.74	20	
'0122	VP	GP	GPOI	Search	13.5	0	0	0	0	13.5	20	
'0122	VP	GP	GPOI	Search	56.29	0	0	0	0	56.29	20	
'0122	VP	GP	GPOI	Search	13.5	0	0	0	0	13.5	20	
'0122	VP	GP	GPOI	Search	58.29	0	0	0	0	58.29	20	
'0122	VP	GP	GPOI	Search	51.03	0	0	0	0	51.03	20	
'0122	VP	GP	GPOI	Search	13.5	0.85	0	0	0	14.35	20	
'0122	VP	GP	GPOI	Search	13.5	0	0	0	0	13.5	20	
'0122	VP	SL4	SL48	Search	308.2	88.56	0	0	0	396.76	20	14
'0122	VP	GP	GPOI	Search	13.5	0	0	0	0	13.5	20	
'0126	VP	GP	GPOI	Search	58.29	0	0	0	0	58.29	20	
'0126	VP	GP	GPOI	Search	13.5	0	0	0	0	13.5	20	
'0127	VP	GP	GPOI	Search	58.29	0	0	0	0	58.29	20	
'0127	VP	GP	GPOI	Search	13.5	0	0	0	0	13.5	20	
'0131	VP	GP	GPOI	Search	13.5	0	0	0	0	13.5	20	
'0131	VP	GP	GPO	Search	51.03	0	0	0	0	51.03	20	
'0132	VP	GP	GPO	Search	58.29	0	0	0	0	58.29	20	

- To view charges according to service (e.g. Broadband, Telephony or Mobile) in Analyse Charges you will first **Download** a copy of the **Bills by service number** report.
- Once downloaded, apply Sort & Filters (as previously shown) and click the dropdown arrow next to **Service type** in the CSV file to view all of the data it contains.
- Using the tick boxes, select which services you want to see and click **OK**.



# BT Analyst Converge report name: Bills by service - Private Circuit

## Where to find in My Account: Data and Voice Network report



- The information provided in your Private Circuit report is different to the rest of our products and services, so we've created a standalone **Data and Voice Network report**.
- You can access this report within the **All charges by billed service or site**
- Once downloaded, you can apply Sort & Filters (as previously shown) and click the dropdown arrows next to columns in the CSV file to view and refine the data in the file.

Service number	Account	Bill ref	Source account	Source reference	Charge start date	Charge end date	Network description
DEF	VP	M216	154	'061	01/10/2023	31/10/2023	Direct Wire Analogue B
DEF	VP	M216	154	'061	01/10/2023	31/10/2023	Direct Wire Analogue B
ANI	VP	M216	154	'061	01/10/2023	31/10/2023	DIRECT WIRE ANALOGUE A -
REF	VP	M216	154	'061	01/10/2023	31/10/2023	DIRECT WIRE ANALOGUE A (use
DEF	VP	M216	154	'061	01/10/2023	31/10/2023	DIRECT WIRE ANALOGUE A -
ANI	VP	M216	154	'061	01/10/2023	31/10/2023	DIRECT WIRE ANALOGUE A -
DEF	VP	M216	154	'061	01/10/2023	31/10/2023	Direct Wire Analogue B
ANI	VP	M216	154	'061	01/10/2023	31/10/2023	DIRECT WIRE ANALOGUE A -
MX	VP	M216	154	'061	01/10/2023	31/10/2023	Megastream 2
ANI	VP	M216	154	'061	01/10/2023	31/10/2023	Direct Wire Analogue B
CO7	VP	M216	154	'061	01/10/2023	31/10/2023	RDL ALM 3223 HD Modem
REF	VP	M216	154	'061	01/10/2023	31/10/2023	DIRECT WIRE ANALOGUE A -
DEF	VP	M216	154	'061	01/10/2023	31/10/2023	DIRECT WIRE ANALOGUE A -
ANI	VP	M216	154	'061	01/10/2023	31/10/2023	DIRECT WIRE ANALOGUE A (use



## BT Analyst Converge report name: Non usage charges

**Where to find in My Account:** Summary by service, Charges by type , at a glance.

Choose your reports

Download this report Print this view

▼ All charges by billed service or site

▲ **Charges by type, at a glance**

[Regular charges at a glance](#)  
An overview of regular charges by type. Print Download

[Usage charges at a glance](#)  
An overview of usage charges by type. Print Download

[One-off charges & credits at a glance](#)  
An overview of one-off charges & credits for each charge type. Print Download

[Discounts at a glance](#)  
An overview of discounts applied to each charge type. Print Download

▼ Charges by type, in detail

- In the **Charges by type, at a glance** category you can view and download reports for non-usage charges such regular charges (rental), one-off charges & credits and discounts.



## BT Analyst Converge report name: Non usage charges

**Where to find in My Account:** Summary by service, Charges by type, in detail.

Choose your reports

- ▼ All charges by billed service or site
- ▼ Charges by type, at a glance
- ▲ Charges by type, in detail**
  - [Regular charges in detail](#)  
A detailed view of regular charges by type. Print Download
  - [One-off charges & credits in detail](#)  
A detailed view of one-off charges & credits for each charge type. Print Download
  - [Adjustments in detail](#)  
A detailed view of adjustments applied to each charge type. Print Download

- In the **Charges by type in detail** category you can see a more detailed view of non usage charges such as regular charges (rental), one-off charges & credits and adjustments.



**BT Analyst Converge report name:** Internet Teleworker, SIP, Account Level, Concert Classic, BT Syncordia, OpenZone, Advanced Services, VOIP and BT Conferencing

**Where to find in My Account:** All reports

Source referenc	Service type	Regular charg	Usage charges	One-off char
'047	Other account-related items	0	0	
'047	Other account-related items	0	0	
'043	Other account-related items	0	0	1
'035	Other account-related items	0	0	
'036	Other account-related items	0	0	
'034	Other account-related items	0	0	
'033	Other account-related items	0	0	
'027	Other account-related items	0	0	
'023	Other account-related items	0	0	
'012	Other account-related items	0	0	
'002	Other account-related items	0	0	
	Other account-related items	0	0	

- We've combined these product in View My OneBill in My Account.
- Information relating to these products is found by applying Sort & filters then filtering out all options except **Other account - related items** in any of our Analyse Charges reports.

# Help & Support

We have lots of help and support available for our customers.

Here are a couple of articles to help you get up and running with your Cost Centres and viewing your call usage:

**Tagging costs:** [What is tagging and how do I use it? | BT Business](#)

**Viewing call usage:** [Viewing your call usage | Help | BT Business](#)



**Means  
Business**