

ESIM

Introduction to eSIMs

On Mobile Manager you can download and install your eSIMs, helping you to get connected in minutes. You can also manage your complete eSIM/SIM estate.

Ordering as a main administrator

Ordering eSIMs in Mobile Manager is easy with online ordering. If you are a top-level administrator and have not been set up with online ordering, please contact the Mobile Manager Support team at mobile.manager@ee.co.uk. If you have been added to the Mobile Manager portal by a colleague, please contact your company admin to have your access updated.

Once set up with online ordering the navigation bar will display an additional 'Shop' link. Select this link to access the online shop. From there, navigate to Devices > SIM Cards. Select EE eSIM Digital Delivery - New Connection.

An eSIM order works in the same way as a physical SIM order or eSIM QR pack order. After the order has been completed you will receive an email confirmation that your ordered eSIMs have been added to Mobile Manager and are now ready to dispatch to the end user.

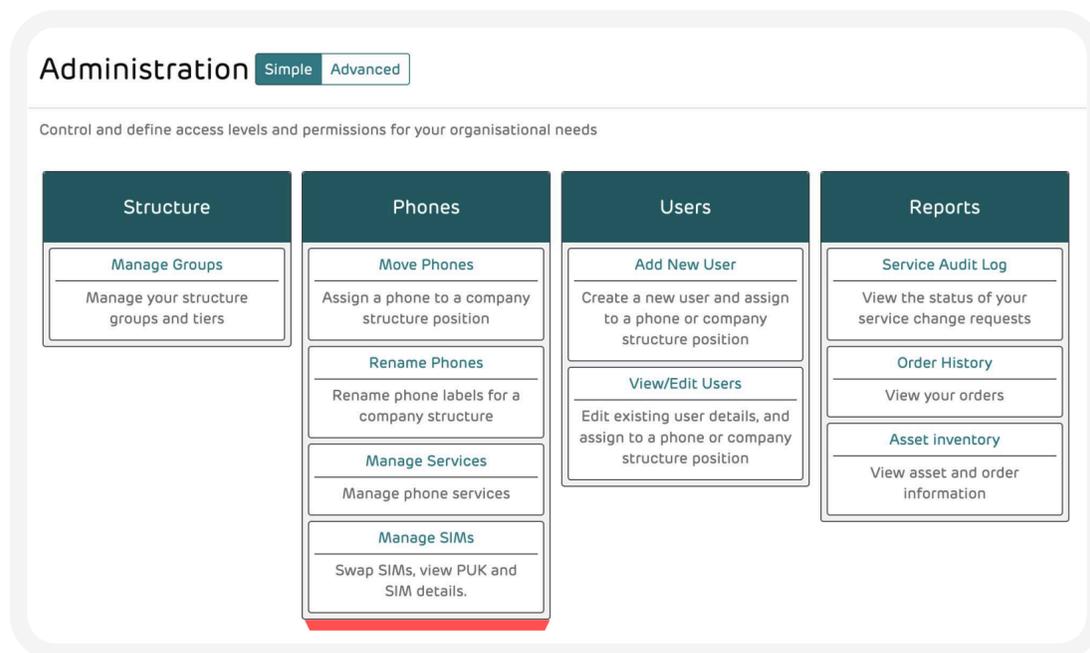
If you have recently onboarded and the contract setup team has placed a digital eSIM order for you, you will receive an email confirmation when your eSIMs have arrived in Mobile Manager.

Once they have arrived, please head to the Manage SIMs section where you can administer and send your eSIMs.

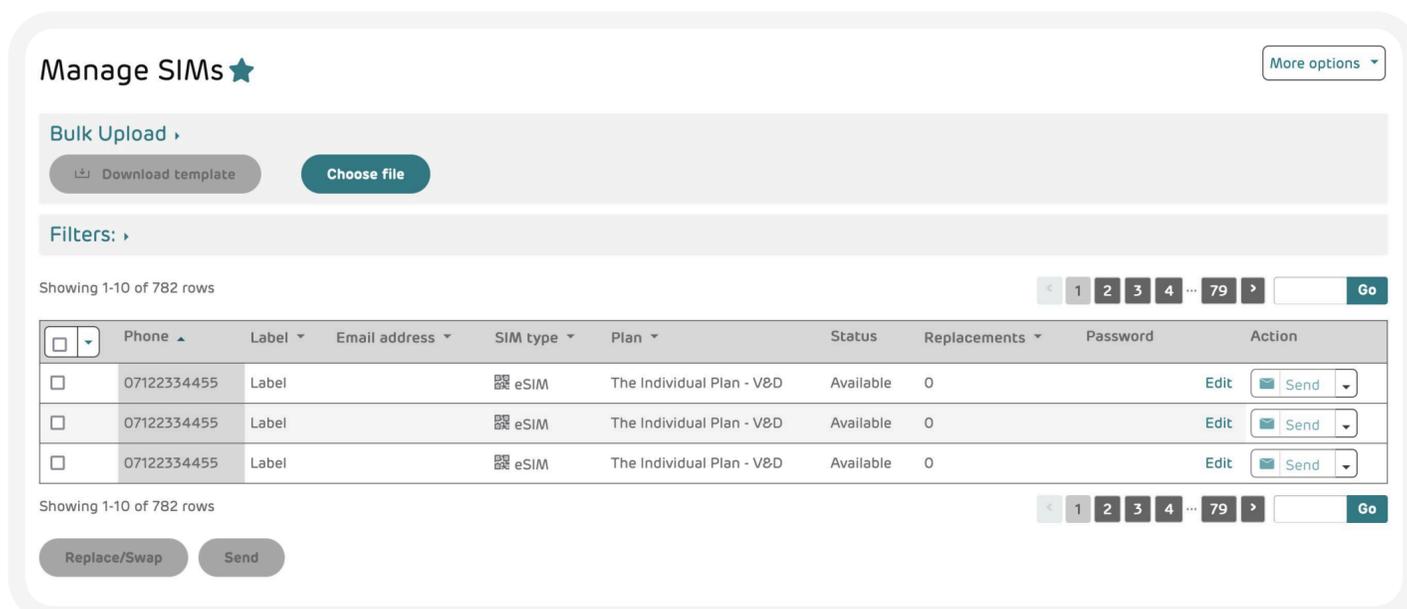
The following sections will explain how to manage your eSIMs.

Assigning an eSIM

The 'Admin' section of Mobile Manager is where you can manage SIM/eSIM settings. Head to: Mobile Manager > Admin > Phones: Manage SIMs.



On this screen, the admin can edit user details and assign eSIMs.



The admin can assign eSIMs that are in 'Available' status. To do that, select any available eSIM, edit the label (if necessary), add the recipient's email address (mandatory) and set a password.

Phone	Label	Email address	SIM type	Plan	Status	Replacements	Password	Action
07122334455	BT - FM Port Test 1.	type a new email	eSIM	The Individual Plan - V&D	Available	0	4 characters or more	Save

The status will change from 'Available' to 'Assigned'.

You will see a notification confirming that the eSIM information has been changed for this user.

eSIM Statuses

The eSIMs may have the following statuses attached to them:

- **Available:** an eSIM has been allocated and is available for assignment.
- **Assigned:** an eSIM becomes 'Assigned' when the email, label and password have been assigned to it.
- **Sent:** after the admin sends an Assigned eSIM to the user the status changes to 'Sent'.
- **Viewed:** this status appears after the end user opens the eSIM.
- **Installed:** this status indicates that either the end user or the admin have successfully installed the eSIM on the device.
- **Deleted:** when the user deletes the eSIM from their devices, the status changes to 'Deleted'.
- **Pending:** this status will only show up during the replacement process - when the order has been initiated but is still being processed in the backend.

Phone	Label	Email address	SIM type	Plan	Status	Replacements	Password	Action
07122334455	Label		eSIM	The Individual Plan - V&D	Assigned	0		Edit Send

Send an eSIM

Please note: the admin must first send the activation password to the end user before they send the eSIM.

After an eSIM is assigned, the admin can send it to the user by selecting the 'Send' button.

The eSIM status will change from 'Assigned' to 'Sent'.

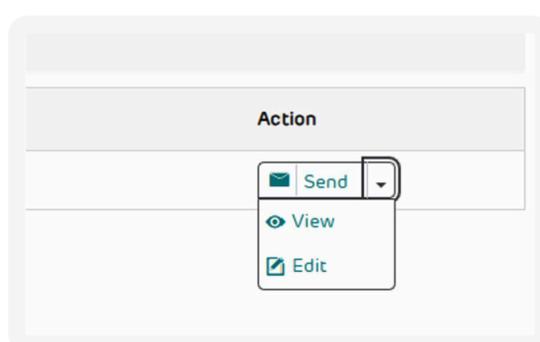
07436254254	BT - FM Port Test 4	leigh.cox@ee.co.uk	eSIM	The Individual Plan - V&D	Assigned	0	*	Edit Send
07436254254	BT - FM Port Test 4	leigh.cox@ee.co.uk	eSIM	The Individual Plan - V&D	Sent	0	*	Edit Send

eSIM distribution

You can view your SIMs that are available to be sent for the first time, assigned, or sent again, if they need resending. Also, Admins can send eSIMs to users either individually or in bulk. You'll find this by selecting 'Services' in the left-hand navigation bar and selecting the 'SIMs' tab.

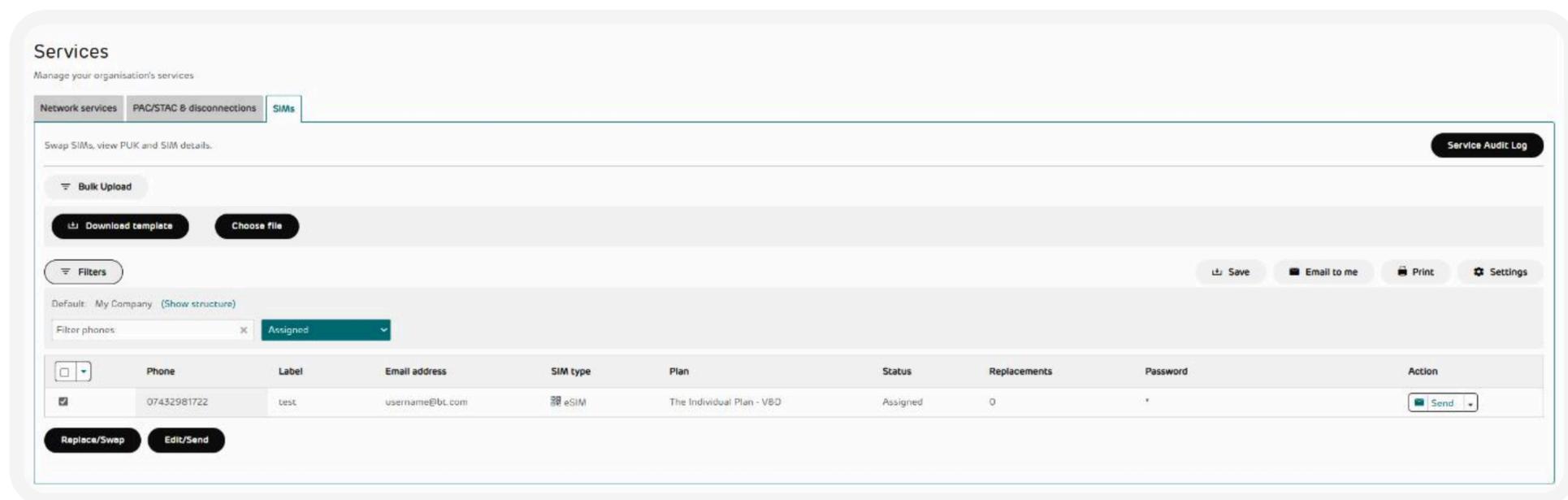
Please note: you will need to check if Services and eSIM is available as part of your contract.

To send individually, select the drop-down menu on the line of the phone number and select 'Edit'. Next enter the end user's email address and password and select 'Save' once you're done. Once saved, select 'Send' to the right of the saved details.

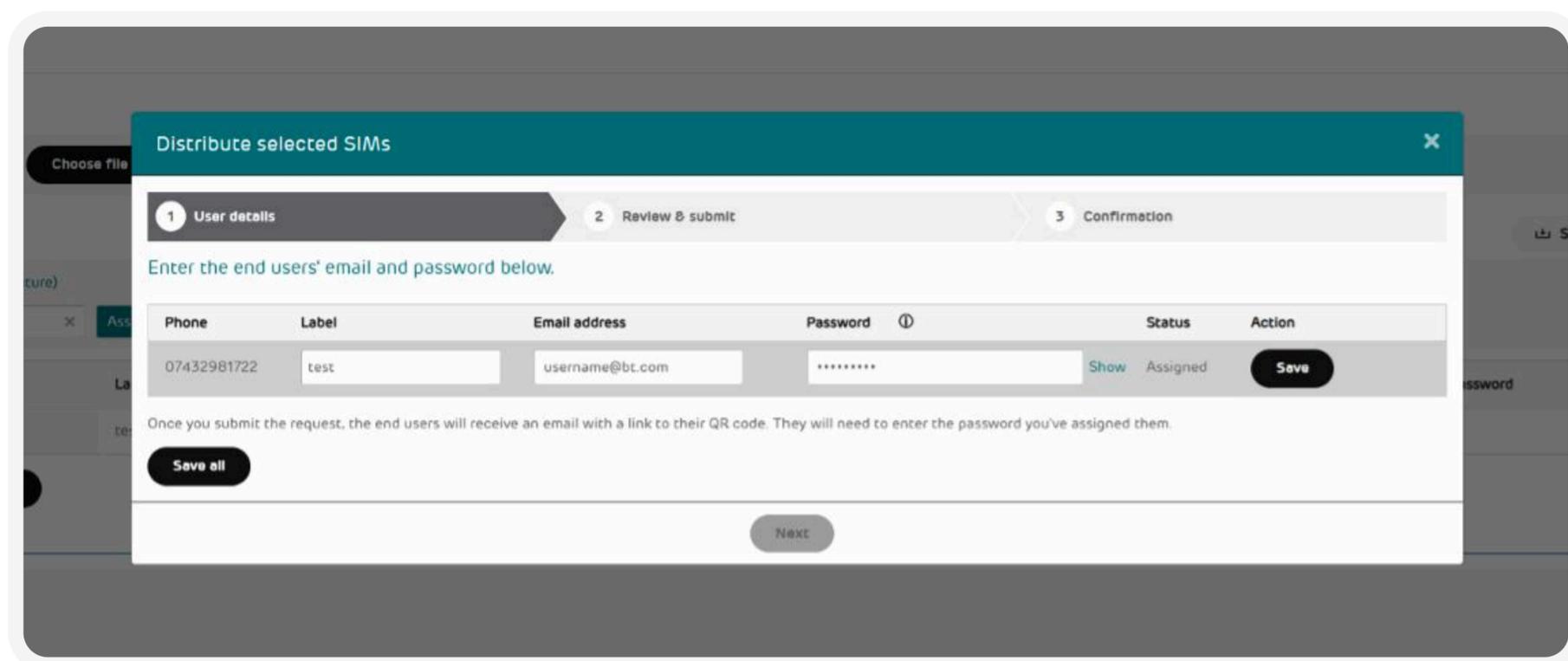


Please note: you'll need to give the password you set to the end user.

To send multiple eSIMs, you can select multiple phone numbers using the tick boxes and select 'Edit/Send' at the bottom left of the screen.



You will need to confirm all the usernames, email addresses, and passwords. Once you've done this, you can save each one by line or select 'Save all'. Then select 'Next'.



Review all your details to ensure they're correct. If you need to amend, you can go back to the previous page. Select 'Submit' once ready.

Please note: you can only distribute eSIMs that are 'Available', 'Assigned', or 'Sent'. You'll receive a warning message if you haven't selected the correct SIM status.

You'll receive confirmation that your QR code request has been submitted. End users will receive an email with a link to their QR code. They will need to enter the password you've assigned them.

Apple Devices and eSIMs

If your end user has an apple device, they will be able to install their eSIM by selecting the link in the email after distribution, rather than needing to scan a QR code.



Your QR Code

Use your camera to scan the QR code.

Or click [here](#) to download your eSIM on device (Apple only).

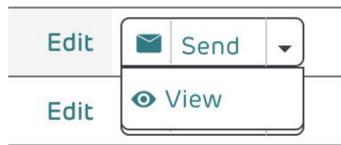
eSIM setup on your iPhone

1. Ensure you're connected to the **internet** (WiFi/Mobile Data)
2. Go to **Settings**
3. Go to **Mobile Data**
4. Select **Add eSIM/Setup Mobile Service**
5. **Select Use QR Code**
6. Scan the **QR code** with your camera
7. Follow the instructions to setup your eSIM

View an eSIM

As an admin you can view the eSIM if the user has not installed it yet. To do that, select 'View' in the dropdown.

Please note: it's a one-time QR-code. So, if you scan it, it will disappear for both the admin and the end user.



Your QR Code

Use your camera to scan the QR code.

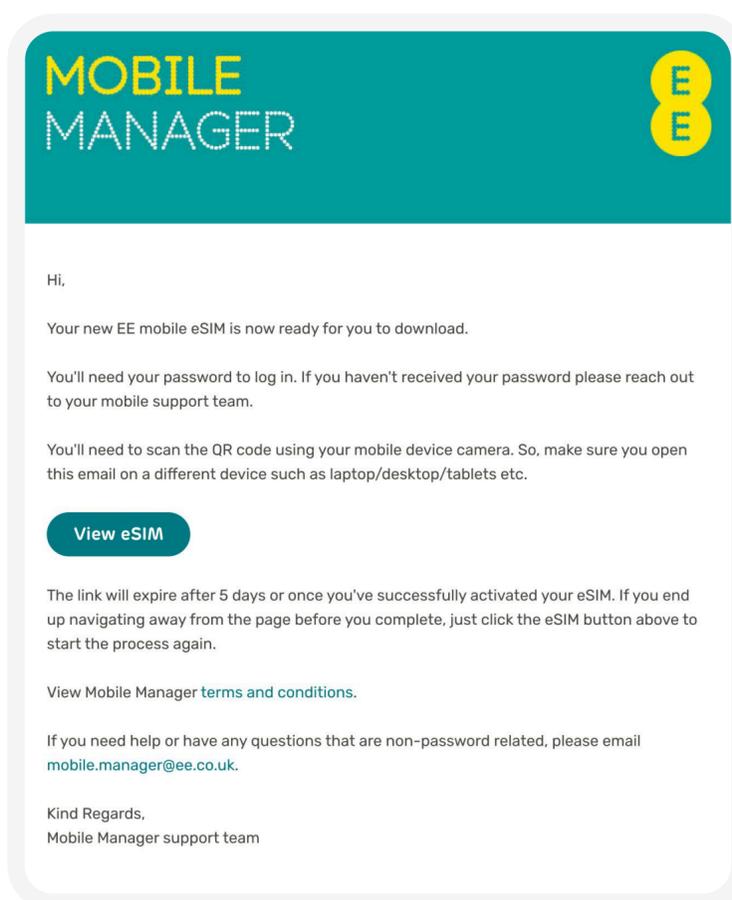
If you can't scan your QR code, you'll be able to download it manually using your unique activation code as follows:

SM-DP+ Address: sm-v4-010-a-gtm.pr.go-esim.com
Activation Code: 6DHJEUHFHJJFWEJ93D3B667RREVERV2883

For more information, please visit our troubleshooting section [Help & Support](#).

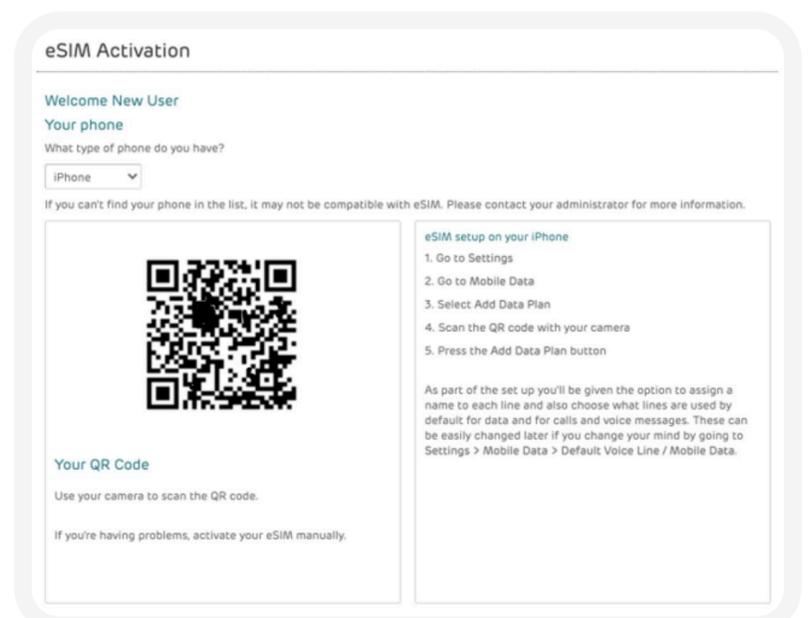
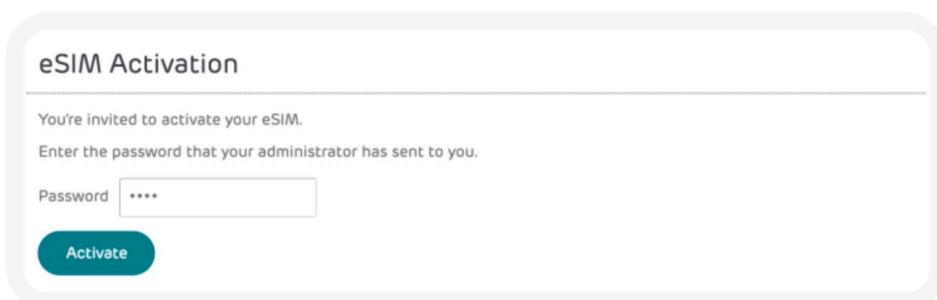
Activating an eSIM

After the eSIM has been sent to the user, they will receive an email with the activation instructions.



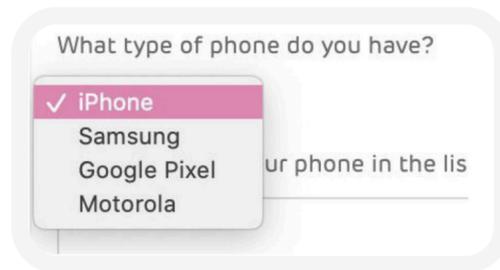
After selecting the 'View eSIM' button, the user will be directed to the activation page where they need to enter the eSIM password created by the admin.

After entering the password, they will be able to view the QR code and set up the eSIM either by scanning the code or downloading it manually using their unique activation code.



In the dropdown, the user should be able to select their phone type from the list. The following phone types are supported:

- **iPhone**
- **Samsung**
- **Google Pixel**
- **Motorola**



If the QR code doesn't work, the user will be able to set up their eSIM manually using the activation code provided on the activation screen.



Requesting an eSIM replacement

As an admin, you can replace a physical SIM with an eSIM and vice versa in Mobile Manager.

Please note: after requesting an eSIM replacement you will receive an email confirmation. You will then need to dispatch the replacement eSIM to the end user in Mobile Manager (SEND eSIM journey).



Swapping an eSIM to a SIM

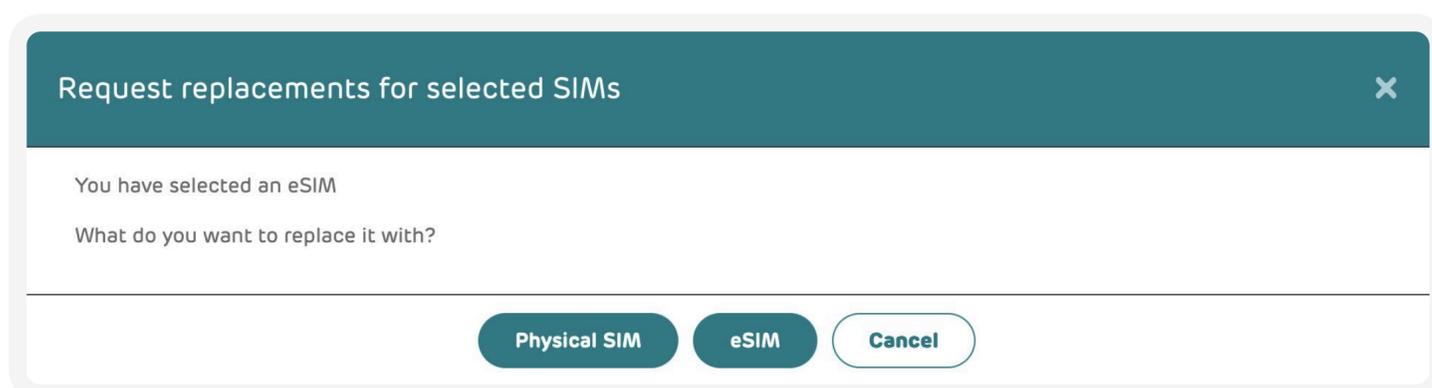
To replace an eSIM with a physical SIM card, start by selecting the user (or multiple users) from the list. Then select the 'Replace/Swap' button below the table.

You will then be able to choose from a physical SIM or eSIM for the replacement. Select 'Physical SIMs'.

If you have the correct amount of physical SIM cards then select 'I have them'. If not, you can order them by clicking on 'I need to get some', and you will be redirected to the Shop.

Finish the replacement process by selecting the reason for the swap and entering the New SIM number.

You should see a 'Swap SIM' notification informing you that the request for a SIM swap has been successfully submitted. You can then view its status in the 'Service Audit Log' under the 'Admin' menu.



Request replacements for selected SIMs ✕

You have selected a Physical SIM

Do you have the replacement SIM card or do you need to order one?

[I have one](#) [I need to get one](#) [Cancel](#)

Replacement eSIMs
The replacement eSIM has been ordered successfully.

Swapping an eSIM to an eSIM or a SIM to an eSIM

To replace an eSIM/SIM with a different eSIM, start by selecting the user (or multiple users) from the list. Then select the 'Replace/Swap' button below the table.

You will then be able to choose from a physical SIM or eSIM for the replacement. Select 'eSIMs'.

Finish the replacement process by selecting 'Request replacement'.

You should see a 'Swap SIM' notification informing you that the request for the SIM swap has been successfully submitted. You can then view the status of the swap in the 'Service Audit Log' under the 'Admin' menu.

After requesting an eSIM replacement you will receive an email confirmation. You will then need to dispatch the replacement eSIM to the end user in Mobile Manager (see [SEND eSIM journey](#)).

Request replacements for selected SIMs ✕

You have selected an eSIM

You can only request 5 replacement eSIMs per subscription within 48 hours. After that you'll be unable to request any more. Don't worry, give us a call on 0800 079 3333 and we'll be able to help.

[Request replacement](#) [Cancel](#)

Swap SIM
Your SIM swap(s) have been successfully submitted. You can view the status of your request within the Service Audit Log under the Admin menu.
[> Service Audit Log](#)

Limit for replacements

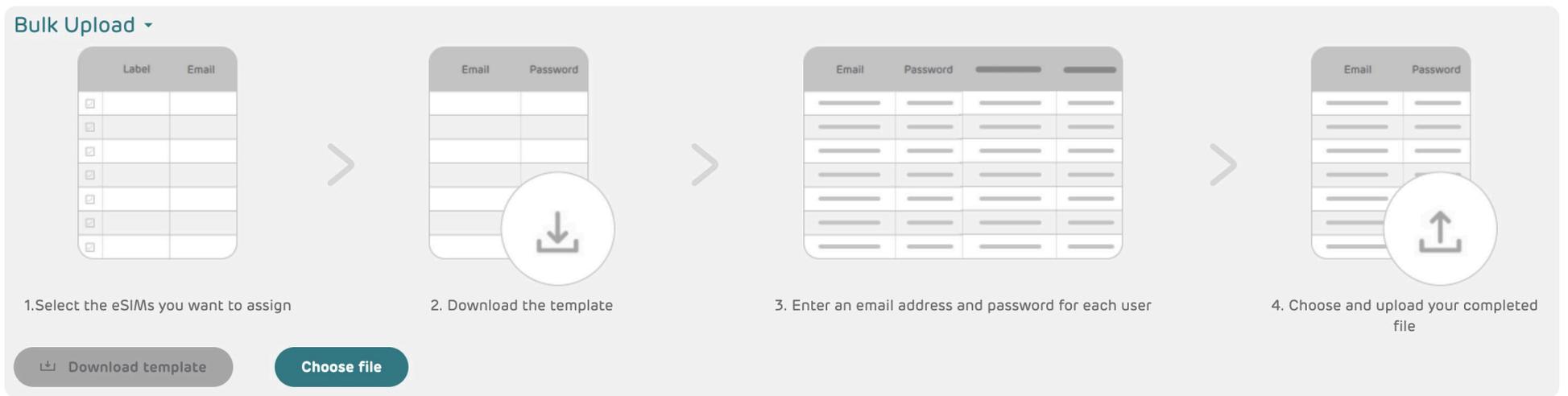
You can replace up to 200 eSIMs and 30 physical SIMs simultaneously.

Please note: the admin can request only five replacements for the same user within 48 hours. When this limit is reached, the replacement journey is locked for 48 hours. You can either wait for it to be unlocked or call customer services on 0800 079 3333 or 158 from a registered phone.

Bulk upload

Please note: the admin must first send the activation password to the end user before they send the eSIM.

eSIMs can be assigned and sent in bulk. This can be done via the 'Bulk Upload' menu. The admins can select multiple eSIMs and based on the selection the system will generate a template that can be used to update multiple eSIMs simultaneously.



To initiate a bulk upload, check the eSIMs in 'Available' status that you want to assign.

Then expand the 'Bulk Upload' section and select 'Download template'. The .xlsx file will be downloaded to your local storage.

Open the downloaded .xlsx file where you should be able to see the table with the selected eSIMs.

You can edit the label (if necessary), add email (mandatory), and set up a password. A password is required for security purposes. It must be at least four alphanumeric characters long. The mobile number and plan type fields are not editable. Please follow the instructions in the table.

Check the entered information. If the mandatory fields are skipped or the email and password don't match the format, the system will reject the file with an error.

Now, save the updated file and upload it to Mobile Manager by clicking on 'Choose File'. Confirm the upload by clicking on the 'Upload filename.xlsx' button.

Phone label	Email address	Password	Mobile number	Plan type
Labels can be edited.	eSIM activation details will be sent to this address.	Passwords should use at least 4 alphanumeric characters.	These fields cannot be edited	
New User 1	new_user1@email.com		0748: [redacted]	The Individual Plan - V&D
New User 2	new_user2@email.com		0748: [redacted]	The Individual Plan - V&D

When your file is uploaded and the completed data has passed the validation check, you will see a confirmation message.

Please note: for security purposes we recommend you delete the file from your computer once your upload has been successful.

After the bulk upload is finished successfully, your eSIMs should show as 'Assigned'.

If any data in the file does not match the validation rules, then the system will reject it with a corresponding error message.

To see the detailed description, select on 'View upload results'.

To proceed with the bulk upload, you will need to fix all validation errors and re-upload the amended file.

Bulk send (after upload)

Please note: the admin must first send the activation password to the end user before they send the eSIM.

Once the eSIMs have been assigned an Admin is able to bulk send the uploaded eSIMs to the users. To initiate the bulk send action, open the 'View upload results' section and select 'Send to X uploaded recipients' button, where X is the number of eSIMs.

You will see the confirmation message in the top right-hand corner of the page.

Your bulk upload file of eSIM details has been completed [View upload results](#)

Bulk send (for selected eSIMs)

Please note: the admin must first send the activation password to the end user before they send the eSIM.

The Bulk Send function allows an admin to bulk send selected eSIMs.

To send the eSIMs you need to filter eSIM by 'Assigned' status. The 'Send' button will appear below the table.

Then select via the checkbox the eSIMs that need to be sent and click the 'Send button'.

You will see a confirmation message in the top right-hand corner of the page. The status of the selected eSIMs will be changed to 'Sent'.

Send eSIM

The selected 6 eSIMs were sent successfully.

Clear bulk update results

The results of the bulk upload will be displayed on screen. To delete the results after the upload is finished select 'Clear upload results'.

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