

Getting started

Activation email

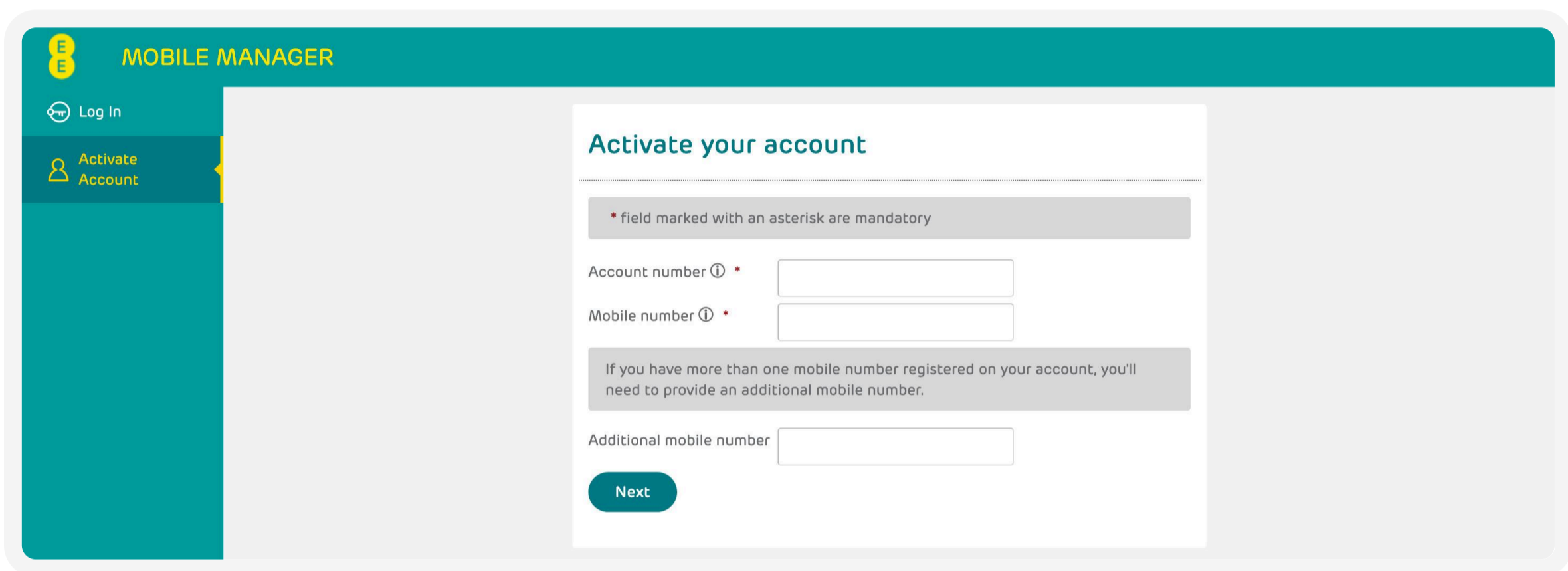
Once you have registered with Mobile Manager and your bill data has loaded you will receive an email. This may go into your junk. You can then click the link within the email.

This will take you to Mobile Manager where you'll be asked for your first and last name, your email address, and will need to create a password unique to you.

Once your account has been successfully activated, you will be given a username. You'll need to remember your username and password to log in going forward. The first time you log in you'll need to set up a security question. After you have done this, you will only be asked for your username and password when you log in.

Keyword and Authenticode

If you have been provided with a Keyword and Authenticode to register, you will need to [visit Mobile Manager](#). On the left-hand side of the log in page, click 'Activate Account' and beneath the 'Next' button it will say 'If you have been given a Keyword and Authenticode please register here'. Click on 'register here'.

The screenshot shows the 'MOBILE MANAGER' interface. On the left is a teal sidebar with 'Log In' and 'Activate Account' options. The main content area is titled 'Activate your account' and contains a form with the following elements: a mandatory field notice, 'Account number' and 'Mobile number' input fields (both marked with an asterisk and an information icon), a grey informational box stating 'If you have more than one mobile number registered on your account, you'll need to provide an additional mobile number.', an 'Additional mobile number' input field, and a teal 'Next' button.

You'll need to provide your Keyword and Authenticode, you will also be asked for your first and last name, and your email address. You will then create a password unique to you.

Once your account has been successfully activated, you will be given a username. You'll need to remember your username and password to log in going forward. The first time you log in you'll need to set up a security question. After you have done this, you will only be asked for your username and password when you log in.

Account number

Registration would normally happen by email but if the first administrator hasn't been registered on the account, you can register using the account number.

Please note, this will only work for the first activation of the initial administrator.

You will need to [visit Mobile Manager](#). On the left-hand side, click 'Activate Account' and then click 'Next'. You'll be asked for your account number and two mobile numbers that have recently appeared on your account number's invoice. You will be asked for your first and last name, and your email address. After this you will be asked for your Keyword and Authenticode that you received through the post. You will also need to set up a password unique to you.

Once your account has been successfully activated, you will be given a username. You'll need to remember your username and password to log in going forward. The first time you log in you'll need to set up a security question. After you have done this, you will only be asked for your username and password when you log in.

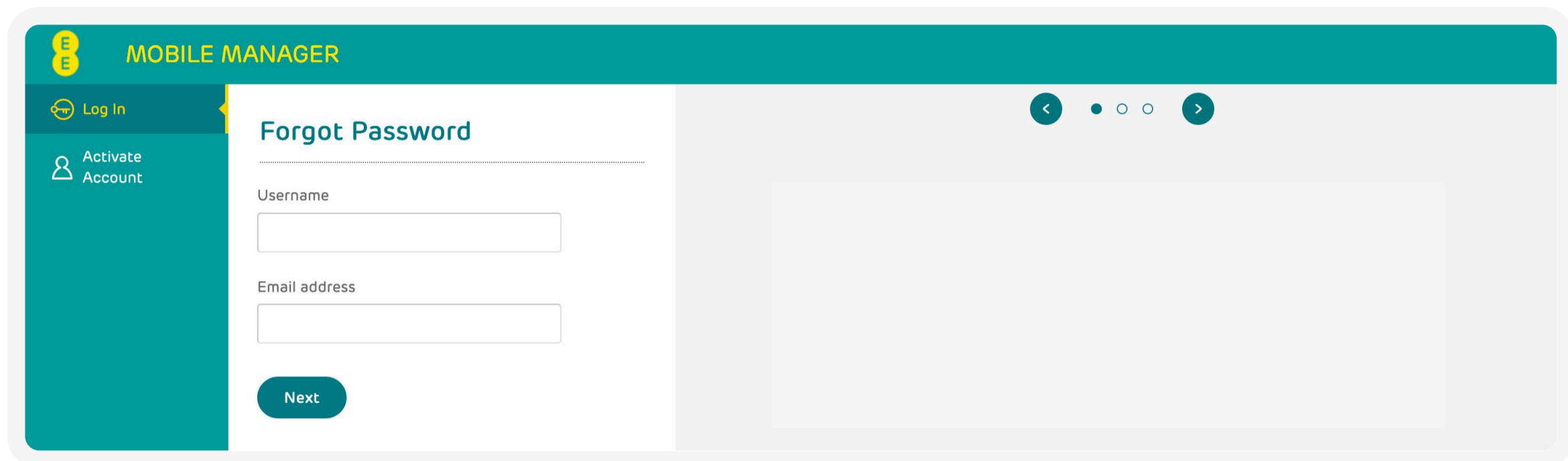
Creating additional users

Your main administrator will need to create any additional administrators or users. If you are an additional user, you will receive an email with your username. Click on the link in the email and you will need to set up a security question and create a password unique to you. You'll need to remember your username and password to log in going forward.

After the first log in you will only be asked for your username and password. What you see in Mobile Manager will be tailored depending on your level of access. Your company's main administrator will be able to amend your level of access if it is needed.

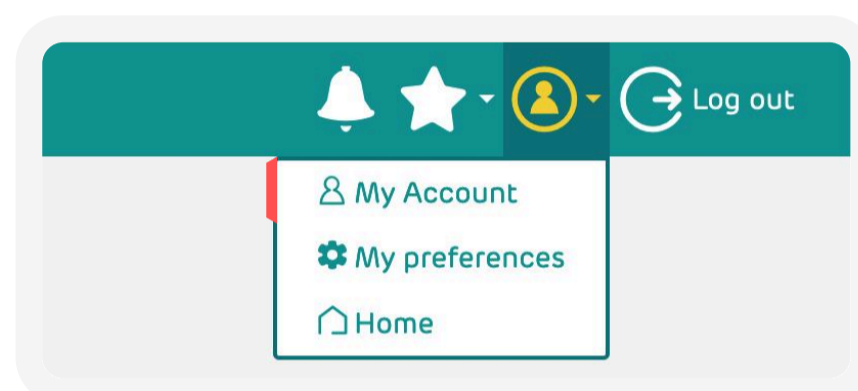
Forgotten password

If you have forgotten your password, go to the log in screen and click 'Forgot Password', beneath the 'Log in' button. You'll be emailed with a temporary password so that you can access your account.

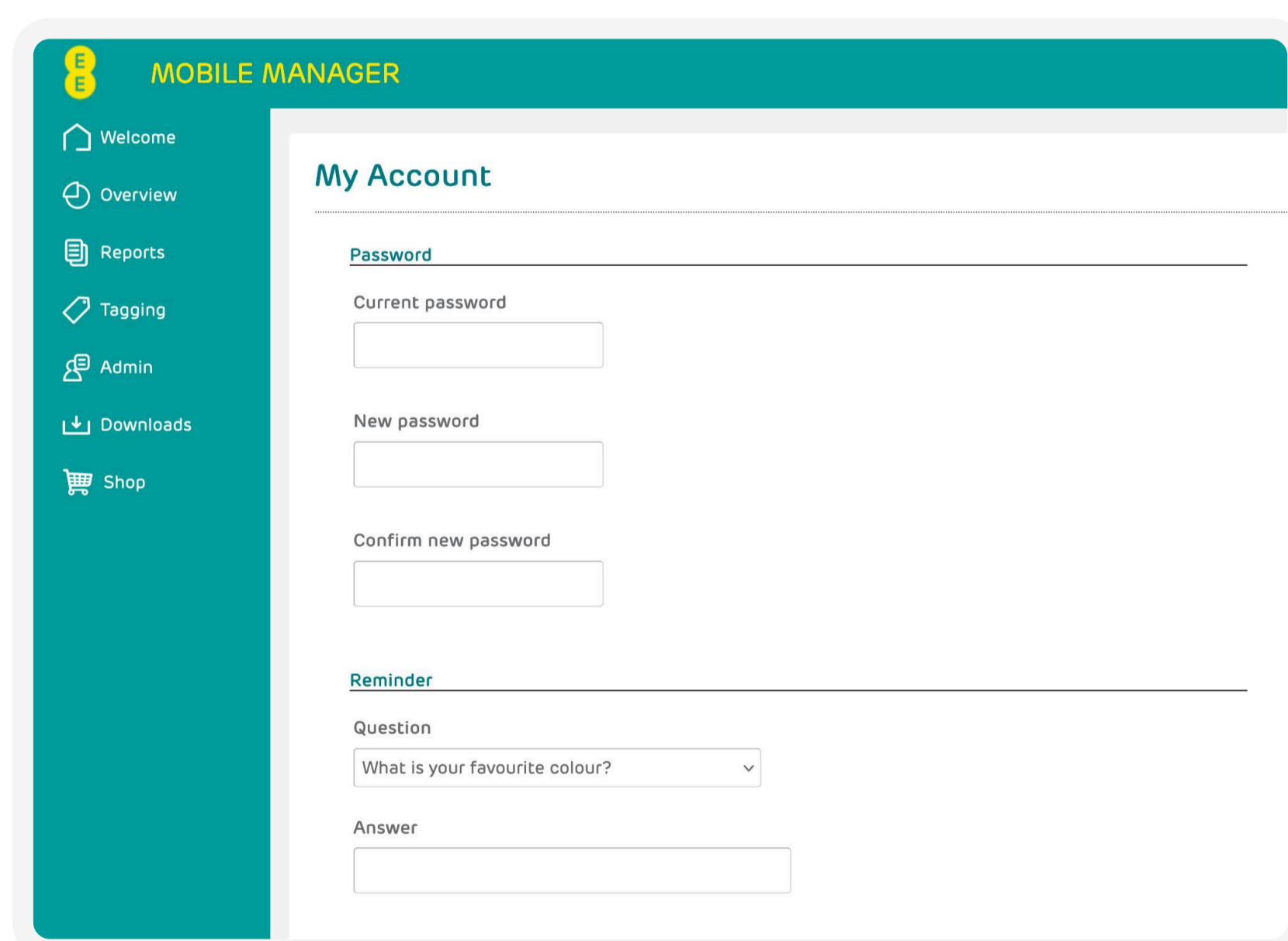


Changing your password

To change your password, you'll need to be logged into Mobile Manager. Hover on the 'profile' icon in the top right-hand corner, this will give you a drop-down menu, click on 'My Account'. In a box to the right click on 'Password'. You'll need to enter the new password twice to confirm and then click save. This is also how you can change your security question and answer.



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.



Two-Factor Authentication

Once logged in to Mobile Manager, you can turn on two-factor authentication to add an extra layer of security to your account. Two-factor authentication can now be set for all of your Mobile Manager users by your companies Top Level Admin.

To do this, select 'Admin' in the navigation bar on the left-hand side. Under 'Other' select 'Manage settings' and select 'Security settings'. Select the box if you want to enforce two-factor authentication for all your users.

Users can set up two-factor authentication for themselves by selecting the person icon in the top right-hand corner of Mobile

Manager which will take you to 'My Profile'. This is only available if two-factor authentication isn't set at account level.

There are two ways to activate two-factor authentication: by email or by an authentication app.

The image shows three screenshots of the Mobile Manager interface. The first screenshot is the 'Manage Settings' page, where the 'Security settings' tab is selected. Under 'Security settings', the option 'Enforce mandatory two-factor authentication for all users' is checked, and a 'Save changes' button is visible. The second screenshot is the 'Two-factor authentication' setup screen, which has a warning icon and text stating 'Two-factor authentication has not been setup for your account'. It offers two options: 'Authentication app' (with a 'Use Authentication App' button) and 'Email' (with a 'Use Email' button). The third screenshot is the 'Two-factor authentication code required' screen, which prompts the user to enter an 8-digit verification code sent to their registered email address. It includes a 'Verify' button, a 'Log out' button, and a checkbox for 'Don't ask again for 30 days'.

App

To set up two-factor authentication by app, click the 'Use Authentication App' button. You'll need to have an authentication app already downloaded on your phone to scan the QR code. You can choose which authenticator app you use but we recommend either Microsoft or Google.

Once you have your app of choice downloaded, click through the app until you can select 'scan QR code'. Alternatively, at the same point you will be given the option to enter the code if you would rather, this code can be found below the QR code on Mobile Manager. You do not need to log in to the apps to go through with this process, but you will need to allow the app access to your camera when it asks.

Once you have scanned the QR code, you will be given a code on the app that you need to type in Mobile Manager. The pop-up box will change automatically once you get to this point, so you won't need to change screens. The code will be on a timer in the app so you will need to type it into Mobile Manager before it resets.

Two-factor authentication will then be turned on for app authentication and you can close the pop-up box. To log in going forward, you will enter your details as usual and you will need enter the new code from the authenticator app into Mobile Manager.

Email

To set up two factor authentication by email, click the 'Use Email' button in the 'Email' box. You will then need to type your email address into the 'Enter email address' box. You'll receive an email with a confirmation code, type this into the box on Mobile Manager. Two-factor authentication will then be turned on for email and you can close the pop-up box. To log in going forward, you will enter your details as usual, and you will receive an email with a code that you will need to input. To turn off, click the 'Turn off' button in the email box on the 'My preferences' page.

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