# SITE NAVIGATION, HOMEPAGE, AND BILLED OVERVIEW

## Introduction to site navigation and homepage

Once logged into Mobile Manager, you'll be taken to the homepage. From here you can navigate around Mobile Manager to suit your needs.

The homepage has various tiles that show the main features available to you in Mobile Manager and can be used as shortcuts to the areas you need most. You can drag and drop the tiles to rearrange them to suit you.
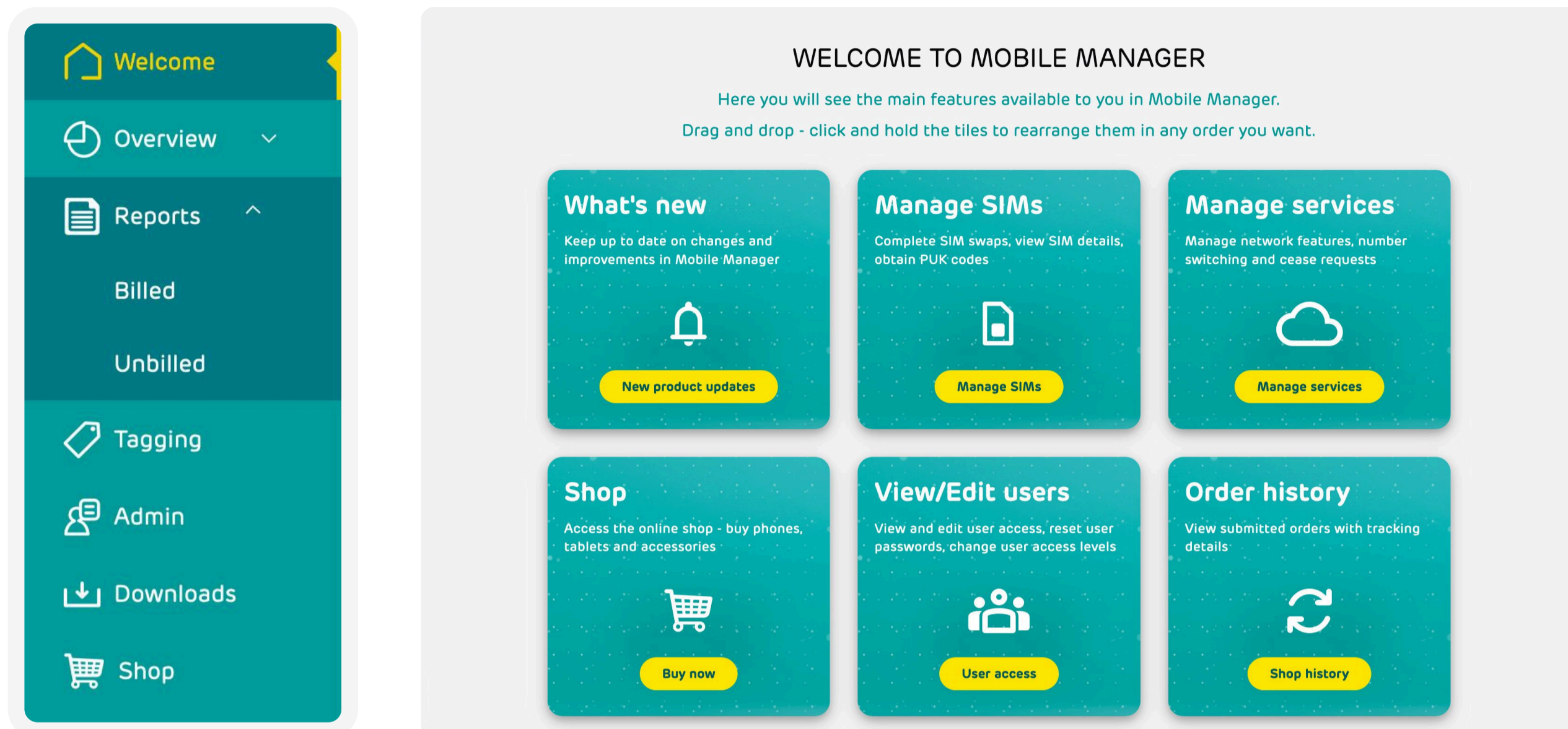


The navigation bar down the left side of Mobile Manager allows you to move between the different areas. Some areas, such as Overview and Reports, may have multiple tabs to cover 'Billed' and 'Unbilled'. For more information on each of the sections, check out our user guides.
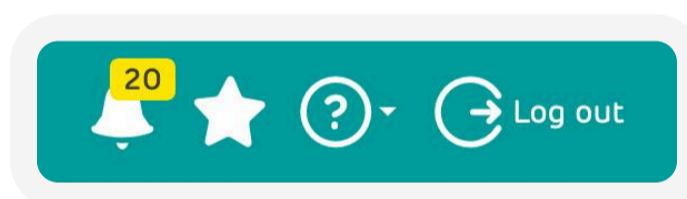


## Notifications

In the top right corner, there is a 'bell' icon, here you will be alerted to any new notifications. Notifications can include updates and What's New articles to keep you updated on everything that's happening in Mobile Manager. By selecting the icon, you can read and dismiss the notifications.
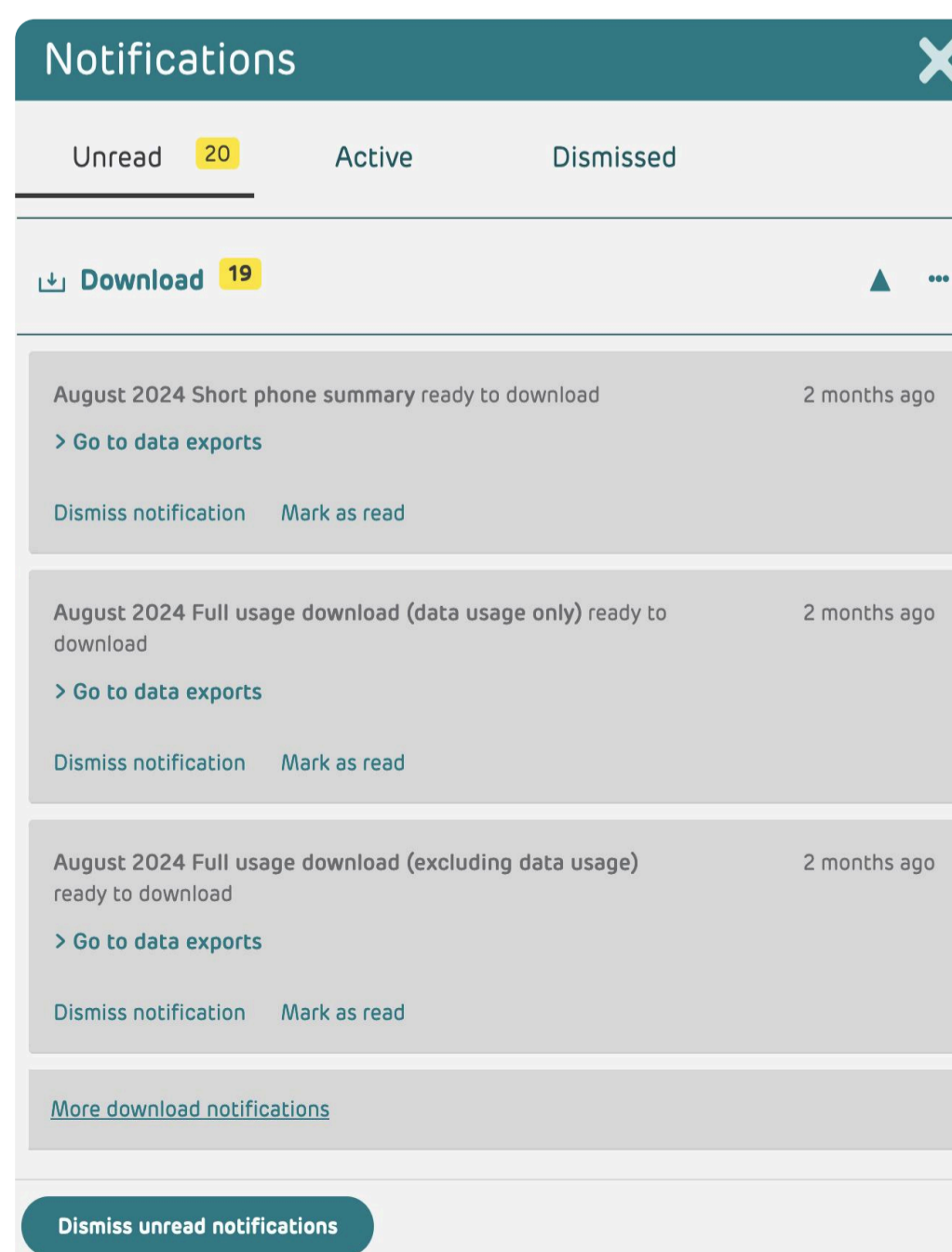
# Favourites

If there are specific pages that you use most often, you can add them to your 'Favourites' and this allows you to navigate directly to a specific page. Your list of favourites can be found in the top right corner by selecting on the 'star' icon. A page can be added by selecting the star icon next to the page title of the page you're viewing.

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

# Help and support

You can find 'Help and support' information by selecting the 'question mark' icon in the top right corner. 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 videos, user guides, and FAQs to support you when using Mobile Manager. You can also submit feedback to suggest improvements and find contact details for the Mobile Manager team should you need any further support.

# My Profile

You can amend your profile details and preferences using the 'person' icon in the top right corner. When you select 'My preferences' you can amend user details, your password, and security settings, such as two factor authentication.

# Two factor authentication 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.

# Message

You can chat to our digital assistant by selecting the 'Message' button at the bottom left of the page to help solve any issues you may have. A chat will pop up where you can type and send your issue.
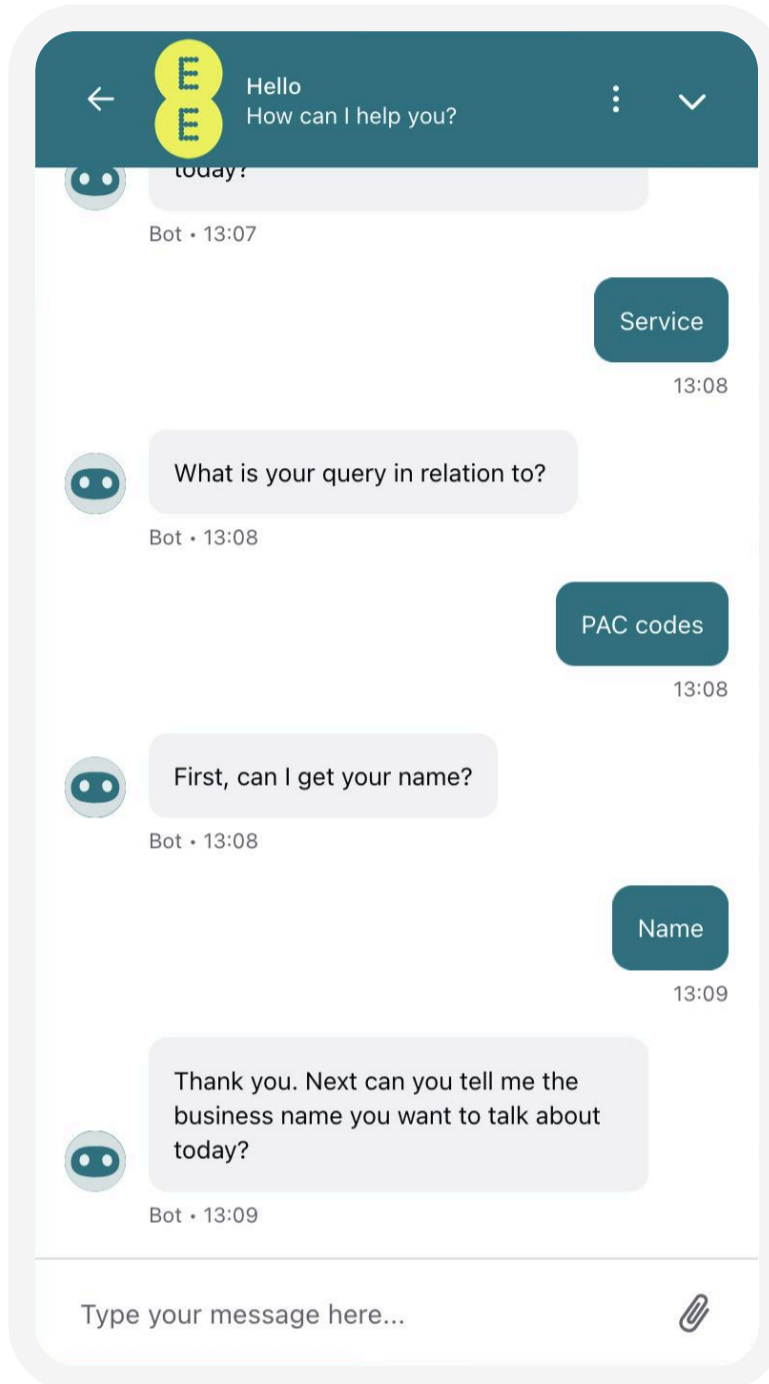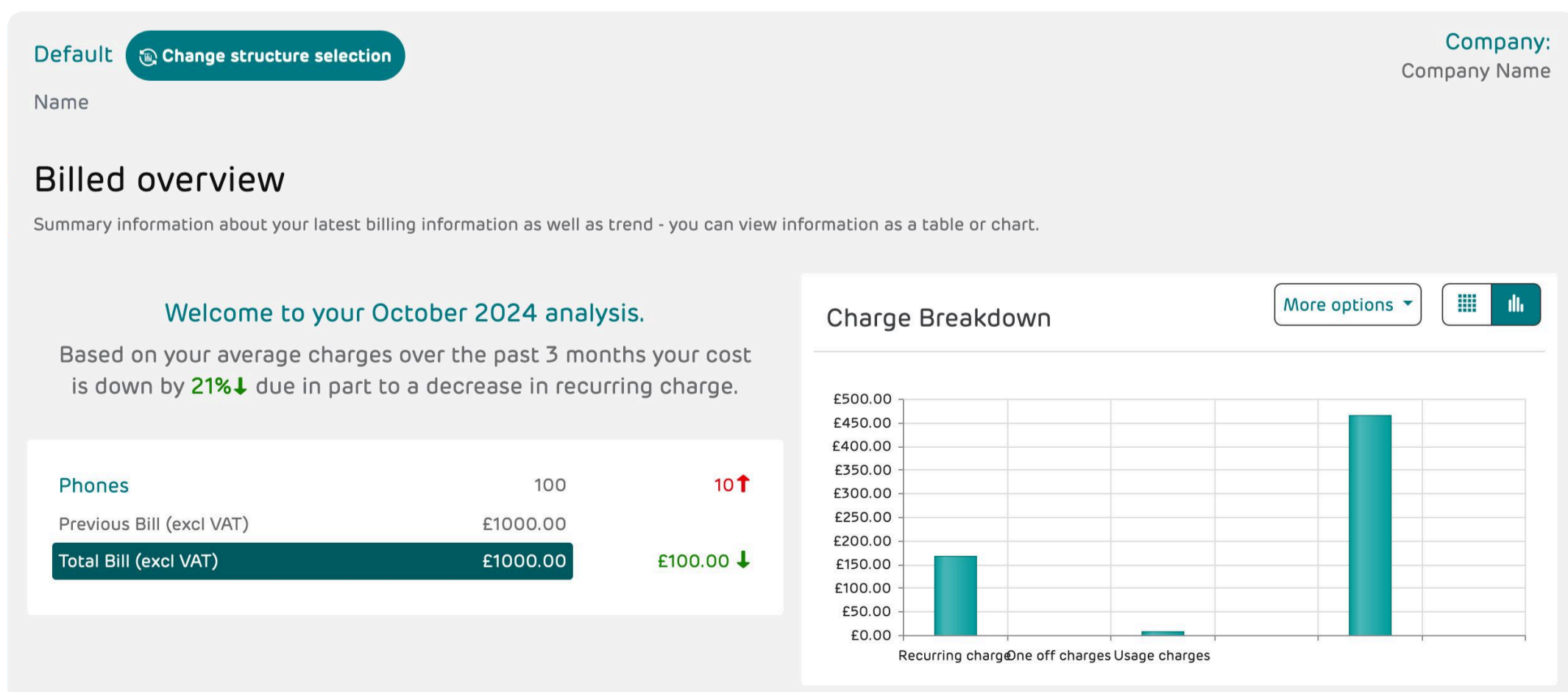


# Overview

View your 'Billed' and 'Unbilled' summaries in the 'Overview' section.

For more information about the 'Unbilled' section, [check out our 'Unbilled usage' user guide](#).
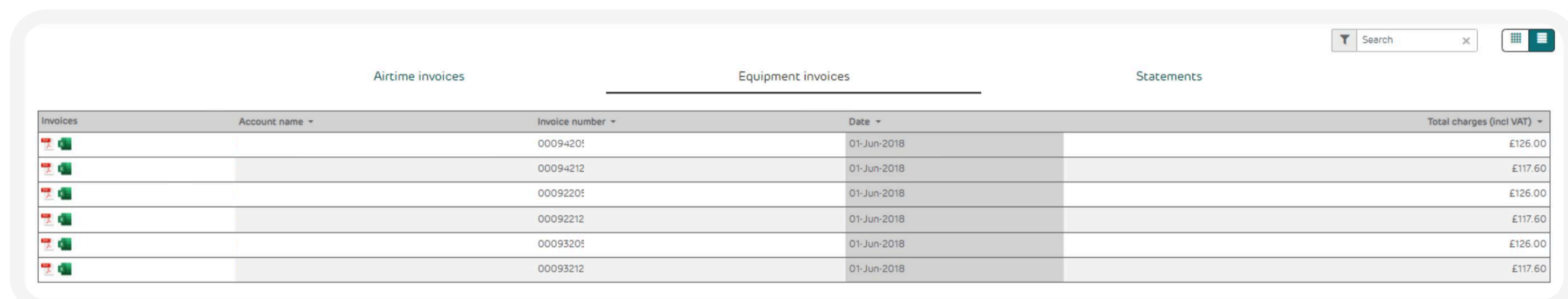
# Billed Overview

You can view your summary of your latest billing information here and you can view it as either a table or a chart.

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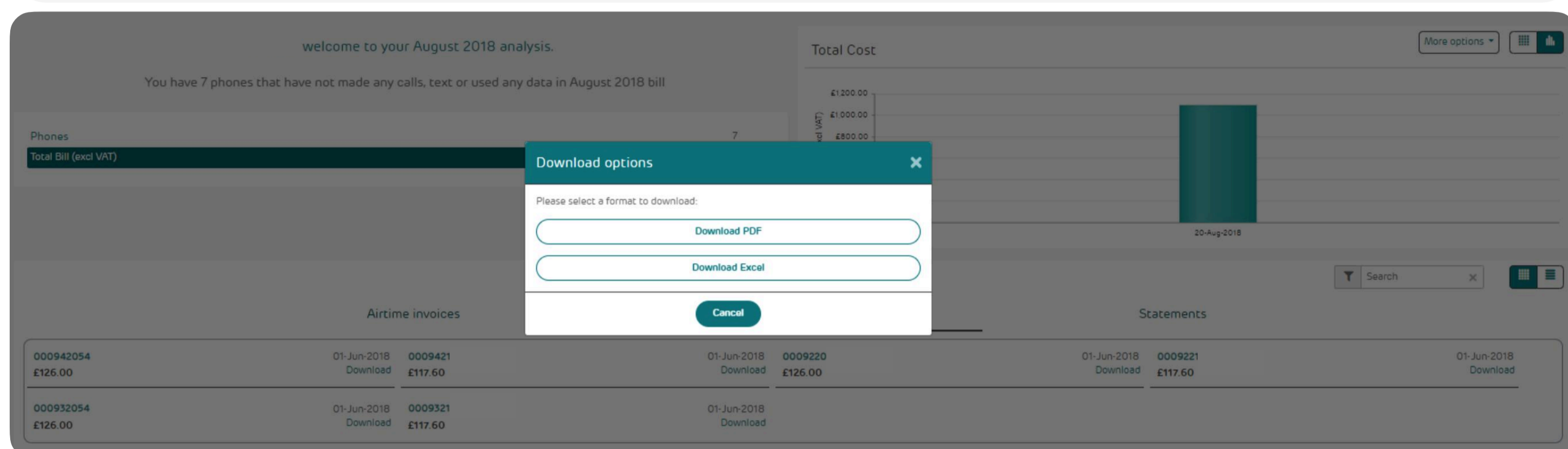
# Consolidated Invoices

If you receive only one monthly equipment invoice, the PDF and XLS downloads can be found in 'Billed Overview' in the 'Equipment invoice' section.



# Search bar

You can use the 'search bar' at the top of the page to navigate directly to a phone number, phone username, or company structure area.

# My Preferences

Here 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.

# Reporting Structure

The 'Main Structure' button just below the 'Select structure' 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.

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, select the arrow link to open it up and start navigating through it.

When the phone label appears on a company structure, select it 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.

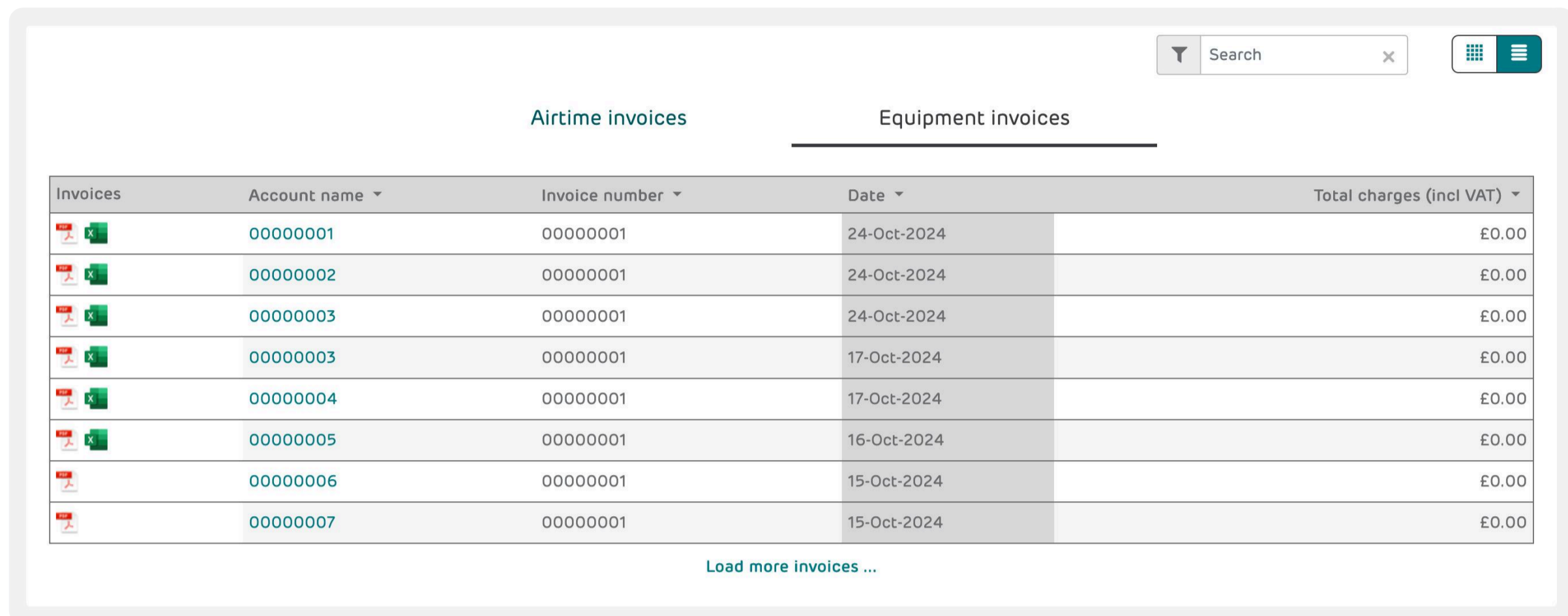To do this, select the month you want to view from the drop-down box.

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

# Overview summary

The left table 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.

# Downloading Invoices

This section gives you the ability to view and download 'Airtime' or 'Equipment' invoices. You can toggle between them by selecting the header. You can also view the information as a list by selecting the button to the right of this section.

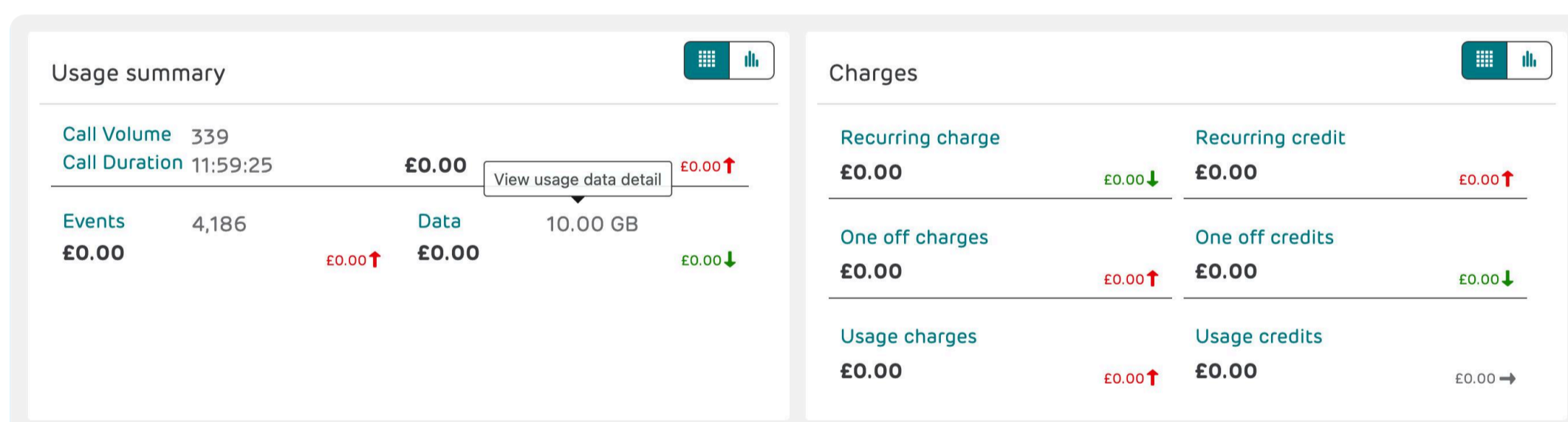| | | | Search ✕ | | |
|---|---|---|---|---|---|
| | | Airtime invoices | Equipment invoices | | |
| Invoices | Account name ▾ | Invoice number ▾ | Date ▾ | | Total charges (incl VAT) ▾ |
| 📄📊 | 00000001 | 00000001 | 24-Oct-2024 | | £0.00 |
| 📄📊 | 00000002 | 00000001 | 24-Oct-2024 | | £0.00 |
| 📄📊 | 00000003 | 00000001 | 24-Oct-2024 | | £0.00 |
| 📄📊 | 00000003 | 00000001 | 17-Oct-2024 | | £0.00 |
| 📄📊 | 00000004 | 00000001 | 17-Oct-2024 | | £0.00 |
| 📄📊 | 00000005 | 00000001 | 16-Oct-2024 | | £0.00 |
| 📄 | 00000006 | 00000001 | 15-Oct-2024 | | £0.00 |
| 📄 | 00000007 | 00000001 | 15-Oct-2024 | | £0.00 |

Load more invoices ...

# Usage summary

You can see an overview of your total usage and data charges in this table. Selecting any one of the charges will open the report section for that charge.

If there are any changes to the charges from the previous month, the arrows next to the amounts will show this.

# Charges

You can see the breakdown of your total charges here. If there are any changes to the charges from the previous month, the arrows next to the amounts will show this. Selecting any one of the charges will open the report section for that charge.

| Usage summary | | | | Charges | | |
|---|---|---|---|---|---|---|
| Call Volume | 339 | | | Recurring charge | | Recurring credit |
| Call Duration | 11:59:25 | £0.00 | £0.00↑ | £0.00 | £0.00↓ | £0.00 £0.00↑ |
| | | View usage data detail | | One off charges | | One off credits |
| Events | 4,186 | Data | 10.00 GB | £0.00 | £0.00↑ | £0.00 £0.00↓ |
| £0.00 | £0.00↑ | £0.00 | £0.00↓ | Usage charges | | Usage credits |
| | | | | £0.00 | £0.00↑ | £0.00 £0.00→ |

# Destinations

You can see your total charges by call destination. Selecting any one of the charges will open the report section giving you options to look further into the call destinations.

If there are any changes to the charges from the previous month, the arrows next to the amounts will show this.

| Destinations | | |
|---|---|---|
| **Other**<br>**£0.00** | £0.00 ↓ | **Answer phone**<br>**£0.00** £0.00 → |
| **International**<br>**£0.00** | £0.00 → | **Landline**<br>**£0.00** £0.00 ↓ |
| **Text message**<br>**£0.00** | £0.00 ↑ | **On Net**<br>**£0.10** £0.00 ↓ |
| **Other mobile network**<br>**£0.00** | £0.00 ↑ | **Premium rate**<br>**£0.00** £0.00 ↓ |
| **Roaming**<br>**£0.00** | £0.00 ↓ | **GPRS**<br>**£0.00** £0.00 ↓ |
| **Mobile voice VPN**<br>**£0.00** | £0.00 ↓ | |