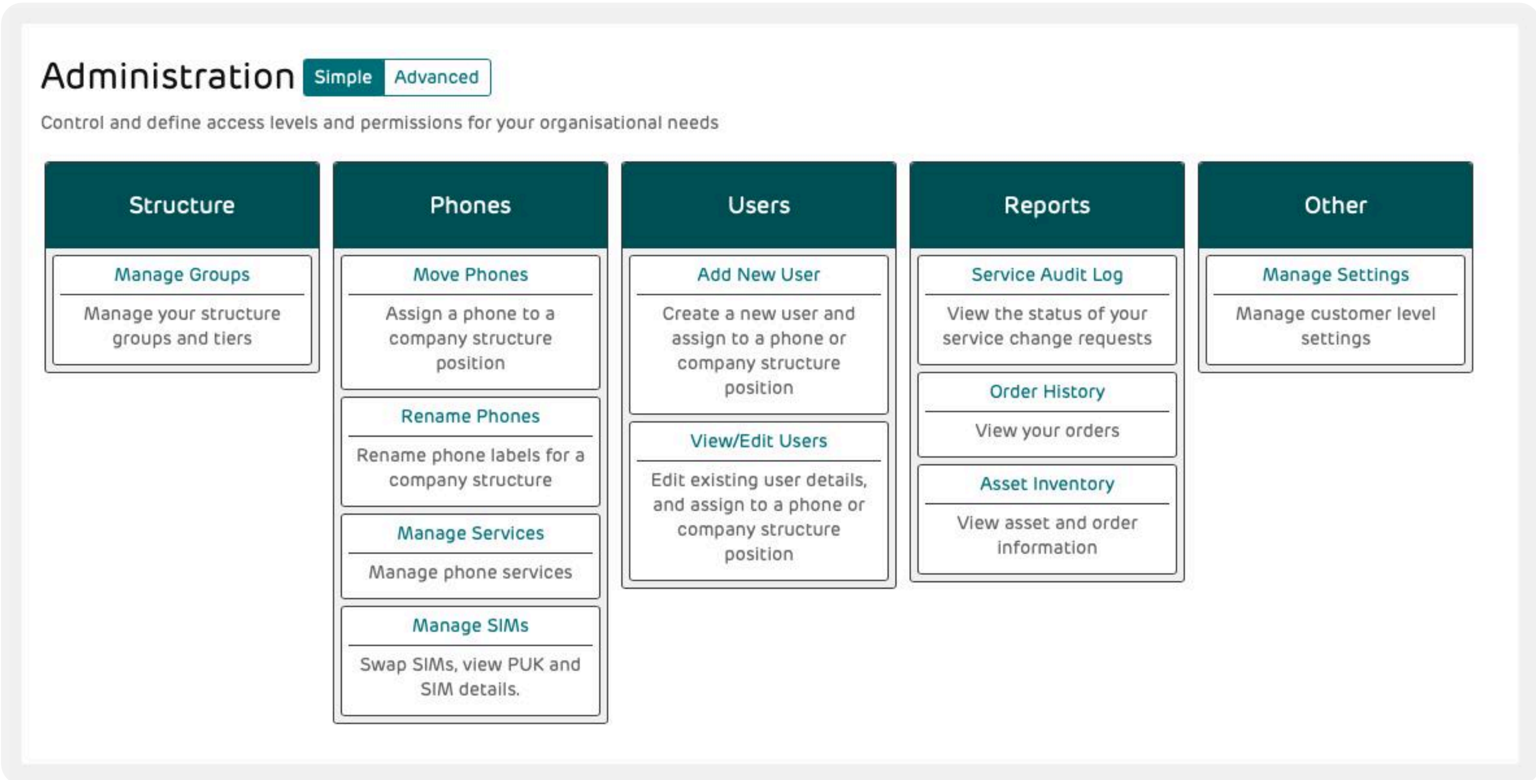
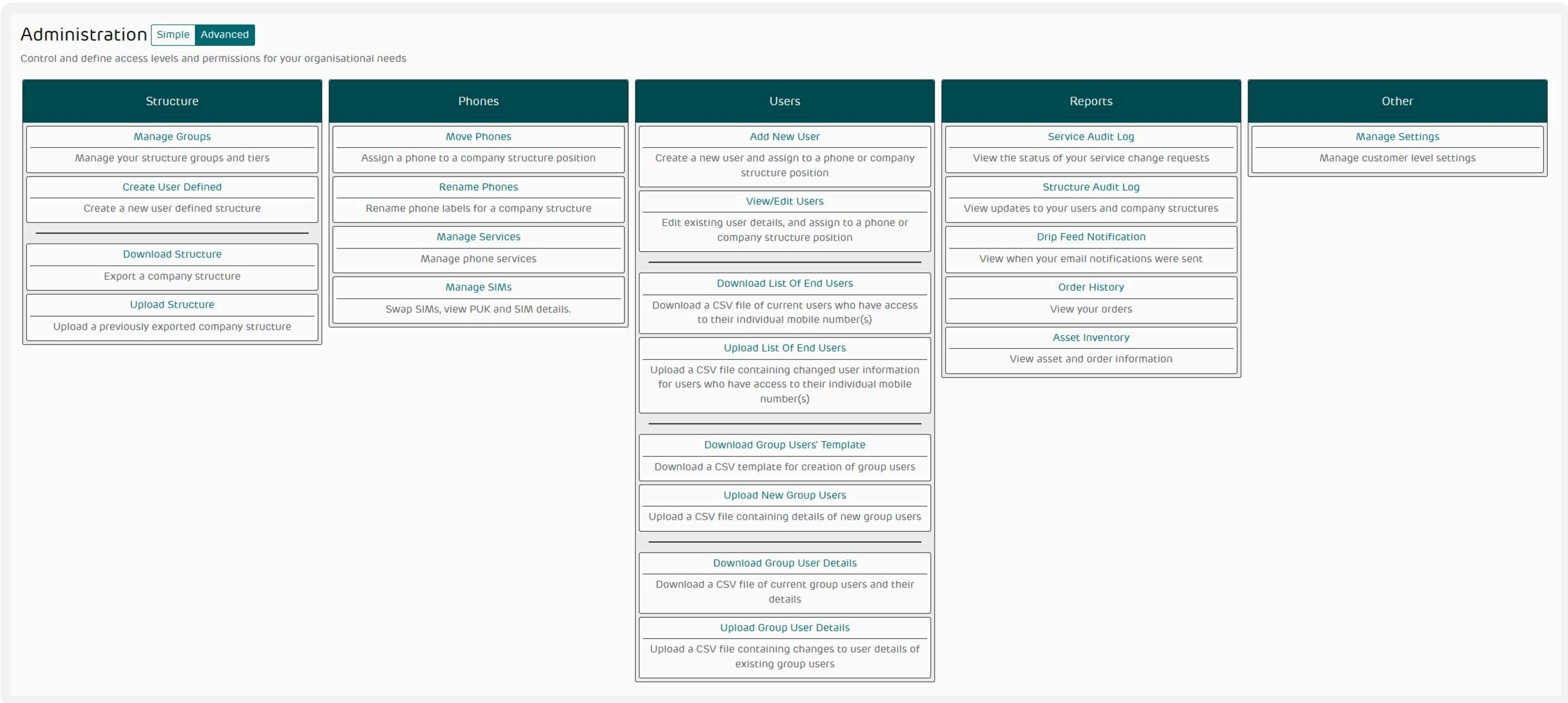
## USERS SECTION

# Introduction to the Admin Section

In the Admin section you can set up your company structure, add and remove users, manage SIMs and settings, and run back-end reporting. You'll find information about 'Other – Manage Services' in our 'Getting started' user guide, which includes two-factor authentication. The five main sections are:

- Structure
- Phones
- Reports
- Users
- Other




This section has two views – 'simple' and 'advanced'. This will provide you with the correct navigation depending on your level of access. Once you go into one of these sections, the other options will remain as tabs at the top of your page, giving you quick navigation between the sections. Hover over a section to view the corresponding pages.

**Please note** that you may not have access to everything within the guide due to your access permissions or due to the type of contract you have with EE. Contact your main company administrator if you would like to amend your access.

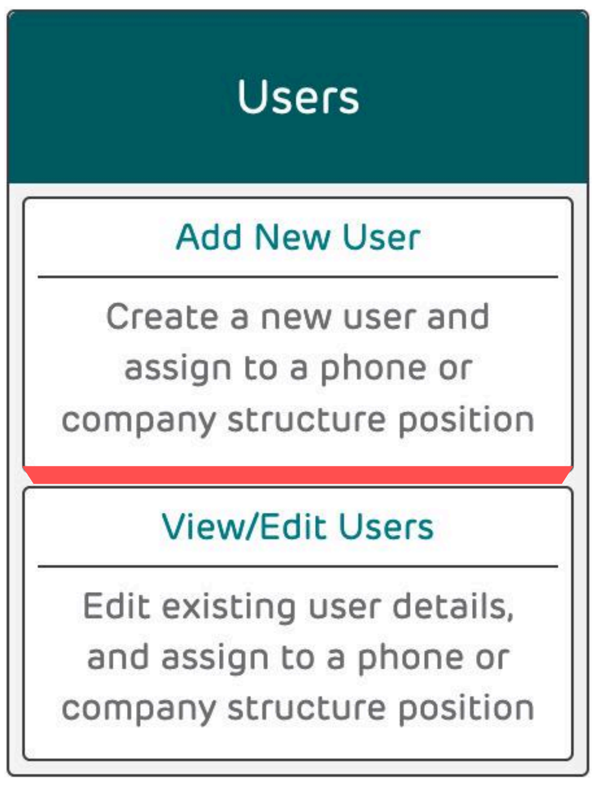
## Users

The Users section allows you to provide different levels of access to any users you would like to view and use your Mobile Manager account.  The user who initially registered will be provided with top level admin permissions and they will be able to grant others access depending on their needs. For example, a user can be granted top level billing access or read only access with the ability to turn on or off self-service features, such as SIM Swaps or ordering.

# Simple view

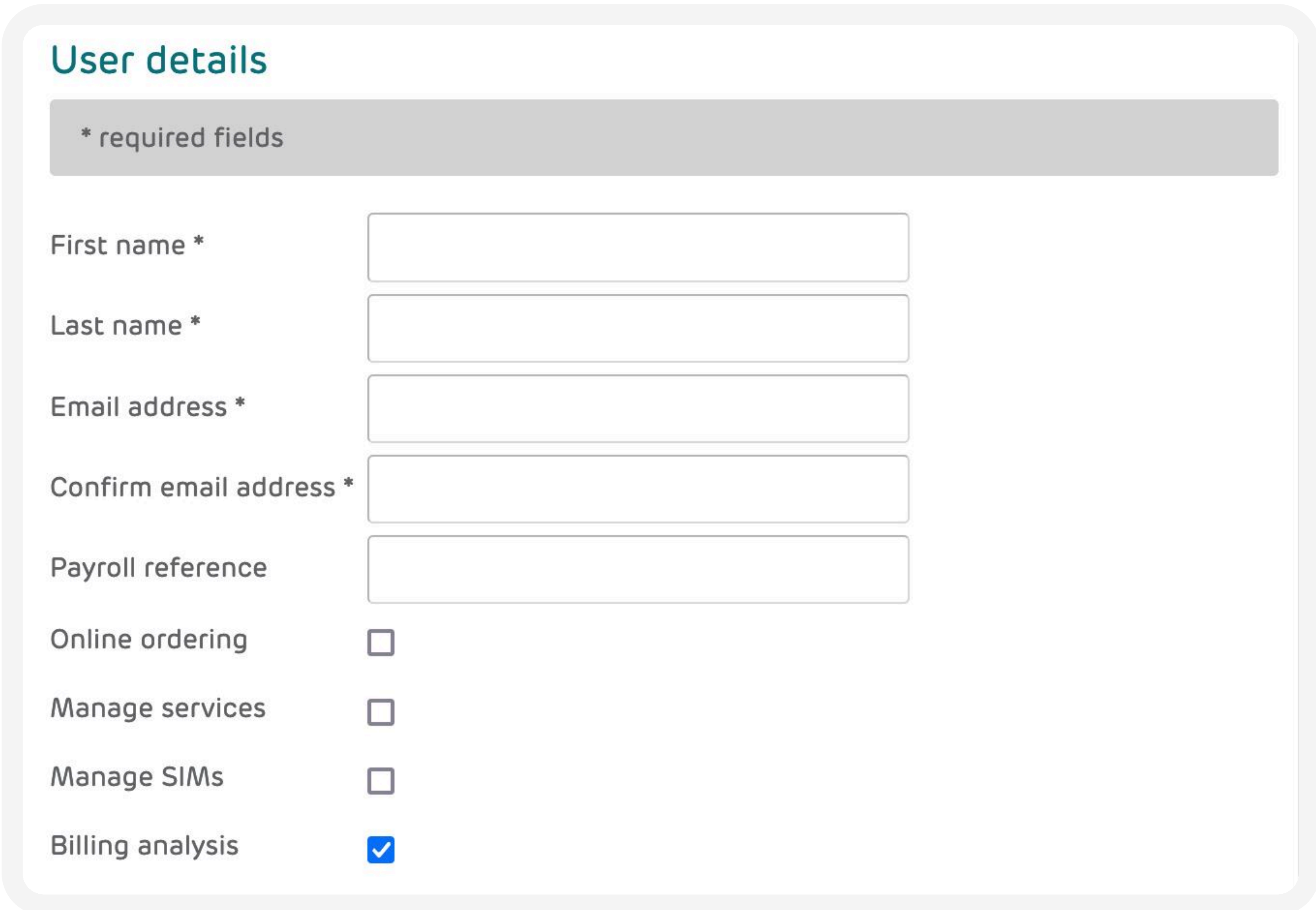
## ADD NEW USERS

To add a new user, you'll need to select the 'Add New User' tab and fill in the user's name and email address.




## USER DETAILS

The 'Payroll Reference' field can be left blank if you wish.



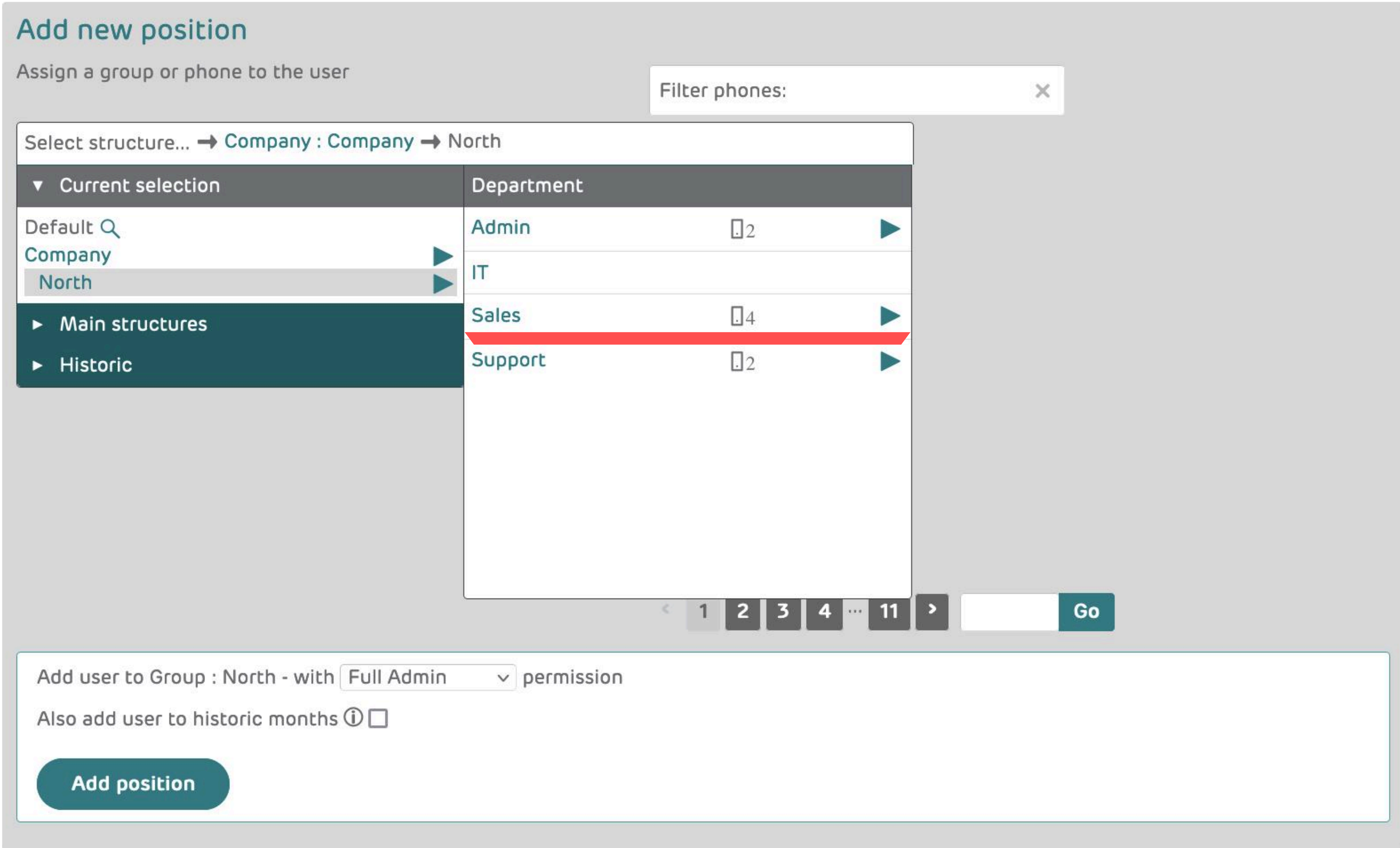

Below this, you can select the access you would like the user to have by selecting the tick box. This includes access to the following sections:

- **Online ordering**
  The user can place and monitor orders through the Mobile Manager shop.  Access can only be provided if you have opted in for online ordering at your company level If you need access to this or  to set up online ordering, then contact your customer service team.
- **Manage services**
  An admin with access to this feature can enable and amend Network  Services, such as Roaming and Bars, request PAC codes, STAC codes, and request information for 'INFO' early termination fees.
- **Billing Analysis**
  Provides access to billing reports, analytics, and data (but only for the areas that you provide the user access to. See below).
- **Manage SIMs**
  Allows the user to view SIM details, swap SIMs, eSIM functions and to view PUK codes.

**Please note** that you can only provide a user with as much access as you have, or less.

# ADD NEW POSITION

This section enables you to assign a group, hierarchy/cost centre, or  phone number to the user. A user can be added into specific levels of  the hierarchy structure. For example, a user can be given access to a department, such as Sales, in a specific region, such as North, rather  than having access to the whole company, depending on how your hierarchy  is set up. The user would then only see information for the Sales section in the North.




In addition to this, a user can have access to multiple levels of  structure by selecting 'Add another position'. The user can then have access to another, separate part of your structure, without having visibility of everything. This allows you to build up access for a user  to exactly where they would need.

Once you've selected the right access level, click 'Add Position'.

- 'Full Admin' – You're able to view all data and you have full access to create, edit and delete structures and logins.
- 'Structure Only' – You have the same access as Full Admin but you're only able to amend the company structure, not admin logins.
- 'Users Only' - You have the same access as Full Admin but you're only able to amend the admin logins, not the company structure.
- 'Read Only' – Can view all usage data for their node, but unable to make  any changes You're able to select where in the structure the user needs access, i.e. top level or at lower levels.

Once you have set up a user, you'll be able to click the 'Add New User' button. This will send the user an email with their username and ac link to set up their password. Please note this password will expire  after 24 hours.

# EDIT USERS

On this page you can edit an existing user by selecting 'Edit' by the  user you want to amend. This is where you can make all required changes  including user details, access, or structure changes.

# DISABLE A LOGIN

Select the 'Edit' button and select 'Disable' from the drop-down menu. This will disable all access for the user.

# RESET A PASSWORD

Select the 'Edit' button and select 'Reset password' from the  drop-down menu. This will send the selected user an email to reset their  password and security question.

## Advanced view

# DOWNLOAD LIST OF END USERS

You can use this menu to download users who have access to view their own phone numbers and calls. This download allows you to view the users that have been added and/or use this as a template to give access to your users to view their phone numbers.

## UPLOAD LIST OF END USERS

You can add or amend a large amount of phone users who view their numbers on Mobile Manager in bulk using a spreadsheet.

To do this, go to the 'Admin' section and select 'Download list of end users' and download a list of your current mobile numbers who are set up. Once downloaded, amend this file by filling in the details for each mobile number you want to assign a user to. Enter 'yes' (without the quotes) in the 'New Login Details Required field', then use the 'Upload the CSV File' link to select your file and add the users.

If all you need to do is amend existing Phone Users' email addresses or names and not generate a new login, make sure 'New Login Details Required' is left as 'no'. If you would like assistance with using this feature, contact the Mobile Manager team.

## DOWNLOAD GROUP USERS' TEMPLATE

This download gives you a list of your structure and possible access rights. If you would like assistance with using this feature, contact the Mobile Manager team.

## UPLOAD NEW GROUP USERS

You can bulk upload new users using the information from the 'Download group users' template.

## DOWNLOAD GROUP USERS DETAILS

This download gives you a list of all existing users and their permissions. You can use this to make bulk changes by managing the list. For example, you could switch all users or a single user to allow online ordering upon upload. If you need any assistance with this, please contact the Mobile Manager team.

## UPLOAD GROUP USERS DETAIL

You can bulk upload new users using the information from the 'Download group users details' template, making any changes before uploading.

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