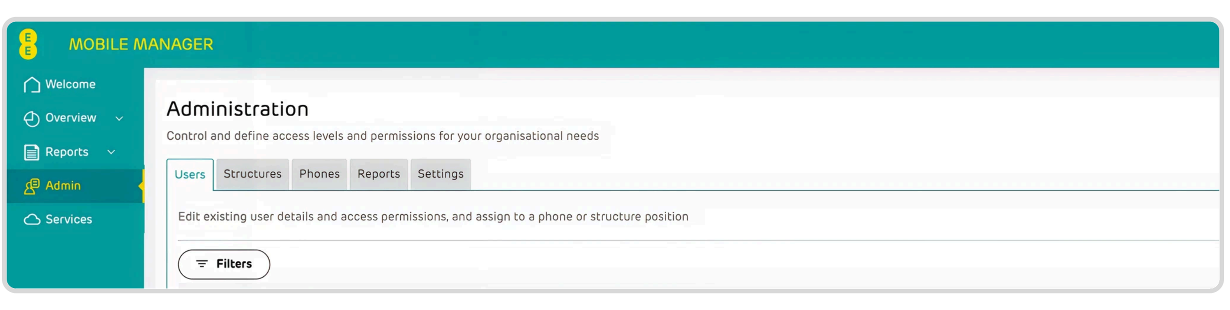
MANAGE AND ADD USERS

The 'Users' tab in the admin section allows you to manage your users and their level of access.

This guide provides information on how to:

- Add new users
- Update user details
- Remove a user
- Reset a password
- Download/upload a list of users
- Download/upload group users' template
- Download/upload user details



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.

ADD NEW USERS

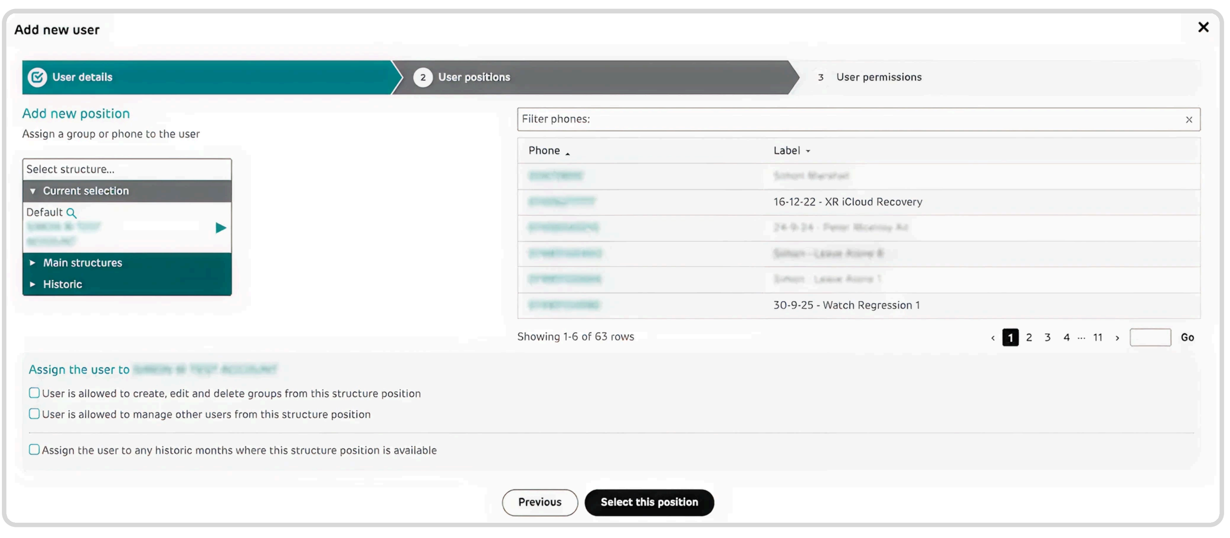
To add a new user, select the 'Add new user' button.

User details

On the first screen, enter your user's details.

User positions

- On the second screen, select 'Add position'.
- You will then need to assign the user to a group, hierarchy/cost centre, or phone number. You can do this by selecting from the table of available structures.
  The table of phone numbers shows the phones which are included in the selected structure.
  This adds the user into a specific level 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. This would mean they would then only see information for the Sales section in the North rather than the whole company.
- Tick the boxes to set your user's admin permissions.
  Assigning the user to 'historic months' allows them to view past data rather than starting from the current billing period.
- Once you've selected the new position, click 'Select this position' to confirm.



A user can have access to multiple levels of structure.

To give a user access to all invoices you will also need to add them to your billing defined structure. To do this for all accounts, add them to the 'billing defined' structure for the most recent month. You can find this under the 'Main structures' section of the select structure table.

You can also give them access to just one billing defined account if you have several. Your users can have access to a combination of billing defined accounts and to groups in your custom company structure.

For more information on company structures, please see the 'Manage your company structures' guide.

User permissions

On the third screen, you can select the access you would like the user to have. This includes access to the following sections (subject to your agreement with EE):

- Billing analysis
  Provides access to billing reports, analytics, and data (but only for the areas that the user has access to).
- Manage services
  An admin with access to this feature can enable and amend network services. For example, roaming and bars, request disconnections, PAC and STAC codes, and request information for 'INFO' early termination fees.
- Manage SIMs
  Allows the user to view SIM details, swap SIMs, eSIM functions and to view PUK codes.
- Online ordering
  The user can place and monitor orders through the Mobile Manager shop. This is only possible 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.

Please note that you can only provide a user with the same level of access as that you have, or less.

Finally, select 'Create' to add the new user. This will send the user an email with their username and a link to set up their password. This link will expire after 24 hours.

UPDATE USER DETAILS

To update a user's details, find their name in your list of users. Then select 'Edit'.

You will then be able to update their details, positions and permissions. Please see the 'Add new user' section above for more information.

REMOVE A USER

To remove a user, select the drop-down arrow at the end of their row in the table. Then select 'Disable'.

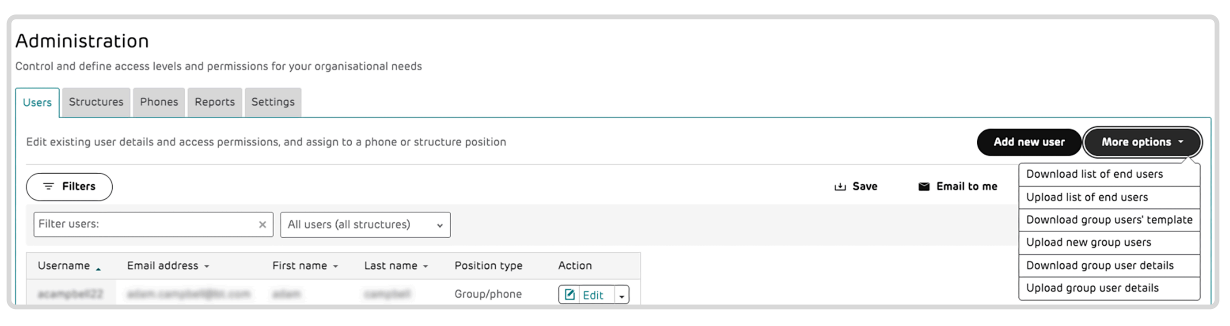
RESET A PASSWORD

To reset a user's password, select the drop-down arrow at the end of their row in the table. Then select 'Reset password'.

A pop-up window will appear and ask you to confirm. This will send the user an email to reset their password and security question.

DOWNLOAD A LIST OF USERS

Use the 'More options' menu to download a list of your end users. 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 A LIST OF USERS

You can also upload a list of end users. This allows you to add or amend a large amount of phone users who view their numbers on Mobile Manager in bulk using a spreadsheet.

First you will need to download a list of your end users. 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.

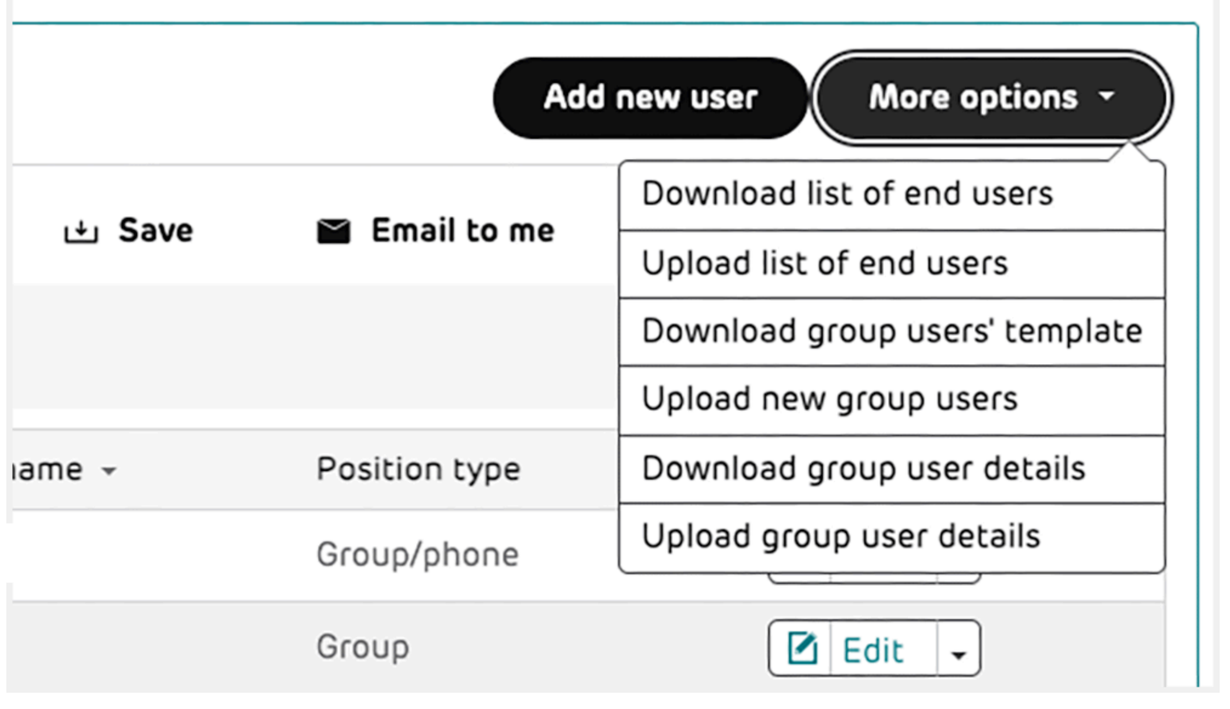
If all you need to do is amend existing phone users' email addresses or names and not generate a new login, make sure 'New Login Details Required' is left as 'no'. If you would like assistance with using this feature, contact your customer service team.

DOWNLOAD A GROUP USERS' TEMPLATE

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 your customer service team.

UPLOAD A GROUP USERS' TEMPLATE

You can also bulk upload new users. First, download the group users' template. Then make your changes before uploading.



DOWNLOAD GROUP USER DETAILS

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

UPLOAD GROUP USER DETAILS

You can also bulk upload new users. First, download the group user details. Then make your changes before uploading.