

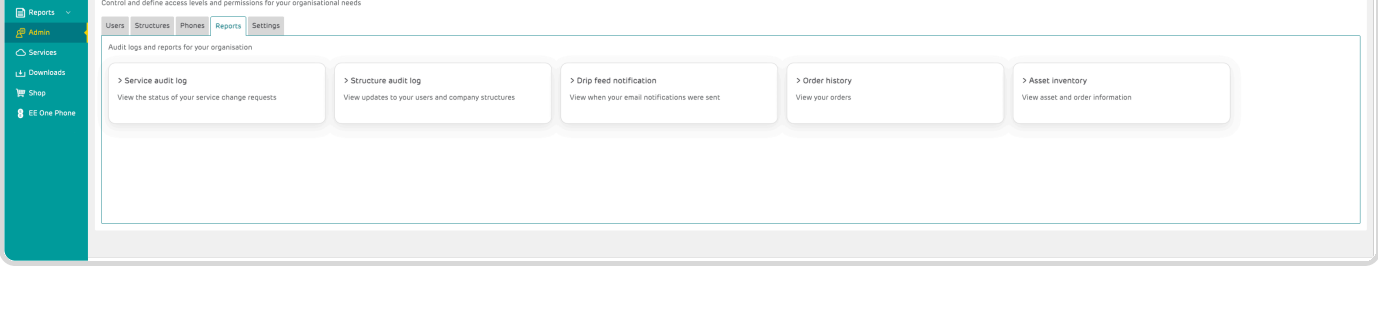
VIEW ADMIN REPORTS

In the ‘Reports’ tab in the admin section, you can view logs of changes that are made by administrators within your Mobile Manager account.

This guide contains information on the following reports:

- Service audit log
- Structure audit log
- Drip feed notification
- Order history
- Asset inventory

For reports on charges and usage, click on the ‘Reports’ section of the main navigation.



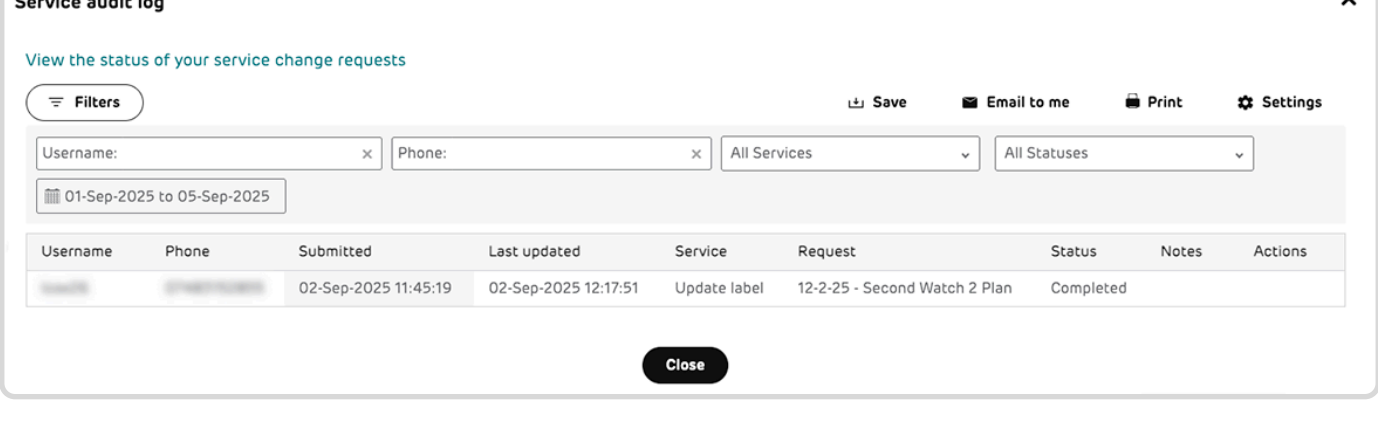
Please note that you may not have access to everything within the guide due to your access permissions or due to the type of contract you have with EE. Contact your main company administrator if you would like to amend your access.

SERVICE AUDIT LOG

Provides you with the service changes and SIM swaps you have requested. You can see who has requested the change, against which phone number, and the current status of the submitted changes.

If you’re unsure if you made a request or if it was successful, you can use your service audit log to check. Also, if a request fails, you may get a note beside the request detailing the reason.

All changes and submissions made within Mobile Manager are recorded. You can track any changes made, issues or errors that may occur.



Use the filter options to search for admin usernames, phone numbers, the type of service or current status. You can also filter by date. Use the ‘Save’ button to save and export your reports.

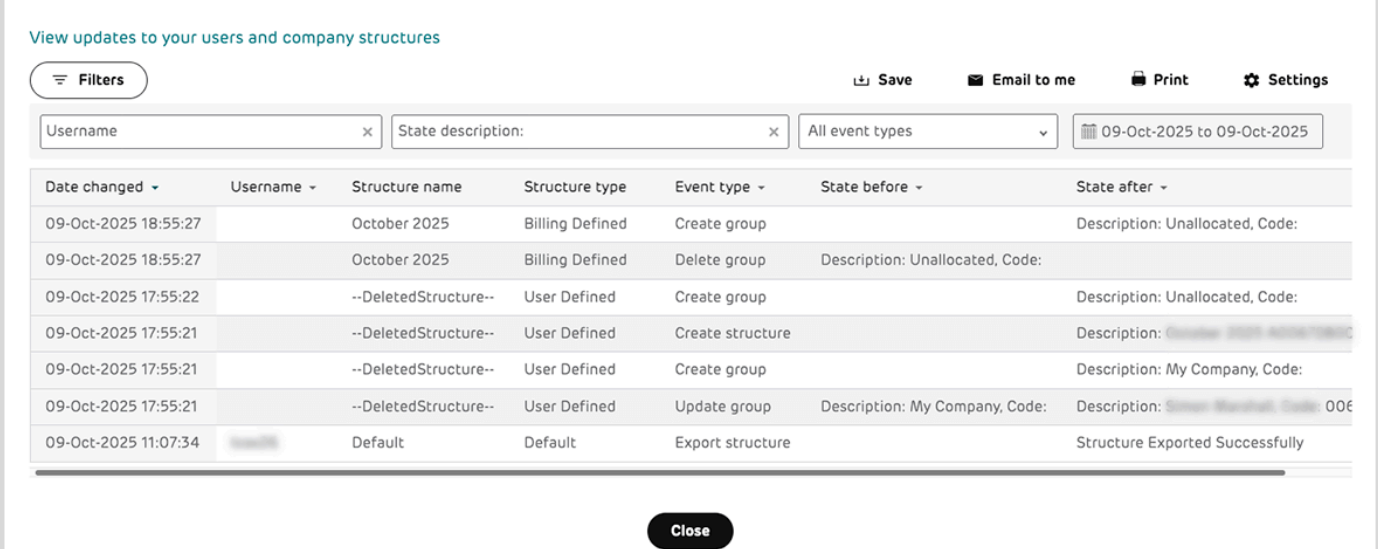
Please note that this menu option is available only if you have ‘Manage services/Manage SIMs’ enabled against your user profile.

STRUCTURE AUDIT LOG

Gives you visibility of your users in Mobile Manager, along with details of when they were created and under what structure.

Use the filter options to search by time period or username. You can also filter by type of event and description.

Please note that this menu option is available only if you have ‘Manage structures’ enabled for your user profile.



DRIP FEED NOTIFICATION

Shows when new bill notifications were sent to your users. This can help you to check notifications are being sent.

You can use the filter options to look at a specific time period.

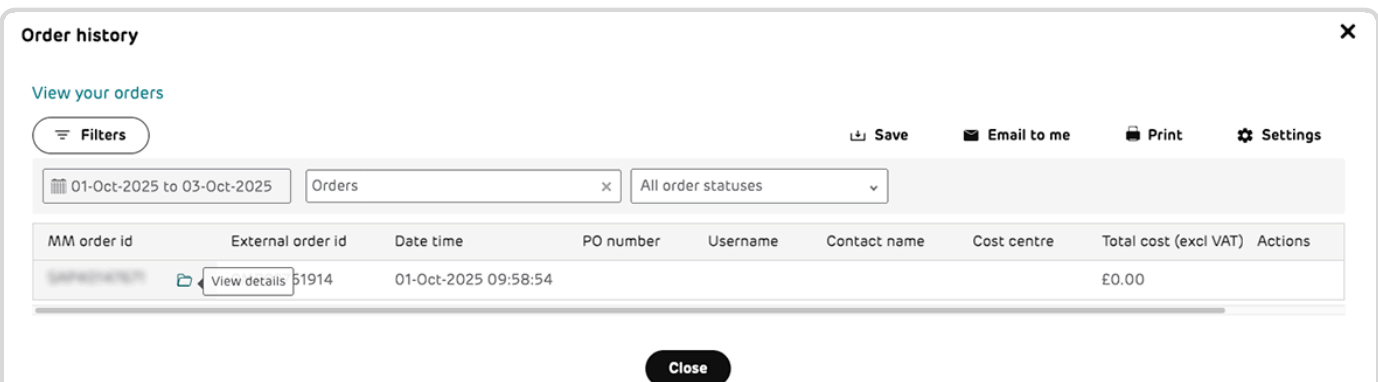
ORDER HISTORY

Gives you a view of all your orders. You can see who raised the order, its status, and its reference number.

Use the filter options to search by time period, username, or order status.

Export the order to see the full details of the order submission form by selecting ‘Export’ next to the corresponding order.

Select the folder icon next to the order reference to view tracking information for orders placed via Mobile Manager.



Please note that this menu option is available only if you have ‘Online ordering’ enabled for your user profile.

ASSET INVENTORY

Allows you to see the equipment that has been ordered through your equipment account numbers.

View the IMEI and SAP order references for your orders, see what has been dispatched and sent, and the dates this has occurred.

Use the filter options to search by time period, device, or order details.

Please note that this menu option is available only if you have ‘Online ordering’ enabled against your user profile.

