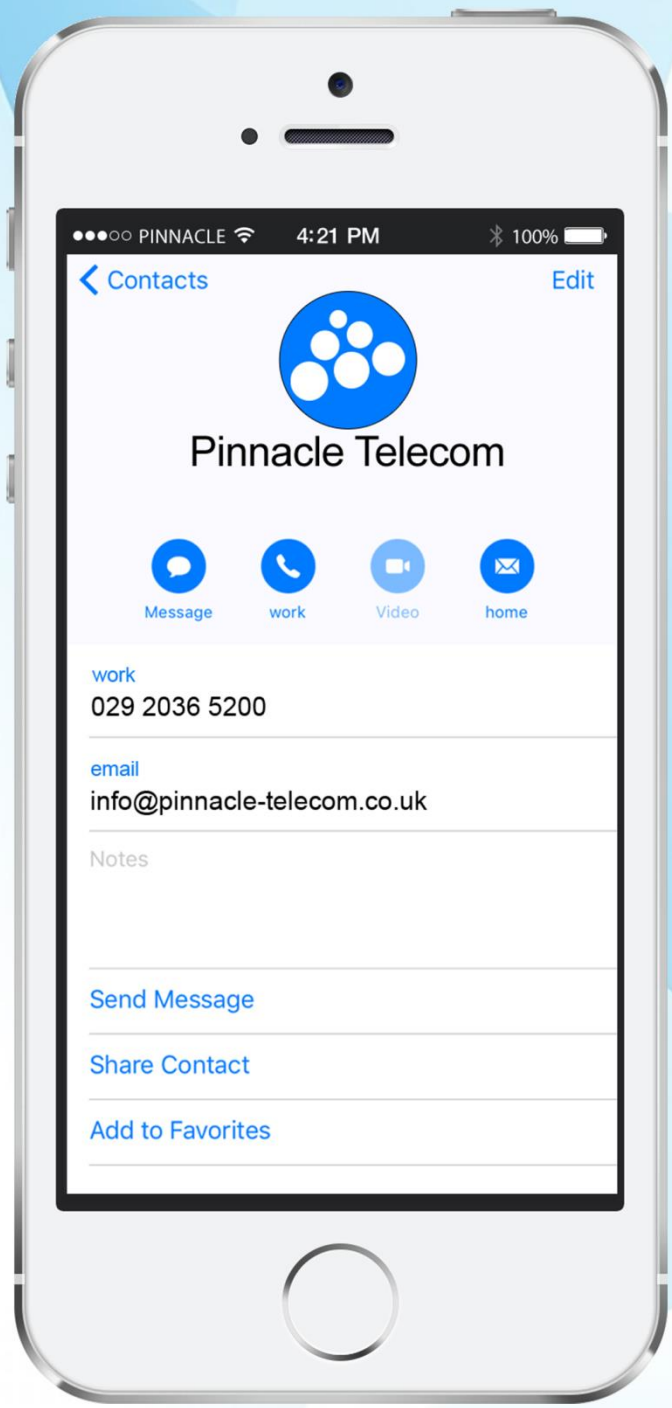
Pinnacle
telecom solutions

Manage My Mobiles

Help Guide



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Introduction

Manage My Mobiles has a wealth of features for managing and monitoring your mobile estate. We're going to cover these briefly now so you know how to get the most from its features.

Please bear in mind your telecoms provider may have disabled certain features of the site. If you find you can't access a certain feature, please contact your telecoms provider.

The website has two different types of user each with different permissions for what they can see and edit.

Managers are able to make changes to mobile services such as:
Activating call bars, creating and managing groups, activating SIMs, viewing statistics, setting usage alerts and their associated thresholds, suspending services and blacklisting handsets and also configuring call forwarding amongst other things. They can also create other Manage My Mobiles users.

Reporter view will allow the user to view usage statistics and alerts, create people and groups on Manage My Mobiles and allocate mobile numbers.

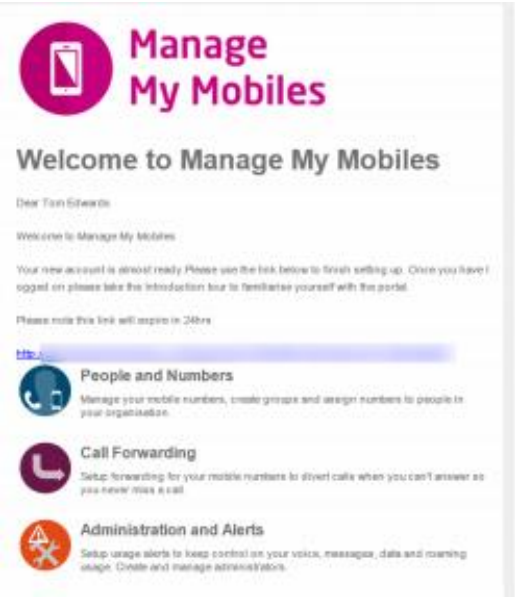
Once your provider has set up access for you, you'll get an email with instructions on how to login.

We have a support video that will give you a better understand, of the features of this portal. This is located by selecting the question mark on the top panel of the portal.

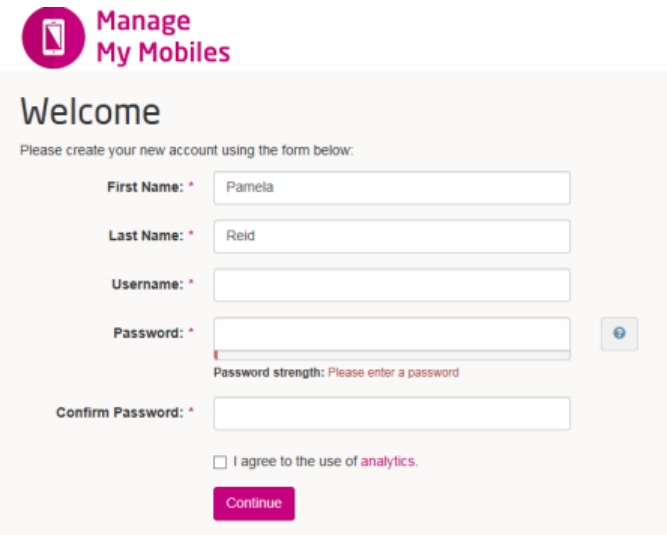
Set Up

Once your telecoms provider has processed your order for the Mange My Mobiles portal the company admin will receive a sign up email. From here the admin must enter a username and create a password. The password should include one lowercase letter, one uppercase letter, one number, one special character and be at least 8 characters in length. On this page the user must also use the tick box to agree to the use of analytics, then click continue.

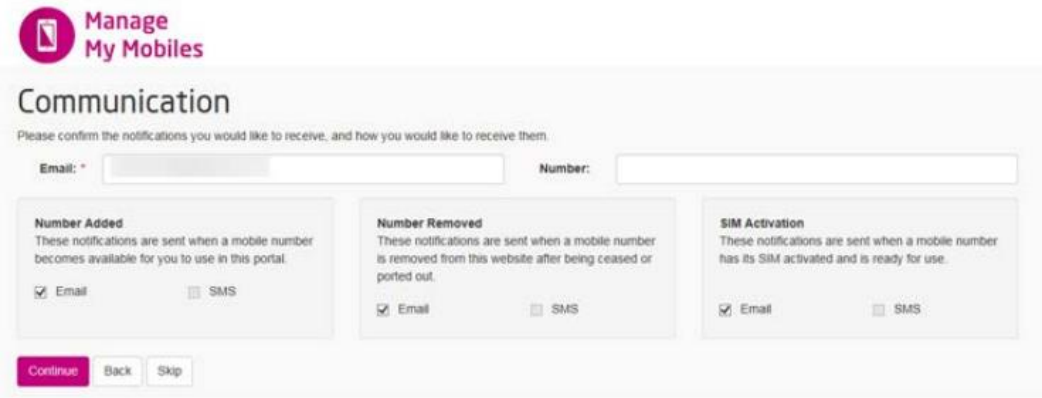
Email



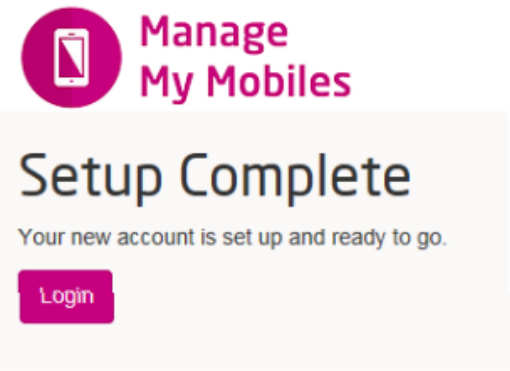
Account creation page



The next page you will be taken to is the Communications page. On this page you must update and confirm what notifications you would like to receive and how you would like to receive them. Once the choices have been selected and the relevant information entered, click continue. Alternatively you can skip this option and update these details later. Similarly, should you need to make a change on the previous page, click "back".

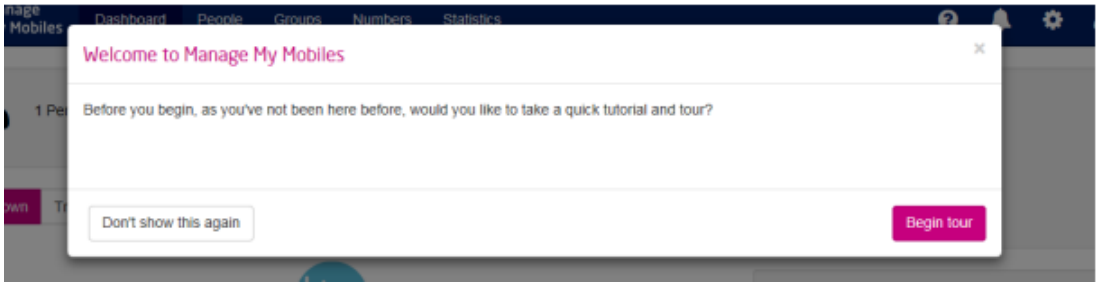


Clicking continue will then complete the setup process. Any you will now be able to login.

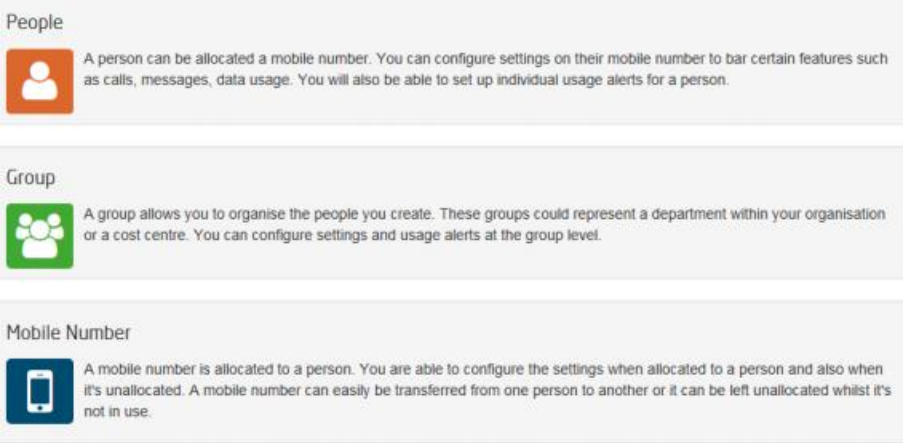


Dashboard

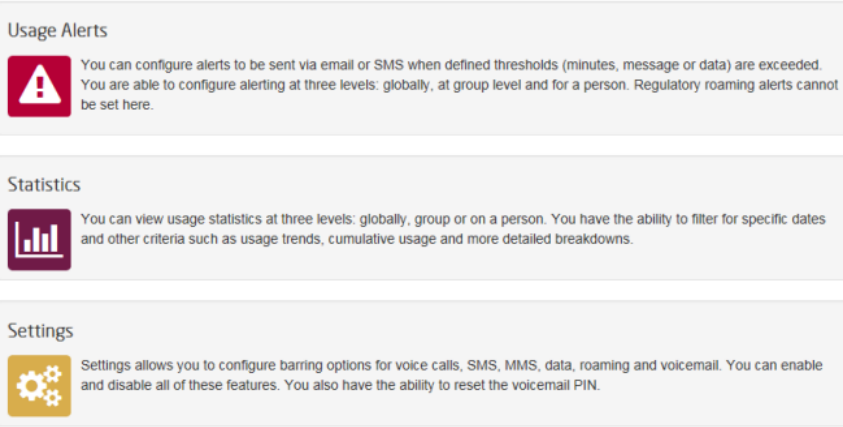
When you log into the Manage My Mobiles portal for the first time, you will be presented with a window providing the option to do a tour of the site, if you wish to do this click the "begin tour" button. Alternatively you can click the “Don’t show this again” button.



If you choose to do the tour you will then be shown a break-down of the different naming conventions used within the Manage My Mobiles portal.



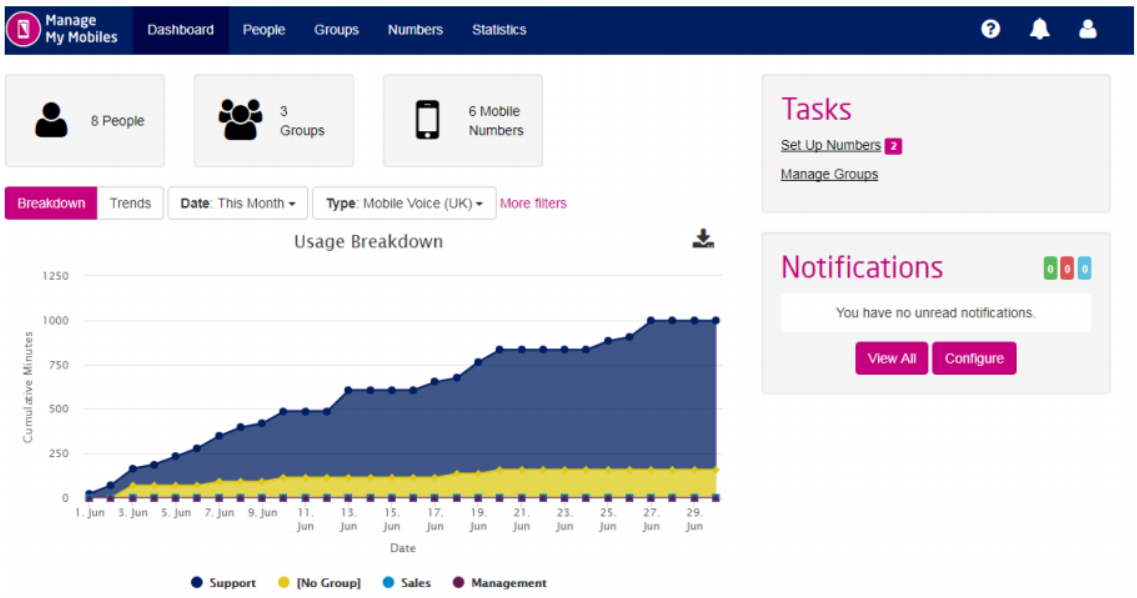
Once you click continue, there will then be an explanation of different actions you can do within the portal.



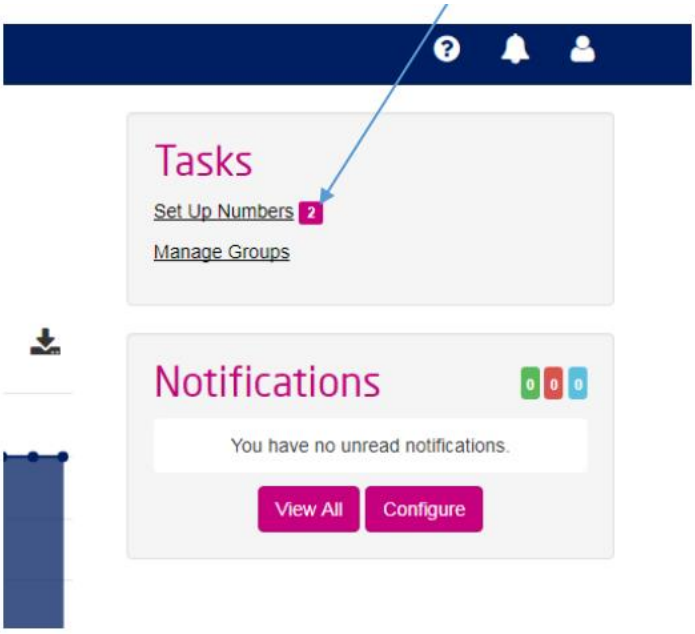
You can see the navigation menu along the top which will navigate to the different areas of the website. On each page there is a ? tool tip that will give you some further information about the page you are currently on.

On the Dashboard you can see a quick view of your company usage, how many people, mobile numbers and groups the company has, you can see Notifications here too, such as usage alerts.

Clicking any of the picture buttons on the top takes you to the corresponding tab.

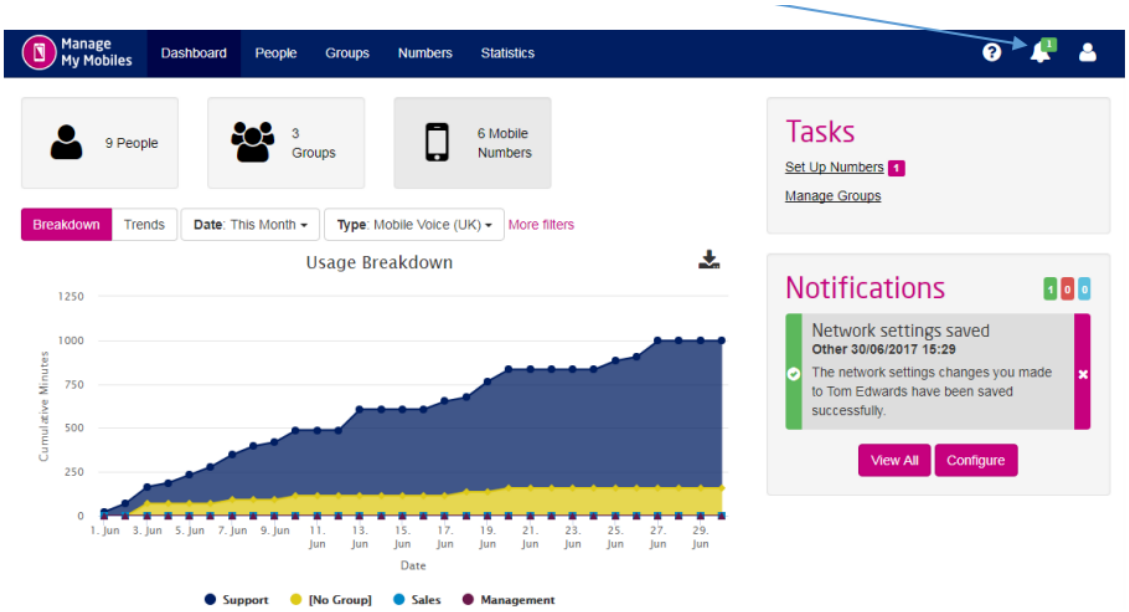


There's a list of quick Tasks here which provide shortcuts to carry these out. If you have any mobile numbers allocated to your company but not allocated to People, you will see the count of those numbers here:

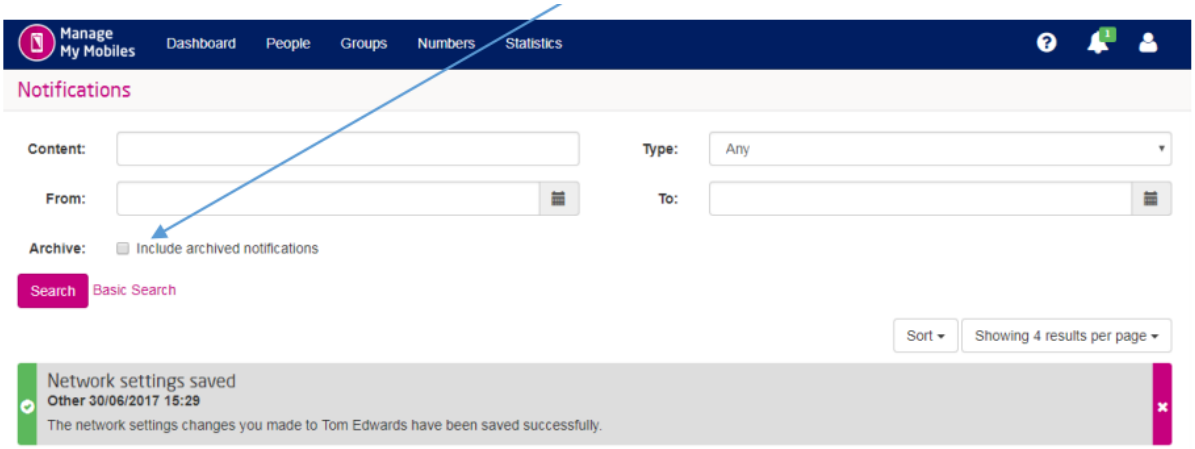


Notifications

Notifications are generated when a change is made to the mobile company. For example, when mobile phone numbers are added, when a service is suspended and when international roaming is activated for a mobile number and more. You can view all the notifications by clicking the bell on the top menu bar and selecting View All. You can also search for notifications here:

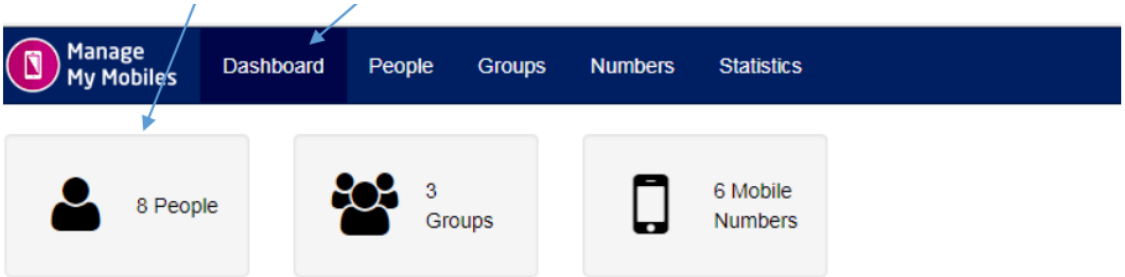


By selecting the view all notifications it will take you to the notifications page. To see all archived notifications, click the Advanced search button, tick the Include archived notifications box and then click search.



People

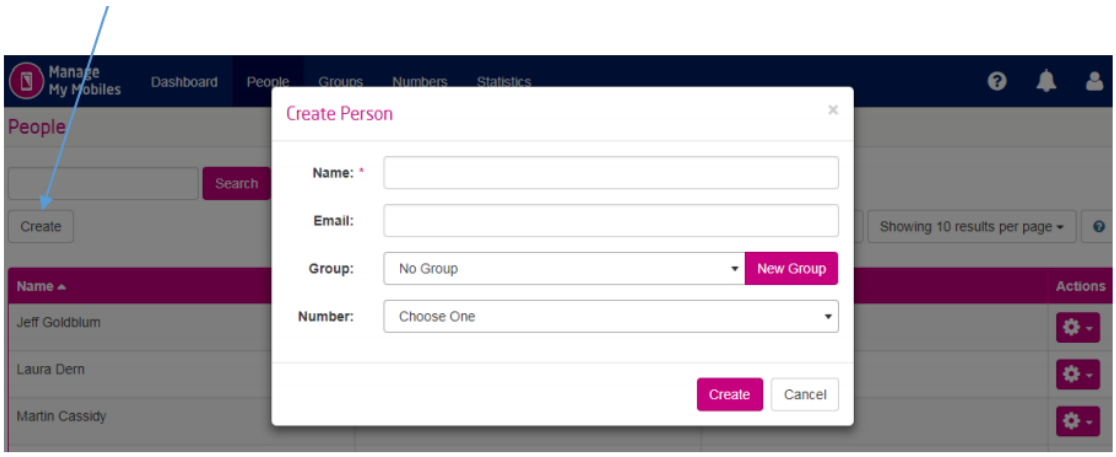
You can navigate to people by using the people tab at the top of the page or alternatively you can select the person tab.



Once you have selected the people section you will be able to create people and also manage existing people.

Create

To create a new person into your portal please select the create tab, and then proceed to fill in the pop up form. At this point you can add the person to a group or create a new group to add them into.

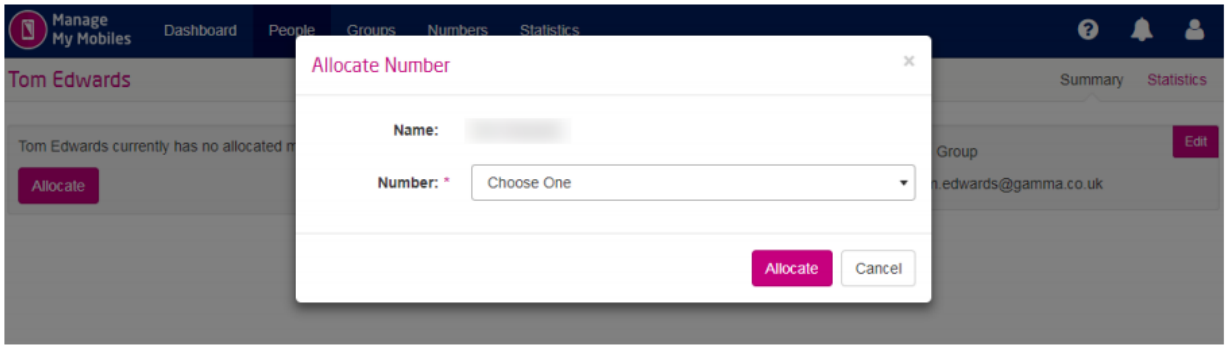


Once you have created the person you will be able manage the persons setting. To do this just select the cog next to the person and click manage. Please note you can also add the person to a group, allocate a number or delete by selecting the relevant option from the cog.

Allocate Number

To allocate a number to a person you can click the Allocate Number tab from the cog or click Manage to do this.

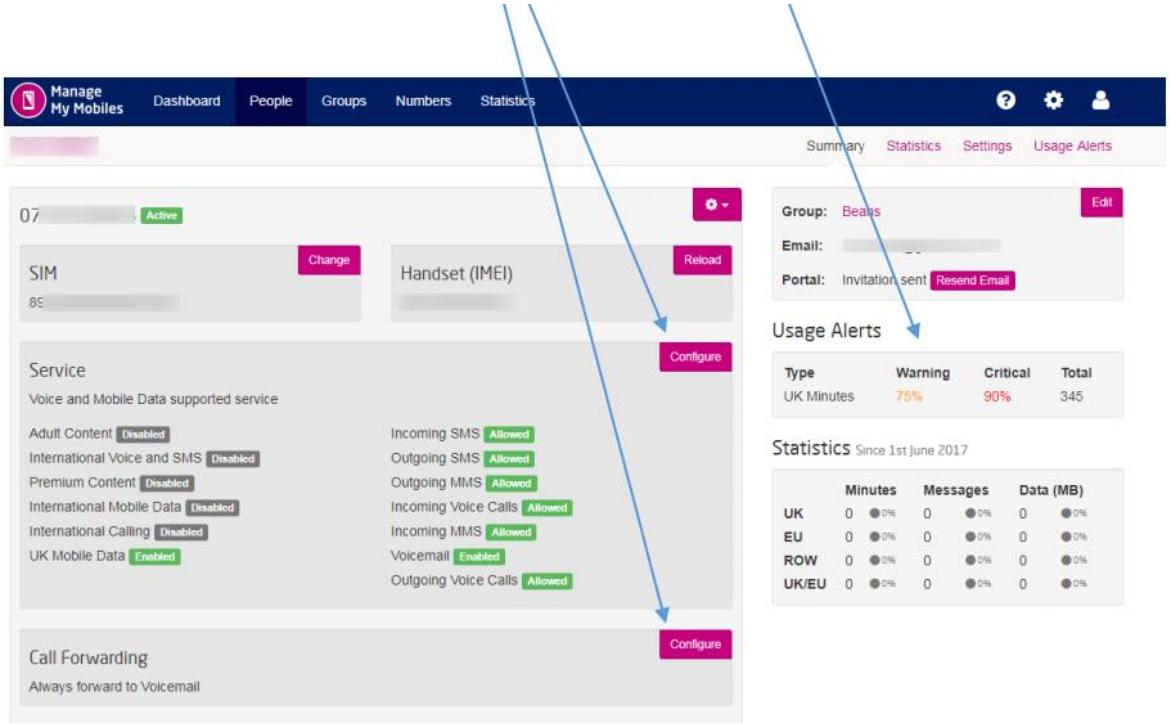
Using either step will lead you to choose the relevant mobile number for the person. If the person is in already in



If the person is in already in a group when you allocate the number there will be a tick box option to allow you to inherit the group settings for this user if desired.

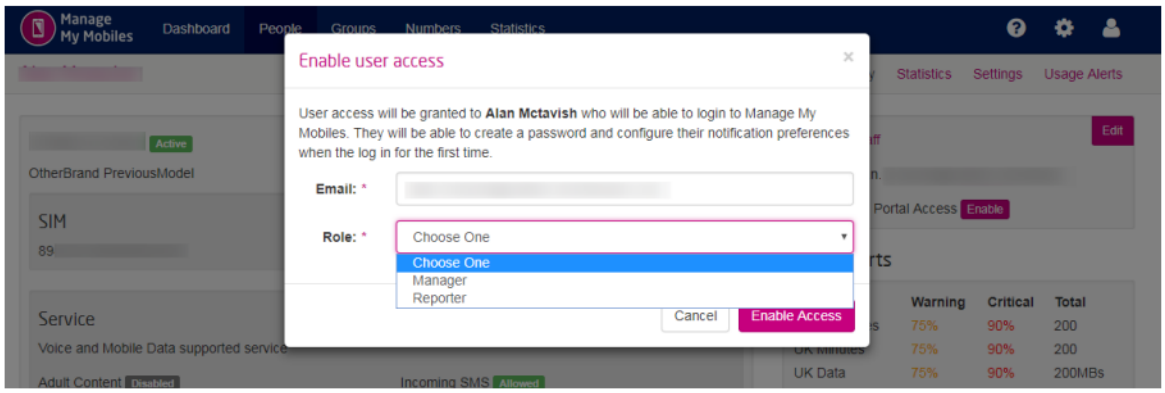
Summary

Within a selected person you have a summary tab you can activate that Person's SIM, manage their network settings and configure call forwarding. You can see the usage filtered to this specific Person here too.



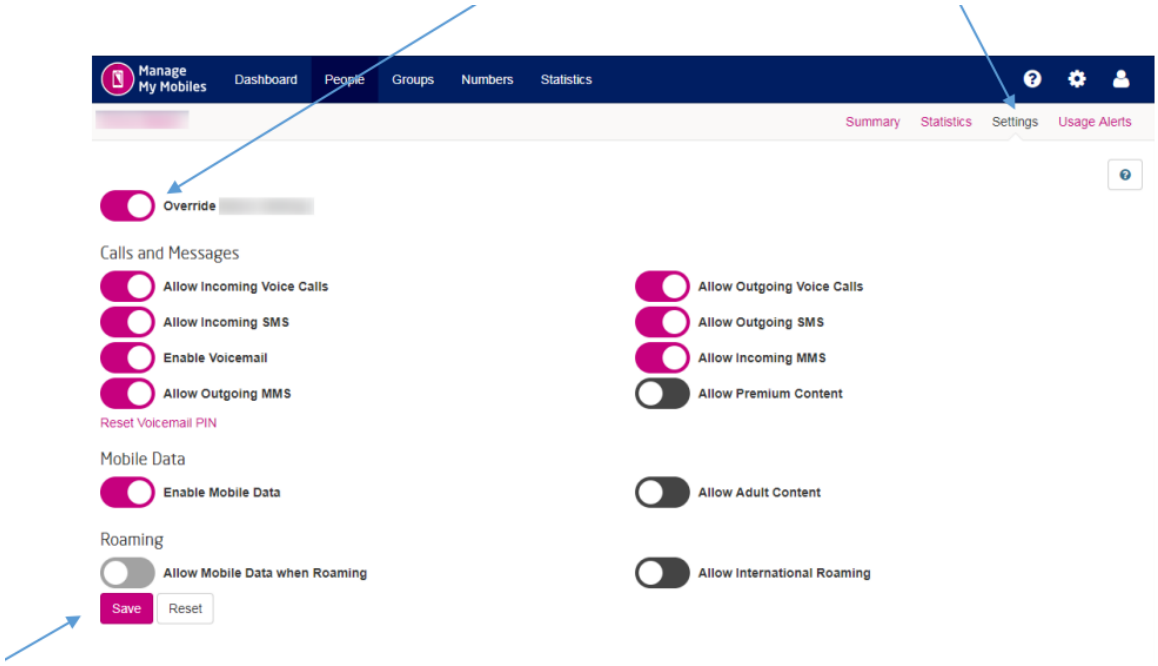
User Management

User Management allows Manager users to create new users and manage current users. Under the cog, you can change the role of a user between Reporter and Manager. You can create a new user or give an existing person within the company an account by clicking Create. If the person already exists on the company, select Existing Person and search for the person you wish to give an account to, select their role and click Create. An invitation will be sent to that person with details on how to login.



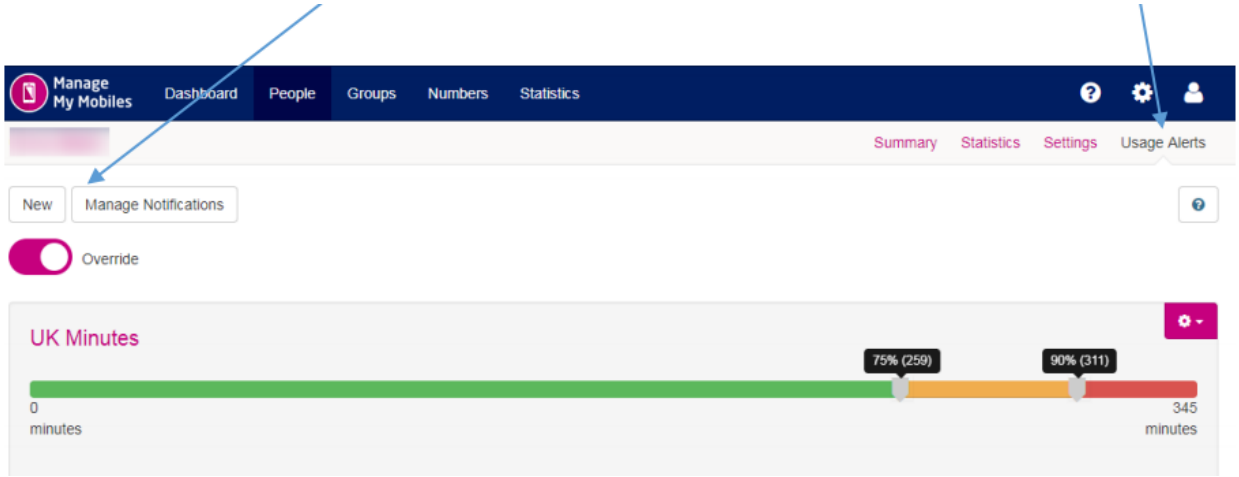
Settings

The settings tab within people will allow you to override the group settings and apply a bespoke settings just for a specific person. Please note you will have to click the override toggle to be able to set a bespoke setting for a person.



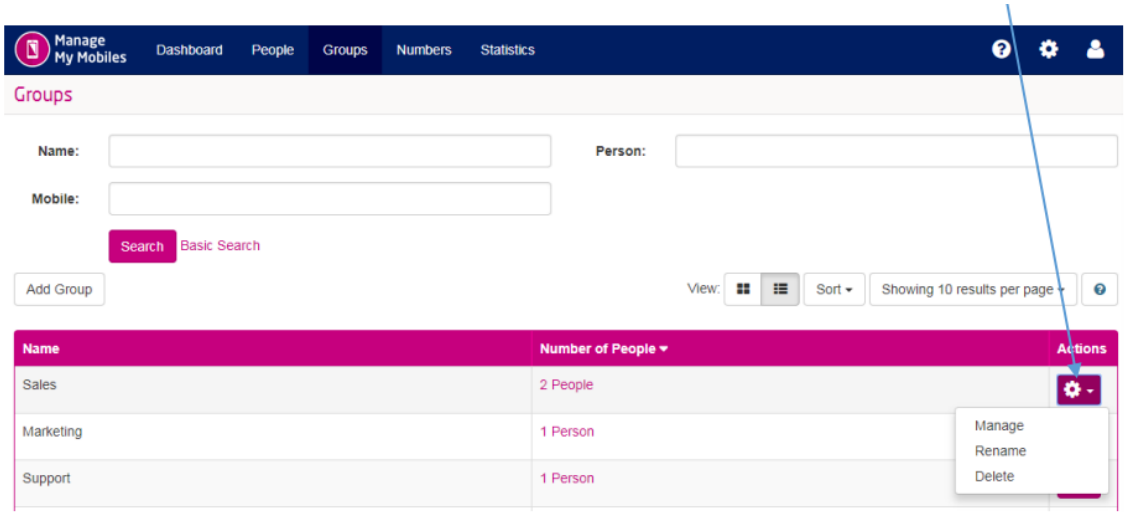
Usage Alerts

Within people usage alerts you can set up bespoke alerts for the specific user. Click on the Usage Alerts tab and use the 'manage' or add a 'New' alert. You can use the slider to set when the specific alert will be sent. The alerts can be sent by SMS and Email to specific people/mailboxes.

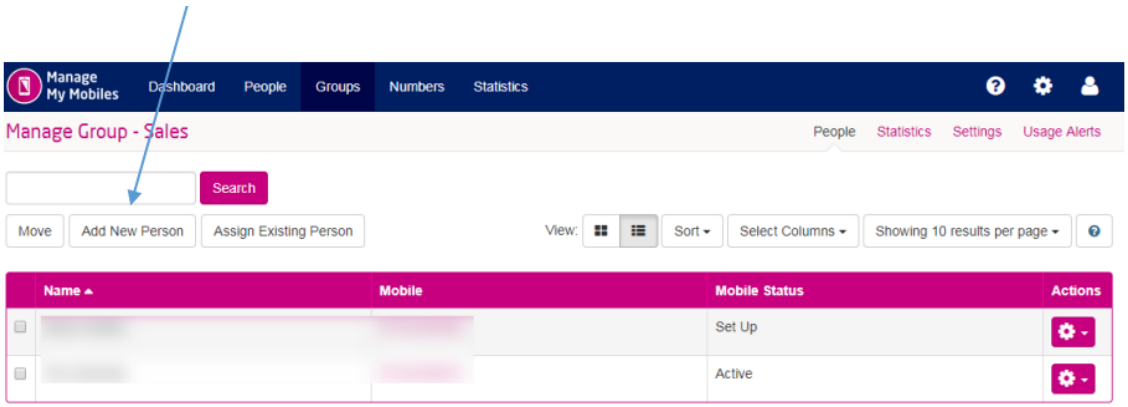


Groups

The Groups page lets you add and manage groups. To add people to groups, click the cog and then Manage. You can then add an existing or new person to a group. A lot of these options are available when on the People or Group pages, for example you can create a new Person from within the Groups page and vice versa

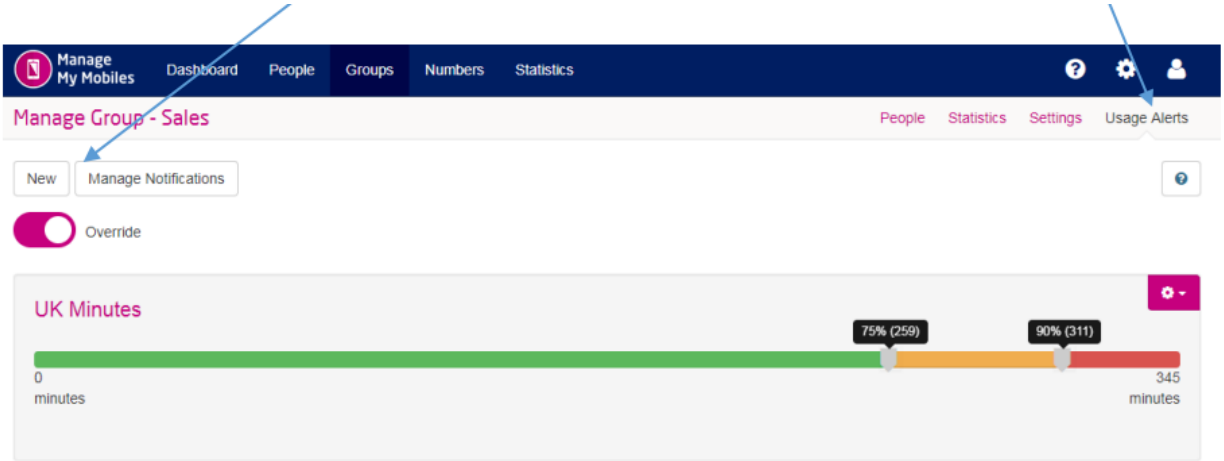


From this page you can add people to this particular group and search for people within the group. If you need to move multiple people at once, tick the box next to their name and click Move Selected and choose which group you want to move them to. When you add a Person to a Group, their mobile service inherits the properties of that group, the settings we saw for a Person can be applied at a Group level.



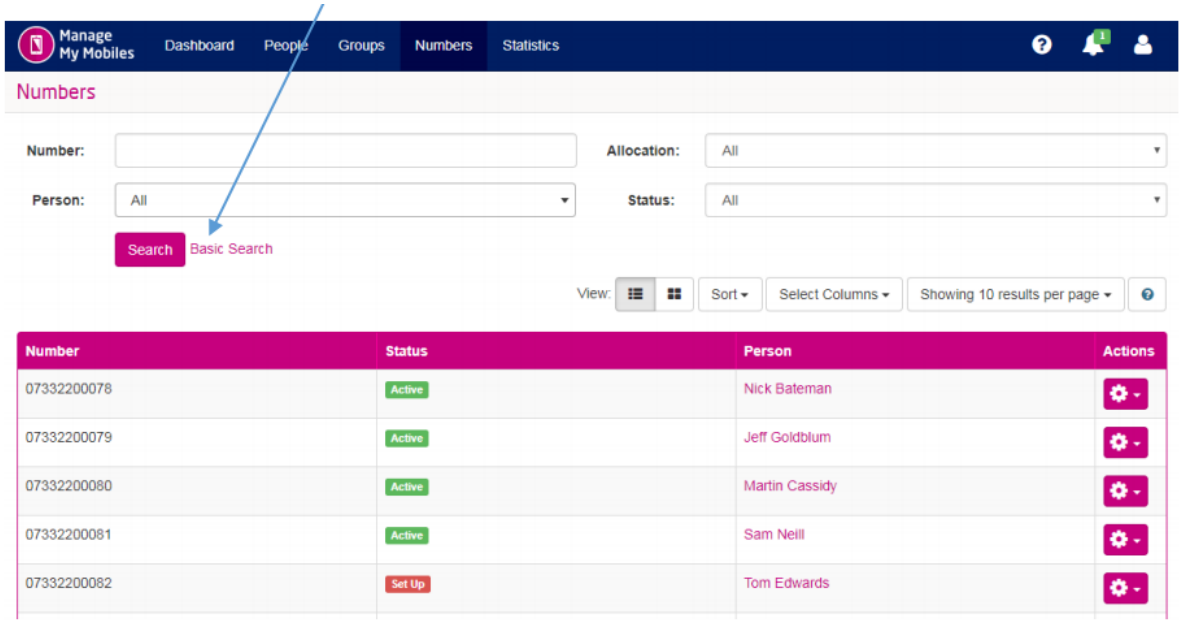
Usage Alerts

Within group usage alerts you can set up bespoke alerts for the specific groups. Click on the Usage Alerts tab and use the 'manage' or add a 'New' alert. You can use the slider to set when the specific alert will be sent. The alerts can be sent by SMS and Email to specific people/mailboxes.

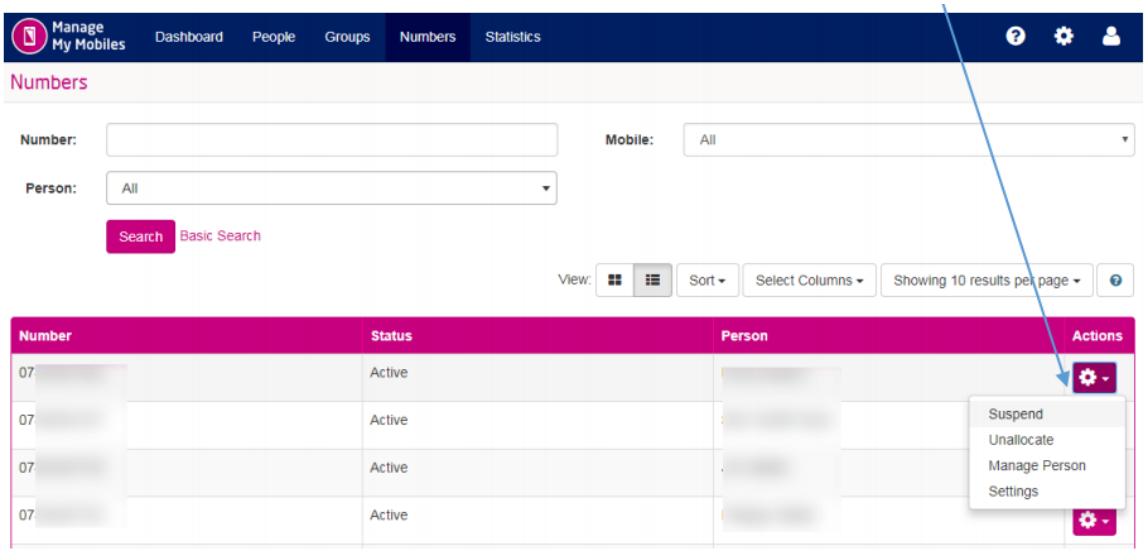


Numbers

The Numbers page lists all the mobile numbers allocated to your company. You can see the status of the number and who it's allocated to and search for numbers here too. There are two different ways to search a Basic search and an Advanced search (shown below).

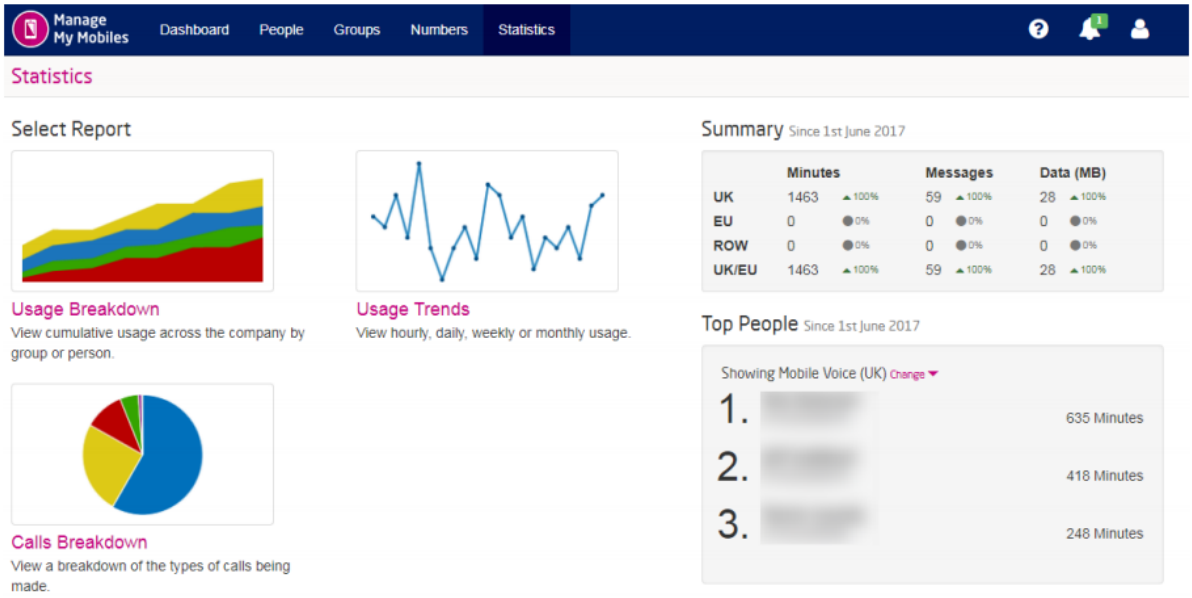


Clicking the cog allows you to suspend the number so that no calls, messages or data can be used. You may also wish to blacklist the handset if the phone is lost or stolen. When the phone is blacklisted it will not be usable again on any network. You can allocate or unallocate numbers, and view the service settings currently applied to that each number too. If the number is allocated to a person that's part of a group you have the option to override the group settings if you want different settings for that specific person. You can also activate a new number from here.



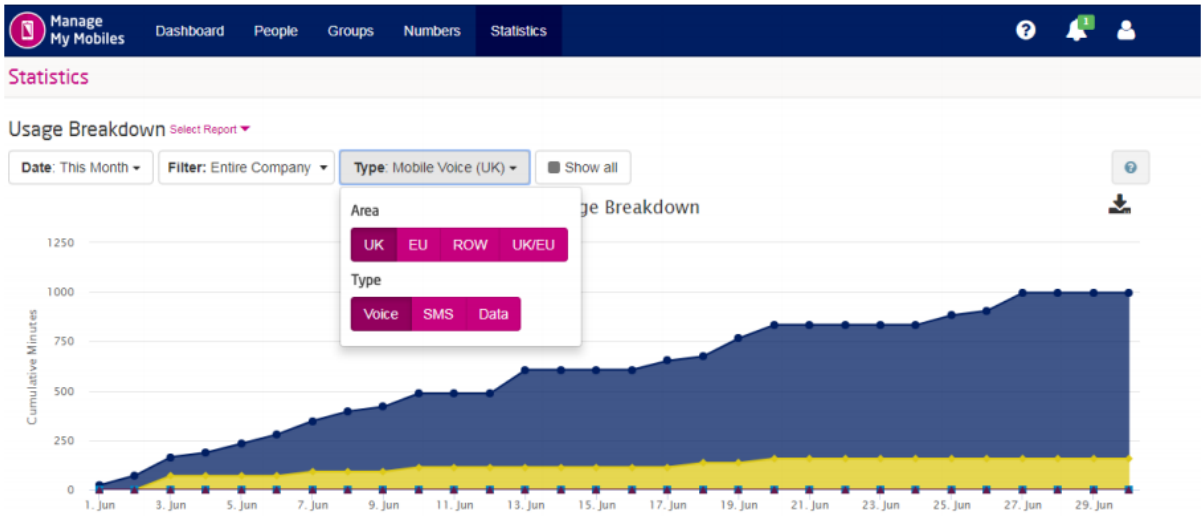
Statistics

The Statistics page shows you how your company's mobiles are being used. The statistics are displayed in several forms to suit what you might want to find out.



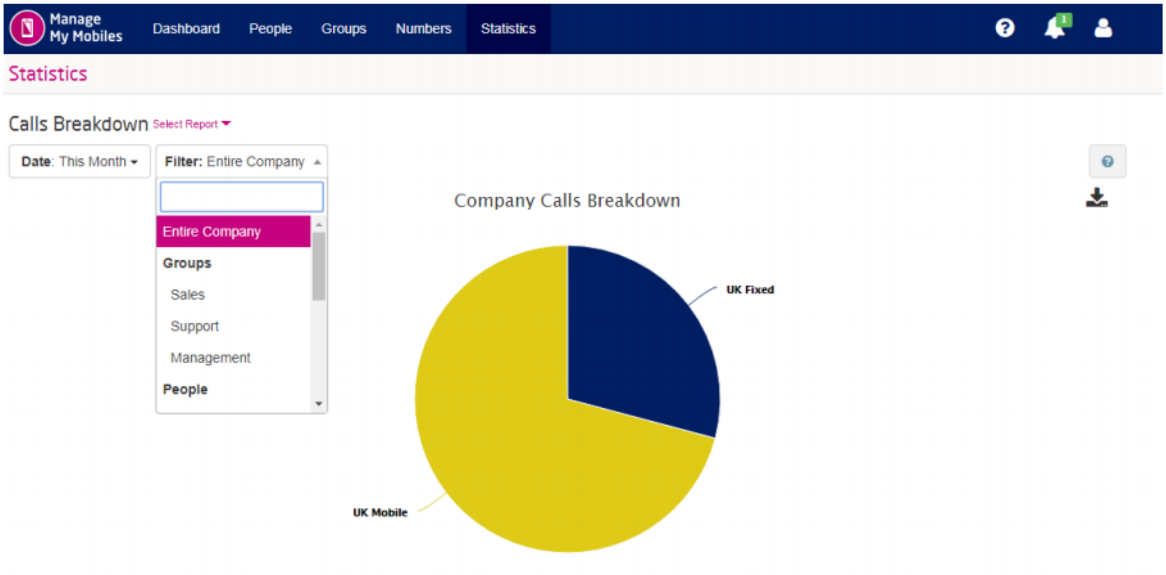
Usage breakdown

You can view usage trends by hour, day, week and month and select what date range to show. You can filter this by Person, Group or entire company and by what type of usage, so voice, data or SMS. You can view all of these by usage in the UK, EU or rest of the world.



Calls Breakdown

Under Calls breakdown, you can see a pie chart filtered by Person, Group or the entire company and view the usage on pre-defined or custom date ranges over the last 6 months. This will show you what types of outgoing calls are being made on the service.



Global Usage Alerts

You can create and manage Global Usage Alerts by selecting the cog on the dashboard as shown below. You can set a new threshold by clicking Create. Select the type of usage you want to alert on and the limit you want to set then click Create. With the sliders you can select at what usage percentage your users will receive a warning that they have hit the defined threshold. They will receive a second message when they reach the second threshold. Manage My Mobiles will notify you if anyone is excluded from the Global Usage Alerts when you click to apply.

It is important to note that if you override global alerts at group or person level any future global alerts that are added will not apply to any group or person who has overrides.

Technical Support

If any of the Manage My Mobiles site isn't working as expected then please raise this to your Telecoms provider.