

NOEY

| **ZOEY**
User Guide

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2. ACCOUNT MANAGEMENT

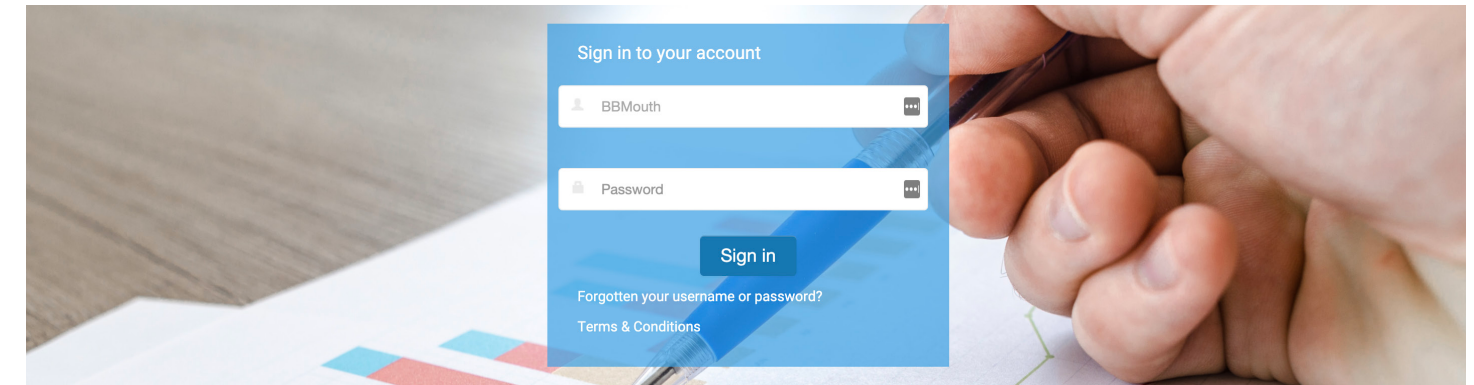
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3. INVOICING

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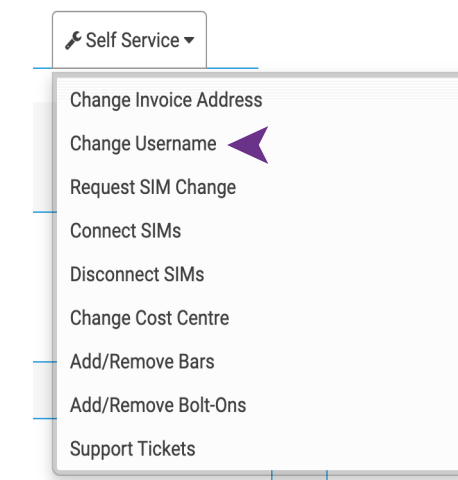
1. Logging in

To login to the portal, open the link that we sent to your registered email address and enter the credentials provided.



2. Changing usernames

Go to the 'Self Service' drop-down menu by and select the 'Change Username' button.



The list of accessible usernames will be displayed here. You can type in the number, existing username, or scroll through the list to find the user. Once found, select the spanner to the right.

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Dashboard

Details

Report Generator

Admin Tools

Self Service

Services

10 records per page

Search:

Status	Service	Name	Sim Number
Active	07469159964	User 1003159	
Active	07748960012	User 1003160	
Active	07765883912	User 1003161	

You are then given the option to change username or request a SIM change.

Self Service - 07818596268 (User 1003164 -)

Change Username

Request SIM Change

3. Raising a support ticket

Select the ‘Self-Service’ drop-down menu and then, the ‘Support Ticket’ option. This will take you to the ‘Helpdesk Support Tickets’ page.

Self Service

Change Invoice Address

Change Username

Request SIM Change

Connect SIMs

Disconnect SIMs

Change Cost Centre

Add/Remove Bars

Add/Remove Bolt-Ons

Support Tickets

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Helpdesk Support Tickets

Look in the list below for the type of support ticket you wish to raise. Then download the file(s) associated with the ticket (if any) and fill them in. Once you are ready, click on the "Use This" button and fill in the associated form, including uploading the Files(s) you filled in. Once happy, click the "Create Support Ticket" to create your ticket.

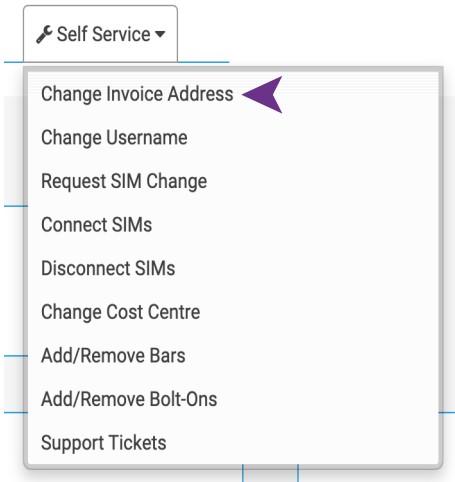
Search:

Name		
Line Fault	Please use this to raise a line fault issue on your services. As part of the ticket please provide the service number relating to this issue and a description of the fault.	Use This
M2M Connections	Please upload the filled-in file(s) for this ticket and upload it before creating the ticket. Once happy, click the "Create Support Ticket" to create your ticket.	Use This
No Files Needed	No Files Needed	Use This
Test Documentation	Please download the attached files, update them and upload them to create your ticket.	Use This

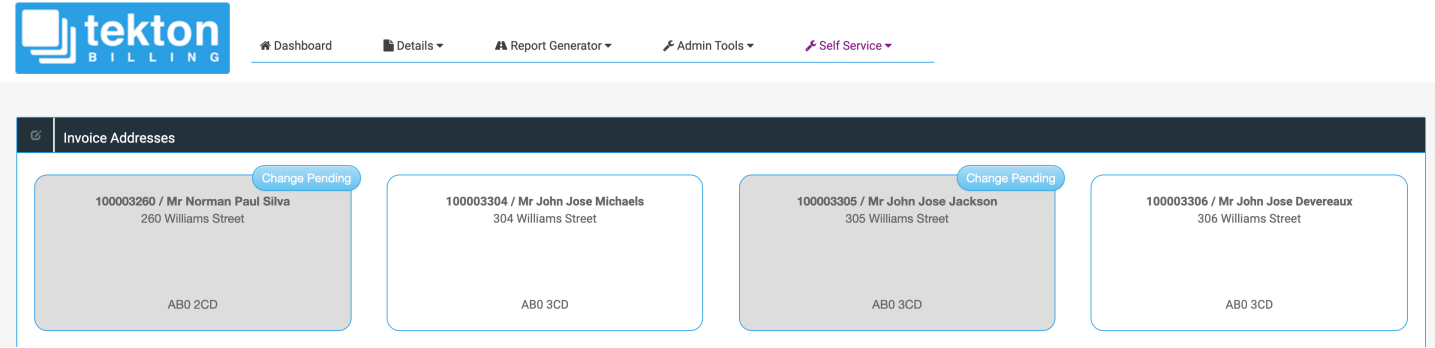
You can search for a support ticket topic by typing in the search box and any related topics will appear below.

4. Changing invoice addresses

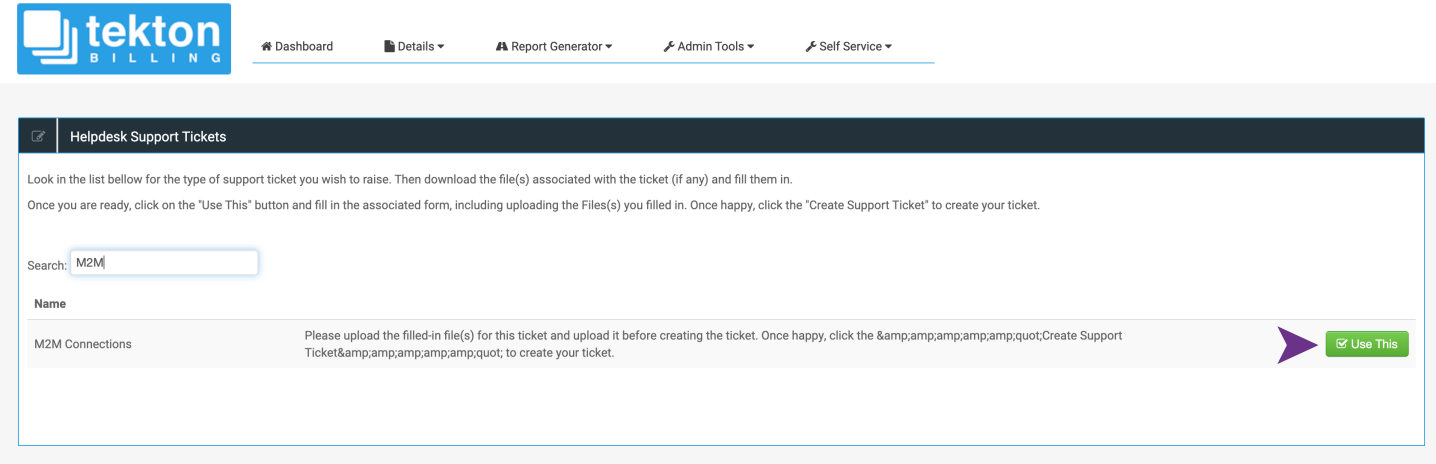
Go to the ‘Self Service’ drop-down menu and select the ‘Change Invoice Address’ option.



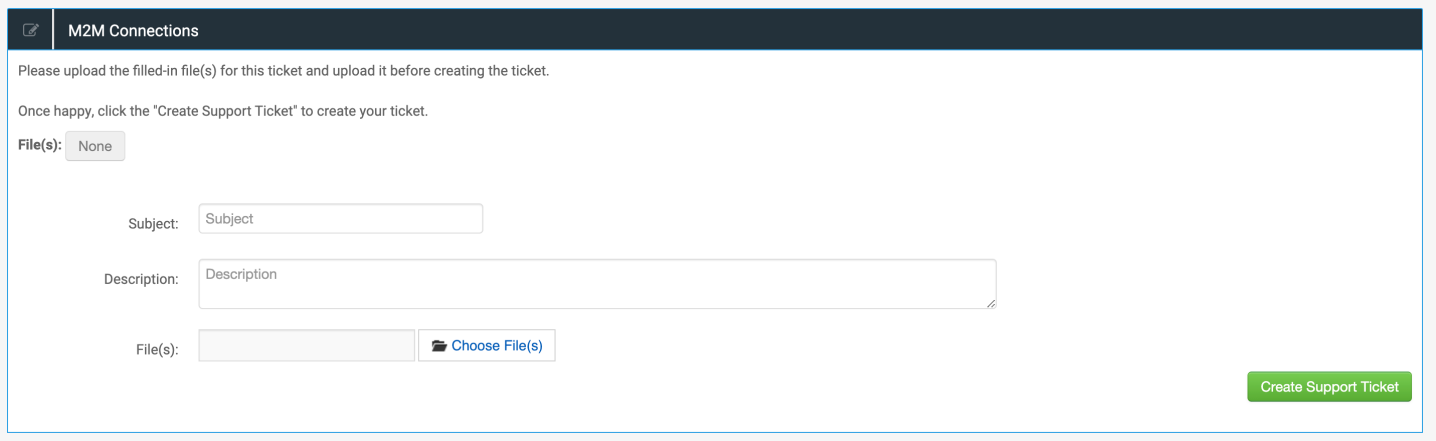
You will be directed to a new screen with all saved invoice addresses within your account. Find the one you want to change and select it.



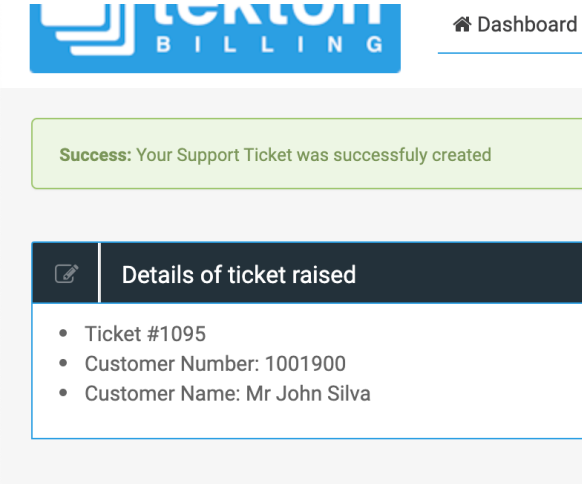
Type in the new details and select ‘Next’.



Once you have found a topic related to the issue you are experiencing, select the green ‘Use This’ button.

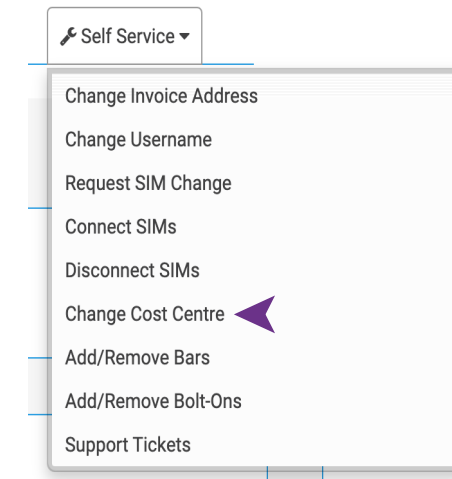


You are then prompted to type in a subject and a description of the problem you are experiencing. You can also upload a picture, document or screenshot to help us understand your issue further. Once these fields have been completed, select ‘Create Support Ticket’. You will then be provided with a Ticket Number for your reference.

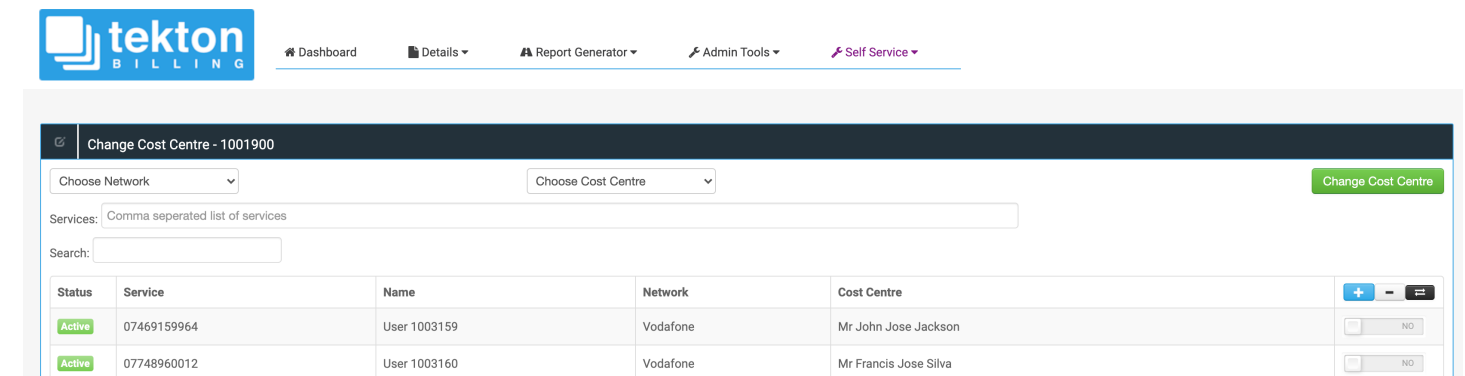


5. Changing cost centres

Go to the 'Self Service' drop-down menu and select the 'Change Cost Centre' option.



The list of related users will be displayed here. You can type in the number, username, or scroll down the list, to find the user required.



Once you have found the user whose cost code you want to change, use the toggle bars on the right to switch on and use the 'Choose Network' and 'Choose Cost Centre' drop-down menus, to make the amendments.

The image shows the 'Update Address' form. At the top, there is a progress bar with two steps: '1 Update Address' and '2 Confirmation'. The form contains the following fields: 'Full name' (Mr John Jose Michaels), 'Address Line 1*' (304 Williams Street), 'Address Line 2*' (empty), 'Address Line 3*' (empty), 'Address Line 4' (empty), 'Address Line 5' (empty), and 'Postcode' (AB0 3CD). At the bottom, there are three buttons: 'Cancel', 'Back', and 'Next'.

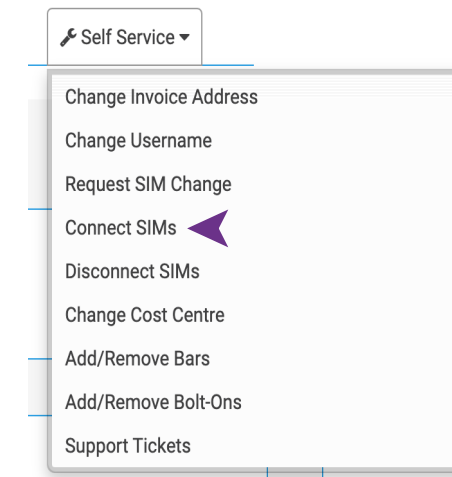
Make sure all details are correct. You will then be asked to confirm the changes you have made, tick the box and select 'Finish'.

The image shows the 'Confirmation' form. At the top, there is a progress bar with two steps: '1 Update Address' and '2 Confirmation'. The form contains a list of details: 'Full name: Mr John Jose Michaels', 'Address Line 1*: 304 Williams Street', 'Address Line 2*: London', 'Address Line 3*: London', 'Address Line 4:', 'Address Line 5:', and 'Postcode: AB0 3CD'. Below the list, there is a checkbox with a blue checkmark and the text 'I confirm that I have checked the details above.' At the bottom, there are three buttons: 'Cancel', 'Back', and 'Finish'.

You will be taken back to the 'Invoice Address' page and there will be a note saying 'Change Pending' above the address you have just changed.

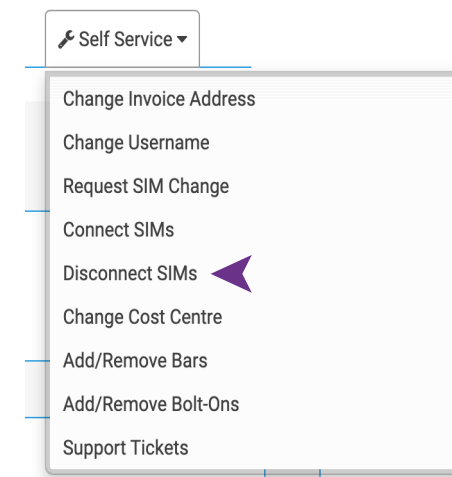
6. Connecting and disconnecting a SIM

Go to the 'Self Service' drop-down menu and select the 'Change Cost Centre' option.

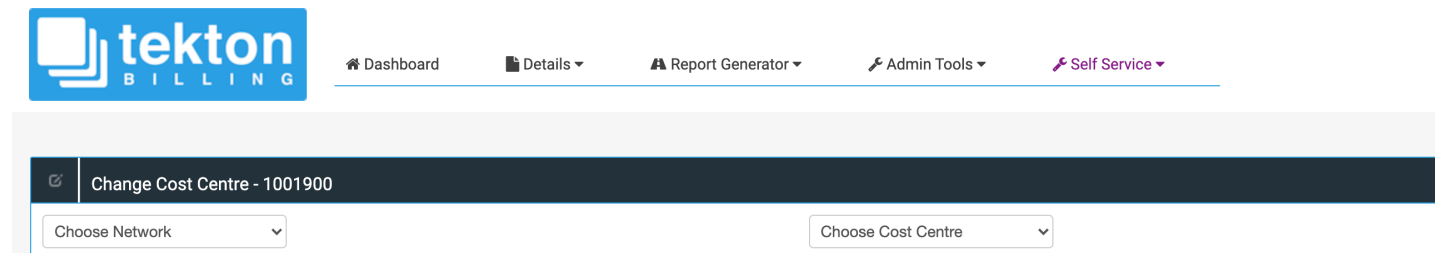


Disconnecting a SIM

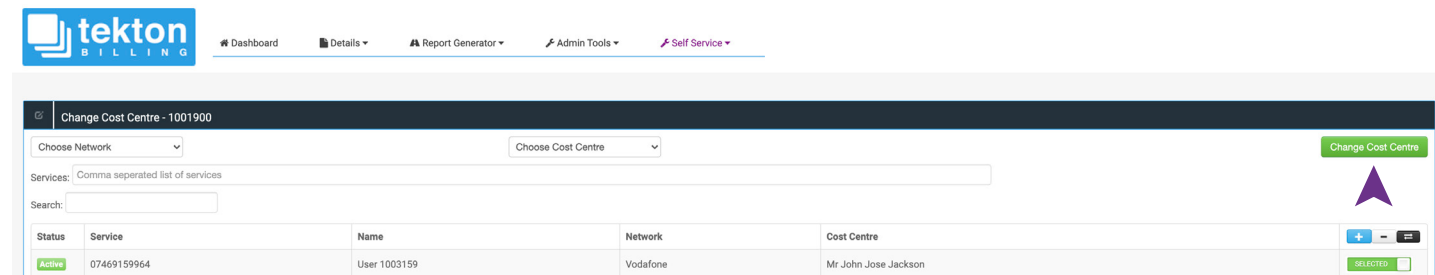
Go to the 'Self Service' drop-down menu and select the 'Disconnect sims' option.



You will be taken to a list of active SIM cards. Either scroll through the list or type in the SIM number you want to disconnect. Use the toggle box to select all the lines you wish to disconnect, then select the 'Disconnect SIMs' button at the top of the page.



Once finished, select 'Change Cost Centre' in the top right corner.



You will then be asked to confirm your selection. Please check the information before ticking the box, then select 'Finish'.

1

Confirmation

Cost Centre

Mr Francis Jose Silva

Services to move to this Cost Centre

- 07469159964 (User 1003159)

☒

I confirm that I have checked the details above.

Cancel

Finish

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Dashboard

Details

Report Generator

Admin Tools

Self Service

Disconnect SIMs - 1001900

Disconnect Selected SIMs

Vodafone (391)

Search:

Status	Sim Number	Service	Name	Tariff	Network	
Active		07469159964	User 1003159	DY Template 1003110	Vodafone	+ - Change Pending
Active		07748960012	User 1003160	DY Template 1003110	Vodafone	SELECTED
Active		07765883912	User 1003161	DY Template 1003110	Vodafone	Change Pending

You will then be prompted to confirm your decision. Select ‘finish’ and the changes will be implemented.

1

Confirmation

Services to Disconnect

• 07748960012 ()

I confirm that I have checked the details above.

Cancel

Finish

7. Adding an alert

Select the ‘Admin Tools’ drop-down menu and then, the ‘Alert Manager’ option.

Admin Tools

Self Service

Reporting Groups

User Groups

User Management

Alert Manager

Alerts & Notifications

Reprocess Unbilled Usage

You will be taken to a new ‘Account Level Alerts Screen’. Select ‘Add New Alert’.

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Self Service

Bulk Add/Amend Alerts

Show only for Cost Centre All

Filter data for Reporting Groups All

Account Level Alerts

Add New Alert

10 records per page

Search:

Status	User Level	Customer	Network	Alert Name	Alert Type	Bundle	Lower	Upper	Bar	Description	
Active	Super User	1001900	N/A	Customer - Total Group Bundle		n/a	4.00	10.00	-	Customer - Total Group Bundle - 4.00 / 10.00	

Showing 1 to 1 of 1 entries

Previous

1

Next

A new pop-up menu will appear. Choose what information you would like to set up an alert for, then select 'Next'.

Add New Alert -

Account Level Alert

Total Charges

Total Charges

Voice Charges

Voice Usage (Overage)

Voice Usage (All)

Data Charges

Data Usage (Overage)

Data Usage (All)

Next

You can then add in a lower and upper threshold. This will prompt ZOEY to alert you when the thresholds are breeched. Then, select 'Next'.

Add New Alert -

Voice Charge - Customer

Lower threshold

£

Upper threshold

£

Back

Next

You also need to confirm what the preferred form of contact is for this alert (SMS or Email) and whether or not you want to add a bar for this account. Then, choose 'Next'.

Add New Alert -

Data Usage (All) - Customer - 1 / 2 / 0

Lower

Send SMS

Send Email

Upper

Send SMS

Send Email

Back

Next

You will be asked to confirm the alert settings. Once confirmed, you will be taken back to the alert screen and you will see the new alert listed.

Add New Alert -

Data Usage (All) - Customer - 1 / 2 / 0

You can add up to 3 Email addresses/mobile numbers

SMS

Email

Alert Name

Customer - Data Group Bundle

Description

Customer - Data Group Bundle - 1 / 2 / 0

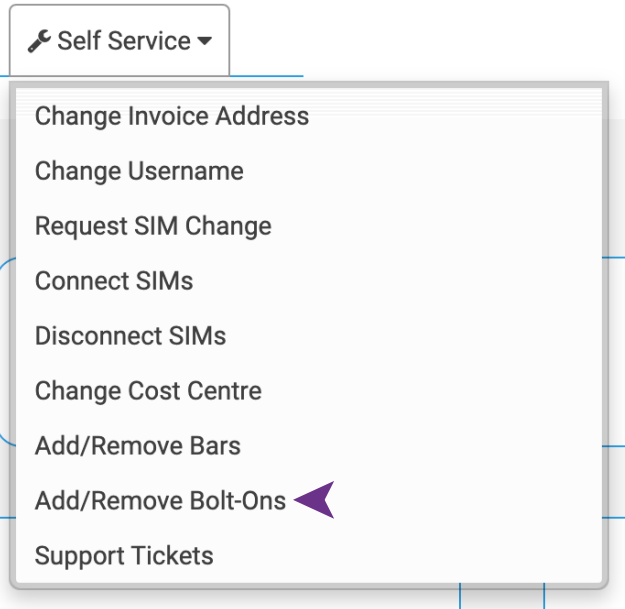
Back

Confirm

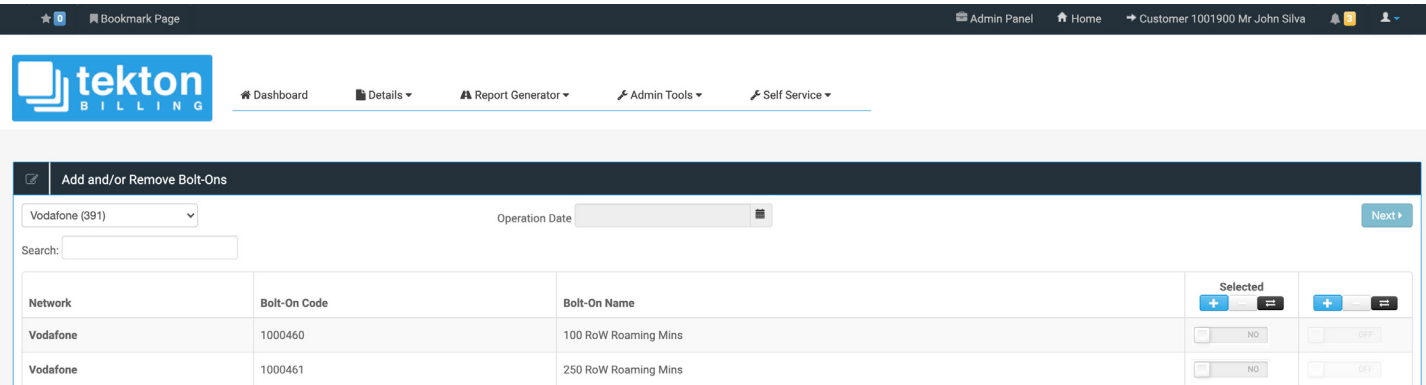
15

8. Add and removing Bolt Ons and Bars

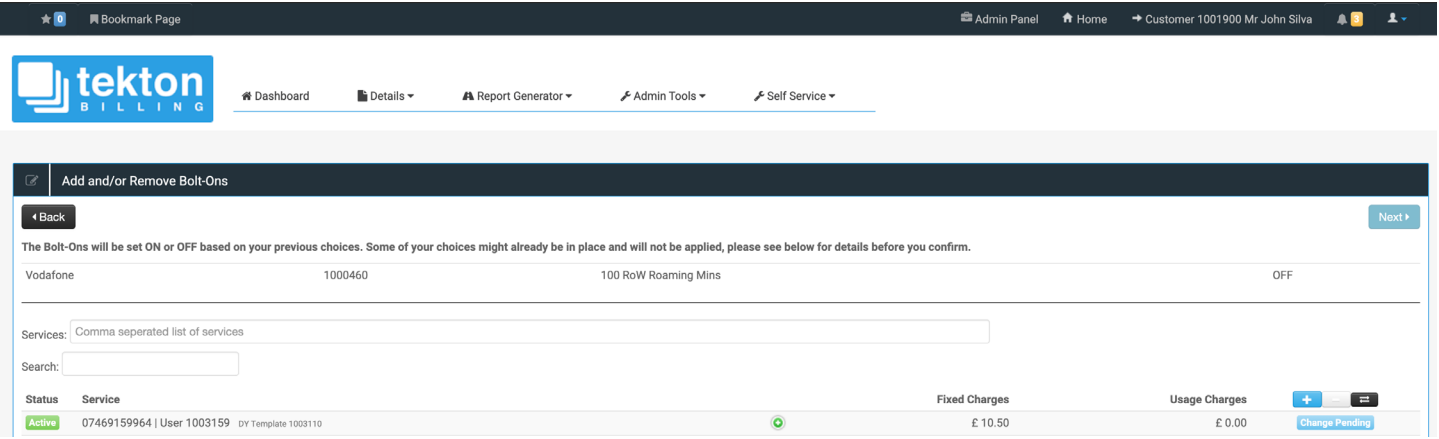
In the 'Self Service' drop-down menu, select the 'Add/Remove Bolt Ons' option.



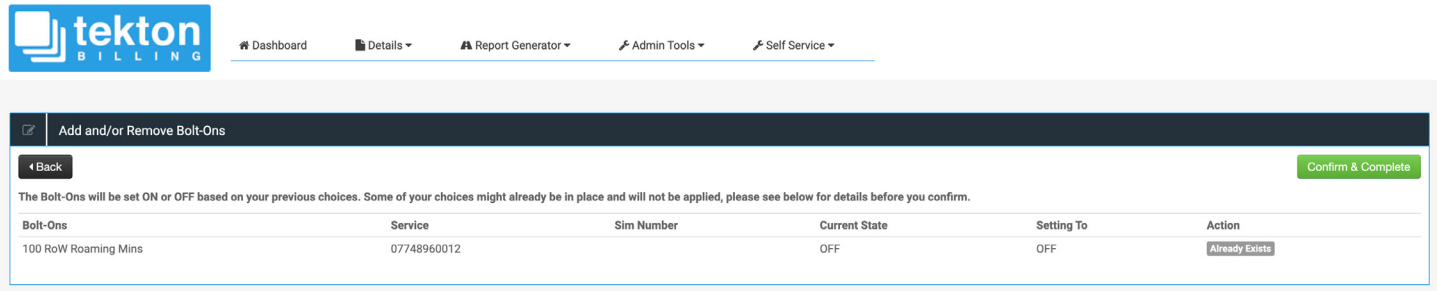
You will be prompted to choose the Bolt On by switching the available toggles on or off.



Once chosen, select 'Next'. You will then be able to choose the line you want to apply or remove this from by using the toggle to switch on and off. Once complete, select 'Next'.

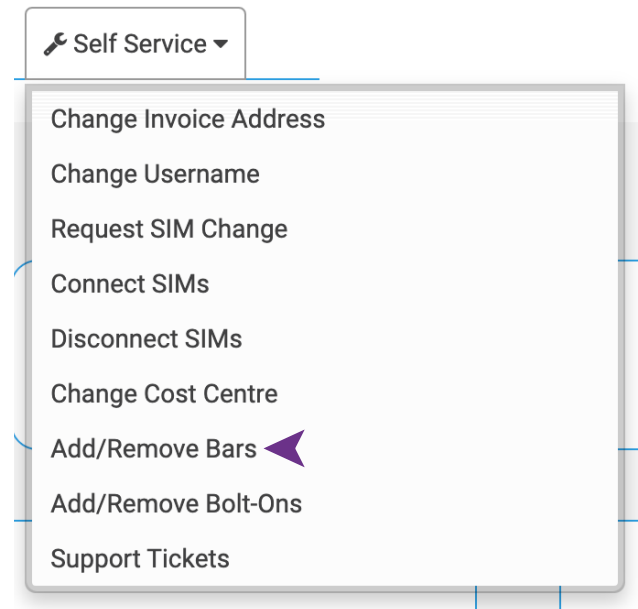


The next screen will ask you to confirm your selection, once you're ready, select 'Confirm & Complete'.

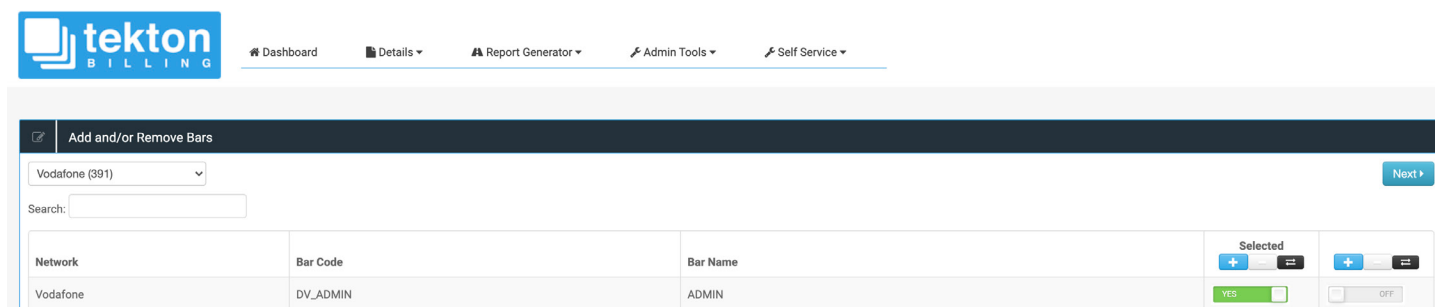


Adding and removing bars

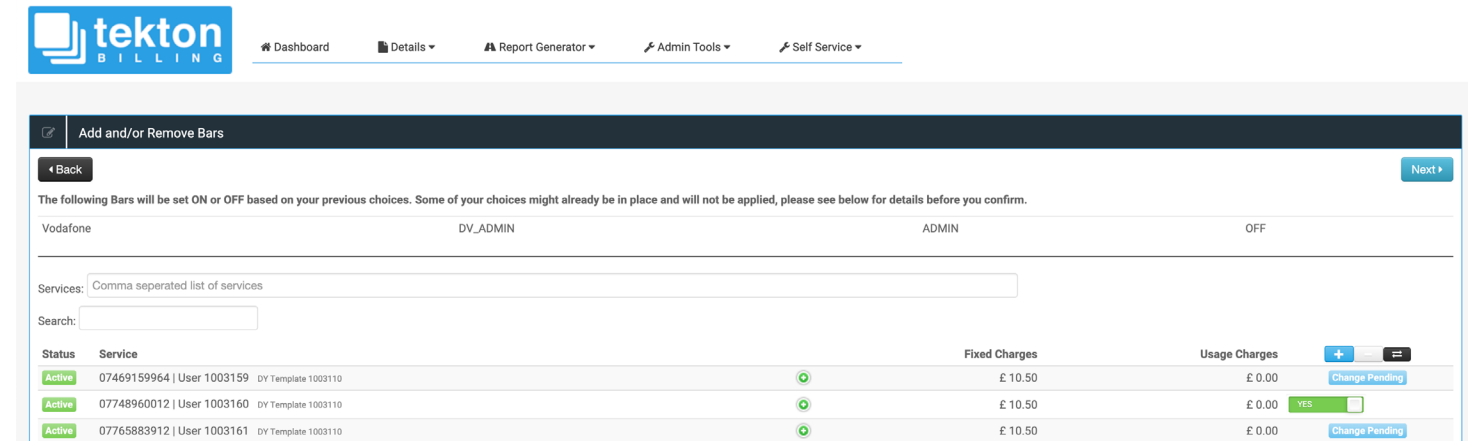
In the 'Self Service' drop-down menu, select the 'Add/Remove Bars' option.



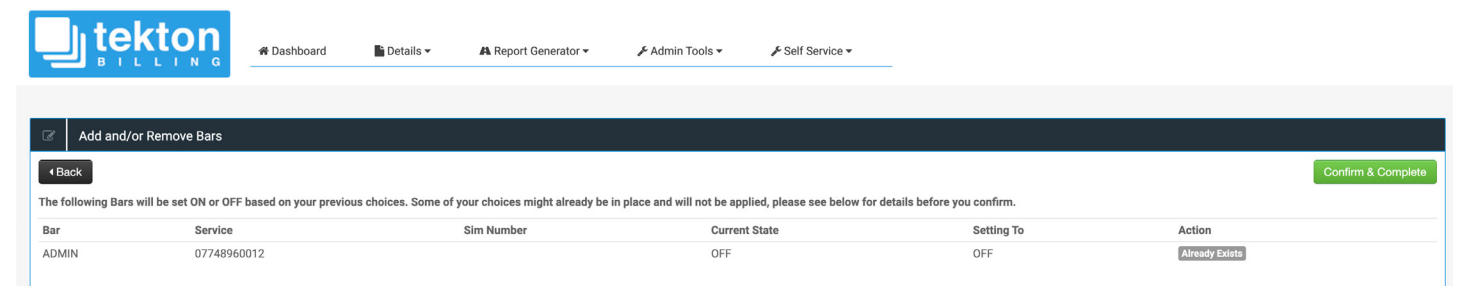
Choose the bar you want to apply or remove by using the toggle, to switch on or off.



Select 'Next'. You will be prompted to choose the line you want to apply this to, using the toggle to switch on and off. Once you're ready, select 'Next'.

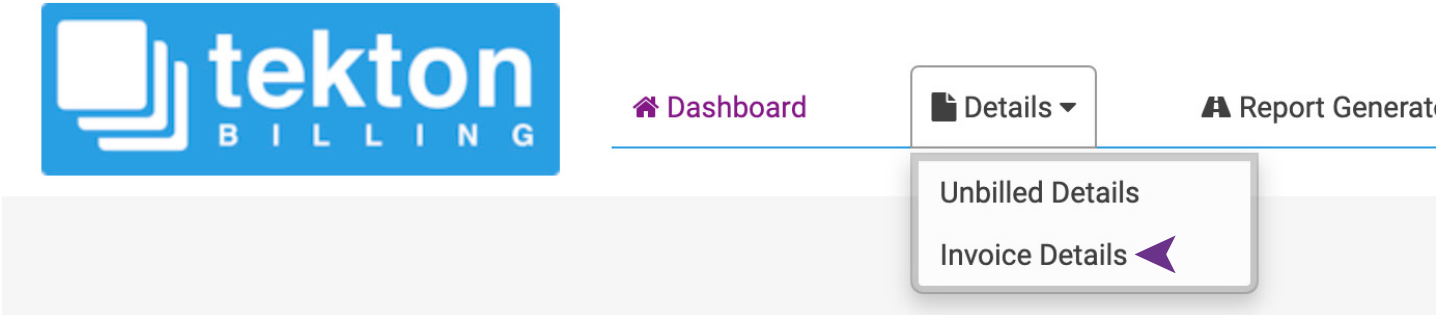


The next screen will ask you to confirm your selection, once you're ready, select 'Confirm & Complete'.

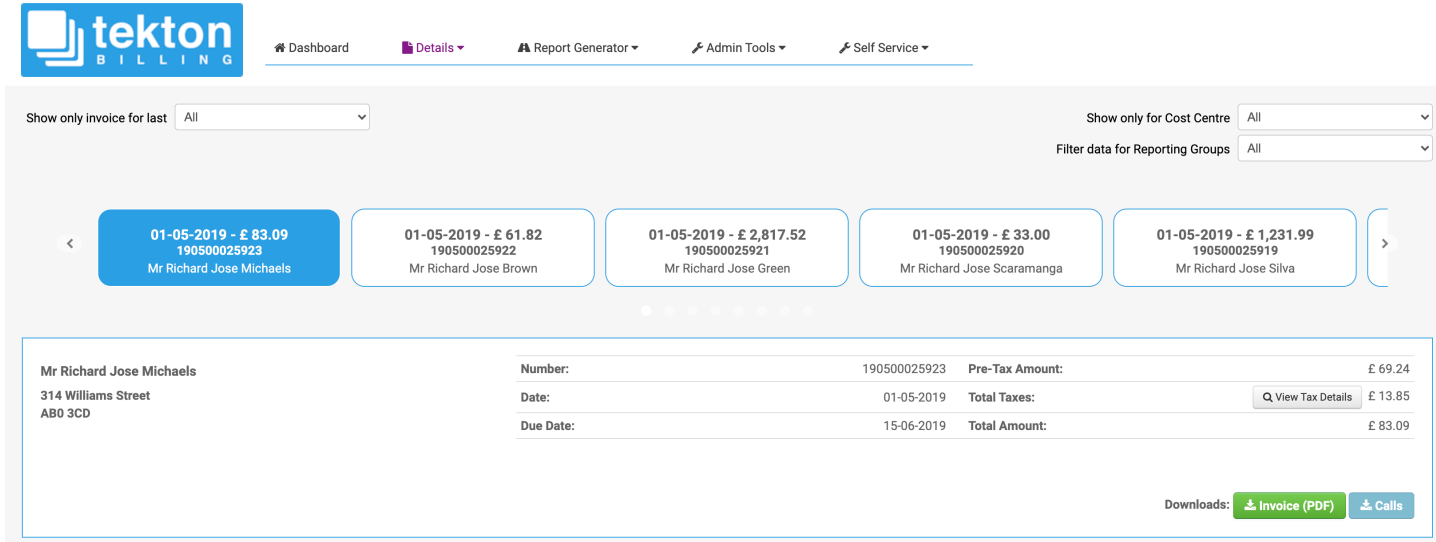


9. How to check an invoice

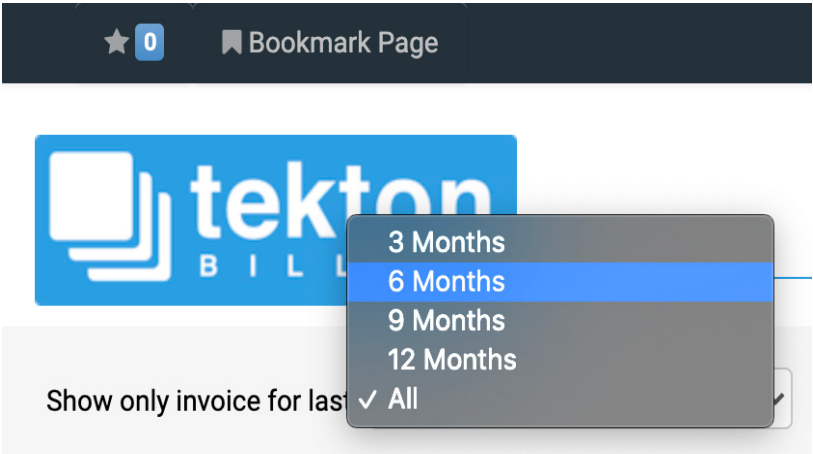
In the 'Details' drop-down menu select the 'Invoice Details' option.



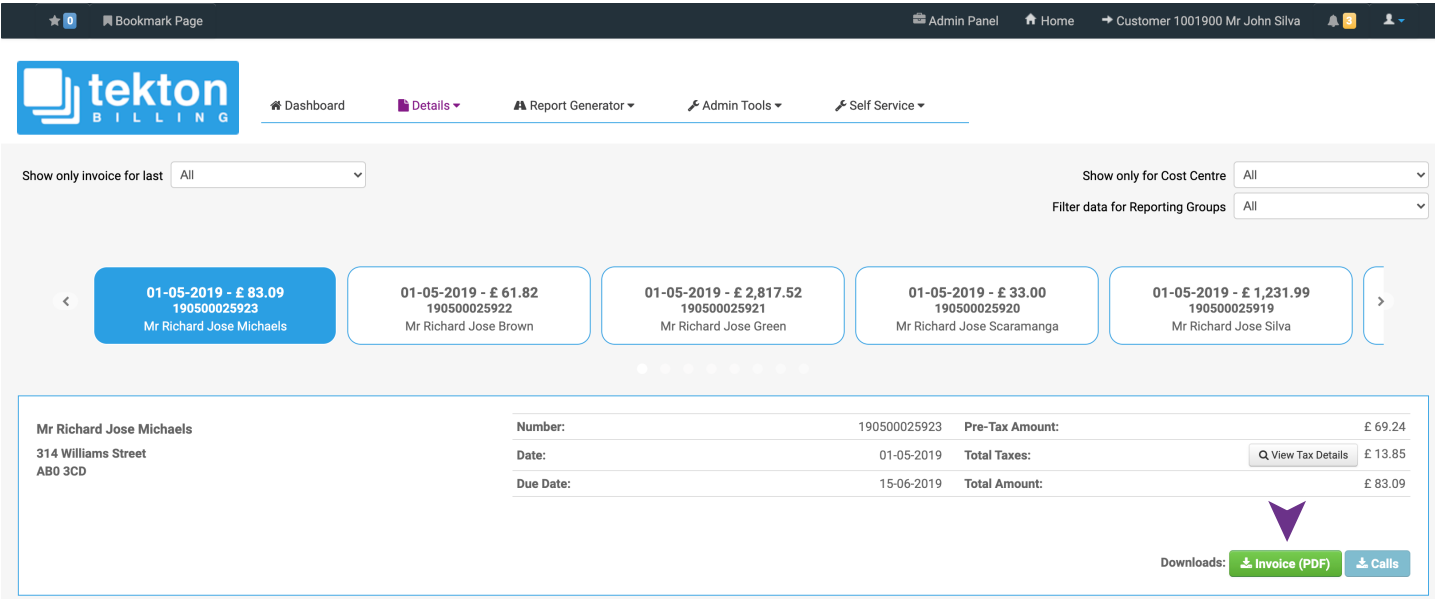
All available invoices will now appear along the top of the screen, with an overview below.



Scroll along using the arrows to find the one you are looking for. You can also use the 'Show only invoice for last' drop-down menu option to narrow down your selection which will save the invoice breakdown in a Microsoft Excel file.

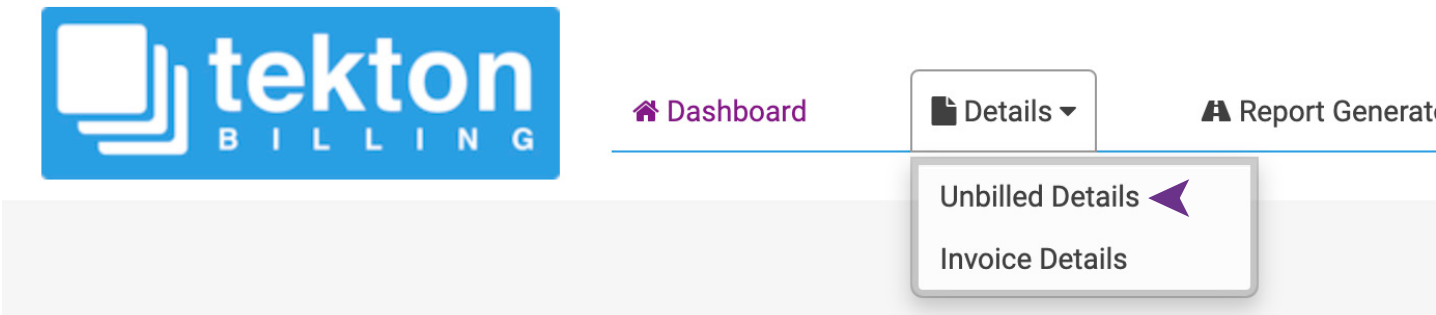


Download the invoice information by either selecting Invoice to save the file as a PDF, or use the 'Calls' button, which will save the invoice breakdown in a Microsoft Excel file.

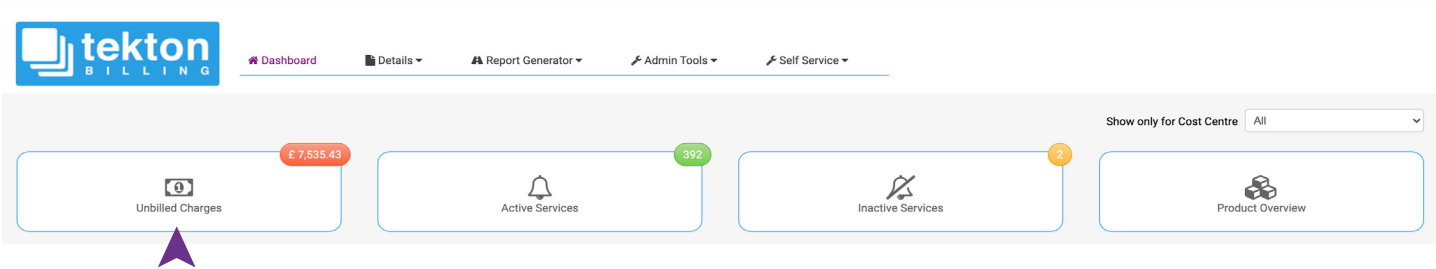


10. How to check unbilled usage

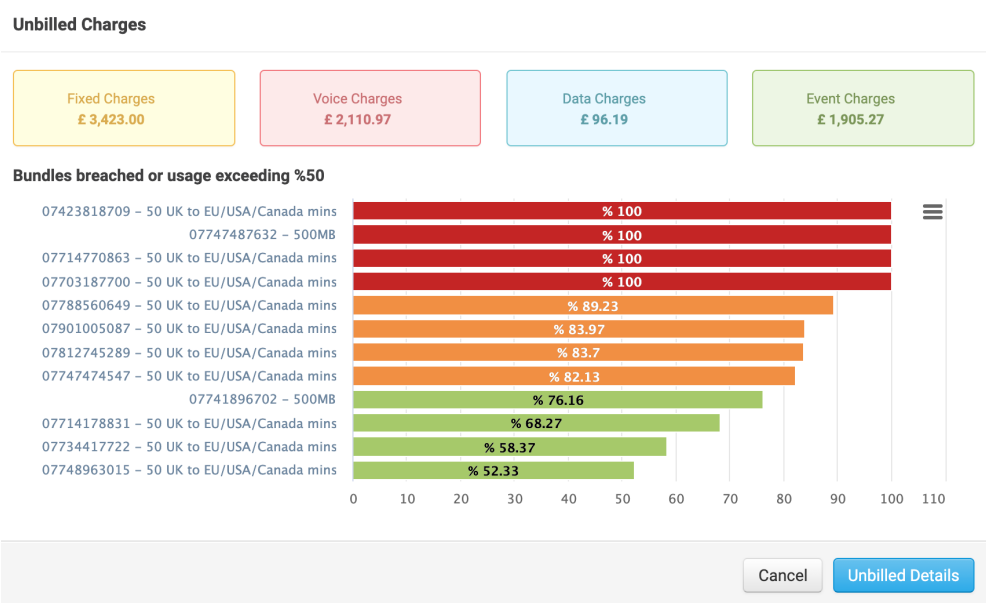
In the 'Details' drop-down menu, select the 'unbilled details' option.



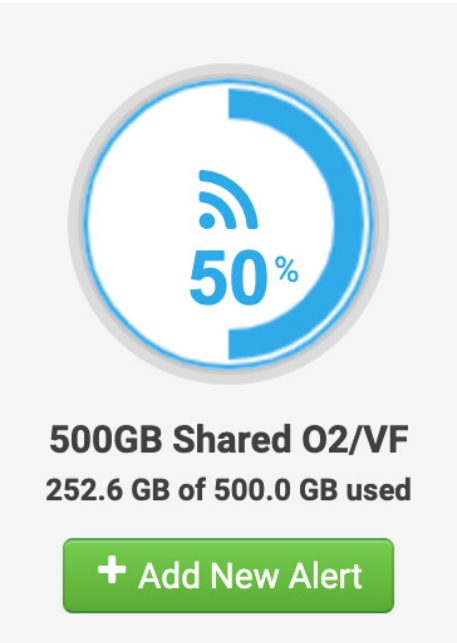
You can also find the unbilled usage section by selecting on the 'Unbilled Charges' box, showing on the dashboard screen.



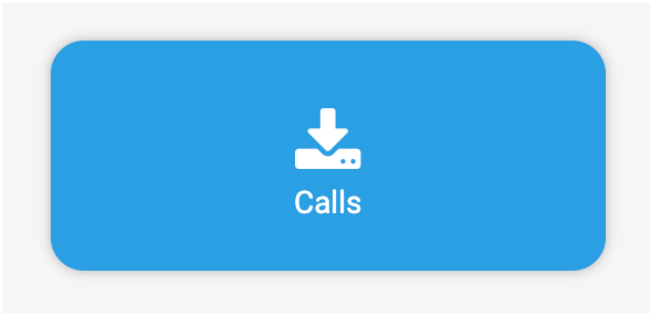
A box will open summarising the unbilled usage, select the 'Unbilled Details' option.



You will be taken to a screen with a donut graph showing current data usage screen.



You can select the 'Calls' button to download all data or, if you only wanted to look at one person's usage, you can check through your list of users under the 'Active Services' section.



Status	Service	Fixed Charges	Usage Charges	Voice Usage	Data Usage	Event Usage	
Active	07776594010 User 1003191 DY Template 1003082	£ 4.50	£ 0.00	00:00:00	0KB	0	[Icons]
Active	07776593781 User 1003190 DY Template 1003082	£ 4.50	£ 0.00	00:00:00	0KB	0	[Icons]

Either type their name in the search box or scroll through the list until you find the user required. Once found, select the blue button with a down-facing arrow to download only this user's usage information.

Status	Service	Fixed Charges	Usage Charges	Voice Usage	Data Usage	Event Usage	
Active	07776594010 User 1003191 DY Template 1003082	£ 4.50	£ 0.00	00:00:00	0KB	0	[Icons]
Active	07776593781 User 1003190 DY Template 1003082	£ 4.50	£ 0.00	00:00:00	0KB	0	[Icons]

A woman is shown from the chest up, sitting at a desk and using a computer mouse. She is wearing a dark, patterned top. The background is a solid purple color with large, white, stylized letters spelling out 'TEKTON'.

TEKTON

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