

# Manage My Mobiles - Existing Company Provision

This process flow will show the steps you need to take to set an existing company up with the Manage My Mobiles portal.

We have a support video on the Academy that will show you step by step on how to set up Manage My Mobiles, this video is found in the Mobile Provisioning course. We would recommend that you complete the Mobile Beginner course and watch the previous Mobile Provisioning Beginner videos prior to watching this one.

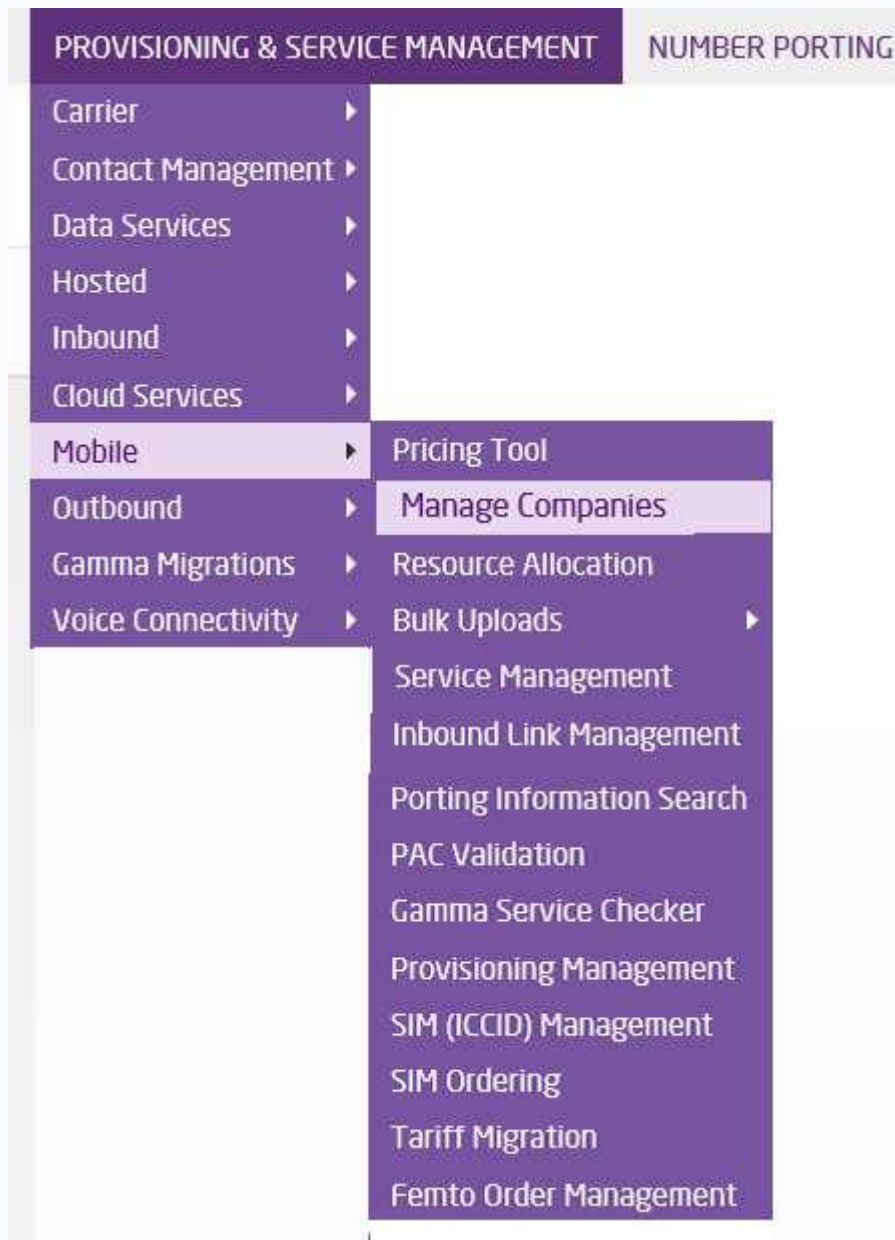
This support guide will talk you through step by step on how to provision this website for your customer, for a new mobile company and also an existing one too. We will also cover what the key differences are between the Manager and Reporter users within Manage My Mobiles.

Please Note: Manage My Mobiles will only work if the users are on the new Gamma tariffs

## **Step 1**

You will need to go to the Company management section within Mobile.

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## Step 2

Use the search fields to locate the company you want to add the Manage My Mobiles portal too.

Once you have located the company use the actions tab to select + Add Manage My Mobiles.

## Company Management

Help

Partner Account: XXXX - Gamma Test 1 - 44000100

Company Name:

Contact Name:

Contact Email:

Manage My Mobiles portal Status: All

Records Per Page: 100

Max Results Returned: 100

Search

+ Add

Download

Showing 1 to 100 of 152

Account Name	Company Name	Contact Name	Contact Email	Manage My Mobiles Portal Status	Action
>				Not Active	Actions
>				Not Active	Actions
>				Not Active	Actions
>				Not Active	Actions

Actions

- Edit
- Delete
- View
- + Add Manage My Mobiles

### Step 3

The next page requires you to enter the customer admin (first user) of the Manage My Mobiles portal. Please select the relevant user type required Manager or Reporter. You can see from the permission box what the different user types will have access too.

### Add Manage My Mobiles portal

#### Admin Account

Help

First Name: \*

Last Name: \*

Email: \*

User Type: \*

Manager  
The user can manage other users, barring options, tariffs/bolt-ons, configure usage alerts, and the features available to a reporting user

Reporter  
The user has access to manage organisation groups, view statistics and view usage alerts

#### Manage My Mobiles Portal Permissions

Help

- Usage Statistics  
Allows access to statistics
- Usage Alerts  
Allows access to view and manage usage alerts
- Activate SIM  
Allows access to activate a SIM
- Update Gamma Portal Subscriber Name  
Allows the Subscriber Name to be updated from the portal

Cancel


Submit

### Step 4

Please note that if the company doesn't have at least one Mobile Number assigned to the company

you won't be able to access the Manage My Mobiles portal. Please read the terms and conditions and click continue.

### Add Manage My Mobiles portal

 Manage My Mobiles will not be activated until at least one MSISDN is assigned to the company.

**Admin Account**

First Name:	Tom
Last Name:	Edwards
Email:	tom.edwards@gamma.co.uk
User Type:	Manager

**Manage My Mobiles Portal Permissions**

- Usage Statistics
- Usage Alerts
- Activate SIM
- Update Gamma Portal Subscriber Name

**Terms and Conditions**

I have read and agreed to the [terms and conditions](#)

## Step 5

The accounts can take upto 24hrs to create and you may notice that the Manage My portal status shows as Setup pending. Once the order for the Manage my mobiles account has been completed you will see the below confirmation email.

## Step 6

Once activated your customer will receive an email with a link that they need to click on to register to the Manage My Mobiles portal.

Email your customer will receive, to resend this use the actions tab on the relevant company and click resend.

# Manage My Mobiles Order Complete

Dear Pamela Reid

Your Manage My Mobiles order for company **test12** with id **58** has been completed successfully.

The test12 has been sent an email with a link to access the Manage My Mobiles portal.

[Click here to access the Gamma Portal & Academy](#)

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# Manage My Mobiles

## Welcome to Manage My Mobiles

Dear Tom Edwards

Welcome to Manage My Mobiles

Your new account is almost ready. Please use the link below to finish setting up. Once you have logged on please take the Introduction tour to familiarise yourself with the portal.

Please note this link will expire in 24hrs

[http://](#)



### People and Numbers

Manage your mobile numbers, create groups and assign numbers to people in your organisation.



### Call Forwarding

Setup forwarding for your mobile numbers to divert calls when you can't answer so you never miss a call.



### Administration and Alerts

Setup usage alerts to keep control on your voice, messages, data and roaming usage. Create and manage administrators.

☰ Actions ▾

- Edit
- Delete
- View
- Login to Manage My Mobiles
- Configure Manage My Mobiles
- Cease Manage My Mobiles

Resend Setup Email

Resend S

## Step 8

If you click to login to the Manage My Mobiles Portal you will be directed to a new window in your browser and you will be taken to the Manage My Mobiles landing page. Please note you may not see data populated in the graph when you first login as this will need to build after users have been added.

The screenshot displays the 'Company Management' interface. At the top, there are search and filter options for Partner Account, Company Name, Contact Name, Contact Email, Manage My Mobiles portal Status, Records Per Page, and Max Results Returned. Below these is a table with columns: Account Name, Company Name, Contact Name, Contact Email, Manage My Mobiles Portal Status, and Action. A red arrow points to the 'Action' column, which has a dropdown menu with options: Edit, Delete, View, Login to Manage My Mobiles portal, Configure Manage My Mobiles portal, and Cease Manage My Mobiles portal. Below the table is a navigation bar with 'Manage My Mobiles', 'Dashboard', 'People', 'Groups', 'Numbers', and 'Statistics'. The dashboard shows 13 People, 0 Groups, 14 Mobile Numbers, and 0 Usage Alerts. A 'Tasks' section lists 'Setup Numbers', 'Setup Global Usage Alerts', and 'Manage Groups'. A 'Usage Breakdown' graph shows cumulative minutes over time for the group '[No Group]', with a data point for Friday, Jun 16, 2017, showing 784 minutes.

Account Name	Company Name	Contact Name	Contact Email	Manage My Mobiles Portal Status	Action
				Active	Actions
				Active	Actions
				Active	Actions
				Active	Actions
				Active	Actions
				Active	Actions

Usage Breakdown

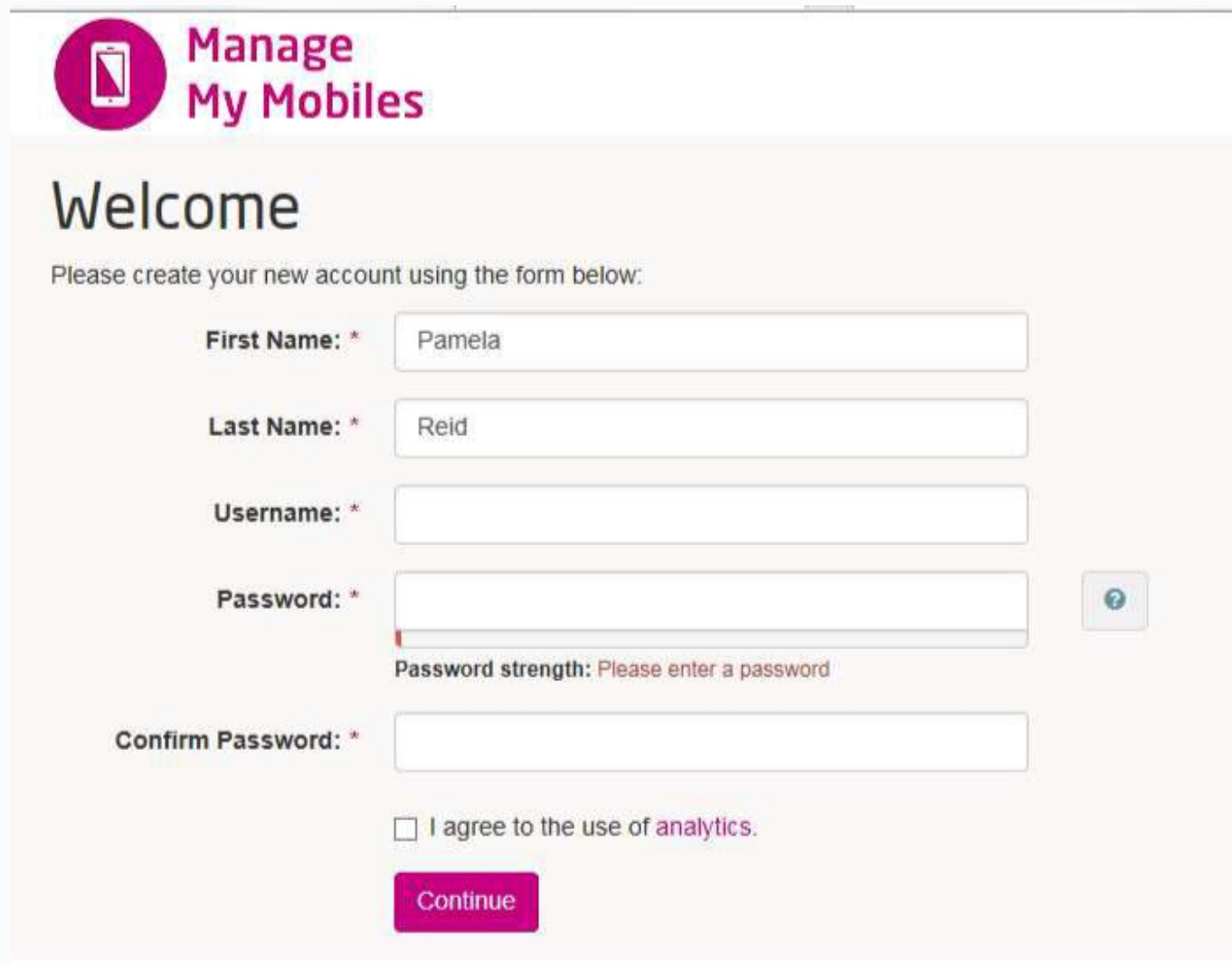
Cumulative Minutes

Date

Friday, Jun 16, 2017  
[No Group]: 784

## Step 9

On clicking the link on the invite email your end user will be directed to the sign up page (shown below). On this page, 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.



**Manage My Mobiles**

## Welcome

Please create your new account using the form below:

**First Name: \***

**Last Name: \***

**Username: \***

**Password: \***

**Password strength:** Please enter a password

**Confirm Password: \***

I agree to the use of analytics.

**Continue**

### Step 10

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”.

## Communication

Please confirm the notifications you would like to receive, and how you would like to receive them.

**Email:** \*

**Number:**

### Number Added

These notifications are sent when a mobile number becomes available for you to use in this portal.

Email  SMS

### Number Removed

These notifications are sent when a mobile number is removed from this website after being ceased or ported out.

Email  SMS

### SIM Activation

These notifications are sent when a mobile number has its SIM activated and is ready for use.

Email  SMS

[Continue](#)

[Back](#)

[Skip](#)

Once you have entered all of your details at your request, click continue and you will be taken to the Setup Complete page.

## Setup Complete

Your new account is set up and ready to go.

[Login](#)

From this page you can click the button to login to your Manage My Mobiles Portal.