

Manage My Mobiles - New Company Provision

The following process will walk you through how to set up a new Company and how to also set up the Manage My Mobiles portal for your customer.

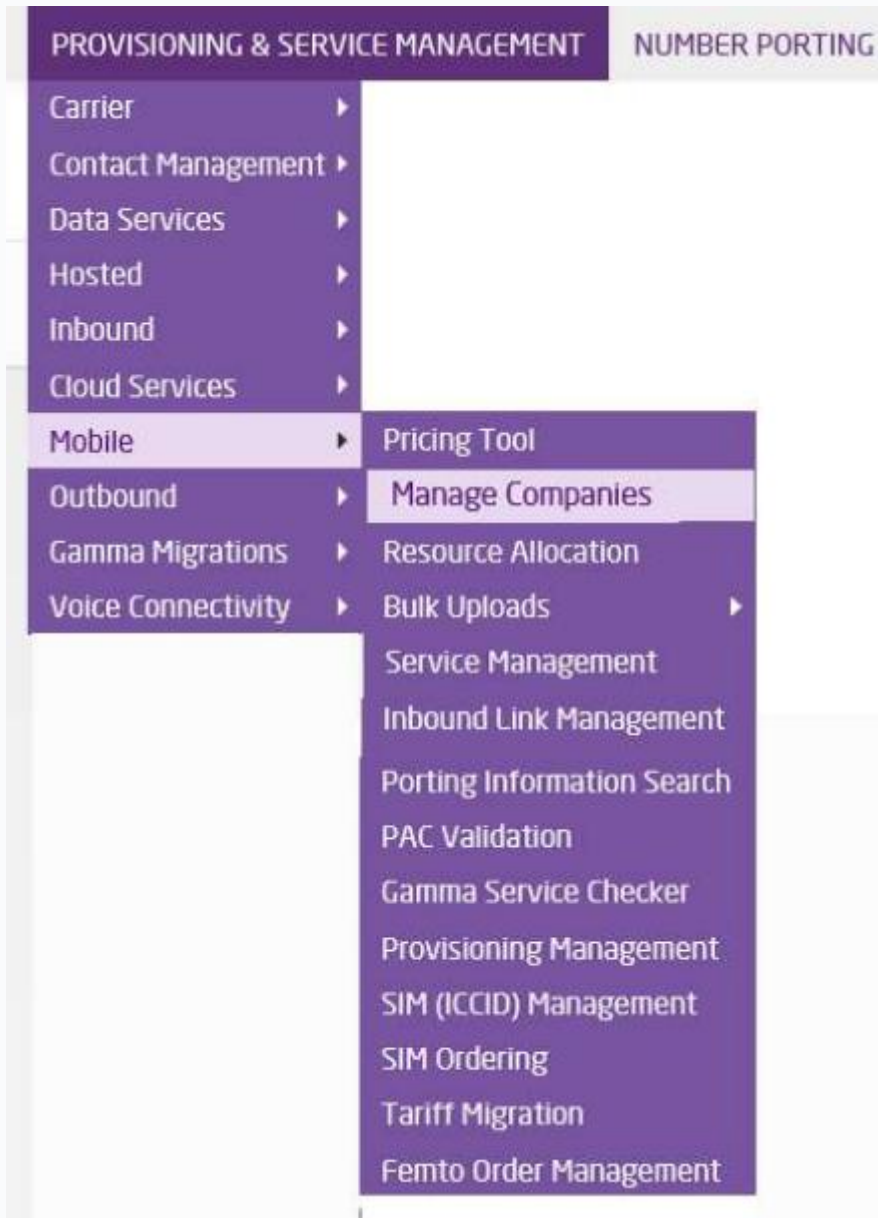
We have a support video on the Academy that will show you step by step on how to set up Manage My Mobiles, this video is found in the Mobile Provisioning course. We would recommend that you complete the Mobile Beginner course and watch the previous Mobile Provisioning Beginner videos prior to watching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

First you will need to go to the Provisioning and service management tab then go to mobile then select Manage Companies.



Step 2

Now select the + Add button

Company Management

Partner Account: All

Company Name:

Contact Name:

Contact Email:

Manage My Mobiles portal Status: All

Records Per Page: 10

Max Results Returned: 100

Showing 1 to 10 of 12,657

Step 3

Now fill in the boxes displayed with the required information. Please note to add the Manage My Mobiles portal you will need to select this at the bottom of the page.

Add Company

[Help](#)

Company Basics

Account: *	XXXX - Gamma Test 1 - 44000169	✓
Company Name: *	Tom Test	✓
Postcode: *	M17 1BR	✓
Address: *	Carillion Utility Services Group Ltd The Malt Hou...	✓
Address Line 1: *	The Malt House	✓
Address Line 2:	Elevator Road	✓
Town: *	Manchester	✓
County: *	Greater Manchester	✓

Company Information

Contact Name: *	Tom	✓
Contact Email: *	tom.edwards@gamma.co.uk	✓
Contact Phone: *		✓
Reseller Reference:	Tom Test	✓
Additional Portal:	Manage My Mobiles portal	✓
	None	
	Manage My Mobiles portal	



Step 4

After selecting the Mange My Mobiles portal you will be presented with two further boxes as shown below.

The Admin Account details are to be the details of the end user of the portal, they will be sent an email once the setup has been completed which they will need to use to create their account. Please select the relevant access you require them to have, if you toggle from Manager to Reporter you will see in the permissions box what these user types have the ability to control in the 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 ➔ Continue

Step 5

Please note that the Manage My Mobiles portal will not be activated until at least one Mobile number is assigned to the company. Please check all the details on this page and read the terms and conditions before clicking continue.

Add Company

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



Company Basics

Account: Tom Test

Company Name: Tom Test

Address: The Malt House
Elevator Road
Manchester
Greater Manchester
M17 1BR

Company Information

Contact Name: Tom

Contact Email: tom.edwards@gamma.co.uk

Contact Phone:

Reseller Reference: Tom Test

Manage My Mobiles portal: Enabled

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](#)



[← Back](#) [→ Continue](#)

Step 6

You will now see that a company has been successfully set up and that the company is now pending mobile numbers. Once the order for the Manage my mobiles account has been completed you will see the below confirmation email.

Company Management

Help



- The Company Tom Test has been created
- The order for the Manage My Mobiles portal has been placed successfully
- You will receive an email when your order has been completed
- The order will be held in a pending status until you have added in mobile numbers

Partner Account:

Company Name: Contact Name:

Contact Email: Manage My Mobiles portal Status:

Records Per Page: Max Results Returned:

Search

+ Add Download

Showing 1 to 1 of 1

Account Name	Company Name	Contact Name	Contact Email	Manage My Mobiles Portal Status	Action
XXXX - Gamma Test 1	Tom Test	Tom	tom.edwards@gamma.co.uk	Pending MMSDMS	Actions

Confirmation Email

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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Step 7

Once the company has numbers assigned to it, your customer will get the registration email and you will have some new options on the actions tab within company management. From here you will be able to log into you customers Manage My mobiles portal

Company Management

Help

Partner Account: All

Company Name:

Contact Name:

Contact Email:

Manage My Mobiles portal Status: Active

Records Per Page: 10

Max Results Returned: 100

Search

+ Add

Download

Showing 1 to 10 of 13

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

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

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 ▾

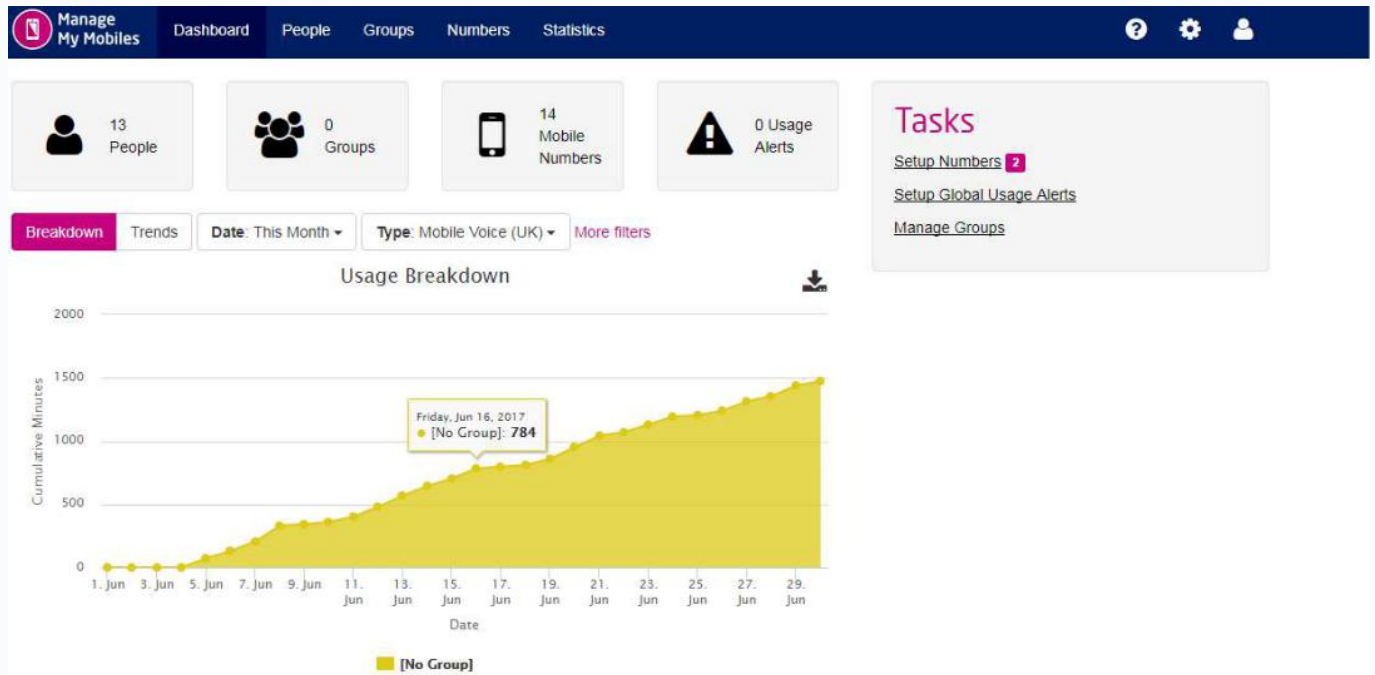
-  Edit
-  Delete
-  View
-  Login to Manage My Mobiles
-  Configure Manage My Mobiles
-  Cease Manage My Mobiles

 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 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.



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.



Welcome

Please create your new account using the form below:

First Name: *

Pamela

Last Name: *

Reid

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.