

Manage My Mobiles - Tracking Your Order/Actions

You can track the Order History of your Mobile orders on the Portal. Navigate to Mobile > Service Management and then filter by the asset you're interested in. Then click the Actions button and click on History.

The screenshot displays the 'Service Management' interface. At the top, there are several filter fields: Account (XXXX - Gamma Test 1 - 44000169), Company Name (chris test company), APN (Any), Mobile Number, SIM (ICCID), Subscriber name, Bundle Package Reference Number, Bundle Package Name, Tariff Type (Please Select), Contract ending within (Please Select), Port Date, Order Status (Any Status), Records Per Page (100), and Max Results Returned (100). A search bar is located below the filters. Below the search bar are buttons for '+ New Provision' and 'Download'. The main content is a table with the following columns: Account, Company, Mobile Number, SIM (ICCID), Subscriber, Order Status, Activation Date, Porting Mobile Number, Port Date, Contract End, Bundle, Service Description, and Options. The table shows three rows of data. The first row is expanded, showing an 'Options' menu with three items: 'View Service', 'History', and 'View Data Usage'. The 'History' option is highlighted.

Account	Company	Mobile Number	SIM (ICCID)	Subscriber	Order Status	Activation Date	Porting Mobile Number	Port Date	Contract End	Bundle	Service Description	Options
XXXX - Gamma Test 1	chris test company	447458137289	894439100000922367	Bob Jones	Active	12/04/2017					Business Basic	Options
XXXX - Gamma Test 1	chris test company	447458137287	894439100000923142	cbath	Active	12/04/2017					Business Basic	View Service History View Data Usage
XXXX -	chris test										Business	

This will show you every action that has been carried out against that number and the icons here will show you what platform the change request originated from. For example the Gamma Portal or the Manage My Mobiles website.

History

History for Mobile Number 447458137287, SIM 894439100000923142 (Service 149284)

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Order Type	Order Description	Date Ordered	Date Completed	Source	Status
Provision Service	Provision service with tariff type 'Basic Voice & SMS'	12/04/2017 21:18	12/04/2017 21:18		Complete
Network Service Order	Add network service : 4G	12/04/2017 21:18	12/04/2017 21:18		Complete
Network Service Order	Add network service : Mobile Data	12/04/2017 21:18	12/04/2017 21:18		Complete
Roaming Max Charge Change Order	Add EU max charge: 0.175	12/04/2017 21:18	12/04/2017 21:18		Complete
Roaming Max Charge Change Order	Add ROW max charge: 5.50	12/04/2017 21:18	12/04/2017 21:18		Complete
Activate Service	Activate Service	12/04/2017 21:21	12/04/2017 21:21		Complete
Amend Service Contact	Change contact name: "cbath" to "Chris Bath". Change company name: "chris test company" to "chris test company"	12/04/2017 21:36	12/04/2017 21:36		Failed
Update Network Services	Update Network Services	12/04/2017 22:01	12/04/2017 22:01		Complete
Update Network Bars	Update Network Bars	12/04/2017 22:01	12/04/2017 22:01		Complete
Update Service Configuration	Update Service Configuration	21/06/2017 13:06	21/06/2017 13:06		Complete