

MyAdmin user guide

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MyAdmin Introduction

MyAdmin is the tool on <u>btwholesale.com</u> which gives your company administrators improved control over your employee's access to key BT Wholesale systems, saving time and strengthening security. This means that tasks such as password resets and application requests can now be done by nominated administrators within your company.

What applications can be managed in MyAdmin?

- 20C/21C Fault Diagnostics
- BT Wholesale Pricing Tool
- EcoPlus
- Knowledge Based Diagnostics
- Migration Forecast & Allocation
- New Knowledge Based Diagnostics
- Reactive Repair Tool
- Self Service Repair
- Tags On The Line
- Broadband Content
- Ethernet Loop Diagnostics
- Ethernet Diagnostics
- BT Wholesale Voice Products Ordering and Support System
- WBC Migration Controller

PLEASE NOTE: To access MyAdmin, please complete the <u>MyAdmin application form</u> and send to <u>btwholesale.direct@bt.com</u>. You'll need to get this signed off by your BT Wholesale account manager before sending.

Open MyAdmin and request access

You can request access to, and open MyAdmin from My BT Wholesale. To do this:

Step 1 - Log in to My BT Wholesale

- 1. Go to https://my.btwholesale.com
- 2. Enter your Username and Password.
- 3. Click Login.

BT wholesale Products & services Sales tools Help & support Contact us	Q, My BT Wholesale Click on My BTWholeasle
For the home $% \mathcal{T}_{\mathrm{c}}$ For the business and public sector $% \mathcal{T}_{\mathrm{c}}$ For global business. More stars \sim	
BT wholesale Products & services Sales tools Help & support Contact us	Q, My BT Wholesale
	Login > Click on Log in
What is My BT Wholesale?	
My BT Wholesale gives you easy access to a wide range of information and services, all in one place Log in to access My Apps, Business Zone, Briefings and much more.	
Username *	
Password * show	
By clicking login, you agree to our terms of use and privacy policy.	
Register for an account Can't access your account?	

Once logged in you can open the MyAdmin app from Business zone or My Apps.

Option 1 - Business zone

From 'Business zone', select the Administration tab.

Products & Se	rvices ~ S	ales Tools 🗸 🛛 Helj	6 Support				My BT Wholesale
Overview	My orders	Repairs & Paults	Interfacey	Silog	My apps	Mybriefings	Administration
Business zone		Enter the ref	erence number		٩		@ ##
overvie	ew	Dengik Sent Ter D	der, Flask, Samlan erken	a inclusion			

When you select the option, simply enter your PIN Number and click READY.

ENTER PIN	
* PLEASE ENTER THE PIN NUMBER	
FORGOTTEN PIN?	

Option 2 - My Apps

You can also open by selecting My apps, and then Administration.

Overview	My orders	Repairs & Faults	i Inventi	ory Billi	ng Myap	ps My briefings	Administration
Μ	y BT	Whol	esal	e		Fag	New!
Access access apps.	our wide range o services available	f online applications, to you. Browse the o	services and to ther tabs below	ools, all in one p w to see how yo	slace. Go to My a nu can register fo	appsto or more	dering.

You'll find it under My Admin.

My Admin	
My Admin gives you improved control over employee access to key BT Wholesale systems, saving time and enhancing security.	^
This means password resets and application requests can be done by nominated administrator users within your company.	Open app >
To register for this app, please download the registration form and ask your manager or BT Account Manager to email this form to <u>btwholesale.direct@bt.com</u> . If you are not sure who your Account Manager is, please call us on 0800 671 045 or <u>contact us online</u> .	ration form >

After selecting the option, simply enter your **PIN Number** and click **READY**.

ENTER PIN			
* PLEASE ENTER THE	PIN NUMBER		
READY			
PORGUTTEN PIN?			

You'll be taken to My Admin.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings	Administration
MAGE ESR	User	Details					
User Details	Plea	se click Confirm to save					
Action ESR	User	Advantation					
Add Application	s						
Add Content	Ema	t given a providence					
Personal Details	lise	r Status					
> Business Details		T JERCER.					
> Generate PIN	۰.	ctive O Suspended O I	nactive				
> Add Business Zo	ne Roles						
ACK TO	Use	r has the following ro	e(s):				
A Manager Admin I	Busin	ness Zone Role			Type of Access:		
< Bulk Add During	stan	dard User			full		
Roles	Repa	úr Management			partial		
< Manage ESRs	Orde	r Management			partial		
< Search User							
< Download Lisers	i te a	r belongs to these us	Ar groups:				
< Download User I	Briefings	in beiongs to these os	al Broops.				
Categories	Use	Groups:					
< Manage SaaS Se	rvices						
	Use	er is an administrator	n these ESR gro	oups:			
	ESR The	Groups: selected user is not an adm	inistrator of any gr	oup.			
	Use	er rights for the follow	ing Applications	4			
	Anni	lications			Type of Access		
	Bus	inessZone			full		
	Eco	Plus			full		
	Nev	v Knowledge Based Diagno	ostics		full		
	Tao	s On The Line			full		
	Use	er Rights For The Follo	wing Content:				
	Cont	tent			Type of Access:		
	Bros	adband Content			full		
	e Bi	CONFIRM >					

User management

MyAdmin lets you update one of your users profiles, for example their title, first name, surname, email address, password or telephone number.

You can also use MyAdmin to remove a user's access when they leave your company. You should do this immediately to ensure they're unable to access confidential information and systems found in My BTWholesale.

In this section, we'll show you how to:

- Reset a user's password
- Delete a user
- Update user details
- Reactivate a suspended or inactive user
- Generate or reset a user's PIN
- Download a list of users

Reset a user's password

You can reset the password for one of your users from MyAdmin. To do this, follow the instructions below.

To search for your user:

1. Select Search User.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings
MANAGE RESOURC	Es Unalle	ocated Admin Requests				
> Manage Admin Requests	Non	ew admin request found				
> Manage ESKS	My W	ork Stack				
> Download User	s No o	utstanding Admin request	s to be displayed.			
 Download User Categories Manage SaaS S 	Briefings ervices					

2. Enter their Username or Email address and click SEARCH.

Overview My ord	user Admin	Inventory	Billing	My apps	Mybi
MANAGE ESK	Please search users based on th	nese criteria :			
> User Admin	Username:	Emplo	ovee Reference	Number:	
BACK TO	Nutrialization				
< Manage Admin Requests < Manage ESRs < Download Users	First Name:	Last N	lame:		
< Download User Briefings Categories	Application:	Email	5		
	Result	drace E	ull Nama Co	moany Namo	En el compositorio de la compositorio de la Compositorio de la compositorio de la composi
	O sense cas	uless H	un Manie Co	XYZ LTD	
	PAGE: 1	Previous Next	First Page L	ast Page Tota	I Pages : 1
	Admin Tasks				
	What do you want to do?				
	Manage Password 🗸				
	READY				

3. Select Personal Details.

Overview N	Ay orders	Repairs & Faults	Inventory	Billing	My apps
MANAGE ESP	User	Details			
> User Details	Plea	se click Confirm to save			
> Action ESR	User	Refracedores			
> Add Applications > Add Content	Ema	il: adulted providingili e			
> Personal Details	Use	r Status:			
 Business Details Generate PIN 	۰ ه	ctive \bigcirc Suspended \bigcirc I	nactive		
ВАСК ТО	Use	r has the following ro	le(s):		
< Manage Admin Requ < Manage ESRs	uests The	selected user has no roles a	associated with it.		
< Search User < Download Users	Use	er belongs to these us	er groups:		
< Download User Brie Categories	fings Use	r Groups:			
< Manage SaaS Servic	es IIea	ar is an administrator	in these ESP are	ouns'	
	030		in these bort gro	raps.	
	ESR The	Groups: selected user is not an adr	ninistrator of any gr	oup.	
	Use	er rights for the follow	ing Applications	:	
	App	lications			Type of Access:
	Qui	ck Quote			full
	Use	er Rights For The Folle	owing Content:		
	Cont	tent		6	Type of Access:
	The	selected user has no access	s to any content yet	*? -	
	< 84	CONFIRM >			

4. Enter a new password and click **CONFIRM**.

My orders	Repairs & Faults	Inventory	Billing	My apps	My briefing	
User:	Ashuadmin					
Title * Use * First * Surr s * Ema	Title: • User ID: • First name: • Surname: • Email:		k.	~		
* Pass	word:					
ne Roles	Password Question: Password Answer:	What is	What is your mother's maiden name?			
Pass Dass		xyz				
Requests Pass ess Zone Pass Pass Pass Pass Telep S Exte Briefings User I User I User I user I	* Password Question2: * Password Answer2: * Password Question3: * Password Answer3: * Telephone: Extension: User Registration Date: User Registration Time: Last Login:		your first child your father's 1 16 6 10:43	's name ? first name?		
	My orders User: Title: User User Surr Ema Sur Ema Surr Ema Surr Ema Surr Ema Sur Ema Surr Ema Surr Ema Surr Em	My orders Repairs & Faults User: Ashuadmin Title: User ID: First name: Surname: Email: Password UserNore Password Question: Password Answer: P	My orders Repairs & Faults Inventory User: Ashuadmin Title: Mr Title: Mr * User ID: * First name: * Surname: * Surname: * Email: * Password Question: * Password Question: What is vary * Password Answer: xyz * Password Question2: What is vary * Password Question3: What is vary * Password Question3: What is vary * Password Answer3: xyz * Password Answer3: xyz * Password Answer3: xyz * Password Answer3: xyz * Telephone: Improved Comparison Comparison Briefings User Registration Date: 20/10/200 User Registration Time: 01:44:09 Last Login: 10-Nov-1	My orders Repairs & Faults Inventory Billing User: Ashuadmin Title: Mr Title: Mr * User ID: * First name: * Surname: * Surname: * Email: * Password Question: * Password Question: What is your mother's xyz * Password Answer: xyz * Password Question2: What is your first child * Password Question3: What is your first child * Password Answer3: xyz * Telephone: 20/10/2016 User Registration Date: 20/10/2016 User Registration Time: 01:44:09 Last Login: 10-Nov-16 10:43	My orders Repairs & Faults Inventory Billing My apps User: Ashuadmin Title: Mr • Ittle: • • • • User ID: • • • • • • <t< td=""></t<>	

Note: the user will be prompted to change the password next time they login to BT Wholesale.

5. The password will be updated - you'll see an acknowledgement to confirm.

MANAGE ESR	Personal Details/Acknowledgement
 > User Details > Action ESR > Add Applications 	Acknowledgement page details The Personal Details for user has been successfully updated.
 > Add Content > Personal Details > Business Details > Generate PIN 	
BACK TO	
< Manage Admin Requests < Manage ESRs < Search User < Download Users < Download User Briefings Categories < Manage SaaS Services	

Deleting a user

If one of your users leaves your company, it's important that you delete their username so they can no longer access BT Wholesale online.

To do this from **MyAdmin**:

1. Select Search User.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings
MANAGE RESOURCES	Unallo	ocated Admin Requests				
 Manage Admin Requests Manage ESRs 	No ne	ew admin request found				2
> Search User > Download Users	No or	utstanding Admin requests	s to be displayed.			
 Download User Bi Categories Manage SaaS Sen 	riefings					

- 2. Enter Username or Email address.
- Check the radio button (as below) and select **Delete User**.
 Click **READY**.

MANAGE ESR	User Admin Please search users b	ased on these criteria :			
> User Admin	Username:	1 (Employee Referen	ce Number:	
SACK TO					
< Manage Aumin Requests	First Name:	1	Last Name:		
< Download Users	Consideration (11)				
< Download User Briefings	Application:		Email:		
Categories					
5 IVERTING IN THE STREET					
< Manage Sads Services	SEARCH >				
< Manage 2002 Scivices	SEARCH >				
< Manage Saas Services	SEARCH >				
Manage Sads Services	Result Username	Email Address	Full Name	Company N	ame
Manage Sads Services	Result Username	Email Address	Full Name	Company N	ame
Manage Sads Services	Result Username	Email Address	Full Name	Company N	ame
Manage Sads Services	Result Username	Email Address Previous N	Full Name	Company N	ame Total Pages : 1
Manage 3863 Services	Result Username PAGE : 1 Admin Tasks	Email Address Previous N	Full Name Next First Page	Company N	ame Total Pages : 1
Mininge 3003 Services	Result Username PAGE : 1 Admin Tasks What do you want to	Email Address Previous N	Full Name	Company N Last Page	ame Total Pages : 1

5. Click **CONFIRM**.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps
MANAGE ESRS	User D	Delete			
> User Admin	Please	e check the details below a	nd confirm that you	wish to delete	the user.
	Usern	ame :			
	User s Active	status : e			
	Pers	onnel Details			
	First	name:		Las	st name:
	E-ma	il: where highle com			
	Busi	ness Details			
	Comp	any name :			
	CONF	IRM > SACK			

6. The user will be deleted.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My br		
MANAGE ESRS	User I Ackne	User Delete Confirmation Acknowledge page details						
> User Admin	The u	ser has b	een deleted.					
	Selec	t new user						

Update user details

From MyAdmin, you can update details for your users, for example their security questions. To do this:

1. In MyAdmin, select Search User.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings
MANAGE RESOURCES	Unallo	ocated Admin Requests				
> Manage Admin Requests	No ne	ew admin request found				
> Manage ESRs	My W	ork Stack				
> Search User > Download Users	No o	utstanding Admin requests	to be displayed.			
 Download User B Categories Manage SaaS Ser 	riefings vices					

2. Enter Username or Email then SEARCH and select the username.

Overview	My orders	Repairs & Faults	s Inventory	Billing	My app	s My br
MANAGE ESR	User	Admin	n these states			
> User Admin	Pleas	e search users based o	on these criteria :	3 2/3		
BACK TO	Use	rname:	En	ployee Referen	nce Number:	
< Manage Admin Re	equests					
< Manage ESRs	First	t Name:	La	st Name:		
< Download Users						
< Download User Br Categories	riefings App	lication:	Em	nail:		
< Manage SaaS Serv	vices					
	SEA	RCH >				
	Resu	lt				
		Username Emai	I Address	Full Name	Company Na	ne
	0	Anticologia antici	to the prover the party of	Advanak Parank	XYZ LTD	
	PAC	GE: 1	Previous Ne	xt First Page	e Last Page	Total Pages : 1
	Adm	in Tasks	111			
	What	t do you want to do?				Ĩ
	Mar	age Password	~			
	READ	Y .				
	in the second se					

3. Click Personal Details.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps
MANAGE ESR	User	Details			
> User Details	Pleas	e click Confirm to save			
> Action ESR	User	Automation and			
> Add Applications	1.00000				
> Add Content	Emai	suprementation of the second sec	-		
> Personal Details	Use	r Status:			
> Business Details					
> Generate PIN	• A	ctive O Suspended O In	nactive		
BACK TO	Use	r has the following rol	e(s):		
< Manage Admin Re	quests	•			
< Manage ESRs	The s	elected user has no roles a	ssociated with it.		
< Search User	1100	- halanan da dhasa wa			
< Download Users	Use	r belongs to these us	er groups:		
< Download User Bri Categories	iefings User	Groups:			
< Manage SaaC Service	icor				
< Manage Soas Serv	Use	r is an administrator i	n these ESR arc	ups:	
	1.1.1.1		1919 1919 1919 1919 1919 19 21 1		
	ESR	Groups: colocted upor in not an adm	vinistrator of any or	ioup.	
	The	selected user is not all duit	initistrator of any gr	oup.	
	Use	r rights for the follow	ing Applications		
	Appl	ications			Type of Access:
	Quie	ck Quote			full
	Use	r Rights For The Follo	wing Content:		
	Cont	ent			Type of Access:
	Thes	elected user has no access	to any content yet	• 9	
	< BA	CK CONFIRM >			

4. Update the users details (as required) and click **CONFIRM**.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings
MANAGE ESR	User:	Ashuadmin				
 > User Details > Action ESR > Add Application > Add Content > Personal Detail > Business Detail! > Generate PIN EACK TO < Manage Admin < Manage ESRs < Search User < Download User Categories < Manage SaaS So 	Title: * User * First * Surm * Ema * Pass * Telep User R User R Last L	ID: name: ame: ame: il: word Question: word Question2: word Answer2: word Question3: word Answer3: word Answer3: ohone: tsion: registration Date: legistration Time: ogin:	Mr What is y xyz What is y xyz 0123456 343 20/10/20 01:44:09 26-0ct-16	your mother's your first child your father's f 789 16 5 02:31	maiden name? 's name? first name?	

Tip: you can also provide credentials/ app accesses of an ex-user to a new.

Reactivate a suspended or inactive user

User ID's will be automatically suspended after **60** consecutive days of non-usage, made inactive after **90** consecutive days of inactivity and closed after **180** days of inactivity.

To change the status of one of your users from suspended or inactive to active, follow the steps below:

1. In MyAdmin, select Search User.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings
MANAGE RESOURCES	Unallo	cated Admin Requests				
> Manage Admin Requests	No ne	ew admin request found				0
> Manage ESRs	My We	ork Stack				
 > Search User > Download Users 	No ou	itstanding Admin requests	s to be displayed.			
 Download User Bri Categories Manage SaaS Serv 	iefings ices					

2. Enter Username or Email address then SEARCH and select the username.

	Hanna Asturia			
MANAGE ESR	Please search users based on the	ese criteria :		
> User Admin	Username:	Emplo	vee Reference Number	r.
BACKTO	Automation in the			
< Manage Admin Requests	First Name:	Lact N	lame:	2
< Download Users	That Home.	Lastin	laine.	1
< Download User Briefings Categories	Application:	Email:	5	1
< Manage SaaS Services				1
	SEARCH >			
	Result			
	Username Email Add	dr <mark>ess F</mark> i	ull Name Company	Name
	0	undate.	XYZLT	D
	PAGE: 1	Previous Next	First Page Last Page	e Total Pages : 1
	Admin Tasks	<u></u>		
	What do you want to do?			1
	Manage Password			

3. From 'User Status' check the radio button to choose the required user status, i.e. Active, Suspended or Inactive.

MANAGE ESR	User Details	
> User Details	Please click Confirm to save	
> Action ESR	User:	
> Add Applications > Add Content	Email:	
> Personal Details	User Status:	
> Generate PIN	● Active ○ Suspended ○ Inactive	
BACK TO	User has the following role(s):	
< Manage Admin Requests < Manage ESRs	The selected user has no roles associated with it.	
< Search User	User belongs to these user groups:	
< Download User Briefings Categories	User Groups:	
< Manage SaaS Services	User is an administrator in these ESR group	os:
	ESR Groups: The selected user is not an administrator of any grou	р.
	User rights for the following Applications:	
	Applications	Type of Access
	Quick Quote	full
	User Rights For The Following Content:	
	Content	Type of Access
	The selected user has no access to any content yet.	

4. Click CONFIRM - the users account will be updated.

Generate or reset a user's PIN

Many applications require your users to have a PIN, for example while accessing applications and running diagnostic tests.

The MyAdmin app allows you to generate/reset PINs for your users.

PIN Generation - first time user

To generate a PIN for a user for the first time:

1. In MyAdmin, select Search User.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings
MANAGE RESOURCES	Unallo	ocated Admin Requests				
 Manage Admin Requests 	No ne	ew admin request found				8
> Manage ESKs	My We	ork Stack				
> Search User > Download Users	No ou	itstanding Admin requests	to be displayed.			
 Download User Bri Categories Manage SaaS Servi 	efings ces					

2. Enter Username or Email then SEARCH and select the username.

MANAGE ESR	User Admin Please search users base	d on these criteria :			
SACK TO	Username:	Emp	loyee Referen	nce Number:	
< Manage Admin Requests < Manage ESRs < Download Users	First Name:	Last	Name:		
< Download User Briefings Categories	Application:	Ema	ik:		
	SEARCH >				
	Username Em	ail Address	Full Name	Company Nar	ne
	0	antan pana Bagita. B	Advantation Processile	XYZ LTD	
	O PAGE: 1	Previous Next	First Page	XYZ LTD	Total Pages : 1
	PAGE : 1 Admin Tasks	Previous Next	First Page	XYZ LTD	Total Pages : 1

3. Select Generate PIN and click CONFIRM.



4. Your user will receive the PIN to their registered email address. You'll be advised that the PIN has been successfully sent.

Overview N	My orders	Repairs & Faults	Inventory	Billing
MANAGE ESR Vuser Details Action ESR Add Applications	Confir The Pi < BAC	mation n number for user	has been succes	ssfully sent.
 > Add Content > Personal Details > Business Details > Generate PIN 				
 Manage Admin Req Manage ESRs Search User Download Users 	uests			
 Comparison of the second second	efings			

PIN Generation – forgotten PIN

You can reset the PIN for one of your users from **MyAdmin**. For example, if they've entered their PIN incorrectly more than five times.



2. Enter the Username or Email address then click SEARCH.

Overview My	orders Repairs & Faults	Inventory Billing My apps My br
MANAGE ESR	User Admin	
> User Admin	Please search users based on th	ese criteria :
ВАСК ТО	Username:	Employee Reference Number:
< Manage Admin Reques	ts	
< Manage ESRs	First Name:	Last Name:
< Download Users		
< Download User Briefing	gs Application:	Email:
< Manage SaaS Services		
	SEARCH >	
	Result	
	Username Email Ad	dress Full Name Company Name
		XYZ LTD
	PAGE: 1	Previous Next First Page Last Page Total Pages : 1
	Admin Tasks	
	What do you want to do?	
	Manage Password 🗸	
	READY	

- 3. Check the radio button next to the user you'd like to reset the PIN for.
- 4. Choose Reset Pin from the 'What do you want to do' dropdown menu then click READY.

Overview My ord	ers Repairs & Faults	Inventory	Billing	My apps	My briefings
MANAGE ESR	User Admin				
> User Admin	Please search users based on t	hese criteria :			
BACK TO	Username:	Emple	oyee Reference	e Number:	
< Manage Admin Requests	Name and Printers				
< Manage ESRs	First Name:	Last	Name:	10	
< Download Users					
< Download User Briefings Categories	Application:	Email	l:	1	
< Manage SaaS Services				ł	
	SEARCH >				
	Result				
	Licornamo Email Ar	Ideace E	ull Name C	omonou Nama	
	Osername Email Ac	iuress r	un Name C	ompany Name	
	•	i nimilijate 👘	Aminini 1	C National Address	dia .
	100		Parallel 1	in 100	
	PAGE: 1	Previous Next	First Page	Last Page Total I	Pages: 1
	Admin Tasks				
	What do you want to do?				
	Reset PIN 🔽				
	READY				
	1 Harrison				

5. Your user will receive the PIN to their registered email address. You'll be advised that the PIN has been successfully sent.

Overview	My orders	Repairs & Faults	Inventory	Billing
MANAGE ESR	Confir	mation		
 Action ESR Add Application Add Content Personal Details 	s < BAC	k	has been succe	sstully sent.
 > Business Details > Generate PIN 				

Download a list of users

From MyAdmin, you can download a list of users. This is really useful if you're completing an audit of your users registered with BT Wholesale. To do this:

1. In MyAdmin, select Download Users.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My br
MANAGE RESOURC	ES Unall	ocated Admin Requests				
Manage Admin Requests	n <u>Non</u>	ew admin request found				
> Bulk Add Busin Roles	My W	/ork Stack	TT AA 571 35 22			
> Manage ESRs	No o	utstanding Admin requests	to be displayed.			
> Search User						Ī
> Download Use	rs					
 Download User Categories Manage SaaS S 	Briefings Services					

2. Select the number of users and click Ready.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My b
MANAGE RESOURC	ES Downl	oad Users	n arraidh ann a seile an seile			
> Manage Admir	Requests Plea	ise select the number of us	ers you wish to dow	rnload		
> Bulk Add Busin Roles	ness Zone	~				
> Manage ESRs	READ	2Y				
> Search User	Basenet					
> Download Use	rs					
> Download Use Categories	r Briefings					
> Manage SaaS S	iervices					

- 3. A list of terms and conditions will be displayed please read through this page before downloading the user list.
- 4. Click the number (hyperlink).
- 5. Click Open' to open the file or Save to save the file on your computer.

Overview	My order	s Repairs & Faults	Inventory	Billing	My apps	My briefings	Administration
Overview MANAGERESOURC Manage Admin Bulk Add Bulk Add Bulk Search User Download Use Download Use Categories Manage Saa5 5	My order	s Repairs & Faults The file you are about to downlo CONFIDENCE privacy marking ar elow: (The full protection rules iecurity policies) The information must be kept Disclosure outside the Compare Use the information only for th The file must not be download estricted access The information is to be kept f fownloaded then old copies mu feleted To on ot print customer informat ipproval must be given by the b given then: Dispose it off appropriate small pieces and mix with Note:	Inventory ad contains custom dimust be protecte for privacy marked "Confidential" to the who does not have a us is prohibited, able to laptops but able to laptops but or the minimum am st only be kept for t twolesale.com Sec ion is printed then p ely after use - use a in on-sensitive wast	Billing er information v ed appropriately information car e Admin. team a m operational nu an operational nu f can be downloa t can be downloa	My apps which is covered b by following the r a be found in the l and should not be red to know. ded onto a drive w files are periodic: iount of time and stomer information of approval for print liately, do not leav ne is not available blue paper recycl	My briefings y the IN ules BT disclosed with ally then	Administration
About Us BT	Group Site	he BT Security definition of IN i mauthorised disclosure could ca company's employees" There are 3 user(s) from your i (lick on the link below to down	CONFIDENCE is "Cor uuse harm to the Co and subsidiary com load the user details Policy	mmercially sensit mpany or sensit panies currentl s	tive information ab ive information ab y registered on th	where sout the se portal.	BT wholesale
Do you want to	open or save U	serDetails_1_3.csv (1.02 KB) from	btwholesale.com?			Open	Save T Cancel ×

6. You can now view a file containing a list of your users.

Application access request

After registering to My BT Wholesale, your users can request access to a variety of Apps, helping them to manage your customer accounts.

Overview	My orders	Repairs & Fat	ılts inve	ntory Bill	ing My ap	os My briefings	Administration
M	y BT	Who	lesa	le	niare Coto Nike a	Fai	New!
access s apps.	ervices available	to you. Browse th	e other tabs be	low to see how y	ou can register fo	or more	ordering.
My apps	Quotes & orders	Faults & diagnostics	Billing	Content	Planning & reporting	Administration	Арр А-Z

When your users request access to an app, you (as a company administrator) will receive an **Enhanced Service Request (ESR)** email, requesting that you approve their access.

The MyAdmin app allows you approve access for the following applications:

- 20C/21C Fault Diagnostics
- BTWholesale Pricing Tool
- Eco Plus
- Knowledge Based Diagnostics
- Migration Forecast & Allocation
- New Knowledge Based Diagnostics
- Reactive Repair Tool
- Self Service Repair
- Tags On The Line
- Broadband Content

Manage ESR Application Requests

To approve an Enhanced Service Request (ESR) from one of your users, follow the steps below:

1. From MyAdmin, select Manage ESRs.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My br
MANAGE RESOURC	Es Unal	located Admin Requests				
> Manage Admi Requests	n No	new admin request found				_
> Bulk Add Busin Roles	ness Zone My V	Nork Stack				
> Manage ESRs	No	outstanding Admin requests	s to be displayed.			
> Search User						- F
> Download Use	rs					
> Download Use Categories	r Briefings					
> Manage SaaS !	Services					

- Select the user(s) you wish to approve access for.
 Select **Obtain Ownership** and then **Ready**.

Manage Kumin Requests Select the new ESR(s) for ownersmp. Select (Please select (Pl	MAGE RESOURCES	Coloret the new CCDIal	Sort by:		Maria
> Buik Add Business Zone Roles Select Username Company Name Requested Feature Requested date/time > Manage ESRs Image ESRs Image Israe Image Israe Image Israe Image Israe > Search User Image Israe Image Israe Image Israe Image Israe Image Israe > Download Users Image Israe Image Israe Image Israe Image Israe Image Israe > Download User Briefings Categories Image Israe Image Israe Image Israe Image Israe	Manage Admin Requests	Select the new ESK(s)	for ownership. Durit of P	ease select	▼ [READY >]
 > Download Users > Download User Briefings Categories XYZ LTD Tags On The Line 10-11-2016 10:34:29:000 	 Buik Add Business Zone Roles Manage ESRs Search User 	Select Username All	Company Name	Requested Feature	Requested date/time
Advance Burger Barrison	 Download Users Download User Briefings Categories 	C Advantation	XYZ LTD	Tags On The Line	10-11-2016 10:34:29:000
> Manage SaaS Services PAGE: 1 Previous Next First Page Last Total Pages: Page	> Manage SaaS Services	PAGE: 1	Previous Next	First Page Last Page	Total Pages: 1

- Check the radio button for selecting user(s).
 Select Action ESR then click READY.

Overview	My ord	ers Repairs	& Faults In	ventory	Billing	My apps	My b
MANAGE RESOURC	:ES	Unallocated ESR(s)	6				
 Manage Admir Bulk Add Busin Roles 	n Requests ness Zone	No new ESRs to be	displayed.				
> Manage ESRs		My Work Stack					
> Search User		Click on user name	to work on ESR(s) f	or Sort by: p	lease select	~	READY>
> Download Use	rs	user.					
 Download Use Categories 	r Briefings	Username	Company Name	Requeste	d Feature	Requested d	ate/time
 Manage SaaS Services 	Services	• -	XYZ LTD	Tags On T	he Line	10-11-201 10:43:47:0	6 00
		PAGE: 1 2	Pr	evious Next	First Page Page	Last T	otal Pages: 2
		What do you want Action ESR READY >	to do? ✓				

6. Check radio button full and click READY.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	Му
MANAGE ESR > User Details > Action ESR > Add Application > Add Content	User: Email ns Appli	Ashuadmin : cations	Тур	e of Access		
 Personal Detail Business Detail Generate PIN Add Business Z 	ls Tags Conte one Roles Then Ashu	On The Line ent e are no Requested Conten admin	Typ tfor	e of Access	O deny	
< Manage Admin < Bulk Add Busin Roles < Manage ESRs < Search User < Download User < Download User Categories < Manage SaaS S	Requests If you NB: A constraint of the services RESET	u've denied access, please This comment will be inclued:	e state the name of uded in the mail to	the application the person who	n and give a reaso ose access has bee	n why.

7. Your user will now have access to the application.

Overview My o	orders	Repairs & Faults	Inventory	Billing	My apps	My b	
MANAGE ESR	ESR	Details / Acknowledge	ement				
 User Details Action ESR Add Applications Add Content 	Appli The	Application / Content Acknowledgement page details The Application / Content Access for this user have been successfully updated.					
Personal Details Business Details Generate PIN Add Business Zone Role							
BACK TO							
< Manage Admin Request < Bulk Add Business Zone Roles < Manage ESRs	5						
< Search User							
< Download Users							
< Download User Briefing Categories	s						

NOTE: If you are denying access, please state the reason why.

Adding access to BT Wholesale apps for your users

You can do this by following the steps below:

1. From MyAdmin, select Search User.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings
MANAGE RESOURCE	s Unall	ocated Admin Requests				
 Manage Admin Requests Manage ESRs 	Non	ew admin request found				0
> Search User	MyW	ork Stack	to be disclosed			
> Download Users	NOO	utstanding Admin requests	to be displayed.			
 Download User I Categories Manage SaaS Se 	Briefings rvices					

2. Enter Username or Email address then SEARCH and select the username.

Overview My orders	Repairs & Faults	Inventory	Billing M	ly apps My br
MANAGE ESR	lser Admin			
> User Admin	Please search users based on th	iese criteria :	223 23	
BACK TO	Username:	Employ	ee Reference Num	ber:
< Manage Admin Requests	Real concernes			
< Manage ESRs	First Name:	Last Na	ime:	
< Download Users			and the second se	
< Download User Briefings	Application:	Email:		
< Manage SaaS Services		() 		
a manage sous services	SEARCH >			
3	Result			
	Username Email Ad	dress Fu	Il Name Compa	ny Name
1	O Management and and all	and the second s	XYZ	LTD
	PAGE: 1	Previous Next	First Page Last P	age Total Pages: 1
	Admin Tasks	161	0024	
	What do you want to do?			
	Manage Password			
	and a second			
	READY			

3. Go to Add Applications.

MANAGE ESR	User Details	
> User Details	Please click Confirm to save	
> Action ESR	User:	
> Add Applications	Email	
> Add Content	Lindi.	
> Personal Details	User Status:	
> Business Details	8. ··· 0. ··· 0.	
> Generate PIN	 Active O Suspended O Inactive 	
SACK TO	User has the following role(s):	
< Manage Admin Requests	The calected user has no cales accessisted with it	
< Manage ESRs	The selected user has no roles associated with it.	
< Search User	User belongs to these user groups:	
< Download Users	oser belongs to these user groups.	
< Download User Briefings Categories	User Groups:	
< Manage SaaS Services	Print (CLUB)	
	User is an administrator in these ESR groups:	
	ECD Crowney	
	The selected user is not an administrator of any group.	
	User rights for the following Applications:	
	Applications	Type of Access:
	Quick Quote	full
	User Rights For The Following Content:	
	6tt	Transformer
	The selected user has no access to any content yet	Type of Access:
	The selected user has no access to any content yet.	
	< BACK CONFIRM >	

4. Check the radio button **full** next to the application you wish to give your user access to and click **CONFIRM**.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	Му
MANAGE ESR > User Details > Action ESR > Add Application	User: Emai	: Automations :	-			
 > Add Applicatio > Add Content > Personal Details > Business Details > Generate PIN 	s 200	C Fault Diagnostics C/21C Fault Diagnostics	in nonin non	e O full e O full	—No longer in u	se
BACK TO	21	CN Knowledge Based Diag	nostics 🛞 non	e O full 💻		
< Manage Admin < Manage ESRs < Search User	Requests BT	Wholesale Pricing Tool Plus	nonnon	e 🔾 full e 🔾 full		
< Download User	s Kno	wledge Based Diagnostic	s O non	e 🖲 full		
< Download User Categories < Manage SaaS Si	Briefings Mig ervices Nev Rea Self	pration Forecast & Allocati w Knowledge Based Diagn active Repair Tool f Service Repair	on I none ostics I none I none I none I none	e () full e () full e () full e () full		
	Tag	s On The Line	none	e 🔿 full		

If you've denied access, please state the name of the application and give a reason why. NB: This comment will be included in the mail to the person whose access has been denied:

		~
		~
RESET >	CONFIRM >	< BACK

5. The user will now have access to this application.

There are some applications that require a couple of extra steps. We've provided more details of these applications in the sections below.

- EcoPlus Application Access Requests
- SNR Reset Access

EcoPlus Application Access Requests

To add access for EcoPlus:

1. In MyAdmin, select Search User.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings
MANAGE RESOURCE	s Unallo	ocated Admin Requests				
 Manage Admin Requests Manage ESRs 	No ne	ew admin request found ork Stack				0
 Search User Download User Download User Categories Manage SaaS Se 	No ou Briefings	utstanding Admin requests	to be displayed.	_		

2. Enter Username or Email address then SEARCH and select the username.

MANAGE ESR	User Admin	these sites .			
> User Admin	Please search users based on	these criteria :			
BACK TO	Username:	Employee	Reference Number:		
< Manage Admin Requests < Manage ESRs < Download Users	First Name:	Last Name	Last Name:		
< Download User Briefings Categories	Application:	Email:			
	Result Username Email /	Address Full N	ame Company Na	me	
	Result Username Email /	\ddress Full N	ame Company Na XYZ LTD	ime	
	Result Username Email / O Constant Cons	Address Full N Previous Next Fi	ame Company Na XYZ LTD rst Page Last Page	me Total Pages : 1	
	Result Username Email / O PAGE : 1 Admin Tasks	Address Full N Previous Next Fi	ame Company Na XYZ LTD rst Page Last Page	me Total Pages : 1	
	Result Username Email / O PAGE : 1 Admin Tasks What do you want to do?	Address Full N Previous Next Fi	lame Company Na XYZ LTD rst Page Last Page	me Total Pages : 1	

3. Go to Add Applications.

ANAGE ESR	User Details	
> User Details	Please click Confirm to save	
> Action ESR	User: Automation	
> Add Applications	E	
> Add Content	Email:	
> Personal Details	User Status:	
> Business Details	A A	
> Generate PIN	Active O Suspended O Inactive	
ACK TO	User has the following role(s):	
< Manage Admin Requests	The collected user has no collect according to with it	
< Manage ESRs	The selected user has no roles associated with it.	
< Search User	User belongs to these user groups:	
< Download Users	ober seinige te titter ster grouper	
Categories	User Groups:	
< Manage SaaS Services	and the second	
	User is an administrator in these ESR groups:	
	ESB Groups:	
	The selected user is not an administrator of any group.	
	User rights for the following Applications:	
	Applications	Type of Access
	Quick Quote	full
	User Rights For The Following Content:	
	Content	Type of Access
	The selected user has no access to any content yet	1554

4. Next to Eco Plus, check the radio button labelled full and click CONFIRM.

NAGE ESR > User Details	User: Email:	
> Add Applications	Applications	Type of Access
> Add Content > Personal Details	20C Fault Diagnostics	🖲 none 🔾 full 🛶
> Business Details	20C/21C Fault Diagnostics	none O full No longer in use
> Generate PIN > Add Business Zone Roles	21 CN Knowledge Based Diagnostics	🖲 nome 🔿 full 🚽
ск то	BT Wholesale Pricing Tool	● none ○ full
< Manage Admin Requests < Bulk Add Business Zone	Eco Plus	🔿 none 🖲 full
Roles Manage FSRs	Knowledge Based Diagnostics	● none ○ full
< Search User	Migration Forecast & Allocation	● none ○ full
< Download Users < Download User Briefings	New Knowledge Based Diagnostics	○ none ● full
Categories	Reactive Repair Tool	◉ none ○ full
Wallage Jaas Services	Self Service Repair	● none ○ full
	Tags On The Line	🔿 none 🖲 full
	If you've denied access, please state th NB: This comment will be included in t denied:	e name of the application and give a reason w he mail to the person whose access has been

< BACK

5. The system will ask you to select the CUG. It is mandatory to have the username built on EcoPlus backend system to place or track orders/faults.

CONFIRM >

See Adding Customer User Group (CUG) for more help.

RESET >

6. Select check box, radio button and then click on **READY**.

Overview	My ord	ers Re	pairs & Faults	Inventory	Billing	My apps	My br
MANAGE ESR		User:	and to be a set of the				
 > User Details > Action ESR > Add Application > Add Content 	ons	To grant acc The primary Plus.	ess to Eco Plus, selec CUG ID will be used a	t the CUG IDs appl is the default CUG	icable to this us ID for the user	er. when he/she acce	sses Eco
 > Personal Detai > Business Detai > Generate PIN 	ls Is	Select All	CUG ID	CUG Name		Primary CUG	ID
BACK TO			500XXXXXXX	XYZ LTD		0	
< Manage Admir < Manage ESRs < Search User < Download Use Categories < Manage SaaS	n Requests rs r Briefings Services	READY >					

7. You'll see confirmation that the application access for your user has been updated.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps
MANAGE ESR	Confir	mation			
 > User Details > Action ESR > Add Application > Add Content > Personal Details > Business Details > Generate PIN 	The Aj	pplication Access for user	has beer	n successfully up	odated.
BACK TO					
< Manage Admin < Manage ESRs < Search User	Requests				
< Download Users < Download User Categories	Briefings				

SNR Reset Access

MyAdmin allows you to provide SNR reset (Signal to Noise Ratio) access via Eco Plus application to user profiles. To do this:

1. From My BT Wholesale, go to My apps.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings	Administration
						6	\sim
M	y BI	Whole	esale			Fast	ew!
Access access s	our wide range of rervices available t	online applications, so o you. Browse the ot	ervices and tools, ai ner tabs below to si	Il in one place. ee how you car	Go to My app register for	ns to Eti more Ord	lering,
apps.							
My apps	Quotes & orders	Faults & diagnostics	Billing Co	ntent Pi	anning & eporting	Administration	App A-Z

2. From My apps, go to Eco Plus and select to Open app.

Eco Plus

eCo Plus enables you to enquire, place orders and track faults for BT Wholesale Broadband (21C Wholesale Broadband Connect including fibre), Ethernet and Ethernet MSIL products within a secure environment.

New

If you're ordering Ethernet, why use Eco Plus? You can order Ethernet much easier and faster using the new My BT Wholesale order journey.

To learn how to do this, take a look at the My BT Wholesale Ethernet Order Journey User Guide.

Open app 🔿

3. Select User administration.

Quotes and orders Draft quotes Order via quick templates Order new services Modify or cease services Suspend or resume services	Track orders View recent orders View recent open orders View my open orders Track recent updates More	Inventory Single account search All account search Number Portability Checker
Faults Report fault Fault diagnostics More	Track faults View recent faults View recent open faults View my open faults View unsubmitted faults Diagnostic results	Inbox Order queries & actions Fault queries & actions Inventory actions Order project actions
Administration Change profile User administration Contact administration Billing administration	Other online services	

4. Select Find user.

Home > Administrat	tion:			Help & tips
Select account:	XYZ LTD	V		
Review use	ers			
Review users assoc	iated with the account se	elected above. Please us	e the links below to perform admi	nistration tasks. Ind user Add user (
				No records
Login name 🖨	Last name 👼	First name 🕀	Telephone number 🗧	Email 🖨

5. Search with Login name or other details and then FIND.

Enter search criteria and c	lick find.				
Login name	Provide A	×			
Last name					
First name					
Job title	1				
Telephone number	[
Responsibility					
Email	[-
CANCEL					FI
elect Edit/review sel	ected user.				
ielect account: XYZ	LTD	~			
Review users					
eview users associated wi	th the account sel	ected above.	Please use the lin	s below to perform	n administration tasks.

7. Select the > button next to Access rights.

Select account: XYZ LT	D	
Change access fo	or user	
Update user's accounts and c	stomer zone access rights.	
Last name	Publisher	
First name		
Job title		
Email	advand accordigits one	
Telephone number		
Technical helpdesk number		
Contact availability times		
Access rights (click button to view all)	8TW.com Diagnostic_WholeSale	
Accounts (click button to view all)	3	
CANCEL		UPDATE ACCESS RIGHTS

8. Select ADD - the access rights window will open.

1 - 5 of 5

۲	BTW.com Diagnostic_WholeSale	BT.com Diagnostic_WholeSale
0	BTW.com Fault Placement	Add-on Access - Portal - Run diagnostic tests and report faults online
0	BTW.com Fault Tracking	Add-on Access - Portal - Track faults and fault related queries
0	BTW.com Inventory Tracking	Add-on Access - Portal - Track inventory and inventory related queries
0	BTW.com Order Placement	Add-on Access - Portal - Place orders for selected products and services online
0	BTW.com Order Tracking	"Add-on Access - Portal - Track orders order projects and their related gueries"

- 9. Using > go to page **17-26**.
- 10. Check BTW.com SNR_Wholesale and select ADD.

1 - 7 of 7

C	BTW.com Diagnostic WholeSale	BT.com Diagnostic_WholeSale
۲	BTW.com SNR_Wholesale	Initiate/VIew SNR Reset requests on BTW Portal
0	BTW.com Fault Placement	Add-on Access - Portal - Run diagnostic tests and report faults online
0	BTW.com Fault Tracking	Add-on Access - Portal - Track faults and fault related gueries
0	BTW.com Inventory Tracking	Add-on Access - Portal - Track inventory and inventory related gueries
0	BTW.com Order Placement	Add-on Access - Portal - Place orders for selected products and services online
0	BTW.com Order Tracking	"Add-on Access - Portal - Track orders order projects and their related queries"

11. Click SAVE.

۲	BTW.com Diagnostic_WholeSale	BT.com Diagnostic_WholeSale
0	BTW.com SNR_Wholesale	Initiate/VIew SNR Reset requests on BTW Portal
0	BTW.com Fault Placement	Add-on Access - Portal - Run diagnostic tests and report faults online
0	BTW.com Fault Tracking	Add-on Access - Portal - Track faults and fault related queries
0	BTW.com Inventory Tracking	Add-on Access - Portal - Track inventory and inventory related queries
0	BTW.com Order Placement	Add-on Access - Portal - Place orders for selected products and services online
0	BTW.com Order Tracking	"Add-on Access - Portal - Track orders order projects and their related queries"

12. Wait for 2-3 seconds and select **UPDATE ACCESS RIGHTS** – your user will now have access to **Reset SNR**.

Change access for user

Update user's accounts and customer zone access rights.

Last name	PURANCE
First name	40107004
Job title	
Email	while a provide the server
Telephone number	
Technical helpdesk number	
Contact availability times	
Access rights (click button to view all)	BTW.com Diagnostic_WholeSale
Accounts (click button to view all) CANCEL	UPDATE ACCESS RIGHTS

Adding Customer User Group (CUG)

MyAdmin allows company admins to add Customer User Group (Customer accounts) to their user profiles.

To do this:

1. From My BT Wholesale, go to My apps.



2. From My apps, go to Eco Plus and select to Open app.



3. Select User administration.

Quotes and orders Draft quotes Order via quick templates Order new services Modify or cease services Suspend or resume services	Track orders View recent orders View recent open orders View my open orders Track recent updates More	Inventory Single account search All account search Number Portability Checker
Faults Report fault Fault diagnostics More	Track faults View recent faults View recent open faults View my open faults View unsubmitted faults Diagnostic results	Inbox Order queries & actions Fault queries & actions Inventory actions Order project actions
Administration Change profile User administration Contact administration Billing administration	Other online services	

4. Select Find user.

Home > Administrat	tion:			Help & tips
Select account:	XYZ LTD			
Review use	ers			
Review users assoc	iated with the account se	elected above. Please us	e the links below to perform admi	nistration tasks. Find user Add user (
				No records
Login name 🖨	Last name 🔶	First name 🕀	Telephone number 🕀	Email 🖨

5. Search with Login name or other details and then FIND.

parate of	×			
[1			
I				
[Ì			
[
				-
elected user.				
Z LTD	×			
	elected user.	elected user.	elected user.	elected user.

7. Select the > button next to **Accounts**.

		1 - 2 of 2
Select account: XYZ LTI		
Change access fo	r user	
Update user's accounts and cu	stomer zone access rights.	
Last name	Purchased.	
First name	August a Charles	
Job title		
Email	and share an end of the same	
Telephone number		
Technical helpdesk number		
Contact availability times		
Access rights (click button to view all)	BTW.com Diagnostic_WholeS	
Accounts (click button to view all)	•	
CANCEL		UPDATE ACCESS RIGHTS

8. Check the Account name you wish to add and select ADD.

Account name 👙	Account number \ominus
XYZ LTD	500XXXXXXX
ABC LTD	500XXXXXXX

NOTE: You'll need the Customer User Group (CUG) added to your profile before you can add in user profiles for the group. For help with this, please email btwholesale.direct@bt.com.

9. Select **SAVE**.

	Account name 😓	Account number
۲	XYZ LTD	500XXXXXX
0	ABC LTD	500XXXXXXX

10. Wait for 2-3 seconds and select UPDATE ACCESS RIGHTS.

Change	access	for user
--------	--------	----------

Update user's accounts and customer zone access rights.

Last name	Pullance
First name	ADMOTORM
Job title	
Email	while a provide the serve
Telephone number	
Technical helpdesk number	
Contact availability times	
Access rights (click button to view all)	BTW.com Diagnostic_WholeSale
Accounts (click button to view all) CANCEL	UPDATE ACCESS RIGHTS

11. The Customer User Group has now been added to the account.

BT Wholesale Content Access

If you take any of our broadband products, **MyAdmin** will let you provide your users with access to <u>Broadband Content</u>.

You can do this by following the steps below:

1. In MyAdmin, select Search User.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings
MANAGE RESOURC	es Unal	llocated Admin Requests				
> Manage Admin Requests	n No	new admin request found				0
> Manage Laks	My \	Work Stack				
> Download User	rs No	outstanding Admin requests	to be displayed.			
 Download User Categories Manage SaaS S 	r Briefings Services					

2. Enter Username or Email address then SEARCH and select the username.

MANAGE ESR	User Admin	* * *		
> User Admin	Please search users based on t	these criteria :	2010 - M. S. M.	
BACK TO	Username:	Emplo	oyee Reference Numbe	r:
< Manage Admin Requests < Manage ESRs < Download Users	First Name:	Last M	lame:]
< Download User Briefings Categories	Application:	Email:	E .	
	SEARCH >			
	Username Email A	ddress F	ull Name Company	Name
	O Received and and	transfight.	XYZL	rD
	PAGE: 1	Previous Next	First Page Last Pag	e Total Pages : 1
	Admin Tasks			
	What do you want to do?			1
	Manage Password 🗸			
	READY			
	nero I			

3. Select Add Content.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings
MANAGE ESR	User	Details				
> User Details	Pleas	e click Confirm to save				
> Action ESR	User:	Ashuadmin				
> Add Applicatio	ins .					
> Add Content	Emai	adulted prevelaging a				
> Personal Detai	ls Use	r Status:				
> Business Detai	ls					
> Generate PIN	A (1)	ctive O Suspended O I	nactive			
BACK TO	Use	r has the following ro	le(s):			
< Manage Admir	n Requests		(at da)			
< Manage ESRs	The s	elected user has no roles	associated with it.			
< Search User						
< Download Use	rs Use	r belongs to these us	er groups:			
< Download Use	r Briefings User	Groups:				
Categories	tokodi.	and a second second				
< Manage Saas s	Use	r is an administrator	in these ESR ara	UDS:		
			in mese zon gro			
	ESR	Groups:				
	The	selected user is not an adr	ninistrator of any gr	oup.		
	Use	r rights for the follow	ing Applications	:		
	Appl	ications			Type of Access:	
	MyA	dmin	202		full	
	New	Knowledge Based Diagn	ostics		full	
	Quic	x Quote			TUH	
	Use	r Rights For The Foll	owing Content:			
	Cont	ent			Type of Access:	
	Thes	elected user has no acces	s to any content yet.			
	Terrorised	energi () (hannessistering (
	< BA	CONFIRM >				

4. Check radio button full then click CONFIRM.

Overview My or	ders Repairs & Faults	Inventory Billing	My apps
MANAGE ESR > User Details > Action ESR	User: Email:		
 > Add Applications > Add Content > Personal Details 	Content	Type of Access ○ none ○ full	
 > Business Details > Generate PIN 	Broadband Content	🔿 none 🖲 full	
 Manage Admin Requests Manage ESRs Search User Download Users Download User Briefings Categories Manage SaaS Services 	RESET > CONFIRM > < BACK	5	

5. Your user will now have access to Broadband Content.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps
MANAGE ESR	Confir	mation			
 > User Details > Action ESR > Add Applications > Add Content > Personal Details > Business Details > Generate PIN 	The Co	ontent Access for user	has been su	ccessfully updat	ted.
АСК ТО					
< Manage Admin R < Manage ESRs < Search User < Download Users < Download User B	tequests Briefings				
< Manage SaaS Ser	vices				

Note: Other content requests (for example Document Centre access to our Hosted Services) are approved directly by our Product Management team. If you're having problems, please contact <u>btwholesale.direct@bt.com</u>.

Adding Business Zone roles

Business zone is our online service that makes it quicker, simpler and easier to do business with us.

Overview My orders	Repairs & Faults	Inventory	Billing	My apps	My briefir	igs Administrat	ion
Business zone overview	Enter the rel	ference number	e and more	٩			() Hel
Order status Displaying updates of all orders	٥	Fault Deployer	status gupdates of attfa	ъъ	0	Actions requ No actions found Viewall	iired @
Saved	30586 ①	In Progress		357	ı ©		
Rejected	84 ①	> Closed		4960	1 (1)	Frequent tasks	
Pending	256 ①	Go to Repair & Faults		laise or Track a fau	1. S.	ADSL Broadband checker	03
In Progress	461 (D	-				Broadband briefings	65
Completed	299 ⑦		rtant upda	ites		> Create a new Ethernet quote	03
o to Orders Pla	ce a new order 🔊					> eCatalogue	123
		A Planned Net	work Change N	otification		> eCo Repair	025
Contraction in the second		Check if your	services are aff	ected by our planned		. In the state of the	

To add Business zone roles for your users:

1. In MyAdmin, select Search User.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings
MANAGE RESOURCES	Unallo	cated Admin Requests				
> Manage Admin Requests	No ne	ew admin request found				
> Manage ESRs	My W	ork Stack				
> Search User > Download Users	No ot	utstanding Admin requests	s to be displayed.			10
 Download User Bri Categories Manage SaaS Servi 	efings ices					

2. Enter Username or Email address then SEARCH and select the username.

MANAGE ESR	User Admin Please search users based on th	ese criteria :
> User Admin	Username:	Employee Reference Number:
BACK TO	Osernome.	
< Manage Admin Requests < Manage ESRs < Download Users	First Name:	Last Name:
< Download User Briefings Categories	Application:	Email:
	SEARCH >	
	Result Username Email Ad	dress Full Name Company Name
	SEARCH> Result Username Email Ad	dress Full Name Company Name XYZ LTD
	SEARCH> Result Username Email Ad	dress Full Name Company Name XYZ LTD Previous Next First Page Last Page Total Pages : 1
	SEARCH> Result Username Email Ad PAGE : 1 Admin Tasks	dress Full Name Company Name XYZ LTD Previous Next First Page Last Page Total Pages : 1
	SEARCH> Result Username Email Ad PAGE : 1 Admin Tasks What do you want to do?	dress Full Name Company Name XYZ LTD Previous Next First Page Last Page Total Pages : 1

3. Select Add Business Zone Roles.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings
MANAGE ESR	Use	r Details				
> User Details	Plea	se click Confirm to save				
> Action ESR	Use	r: Automation				
> Add Applicatio	ons					
> Add Content	Ema	ait entrance provide a	-			
> Personal Detai	is lise	ar Status				
> Business Detai	ils	er otatas.				
> Generate PIN	•	Active O Suspended O I	nactive			
> Add Business Z	Zone Roles	ar has the following rol	la(e):			
BACK TO	03	er has the following fo	ie(s).			
< Manage Admir	Requests The	selected user has no roles a	issociated with it.			
< Bulk Add Busin	ness Zone					
Roles	Us	er belongs to these us	er groups:			
< Manage ESRs	the	- Crowner				
< Search User	Use	a oroups.				
< Download Use	rs					
< Download Use	r Briefings Us	er is an administrator i	in these ESR gro	oups:		
Categories	ESF	Groups:				
< manage baab :	The The	e selected user is not an adn	ninistrator of any gr	roup.		
	Us	er rights for the follow	ing Applications			
	App	lications			Type of Access:	
	My	Admin			full	
	Ne	w Knowledge Based Diagno	ostics		full	
	Qu	ick Quote			full	
	Us	er Rights For The Follo	owing Content:			
	Con	tent			Type of Access:	
	Bro	adband Content			full	
	< 8	ACK CONFIRM>				

- 4. Select the level of access required this is usually:
 - -Order Management: Partial
 - Repair Management: Partial
 - -Standard User: Full
- 5. Click **CONFIRM**.

Overview	My orders	Repairs & Faults	Inventory	Billing	N	ly apps	My briefings
MANAGE ESR > User Details > Action ESR > Add Applications	User: Email Busir	: : = ness Zone Role			Туре	of Access	
 > Add Content > Personal Details > Business Details > Generate PIN > Add Business Zo Roles 	Orde VI I ne	er Management Eco Plus (Mandatory For Bi Broadband Content Tags On The Line	usiness Zone)		O full	O none	partial
BACKITO < Manage Admin R	equests	air Management Eco Plus (Mandatory For Bi	usiness Zone)		full	none	partial
< Bulk Add Busines Roles < Manage ESRs	s Zone Stan	knowledge Based Diagnos Idard User	ucs) full	O none	
< Search User < Download Users < Download User B Cateopries	Billin	ng) full	 none 	O partial
< Manage SaaS Ser	vices CONF	RM> SACK					

6. Your user will have access to Business zone.



SP Group Addition

SP Group name is mandatory for a user profile to run applications like KBD/New KBD, get RRT Graphs and Self Service Repair.

NOTE: You'll need the **SP Group name** added to your profiles. Please contact <u>btwholesale.direct@bt.com</u> if you don't.

To add access for your users:

1. In MyAdmin, select Search User.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings
MANAGE RESOURC	es Unallo	ocated Admin Requests				
> Manage Admir Requests	Non	ew admin request found				
> Manage ESRs	My W	ork Stack				
> Search User > Download User	s No or	utstanding Admin requests	to be displayed.			
 > Download User Categories > Manage SaaS S 	Briefings ervices					

2. Enter Username or Email then **SEARCH** and select the username.

NAGE ESR	User Admin Please search users based on these	ritoria ·
> User Admin VGKITO	Username:	Employee Reference Number:
< Manage Admin Requests < Manage ESRs < Download Users	First Name:	Last Name:
< Download User Briefings Categories	Application:	Email:
	Result Username Email Addres	s Full Name Company Name
		XYZ LTD
	PAGE: 1	Previous Next First Page Last Page Total Pages : 1
	Admin Tasks	

3. Select Business Details.

Overview N	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings
MANAGE ESR	User	Details				
> User Details	Pleas	e click Confirm to save				
> Action ESR	User:	Automatimie				
 > Add Applications > Add Content 	Emai	k ahilini perintah n	-			
> Personal Details	Use	r Status:				
> Business Details	-					
> Generate PIN	• A	ctive O Suspended O I	nactive			
> Add Business Zone I	Roles Use	r has the following rol	e(s):			
BACK TO			-1-1-			

4. Select the SP Group name from the drop down menu and click CONFIRM.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	Му
MANAGE ESR	User: Compa Service Whole SP Gro RESE	Ashuadmin any Name e Provider ID: sale Calls Service Provider: hup: T> CONFIRM > < BAC	XYZ LTD Please S INTERNE	elect		

Note: If you're unable to select an SP Group name please email <u>btwholesale.direct@bt.com</u>.

The SP Group will be successfully added.

5.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps
MANAGE ESR	Confir	mation			
 > User Details > Action ESR > Add Applications > Add Content > Personal Details 	The B	usiness details for user	has been su	iccessf <mark>ully</mark> upda	ted.

SaaS Services

SaaS allows users to place orders for products such as IPVS Number Management, Hosted Contact Centres and BT Wholesale PSTN Lines. It also allows users to raise support tickets for certain products.

Please note: The user requiring access must have access to **BT Wholesale Voice Products Ordering and Support System** application before access to SaaS can be provided. This can be requested by the user from My BT Wholesale Apps.

Adding access to SaaS services

To add access for your users:

1. In MyAdmin, select Search User.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings
MANAGE RESOURCES	Unallo	ocated Admin Requests				
> Manage Admin Requests	Non	ew admin request found				
> Manage ESRs	My W	ork Stack				-1
> Download Users	No or	utstanding Admin requests	to be displayed.			
 Download User Br Categories Manage SaaS Serv 	iefings rices					

2. Enter their username or Email address then **SEARCH** and select the username.

Overview My orders	Repairs & Faults	Inventory	Billing M	ly apps My br
MANAGE ESR	lser Admin			
> User Admin	Please search users based on th	iese criteria :	222 2	
BACK TO	Username:	Employ	ee Reference Num	ber:
< Manage Admin Requests	Real concernes			
< Manage ESRs	First Name:	Last Na	ime:	
< Download Users			and the second se	
< Download User Briefings	Application:	Email:		
< Manage SaaS Services		() 		
a manage sous services	SEARCH >			
3	Result			
	Username Email Ad	dress Fu	Il Name Compa	ny Name
1	O Management and and all	and the second s	XYZ	LTD
	PAGE: 1	Previous Next	First Page Last P	age Total Pages: 1
	Admin Tasks	161	0024	
	What do you want to do?			
	Manage Password			
	and a second			
	READY			

3. Go to Add Applications.

IANAGE ESR	User Details	
> User Details	Please click Confirm to save	
> Action ESR	User: A	
> Add Applications	Email	
> Add Content	Lindi.	
> Personal Details	User Status:	
> Business Details	Active Suspended Inactive	
> Generate Pin	S Acave S Suspended S Indeave	
< Manage Admin Requests	User has the following role(s):	
< Manage FSRs	The selected user has no roles associated with it.	
< Search User		
< Download Users	User belongs to these user groups:	
< Download User Briefings	User Groups:	
Categories	Ditari utipate	
< Manage Saas Services	User is an administrator in these ESR groups:	
	ESR Groups: The selected user is not an administrator of any group	
	The selected user is not an administrator of any group.	
	User rights for the following Applications:	
	Applications	Type of Access
	Quick Quote	full
	User Rights For The Following Content:	
	Content	Type of Access
	The selected user has no access to any content yet.	1600

4. Check full and then click CONFIRM.

Overview My or	lers Repairs & Faults	Inventory 8	Billing	My apps	М
ANAGE ESR > User Details	User: Email: -				
> Action ESR > Add Applications	Applications	Type of Acces	55		
> Personal Details	20C Fault Diagnostics	🖲 none 🔿	full		
 > Business Details > Generate PIN 	20C/21C Fault Diagnostics	● none ○	full	No longer in us	e
> Add Business Zone Roles	21 CN Knowledge Based Diagnos	tics I none O	full		
АСК ТО	BT Wholesale Pricing Tool	● none ○	full		
< Manage Admin Requests < Bulk Add Business Zone Roles	BT Wholesale Voice Products Ord and Support System	ering 🔘 none 🖲	full		
< Manage ESRs	Eco Plus	🔿 none 🖲	full		
< Search User < Download Users	Knowledge Based Diagnostics	● none ○	full		
< Download User Briefings Categories	Migration Forecast & Allocation	\odot none \bigcirc	full		
< Manage SaaS Services	New Knowledge Based Diagnosti	cs 🔿 none 🖲	full		
	Reactive Repair Tool	● none ○	full		
	Self Service Repair	● none ○	full		
	Tags On The Line	○ none ④	full		
	If you've denied access, please sta NB: This comment will be include denied:	ite the name of the a d in the mail to the p	application verson who	and give a reaso se access has bee	n why en

- 5. Select your CUG Name
- 6. Select the Services you want to add.
- Click '>>' to add the service.
 Services added in 'Selected Services'.
- 9. Click **READY**.

Overview	My orders	Repairs & Fau	lts Inventory	Billing	My apps	My briefings	Administration
MANAGE ESR	User: #	distanting in the					
 User Details Action ESR 	Fields	with * are mandate	огу				
 Add Application Add Content Personal Details Business Details Generate PIN Add Buriness 70 	The use Please	er has requested ac select correct CUG	ccess to Wholesale SaaS I ID and select services w	Portal. hich this user can s	ee on SaaS Por	tal.	
BACK TO	DE RUNES	500xxxxxxx	Avaya Cloud Service	es - Contact Cen	ite >>	Avaya Cloud Service	5
< Manage Admin H < Bulk Add Busine Roles < Manage ESRs < Search User	ss Zone 🗹	XYZ LTD	Avaya Cloud Service Avaya Cloud Service Avaya Cloud Service C	es - Experience I es - Global Conn es - Network	Portal nect <<	<	>
< Download Users < Download User I Categories < Manage SaaS Se	Briefings READY	-					

10. You'll see confirmation that the access for your user has been successfully updated.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps
MANAGE ESR	Confi	rmation			
 > User Details > Action ESR > Add Applications > Add Content 	The A	pplication Access for user	has beer	n successfully up	odated.

Manage SaaS Services

You can manage access to the SaaS products and services for existing users. To do this:

1. Select Manage SaaS Services.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My bi
MANAGE RESOURC	Es Unal	located Admin Requests				
> Manage Admi Requests	n Nor	ew admin request found				
> Bulk Add Busin Roles	ess Zone My W	/ork Stack				
> Manage ESRs	No c	utstanding Admin requests	s to be displayed.			
> Search User						Ī
> Download Use	rs					
> Download Use Categories	r Briefings					
> Manage SaaS S	iervice					

2. Enter their username or email address then SEARCH.

3. Check the radio button to select their username and click READY.

IANAGE ESR	User Admin	AT 1.047 S2 22			
> User Admin	Please search users base	ed on these criteria :			
ACK TO	Username:	Em	ployee Refere	nce Number:	
< Manage Admin Requests < Manage ESRs	First Name:	Las	t Name:		
< Download User Briefings Categories	Application:	Em	ail:		
	SEARCH >				
	Result Username Er	nail Address	Full Name	Company Na	me
	Result Username Er	nail Address	Full Name	Company Na XYZ LTD	me
	SEARCH> Result Username Er	nail Address Previous Nex	Full Name	Company Na XYZ LTD je Last Page	me Total Pages : 1
	SEARCH> Result Username Er PAGE : 1 Admin Tasks	nail Address Previous Nex	Full Name xt First Pag	Company Na XYZ LTD ee Last Page	me Total Pages : 1
	Result Username Er O PAGE : 1 Admin Tasks What do you want to d	nail Address Previous Nex 0?	Full Name ct First Pag	Company Na XYZ LTD te Last Page	me Total Pages :

4. Select CUG Name and click GET SERVICES.

Overview	My ord	ers Repairs & Faul	ts Inventory	Billing	My apps
MANAGE RESOURC	CES	SaaS Services			
 > Manage Admin > Bulk Add Busin Roles 	n Requests ness Zone	Following are the list of cu Please select the CUG ID fo	stomer accounts mapped or which services needs to	to reseller	and the local division of
 Manage ESRs Search User Download Use 	rs	*CUG Name	Please Select 500xxxxxxx -	XYZ LTD	
 Download Use Categories Manage SaaS 1 	er Briefings Services	GET SERVICES			

- 5. Add/Remove the services by using '>>' or '<<' to add or remove from the selected services field.
- 6. Click UPDATE SERVICES.

Overview	My orde	ers Repairs & Fault	s Inventory	E	Billing	My apps	My briefings
MANAGE RESOURC > Manage Admir > Bulk Add Busin Roles > Manage ESRs > Search User	ies Requests ness Zone	SaaS Services Following are the list of cus Please select the CUG ID for *CUG Name	tomer accounts mapped which services needs to	i to re: be m	seller odified	~	
 Download User Download User Categories Manage SaaS 5 	rs r Briefings Services	Services Avaya Cloud Services - Co Avaya Cloud Services - Ne Avaya Cloud Services - Ne Avaya Cloud Services - Pr	ontact Centre etwork ew Number Range esentation Number Rar >	*	• Selecte Avaya Ci Avaya Ci Avaya Ci	d services oud Services oud Services - Ex oud Services - Gi	perience Portal obal Connect

7. SaaS Services have now been updated.

Overview	My ord	ers Repairs & Fault	s Inventory	Billing	My apps
MANAGE RESOURC	CES	SaaS Services			
 Manage Admir Bulk Add Busir Roles 	n Requests ness Zone	Following are the list of cus	tomer accounts mapped	to reseller	
> Manage ESRs		User profile updated for ac	count - 💷 👘	successfe	ully.
> Search User		Please select the CUG ID for	which services needs to	be modified	
> Download Use	rs Die Com	*CUG Name	Please Selec	t	~
 Download Use Categories Manage SaaS S 	Services	GET SERVICES			

Adding Business zone roles by bulk

MyAdmin lets you add different Business zone roles to bulk users at the same time. To do this:

1. In MyAdmin, select Bulk Add Business Zone Roles.

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My bi
MANAGE ESR	> U:	ser Admin				
> User Admin	Plea	se search users based on th	ese criteria :			
BACK TO Manage Admin	Requests	rname:	Emp	loyee Referenc	e Number:	
< Bulk Add Busin Roles	iess Zone Firs	t Name:	Last	Name:		
< Manage ESRs < Download User < Download User Categories	rs App Briefings	lication:	Ema	il:		
< Manage SaaS S	SEA SEA	RCH >				

- 2. You may search either with 'Company Name' or 'Email' (domain).
- 3. You will see a complete list of users under your company or within the same domain along with details of current 'business roles' they have.

GE RESOURCES	User Admir	n		
anage Admin Requests alk Add Business Zone	To search fo	r users, enter their details or o	ompany name below, then click the Searc	h button. :
toles Annage ESRs earch User Jownload Users Jownload User Briefings ategories Aanage SaaS Services	Username: First Name: Email: XYZ.com BEARCH>		Company Name XYZ LTD Last Name:	
	Please select Sort by:	t a user from the search result Please select V	s shown below,	
	Please select Sort by:	t a user from the search result Please select v Username	s shown below.	Existing Roles
	Piease select	t a user from the search result Please select v	s shown below.	Existing Roles Order Management Repair Management Standard User
	Please select	t a user from the search result Please select ✓ Username Dummy1.	Company Name XYZ LTD	Existing Roles Order Management Repair Management Standard User
	Please select	t a user from the search result Please select Username Dummy1 Dummy2	s shown below.	Existing Roles Order Management Repair Management Standard User
	Please select	t a user from the search result Please select ✓ Username Dummy1 Dummy2	s shown below. Company Name XYZ LTD XYZ LTD XYZ LTD XYZ LTD XYZ LTD	Existing Roles Order Management Repair Management Standard User

- 4. Select the users who you want to **Add Roles** for Business zone roles (or users whose roles need to be removed).
- 5. In Existing Roles select Add Roles or Remove Roles.
- 6. In Select role choose their work area i.e.
 - Standard User
 - -Order Management
 - Repair Management
 - Billing
- 7. Click READY.

	Username	Company Name	Existing Roles	
0	Advastrein	XYZ LTD	Order Manage Repair Manag Standard User	ment ement
V	Dummy1	XYZ LTD		
V	Dummy2	XYZ LTD		
	Mphilmintest	XYZ LTD		
	Relation	XYZ LTD	Order Manage Repair Manag Standard User Billing Administrator	ment ement
Pages : 1		Previous Next	First Page Last Page	Total Pages : 1
Existing Rol Add Roles	es V			
Select Role?	,			
Order Man	agement 🔛			
READY >				

8. The role will be added (or removed).

Overview	My orders	Repairs & Faults	Inventory	Billing
MANAGE RESOURO > Manage Admin > Bulk Add Busin Roles > Manage ESRs > Search User > Download User > Download User Categories > Manage SaaS S	ES Co Requests ess Zone Yo Du Du S Briefings ervices	onfirmation: u have successfully update mmy1 mmy2	d the roles fo <mark>r t</mark> he fo	llowing user(s)

Terms and Conditions for MyAdmin

Allocation and usage of administration rights

These terms and conditions are supplemental to existing terms and conditions associated with the general access and use of information and/or services provided via btwholesale.com ("the Website").

References to communication with BT refer to communication with the btwholesale.com support team contactable via email to <u>btwholesale.direct@bt.com</u>.

Explanation of Administration Rights provided

Administration Rights ("Rights"), are granted by BT to nominated individuals ("Administrators"), in relation to the Website, the Rights are granted solely for the Administrators own use to enable Administrators to:

i) Manage password resets ii) Manage application access requests

On behalf of other users belonging to the same company account.

- It is a requirement that all new Administrators read, confirm, and sign to say they understand these terms of use and will abide by them.
- All new Administrators must apply for Rights by emailing to <u>btwholesale.direct@bt.com</u> providing details of their full name, organisation, role, and email address.

1. The Administrator is responsible for the security and proper use of Rights:

- 1.1 Administrators will undertake all reasonable steps to ensure the security of Website access credentials (username & password) and will ensure that such credentials cannot be found, deduced or in any way discovered by any other party.
- 1.2 An administrator must not disclose, share, resell or in any way transfer such rights or enable access to such rights by any other party, and will take all reasonable measures to ensure the Website cannot be accessed or modified by unauthorised parties.
- 1.3 An Administrator must immediately inform BT if there is any reason to believe that an Administrator User ID or Administrator password has or is likely to become known to someone not authorised to use it or is being or is likely to be used in an unauthorised way.
- 1.4 An Administrator will assume responsibility for any consequences of the misuse or inappropriate use of any rights with which they have been empowered.

2. Any reduction or change to the rights required by an Administrator will be communicated to BT as soon as reasonably possible by that Administrator to ensure appropriate steps can be taken in line with BT policy regarding allocation and control of rights.

3. Any changes in relation to the eligibility for Administration Rights of individuals in response to circumstances in which an Administrator cannot reasonably be expected to communicate in person, such as the cessation of employment of an Administrator, must be communicated to BT as soon as reasonably possible by the manager of that Administrator.

4. Only Administrators may change or attempt to change a password. If an Administrator forgets or loses a password the Administrator must immediately contact BT and satisfy any security checks as BT may operate before engaging in resolution activity.

5. The Administrator will be responsible for ensuring that any requests for passwords or password changes originate from a valid person, with a correct valid e-mail address, from the Administrators Company.

6. Administrators shall only access the Website as permitted by BT and shall not attempt at any time to circumvent system security or access the source software or compiled code.

7. BT reserves the right to suspend Administrator User ID and Administrator password if at any time BT considers that there is or is likely to be a breach of security or misuse of btwholesale.com.

Obligations of the Company

8. The Company will ensure on a regular basis (at least one time per year) that Administrators appointed by them are still using the platform regularly and still require the rights which they have been granted;

9. The Company will ensure that all Administrators nominated by them are reliable and have undertaken training appropriate to their role holding Administrator Rights in relation to the Website, and are aware of their personal duties and obligations under these terms of use;

10. The Company acknowledges and agrees that it shall remain liable to BT in respect of any and all acts or omissions of any Administrator appointed on its behalf whether for breach of these Terms of use in tort (including negligence) breach of statutory duty or otherwise.

11. The Company acknowledges and agrees that all right, title and interest in any content (including all intellectual property rights subsisting therein) shall vest solely in BT.