

# MyAdmin user guide

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Email [btwholesale.direct@bt.com](mailto:btwholesale.direct@bt.com) or call

**0800 783 5639** option 1  
[www.btwholesale.com](http://www.btwholesale.com)

# MyAdmin User Guide

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# MyAdmin User Guide

## MyAdmin Introduction

MyAdmin is the tool on [btwholesale.com](http://btwholesale.com) 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 [MyAdmin application form](#) and send to [btwholesale.direct@bt.com](mailto:btwholesale.direct@bt.com). You'll need to get this signed off by your BT Wholesale account manager before sending.

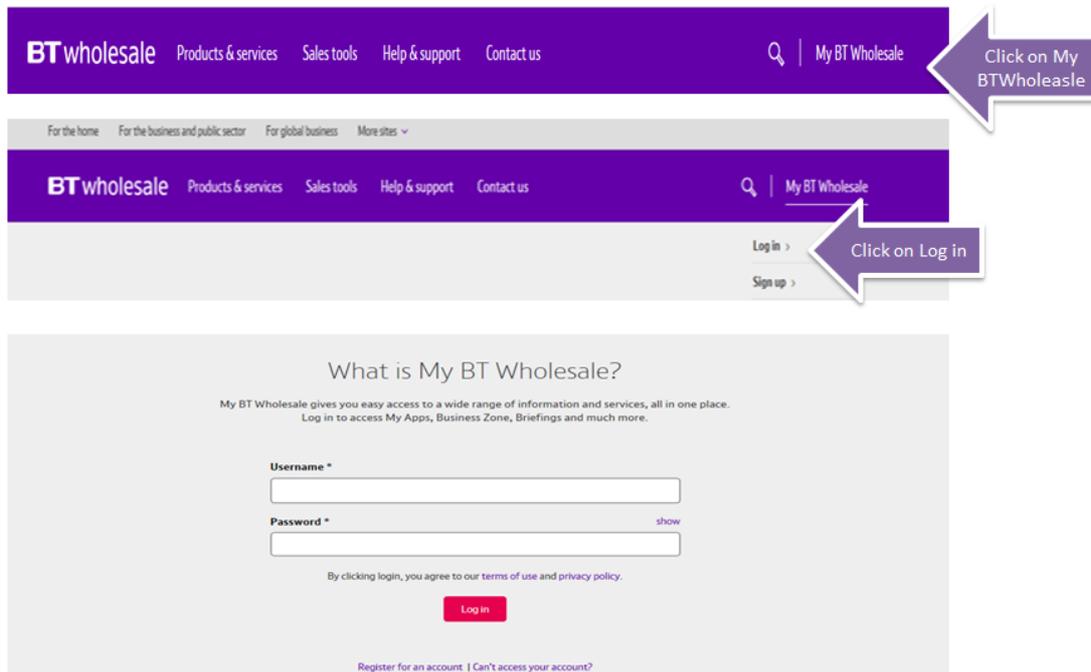
# MyAdmin User Guide

## 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**.



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.



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

# MyAdmin User Guide

## ENTER PIN

---

\* PLEASE ENTER THE PIN NUMBER

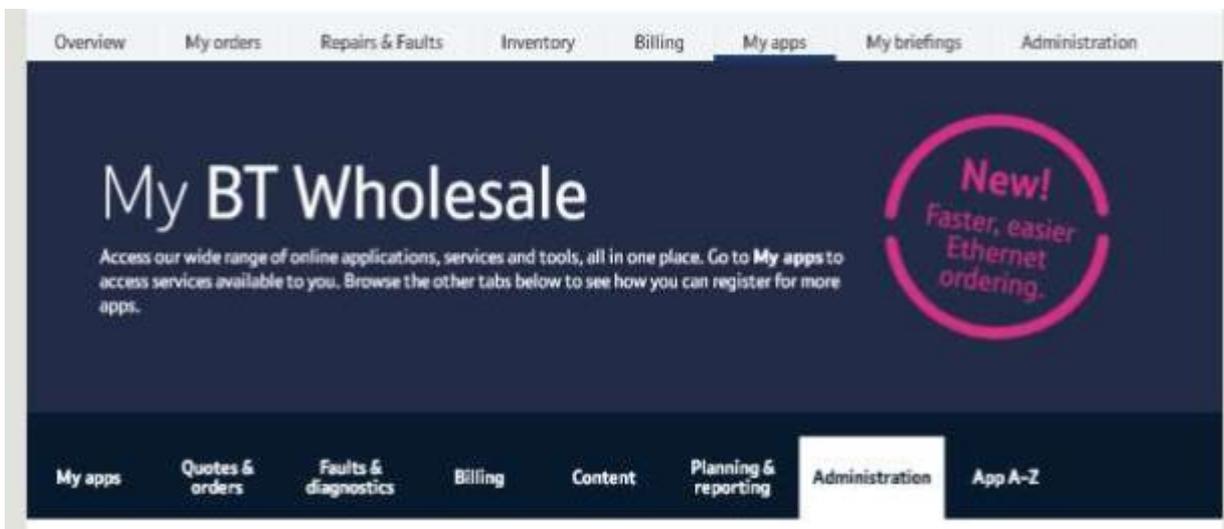
READY

[FORGOTTEN PIN?](#)

---

## Option 2 - My Apps

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



You'll find it under **My Admin**.

# MyAdmin User Guide

## 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 [btwholesale.direct@bt.com](mailto:btwholesale.direct@bt.com).

[Download registration form >](#)

If you are not sure who your Account Manager is, please call us on 0800 671 045 or [contact us online](#).

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

### ENTER PIN

---

\* PLEASE ENTER THE PIN NUMBER

[READY](#)

[FORGOTTEN PIN?](#)

---

# MyAdmin User Guide

You'll be taken to **My Admin**.

Overview   My orders   Repairs & Faults   Inventory   Billing   My apps   My briefings   Administration

---

**MANAGE ESR**

- > User Details
- > Action ESR
- > Add Applications
- > Add Content
- > Personal Details
- > Business Details
- > Generate PIN
- > Add Business Zone Roles

**BACK TO**

- < Manage Admin Requests
- < Bulk Add Business Zone Roles
- < Manage ESRs
- < Search User
- < Download Users
- < Download User Briefings Categories
- < Manage SaaS Services

---

**User Details**

Please click Confirm to save

User: Admin

Email: admin@bt.com

**User Status:**

Active    Suspended    Inactive

**User has the following role(s):**

Business Zone Role	Type of Access:
Standard User	full
Repair Management	partial
Order Management	partial

**User belongs to these user groups:**

User Groups:

**User is an administrator in these ESR groups:**

ESR Groups:  
The selected user is not an administrator of any group.

**User rights for the following Applications:**

Applications	Type of Access:
BusinessZone	full
Eco Plus	full
New Knowledge Based Diagnostics	full
Quick Quote	full
Tags On The Line	full

**User Rights For The Following Content:**

Content	Type of Access:
Broadband Content	full

[< BACK](#)   [CONFIRM >](#)

# MyAdmin User Guide

## 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](#)

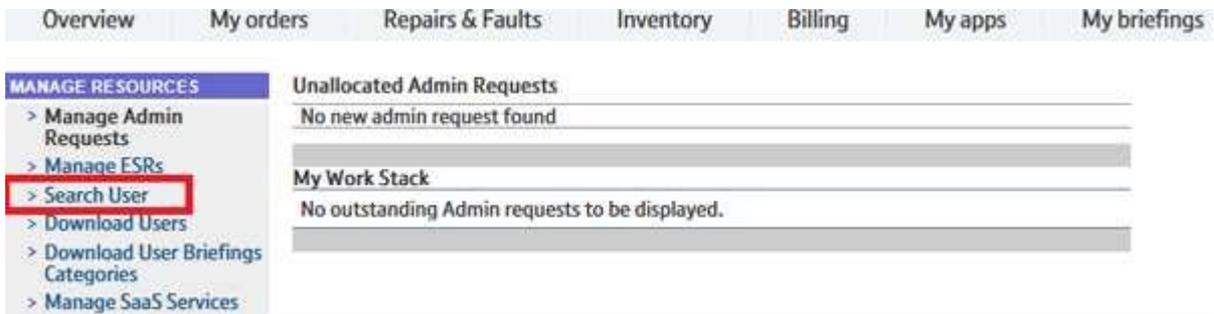
# MyAdmin User Guide

## Reset a user's password

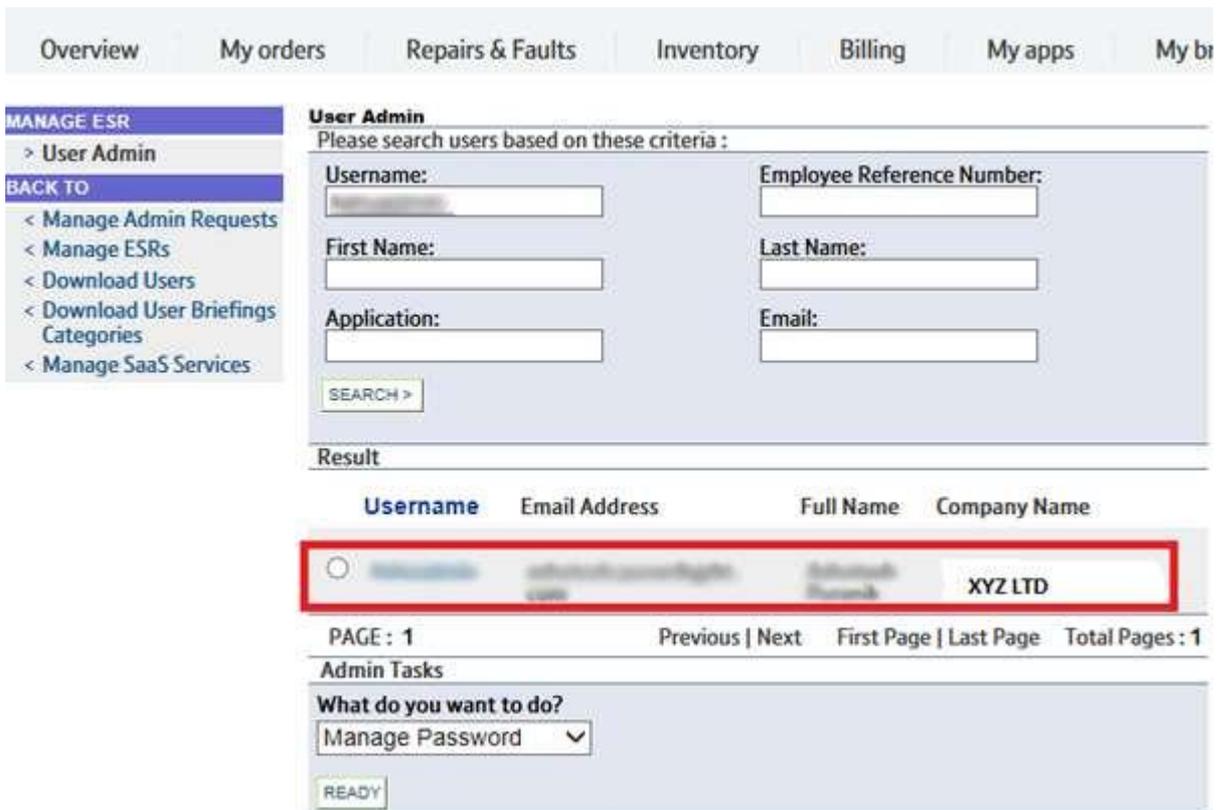
You can reset the password for one of your users from MyAdmin. To do this, follow the instructions below.

To search for your user:

1. Select **Search User**.



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



3. Select **Personal Details**.

# MyAdmin User Guide

Overview | My orders | Repairs & Faults | Inventory | Billing | My apps

**MANAGE ESR**

- > User Details
- > Action ESR
- > Add Applications
- > 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

**User Details**

---

Please click Confirm to save

User: [redacted]

Email: [redacted]

**User Status:**

Active  Suspended  Inactive

**User has the following role(s):**

The selected user has no roles associated with it.

**User belongs to these user groups:**

User Groups: [redacted]

**User is an administrator in these ESR groups:**

ESR 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.	

< BACK      CONFIRM >

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

# MyAdmin User Guide

Overview My orders Repairs & Faults Inventory Billing My apps My briefings

**MANAGE ESR**

- > User Details
- > Action ESR
- > Add Applications
- > Add Content
- > Personal Details
- > Business Details
- > Generate PIN
- > Add Business Zone Roles

**BACK TO**

- < Manage Admin Requests
- < Bulk Add Business Zone Roles
- < Manage ESRs
- < Search User
- < Download Users
- < Download User Briefings Categories
- < Manage SaaS Services

User: Ashuadmin

Title: Mr

\* User ID:

\* First name:

\* Surname:

\* Email:

\* Password: ●●●●●●●●

\* Password Question: What is your mother's maiden name?

\* Password Answer: xyz

\* Password Question2: What is your first child's name ?

\* Password Answer2: xyz

\* Password Question3: What is your father's first name?

\* Password Answer3: xyz

\* Telephone:

Extension:

User Registration Date: 20/10/2016

User Registration Time: 01:44:09

Last Login: 10-Nov-16 10:43

RESET > **CONFIRM >** < BACK

**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**

- > User Details
- > Action ESR
- > Add Applications
- > 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

**Personal Details/Acknowledgement**

Acknowledgement page details

The Personal Details for user [redacted] has been successfully updated.

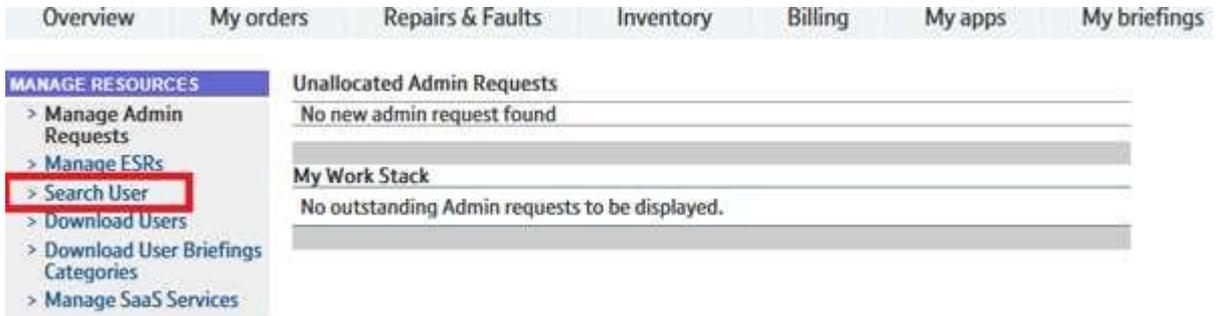
## Deleting a user

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.

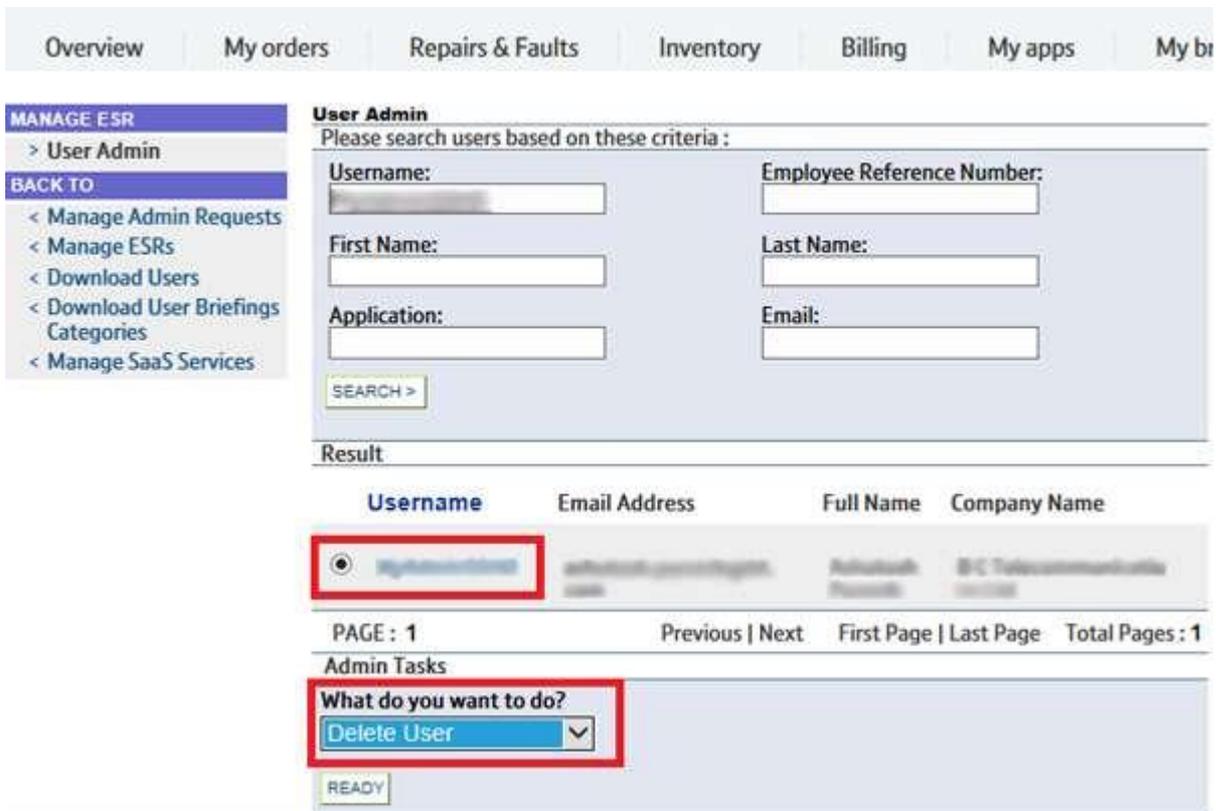
To do this from **MyAdmin**:

# MyAdmin User Guide

1. Select **Search User**.



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



5. Click **CONFIRM**.

# MyAdmin User Guide

The screenshot shows the MyAdmin interface with a navigation bar at the top containing 'Overview', 'My orders', 'Repairs & Faults', 'Inventory', 'Billing', and 'My apps'. On the left, a sidebar menu has 'MANAGE ESRs' selected, with a sub-menu item '> User Admin'. The main content area is titled 'User Delete' and contains the following text: 'Please check the details below and confirm that you wish to delete the user.' Below this, the user's details are listed: 'Username : [redacted]', 'User status : Active', 'Personnel Details', 'First name: [redacted]', 'Last name: [redacted]', and 'E-mail : [redacted]'. Under 'Business Details', the 'Company name : [redacted]' is shown. At the bottom, there are two buttons: 'CONFIRM >' (highlighted with a red box) and '< BACK'.

6. The user will be deleted.

The screenshot shows the MyAdmin interface after a user has been deleted. The navigation bar is the same as in the previous screenshot. The sidebar menu has 'MANAGE ESRs' selected, with a sub-menu item '> User Admin'. The main content area is titled 'User Delete Confirmation' and contains the following text: 'Acknowledge page details', 'The user [redacted] has been deleted.', and a link 'Select 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**.

The screenshot shows the MyAdmin interface with a navigation bar at the top containing 'Overview', 'My orders', 'Repairs & Faults', 'Inventory', 'Billing', 'My apps', and 'My briefings'. On the left, a sidebar menu has 'MANAGE RESOURCES' selected, with a sub-menu item '> Search User' highlighted with a red box. The main content area is titled 'Unallocated Admin Requests' and contains the following text: 'No new admin request found', 'My Work Stack', and 'No outstanding Admin requests to be displayed.'

# MyAdmin User Guide

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

The screenshot displays the 'User Admin' section of the MyAdmin interface. At the top, there is a navigation bar with tabs for Overview, My orders, Repairs & Faults, Inventory, Billing, My apps, and My br. On the left, a sidebar menu includes 'MANAGE ESR' with a sub-item '> User Admin', and 'BACK TO' with sub-items '< Manage Admin Requests', '< Manage ESRs', '< Download Users', '< Download User Briefings Categories', and '< Manage SaaS Services'. The main content area is titled 'User Admin' and contains a search form with the instruction 'Please search users based on these criteria :'. The search form includes input fields for Username, Employee Reference Number, First Name, Last Name, Application, and Email, along with a 'SEARCH >' button. Below the search form, a 'Result' section shows a table with columns for Username, Email Address, Full Name, and Company Name. A single result is displayed, with the 'Company Name' column containing 'XYZ LTD'. Below the table, there is a pagination bar showing 'PAGE : 1', 'Previous | Next', 'First Page | Last Page', and 'Total Pages : 1'. At the bottom, an 'Admin Tasks' section asks 'What do you want to do?' with a dropdown menu set to 'Manage Password' and a 'READY' button.

3. Click **Personal Details**.

# MyAdmin User Guide

Overview | My orders | Repairs & Faults | Inventory | Billing | My apps

**MANAGE ESR**

- > User Details
- > Action ESR
- > Add Applications
- > 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

**User Details**

Please click Confirm to save

User: [redacted]

Email: [redacted]

**User Status:**

Active  Suspended  Inactive

**User has the following role(s):**

The selected user has no roles associated with it.

**User belongs to these user groups:**

User Groups: [redacted]

**User is an administrator in these ESR groups:**

ESR 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.	

< BACK      CONFIRM >

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

# MyAdmin User Guide

Overview	My orders	Repairs & Faults	Inventory	Billing	My apps	My briefings
<b>MANAGE ESR</b>						
User: Ashuadmin						
Title: Mr						
* User ID:						
* First name:						
* Surname:						
* Email:						
* Password:						
* Password Question:						
* Password Answer:						
* Password Question2:						
* Password Answer2:						
* Password Question3:						
* Password Answer3:						
* Telephone:						
Extension:						
User Registration Date:						
User Registration Time:						
Last Login:						
<input type="button" value="RESET &gt;"/> <input type="button" value="CONFIRM &gt;"/> <input type="button" value="&lt; BACK"/>						

Mr

.....

What is your mother's maiden name?

xyz

What is your first child's name ?

xyz

What is your father's first name?

xyz

0123456789

343

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

# MyAdmin User Guide

## Reactivate a suspended or inactive user

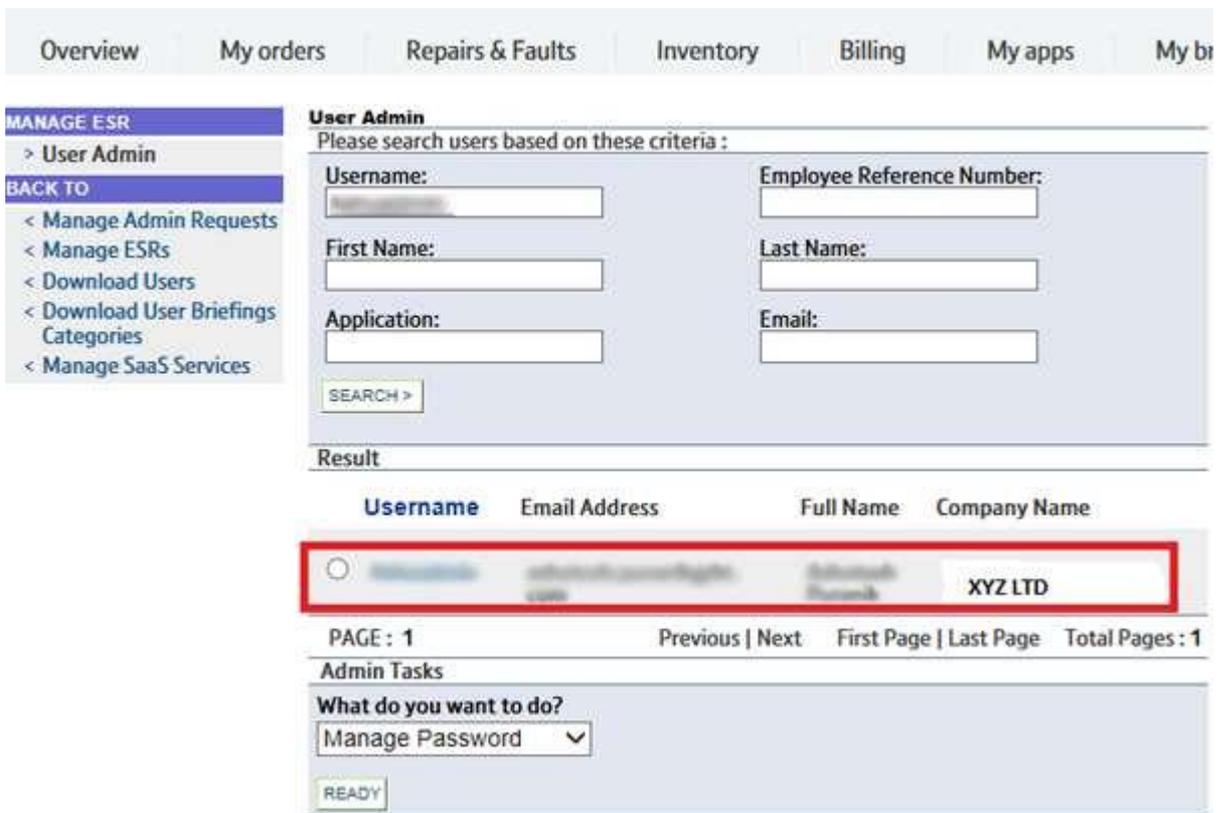
User ID's will be automatically suspended after **60** consecutive days of non-usage, made inactive after **90** consecutive days of inactivity and closed after **180** days of inactivity.

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**.



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



# MyAdmin User Guide

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

The screenshot displays the MyAdmin interface with a navigation menu on the left and a main content area on the right. The navigation menu includes sections for 'MANAGE ESR' and 'BACK TO'. The main content area shows the 'User Details' section with a warning to click 'Confirm' to save. The 'User Status' section is highlighted with a red box, showing three radio buttons: 'Active' (selected), 'Suspended', and 'Inactive'. Below this, there are sections for 'User has the following role(s)', 'User belongs to these user groups', 'User is an administrator in these ESR groups', 'User rights for the following Applications', and 'User Rights For The Following Content'. At the bottom, there are two buttons: '< BACK' and 'CONFIRM >'.

Overview | My orders | Repairs & Faults | Inventory | Billing | My apps

**MANAGE ESR**

- > User Details
- > Action ESR
- > Add Applications
- > 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

**User Details**

Please click Confirm to save

User: [redacted]

Email: [redacted]

**User Status:**

Active  Suspended  Inactive

**User has the following role(s):**

The selected user has no roles associated with it.

**User belongs to these user groups:**

User Groups: [redacted]

**User is an administrator in these ESR groups:**

ESR Groups: [redacted]

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:
[redacted]	[redacted]

< BACK | CONFIRM >

- Click **CONFIRM** –the users account will be updated.

# MyAdmin User Guide

## Generate or reset a user's PIN

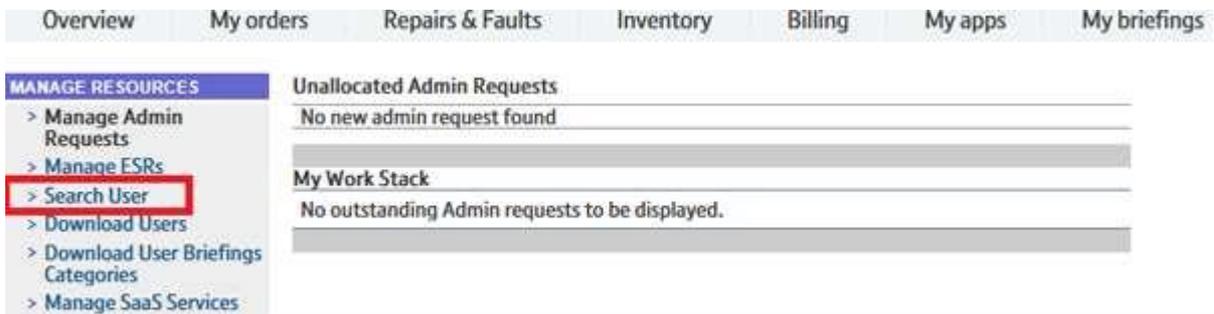
Many applications require your users to have a PIN, for example while accessing applications and running diagnostic tests.

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

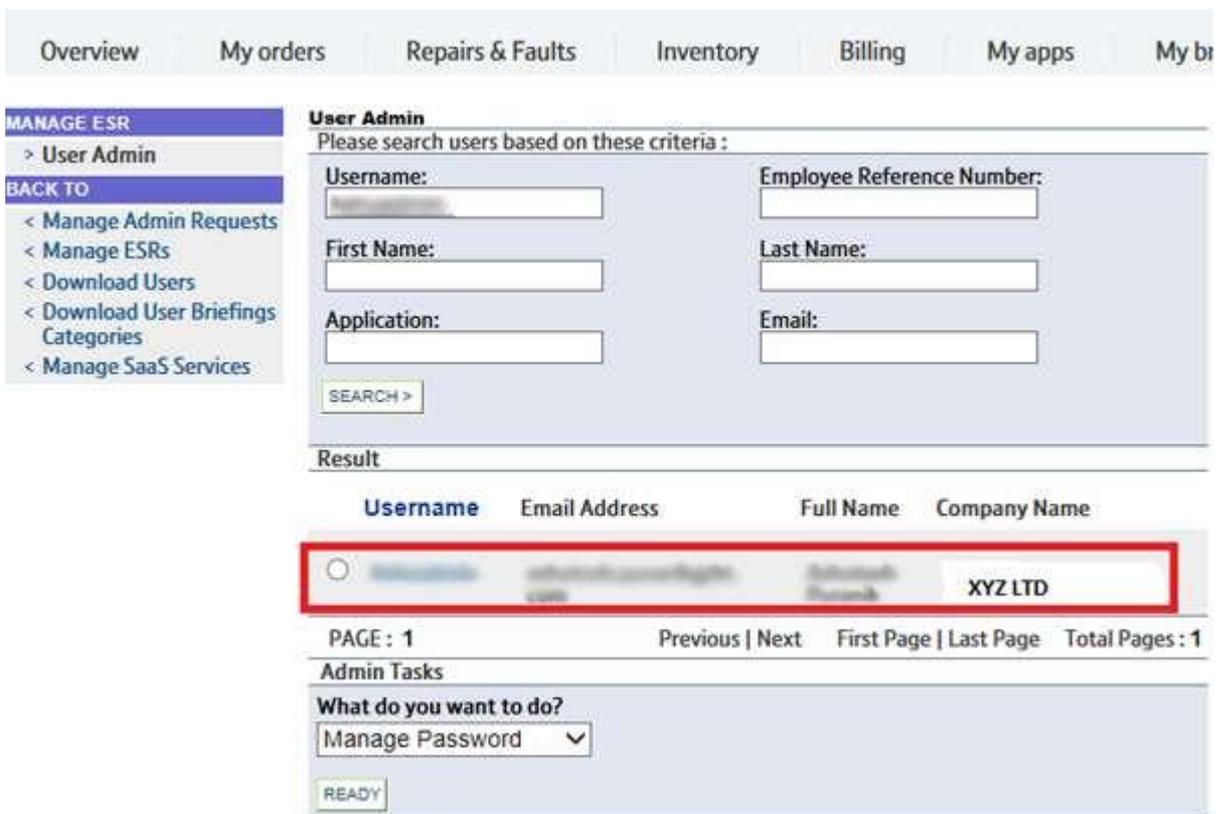
### PIN Generation - first time user

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

1. In **MyAdmin**, select **Search User**.



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



# MyAdmin User Guide

3. Select **Generate PIN** and click **CONFIRM**.

The screenshot shows the MyAdmin user management interface. At the top, there are navigation tabs: Overview, My orders, Repairs & Faults, Inventory, Billing, My apps, and My briefings. On the left, there is a sidebar menu with two main sections: 'MANAGE ESR' and 'BACK TO'. Under 'MANAGE ESR', the following options are listed: > User Details, > Action ESR, > Add Applications, > Add Content, > Personal Details, > Business Details, and > Generate PIN (which is highlighted with a red box). Under 'BACK TO', the following options are listed: < Manage Admin Requests, < Manage ESRs, < Search User, < Download Users, < Download User Briefings Categories, and < Manage SaaS Services. The main content area on the right is titled 'User Details' and contains the following information: 'Please click Confirm to save', 'User: [redacted]', 'Email: [redacted]', 'User Status:' with radio buttons for Active (selected), Suspended, and Inactive, 'User has the following role(s):' with the text 'The selected user has no roles associated with it.', 'User belongs to these user groups:' with 'User Groups:' listed below, 'User is an administrator in these ESR groups:' with 'ESR Groups:' listed below and the text 'The selected user is not an administrator of any group.', 'User rights for the following Applications:' with a table showing 'Quick Quote' and 'Type of Access: full', 'User Rights For The Following Content:' with 'Content' listed below and the text 'The selected user has no access to any content yet.', and 'Type of Access:' listed below. At the bottom of the main content area, there are two buttons: '< BACK' and 'CONFIRM >'.

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

# MyAdmin User Guide

The screenshot shows the MyAdmin interface with a navigation menu on the left and a confirmation message on the right. The navigation menu is divided into two sections: 'MANAGE ESR' and 'BACK TO'. The 'MANAGE ESR' section includes links for User Details, Action ESR, Add Applications, Add Content, Personal Details, Business Details, and Generate PIN. The 'BACK TO' section includes links for Manage Admin Requests, Manage ESRs, Search User, Download Users, Download User Briefings Categories, and Manage SaaS Services. The confirmation message on the right states: 'Confirmation The Pin number for user [redacted] has been successfully sent.' Below the message is a '< BACK' button.

## 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.

The screenshot shows the MyAdmin interface with a navigation menu on the left and an error message on the right. The navigation menu includes links for Overview, My orders, Repairs & Faults, Inventory, Billing, My apps, My briefings, and Administration. The error message on the right states: 'You have exceeded the maximum number of PIN attempts and your PIN has now been locked. To unlock your PIN please click here.'

To do this:

1. In **MyAdmin**, select **Search User**.

The screenshot shows the MyAdmin interface with a navigation menu on the left and search results on the right. The navigation menu includes links for Overview, My orders, Repairs & Faults, Inventory, Billing, My apps, and My briefings. The search results on the right are divided into two sections: 'Unallocated Admin Requests' and 'My Work Stack'. The 'Unallocated Admin Requests' section shows 'No new admin request found'. The 'My Work Stack' section shows 'No outstanding Admin requests to be displayed.'

# MyAdmin User Guide

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

The screenshot shows the 'User Admin' section of the MyAdmin interface. At the top, there are navigation tabs: Overview, My orders, Repairs & Faults, Inventory, Billing, My apps, and My br. On the left, there is a sidebar with 'MANAGE ESR' and 'BACK TO' sections. The 'MANAGE ESR' section includes a link for '> User Admin'. The 'BACK TO' section includes links for '< Manage Admin Requests', '< Manage ESRs', '< Download Users', '< Download User Briefings Categories', and '< Manage SaaS Services'. The main content area is titled 'User Admin' and contains a search form with the following fields: Username, Employee Reference Number, First Name, Last Name, Application, and Email. A 'SEARCH >' button is located below the search fields. Below the search form, there is a 'Result' section with a table. The table has columns for Username, Email Address, Full Name, and Company Name. A single row is visible, with a radio button in the first column and the company name 'XYZ LTD' in the last column. Below the table, there is a pagination bar showing 'PAGE : 1', 'Previous | Next', 'First Page | Last Page', and 'Total Pages : 1'. At the bottom, there is an 'Admin Tasks' section with a dropdown menu titled 'What do you want to do?' and a 'READY' button.

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**.

# MyAdmin User Guide

The screenshot shows the 'User Admin' section of the MyAdmin interface. At the top, there are navigation tabs: Overview, My orders, Repairs & Faults, Inventory, Billing, My apps, and My briefings. On the left, there is a sidebar with 'MANAGE ESR' and 'BACK TO' sections. The main content area is titled 'User Admin' and contains a search form with fields for Username, Employee Reference Number, First Name, Last Name, Application, and Email. A 'SEARCH >' button is located below the form. Below the search form is a table with the following columns: Username, Email Address, Full Name, and Company Name. The first row of the table is highlighted with a red box, showing a user with the username 'johndoe@bt.com'. Below the table, there is a 'PAGE : 1' indicator and navigation links for 'Previous | Next', 'First Page | Last Page', and 'Total Pages : 1'. At the bottom, there is an 'Admin Tasks' section with a dropdown menu labeled 'What do you want to do?' and a 'READY' button. The dropdown menu is open, showing 'Reset PIN' as the selected option, which is also highlighted with a red box.

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

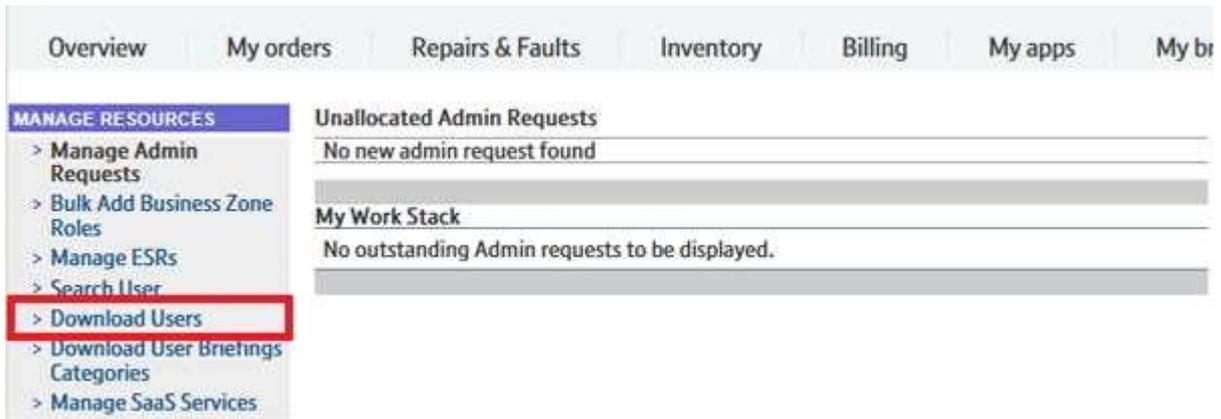
The screenshot shows the 'Confirmation' page in the MyAdmin interface. At the top, there are navigation tabs: Overview, My orders, Repairs & Faults, Inventory, and Billing. On the left, there is a sidebar with 'MANAGE ESR' and a list of options: > User Details, > Action ESR, > Add Applications, > Add Content, > Personal Details, > Business Details, and > Generate PIN. The main content area is titled 'Confirmation' and contains the message: 'The Pin number for user johndoe@bt.com has been successfully sent.' Below the message is a '< BACK' button.

# MyAdmin User Guide

## 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**.



2. Select the number of users and click **Ready**.



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.

# MyAdmin User Guide

The screenshot shows the MyAdmin portal interface. At the top, there is a navigation bar with tabs: Overview, My orders, Repairs & Faults, Inventory, Billing, My apps, My briefings, and Administration. Below this is a sidebar menu under the heading 'MANAGE RESOURCES' with options: Manage Admin Requests, Bulk Add Business Zone Roles, Manage ESRs, Search User, Download Users, Download User Briefings Categories, and Manage SaaS Services. The 'Download Users' option is selected, and the main content area displays a warning about 'IN CONFIDENCE' privacy marking. The warning text states: 'The file you are about to download contains customer information which is covered by the IN CONFIDENCE privacy marking and must be protected appropriately by following the rules below: ( The full protection rules for privacy marked information can be found in the BT Security policies)'. It lists several security requirements: information must be kept 'Confidential', disclosure outside the company is prohibited, use is limited to the specified purpose, the file must be downloaded to a drive with restricted access, information is kept for a minimum amount of time, and customer information should not be printed without approval. A 'Note' section defines 'IN CONFIDENCE' as commercially sensitive information. Below the warning, a message states: 'There are 3 user(s) from your and subsidiary companies currently registered on the portal. Click on the link below to download the user details'. A button labeled '1-3' is highlighted with a red box. At the bottom of the page, there is a footer with links for About Us, BT Group, Site Map, Terms of Use, and Privacy Policy, and the BT wholesale logo. A cookie consent banner is visible, and a download dialog box is open at the bottom, showing the file 'UserDetails\_1\_3.csv (1.02 KB) from btwholesale.com?' with 'Open', 'Save', and 'Cancel' buttons. The 'Open' button is highlighted with a red box.

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

# MyAdmin User Guide

## 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.



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:

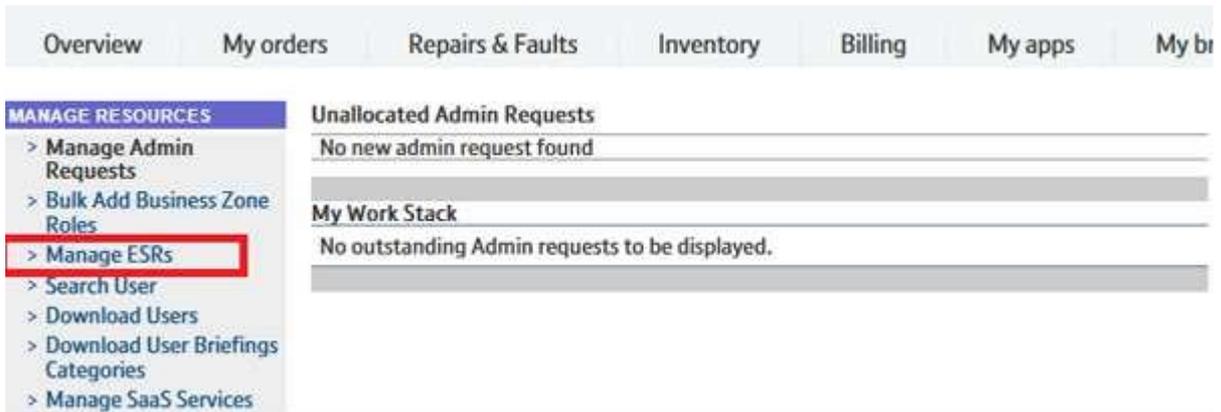
- 20C/21C Fault Diagnostics
- BTWholesale Pricing Tool
- Eco Plus
- Knowledge Based Diagnostics
- Migration Forecast & Allocation
- New Knowledge Based Diagnostics
- Reactive Repair Tool
- Self Service Repair
- Tags On The Line
- Broadband Content

## 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**.

# MyAdmin User Guide



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



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

# MyAdmin User Guide

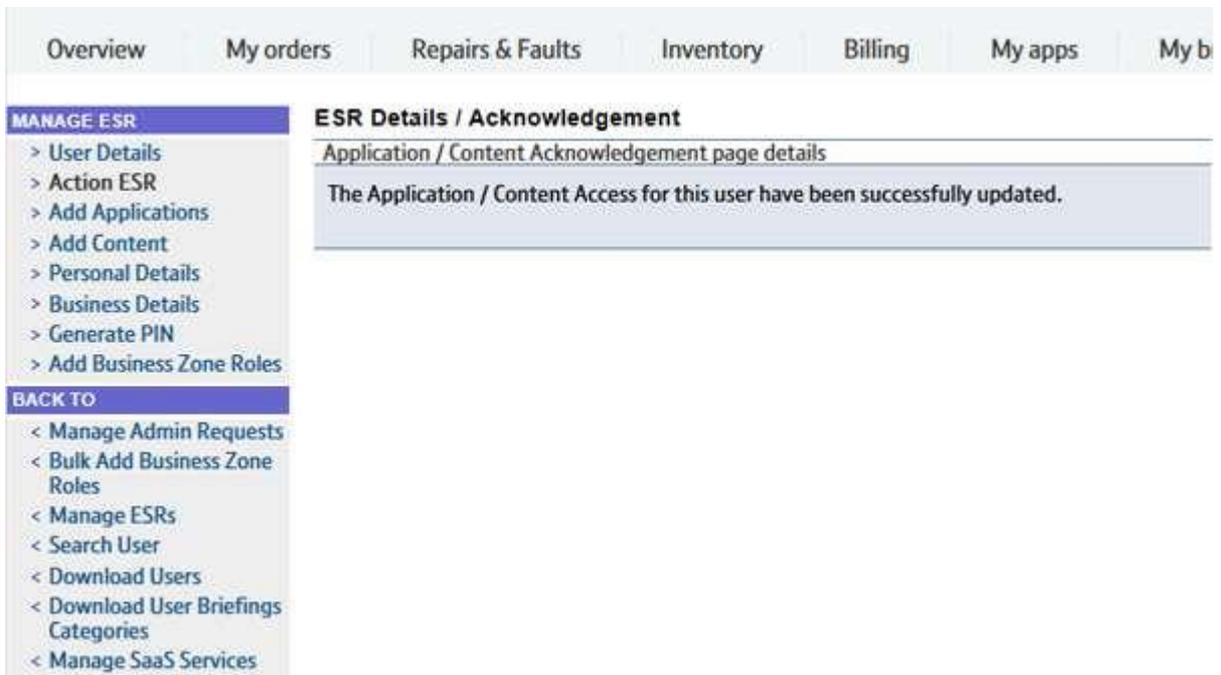
The screenshot shows the MyAdmin interface with a navigation menu on the left and a main content area. The navigation menu includes 'MANAGE RESOURCES' with sub-items like 'Manage Admin Requests', 'Bulk Add Business Zone Roles', 'Manage ESRs', 'Search User', 'Download Users', 'Download User Briefings Categories', and 'Manage SaaS Services'. The main content area has tabs for 'Overview', 'My orders', 'Repairs & Faults', 'Inventory', 'Billing', 'My apps', and 'My br'. Under 'Unallocated ESR(s)', it says 'No new ESRs to be displayed.' Below that is the 'My Work Stack' section, which includes a 'Sort by:' dropdown set to 'Please select' and a 'READY >' button. A table lists work stack items with columns for 'Username', 'Company Name', 'Requested Feature', and 'Requested date/time'. One item is highlighted with a red box: a radio button next to the username, 'XYZ LTD' as the company name, 'Tags On The Line' as the feature, and '10-11-2016 10:43:47:000' as the date/time. Below the table are pagination controls: 'PAGE: 1 2', 'Previous || Next', 'First Page || Last Page', and 'Total Pages: 2'. At the bottom, there is a 'What do you want to do?' section with a dropdown set to 'Action ESR' and a 'READY >' button highlighted with a red box.

6. Check radio button **full** and click **READY**.

The screenshot shows the MyAdmin interface with a navigation menu on the left and a main content area. The navigation menu includes 'MANAGE ESR' with sub-items like 'User Details', 'Action ESR', 'Add Applications', 'Add Content', 'Personal Details', 'Business Details', 'Generate PIN', and 'Add Business Zone Roles'. The main content area has tabs for 'Overview', 'My orders', 'Repairs & Faults', 'Inventory', 'Billing', 'My apps', and 'My'. Under 'User Details', it shows 'User: Ashuadmin' and 'Email: [redacted]'. Below that is the 'Applications' section, which lists 'Tags On The Line' and has a 'Type of Access' dropdown set to 'full', highlighted with a red box. Below that is the 'Content' section, which says 'There are no Requested Content for Ashuadmin'. Below that is a text area for a comment, with a note: '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:'. Below the text area are three buttons: 'RESET >', 'READY >' (highlighted with a red box), and '< BACK'.

# MyAdmin User Guide

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

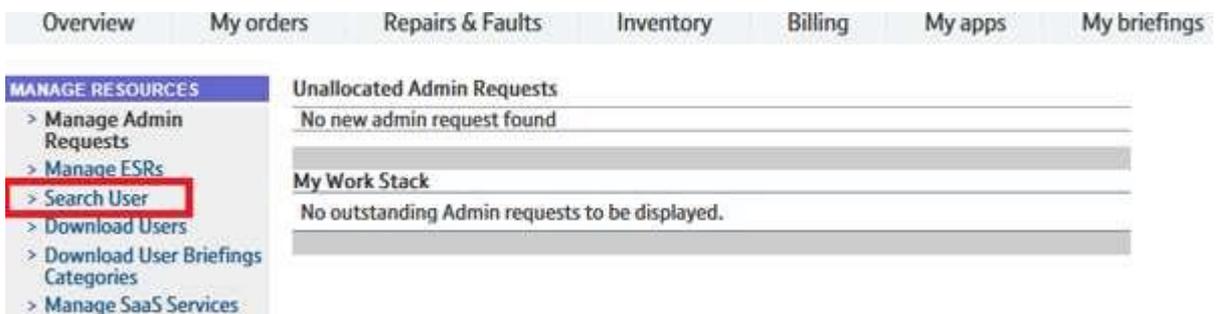


**NOTE:** If you are denying access, please state the reason why.

## Adding access to BT Wholesale apps for your users

You can do this by following the steps below:

1. From **MyAdmin**, select **Search User**.



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

# MyAdmin User Guide

Overview | My orders | Repairs & Faults | Inventory | Billing | My apps | My br

**MANAGE ESR**  
> User Admin  
**BACK TO**  
< Manage Admin Requests  
< Manage ESRs  
< Download Users  
< Download User Briefings Categories  
< Manage SaaS Services

**User Admin**  
Please search users based on these criteria :

Username:  Employee Reference Number:

First Name:  Last Name:

Application:  Email:

SEARCH >

**Result**

Username	Email Address	Full Name	Company Name
<input type="radio"/>			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. Go to Add Applications.

# MyAdmin User Guide

Overview | My orders | Repairs & Faults | Inventory | Billing | My apps

**MANAGE ESR**

- > User Details
- > Action ESR
- > Add Applications**
- > 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

**User Details**

---

Please click Confirm to save

User:

Email:

**User Status:**

Active  Suspended  Inactive

**User has the following role(s):**

The selected user has no roles associated with it.

**User belongs to these user groups:**

User Groups:

**User is an administrator in these ESR groups:**

ESR 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:
<input type="text"/>	<input type="text"/>

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

# MyAdmin User Guide

Overview | My orders | Repairs & Faults | Inventory | Billing | My apps | My

**MANAGE ESR**

- > User Details
- > Action ESR
- > Add Applications
- > 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

User: **[redacted]**  
Email: **[redacted]**

Applications	Type of Access
20C Fault Diagnostics	<input type="radio"/> none <input type="radio"/> full
20C/21C Fault Diagnostics	<input checked="" type="radio"/> none <input type="radio"/> full
21 CN Knowledge Based Diagnostics	<input type="radio"/> none <input type="radio"/> full
BT Wholesale Pricing Tool	<input checked="" type="radio"/> none <input type="radio"/> full
Eco Plus	<input checked="" type="radio"/> none <input type="radio"/> full
<b>Knowledge Based Diagnostics</b>	<input type="radio"/> none <input checked="" type="radio"/> full
Migration Forecast & Allocation	<input checked="" type="radio"/> none <input type="radio"/> full
New Knowledge Based Diagnostics	<input checked="" type="radio"/> none <input type="radio"/> full
Reactive Repair Tool	<input checked="" type="radio"/> none <input type="radio"/> full
Self Service Repair	<input checked="" type="radio"/> none <input type="radio"/> full
Tags On The Line	<input checked="" type="radio"/> none <input type="radio"/> full

**No longer in use**

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.

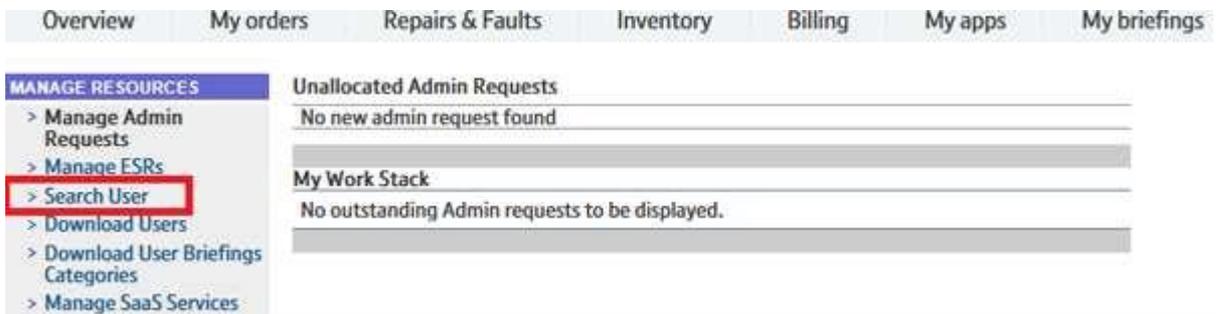
- [EcoPlus Application Access Requests](#)
- [SNR Reset Access](#)

# MyAdmin User Guide

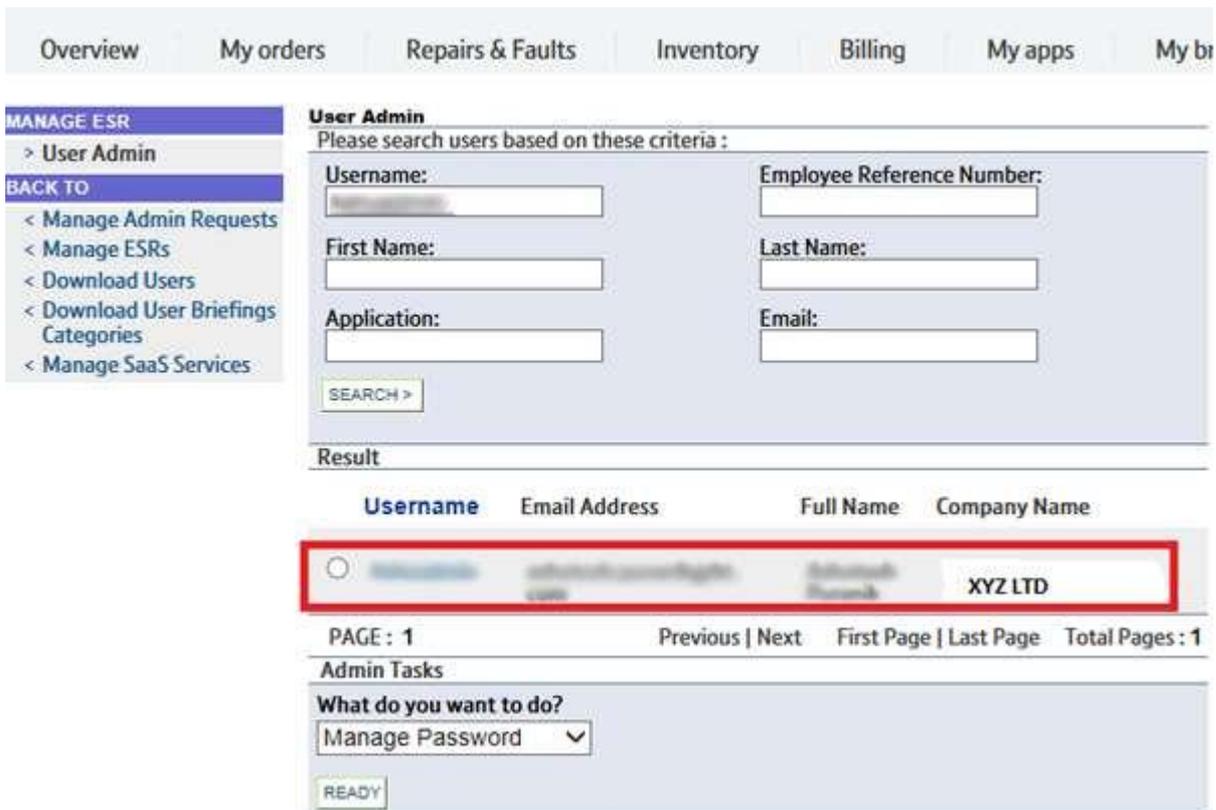
## EcoPlus Application Access Requests

To add access for EcoPlus:

1. In **MyAdmin**, select **Search User**.



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



3. Go to **Add Applications**.

# MyAdmin User Guide

Overview | My orders | Repairs & Faults | Inventory | Billing | My apps

**MANAGE ESR**

- > User Details
- > Action ESR
- > **Add Applications**
- > 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

**User Details**

Please click Confirm to save

User: Admin

Email: admin@bt.com

**User Status:**

Active  Suspended  Inactive

**User has the following role(s):**

The selected user has no roles associated with it.

**User belongs to these user groups:**

User Groups:

**User is an administrator in these ESR groups:**

ESR 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.	

< BACK      CONFIRM >

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

# MyAdmin User Guide

The screenshot shows the MyAdmin interface with a navigation menu on the left and a main content area. The navigation menu includes 'MANAGE ESR' and 'BACK TO' sections. The main content area displays user information, a list of applications with their access types, and a confirmation section.

Applications	Type of Access
20C Fault Diagnostics	<input type="radio"/> none <input type="radio"/> full
20C/21C Fault Diagnostics	<input checked="" type="radio"/> none <input type="radio"/> full
21 CN Knowledge Based Diagnostics	<input type="radio"/> none <input type="radio"/> full
BT Wholesale Pricing Tool	<input checked="" type="radio"/> none <input type="radio"/> full
<b>Eco Plus</b>	<input type="radio"/> none <input checked="" type="radio"/> full
Knowledge Based Diagnostics	<input checked="" type="radio"/> none <input type="radio"/> full
Migration Forecast & Allocation	<input checked="" type="radio"/> none <input type="radio"/> full
New Knowledge Based Diagnostics	<input type="radio"/> none <input checked="" type="radio"/> full
Reactive Repair Tool	<input checked="" type="radio"/> none <input type="radio"/> full
Self Service Repair	<input checked="" type="radio"/> none <input type="radio"/> full
Tags On The Line	<input type="radio"/> none <input checked="" type="radio"/> 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 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.  
See [Adding Customer User Group \(CUG\)](#) for more help.
6. Select check box, radio button and then click on **READY**.

# MyAdmin User Guide

The screenshot shows the MyAdmin interface with a navigation bar at the top containing: Overview, My orders, Repairs & Faults, Inventory, Billing, My apps, and My br. On the left, there are two menu sections: 'MANAGE ESR' with options like User Details, Action ESR, Add Applications, Add Content, Personal Details, Business Details, and Generate PIN; and 'BACK TO' with options like Manage Admin Requests, Manage ESRs, Search User, Download Users, Download User Briefings Categories, and Manage SaaS Services. The main content area shows 'User: [redacted]' and instructions: 'To grant access to Eco Plus, select the CUG IDs applicable to this user. The primary CUG ID will be used as the default CUG ID for the user when he/she accesses Eco Plus.' Below this is a table with columns: Select All, CUG ID, CUG Name, and Primary CUG ID. A row is highlighted with a red border, containing a checkbox, '500XXXXXXX', 'XYZ LTD', and a radio button. A 'READY >' button is visible below the table.

Select All	CUG ID	CUG Name	Primary CUG ID
<input type="checkbox"/>	500XXXXXXX	XYZ LTD	<input type="radio"/>

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

The screenshot shows the MyAdmin interface with the same navigation bar as above. The main content area displays a 'Confirmation' message: 'The Application Access for user [redacted] has been successfully updated.' The left-hand menu is identical to the previous screenshot.

## 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**.

# MyAdmin User Guide



- 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.



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 >](#)

- Select **User administration**.

# MyAdmin User Guide

The screenshot shows a navigation menu with several categories:

- 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** (highlighted with a red box)
  - Contact administration
  - Billing administration
- Other online services**

4. Select **Find user**.

The screenshot shows the 'Review users' page. At the top, there is a breadcrumb 'Home > Administration:' and a 'Help & tips' link. Below that is a 'Select account:' dropdown menu with 'XYZ LTD' selected. The main heading is 'Review users' in green. Below the heading is a sub-heading: 'Review users associated with the account selected above. Please use the links below to perform administration tasks.' To the right of this text are two buttons: 'Find user' (highlighted with a red box) and 'Add user |'. Below the buttons, it says 'No records'. At the bottom, there is a table header with columns: 'Login name', 'Last name', 'First name', 'Telephone number', and 'Email', each with a small sort icon.

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

# MyAdmin User Guide

Select account:

## Find a user

Enter search criteria and click find.

<b>Login name</b>	<input type="text"/>
Last name	<input type="text"/>
First name	<input type="text"/>
Job title	<input type="text"/>
Telephone number	<input type="text"/>
Responsibility	<input type="text"/>
Email	<input type="text"/>

6. Select **Edit/review selected user**.

Select account:

## Review users

Review users associated with the account selected above. Please use the links below to perform administration tasks.

[Find user](#) | [Add user](#) | [Edit / review selected user](#) | [Remove selected user](#)

1 - 1 of 1

Login name	Last name	First name	Telephone number	Email
				<a href="mailto:edward.garnett@bt.com">edward.garnett@bt.com</a>

7. Select the > button next to **Access rights**.

# MyAdmin User Guide

Select account:

## Change access for user

Update user's accounts and customer zone access rights.

Last name

First name

Job title

Email

Telephone number

Technical helpdesk number

Contact availability times

Access rights (click button to view all)

Accounts (click button to view all)

8. Select **ADD** –the access rights window will open.

1 - 6 of 6

	Access rights	Description
<input checked="" type="radio"/>	<b>BTW.com Diagnostic_WholeSale</b>	<b>BT.com Diagnostic_WholeSale</b>
<input type="radio"/>	BTW.com Fault Placement	Add-on Access - Portal - Run diagnostic tests and report faults online
<input type="radio"/>	BTW.com Fault Tracking	Add-on Access - Portal - Track faults and fault related queries
<input type="radio"/>	BTW.com Inventory Tracking	Add-on Access - Portal - Track inventory and inventory related queries
<input type="radio"/>	BTW.com Order Placement	Add-on Access - Portal - Place orders for selected products and services online
<input type="radio"/>	BTW.com Order Tracking	"Add-on Access - Portal - Track orders order projects and their related queries"

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

	Access rights	Description
<input type="radio"/>	BTW.com Diagnostic_WholeSale	BT.com Diagnostic_WholeSale
<input checked="" type="radio"/>	BTW.com SNR_Wholesale	Initiate/View SNR Reset requests on BTW Portal
<input type="radio"/>	BTW.com Fault Placement	Add-on Access - Portal - Run diagnostic tests and report faults online
<input type="radio"/>	BTW.com Fault Tracking	Add-on Access - Portal - Track faults and fault related queries
<input type="radio"/>	BTW.com Inventory Tracking	Add-on Access - Portal - Track inventory and inventory related queries
<input type="radio"/>	BTW.com Order Placement	Add-on Access - Portal - Place orders for selected products and services online
<input type="radio"/>	BTW.com Order Tracking	"Add-on Access - Portal - Track orders order projects and their related queries"

11. Click **SAVE**.

	Access rights	Description
<input checked="" type="radio"/>	BTW.com Diagnostic_WholeSale	BT.com Diagnostic_WholeSale
<input type="radio"/>	BTW.com SNR_Wholesale	Initiate/View SNR Reset requests on BTW Portal
<input type="radio"/>	BTW.com Fault Placement	Add-on Access - Portal - Run diagnostic tests and report faults online
<input type="radio"/>	BTW.com Fault Tracking	Add-on Access - Portal - Track faults and fault related queries
<input type="radio"/>	BTW.com Inventory Tracking	Add-on Access - Portal - Track inventory and inventory related queries
<input type="radio"/>	BTW.com Order Placement	Add-on Access - Portal - Place orders for selected products and services online
<input type="radio"/>	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	PLURANK
First name	ADAM/TOM
Job title	
Email	adam@bt.com
Telephone number	02037541234
Technical helpdesk number	<input type="text"/>
Contact availability times	<input type="text"/>
Access rights (click button to view all)	BTW.com Diagnostic_WholeSale >

Accounts  
(click button to view all) >

CANCEL

UPDATE ACCESS RIGHTS

# MyAdmin User Guide

## Adding Customer User Group (CUG)

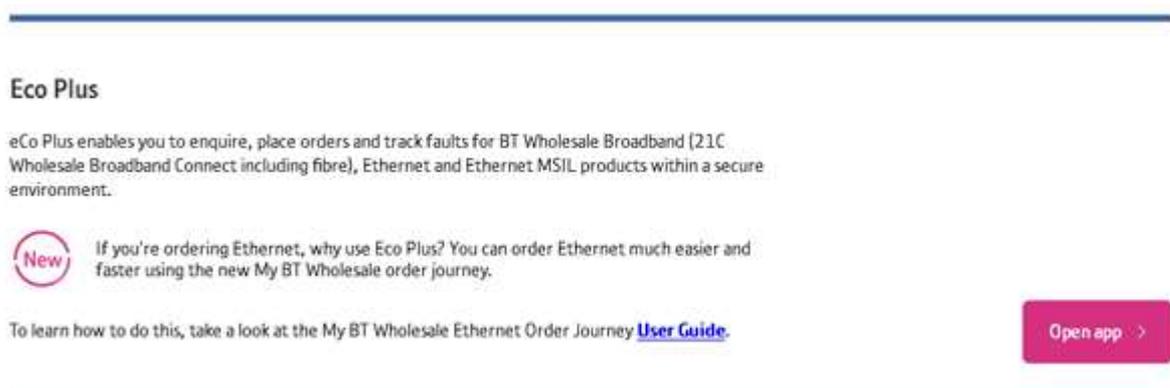
MyAdmin allows company admins to add Customer User Group (Customer accounts) to their user profiles.

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**.

# MyAdmin User Guide

The screenshot shows a navigation menu with several categories:

- 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** (highlighted with a red box)
  - Contact administration
  - Billing administration
- Other online services**

4. Select **Find user**.

The screenshot shows the 'Review users' page. At the top, there is a breadcrumb 'Home > Administration:' and a 'Help & tips' link. Below this is a 'Select account:' dropdown menu with 'XYZ LTD' selected. The main heading is 'Review users' in green. Below the heading is a sub-heading: 'Review users associated with the account selected above. Please use the links below to perform administration tasks.' To the right of this text are two buttons: 'Find user' (highlighted with a red box) and 'Add user |'. Below the buttons, it says 'No records'. At the bottom, there is a table header with columns: 'Login name', 'Last name', 'First name', 'Telephone number', and 'Email', each with a small sort icon.

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

# MyAdmin User Guide

Select account:

## Find a user

Enter search criteria and click find.

<b>Login name</b>	<input type="text"/>
Last name	<input type="text"/>
First name	<input type="text"/>
Job title	<input type="text"/>
Telephone number	<input type="text"/>
Responsibility	<input type="text"/>
Email	<input type="text"/>

- 6. Select **Edit/review** selected user.

Select account:

## Review users

Review users associated with the account selected above. Please use the links below to perform administration tasks.

[Find user](#) | [Add user](#) | [Edit / review selected user](#) | [Remove selected user](#)

1 - 1 of 1

Login name	Last name	First name	Telephone number	Email
				<a href="#">edit@bt.com</a>

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

# MyAdmin User Guide

1 - 2 of 2

Select account: **XYZ LTD**

**Change access for user**

Update user's accounts and customer zone access rights.

Last name

First name

Job title

Email

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)

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

Find   Starting with   1 - 2 of 2

<input type="checkbox"/>	Account name	Account number
<input type="checkbox"/>	XYZ LTD	500XXXXXXX
<input checked="" type="checkbox"/>	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](mailto:btwholesale.direct@bt.com).

9. Select **SAVE**.

# MyAdmin User Guide

1 - 2 of 2

	Account name	Account number
<input checked="" type="radio"/>	XYZ LTD	500XXXXXXX
<input type="radio"/>	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**

**First name**

**Job title**

**Email**

**Telephone number**

**Technical helpdesk number**

**Contact availability times**

**Access rights**  
(click button to view all)

**Accounts**  
(click button to view all)

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

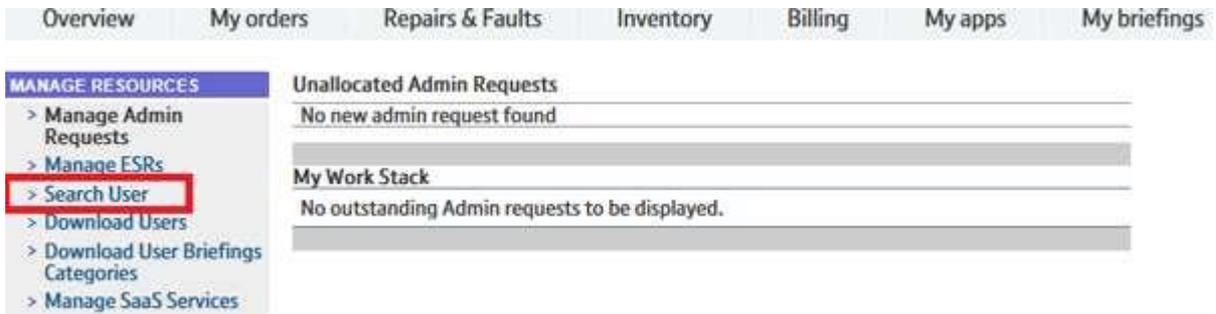
# MyAdmin User Guide

## BT Wholesale Content Access

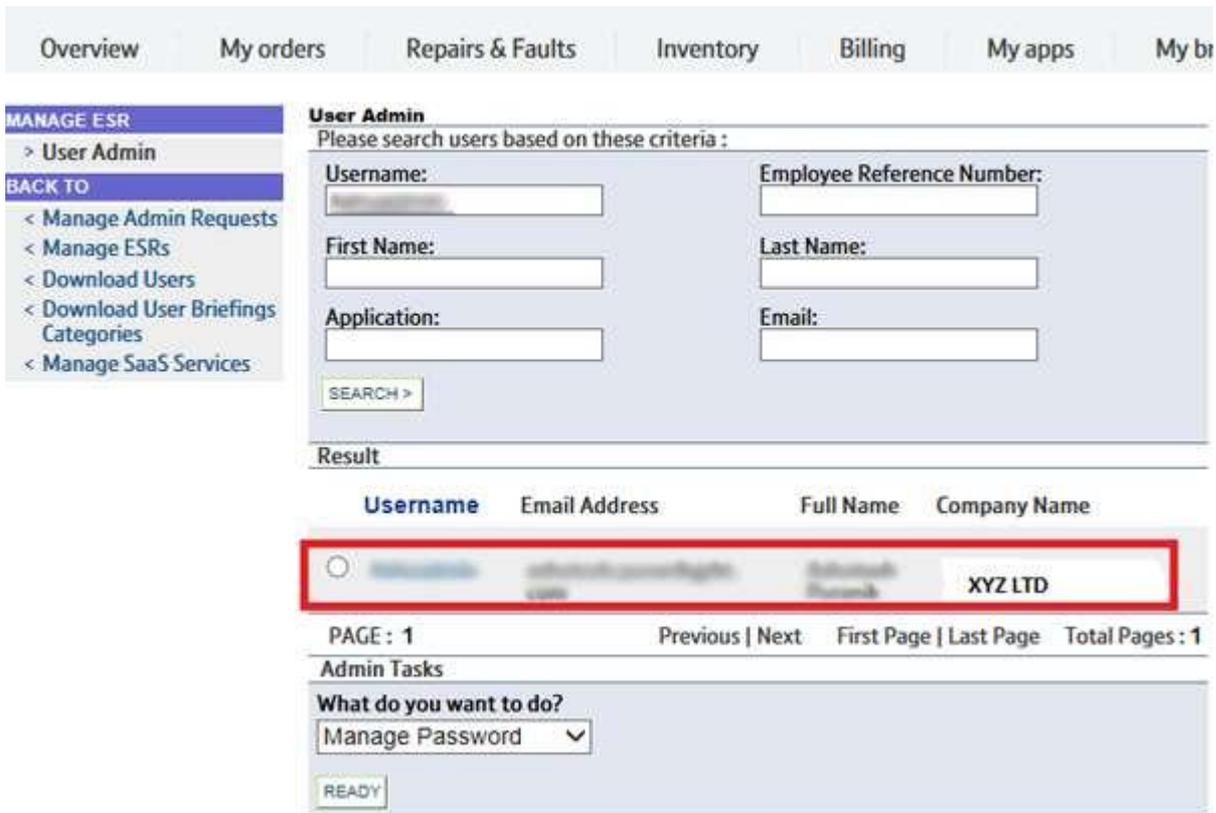
If you take any of our broadband products, **MyAdmin** will let you provide your users with access to [Broadband Content](#).

You can do this by following the steps below:

1. In **MyAdmin**, select **Search User**.



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



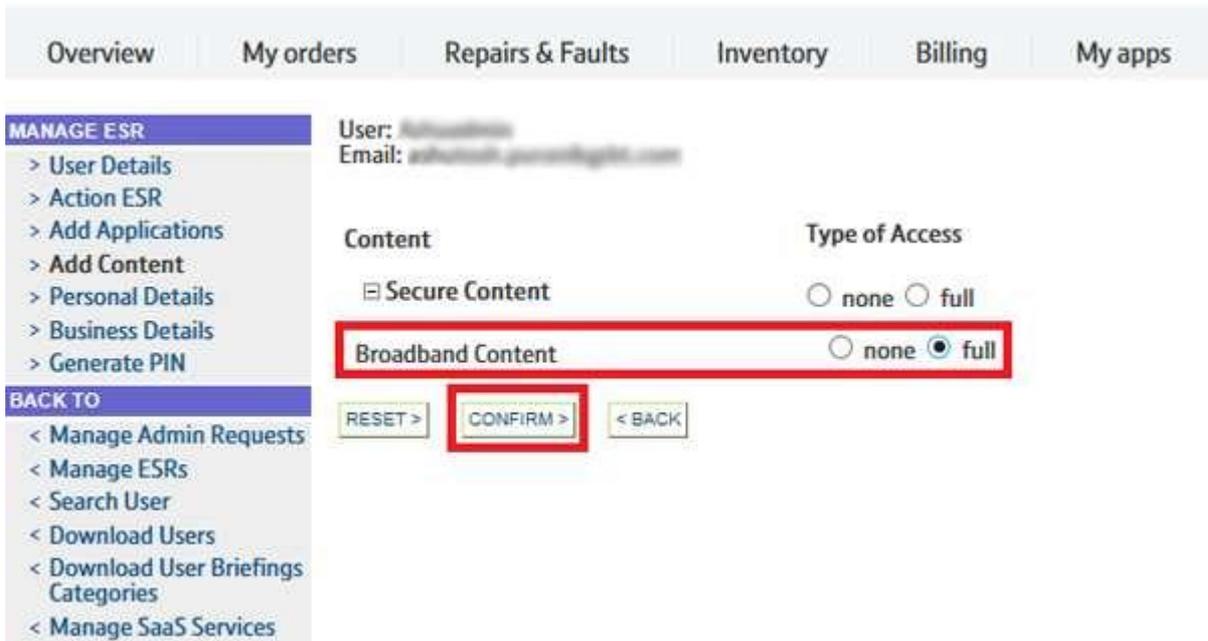
# MyAdmin User Guide

3. Select **Add Content**.

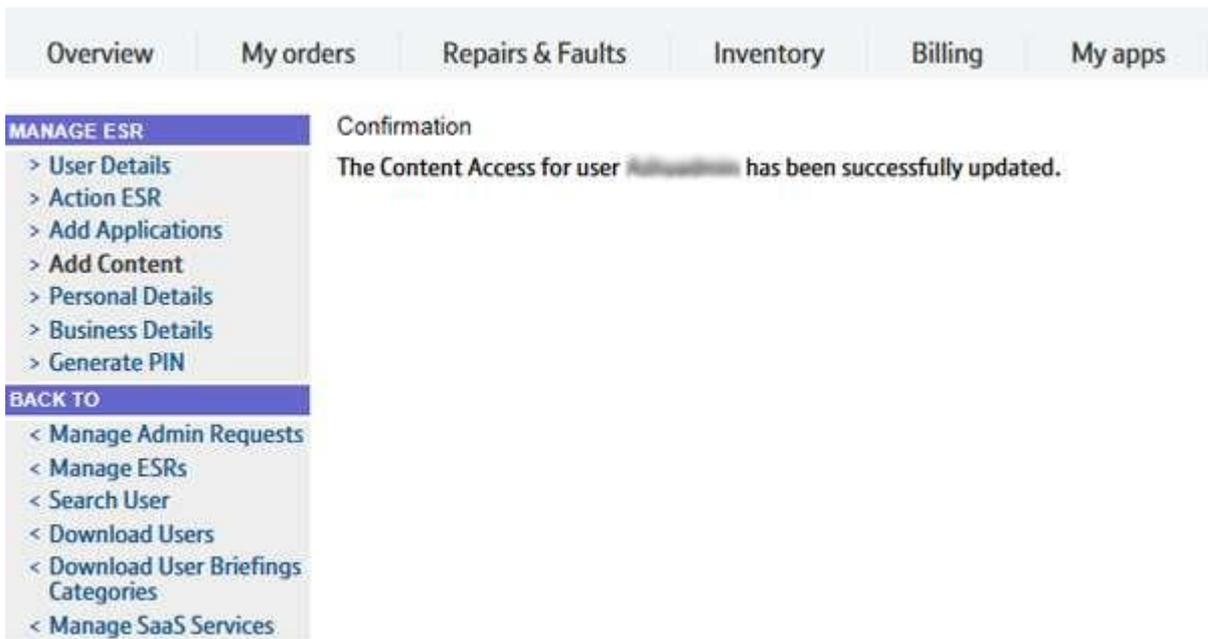
The screenshot shows the MyAdmin user management interface. At the top, there are navigation tabs: Overview, My orders, Repairs & Faults, Inventory, Billing, My apps, and My briefings. On the left, a sidebar menu is visible under the heading 'MANAGE ESR'. The menu items are: > User Details, > Action ESR, > Add Applications, > Add Content (highlighted with a red box), > Personal Details, > Business Details, and > Generate PIN. Below this is a 'BACK TO' section with options: < Manage Admin Requests, < Manage ESRs, < Search User, < Download Users, < Download User Briefings Categories, and < Manage SaaS Services. The main content area is titled 'User Details' and contains the following information: 'Please click Confirm to save', 'User: adminadmin', 'Email: admin@bt.com', 'User Status:  Active  Suspended  Inactive', 'User has the following role(s): The selected user has no roles associated with it.', 'User belongs to these user groups: User Groups: [empty]', 'User is an administrator in these ESR groups: ESR Groups: The selected user is not an administrator of any group.', 'User rights for the following Applications: Applications: MyAdmin, New Knowledge Based Diagnostics, Quick Quote. Type of Access: full, full, full.', 'User Rights For The Following Content: Content: The selected user has no access to any content yet. Type of Access:'. At the bottom of the main content area, there are two buttons: '< BACK' and 'CONFIRM >'.

4. Check radio button **full** then click **CONFIRM**.

# MyAdmin User Guide



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

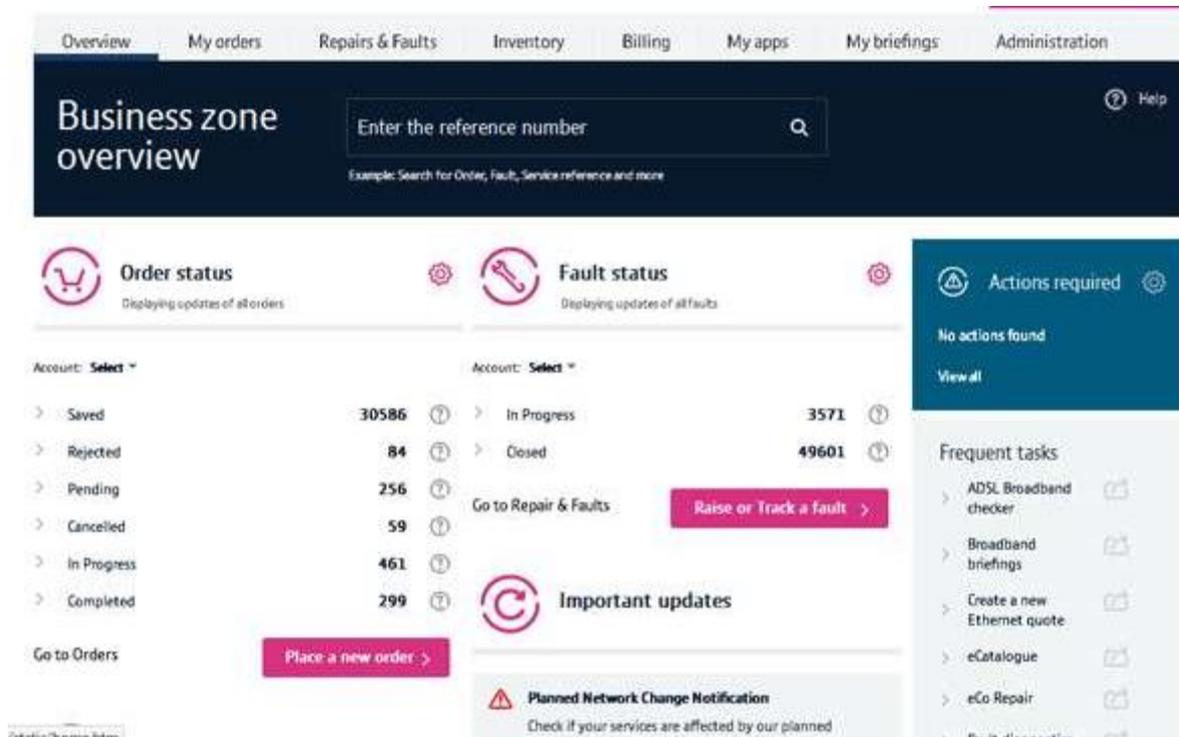


**Note:** Other content requests (for example Document Centre access to our Hosted Services) are approved directly by our Product Management team. If you're having problems, please contact [btwholesale.direct@bt.com](mailto:btwholesale.direct@bt.com).

# MyAdmin User Guide

## Adding Business Zone roles

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



To add Business zone roles for your users:

1. In MyAdmin, select **Search User**.



# MyAdmin User Guide

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

The screenshot displays the 'User Admin' section of the MyAdmin interface. At the top, there are navigation tabs: Overview, My orders, Repairs & Faults, Inventory, Billing, My apps, and My br. On the left, there is a sidebar with 'MANAGE ESR' and 'BACK TO' sections. The 'MANAGE ESR' section includes a link for '> User Admin'. The 'BACK TO' section includes links for '< Manage Admin Requests', '< Manage ESRs', '< Download Users', '< Download User Briefings Categories', and '< Manage SaaS Services'. The main content area is titled 'User Admin' and contains a search form with the instruction 'Please search users based on these criteria :'. The search form includes fields for Username, Employee Reference Number, First Name, Last Name, Application, and Email, along with a 'SEARCH >' button. Below the search form, there is a 'Result' section with a table. The table has columns for Username, Email Address, Full Name, and Company Name. A single row is visible, with the 'Company Name' column containing 'XYZ LTD'. Below the table, there is a pagination control showing 'PAGE : 1' and 'Previous | Next | First Page | Last Page | Total Pages : 1'. At the bottom, there is an 'Admin Tasks' section with a dropdown menu labeled 'What do you want to do?' and a 'READY' button.

3. Select **Add Business Zone Roles**.

# MyAdmin User Guide

Overview My orders Repairs & Faults Inventory Billing My apps My briefings

**MANAGE ESR**

- > User Details
- > Action ESR
- > Add Applications
- > Add Content
- > Personal Details
- > Business Details
- > Generate PIN
- > Add Business Zone Roles

**BACK TO**

- < Manage Admin Requests
- < Bulk Add Business Zone Roles
- < Manage ESRs
- < Search User
- < Download Users
- < Download User Briefings Categories
- < Manage SaaS Services

**User Details**

Please click Confirm to save

User: John Smith

Email: john.smith@bt.com

**User Status:**

Active  Suspended  Inactive

**User has the following role(s):**

The selected user has no roles associated with it.

**User belongs to these user groups:**

User Groups:

**User is an administrator in these ESR groups:**

ESR Groups:

The selected user is not an administrator of any group.

**User rights for the following Applications:**

Applications	Type of Access:
MyAdmin	full
New Knowledge Based Diagnostics	full
Quick Quote	full

**User Rights For The Following Content:**

Content	Type of Access:
Broadband Content	full

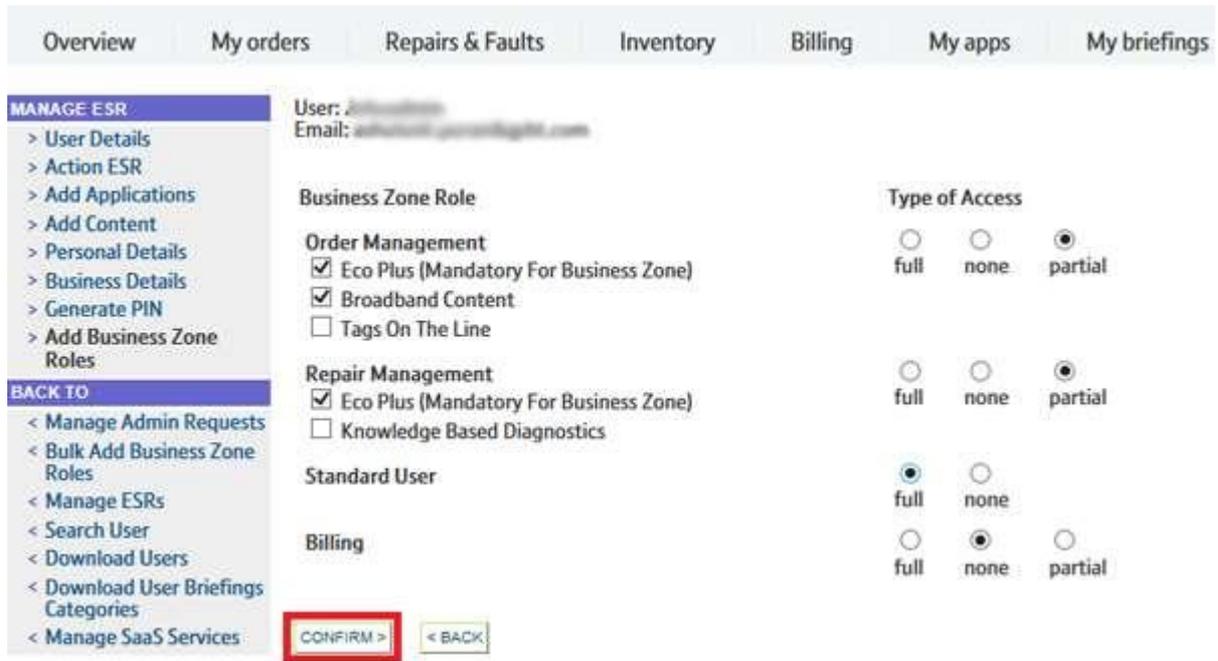
< BACK CONFIRM >

4. Select the level of access required - this is usually:

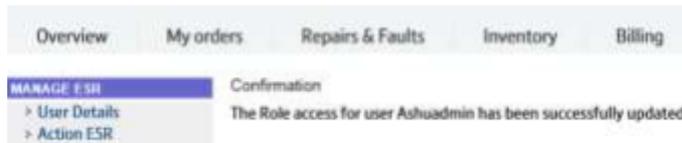
- Order Management: Partial
- Repair Management: Partial
- Standard User: Full

5. Click **CONFIRM**.

# MyAdmin User Guide



6. Your user will have access to Business zone.



## SP Group Addition

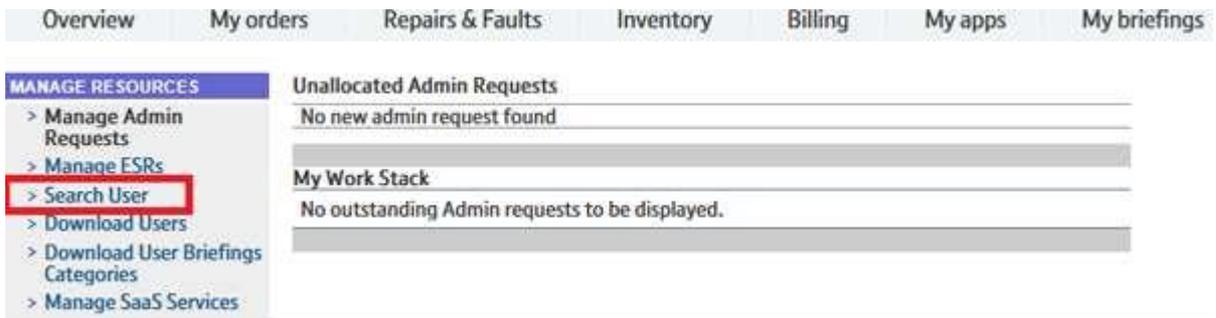
SP Group name is mandatory for a user profile to run applications like KBD/New KBD, get RRT Graphs and Self Service Repair.

**NOTE:** You'll need the **SP Group name** added to your profiles. Please contact [btwholesale.direct@bt.com](mailto:btwholesale.direct@bt.com) if you don't.

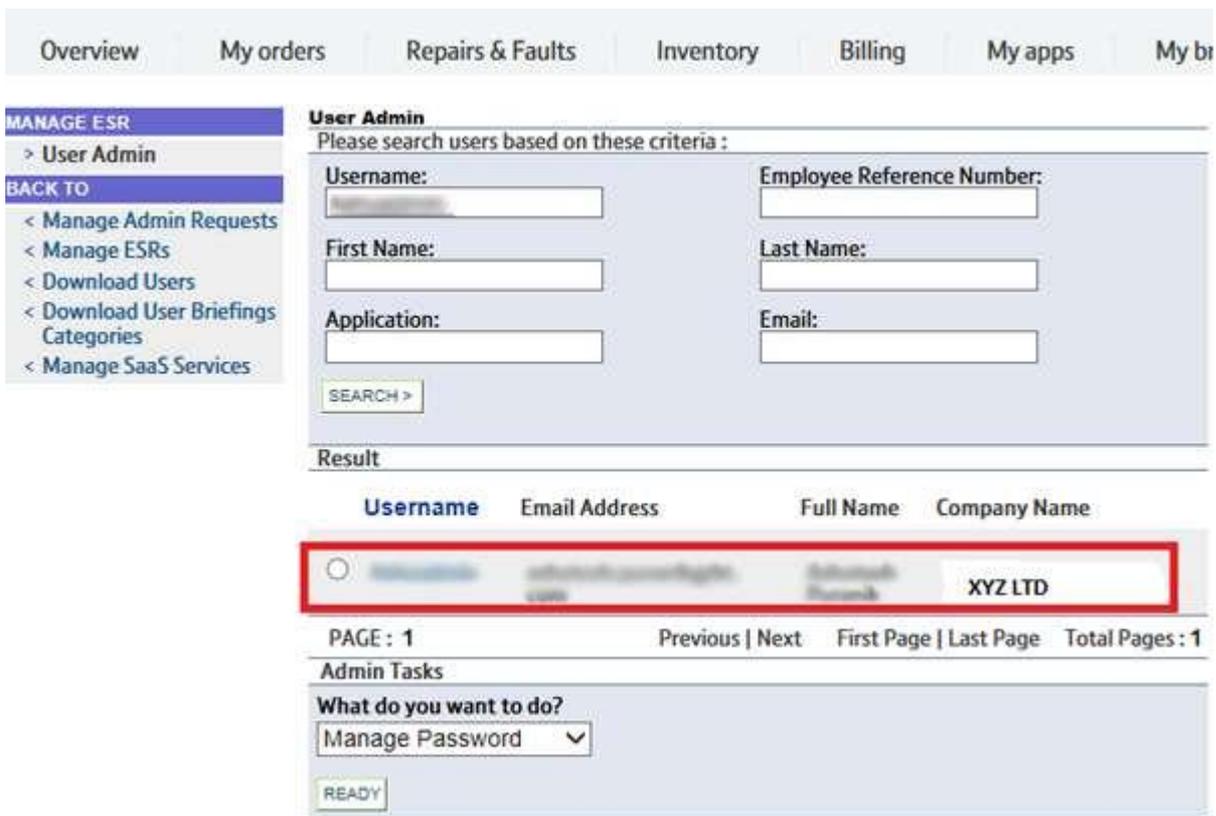
To add access for your users:

1. In *MyAdmin*, select **Search User**.

# MyAdmin User Guide



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



3. Select **Business Details**.

# MyAdmin User Guide



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



**Note:** If you're unable to select an SP Group name please email [btwholesale.direct@bt.com](mailto:btwholesale.direct@bt.com).

The SP Group will be successfully added.

- 5.



# MyAdmin User Guide

## 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**.



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

# MyAdmin User Guide

Overview | My orders | Repairs & Faults | Inventory | Billing | My apps | My br

**MANAGE ESR**  
> User Admin  
**BACK TO**  
< Manage Admin Requests  
< Manage ESRs  
< Download Users  
< Download User Briefings Categories  
< Manage SaaS Services

**User Admin**  
Please search users based on these criteria :

Username:  Employee Reference Number:   
First Name:  Last Name:   
Application:  Email:

SEARCH >

**Result**

Username	Email Address	Full Name	Company Name
<input type="radio"/>			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. Go to Add Applications.

# MyAdmin User Guide

Overview | My orders | Repairs & Faults | Inventory | Billing | My apps

**MANAGE ESR**

- > User Details
- > Action ESR
- > Add Applications**
- > 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

**User Details**

---

Please click Confirm to save

---

User:

Email:

**User Status:**

Active  Suspended  Inactive

**User has the following role(s):**

The selected user has no roles associated with it.

**User belongs to these user groups:**

User Groups:

**User is an administrator in these ESR groups:**

ESR 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.	

4. Check **full** and then click **CONFIRM**.

# MyAdmin User Guide

Overview | My orders | Repairs & Faults | Inventory | Billing | My apps | My

**MANAGE ESR**

- > User Details
- > Action ESR
- > Add Applications
- > Add Content
- > Personal Details
- > Business Details
- > Generate PIN
- > Add Business Zone Roles

**BACK TO**

- < Manage Admin Requests
- < Bulk Add Business Zone Roles
- < Manage ESRs
- < Search User
- < Download Users
- < Download User Briefings Categories
- < Manage SaaS Services

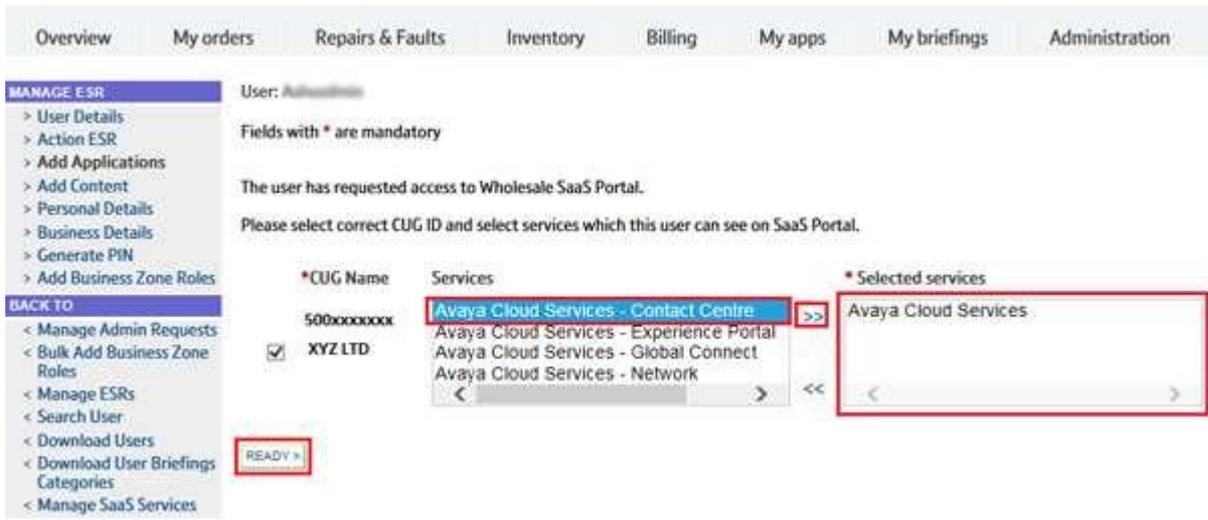
User: [redacted]  
Email: [redacted]

Applications	Type of Access
20C Fault Diagnostics	<input type="radio"/> none <input type="radio"/> full
20C/21C Fault Diagnostics	<input checked="" type="radio"/> none <input type="radio"/> full
21 CN Knowledge Based Diagnostics	<input type="radio"/> none <input type="radio"/> full
BT Wholesale Pricing Tool	<input checked="" type="radio"/> none <input type="radio"/> full
<b>BT Wholesale Voice Products Ordering and Support System</b>	<input type="radio"/> none <input checked="" type="radio"/> full
Eco Plus	<input type="radio"/> none <input checked="" type="radio"/> full
Knowledge Based Diagnostics	<input checked="" type="radio"/> none <input type="radio"/> full
Migration Forecast & Allocation	<input checked="" type="radio"/> none <input type="radio"/> full
New Knowledge Based Diagnostics	<input type="radio"/> none <input checked="" type="radio"/> full
Reactive Repair Tool	<input checked="" type="radio"/> none <input type="radio"/> full
Self Service Repair	<input checked="" type="radio"/> none <input type="radio"/> full
Tags On The Line	<input type="radio"/> none <input checked="" type="radio"/> 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:

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

# MyAdmin User Guide



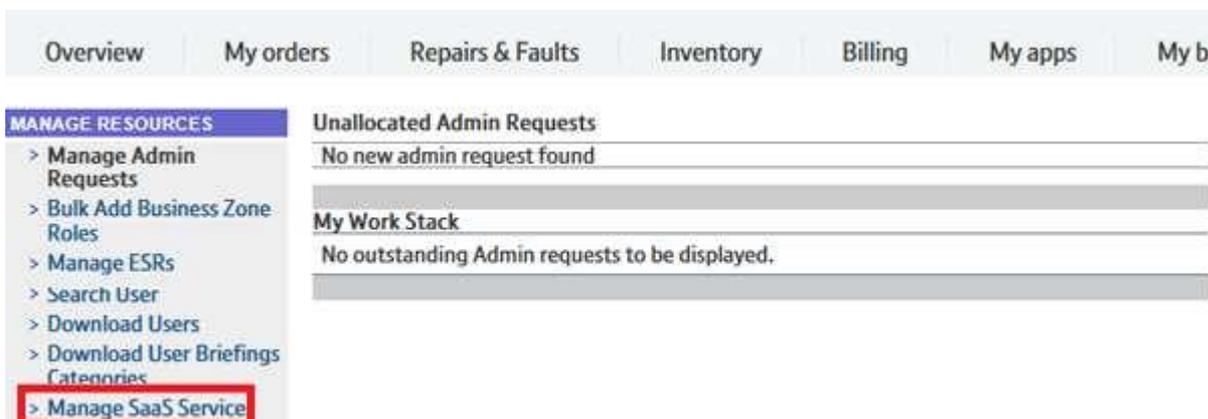
10. You'll see confirmation that the access for your user has been successfully updated.



## Manage SaaS Services

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

1. Select **Manage SaaS Services**.



2. Enter their username or email address then **SEARCH**.

# MyAdmin User Guide

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

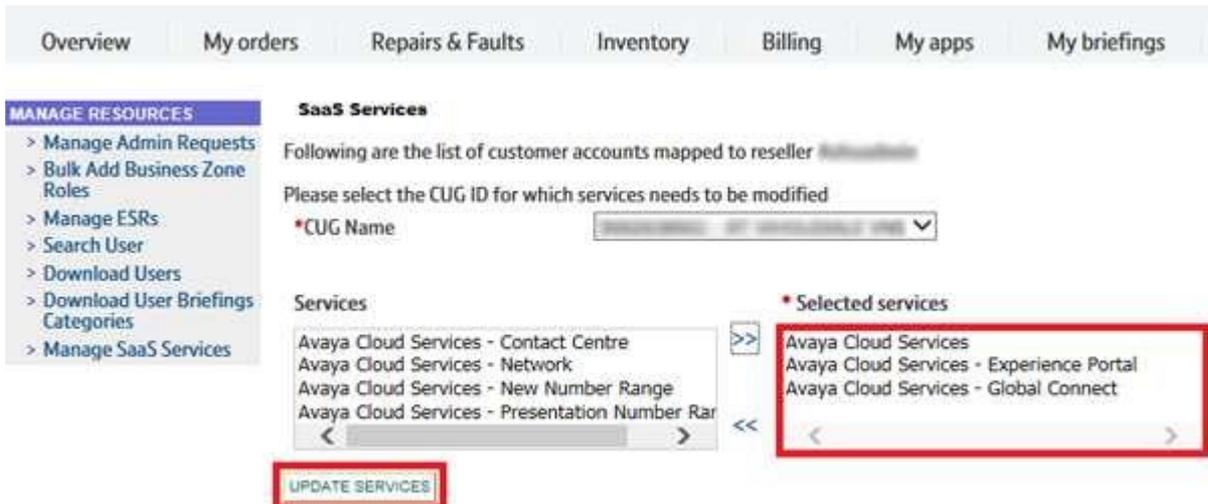
The screenshot shows the 'User Admin' section of the MyAdmin interface. At the top, there are navigation tabs: Overview, My orders, Repairs & Faults, Inventory, Billing, My apps, and My br. On the left, there is a sidebar with 'MANAGE ESR' and 'BACK TO' sections. The main content area is titled 'User Admin' and contains a search form with the following fields: Username, Employee Reference Number, First Name, Last Name, Application, and Email. A 'SEARCH >' button is located below the form. Below the search form, there is a 'Result' section with a table. The table has columns for Username, Email Address, Full Name, and Company Name. A single row is visible, with the 'Company Name' column containing 'XYZ LTD'. Below the table, there is a pagination control showing 'PAGE : 1' and 'Total Pages : 1'. At the bottom, there is an 'Admin Tasks' section with a dropdown menu labeled 'What do you want to do?' set to 'Manage Password' and a 'READY' button.

4. Select **CUG Name** and click **GET SERVICES**.

The screenshot shows the 'SaaS Services' section of the MyAdmin interface. At the top, there are navigation tabs: Overview, My orders, Repairs & Faults, Inventory, Billing, and My apps. On the left, there is a sidebar with 'MANAGE RESOURCES' and a list of options: Manage Admin Requests, Bulk Add Business Zone Roles, Manage ESRs, Search User, Download Users, Download User Briefings Categories, and Manage SaaS Services. The main content area is titled 'SaaS Services' and contains the following text: 'Following are the list of customer accounts mapped to reseller', 'Please select the CUG ID for which services needs to be modified', and '\*CUG Name'. Below this text, there is a 'GET SERVICES' button. To the right of the button, there is a dropdown menu with the text 'Please Select' and '500xxxxxxx - XYZ LTD'.

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

# MyAdmin User Guide



7. SaaS Services have now been updated.



# MyAdmin User Guide

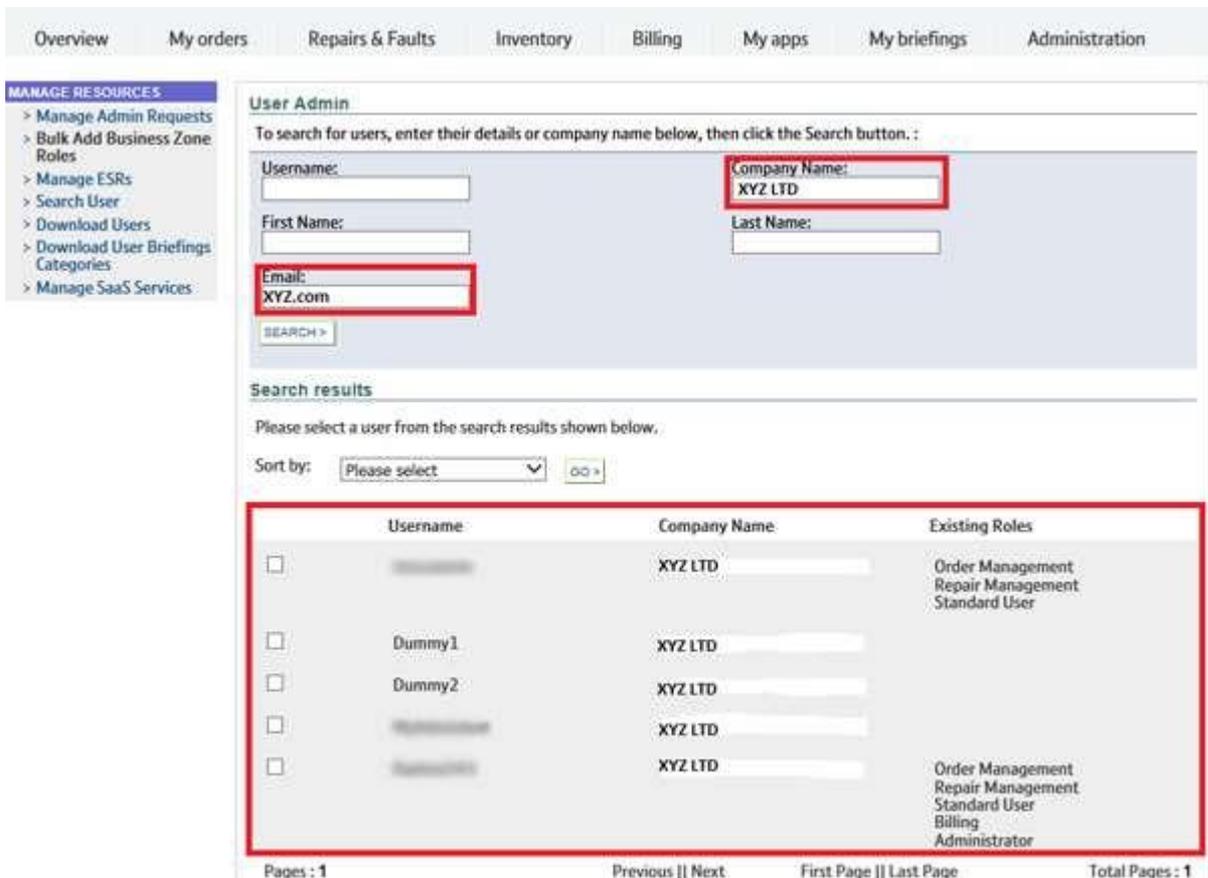
## Adding Business zone roles by bulk

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**.



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.



# MyAdmin User Guide

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
<input type="checkbox"/>	Admin@bt.com	XYZ LTD	Order Management Repair Management Standard User
<input checked="" type="checkbox"/>	Dummy1	XYZ LTD	
<input checked="" type="checkbox"/>	Dummy2	XYZ LTD	
<input type="checkbox"/>	MyAdmin@bt.com	XYZ LTD	
<input type="checkbox"/>	RealUser@bt.com	XYZ LTD	Order Management Repair Management Standard User Billing Administrator

Pages : 1      Previous || Next      First Page || Last Page      Total Pages : 1

**Existing Roles**  
Add Roles ▾

Select Role?  
Order Management ▾

READY >

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

Overview    My orders    Repairs & Faults    Inventory    Billing

**MANAGE RESOURCES**

- > Manage Admin Requests
- > Bulk Add Business Zone Roles
- > Manage ESRs
- > Search User
- > Download Users
- > Download User Briefings Categories
- > Manage SaaS Services

Confirmation:  
You have successfully updated the roles for the following user(s)

- Dummy1
- Dummy2

# MyAdmin User Guide

## 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](http://btwholesale.com) ("the Website").

References to communication with BT refer to communication with the [btwholesale.com](http://btwholesale.com) support team contactable via email to [btwholesale.direct@bt.com](mailto:btwholesale.direct@bt.com).

### 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 [btwholesale.direct@bt.com](mailto:btwholesale.direct@bt.com) 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.

## MyAdmin User Guide

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.