Booking an Appointment on 21C Portal Application (Open UI)

Version 2

Version 1. Zahid Atcha.

Contents

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BT WHOLESALE

Version Control

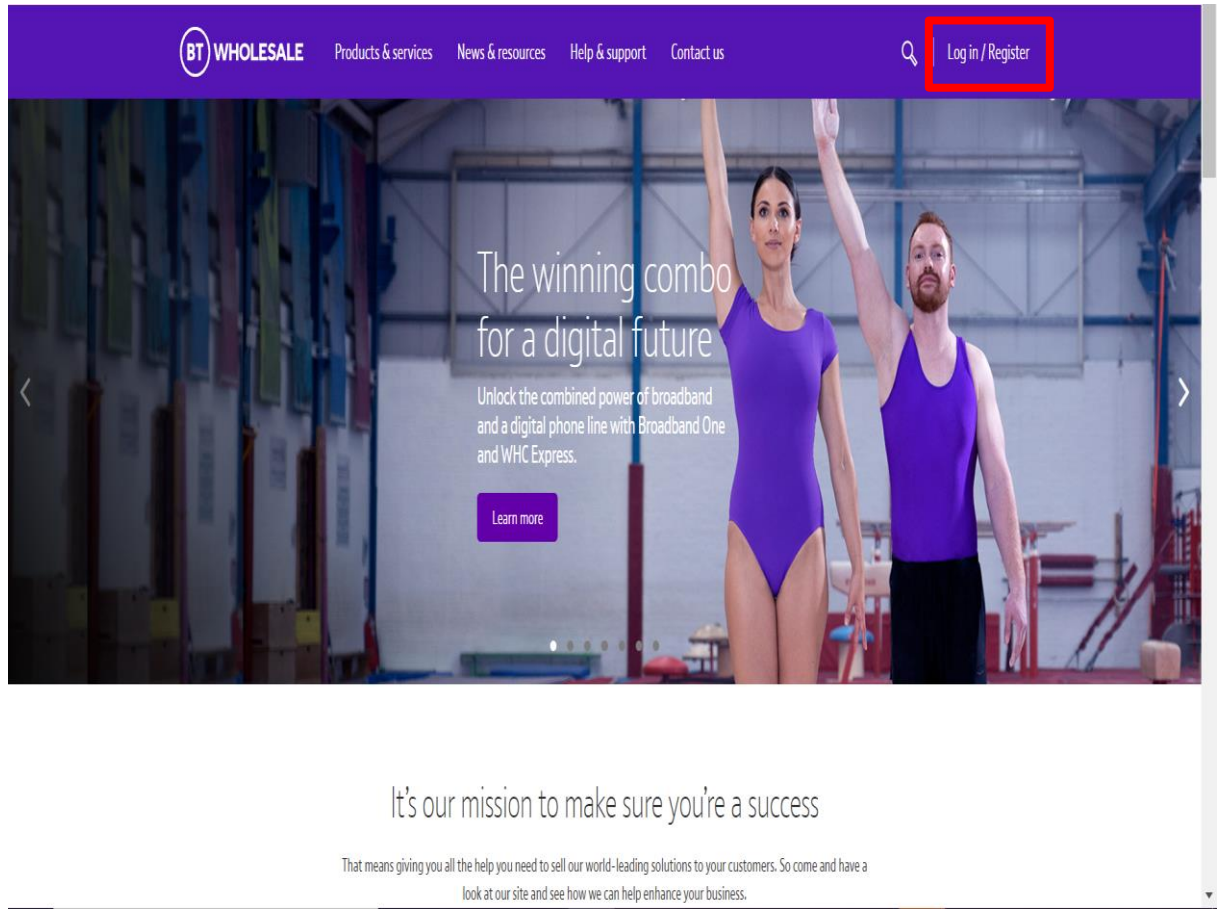
Date	Change	Version
July 22	User Guide Published	1
Nov 22	User Guide updated	2

BT WHOLESALE

Logging In

Step 1: Logging In

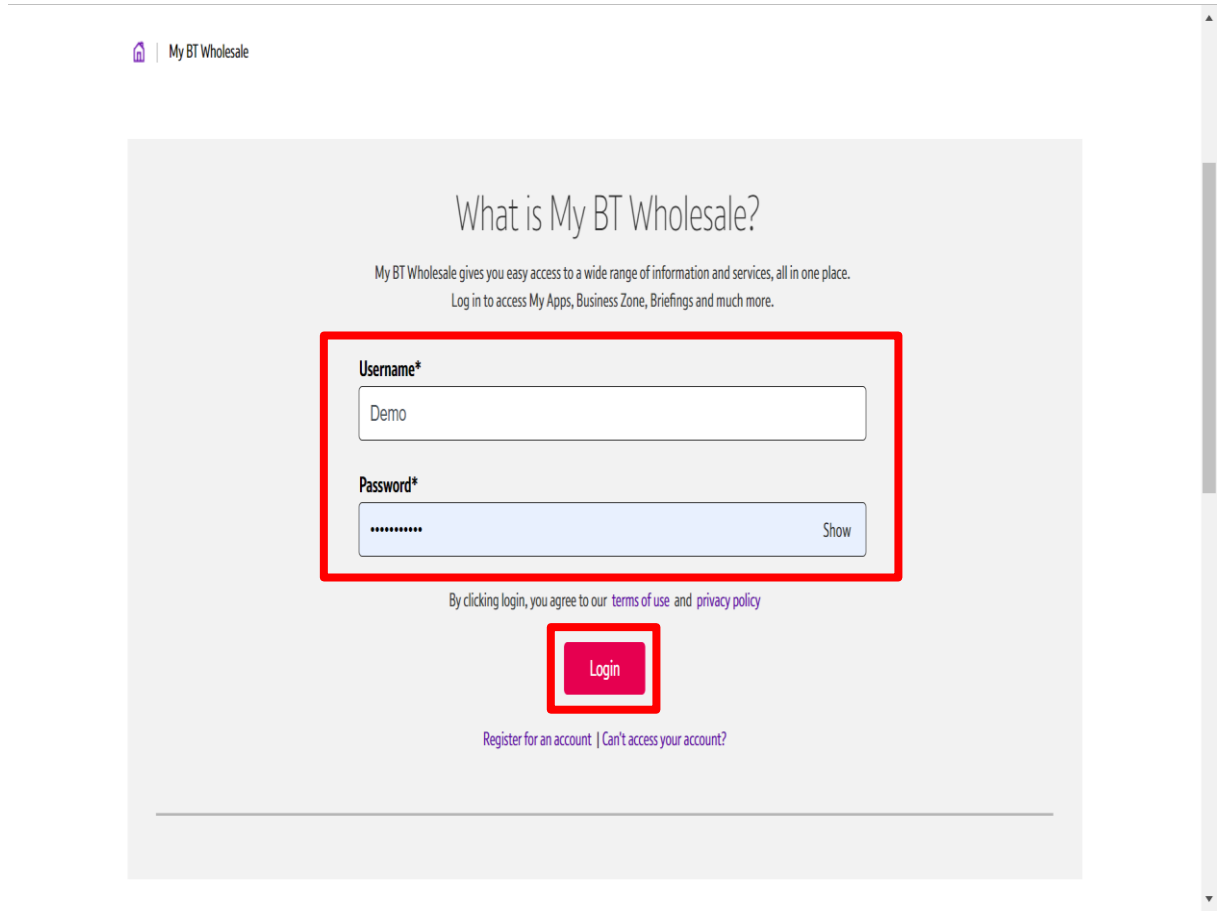
- Go to www.btwholesale.com
- Click ‘Login/register’



Logging In

Step 1: Logging In

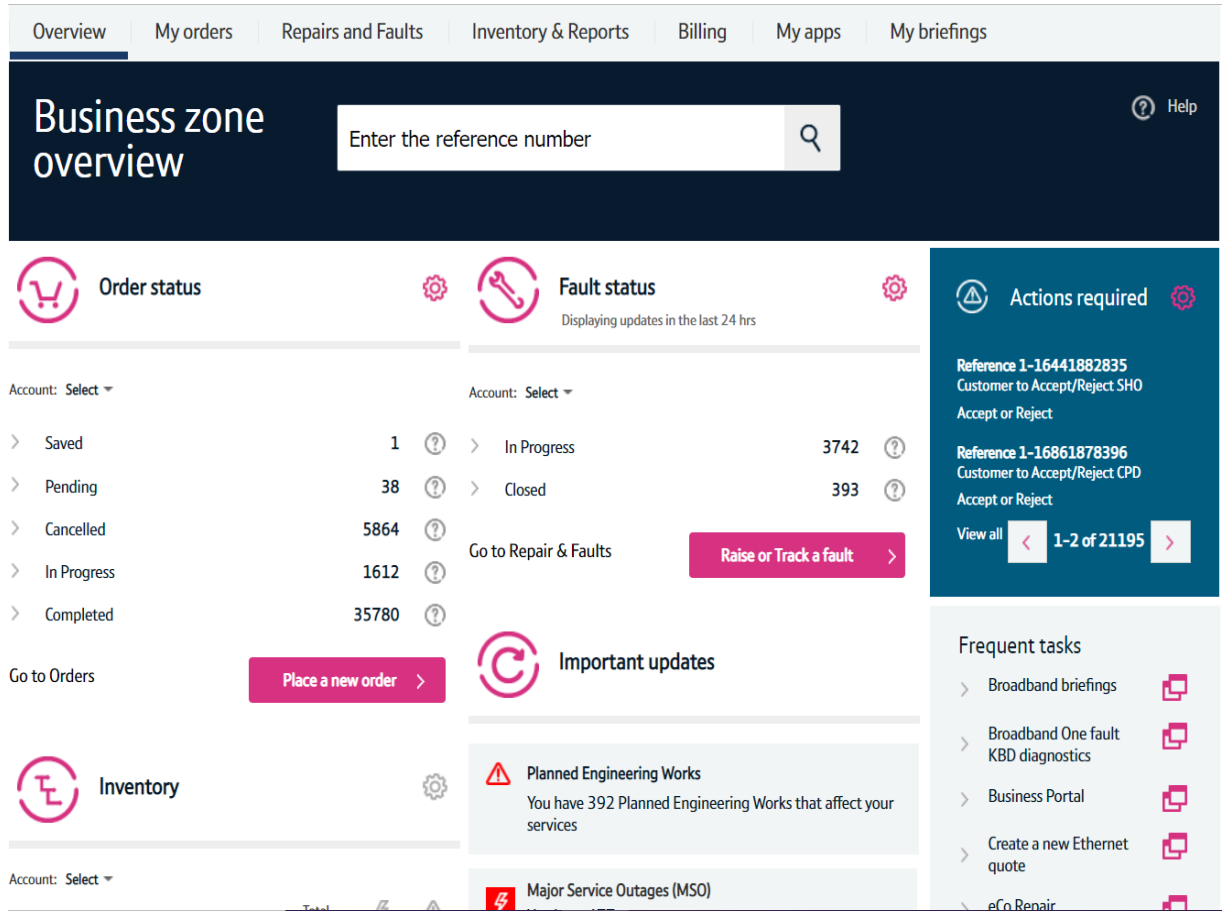
- Enter your Username and Password.
- Click ‘Login’



Accessing the journey

Step 2: Accessing the journey

- Once logged in, you'll be taken to Business zone.
- If you aren't taken to Business zone, you'll need to arrange access via your company administrator.



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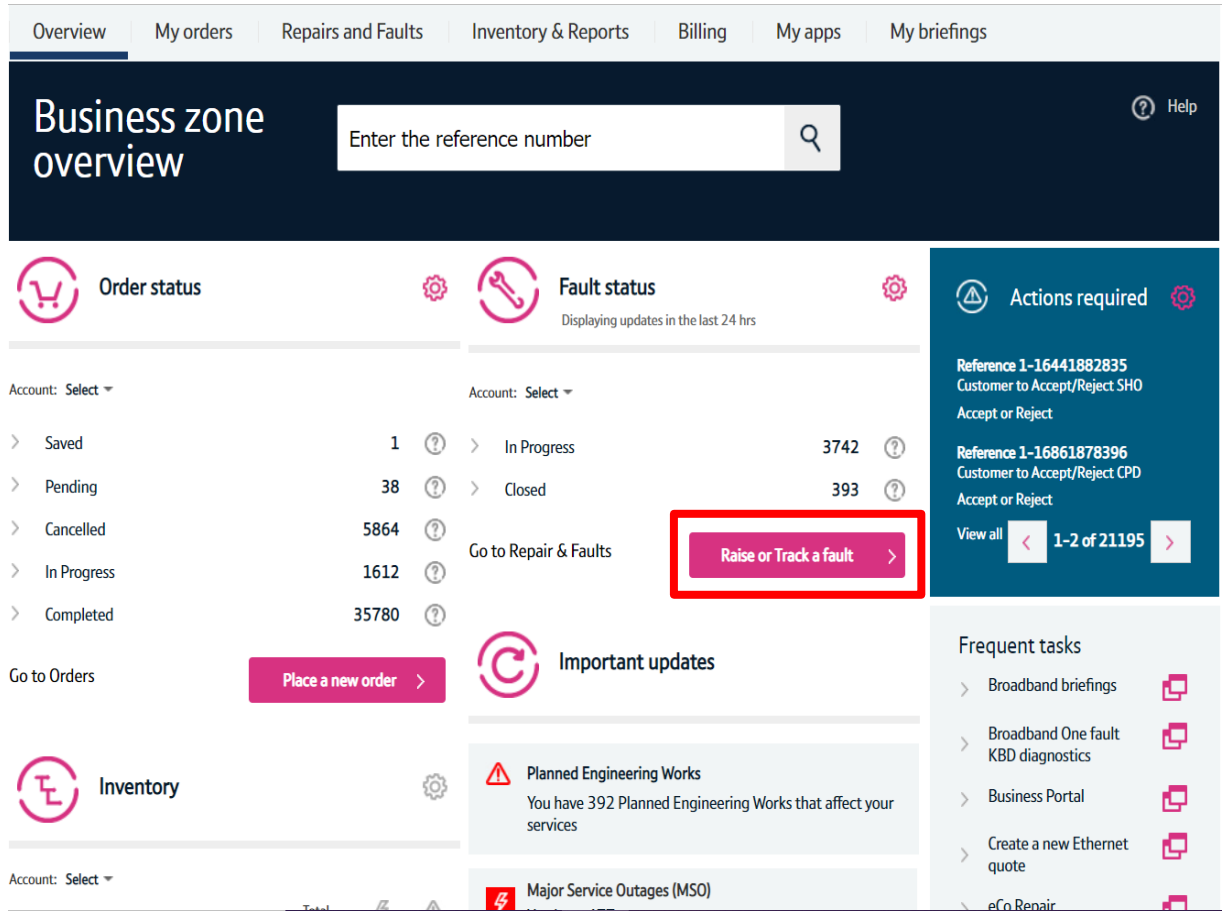
Accessing the journey

Step 2: Accessing the journey

- Click on ‘Raise or Track a fault’



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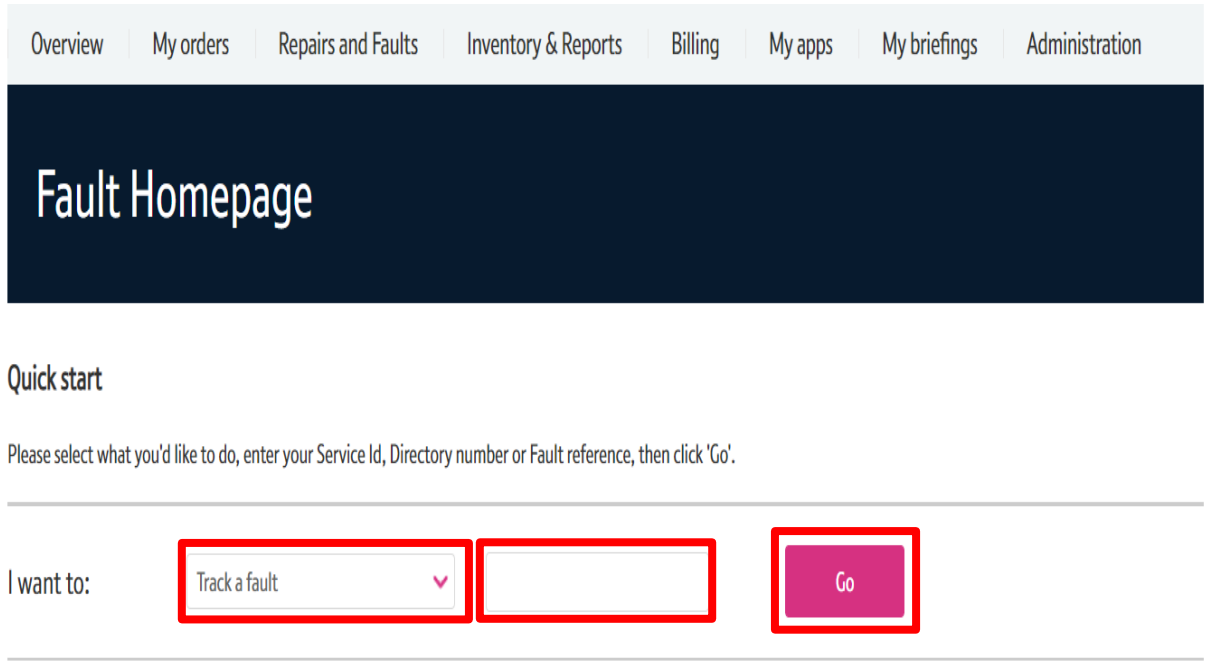
Search for your fault

Step 3: Search for your fault

- Select ‘Track a fault’.
- Enter either the Service ID or the fault reference.
- Please note – If you track the fault using Service ID you will be displayed current open fault along with any historic faults raised.
- Click ‘Go’



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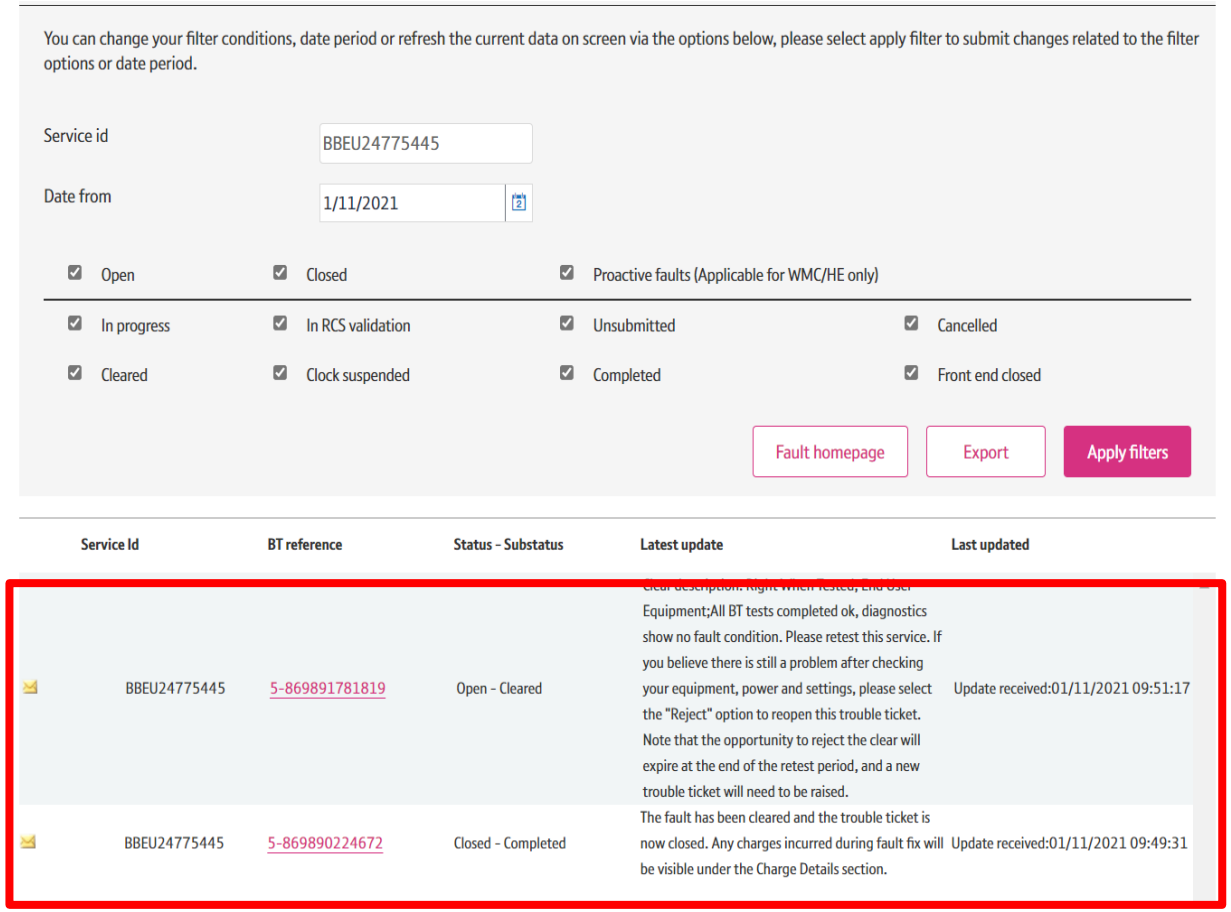
Search for your fault

Step 3: Search for your fault

- You will see the following screen if you used Service ID to track your fault. As explained on previous slide you will be given current open fault and historic faults reported into BT Wholesale.
- Click the hyperlink under BT reference on the Open Fault.
- **Please Note -** If there are no historic faults reported you will not see the following screen and can move onto the next slide

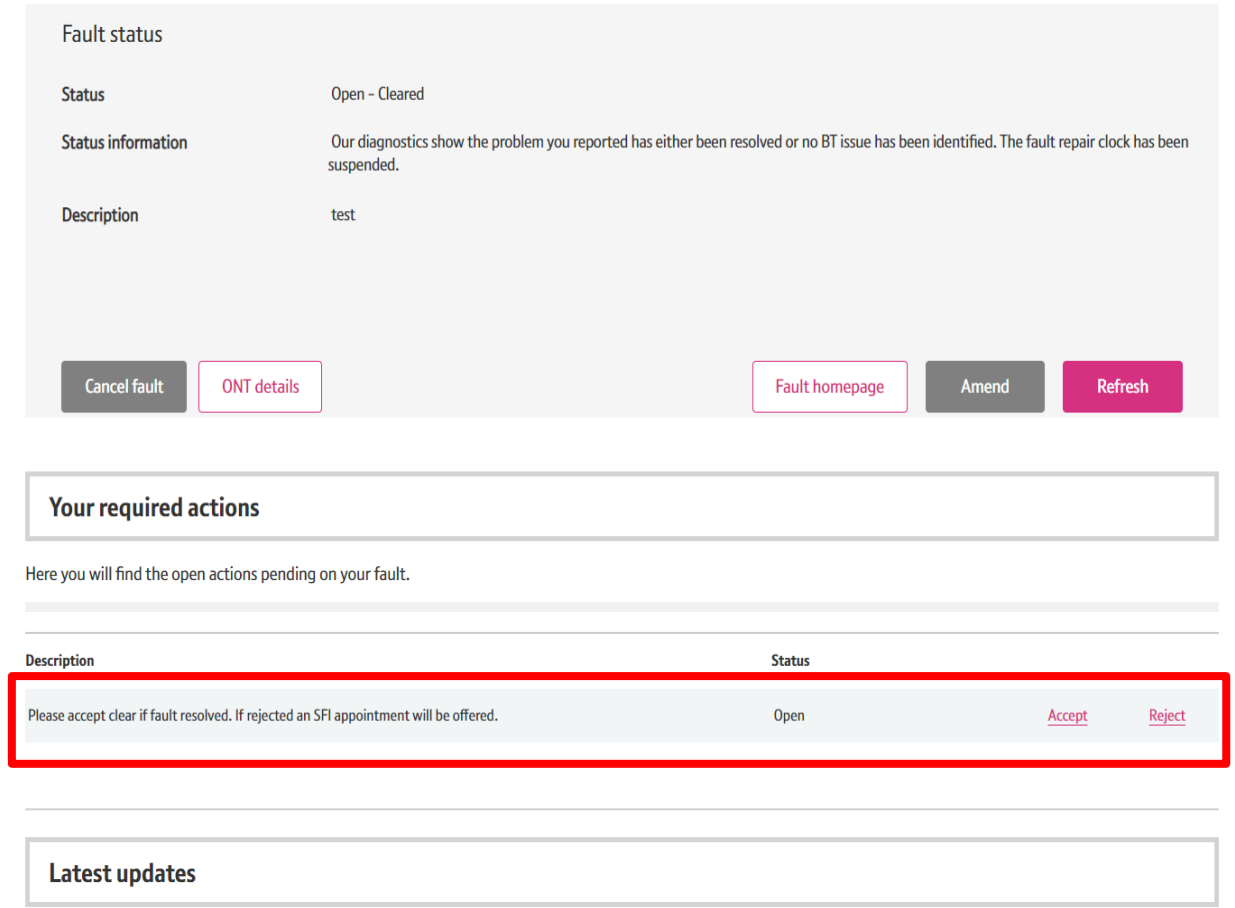


Viewing the fault details

Step 4: Fault Summary

You are now given a summary of the fault

- Check the Outstanding Actions to make sure the fault is in the correct status for you to book an appointment.
- The 'Description' field will tell you if an SFI will be offered
- Select 'Reject' to start booking an appointment
- **Please Note** – You may see another description asking to book appointment which may not be offered SFI, however the appointing Journey will be the same but you will need to select 'Accept' and go to slide 12.



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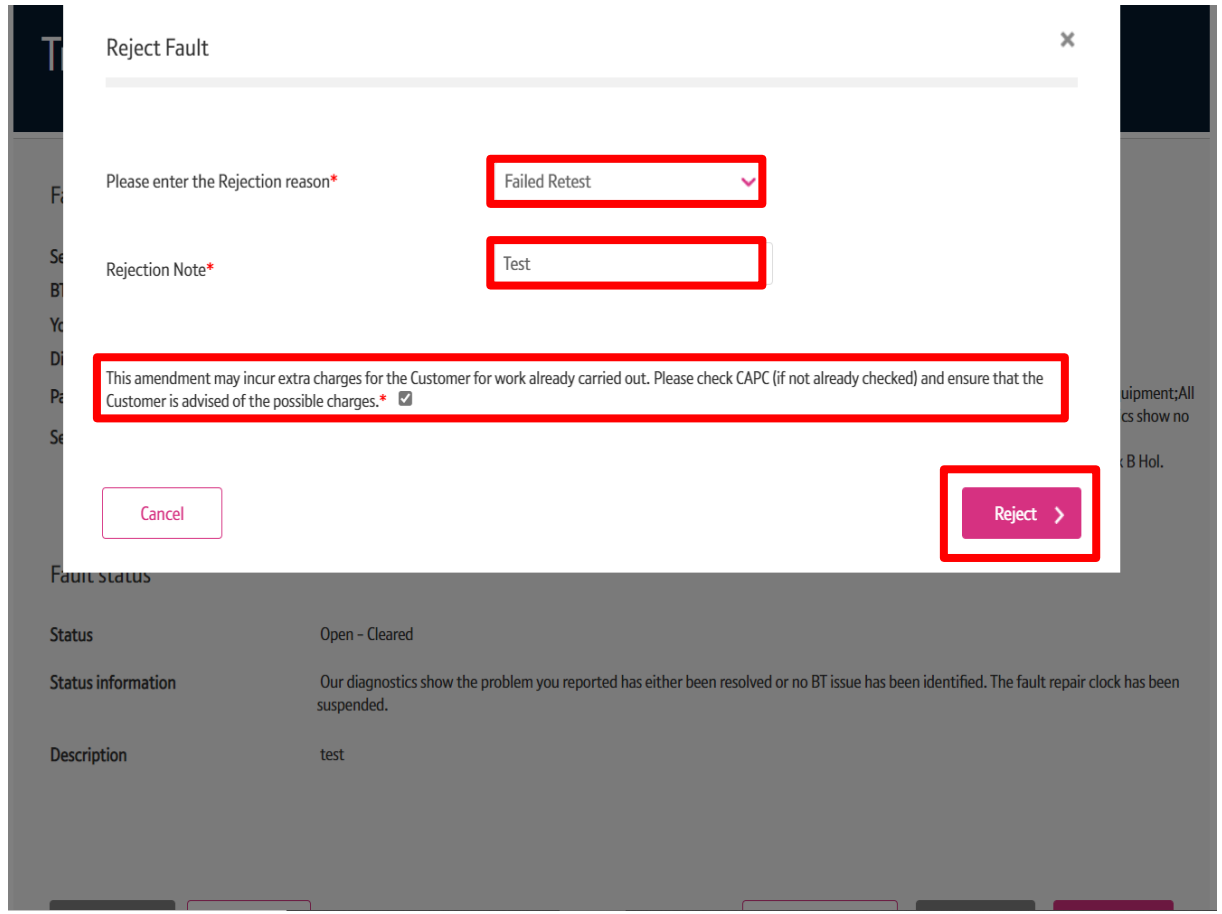
Appointment booking

Step 5: Appointment booking

- Select ‘Failed Retest’
- Enter your notes in ‘Rejection Notes’ field
- Read the statement and if you agree, tick in the check box
- Click ‘Reject’



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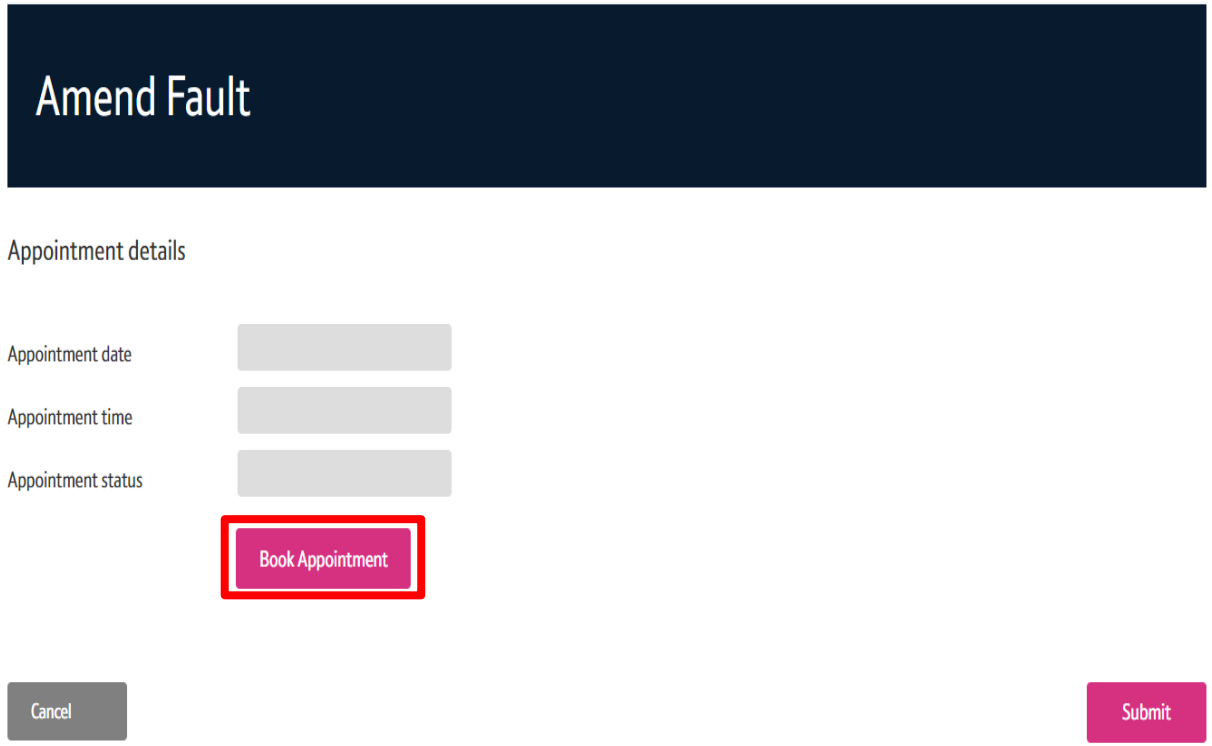
Appointment booking

Step 5: Appointment booking

- Click ‘Book Appointment’



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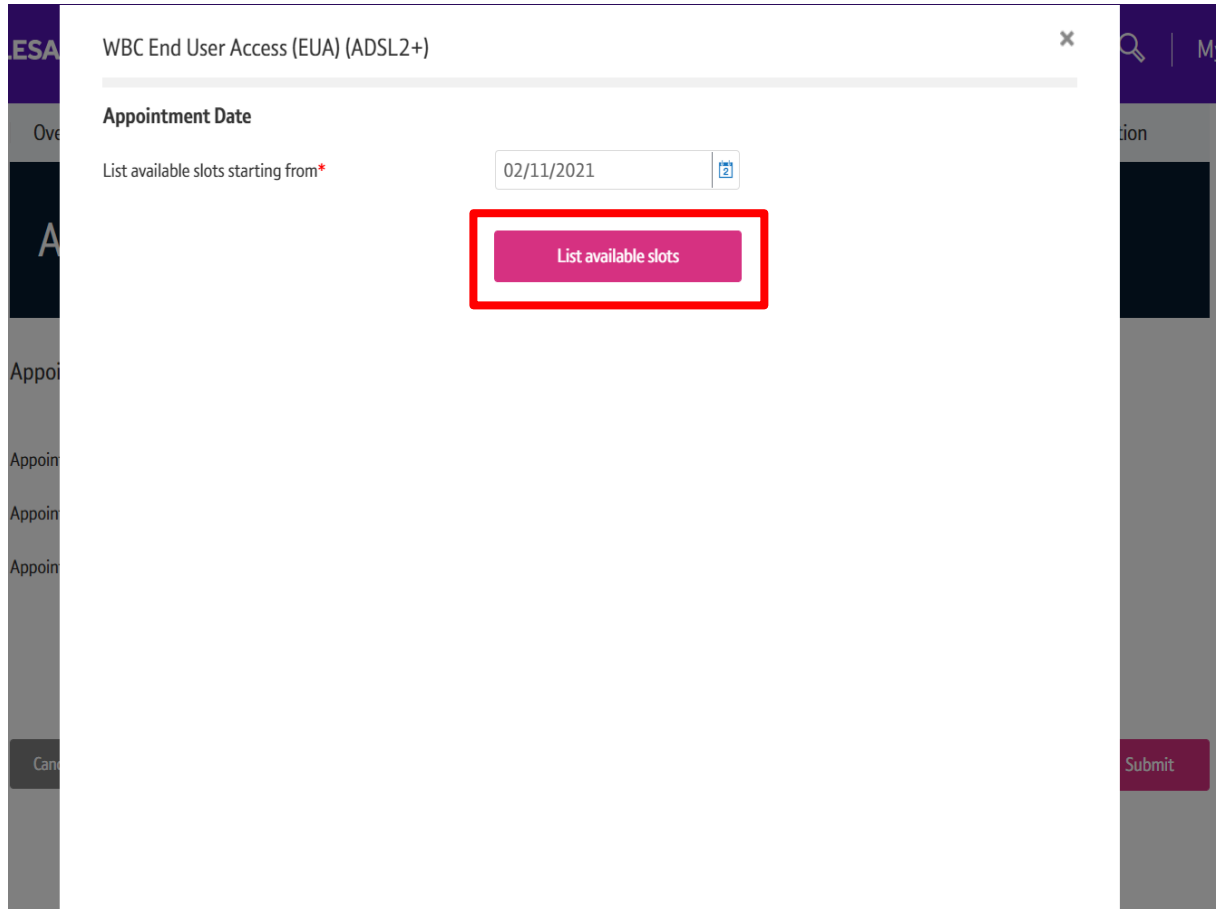
Appointment booking

Step 5: Appointment booking

- Click ‘List available slots’



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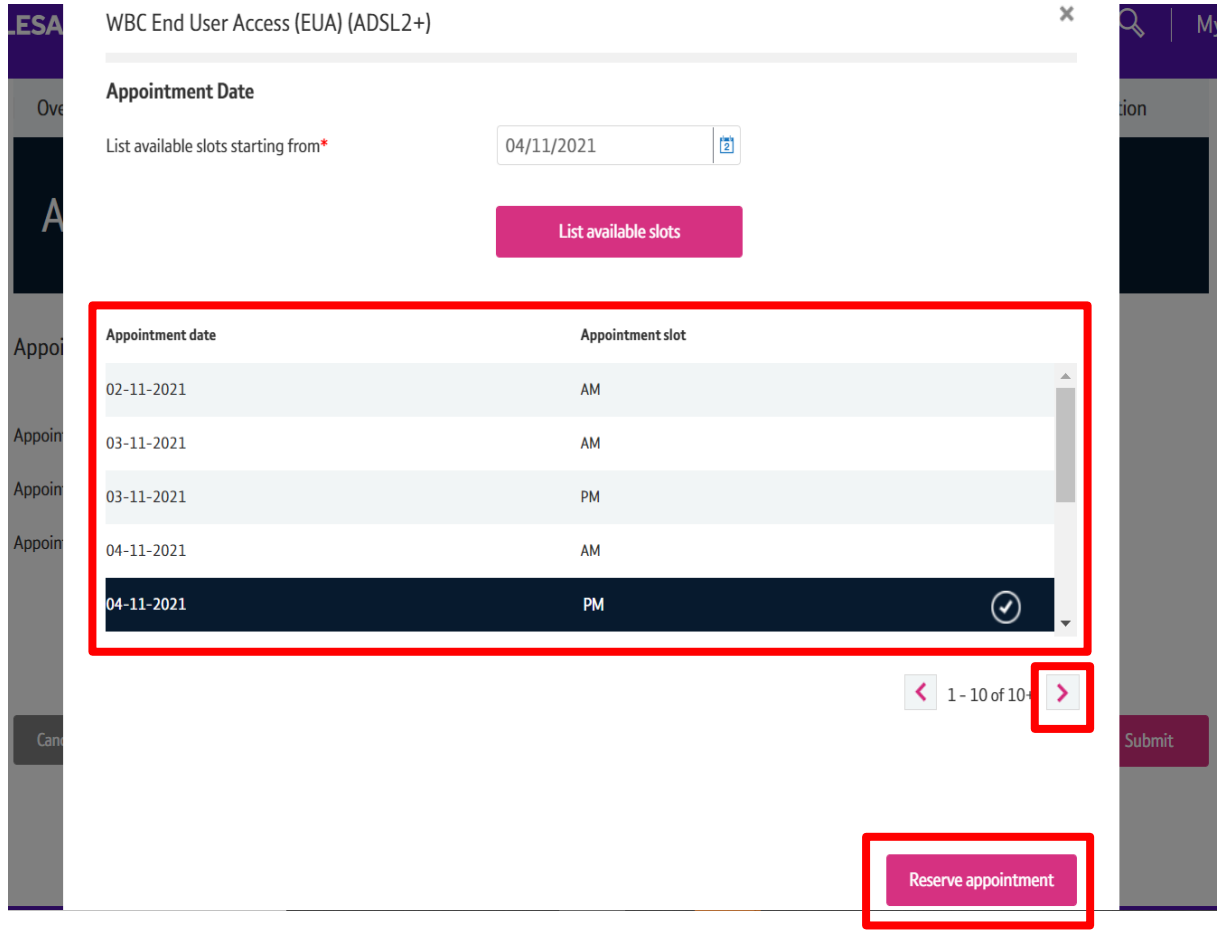
Appointment booking

Step 5: Appointment booking

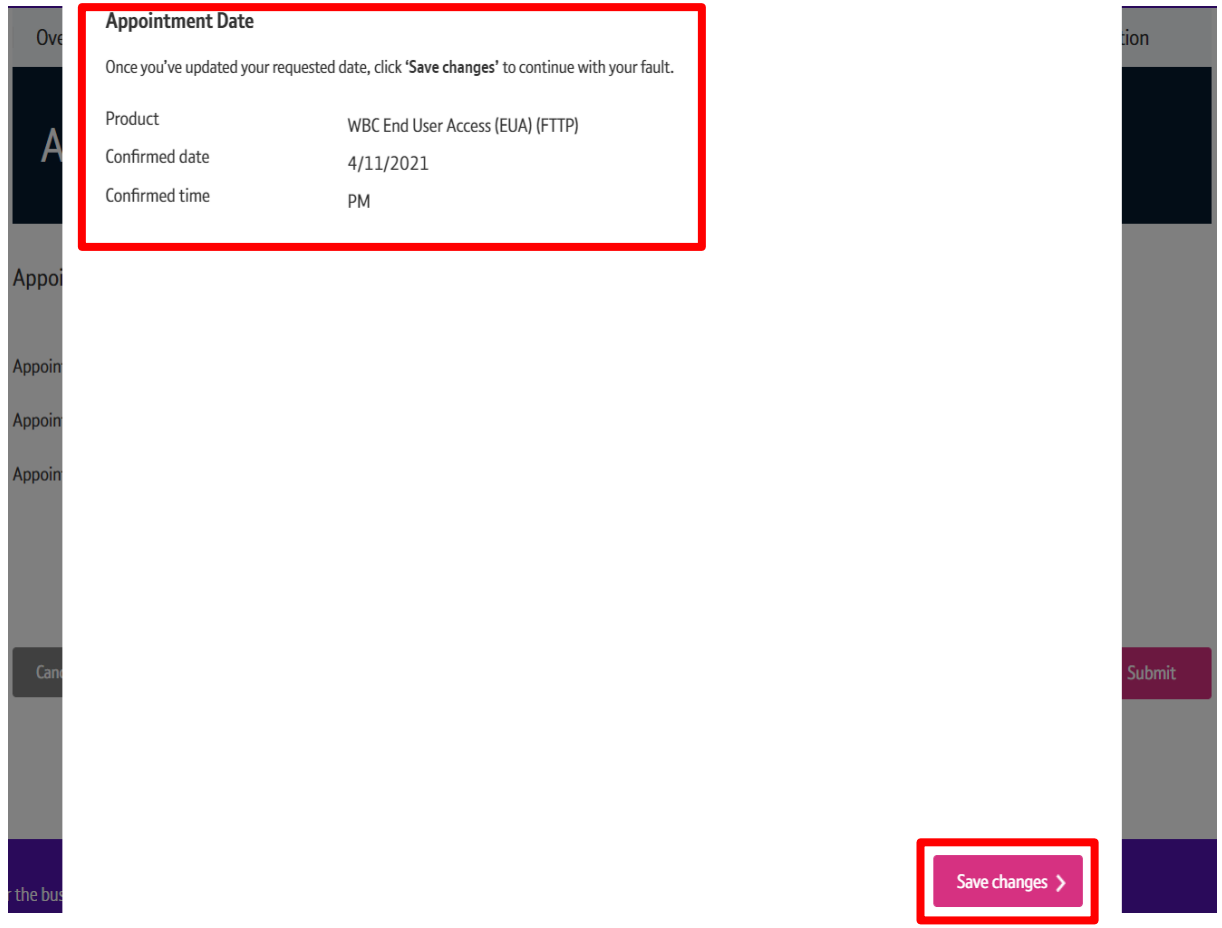
- Select the AM / PM Slot of your choice.
- You can also use the forward arrow to view future dates.
- Click ‘Reserve appointment’



Appointment booking

Step 5: Appointment booking

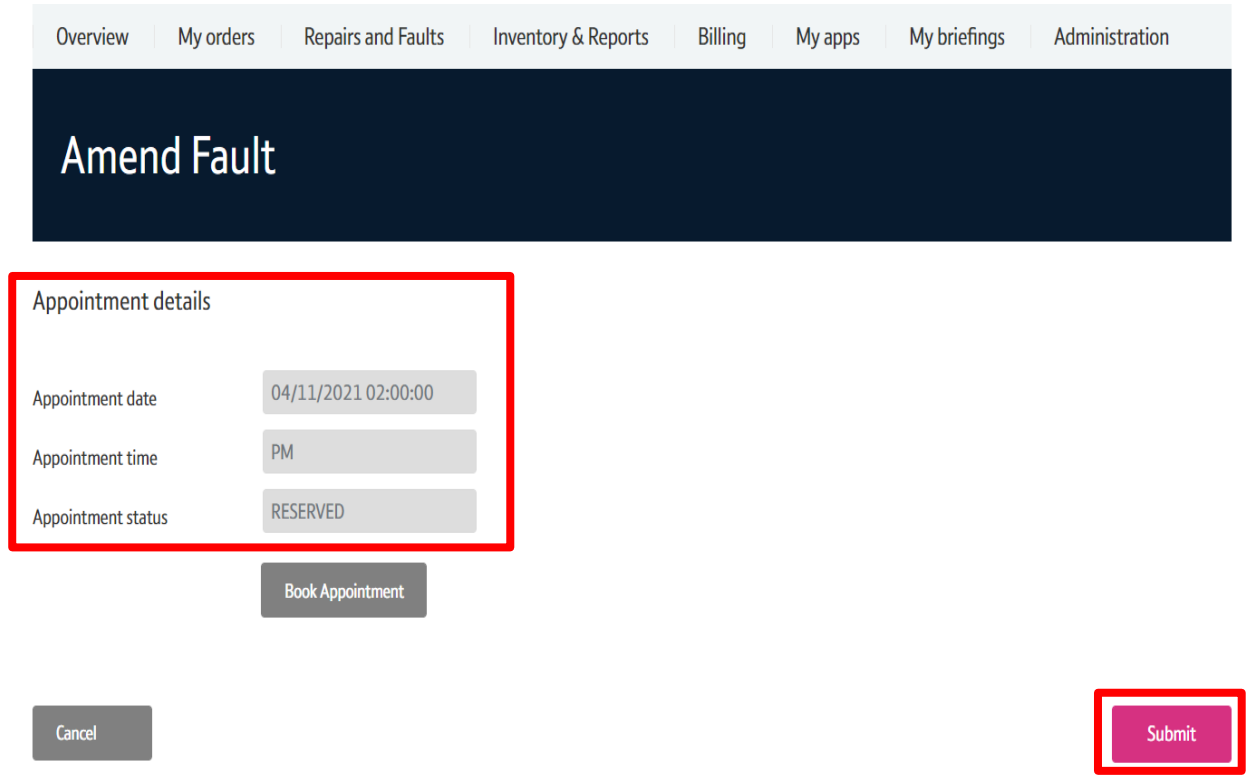
- Your chosen Appointment Date and slot will be displayed.
- Click ‘Save Changes’



Appointment booking

Step 5: Appointment booking

- The selected appointment will show on the booking screen. The appointment hasn't been booked at this point.
- Click 'Submit'



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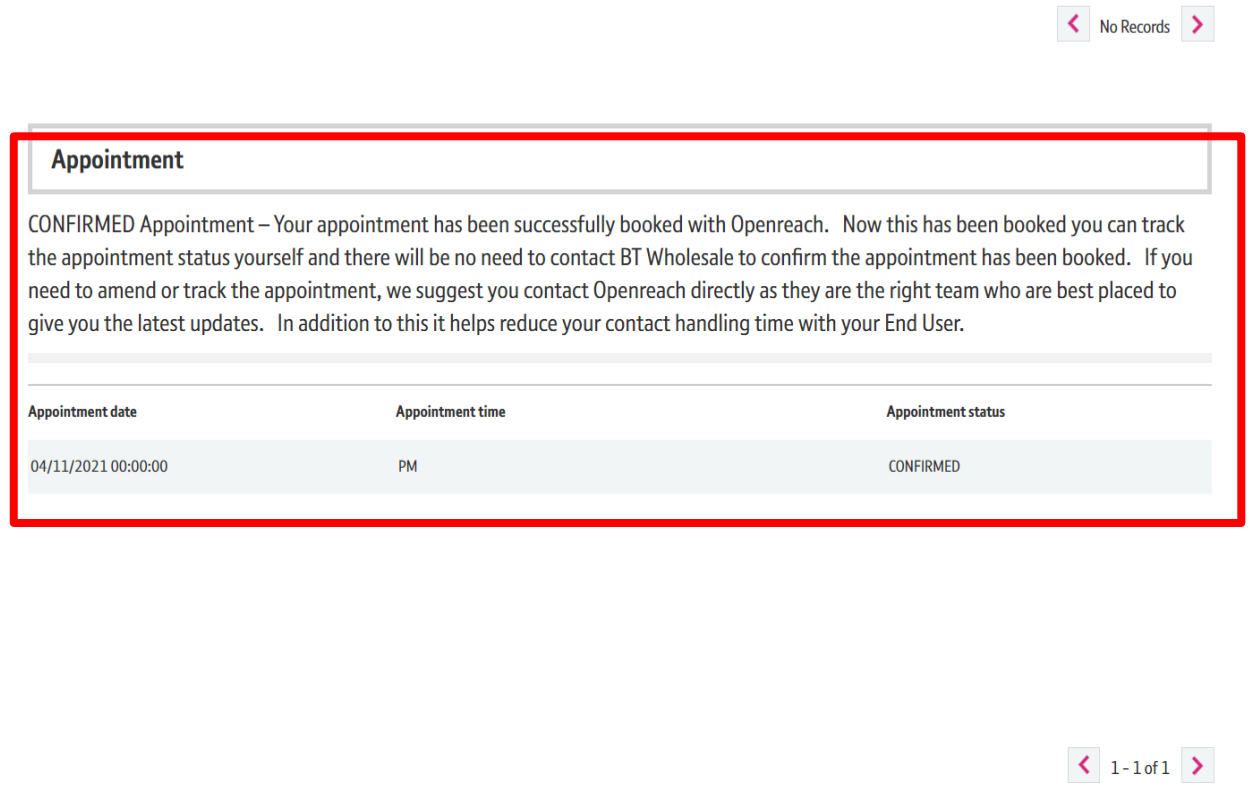
Appointment booking

Step 6: Appointment Confirmation

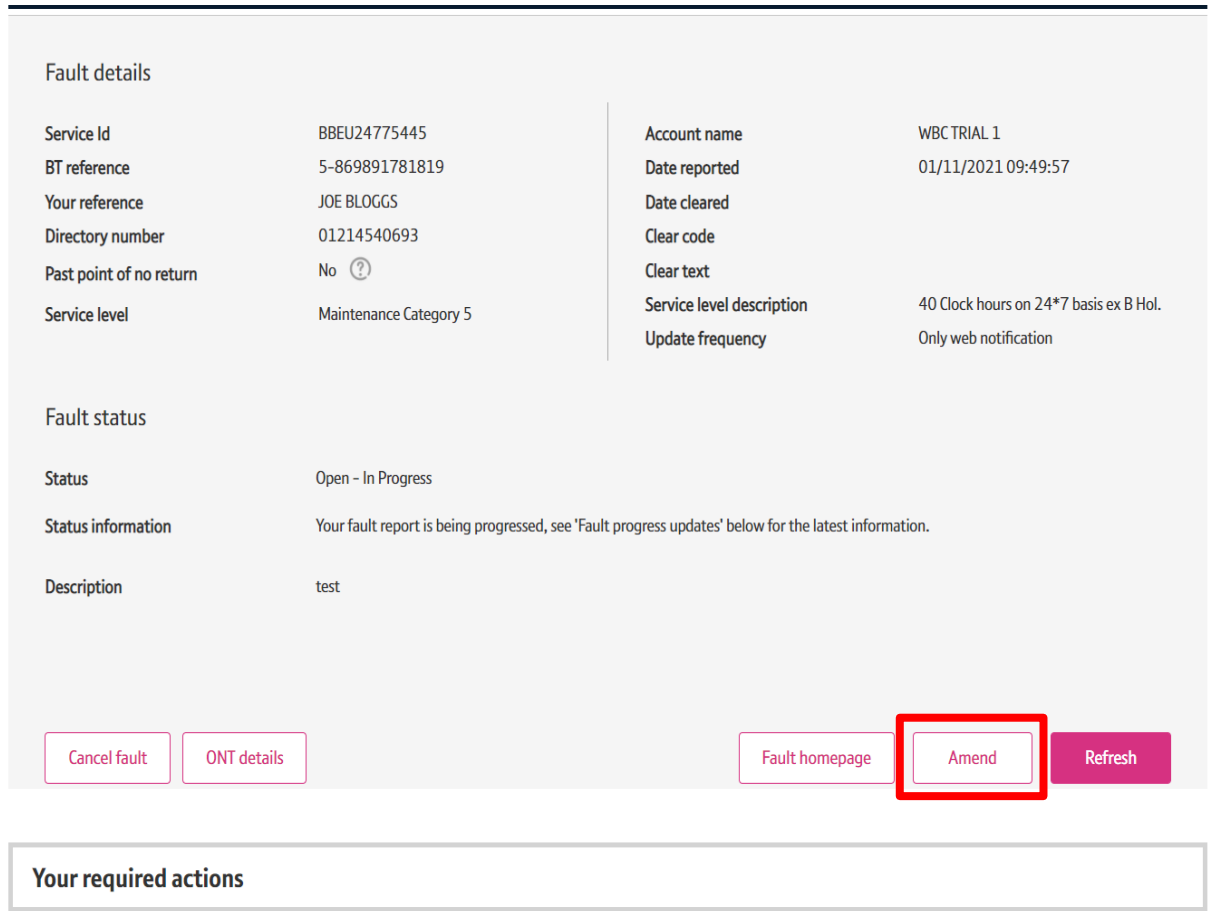
- You can scroll down to Appointment section. You will have visibility of the appointment date and slot booked along with the appointment status. As you can see here the Appointment status is showing confirmed. If it was showing Reserved then you can use the Refresh button to refresh the page till the Appointment status change.
- You now have the opportunity to give us any additional information that may be useful to the engineer on the day by completing the structured questions.
- This will allow you to add Note for the Engineer to see and any additional contact details you would like to add.



Appointment booking

Step 7: Additional Details

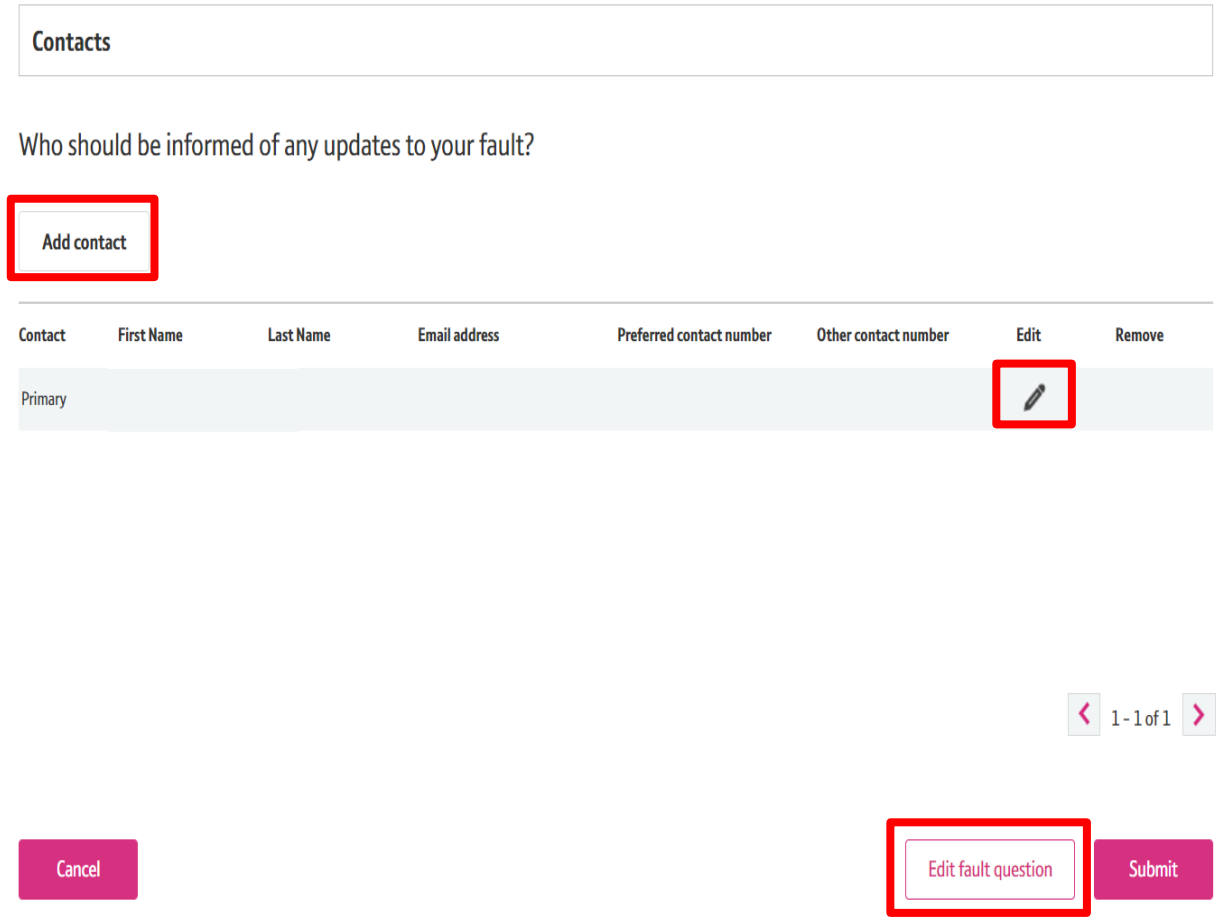
- Click ‘Amend’



Appointment booking

Step 7: Additional Details

- You will be given the opportunity to add additional contacts to whom you want to receive updates on this fault.
- You can also edit the existing contacts if its incorrect.
- Click ‘Edit fault question’



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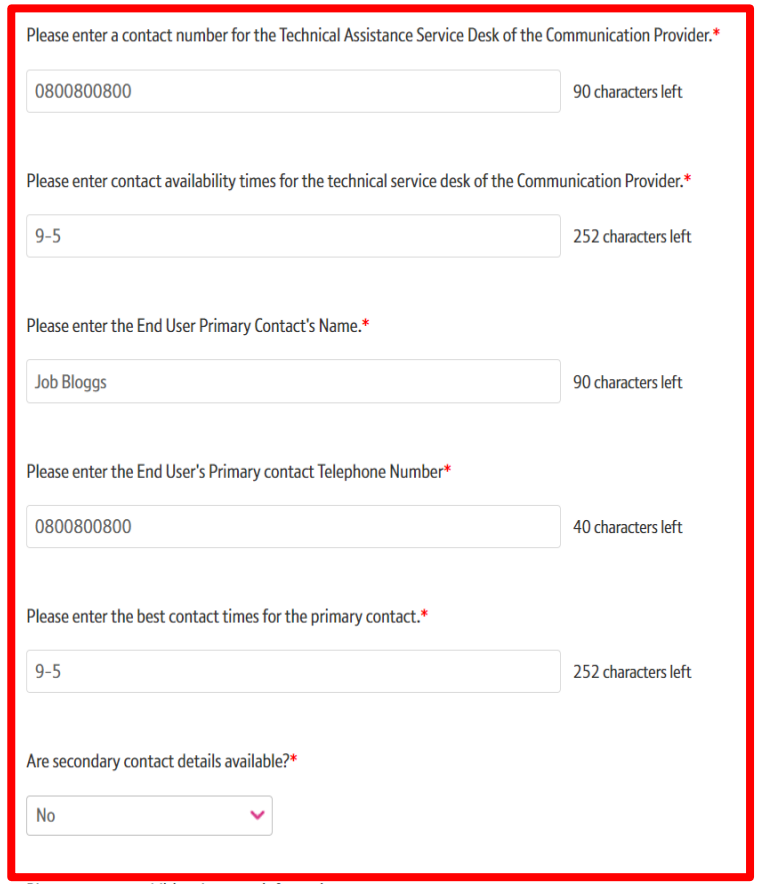
Appointment booking

Step 7: Additional Details

- Most of the details will have been filled in when you raised the fault, however this gives you opportunity to make any changes.



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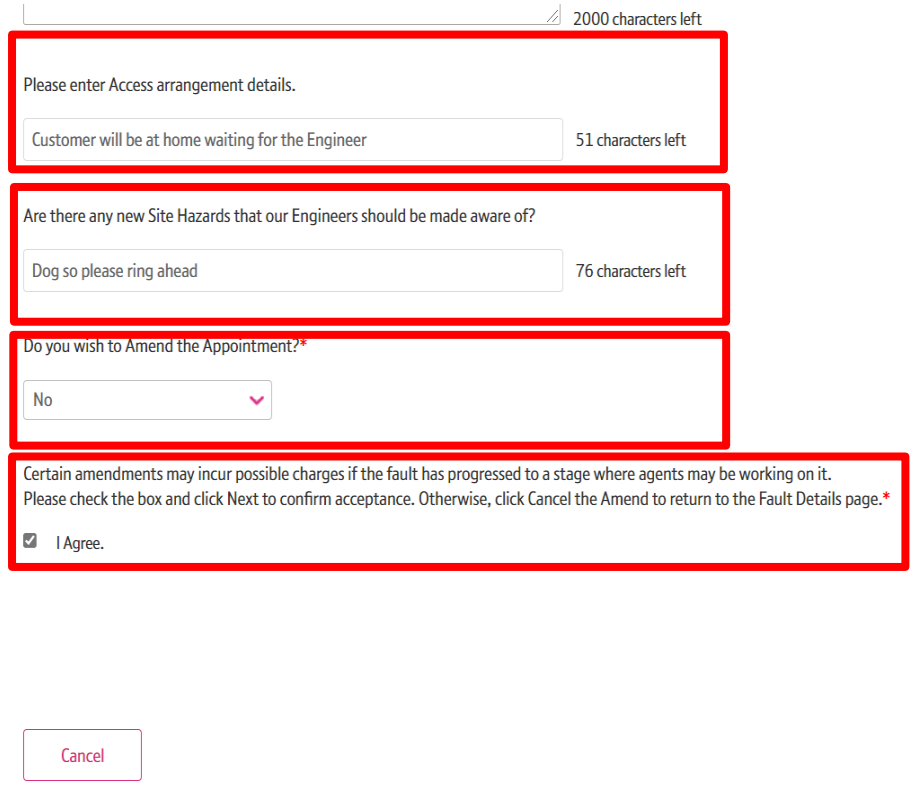
Appointment booking

Step 7: Additional Details

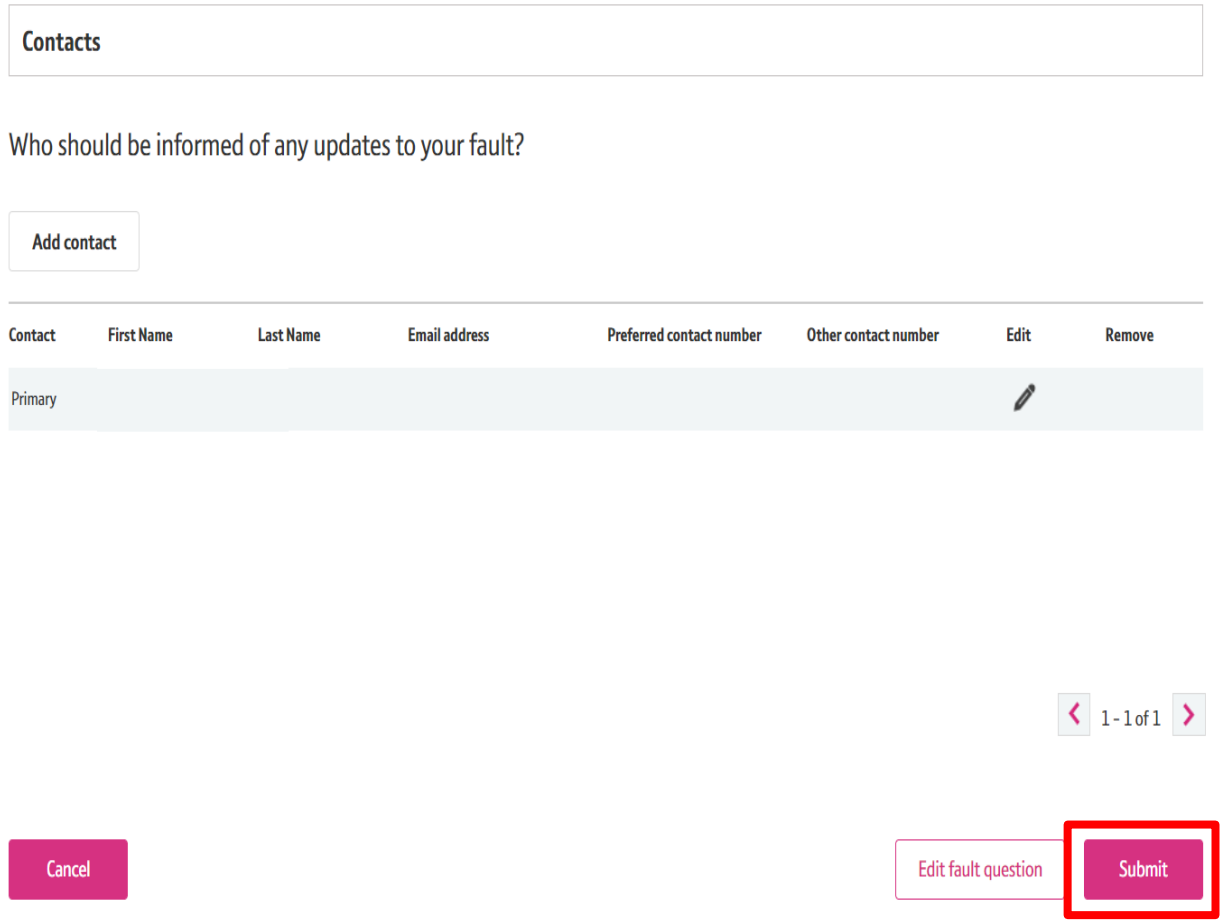
- The Access Arrangements and Site Hazard fields are the most important fields to fill out. The engineer will see these notes so please enter any information that will help them with their investigations
- If you want to change the appointment you selected in Step 5 then select ‘Yes’. Otherwise select ‘No’
- Tick the box if you agree with the statement.
- Click ‘Next’



Appointment booking

Step 7: Additional Details

- Click ‘Submit’



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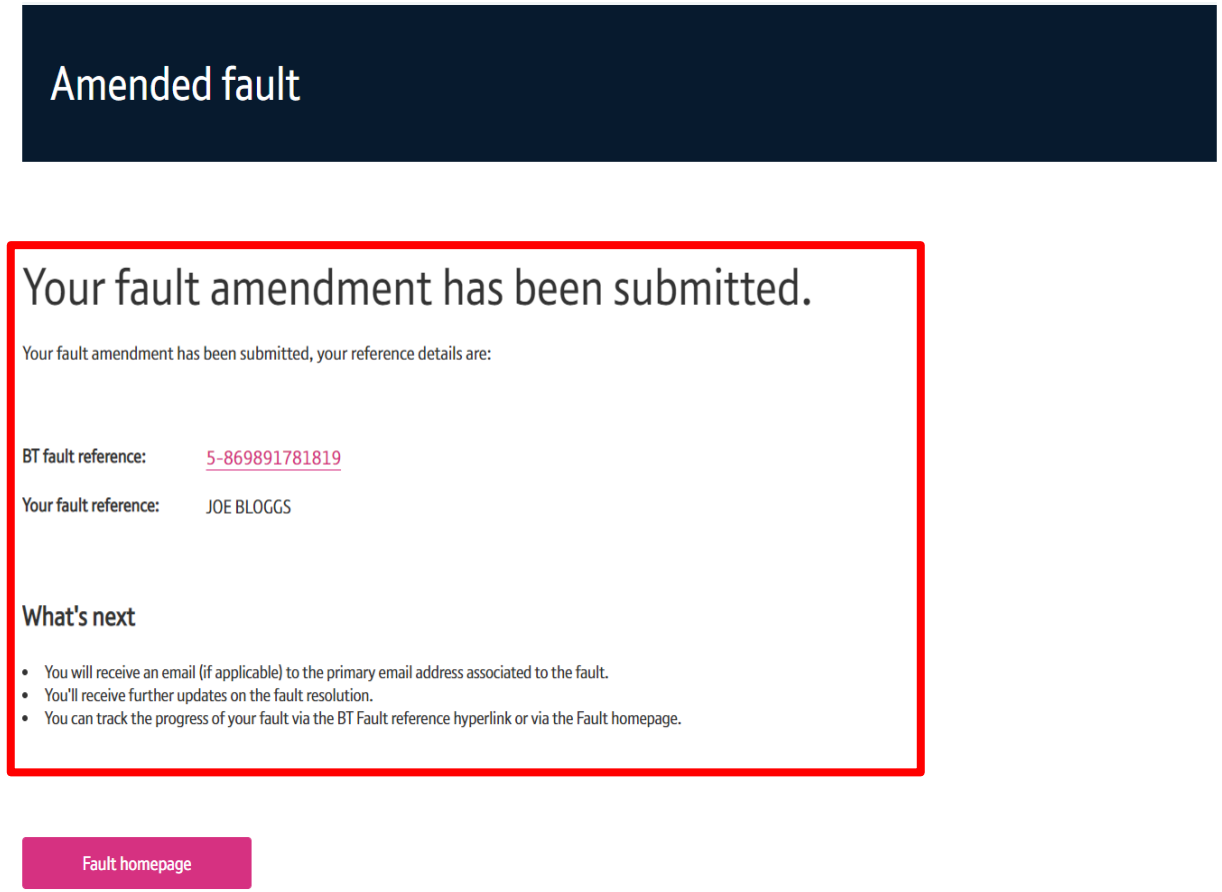
Appointment booking

Step 8: Confirmation

- The amendments has been submitted.



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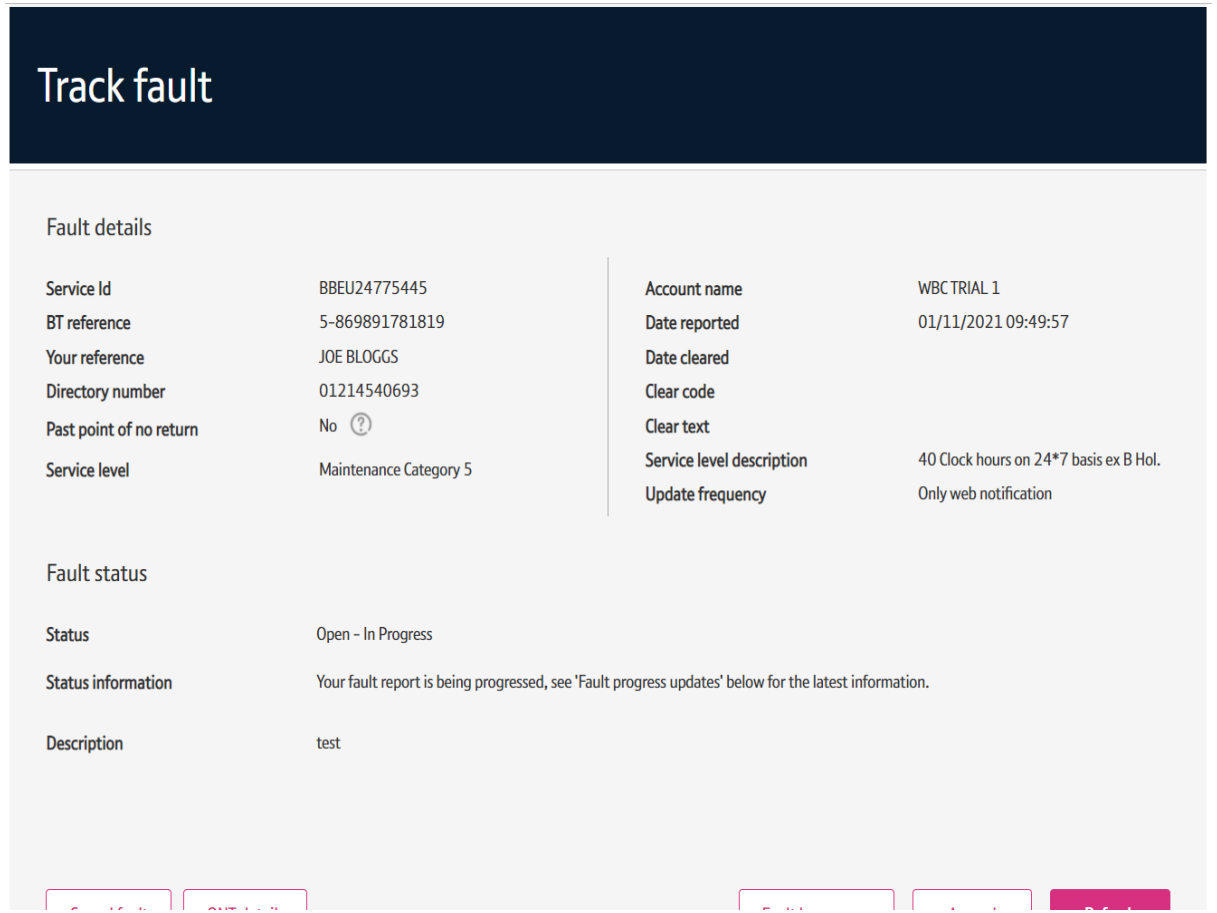
Verify your Appointment Slot

Verify your Appointment Slot

Step 1: Appointment Details Screen

- From the Fault Details screen scroll down the page to the Appointment Details section



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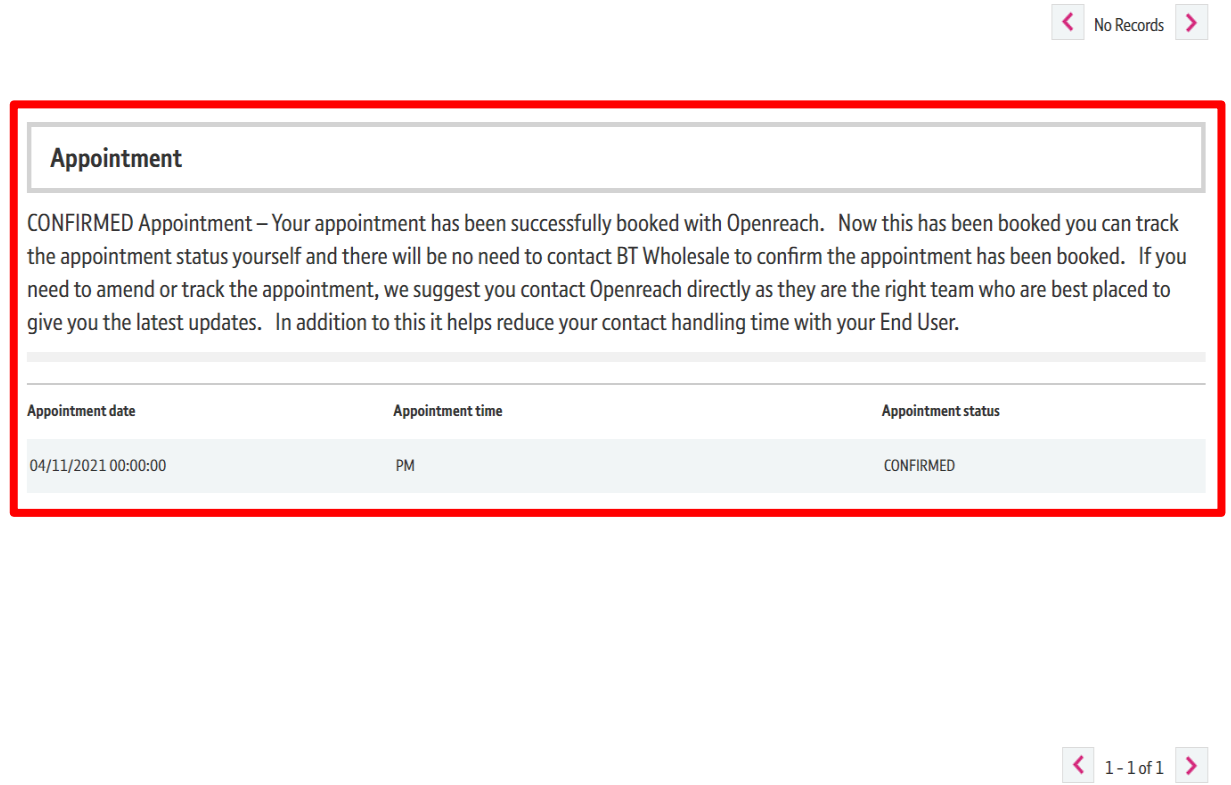
Verify your Appointment Slot

Step 1: Appointment Details Screen

- You will have visibility of the appointment date and slot booked along with the appointment status. As you can see here the Appointment status is showing confirmed. If it was showing Reserved then you can use the Refresh button to the refresh the page till the Appointment status change.

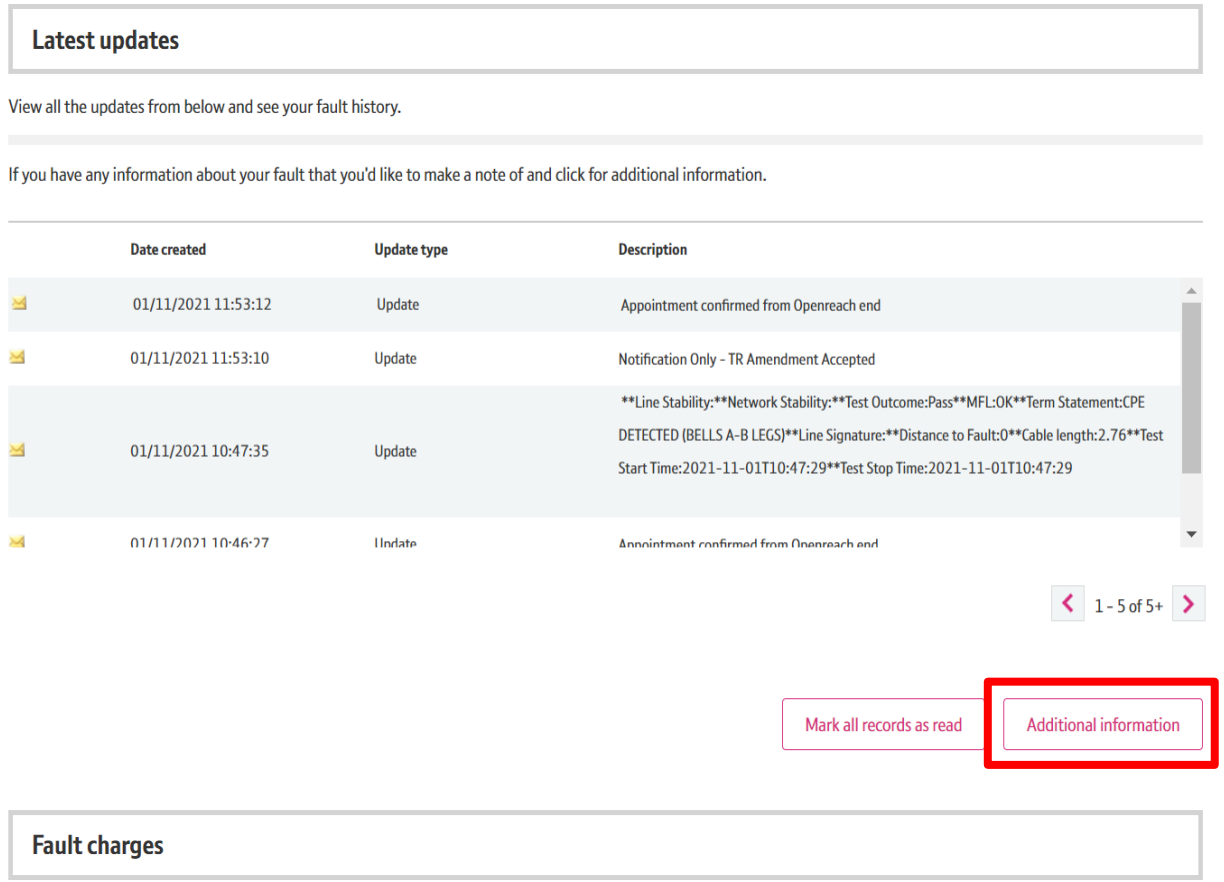
- If you have amended the appointment and the amended slot isn't showing on this page, then you can confirm the correct appointment by following the next slide



Verify your Appointment Slot

Step 2: Additional Information

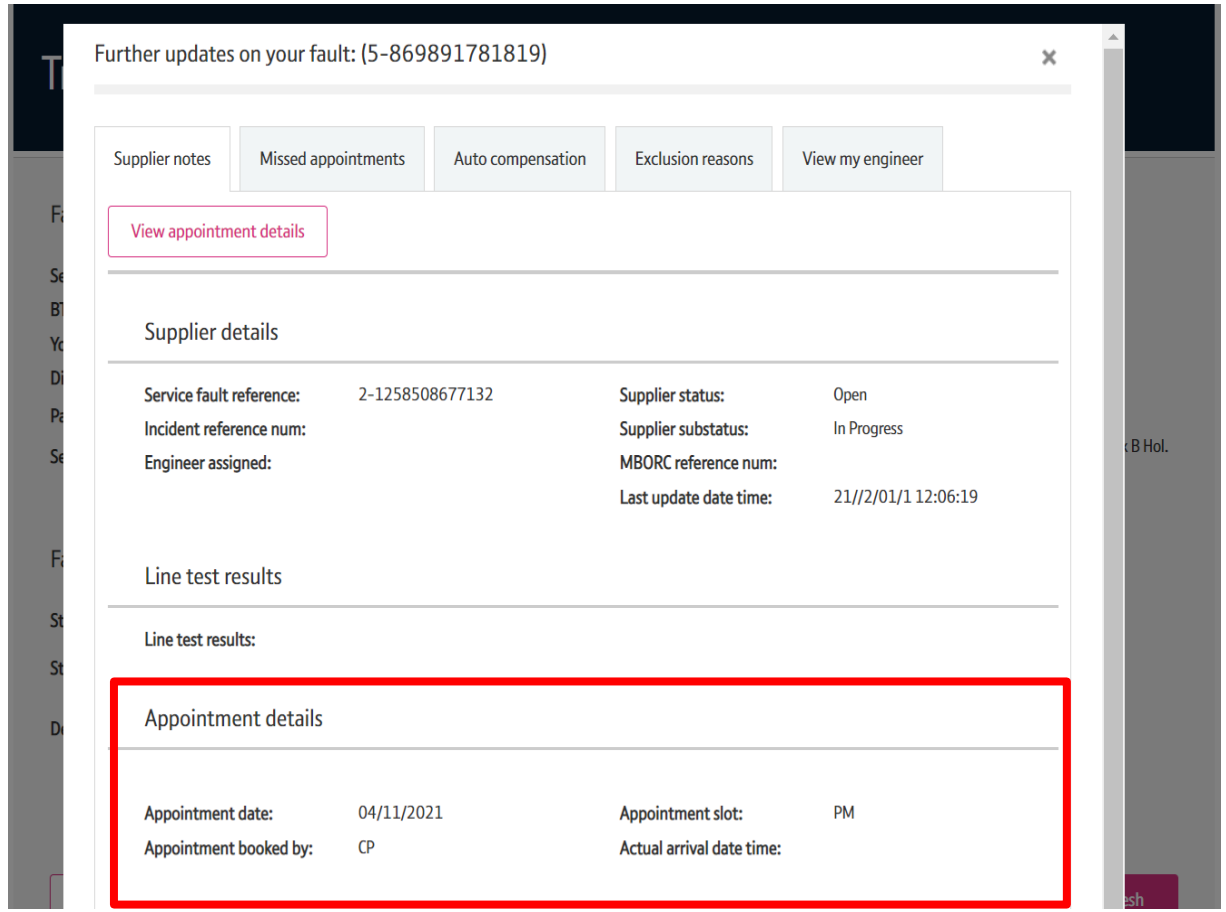
- Click ‘Additional Information’



Verify your Appointment Slot

Step 3: Appointment Details Section

- You can view the Appointment Details extracted from Openreach's systems
- If you see a difference between the date on the Appointment Detail page and the Additional Information page, please contact BT Wholesale to confirm the slot.



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Changing your Appointment (Amend)

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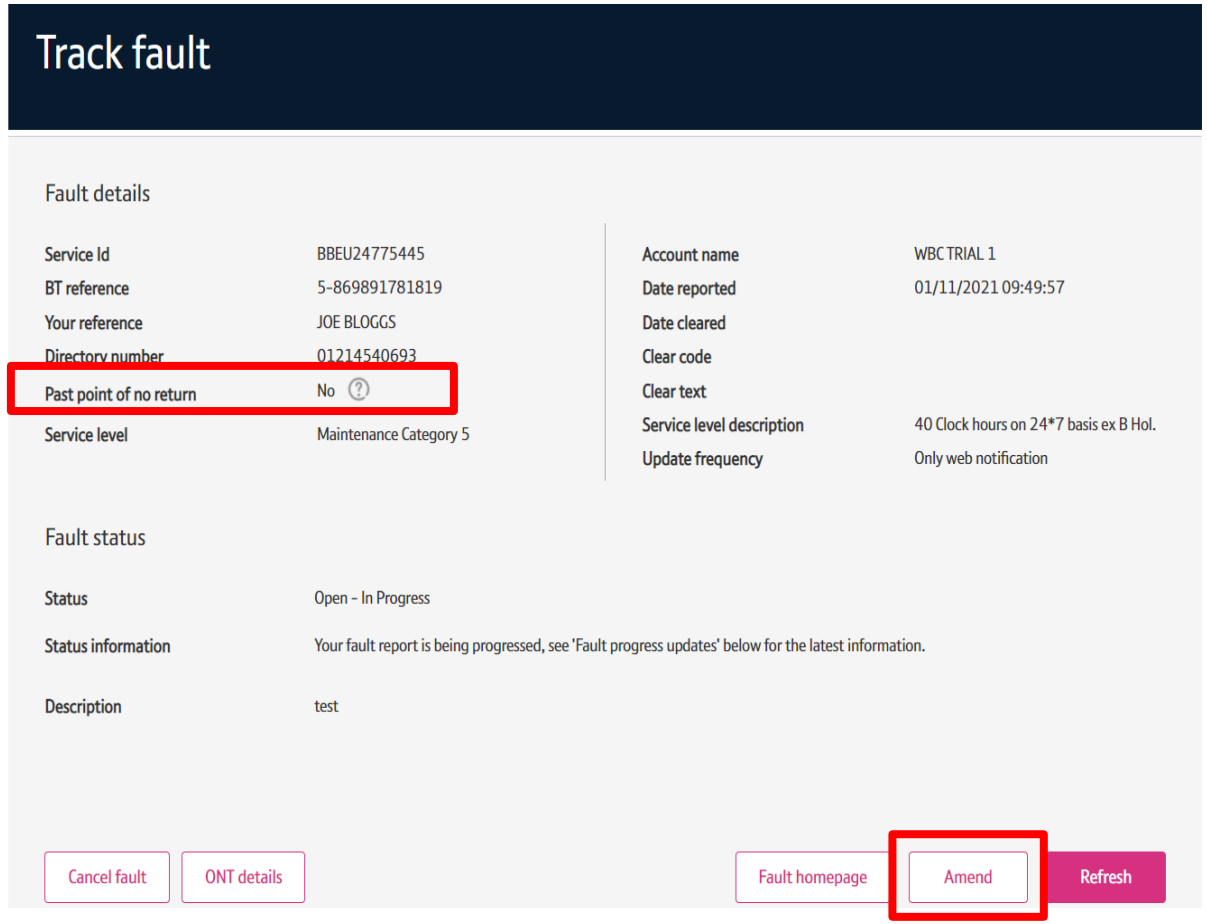
Changing your Appointment

Step 1: Fault Summary

- You can only amend the appointment 24 hours before the appointment date. You can refer to ‘Past point of no return’. This will either show ‘Yes’ or ‘No’
- If it shows Yes then you will not be able to amend the appointment. The Amend button will be greyed out.
- If it shows No then you will able to amend the appointment. The Amend button will not be greyed out.



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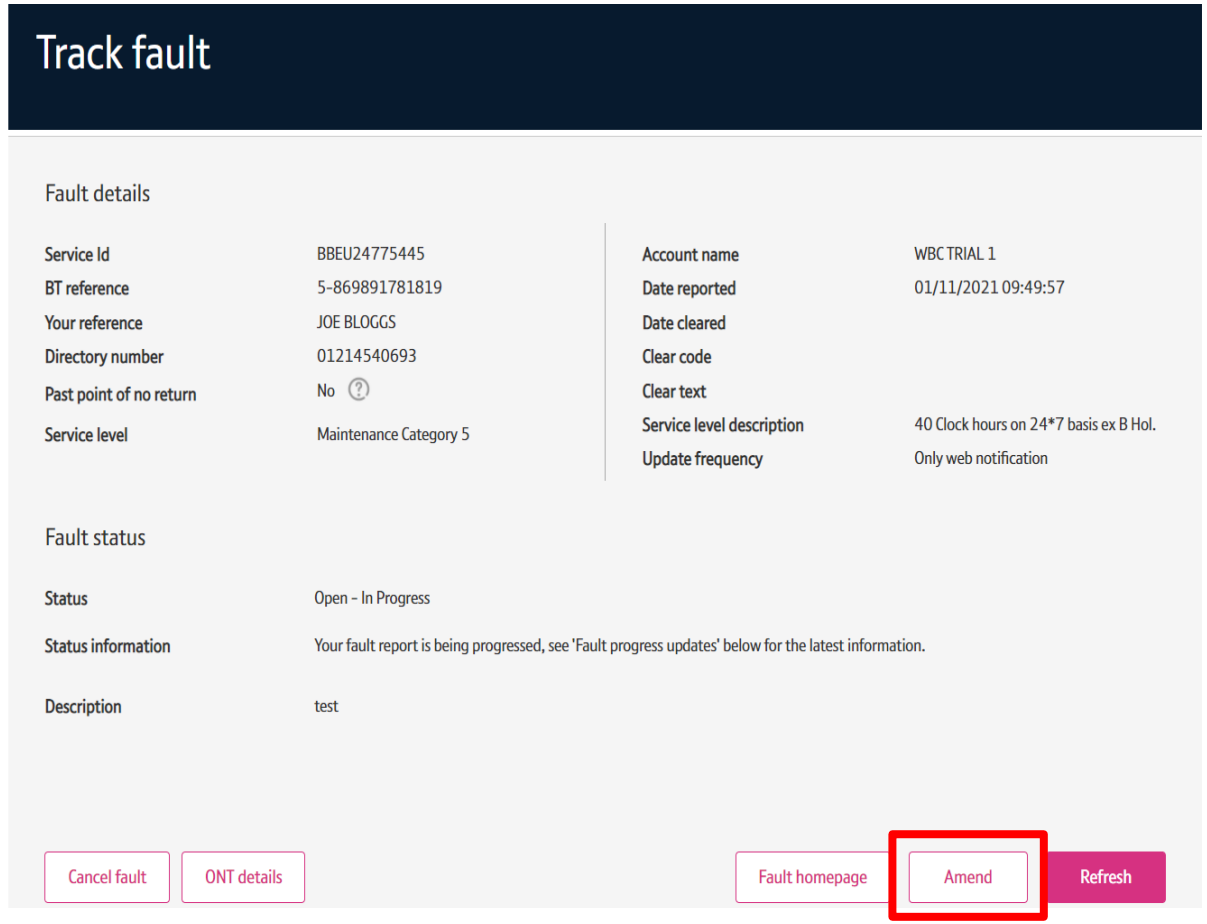
Changing your Appointment

Step 2: Amend Journey

- Click ‘Amend’



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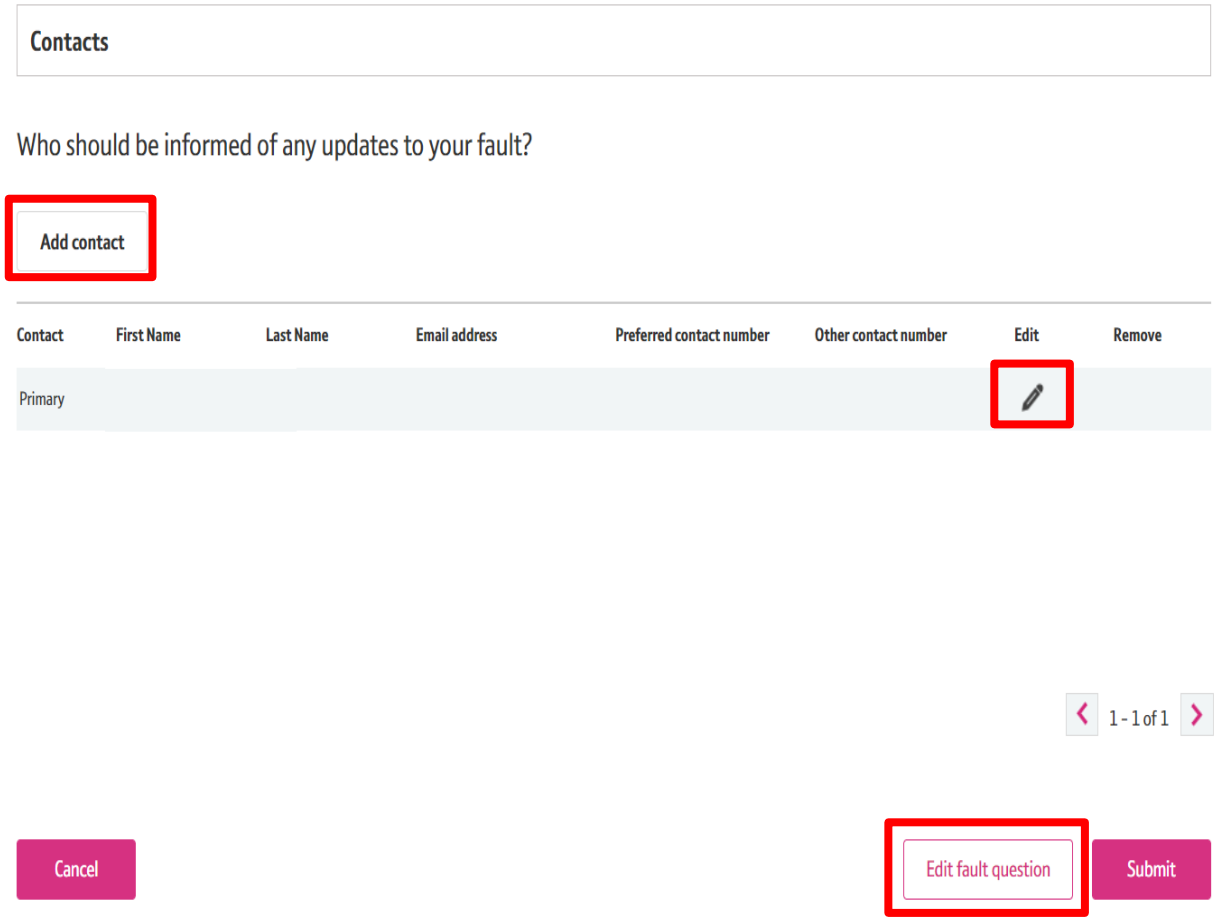
Changing your Appointment

Step 2: Amend Journey

- You will be given the opportunity to add additional contacts to whom you want to receive updates on this fault.
- You can also edit the existing contacts if its incorrect.
- Click ‘Edit fault question’



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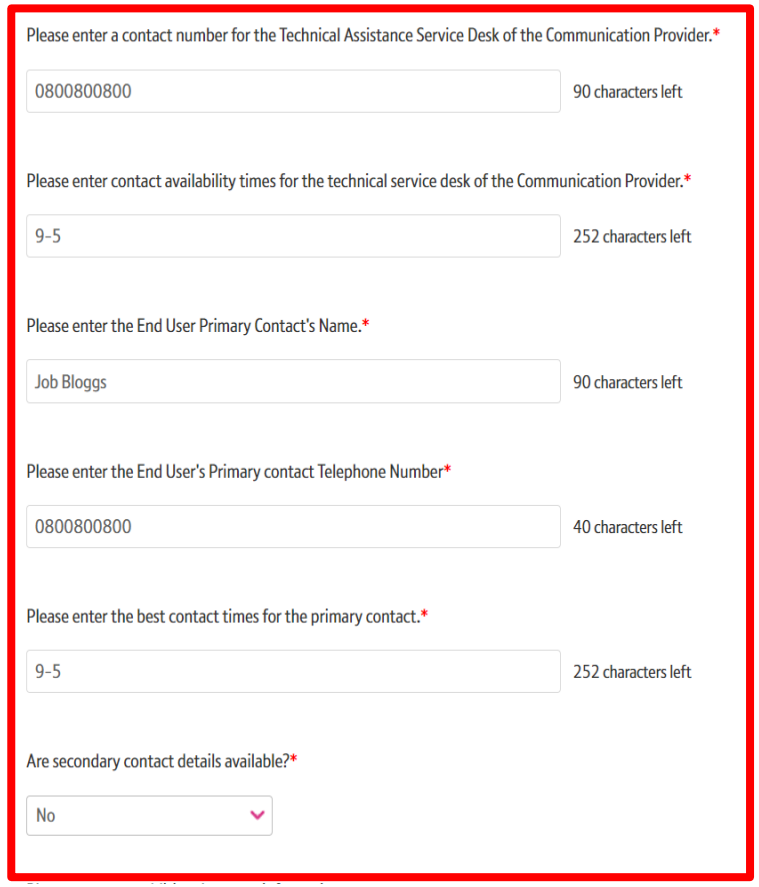
Changing your Appointment

Step 3: Additional Details

- Most of the details will have been filled in when you raised the fault, however this gives you opportunity to make any changes.



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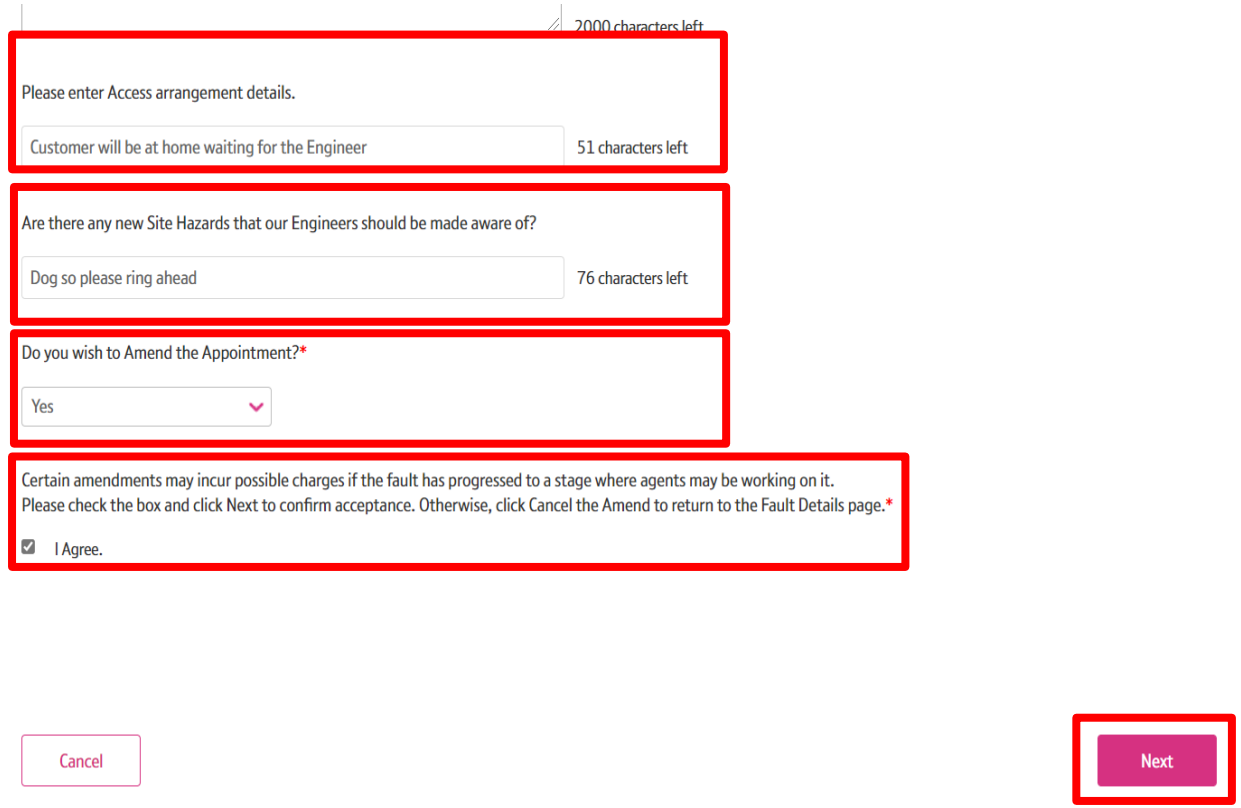
Changing your Appointment

Step 3: Additional Details

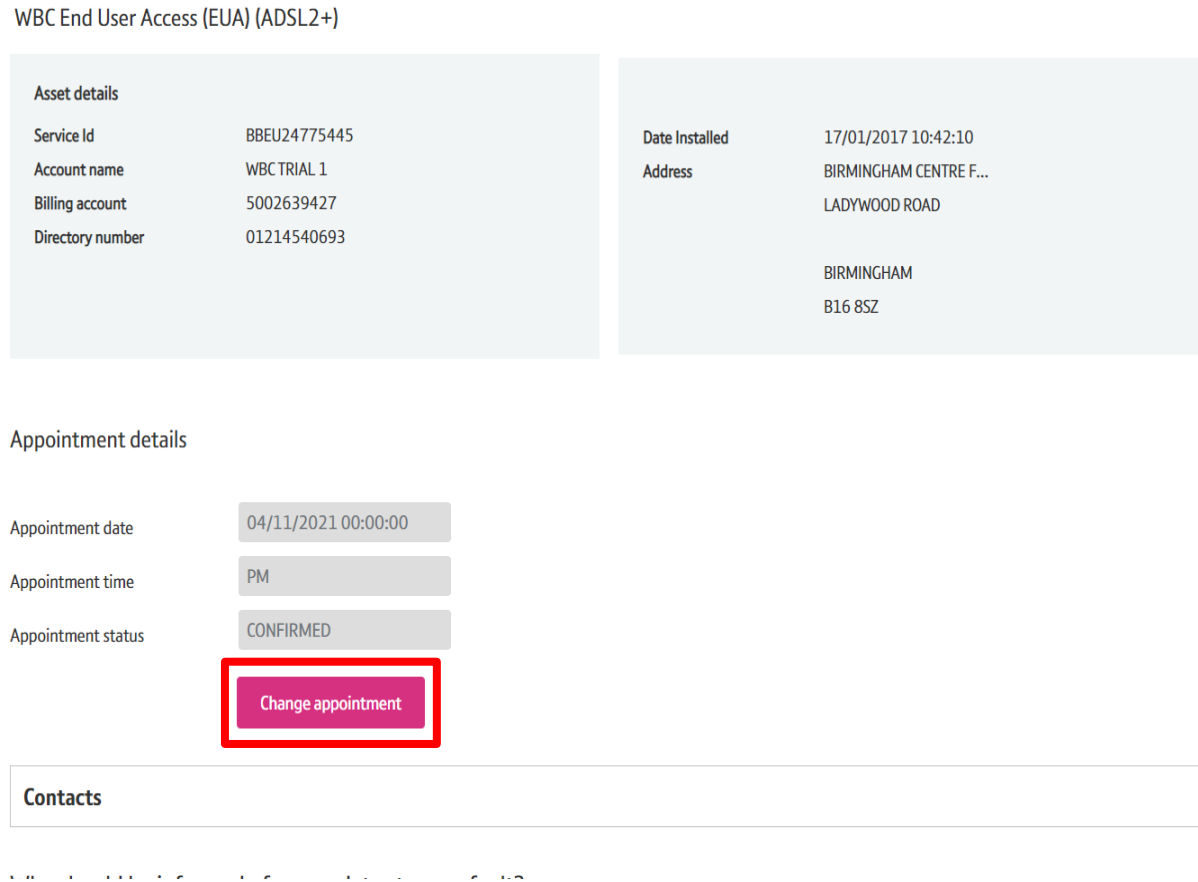
- The Access Arrangements and Site Hazard fields are the most important fields to fill out. The engineer will see these notes so please enter any information that will help them with their investigations
- As we want to amend the appointment select 'Yes'
- Tick the box if you agree with the statement.
- Click 'Next'



Changing your Appointment

Step 4: Changing your Appointment

- Click ‘Change appointment’



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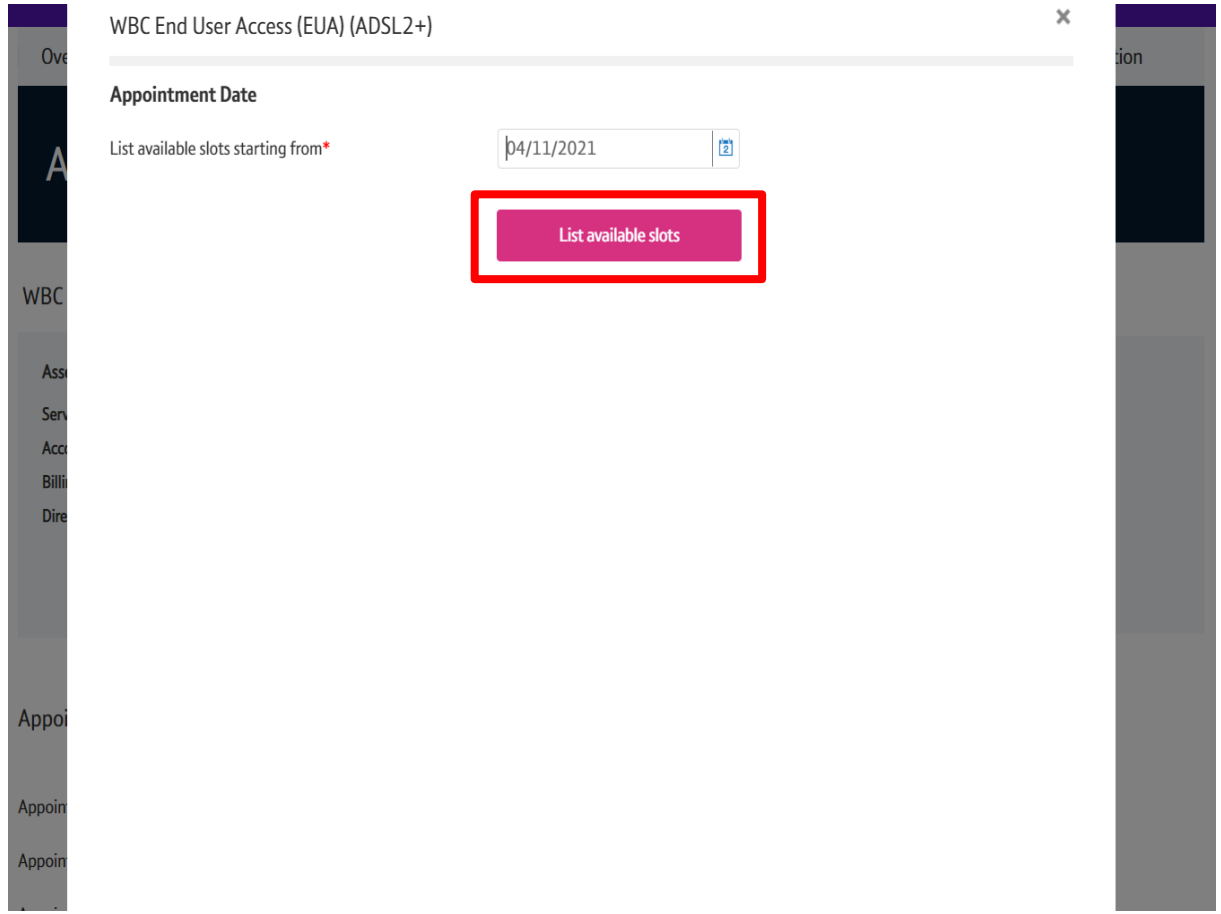
Changing your Appointment

Step 4: Changing your Appointment

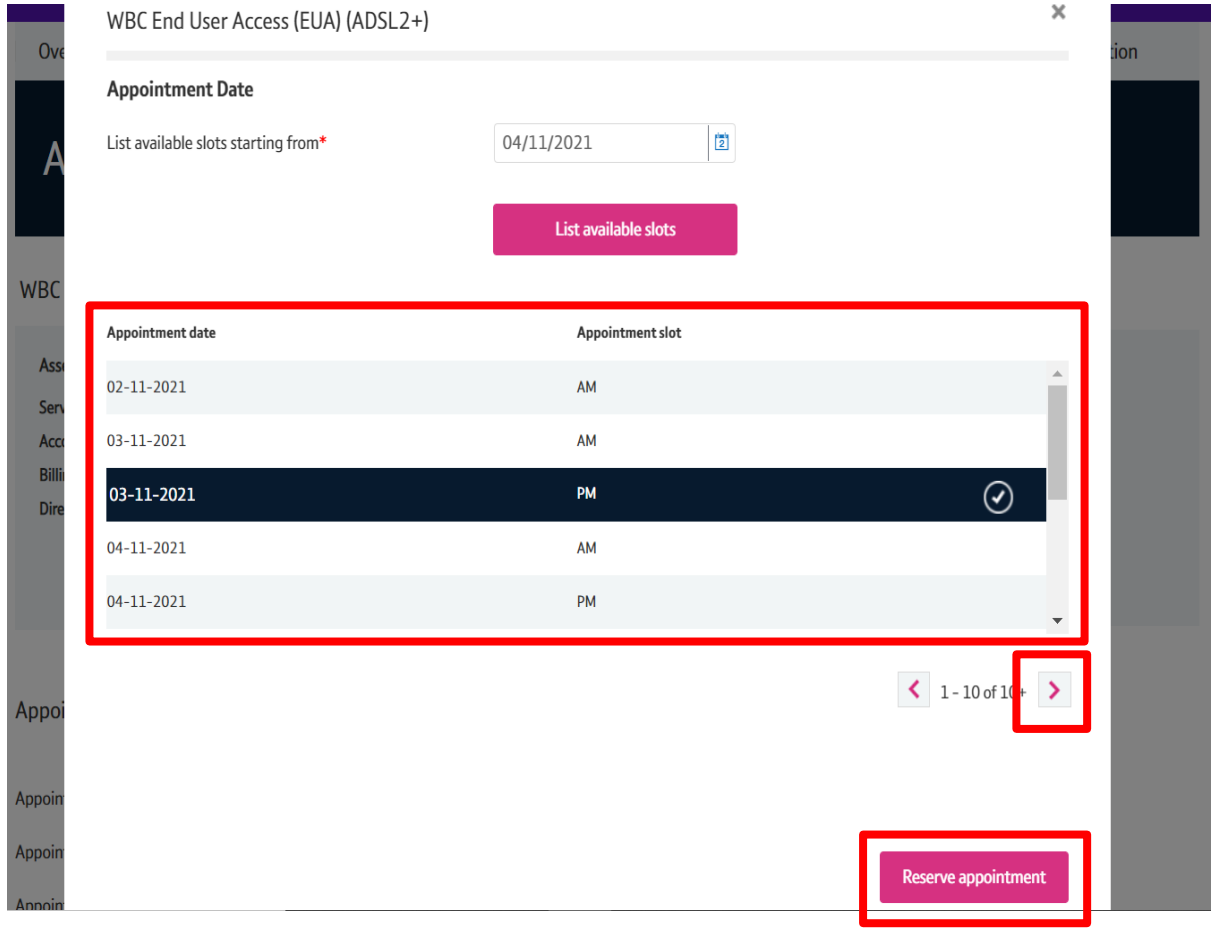
- Click ‘List available slots’



Changing your Appointment

Step 4: Changing your Appointment

- Select the AM / PM Slot of your choice.
- You can also use the forward arrow to view future dates.
- Click ‘Reserve appointment’



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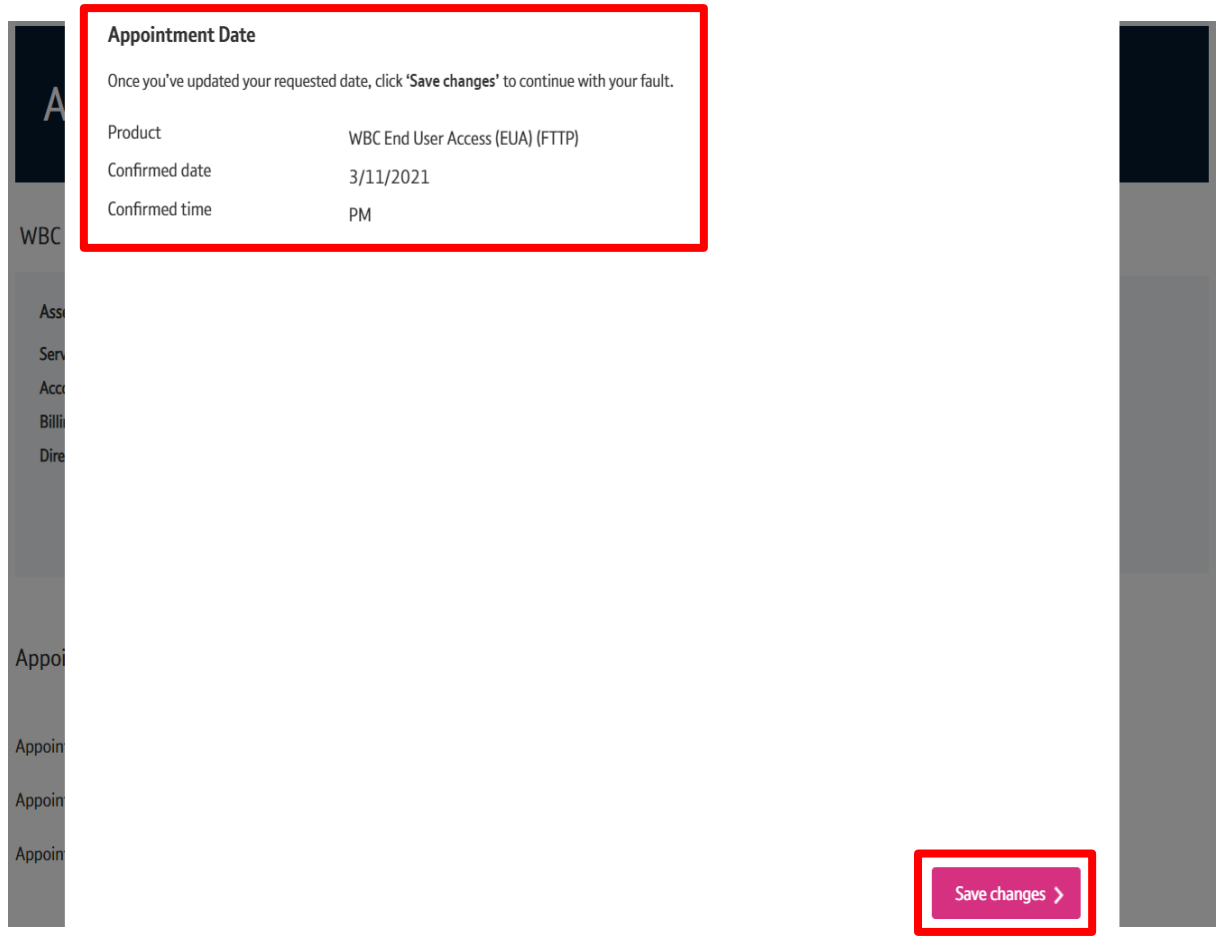
Changing your Appointment

Step 4: Changing your Appointment

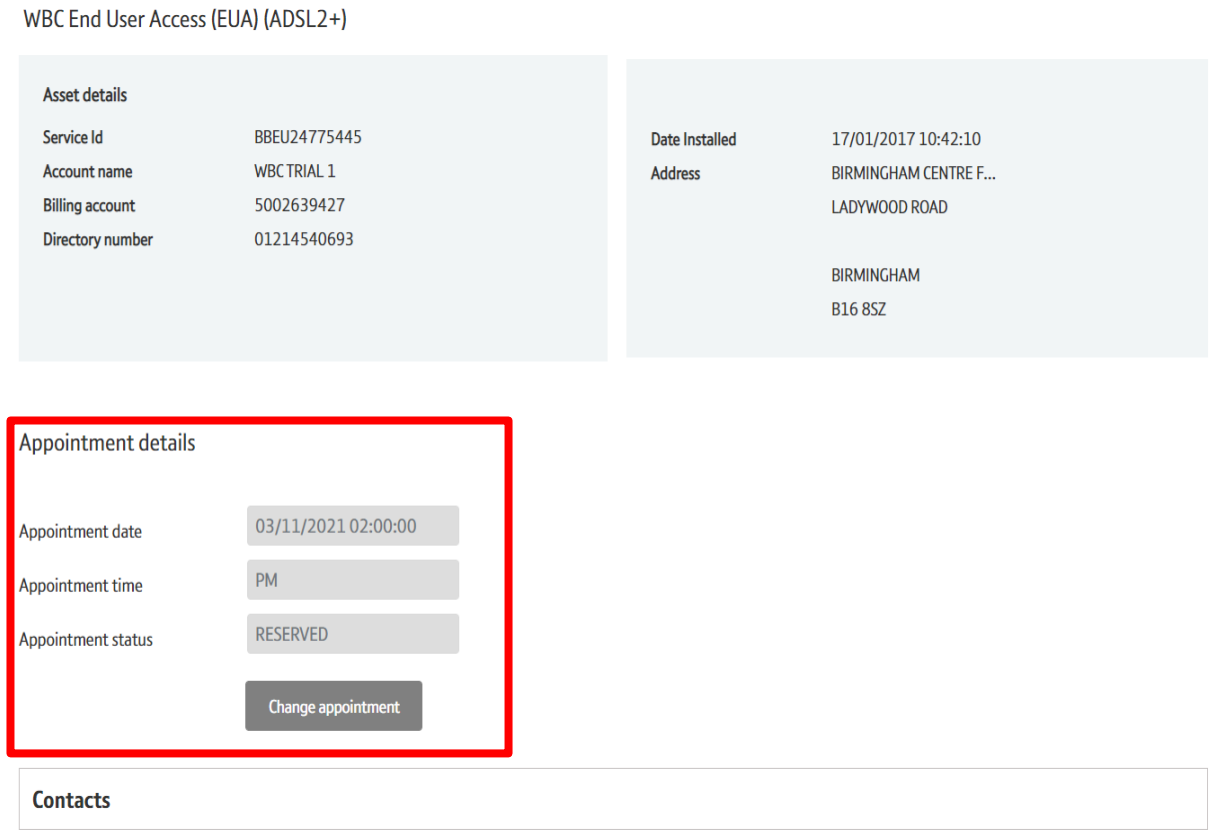
- Your chosen Appointment Date and slot will be displayed.
- Click ‘Save Changes’



Changing your Appointment

Step 4: Changing your Appointment

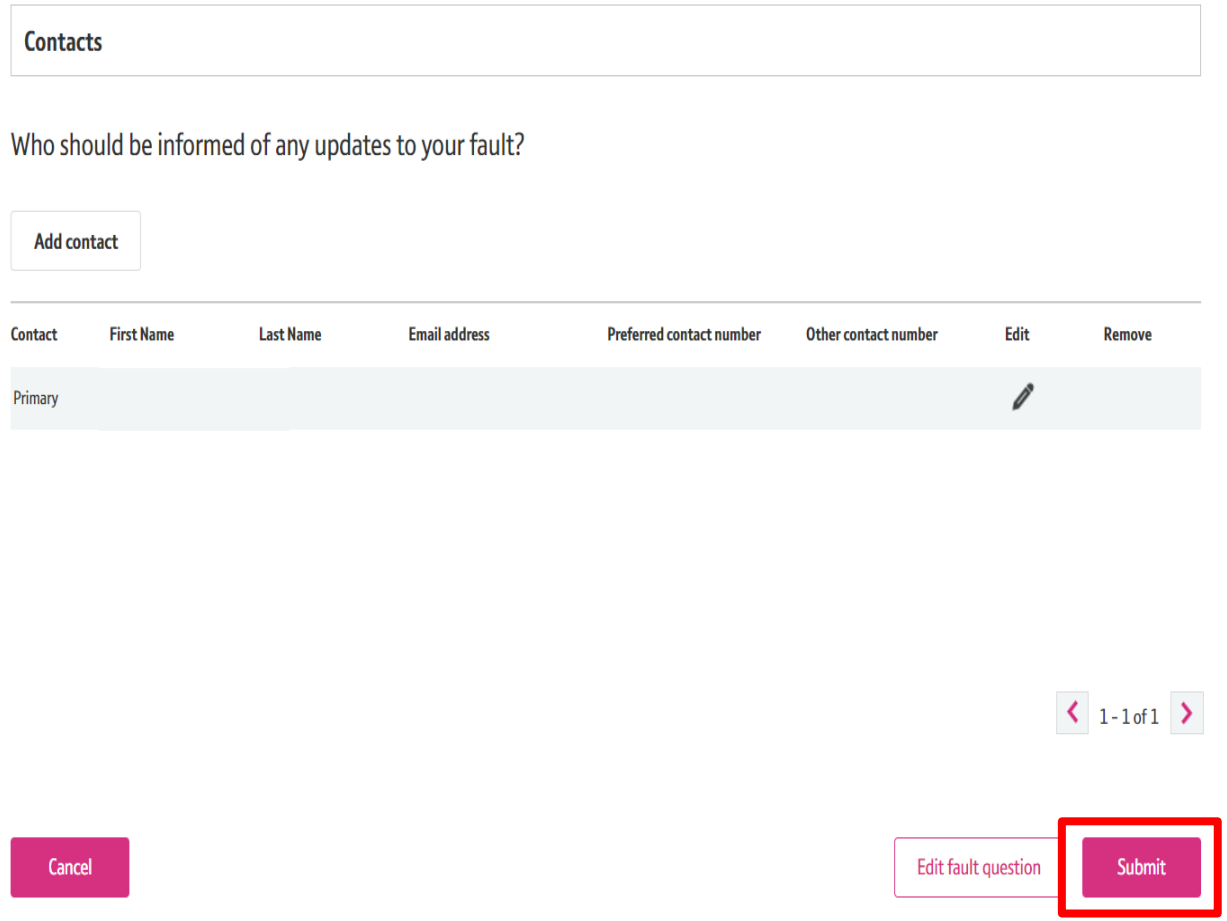
- The selected appointment will show on the booking screen. The appointment hasn't been booked at this point.



Changing your Appointment

Step 4: Changing your Appointment

- Click ‘Submit’.



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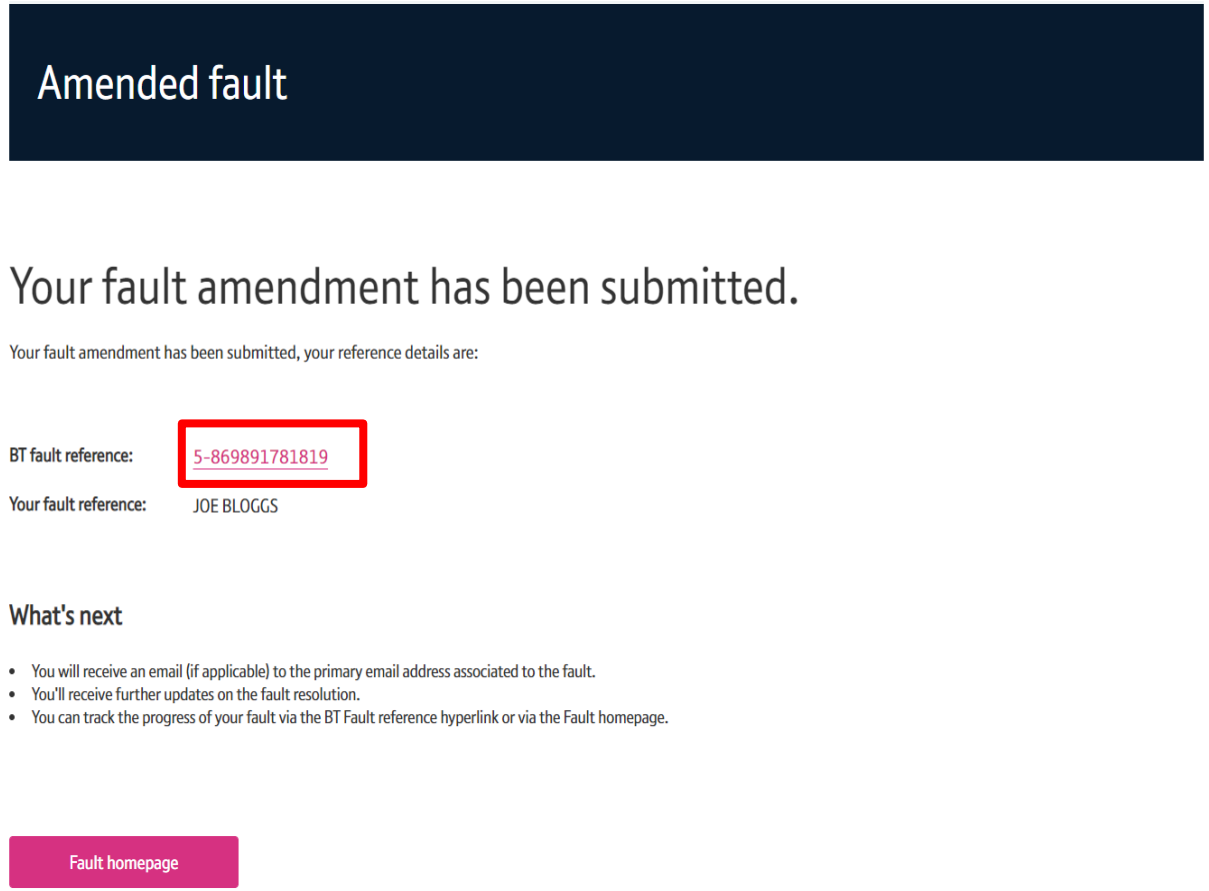
Changing your Appointment

Step 5: Confirmation

- Click on the hyperlink which is showing as the fault reference.



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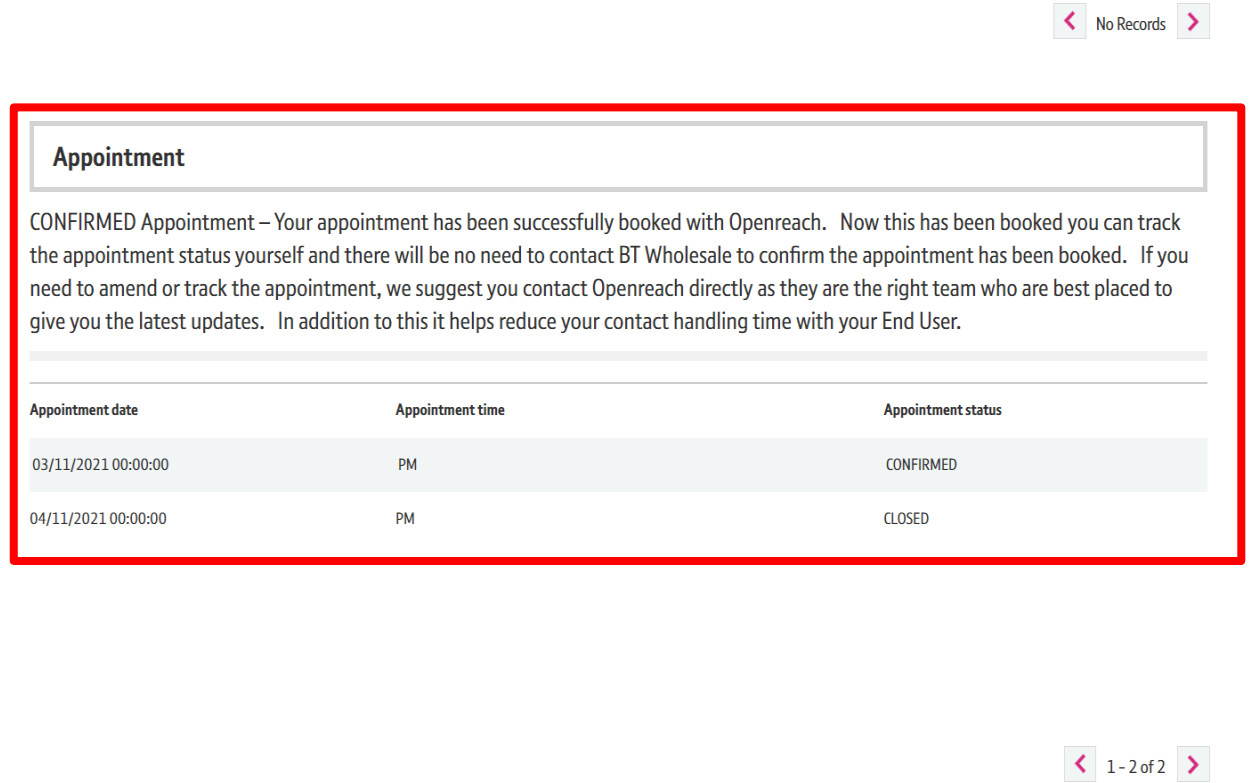
Appointment booking

Step 6: Appointment Confirmation

- You can scroll down to Appointment section. You will have visibility of the appointment date and slot booked along with the appointment status. As you can see here the Appointment status is showing confirmed. If it was showing Reserved then you can use the Refresh button to the refresh the page till the Appointment status change.

- You can also see the previous appointment booked showing closed.



Cancelling your Appointment

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Cancelling your Appointment

- To cancel your Appointment you can contact Openreach who will cancel the appointment on your behalf, provided that the appointment is cancelled 24 hours before the appointment slot start.

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