

# Getting access to Business Zone – User Guide

BT Wholesale Online

V.1



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**Business zone overview** Enter the reference number Help  
Example: Search for Order, Fault, Service reference and more

**Order status** Displaying updates in the last 28 days  
Filtered by: Data Services > Ethernet Component  
Reference type: Customer reference number

Account:	Order status	Fault status
Select	Saved: 20567	In Progress: 8
Select	Pending: 32	Closed: 34
Select	Cancelled: 7	
Select	In Progress: 5	
Select	Completed: 15	

**Inventory** Filtered by: Data Services > Ethernet Component

Account:	Total	⚡	⚠
Select			
Data Services	947	0	15

**Important updates**

- Planned Network Change Notification: Check if your services are affected by our planned network changes
- Major Service Outages (MSO): You have 47 open outages

**Actions required**  
Reference 3-183184296921  
Customer to Accept/Reject SHD  
16 Sep 2016  
Accept or Reject  
View all 1-1 of 1

**Frequent tasks**

- ADSL Broadband checker
- Broadband briefings
- Create a new Ethernet quote
- eCatalogue
- eCo Repair
- Fault diagnostics
- Fault diagnostics 20c KBD
- Fault diagnostics 21c KBD



# Version Control

Date	Change	Version
16/01/16	User Guide Published.	1



# Introduction

## What is Business Zone?

Business Zone is our one-stop shop for you to do business with us online.

Accessed via [btwholesale.com](https://btwholesale.com), Business Zone gives you a consolidated view of all your BT Wholesale orders, faults and inventory. And our improved search facility and filters make it easy to find the information you're looking for.

In addition, you can see all your services that are affected by Major Service Outages (MSOs) and Planned Network Change Notifications (PNCNs) from Business Zone.

The screenshot displays the 'Business zone overview' dashboard. At the top, there is a search bar with the placeholder text 'Enter the reference number' and a search icon. Below the search bar, the dashboard is divided into several sections:

- Order status:** Displays updates in the last 28 days. Filtered by: Data Services > Ethernet Component. Reference type: Customer reference number. A table shows the following data:

Account:	Order Status	Count
Select	Saved	20565
Select	Pending	32
Select	Cancelled	7
Select	In Progress	5
Select	Completed	15
- Fault status:** Displays updates of all faults. Filtered by: Data Services > Ethernet Component. A table shows the following data:

Account:	Fault Status	Count
Select	In Progress	8
Select	Closed	34
- Inventory:** Filtered by: Data Services > Ethernet Component. A table shows the following data:

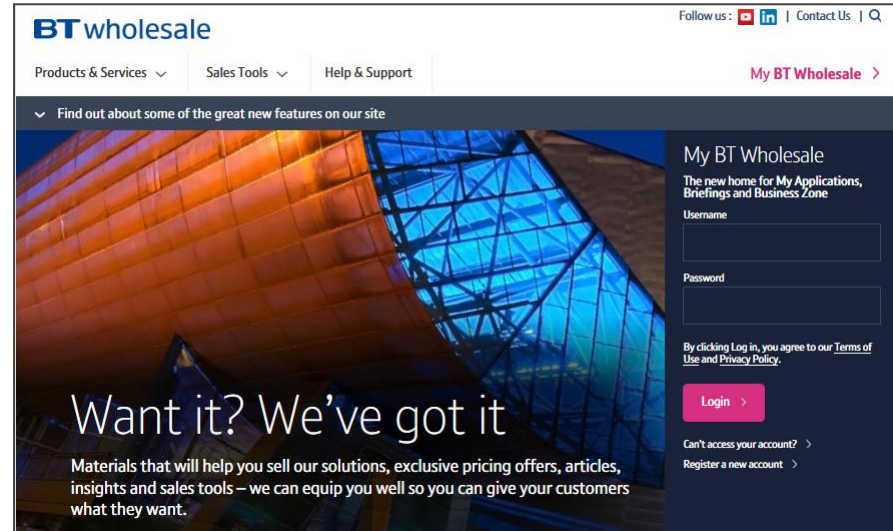
Account:	Service	Total	MSO	PNCN
Select	Data Services	947	0	15
- Important updates:** Includes 'Planned Network Change Notification' and 'Major Service Outages (MSO) You have 47 open outages'.
- Actions required:** Shows reference number 3-183184296921, customer name, and date. Includes 'Accept or Reject' buttons and a 'View all' link.
- Frequent tasks:** A list of tasks with icons, including 'ADSL Broadband checker', 'Broadband briefings', 'Create a new Ethernet quote', 'eCatalogue', 'eCo Repair', 'Fault diagnostics', 'Fault diagnostics 20c KBD', and 'Fault diagnostics 21c KBD'.



# Accessing Business Zone

Accessing Business Zone is easy. Simply login to [btwholesale.com](https://btwholesale.com). If you have the correct privileges and accesses, you'll be taken directly to My BT Wholesale.

If you aren't taken to Business Zone on login, you'll need to contact your company administrator to provide you access.



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**BT**wholesale

# How do I find my company administrator?

Your company administrator can provide you access to our applications. To find out who they are:

1. Click on your name located to the top-right of the btwholesale.com screen.
2. Click 'Find Your Company Administrator'.
3. Select an option from the dropdown and click 'View Administrators'.
4. A list of contacts who can grant you access to the application will now be displayed.

If you want to become a company administrator, [download and complete this form](#), then [send it to us](#).

The screenshot shows the BT Wholesale user interface. At the top, the user's name 'Nathan Sheady' is highlighted in a red box. Below the navigation bar, the 'Find Your Company Administrator' button is highlighted in a red box. In the next step, the 'Application Name' dropdown menu is set to '20C Fault Diagnostics', and the 'View Administrators' button is highlighted in a red box. Finally, the 'YOUR COMPANY ADMINISTRATORS' section is shown, displaying a table of MyAdmin Users for Eco Plus.

First Name	Last Name	Email Address	Company Name	Telephone Number
Sarah				
Nicholas				
Chris				



# How to grant someone access to Business Zone

If you are a company administrator, you can provide people in your organisation access to Business Zone.

To do this, first you need to log into the Administration area of btwholesale.com:

1. On Business Zone, click 'Administration'.
2. Enter your pin number and click 'Ready'.
3. You'll now be logged into the Admin area.

The image shows a three-step process for logging into the Administration area of the BT Wholesale portal.

**Step 1:** The user is on the BT Wholesale homepage. The 'Administration' link in the top navigation bar is highlighted with a red box.

**Step 2:** A modal window appears with the text '\* PLEASE ENTER THE PIN NUMBER'. A text input field and a 'READY' button are highlighted with a red box.

**Step 3:** The user is logged into the Administration area. The 'Administration' link in the top navigation bar is highlighted with a red box. The main content area shows 'MANAGE RESOURCES' on the left and 'Unallocated Admin Requests' and 'My Work Stack' on the right.



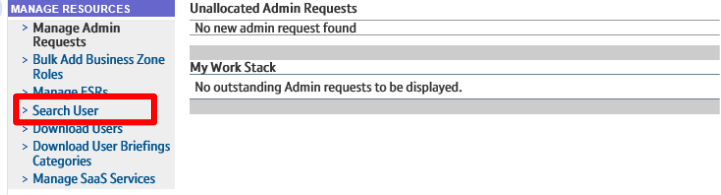
# How to grant someone access to Business Zone

You now need to search for the user you wish to grant access to Business Zone:

To do this, first you need to log into the Administration area of btwholesale.com:

1. Click 'Search User'.
2. Enter the user's details in the search fields and click 'Search'.
3. The user's details will now be displayed.

1



MANAGE RESOURCES

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

Unallocated Admin Requests  
No new admin request found

My Work Stack  
No outstanding Admin requests to be displayed.

2

Please search users based on these criteria :

Username:  Employee Reference Number:

First Name:  Last Name:

Application:  Email:

**SEARCH >**

3

Username	Email Address	Full Name	Company Name
<input checked="" type="radio"/> nathan.sheady	nathan.sheady@bt.com	Nathan Sheady	BT Wholesale

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Admin Tasks

What do you want to do?  
Manage Password





# How to grant someone access to Business Zone


You now need to apply Business Zone roles to the user:

1. Select the user you wish to grant access to Business Zone from the list and select 'Add Business Zone Roles' from the dropdown. Now click 'Ready'.
2. Select the type of access you want to grant the user from the list and click 'Confirm'.

The user will now have access to Business Zone.

They'll need to log out of any existing sessions and log back in for the changes to take place.

1

Username	Email Address	Full Name	Company Name
 nathan.sheady	nathan.sheady@bt.com	Nathan Sheady	BT Wholesale

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

**Admin Tasks**

**What do you want to do?**

Add Business Zone R ▾

READY

2

User: Nathan.sheady  
Email: nathan.sheady@bt.com

Business Zone Role	Type of Access
Order Management	<input checked="" type="radio"/> full <input type="radio"/> none <input type="radio"/> partial
Repair Management	<input checked="" type="radio"/> full <input type="radio"/> none <input type="radio"/> partial
Standard User	<input checked="" type="radio"/> full <input type="radio"/> none
Billing	<input checked="" type="radio"/> full <input type="radio"/> none <input type="radio"/> partial

CONFIRM >   < BACK



# BT wholesale

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