MyAdmin Training Guide

Date: 25.08.2011 **Version 5**

BT wholesale

Table of Contents

1. Overview 3
2. Applying for access 4
3. Account Reactivation 4
4. MyAdmin 6
4.1 Delete Users 11
4.2 Resetting PINs 12
5. Access Requests (ESRs) 14
5.1. Fault Diagnostics / KBD: Additional Steps 17
5.2. Wholesale Calls 19
5.3 eCo Plus 23
5.4 Content Services 23
6. Secure and Un-secure Users 30
Summary 30
Application Requests (ESR) 30

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

Legal and Confidentiality Statement

The information contained in this Training Guide is provided to the Communications Provider in confidence for information purposes only and is the copyright of British Telecommunications plc. Please do not forward, republish or permit unauthorised access. Publication of this Training Guide does not give or imply any licence to any intellectual property rights belonging to British Telecommunications plc or others. Whilst BT has taken reasonable steps to ensure that the information contained within this Training Guide is accurate at the time of issue, it is subject to change at any time without further notice. Further, anything contained in this Training Guide does not constitute any contractual or other obligation on the part of BT. BT shall have no liability in contract, tort or otherwise for any loss or damage, howsoever arising from use of, or reliance upon, the information in this Training Guide by any person.

British Telecommunications plc
Registered Office: 81 Newgate Street, London, EC1A 7AJ
Registered in England no.1800000
All third party rights are hereby acknowledged.
© British Telecommunications plc, 2011. All rights reserved

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

1. Overview

MyAdmin is a new application that gives you, the customer, the control to help you to meet your own timescales and have the ability to deal with certain application requests and all password resets within your company. This guide gives you a step by step look at what you will need to do when a request comes in.

2. Applying for access

In order to apply for access please send in a MyAdmin application form via your manager or BT Account manager to btwholesale.direct@bt.com. Download the latest application form from:

http://www.btwholesale.com/pages/static/Applications/Orders/myadmin.html

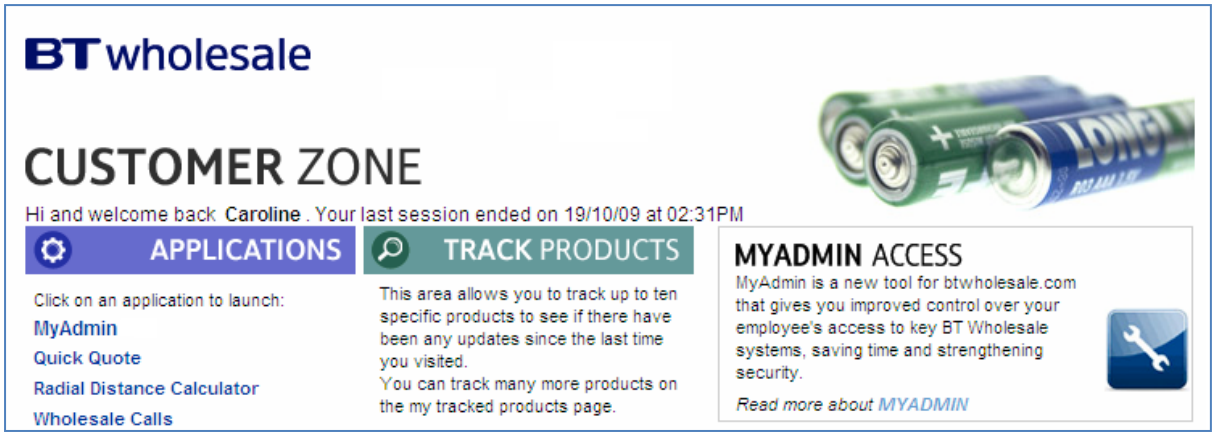
3. Account Reactivation

Account reactivations are traditionally requested by contacting the support team at btwholesale.direct@bt.com, MyAdmin provides the opportunity for customers to manage the authorisation and processing of such requests without the need to rely on BT support services. To fully exploit the benefits of MyAdmin you should communicate to all relevant users within your company advising that if an account needs reactivating, requests should be routed to one of the administrators within your company and **not** btwholesale.direct@bt.com.

If any further requests are received by the BT support desk, BT will respond to the requesting user, providing details of the relevant Administrator(s) to whom the request needs to be re-routed. When a request is received, you should check that the requesting user works for your company, is using a valid company email address and that he/she satisfies any additional security validation criteria that your company may have.

To re-activate an account, once approved, you will need to login to www.btwholesale.com which will take you to the customer zone. MyAdmin will be listed on the customer zone under applications.

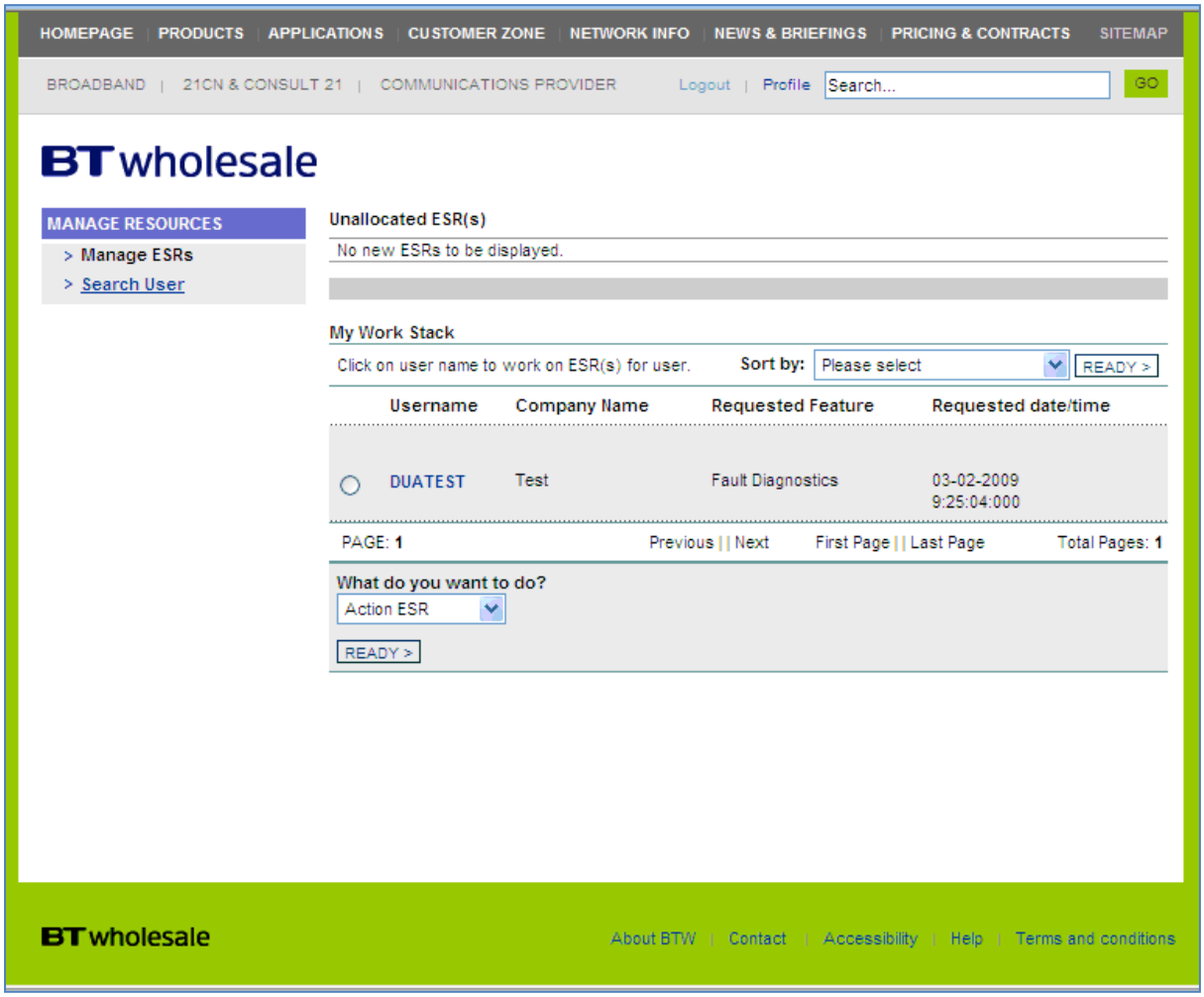
Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.



Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

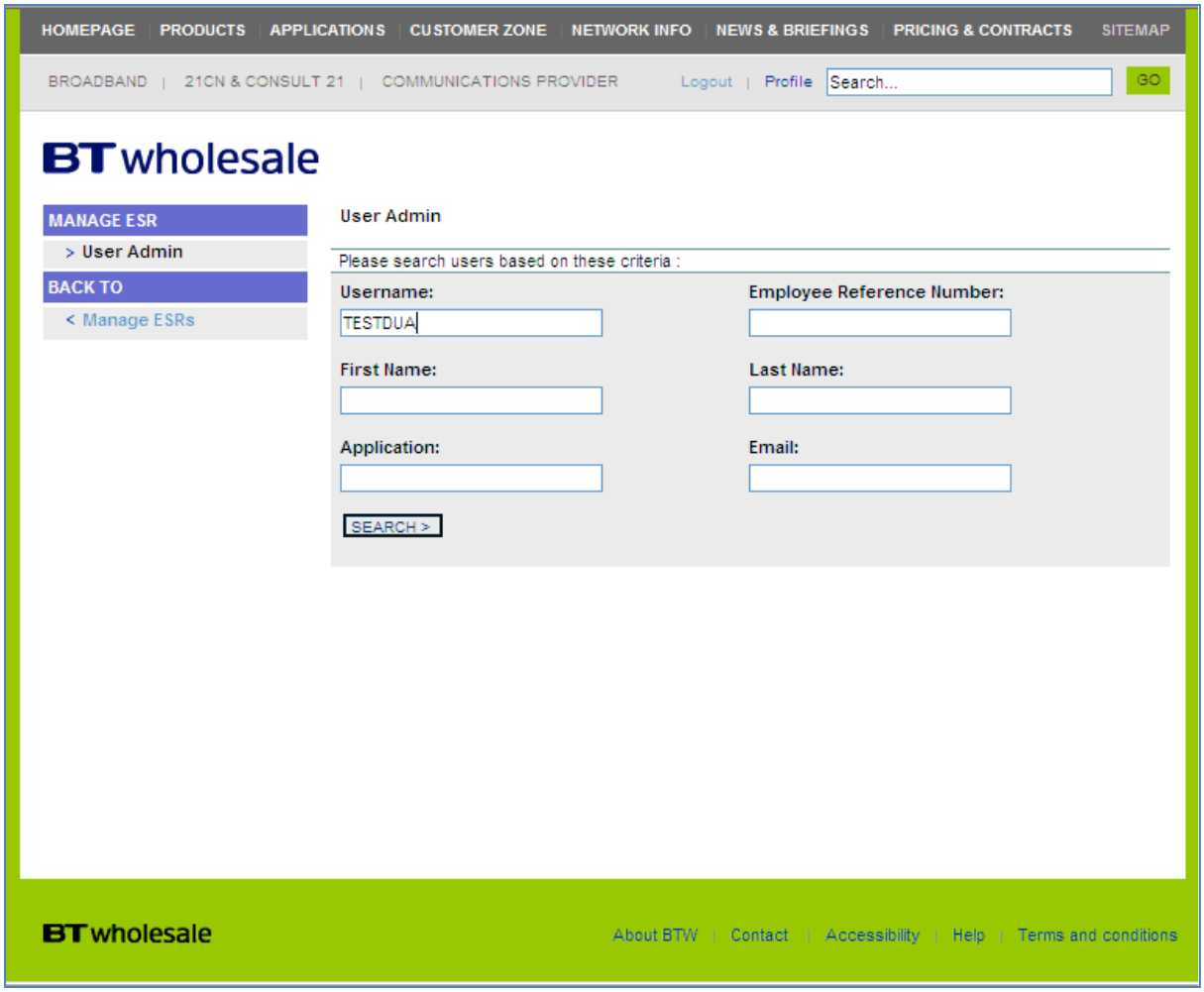
4. MyAdmin

This is the application you will use to reset a btwholesale.com user account so click on the link to take you to this application. On clicking the MyAdmin link you will need to enter your pin, details of which you should have received in the email confirming you have been granted access to the MyAdmin application.



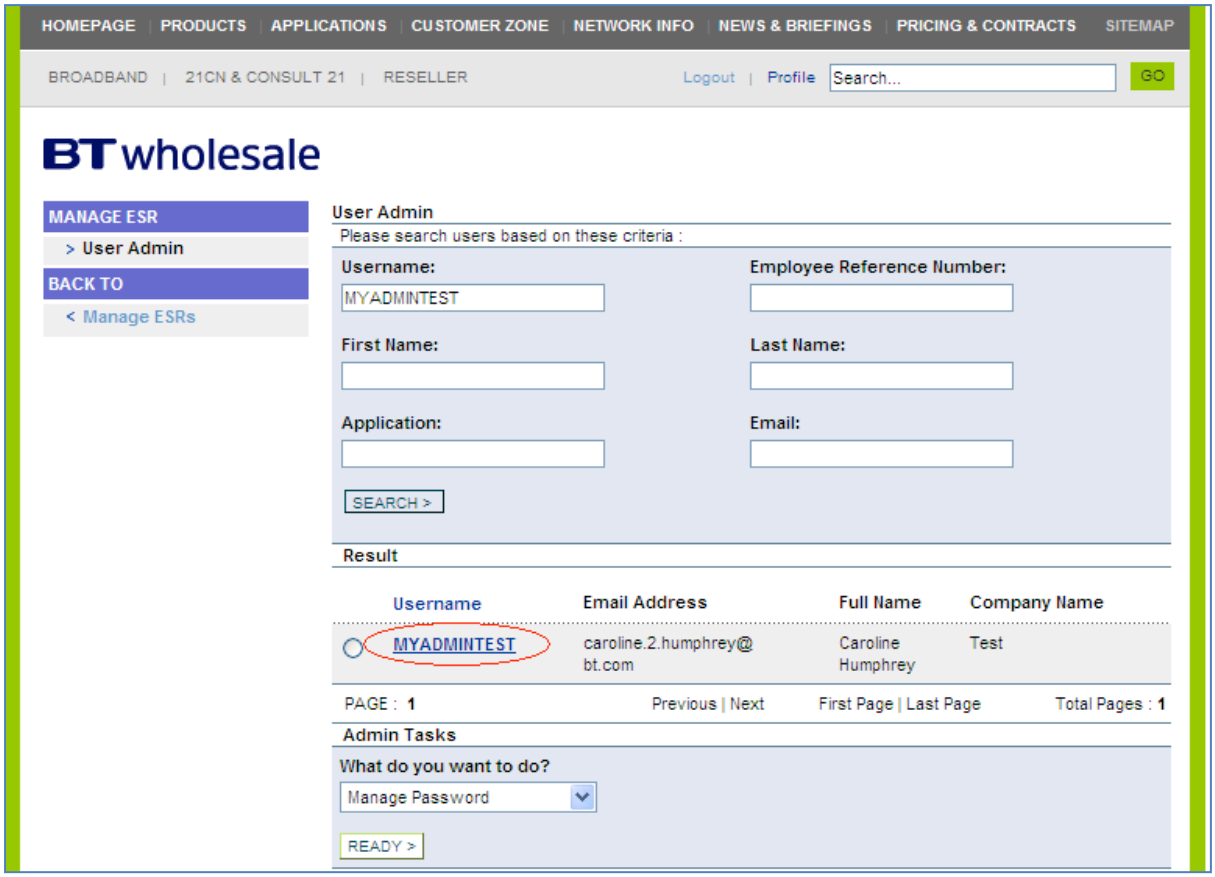
Click on the 'Search User' link.

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

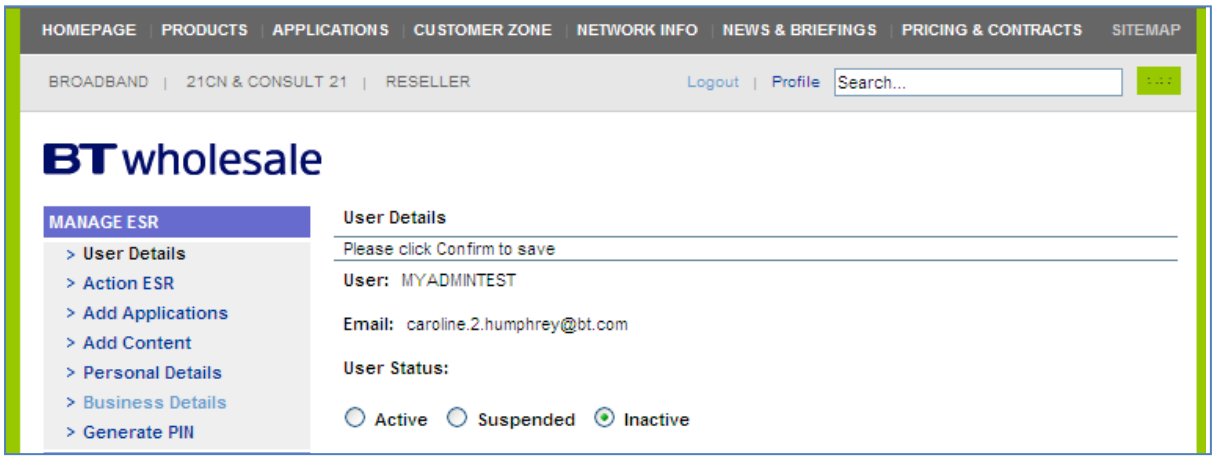


On the screen above you have a few options to find the user who needs their account reactivated. If you have the person's username you can search via the username field, but you may want to use the first name and surname option to find a user. Once you have entered the details, click on 'Search'.

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.



Click on the username that needs the account to be reactivated.



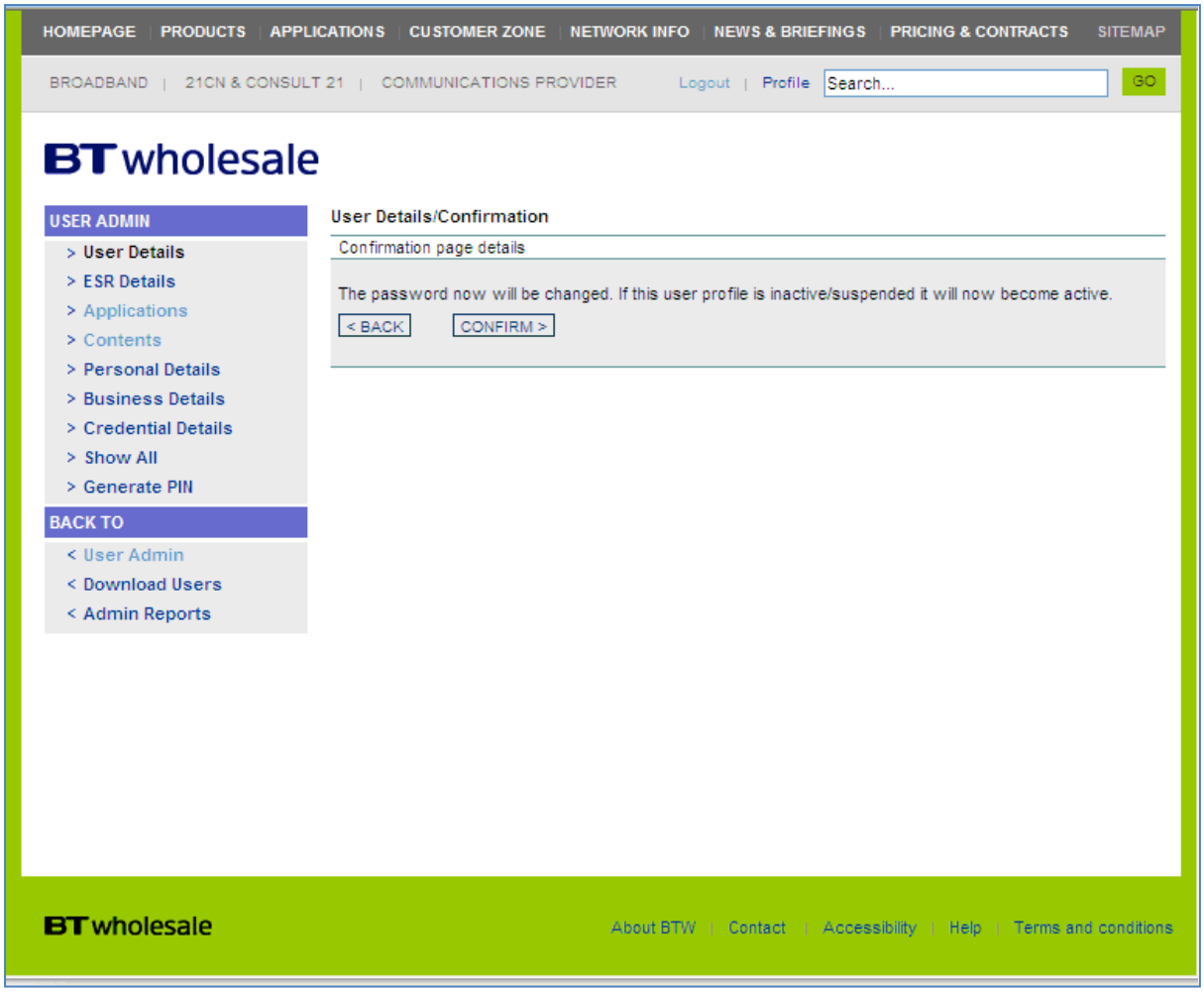
You will be able to see if their account is one of the following:

- Active – Their account is active
- Suspended – The user has forgotten their password too many times.
- Inactive – The user has forgotten their security questions

If the account is active or suspended then the user should be able to get online using the 'Forgot your Password' or 'Account Reactivation' links.

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

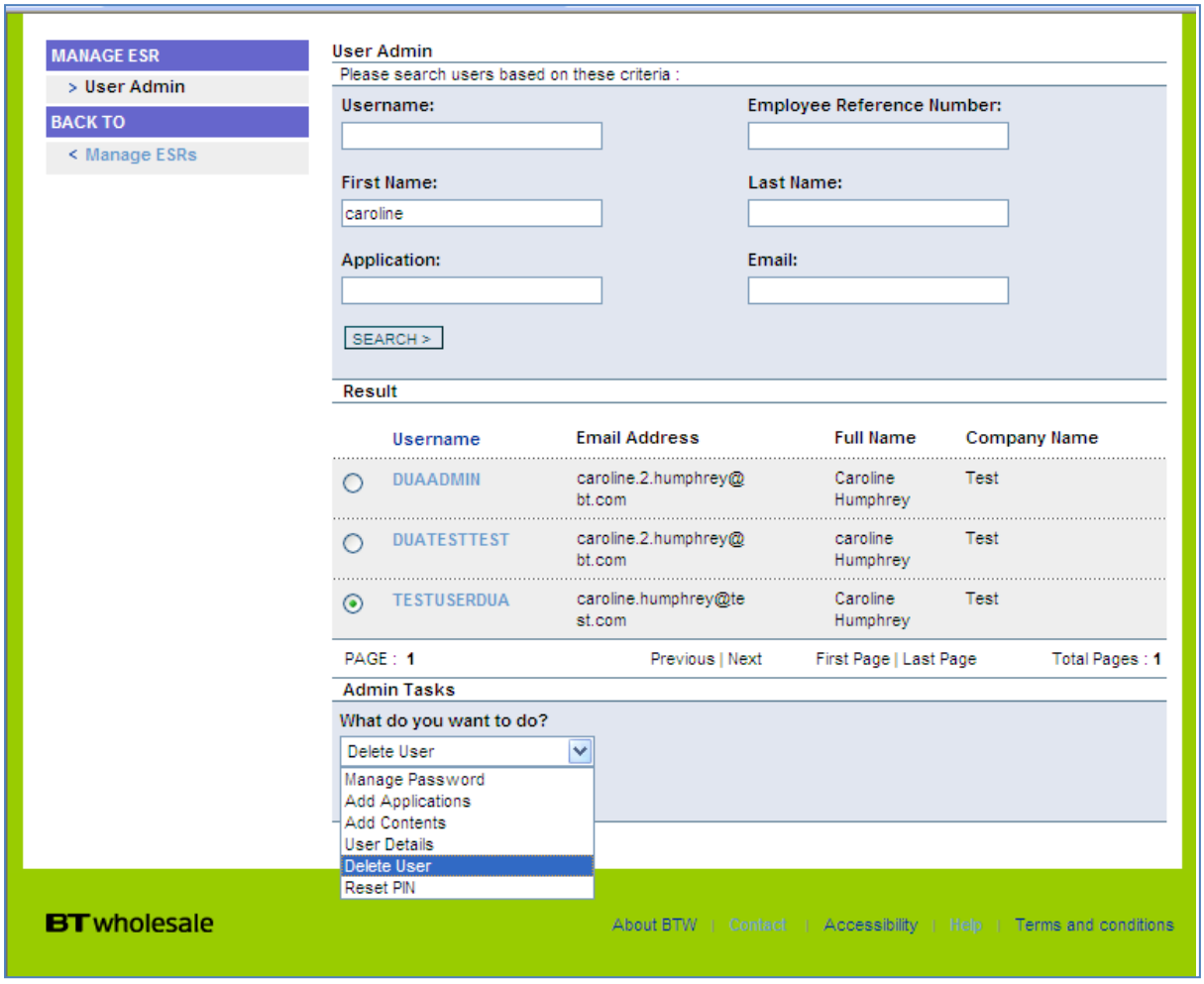


If the user is 'un-secure' (their username is an email address) then please refer to section 4 in the MyAdmin User Guide.

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

4.1 Delete Users

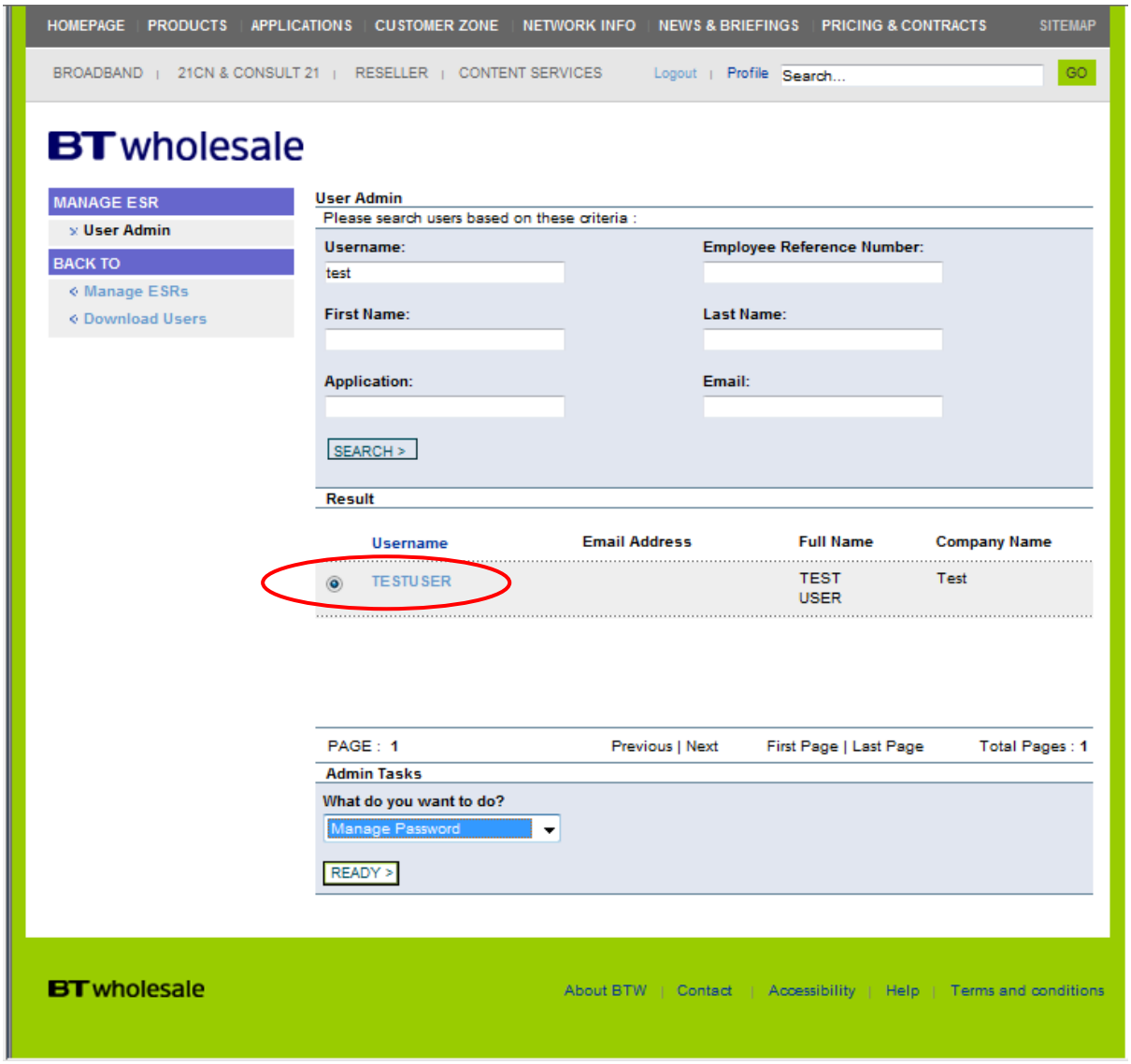
If someone leaves your company, for security reasons you will want to delete this user from btwholesale.com. If you would like to delete a user, search for the user as normal; then once you have found the username of the person you wish to delete, please select from the drop down tasks list 'Delete user' and click on 'ready' as shown in the screen shot below.



Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

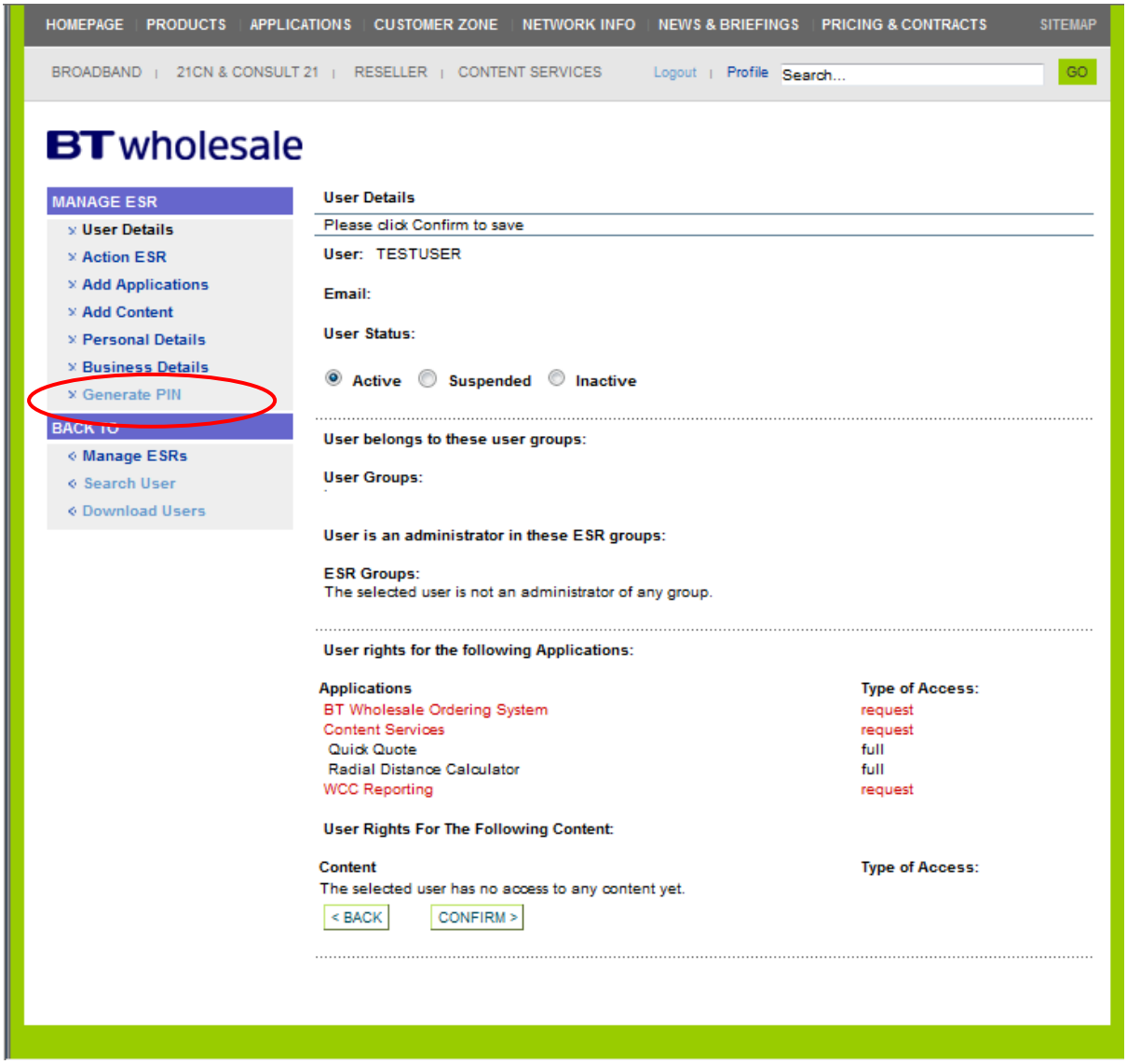
4.2 Resetting PINs

In order to reset a PIN for the user, search for the user as per normal. Select the user profile by clicking the username within the search results field.



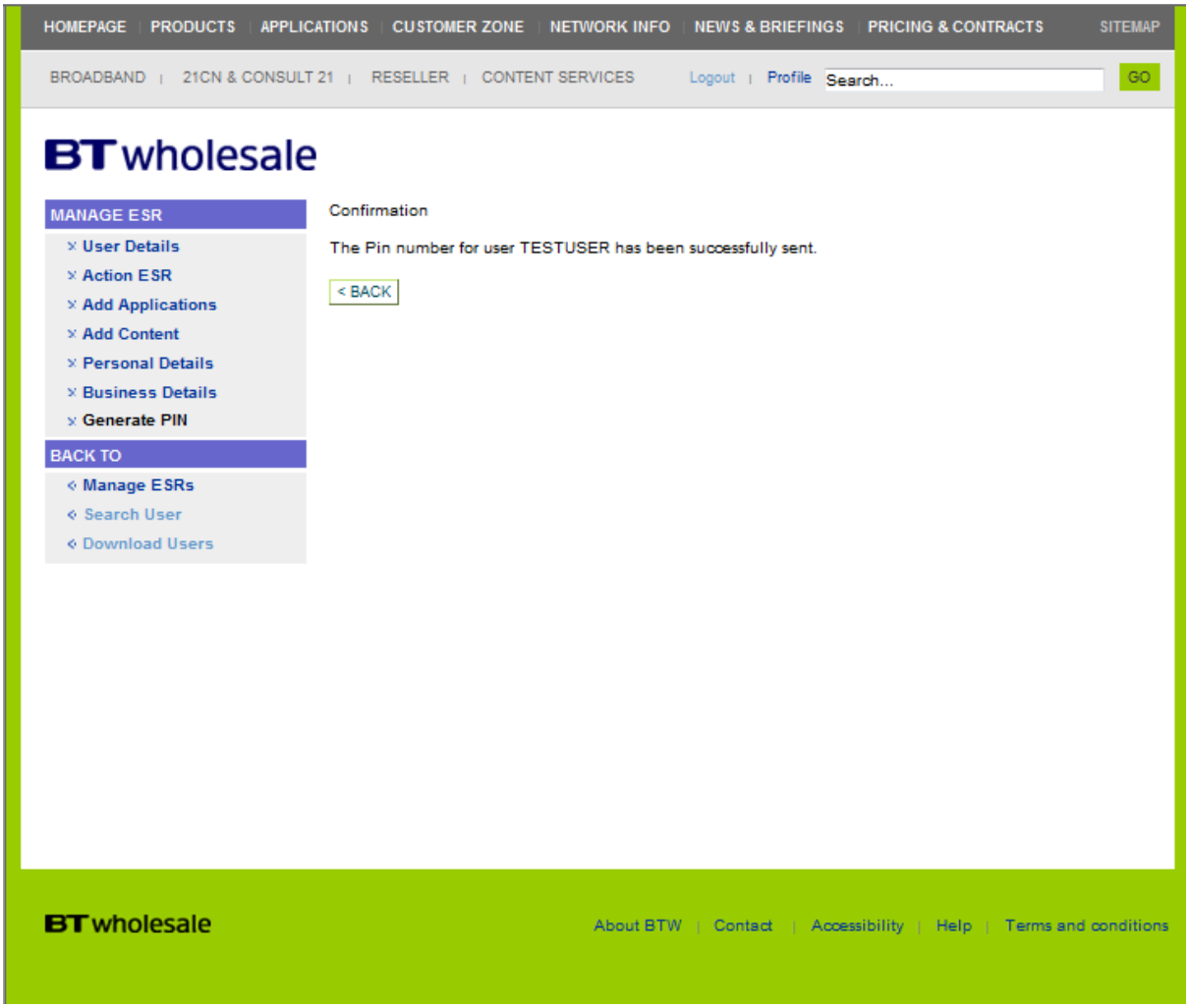
Once prompted with the user details select the 'Generate PIN' item from the menu on the left:

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.



Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

Once Generate PIN has been selected, a confirmation screen will appear advising whether the action has been successful.



5. Access Requests (ESRs)

If someone within your company requests access to certain applications via the 'Subscribe to other applications' link, an Enhanced Service Request (or ESR) will be generated for administrator review, examples of applications and content for which access can be managed via MyAdmin are shown below:

- Fault Diagnostics
- Broadband Secure Content
- Fast Edition
- Netview Plus

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

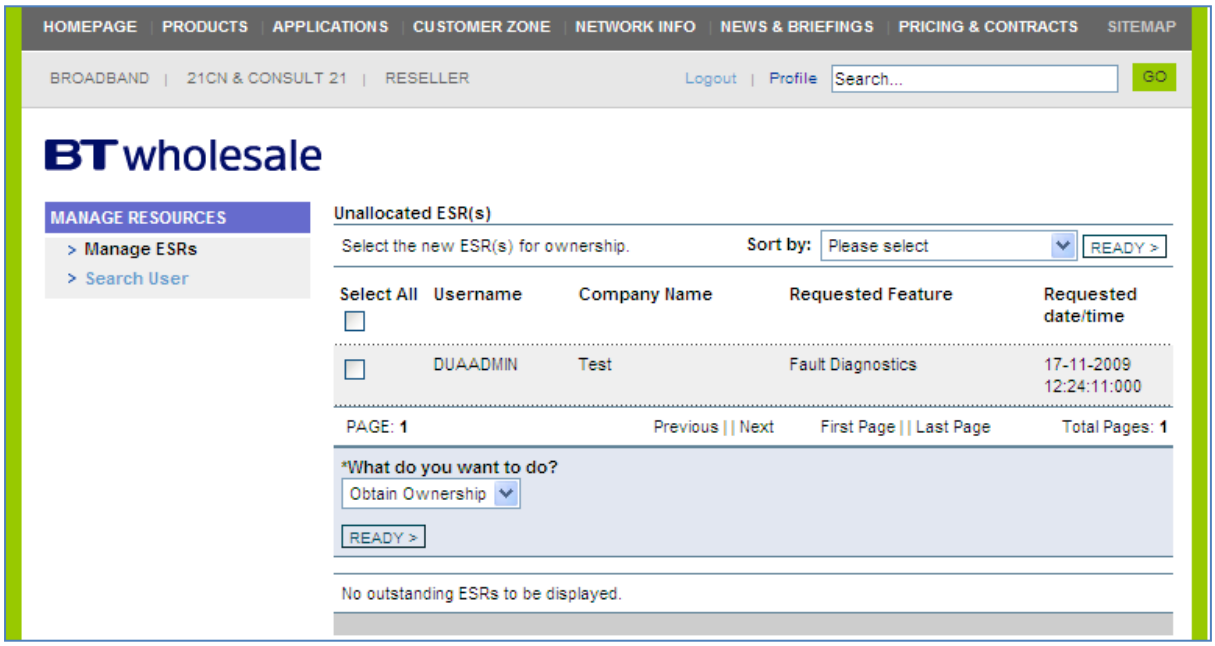
- PSTN Simultaneous Order Checker
- Knowledge Based Diagnostics
- eCo Plus (effective 23rd November 2009)
- Wholesale Customer Reporting (WCR)
- 21C Knowledge Based Diagnostics (effective 23rd November 2009)
- Knowledge Based Diagnostics
- Wholesale Content Connect (WCC)
- BT Wholesale Ordering

If your company is authorised to access the applications above, then any requests from users will automatically be assigned to relevant delegated Administrators within your company.

Notification of new Enhanced Service

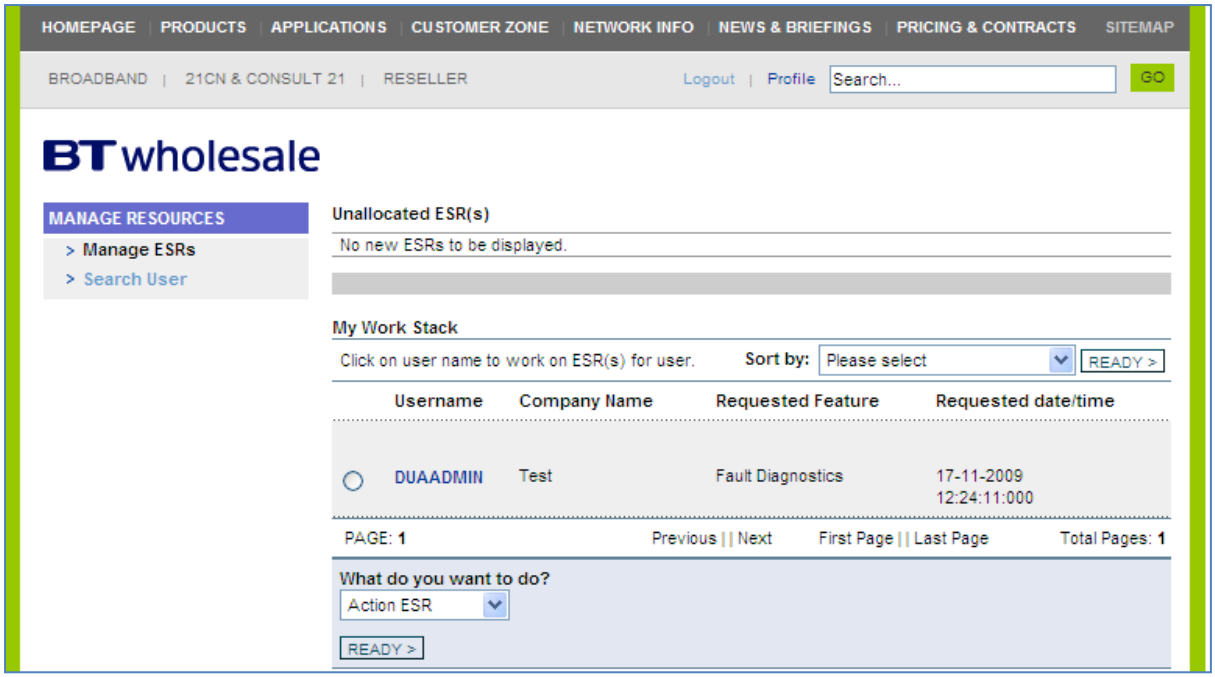
Requests will be automatically emailed to the relevant Administrators within the company.

When you login, you will need to go to 'Manage ESR' and you should see the relevant Enhanced Service Request listed.

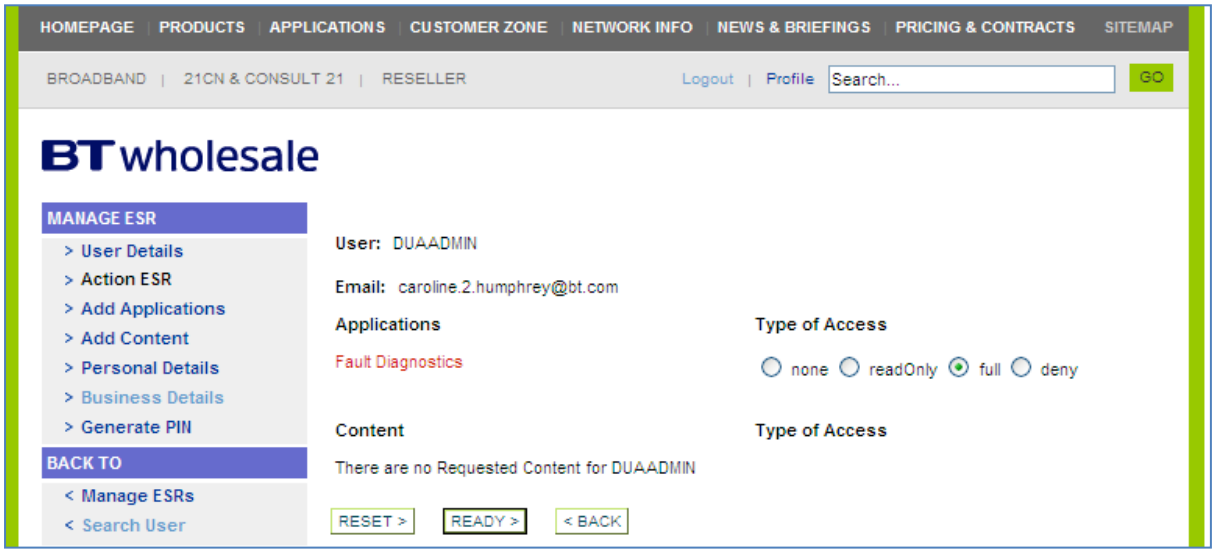


Select the ESR you want to action and from the dropdown menu select 'Obtain Ownership' and click 'Ready.

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.



Select the ESR you would like to action and then from the dropdown menu select 'Action ESR'. Click 'Ready'.



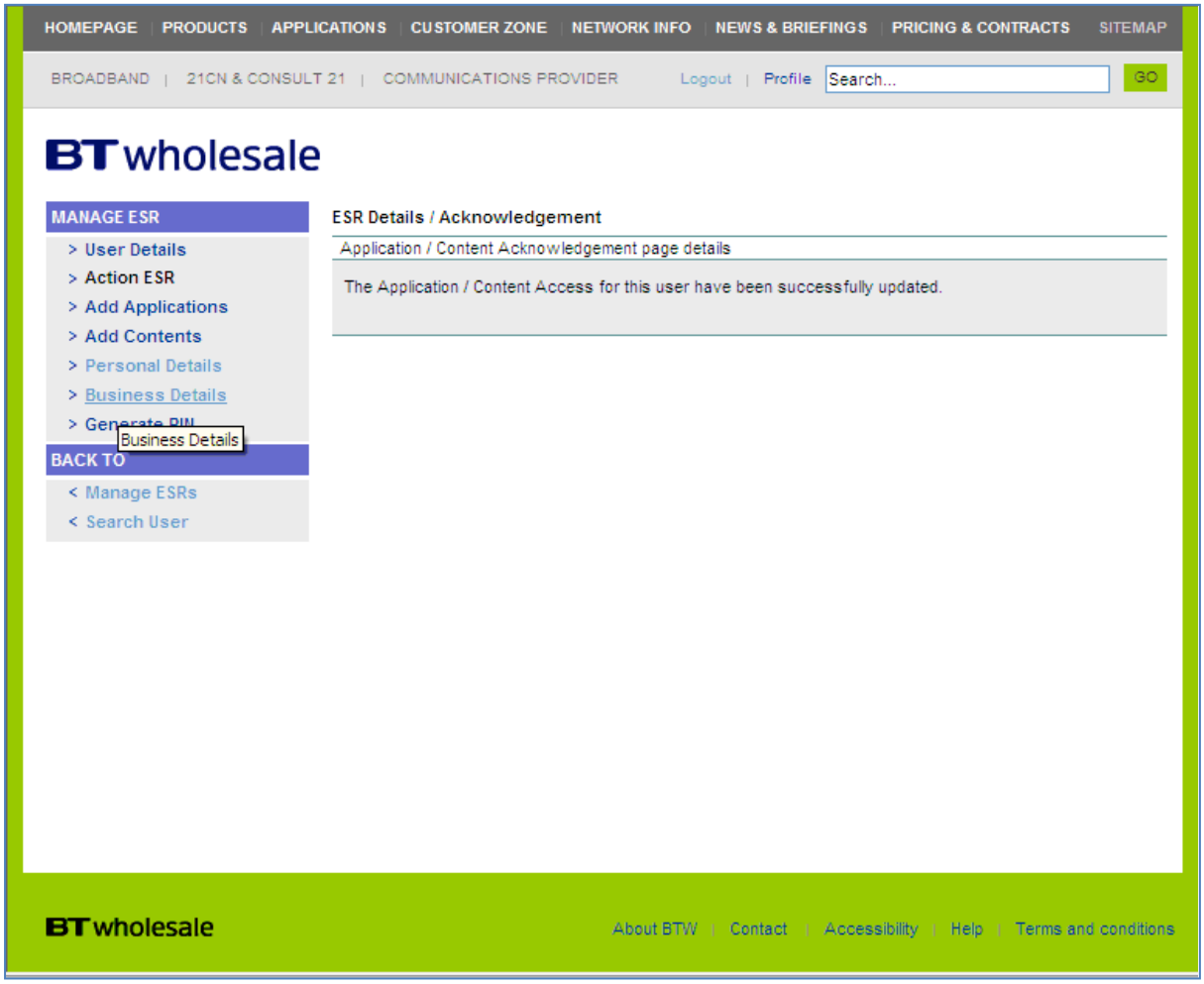
You now have the ability to either give 'full access' or provide 'read only access' or 'deny access'; select the relevant option and click 'Ready' to complete.

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

5.1. Fault Diagnostics / KBD: Additional Steps

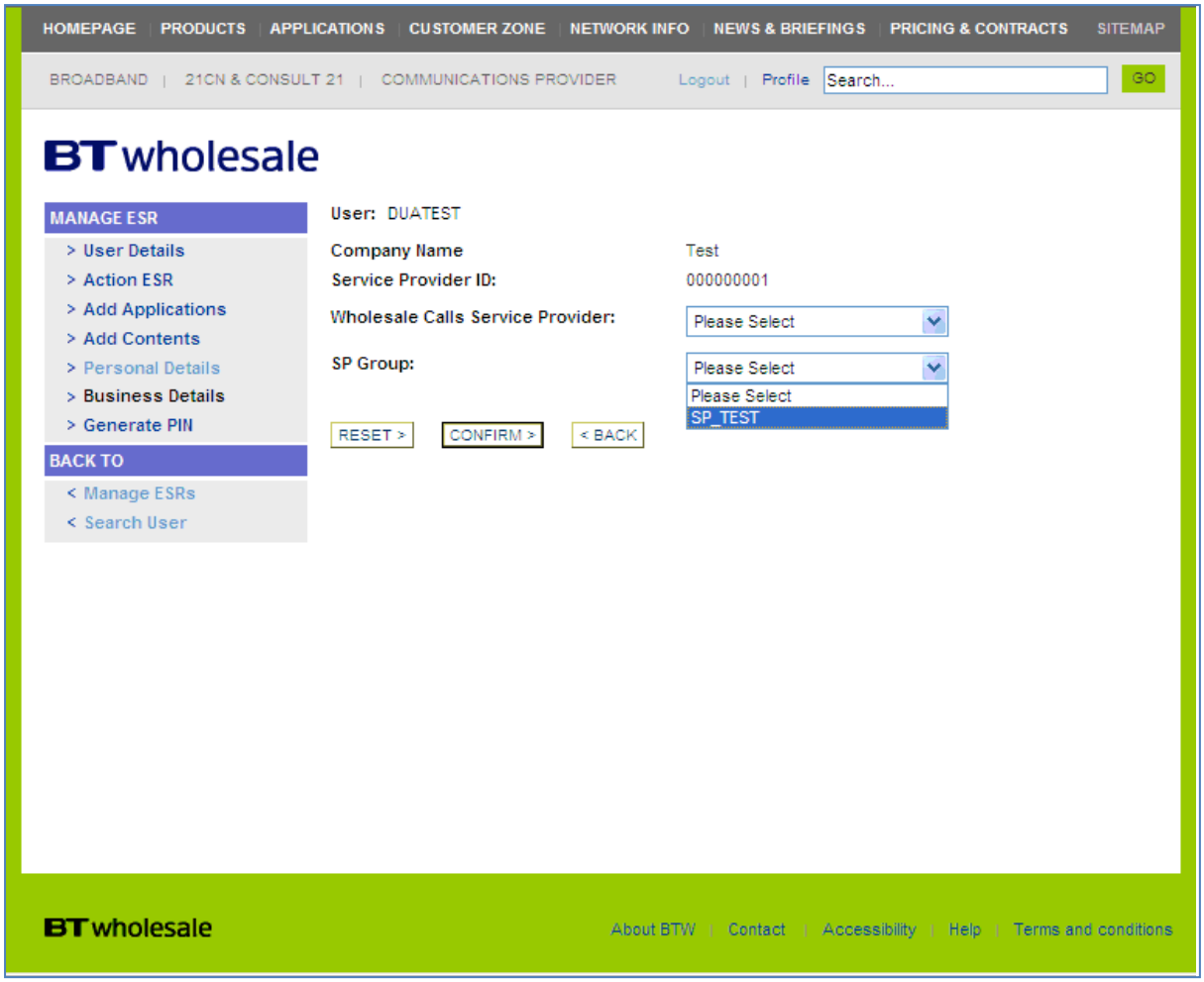
If a request is for access to Fault Diagnostics or Knowledge Based Diagnostics (KBD), an additional step will need to be completed; you will need to assign access to the assets associated with the individual SP Group (Service Provider Group) which you want the requestor to be able to test.

Click on the 'Business Details' link, see screenshot below:



Once in the 'Business Details' screen, you need to select the SP Group (Service Provider group) whose assets you would like the user to be able to perform diagnostics against.

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.



Click on 'Confirm' once you have chosen the appropriate option. The user will now have the ability to use Fault Diagnostics against the assets associated with the SP Group (Service Provider group) you have selected.

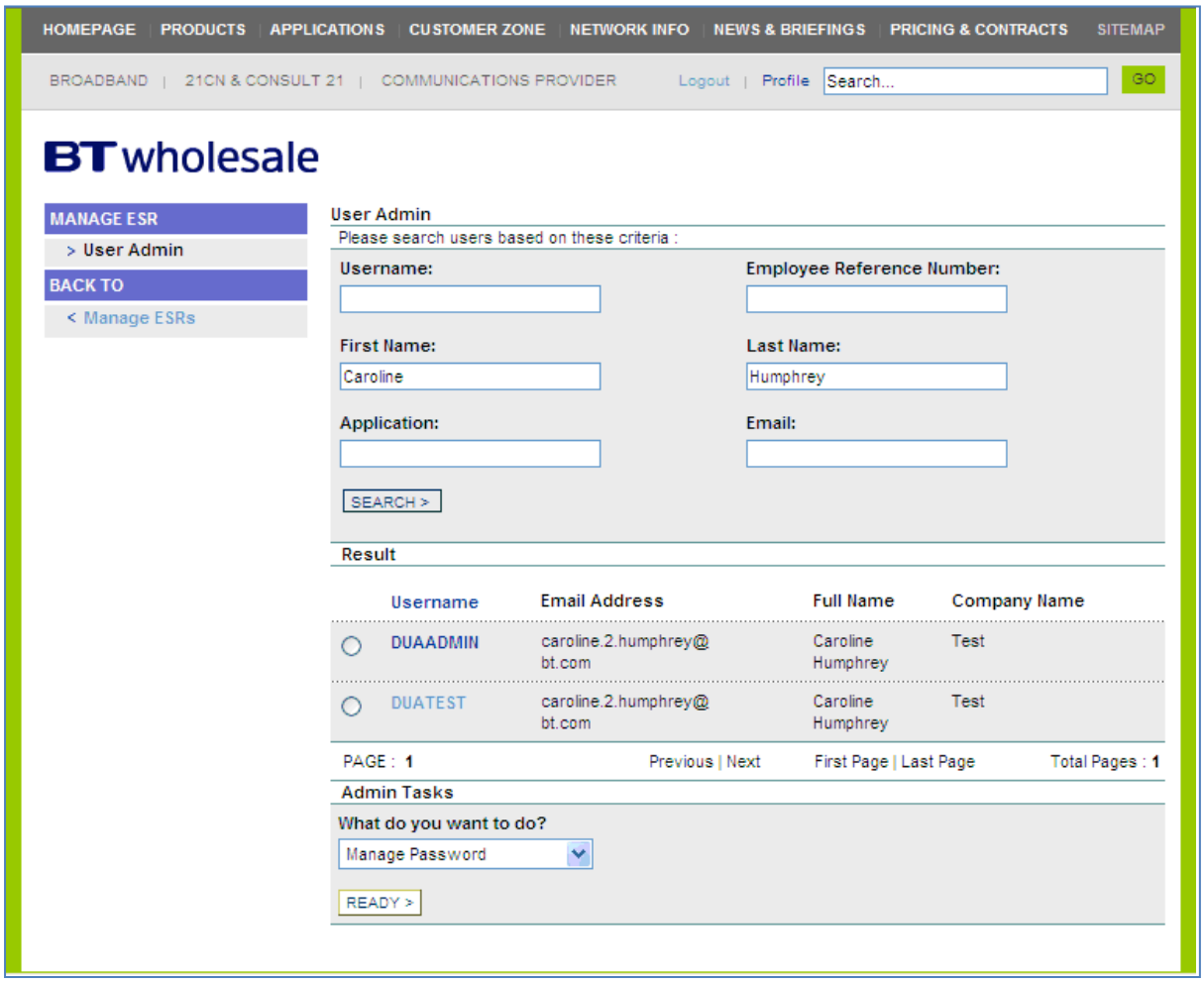
Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

5.2. Wholesale Calls

Access to Wholesale Calls cannot currently be requested via the 'Subscribe to other applications' (ESR) link and therefore must be treated slightly differently. If your company uses the Wholesale Calls application, you can still grant access to the application for people in your company via MyAdmin, but individual access requests will need to be passed manually (by the requesting user) to the relevant administrator(s).

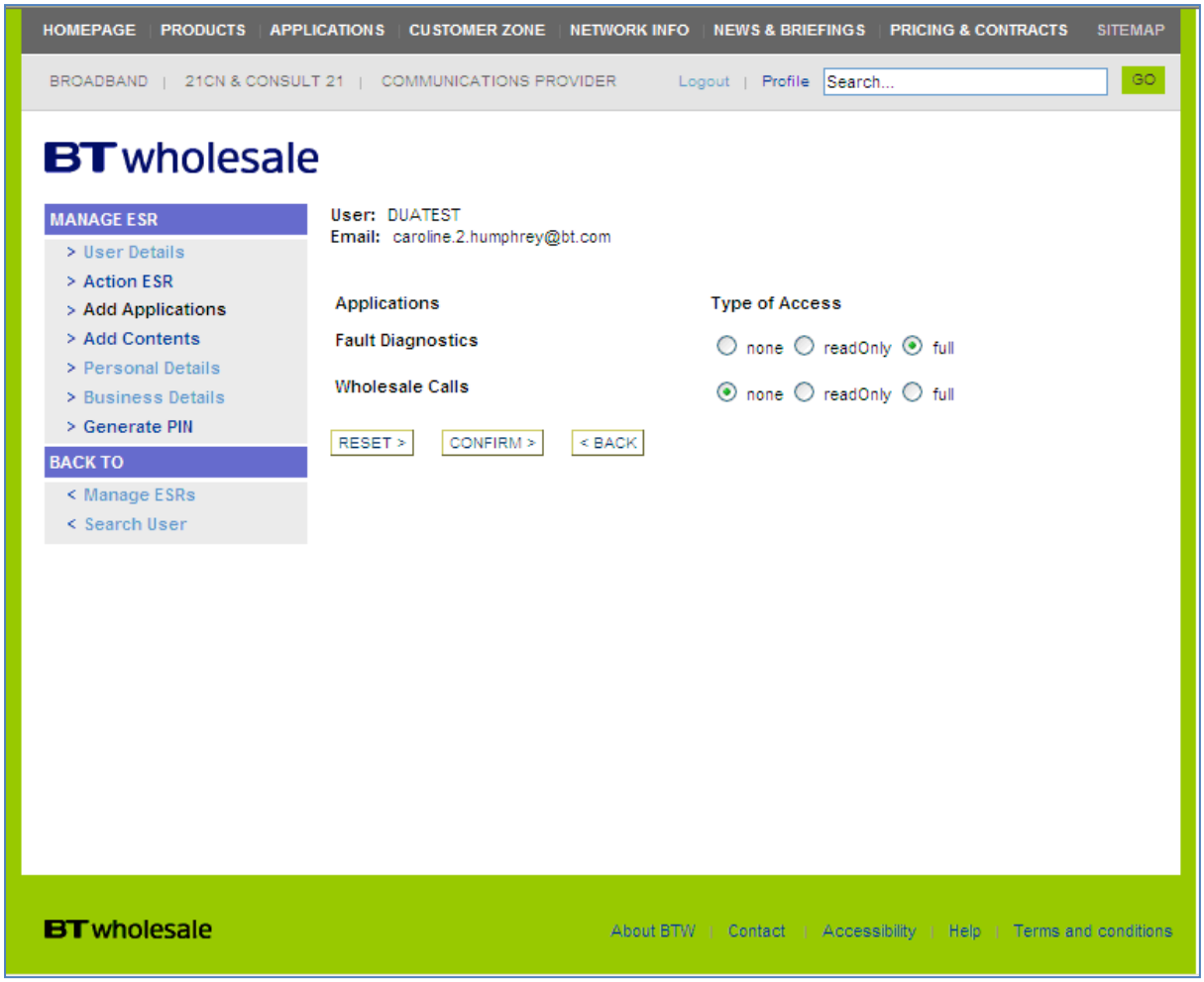
It is recommended that you ensure users are aware of the slightly different access request procedure surrounding Wholesale Calls. On receipt of a valid Wholesale Calls access request, you will need to login to www.btwholesale.com and click on 'Manage ESRs' as usual.

Once in, click on 'Search User' and search for the user who requires access



Select the user and from the dropdown menu click on 'Add Applications'.

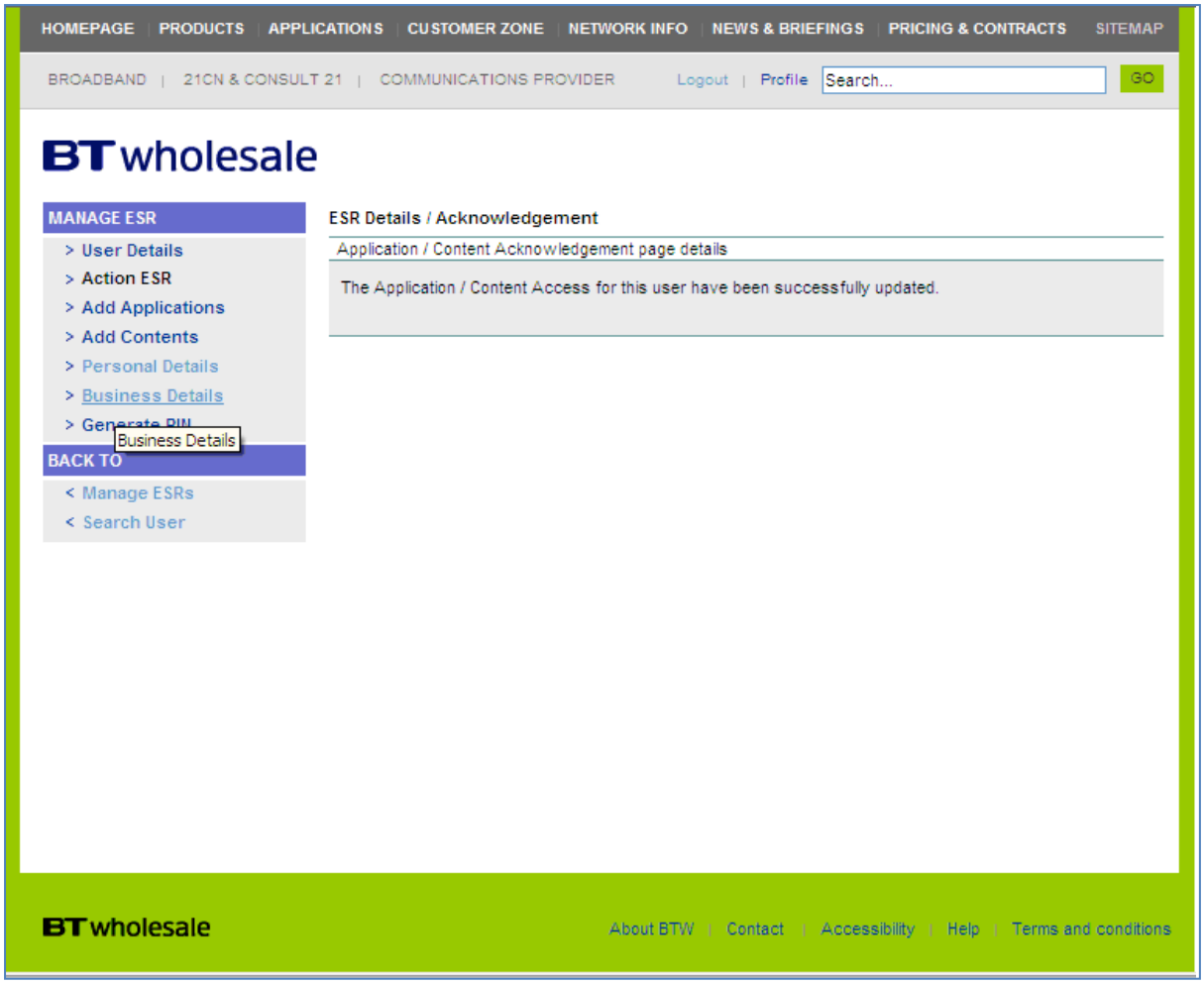
Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.



You will see ‘Wholesale Calls’ listed and you can select ‘Full Access’ followed by ‘Confirm’.

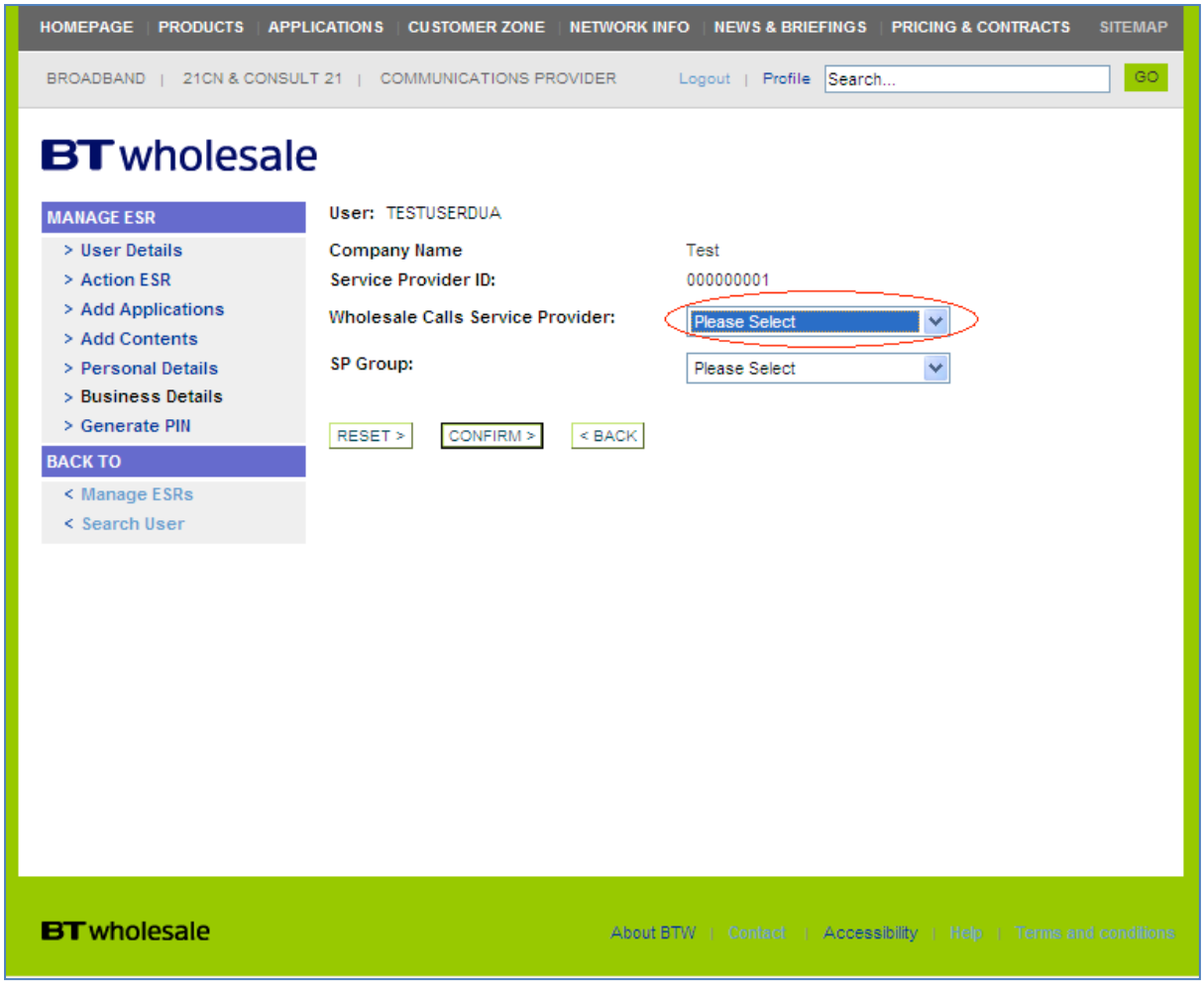
Next click on the ‘Business Details’ link, see screenshot below

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.



Once in the business details screen, you need to select the relevant Wholesale Calls Service Provider Group against the user profile in order to enable that user to access Wholesale Calls.

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

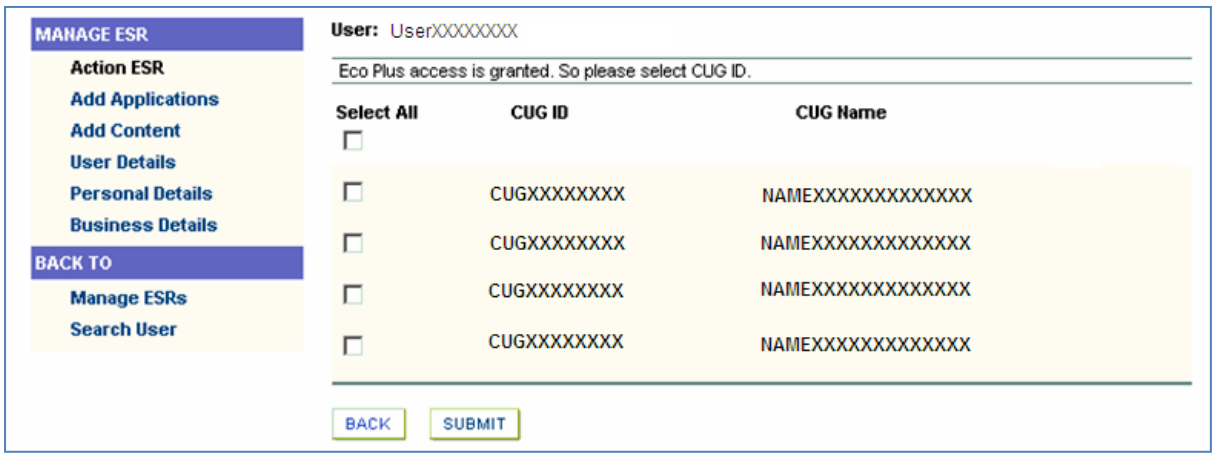


Click on 'Confirm' once you have chosen the appropriate Wholesale Calls Service Provider group. The user will now have the ability to access Wholesale Calls.

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

5.3 eCo Plus

Once ESRs have been authorised for eCo plus, there is an additional step to grant the user access. One you have provided 'Full Access' to eCo plus for the user, you will be taken to the page below to select the CUG ID that the user should be assigned to.



Select the appropriate CUG ID and click on submit. Access has now been granted.

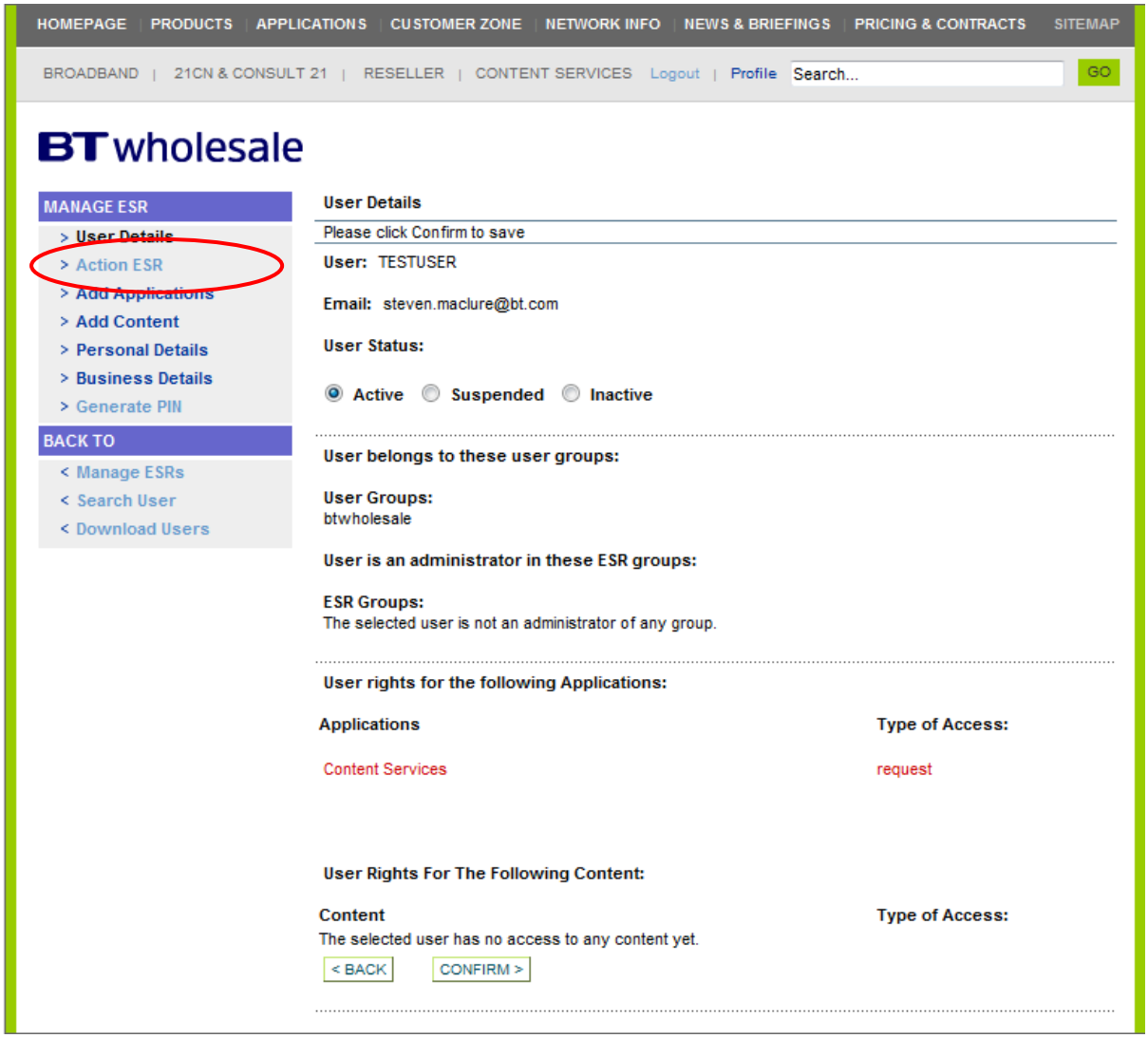
5.4 Content Services

Content Connect (CC) reporting is provided as per usual and is straightforward. When providing access to Content Services, you will be prompted with a number of additional screens. Let's take a quick walkthrough of what these screens show and what they represent.

Please Note: Before access is provided to either CC Reporting or Content Services the MyAdmin user must add eCo Plus to each of these applications.

Search for the user as per normal, and select the relevant username to view the user details. Select the 'Action ESR' link

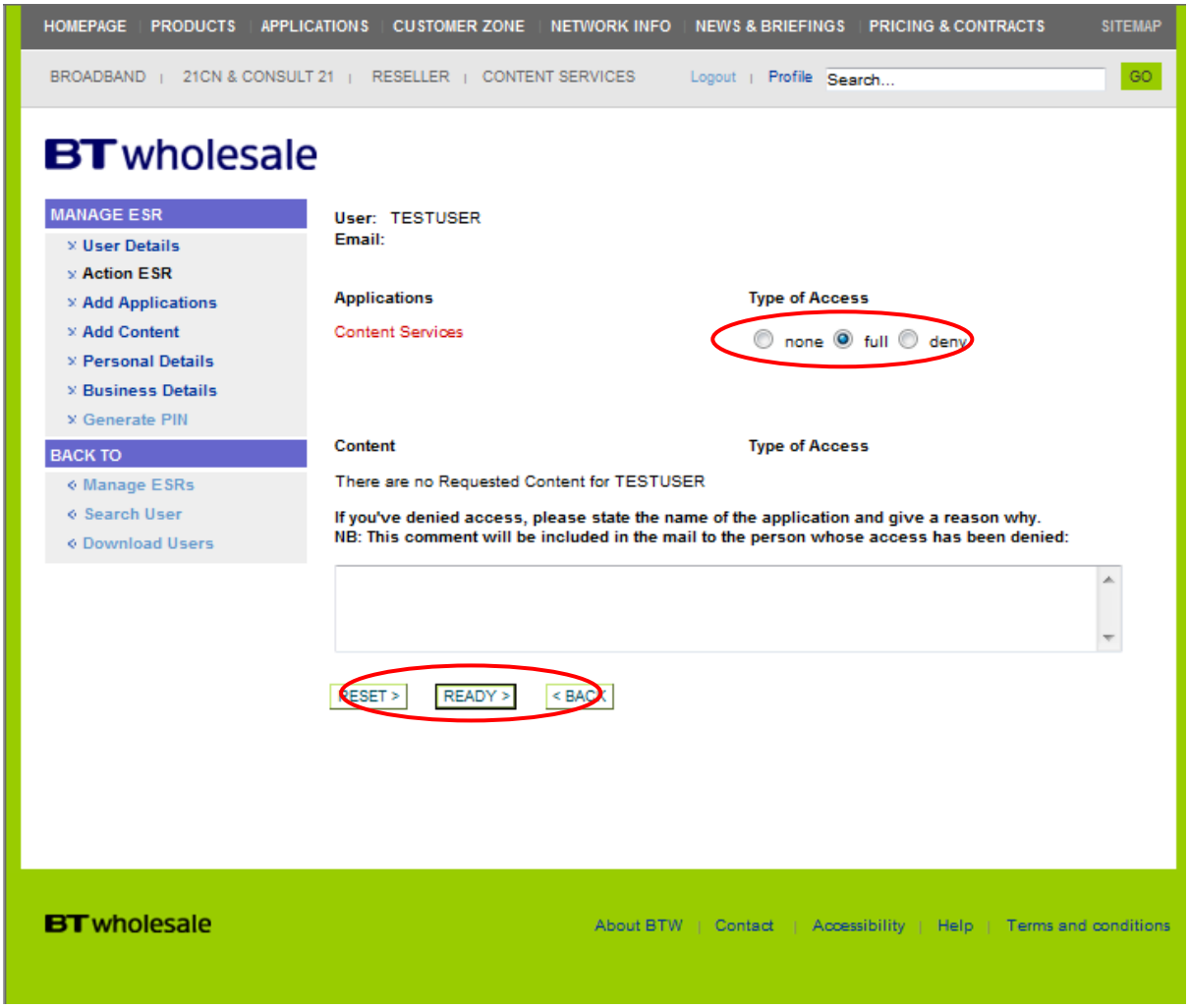
Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.



Select whether you would like to provide or deny access. In this instance as we are providing access we would select 'full'. Once the 'Type of Access has been selected click the 'READY>' button.

Please note, you will need to add a reason if you are denying access

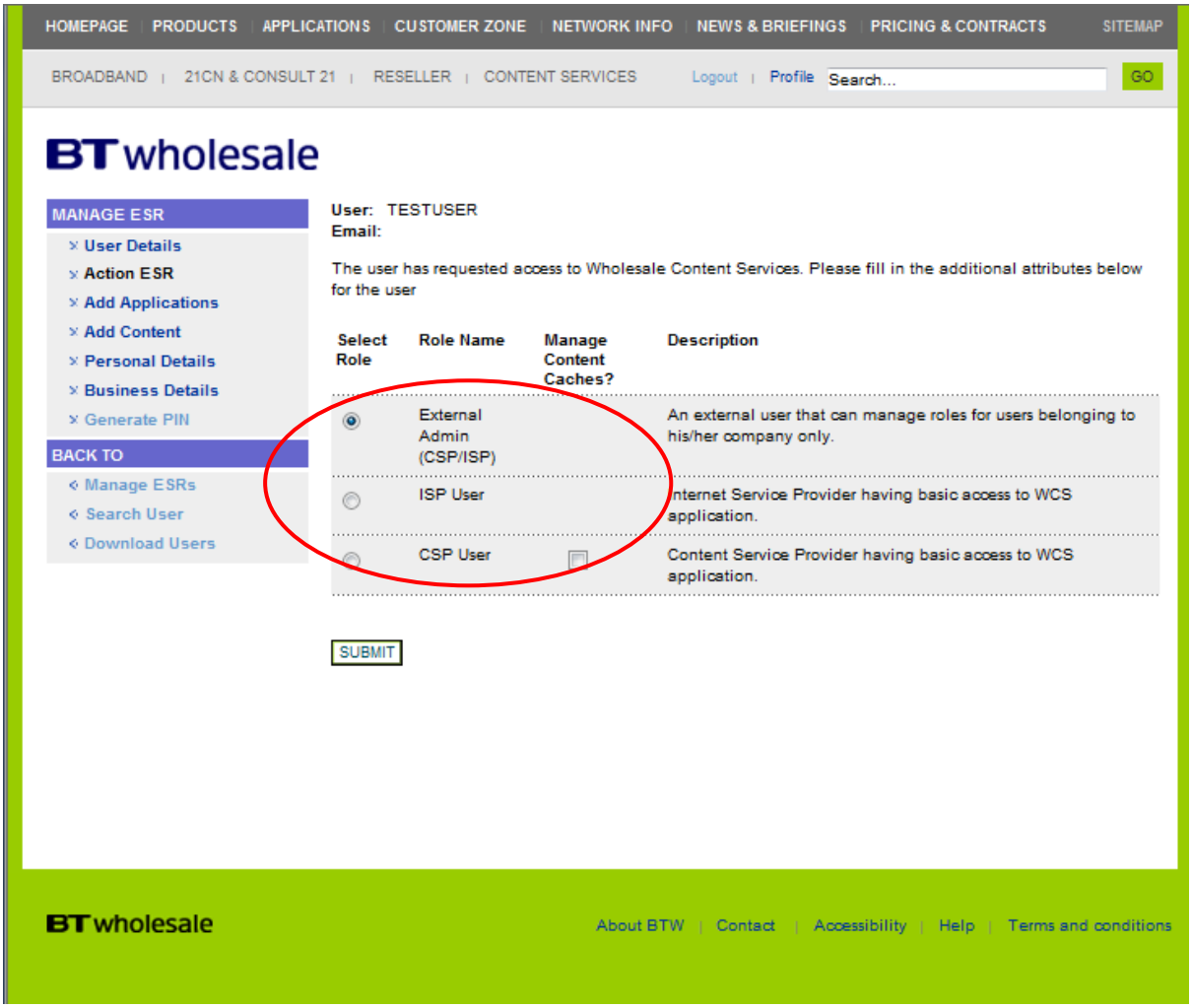
Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.



You now need to specify the relevant attributes you would like to associate to the user profile.

You will be prompted with three different options: 'External admin', 'ISP' and 'CSP User'.

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.



The ISP dashboard offers an overview of traffic distribution across multiple dimensions. The dashboard displays the ISP's traffic by time, geography, and media format and also allows deeper drilldowns into traffic trends.

The information for customers is organized into two dashboards:

- ISP
- Concurrent

More information can be found on the above via the CBT located on the One Academy (www.Oneacademy.co.uk/btwholesale)

The Customer (CSP) view constitutes a “customer portal,” allowing every customer the ability to see aggregated and detailed statistics regarding its own operations.

The information for customers is organized into six dashboards:

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

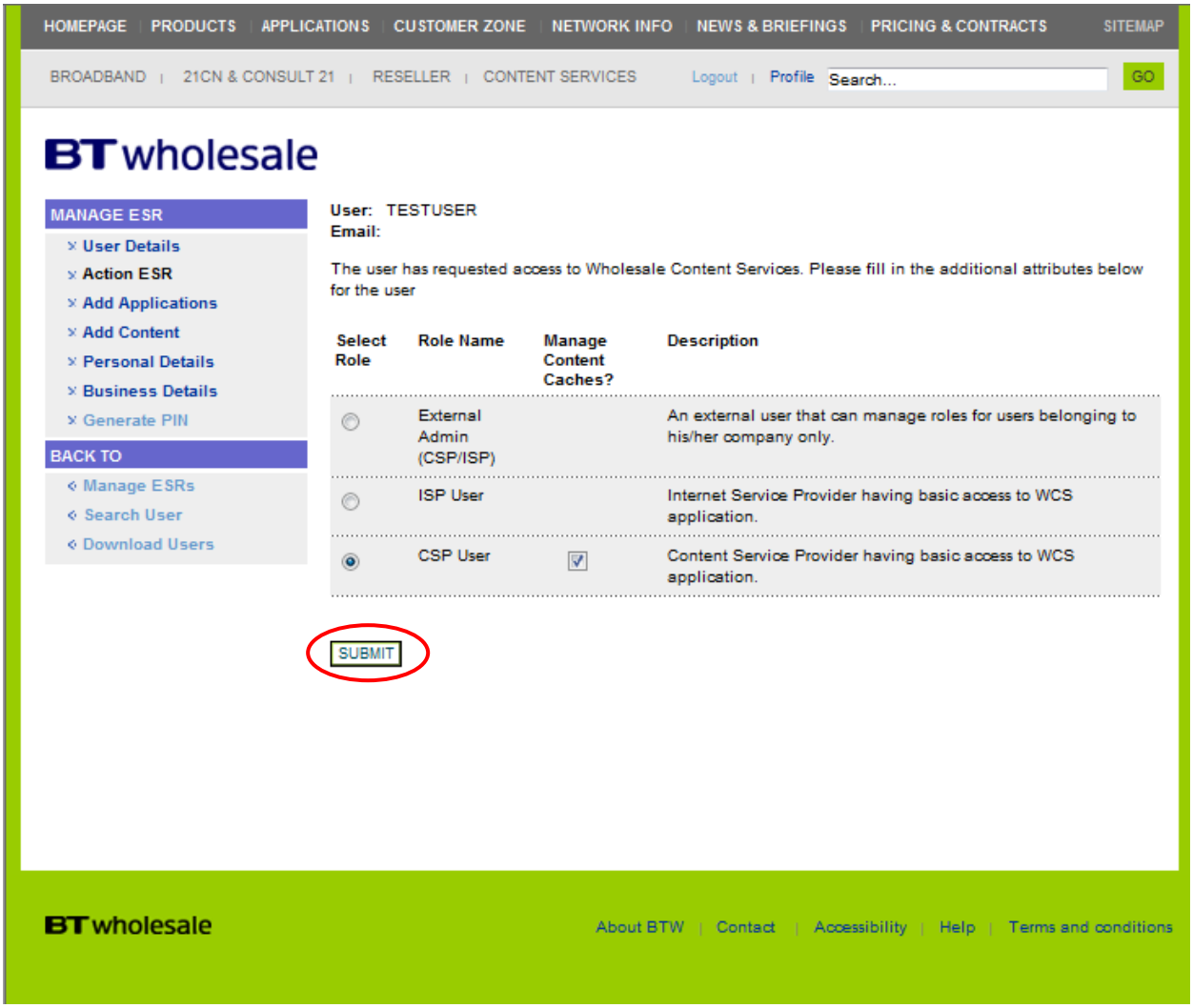
- Quality of Service
- Provisioning
- Bandwidth Activity
- Marketing
- Concurrent
- Other

More information can be found on the above via the CBT located on the One Academy (www.Oneacademy.co.uk/btwholesale)

The External Admin profile will allow access to both the CSP and ISP dashboards.

Notice you have a check box under the 'Manage Content Caches?' Selecting this box will allow the user to have an additional function which will allow them to clear cached data .

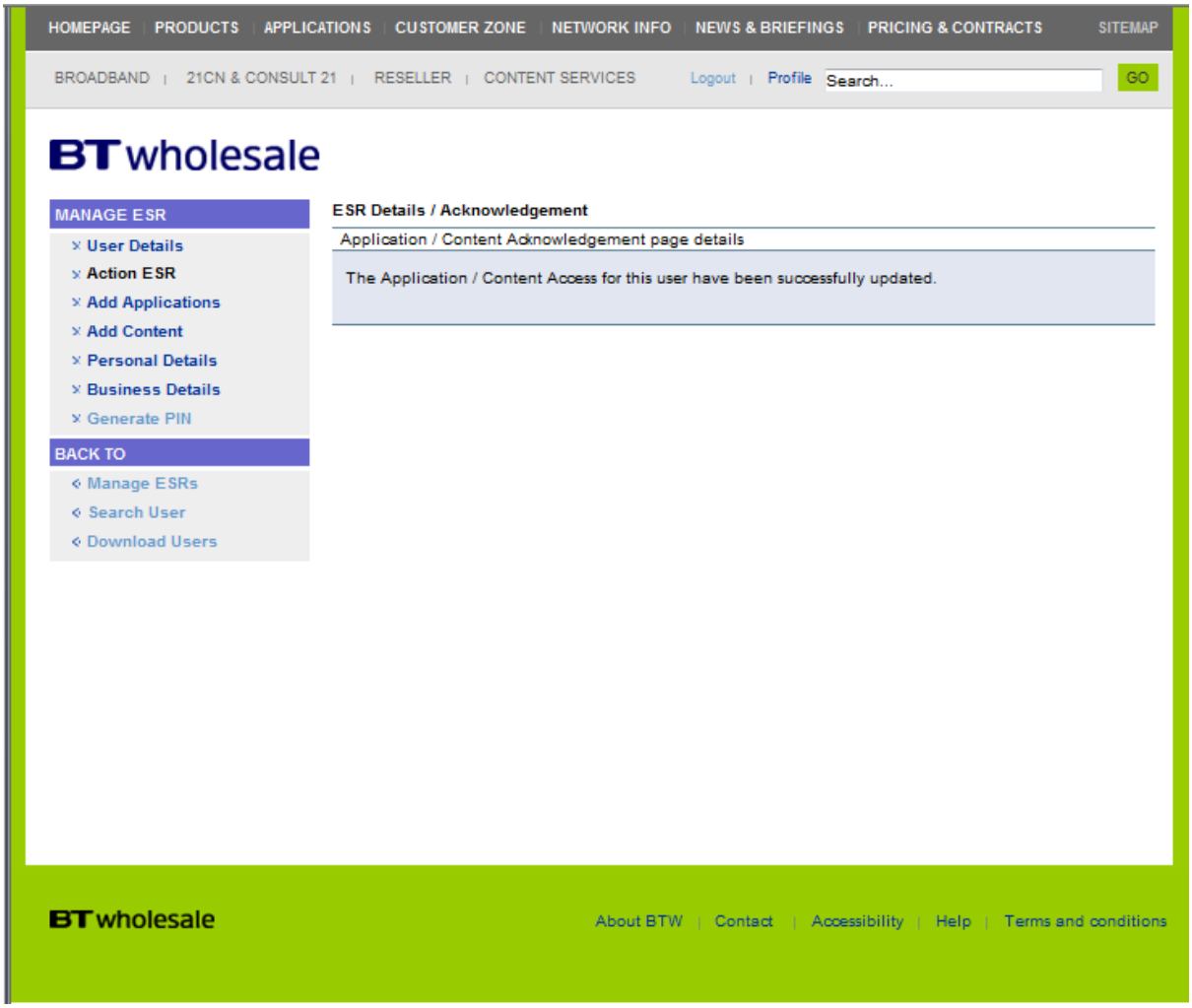
Select the relevant role and click 'SUBMIT'



Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

You will be prompted with a confirmation screen advising the content has been successfully added.



Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

6. Secure and Un-secure Users

Un-secure users are those who either have two accounts registered under the same email address or if the email address is the username. Un-secure users will not receive an automatic email when they do a password reset. You will know if you have an un-secure user if you try and reset an un-secure user, as you will receive the following message – "You have activated an un-secure user account. If the user is unable to remember their current password, please manually amend the password field and advise user of their new login details."

Once you have reset an un-secure user's account, you should send them an email with the recommended text below:

"Your password has been reset to: xxxxxxxxxx once logged in successfully, it important you setup your security question and answers again. Please click on the 'profile' link next to the search bar to do this (Please remember your answers will be case sensitive). This facility will enable you to use the self-care portal links; Forgotten Password and Account Reactivation, via the front page of: www.btwholesale.com if you are not able to login again."

Summary

Password Resets

- User sends and email to the Administrator
- Search for the users using Manage ESR (Search User)
- Select the user and from the drop down select Manage Password
- Activate the users account

Application Requests (ESR)

- User requests an ESR application
- Email alerts the administrator that an application request (via ESR) has been made
- Administrator login to Manage ESR and selects ESR they want to action
- From the dropdown select Action ESR
- Grant or deny user access to application or content Wholesale Calls
- These requests will be sent manually by the person who requires access
- Search for the users using Manage ESR (Search User)
- Go to the applications page and provide access to application
- Don't forget to add associate the SP group or Wholesale Calls group otherwise they won't see any data.

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.

Document History

Issue number	Reason for update	Updated by	Date
Issue 1	First issue	CSLD	May 2008
Issue 2	Second Issue	CSLD	November 2008
Issue 3	Third issue	CSLD	November 2009
Issue 4	Fourth issue	CSLD	November 2010
Issue 5	Fifth Issue	Service Establishment	August 2011

Issue 5 : © 2011, British Telecommunications plc.
This guide is for training purposes only and is subject to change by BT.
Prices shown are for training and illustrative purposes only.