

# MyAdmin Training Guide



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Version 5

**BT** wholesale

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## 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](mailto: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](mailto: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](mailto: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](http://www.btwholesale.com) which will take you to the customer zone. MyAdmin will be listed on the customer zone under applications.

## CUSTOMER ZONE

Hi and welcome back **Caroline**. Your last session ended on 19/10/09 at 02:31PM



### APPLICATIONS

Click on an application to launch:

[MyAdmin](#)

[Quick Quote](#)

[Radial Distance Calculator](#)

[Wholesale Calls](#)



### TRACK PRODUCTS

This area allows you to track up to ten specific products to see if there have been any updates since the last time you visited.

You can track many more products on the my tracked products page.

### MYADMIN ACCESS

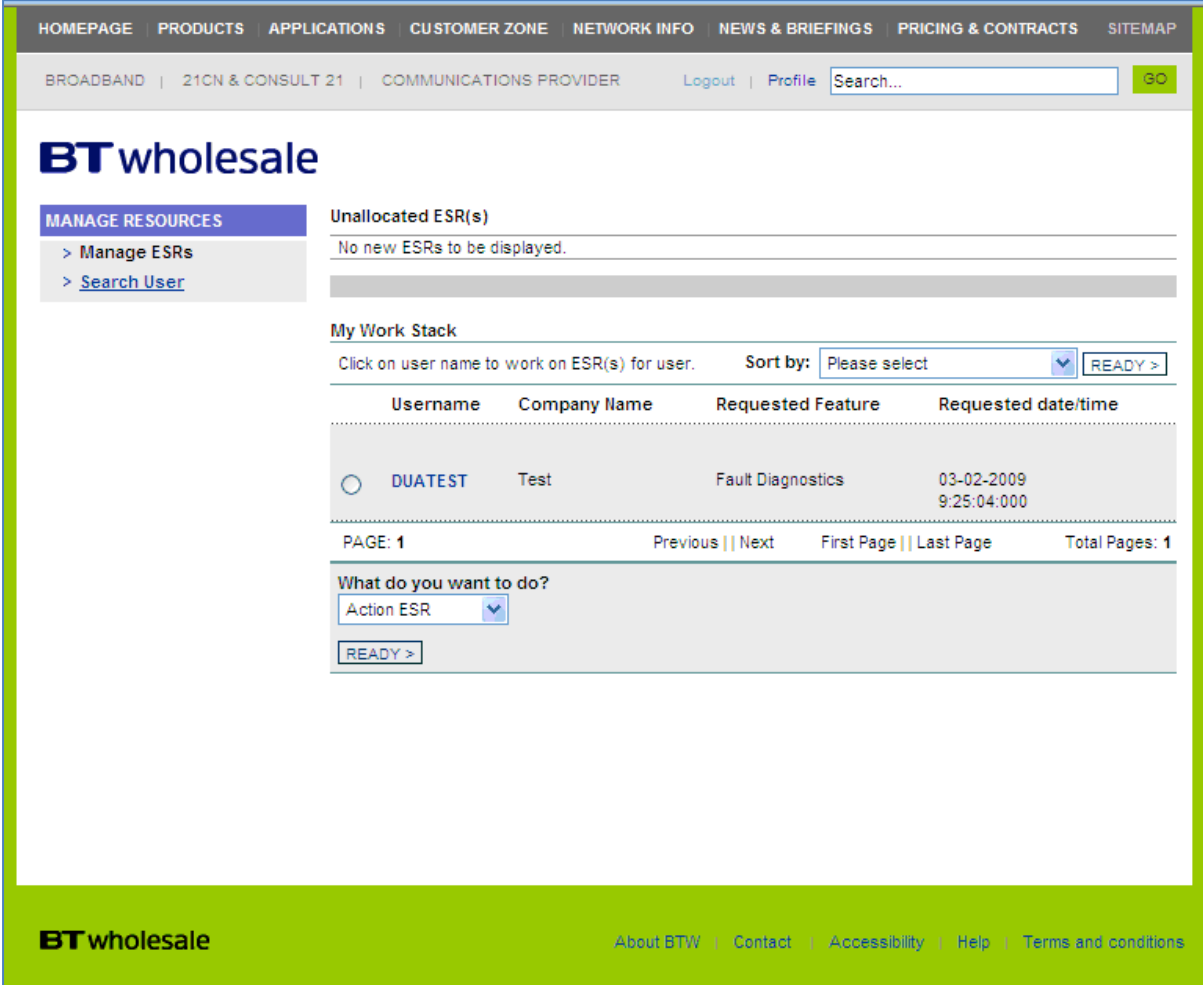
MyAdmin is a new tool for [btwholesale.com](#) that gives you improved control over your employee's access to key BT Wholesale systems, saving time and strengthening security.



*Read more about [MYADMIN](#)*

## 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.



The screenshot displays the BT Wholesale MyAdmin interface. At the top, there is a navigation menu with links: HOMEPAGE, PRODUCTS, APPLICATIONS, CUSTOMER ZONE, NETWORK INFO, NEWS & BRIEFINGS, PRICING & CONTRACTS, and SITEMAP. Below this, a secondary menu shows BROADBAND, 21CN & CONSULT 21, and COMMUNICATIONS PROVIDER, along with Logout and Profile links and a search bar.

The main content area features the BT Wholesale logo and a 'MANAGE RESOURCES' sidebar with links for 'Manage ESRs' and 'Search User'. The 'Unallocated ESR(s)' section shows 'No new ESRs to be displayed.' Below this is the 'My Work Stack' section, which includes a 'Sort by:' dropdown menu and a 'READY >' button. A table lists work stack items:

	Username	Company Name	Requested Feature	Requested date/time
<input type="radio"/>	DUATEST	Test	Fault Diagnostics	03-02-2009 9:25:04:000

Below the table, there are pagination controls: 'PAGE: 1', 'Previous || Next', 'First Page || Last Page', and 'Total Pages: 1'. A 'What do you want to do?' section contains an 'Action ESR' dropdown menu and a 'READY >' button.

The footer of the page includes the BT Wholesale logo and links for 'About BTW', 'Contact', 'Accessibility', 'Help', and 'Terms and conditions'.

Click on the 'Search User' link.

HOMEPAGE | PRODUCTS | APPLICATIONS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS | SITEMAP

BROADBAND | 21CN & CONSULT 21 | COMMUNICATIONS PROVIDER | Logout | Profile | Search... **GO**

# BT wholesale

**MANAGE ESR**  
> User Admin

**BACK TO**  
< Manage ESRs

## User Admin

Please search users based on these criteria :

<b>Username:</b> <input type="text" value="TESTDUA"/>	<b>Employee Reference Number:</b> <input type="text"/>
<b>First Name:</b> <input type="text"/>	<b>Last Name:</b> <input type="text"/>
<b>Application:</b> <input type="text"/>	<b>Email:</b> <input type="text"/>

**SEARCH >**

**BT wholesale** | About BTW | Contact | Accessibility | Help | Terms and conditions

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'.

HOMEPAGE | PRODUCTS | APPLICATIONS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS | SITEMAP

BROADBAND | 21CN & CONSULT 21 | RESELLER Logout | Profile

## BT wholesale

**MANAGE ESR**

- > User Admin

**BACK TO**

- < Manage ESRs

### User Admin

Please search users based on these criteria :

<b>Username:</b> <input type="text" value="MYADMINTEST"/>	<b>Employee Reference Number:</b> <input type="text"/>
<b>First Name:</b> <input type="text"/>	<b>Last Name:</b> <input type="text"/>
<b>Application:</b> <input type="text"/>	<b>Email:</b> <input type="text"/>

**Result**

Username	Email Address	Full Name	Company Name
<input type="radio"/> <a href="#">MYADMINTEST</a>	caroline.2.humphrey@bt.com	Caroline Humphrey	Test

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

**Admin Tasks**

What do you want to do?

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

HOMEPAGE | PRODUCTS | APPLICATIONS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS | SITEMAP

BROADBAND | 21CN & CONSULT 21 | RESELLER Logout | Profile

## BT wholesale

**MANAGE ESR**

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

### User Details

Please click Confirm to save

---

**User:** MYADMINTEST

**Email:** caroline.2.humphrey@bt.com

**User Status:**

Active
  Suspended
  Inactive

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.

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HOMEPAGE | PRODUCTS | APPLICATIONS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS | SITEMAP

BROADBAND | 21CN & CONSULT 21 | COMMUNICATIONS PROVIDER | Logout | Profile | Search... GO

# BT wholesale

**USER ADMIN**

- > User Details
- > ESR Details
- > Applications
- > Contents
- > Personal Details
- > Business Details
- > Credential Details
- > Show All
- > Generate PIN

**BACK TO**

- < User Admin
- < Download Users
- < Admin Reports

## User Details/Confirmation

Confirmation page details

The password now will be changed. If this user profile is inactive/suspended it will now become active.

**BT wholesale** [About BTW](#) | [Contact](#) | [Accessibility](#) | [Help](#) | [Terms and conditions](#)

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

## 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.

The screenshot shows the 'User Admin' interface. On the left is a navigation menu with 'MANAGE ESR', '> User Admin', 'BACK TO', and '< Manage ESRs'. The main area is titled 'User Admin' and contains search criteria fields: Username, Employee Reference Number, First Name (filled with 'caroline'), Last Name, Application, and Email. A 'SEARCH >' button is below. Below the search fields is a 'Result' section with a table of users.

	Username	Email Address	Full Name	Company Name
<input type="radio"/>	DUAADMIN	caroline.2.humphrey@bt.com	Caroline Humphrey	Test
<input type="radio"/>	DUATESTTEST	caroline.2.humphrey@bt.com	caroline Humphrey	Test
<input checked="" type="radio"/>	TESTUSERDUA	caroline.humphrey@test.com	Caroline Humphrey	Test

Below the table is a pagination bar: 'PAGE : 1', 'Previous | Next', 'First Page | Last Page', 'Total Pages : 1'. Below that is the 'Admin Tasks' section with the question 'What do you want to do?'. A dropdown menu is open, showing options: 'Delete User', 'Manage Password', 'Add Applications', 'Add Contents', 'User Details', 'Delete User', and 'Reset PIN'. The 'Delete User' option is highlighted.

At the bottom left is the 'BT wholesale' logo. At the bottom right is a footer with links: 'About BTW', 'Contact', 'Accessibility', 'Help', and 'Terms and conditions'.

## 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.

The screenshot displays the BT Wholesale User Admin interface. At the top, there is a navigation bar with links for HOME PAGE, PRODUCTS, APPLICATIONS, CUSTOMER ZONE, NETWORK INFO, NEWS & BRIEFINGS, PRICING & CONTRACTS, and SITEMAP. Below this is a secondary navigation bar with links for BROADBAND, 21CN & CONSULT 21, RESELLER, and CONTENT SERVICES, along with a search bar and a GO button. The main content area features the BT Wholesale logo and a left-hand menu with options like MANAGE ESR, User Admin, and BACK TO. The central section is titled 'User Admin' and contains a search form with fields for Username (filled with 'test'), Employee Reference Number, First Name, Last Name, Application, and Email. A 'SEARCH >' button is located below the form. Below the search form, a 'Result' table is shown with columns for Username, Email Address, Full Name, and Company Name. The first row of the table shows 'TEST USER' in the Username column, which is circled in red. The Full Name is 'TEST USER' and the Company Name is 'Test'. At the bottom of the page, there is a footer with the BT Wholesale logo and links for About BTW, Contact, Accessibility, Help, and Terms and conditions.

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

[HOMEPAGE](#) | [PRODUCTS](#) | [APPLICATIONS](#) | [CUSTOMER ZONE](#) | [NETWORK INFO](#) | [NEWS & BRIEFINGS](#) | [PRICING & CONTRACTS](#) | [SITEMAP](#)

[BROADBAND](#) | [21CN & CONSULT 21](#) | [RESELLER](#) | [CONTENT SERVICES](#)

[Logout](#) | [Profile](#)

# BT wholesale

**MANAGE ESR**

- › [User Details](#)
- › [Action ESR](#)
- › [Add Applications](#)
- › [Add Content](#)
- › [Personal Details](#)
- › [Business Details](#)
- › [Generate PIN](#)

**BACK TO**

- ‹ [Manage ESRs](#)
- ‹ [Search User](#)
- ‹ [Download Users](#)

## User Details

---

Please click Confirm to save

---

**User:** TESTUSER

**Email:**

**User Status:**

Active
  Suspended
  Inactive

---

**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:
BT Wholesale Ordering System	request
Content Services	request
Quick Quote	full
Radial Distance Calculator	full
WCC Reporting	request

**User Rights For The Following Content:**

Content	Type of Access:
The selected user has no access to any content yet.	

---

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

The screenshot displays the BT Wholesale MyAdmin interface. At the top, there is a navigation menu with links: HOMEPAGE, PRODUCTS, APPLICATIONS, CUSTOMER ZONE, NETWORK INFO, NEWS & BRIEFINGS, PRICING & CONTRACTS, and SITEMAP. Below this is a secondary navigation bar with links: BROADBAND, 21CN & CONSULT 21, RESELLER, and CONTENT SERVICES. On the right of this bar are links for Logout and Profile, a search input field with a GO button, and a search placeholder text 'Search...'. The main content area features the BT Wholesale logo on the left. A sidebar menu is visible with sections: 'MANAGE ESR' containing links for User Details, Action ESR, Add Applications, Add Content, Personal Details, Business Details, and Generate PIN; and 'BACK TO' containing links for Manage ESRs, Search User, and Download Users. The main content area displays a 'Confirmation' message: 'The Pin number for user TESTUSER has been successfully sent.' Below the message is a '< BACK' button. The footer of the page includes the BT Wholesale logo on the left and links for About BTW, Contact, Accessibility, Help, and Terms and conditions on the right.

## 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

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- 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.

The screenshot shows the BT Wholesale web interface. At the top, there is a navigation menu with links: HOMEPAGE, PRODUCTS, APPLICATIONS, CUSTOMER ZONE, NETWORK INFO, NEWS & BRIEFINGS, PRICING & CONTRACTS, and SITEMAP. Below this, there is a breadcrumb trail: BROADBAND | 21CN & CONSULT 21 | RESELLER. A search bar is located on the right with a 'GO' button. The main content area features the BT Wholesale logo and a 'MANAGE RESOURCES' sidebar with links for 'Manage ESRs' and 'Search User'. The main section is titled 'Unallocated ESR(s)' and contains a table with the following data:

Select All	Username	Company Name	Requested Feature	Requested date/time
<input type="checkbox"/>	DUAADMIN	Test	Fault Diagnostics	17-11-2009 12:24:11:000

Below the table, there is a form with a dropdown menu labeled '\*What do you want to do?' set to 'Obtain Ownership' and a 'READY >' button. At the bottom of the page, it states 'No outstanding ESRs to be displayed.'

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

HOME PAGE | PRODUCTS | APPLICATIONS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS | SITEMAP

BROADBAND | 21CN & CONSULT 21 | RESELLER

Logout | Profile Search... GO

## BT wholesale

**MANAGE RESOURCES**

- > Manage ESRs
- > Search User

**Unallocated ESR(s)**

No new ESRs to be displayed.

**My Work Stack**

Click on user name to work on ESR(s) for user. Sort by: Please select

Username	Company Name	Requested Feature	Requested date/time
<input type="radio"/> DUAADMIN	Test	Fault Diagnostics	17-11-2009 12:24:11:000

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

**What do you want to do?**

Action ESR

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

HOME PAGE | PRODUCTS | APPLICATIONS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS | SITEMAP

BROADBAND | 21CN & CONSULT 21 | RESELLER

Logout | Profile Search... GO

## BT wholesale

**MANAGE ESR**

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

**BACK TO**

- < Manage ESRs
- < Search User

**User:** DUAADMIN

**Email:** caroline.2.humphrey@bt.com

**Applications**

Fault Diagnostics

**Type of Access**

none  readOnly  full  deny

**Content**

There are no Requested Content for DUAADMIN

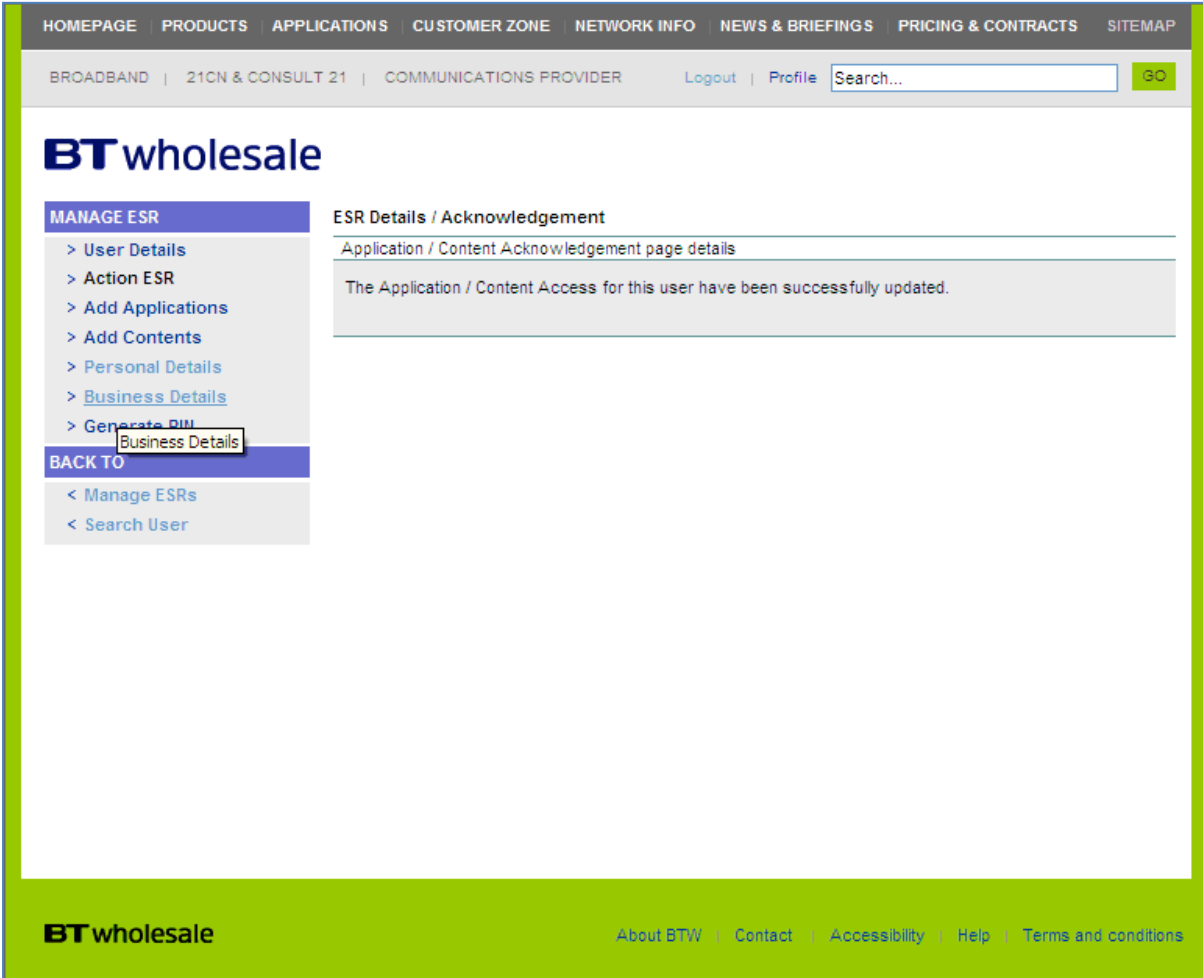
You now have the ability to either give 'full access' or provide 'read only access' or 'deny access'; select the relevant option and click 'Ready' to complete.



## 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:



The screenshot displays the BT Wholesale user management interface. At the top, there is a navigation bar with links: HOMEPAGE, PRODUCTS, APPLICATIONS, CUSTOMER ZONE, NETWORK INFO, NEWS & BRIEFINGS, PRICING & CONTRACTS, and SITEMAP. Below this is a breadcrumb trail: BROADBAND | 21CN & CONSULT 21 | COMMUNICATIONS PROVIDER. On the right side of the breadcrumb trail, there are links for Logout and Profile, followed by a search box labeled 'Search...' and a 'GO' button.

The main content area features the BT Wholesale logo on the left. Below the logo is a sidebar menu with the following items:

- MANAGE ESR
  - > User Details
  - > Action ESR
  - > Add Applications
  - > Add Contents
  - > Personal Details
  - > Business Details (highlighted with a red box)
  - > Generate PIN
- BACK TO
  - < Manage ESRs
  - < Search User

The main content area is titled 'ESR Details / Acknowledgement'. Below the title, there is a sub-header 'Application / Content Acknowledgement page details' and a message box stating: 'The Application / Content Access for this user have been successfully updated.'

At the bottom of the page, there is a footer with the BT Wholesale logo on the left and links for About BTW, Contact, Accessibility, Help, and Terms and conditions on the right.

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.

HOMEPAGE | PRODUCTS | APPLICATIONS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS | SITEMAP

BROADBAND | 21CN & CONSULT 21 | COMMUNICATIONS PROVIDER | Logout | Profile Search... GO

# BT wholesale

**MANAGE ESR**

- > User Details
- > Action ESR
- > Add Applications
- > Add Contents
- > Personal Details
- > Business Details
- > Generate PIN

**BACK TO**

- < Manage ESRs
- < Search User

User: DUATEST

Company Name: Test

Service Provider ID: 000000001

Wholesale Calls Service Provider:

SP Group:

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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.

## 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](http://www.btwholesale.com) and click on 'Manage ESRs' as usual.

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

The screenshot shows the BT Wholesale MyAdmin interface. At the top, there is a navigation bar with links: HOMEPAGE, PRODUCTS, APPLICATIONS, CUSTOMER ZONE, NETWORK INFO, NEWS & BRIEFINGS, PRICING & CONTRACTS, and SITEMAP. Below this is a secondary navigation bar with links: BROADBAND, 21CN & CONSULT 21, COMMUNICATIONS PROVIDER, Logout, Profile, and a search box with a GO button.

The main content area features the BT Wholesale logo on the left. Below the logo are two buttons: 'MANAGE ESR' (highlighted in blue) and 'BACK TO' (highlighted in blue). Under 'MANAGE ESR' is a link '> User Admin'. Under 'BACK TO' is a link '< Manage ESRs'.

The main content area is titled 'User Admin'. Below the title is a search form with the following fields: Username, Employee Reference Number, First Name (containing 'Caroline'), Last Name (containing 'Humphrey'), Application, and Email. A 'SEARCH >' button is located below the form.

Below the search form is a 'Result' section containing a table with the following data:

	Username	Email Address	Full Name	Company Name
<input type="radio"/>	DUAADMIN	caroline.2.humphrey@bt.com	Caroline Humphrey	Test
<input type="radio"/>	DUATEST	caroline.2.humphrey@bt.com	Caroline Humphrey	Test

Below the table is a pagination section: 'PAGE : 1', 'Previous | Next', 'First Page | Last Page', and 'Total Pages : 1'.

Below the pagination is an 'Admin Tasks' section with the heading 'What do you want to do?'. A dropdown menu is set to 'Manage Password'. A 'READY >' button is located below the dropdown.

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

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[BROADBAND](#) | [21CN & CONSULT 21](#) | [COMMUNICATIONS PROVIDER](#) | [Logout](#) | [Profile](#)

# BT wholesale

**MANAGE ESR**

- > [User Details](#)
- > [Action ESR](#)
- > [Add Applications](#)
- > [Add Contents](#)
- > [Personal Details](#)
- > [Business Details](#)
- > [Generate PIN](#)

**BACK TO**

- < [Manage ESRs](#)
- < [Search User](#)

**User:** DUATEST  
**Email:** caroline.2.humphrey@bt.com

**Applications**

**Fault Diagnostics**

**Wholesale Calls**

**Type of Access**

none    readOnly    full  
 none    readOnly    full

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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

HOME PAGE | PRODUCTS | APPLICATIONS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS | SITEMAP

BROADBAND | 21CN & CONSULT 21 | COMMUNICATIONS PROVIDER | Logout | Profile | Search... GO

# BT wholesale

**MANAGE ESR**

- > User Details
- > Action ESR
- > Add Applications
- > Add Contents
- > Personal Details
- > Business Details
- > Generate PIN
- Business Details

**BACK TO**

- < Manage ESRs
- < Search User

**ESR Details / Acknowledgement**

Application / Content Acknowledgement page details

The Application / Content Access for this user have been successfully updated.

**BT wholesale** | About BTW | Contact | Accessibility | Help | Terms and conditions

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.

HOMEPAGE | PRODUCTS | APPLICATIONS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS | SITEMAP

BROADBAND | 21CN & CONSULT 21 | COMMUNICATIONS PROVIDER | Logout | Profile | Search... GO

# BT wholesale

**MANAGE ESR**

- > User Details
- > Action ESR
- > Add Applications
- > Add Contents
- > Personal Details
- > Business Details
- > Generate PIN

**BACK TO**

- < Manage ESRs
- < Search User

User: TESTUSERDUA

Company Name: Test

Service Provider ID: 00000001

Wholesale Calls Service Provider:

SP Group:

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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.

## 5.3 eCo Plus

Once ESRs have been authorised for eCo plus, there is an additional step to grant the user access. Once 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.

**MANAGE ESR**

**Action ESR**

- Add Applications
- Add Content
- User Details
- Personal Details
- Business Details

**BACK TO**

- Manage ESRs
- Search User

**User:** UserXXXXXXXX

---

Eco Plus access is granted. So please select CUG ID.

---

Select All	CUG ID	CUG Name
<input type="checkbox"/>		
<input type="checkbox"/>	CUGXXXXXXXX	NAMEXXXXXXXXXXXX
<input type="checkbox"/>	CUGXXXXXXXX	NAMEXXXXXXXXXXXX
<input type="checkbox"/>	CUGXXXXXXXX	NAMEXXXXXXXXXXXX
<input type="checkbox"/>	CUGXXXXXXXX	NAMEXXXXXXXXXXXX

---

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

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BROADBAND | 21CN & CONSULT 21 | RESELLER | CONTENT SERVICES | Logout | Profile | Search... **GO**

# BT wholesale

**MANAGE ESR**

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

**BACK TO**

- < Manage ESRs
- < Search User
- < Download Users

### User Details

Please click Confirm to save

---

**User:** TESTUSER

**Email:** steven.maclure@bt.com

**User Status:**

Active  Suspended  Inactive

---

**User belongs to these user groups:**

**User Groups:**  
btwholesale

**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:
Content Services	request

**User Rights For The Following Content:**

Content	Type of Access:
The selected user has no access to any content yet.	

---

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



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# BT wholesale

**MANAGE ESR**

- > User Details
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- > Add Applications
- > Add Content
- > Personal Details
- > Business Details
- > Generate PIN

**BACK TO**

- < Manage ESRs
- < Search User
- < Download Users

User: TESTUSER  
Email:

**Applications**  
Content Services

Type of Access  
 none  full  deny

**Content**  
Type of Access

There are no Requested Content for TESTUSER

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:

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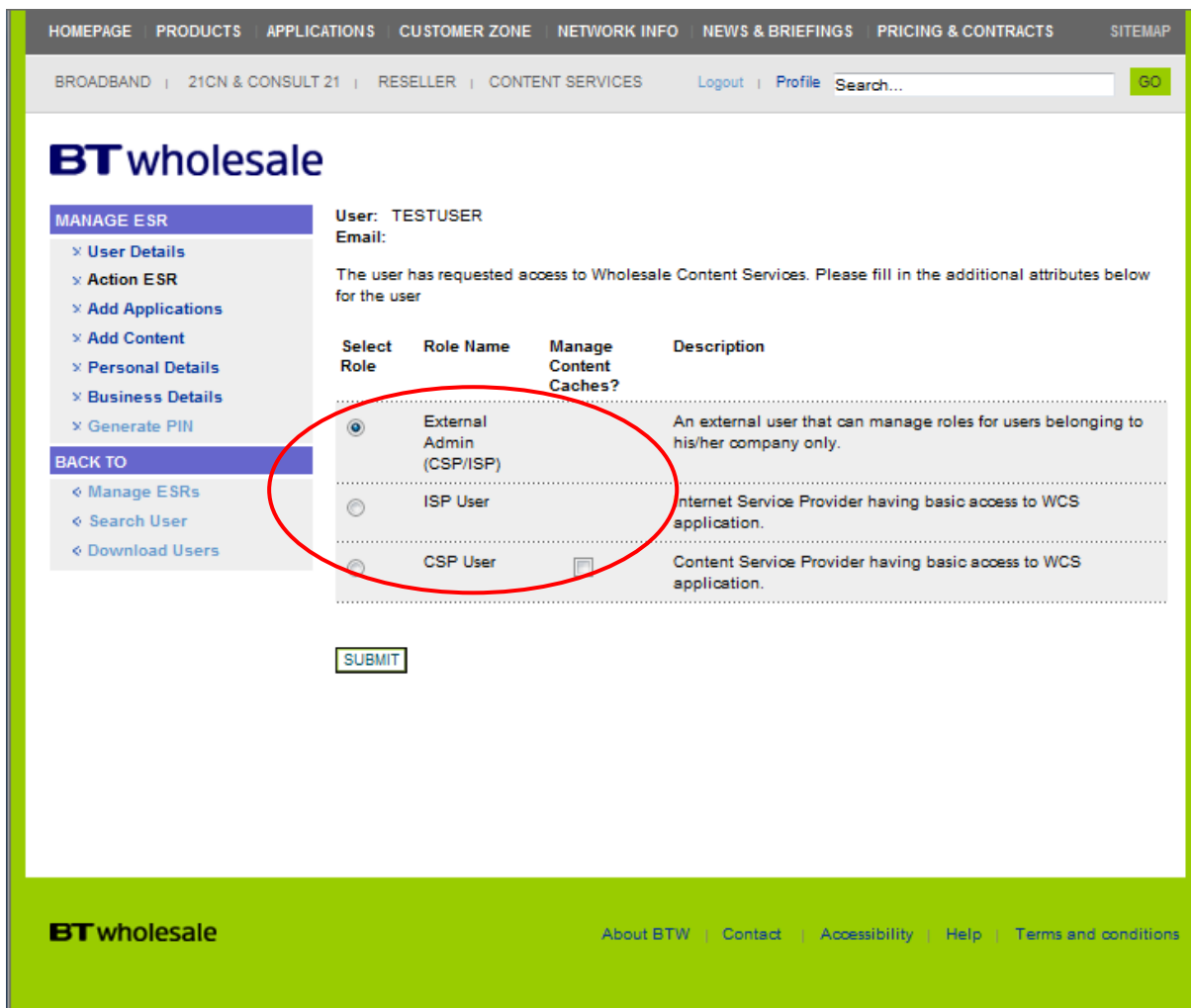
You now need to specify the relevant attributes you would like to associate to the user profile.

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

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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](http://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:

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- 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'

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MANAGE ESR

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

BACK TO

- < Manage ESRs
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User: TESTUSER  
Email:

The user has requested access to Wholesale Content Services. Please fill in the additional attributes below for the user

Select Role	Role Name	Manage Content Caches?	Description
<input type="radio"/>	External Admin (CSP/ISP)		An external user that can manage roles for users belonging to his/her company only.
<input type="radio"/>	ISP User		Internet Service Provider having basic access to WCS application.
<input checked="" type="radio"/>	CSP User	<input checked="" type="checkbox"/>	Content Service Provider having basic access to WCS application.

**SUBMIT**

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

The screenshot displays the BT Wholesale user interface. At the top, a navigation bar includes links for [HOMEPAGE](#), [PRODUCTS](#), [APPLICATIONS](#), [CUSTOMER ZONE](#), [NETWORK INFO](#), [NEWS & BRIEFINGS](#), [PRICING & CONTRACTS](#), and [SITEMAP](#). Below this, a secondary navigation bar shows [BROADBAND](#), [21CN & CONSULT 21](#), [RESELLER](#), and [CONTENT SERVICES](#), along with [Logout](#), [Profile](#), a search box, and a [GO](#) button.

The main content area features the **BT wholesale** logo. On the left, a sidebar 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 [Manage ESRs](#), [Search User](#), and [Download Users](#).

The main content area is titled **ESR Details / Acknowledgement**. Below the title, it shows [Application / Content Acknowledgement page details](#). A light blue confirmation message states: "The Application / Content Access for this user have been successfully updated."

The footer of the page includes the **BT wholesale** logo on the left and a list of links on the right: [About BTW](#), [Contact](#), [Accessibility](#), [Help](#), and [Terms and conditions](#).

## 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](http://www.btwholesale.com) if you are not able to login again.”

### Summary

#### Password Resets

- User sends an 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.

## 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

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