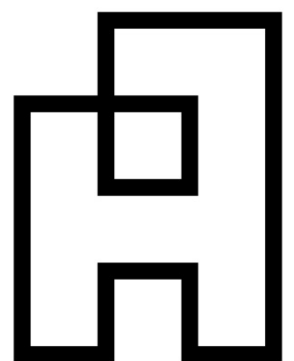


Introduction to the UCL Portal

Overview and instruction on using the UCL portal

Administrator Version



Contents

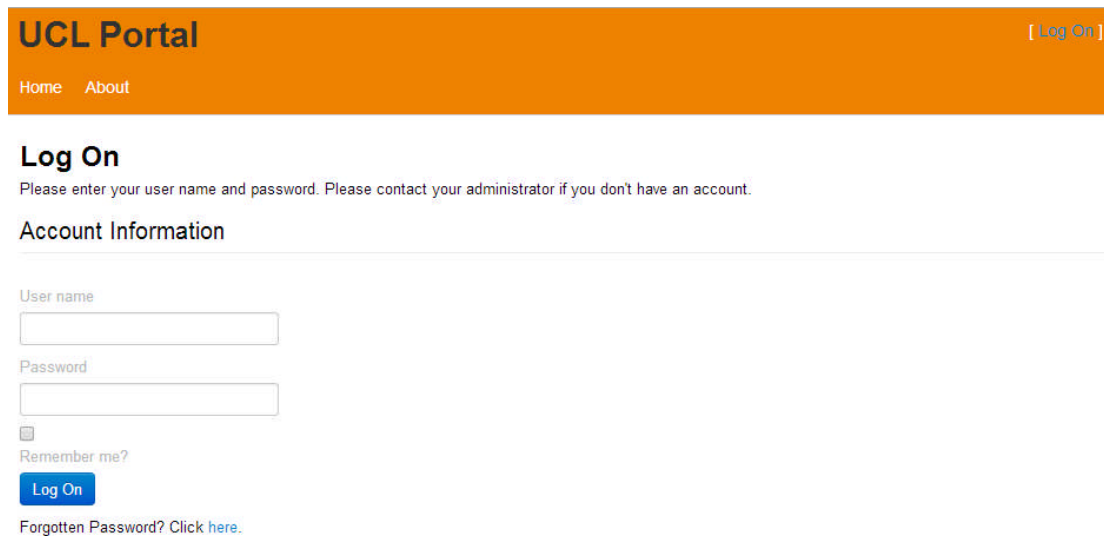
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1. Login Process

The UCL customer portal enables you to deliver an enhanced customer service experience by providing you with the ability to control and administer a number of customer-related services and transactions.

You can log into your account at:

<https://uclportal.click2sign.co.uk>



The screenshot shows the UCL Portal login interface. At the top, there is an orange header with the text "UCL Portal" on the left and "[Log On]" on the right. Below the header, there are two links: "Home" and "About". The main content area is titled "Log On" and includes the instruction: "Please enter your user name and password. Please contact your administrator if you don't have an account." Below this is a section titled "Account Information" which contains a "User name" input field, a "Password" input field, a "Remember me?" checkbox, and a blue "Log On" button. At the bottom of the form, there is a link: "Forgotten Password? Click here."

2. Registration E-mail

To enable your account you will receive an invitation e-mail, as shown below. To activate your account click on the link provided which will take you to the login page, from here you can set up your password.

Dear User,

An account has been created for you to start using the UCL Portal. Your account is FREE and allows you to manage your customers.

To login and complete your profile, please click here.

You will be prompted to set your password when you log in for the first time.

3. Forgotten Password Process

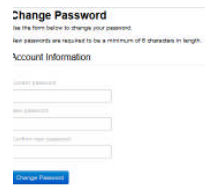
If you forget your password, simply click 'Forgotten Password Click Here' from the login page. You can reset your password by providing the email address you registered with.



The screenshot shows the 'UCL Portal' header in orange with a '[Log On]' link on the right. Below the header are links for 'Home' and 'About'. The main heading is 'Reset Password'. Below this is the instruction 'Please enter the email address you registered with below!' followed by a text input field and a blue 'Submit' button.

4. Change Password Process

To change your password, please select My Account once logged in, click change password and you should see the below prompt:



The screenshot shows the 'Change Password' form. It includes the heading 'Change Password', a note 'You will be taken to change your password.', and a requirement 'New passwords are required to be a minimum of 8 characters in length.' Below this is the 'Account Information' section with three input fields: 'Current password', 'New password', and 'Confirm new password'. A blue 'Change Password' button is at the bottom.

5 Main Screen

Once logged in, the below page should be visible. Only relevant tiles are unlocked (further tiles may be unlocked in the future should additional products be integrated into this solution).



The screenshot displays a dashboard with several tiles:

- Mobile Renewals:** A bar chart showing renewal counts for different categories. The y-axis ranges from 0.0 to 2.0. The legend includes categories: OCC, 13, 16, 12, and 18.
- Mobile Connections Summary:** A pie chart showing two segments: 41.2% (orange) and 58.8% (red).
- Tasks Screen:** A table listing tasks with columns for 'Task Name', 'Status', and 'Completed Date'. Below the table, it says: "View all of your current and completed tasks being carried by UCL Portal on your behalf".
- Other Tiles:** Several tiles are locked, indicated by a padlock icon. These include a large padlock, a group of people icon, a calculator icon, a document icon, and a checkmark icon.

6 Logic for UCL Structure

6.1 Departments and Sub Departments

All departments have the ability to manage sub departments that may exist now or in the future.

Each department must contain at least one sub department. If the department does not historically have a sub department, the system automatically generates a sub department of the same name. For example, if the UCL Estates department has no sub department then a new sub department will be created called 'UCL Estates' that is a subordinate of the department 'UCL Estates'.

Every mobile phone must belong to a sub department. This will automatically be created once the order has been placed using the UCL Online Ordering Portal.

Department Administrators (and users with an equivalent permission level) can make amendments to the mobile phone connections that reside under each sub department within their department. However, they may not make any changes to any mobile phone connections that do not pertain to their department.

6.2 Access for Super Users

Users (such as those in ISD Telecommunications and Finance) require the ability to be able to make amendments to mobile phone connections that reside under **any** department.

These users can view / make amendments to any mobile phone connection across any department or sub department.

6.3 Manifestation of UCL Structure in Self Care Portal

Throughout all of the below Portal features, the above logic applies. That is, depending on your access rights, you may be able to view / make changes at a global view or at a departmental view and always be able to navigate to a sub-departmental view.

6.4 Integration of UCL Structure with traditional telecommunications' industry terminology

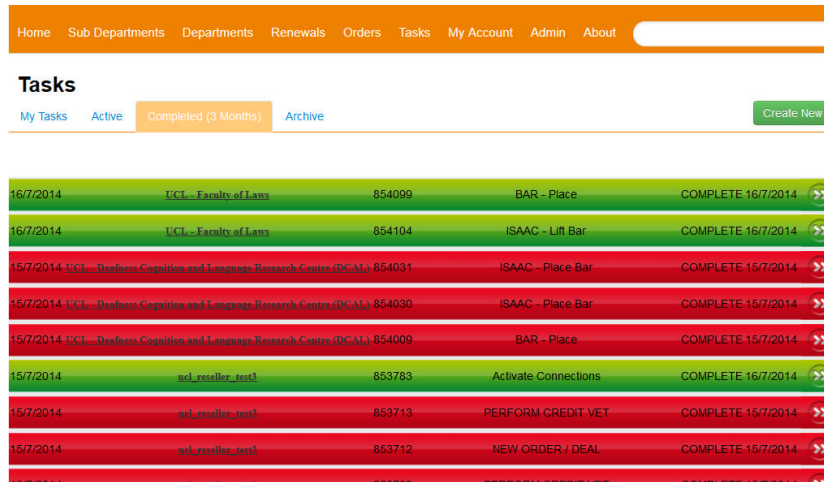
The Self Care portal has been adapted to fit UCL's needs by Independent Telecommunications Service Provider, Abzorb Solutions Ltd. UCL's devolved nature has been deemed conducive to the devolved nature of the telecommunications industry (service provider assigns distributor which appoints resellers which manages customers). That is, the equivalence is as follows:

Distributor = UCL
Reseller = Department
Customer = Sub Department

With this in mind, any reference to a 'Customer' should be interpreted as 'Sub Department'.

7 Task Management

Your 'Task' screen allows you to view all tasks at a click and keep track of the status of your customer workload. Your current and completed tasks are shown, colour coded by category/status of task.



The screenshot shows a navigation bar with links: Home, Sub Departments, Departments, Renewals, Orders, Tasks, My Account, Admin, About. Below this is a search bar. The main heading is 'Tasks', with tabs for 'My Tasks', 'Active', 'Completed (3 Months)', and 'Archive'. A 'Create New' button is visible. The task list below is as follows:

Date	Department	ID	Task Name	Status
16/7/2014	UCL - Faculty of Laws	854099	BAR - Place	COMPLETE 16/7/2014
16/7/2014	UCL - Faculty of Laws	854104	ISAAC - Lift Bar	COMPLETE 16/7/2014
15/7/2014	UCL - Deafness Cognition and Language Research Centre (DCAL)	854031	ISAAC - Place Bar	COMPLETE 15/7/2014
15/7/2014	UCL - Deafness Cognition and Language Research Centre (DCAL)	854030	ISAAC - Place Bar	COMPLETE 15/7/2014
15/7/2014	UCL - Deafness Cognition and Language Research Centre (DCAL)	854009	BAR - Place	COMPLETE 15/7/2014
15/7/2014	wd_reseller_test3	853783	Activate Connections	COMPLETE 15/7/2014
15/7/2014	wd_reseller_test3	853713	PERFORM CREDIT VET	COMPLETE 15/7/2014
15/7/2014	wd_reseller_test3	853712	NEW ORDER / DEAL	COMPLETE 15/7/2014
15/7/2014	wd_reseller_test3	853705	PERFORM CREDIT VET	COMPLETE 15/7/2014

To create a task simply 'create task' from your main dashboard screen or within the Tasks page. Select task type from the list provided and follow the on screen prompts; you may view active connections, raise a billing query, , add a bar, remove a bar, request a change of Sim, request a tariff change, add a bundle or change a bundle.

Tasks can also be displayed at department and sub-department level once navigated through.

7.1 Add or Remove Bar – SLA 60mins

Select one of the following two tiles:



Select the sub-department (or customer) and click Next:

Step 2: Select Customer Task Type: BAR - Place

Use the search box below to find the customer this task relates to.

Select the handset(s) you'd like to add / remove bars to / from and click Next:

Step 3: Choose Handset(s) Task Type: BAR - Place

Customer: UCL - Faculty of Laws

CLI	Tariff	Child Connections
07589553758	VF Red 4GB DATA + 2GB WIFI	NA <input type="checkbox"/>
07845223400	VF Red 4GB DATA + 2GB WIFI	NA <input checked="" type="checkbox"/>

Change the status of the bars and click next:

Amend Bars

Please select all of the bars you wish to place to the following handsets

Handset	Bar	Status
07845223400 VF Red 4GB DATA + 2GB WIFI	International outgoing/Premium Rate Banned	<input type="button" value="select"/>
	GPRS Value Added (contract)	<input type="button" value="select"/>
	Stolen Banned	<input type="button" value="select"/>
	Report To SP - Outgoing barred	<input type="button" value="select"/>
	SNB has conference calling enabled	<input type="button" value="select"/>
	Combined SMS Bar	<input type="button" value="select"/>
	Roaming barred	<input type="button" value="select"/>
	Incoming Calls bar	<input type="button" value="select"/>
	Content Control Unbarred	<input type="button" value="select"/>
	Mobile Originating SMS Bar	<input type="button" value="select"/>
	Mobile Terminating SMS Bar	<input type="button" value="select"/>
	MMS Mobile Originate Bar	<input type="button" value="select"/>
	MMS Mobile Terminate Bar	<input type="button" value="select"/>
	EU Data Roaming Cap	<input type="button" value="select"/>
	EU Roaming 50% & 80% Notifications (Retain Cap)	<input type="button" value="select"/>
	GPRS Roaming Bar	<input type="button" value="select"/>
	GPRS Bar	<input type="button" value="select"/>

Review the ticket text and click submit:

Confirmation

Below are the details that will be submitted to our Customer Care Department. Please check the details and amend where necessary.

Customer Name: UCL - Faculty of Laws

Ticket Type: BAR - Place

Ticket Details:

Customer: UCL - Faculty of Laws

Handset(s): 07845223400,

Please amend the following bars on handset:

International outgoing/Premium Rate Banned switch to: on

7.2 Add, Remove or Change Bundle – SLA 3hrs

Select one of the following three tiles:



Select the sub-department (or customer) and click Next:

Step 2: Select Customer Task Type: Add Bundle

Use the search box below to find the customer this task relates to.

Next

UCL - Faculty of Laws

Select the handset(s) you'd like to add / remove / change bundles to / from / for and click Next:

Step 3: Choose Handset(s) Task Type: Add Bundle

Customer: UCL - Faculty of Laws

Next

CLI	Tariff	Child Connections
0758953758	VF Red 4GB DATA + 2GB WIFI	NA <input type="checkbox"/>
07845223400	VF Red 4GB DATA + 2GB WIFI	NA <input checked="" type="checkbox"/>

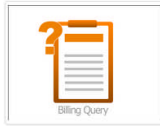
Click 'Add Bundles' and available bundles will display:

Amend Bundles Submit

07845223400
VF Red 4GB DATA + 2GB WIFI
Add Bundles

7.3 Request a SIM Change – SLA 30mins

Select the following tile:



Select the sub-department (or customer) and click Next:

Step 2: Select Customer Task Type: SIM Change

Use the search box below to find the customer this task relates to.

Select the handset(s) you'd like to change the SIM card for and click Next:

Step 3: Choose Handset(s) Task Type: SIM Change

Customer: UCL - Faculty of Laws

CLI	Tariff	Child Connections
07589553758	VF Red 4GB DATA + 2GB WIFI	NA <input type="checkbox"/>
07845223400	VF Red 4GB DATA + 2GB WIFI	NA <input checked="" type="checkbox"/>

Enter the new SIM number (must be 20 digits long):

8 SLA Overview

Department owners and task completions can be viewed via the service level agreement overview. This allows you to easily identify tasks which are close to SLA expiry and therefore priorities your activities.

Tasks are colour coded to show how far through the SLA period they are, this allows you to see at a glance how Abzorb are completing tasks on your behalf and how we are performing to SLA.

Description / Key to SLA status

Blue	Task to start at a future date
Green	50% to 100% SLA remaining
Yellow	25% to 50% SLA remaining
Orange	0% to 25% SLA remaining
Red	SLA expired

Abzorb aim to provide a fast and efficient service to our resellers. Our standard SLA periods for common tasks are shown below

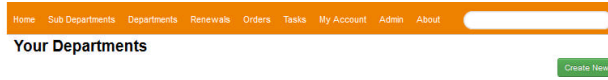
Task	SLA
Sim Change	60 mins
Bar add/remove	60 mins
Tariff Change	8 hours
Bundle Change	3 hours
Billing Query	2 days

9 Adding new Department

Please select Departments from the menu bar:



Click the 'Create New' button:



Enter details for Department (including DA contact email address) and click Save:

