

Want to access your account details online, when it suits you?



MyAccount Customer Portal User Manual

So how do I access MyAccount?



Contents

1. Where do I find it?.....	4
1.1 Browser Compatibility	4
2. End Customer User Guide.....	4
2.1 Home Screen.....	5
2.1.1 New Message Alert	5
2.2 Services	5
2.2.1 Viewing Services	5
2.2.2 Editing Services	6
2.2.3 Viewing Unbilled Data Usage on Mobiles	7
2.3 Unbilled Calls	8
2.3.1 Viewing Unbilled Calls	8
2.4 Personal Details	9
2.4.1 Update My Details.....	9
2.4.2 Changing Your Password	10
2.4.3 Saving Changes	11
2.5 Payments	11
2.5.1 Make a Payment.....	11
2.5.2 Payment History	12
2.5.3 Sign Up Direct Debit	12
2.5.4 Change Direct Debit	14
2.5.5 Update Direct Debit.....	16
2.6 Billing.....	17
2.6.1 Statements	17
2.6.2 Update Billing Options	19
2.7 Contact Us.....	21
2.7.1 How to Contact Us.....	22
2.7.2 Give Feedback.....	22

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So how do I access MyAccount?



2.7.3	Request a Phone Call	23
2.7.4	Ask a Question	24
2.8	Support	25
2.8.1	FAQ's	26
2.8.2	ADSL Speed Test	26
2.8.3	Support	27
2.8.4	Inbound	28
	Got any Questions?	31

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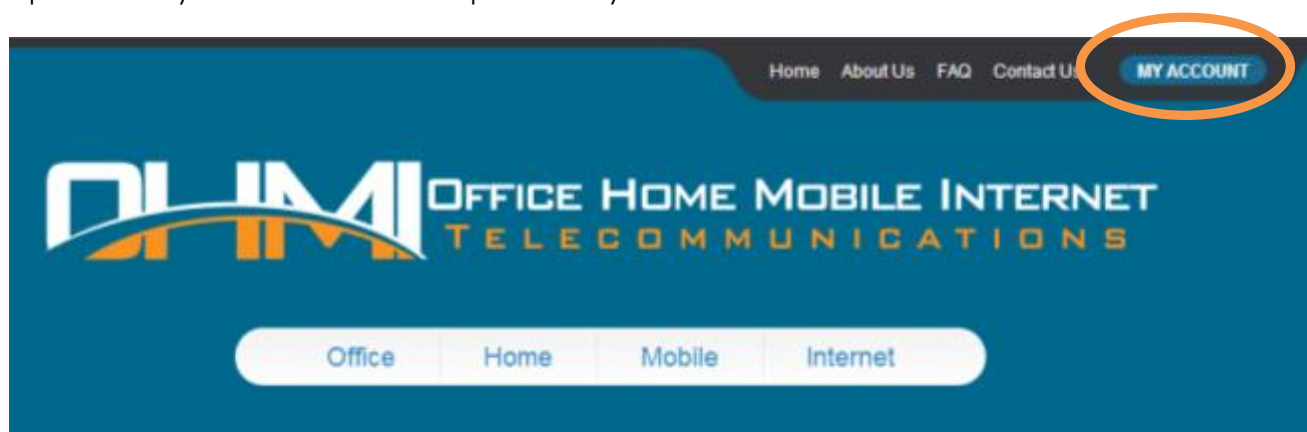
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1. Where do I find it?

Visit our new website www.ohmi.com.au.

On the top right of the website you will see the MyAccount tab. Click on this one and it will open the MyAccount Customer portal for you in a new window.



1.1 Browser Compatibility

The below list of browsers are compatible for use with the Customer Portal

Browser	Developer	Version
Internet Explorer	Microsoft Inc.	Version 8
Firefox	Mozilla Corporation	Version 4 to 8
Chrome	Google	Version 9 to 16
Safari	Apple Inc.	Version 5.1

2. End Customer User Guide

This section of the user guide will describe the sections within the end customer portal and how the features can be used.

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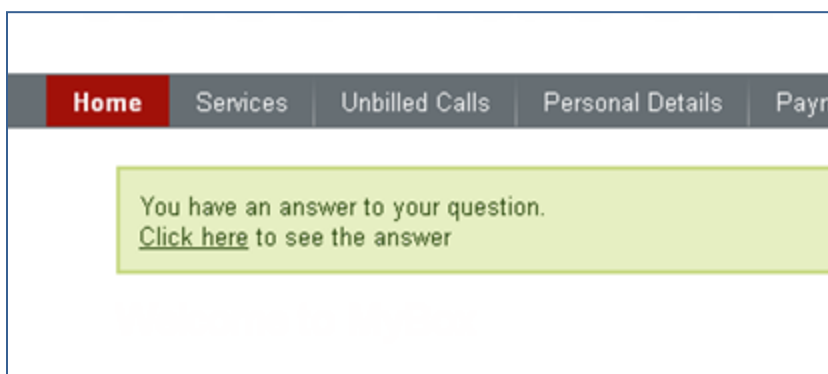
2.1 Home Screen



Once you log in, you will first see the Home page screen. This screen will be your welcome page and show any details we would like you to see, including any product notices and announcements.

2.1.1 New Message Alert

If you have asked a question to us via the portal and you have received a response, you will see a notification appear on the home screen advising you have a response to a question.



2.2 Services



The Service section is where you can view your services with us. It will also allow you to filter if you have multiple services as well as update service details such as the name/department of the service and the service address.

2.2.1 Viewing Services

This section explains how you can view your services

2.2.1.1 Select your Products

To view your services, simply hover your mouse over the Service menu option and choose the product you wish to view.

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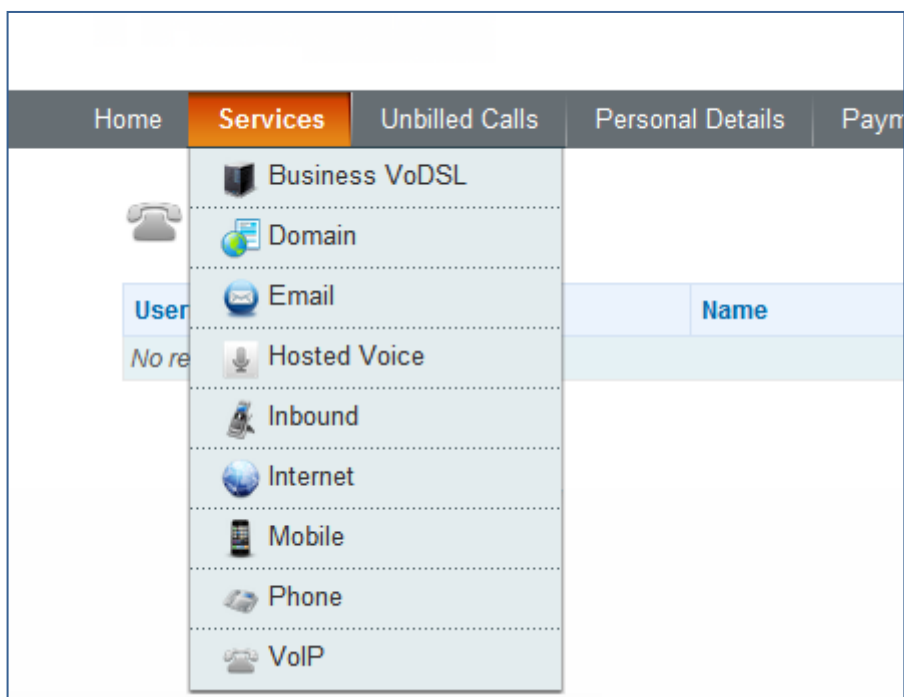
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2.2.1.2 View your Services

When you select the product you would like to view services for, you will be taken to a new screen which will display a list of all your services with us.

Name	Department	Line Type	Plan Name
Damon		Residential	Creative Enterprise SRP Plan
Tash	Directors	Residential	Youtility Optus \$99 Cap + 1GB
Laura	TWRNZ	Residential	TND \$99-Enterprise Cap - 500 - Ref
Carson		Residential	TND Staff/Perks \$99 Sub Cap - 500 Ref
Carson		Residential	Youtility Business DES Mobile Le
Rick	CEO	Residential	TND Enterprise SRP Plan
Rick	CEO	Residential	TND Staff/Perks \$99 Enterprise Cap - 500

2.2.2 Editing Services

This section will show you how to make changes on your service/product details.

2.2.2.1 Edit Service Details

You can edit the Name and/or Department of each of your services to ensure detail is accurate. This will also help you to split services by name or department when you receive your bill.

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To edit your service details, click on the  symbol next to the service you would like to update. You can then add/edit the Name and/or Department.

The screenshot shows a web interface with a navigation bar at the top containing 'Home', 'Services', 'Unbilled Calls', 'Personal Details', 'Payments', 'Billing', 'Contact Us', 'Support', 'Reports', and 'Logout (Lisa Bailey)'. The main content area is titled 'Internet Internet' and features a dropdown menu set to 'Y000'. Below this is a form with the following fields: Plan Name (TIAB SHDSL 10Mb/10Mb Lite Unlim 162), Line Type (Business), Name (TIAB AU Remuneration), Department (empty), Street Number, Sub Address Number, Suburb, Street Name, Sub Address Type, and Post Code. At the bottom of the form are 'Go Back' and 'Submit' buttons.


2.2.2.2 Save Changes

To save the changes you have made, click on 

2.2.3 Viewing Unbilled Data Usage on Mobiles

This section explains how you can view unbilled usage for services

2.2.3.1 View Usage

Click on the  symbol next to the service you want to view usage for. This will pop up a summary of your mobile data usage since the last billing period.

The screenshot shows a table with columns 'Department', 'Line Type', and 'Plan Name'. A 'Usage' popup window is overlaid on the table, displaying the following data:

Mobile Number	Last Update Date	Plan Used	reset Date
0400	08/08/2012 at 12:49:34.0	0.04MB	28/08/2012

The popup window also includes a 'Close' button.

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2.3 Unbilled Calls

Home Services **Unbilled Calls** Personal Details Payments Billing Contact Us Support Logout

The Unbilled Calls section of the portal will show you all calls and charges associated with all services that are yet to be billed.

This means that the charges that appear in unbilled calls are charges that your services have accumulated since your last bill from us. Columns can be displayed in ascending or descending order.

Service Number	Name	Total Calls	Other Charges	Total Charge	View
02	Damian	21	0	\$36.40	🔍
02	Akady	7	0	\$0.00	🔍
03	@telcombox.com.au	8	1	\$100.00	🔍
04	Damian	2	0	\$0.00	🔍
04	Tash	178	0	\$68.00	🔍
04	Lavin	457	0	\$97.20	🔍

2.3.1 Viewing Unbilled Calls

This section explains how you can view unbilled calls for services

2.3.1.1 View Unbilled Calls by Service

To view unbilled calls for a particular service, click on the 🔍 symbol next to the service you want to view.

You will then be taken to a new screen which will list all the itemised calls for the service you have selected. You can further filter your search by Charge Type.

Charge Type	First Date	Last Date	Call Count	Total Duration	Usage (MB)	Total Charge	View
Fixed to Mobile Calls	01/08/2012	07/08/2012	5	00:19:15	N/A	\$2.42	🔍
International Calls	29/07/2012	29/07/2012	1	00:27:25	N/A	\$36.86	🔍
Landline to 130 380	30/07/2012	06/08/2012	5	00:47:17	N/A	\$2.11	🔍
Local Calls	27/07/2012	07/08/2012	9	02:29:08	N/A	\$3.69	🔍

2.3.1.2 View Calls via Graph

Underneath the table of unbilled calls for a service, you can view the call data in a pie or bar chart for easier view of your spend.

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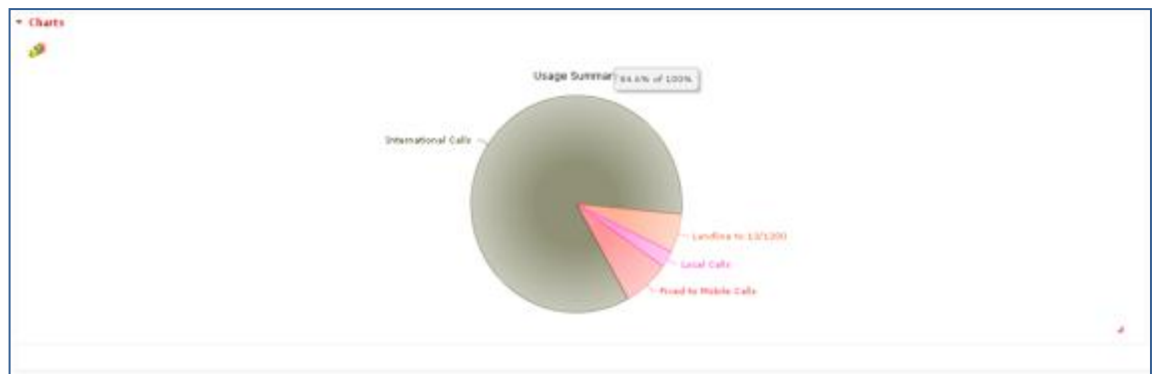


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Charge Type	First Date	Last Date	Call Count	Total Duration	Usage (MB)	Total Charge	View
Fixed to Mobile Calls	01/08/2012	07/08/2012	5	00:18:10	N/A	\$2.82	↕
International Calls	28/07/2012	28/07/2012	1	00:27:35	N/A	\$38.66	↕
Landline to 131 300	28/07/2012	06/08/2012	6	00:47:17	N/A	\$2.16	↕
Local Calls	27/07/2012	07/08/2012	9	02:28:08	N/A	\$0.89	↕

You can change the chart view by clicking on the  symbol.



2.4 Personal Details



This section of the portal will allow you to view and manage your personal details and contact information with us.

2.4.1 Update My Details

You can update details we have on record for you via the portal in this section. Note that the account name and/or ABN of your account cannot be changed via the portal. These changes must be made directly with us as this would warrant a change of ownership of your account.

2.4.1.1 General Contact Information

Select the 'General' bar to view your basic contact information. You can edit any of the fields in this section

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General			
Name	Miss Myers Carolyn	Customer ID	318261
Phone (ah)	<input type="text"/>	Phone (bh)	<input type="text" value="0282489000"/>
Phone (mobile)	<input type="text" value="0401001001"/>	Fax Number	<input type="text"/>
Email *	<input type="text" value="carolyn@sp.com"/>	Email Alternate	<input type="text"/>

2.4.1.2 Company Details

Select the 'Company Details' bar to view your company information if you are a business customer. You can edit the Trading Name field. Any other changes to fields in this section will require you to contact our customer service team.

Company Details	
Company	Myers
Trading Name	<input type="text"/>
ABN	
ACH	

2.4.1.3 Billing Address

Select the 'Billing Address' bar to view your current billing address we have for you. If you would like your paper bills to be forwarded to a different address, you can update this section with the new mail address details.

Billing Address	
Address	<input type="text" value="Level 10"/>
Address2	<input type="text" value="9 Hunter Street"/>
Suburb	<input type="text" value="Sydney"/>
Postcode	<input type="text" value="2000"/>
State	<input type="text" value="NSW"/>

2.4.2 Changing Your Password

When you log into the portal for the first time, it is recommended you change your password to ensure security.

Select the 'Change Password' Tab and enter your new password.

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2.4.3 Saving Changes

When you have completed all changes in this section of the portal and you would like to save the changes, click on  at the bottom of the screen.

2.5 Payments



This section of the user guide describes the features available in the Payments section of the customer portal

2.5.1 Make a Payment

You can make a once off payment to your account by credit card in this screen. All data is secure and encrypted on our systems. We do not store your credit card details in our systems or files.

2.5.1.1 Name of Credit Card

Enter the name as it appears on your credit card

2.5.1.2 Credit Card Type

Select the type of card you are using to pay. Accepted card types are MasterCard, VISA, Diners Card and American Express.

2.5.1.3 Credit Card Number

Enter the full credit card number. The number must be entered without any spaces or hyphens

2.5.1.4 Expiry Date

Select the month and year that the credit is due to expire

2.5.1.5 Verification code

Enter the CVV number of your credit card. The CVV number is the last 3 digits that can be found on the back of your credit card on the signature panel.

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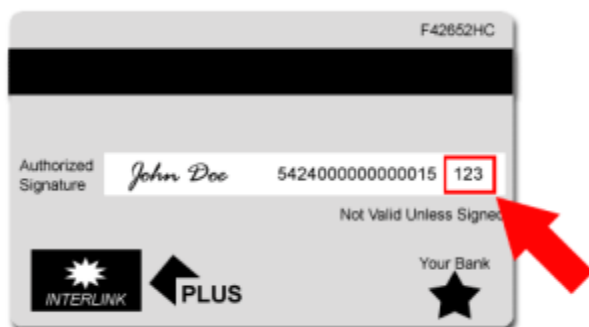
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2.5.1.6 Payment Amount

Type in the amount you would like to pay without any '\$' symbols. For example, if you would like to pay \$23.41, enter the value as 23.41

2.5.1.7 Email

Enter an email address you would like the receipt of your payment to be emailed to. A confirmation receipt will be emailed once your payment has successfully processed to your account.

2.5.1.8 Send Payment

When all the details have been entered, click on to send your credit payment.

2.5.2 Payment History

In this section, you can view the history of all payments you have made against your account. The columns can be displayed in ascending or descending order.

Issued	Credit Card Type	Payment Method	Bank Ref No	Comments	Cc Storage Fee	Amount
17072012	Master Card	Credit Card	00016083	plus 0.5% CC surcharge	\$0.00	\$-1.00
17072012	Master Card	Credit Card	00017476	Payment made through MR Now Phone No: 0203490341 plus 0.5% CC surcharge	\$0.01	\$-2.00
19072012	Master Card	Credit Card	00042000	Automated Direct Debit by CC	\$0.00	\$-5151.40
19092012	Master Card	Credit Card	00040030	Automated Direct Debit by CC	\$0.00	\$-7200.10
17052012	Master Card	Credit Card	01180275	plus 0.5% CC surcharge	\$28.74	\$-5748.72
09052012	Master Card	Credit Card	00030000	Automated Special Direct Debit by CC	\$0.00	\$-1.00

2.5.3 Sign Up Direct Debit

In this section, you can choose to set up direct debit if you have not yet done so. If you already have direct debit payments, and you wish to cancel direct debit, you must contact us.

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2.5.3.1 Type of Payment

To start the direct debit sign up process, you must choose the type of account you wish to be debited from.

Type of Payment	(Please Select) ▼ (Please Select) Bank Account Direct Debit Credit Card Direct Debit
-----------------	---

2.5.3.2 Bank Account Direct Debit

If you choose for your monthly bill to be automatically deducted on the due date from your bank account, you must enter your bank information that you would like debited.

Bank Account Name	Mr Joe Bloggs
Bank Name	Sample Bank Pty Ltd
BSB	123456
Account No	12345678

You must ensure that no spaces or symbols are entered when typing in your BSB and Account number.

2.5.3.3 Credit Card Direct Debit

If you choose for your monthly bill to be automatically deducted on the due date from your credit card, you must enter your credit card information that you would like debited.

Credit Card Name	Mr Joe Bloggs
Credit Card Type	Master Card ▼
Credit Card No	111122223333444
Credit Card Expiry	06 ▼ / 13 ▼

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You must ensure that no spaces or symbols are entered when typing in your credit card number.

2.5.3.4 Direct Debit Authority & Declaration

It is required that you read the full terms and conditions of the direct debit authority prior to submitting your details.

If you agree to the declaration provided, you must acknowledge this by selecting the agreement check box

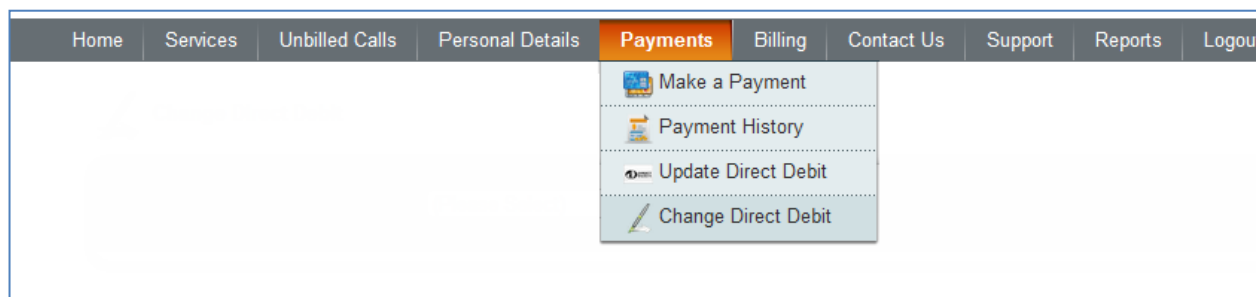
I agree to the above declaration

2.5.3.5 Subscribe

Once you have selected you agree to the direct debit authority and declaration, click on the button at the bottom of the screen. A PDF of your Direct Debit Authority will be sent to your email address

2.5.4 Change Direct Debit

In this section, you can update your direct debit details. If you would like to change your method of direct debit, you may do so by clicking Payments, then Sign Up Direct Debit:



2.5.4.1 Type of Payment

Choose the type of account you wish to be debited from.

Type of Payment

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2.5.4.2 Bank Account Direct Debit

If you choose for your monthly bill to be automatically deducted on the due date from your bank account, you must enter your bank information that you would like debited.

Bank Account Name	<input type="text" value="Mr Joe Bloggs"/>
Bank Name	<input type="text" value="Sample Bank Pty Ltd"/>
BSB	<input type="text" value="123456"/>
Account No	<input type="text" value="12345678"/>

You must ensure that no spaces or symbols are entered when typing in your BSB and Account number.

2.5.4.3 Credit Card Direct Debit

If you choose for your monthly bill to be automatically deducted on the due date from your credit card, you must enter your credit card information that you would like debited.

Credit Card Name	<input type="text" value="Mr Joe Bloggs"/>
Credit Card Type	<input type="text" value="Master Card"/> ▼
Credit Card No	<input type="text" value="111122223333444"/>
Credit Card Expiry	<input type="text" value="06"/> ▼ / <input type="text" value="13"/> ▼

You must ensure that no spaces or symbols are entered when typing in your credit card number.

2.5.4.4 Direct Debit Authority & Declaration

It is required that you read the full terms and conditions of the direct debit authority prior to submitting your details.

If you agree to the declaration provided, you must acknowledge this by selecting the agreement check box

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I agree to the above declaration

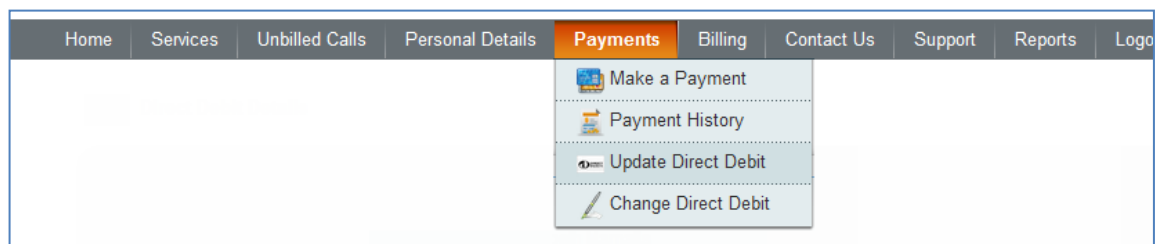
Subscribe

2.5.4.5 Subscribe

Once you have selected you agree to the direct debit authority and declaration, click on the button at the bottom of the screen. A PDF of your Direct Debit Authority will be sent to your email address

2.5.5 Update Direct Debit

In this section, you can update your direct debit details. If you would like to change your method of direct debit, you may do so by clicking Payments, then Update Direct Debit:



If your direct debit is processed through your bank account, these details may be updated or edited.

Home	Services	Unbilled Calls	Personal Details	Payments	Billing	Contact Us	Support	Reports	Logo
Direct Debit Details									
▼ Bank Account Direct Debit									
Bank Name	ANZ								
Bank Account Name	John Anthony								
Bank Bsb	014-518								
Bank Account No	4955674								
Submit									

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If your direct debit is processed through a credit card, these details may be updated or edited.

Home Services Unbilled Calls Personal Details **Payments** Billing Contact Us Support

Direct Debit Details

Credit Card Direct Debit

Credit Card Name Elizabeth

Credit Card Type Master Card

Credit Card No 51xxxxxxxxxx6950

Credit Card Expiry 07 / 15

Submit

2.6 Billing



This section of the user guide describes the features available in the Billing section of the customer portal

2.6.1 Statements

This section will allow you to view your current and previous monthly bills from us. You can filter your view to search for particular statements using the filter top of the statements table.

Home Services Unbilled Calls Personal Details Payments **Billing** Contact Us Support Reports Logout (Last Billing)

Statements

Statements [Filter] Search

Displaying 1-5 of 15 results

Stat No	Date Issued	Date Due	Prev Balance	Payments	Adjustments	Carried Forward	Car Charges	Car Balance	Tax	
116	20070302	150802012	\$5151.48	\$-5154.48	\$0.00	\$-3.00	\$11674.08	\$11674.08	\$573.99	View
116	20080302	1508102012	\$7208.19	\$-7208.19	\$0.00	\$0.00	\$5191.48	\$5191.48	\$468.32	View
117	20080302	150802012	\$5748.72	\$-5748.72	\$0.00	\$0.00	\$7208.19	\$7208.19	\$607.98	View
116	20040302	150802012	\$4952.18	\$-4952.18	\$1.00	\$0.00	\$5748.72	\$5748.72	\$397.39	View
116	20050302	150802012	\$7974.08	\$-7974.08	\$0.00	\$0.00	\$4952.18	\$4952.18	\$411.89	View

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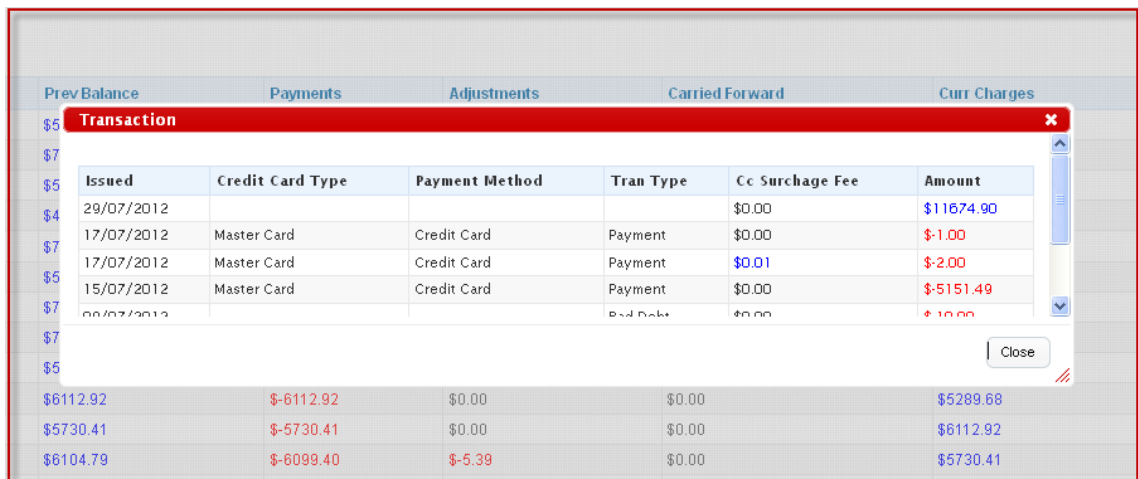


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2.6.1.1 View Transactions

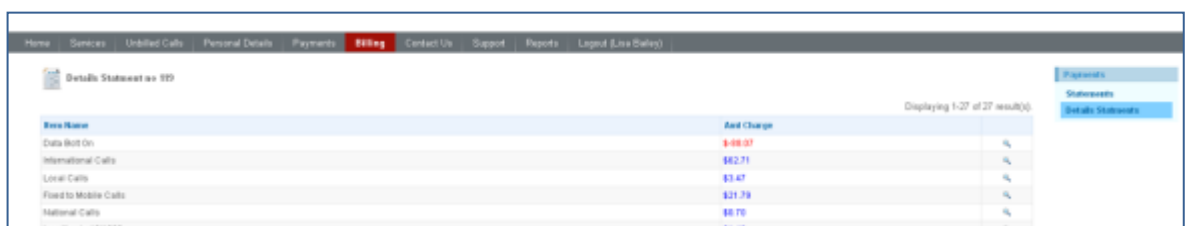
To view payment transactions made against a particular bill, click on the  symbol next to the bill you want to view. A pop-up window will appear showing any related transaction for the statement you have chosen,



Prev Balance	Payments	Adjustments	Carried Forward	Curr Charges		
\$5	Transaction					
\$7						
\$5	Issued	Credit Card Type	Payment Method	Tran Type	Cc Surcharge Fee	Amount
\$4	29/07/2012				\$0.00	\$11674.90
\$7	17/07/2012	Master Card	Credit Card	Payment	\$0.00	\$-1.00
\$5	17/07/2012	Master Card	Credit Card	Payment	\$0.01	\$-2.00
\$7	15/07/2012	Master Card	Credit Card	Payment	\$0.00	\$-5151.49
\$7	06/07/2012			Bill Date	\$0.00	\$10.00
\$5						
\$6112.92	\$-6112.92	\$0.00	\$0.00			\$5289.68
\$5730.41	\$-5730.41	\$0.00	\$0.00			\$6112.92
\$6104.79	\$-6099.40	\$-5.39	\$0.00			\$5730.41


2.6.1.2 View Statement Details

You can view the details of your bill from us by selecting the  symbol next to the bill you want to view detail for. You will be taken to a screen which will itemise the charge types on the bill and show a total \$ dollar value. These columns can be displayed in ascending or descending order.



Fee Name	Fee Charge
Data Used On	\$-98.07
International Calls	\$62.71
Local Calls	\$3.47
Fixed to Mobile Calls	\$21.79
National Calls	\$8.76

2.6.1.3 View Call/Charge Type Details

You can drill down further to view itemisation of a particular charge type to view. For example, you can view each individual itemised call for Fixed to Mobile Calls. To drill down further, click again on the  symbol next to the charge/call type you would like to view.

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Home Services Unbilled Calls Personal Details Payments **Billing** Contact Us Support Reports Logout (Lisa Selby)


Details Statement for 185 : International Calls

Displaying 1-7 of 7 result(s)

Date Start	Time	Duration	Origin	Destination	Price Charge
06/01/2012	14:08:02	00:03:42	0200-0000	8032148011	\$0.22
06/01/2012	14:10:29	00:06:23	0200-0000	4420302779	\$0.24
10/01/2012	14:10:37	00:17:22	0200-0000	8714304081	\$4.93
11/01/2012	07:12:10	01:00:18	0200-0000	4470404447	\$16.96
13/01/2012	10:02:37	00:20:28	0200-0000	4477808000	\$8.50
13/01/2012	10:24:25	00:42:29	0200-0000	4477808000	\$11.87
13/01/2012	10:08:30	00:09:07	0200-0000	8071000421	\$3.83

Statements
Details Statement
Full Details

2.6.1.4 Download PDF Statement

To download a previously issued statement in PDF, simply click on the  symbol and the PDF will download via your browser. You will need Adobe Reader to view the PDF. If you do not have this, you can download it at:

<http://get.adobe.com/reader/>

2.6.2 Update Billing Options

This section will allow control what you see on your bill as well as allow you to choose if you would like to have an Email Bill, a Paper Bill, or both.

2.6.2.1 Bill Setup

The Bill Setup feature gives you options in which you can view usage patterns or summaries by line on your bill.

You can select as little or as many of the options as you would like and they will appear on your next bill with us.

Bill Setup

<input type="checkbox"/> Summary by Date (Graph)	<input type="checkbox"/> Most Frequently Called Numbers	<input type="checkbox"/> Phone Line Summary
<input type="checkbox"/> Longest Phone Calls	<input type="checkbox"/> Summary by Hour of Day (Graph)	<input type="checkbox"/> Summary by Item Type
<input type="checkbox"/> Most Expensive Phone Calls	<input type="checkbox"/> Summary by Call Duration	<input type="checkbox"/> Produce a sub-bill for each department
<input type="checkbox"/> International Call Summary		

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A brief description of each option is as per the below:

Type	Description
Summary by Date (Graph)	Displays the total \$ value by date of each month in graph format
Longest Phone Calls	Lists details of each of the longest duration phones calls for that bill
Most Expensive Phone Calls	Lists details of each of the most expensive phone calls for that bills
International Call Summary	Will summarize duration, destination and value for each international call made for that bill
Most Frequently Called Numbers	Lists details of each of the most frequently called phone numbers for that bill
Summary by Hour (Graph)	Displays total \$ value by hours of each day in graph format
Summary by Duration	Summarizes all calls by the length of call
Phone Line Summary	Summarises the \$ value of each phone line
Summary by item Type	Summarises the \$ value of each Charge type on bill
Produce Sub-bill for each department	Separates each department with total \$ value (Note: will only work if service have a value in the 'Department' Field on service – See section Edit Service Details for details on how to update department

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2.6.2.2 Itemisation

You can choose what call types you would like itemised on your bill in this section. By ticking one of the options, your next bill will show each individual call listed for that charge type.

Itemisation					
Internet Access Fee	<input type="checkbox"/>	Mobile national roaming	<input type="checkbox"/>	VoiceMail/CallScreen	<input type="checkbox"/>
Local Data Call	<input type="checkbox"/>	Mobile to fixed calls	<input type="checkbox"/>	Mobile to mobile calls	<input type="checkbox"/>
Mobile to international	<input type="checkbox"/>	SMS	<input type="checkbox"/>	Local Call Rebate for Included Calls	<input type="checkbox"/>
Mobile data calls	<input type="checkbox"/>	Local Calls	<input type="checkbox"/>	International Calls	<input type="checkbox"/>
Fixed to Mobile Calls	<input type="checkbox"/>	National Calls	<input type="checkbox"/>	Operator Calls	<input type="checkbox"/>
Mobile access fee	<input type="checkbox"/>	Included Spend	<input type="checkbox"/>	Mobile special calls	<input type="checkbox"/>
ISDN Calls	<input type="checkbox"/>	Mobile Roaming Charges (no GST)	<input type="checkbox"/>	Inbound Services	<input type="checkbox"/>
Total Service International	<input type="checkbox"/>	Total Service Local	<input type="checkbox"/>	Total Service Mobile	<input type="checkbox"/>
Total Service National	<input type="checkbox"/>	Total Service Other	<input type="checkbox"/>		

2.6.2.3 Output Options

This section will allow you to choose whether you receive your bill via email in PDF format, or if you want to receive you bill via Post in Paper format.

Output Options	
Print	<input type="checkbox"/>
Email PDF	<input type="checkbox"/>

You can choose either Email or Print or both.

2.6.2.4 Save Changes

To save your changes, click on the button at the bottom of the screen. Changes will only take effect on your next statement with us.

2.7 Contact Us



This section of the user guide describes the features available in the Contact Us section of the customer portal

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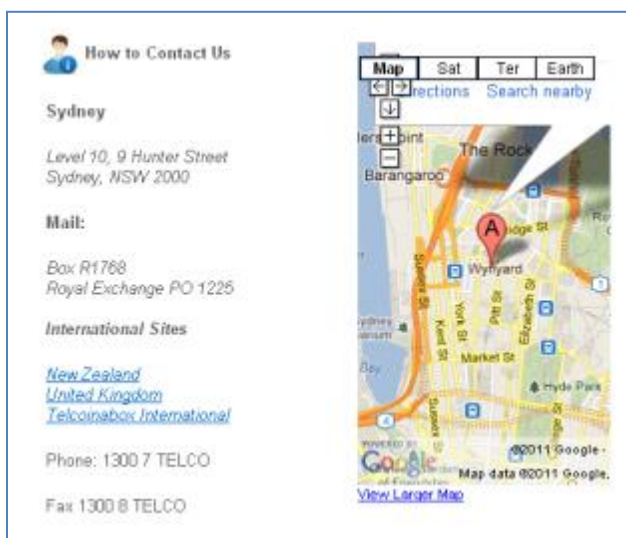


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2.7.1 How to Contact Us

If you wish to see our details including our postal address and phone numbers, you will be able to view this.



2.7.2 Give Feedback

Your feedback is very important to us, therefore you have the ability to send us feedback via the portal.

Feedback to us can be provided as a compliment, a suggestion and more.

2.7.2.1 Your Details

Enter your details in the online form provided. A contact phone number and email address is required in case we would like to be able to contact you.

However if you would like for one of our representatives to contact you, you can opt for us to call you – See the [Request a Phone Call](#) section of this user guide

Name *	Mr Joe Bloggs
Phone Number *	0401001001
Email *	joe@sp.com.au
Subject *	Feedback

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2.7.2.2 Feedback Type

You may choose a feedback type that best fits your feedback that you would like to send us.

Feedback Types * (Please Select) ▼
(Please Select)
Complaint
Compliment
Suggestion

2.7.2.3 Enter your Message

Once you have entered the type of feedback, you can then add the message you would like to convey to us.

Name * Mr Joe Bloggs
Phone Number * 0401001001
Email * joe@sp.com.au
Subject * Feedback
Feedback Types * Compliment ▼
Message * Thank you for guiding me through the customer portal.

2.7.2.4 Send Your Feedback

Once you have completed, click on the  button at the bottom of the screen.

2.7.3 Request a Phone Call

If you would rather us contact you by phone, you can use this feature to let us know.

2.7.3.1 Enter Your Details

Complete your name, phone number you would like to be contacted on as well as an email address.

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Name *	Mr Joe Bloggs
Phone Number *	0401001001
Email *	joe@sp.com

2.7.3.2 Select Time

Tell us what time is best to contact you during the day by selecting the time of day when you click in the Time to Call Box.

Best time to call *	(Please Select) ▼	Best time to call cannot be blank.
Enquiry *	(Please Select) Morning Afternoon Evening	

2.7.3.3 Choose Department

Use this option to select which department you would like to contact you. For example, if you would like us to call you to assist you with your bill or payments, you can select the 'Billing' team.

Enquiry *	(Please Select) ▼
	(Please Select) Billing Sales Technical General
Send	

2.7.3.4 Send Request

When you have completed all the options, click on the  button.

2.7.4 Ask a Question

If you have a question you would like to ask us, you can submit your question here via the portal and a representative will respond to you.

2.7.4.1 Enter your Details and Question

Complete the online form with your details and also note the question you could like to ask.

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Name * Mr Joe Bloggs

Phone * 0401001001

Email * joe@sp.com

Question * Can I upgrade my mobile plan to the \$99 Cap?

2.7.4.2 Send your Question

When you have completed all the options, click on the  button.

2.7.4.3 View your response

Once a question has been responded to, you will see a notice appear when you first log into the portal. See section [New Message Alert](#) of this user guide.

Answer [Close]

Question:
Can I upgrade my mobile plan to the \$99 Cap?

Answer:
Good news! You are eligible for a free upgrade to our \$99 Cap plan. Additionally, you can also upgrade to a new handset. To arrange this, please call our friendly sales team on 1300 000 000 during business hours.

[Close]

2.7.4.4 View Previous Questions

You can view questions your have previously submitted by selecting the [My previous question](#) link on the left side of the 'Ask a Question' screen.

2.8 Support



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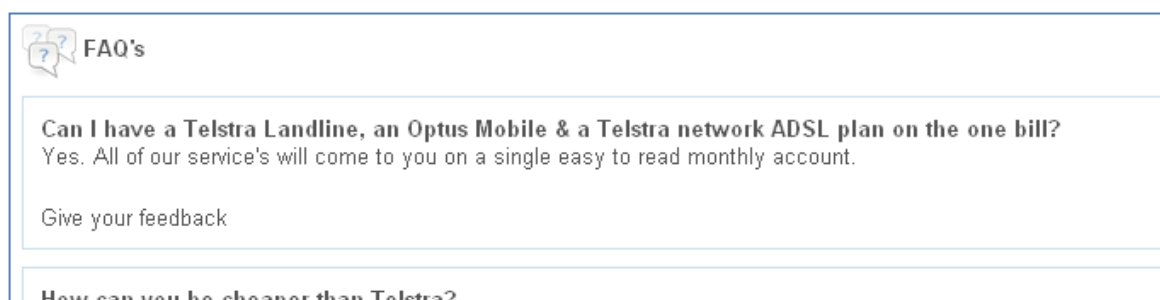
This section of the user guide describes the features available in the Support section of the customer portal

2.8.1 FAQ's

You will find a lot of answers to questions that are frequently asked to us by customers. The FAQ's section will contain most of the answers to questions our customers have. If your query cannot be answered here, you can always [Ask a Question](#) to us, or contact us via phone.

2.8.1.1 View Questions

Once you select FAQ's from the menu, you will be provided with a list of commonly asked questions.



2.8.1.2 Rate Questions

If you would like to rate the question on how helpful or unhelpful it was, simply click on the 👍 or the 👎 icons underneath the question.

2.8.2 ADSL Speed Test

The ADSL speed test tool is available for you to use to test the speed of your fixed internet connection on our network.

2.8.2.1 Begin Test

Once you select the ADSL Speed Test option from the menu, click on



to start speed testing.

Do not close your browser at this point.

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2.8.2.2 Testing Begins

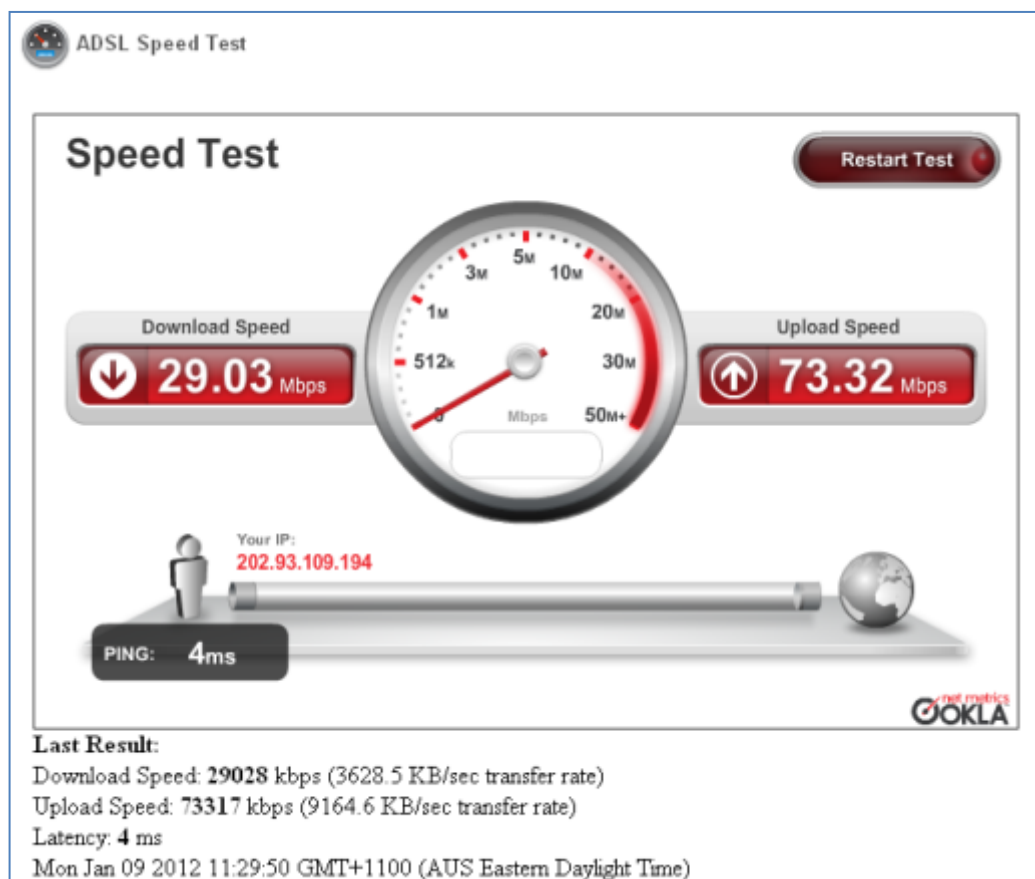
You will notice the speed test start running on your screen for both upload and download speeds of your service.

2.8.2.3 Speed test Results

Depending on how fast your connection is will depend on how long the speed test will take.

Once the test is completed, you will be presented with the test data.

It is recommended to relay this information to a technical support rep if you are testing your internet speed for support purposes.



2.8.3 Support

Home Services Unbilled Calls Personal Details Payments Billing Contact Us Support **Reports** Logout

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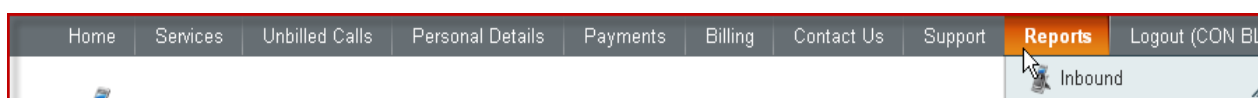
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This section of the user guide describes the features available in the Reports section of the customer portal

2.8.4 Inbound

If you have inbound services with us, there are several usage reports that are available for viewing and exporting.



2.8.4.1 Top Ten Callers

This report provides you with a list of the top ten originating service numbers that are calling your inbound numbers.

Originating Number	Total Calls	Average Call Duration(Secs)	Total Call Duration (Secs)	Total Call Duration
--------------------	-------------	-----------------------------	----------------------------	---------------------

Once you select Top Ten Callers from the menu, you will be provided with a list of your inbound service numbers to report on. You can select them individually or select them all. You will also be asked to provide a date range for the search.

The results of the report can be exported to Microsoft Excel by clicking on the



2.8.4.2 Daily Call Breakdown

This report provides you with a breakdown of the calls to your inbound service numbers.

Inbound Number	Day	Date	Total Calls	Average Call Duration(Secs)	Total Call Duration (Secs)	Total Call Duration
----------------	-----	------	-------------	-----------------------------	----------------------------	---------------------

Once you select Daily Call Breakdown from the menu, you will be provided with a list of your inbound service numbers to report on. You can select them

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individually or select them all. You will also be asked to provide a date range for the search.

Home Services Unbilled Calls Personal Details Payments Billing Contact Us Support **Reports** Logout

Inbound - Top 10 Callers

Inbound Number: -- Select Numbers -- Date From: [] Date To: [] Search

The results of the report can be exported to Microsoft Excel by clicking on the



2.8.4.3 Hourly Call Patterns

This report provides a breakdown of the number of calls to your inbound service numbers by hour. A graph is also displayed.



Once you select Daily Call Breakdown from the menu, you will be provided with a list of your inbound service numbers to report on. You can select them individually or select them all. You will also be asked to provide a date range for the search.

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Inbound - Top 10 Callers

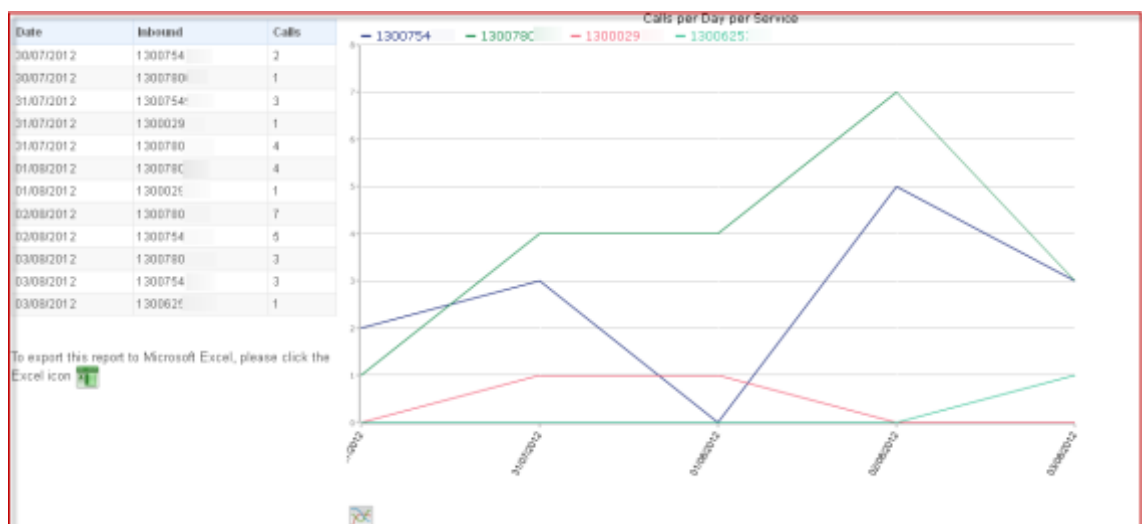
Inbound Number: -- Select Numbers -- Date From: Date To: Search

The results of the report can be exported to Microsoft Excel by clicking on the



2.8.4.4 Calls per Day per Service

This report provides a breakdown of the calls to each inbound service numbers by day. A graph is also displayed.



Once you select Calls by Day by Service from the menu, you will be provided with a list of your inbound service numbers to report on. You are limited to a selection of 10 numbers

Inbound - Calls per Day per Service

Inbound Number: 10 selected (Maximum 10 numbers) Search

The results of the report can be exported to Microsoft Excel by clicking on the



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Got any Questions?

If you have any questions or need assistance when using your MyAccount customer portal for the first time, please don't hesitate to get in touch with our friendly customer service staff.

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