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

OHMI

Office Home Mobile Internet
Telecommunications

MyAccount

Customer Portal

User Manual

So how do I access MyAccount?

Contents

Got any Questions?

📞 **1300 046 464**

✉ **sales@ohmi.com.au**

🖥 **ohmi.com.au**

So how do I access MyAccount?

So how do I access MyAccount?

1. Where do I find it?

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

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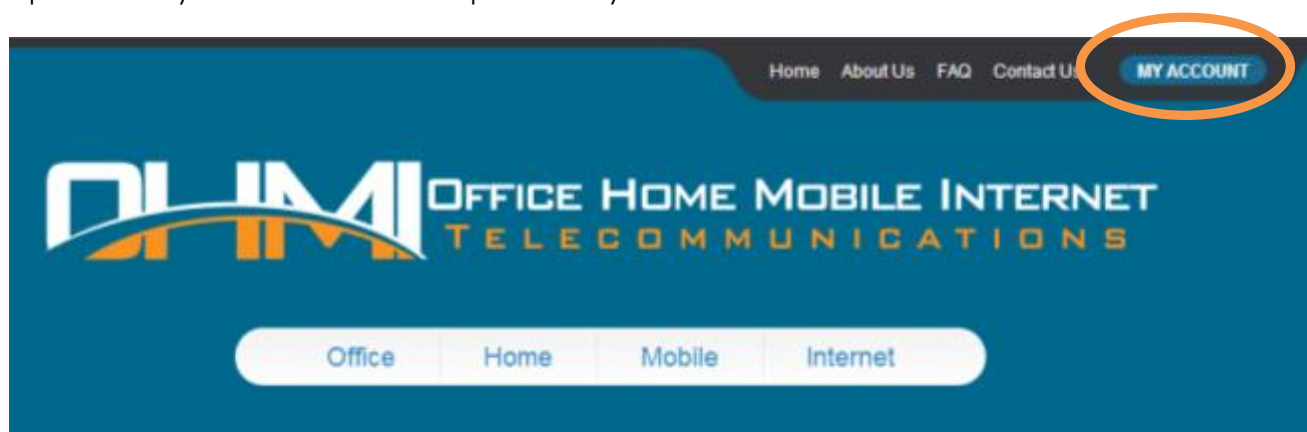
1.1 Browser Compatibility

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.

Got any Questions?

📞 **1300 046 464**

✉ **sales@ohmi.com.au**

💻 **ohmi.com.au**

So how do I access MyAccount?

2.1 Home Screen

Once you log in, you will first see the Home page screen. This screen will be you 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.
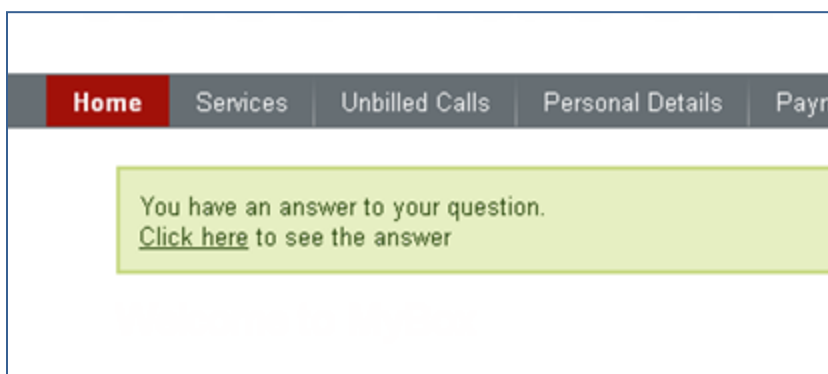
2.2 Services

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.
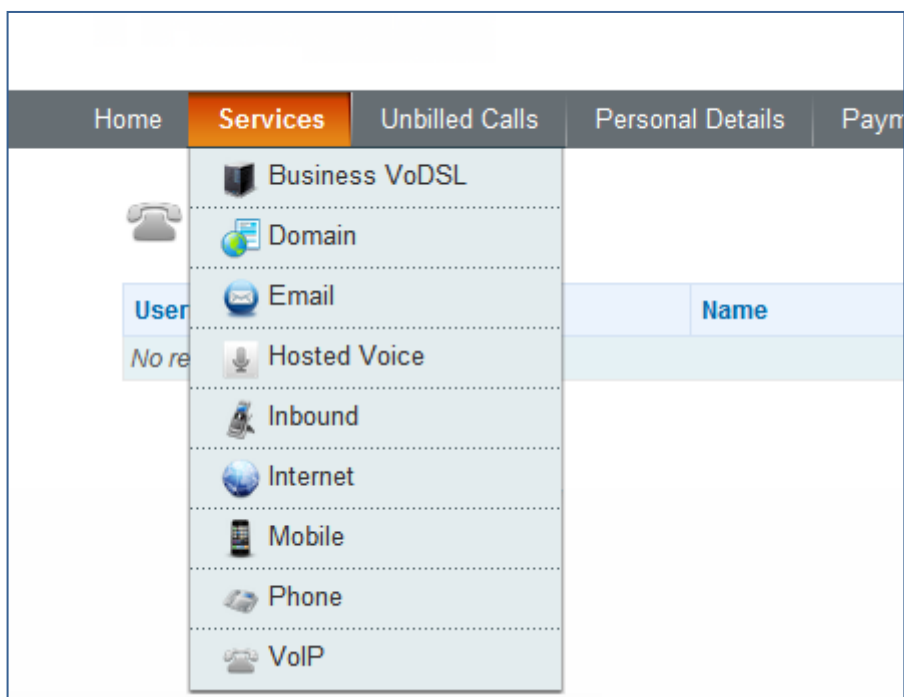
Got any Questions?

📞 **1300 046 464**

✉ **sales@ohmi.com.au**

🖥 **ohmi.com.au**

So how do I access MyAccount?

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.

2.2.2   Editing Services

This section will show you how to makes 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.

Got any Questions?

📞 **1300 046 464**

✉ **sales@ohmi.com.au**

🖥 **ohmi.com.au**

OHMI
OFFICE HOME MOBILE INTERNET
TELECOMMUNICATIONS

So how do I access MyAccount?

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.

2.2.2.2 Save Changes

To save the changes you have made, click on **Submit**

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.

Got any Questions?

📞 **1300 046 464**

✉️ **sales@ohmi.com.au**

🖥️ **ohmi.com.au**

OHMI
OFFICE HOME MOBILE INTERNET
T E L E C O M M U N I C A T I O N S

So how do I access MyAccount?

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.

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.

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.

So how do I access MyAccount?

You can change the chart view by clicking on the symbol.
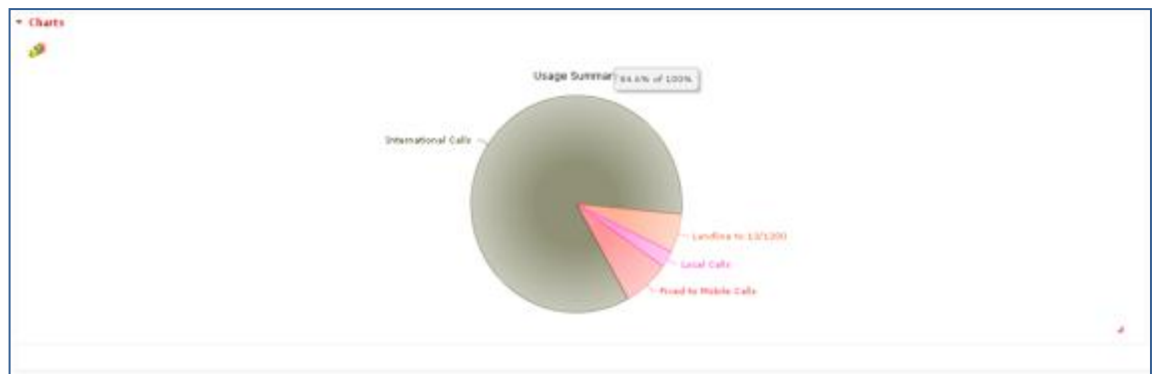
2.4 Personal Details

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

Got any Questions?

1300 046 464

✉ **sales@ohmi.com.au**

💻 **ohmi.com.au**

OHMI
OFFICE HOME MOBILE INTERNET
TELECOMMUNICATIONS

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.

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.

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.

Got any Questions?

📞 **1300 046 464**

✉ **sales@ohmi.com.au**

💻 **ohmi.com.au**

OHMI
Office Home Mobile Internet
Telecommunications

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 [Update] at the bottom of the screen.

2.5   Payments

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

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.
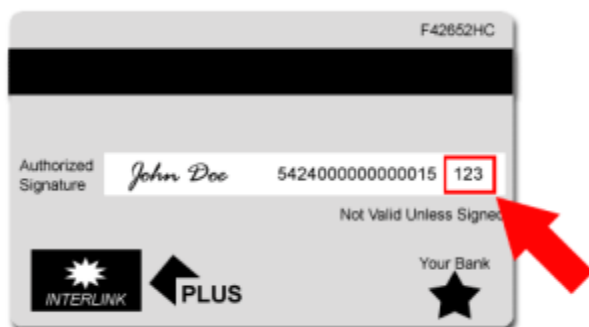
Got any Questions?

📞 **1300 046 464**

✉ **sales@ohmi.com.au**

🖥 **ohmi.com.au**

OHMI
OFFICE HOME MOBILE INTERNET
T E L E C O M M U N I C A T I O N S

So how do I access MyAccount?

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 $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 **Submit** 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.

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.

Got any Questions?

📞 **1300 046 464**

✉ **sales@ohmi.com.au**

🖥 **ohmi.com.au**

OHMI
OFFICE HOME MOBILE INTERNET
TELECOMMUNICATIONS

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.

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.

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.

Got any Questions?

📞 **1300 046 464**

✉ **sales@ohmi.com.au**

🖥 **ohmi.com.au**

OHMI
OFFICE HOME MOBILE INTERNET
T E L E C O M M U N I C A T I O N S

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.

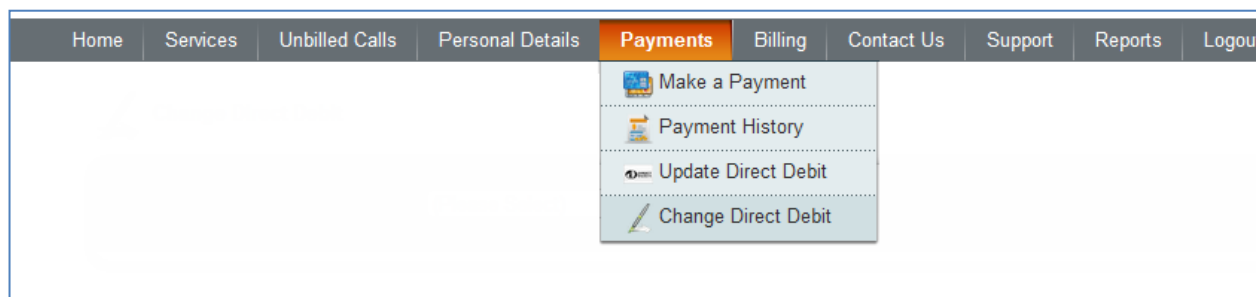If you agree to the declaration provided, you must acknowledge this by selecting the agreement check box

I agree to the above declaration ☑   Subscribe

2.5.3.5   Subscribe

Once you have selected you agree to the direct debit authority and declaration, click on the   Subscribe   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:

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

Make a Payment
Payment History
Update Direct Debit
Change Direct Debit

2.5.4.1   Type of Payment

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

Got any Questions?

📞 **1300 046 464**

✉ **sales@ohmi.com.au**

🖥 **ohmi.com.au**

OHMI
Office Home Mobile Internet
Telecommunications

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	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.

2.5.4.3   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	Mr Joe Bloggs
Credit Card Type	Master Card
Credit Card No	111122223333444
Credit Card Expiry	06 / 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

Got any Questions?

📞 **1300 046 464**

✉ **sales@ohmi.com.au**

🖥 **ohmi.com.au**

OHMI
OFFICE HOME MOBILE INTERNET
TELECOMMUNICATIONS

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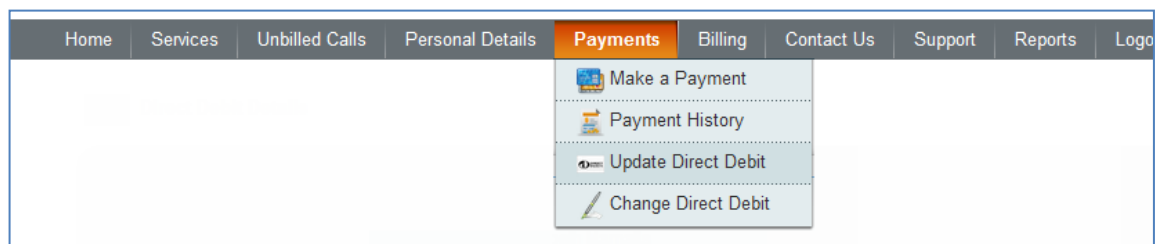
If your direct debit is processed through your bank account, these details may be updated or edited.

Got any Questions?

1300 046 464

sales@ohmi.com.au

ohmi.com.au

OHMI
Office Home Mobile Internet
TELECOMMUNICATIONS

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

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.

Got any Questions?

📞 **1300 046 464**

✉️ **sales@ohmi.com.au**

💻 **ohmi.com.au**

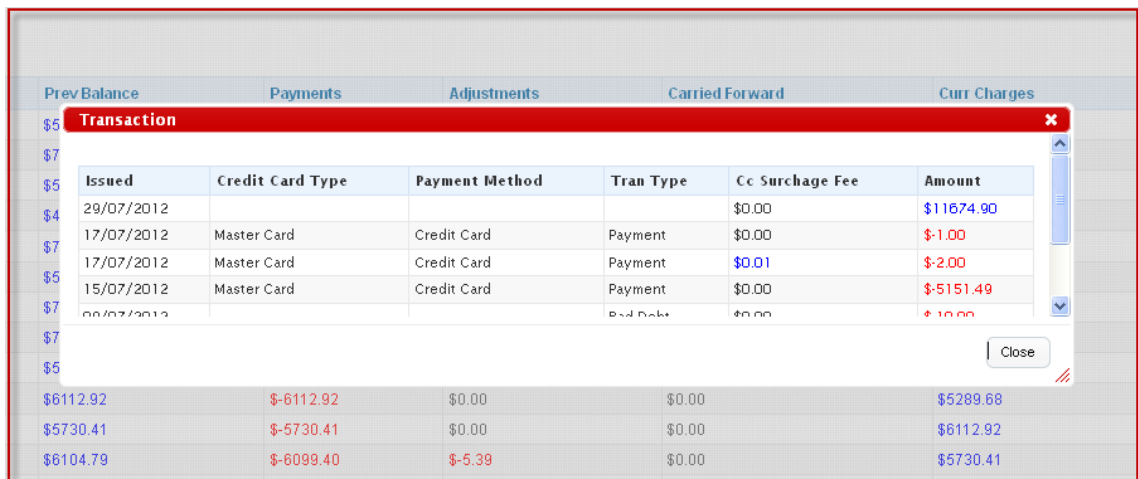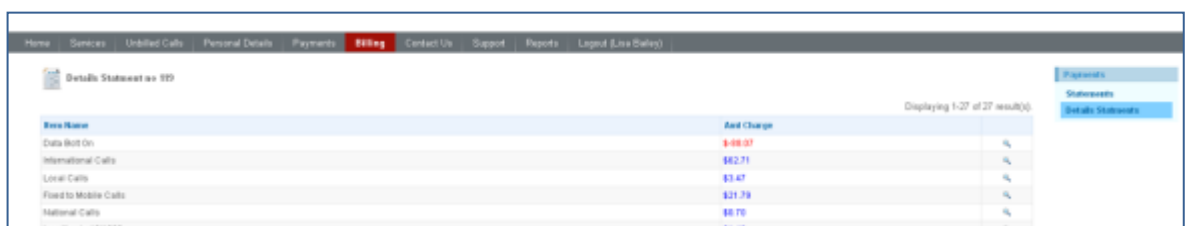### 2.6.1.1   View Transactions

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,

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.

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.

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.

OHMI
OFFICE HOME MOBILE INTERNET
T E L E C O M M U N I C A T I O N S

So how do I access MyAccount?

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

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	☐	Mobile national roaming	☐	Voicemail/CallScreen	☐
Local Data Call	☐	Mobile to fixed calls	☐	Mobile to mobile calls	☐
Mobile to international	☐	SMS	☐	Local Call Rebate for Included Calls	☐
Mobile data calls	☐	Local Calls	☐	International Calls	☐
Fixed to Mobile Calls	☐	National Calls	☐	Operator Calls	☐
Mobile access fee	☐	Included Spend	☐	Mobile special calls	☐
ISDN Calls	☐	Mobile Roaming Charges (no GST)	☐	Inbound Services	☐
Total Service International	☐	Total Service Local	☐	Total Service Mobile	☐
Total Service National	☐	Total Service Other	☐		

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	☐	Email PDF	☐

You can choose either Email or Print or both.

2.6.2.4 Save Changes

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

2.7 Contact Us

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

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

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.
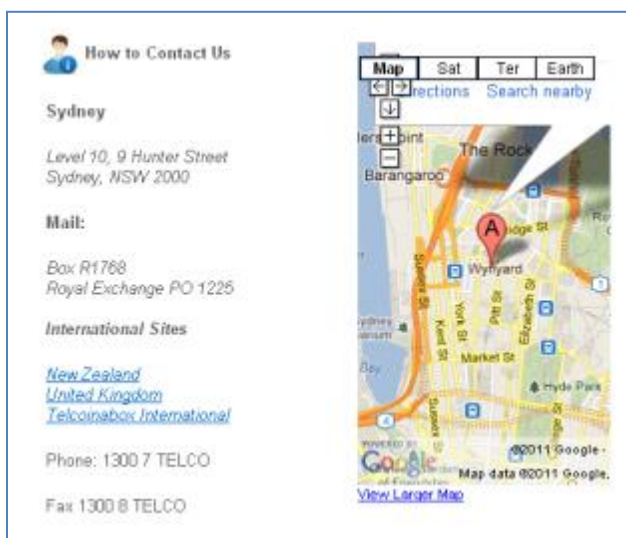
2.7.2 Give Feedback

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

2.7.2.2 Feedback Type

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

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.

2.7.2.4 Send Your Feedback

Once you have completed, click on the **Send** 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.

Got any Questions?

📞 **1300 046 464**

✉ **sales@ohmi.com.au**

🖥 **ohmi.com.au**

OHMI
OFFICE HOME MOBILE INTERNET
TELECOMMUNICATIONS

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.
	(Please Select)	
	Morning	
Enquiry *	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
Send	Technical
	General

2.7.3.4   Send Request

When you have completed all the options, click on the   Send   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 qould like to ask.

Got any Questions?

☎ **1300 046 464**

✉ **sales@ohmi.com.au**

🖥 **ohmi.com.au**

OHMI
OFFICE HOME MOBILE INTERNET
T E L E C O M M U N I C A T I O N S

So how do I access MyAccount?

2.7.4.2   Send your Question

When you have completed all the options, click on the [Send] 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.

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

Got any Questions?

📞 1300 046 464

✉ sales@ohmi.com.au

💻 ohmi.com.au

OHMI
OFFICE HOME MOBILE INTERNET
TELECOMMUNICATIONS

So how do I access MyAccount?

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 form the menu, you will be provided with a list of commonly asked questions.
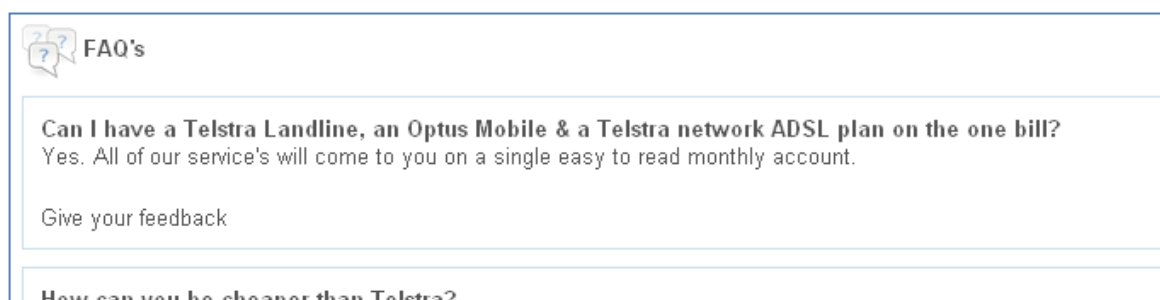
2.8.1.2 Rate Questions

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

Begin Test to start speed testing.

Do not close your browser at this point.

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.
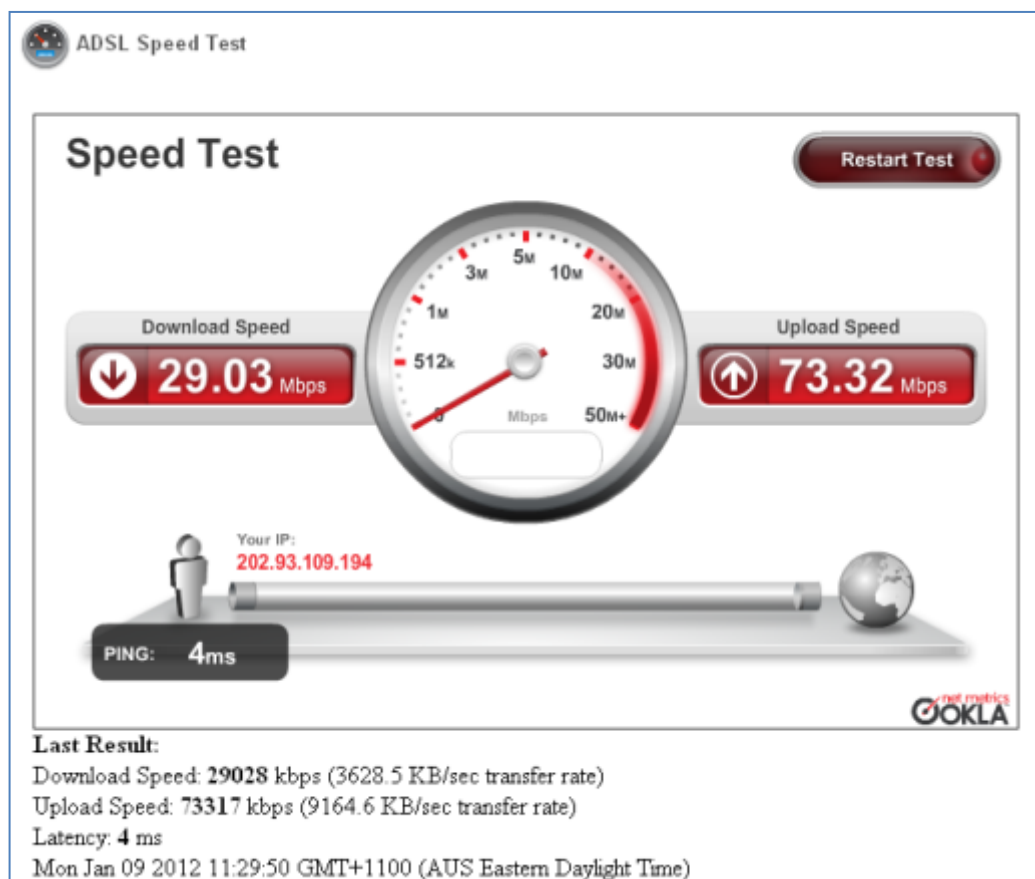
2.8.3   Support

Got any Questions?

☎ **1300 046 464**

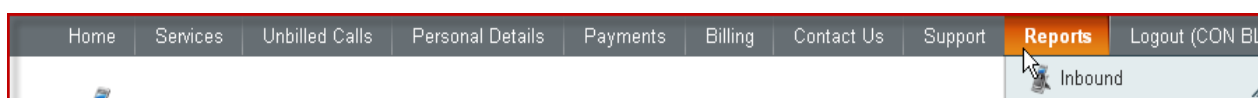✉ **sales@ohmi.com.au**

💻 **ohmi.com.au**

So how do I access MyAccount?

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.

Once you select Top Ten Callers form 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.

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

Got any Questions?

📞 **1300 046 464**

✉️ **sales@ohmi.com.au**

💻 **ohmi.com.au**

OHMI
OFFICE HOME MOBILE INTERNET
TELECOMMUNICATIONS

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

2.8.4.3   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.

Got any Questions?

☎ **1300 046 464**

✉ **sales@ohmi.com.au**

🖥 **ohmi.com.au**

OHMI
OFFICE HOME MOBILE INTERNET
TELECOMMUNICATIONS

So how do I access MyAccount?

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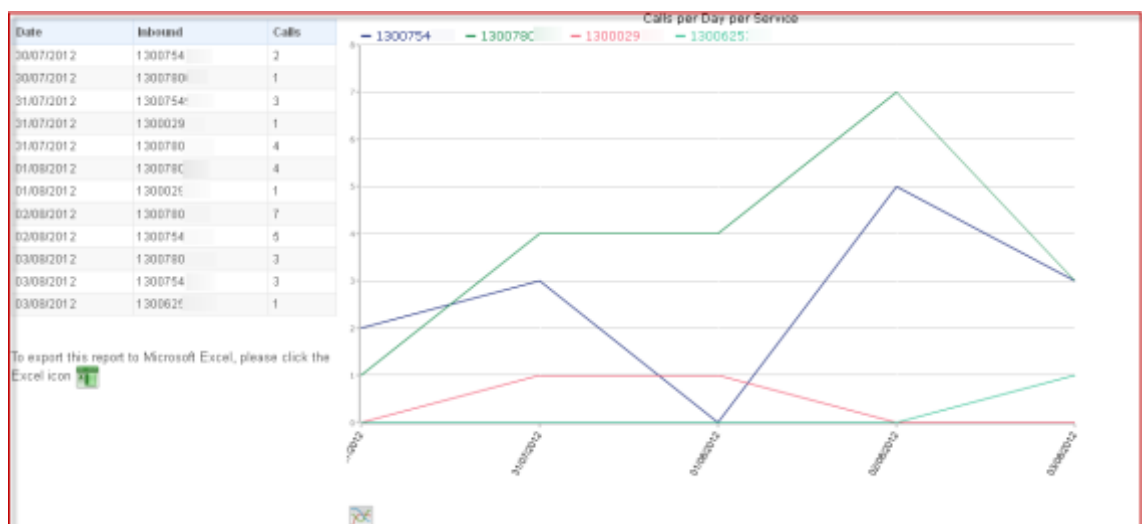
Once you select Calls by Day by Service from the menu, you will be provided with a list of your inbound service numbers to report on. You are limited to a selection of 10 numbers

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

Got any Questions?

📞 **1300 046 464**

✉ **sales@ohmi.com.au**

💻 **ohmi.com.au**

So how do I access MyAccount?

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.

OHMI
Office Home Mobile Internet
Telecommunications