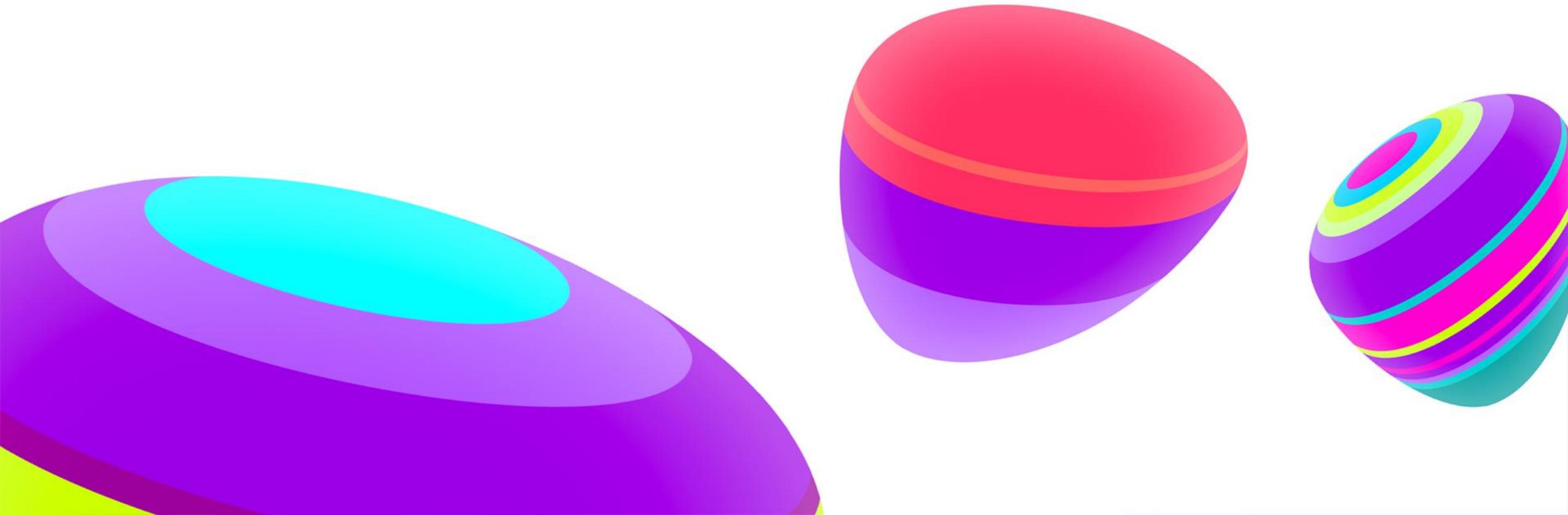


INTRODUCTION TO TELIA MYBUSINESS



LOGIN

Welcome to MyBusiness!

Start by log in to MyBusiness with the username and password you used when registering your account (1).

Your authorisation level will determine what you can access to and do in MyBusiness, which this is decided by your company's Datacom department.

MyBusiness uses single sign on, which means that you log in to several portals at the same time, e.g. Reflex and WovStat, if you have the authorization rights to do so.

Privat Företag Fiber SV EN Webmail Trender & Nyttä Cookies

Telia Produkter & Tjänster MyBusiness Support Kontakta oss Logga in

LOGIN

Simple login

SMS/Email login

Username

Password

Forgot password eller Forgot username

LOGIN REGISTER

WELCOME TO MYBUSINESS

MyBusiness will make your life easier. With one log-in you can manage all your products and services in the same place.

- ✓ No more telephone queues
- ✓ Save time
- ✓ Overview of your costs
- ✓ Manage invoices, subscriptions and other services online

[Do you want to know more?](#)

IN MYBUSINESS YOU CAN

- COLLECT YOUR SERVICES
- MANAGE YOUR INVOICES
- MANAGE YOUR SUBSCRIPTIONS
- GET CUSTOMER SERVICE



START PAGE

When you are logged in you will see MyBusiness **start page**.

In the **top menu** you will find options for what you can do or see, depending on the services your company have.

To change **language** in to English, just click at the language icon in the top menu (1). You can choose between Swedish (SV) and English (EN)

You can conduct a **search** directly from the start page (2), rather than navigating your way around. You can search for a phone number, name or subscription ID etc. Doing this will bring up a list of results and you can easily select what you want to open.

You can also find your **applications** on this page (3). They are usually existing portals that not yet have been migrated over to MyBusiness. Note that you will need to have authorization to each application before you can access it.

The screenshot shows the MyBusiness start page. At the top, there is a navigation bar with 'Privat' and 'F' on the left, and 'SV' and 'EN' on the right. An orange arrow labeled '1' points to the language icons. Below this is the Telia logo and a menu with 'Order', 'Manage', 'Invoices', 'Support', and 'Settings'. On the far right, there are links for 'Webmail', 'Trender & Nyttä', 'Cookies', and a 'Logga ut' button. The main content area has a purple header with the text 'HI BJÖRN, WHAT SUBSCRIPTION ARE YOU LOOKING FOR?'. Below this is a search bar with a magnifying glass icon. An orange arrow labeled '2' points to the search bar. Under the search bar, there is a link: 'Hjälp oss att utveckla vår nya sök, lämna din kommentar i Tyck till'. Below the search bar is a section titled 'MANAGE YOUR APPLICATIONS'. An orange arrow labeled '3' points to this section. It contains eight application cards in a 2x4 grid:

SERVICE DESK WEB Make orders, report relocation and view reports for your subscriptions.	WEBBSHOP Order and manage mobile phones, accessories and other units at favorable prices.	REFLEX Find statistics and analyze your traffic costs and fees.	WAN OVERVIEW Manage and control the network of your company.
APPMARKET Purchase and manage the best cloud services.	CYGATE WEBBSHOP Order products from Cygate.	POSTMASTER Manage e-mail boxes and e-mail addresses.	WEBINFO

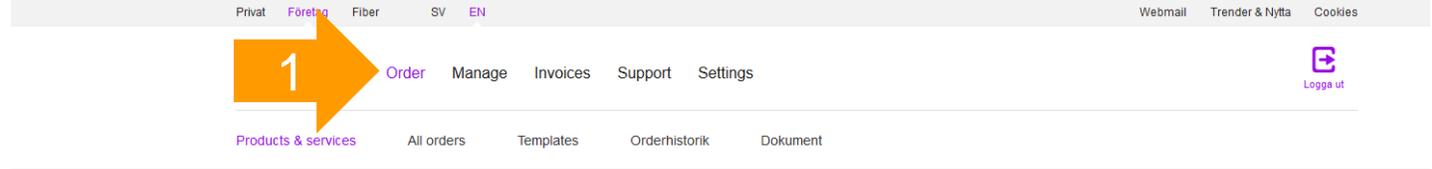


ORDER

Now we will show you the MyBusiness modules.

We will start with **Order** (1).

In **order** you can create orders for new subscriptions and services. New services are constantly added.



PRODUCTS & SERVICES

Manage subscriptions, sim cards and other services for your company.

MOBILE TELEPHONY

Manage subscriptions, sim cards and other services.



Mobile Phones

Get the best mobile solutions for your company.



Mobile Subscriptions

Get the best mobile solutions for your company.

FIXED TELEPHONY

Get an overview of your fixed telephony subscriptions.



Subscription

Fixed telephony subscriptions.



Subscription

Fixed telephony subscriptions.

IT & SECURITY

Get an overview of your security solutions.



MANAGE

Ok, let's continue on to the **Manage** Menu, the heart of MyBusiness.

In **Manage** you will view with all your subscriptions and services and this is also where you can administrate your subscriptions.

When you want to manage a product group, simply click on it.



YOUR SUBSCRIPTIONS/SERVICES

Products and services for your organisation are presented below. You can filter the overview by selecting organisation.

Test AB ONLINE



WHAT SUBSCRIPTION ARE YOU LOOKING FOR?

Sök



OR BROWSE THROUGH OUR CATEGORIES

Unified Communication and Switch

Fixed extension - Functions

2198

Mobild extension - Functions

3

UC/Switch

12

Conference and meeting services

6

Switchboard access

1

Business network & Security

Datacom

6

MANAGE

You will now see a list of all your subscriptions for the chosen product group and you can **Manage** them from here.

This is an example of a list view for Mobile Subscriptions. If you want to see more details of one of the subscriptions, just click on it and more details will be shown. On detailed pages you can find information such as subscription periods, SLA, speed and PUK codes.

The screenshot shows the Telia Manage interface for Mobile Telephony. At the top, there are navigation links for 'Privat', 'Företag', 'Fiber', 'SV', and 'EN'. The main navigation includes 'Order', 'Manage', 'Invoices', 'Support', and 'Settings'. A 'Logga ut' button is in the top right. Below the navigation, there are tabs for 'Product & services', 'Users', and 'Roles'. The main heading is 'MOBILE TELEPHONY'. Below this, there are four action cards: 'Total 102 subscriptions', 'Exportera data (Ladda ner en fullständig rapport)', 'Create incident (Create your service request online)', and 'Open subscription (Order new subscription)'. A search bar is present, along with 'Exporterar', 'Open filter', and 'Sort by Subscription' options. Below the search bar, it says 'Visar 102 of 102 rows'. A table lists subscriptions with columns for 'Subscription / Name', 'Subscription reference', 'Product', 'Billing address', and 'Binding period'.

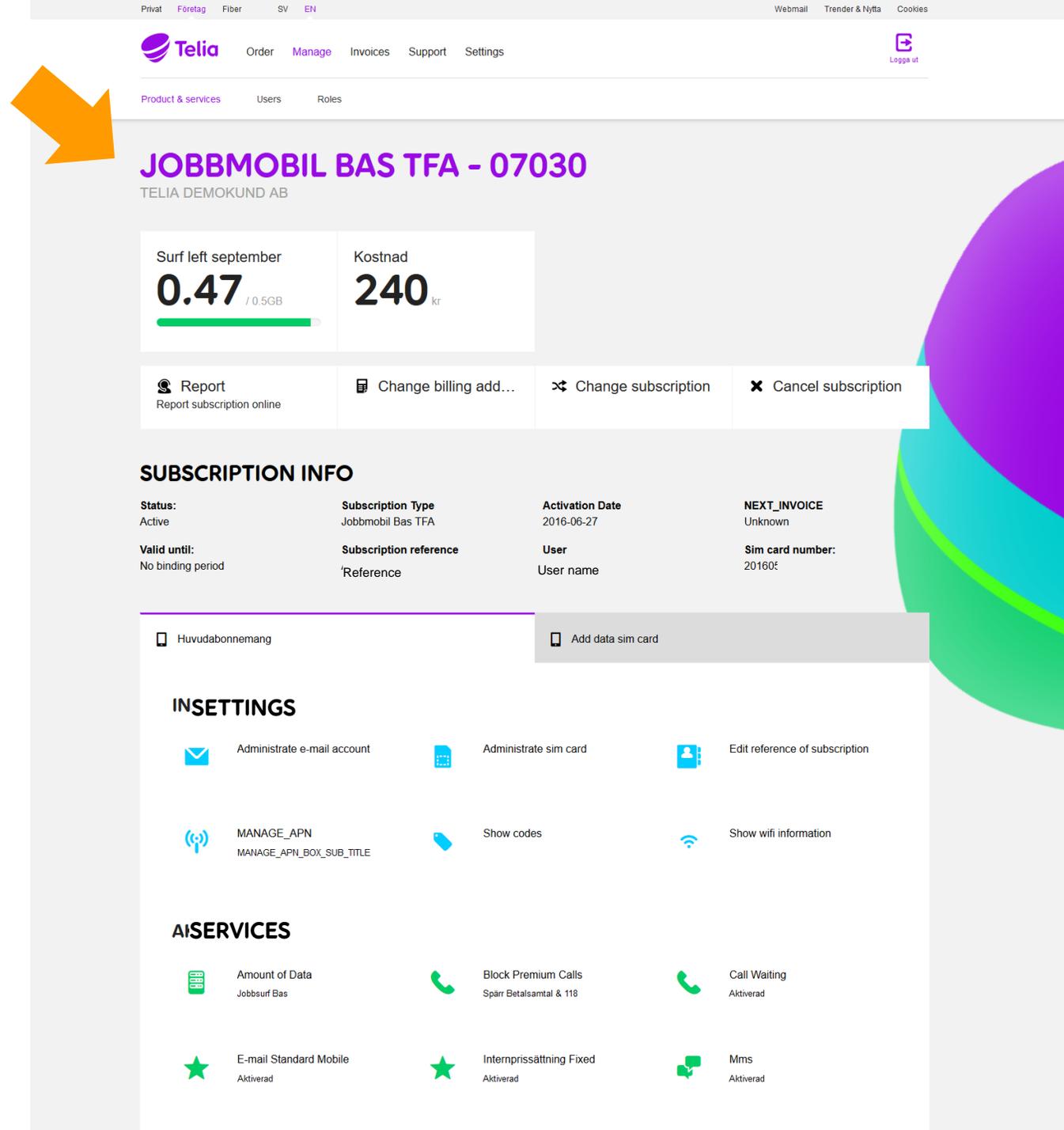
Subscription / Name	Subscription reference	Product	Billing address	Binding period
070249	Reference	Jobbmobil Multi 0.5 GB Ram	Helsinki gata 22 A, 556 45 ...	
070256	Reference	Jobbmobil Bas	Kungsgata 112, 445 65 St...	
070296	Reference	Jobbmobil Bas TFA	Råsta Strandv 15 C, 169 ...	
070304	Reference	Jobbmobil Bas TFA	Storgatan 5., 169 89 Solna	
070304	Reference	Jobbmobil Bas TFA	Storgatan 5., 169 89 Solna	
070304	Reference	Jobbmobil Bas TFA	Storgatan 5., 169 89 Solna	



MANAGE

This is an example of a detailed view for Mobile Services. From here you can block SIM cards, order or remove data SIM cards, add or remove services, subscription references and much more.

What you can manage depends on what authorization level you have been given and also what kind of service you want to manage.



The screenshot displays the Telia MyBusiness portal interface. At the top, there is a navigation bar with the Telia logo and links for Order, Manage, Invoices, Support, and Settings. Below this, there are tabs for Product & services, Users, and Roles. The main content area is titled "JOBBMOBIL BAS TFA - 07030" and "TELIA DEMOKUND AB".

Key metrics shown include "Surf left september" at 0.47 / 0.5GB and "Kostnad" at 240 kr. Below these are action buttons: Report, Change billing add..., Change subscription, and Cancel subscription.

The "SUBSCRIPTION INFO" section provides details:

Status:	Subscription Type	Activation Date	NEXT_INVOICE
Active	Jobbmobil Bas TFA	2016-06-27	Unknown
Valid until:	Subscription reference	User	Sim card number:
No binding period	Reference	User name	201605

Below the subscription info, there are sections for "Huvudabonnemang" (Main subscription) and "Add data sim card".

The "INSETTINGS" section includes options like "Administrare e-mail account", "Administrare sim card", "Edit reference of subscription", "MANAGE_APN", "Show codes", and "Show wifi information".

The "AISERVICES" section lists various services such as "Amount of Data", "Block Premium Calls", "Call Waiting", "E-mail Standard Mobile", "Internprissättning Fixed", and "Mms".

INVOICES

Under the **Invoice Menu** (1) you can manage your invoices and invoice accounts. You can see payment statuses, download copies of invoices up to 18 months old, and change invoice recipients for e-invoices.

If you want to see invoices for a specific period, click on **filter** (2) and select the timespan you want to see.

INVOICES

List of invoices with invoice dates within given timespan. Select organisation and timespan by clicking on the filter menu. Default timespan is one month.

Search

Organisation

- TELIA AB DIV FÖRETAGSSERVICE
- TELIA AB DIV TELETJÄNSTER
- TELIA AB DIV UTBILDNING
- Telia Demo-Kund AB

Payment status

- Visa alla
- Paid
- Unpaid

Timespan

- Last month
- Last 3 months
- Last 6 months
- Last 12 months
- Last 18 months
- Anpassad period

Showing 32 of 32 rows

Payment status	Invoice number	Invoice accou...	Invoice date	Due date	Amount	
? Status missing	1900	M000579	2018-09-17	2018-10-17	1 309,00 SEK	Download
? Status missing	1900	M000579	2018-08-27	2018-09-28	1 680,00 SEK	Download
? Status missing	1900	M000579	2018-07-19	2018-08-31	287,00 SEK	Download
? Status missing	1900	M000579	2018-07-19	2018-08-31	296,00 SEK	Download



INVOICES

To be able to see your **Invoice Accounts** (1) and which **Delivery method** (2) is being used to pay invoices, click on **Invoice Accounts** (3).

Privat Företag Fiber SV EN Webmail Trender & Nytt Cookies

Telia Manage Invoices Support Settings Logga ut

Invoices Invoice Accounts Recipients

INVOICE ACCOUNTS

Search invoice account in the list "All Invoice Accounts" or browse by subscription. Click an invoice account to edit billing address, delivery method and contact.
Help us protect the environment by choosing invoice by e-mail.

All Invoice accounts From broadband subscriptions From mobile subscriptions

Search Organisations Delivery methods

All organisations * All delivery methods * Clear filter

67 of 67 invoice accounts

Organisation	Invoice account	Billing address	Delivery method
0561 Telia Demo-Kund AB	E00009	Telia Demo-kund AB 123 86 Farsta	EDI
0561 Telia Demo-Kund AB	E00045	Telia Demo-kund AB Testvägen 1 123 45 Testbyn	EDI



SUPPORT

Under the **Support Menu** (1) you will find everything you need relating to Incident Management and Support issues. You will find useful information on support related matters and you can get answers to all your questions.

This is also where you report incidents (2), follow the status of your assignments (3), and when needed, complement them with additional information.

The screenshot shows the Telia MyBusiness support interface. At the top, the navigation menu includes 'Privat', 'Företag', 'Fiber', 'SV', and 'EN'. The 'Support' link is highlighted with an orange arrow labeled '1'. Below the navigation, there are links for 'Ärenden' and 'Kontakt'. The main content area is titled 'WE ARE HERE WHEN YOU NEED US' and contains two cards: 'SERVICE REQUESTS' (with a wrench icon) and 'ASK A QUESTION' (with a speech bubble icon). An orange arrow labeled '2' points to the 'SERVICE REQUESTS' card. Below this, the section 'YOUR ASSIGNMENTS' features a green circle with a lock icon and the text '20 st CLOSED', and a button labeled 'TO ASSIGNMENTS' with an orange arrow labeled '3' pointing to it. The bottom section is titled 'SUPPORT GUIDES' and contains four colorful icons: a plus sign, a double-headed arrow, a smartphone, and a Wi-Fi signal.

SUPPORT

If you clicked on Service Request (last page no 2) this form will show up. This is where you **report an Incident**. Just follow the instructions and fill in the requested information.

Don't forget to select how you want to be notified (1) when we have new information about your reported Incident.

Privat Företag Fiber SV EN Webmail Trender & Nyttor Cookies Logga ut

Order Manage Invoices Support Settings

Arenden Kontakt

CREATE INCIDENT

If you want to create an incident request, please fill out the form below with as much details as possible.

ENTER SUBSCRIPTION

Enter subscription affected by the problem

PLEASE DESCRIBE THE PROBLEM

To make troubleshooting easier, please describe the problem as detailed as possible

1. When did the problem occur?
2. How is the user affected by the problem?
3. Where is the user situated?

Title *

Description *

Own reference

INFLUENCE OF THE PROBLEM

Extent of the problem

- Minor impact
 Reduced functionality
 Critical error

Number of users affected

- Single user
 Multiple users
 All users

CONTACT INFORMATION

Reported by

Björn Olsson
bjorn.k.olsson@teliasonera.com
+46703191854
[Change](#)

How would you like to be notified?

- E-mail
 Sms
 By phone

Who is experiencing the problem?

I am the one experiencing the problem

First name *

Surname *

E-mail *

Phone number *

CREATE



SUPPORT

To see and follow your Errands and Questions, click on **Errands** (1). Now this view will show up. From here you can see and follow your errands and questions to keep updated of their progress. For detailed information, just click on the errand you want to take a deeper look at (2).



The screenshot shows the Telia MyBusiness Support portal. At the top, there is a navigation bar with links for 'Privat', 'Företag', 'Fiber', 'SV', and 'EN'. On the right, there are links for 'Webmail', 'Trender & Nyttä', and 'Cookies'. Below this, the Telia logo is followed by 'Order', 'Manage', 'Invoices', 'Support', and 'Settings'. A 'Logga ut' button is in the top right corner. The main navigation bar includes 'Errands' and 'Contact'. An orange arrow with the number '1' points to the 'Errands' link.

YOUR ERRANDS AND QUESTIONS

Total 20 _{st}	Open 0 _{st}	Guides Find information	Create incident Create an incident
		Reports Last 18 months	Ask a question Contact support

Sök Show filter Sort by last updated

Show 20 off 20 rows
● Closed ● Ongoing/Escalated ● Awaiting answer

Incident / Own reference	Title	Product-ID	Created	Updated/Closed
● CS0104197 / test	test	0702495348	2018-08-21 11:08	2018-08-22 10:39
● CS0096558	test	0722041851	2018-08-13 09:32	2018-08-13 09:34
● CS0091787 / test	test	0702495348	2018-08-08 12:09	2018-08-08 13:03
● CS0080876	Test	0702568326	2018-07-23 12:19	2018-07-23 12:56
● CS0066283	Test av "Ställ din fråga"		2018-07-01 20:25	2018-07-01 20:26
● CS0050722	Test av email notificati...	08270870	2018-06-13 13:17	2018-06-19 23:56
● CS0054196	Intresserad av Person...		2018-06-18 09:51	2018-06-19 08:09
● CS0054075	telia support test	0702495348	2018-06-18 09:08	2018-06-18 10:53



GOOD LUCK

This was a brief overview of MyBusiness and what it offers. You will notice that there are multiple ways of navigating your way around the portal, this is so you can choose the way that suits your working methods best.

The easiest way to get familiar with and learn how to use MyBusiness is to log in and take a look around!

Thank you.

The screenshot shows the Telia MyBusiness portal. At the top, there is a navigation bar with links for 'Privat', 'Företag', 'Fiber', 'SV', and 'EN'. On the right side of the top bar are links for 'Webmail', 'Trender & Nyttä', and 'Cookies'. Below this is the Telia logo and a main navigation menu with 'Order', 'Manage', 'Invoices', 'Support', and 'Settings'. A 'Logga ut' button is located in the top right corner. The main content area has a purple header with the text 'HEJ BJÖRN, VILKET ABONNEMANG SÖKER DU EFTER?' and a search bar containing the text 'Sök'. Below the search bar is a link: 'Hjälp oss att utveckla vår nya sök, lämna din kommentar i Tyck till'. The main section is titled 'MANAGE YOUR APPLICATIONS' and contains eight cards arranged in a 2x4 grid:

- SERVICE DESK WEB**: Make orders, report relocation and view reports for your subscriptions.
- WEBBSHOP**: Order and manage mobile phones, accessories and other units at favorable prices.
- REFLEX**: Find statistics and analyze your traffic costs and fees.
- WAN OVERVIEW**: Manage and control the network of your company.
- APPMARKET**: Purchase and manage the best cloud services.
- CYGATE WEBBSHOP**: Order products from Cygate.
- POSTMASTER**: Manage e-mail boxes and e-mail addresses.
- WEBINFO**



