



Introduction to Enlighten



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Enlighten overview

With Enlighten e-billing you can view your bills online, providing you with a more flexible and convenient approach to bill and data review. Enlighten is fully secure and enables you to gain access to your bills 24 hours a day and review and analyse them as required. Access is via any standard web browser making it available anywhere and for any registered user.

Enlighten e-billing has the following main features and benefits:

- Secure web server holding up to 15 months of invoice and call data
- Easy access via user name and password control (end user changeable)
- Different user login for different levels of account structure (main account and end user)
- Download call data information in standard CSV file format
- Download invoice information in standard CSV file format
- Re-print all or any part of the total invoice as a PDF document
- All products and services supported on line (it shows more than just calls) Cable and Wireless (G)*
- Filter calls to match customer generated requirements
- Certain changes made on Enlighten are auto loaded into the billing system (if you provider has switched this function)

Enlighten is a feature rich on-line application and we are sure that you will find it a powerful way to control and review your bills.

This guide provides basic information on how to register, log on and then use the functions available in Enlighten. Further information is available within Enlighten, for registered users.

Log in

This process is divided into one of two parts:

- New users (if you need to register)
- Existing users (if you are already registered)

New users

Step 1

To log on to Enlighten, please click VoIP billing at the top of the page or go directly to <https://servicedcloud.enlighten-online.net/login.aspx>.

Once you're on the page, you must first register. You can do this by clicking 'Register' button.

htl

Welcome to Enlighten Internet Billing - an easier way to manage your telephony services. This site allows you to actively monitor and manage your account with us. Using this service, you can generate online billing reports, as well as administer the users and cost centres within your company in order to create a custom invoice summary.

Login

To continue, please enter your username and password details in the areas provided below.

Username

Password [forgotten password?](#)

New to Enlighten?

Register your details as a new Enlighten user

htl

Step 2

Using the selector field, please choose which type of user you wish to register as:

- **Individual phone user** - (use this if you are an employee of a company and have a phone supplied by them)
- **Account administrator** - (use this if you are in control of the whole account)

Note

Depending on the value selected for the user type will determine what the next steps are.

- If you have selected the **Individual Phone User type** - you will be asked to enter your phone number
- If you selected the **Account Administrator type** - you will need some account information (account number and postcode)

Step 3

a) Individual Phone user

- Enter your phone number (mobile or landline)
- Next enter your email address (and confirm it). This email address will be used to send your password too and will be held as part of the validation process

Register New User

As a first time user, please enter your **phone number** to validate your account.

Your password will be e-mailed to the supplied address.

Phone Number

E-mail

Confirm E-mail

b) Account Administrator

Using the information found on your bill:

- Enter your account number and postcode (it must be exactly as it appears on your bill). If you do not have a bill yet please contact your provider for this information. They may require you to confirm who you are
- Next enter your email address (and confirm it). This email address will be used to send your password too and will be held as part of the validation process
- Click on the 'Register' button

Register New User

As a first time user, please enter your **account number** and **postcode** to validate your account.

Your password will be e-mailed to the supplied address.

Your account number and postcode can be found on the invoice page of any bill you have received from Serviced Cloud.

Account Number

Postcode

E-mail

Confirm E-mail

Unsuccessful registration

If your details can not be verified you will be shown the following message and you can either try again, return to the main login screen or contact your provider using the details shown on screen.

Register New User

Registration Unsuccessful.

The phonenumber you entered could not be found.

If the problem persists please contact Serviced Cloud on 02070936020.

Successful registration

Once your details have been verified and confirmed you will be sent an email (to the email address supplied) containing your supplied unique password. This password has been automatically generated by Enlighten and will be a random set of numbers and letters.

A few notes:

1. Your supplied password is case sensitive – please take care when entering it, we would recommend you copy and paste it when using it for the first time
2. Once you have logged in using the supplied password you can change your password to a more memorable one using the 'Edit Login Profile' feature
3. We can't tell you what your password is as these are held using encryption methods, however passwords can be resent and if required reset. Please see more on this later.

Existing users

Step 1

To log on to Enlighten, please click VoIP billing at the top of the page or go directly to <https://servicedcloud.enlighten-online.net/login.aspx>. Once you're in there, enter your username and password.

- Your username will either be your account number or a phone number depending on your user type
- Your password is supplied to you via email at the time you register, or if you have changed it whilst in Enlighten it will be as defined by you

Please note that we can't tell you what your password is, but it is possible to request it again and or have it reset.

Step 2

Go to the login page for Enlighten, enter your login details and click on 'Login'.

If all is confirmed you will be shown the main Enlighten menu screen. If your login fails you will be guided by on-screen messages.

Step 3

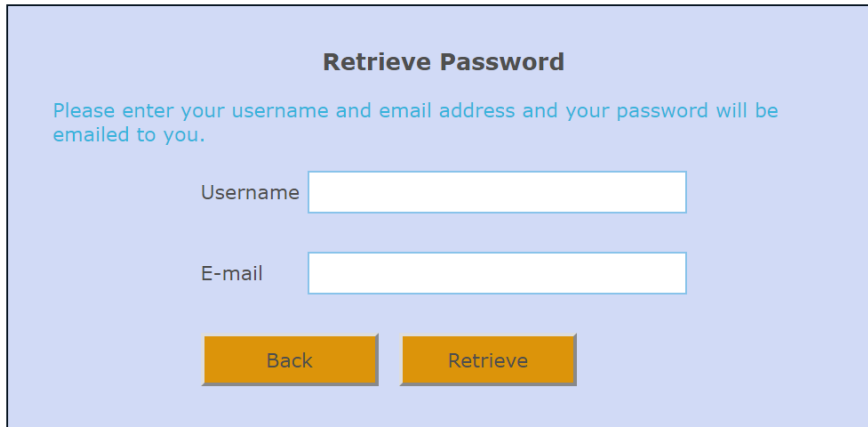
- Each month you will be sent an email to notify you that your latest invoice is ready to view
- From this e-mail you will be able to link directly to the log in area of the portal

If you forget your password at this stage you can hit the 'Forgotten password' link and follow the instructions below.

Forgotten your password?

If you forget your password go to the Enlighten login page and follow the process below:

1. Click on 'forgotten password' link on the login page
2. The following screen opens:



The screenshot shows a light blue rectangular box with a black border. At the top center, the text "Retrieve Password" is displayed in bold black font. Below this, a blue instruction reads: "Please enter your username and email address and your password will be emailed to you." There are two white input fields: the first is labeled "Username" and the second is labeled "E-mail". At the bottom of the box, there are two orange buttons: "Back" on the left and "Retrieve" on the right.

3. Input your username (your account number or the registered phone number)
4. Input your email address (as entered when you registered)
Click on 'Retrieve'


An email will be sent to the registered email address containing your password. Use this password and your username to gain access to Enlighten.

Forgotten both your username and password?

If you have forgotten both your username and password or you need to have your account reset, please contact us and we will be able to assist with this request.

Your Enlighten e-billing account

Once you have successfully logged in you will be presented with the following homepage:


02070936000

Home
Reports
Download
View invoices
Help and Support
Logout

Home
Welcome Cara Abrams

Customer

HTL Support Ltd (HTL Support Ltd1)

Billing Period

Current Period: September 2016

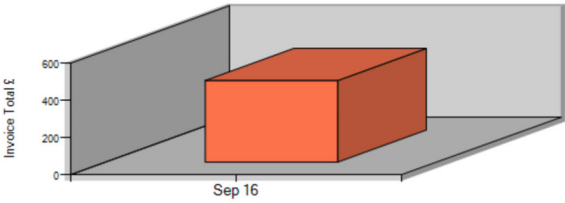
- September 2016

Invoice Summary

Date	Invoice Number	Subtotal	VAT	Total	
10/09/2016	5032	£438.90	£87.78	£526.68	View Invoice

Usage Summary for September 2016

Total Bill	£438.90
Duration (hh:mm:ss)	39:10:01
Total No. of Calls	729
Line Rental	£173.12
Other Charges	£234.74

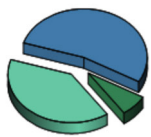


Invoice Total £

Sep 16

Invoice Charges for September 2016

Call Spend: £31.04
Line Rental: £173.12
Other Charges: £234.74



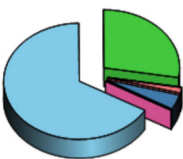
- Call Spend (7.07 %)
- Line Rental (39.44 %)
- Other Charges (53.48 %)

Call Profile for September 2016

Select to view by:

Call Quantities

Local / National: 485
Land - Mobile: 203
Mobile - Mobile: 0
International / Roamed: 11
Non Geographic: 30
Inbound: 0
Mobile Data / SMS: 0
Other: 0






- Local / National (66.53 %)
- Land - Mobile (27.85 %)
- Mobile - Mobile (0.00 %)
- International (1.51 %)
- Non Geographic (4.12 %)
- Inbound (0.00 %)
- Mobile Data / SMS (0.00 %)
- Other (0.00 %)

Observations for September 2016

- Your total invoice amount is **£438.90 greater than** last month.
- Your total cost of calls is **£31.04 greater than** last month.
- Your line rental is **£173.12 greater than** last month.
- Your total of other charges is **£234.74 greater than** last month.
- Your total duration of calls is **39:10:01 (hh:mm:ss) greater than** last month.
- Your total quantity of calls is **729 greater than** last month.

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An overview of the 'home screen' and main sections:

The main 'home screen'(as shown above) displays a dashboard view of useful information and has links to other sections as detailed below:

- **Home screen**

- o Dashboard view - The home screen provides instant access to information relating to the selected billing month
 - Enlighten opens showing the latest invoice ('Billing Period' box) but if you want to review other months you can select them from here
 - Note that as you change the billing month using the billing period area, so the information shown on the dashboard views updates

- **Reports**

- o The reports section allows you to preview pre-defined reports that relate to the billing month
 - Reports include 'High usage', 'Overview', 'When calls were made' and 'Call profile' reports (17 reports in all)
- o Once a report has been selected Enlighten displays the information in a relevant format (table, line graph, pie chart)
- o The user can download the report in one of the following formats PDF, csv or excel.

- **Download**

- o This section allows you to download invoice sections (or the whole invoice) in either PDF or excel formats
- o You can select which month to create downloads for and also for which sections of the bill
- o Downloads are held within a 'My PDF downloads' section for up to seven days
- o Large downloads are created whilst you can use the reset of the site and they appear in the 'My PDF downloads' as ready to download

- **View invoices**

- o This section allows the user to view the detail of any uploaded invoice over the past 15 months
- o You can view all sections, CLIs and all charges on the bill (including calls and other charges like rentals)
- o Full call itemisation can be accessed and filters applied to either the whole invoice, service centre or CLI

- **Administration**

- o This section allows admin control over the following sections (note that some of these sections may have limits paced on them by your provider)
 - Manage account - update your main account information
 - Manage billing groups - update service plan information
 - Manage login profile - Change your username, password and registered email address

- **Help and support**

- o This section provides help and support information relating to Enlighten

- **Log out**

- o This allows you to log out of Enlighten
- o Please also note that as a security feature, if you are logged in but have not used Enlighten for a period of 10 minutes, Enlighten e-billing will automatically log you out. The following message will display:

"For security reasons your connection has timed out. If you wish to continue you will need to re-supply a username and password"

Summary

We hope this guide helps you to understand the power behind Enlighten e-billing and once a user we are confident that you will come to rely on the service and functionality it can bring.

If you have any questions or comments or need help gaining access to Enlighten e-billing please email our support team at talk@htl.uk.com or call 0207 093 6000.

Thank you for your custom and we hope you enjoy using Enlighten e-billing.