MY ACCOUNT
USER GUIDE

Contents

Login
Your Fleur MyAccount

Step One

To log on to the Fleur MyAccount portal you must have your username and password. These will have been sent to you via email or letter when you registered for MyAccount or became a Fleur customer. If you cannot locate this information, please contact the customer service team with your account details.

Your username is either your 'account number' e.g. SP123456 or 'your name @ account number' e.g. johnsmith@SP123456.

Please note that if this is your first time logging into the new MyAccount page, you will have to enter your account number and press 'I don't know my password' in order to reset your password.

Step Two

Each month you will be sent an email notification letting you know that your latest invoice is ready to view. The email contains a link to the login screen, or alternatively you can copy and paste the link shown here into your browser;

https://webportal.akjl.co.uk/Fleur/login.aspx?template=Fleur

Forgotten your Password?

If you have forgotten your password please follow the instructions below:

1. Click on the forgotten password link on the login page, as shown below
2. Input your username and validated email address
3. An email is then sent to your validated email address containing a unique link
4. Click on the link to be directed to the reset password page
5. Input your username and new password
6. Your password will then be changed
7. You can now login with your username and new password

Step Three

The first time you log on to the **Fleur MyAccount portal**, you will be prompted to verify your email address. This is for security reasons and you will not be asked to do this again. You will be directed to a screen, where you will be asked to input your email address, then re-confirm it and press the **'Validate Email Address'** button.

Step Four

Once you've pressed the **'Validate Email Address'** button, the following screen will appear to confirm an email has been sent to your specified email address.

Step Five

When your email arrives, click on the link within the email. This will take you directly back to the **Fleur MyAccount portal** where you can complete the final stage of the validation process. Once validation is complete, you will be ready to use the MyAccount portal.

Welcome to the all-new Fleur MyAccount.

From the welcome page you will be able to access all areas of the **MyAccount portal.** You will find a direct link to your latest bill for you to **view all of your invoices** on, **set alerts** and even **run a line test**. And remember, **MyAccount is free!**

The tabs at the top of the page will take you to each function of the portal, all of which will be explained in the user guide.
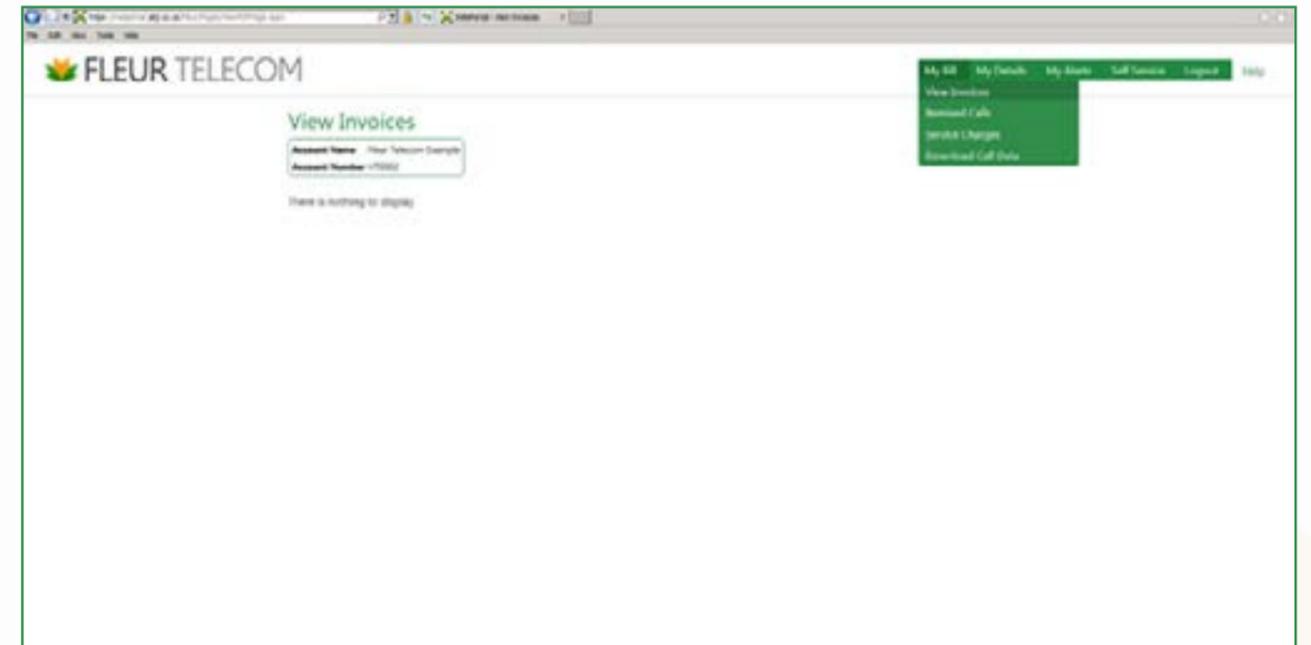
Your latest bill details, including your current call spend for the month, are also displayed on the home page. This information can be downloaded straight away, or you can enter the **MyBill** section

***Download a PDF bill or click on view charges to open MyBill.***

Viewing your Bills (MyBill)

The new **MyBill** homepage displays an in-depth breakdown of products and services, enabling you to view and monitor different areas of spend. You can also view your current unbilled charges.

MyAccount stores a range of invoices, itemised calls and history which can be viewed by date. This enables you to track and compare bills month-on-month.*

Only historical bills as a Fleur customer will be stored.

Under the MyBill section you will have multiple options to choose from; Monthly Summary, View Invoices, Itemised Calls, Service Charges as well as Download Call Data
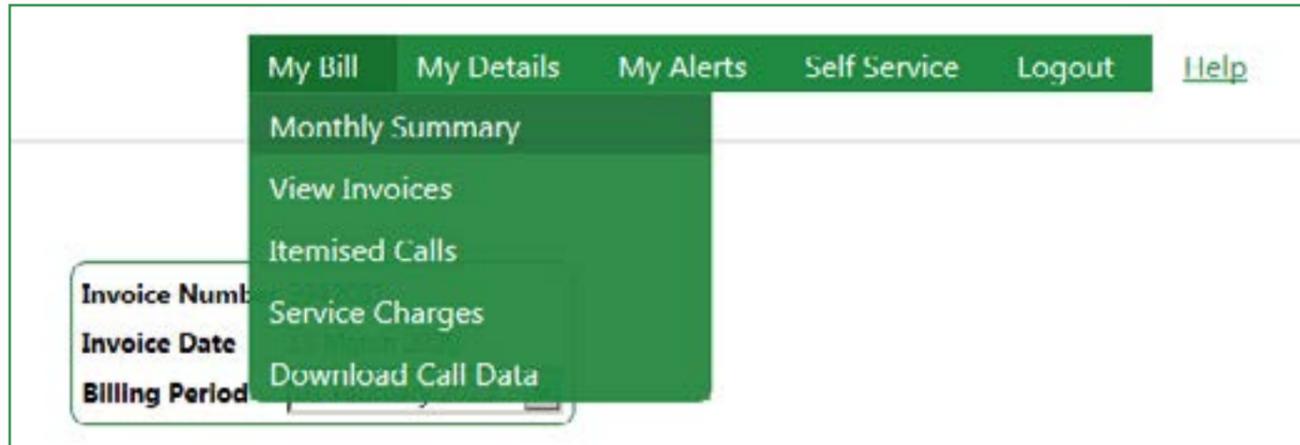
Monthly Summary

The **Monthly Summary** allows you to view a breakdown of the current months charges. Here you can see your bill amount, as well as the cost overview for the month. You can also download this months invoice as a PDF if you wanted to save it or print it for yourself, however the Fleur **MyAccount** system will save your previous invoices.

View Invoices

Here you can see all previous invoices that have been billed to the account. You will be able to see the billing period, the invoice date, the invoice number and invoice total. You also have access to open each invoice individually so that you can compare previous months invoices with ease.

The **View Invoices** tab will also give you a total billed amount to date, taking in the cost of all of your bills and displaying the total amount for you to see with ease.

Itemised Calls

This page will give you a full breakdown of calls that you have made, summarised by phone numbers. You will be able to see how many calls you have made over the month, as well as see how many times you have phoned the same number and how long you have spent on the phone to them.

Service Charges

The Services Charges page shows the other charges that make up your bill besides the call charges. As for the other pages, the top left of the page shows your account name and number. On the right is the invoice number, the date the bill was issued and the period that the bill is for.

Download Call Data

This downloads your months itemised calls, allowing you to view all the calls you have made with the durations as well as displaying how much each call has cost.

Viewing your Account Details (MyDetails)

The **MyDetails** page gives you access to see all of your account details that you have saved on the account, for example your Customer Account Details, your Payment Account Details and will also give you access to change your accounts password.
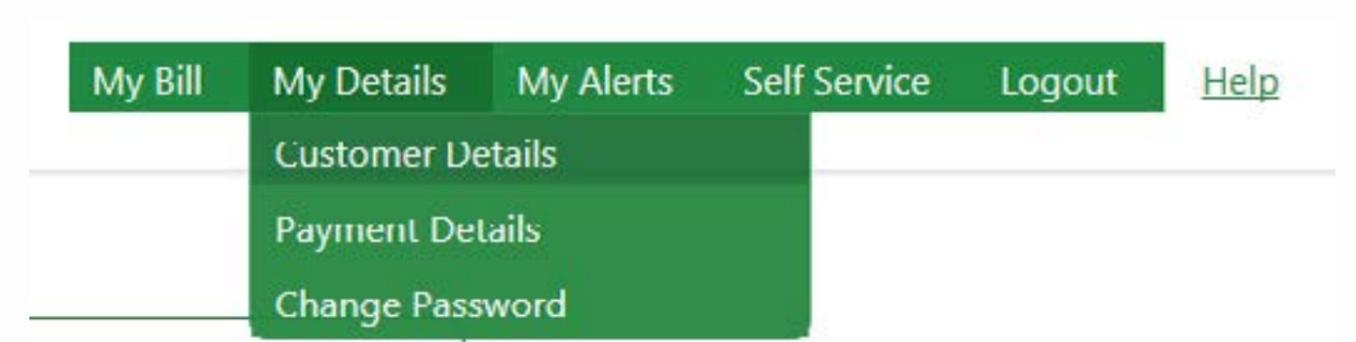
Customer Details

The customer details tab allows you to see your account details. For example, the account holders name, the address in which the your product/services are billed to.
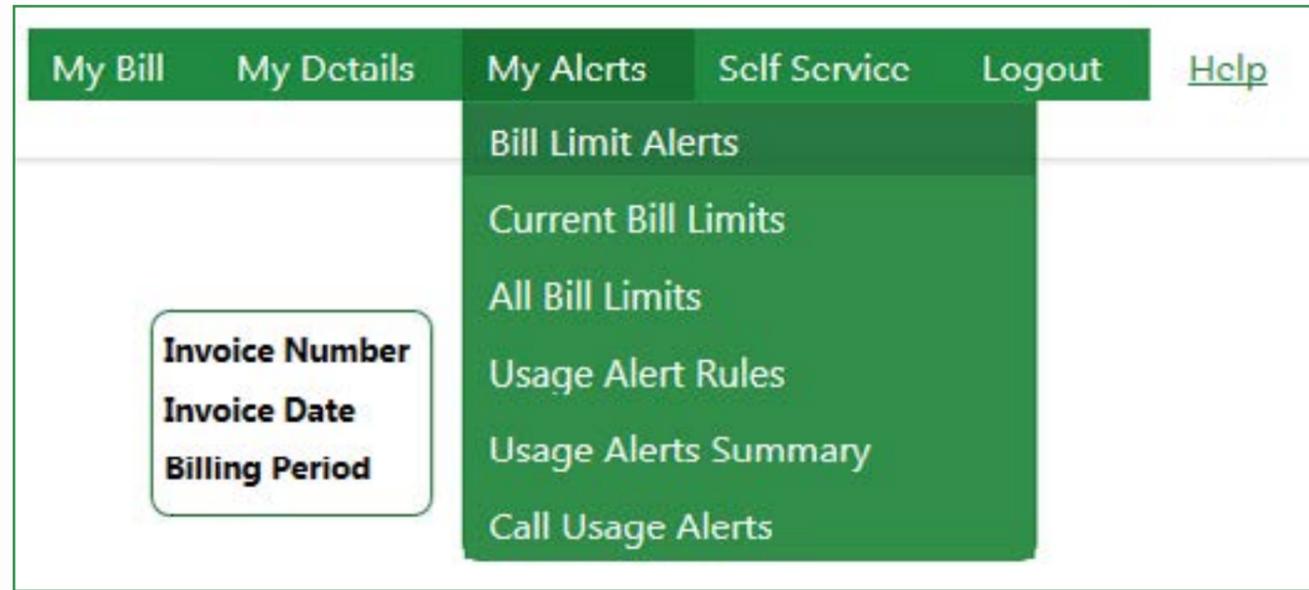
Payment Details

This tab is where you can view your accounts payment details. You will be able to see if you are set up on direct debit or wether you must make online payments.

Change Password

Here you can change the password for your account.

My Alerts

MyAlerts notifies you by email of any new call data that meets the criteria contained within a saved search. There are four types of alerts that you can create as shown below;

Call Alert

A call alert will allow you to create an alert for multiple different scenarios. You can set up an alert for a certain number, therefore alerting you when that number has been called, an alert for any calling exceeding a certain duration, an alert for a call exceed a certain cost, as well as any calls before or after a certain time or day.

Spend Alert

A spend alert allows you to set a total call spend or even a daily spend allowance which when this value gets exceeded, the alert will trigger, notfying you that the spend allowance you have set has been exceeded.

Bundle Alert

A bundle alert allows you to create a notification that will trigger when you use a percentage of your bundle allowance.

Data Alert

A data alert will send you a notification if you go over a certain amount on your data usage. You can set this to various data types, including roaming data, non-roaming data, DSL data and GPRS data. You also have the option to include your bundle data in this alert.

Setting up an Alert

Setting up an alert for yourself really couldn't be easier! Simply go to the tab named **"Usage Alert Rules"** which will bring you to the page shown below. After this, press the **"Add New Alert"** rule found just above the Alert list.
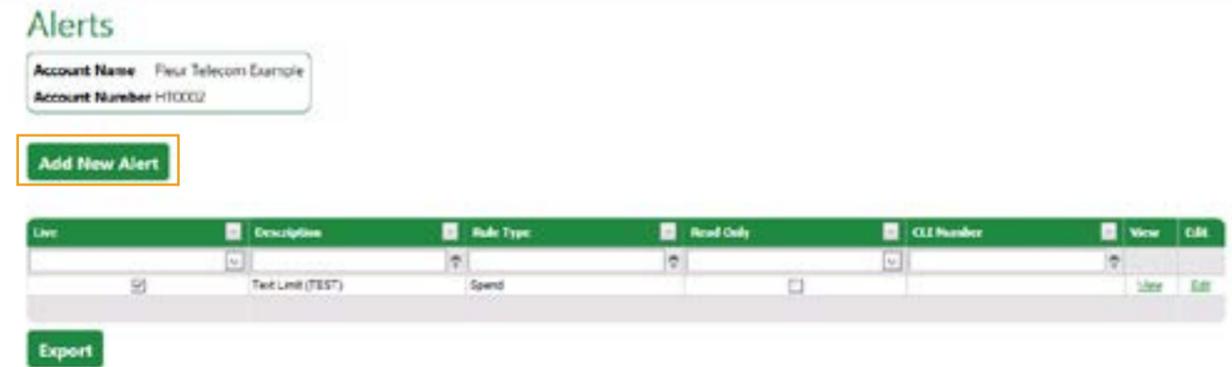
After pressing on the **"Add New Alert"** rule found just above the Alert list, you will be taken to the following page;

Alert Rule Live

This checkbox will say whether your alert is active or not, If the box is unchecked your alert will NOT be active.

Alert Description

This box allows you to create a name / description for your alert, allowing to to instantly notice the alert from your list.

Recipients

Write in the name for who this rule is applied to, this is for your records so that you can tell what rules are for who.

Rule Type

This is where you will chose what rule you would like to set up. You can choose from any of the four rules we have available.

Telephone Number

Enter the telephone number that you would like the rule to apply to here.

So Whats next?

After you have chosen your rule type and filled in the information required, you will have a variety of options under the **"Alert Conditions"** tab. This tab will change depending on which rule you have chosen, for example, if you was creating a rule for **"Call Type"** you can then choose what you would like your alert to be triggered by. After you have chosen this, press **"Save & Return to Alerts"** where you will now be able to see your Alert has been set.

Self Service

Self service is where you can change your mobile bars, get a PUK code and manage request to change your services. You can also run telephone line tests incase your are having phone line issues to see if you can find the challenge that you believe you may be having issues with.

Mobile Selfcare

Using our Mobile Selfcare option you will be able to do manage your mobile service yourself. From this page, you can add or remove bars, view your details and generate PUK codes instantly. This service is available 24-7 and is at no extra cost.

Run a Line Test

Are you having challenges with your telephone line? If your phone line is not working, noisy, crackly or intermittent, then you can run a line test to help identify where the fault could be. This can save valuable time waiting in call queues where you do direct line tests through the Openreach network.