

## Introduction to . . . Enlighten e-billing

# Enlighten e-billing

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## Enlighten Overview

With Enlighten e-billing you can view your bills online (up to 12 months of billing data is held), providing you with a more flexible and convenient approach to bill and data review. Enlighten is a sure and safe way of enabling you 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 by any registered user.

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

- Secure web server holding up to 12 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 the 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)
- 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 on – please check)
- *Plus many more...*

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. The rest of this guide explains how to both register and then logon to Enlighten and it also explains in the basic functions available once you are logged in.

Please note that Enlighten has on-line help and so this guide only gives basic information as the detailed “how to” information is available to registered Enlighten e-billing users when on-line.

# Enlighten e-billing

## Log in

Your Enlighten e-billing account

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 the Enlighten e-billing portal you must first register.

When you are on the Enlighten login page (as shown below) press the "Register my details as a [new Enlighten User](#)" link...

... enlighten login

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.

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

username

password

Register my details as a [new Enlighten user](#)

Forgotten your login details, click [here](#)

### 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)

Then press the next button...

... enlighten new user registration

Please select type of user.

Individual phone user ▼

#### Note

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

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- 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
- Then press the register button . . .

... enlighten new user registration

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.
- Then press the register button . . .

... enlighten new user registration

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.

account number

postcode

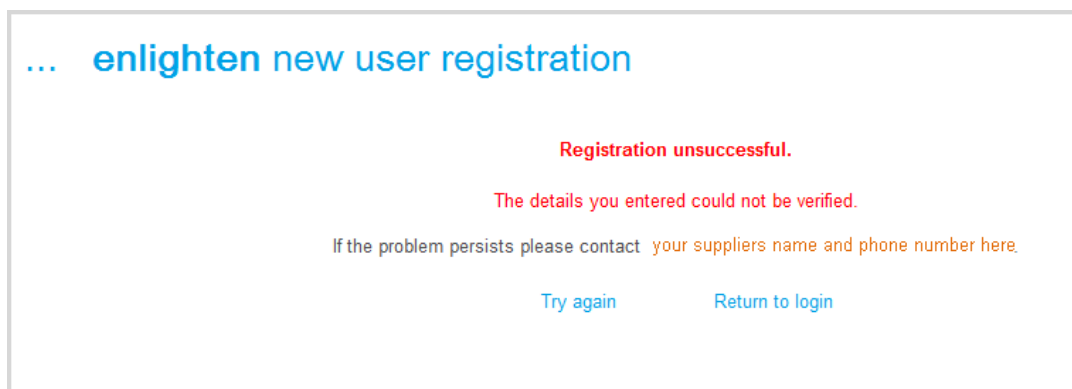
e-mail

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 that will be shown on screen in the message.

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## Successful Registration

Once your details have been verified and confirmed OK you will be sent an email (to the email address supplied) and it will contain 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 reset and if required reset. Please see more on this later.

## Existing Users

### Step 1

To log on to Enlighten you will need your username and password.

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

*Please note that we can not tell you what your password is for security reasons but it is possible to request it again and or have it reset. This is covered later.*

### Step 2

Go to the login page for Enlighten and

- Enter your login details
- Press the Login Button.

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.

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## Step 3

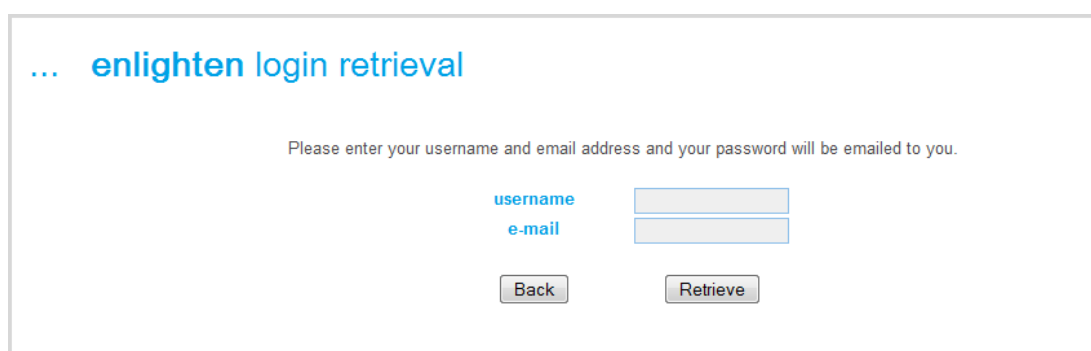
- Each Month you will be sent an e-mail to notify you that your latest invoice is ready to view.
- From this e-mail you will be able to link directly to the log in area of the portal

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 please follow process below:

1. Click on [forgotten password](#) link on the login page
2. The following screen opens...



... enlighten login retrieval

Please enter your username and email address and your password will be emailed to you.

username

e-mail

3. Input your Username (your account number or the registered phone number)
4. Input your email address (as entered when you registered)
5. Press the retrieve button

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

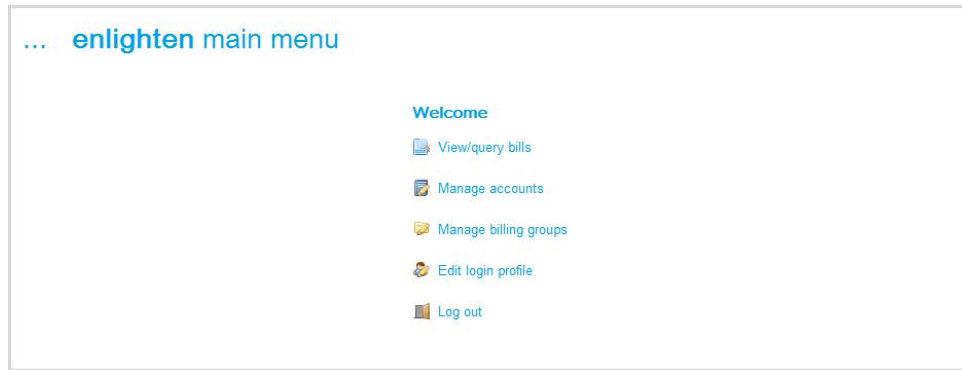
## Forgotten both your username and password?

If you have forgotten both your username and password or you need to have your account reset, please contact your bill provider directly and they will be able to assist with this request. It is not possible to do this directly from the Enlighten portal.

# Enlighten e-billing

## Welcome to . . . Your Enlighten e-billing account

Once you have successfully logged on you will be presented with the following main menu . . .



## An overview of the main features . . .

The main menu (as shown above) has the following menu links and their basic functions are described below . . .

- **View/query bills**
  - This is the main review section and allows you to view all published bills and review both the calls and the other charges associated with them (line rentals, service charges etc).
  - This section is multi-layered and allows you to drill down within an invoice and see all billing details both on-line and also via downloaded PDF's.
  - Using the call view section you can also see how many calls have been made, to whom, at what time, how long the calls last, and what the cost was to your business. In short all the detail you will ever need about your bills.
- **Manage Accounts**
  - This section allows you to review the primary details of your account. Things like contact details, billing address, account number and status.
  - You can also see how your account is setup to bill you (paper, emails and on-line).
  - If your provider has enabled the change/edit features on these fields you will be able to make changes and submit them to your providers billing system via Enlighten. If you can not make changes please contact your provider directly.
- **Manage billing groups**
  - This section allows you to manage the billing groups (or service plans) within your account. Billing groups group numbers together in logical ways.
  - If your provider has enabled the change/edit features on this section and on the fields within, you will be able to make changes and submit them via Enlighten. If you can not make changes please contact your provider directly.
- **Reports**
  - This section allows the user to run any available predefined reports. If there are no reports available this menu link is not shown.
- **Edit login profile**
  - This section allows you to change the way you log in to Enlighten
  - Your username, password and registered email address can be changed here.

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- Log out
  - This allows you to log out of Enlighten
  - Please also note that as a security feature, if are logged in but have not used Enlighten for a period of about 10 minutes Enlighten e-billing will automatically log you off. With the following message "*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 has enabled 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 contact us on our normal office numbers, support email address or visit please see our website.

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