B2B Portal

# B2B Portal

## User Manual

T Biznis

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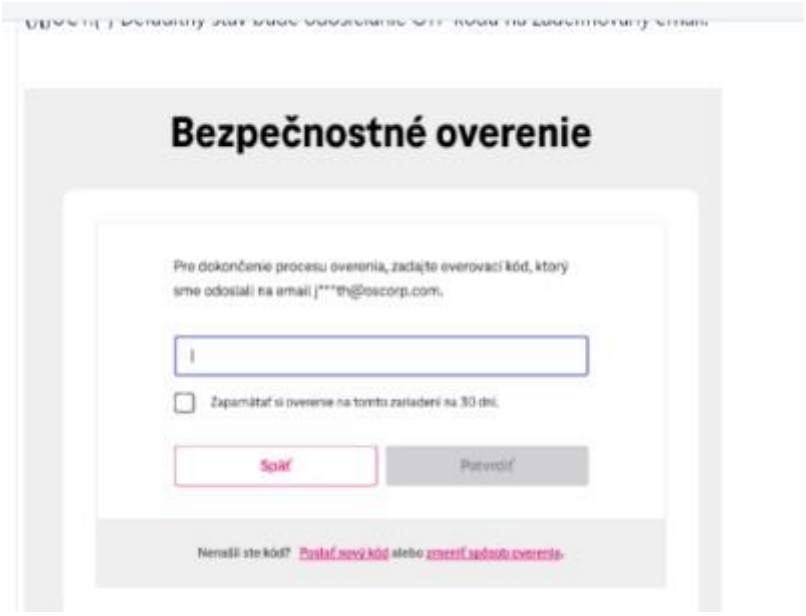
# 1 Log in

1. visit : [https://moja-firma.telekom.sk/](https://moja-firma.telekom.sk/) (ideally Google Chrome, Firefox, Safari, Microsoft Edge is also supported)
2. enter your login and password and click the **Login button**.
3. By logging in to the portal under your name and password, the portal will request security verification using a code that will be sent to your registered email, or if you have a phone number filled in your profile, to complete the login.
   After verifying your login, you have the option to click on remember authentication for 30 days – during this time, the portal will not ask you for additional verification.

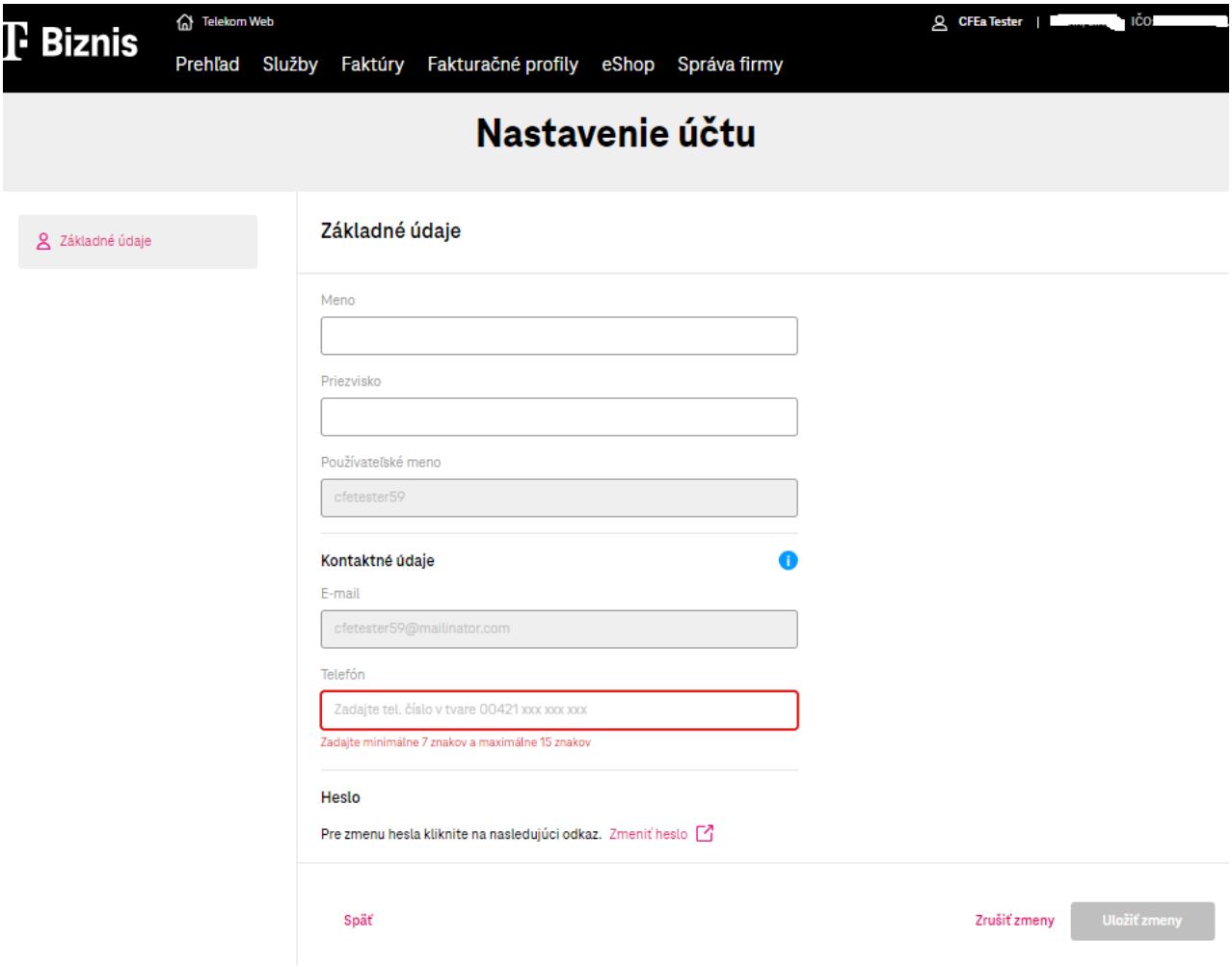



4. if you have previously registered on [My Telekom](), or mojafirma.telekom.sk use the same login and password

### a. 1.1 Account Setup

In the upper right corner through the arrow, you can go to the menu, where you will find the option – Account settings.

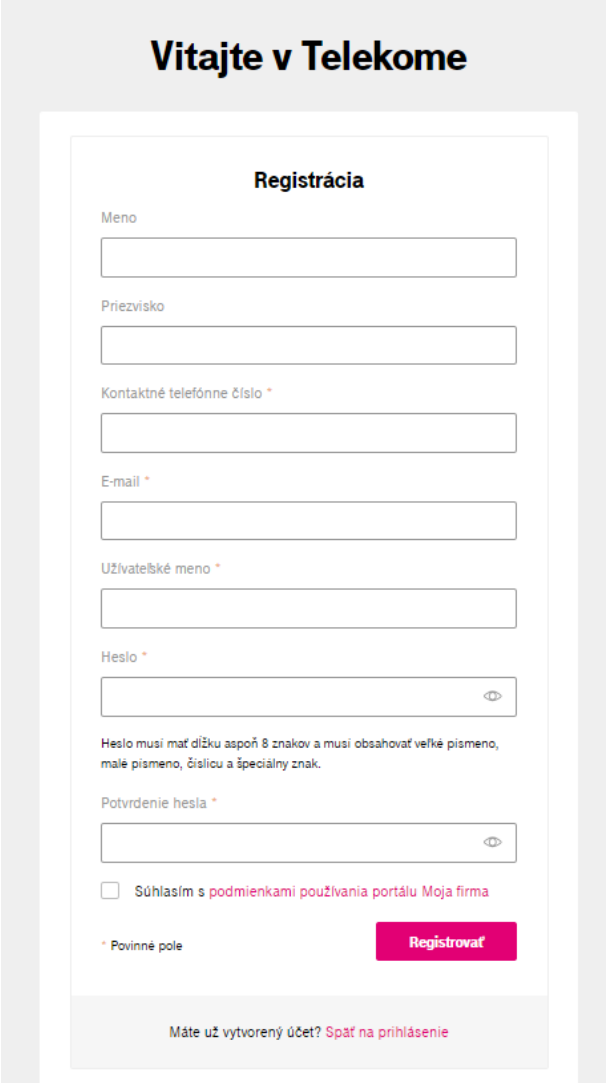
In the account settings, you have the option to change: name, surname, phone and password




# 2 Registration

If you are on the portal for the first time, click on **the Register button.**

After clicking on **Register,** you will be redirected to the registration form, where you will register as a new customer.



After registering, an email will be sent to you to verify your address. By clicking on the link in the email you sent, you will be directly redirected to the https://moja-firma.telekom.sk portal

With the newly created login and password, you can log in to the B2B portal via https://moja-firma.telekom.sk

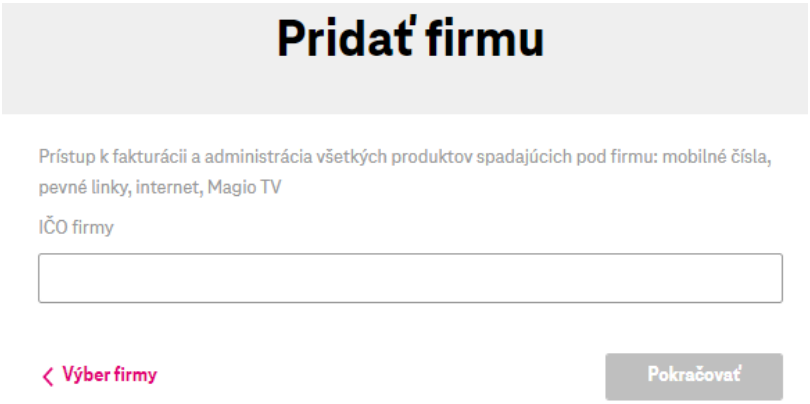
# 3 Add a new business

## a. Adding a new company (customer for the first time on the portal)

After entering the (correct) login and password, you will be taken to a screen where it is possible to add a company using the ID and PID.

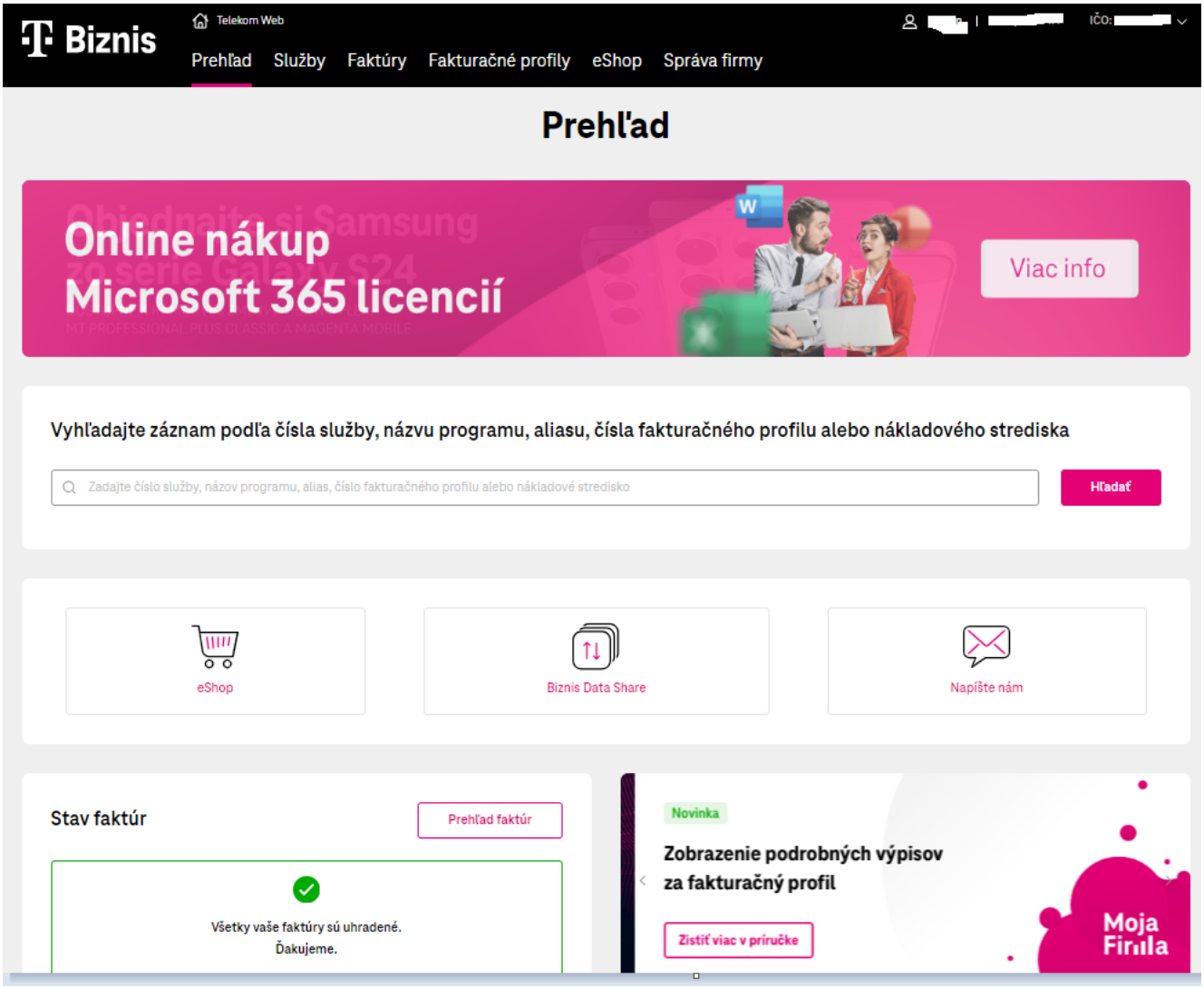
Click Add **Business**

Enter your ID number and click Continue



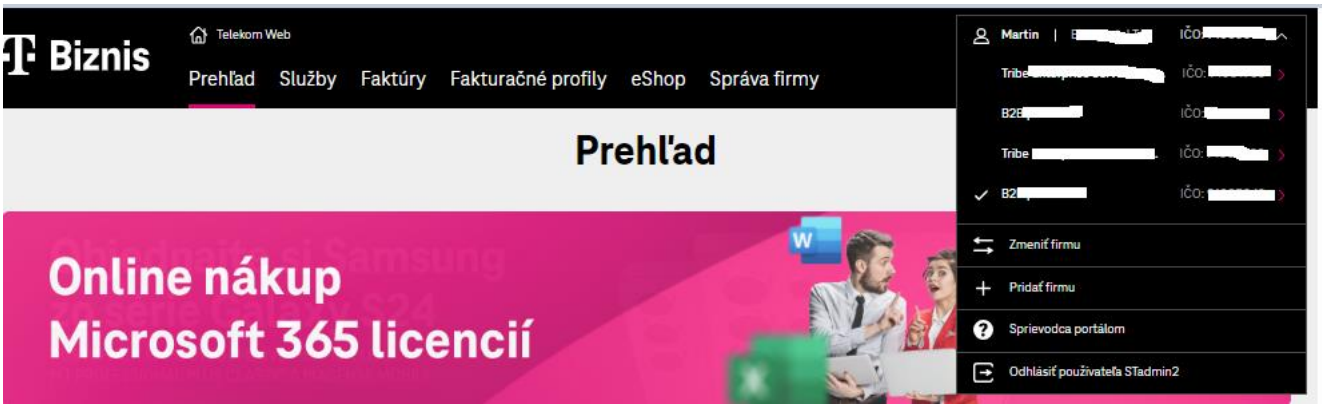

Enter the PID and click Continue

After successful verification via ID and PID, you get to **the Overview**




## b. Add a new business (add a second business)

The customer clicks on the arrow in the upper right corner, which opens a menu where they have the option to click on the **Add Business link**. Subsequently, he proceeds further in the process of adding a company via ID and PID as was the case with **Adding a new company.**



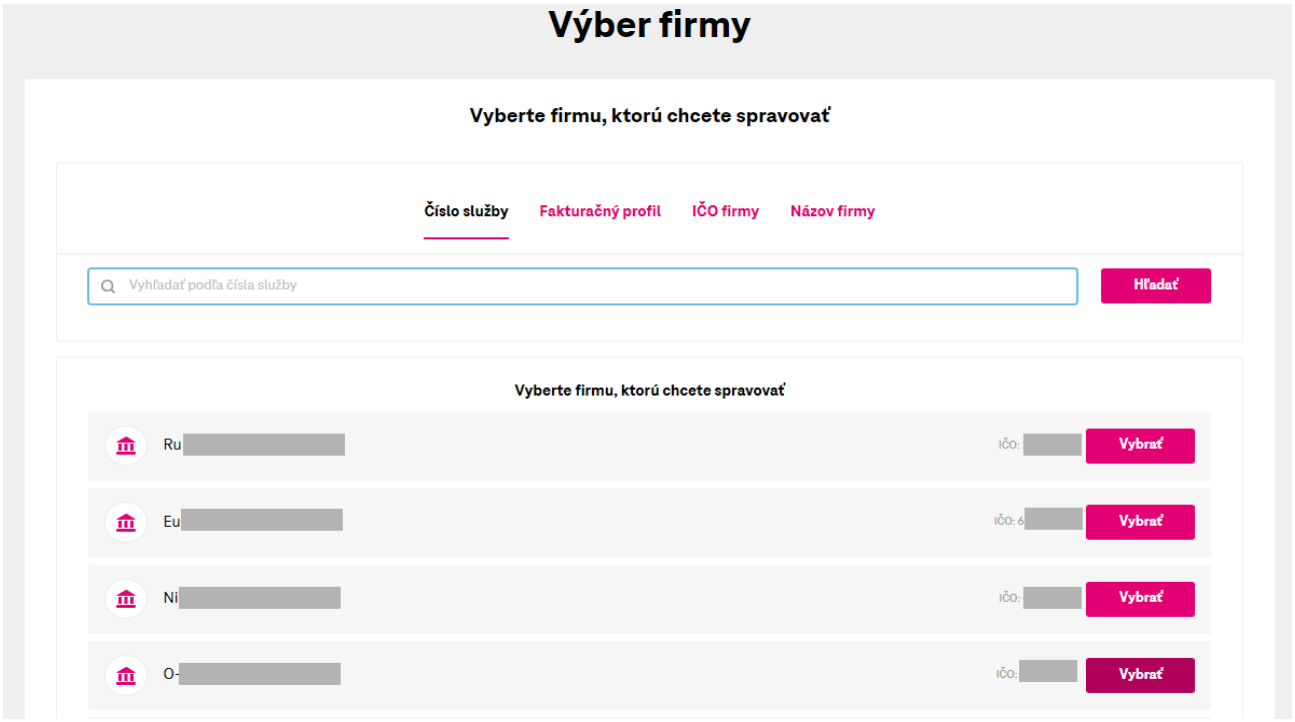

## c. Adding a new business (the customer already has at least two businesses added)

After logging in to the portal, you will get to the list of already added companies. At the bottom right of the list, there is a magenta Add Business button **.** After clicking on the button, we proceed in the same way as when the

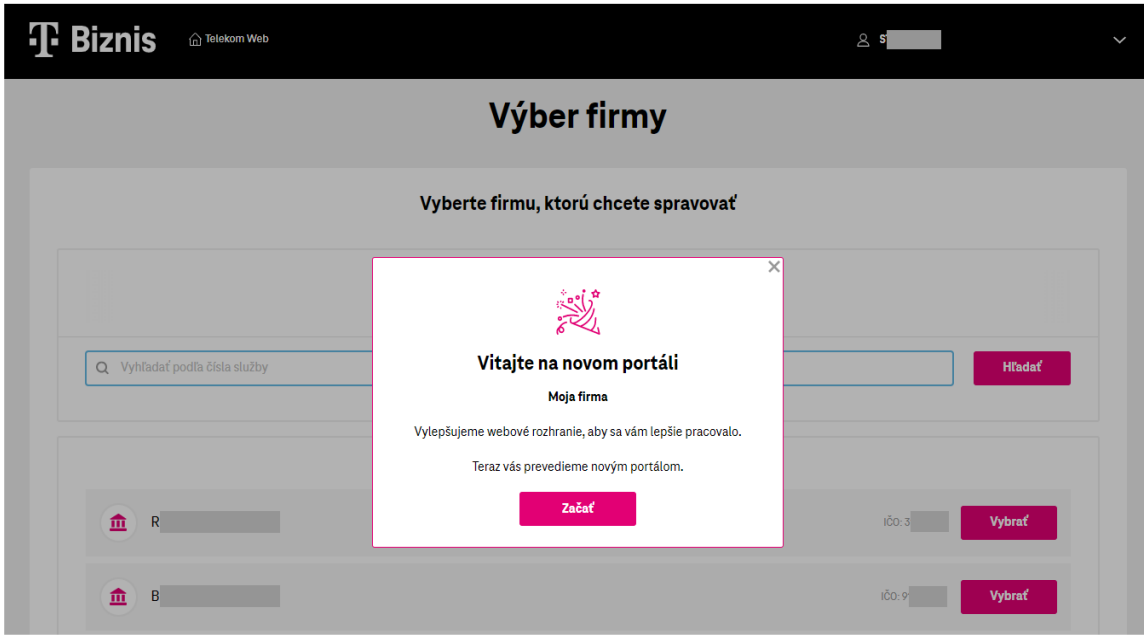
company is added for the first time. We will use the ID number and PID.

## 4 Choosing a business (if multiple businesses are added)

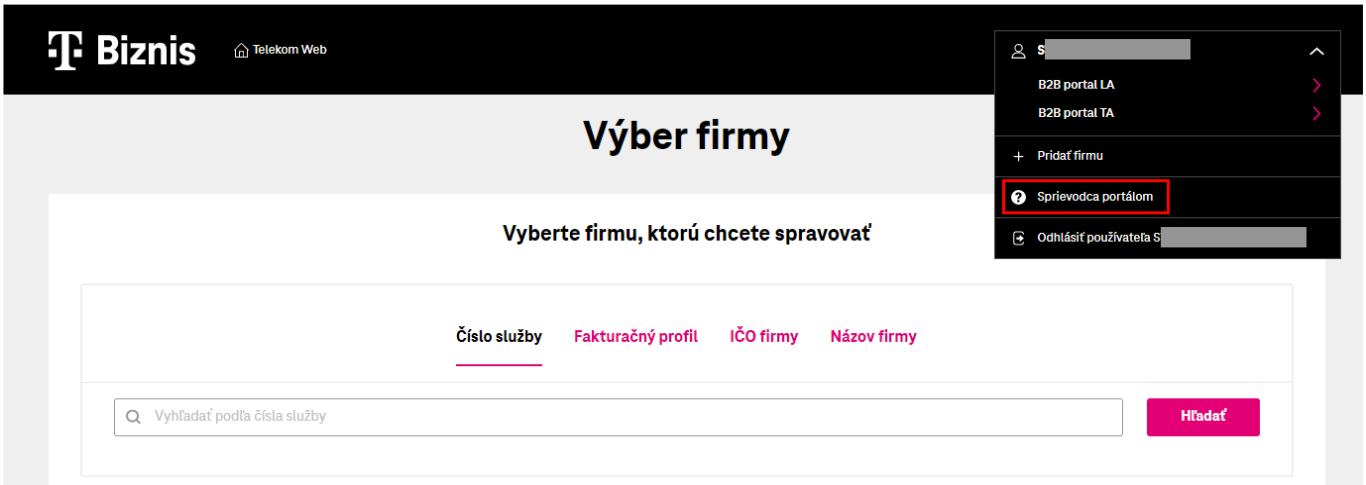
After logging in to the portal, click on the desired row in the list of companies and select the company by clicking the **Select button**.



# 5 Portal Guide

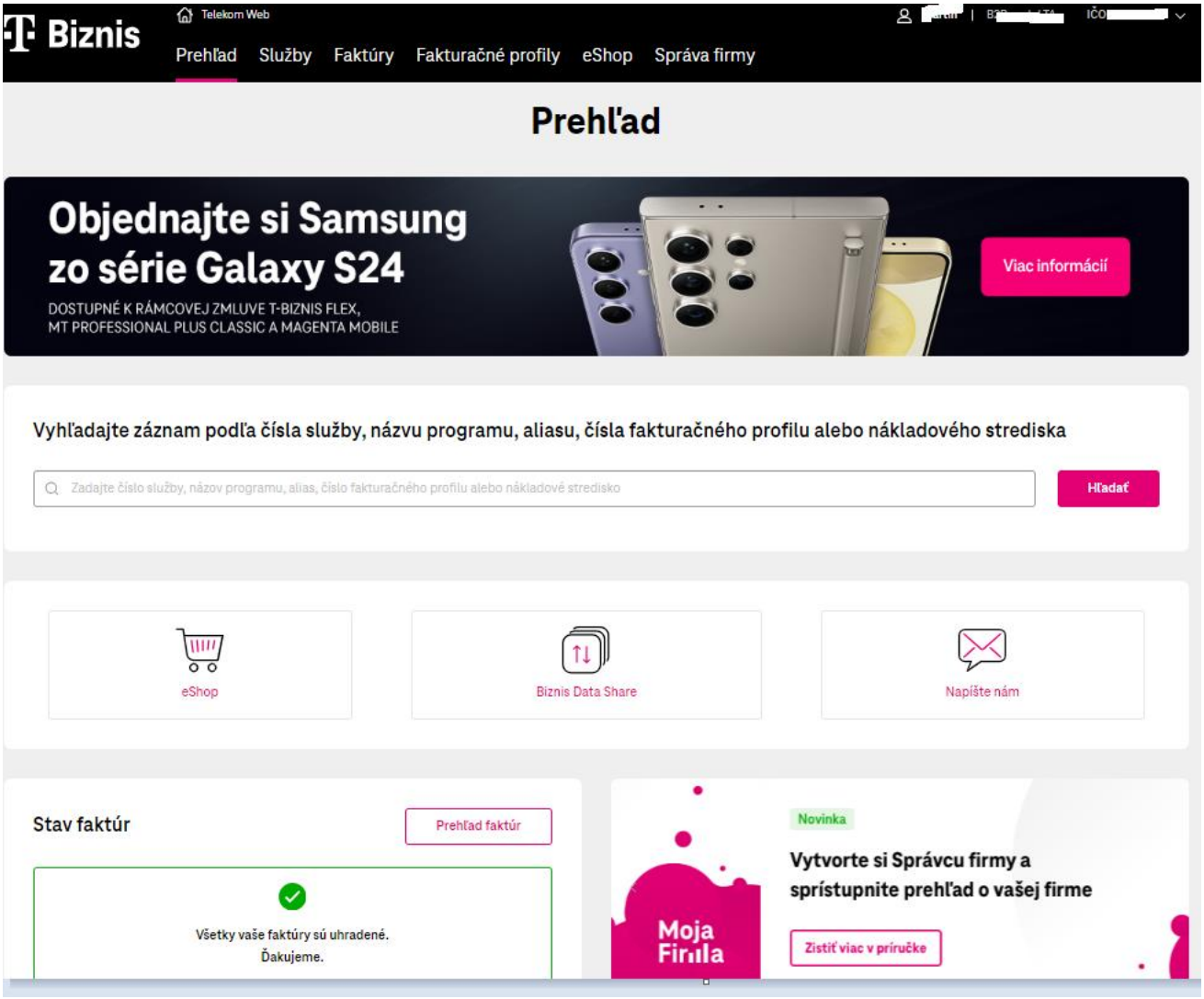



When you log in to the portal for the first time, you will automatically see a portal wizard that describes the possibilities and functions of individual pages. If you need to open the wizard later, use the menu at the top right.



# 6 Overview

The report allows you to search by phone number, billing profile number, or cost center.




It can contain icons:

### a. eShop icon

After clicking, you will be redirected to the old portal https://mojafirma.telekom.sk.

### b. Business Data Share icon

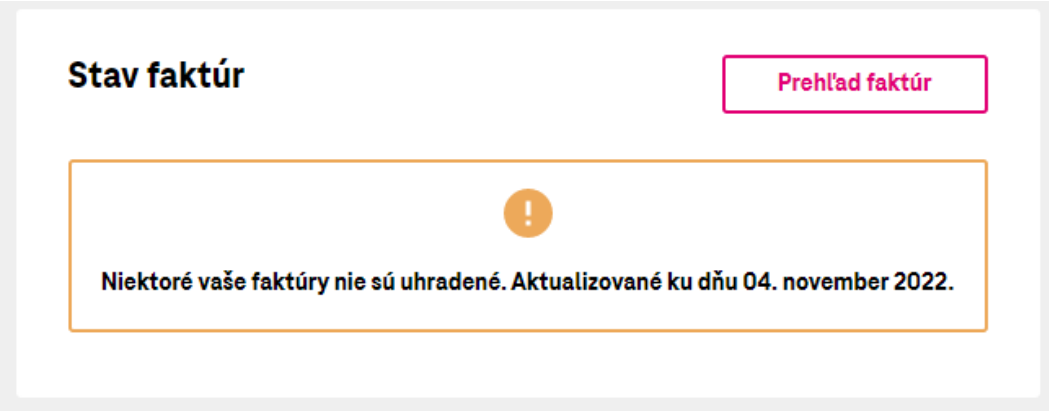
After clicking, you will be shown the respective volume of business data share, and assigned phone numbers that share common data. The report of shared numbers can be downloaded in CS, TSV and XLSX format.

If the shared numbers in BDS have a data consumption limit, you can find the information in the data detail of the phone number.

### c. Email Us icon

Click to open a form for sending your requests.

In **the Overview,** we also display information about the status of invoices.

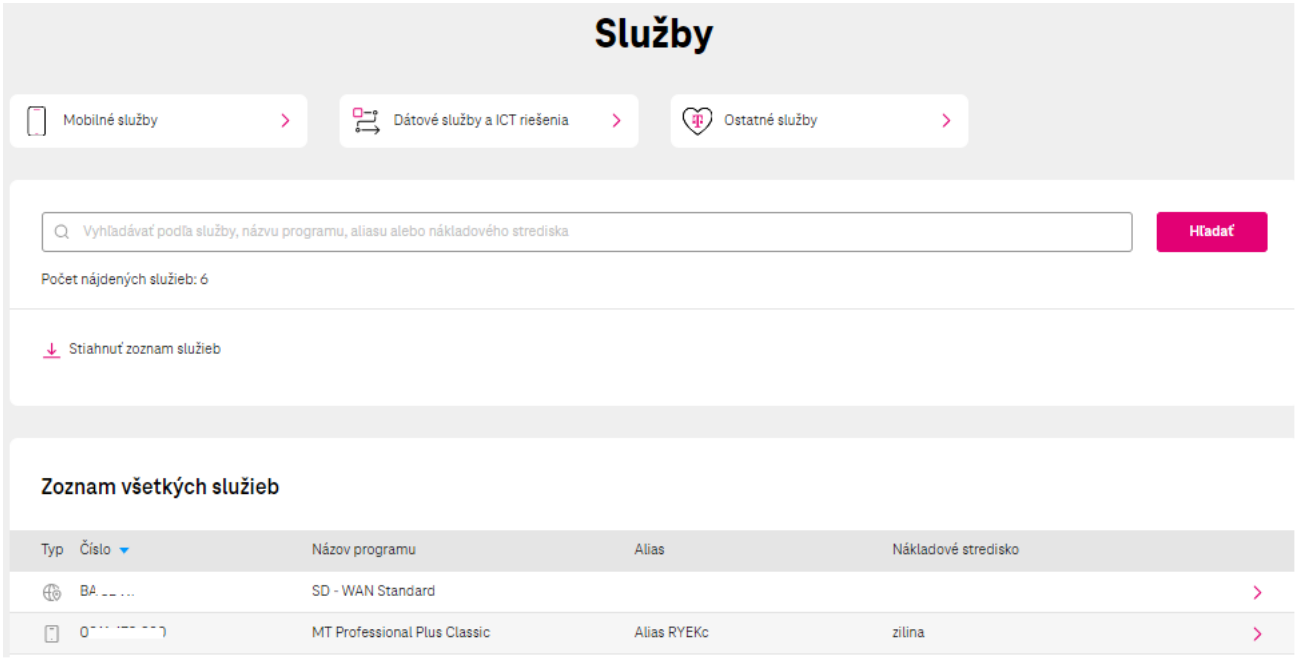



# 7 Services

In the top menu, click on **Services.** Labels are used to filter services.

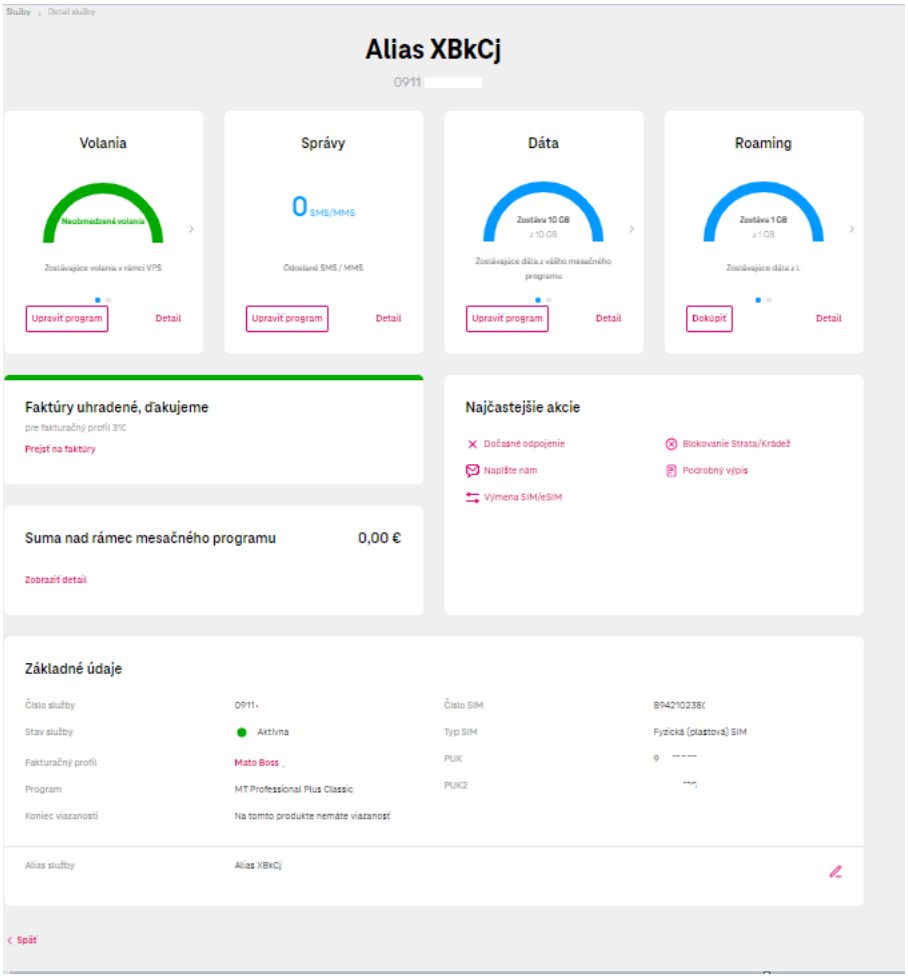
By entering at least 4 numbers in the search, it is possible to easily search for the desired number.

In the overview of services, you have a cost center next to the numbers. The cost center is displayed if you have the NS listed in your invoices. At the moment, the NS is only viewable, it cannot be changed.



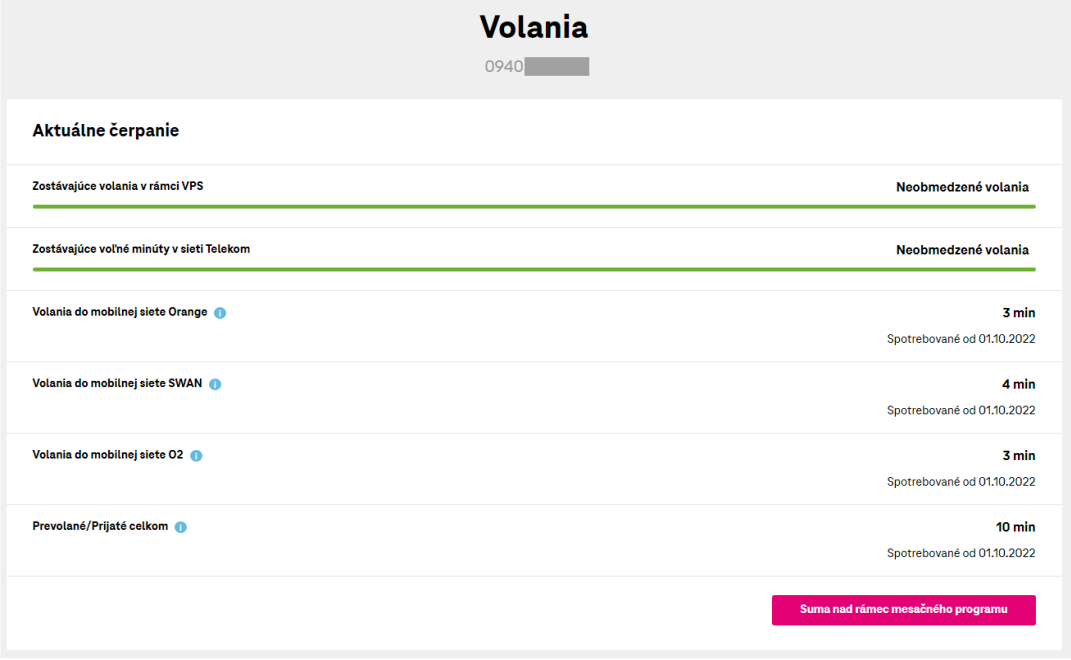
# 8 Service detail

## a. Calling, SMS, Data, Roaming



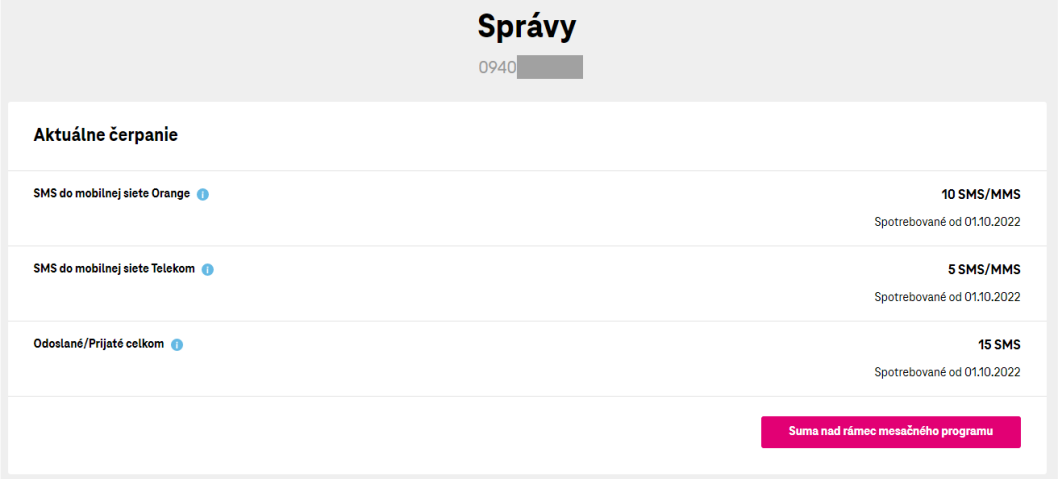

### i. Detail Volania

After clicking on Detail, we display the current drawdown.



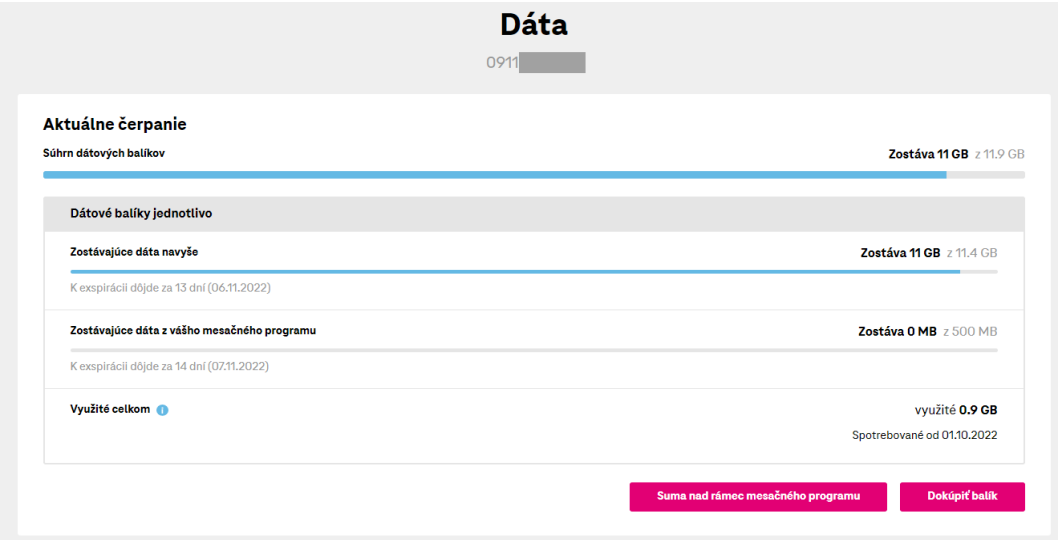
## ii. Report detail

After clicking on Detail, we display the current SMS/MMS usage.



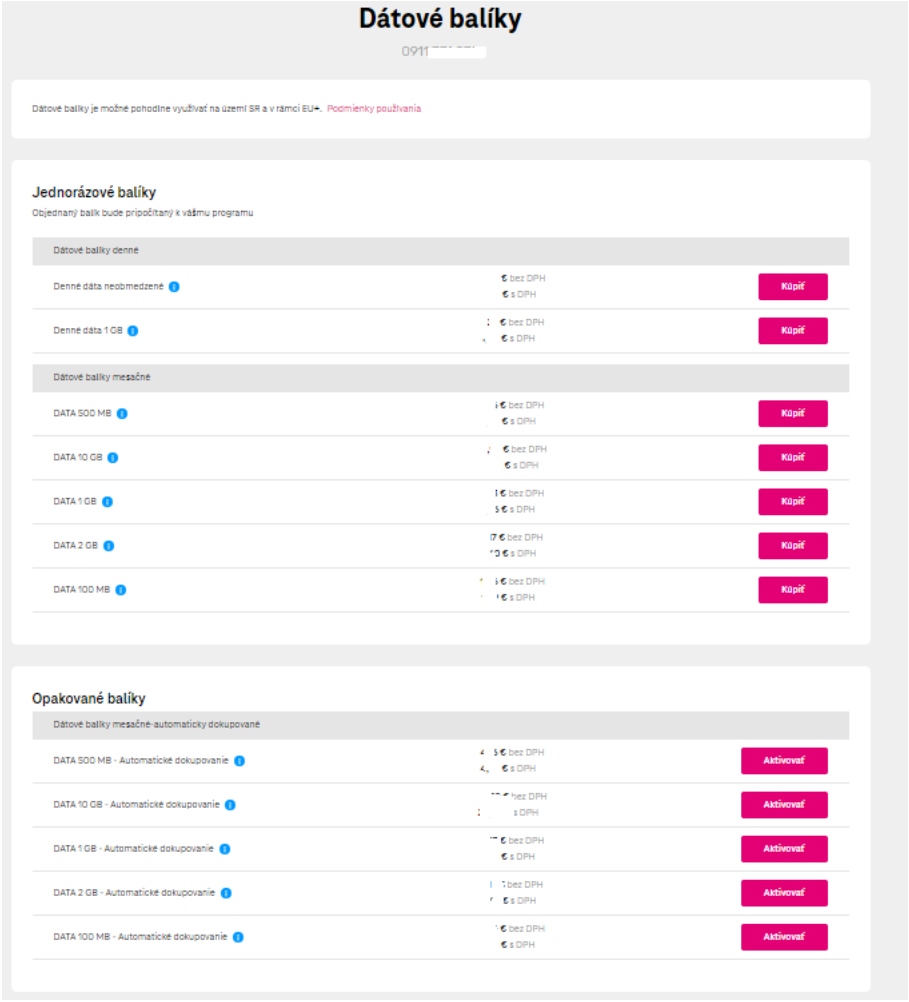

## iii. Data detail

After clicking on Detail, we display the current data usage.



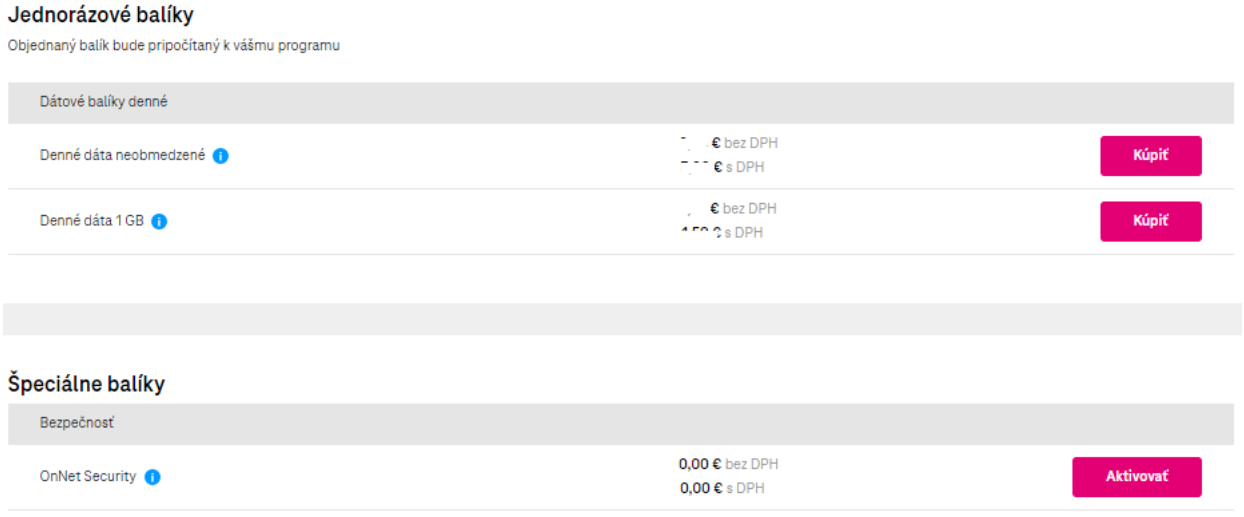

## iv. Buy data

After clicking on Detail – Buy data, we display information about activated data packages and other offered packages that the customer can activate. As an administrator, you can buy additional data on the number even if the number has the option to block additional data purchase. For the M2M universal program, it is not possible to buy additional data.



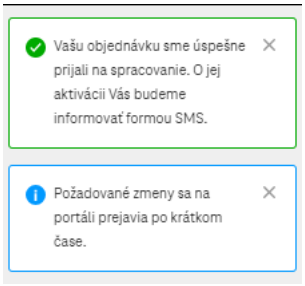

## v. Activate OnNet Security

Through the Data detail, it is possible to purchase the OnNet Security package. You can find this service for the T-Plans, T-Business Flex, Business Plans programs in the Special Packages section




After clicking on the activate button, you will go to the order summary, which you confirm via the "Confirm order" option

You will be shown a positive message about the successful submission of the order

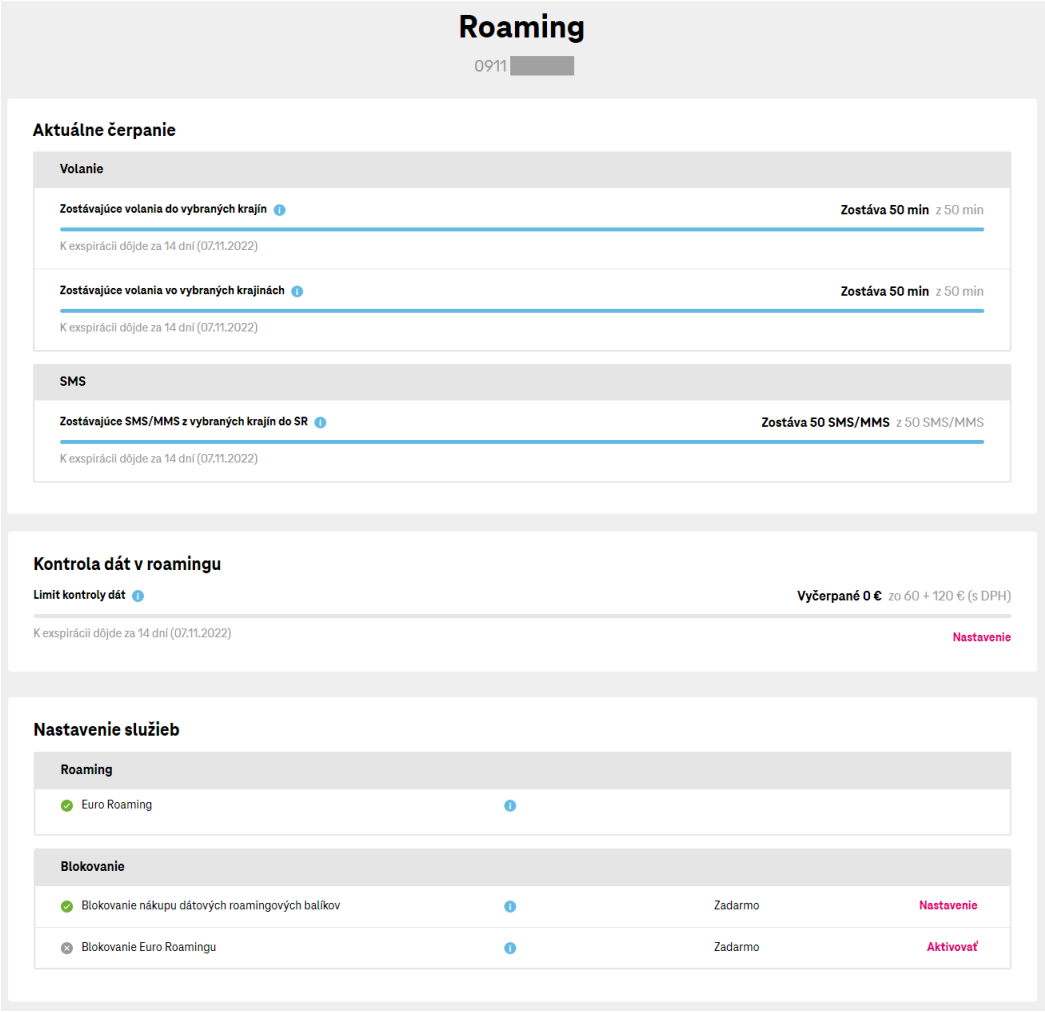



The OnNet Security service can also be easily deactivated via the portal via an order.

## vi. Detail Roaming

After clicking on Detail, we display the current use of data, calls and SMS in roaming, Euro Roaming, Service settings, blocking the purchase of roaming packages.

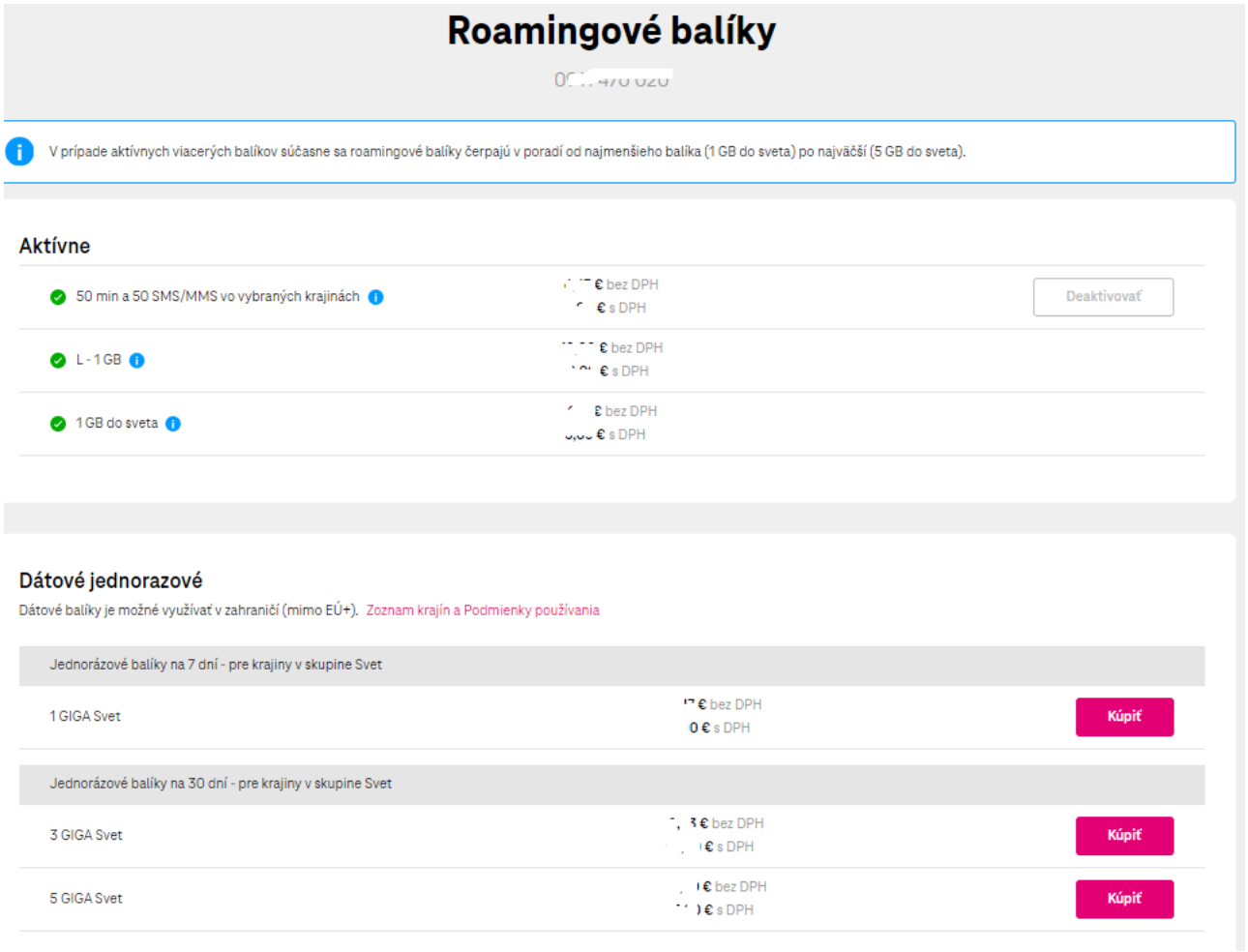
For the M2M universal program, it is not possible to change the roaming data control and service settings.




## vii. Buy a roaming data package

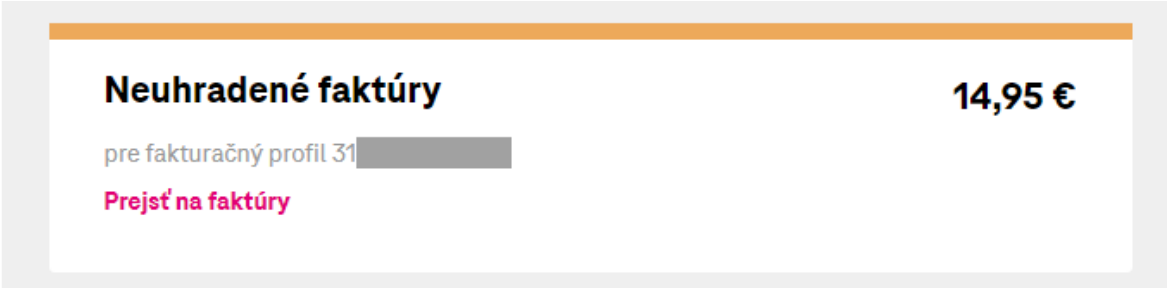
After clicking on Buy, we display information about activated data roaming packages and other offered packages that the customer can activate. The blue warning "i" provides information on the zones in which roaming data

packages can be used. It is not possible to purchase a roaming data package for the M2M universal plan.



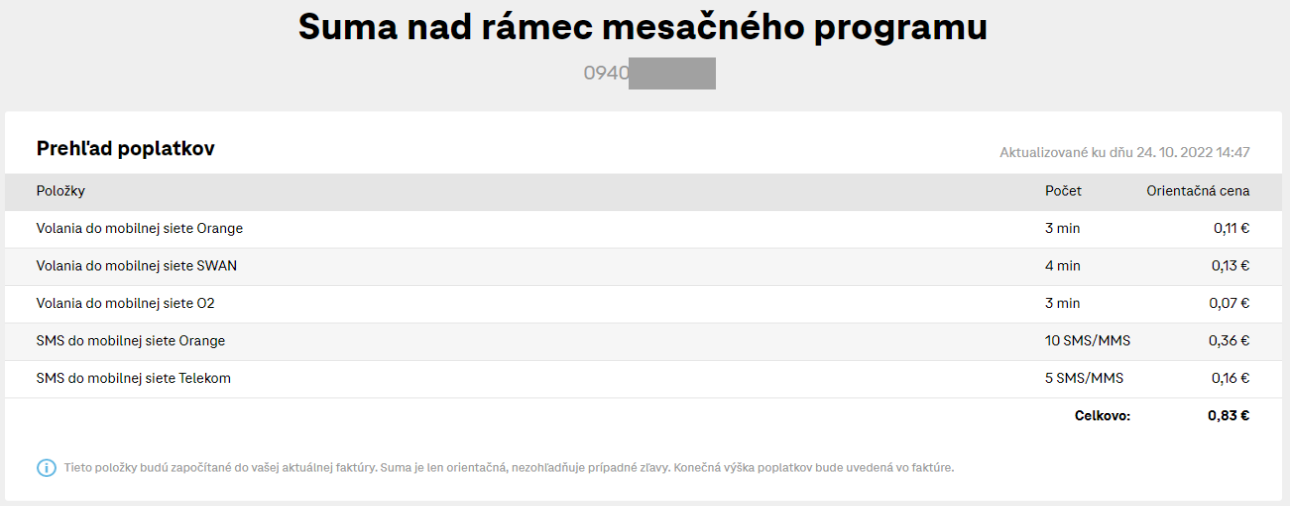

## b. Unpaid invoices

They show the total amount of the outstanding amount.



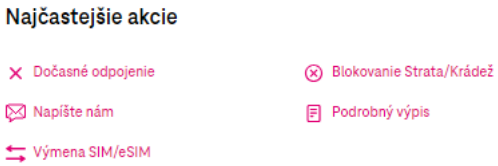

## c. Amount beyond the monthly program

Displays information about charges beyond the monthly plan.



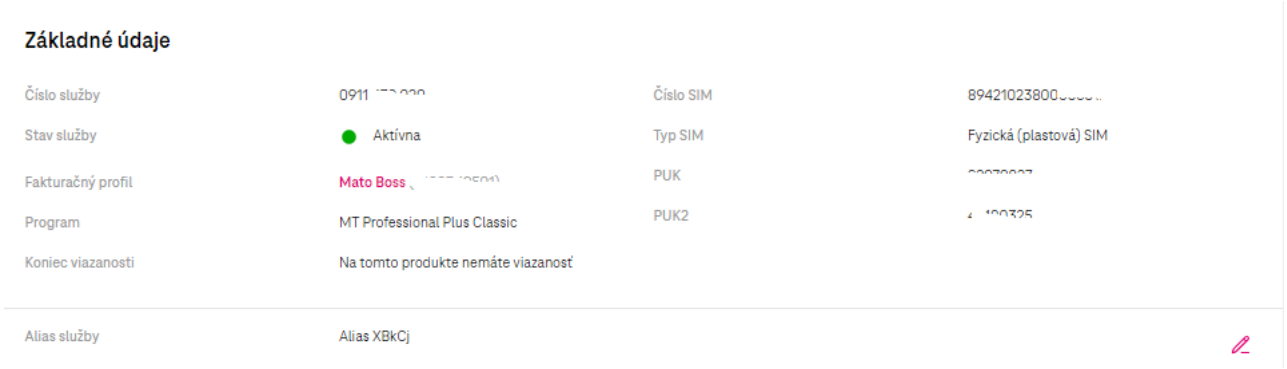

## d. Most common actions

In the most common actions view, it is possible to disconnect a phone number either as a temporary disconnection or as a loss/theft. No change is possible for the M2M universal program.



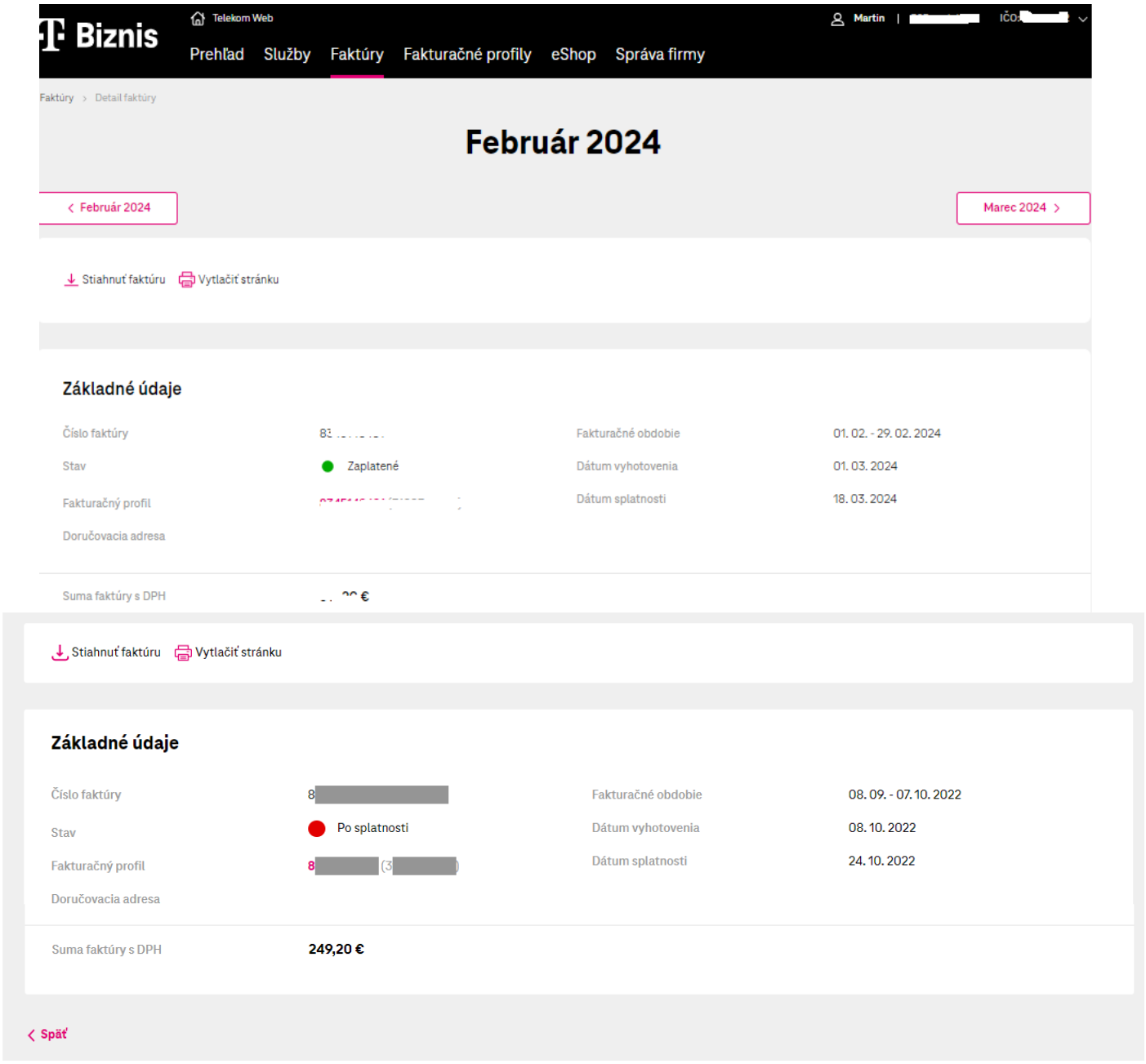

## e. Basic data

In Basic Data, in addition to basic information about the SIM card, you can also set up a Service Alias. The alias is your own name for the service on the SIM card. The Alias data is not flipped into invoices.



# 9 Invoice

To view invoices, click the Invoices icon.

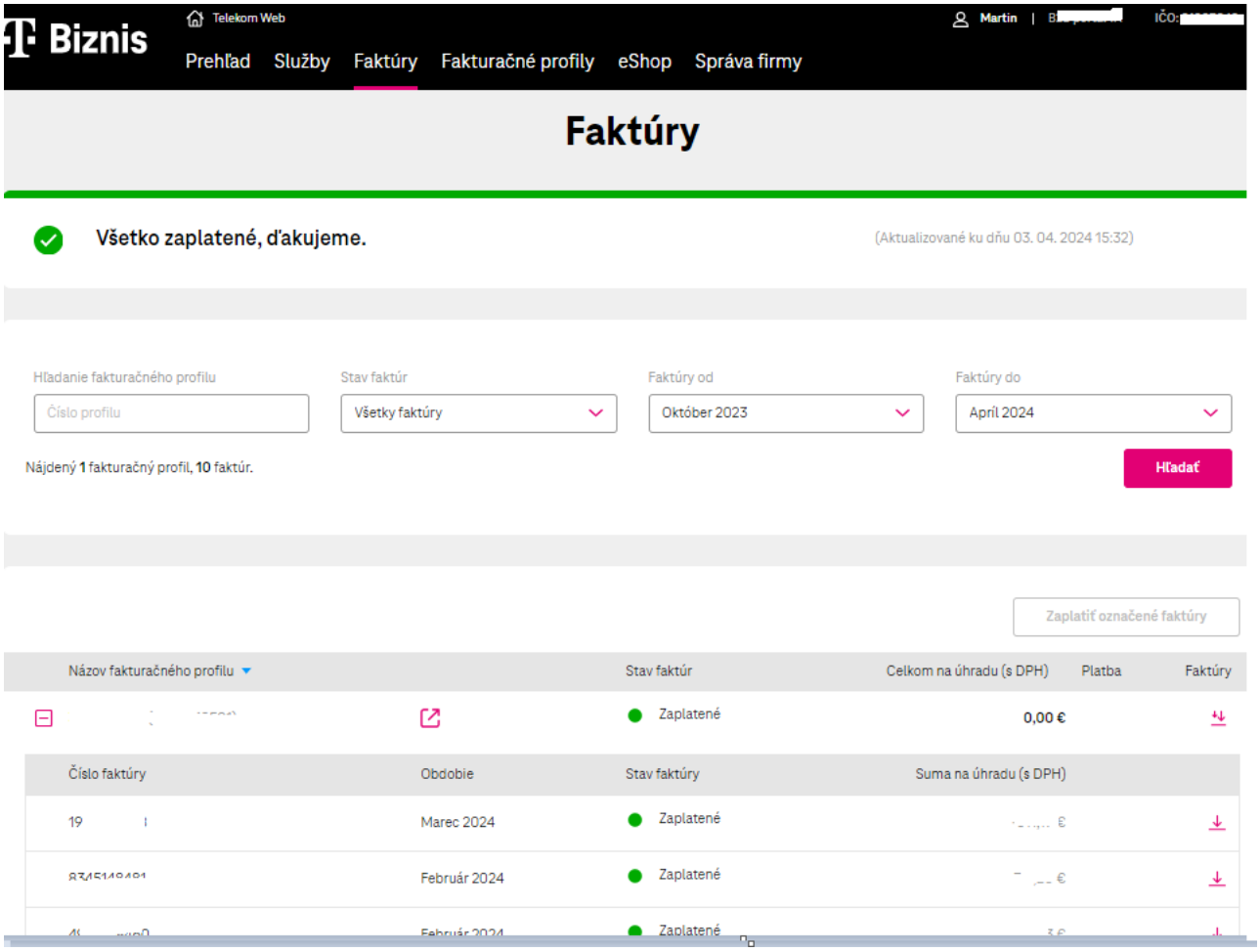



## a. Filtering invoices

In the invoices tab, we have the option to filter invoices according to the specified criteria:

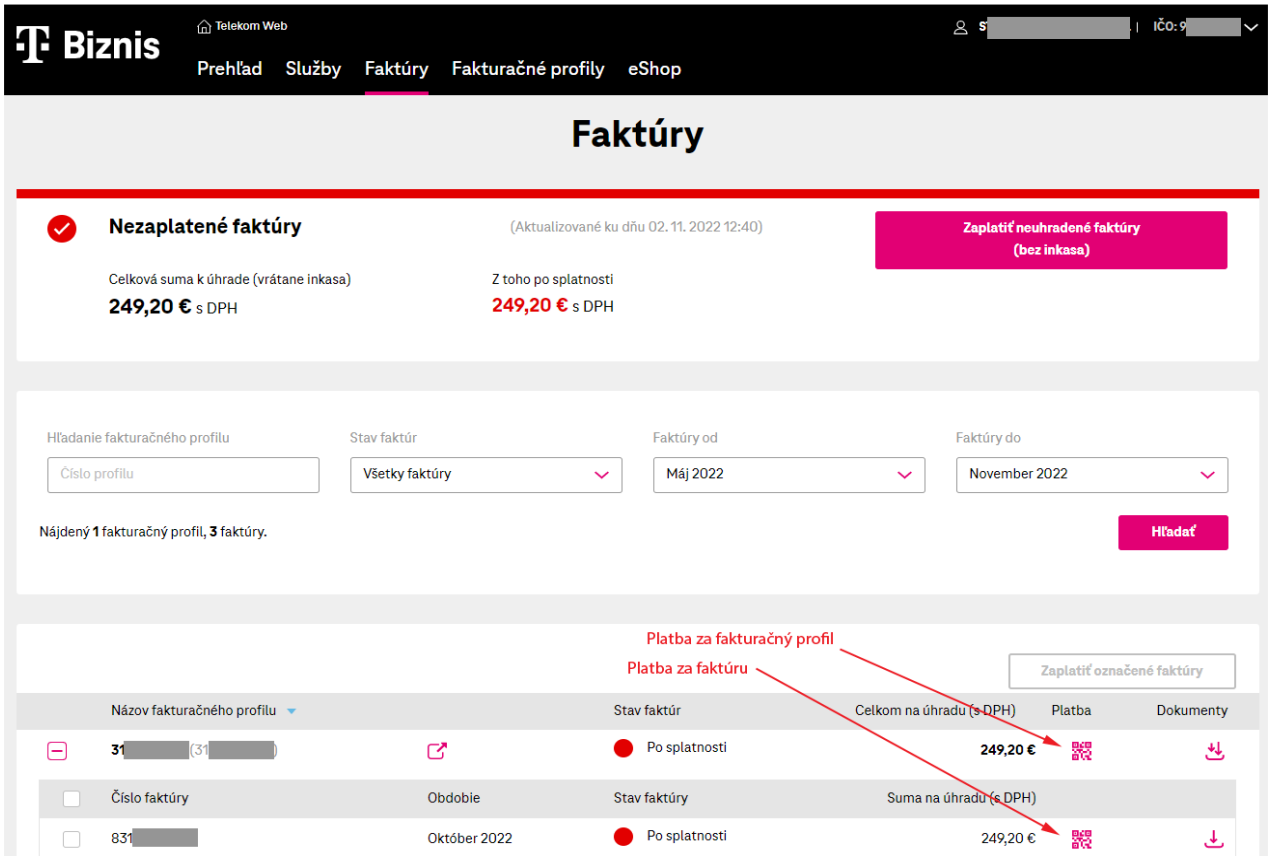
1. Billing profile numbers
2. Invoice status
3. Invoices from -to

After setting the criteria, click on the **Search button**.




b. Pay for a billing profile and pay for an invoice

4. On the line **with the billing profile number** , click on the QR code to get to the Invoice Payment page, where you can pay all unpaid invoices by bank transfer or card.
5. On the line **with the invoice number** , after clicking on the QR code, you will be taken to the Invoice Payment page, where you can pay all unpaid invoices by bank transfer or card.

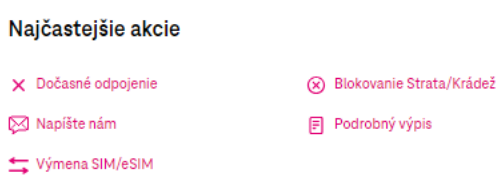



## c. Bulk download invoices for a billing profile and download a single invoice

1. On the line with the invoice profile number, it is possible to download all invoices of the invoice profile in one selected format pdf, xlsx, tsv, or xml.
2. On the line **with the invoice number**, it is possible to download the invoice in one selected format pdf, xlsx, tsv, or xml.

## d. Download detailed statements for a phone number

A detailed statement can be downloaded for individual phone numbers in the most common actions section, where you can get through the phone number detail.



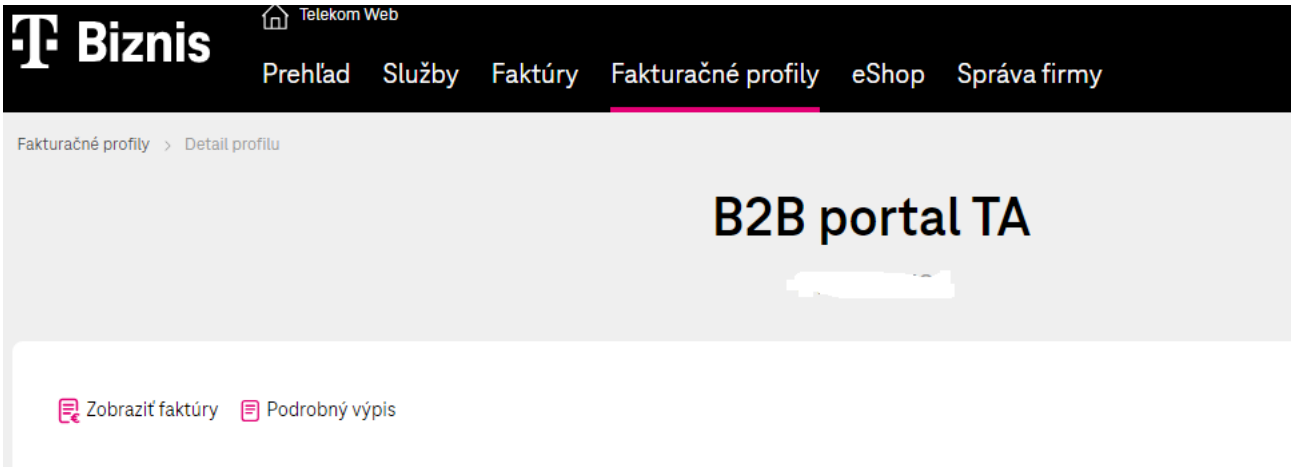
The statement can be downloaded in xlsx, csv, tsv format for the last three months, but also for the current billing period.

If necessary, you can click through the renewed www.moja-firma.telekom.sk portal to the old portal www.mojafirma.telekom.sk via the eShop button.

### e. Download detailed statements for your entire billing profile

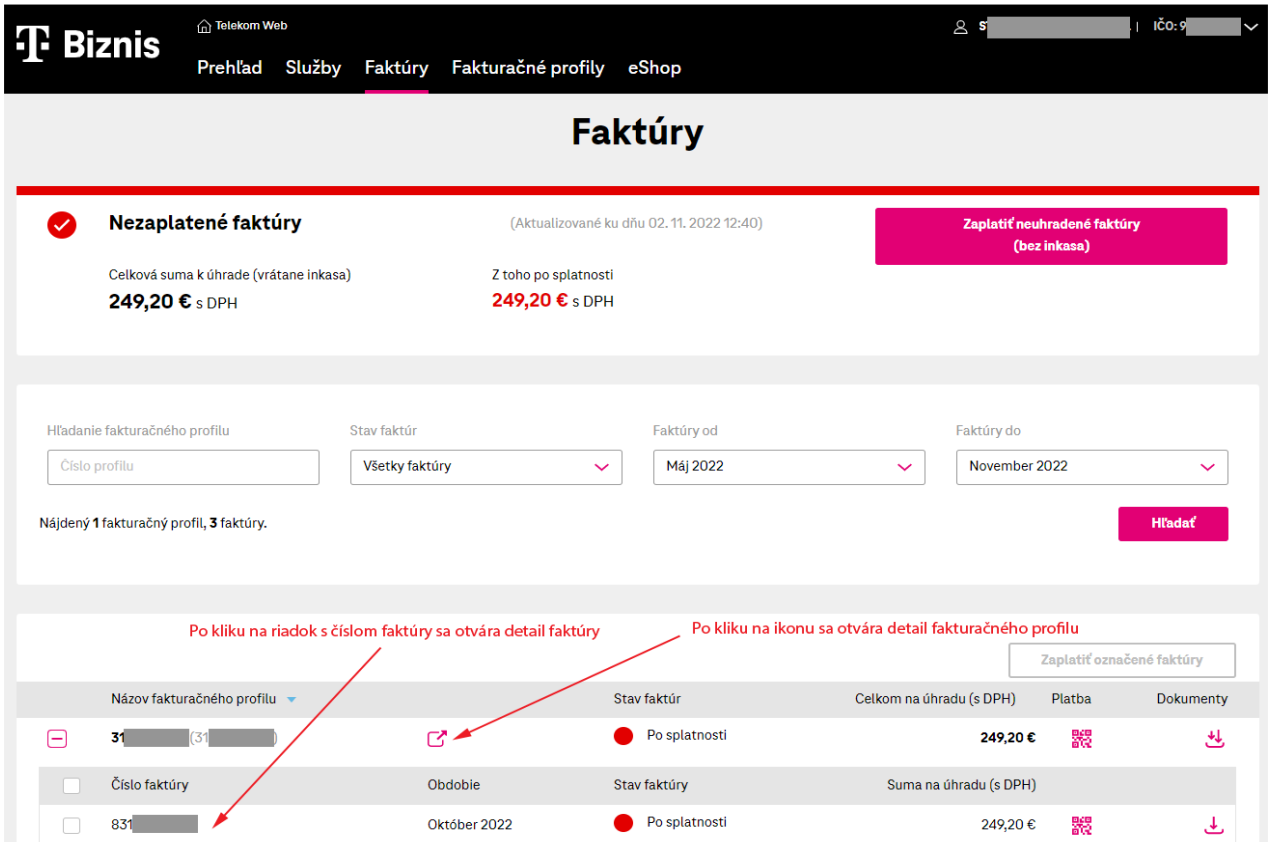
A detailed statement can be downloaded for the entire billing profile in xlsx, csv, tsv format for the last three months, but also for the current billing period.

You can find the option to download a detailed statement in the billing profiles section, after clicking on a specific billing profile.



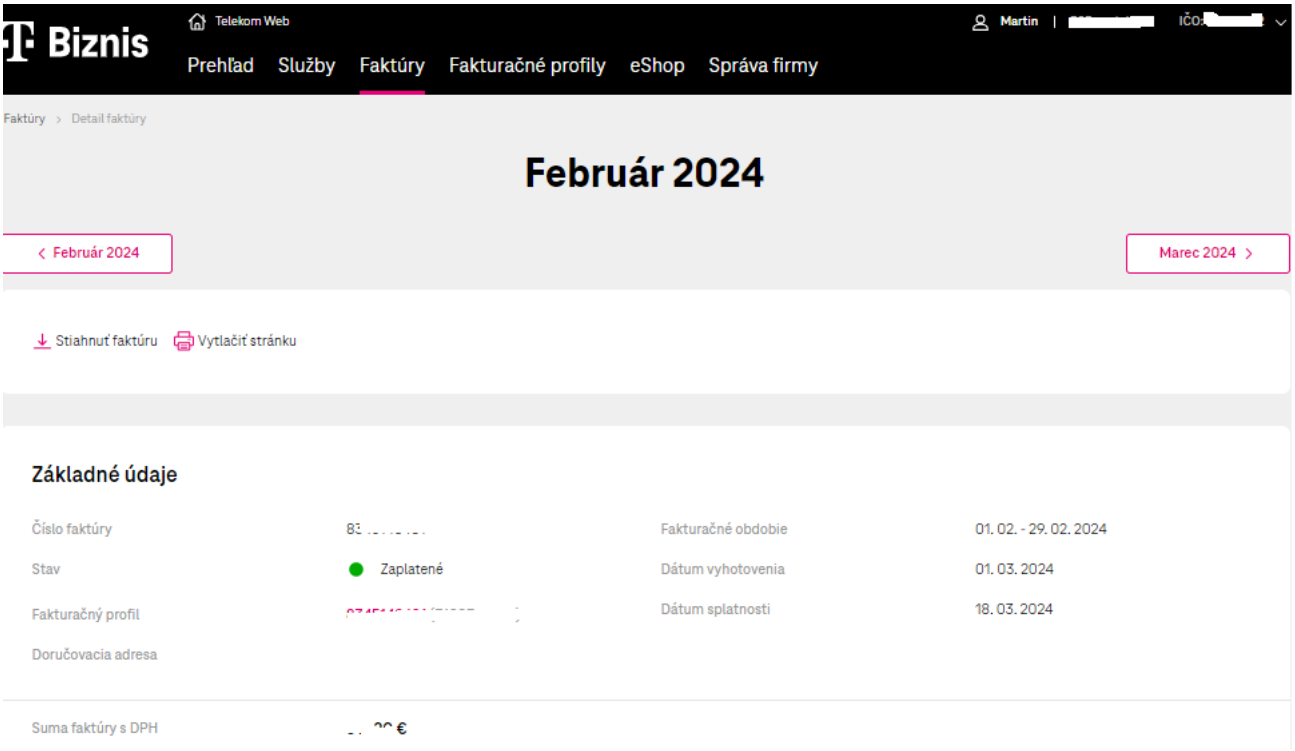

## 10 Invoice detail and invoice profile detail

1. By clicking on the line with the invoice number, the invoice detail is displayed.
2. Clicking on the icon in the billing profile row opens the billing profile detail




## i. Invoice detail

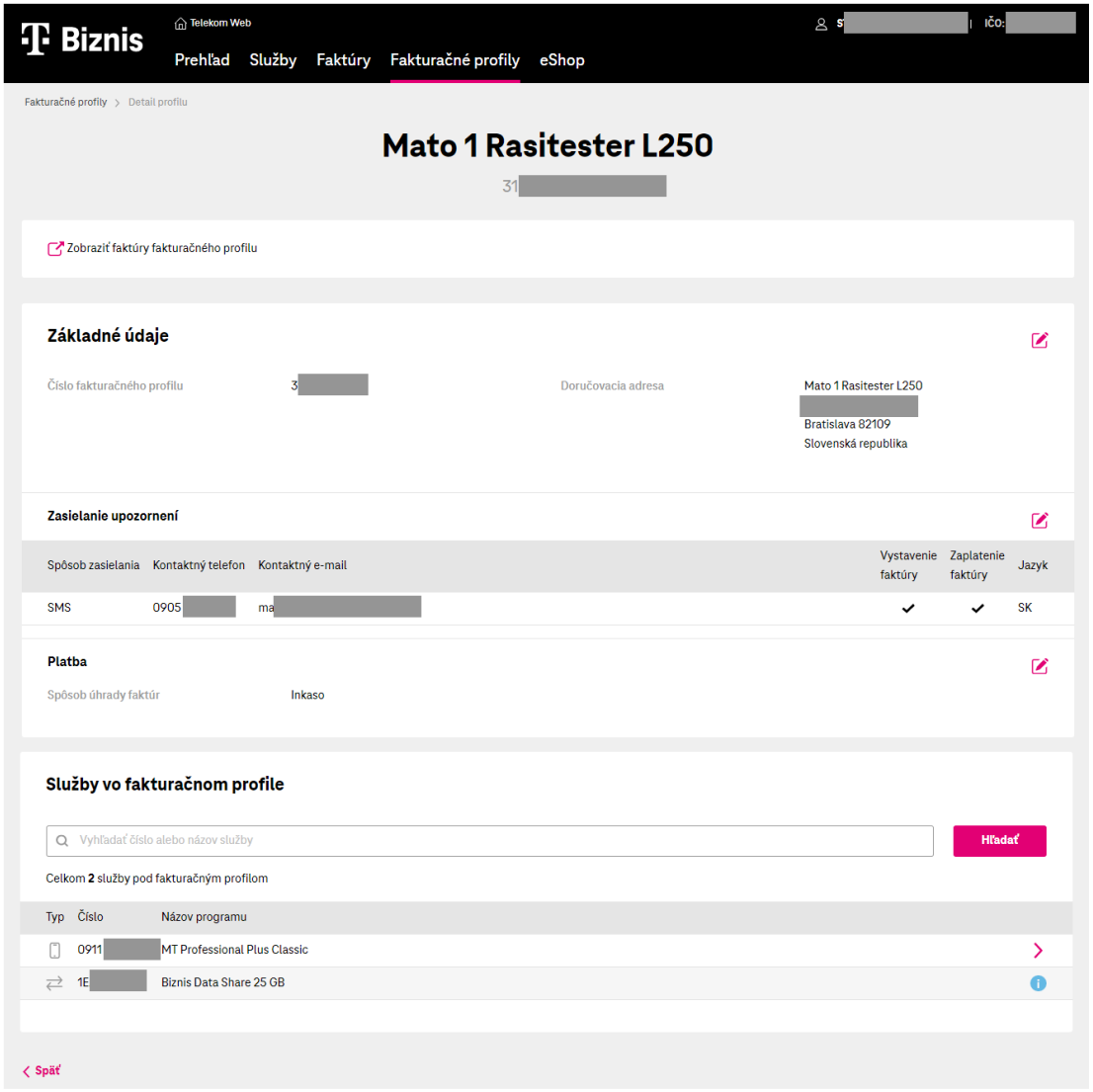
1. informs about the due date of the invoice
2. allows you to pay
    - QR code, bank transfer
    - Card
3. allows you to download the invoice
4. print page
5. Displays basic invoice data




## ii. Invoicing profile detail

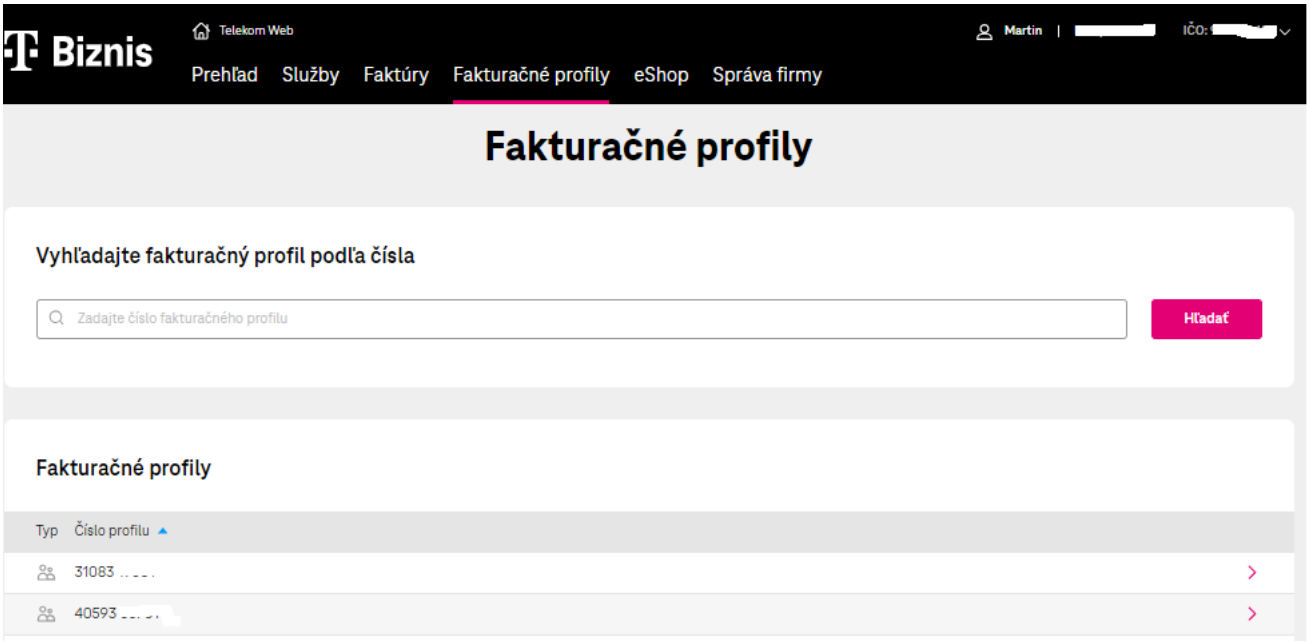
On the billing profile detail, we can:

1. View invoices for a billing profile
2. edit the basic contact details of the billing profile
3. set the method of sending notifications about the issuance of invoices and payment of invoices (SMS or email notifications).
4. Direct debit setup
5. we display services under a searchable billing profile




# 11 Billing profile

1. in the second line of the menu, click on **"Billing profile"**
2. Select the desired billing profile



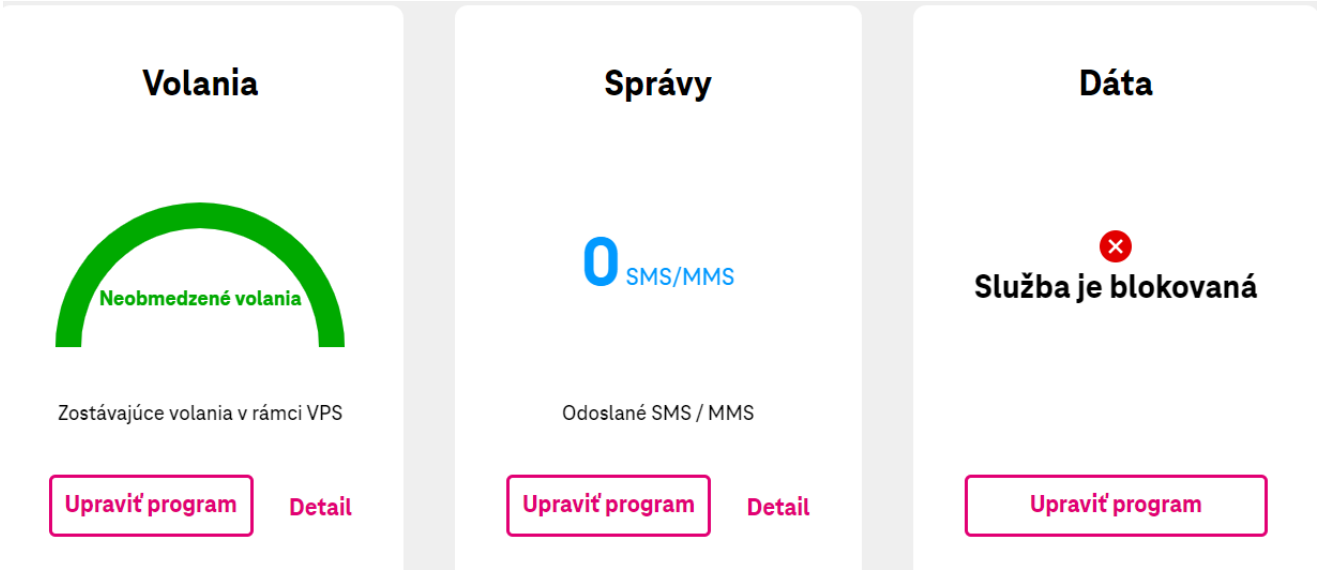

## 12 EShop

After clicking on the link in the menu, the customer is redirected to the old mojafirma.telekom.sk portal. Through the mojafirma portal, it is possible to purchase mobile devices, Microsoft Licenses, TelekomCloud Backup, Moon License, SmartBill Start and Pro.

## 13 MT Professional Plus Classic modification

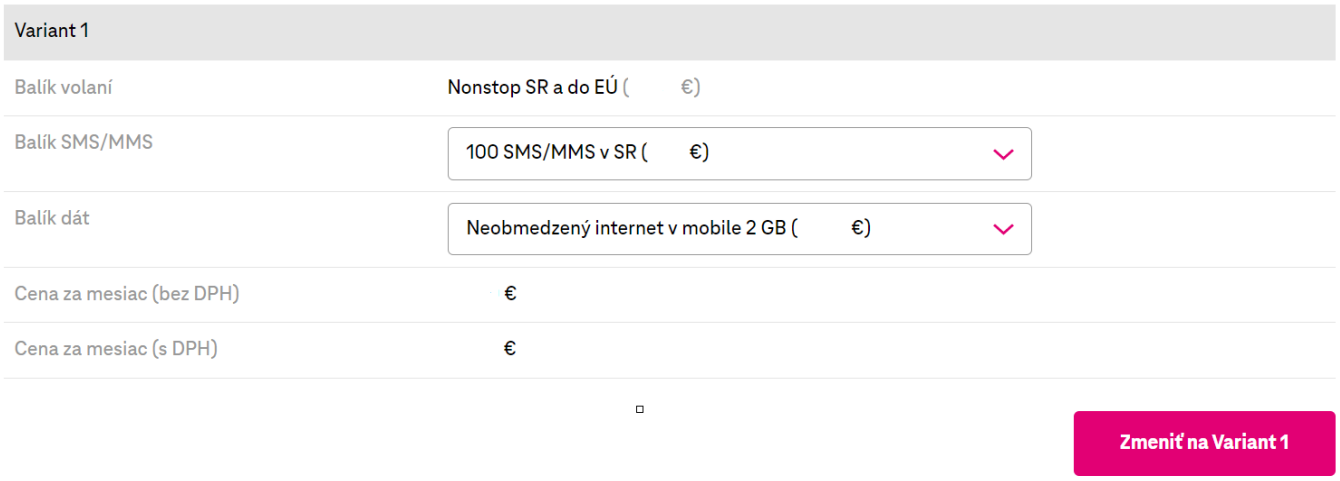
In the part of the phone number detail, via the **Edit program button**, it is possible to change the number Variants, or change the additional package according to the valid framework contract.

A change in the program can be made individually per number.




After clicking on the **Edit program button**, the available Variants will be displayed, according to the framework contract, which can be changed on the number.

**Dostupné varianty programu**




Via the **Change to Variant XY button**, we go to the summary of the required change on the phone number, where in the second step it is possible to schedule the change for a certain date.

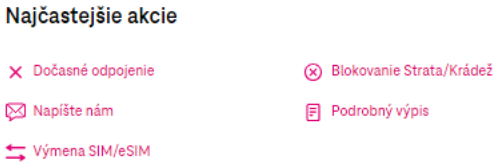
If the required change is entered correctly, in the order summary, it is necessary to click on **the Confirm Order button**.

If you do not see the variants or additional packages, you need to contact the business line 0800 123 500.

# 14 Swapping the SIM/eSIM

In the detail of mobile services in the most common promotions, there is an option to replace the SIM/eSIM card.

SIM replacement can be carried out on all active mobile postpaid services except the M2M universal program.

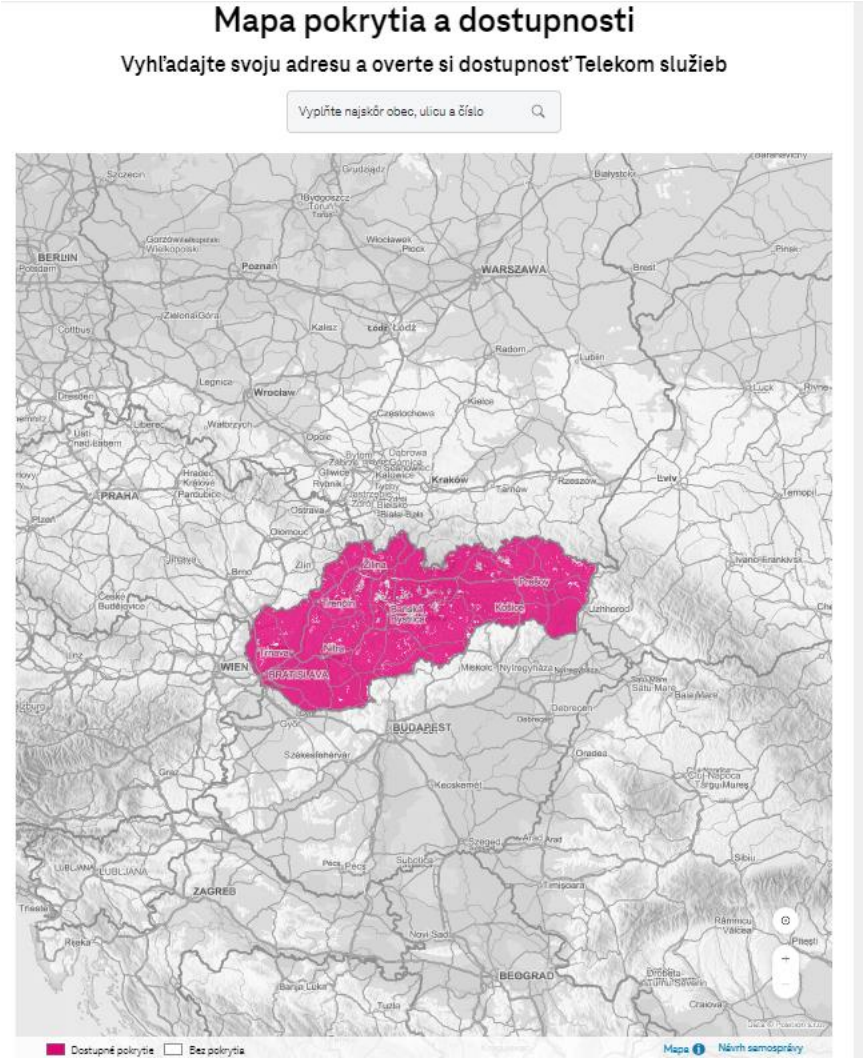



# 15 Managing your business

## 15.1 Wiki

### i. Map of Pokrytia

The coverage map is located under Business Management. The coverage map indicatively shows the locations that are covered by the radio signal of the mobile network and the locations of the availability of fixed network services of Slovak Telekom. Through the coverage map, it is possible to verify any network outages.



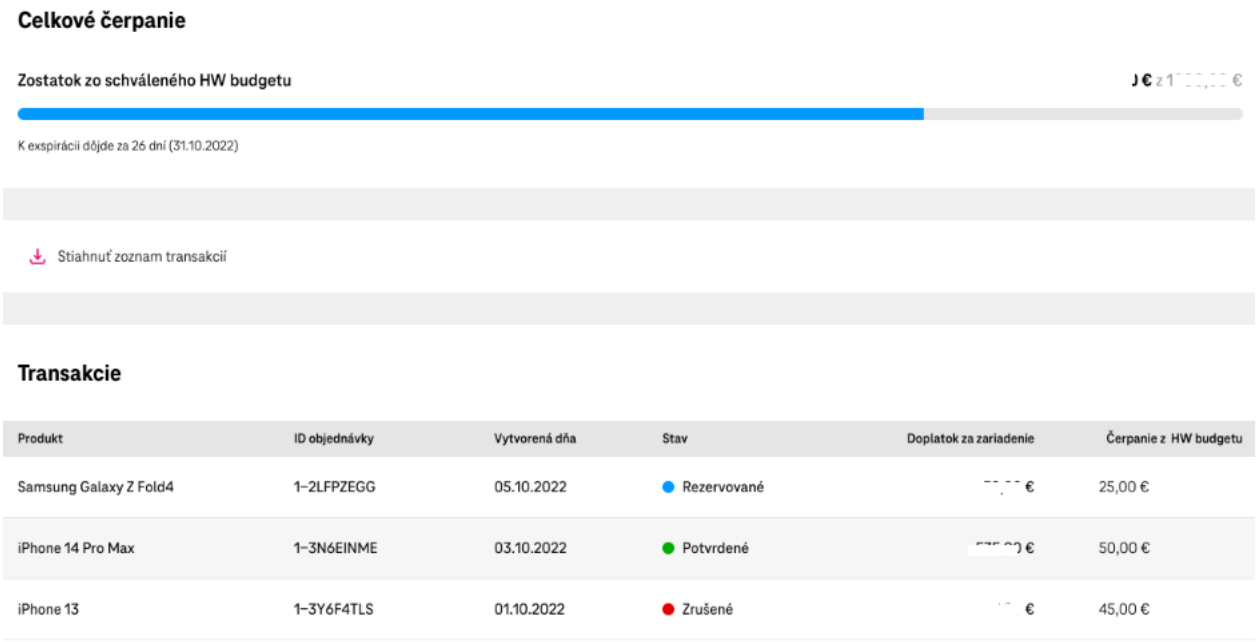

### ii. Your sales representative and specialists

In the wiki section you will find a saved onepager with information about your care contacts.

## 15.2 Contracts

### iii. Displaying and downloading drawdowns from the Hardware budget

In the Company Report, under the framework contract, you will find information about the balance of the HWB value. After clicking on the hardware budget, you have the option to download the drawing in XLS, CSV or TSV format.



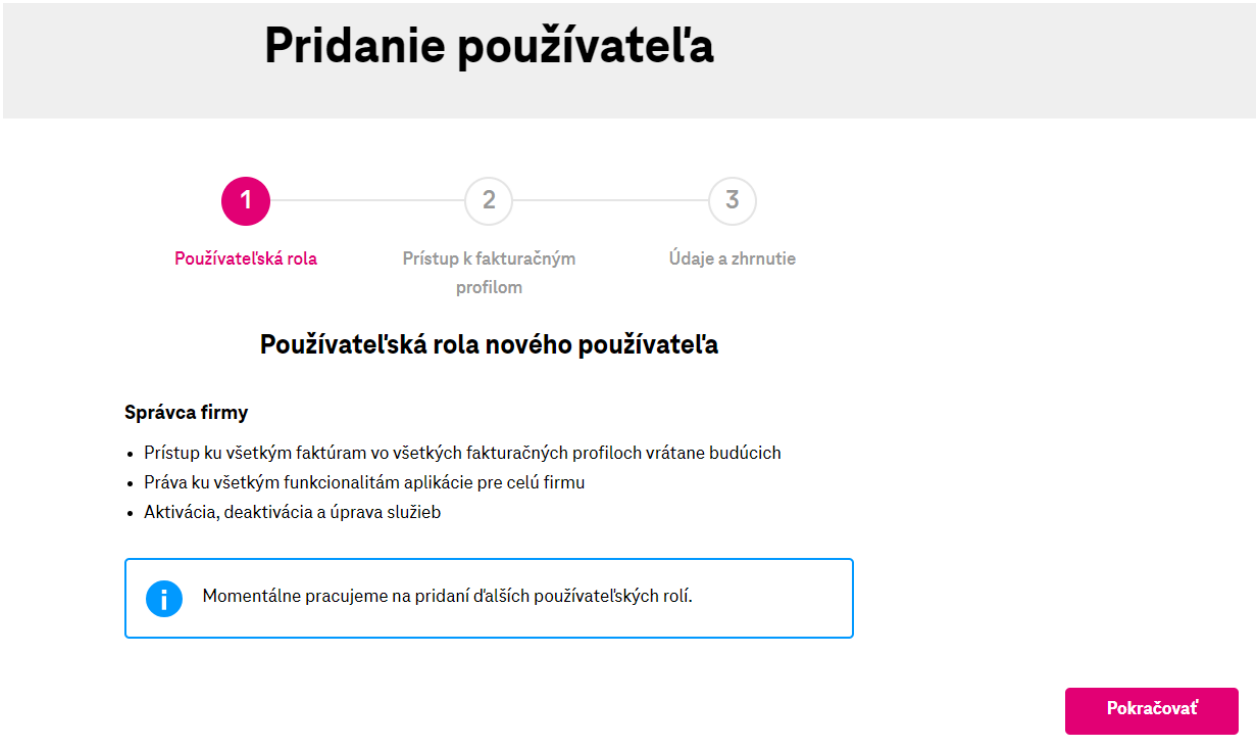

## 15.3 Setting user rights

### iv. Business Manager delegation

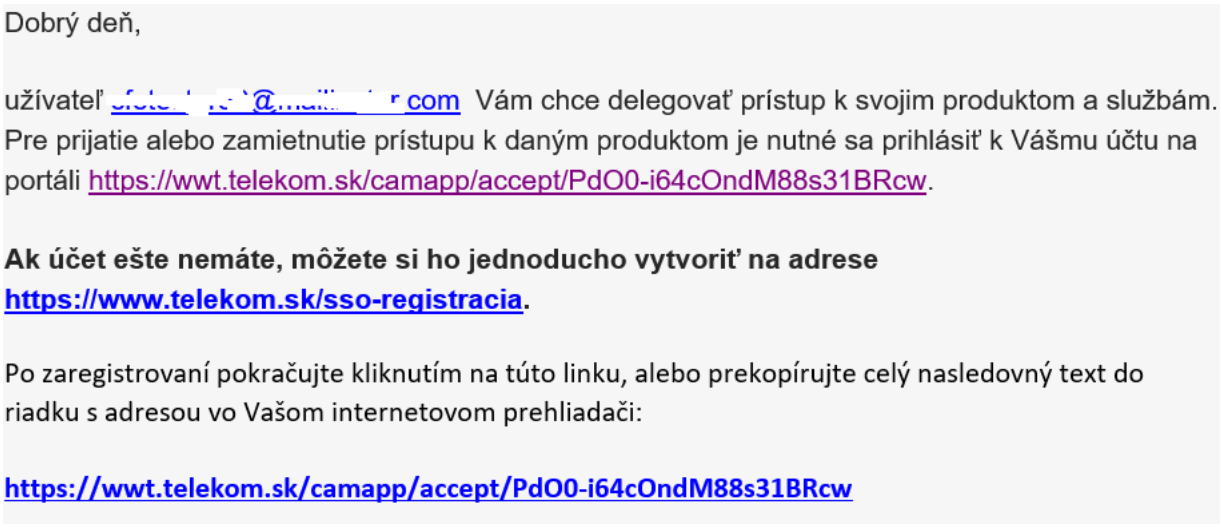
In the Company Management/User Rights Settings section, you have the option to create a delegation. As a Superadmin, you create an Admin delegation. You will allow the delegated user to manage the services to the extent available through the customer portal.

Through the option to add a user, the logged-in user who carries out the delegation via email or SMS is first verified.

By using the continue button, enter the email or phone number where you will receive the sent code. After successful verification, use the add user option again. Enter the email to which the delegation email will be sent.




If the customer is registered on the my-company portal, he clicks on the first link. If the customer is not registered, he will use the second link for registration.


Dobrý deň,

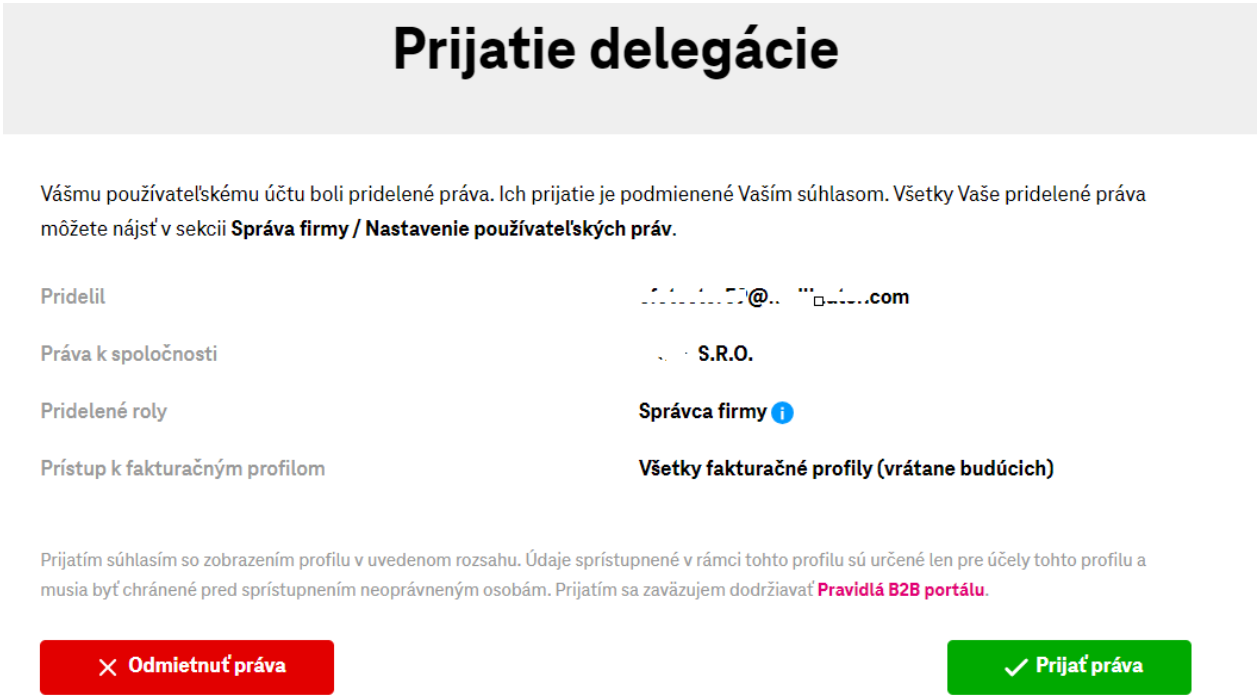
užívateľ [redacted] com Vám chce delegovať prístup k svojim produktom a službám. Pre prijatie alebo zamietnutie prístupu k daným produktom je nutné sa prihlásiť k Vášmu účtu na portáli https://wwt.telekom.sk/camapp/accept/PdO0-i64cOndM88s31BRcw.

**Ak účet ešte nemáte, môžete si ho jednoducho vytvoriť na adrese https://www.telekom.sk/sso-registracia.**

Po zaregistrovaní pokračujte kliknutím na túto linku, alebo prekopírujte celý nasledovný text do riadku s adresou vo Vašom internetovom prehliadači:

**https://wwt.telekom.sk/camapp/accept/PdO0-i64cOndM88s31BRcw**

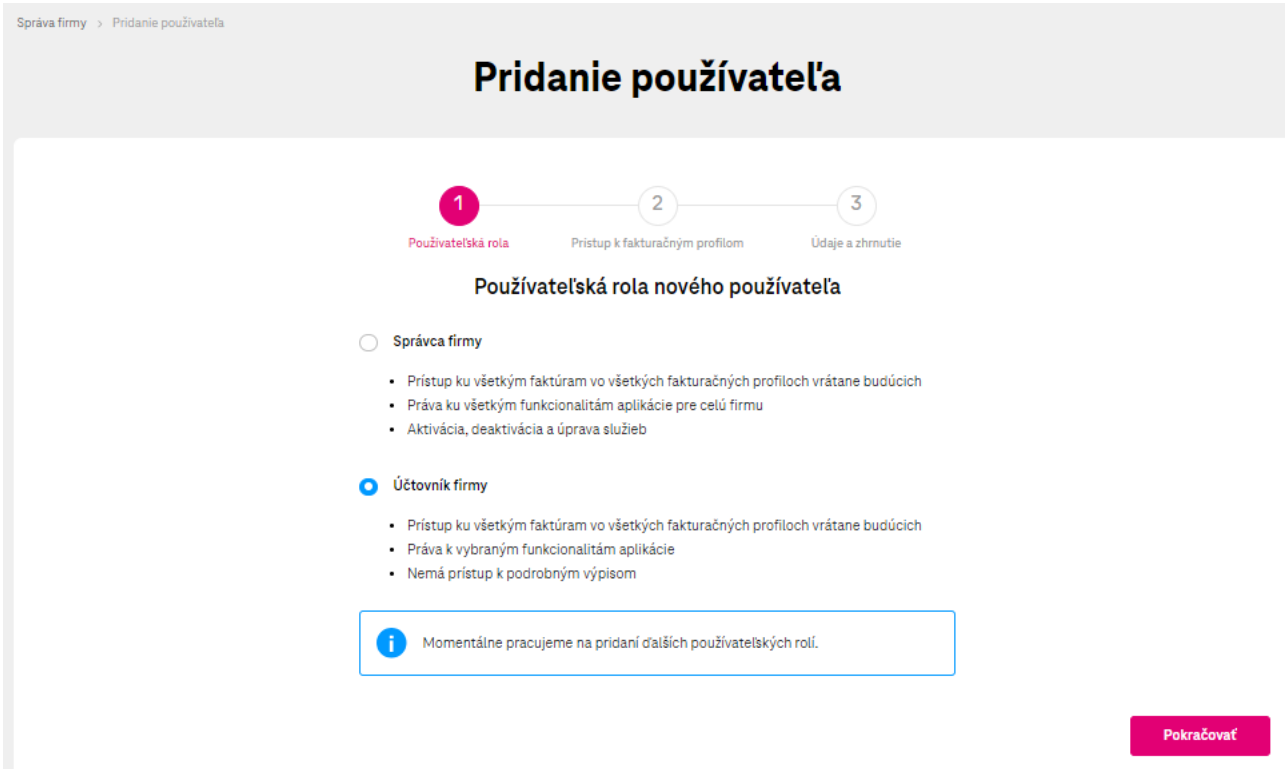
After creating a new registration, it is necessary to log in to the my-company portal and the message will be displayed see screen, through the option to accept rights, the delegation will be confirmed.




When the delegation is accepted, the specified user is delegated to manage the company.

### v. Delegation Company Accountant

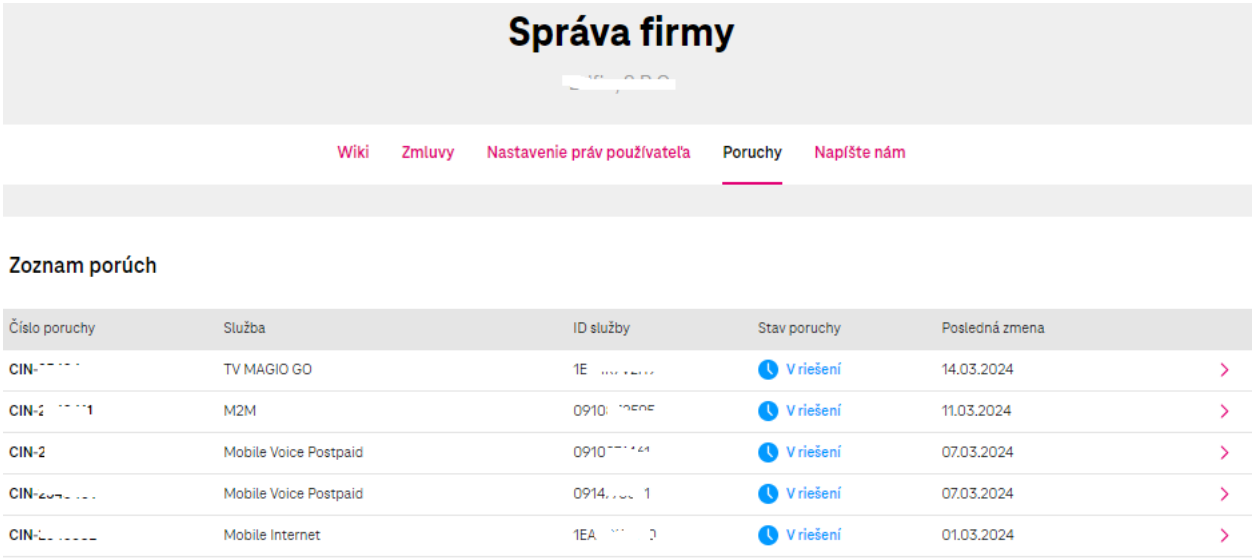
The Superadmin and Admin roles have the option to create the Business Accountant role. You give the delegated user access to all of the company's billing profiles through the customer portal.



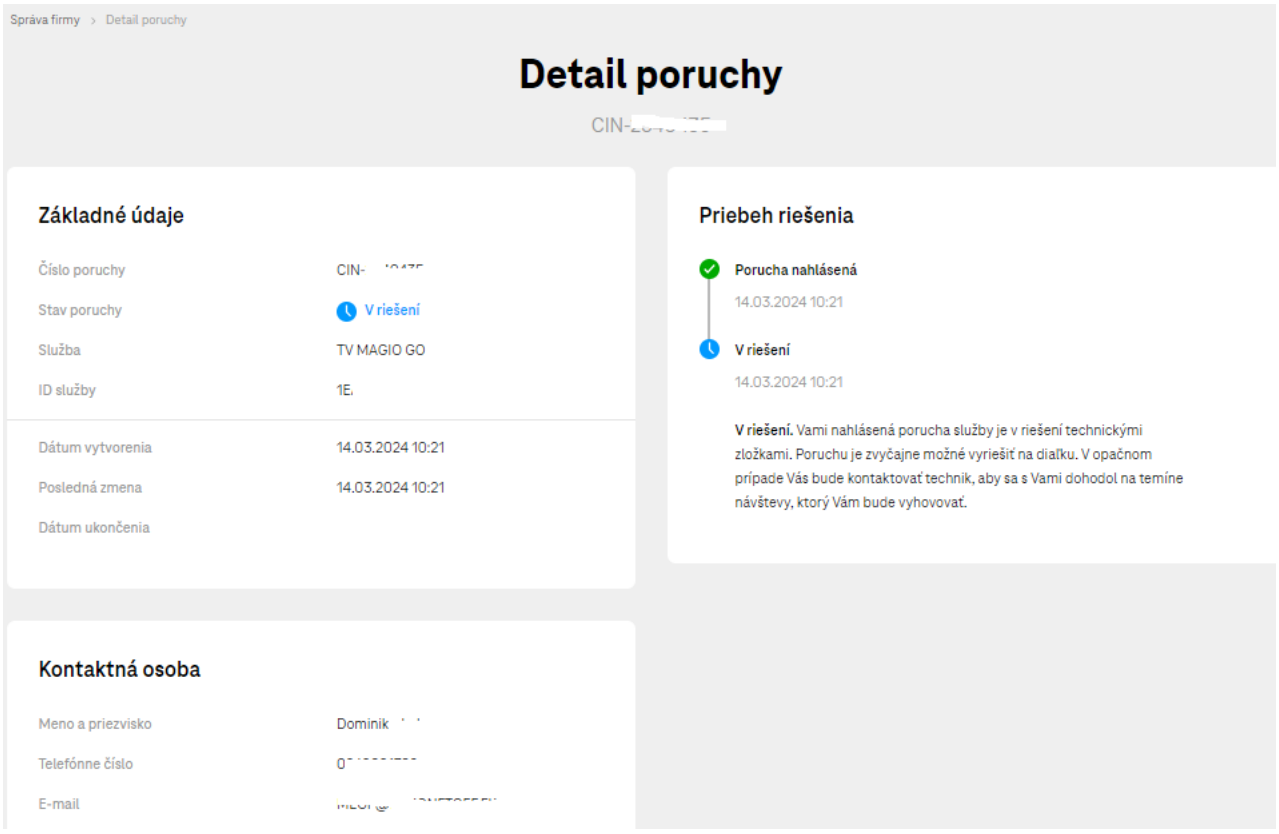

After you select the delegation of the Business Accountant role, follow the instructions above. When the delegation is accepted, the customer will be assigned the Business Accountant role.

## 15.4 Disorders

In the Failures section, you can see the reported failures for your company, which are updated online.

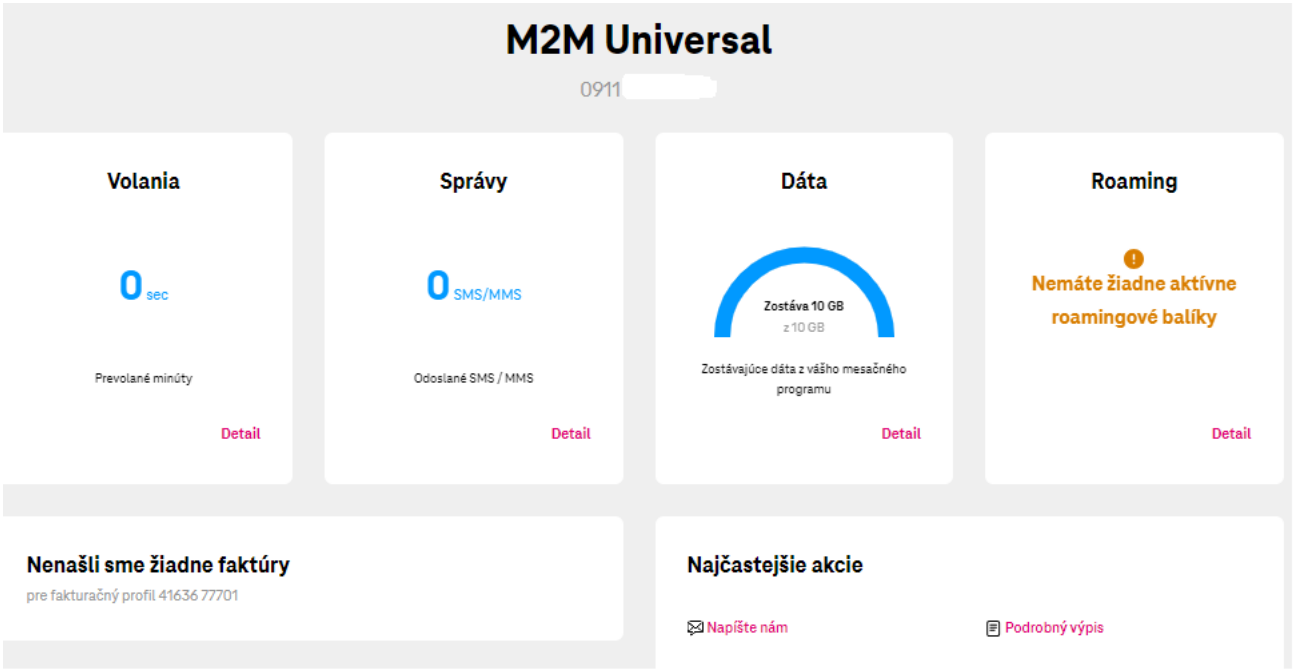



Through the pink arrow, you have the option to view the detail of the reported malfunction




# 16 M2M Universal Card Consumption Detail

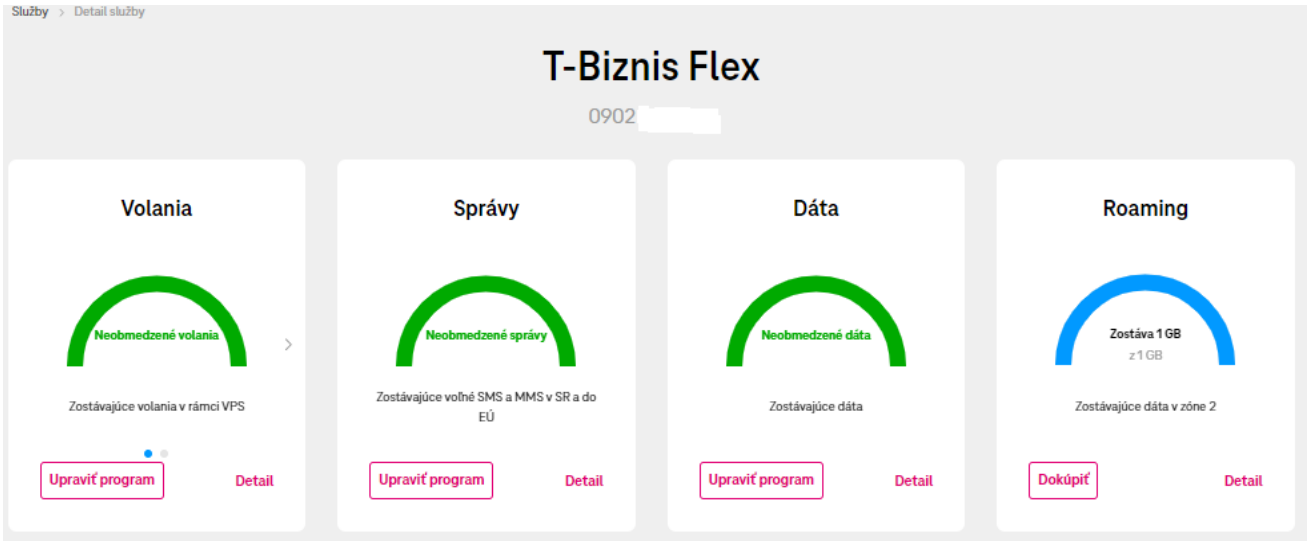
On the moja-firma portal, you can also see the detailed status of cards with the M2M Universal program. For the time being, it is possible to download a detailed statement for the number with the specified program in the most common promotions. If you need to change the services on the number, use the "write to us" option.



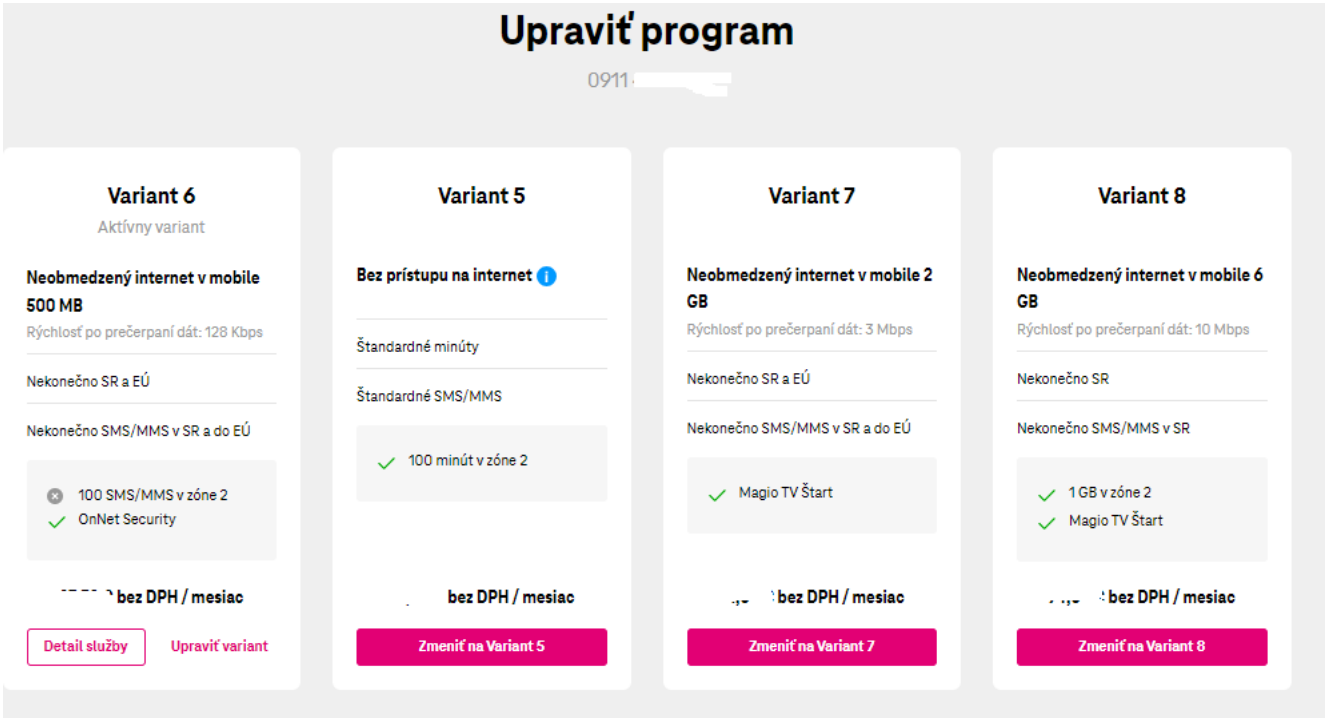

## 17 T-Business Flex Modification

In the part of the phone number detail, via the **Edit program button**, it is possible to change the number Variants according to the valid framework contract. A change in the program can be made individually per number.

After clicking on the **Edit Program button**, you will be shown the available Variants.




Via the **Change to Variant XY button**, we go to the summary of the required change on the phone number, where in the second step it is possible to schedule the change for a certain date.



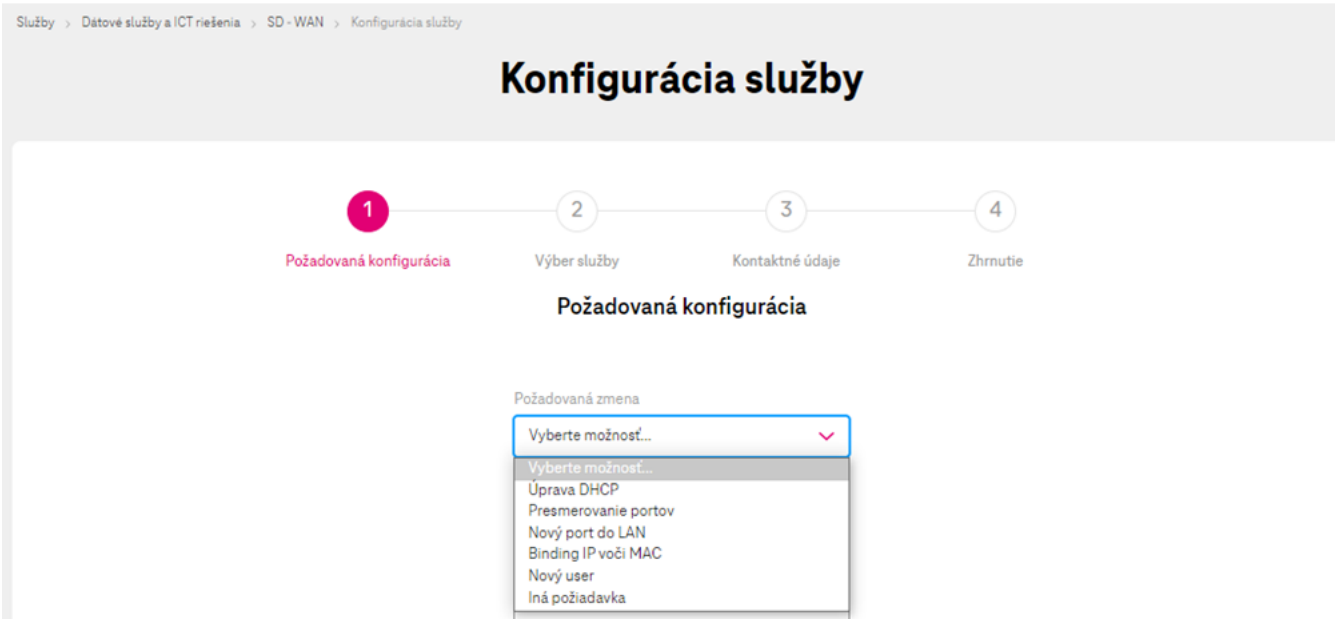

If the required change is entered correctly, in the order summary, it is necessary to click on **the Confirm Order button**.

If you need to change additional services, use the **Edit variant button**.

## 18 Small configuration changes for SDWAN

If you have an active SD WAN service, you can make small configuration adjustments through the portal on the service.

In the first step "required configuration", you choose what change you require, select the service for which the change of settings is to be processed, enter the contact details and after summarizing, send the order.




After successfully sending the order, you will be sent a notification to the specified contact about the processing of the order.

When administering the SDWAN service, it is possible to configure several services at once, after clicking on the chat box, you select all services at once.