ENGAGE
QUICK REFERENCE GUIDE
VERSION 4.0

BUSINESS

BUSINESS

Hello and welcome

Welcome to Engage. It's great to have the opportunity to work with you.

The world is becoming more complex, you need to extend the reach of your network, control costs and ensure the security of your business – all while adopting new ways of working.

We're not claiming that solving such complexities is simple. But now we're working together we hope that Engage makes it easier and faster for you to get what you need. Then you can use the solutions you choose to turn those everyday complexities into opportunities.

Delve into this guide whenever you need help on the portal.

Getting started

The Engage portal can be accessed from the following URL:
www.virginmediabusiness.co.uk/engage

This document should be a useful guide, but if you need more information, then a full version of the reference guide is available to view online. Click '**Help**' on the top right hand corner of the Engage homepage as shown here.

Once you have launched the site, please follow the on-screen instructions.

Login

At first login, you'll be asked several questions to personalise and secure your account. You should have received correspondence from us containing a username and password. If not, please contact your system administrator.

Enter the login details provided – as shown – then click **Login**.

Please note that your username and password are case sensitive.

Note: By logging into and / or by using the Engage portal you accept and agree to be bound by the **Engage Terms of Use**.

Virgin Media **BUSINESS**

- -

Password reset

Change Password:

It must be 8 to 20 characters long with at least one digit, one
upper case letter, one lower case letter and one of the following
special characters @#$%.

New password

Confirm new password

Change Password

Once you've logged in, you'll be prompted to reset your password. This is your chance to
create a password that's a little easier to remember. Password format requirements are as
follows:

- **Minimum of eight characters**
- **At least one digit**
- **One upper case letter**
- **One lower case letter**
- **One of the following special characters " @ # $ % "**

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Security settings

Set Security Questions:

Question 1:

What is your favorite food? ▼

Please Select
What is the name of your first elementary/primary school?
What is the name of your high school/secondary school?
What is your dream car?
What is your father's first name?
What is your favorite food?
What was the name of your first pet?
What was your favorite toy as a child?
When is your father's birthday?
When is your mother's birthday?

Model Answer 2

Question 3: Please enter a question of your own

What your favourite meal of the day?

Answer 3: Please enter a response to the question you have chosen

Model Answer 3

Submit   back to Homepage

Next you'll be asked to set your security questions and answers. Simply select your options from the drop down menus and create your personal answers. You'll then be asked to provide a unique question and answer of your own, to keep things extra secure. Store your answers somewhere safe, as they'll be used to confirm your identity if you need to reset your password in the future.
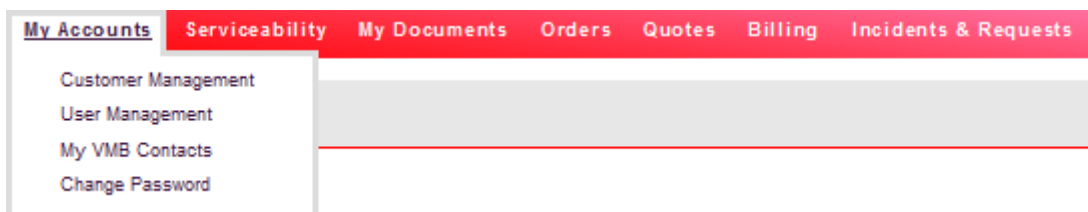
Once you've set your security questions, you'll be directed to the Engage homepage. A message will display, confirming that your security question changes are complete.
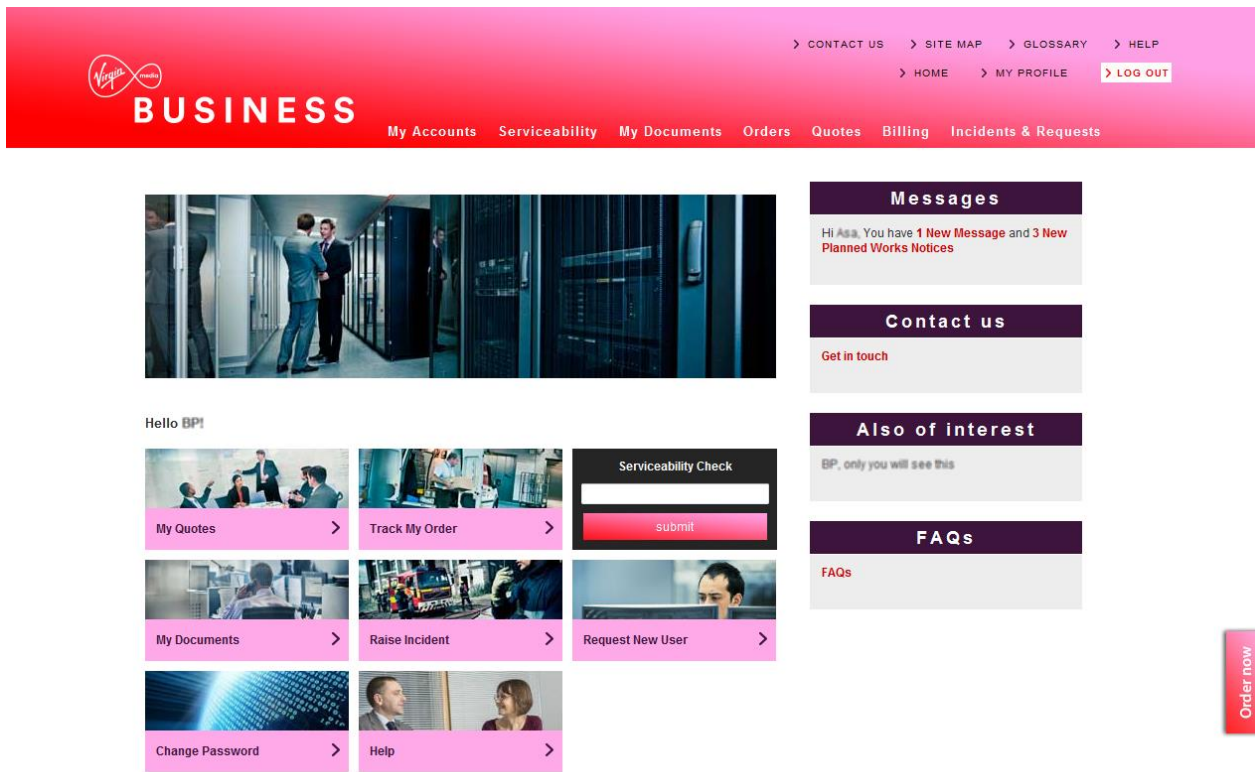
Note: For details on Engage supported browsers, please refer to the full reference guide – as referred to on page 3.

Navigating around Engage

Your organisation information is held within this section. Please ensure that it's up to-date as it will be used to automatically populate order forms. Accurate information will help to improve service delivery timescales.

Customer management

To edit your company details, click **Next** at the bottom of the screen. You can store multiple addresses for billing or correspondence. You can also store multiple contacts for general correspondence or project queries. Account information can be amended by selecting the relevant field, then click **Change** when you are finished editing, and this will save the amendments you have made.

Note: Fields marked with an asterisk are mandatory and must be completed in order to progress.

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User management

Within this section, Super Users can review and change an existing user's details and roles, and request new users.You can update the user's profile information, change the user's role or remove the user altogether (all role combinations are allowed).

To create a new user, enter the user's details in the request new user section.

Ensure you select the **Super User** or **Standard User** from the **User Type** drop down menu.

If you don't select a user type you'll receive an error message preventing you from further navigation, until a selection is made.

Next you can set the required access levels for the user. You have several permission options available. Tick the **Select All** box to choose all or tick each one according to your preference.

Click **Save User** to submit your request to the administrator. The new user will receive login details by email.

My Documents

Keep your documents safe and up-to-date

This sections holds specific documentation relevant to your services, including product user guides, network diagrams, contracts, and the Engage Terms of Use.

Please always refer to the documents within this section rather than locally saved versions, as we update these documents regularly.

We'll manage the upload of all available documents. However, if you have specific requirements for storing other documents, please let your Account or Service Manager know.

To view documents

You can access stored documents by either:

Selecting from the My Documents tab on the tool bar across the top.

OR

Follow the link at the bottom of the homepage.

Documents may be stored by folder or individually, it's up to you.

My Documents

You Are Here > Document Store

Folder(s)

Folder Type	Folder Name	No of Subfolders	No of Documents
📁	Agreements	1	0
📁	Contract	0	9
📁	Engage Terms of Use	0	1
📁	Service Descriptions	0	2
📁	T&Cs by Service	10	0
📁	Test	1	0
📁	testing	0	1
📁	User Guides	0	1

Document(s)

File Type	Document Name	Publish Date	Version
📄	Customer Service Description - Ethernet Extensions v 2.1 March 2	Mon Sep 15 00:00:00 BST 2014	1.00
📄	Customer Service Description NE and EE+	Mon Sep 15 00:00:00 BST 2014	1.00
📄	Engage Terms of Use v1	Mon Sep 15 00:00:00 BST 2014	1.00

Serviceability

My Accounts	**Serviceability**	My Documents	Orders	Quotes	Billing	Incidents & Requests

The Engage portal makes doing business easier, faster and more flexible. Serviceability checks can now be performed instantly, saving you valuable time and helping us work together, smarter.

To verify site serviceability i.e. whether you're in reach of the network (on net or off net) please enter the postcodes of each of your sites.

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Simply type in the **postcode**(s) - you can check up to **50** postcodes per search.

Click **Next** to view results of the available connectivity for those postcodes.

One of the following two connectivity results will be displayed on-screen:

(a) Virgin Media Business connectivity

(b) 3rd Party connectivity

Click **Next** to continue.

Select from the drop down list of full **Postal Address**(es) for each of your entries, then click **Next** to submit.

Results will be displayed on-screen, advising if the network is readily available for connection or whether further work will be required to get you up and running.

Click **Finish** when your search is complete. You'll be redirected to the homepage and a message will confirm that your request is complete. The serviceability result includes the access types availble at your site(s) so that you know whether broadband, ethernet and SDH is available prior to raising a quote.

Quotes
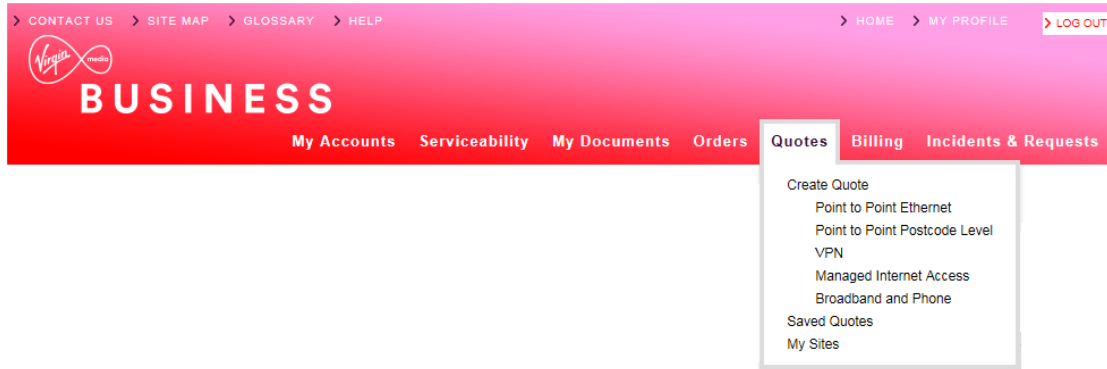
Under the **Quotes** tab you can select Products from the dropdown list to get quotes. Each section details the associated products and will provide guidance on the requirements to submit your quote successfully.Below are examples of the selections available for each of the connectivity types.

Site-to-Site(s)

There are two types of site-to-site quotes:

QUOTE TYPES

ADDRESS

Lets you configure the exact options that you want to see in your quote.

POSTCODE

Where the exact address is unknown this will allow an indicative quote (least precise).

	Address	Postcode
National Ethernet	✓	✓
Ethernet Extensions	✓	✓
Ethernet Extensions+	✓	✓
Leased Lines	✓	✓
Managed Internet Access	✓	
IPVPN	✓	
Ethernet VPN	✓	
Broadband & Phone	✓	

Converting a Quick Quote to a Quote

If you want to turn a **Postcode Quote** into an order, you must convert it to a **Quote**.

Select the quote from the **My Saved Quotes**. All quick quotes are flagged as **YES** so they can be easily identified.

To convert the quote, click **Convert to Full Quote**.

Quote Details - USER GUIDE INDICATIVE QUOTE_74638_0Q01_01

Product Name :	National Ethernet
Quote ID :	5862114
Date Raised :	10/10/2014

A Site

Sitename	1919801561S93SE1412940801147
Address	R K MOTORS 228 CHIPPINGHAM STREET SHEFFIELD
Postcode	S93SE
Circuit Connectivity	Virgin Media Civils Required
Bearer Bandwidth	10 Mbps

B Site

| Sitename	Test Account 1 - NNE
Address	VIRGIN MEDIA 10-14 BARTLEY WOOD BUSINESS PARK BARTLEY WAY HOOK
Postcode	RG279UP
Circuit Connectivity	Virgin Media Site Connected
Bearer Bandwidth	10 Mbps

Configuration

Circuit Bandwidth	Install	Rental	Product	Term
10 Mbps	£0	£3,165.00	National Ethernet	5

Back | **Convert to Full Quote** | Query Quote

Orders

You can proceed directly to order stage from a completed quote. Selecting the order option at the Finish screen, will take you directly to the Terms & Conditions (T &Cs) screen. Follow each step to submit your quote.

To view your saved orders, select **Saved Orders** from the drop down menu. All saved orders will display in list format.
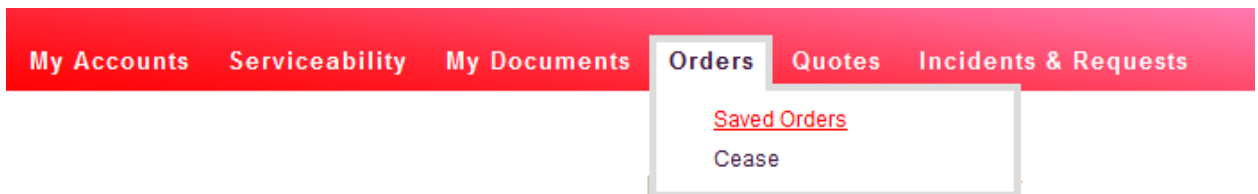
You can search for an order by Date, Engage ID, Order ID, CRM ID, Product, Postcode, order type and order status. Enter the information you know about the order and click **Search**. The orders will then be filtered accordingly, making it easier for you to find the order you require.

Order Tracking

From the **Saved Orders** screen you can view the progress of all your Virgin Media Business orders...

Select the order you would like to view the progress of and click on the **Order Details** tab.
Here you will will be provided with an in-depth overview of the current status of your order.
This will include :

- Progress Bar
- Order Status
- Contact Details
- Address Details

Ceases

Under the **Orders** tab you can select **Cease** and make changes to your service online.
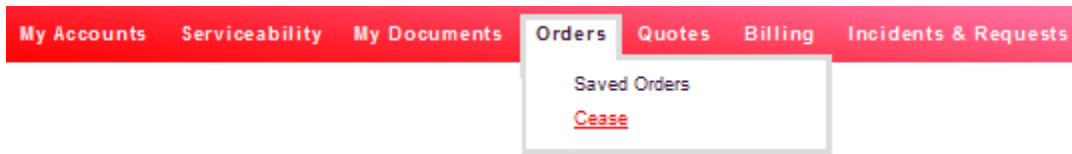
Each section details the information required and provides guidance on the requirements to submit your request successfully.

Billing

Working smarter

We have been improving our communications channels, to save you time.

If you have a **My Bill** account, you can set up the **Single Sign On** feature. This means that you'll be able to access your account from the Engage portal, without having to use a separate login. You can view, print and query your bills all in one place. In time, we hope to centralise all the functions to make things as efficient as possible.

Click on the **Billing** tab at the top of the homepage. Now select the **My Bill** option and you'll be automatically redirected to the **My Bill** home page as shown below.

Note: Single Sign On is only available to **My Bill** account users.

Incidents and Requests

Engage now offers customers the facility to create incidents and request in the event of a fault, or to log a change requirement. You can do this by accessing the new **Incidents & Requests** tab as shown.

My Accounts	Serviceability	My Documents	Orders	Quotes	Billing	Incidents & Requests

Raise Incident
View Incidents
Raise Request
View Requests
Planned Works
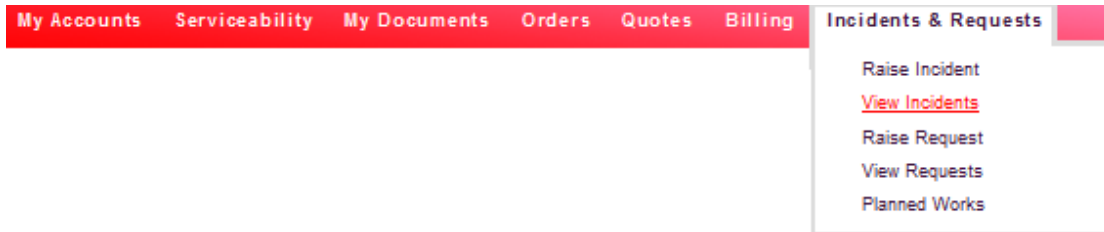
In this area, you can raise and track their status. Here's a quick summary of the features:

- **Raise Incident** - should the worst happen, you can log a fault with us by raising an incident for that particular service
- **View Incidents** - search, view and update existing incidents
- **Raise Requests** - raise a request for a minor change to your service
- **View Requests** - search, view and update existing requests
- **Planned Works** - view planned works that may have an impact on your data services with us

Select **Raise Incident** from the Incidents & Requests tab at the right hand side of the home page, then enter the details required to complete.

1 Contacts	2 Reference	3 Site Search	4 Sites	5 Products	6 Issue Type	7 Questions

Raise Incident - Products
For some sites there will be more results than we can show you.
If your specific product is not visible below you might like to narrow you search settings by clicking here

Product Name *   IPVPN - CAL0051692

Cancel   Previous   Next
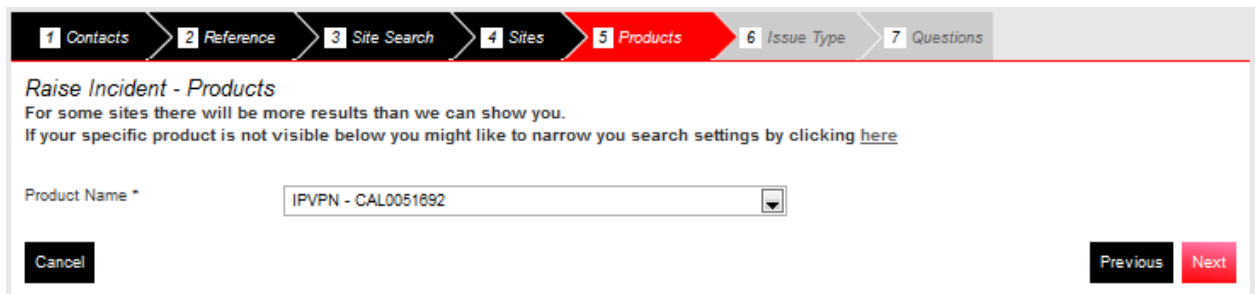
View incidents

Here you can view the incidents that you have created.

View Incidents   Raise Incident   Export CSV

Search	Please Select		Date From	02/09/2014	Date To	13/10/2014	Search	Clear

Incident History   *Displaying from 02/09/2014 to 13/10/2014*

Incident ID	Site	Product	Created On	Entered By	My Ref	Description	Status	!
F003231598	LONDON	IPVPN	13/10/2014 11:03	307451PerrinC	MyRef1234	Intermittent connection	Open	

Raise Requests

Not only are you now able to log faults, you can also log a number of small changes, subject to the conditions below:

- The change has no cost impact
- Requires no Virgin Media Business on-site resource
- Has no impact on other customers
- Does not cause disruption to service
- Can be completed during normal business hours
- Does not require any change to your current design

| 1 Contacts | 2 Reference | 3 Site Search | 4 Sites | 5 Products | 6 Issue Type | 7 Questions |

Raise Request - Issue Type

Issue Type *   New request

Cancel   Previous   Next

View Requests

You'll have the facility to view the requests that have been created.

View Requests   Raise Request   Export CSV

Search   Please Select   [ ]   Date From 02/09/2014   Date To 13/10/2014   Search   Clear

| **Request History** | | | | | | **Displaying from 02/09/2014 to 13/10/2014** |

Request ID	Site	Product	Created On	Entered By	My Ref	Description	Status
F003231599	LONDON	IPVPN	13/10/2014 12:15	307451PerrinC	MyRequest123	New request	Open

Note: You'll be able to export these details to a spreadsheet by clicking on Export CSV at the top of the page. You'll also be able to click on each of these column titles to sort their results by this field.

Planned Works

You now have the facility to view planned works that may be affecting your Virgin Media Business service. This appears under the new Planned Works tab under Incidents & Requests. Any unread messages will appear in purple, whilst read messaged will be in black. This is listed for each Engage user, rather than for each customer.

► C00565323					view
▼ C00565322					

Customer Impact	There will be a degradation/loss of service during the scheduled timeframe whilst the required maintenance work is completed.	Status		Scheduled
Scheduled start date/time	02/11/2014 00:00	Scheduled end date/time		02/11/2014 05:00

Impacted Circuits*

Circuit Reference	A End Site Name	A End Post Code	B End Site Name	B End Post Code	Product Name
CAL0114377	TEST ACCOUNT	CF1 7WW			National Ethernet

* Data products only

Only Planned Works relevant to you will be displayed and the following details will be displayed by clicking **View**:
- Planned Works Summary
- Change ID
- Sites Affected
- Scheduled Start Date and Time
- Scheduled End Date and Time
- Expected Planned Works Duration
- Status

You'll also receive a message about any Planned Works that may affect you. The message indication will appear in Messages on the home page.

Messages

Hi Chris, You have **0 New Messages** and **2 New Planned Works Notices**

Messages

Keeping you informed

To ensure that we communicate effectively, from time to time we'll send you information to keep you up-to-date with what's going on or about planned changes that may affect you. When you login to Engage, you'll see a message notification on the right hand side of the homepage.

When you click on the message link, messages will be displayed in list format.

My Messages

Show 10 ▼ entries   Search: [   ]

Date	Subject	Message Status
24/10/2014 11:05	Test Message to Test Account 1	Unread
23/09/2014 17:24	Hello you guys!	Read

Select the message you would like to read by clicking on the subject field.

My Messages

Test Message to Test Account 1

Works like a dream!

Back

You can now read the content of your message on-screen.

The status of the message will show as having been read and will be automatically stored for future reference.

If your preference is to **Delete** the message, simply select that option from the list, and the message will be removed.
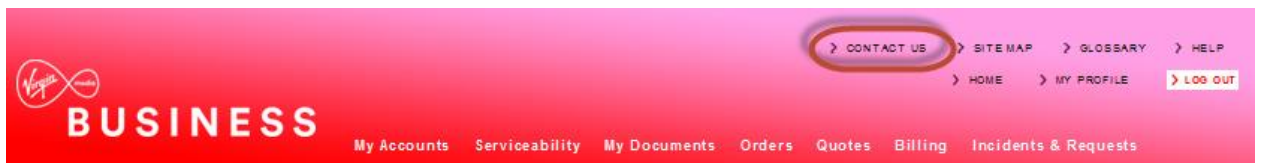
Contact us?

If you need to get in touch, select **Contact us** on the right hand menu.

If you follow **Get in touch** from the link on the homepage, it will direct you to a page where your administrator has populated all of the members of your account teams' contact details for your reference.
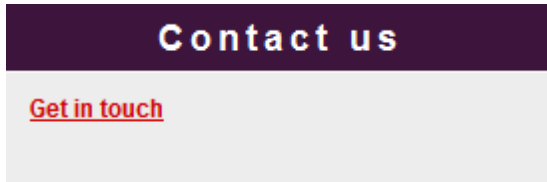
OR

Select **Contact us** from the right hand side of the top tool bar to send us an email.

Further help

This document should be a useful guide, but if you need more information, then a full version of the reference guide is available to view online. Click '**Help**' on the top right hand corner of the Engage homepage as shown here.

Once you have launched the site, please follow the on-screen instructions.