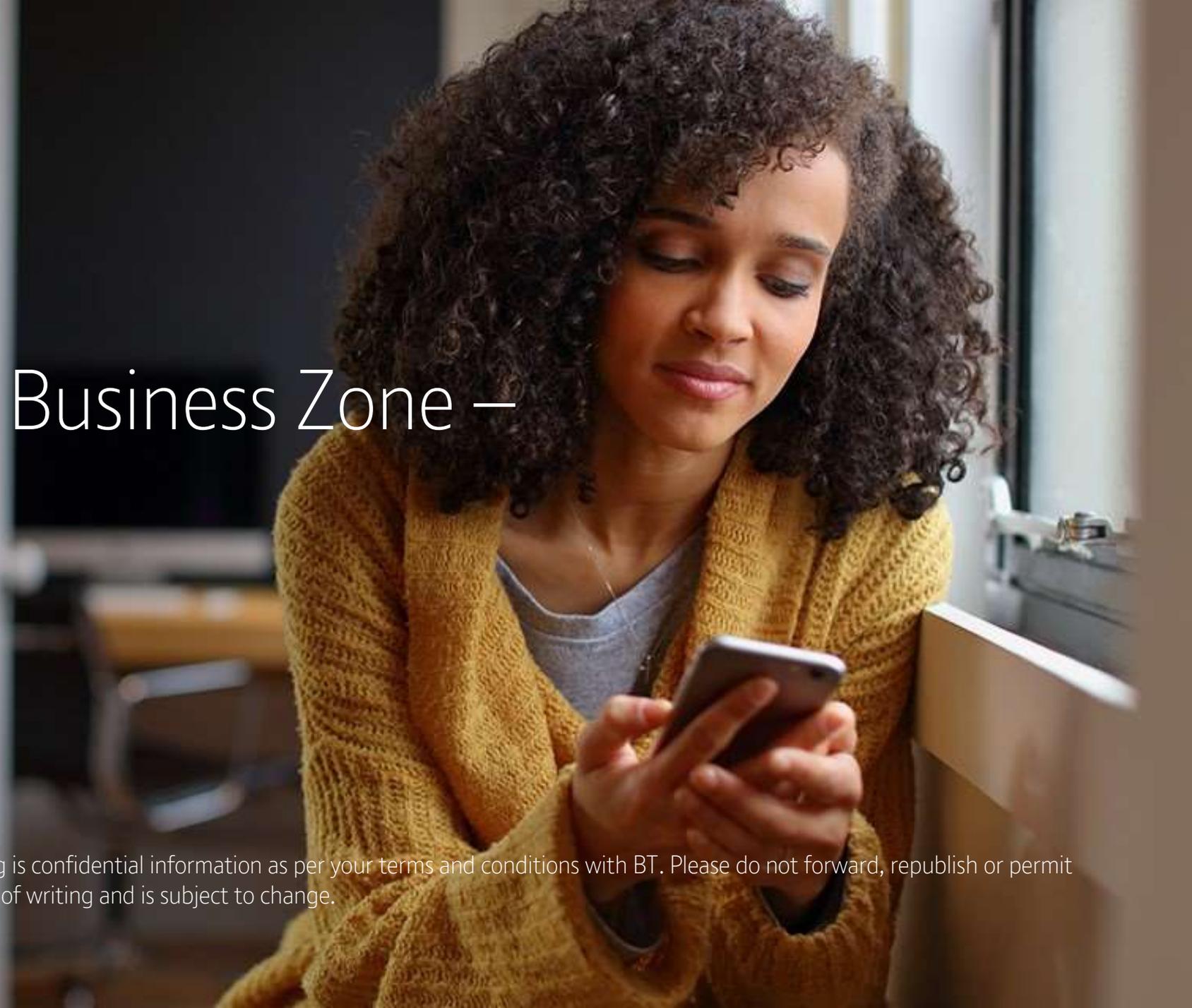


**BT** wholesale

# Getting access to Business Zone – User Guide

BT Wholesale Online  
V2

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The screenshot displays the 'Business zone overview' dashboard. At the top, there is a search bar with the placeholder text 'Enter the reference number' and a search icon. Below the search bar, the dashboard is divided into several sections:

- Order status:** Displays orders in the last 20 days. Filtered by 'Data Services > Ethernet Equipment'. Reference type: 'Customer reference number'. A table shows the following data:

Account: Select *	Order status	Count
> Saved		20567
> Pending		32
> Cancelled		7
> In Progress		5
> Completed		15
- Fault status:** Displays updates of all faults. Filtered by 'Data Services > Ethernet Equipment'. A table shows the following data:

Account: Select *	Fault status	Count
> In Progress		8
> Closed		34
- Important updates:** Includes 'Planned Network Change Notification' (Check if your services are affected by our planned network changes) and 'Major Service Outages (MSO)' (You have 47 open outages).
- Inventory:** Filtered by 'Data Services > Ethernet Equipment'. A table shows the following data:

Account: Select *	Total	#	📄
> Data Services	947	0	15
- Actions required:** Reference 3-18119429872, Customer to Accept/Reject MSO, 18 Sep 2018. Account or Report: View of 1-1 of 1.
- Frequent tasks:** A list of tasks including ADSL Broadband checker, Broadband briefings, Create a new Ethernet quote, eCatalogue, eCo Repair, Fault diagnostics, Fault diagnostics 20c KBD, and Fault diagnostics 21c KBD.

# Version Control

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Date	Change	Version
16/01/16	User Guide Published	1
30/04/18	Re-branded	2

# Introduction

## What is Business Zone?

Business Zone is our one-stop shop for you to do business with us online.

Accessed via [btwholesale.com](http://btwholesale.com), Business Zone gives you a consolidated view of all your BT Wholesale orders, faults and inventory. And our improved search facility and filters make it easy to find the information you're looking for.

In addition, you can see all your services that are affected by Major Service Outages (MSOs) and Planned Network Change Notifications (PNCNs) from Business Zone.

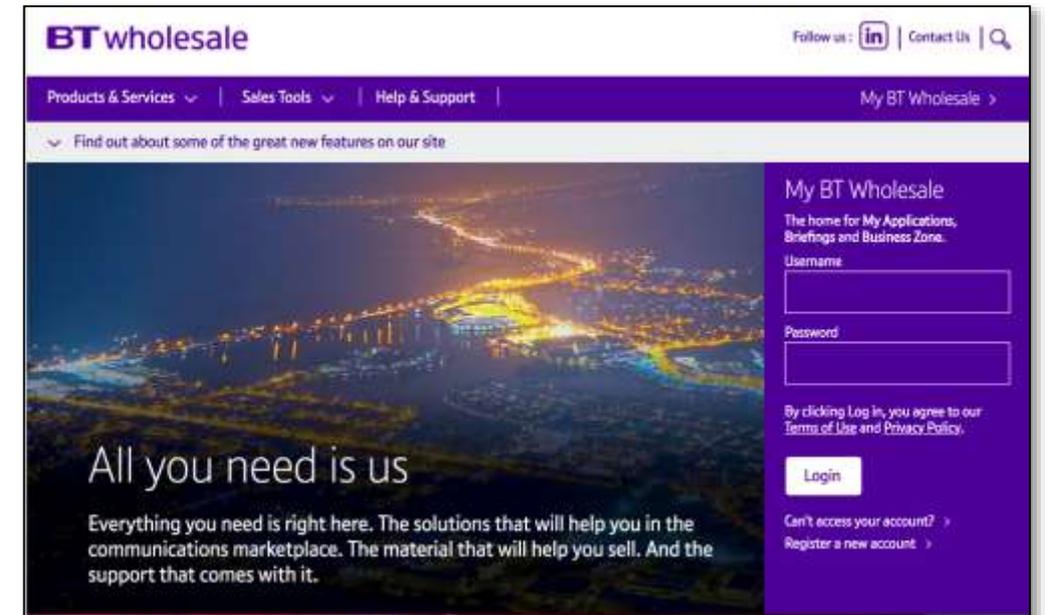
The screenshot displays the 'Business zone overview' dashboard. At the top, there is a search bar with the placeholder text 'Enter the reference number' and a search icon. Below the search bar, the dashboard is divided into several sections:

- Order status:** Displays orders in the last 28 days, filtered by 'Data Services > Ethernet Equipment'. It includes a table with columns for 'Account', 'Status', and 'Count'. The table shows: Saved (20567), Pending (32), Cancelled (7), In Progress (5), and Completed (15). There is a 'Go to Orders' link and a 'Place a new order' button.
- Fault status:** Displays a table of all faults, filtered by 'Data Services > Ethernet Equipment'. It shows: In Progress (8) and Closed (34). There is a 'Go to Repair & Faults' link and a 'Raise or Track a fault' button.
- Inventory:** Displays a table of inventory, filtered by 'Data Services > Ethernet Equipment'. It shows: Data Services (Total: 947, # of items: 0, # of locations: 15).
- Important updates:** Includes a 'Planned Network Change Notification' section with a warning icon and a 'Major Service Outages (MSO)' section with a red square icon, stating 'You have 47 open outages'.
- Actions required:** A blue box on the right side containing a reference number 'Reference 3-18119429872', customer name 'Customer to Accept/Report 590', date '18 Sep 2018', and account details. It includes a 'View all' link and a pagination indicator '1-1 of 1'.
- Frequent tasks:** A list of tasks on the right side, including: ADSL Broadband checker, Broadband briefings, Create a new Ethernet quote, eCatalogue, eCo Repair, Fault diagnostics, Fault diagnostics 20c KBD, and Fault diagnostics 21c KBD.

# Accessing Business Zone

Accessing Business Zone is easy. Simply login to [btwholesale.com](https://btwholesale.com). If you have the correct privileges and accesses, you'll be taken directly to My BT Wholesale.

If you aren't taken to Business Zone on login, you'll need to contact your company administrator to provide you access.



# How do I find my company administrator?

Your company administrator can provide you access to our applications. To find out who they are:

1. Click on your name located to the top-right of the btwholesale.com dashboard screen
2. Click 'Find Your Company Administrator'
3. Select an option from the dropdown and click 'View Administrators'
4. A list of contacts who can grant you access to the application will now be displayed

If you want to become a company administrator, [download and complete this form](#), then [send it to us](#).

The screenshot illustrates the process of finding a company administrator through the BT Wholesale portal. It is divided into four numbered steps:

- Step 1:** The user is logged into the BT Wholesale dashboard. The user's name, "Nathan Steady", is visible in the top right corner.
- Step 2:** The user clicks on the "Find Your Company Administrator" link in the navigation menu.
- Step 3:** The user is taken to the "FIND YOUR COMPANY ADMINISTRATOR" page. They select an application from a dropdown menu (e.g., "20C Fault Diagnostics") and click the "View Administrators" button.
- Step 4:** The user is shown a table of "YOUR COMPANY ADMINISTRATORS" for the selected application. The table lists the first name, last name, email address, company name, and telephone number of the administrators.

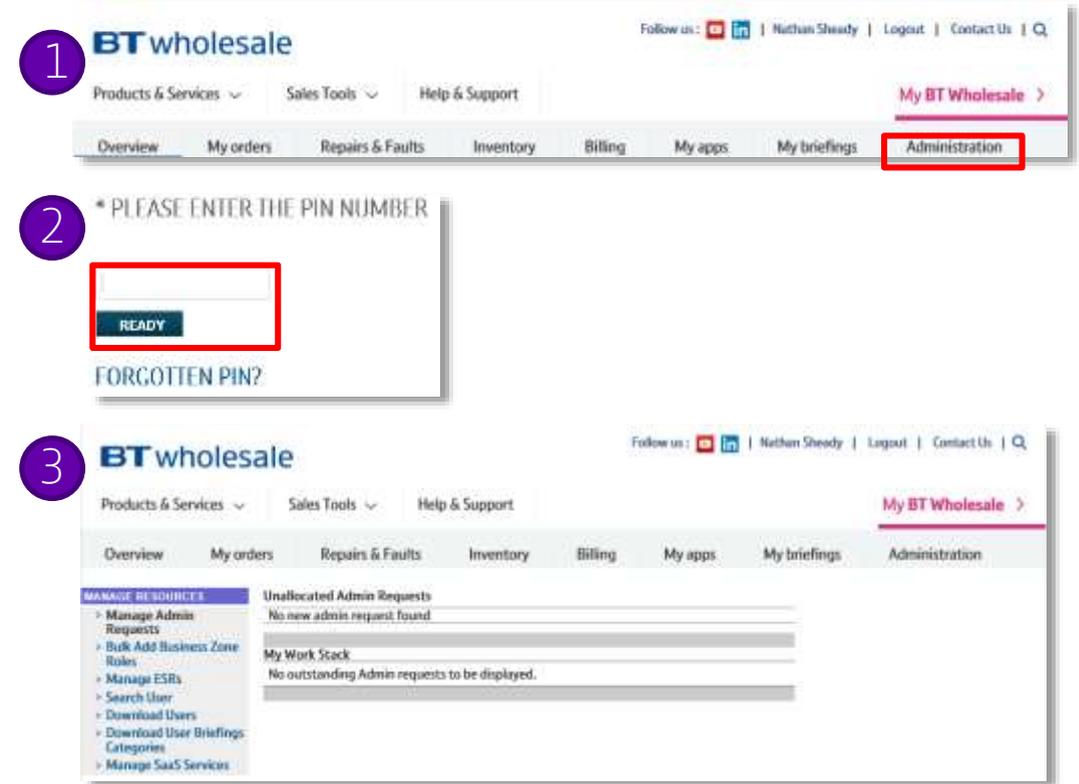
First Name	Last Name	Email Address	Company Name	Telephone Number
Sarah	Jones	sarah.jones@bt.com		01977506524
Nicholas	Warren	nicholas.warren@bt.com	BT Wholesale	

# How to grant someone access to Business Zone

If you are a company administrator, you can provide people in your organisation access to Business Zone.

To do this, first you need to log into the Administration area of btwholesale.com:

1. On Business Zone, click 'Administration
2. Enter your pin number and click 'Ready'
3. You'll now be logged into the Admin area



# How to grant someone access to Business Zone

You now need to search for the user you wish to grant access to Business Zone:

To do this, first you need to log into the Administration area of btwholesale.com:

1. Click 'Search User'
2. Enter the user's details in the search fields and click 'Search'
3. The user's details will now be displayed

The screenshot illustrates the process of searching for a user in the BT Wholesale administration system. It is divided into three numbered steps:

- Step 1:** A navigation menu on the left shows the 'Search User' option highlighted with a red box. The main content area displays 'Unallocated Admin Requests' and 'My Work Stack'.
- Step 2:** A search form titled 'Please search users based on these criteria:' is shown. It contains input fields for Username, Employee Reference Number, First Name, Last Name, Application, and Email. A red box highlights the 'SEARCH >' button.
- Step 3:** The search results are displayed in a table with the following data:

Username	Email Address	Full Name	Company Name
<input checked="" type="radio"/> nathan.shedy	nathan.shedy@bt.com	Nathan Sheady	BT Wholesale

Below the table, it shows 'PAGE : 1', navigation links 'Previous | Next', 'First Page | Last Page', and 'Total Pages : 1'. Under the heading 'Admin Tasks', there is a dropdown menu labeled 'What do you want to do?' with 'Manage Password' selected, and a 'READY' button below it.

# How to grant someone access to Business Zone

You now need to apply Business Zone roles to the user:

1. Select the user you wish to grant access to Business Zone from the list and select 'Add Business Zone Roles' from the dropdown. Now click 'Ready'.
2. Select the type of access you want to grant the user from the list and click 'Confirm'.

The user will now have access to Business Zone.

They'll need to log out of any existing sessions and log back in for the changes to take place.

1

Username	Email Address	Full Name	Company Name
<input checked="" type="radio"/> nathan.shedy	nathan.shedy@bt.com	Nathan Shedy	BT Wholesale

PAGE : 1 Previous | Next First Page | Last Page Total Pages : 1

Admin Tasks

What do you want to do?

2

User: Nathan.shedy  
Email: nathan.shedy@bt.com

Business Zone Role	Type of Access		
Order Management	<input checked="" type="radio"/> full	<input type="radio"/> none	<input type="radio"/> partial
Repair Management	<input checked="" type="radio"/> full	<input type="radio"/> none	<input type="radio"/> partial
Standard User	<input checked="" type="radio"/> full	<input type="radio"/> none	
Billing	<input checked="" type="radio"/> full	<input type="radio"/> none	<input type="radio"/> partial

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