

Take Command User Guide

July 2024

Introduction

Welcome to Take Command, our self-help portal! This guide is designed to help you get the most out of your Commander services and efficiently manage your account online.

Overview

Take Command is your free online account management tool which allows you to:

- View invoices
- View services
- Create reports
- Make payments
- Manage settings
- Set alerts

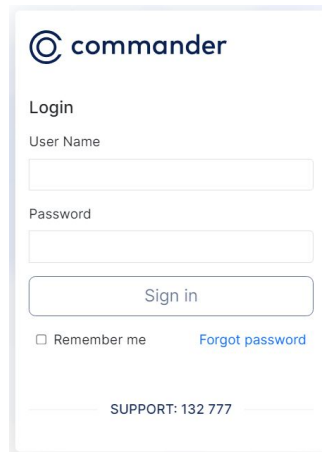
Disclaimers

Commander strives to keep the information in this user guide up-to-date and accurate. We reserve the right to make improvements to the products or services described in this guide at any time without prior notice.

Getting Started

Login

To get started, go to takecommand.com.au or 'Log in' from commander.com.au and enter your username and password.

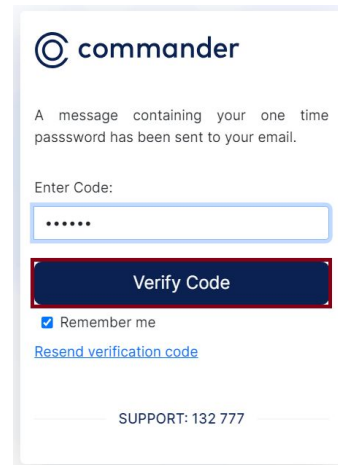


The screenshot shows the Commander login interface. At the top left is the Commander logo. Below it is the heading "Login". There are two input fields: "User Name" and "Password". Below these fields is a "Sign in" button. At the bottom left, there is a "Remember me" checkbox and a "Forgot password" link. At the bottom center, there is a "SUPPORT: 132 777" link.

Your username is the same as your Commander account number, and a temporary password would have been emailed to you when you first joined Commander. If you are unable to locate the email, call us on 132 777.

Once you click on "Sign in" a One-time-pin will be sent to your primary email address.

Enter the code inside the box then click on **Verify Code**.



The screenshot shows the Commander verification interface. At the top left is the Commander logo. Below it is the heading "Verify Code". There is a text input field for the code, with a "Verify Code" button below it. Below the button is a "Remember me" checkbox and a "Resend verification code" link. At the bottom center, there is a "SUPPORT: 132 777" link.

Introduction

Welcome to Take Command, our self-help portal! This guide is designed to help you get the most out of your Commander services and efficiently manage your account online.


Getting Started *cont....*

After login, you'll land on the Dashboard page, where you'll be able to see a summary of your Commander account details, such the type of current services, any outstanding balances, payment history, self-serve options etc.





Double Shift
Use the **>>** **<<** buttons to collapse or expand the menu toolbar.

Search Tool
To easily search a service number or page.

User/Account Settings/Sign out
Manage your account information and sign out.



Menu
The left-side panel shows the menu

	Dashboard
	Services
	Billing
	Support

A quick summary of your Commander account. Such as the type of current services, any outstanding balances, payment history, self-serve options etc
Ability to manage your Commander services
Make a Payment/ Set up Payment Method / View Payment History / Bills summary by month / Download Invoices in pdf/csv
List of relevant contact options and FAQs.

Dashboard

Dashboard

Services

Billing

Support

Services shows a summary of active services on the account.

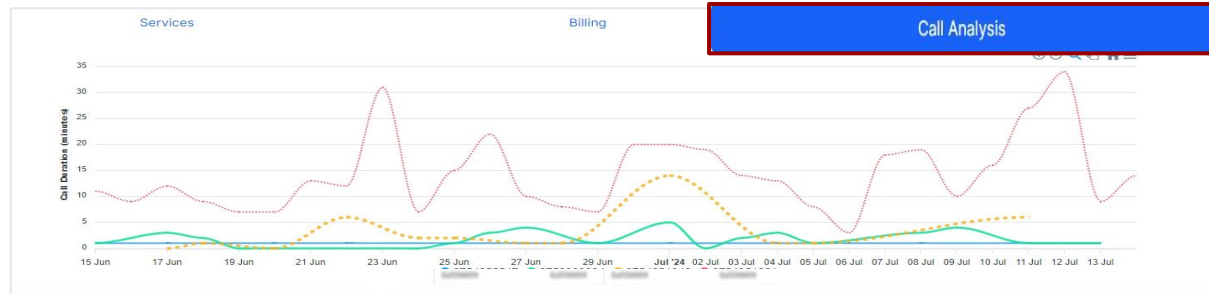
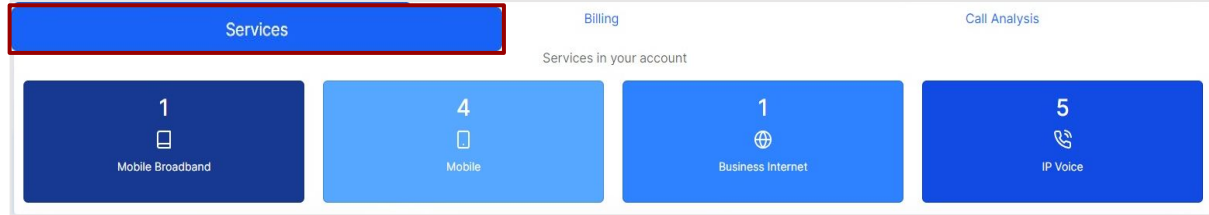
Click on each type of service to get a filtered result.

Click on Billing to see the historical data of Amount Billed vs Payment made.

The duration will depend on what you click on 1Y, 3Y, 5Y, All

Click on Call Analysis to see and monitor the usage per service number.

Hover over the graph to see the usages per service.



Dashboard

Dashboard

Services

Billing

Support

Invoice History

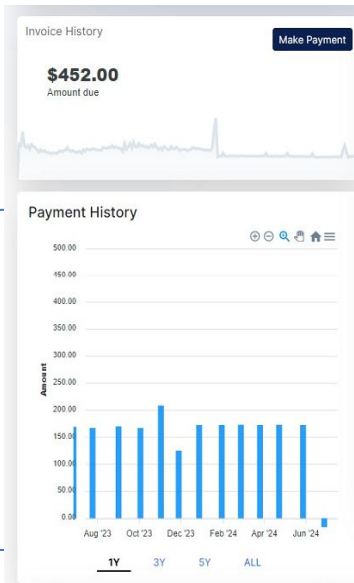
Shows the total balance on the account and the option to Make a Payment.

Click [Make Payment](#) to process a credit card payment.

Payment History

This pane will show you a quick view of comparison of payments.

Hover over the bars for more details.



The Services pane displays a list of services with the following columns: Type, Label (Cost Centre), Service/Username, and Status. The services listed are:

Type	Label (Cost Centre)	Service/Username	Status
Business Internet			Active
IP Voice	Commander Phone		Active
IP Voice	Office 2 Phone		Active
IP Voice	Business Line		Active
IP Voice	Hunt Group-HPS		Active

Services Pane

View a list of all services associated with the account.

Clicking on the service number will take you to the Services window. For more details, please refer to 'Services' section on [page 7](#).

Dashboard

Dashboard

Services

Billing

Support

Quick summary of your Commander Account

Tools

[Command Central](#) is your Business Phone configuration tool. Using Command Central you can customise your phone settings to suit your business needs.

[Tollring](#) is where you can manage your call queue for Business Connect services

[Address Qualification](#) assesses and provides details on what nbn® technology is available at your address.

[Mobile Coverage](#) to explore our mobile coverage area

Please note, you may not have access to some of these as they are service dependent.

Tools



Click on the blue hyperlinks and icons to **Unlock Your Savings with Our Best Offers** and set your business up for success!

More power in your hands

Want superfast, reliable internet for your business? Upgrade your nbn® connection for FREE* today!

Business Connect is a cloud-based unified communications solution that delivers voice, video, and chat functions over an Internet connection without needing onsite servers or hardware.

Call us on 1300 514 059 to [find out how you can save 15%*](#)

Explore Plans



My Offers

Business Connect

Internet

Voice

Partner With Us

Services

Dashboard

Services

Billing

Support

Filter

Click each box to filter by the type of service.

By Clicking on the Type of Service, you will be able to put a label, (usually the owner of the service, this will be displayed on your bill) set the Cost Centre, (a method of grouping services together to show the costs) view usages, and extract reports.

See Page 8 to 9

The screenshot shows the 'Services' management interface. At the top, there is a breadcrumb trail 'Dashboard > Services' and a search icon. Below this, a 'Filter' section is highlighted with a red box. It contains a 'Filter' button, a search input field, and three filter buttons: 'Mobile Broadband', 'Mobile', and 'IP Voice'. Below the filter section is a table with the following columns: 'Type', 'Label (Cost Centre)', 'Service/Username', and 'Status'. The table contains eight rows of service entries, each with a status of 'Active'. A blue bracket on the left side of the table points from the text 'By Clicking on the Type of Service...' to the 'Type' column.


Type	Label (Cost Centre)	Service/Username	Status
Mobile Broadband			Active
Mobile Broadband			Active
Mobile	Aira		Active
Mobile			Active
Mobile			Active
IP Voice	Business Phone		Active
IP Voice	Smart SIP - 2 Channels		Active
IP Voice			Active


Services > Business Internet

From the **Services** tab, you will be able to manage the details of your services, and check the usages by [clicking](#) the Service Type that corresponds with the service number.

The screenshot shows the 'Business Internet' service details page. It includes the following fields:

- Service Label:** N/A (with an edit icon)
- Service Address:** [Redacted]
- Username:** [Redacted]
- Product:** FTTC - Business One Broadband + Speed Upgrade 2
- Cost Centre:** N/A (with an edit icon)
- Connection Status:** Active (in a green box)

Service Label  Alter the description of the NBN service
E.g. Head Office Broadband NBN

Cost Centre  Choose the invoice group your services are summarised in
E.g. Finance



The Services section allows you to manage the details of every service on your account. You can change Service Labels and monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

Note: the call data is not in real time and is updated every 3 days, and charges displayed exclude any applicable promotions or discounts.

From the **Services** tab, you will be able to manage the details of your services, and check the usages by [clicking](#) the Service Type that corresponds with the service number.


Dashboard

Services

Billing

Support

IP Voice


Service Label 

Business Phone

Service Number Current IP Phone Number

Product

Business One Office

Cost Centre  Connection Status

N/A **Active**

Service Label 

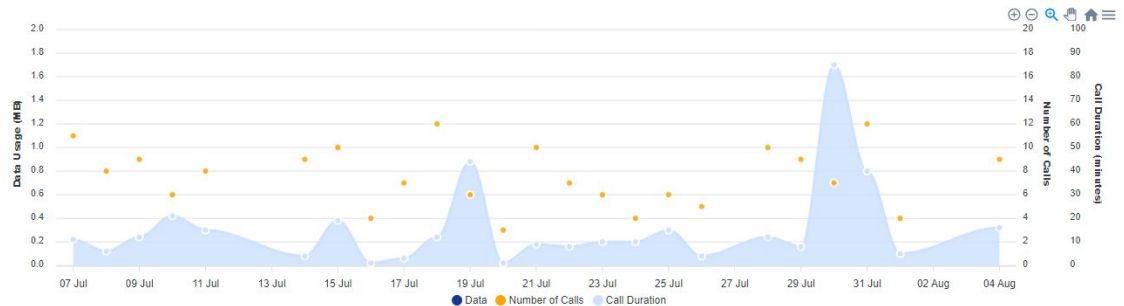
Alter the description of the IP Voice service
E.g. Head Office Reception

Cost Centre 

Choose the invoice group your services are summarised in
E.g. Finance

Usage Analysis

Usage summary for the last two months.




The Services section allows you to manage the details of every service on your account. You can change Service Labels and monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

Note: the call data is not in real time and is updated every 3 days, and charges displayed exclude any applicable promotions or discounts.


From the **Services** tab, you will be able to manage the details of your services, and check the usages by [clicking](#) the **Service Type** that corresponds with the service number.

Mobile


Service Label 


Product
Business One Mobile 25

PUK Code

Cost Centre  Connection Status
Active

N/A

Service Label  Alter the description of the Mobile service
E.g. John Smith

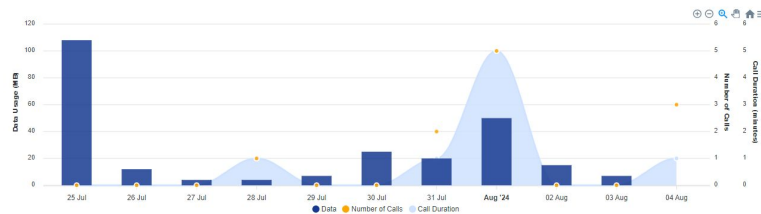
Cost Centre  Choose the invoice group your services are summarised in
E.g. Finance

The Services section allows you to manage the details of every service on your account. You can change Service Labels and monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

Note: the call data is not in real time and is updated every 3 days, and charges displayed exclude any applicable promotions or discounts.

Usage Analysis


Usage summary for the last two months.



Individual Data Usage:
1956.68 / 61440.00 MB

Group Data Usage:
1957.00 / 61440.00 MB

Remaining Days:
21 days



Individual Data Usage 1956.68MB/61440MB

Group Data Usage 1957MB/61440 MB

Remaining Days 21 days remaining
32% of billing cycle used

Please note: Usage information is not generated in real-time and is an estimation only. Delays of up to 48 hours may be experienced.

Services > Generating Call Reports

Dashboard

Services

Billing

Support

From the **Services** tab, you will be able to get the call reports by [clicking](#) the **Service Type** that corresponds with the service number.

Detailed Call Report

Displays everything related to the call summary

Call Analysis by Call Category

Provides a breakdown of call categories e.g. local calls, mobile calls, national calls, etc. Also shows a snapshot of total calls and grouped cost in percentage

Cost Summary Analysis

Provides a grouped breakdown of costs for each product and types of charges

1. [Select](#) report type from the drop-down list.

Report Type:

Detailed Call Report

- Detailed Call Report
- Call Analysis by Call Category
- Cost Summary Analysis

2. [Select Start](#) and [End Date](#). The page will auto populate as information is entered

Start Date (YYYY-MM-DD)

End Date (YYYY-MM-DD)

3. Use navigation buttons below to [scroll](#) through available page information.

<< 1 2 3 ... 21 >>

4. [Export](#) information as CSV or PDF using the buttons provided.

Export CSV

Export PDF

Reports

Please choose a report type to begin generating a report. Some data may be delayed up to 72 hours.

Report Type: Detailed Call Report

Detailed Call Report

Displays everything related to the call summary.

Start Date (YYYY-MM-DD) End Date (YYYY-MM-DD)

More options Hide options

Destination Number	Destination Location	Call Date	Call Time	Call Duration	Amount
DATA	DATA	14/Jul/2024	22:25:41	8mb 44kb	\$0.00
...	Mobile	14/Jul/2024	16:57:09	00:03:41	\$0.00
DATA	DATA	14/Jul/2024	16:34:33	320mb 598kb	\$0.00
...	Mobile	14/Jul/2024	13:35:29	00:00:02	\$0.00
DATA	DATA	14/Jul/2024	10:20:13	278mb 539kb	\$0.00
...	Mobile	14/Jul/2024	09:01:34	00:00:34	\$0.00
...	Mobile	14/Jul/2024	08:38:59	00:00:03	\$0.00
DATA	DATA	14/Jul/2024	04:21:19	1mb 342kb	\$0.00
DATA	DATA	13/Jul/2024	22:19:53	874kb	\$0.00
DATA	DATA	13/Jul/2024	19:15:35	8mb 416kb	\$0.00

<< 1 2 3 ... 21 >>

Export CSV Export PDF

The Services section allows you to manage the details of every service on your account. You can change Service Labels and monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

Note: the call data is not in real time and is updated every 3 days, and charges displayed exclude any applicable promotions or discounts.

Dashboard

Services

Billing


Support

The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

Make a Payment

Mastercard, Visa, American Express and Diners Club cards are all accepted but please note that surcharges do apply. To view surcharges, go to commander.com.au/customer-terms and look under the Schedule of Fees and Charges section.



Pay Bill Direct Debit Setup

Outstanding Amount

\$452.00

Commander accepts online payments using MasterCard, Visa, American Express and Diners Club cards.

Please note:

- It may take up to 30 seconds to process your payment, please do not navigate away from this page until after payment confirmation page is displayed.
- American Express and Diners Club card incur a 2.89% (GST Inclusive) surcharge.
- There are no surcharges for payments made via Visa and MasterCard.

Payable

\$ 452.00

Pay Now

To make a one-off payment using a Credit Card

1. **Select Billing** from the Menu, or **Click Make A Payment** on the Dashboard.

2. Click on 

3. Enter the **Amount to Pay** (if different to amount outstanding which is defaulted) inside the box



Payable

\$ 452.00

4. Click 

5. Enter the credit card details.



Accepted Card Types

VISA MasterCard American Express Diners Club

Credit Card Number:

Expiry Date: MM/YY

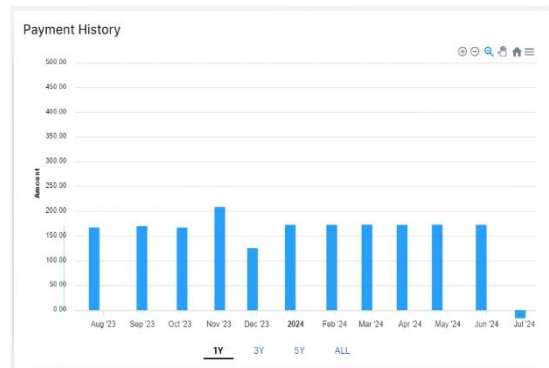
Card Verification Number:

6. Tick the box in  I'm not a robot 

7. Click 

Payment History

This pane shows the Payment History.



The duration will depend on what you click on **1Y, 3Y, 5Y, All**

Hover to the each bar graph to see the date of payment and amount paid.

- Dashboard
- Services
- Billing**
- Support

The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

Pay via Credit Card

To set up a direct debit and pay bills automatically via Credit Card.

1. **Select Billing** from the Menu, or **Click Make A Payment** on the Dashboard.
2. **Click on Direct Debit Setup**

Pay Bill Direct Debit Setup

Setup Direct Debit Method

You can setup direct debit to pay your bills automatically. Commander allows direct debit from a bank account, from MasterCard, Visa, American Express and Diners Club credit cards.

Please note:

- It may take up to 30 seconds to process your payment, please do not navigate away from this page until after payment confirmation page is displayed.
- American Express and Diners Club card incur a 2.89% (GST Inclusive) surcharge.
- There are no surcharges for payments made via Visa and MasterCard.

Credit Card

Bank Transfer

3. **Click** the radio button of either **Credit Card**

4. Tick Accept [terms and conditions](#).

5. Click on **Next**

6. **Enter** the credit card details

7. Then **click Validate**

Credit Card

Accepted Card Types

Credit Card Number:

Expiry Date:

Card Verification Number:

Validate Cancel

Dashboard

Services

Billing

Support

The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

Pay via Bank Transfer

To set up a direct debit and pay bills automatically via Bank Transfer.

1. [Select Billing](#) from the Menu, or [Click Make A Payment](#) on the Dashboard.
2. [Click](#) on **Direct Debit Setup**

Pay Bill **Direct Debit Setup**

Setup Direct Debit Method

You can setup direct debit to pay your bills automatically. Commander allows direct debit from a bank account, from MasterCard, Visa, American Express and Diners Club credit cards.

Please note:

- It may take up to 30 seconds to process your payment, please do not navigate away from this page until after payment confirmation page is displayed.
- American Express and Diners Club card incur a 2.89% (GST Inclusive) surcharge.
- There are no surcharges for payments made via Visa and MasterCard.

3. [Click](#) the radio button of either **Bank Transfer**

Credit Card

Bank Transfer

4. [Enter](#) the Bank details then [click Set method](#).

Bank Transfer

Account Name:
AMP

BSB:
939200

Bank Account Number:
111111

Accept terms and conditions

Set method

To see the Direct Debit Service Agreement, [click Payment Terms](#).

Payment Terms

Direct Debit Service Agreement

All enquiries 132 777 customerservice@commander.com

DEFINITIONS

account means the account held at your financial institution or your credit card from which we are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between you and us.

banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by you to us is due.


debit payment means a particular transaction where a debit is made.

direct debit request means the Direct Debit Request between us and you (and includes any Form P.D.C. approved for use in the transitional period)

Billing

 Dashboard

 Services

 Billing

 Support

The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.


Delivery Options

To add or edit the email address where to send your invoice:

Enter the **email address** inside the box > [Click Confirm](#)

Invoices

This pane will show the invoice history. PDF and CSV spreadsheet versions of invoices are available for download.

 [Click to download invoice as a pdf.](#)

 [Click to download invoice as a CSV spreadsheet.](#)

Delivery Options

As part of our commitment to reducing our environmental footprint, you can choose to receive your invoice via email or download it from your Take Command account.





















Email

matthew [redacted] .com.au

[Confirm](#)





Invoices

Search invoice number

Issue Date <small>(Invoice Number)</small>	Amount	Download <small>PDF/CSV</small>
01/Jun/2024	\$0	 
01/May/2024	\$-44.03	 
01/Apr/2024	\$144.03	 
01/Mar/2024	\$-45	 
01/Feb/2024	\$0	 
01/Jan/2024	\$15.8	 
01/Dec/2023	\$-65.75	 
01/Nov/2023	\$0	 
01/Oct/2023	\$0	 
01/Sep/2023	\$0	 

<< 1 2 3 ... 12 >>




Support

-  Dashboard
-  Services
-  Billing
-  Support

Here, you will find a list of relevant contact options and FAQs.




Troubleshooting	+
Relocation	+
Online Account Management	+
Networks	+
Outages	+
Be Security Aware	+
Internet Safety & Security	+

More FAQs

 Accounts and Billing	 Mobiles	 Phones & Voice Services	 Internet
---	--	--	---

Contact Options

Customer Care

-  132 777
-  customerservice@commander.com
-  Mon-Fri 9am-5pm AEST

Sales

-  1300 932 108
-  salesquery@commander.com
-  Mon-Fri 9am-5pm AEST

Technical Support

-  132 777
-  techsupport@commander.com
-  Mon-Fri 8am-Midnight, Sat 8am-5pm AEST

Payments

-  1300 303 687
-  customerservice@commander.com
-  Mon-Fri 9am-5pm AEST

FAQ

This pane will give you basic troubleshooting steps for your internet and phone. To view the frequently asked questions, [click on More FAQs](#), this will take you to our website.

Contact Us

From the **Purpose** drop down field, [select](#) the reason you wish to contact us. In a few words let us know what your concern is and [click Submit](#). Our Commander team will be in touch with you within 2 business days.

Contact Us

Purpose

- Please select one
- Please select one
- Customer Service
- Sales
- Technical Support
- Payment Option

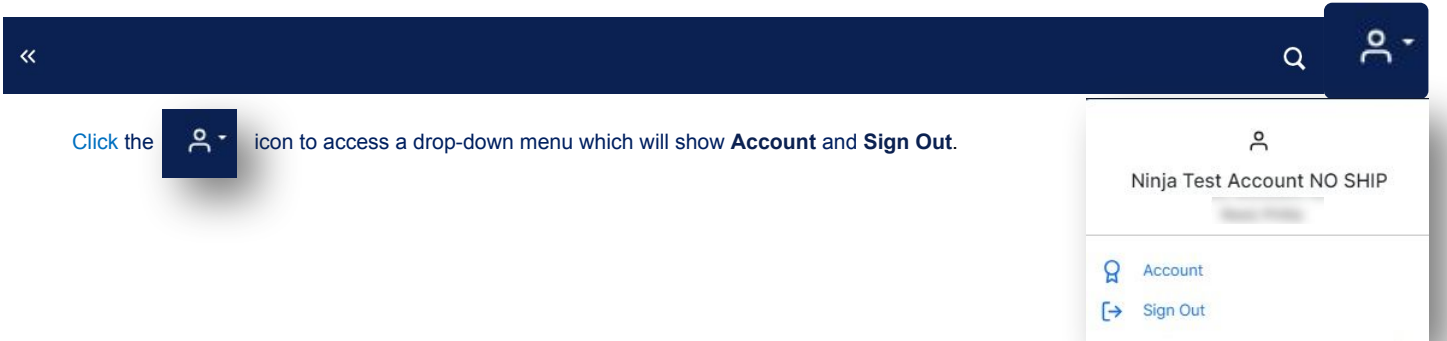
Submit

Take Command User Guide

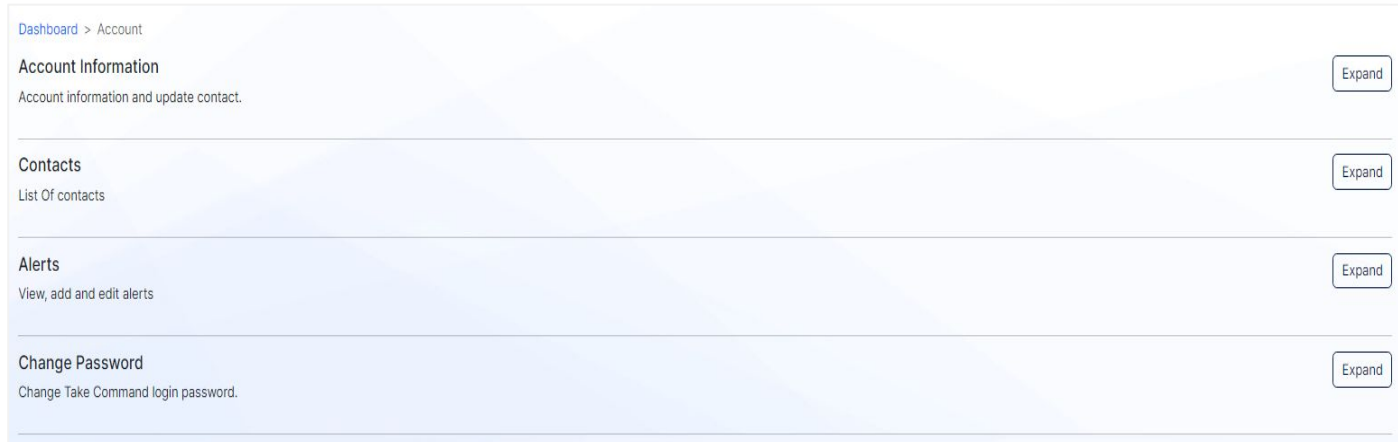


Account

This section allows you to view your account information, edit your contact details, set up alerts and change your password details.



Select **Account** and the Account Information, Contacts, Alerts, and Change Password window will show.



Clicking the **Expand** button will display the information. The **Expand** will be changed to **Collapse** to compress.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

This pane will show the Primary Account Holder's information.

Account Information

Account information and update contact.

Collapse

First Name

Phillip

Email

[REDACTED]

User Name

[REDACTED]

ABN

[REDACTED]

Primary Account

[REDACTED]

Last Name

[REDACTED]

Phone

[REDACTED]

Last Login Date

26/Jul/2024@14:22

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

This pane will show the List of Contacts, and allow you to Add Contact or Edit Contact.

Contacts

List Of contacts

Collapse

Contacts

+ Add Contact

Search by name

Primary	Name	Email	Mobile	Position	
	[Redacted]	[Redacted]	0400000000	Tester	
	Nick [Redacted]	[Redacted]	null		
	Raymund [Redacted]	null	null		
<input checked="" type="checkbox"/>	Phillip [Redacted]	[Redacted]	null		

Account > Contacts

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

To add a contact to your account, [click](#) the **Add Contact** button and [update](#) all the mandatory fields.

Click **Add** to complete.

Contacts

[+ Add Contact](#)

Add Contact

First Names

Last Name

Phone Home

Email

Position

[Cancel](#)


[Add](#)

You can use the **Search by name** to look for the listed contact name.

Contacts

[+ Add Contact](#)

Search by name

To **edit** the information, [click](#)  besides the contact name [update](#) all the mandatory fields.

Click **Update** to complete.

Edit Contact

First Names

Last Name

Phone Home

Email

Position

[Cancel](#)

[Update](#)

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.





















Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

Alerts

View, add and edit alerts

Collapse

Alerts

Name	Type	Service	Sms / Email		
testTolling	Tolling	[REDACTED]	Email		
test345	Mobile	[REDACTED]	Email		
Tolling Test	Tolling	[REDACTED]	SMS Email		
Data Test	Data	[REDACTED]	SMS Email		
Budget Test	Budget	[REDACTED]	SMS Email		
Test	Mobile	[REDACTED]	SMS Email		
t22	Mobile	[REDACTED]	SMS		
new	Mobile	[REDACTED]	SMS		
aaa	Mobile	[REDACTED]	SMS Email		
data	Data	[REDACTED]	SMS		

Previous 1 2 Next

Edit/Add Alert

- Mobile Service
- Budget Limit
- Data Usage
- Tolling Increase
- Bill Reminder

Click on the drop-down to edit or add alert.

This pane shows the Alerts created for each service numbers.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

Take Command User Guide



1. Select Mobile Service.

Mobile Service ▼

Budget Limit ▼

Data Usage ▼

Tolling Increase ▼

Bill Reminder ▼

2. Enter required Alert Options and click **Create Alert**.

Mobile Service ▲

Alert Name

Service
 Select a service ▼

Cap Trigger %

Mobile Data Trigger Type
 % MB

Mobile Data Trigger %

Enable SMS Delivery

Enable Email Delivery

[Create Alert](#)

Setting an alert for your mobile services based on the percentage of call allowance used.

Alert Options

- > **Alert Name** The name for your alert. More than one alert name can be created and it has to be unique.
- > **Service** Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
- > **Cap Trigger** What percentage of the cap usage will trigger the alert. Enter a percentage (without the % symbol).
- > **Mobile Data Trigger** What portion of the data used will trigger the alert in either MB or a percentage of data allowance.
- > **Send via Email** Email address for the alert to be sent to.
- > **Send via SMS** Mobile number for the SMS alert to be sent to.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

Take Command User Guide



1. Select Budget Limit.

Mobile Service

Budget Limit

Data Usage

Tolling Increase

Bill Reminder

2. Enter required Alert Options and click **Create Alert**.

Budget Limit

Alert Name

Service

Select a service

Budget Amount

Budget Trigger Type

Day of Month Budget Amount %

Budget Trigger

Day

Enable SMS Delivery

Enable Email Delivery

Create Alert

Setting an alert for your mobile services based on the set budget amounts.

Alert Options

- > **Alert Name** The name for your alert. More than one alert name can be created and it has to be unique.
- > **Service** Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
- > **Budget Amount** The amount used to calculate the budget trigger.
- > **Budget Trigger** What dollar figure of the budget usage will trigger the alert.
- > **Send via Email** Email address for the alert to be sent to.
- > **Send via SMS** Mobile number for the SMS alert to be sent to.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

Take Command User Guide



1. Select Data Usage.

Mobile Service

Budget Limit

Data Usage

Tolling Increase

Bill Reminder

2. Enter required Alert Options and click **Create Alert**.

Data Usage

Alert Name

Service

Select a service

Data Usage Type

% MB

Data Alert Trigger

Enable SMS Delivery

Enable Email Delivery

Create Alert

Setting an alert for your mobile services based on the amount of data used.

Alert Options

- > **Alert Name** The name for your alert. More than one alert name can be created and it has to be unique.
- > **Service** Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
- > **Data Alert Trigger** Percentage or Megabyte allowance.
- > **Send via Email** Email address for the alert to be sent to.
- > **Send via SMS** Mobile number for the SMS alert to be sent to.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/or broadband account.

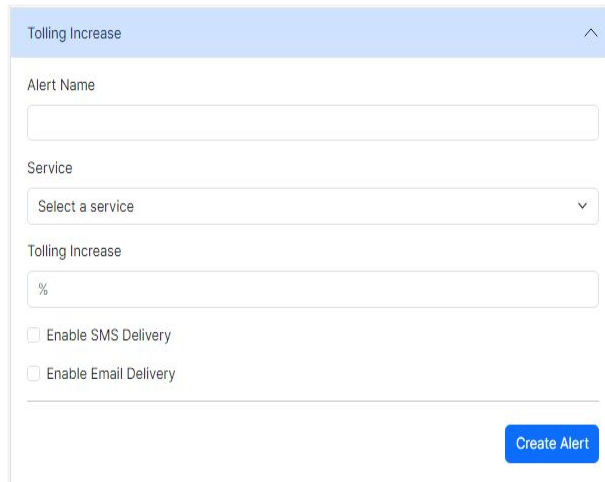
Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

1. Select Tolling Increase.



A screenshot of a dropdown menu with the following options: Mobile Service, Budget Limit, Data Usage, Tolling Increase (highlighted with a red border), and Bill Reminder.

2. Enter required Alert Options and click Create Alert.



A screenshot of the 'Tolling Increase' alert configuration form. The form has a blue header with the title 'Tolling Increase' and an upward arrow. The fields include: 'Alert Name' (text input), 'Service' (dropdown menu with 'Select a service' selected), 'Tolling Increase' (text input with a '%' symbol), 'Enable SMS Delivery' (checkbox), and 'Enable Email Delivery' (checkbox). A blue 'Create Alert' button is at the bottom right.

Setting an alert to show when the cost for a mobile service has increased compared to the previous month.

Alert Options

- > **Alert Name** The name for your alert. More than one alert name can be created and it has to be unique.
- > **Service** Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
- > **Tolling Increase** Percentage increase based on last invoice.
- > **Send via Email** Email address for the alert to be sent to.
- > **Send via SMS** Mobile number for the SMS alert to be sent to.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

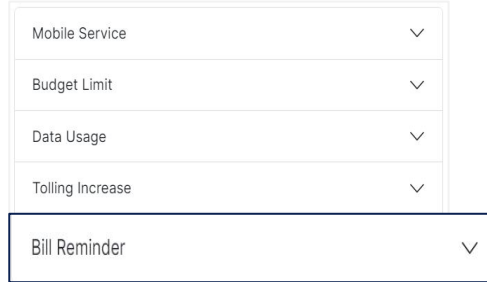
Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

1. Select **Bill Reminder**.



Mobile Service

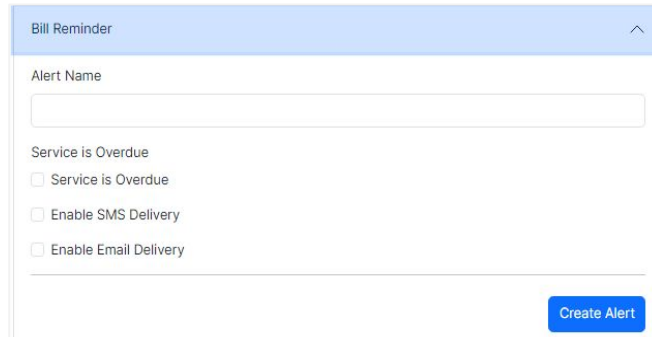
Budget Limit

Data Usage

Tolling Increase

Bill Reminder

2. **Enter** required Alert Options and **click Create Alert**.



Bill Reminder

Alert Name

Service is Overdue

Service is Overdue

Enable SMS Delivery

Enable Email Delivery

Create Alert

Setting an alert to show when your next bill is due.

Alert Options

> **Alert Name**

The name for your alert. More than one alert name can be created and it has to be unique.

> **Service is Overdue**

Tick to be notified when an invoice is overdue

> **Send via Email**

Email address for the alert to be sent to.

> **Send via SMS**

Mobile number for the SMS alert to be sent to.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

To change your **Take Command Password**

Enter **Current Password**, **New Password** and **Confirm Password** and click

Change Password

Change Password

Collapse

Change Take Command login password.

Current Password

New Password

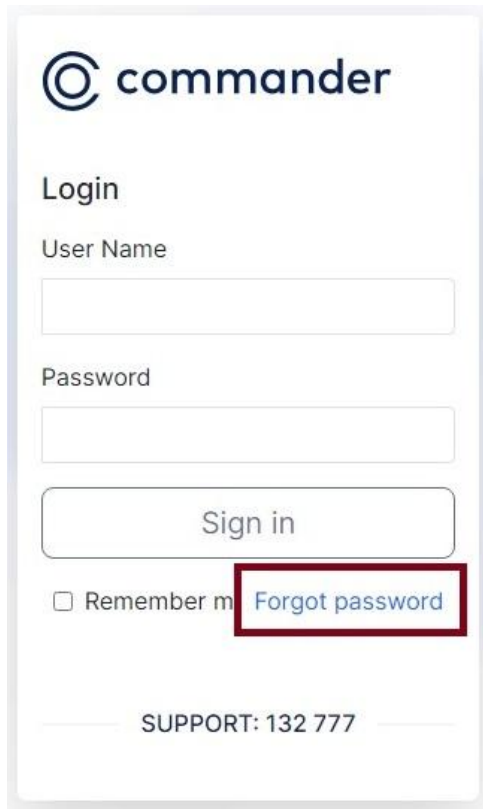
Confirm Password

Change Password

Please note: Your new password must be between 8 and 30 characters long, and must be a combination of upper case, lower case, numbers and symbols.

To reset your **Take Command Password**

1. [Click](#) on the Forgot password link



© commander

Login

User Name

Password


Sign in

Remember me [Forgot password](#)

SUPPORT: 132 777

2. [Enter](#) your User Name and Captcha and [click](#)

Reset password



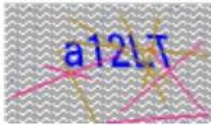
© commander

Forgot password

User Name

Captcha

Please enter the Captcha code that appears below then click on reset password.



Refresh Captcha

Reset password

[Back](#)

SUPPORT: 132 777

Please note:

If you don't recall your User Name please contact us on 132 777.



Creating better business connections.