



MY ACCOUNT USER GUIDE

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As an environmentally friendly company and in accordance with our ISO14001 accreditation we provide both e-billing and paper bill options. However there is a **charge of £1.90 for each paper bill**.

Fleur's online billing facility enables you to view your bills online, including full itemisation and the ability to create reports specific to your requirements. This policy allows Fleur to save on valuable resources and pass the savings on to you, our valued customer.

LOGIN

Your Fleur MyAccount

Step 1

To log on to the Fleur MyAccount portal you must have your username and password. These will have been sent to you via email or letter when you registered for MyAccount or became a Fleur customer. If you cannot locate this information, please contact the customer service team with your account details.

Your username is either your 'account number' e.g. SP123456 or 'your name @ account number' e.g. johnsmith@SP123456.

Step 2

Each month you will be sent an email notification letting you know that your latest invoice is ready to view. The email contains a link to the login screen, or alternatively you can copy and paste the link shown here <https://myaccount.fleurtelecom.co.uk/> into your browser.

Forgotten your password?

If you have forgotten your password please follow the instructions below:

1. Click on the forgotten password link on the login page, as shown below
2. Input your username and validated email address
3. An email is then sent to your validated email address containing a unique link
4. Click on the link to be directed to the reset password page
5. Input your username and new password
6. Your password will then be changed
7. You can now login with your username and new password



Welcome to Fleur Telecom

We are a communications provider that is dedicated to providing our customers with great value, high quality connectivity underpinned by **UK-based customer support**. With **line rental, calls, broadband** and **mobile** on offer to our customers, we aim to provide that all-important link between their home and the outside world. With the majority of our customers based in rural locations, we strive to deliver the best possible communications available to them. We strongly believe in a no nonsense approach when it comes to the way we do business. That means no complicated bundles, just **simple, dependable solutions**. We do not believe in passing customer information to third parties without permission and we do not have any authorised dealers. If you are contacted by a third party claiming to be linked to Fleur, please be vigilant and call us.

T: 0333 320 4020
E: enquiries@fleurtelecom.co.uk
W: www.fleurtelecom.co.uk

Step 3

The first time you log on to the **Fleur MyAccount** portal, you will be prompted to verify your email address. This is for security reasons and you will not be asked to do this again. You will be directed to a screen, where you will be asked to input your email address, then re-confirm it and press the '**Validate Email Address**' button.

Step 4

Once you've pressed the '**Validate Email Address**' button, the following screen will appear to confirm an email has been sent to your specified email address.

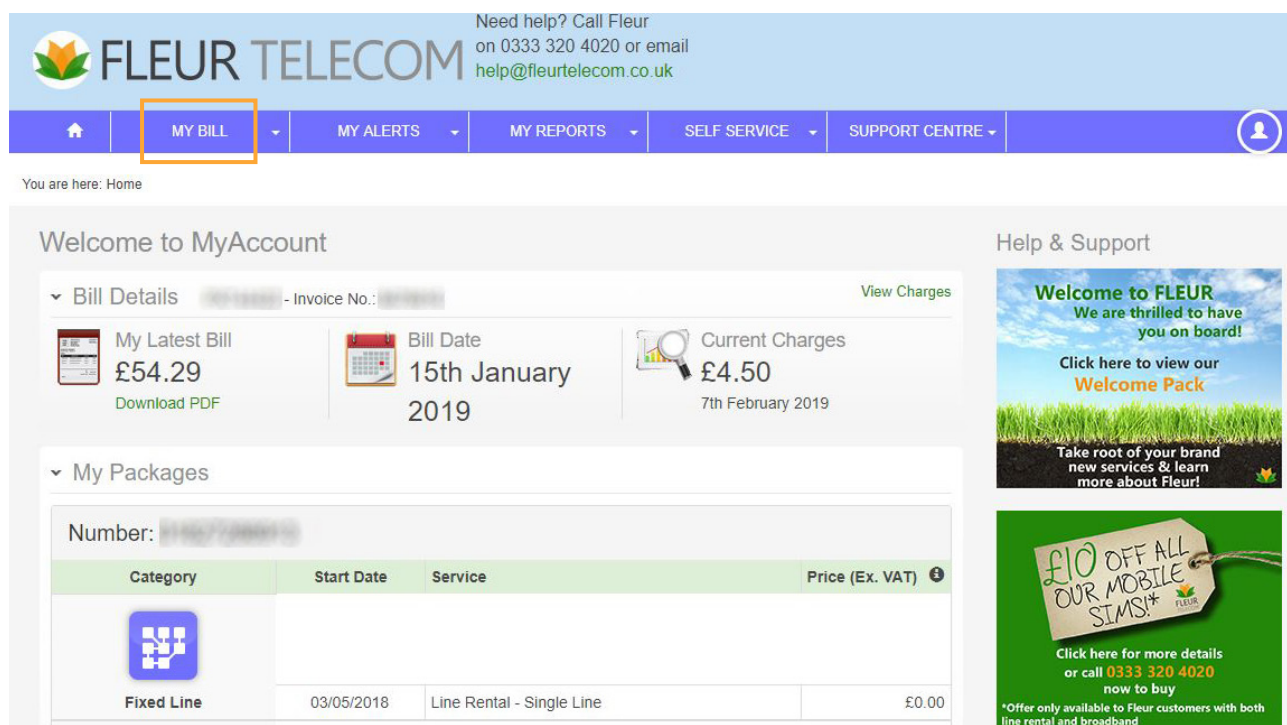
Step 5

When your email arrives, click on the link within the email. This will take you directly back to the **Fleur MyAccount** portal where you can complete the final stage of the validation process. Once validation is complete, you will be ready to use the MyAccount portal.

WELCOME TO THE ALL-NEW FLEUR MYACCOUNT

From the welcome page you will be able to access all areas of the **MyAccount** portal. You will find a direct link to your latest bill for you to **analyse and report** on, **set alerts** and **log faults** – as well as view information on offers, promotions and new features. And remember, **MyAccount is free!**

The tabs at the top of the page will take you to each function of the portal, all of which will be explained in the user guide and videos.






Need help? Call Fleur on 0333 320 4020 or email help@fleurtelecom.co.uk

Home | **MY BILL** | MY ALERTS | MY REPORTS | SELF SERVICE | SUPPORT CENTRE | User Profile

You are here: Home


Welcome to MyAccount

Bill Details - Invoice No.: [REDACTED] [View Charges](#)

 My Latest Bill £54.29 Download PDF	 Bill Date 15th January 2019	 Current Charges £4.50 7th February 2019
--	--	---

My Packages

Number: [REDACTED]

Category	Start Date	Service	Price (Ex. VAT)
 Fixed Line	03/05/2018	Line Rental - Single Line	£0.00

Help & Support

Welcome to FLEUR
We are thrilled to have you on board!

Click here to view our **Welcome Pack**

Take root of your brand new services & learn more about Fleur!

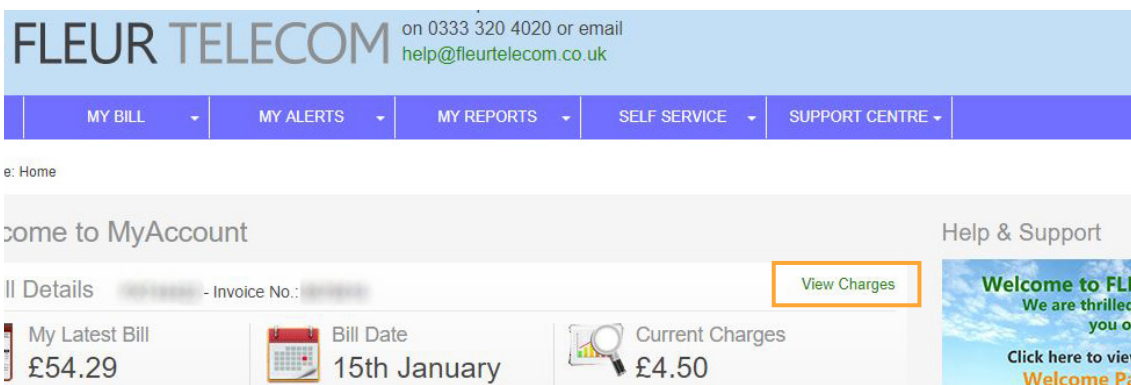
£10 OFF ALL OUR MOBILE SIMS!

Click here for more details or call **0333 320 4020** now to buy

*Offer only available to Fleur customers with both line rental and broadband

Your latest bill details, including your current call spend for the month, are also displayed on the home page. This information can be downloaded straight away, or you can enter the **MyBill** section

Download a PDF bill or click on **view charges** to open **MyBill**.






Need help? Call Fleur on 0333 320 4020 or email help@fleurtelecom.co.uk

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You are here: Home

Welcome to MyAccount

Bill Details - Invoice No.: [REDACTED] [View Charges](#)

 My Latest Bill £54.29	 Bill Date 15th January	 Current Charges £4.50
---	---	--

Help & Support

Welcome to FLEUR
We are thrilled to have you on board!

Click here to view **Welcome Pack**

Making a Payment

Under the **MyBill** section you can change your **payment method**, set up a **direct debit** or make a one-off card **payment**.

Current Payment

You are currently paying your bills by Direct Debit

[Change Payment Method](#)

Your Direct Debit

Account holder: [REDACTED]
Sort code: [REDACTED]
Account number: [REDACTED]

[Change Direct Debit](#)

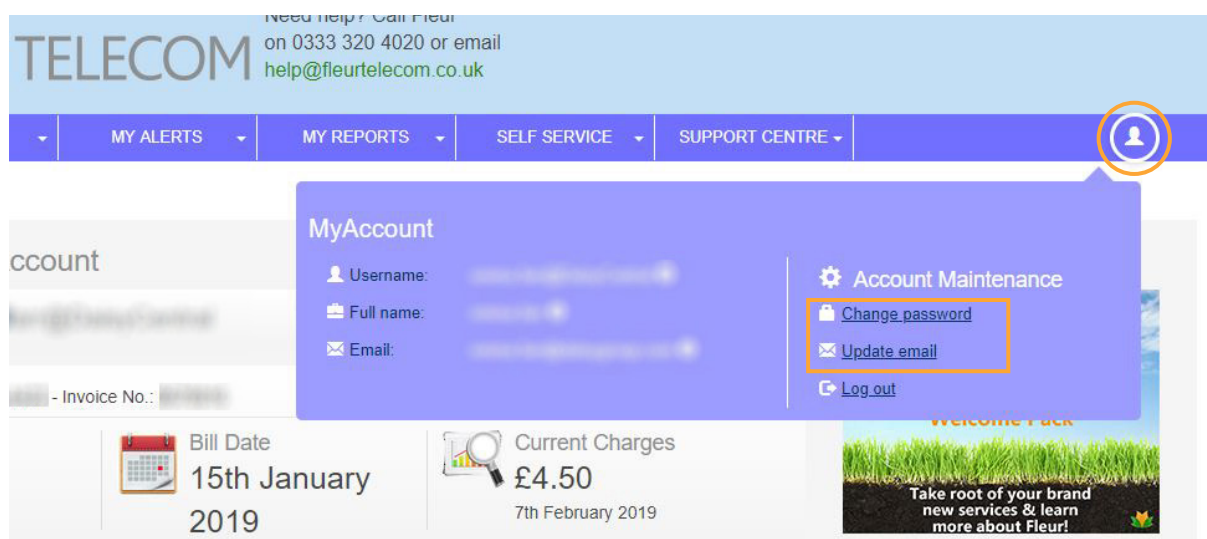
Card Payment

Make a one-off card payment

[Make Card Payment](#)

Edit Account Settings

To amend your Account details, please email help@fleurtelecom.co.uk or call **0333 320 4020**. You are able to update your password and email address yourself by simply following the link shown below.



TELECOM need help? Call Fleur on 0333 320 4020 or email help@fleurtelecom.co.uk

MY ALERTS MY REPORTS SELF SERVICE SUPPORT CENTRE

MyAccount

- Username: [REDACTED]
- Full name: [REDACTED]
- Email: [REDACTED]

Account Maintenance

- [Change password](#)
- [Update email](#)
- [Log out](#)

Account - Invoice No.: [REDACTED]

Bill Date: 15th January 2019

Current Charges: £4.50 (7th February 2019)

Welcome back! Take root of your brand new services & learn more about Fleur!

MY BILL

My Bill Summary

December 2018 | Next Bill | Current Charges | Current Balance

View bill: [Account ID] - December 2018 - £54.29

Download my bill | Bill date: 15th January 2019 | Invoice number: [Invoice ID]

Lines	£0.00
Broadband	£0.00
Mobile	£45.24
Charges	
Recurring	£30.24
Calls	£15.00
Graphs	Mobile £45.24
Account Charges	£0.00
Sub total	£45.24
VAT	£9.05

Download Call Charges | Download Service Charges

Payment due date 24/01/2019 **£54.29**

The new **MyBill** homepage displays an in-depth breakdown of products and services, enabling you to view and monitor different areas of spend. You can also view your current unbilled charges.

MyAccount stores information offering a lifetime of reports, which can be viewed by date. This enables you to track and compare bills month-on-month.*

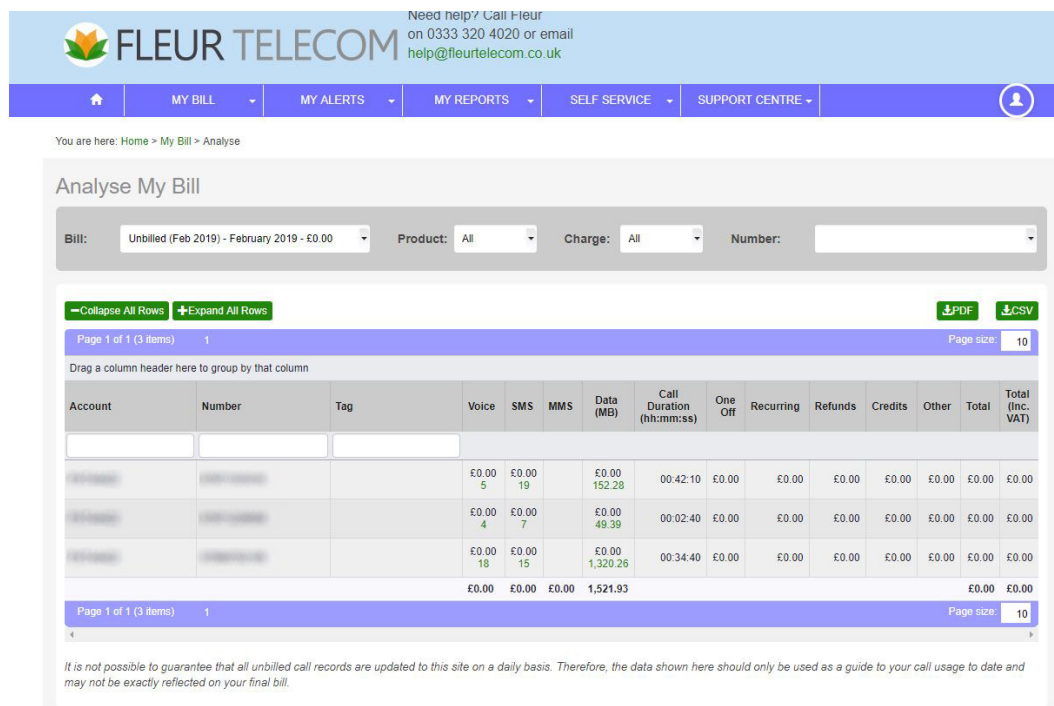
Each product line can then be expanded further, offering a comprehensive breakdown of calls, services, credits and any one-off charges.

By clicking on the graph hyperlink, the below page is displayed as a cost comparison which can be tailored to your requirements. Choose which bill, product and period you need to compare and the graph will be amended accordingly. You can even view all products at the same time. There is the option to print, save as PDF or to screen grab the graph image, which makes reporting very easy.

*Only historical bills as a Fleur customer will be stored.

ANALYSE YOUR BILL

This new feature for MyAccount allows you to **analyse** bills either by product or service category and view your past bills by using the drop-down menu.



Need help? Call Fleur on 0333 320 4020 or email help@fleurtelecom.co.uk

Home | MY BILL | MY ALERTS | MY REPORTS | SELF SERVICE | SUPPORT CENTRE

You are here: Home > My Bill > Analyse

Bill: Unbilled (Feb 2019) - February 2019 - £0.00 | Product: All | Charge: All | Number: []

[- Collapse All Rows] [+ Expand All Rows] [PDF] [CSV]

Page 1 of 1 (3 items) | Page size: 10

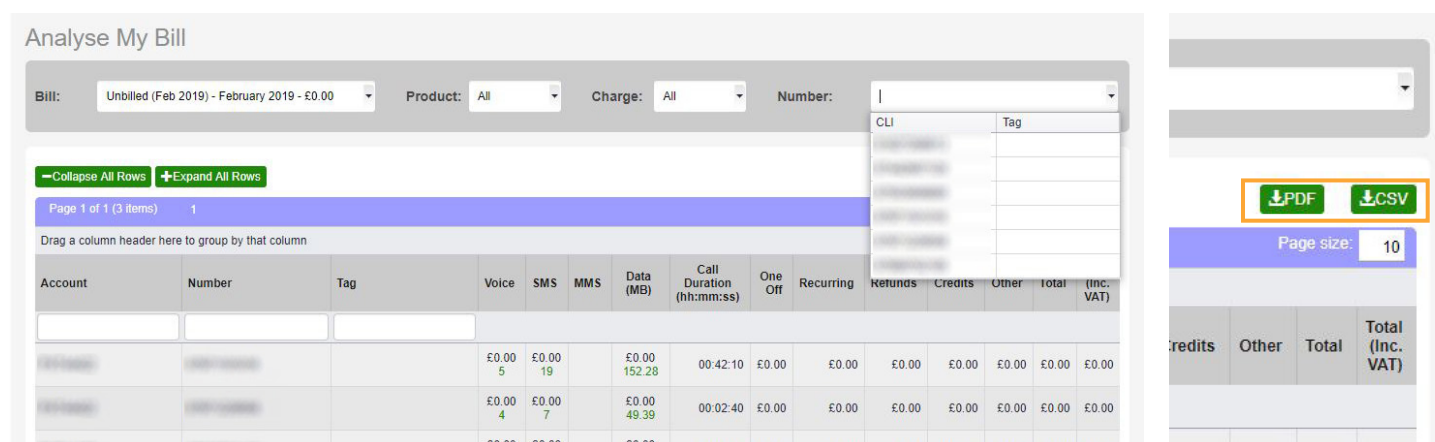
Drag a column header here to group by that column

Account	Number	Tag	Voice	SMS	MMS	Data (MB)	Call Duration (hh:mm:ss)	One Off	Recurring	Refunds	Credits	Other	Total	Total (Inc. VAT)
			£0.00 5	£0.00 19		£0.00 152.28	00:42:10	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
			£0.00 4	£0.00 7		£0.00 49.39	00:02:40	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
			£0.00 18	£0.00 15		£0.00 1,320.26	00:34:40	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
			£0.00	£0.00	£0.00	1,521.93							£0.00	£0.00

Page 1 of 1 (3 items) | Page size: 10

It is not possible to guarantee that all unbilled call records are updated to this site on a daily basis. Therefore, the data shown here should only be used as a guide to your call usage to date and may not be exactly reflected on your final bill.

The newly designed reporting feature enables you to create tailored mini reports - using the new 'drag and drop' feature. The billing period that is shown can be amended via the drop-down menu at the top of the page. You can also sort the billing period by date, product, charge or number.



Bill: Unbilled (Feb 2019) - February 2019 - £0.00 | Product: All | Charge: All | Number: []

[- Collapse All Rows] [+ Expand All Rows] [PDF] [CSV]

Page 1 of 1 (3 items) | Page size: 10

Drag a column header here to group by that column

Account	Number	Tag	Voice	SMS	MMS	Data (MB)	Call Duration (hh:mm:ss)	One Off	Recurring	Refunds	Credits	Other	Total	Total (Inc. VAT)
			£0.00 5	£0.00 19		£0.00 152.28	00:42:10	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
			£0.00 4	£0.00 7		£0.00 49.39	00:02:40	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
			£0.00	£0.00		£0.00								

CLI | Tag

credits | Other | Total | Total (Inc. VAT)

Files can be downloaded and saved as CSV or PDF – see image.

MY ALERTS

My Alerts

[+ Add New Alert](#) [↓ CSV](#)

Page 1 of 1 (2 items) 1 Page size: 15

Number	Tag	Alert Type	Product	Alert Name	Alert Measures & Values	Notifications / Actions	Status	History		
		Usage	Mobile	Mobile Data	Exceeds 2,000.00 MB Total Data MB	An Autobar (Data Only) will automatically be placed when this limit is breached.	Never Triggered		Edit	Delete
		Usage	Mobile	Data	Exceeds 2,000.00 MB Total Data MB	An Autobar (Data Only) will automatically be placed when this limit is breached.	Never Triggered		Edit	Delete

MyAlerts notifies you by email of any new call data that meets the criteria contained within a saved search.

There is two types of alert you can create: event or usage

What is an event alert?

You may want to be alerted to calls lasting over a certain length of time, calls to a particular number, calls of a particular cost, to a specific number or on a particular day.

What is a usage alert?

Use the usage alert when you need to monitor usage via cost or duration in total. For example, unbilled calls totalling £5.

SETTING UP AN ALERT

Setting up an alert couldn't be easier! Simply choose an alert type from the drop-down menu and from the right column choose to **add the contact** you want the alert to be sent to by clicking on the drop-down box and selecting your chosen contact.

My Alerts

[+ Add New Alert](#) [Download CSV](#)

Page 1 of 1 (2 items) 1 Page size: 15

Number	Tag	Alert Type	Product	Alert Name	Alert Measures & Values	Notifications / Actions	Status	History		
		Event								

Alert Type: Event Alert when a specific event happens e.g. International call dialled

⚠ Please be aware that the alert will not re-trigger if it has already triggered this bill period.

Alert Details

Alert Name: Account: All

Number: All

Alert Measures

Dialled Number: Ignore Number:

Call Type: All Number Of Times Dialed:

Dates / Times

Calls between:

Alert Contacts
[+ Add a contact](#)

Continue to complete the alert details by providing information in the boxes required for details and measures.

Alert Type: Usage Alert based on overall cost, duration or amount of usage

⚠ Please be aware that the alert will not re-trigger if it has already triggered this bill period.

Alert Details

Alert Name: Account: All

Product: Fixed Line Number: All

Alert Measures

Measure: Cost

Name	Measure
Cost	£
Duration	Minutes

Value: £

Cost is inclusive of VAT

Alert Contacts
[+ Add a contact](#)

The new alert will automatically email the contact. Once you are happy, hit the green **Add** button in the bottom right corner and the alert will be added to the existing **MyAlerts** list - which can be edited or amended.

MY REPORTS

Within **My Reports** you can breakdown your calls and report on highest call cost, the number of calls made and much more. It also gives you the option to download your reports as XLS or PDF.

Call Reports

Category	All	Bill	Unbilled (Mar 2019) - March 2019 -
Product	All	Records	Top 5
Report	None	Chart Type	Line
Cli	<div style="border: 1px solid #ccc; padding: 5px;"> <ul style="list-style-type: none"> Cost By Event Type Duration By Event Type Calls By Event Type Users By Cost <li style="background-color: #007bff; color: white;">Users By Duration No Of Calls Numbers Dialed </div>		
<div style="background-color: #28a745; color: white; padding: 5px 10px; border: 1px solid #28a745;">Display Report</div>			

SELF SERVICE

Under **Self Service** you have the opportunity to manage your mobile, broadband (including Fleur Shield), landline and email solutions. For example, within **Manage My Mobile** you are able to order a replacement SIM card, report on lost or stolen phones and create mobile bill limits on each of your mobile numbers.

You can also create **Calling Circles** for discount calls. This can be found under **Manage My Landline**.

Calling Circles

Calling Circles are based on a flexible allowance of 16 numbers, which may include combinations of up to 6 x International landline and mobile numbers, 11 x UK mobile numbers, 11 x UK landline numbers, 1 x 0845 number. Calling Circles discounts don't apply to numbers that begin with 18418.

Save Calling Circles

Maximum discount numbers: **16** Currently configured: **0** + Add New Number

Prime Number:

International landline and mobile 0 of 6	+ Add
UK mobile 0 of 11	+ Add
UK landline 0 of 11	+ Add
0845 0 of 1	+ Add

Can we suggest?

Add frequently called numbers to your Calling Circles.

ACCOUNT DETAILS

Within **Self Service** you can view all your account details in one location. Here you are able to update your billing email address and have the ability to activate e-billing or paper billing.

My Details

Addresses

Account name: Fleur Telecom	Billing Address: 20 Lindred Road
Address: 20 Lindred Road	20 Lindred Road
20 Lindred Road	20 Lindred Road
BB9 5SR	BB9 5SR
Phone: 0333 320 4020	Fax:

To amend any of the above information, please email Fleur at help@fleurtelecom.co.uk or call on 0333 320 4020

Billing

Bill type: Online Billing

Bill notification email: enquiries@fleurtelecom.co.uk

[Activate Paper Billing](#)

[Change Email Address](#)

SUPPORT CENTRE

The new **Support Centre** now offers customers several options when requiring support, including online fault logging.

How can we help you?

Please click on one of the help topics below

Billing	Faults	Sales	Complaints	MyAccount
---------	--------	-------	------------	-----------

LOG A FAULT

How can we help you?

Please click on one of the help topics below

Billing	Faults	Sales	Complaints	MyAccount
---------	---------------	-------	------------	-----------

Topic
Lines & Calls
Broadband
Mobile

Simply click on the **'Faults'** button and a drop-down menu will appear showing products (see above). Select your product (e.g Lines & Calls) and a filter system will drop down (see below), enabling you to give as much detail as possible, to ensure we can offer the correct fault ticket.

How can we help you?

Please click on one of the help topics below

Billing	Faults	Sales	Complaints	MyAccount
---------	---------------	-------	------------	-----------

Topic
Lines & Calls
Broadband
Mobile

Subject
No dial tone
Can't make calls
Can't receive calls
Crackling / Interference on line
Calls cutting off

Contact Options

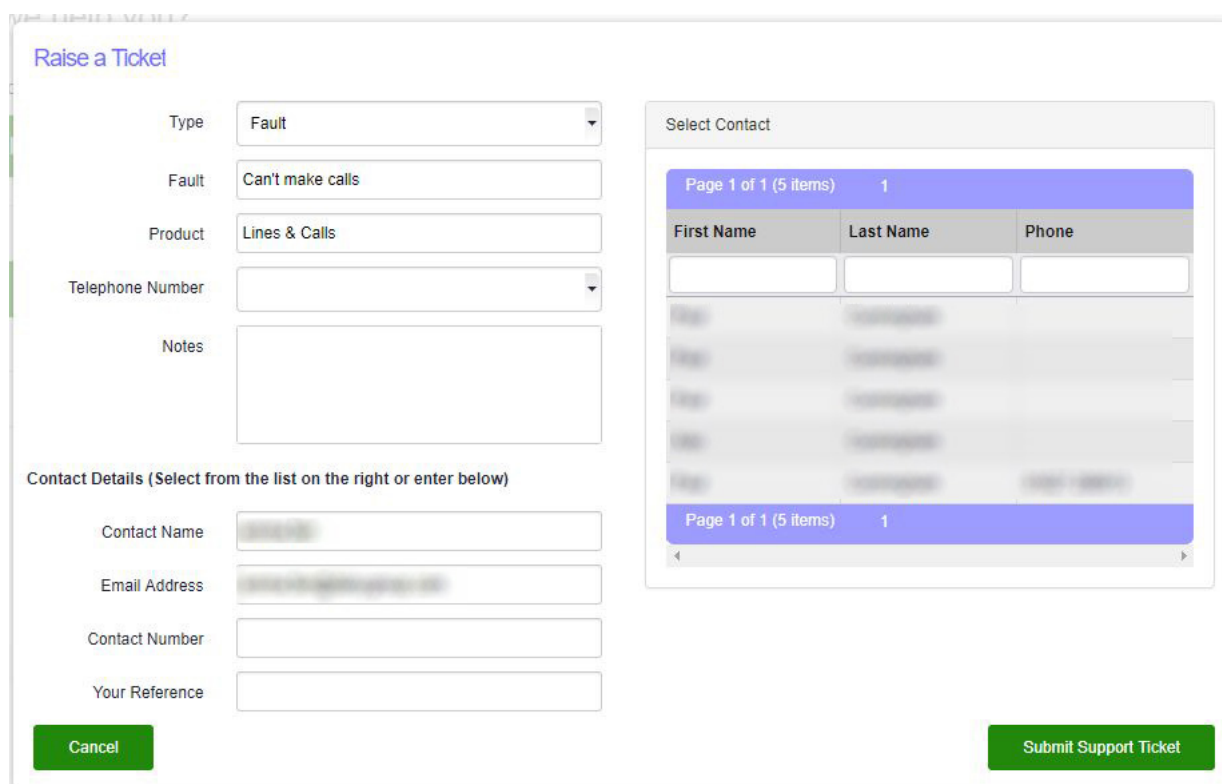
[Submit a Support Ticket](#)

- Call **0333 320 4020** or Email us help@fleurtelecom.co.uk

Click on the **'Submit a support ticket'** button.

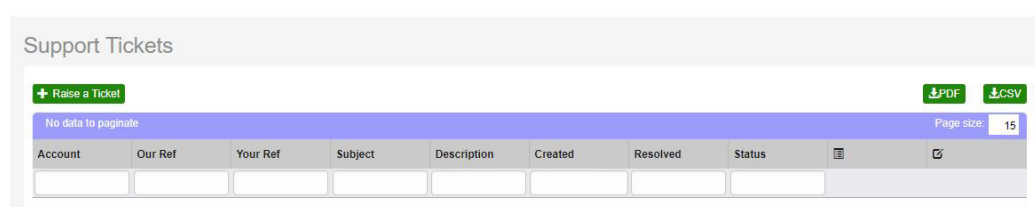
A pop-up box is then generated. Using the right-hand column, select the relevant contact logging the fault and this will automatically populate the fields in the left-hand column.

Ensure all of your contact details are correct, add a reference to track the fault easily and select the correct phone number. Additional notes can also be added in the comments field. Finally, select the bottom right green box to submit a fault.



SUPPORT TICKETS

A green box will appear in the top left corner of your screen to acknowledge that your fault ticket has been registered. All support tickets can now be viewed in the **Self Service** section. Each ticket can be opened, amended and downloaded to PDF or CSV file.



Account	Our Ref	Your Ref	Subject	Description	Created	Resolved	Status		
No data to paginate									



Sign up or login in to Fleur's MyAccount today at
<https://myaccount.fleurtelecom.co.uk/>
