

**Clarity, our online billing and management tool, allows you to view and manage all your telecoms online. This guide gives you some tips on getting started, registering your account, accessing your monthly bills, running reports and setting alerts.**

## Registration

To set up your Clarity account, contact your Client Support team. They will email you a link to the registration form where you will need to set up a username, password and security question.

For security reasons we'll then send you a second email asking you to click on a separate link to activate your account.

## Logging in

Go to <https://clarity.alternativenetworks.com/clarity> to log in using the username and password set up during registration. There is also a link from the homepage of our website.

Note: Passwords are case sensitive so please make sure caps lock is off when logging in.

## Reports

You can create, manage and export all the data you need to give you full visibility of your telecoms. We've set up a range of standard information to help you get started, and you can also customise your own reports.

### Bill summary

#### Reports >> Standard reports >> Bill Summary

The Bill Summary gives a breakdown of all your monthly charges, including total spend, spend by product and VAT information. You can also run by cost centres or sites.

Note: These reports will only be available after your first full monthly bill.

### Top 10 reports

#### Reports >> Bespoke reports >> Favourites

This allows you to easily see the top 10 users, numbers and cost areas. You can then verify these and address any areas of concern. The reports show the:

- Most frequently dialled numbers
- Most expensive calls
- Longest calls
- Highest spending outbound CLI's
- Highest spending mobile CLI's

### Exporting reports

All reports can be downloaded as Excel, CSV or PDF files. This allows you to perform further analysis, import into a database or present the data.

- > Click 'Select a format'
- > Use the drop down menu to select required format
- > Click 'Export'
- > Select 'Open' or 'Save'



## Alerts

You can set up your own alerts to identify unauthorised or unusual usage. If these parameters are breached you'll receive email notification and can log in to Clarity to investigate further. This will highlight potential problem areas, allowing you to take action to prevent further issues.

### Setting up a new alert

#### Alerts >> Add new alert

1. Click 'Add new alert'
2. Use the dropdown menu to select the alert type

Choose from

- Called number (eg. Calls to 09 numbers)
- Maximum call cost (eg. Calls costing over £5)
- Maximum duration (eg. Calls over 15 minutes)
- Out of hours (eg. Calls made before 8am and after 6pm)
- Monthly call spend threshold (eg. Call spend over £50)
- GPRS spend threshold (eg. GPRS spend over £50)
- UK GPRS bundled threshold (eg. UK GPRS usage over 20 MB)

3. Set your own alert conditions

This will depend on the type of report chosen

4. Add alert description

This will help you identify the alert should you receive an email notifying you of a breach

5. Specify email addresses

List the email addresses that the email alert should be sent to. You can add up to 10 addresses, using ':' to separate multiple addresses

#### We recommend all clients set up alerts for:

- Calls made to 09 premium rate numbers
- Calls made outside normal business hours
- Calls costing more than £5

## Administration

Each Clarity account has one company administrator account that has permissions add new users, move or deactivate existing users and changing number descriptions.

### Adding new users

#### Admin >> User Admin >> New user

For security, any new user account must be set up by the company administrator. To do this you'll need to provide a username and email address for the new user and select their level of access.

User Role	Admin rights	View sites	View cost centre	View via BlackBerry
Company Administrator	✓	✓	✓	
Site Manager		✓	✓	
Cost Centre Manager			✓	
BlackBerry Cost Centre			✓	✓
BlackBerry User		✓	✓	✓

Once the account has been set up an email will be sent to the user and they will need to complete the registration process detailed above.

### Downloading invoices

#### Admin >> Account admin >> Invoices

Here you can view and download electronic versions of your current and previous monthly invoices. Your most recent invoice will normally be available a few days after the bill is produced.

### Changing number descriptions

#### Admin >> Account Admin >> CLI descriptions

To simplify your reports you can create text descriptions (eg. John Smith Mobile) for each phone number (CLI).

To set up or amend these descriptions:

- > Click on the current CLI description (where there is no data this will be 'Unknown')
- > Modify existing description
- > Click 'Update' to complete

### Moving users and numbers

#### Admin >> Account Admin >> CLI cost centres

You can also add text descriptions for each of your cost centres. Your Client Support team will set up and add any new cost centres, however you can reallocate CLI numbers whenever you need.

To change the cost centre of a CLI

- > Click on the CLI description link
- > Select a new cost centre from the drop down menu
- > Click 'Update' to complete