

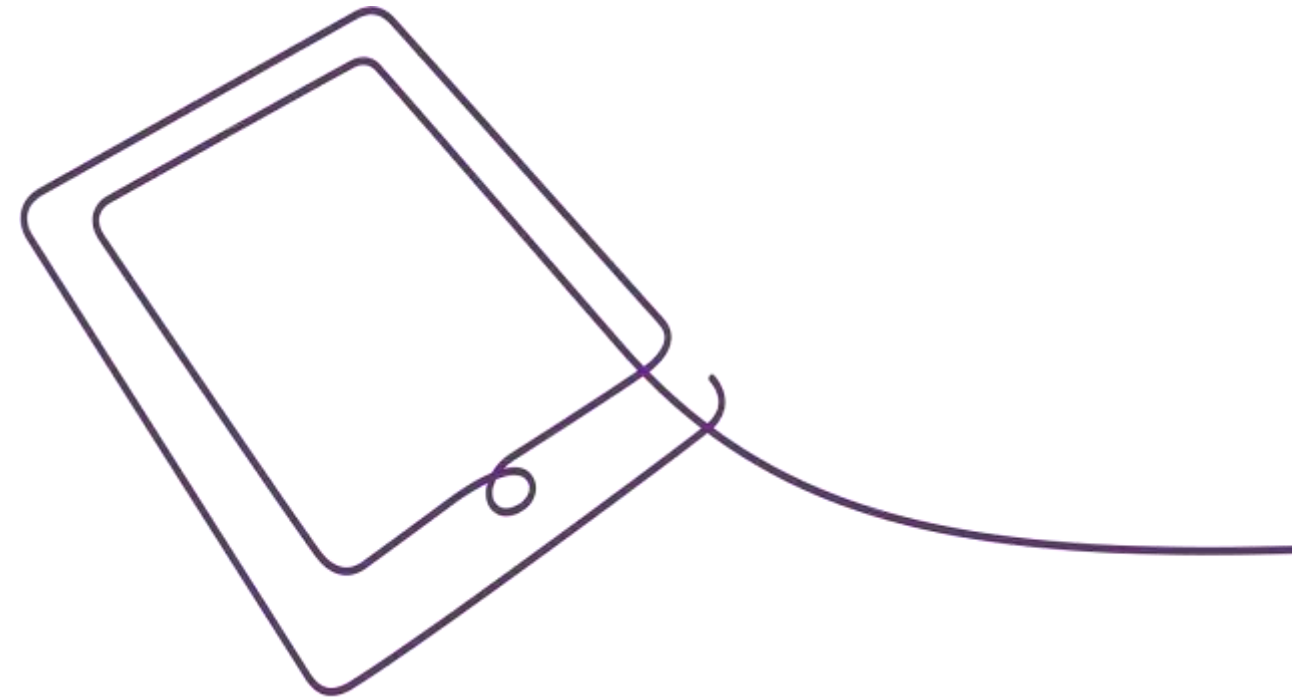
# Take your mobile freedom one step further with the 'My Account' service

Instruction



# Содержание

- [Login to My Account](#)
- [Password Reset](#)
- [Administrator Profile](#)
- [Select a company](#)
- [Mobile numbers](#)
- [Number info](#)
- [General information / SIM & Device](#)
- [Remaining allowance / additional allowances](#)
- [Activated services / service deactivation](#)
- [Available services / service activation](#)
- [Usage report](#)
- [Obtaining a secret code](#)
- [Number blocking/unblocking](#)
- [SIM replacement](#)
- [Ban on MyKcell details access](#)
- [Ban on MyKcell access](#)
- [Ban on SMS / USSD control](#)
- [Call forwarding](#)
- [Device registration \(IMEI\)](#)
- [Payments Report by GSM number](#)
- [Documents & Reports](#)
- [Payment history](#)
- [Search for mobile number by invoice number](#)
- [Actions history](#)
- [Report on list of numbers](#)



- [Work completion statement and Appendix 1](#)
- [Invoice register](#)
- [Statement of reconciliation](#)
- [Registered devices report](#)
- [Detailing for the Atlas Pro package](#)
- [Balance transfer](#)
- [FAQ](#)

# Login to My Account

To login, use Administrator's phone number and password.

If you are logging in for the first time, use **Forgot password?**

**Kcell**

ENGLISH ▾

## Login to Kcell Business ID

PHONE NUMBER\*

\* Phone number in the format: 77010016515

YOUR PASSWORD [Forgot Password?](#)

**LOG IN**

[Register](#)

# Password reset

## Step 1

Enter Administrator's phone number using the format 7701XXXXXXX and click **Next**. A code will be sent to this number via SMS. If the phone number belongs to Tele2/Altel or is a foreign number, a one-time password will be sent to the registered email.

## Step 2

If you did not receive the code, try again after 60 seconds.

## Step 3

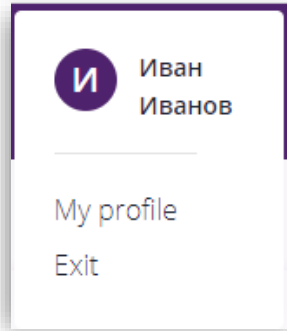
Enter new password, confirm password, and click **Confirm**.

The screenshot shows the 'Password recovery' screen. At the top right is 'ENGLISH' with a dropdown arrow. The title is 'Password recovery' with the subtitle 'To restore password, follow the instructions'. Below is a 'PHONE NUMBER\*' label and a text input field containing 'Enter phone number'. A small note below the field says '\*Phone number in the format: 77010018576'. A light blue box contains the text: 'If number belongs to Tele2 or Altel, password will be sent to the registered email'. At the bottom is a pink 'NEXT' button and a link '+ Back to Login'.

The screenshot shows the 'Password recovery' screen. At the top right is 'ENGLISH' with a dropdown arrow. The title is 'Password recovery' with the subtitle 'Enter the code sent to you via SMS'. Below is an 'SMS CODE\*' label and a text input field containing 'Enter SMS Code'. To the right of the field is a link 'Code will be resent in: 57'. Below the field is a green box with the text 'SMS code send successfully'. At the bottom are two pink buttons: 'NEXT' and 'CANCEL'.

The screenshot shows the 'Password recovery' screen. At the top right is 'ENGLISH' with a dropdown arrow. A yellow box at the top contains the text: 'You need to change your password to activate your account.'. Below is a 'NEW PASSWORD:' label and a text input field. Below that is a 'NEW PASSWORD CONFIRMATION:' label and a text input field. At the bottom is a pink 'SUBMIT' button.

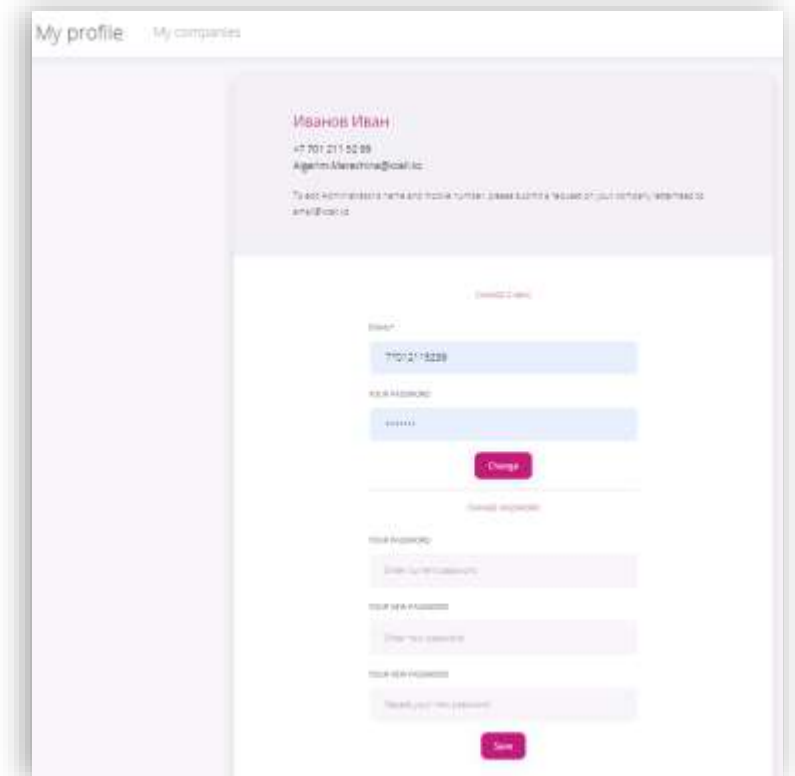
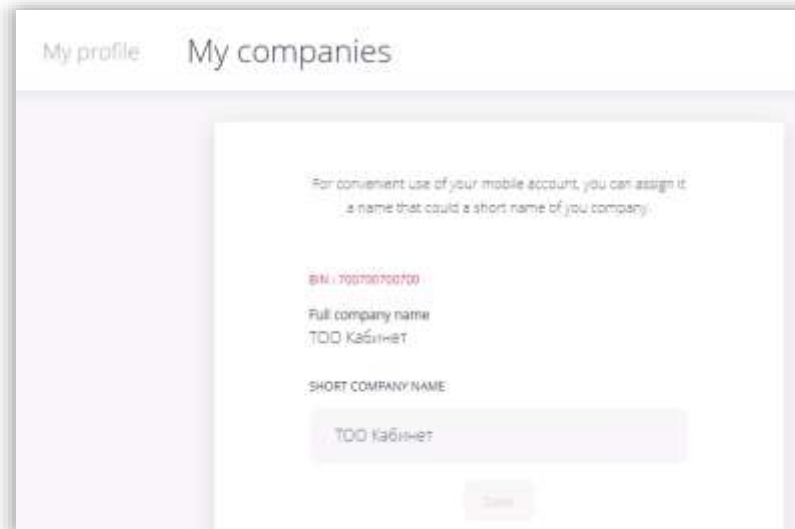
# Administrator Profile



- To customize Administrator Profile, go to **My Profile** using the button in the top right corner.

- In **My Profile**, you can change the **e-mail** address indicated in your registration details as well as change password.

- In the **My Companies** tab, you can change the name that will appear in your profile.



# Выбор компании

If you are an Administrator for more than one company, use the drop down list to switch between them.

Select company

TOO Кабинет

Филиал TOO Кабинет

The screenshot shows the Kcell administrator interface. At the top right, there is a dropdown menu for selecting a company, currently set to 'TOO Кабинет'. Below the header, there is a search bar and a 'Search' button. The main content area displays a table with the following columns: Number, Account number, Tariff plan, Method of payment, State, Available funds (individual limit), and Remaining credit limit/remaining prepaid balance. The table contains three rows of data.

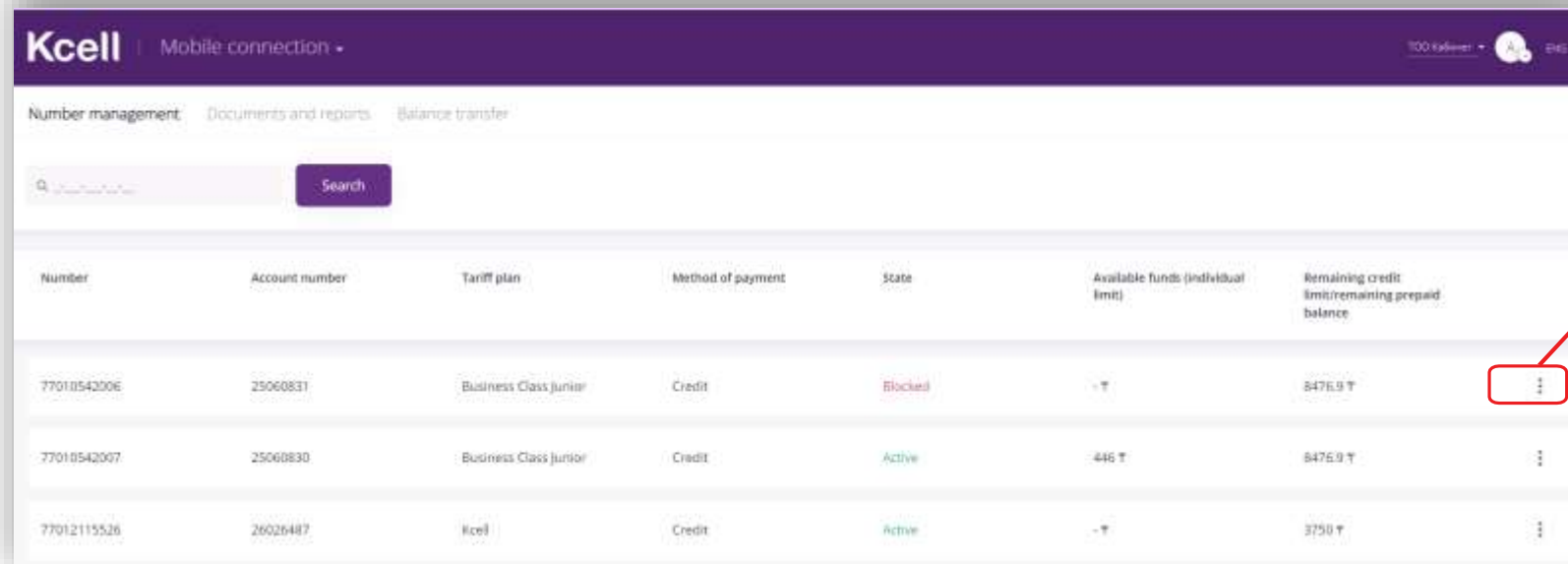
Number	Account number	Tariff plan	Method of payment	State	Available funds (individual limit)	Remaining credit limit/remaining prepaid balance
77010542006	25060831	Business Class Junior	Credit	Blocked	- ₸	8476.9 ₸
77010542007	25080830	Business Class Junior	Credit	Active	446 ₸	8476.9 ₸
77012115526	26026487	Kcell	Credit	Active	- ₸	3750 ₸

# Mobile Numbers (Number Management)

In this section you will find the general information on all numbers owned by a company.

For more detailed information on a specific number, find it using the **Search** function and pick from the search result. You can also click on the number you want directly in the displayed list of numbers.

Use the more options icon (3 vertical dots) on the right to select the desired action.



Number	Account number	Tariff plan	Method of payment	State	Available funds (individual limit)	Remaining credit limit/remaining prepaid balance	
7701054200E	25060831	Business Class junior	Credit	Blocked	- ₪	847E.9 ₪	⋮
77010542097	25060830	Business Class junior	Credit	Active	- 446 ₪	847E.9 ₪	⋮
77012115526	26026487	Kcell	Credit	Active	- ₪	3750 ₪	⋮

- Block
- SIM card replacement
- Ban on MyKcell details access
- Ban on MyKcell access
- Usage details

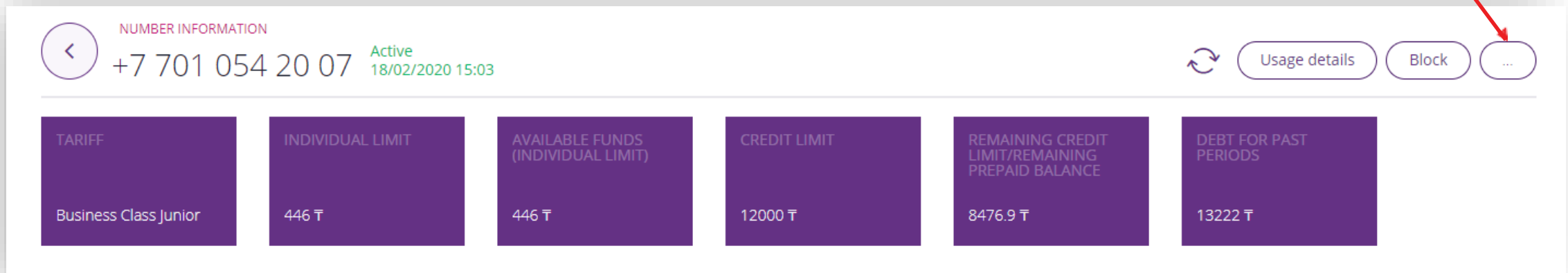
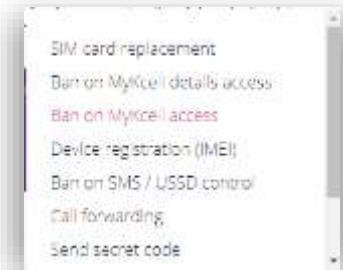
# Number Info

The following information is available in the number profile:

- Number status - blocked/not blocked, date of blocking/unblocking;
- Tariff;
- Individual limit (if any);
- Available individual limit (if an individual limit has been set);
- Credit limit (personal account).
- Remaining credit limit/prepaid balance
- Outstanding amounts for past periods.

Other features:

- More options;
- Usage details;
- Page refresh.



NUMBER INFORMATION

Active 18/02/2020 15:03

+7 701 054 20 07

Usage details Block ...

TARIFF	INDIVIDUAL LIMIT	AVAILABLE FUNDS (INDIVIDUAL LIMIT)	CREDIT LIMIT	REMAINING CREDIT LIMIT/REMAINING PREPAID BALANCE	DEBT FOR PAST PERIODS
Business Class Junior	446 ₺	446 ₺	12000 ₺	8476.9 ₺	13222 ₺



# General Information / SIM & Device

In the **General Information** section you will find the following:

- Billing method;
- Registration Form number;
- Account number;
- Manage number via SMS / USSD.

In the **SIM & Device** section you will find the following:

- PIN-1,2
- PUK-1,2
- ICCID – SIM card number
- IMEI

**GENERAL INFORMATION**

Method of payment:  
Advance

Registration form:  
300014697190-131

Account number:  
667068921

Ban on SMS / USSD control:  
Enabled

Ban on MyKcell details access:  
Disconnected

Ban on MyKcell access:  
Switched on

**SIM CARD AND DEVICE**

PIN1: 0000

PIN2: 8649

PUK1: 51352846

PUK2: 55752910

ICCID: 89997027508016848485

Sim card replacement date:  
18/09/2019 16:54

IMEI: 35367807651154

# Remaining allowance / Additional allowances

The **Remaining allowance** shows how many bonuses are left from your plan's allowance.

The **Additional allowances** shows other allowances available till the end of the bill cycle :

- SMS;
- Data
- Voice.

REMAINING ALLOWANCE FROM TARIFF

Calls within Kcell/activ network	
Unlimited	
Connection date	2020-01-01
Disconnect date	2020-02-01

SMS	
Available	100 SMS
Total	100 SMS
Connection date	2020-01-01
Disconnect date	2020-02-01

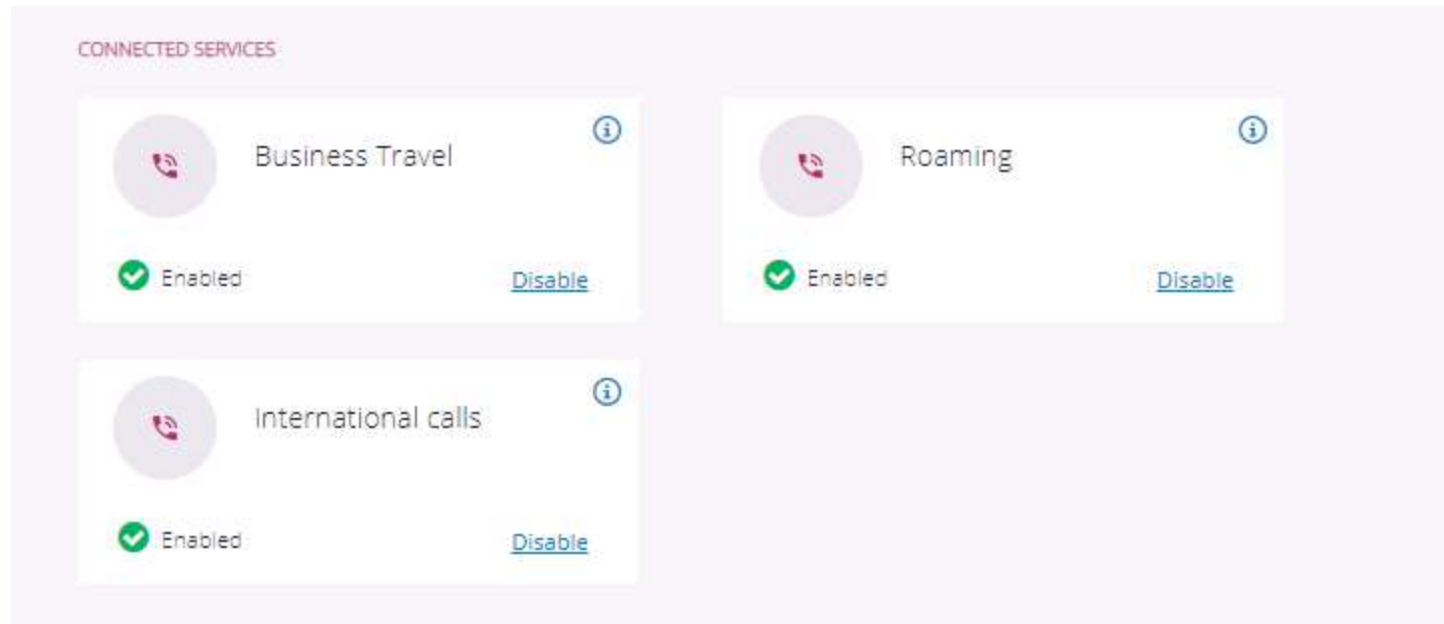
ADDITIONAL

Calls to other KZ mobiles	
Available	100 min 0 sec
Total	100 min 0 sec
Connection date	2020-01-01
Disconnect date	2020-02-01

# Activated services / service deactivation

In this section, you will see all the services that are currently active on your account which can be deactivated by the Administrator.

- To deactivate a service, click **Disable**.
- Click ⓘ to read the terms and conditions of the service.



# Available services / service activation

In the **Available services** section you will see a list of available services that the Administrator can activate.

## Voice roaming

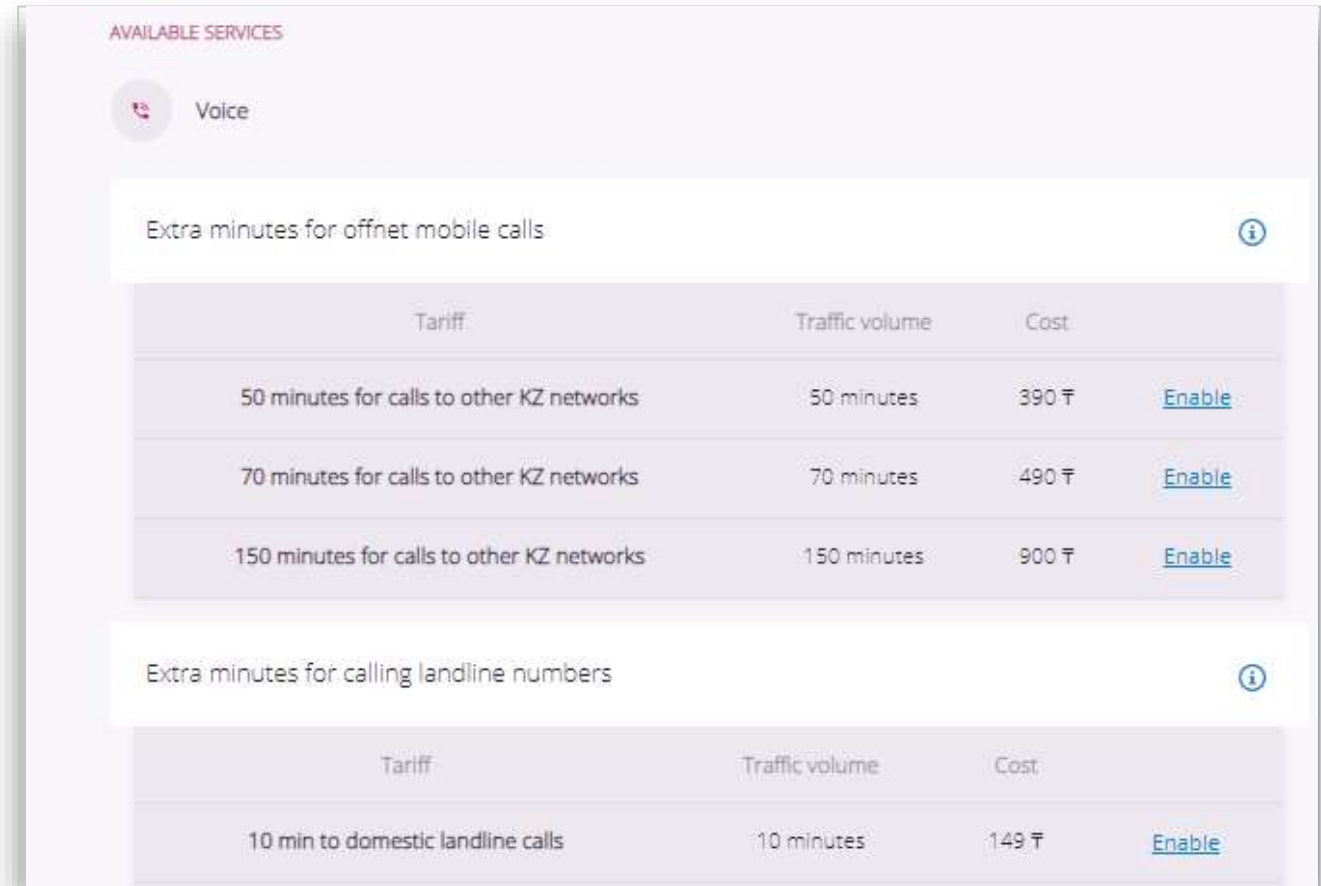
- Roaming
- Special offers
- International calls

## Data roaming

- Data packs

To activate, click the **Activate** button under the respective service.

When everything is done correctly, the activated service will appear in the **Activated services** section.



The screenshot displays the 'AVAILABLE SERVICES' section under the 'Voice' category. It features two expandable panels. The first panel, titled 'Extra minutes for offnet mobile calls', contains a table with three rows of service options. The second panel, titled 'Extra minutes for calling landline numbers', contains a table with one row of service options. Each row includes a tariff description, traffic volume, cost, and an 'Enable' button.

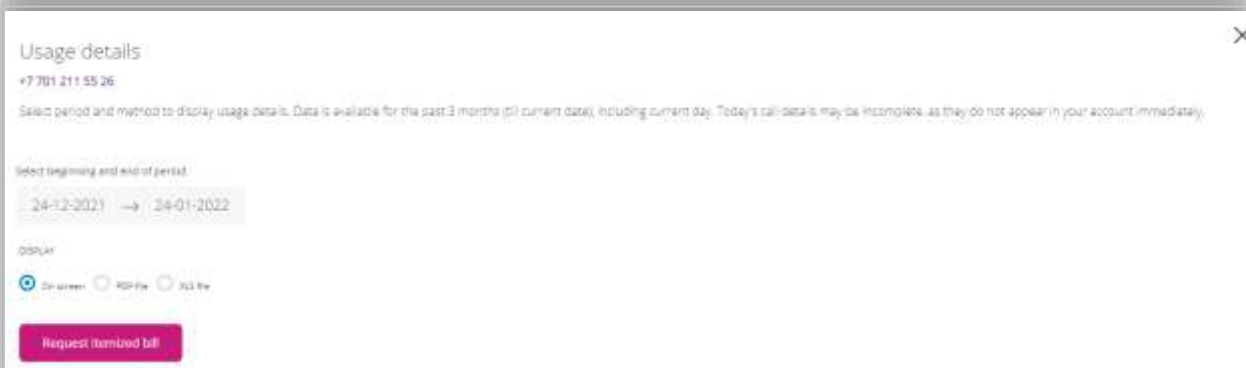
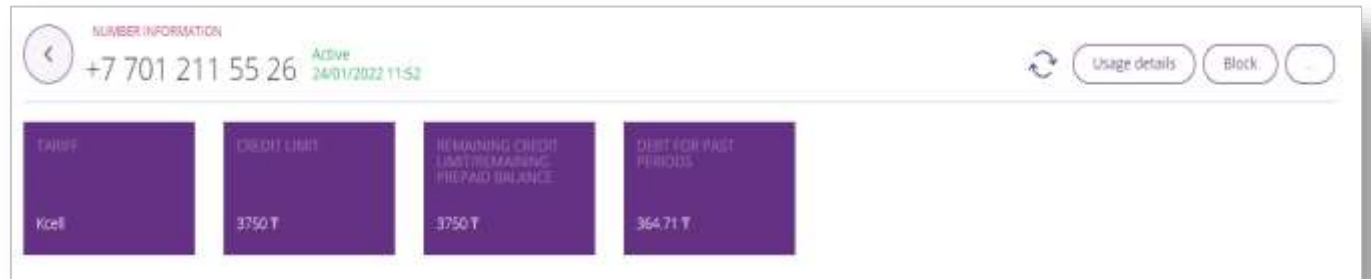
Tariff	Traffic volume	Cost	
50 minutes for calls to other KZ networks	50 minutes	390 ₸	<a href="#">Enable</a>
70 minutes for calls to other KZ networks	70 minutes	490 ₸	<a href="#">Enable</a>
150 minutes for calls to other KZ networks	150 minutes	900 ₸	<a href="#">Enable</a>

Tariff	Traffic volume	Cost	
10 min to domestic landline calls	10 minutes	149 ₸	<a href="#">Enable</a>

# Usage Report

To get your usage information, click on Usage details on the number profile screen.



In the popup window, select the period and type of data you want to receive. The default period is **last month**.

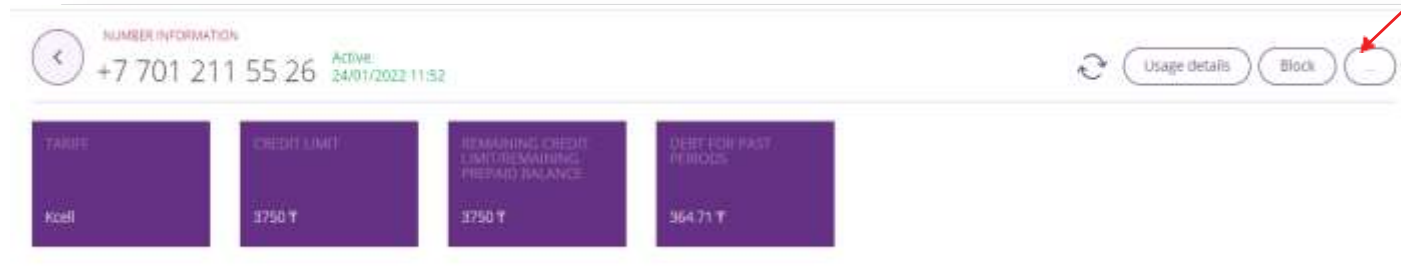
# Obtaining a secret code

A secret code can be obtained through the *more options* menu in the **Number Info** section.

- The secret code allows a mobile number **user** to view the information about the number, including usage details.
- The secret code does not allow a user to activate / deactivate services.

Use the same menu to delete the secret code.

Ban on MyKcell access  
Device registration (IMEI)  
Ban on SMS / USSD control  
Call forwarding  
Send secret code  
Delete secret code  
Payments report



# Number blocking/unblocking

To block the number, click the **Block** button

NUMBER INFORMATION  
+7 701 054 20 03 Active  
24/12/2019 11:21

Usage details Block ...

## Block number

+7 701 054 20 03

Are you sure you want to block this account?

Yes, I am sure

Cancel

and confirm the action.

Until the action is completed, the status will be **In process**.

NUMBER INFORMATION  
+7 701 054 20 03 Processing

NUMBER INFORMATION  
+7 701 054 20 03 Blocked  
13/01/2020 09:32

To update status, click 

*It may take a couple of minutes to complete the blocking/unblocking action.*

# SIM replacement

To get a replacement SIM:

1. Click **Sim Replacement**.

Замена Sim-карты

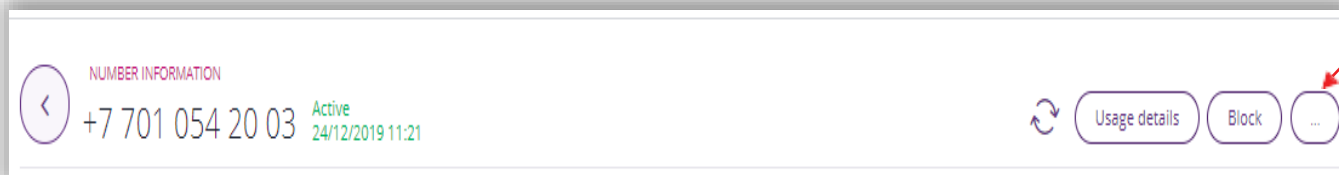
Регистрация устройства (IMEI)

Запрет на SMS / USSD управление

Переадресация

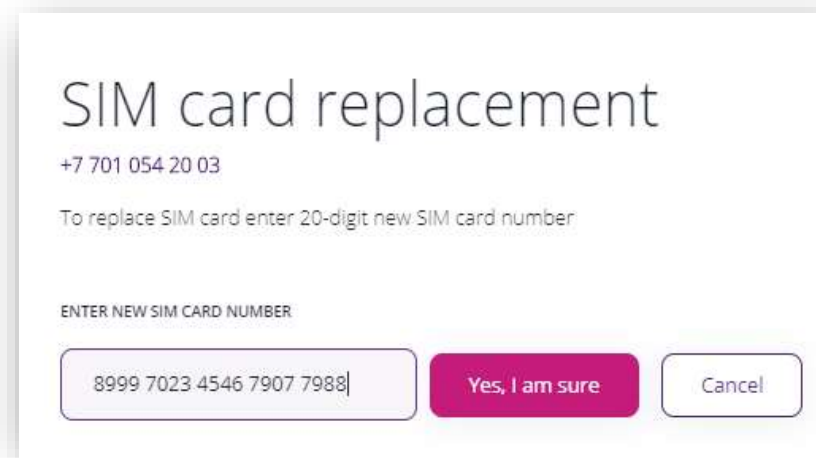
Отправить секретный код

Удалить секретный код



2. In the popup window, enter your SIM number (you can find it on the back of the SIM card).

3. Confirm action.





# Ban on MyKcell details access

To prohibit viewing details, click **Block viewing usage details in MyKcell.**



Ban on MyKcell details access

+7 701 211 55 26

No ban is set. Want to set a ban?

SET

Cancel

Confirm the action in the window that opens.

Information about the ban will be displayed in the general information section of the number.

Ban on MyKcell details access:

Disconnected

# Ban on MyKcell access

To deny access, click **Block access to MyKcell**.



Ban on MyKcell access

+7 701 211 55 26

No ban is set. Want to set a ban?

SET

Cancel

Confirm the action in the window that opens.

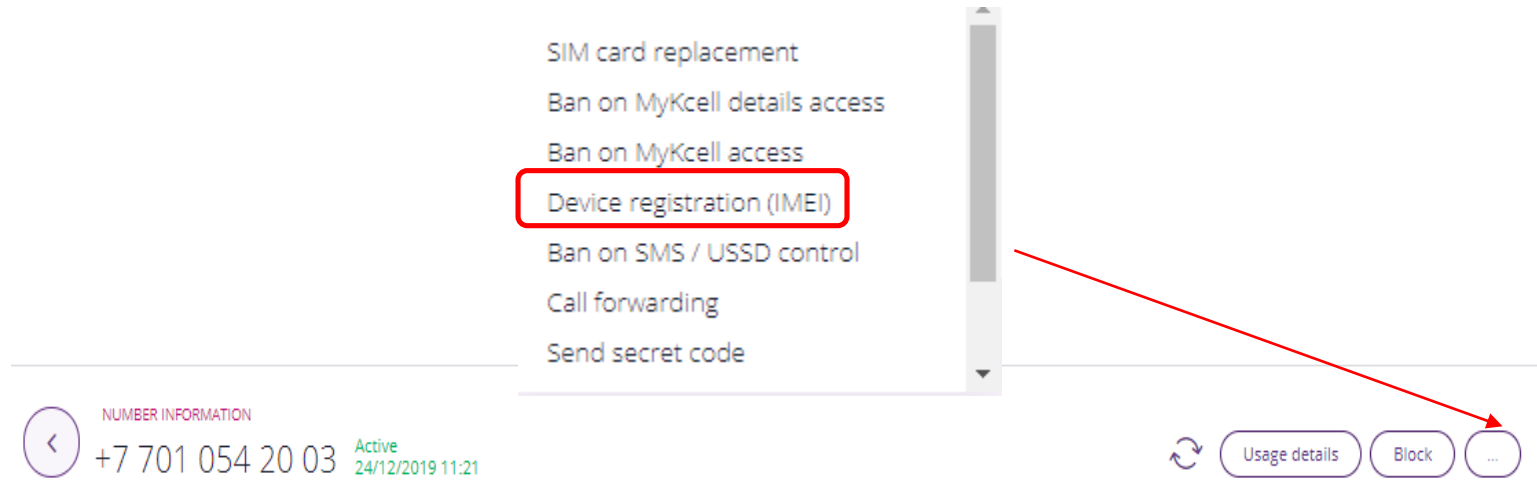
Information about the ban will be displayed in the general information section of the number.

Ban on MyKcell access:  
Disconnected

# Device registration (IMEI)

To register a device\*

1. Select **Device Registration (IMEI)** in the profile.



A screenshot of a mobile service profile menu. The menu items are: SIM card replacement, Ban on MyKcell details access, Ban on MyKcell access, Device registration (IMEI) (highlighted with a red box), Ban on SMS / USSD control, Call forwarding, and Send secret code. Below the menu is a 'NUMBER INFORMATION' section showing a phone number +7 701 054 20 03, status 'Active', and date '24/12/2019 11:21'. At the bottom right, there are buttons for 'Usage details', 'Block', and a three-dot menu icon. A red arrow points from the 'Device registration (IMEI)' menu item to the three-dot menu icon.

## Device registration (IMEI)

+7 778 062 21 35  
The last IMEI  
85590070725819

Registration status

Device not registered with this number.

Register

2. Then:

- Insert the SIM card with the number to be used with the device you are going to register;
- The device will appear in the **Last Registered IMEI** field;
- Click **Register**.

3. To deregister your device:

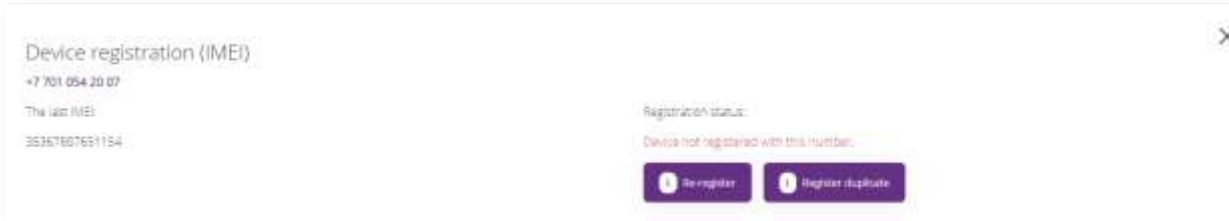
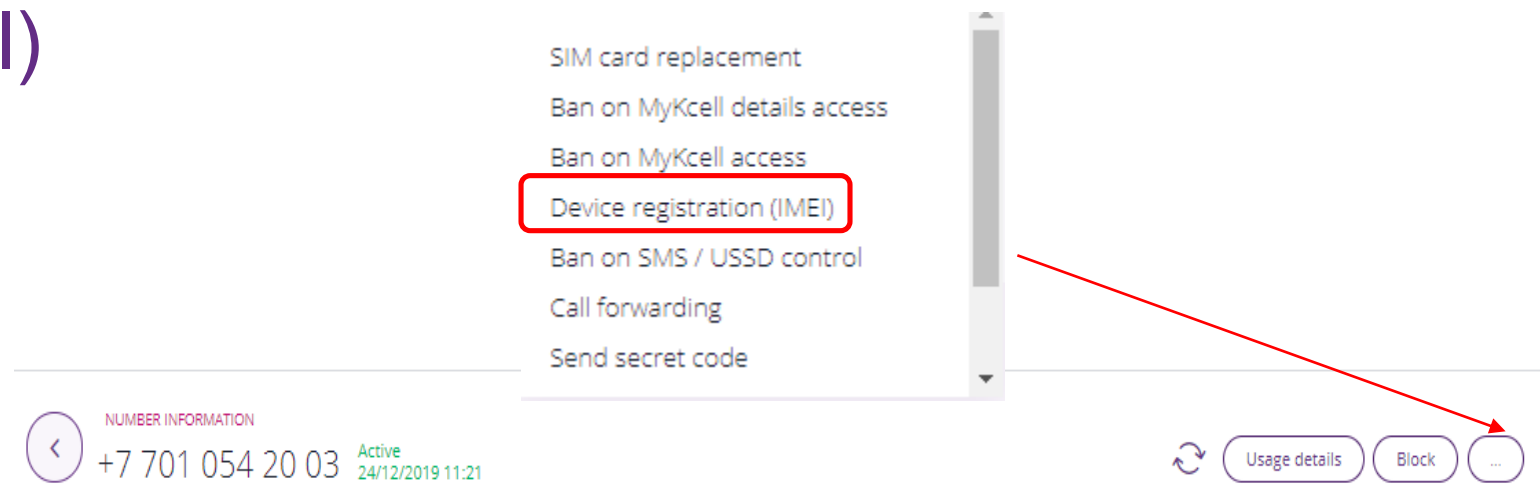
- From the list, select the IMEI of the device you want to deregister;
- Click **Deregister**.

IMEI	
35967807651154	Delete
86978202212128	Delete

# Re-register device (IMEI)

To re-register a device (cancel registration of the device IMEI with previous BIN/IIN and MSISDN, and register it with a company BIN and current MSISDN).\*

1. In the number profile, select **Device (IMEI) registration**.



2. To **re-register** a device:

- Insert the SIM card with selected phone number into the device to be registered;
- The device will appear in the **Last Registered IMEI** field;
- Click **Re-register**.

3. Read the terms of registration/re-registration of a duplicate device. Click **Confirm**



# Re-register device (IMEI)

4. Enter the previous owner's phone number
5. Enter the previous owner's IIN/BIN
6. Click **Re-register**.

Device re-registration (IMEI) ✕

35367807651154

Deregistration of the device (IMEI) from previous BIN/IIN and MSISDN, and registration with the company's BIN and current MSISDN.

By continuing to re-register a duplicate, you confirm that you have read the relevant terms and conditions. Registration of an employee's device with a corporate number does not imply the transfer of ownership of the device to a legal entity or private entrepreneur. Learn more <https://kb.kcell.kz/mgproduct/3398/556>

Number of the previous owner

IIN/BIN of the previous owner

Device re-registration (IMEI) ✕

35367807651154

Deregistration of the device (IMEI) from previous BIN/IIN and MSISDN, and registration with the company's BIN and current MSISDN.

By continuing to re-register a duplicate, you confirm that you have read the relevant terms and conditions. Registration of an employee's device with a corporate number does not imply the transfer of ownership of the device to a legal entity or private entrepreneur. Learn more <https://kb.kcell.kz/mgproduct/3398/556>

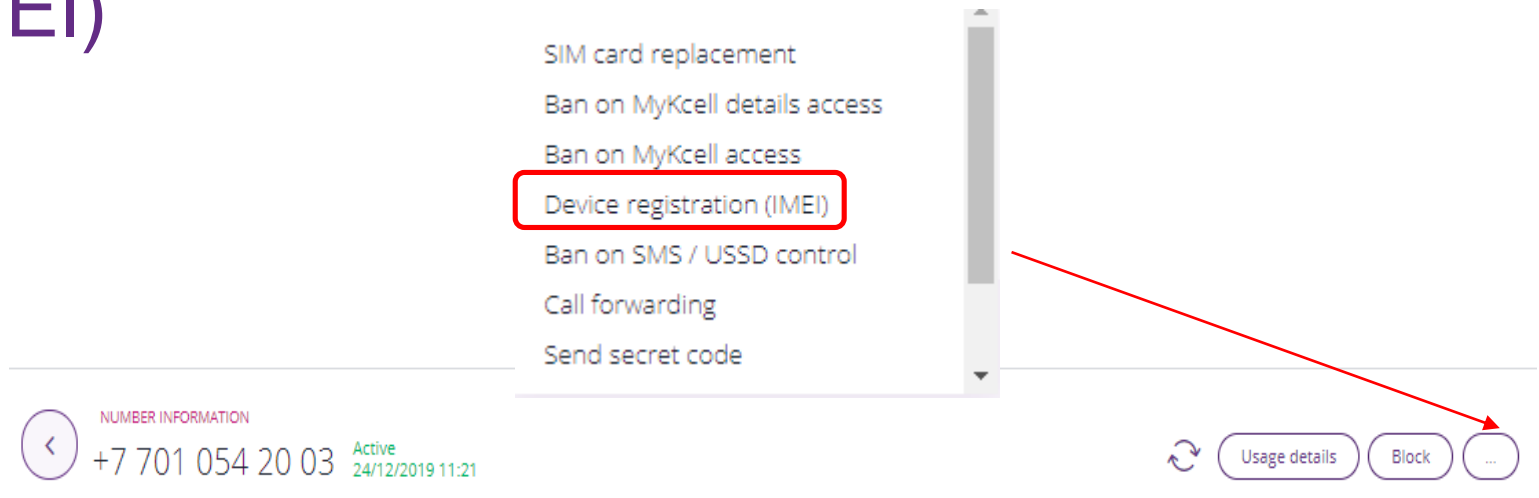
Number of the previous owner

IIN/BIN of the previous owner

# Register duplicate (IMEI)

For duplicate registration (registration of the device IMEI with a company BIN and current MSISDN without removing the current registration).\*

1. In the number profile, select **Device registration (IMEI)**.



## Duplicate registration (IMEI)

35367807831154

Registration of device IMEI by company BIN and current MSISDN without removing current registration.

By continuing to register a duplicate, you confirm that you have read the relevant terms and conditions. Registration of an employee's device with a corporate number does not imply the transfer of ownership of the device to a legal entity or private individual. Learn more: <https://kcell.kz/ru/number/registration>

Confirm

For duplicate registration (registration of the device IMEI with a company BIN and current MSISDN without removing the current registration).\*

1. In the number profile, select **Device registration (IMEI)**.

3. Read the terms of registration/re-registration of a duplicate device. Click **Confirm**.

# Register duplicate (IMEI)

4. Click **Register duplicate**.

Duplicate registration (IMEI) ✕

35367807651154

Registration of device IMEI by company SRI and current MSMDs without removing current registration.

By continuing to re-register a duplicate, you confirm that you have read the relevant terms and conditions. Registration of an employee's device with a corporate number does not imply the transfer of ownership of the device to a legal entity or private entrepreneur. Learn more <https://kb.tskk.com/product/306/334>

**Register duplicate**

# Register a duplicate device (IMEI) - previous registration with another provider

If the registration fails, one of the reasons may be that the IMEI in question is registered with a phone number that belongs to another provider. Go to the **Requests History** tab.

Device registration (IMEI)

+7 701 054 20 07

The last IMEI

35367807651154

Registration status:

Device not registered with this number.



Click **Register duplicate** and go through the duplicate registration process described on pages 22-23 of this instruction.

The results of your request will be sent via SMS within the next 8 hours.

To view your request results, go to Request History.

Request history		Registration of end-user devices
Date	IMEI	Condition
06/07/2021 09:46	35367807651154	Registration removed
22/04/2021 18:49	35367807651154	Duplicate registered successfully



# Payments Report by GSM number

To view the history of payments for number, click **Payments report**.

NUMBER INFORMATION  
+7 701 054 20 07 Active 18/02/2020 15:03

TARIFF Business Class Junior	INDIVIDUAL LIMIT 446 T	AVAILABLE FUNDS (INDIVIDUAL LIMIT) 446 T	CREDIT LIMIT 12000 T	REMAINING CREDIT LIMIT/REMAINING PREPAID BALANCE 8476.9 T
---------------------------------	---------------------------	---	-------------------------	--

- Ban on MyKcell access
- Device registration (IMEI)
- Ban on SMS / USSD control
- Call forwarding
- Send secret code
- Delete secret code
- Payments report**

## Payments report

+7 701 054 20 07

Select beginning and end of period

24-12-2021 → 24-01-2022

E-mail

Enter your e-mail

**Request**

In the pop-up window, select period and email. Click **Request** and the report will be sent to your email.

**Note! The payments information is only available for the last three months!**

# Documents & Reports

The **Documents & Reports** contains the following:

- Search for mobile number by invoice number;
- Actions history;
- List of numbers report;
- Service delivery certificate and invoice breakdown;
- Invoice register;
- Reconciliation statement;
- Registered devices report;
- Payments report;
- Detailing for the Atlas Pro package.

Number management: Documents and reports

Search for mobile number by invoice number

Actions history

List of numbers report

Service delivery certificate and invoice breakdown

Invoice register

**Reconciliation statement**

Registered devices report

Payments report

Detailing for the Atlas Pro package

**Reconcil**

Dear cust and sign t your data

Use this servic report will be s

Report is avail:

Note! Reconcil

Select beginni

01-12-202

# Payment History

To view the history of payments, select appropriate tab, select period and click **Request**.

Search for mobile number by invoice number

Actions history

List of numbers report

Service delivery certificate and invoice breakdown

Invoice register

Reconciliation statement

Registered devices report

**Payments report**

Detailing for the Atlas Pro package

## Payments report (beta-mode)

Data preparation may take some time. The generated payments report will be sent to the email you specified. The time at which the data in the report is relevant will be indicated in the report (beta-mode).

The maximum request period is 3 months from today.

Select beginning and end of period

24-12-2021 → 24-01-2022

Payments types

Кредитные номера ▾

E-mail

aigerim.merechina@kcell.kz

Send

# Search for mobile number by invoice number

To search for a mobile number by invoice number

- open the respective tab;
- select the type of search:
  - by registration number or
  - by account number;
- enter the number;
- select the invoice year from the drop-down list;
- select 'On screen' or 'XLS file';

click **Request**.

**Search for mobile number by invoice number**

Allows determining the mobile (GSM) number(s) by the registration number or reference number from the electronic invoice.

Enter data

Registration number ▼

Number

Enter number

Year

2022 ▼

On screen  XLS file

Request

Actions history

List of numbers report

Service delivery certificate and invoice breakdown

Invoice register

Reconciliation statement

Registered devices report

Payments report

Detailing for the Atlas Pro package

# Actions History

To view **Actions History**, select appropriate tab, select period and click **Request**.

Number management Documents and reports Balance transfer

Search for mobile number by invoice number

**Actions history**

List of numbers report

Service delivery certificate and invoice breakdown

Invoice register

Reconciliation statement

Registered devices report

Payments report

Detailing for the Atlas Pro package

### Actions history

Viewing the history of actions of your Company's administrators in the Cabinet service.

Select beginning and end of period

24-12-2021 → 24-01-2022 **Request**

The history of actions for the period selected will appear on the screen.

Number management Documents and reports Balance transfer

Search for mobile number by invoice number

**Actions history**

List of numbers report

Service delivery certificate and invoice breakdown

Invoice register

Reconciliation statement

Registered devices report

Payments report

Detailing for the Atlas Pro package

### Actions history

Viewing the history of actions of your Company's administrators in the Cabinet service.

Select beginning and end of period

24-12-2021 → 24-01-2022 **Request**

Action	Status	Date and time	Administrator
Request for status of receiving data on Atlas Pro reclamation	Success	24.07.2021 04:54:40	Stepanova Alinaevna 72471947276
Request from contact to provide availability certificates of work performed for company 700700700700 (BNI)	Success	24.07.2021 04:57:43	Stepanova Alinaevna 72471947276
Request for status of receiving data on Atlas Pro reclamation	Success	24.07.2021 04:58:36	Stepanova Alinaevna 72471947276
Request for status of receiving data on Atlas Pro reclamation	Success	24.07.2021 05:07:08	Stepanova Alinaevna 72471947276
Request from contact to provide availability certificates of work performed for company 700700700700 (BNI)	Success	24.07.2021 05:29:43	Stepanova Alinaevna 72471947276

# Report on list of numbers

To get the **Report on list of numbers**, select appropriate tab, enter the email to which report should be sent and click **Request**.

Search for mobile number by invoice number

Actions history

**List of numbers report**

Service delivery certificate and invoice breakdown

Invoice register

Reconciliation statement

Registered devices report

Payments report

Detailing for the Atlas Pro package

## List of numbers report

The report includes the following: mobile number, billing method (prepaid/postpaid), credit limit, amount owed by customer, balance, remaining credit limit, tariff, current number status. It may take time to prepare the report.

Once ready, the report will be sent at your email address.

E-mail

Enter your e-mail

**Request**

# Work completion statement and Appendix 1

To obtain the **Work completion statement**, select appropriate tab.

- From the dropdown list, select account number, or enter the phone number in the Search bar;
- Select year and month;
- Click **Download**.

Search for mobile number by invoice number

Actions history

List of numbers report

**Service delivery certificate and invoice breakdown**

Invoice register

Reconciliation statement

Registered devices report

Payments report

Detailing for the Atlas Pro package

## Service delivery certificate and invoice breakdown

Dear customer. From July 4, 2021, you will be able to quickly and conveniently obtain Certificates of Work Performed and sign them with your digital signature through the Electronic Invoicing Portal. We guarantee the confidentiality of your data. We value your time and care about your convenience!

Allows you to download a service delivery certificate and a breakdown of invoice for mobile services. Search for documents by personal account or mobile number.

Note! The service delivery reports for the previous accounting month are available after the 5th of the month.

Service delivery certificates are available from January 1, 2018.

Search by account number   Search by phone number

Year: 2018   Month: February   Account number: 25060854

[Download a PDF file](#)   [Download an Excel file](#)

# Invoice Register

To obtain an **Invoice Register**, select appropriate tab.

- Select period;
- Click **Request**.

Number management Documents and reports Balance transfer

Search for mobile number by invoice number

Actions history

List of numbers report

Service delivery certificate and invoice breakdown

**Invoice register**

Reconciliation statement

Registered devices report

Payments report

Detailing for the Atlas Pro package

## Invoice register

Allows you to download the Invoice Register for your desired period.

Note! The Invoice Register for the previous accounting month is available after the 3rd of the month.

Select beginning and end of period

December 2021 - December 2021 **Request**



# Statement of reconciliation

To obtain a **Statement of reconciliation**, select appropriate tab.

- Select period;
- Enter your email address;
- Click **Send**.

**Note! Statements of Reconciliation are only available for the last 12 months for the following services: Mobile communications, Fixed Internet, Auto Monitoring, Telemetry and Contract Phone.**

Number management Documents and reports Balance transfer

Search for mobile number by invoice number

Actions history

List of numbers report

Service delivery certificate and invoice breakdown

Invoice register

**Reconciliation statement**

Registered devices report

Payments report

Detailing for the Atlas Pro package

## Reconciliation statement

Dear customer. From July 4, 2021, you will be able to quickly and conveniently obtain Certificates of Work Performed and sign them with your digital signature through the Electronic Invoicing Portal. We guarantee the confidentiality of your data. We value your time and care about your convenience!

Use this service to have your Reconciliation report sent to your email address. It may take some time to prepare the data. The generated report will be sent to your email address. The data presented therein is valid as of the date of the report.

Report is available for the past 1 years from the current date.

Note! Reconciliation reports for the previous accounting month are available after the 3rd of the month.

Select beginning and end of period E-mail

01-12-2021 ~ 31-12-2021

aigerim.merechina@kcell.kz

**Send**

# Registered devices report

To get the **Report on registered devices**, open the respective tab.

- Enter the e-mail address for report delivery;
- Click **Request**.

Number management Documents and reports Balance transfer

Search for mobile number by invoice number

Actions history

List of numbers report

Service delivery certificate and invoice breakdown

Invoice register

Reconciliation statement

**Registered devices report**

Payments report

Detailing for the Atlas Pro package

## Registered devices report (beta-mode)

Use this service to download the Invoice Register for the requested period.

It may take some time to prepare the data. The generated report will be sent to your email address. The data presented therein is valid as of the date of the report (beta mode).

E-mail

# Detailing for the Atlas Pro package

To get the Atlas Pro usage details, open the respective tab.

- Enter the e-mail address for report delivery;
- Click **Request**.

Number management Documents and reports Balance transfer

Search for mobile number by invoice number

Actions history

List of numbers report

Service delivery certificate and invoice breakdown

Invoice register

Reconciliation statement

Registered devices report

Payments report

**Detailing for the Atlas Pro package**

### Detailing for the Atlas Pro package

Please, be reminded that Atlas Pro gives you the ability to enjoy unlimited data roaming for 950 tenges a day, with the first 100MB provided at full speed, then continue at a reduced speed of 128 kbps (which is enough for text messaging via WhatsApp, Telegram, etc.)

You can increase your connection speed by purchasing a data add-on for 400 tge/day. The first 50MB will be provided at high speed, then the speed will be reduced to 128 Kbps through the end of the day. To purchase add-on, text 50MB to 8541. You can purchase as many add-ons as you need. The next Atlas Pro pack will be applied after 24 hours from add-on activation. The list of countries in which the Atlas Pro package is valid, you can look [at the website](#)

Select beginning and end of period

E-mail

24-12-2021 → 24-01-2022

aigerim.merechina@kcell.kz

**Request**

# Balance transfer

To transfer balance from one MSISDN to another MSISDN, go to the **Transfer Balance** tab. Enter the sender's number, the recipient's number, amount of balance to be transferred, and click **Transfer balance**.

The screenshot shows a web interface with three tabs: 'Number management', 'Documents and reports', and 'Balance transfer'. The 'Balance transfer' tab is selected and highlighted with a red border. Below the tabs, the text 'Balance transfer from one company number to another' is displayed. The form contains three input fields: 'Sender' (with a dashed line placeholder), 'Recipient' (with a dashed line placeholder), and 'Transfer amount (₹)' (with '0' in the main field and '00' in a smaller field to the right, separated by a comma). A 'Transfer balance' button is located at the bottom left of the form area.

# FAQ

## 1. How to manage multiple companies in My Account?

Each of those companies must submit a request to grant access rights to a specific administrator.

## 2. What if I can't log into My Account?

Check if your login information is accurate. Make sure to use *Forgot password?* when you log in for the first time.

## 3. Can I still use the old version of My Account?

No.

## 4. Why do not I see the full list of services that are active on a number?

We have expanded the list of services compared to the previous version. And we will continue to work on its content. Please, send your improvement suggestions to [email@kcell.kz](mailto:email@kcell.kz)

## 5. What to do when I get an 'error' notice from the system when I activate/deactivate a service or perform other actions?

When an error occurs, you need to wait 2-3 minutes, refresh the page and try again. If the problems remains, contact corporate customer support service.

## 6. What is 'Send a secret code' and 'Delete a secret code'?

This allows you to provide a code to an employee which he can use in their personal account (for individuals). For instance, the code can be used to perform a number of operations independently, including call detail reports.

## 7. What if the number is blocked and there is no the Unblock button?

If the number status is 'Blocked / Debt', user will not be able to unblocking it on his own, as there are unpaid charges on that account.

## 8. Unable to change my SIM card, function is not available.

SIM change is only available for numbers that have an 'Active' status.