# Cabinet

Operation manual

# Content

# Log-in

Use telephone number and password to log in.

Please use Forget password function to log in for the first time.
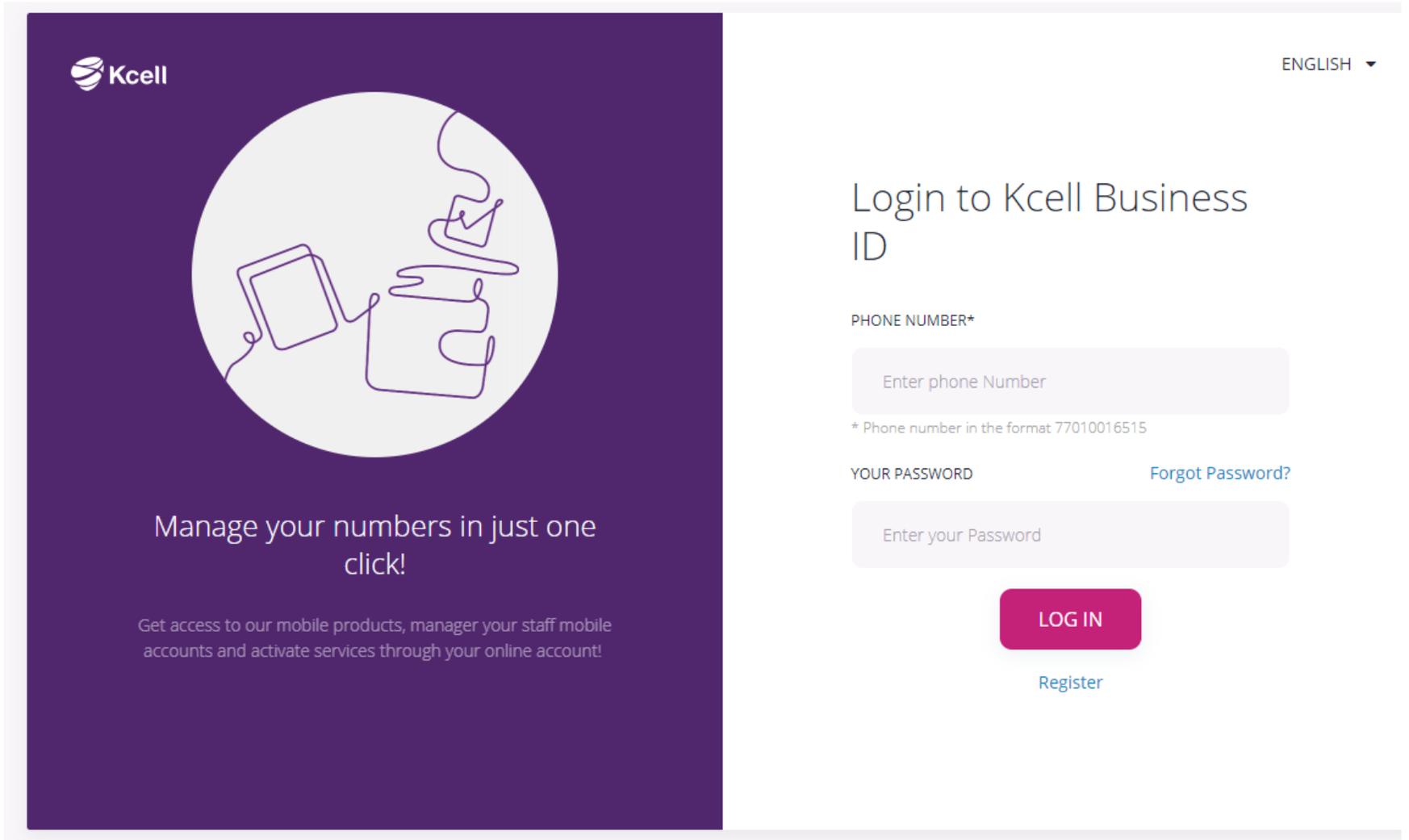
# Password recovery

To recover the password, enter your administrator number in the following format: 77010016515 (sample) and click Next. Afterwards, message with code will be sent to your number. You must enter new password and confirm it. After that you will be directed to the page with the numbers.
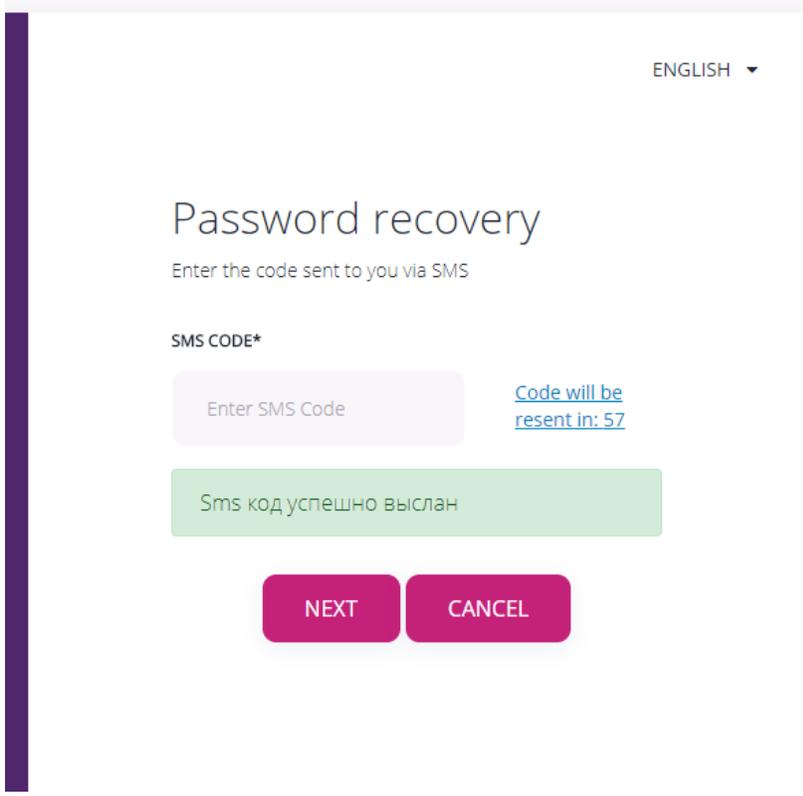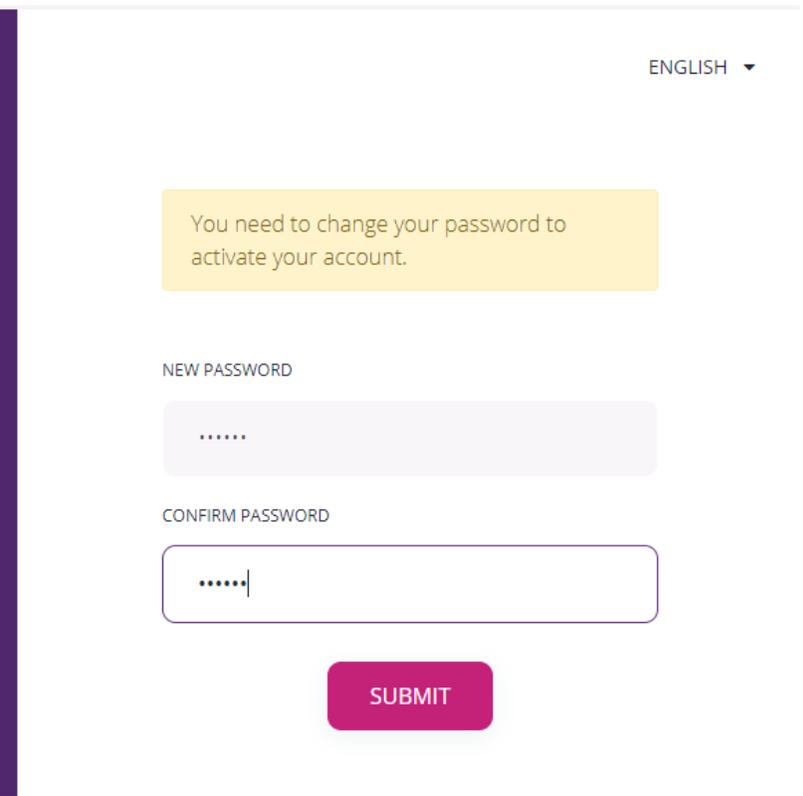


If you did not receive the code to your number, please use resend function, which will be available 60 seconds after the first attempt.

# Service selection

On the page with Mobile group numbers, you can select a service, ⬅ as well as If you manage several groups you can switch between companies. ⬅

# Section «Number management»

In the section "Number Management" you can see minimum information about numbers, use search function ⬅ to find necessary number for further moving to the profile, or perform quick operations upon the number ⬅

# Number information

Moving to the Number profile allows you to see detailed information:
- Balance, Limit and Bonus
- Tariff plan and payment system
- Registration data
- Connect services and available services to connect on the Number
- Status of number**

Besides, from this window the following can be performed:
- Activation / deactivation of services
- Put/remove block of numbers
- SIM-card replacement
- Send/Delete of secret code
- Go to Usage details page
- Go to payment history (Advance)
- Go to the site for detailed information about the product.



*POST paid numbers  - in "Available balance" column attracts sum that is available  to use. PRE paid numbers – attracts available sum on the balance.

** Status of the number "Blocked/Debt means that there is unpaid debt for the previous period.  To remove block from this number is not available in that case.

# Activation / deactivation of services

Activation of the service from the "Available services" list is performed on the page of the number. To do this, just click on the link Connect and after confirm the action.

Services are disconnected in the same way from the list of "Connected services".

\* All actions are performed only on numbers with the Active status.
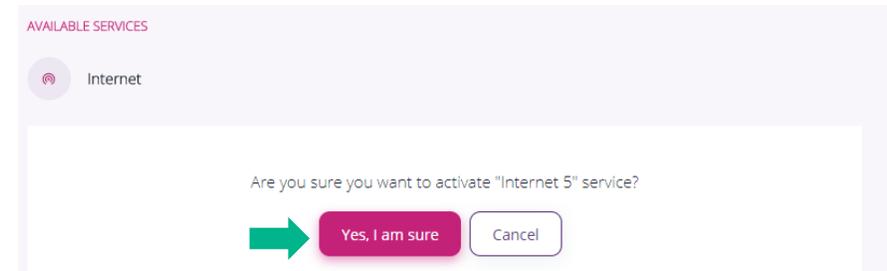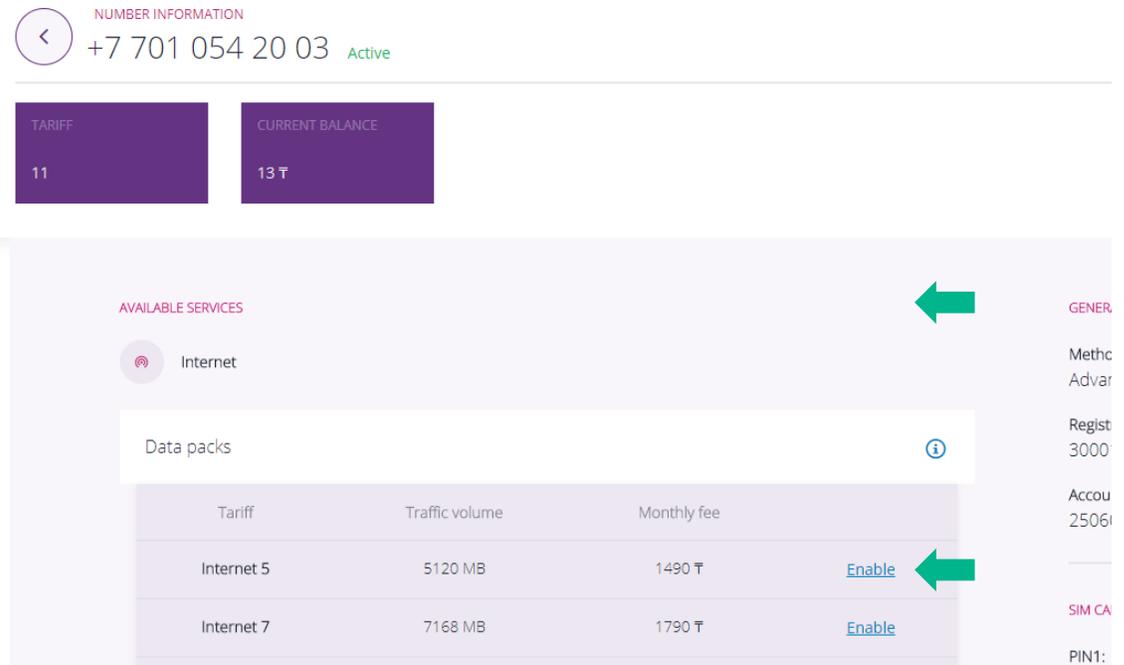
# Usage details obtainment

In order to get Call Detail Record in the number profile, click on the Detail button, page for selecting the period and type of data receipt will be opened. By default, the period is the last month.

# Send and remove secret code

Secret code is use to provide self service to the User to get information, Call Detail Record included, in Cabinet for Consumer persons.



*

# Put/remove block of number

In order to block the number, click on the "Block" button, confirm the action, receive a notification on sending to processing.

Usage det... | Block | ...
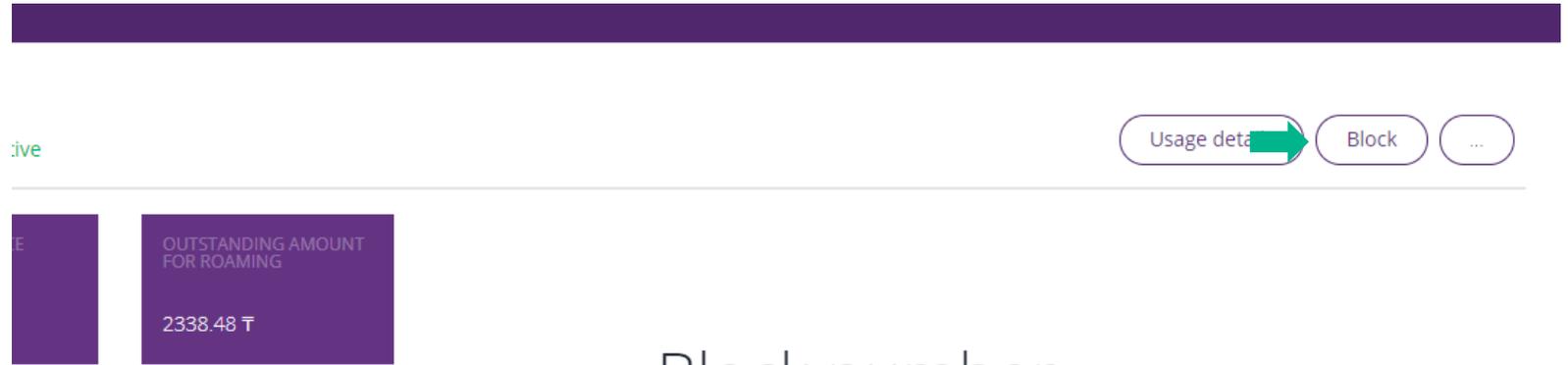
## Block number

+7 701 054 20 01

Are you sure you want to block this account

**Yes, I am sure** | Cancel

OUTSTANDING AMOUNT FOR ROAMING

2338.48 ₸

NUMBER INFORMATION

+7 701 054 20 01    Processing

| TARIFF | CURRENT BALANCE | OUTSTANDING AMOUNT FOR ROAMING |
|---|---|---|
| M2M | 0 ₸ | 2338.48 ₸ |

Before the operation is completed, the status "In process" will be indicated.

Request for blocking account "77010542001" is being dealt with
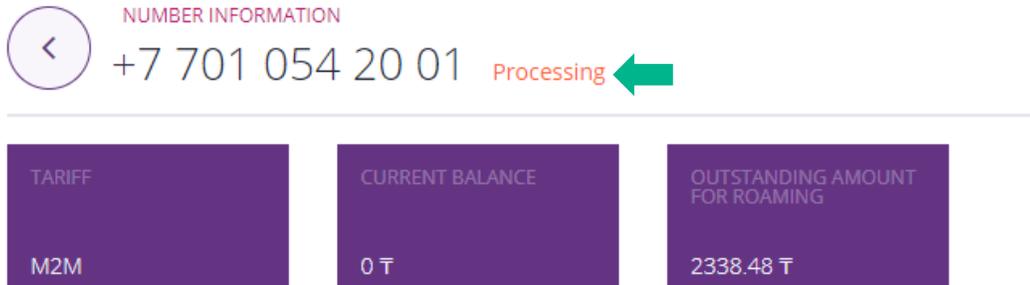
In order to update the status, please go to the main page with the numbers, and go back to the number profile. Put/ remove block operation can take 1-2 minutes.

NUMBER INFORMATION

+7 701 054 20 01    Blocked

| TARIFF | CURRENT BALANCE | OUTSTANDING AMOUNT FOR ROAMING |
|---|---|---|
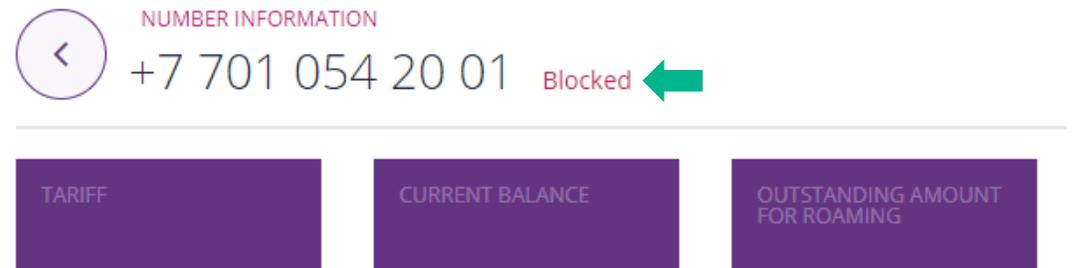
# SIM card replacement

20 03   Active

You need new SIM-card to conduct this operation!

CURRENT BALANCE

13 ₸
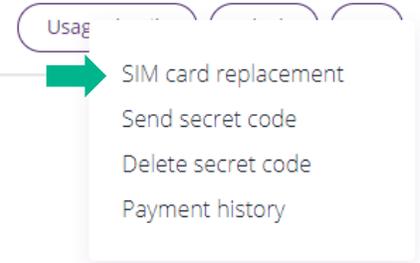
## SIM card replacement

+7 701 054 20 03

To replace SIM card enter 20-digit new SIM card number

ENTER NEW SIM CARD NUMBER

8999 7026 4654 6746 4867

Yes, I am sure     Cancel

For replacement:

• Click the "SIM-card replacement" button in the number profile
• In the appeared  window, enter the code specified on the back of the card that you want to attach to  the number
• Confirm the action
• Receive notification

ЧТОБЫ ПЕРЕНЕСТИ СВОЙ НОМЕР НА ЭТУ SIM-КАРТУ С 4G, ПРОСТО НАБЕРИТЕ:

9099

8 999702750801685220 6 U64K

222410001833

Kcell
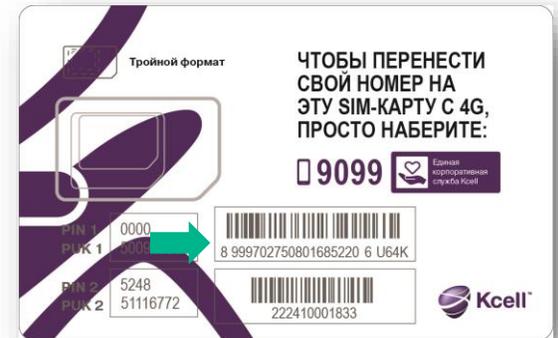
Request to change SIM for account 77010542003 is being dealt with.

# Payment history (Advance)

To view payments by advance numbers, on the page of the number, select the section - Payment history
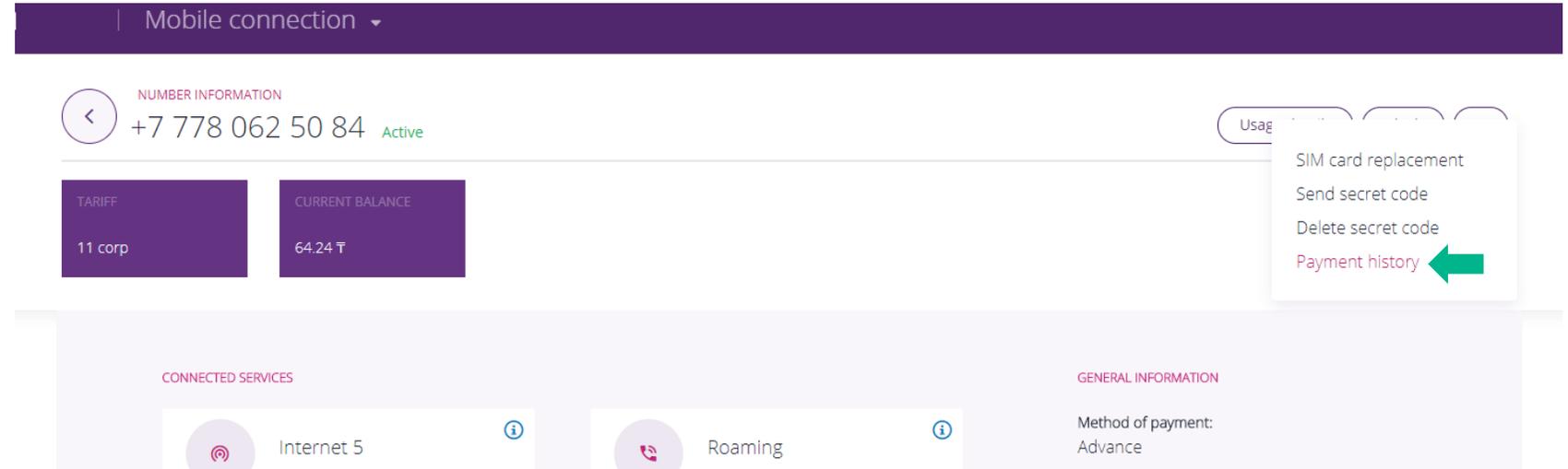


In the window, select the necessary period and the way the data is displayed and request data receipt.

## Payment history

+7 778 062 50 84

BEGINNING AND END OF PERIOD

| 02-06-2018 | → | 02-07-2018 |

DISPLAY

● On screen  ○ XLS file

**Request**

| Date/Time | Type | Comment | Sum | Balance before | Balance after |
|-----------|------|---------|-----|----------------|---------------|
| 21.06.2018 04:15 | Recharge of balance | Kaspi\|200032044427\| | 50 | 14.24 | 64.24 |

# Section "Documents and Reports" - Payment history (postpaid)

Section "Documents and Reports" ⬅ included: payment history (postpaid), Actions history and the list of numbers report. To view payment history (the tab is opened by default), please select appropriate period and click "Request" button.

# Actions history

In order to get Actions history of Administrators, please select appropriate period and click "Request" button.

Number management    Documents and reports

Payment History    Actions history    List of numbers report

BEGINNING AND END OF PERIOD

| 06-07-2018 | → | 06-08-2018 |

**Request**

| Action | Status | Date/Time | Administrator |
|---|---|---|---|
| SIM replacement on number 77010542003 | Success | 06.08.2018 10:25:25 | Петров Иван (77012112170) |
| SIM replacement on number 77010542003 | Failure | 06.08.2018 10:22:47 | Петров Иван (77012112170) |
| Block number 77010542001 | Success | 06.08.2018 10:08:00 | Петров Иван (77012112170) |

# List of numbers report

In the List of numbers reports section you can request to receive the report on Email. The report included such information as the list of numbers that are registered to BIN of the company, method of payments, credit limit and available balance.

# Administrator profile

Use the button in the upper right corner to go to the administrator profile, where you can change the email specified during registration or change the password. In the My Companies tab you can assign names convenient for you to companies you manage. These names will be reflected only in your profile.
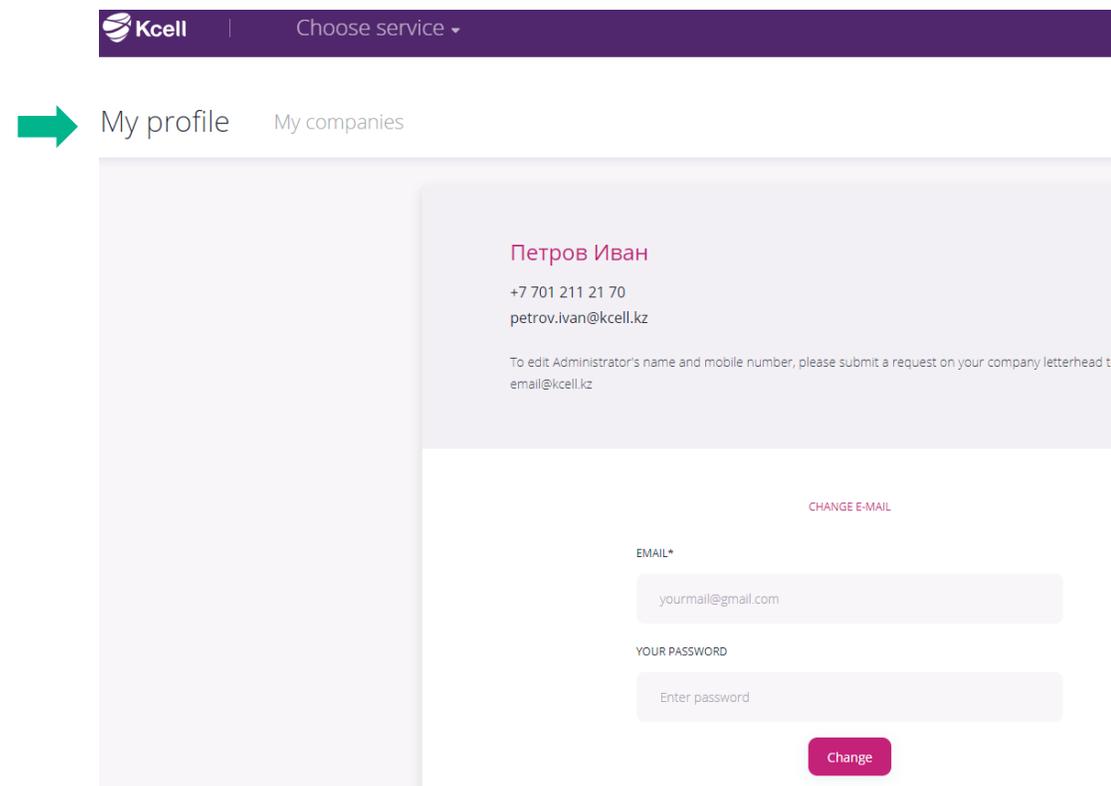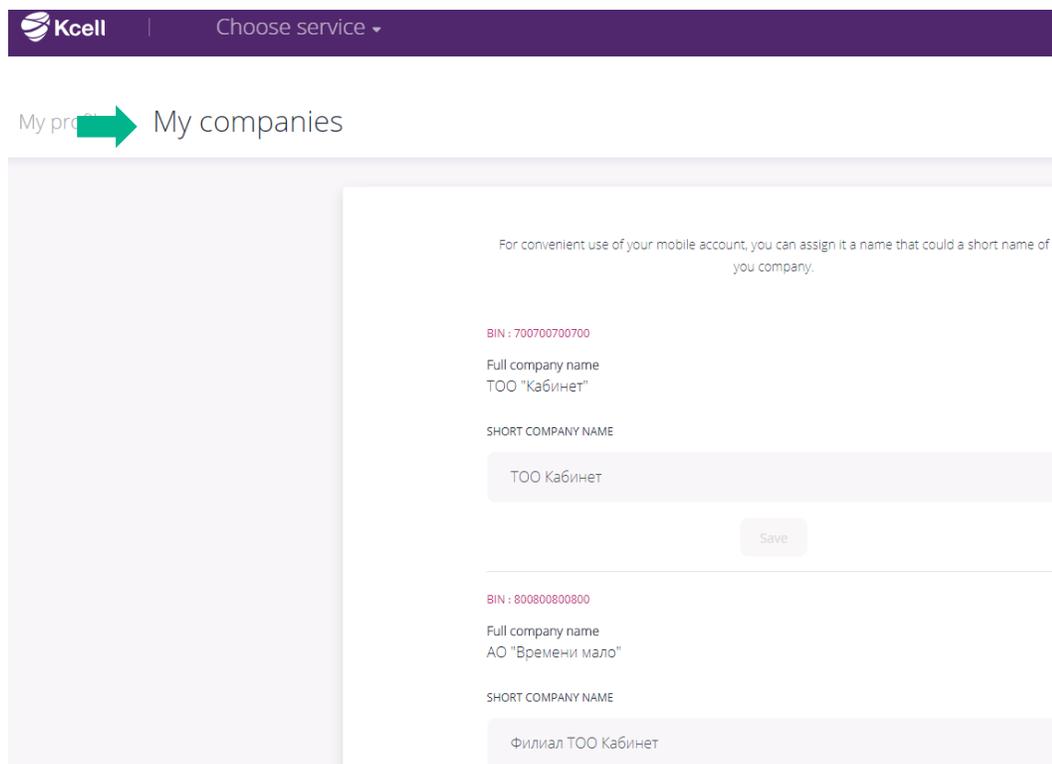
# Frequantly asked questions

1. How to manage several companies in the Account?
In order to do this, application for access control to particular administrator shall be forwarded from each company.
2. What should I do if I cannot log in the Account?
First of all it is necessary  to check the correctness of entered registration details. The first entry must be made through the function - Forget password.
3. Is it possible to use previous version of the Account?
The previous version of the Account will be closed soon.
4. Why does not the list of all services activated on number be reflected?
We have expanded the list of services in comparison with the previous version, and we will continue to work on filling it. Your wishes for the service, please send by e-mail - email@kcell.kz
5. What should I do if the system gives an error during activation / deactivation of the service on the number or performing other operations?
If an error occurs, you should wait 2-3 minutes, refresh the page and try again. If the situation does not change, you should contact the corporate client support department.
6. What does it mean "Send/Delete of secret code"?
Secret code is use to provide self service to the User to get information, Call Detail Record included, in Cabinet for Consumer persons
7. Number is Blocked and there is no "Unblock" button, what to do?
If the status of the number is "Blocked/Debt" unblock service is not available due to unpaid debt for the previous period.
8. I can't replace the SIM card, this function of not available.
SIM card replacement can be provided on the number with "Active" status only.