



# Welcome to Commander Take Command

Commander Customer Care

132 777

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M2 Commander Pty Limited ACN 136 950 082

**USER GUIDE**

take command  
**COMMANDER**

# Welcome to Take Command



Welcome to Take Command, your online account management tool. You have joined thousands of satisfied customers who enjoy the convenience of managing their account online, 24/7.

Using Take Command, you can view your account details, make payments, request new services, make changes to your account, set up usage alerts, plus much more.

To help you get started please take a few moments to read this booklet. If you can't find all the answers in this booklet contact our Customer Care team at [customerservice@commander.com](mailto:customerservice@commander.com).

**My Username:**

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# Getting Started

Welcome to Take Command, your free online billing and account management tool.

To get started go to [www.takecommand.com.au](http://www.takecommand.com.au) and enter your username and password.

## ACCESSING SUB MENUS & ADDITIONAL SECTIONS

To access any of the sub menus on the site, simply click on the main heading in the left hand menu bar and a drop down list of menu items will appear. In some areas of the site, you will be able to access additional information and functions by clicking on headings and links within a page.

Account Details

Account Summary

Billing

Payments

Service

Data Manager

Alerts

Reports

Manage your account details here. You can view your account balance and update your contact details by clicking on the links below.

Account Details

Balance

Primary Contact

Correspondence Address

Account Number 20001251

Account Name RSQ SIT Test

Status Normal

[Report a problem](#)

Access additional functions by clicking on the headings

# My Account

The My Account section allows you to view and update your Take Command login details. You can set password hints, update your email address or change your password here.

Updating your email address here will change the primary email address associated with your account for correspondence. It will not change your billing email address.

take command  
COMMANDER

Home My Account Contact Us Logout

My Account

Your

My Account

User Details

User Name briansit

Last Login 25/02/13 11:48

Change Password

Change Password Hint

Change Email Address

Last Login 25/Feb/2013@11:48

Language

Email

Password Hint

Phone Number

# Account Details

The Account Details section allows you to manage your account details for each account you have with Commander.

You can view your account balance and update your contact details and correspondence address by clicking on the links within the page.

If you have multiple accounts with Commander, you can view the details of each of your accounts by clicking on the relevant account number in the drop down box at the top right of the page.

## SUB SECTION Account Summary

### DESCRIPTION

To view your account balance and update contact details

## Account Details - Account Summary

take command  
**COMMANDER** Home My Account Contact Us Logout Support: 132 777

Account Details / Account Summary Your Account 20001251

Account Details

Account Summary

Billing

Payments

Service

Data Manager

Alerts

Reports

Tracking

Last Login  
25/Feb/2013@10:28

Manage your account details here. You can view your account balance and update your contact details by clicking on the links below.

Account Details

Balance Primary Contact Correspondence Address

Account Number 20001251

Account Name RSQ SIT Test

Status Normal

[Report a problem](#)

Switch between your different accounts here

# Billing

In the Billing section, you can keep track of your current bills and call costs, view previous bills, make payments and even search on itemised calls. You can search for calls based on specific time periods, call duration, call cost and phone numbers used.

You can also customise your bill by choosing how much detail or itemisation you would like to see for your account or services.

## SUB SECTION

### My Bills

## DESCRIPTION

To view current and previous bills, payments received and make payments

### Call Itemisation

To keep track of your call costs and search for calls that have been made

### Bill Customisation

To choose how much detail you would like to see on your bill

## Billing - Call Itemisation

The screenshot shows the 'take command COMMANDER' web application interface. The top navigation bar includes 'Home', 'My Account', 'Contact Us', 'Logout', and 'Support: 132 777'. The user's account number is '20001251'. The left sidebar menu is expanded to 'Call Itemisation'. The main content area is titled 'Call Itemisation' and contains a search criteria form. The form includes fields for 'Start Date', 'End Date', 'Time of Day (HH:mm) From', 'Time of Day (HH:mm) To', 'Call Duration (HH:mm:ss) From', 'Call Duration (HH:mm:ss) To', 'Call Cost From', 'Call Cost To', 'Phone Number', and 'Destination Number'. There is also a 'Status' section with radio buttons for 'Both', 'Billed Only', and 'Unbilled Only'. A 'Last Login' timestamp of '25/Feb/2013@15:00' is visible at the bottom left of the form area. 'Clear' and 'Search' buttons are located at the bottom right of the form.

# Payments

In the Payments section you can make payments safely and securely online and view details of all payments made to your account.

You can choose the amount and when to pay your bill via your selected credit card. Commander accepts Mastercard, Visa, American Express and Diners Club cards (credit card surcharges apply - see Commander SFOA - Schedule of Fees and Charges for details).

Please note payments can take time to process, particularly if they have been made by cheque.

## SUB SECTION

### Payment History

## DESCRIPTION

To view details of all payments made to your account

### Make a Payment

To make payments on your bill safely and securely

## Payments - Make a Payment

The screenshot shows the 'take command' website interface. The top navigation bar includes 'Home', 'My Account', 'Contact Us', 'Logout', and 'Support: 132 777'. The main content area is titled 'Payments / Make a Payment' and shows 'Your Account' as '20001251'. A sidebar menu on the left lists: Account Details, Billing, Payments (highlighted), Payment History, Make a Payment (highlighted), Service, Data Manager, Alerts, Reports, and Tracking. The main content area contains the following text: 'With My Commander you can make payments safely and securely online. You can choose the amount and when to pay your bill via your selected credit card. Commander accepts Mastercard, Visa, American Express and Diners Club cards. Please note: • Authorisation may take up to 30 seconds. Please wait, a payment confirmation screen will appear shortly. • Visa and MasterCard each carry a surcharge of 1.25% (plus applicable GST). • American Express and Diners Club each carry a surcharge of 3.75% (plus applicable GST). • Diners Club payments in excess of \$3000 may require authorisation by vendor. Please refer to the Commander SFOA for full terms and conditions on Credit Card payments. The SFOA can be found at <http://www.commander.com/customer-terms>.' Below this is a 'Make a Payment' section with an 'Account Number' dropdown menu set to '20001251' and an 'Amount to Pay' input field. A 'Make a Payment' button is located at the bottom right of the form. The bottom left of the page shows 'Last Login 25/Feb/2013@15:59'.

# Services

The Services section allows you to manage the details of your Commander services by selecting a service from the list.

In this section you can add or change the name of the service (Service Label) as it appears on your invoices (eg. Head Office Phone or John's mobile), add or update Cost Centres and more.

You can also keep an eye on your unbilled usage by viewing any allowances used or calls made since your last invoice. Please note that call data is not live, and will be on average 3 days behind, and also that charges may not be accurate as they may not take into account any discounts or fleet call charges.

## SUB SECTION

### Maintain Services

## DESCRIPTION

To manage the details of your services and view unbilled usage

### Activate SIM

To activate a new or replacement SIM for your mobile service(s)

## Services - Maintain Services

Maintain Services				
Telephone Number	Service	Description	Status	Account Number
NBTEMP1164	Broadband		Current	20001251
0299294437	Fixed Line	Business Line Rental	Current	20001251
0299222187	Fixed Line	Business Line Rental	Current	20001251
0299299643	Fixed Line	Business Line Rental	Current	20001251
0417547325	Mobile Broadband		Current	20001251
0299293326	Telstra LD	Smart Biz Plan 2	Current	20001251

Click on a service to view details

## Services - Maintain Services

Service	Allowances
Telephone Number	0299294437
Account Number	20001251
Product	Business Line Rental
Service	Fixed Line
Status	Current
Cost Centre	<a href="#">Add Cost Centre</a>
Service Label	<a href="#">Add Service Label</a>

Add a Cost Centre or Service Label here

Service	Allowances					
View your call or data allowance usage here						
Allowance						
Start Date	End Date	Description	Unit	Allowance	Used	Remaining
There are no records available.						
Records per page:	10	Show Filter	Records: 0 - 0 of 0 - Pages:	1		

## Services - Activate SIM Card

This section allows you to activate your SIM card for a new mobile service or change the SIM card for an existing mobile service.

To activate or change a SIM, click on the mobile phone number you would like to activate/swap from the list shown, and follow the steps to submit an activation request.

Enter the ICCID number for your SIM. This is a 13 digit number that can be found on the SIM card.

### Activate New SIM Card

Service  
0400001700

Enter ICCID \*

Confirm ICCID \*

Clear Submit

# Data Manager

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The Data Manager section allows you to view and manage the details of your Commander ADSL services.

It also allows you to monitor your data usage for your broadband, mobile broadband or mobile services.

In this section you can request data top ups, track and monitor your data usage, create and modify email addresses on your ADSL accounts, view the IP address list for your ADSL services and change your ADSL authentication password.

## SUB SECTION

## DESCRIPTION

### Data Top Up Request

To request a data top up when you have reached your download limit

### Data Top Up History

To view previous data top ups

### My Usage

To monitor your download quotas online

### My Usage History

To view your data usage for the current day or previous months

### Email Management

To create email addresses or log into Webmail

### IP Management

To view the IP address list for your ADSL services

### Network Password

To change your ADSL network password

# Alerts

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Using alerts you can keep track of your mobile spend, data usage and even set reminders for when your next bill is due. A standard alert will be pre-set for your mobile and/or ADSL account. You can set additional alerts based on usage or spend and we will send you a text message when these thresholds are reached.

Call and data records are not always up to date so this feature should be used as a guide only. We recommend that you take this into account when setting your alert thresholds.

## SUB SECTION

## DESCRIPTION

### All Alerts

To view a summary of all your current alerts

### Mobile Service

To set alerts for your mobile services based on the percentage of call allowance used

### Budget Limit

To set alerts for your mobile services based on set budget amounts

### Data Usage

To set alerts for your mobile services based on the amount of data used

### Tolling Increase

To set an alert to show when your spend for a mobile service has increased compared to the previous month

### Billing Reminders

To set an alert to show when your next bill is due

## Alerts - How to Set an Alert

**Mobile Service Alerts** 1 Click on 'Add Alert' Add Alert

**Mobile Service Alerts** 2 Select the service you would like to set the alert for

**Service**  
-----Please Select -----

**Alert Name** 3 Choose what you would like to call the alert

**Cap Trigger %**  
Amount 4 Set the trigger points for when you would like to receive the alert (eg. when you have used 80% of your mobile data allowance or included value)

**Mobile Data Usage Trigger** Amount %

**Delivery Method** 5 Choose how you would like to receive the alert (via SMS or Email, where applicable)

SMS  Email

Cancel Clear Submit

## Alerts - Managing Your Alerts

The "All Alerts" section allows you to view and manage all of the alerts you currently have active. To edit an existing alert, simply select it by clicking on the Alert Name in the list.

Status agenda: ✓ Processed OK ✗ Failed

All Alerts						
Service	Alert Name	Alert Type	Alert Details	Status	Last Occurrence	
0403479984	Vlada tst1	Mobile Service	Cap 85% Usage 85%			Delete
-1	test	Budget Limit	Amount \$5 day 1			Delete
-1	test 1	Budget Limit	Amount \$10 10%	✓		Delete
All Services	All Costcentres/Services	Billing Reminder				Delete
All Services	test	Billing Reminder				Delete
-1	test 1	Budget Limit	Amount \$10 day 27	✓		Delete
-1	All Costcentres/Services	Budget Limit	Amount \$1000 80%	✓		Delete

Records per page: 10 Show Filter - Records: 1 - 7 of 7 - Pages: 1 (out of 1)

# Reports

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This section allows you to generate reports on your voice services, including detailed call reports, types of calls made, allocation of costs to each Cost Centre, and summarised costs for each call type.

## SUB SECTION

### Standard Reports

## DESCRIPTION

To generate a range of standard reports on your calls, cost centre allocations and costs

### Standard Reports

#### 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, calls to mobile, national calls, along with a snapshot of percentage of total calls and grouped cost.

#### Cost Centre Bill Allocation

Displays a breakdown of the cost (amount) allocation to each Cost Centre configured in the system. You can filter by cost centre before creating the report or view all.

#### Cost Summary Analysis

Provides a grouped breakdown of costs for each product and type of charge (e.g. Product = Telephone lists all call types separately and displays a total cost summary for each item).

#### Inbound Call Report

Provides a report for specified 1800 and/or 13/1300 Inbound numbers to view all call logs.

#### Unallocated Service Analysis

Provides a report which shows all services not associated/assigned to a Cost Centre. The services listed will display any charges generated against them including GST.

# Tracking

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The Tracking section enables you to keep track of work orders in progress or completed, view your login history, and check the status of any faults that have been identified or requests you have made.

## SUB SECTION

### Order History

## DESCRIPTION

To view the status of work orders

### Login History

To view your Take Command login history

### Faults

To view the status of any faults that have been reported for your services

### Other Requests

To view the status of any requests that you have made regarding your services

# Contact Us

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If you would like to contact us, you'll find all the contact details you need in the Contact Us section of Take Command.

Or if you would prefer, just complete the Contact Us form and your query will be directed through to the relevant area.

**Report Network Abuse**

To report network abuse or a copyright infringement please email [abuse@commander.com](mailto:abuse@commander.com) or post to Network Abuse C/- Commander P.O. Box 2039 Hobart, TAS 7001

**Contact Us Form:**

Please fill in this form to send a query to Commander. Remember to select the appropriate enquiry type to ensure that your query is directed to the appropriate area.

**Contact Reason**

Customer Care - Business Customers

**Comment**

Submit

## Handy Contacts

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### CUSTOMER SERVICE

132 777

### EMAIL

customerservice@commander.com

### SALES ENQUIRIES

132 777

### EMAIL

accountmanagement@commander.com

## Account Security

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Be sure to keep your login details in a safe place to ensure only the authorised users and account holders have access to your account information.

If you have forgotten your password, simply click on 'Forgotten Details' on the login page of Take Command to reset your password or receive a password hint.



TAKE  
COMMAND OF  
YOUR BUSINESS