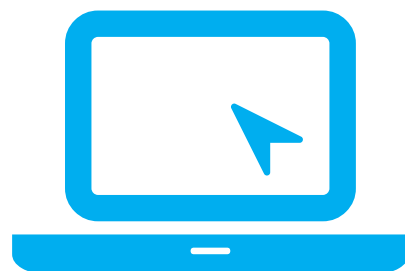# COMMANDER

Welcome to Commander

Thank you for choosing Commander and welcome to Take Command, your online account management tool.

This User Guide is designed to help you make the most of your services with us and includes handy hints on how to manage your account. This guide also features key numbers you can contact if you require further assistance.

TAKE/**COMMAND**
online portal

takecommand.com.au

## For your records

USERNAME

PASSWORD

Getting Started

With Take Command, you'll be able to access your account details 24/7, manage payments, make changes to your account details, request new services or set up usage alerts all from the convenience of your computer.

To get started, go to takecommand.com.au and enter your username and password. Your username is the same as your Commander account number, and a temporary password will have been emailed to you when you first joined Commander.

Dashboard

After login, you'll land on the Dashboard page, where you'll be able to see a summary of your Commander account details, such as your recent bills, any outstanding balances and current services. To the far left of your screen, you'll find the menu options to access the different areas of your online portal, and in the top right-hand corner, you'll see three icons.
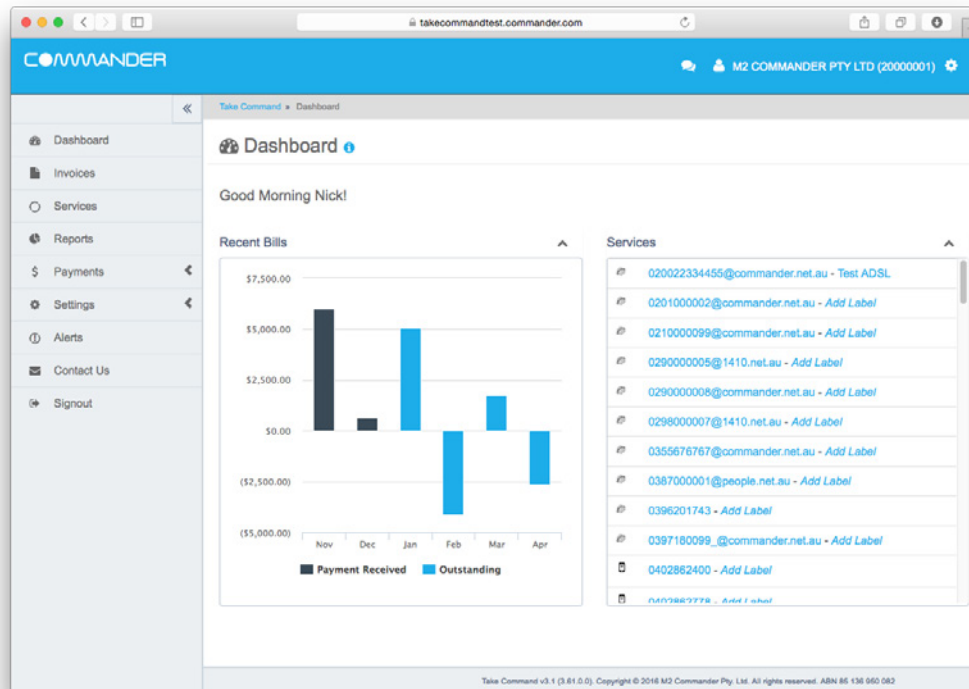
Chat Support
Click here to start chatting with one of our representatives and ask for assistance at any time.

User
This displays your username/ account number.

Settings
When clicked, a dropdown menu appears with shortcuts to "Update My Details", "Change Password" and to "Logout".

Managing your account

Take Command lets you manage and view your invoices, services and generate reports.

📄 Invoices Menu

The invoices section lets you view all your previous and current invoices online, including the issue date, invoice number, amounts paid and outstanding. For your convenience, these are also available for download either as a PDF or CSV spreadsheet.

Reports Menu

Here, you can generate reports on your voice services, including detailed call reports, types of calls made, allocation of costs to each Cost Centre, and summarise costs for each call type. Simply select the Service label you'd like to create a report on from dropdown list, enter a date range and a report will automatically appear.

Services

⭕ Services Menu

By clicking on **Services**, you'll be able to see your plan details and change your password if you choose. You can view your different services from this page. Your service label is simply your account number.
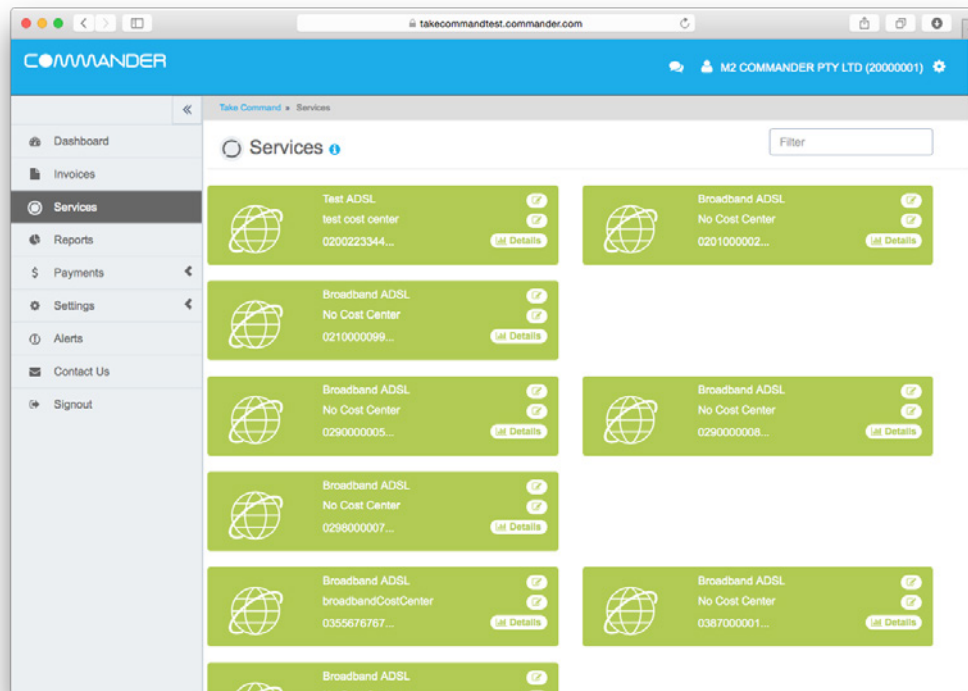
Edit

Option to edit your service label.

Details

In the top right hand corner of the service image, you can choose to click on **Details**, which will reveal your service's "usage summary" and any "top up history".

www.commander.com.au

M2 Commander Pty Ltd **ABN** 85 136 950 082
Level 10, 452 Flinders St, Melbourne VIC 3000   **EMAIL** myaccountmanager@commander.com

Payments

The payments menu allows you to manage anything related to your Commander services' payments, including making a payment, changing your payment method and viewing your payment history. Mastercard, Visa, American Expres and Diners Club cards are accepted but please note that surcharges apply.

▦ Make Payment

Here, you can make once off payments using your credit card.

## $ Payment Method (Direct Debit)

In this section, you can set up a direct debit either by direct bank transfer or credit card, so you never have to worry about paying on time again.

▦ Payment History

View previous payments.

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Settings

⚙ Settings Menu

In Settings, you'll be able to edit your contact details, change your bill settings and your password.
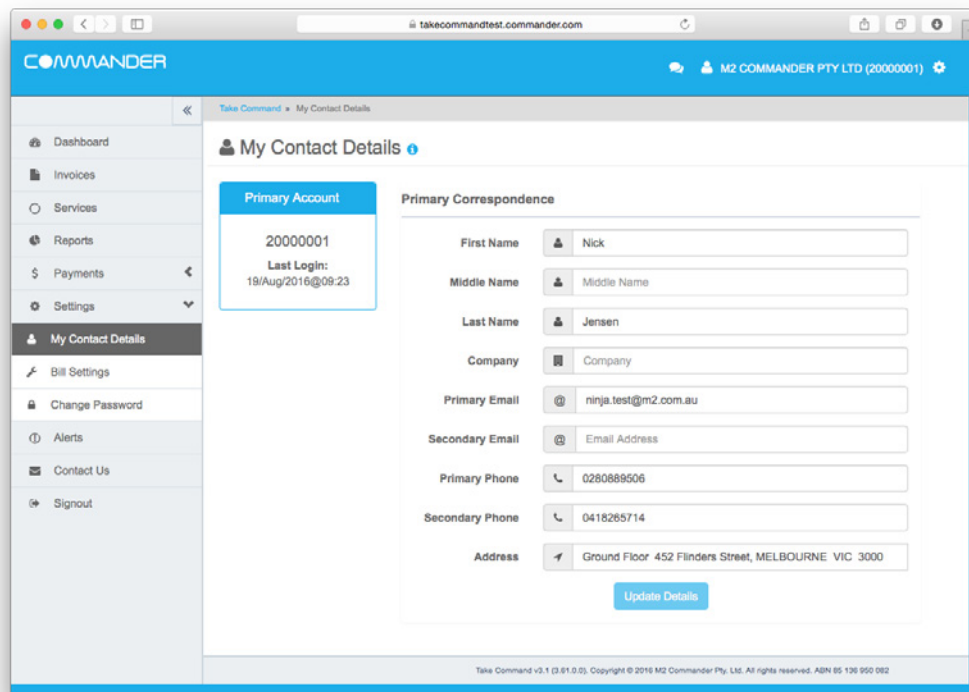
👤 My Contact Details

Allows you to view and edit your contact details. To update your contact details, enter your new details and then click **Update Details** to save.

🔒 Change Password

Changing your Take Command password is simple. Just enter your current password followed by your new password and hit the **Change Password** button. You can also set password hints so you don't forget it.

🔧 Bill Settings

Commander is dedicated to reducing our environmental footprint, which is why we give you the chance to select paperless billing. Click on the Use **Paperless Bill** tab and enter your email address.

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Alerts

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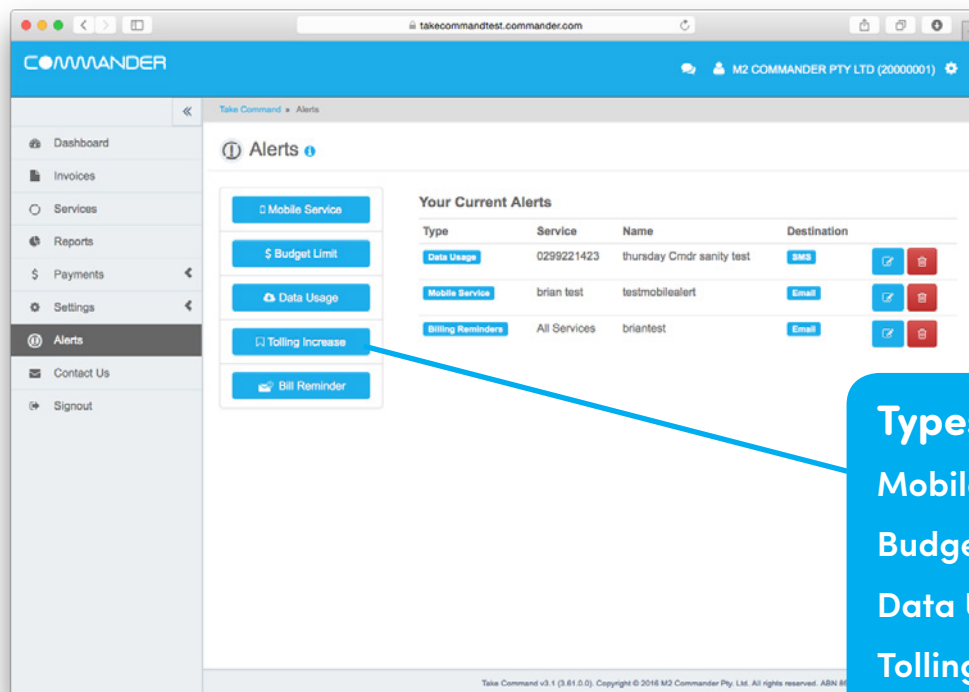
Types of alerts

Mobile Service

Budget Limit

Data Usage

Tolling Increase

Bill Reminder

Create a new alert

To create a new alert, click on the alert type button you'd like to create, enter details (such as what you'd like to name your alert) in the fields provided, then click on **Create Alert** to save.

🖉 Update an existing alert

To update an alert, click on an **existing alert** on the right of your screen, and enter your details in the fields provided, then click **Update Alert** to save.

🗑 Delete an alert

Click the red bin icon.

✉ Contact Us

We're always here to help. You can either use the contact from in this section, send us an email or contact us using the relevant details from the right hand column.

CMDR_Take Command_UG_42600