Take Command User Guide

July 2024

commander

Introduction

Welcome to Take Command, our self-help portal! This guide is designed to help you get the most out of your Commander services and efficiently manage your account online.

Overview

Take Command is your free online account management tool which allows you to:

- View invoices
- View services
- Create reports
- Make payments
- Manage settings
- Set alerts

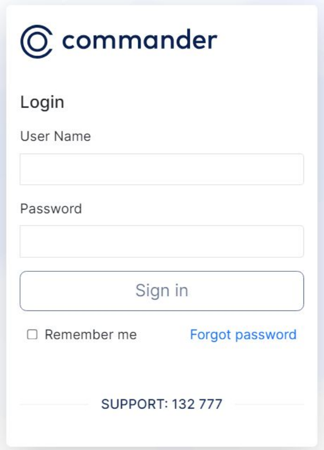
Disclaimers

Commander strives to keep the information in this user guide up-to-date and accurate. We reserve the right to make improvements to the products or services described in this guide at any time without prior notice.

Getting Started

Login

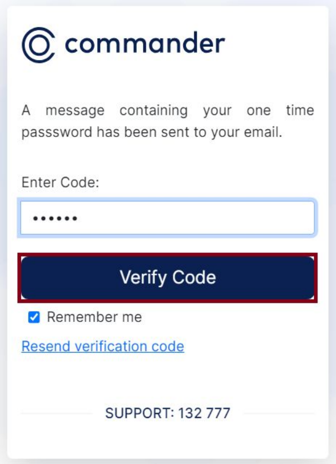
To get started, go to takecommand.com.au or 'Log in' from commander.com.au and enter your username and password.



Your username is the same as your Commander account number, and a temporary password would have been emailed to you when you first joined Commander. If you are unable to locate the email, call us on 132 777.

Once you click on "Sign in" a One-time-pin will be sent to your primary email address.

Enter the code inside the box then click on **Verify Code**.



Introduction

Welcome to Take Command, our self-help portal! This guide is designed to help you get the most out of your Commander services and efficiently manage your account online.

Getting Started *cont....*

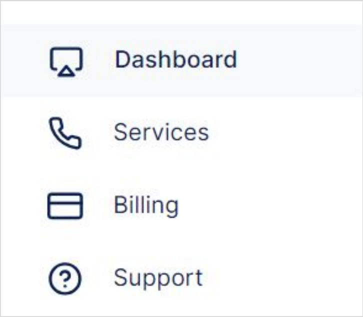
After login, you'll land on the Dashboard page, where you'll be able to see a summary of your Commander account details, such the type of current services, any outstanding balances, payment history, self–serve options etc.

Double Shift
Use the » « buttons to collapse or expand the menu toolbar.

Search Tool
To easily search a service number or page.

User/Account Settings/Sign out
Manage your account information and sign out.

Menu
The left-side panel shows the menu



A quick summary of your Commander account. Such as the type of current services, any outstanding balances, payment history, self–serve options etc
Ability to manage your Commander services
Make a Payment/ Set up Payment Method / View Payment History / Bills summary by month / Download Invoices in pdf/csv
List of relevant contact options and FAQs.

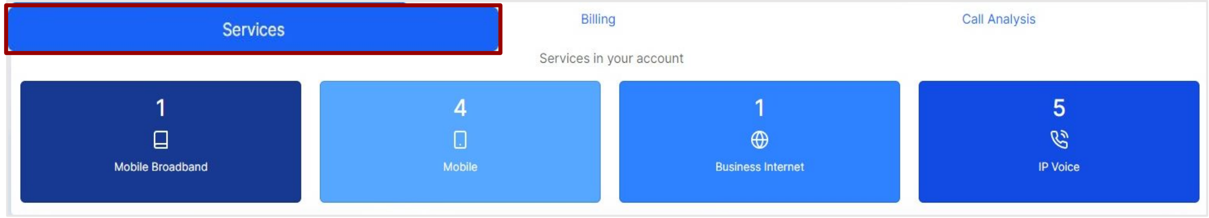
Dashboard

- Dashboard
- Services
- Billing
- Support

Quick summary of your Commander Account

Services shows a summary of active services on the account.

Click on each type of service to get a filtered result.

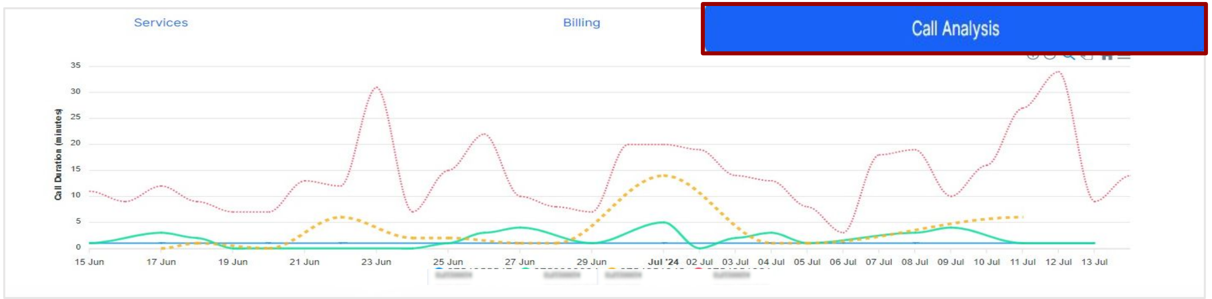


Click on Billing to see the historical data of Amount Billed vs Payment made.

The duration will depend on what you click on 1Y, 3Y, 5Y, All

Click on Call Analysis to see and monitor the usage per service number.

Hover over the graph to see the usages per service.



Dashboard

Dashboard

Services

Billing

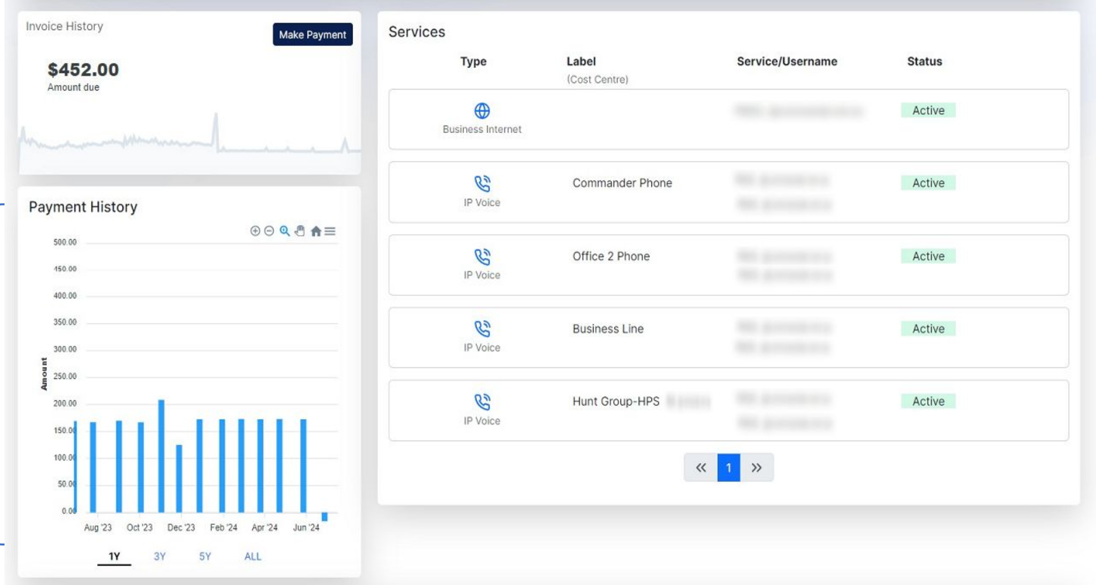
Support

Quick summary of your Commander Account

Invoice History

Shows the total balance on the account and the option to Make a Payment.

Click Make Payment to process a credit card payment.



Payment History

This pane will show you a quick view of comparison of payments.

Hover over the bars for more details.

Services Pane

View a list of all services associated with the account.

Clicking on the service number will take you to the Services window. For more details, please refer to 'Services' section on page 7.

Dashboard

Dashboard

Services

Billing

Support

Quick summary of your Commander Account

Tools

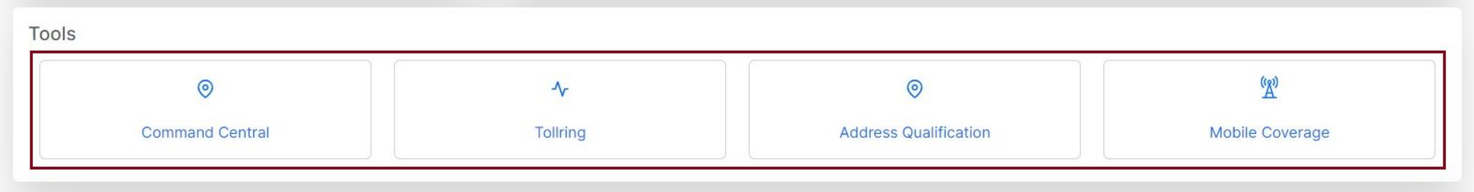
Command Central is your Business Phone configuration tool. Using Command Central you can customise your phone settings to suit your business needs.

Tollring is where you can manage your call queue for Business Connect services

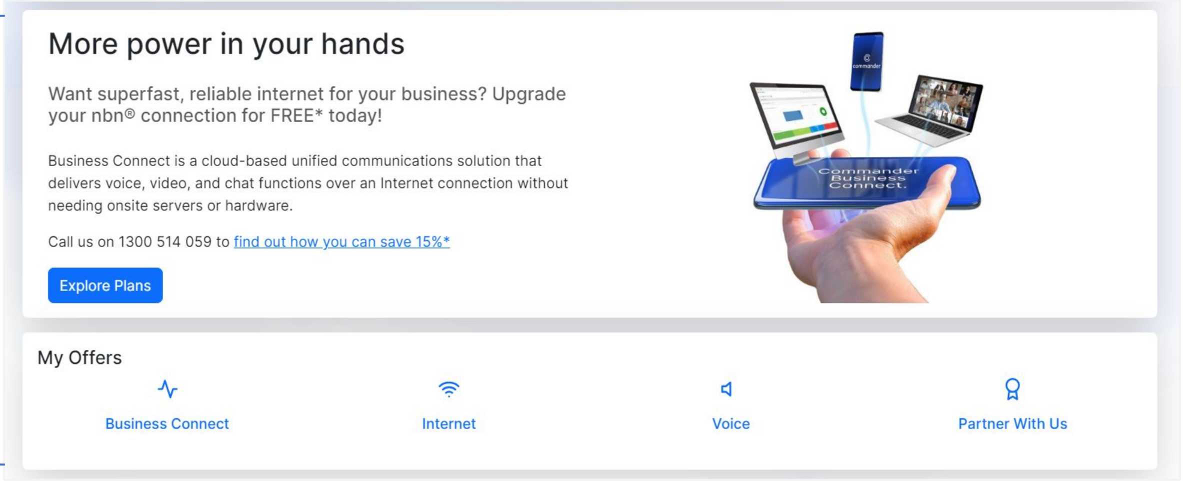
Address Qualification assesses and provides details on what nbn® technology is available at your address.

Mobile Coverage to explore our mobile coverage area

Please note, you may not have access to some of these as they are service dependent.



Click on the blue hyperlinks and icons to **Unlock Your Savings with Our Best Offers** and set your business up for success!



Services

- Dashboard
- Services
- Billing
- Support

The Services section allows you to manage the details of every service on your account. You can change Service Labels and monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

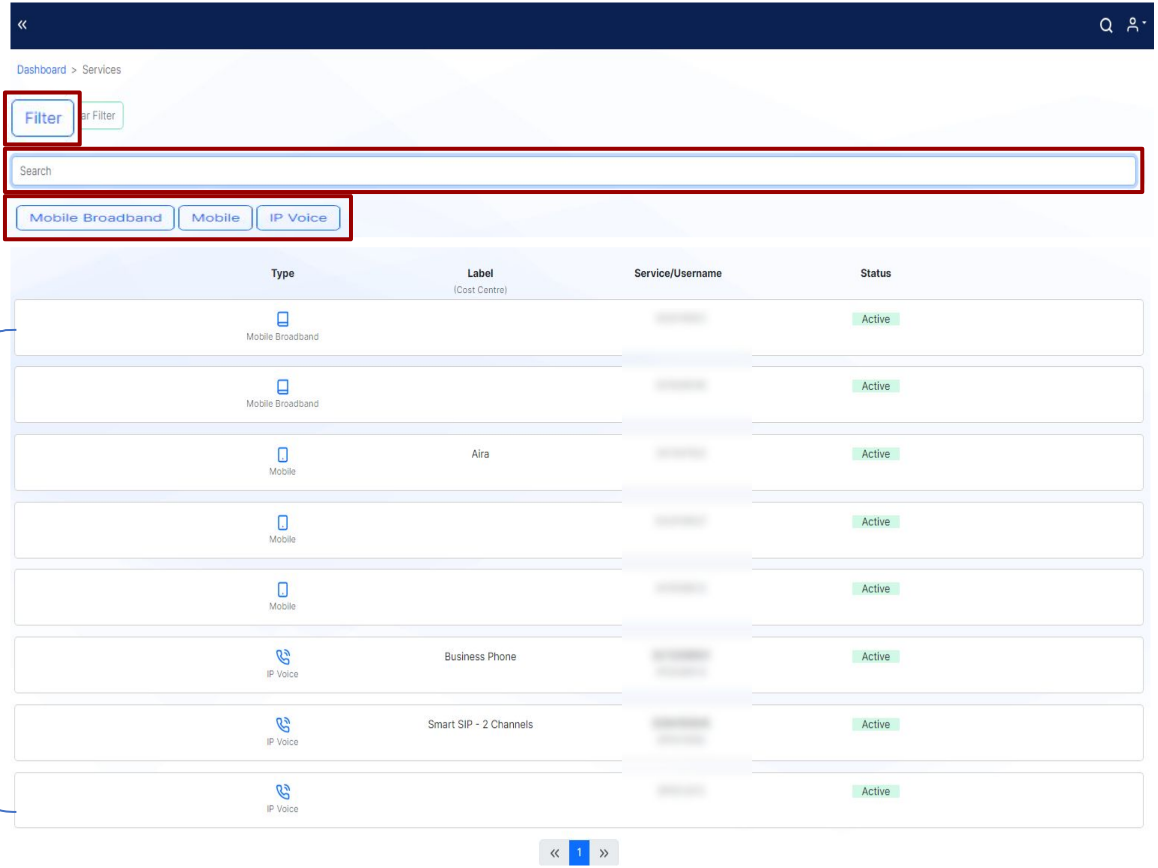
Note: the call data is not in real time and is updated every 3 days, and charges displayed exclude any applicable promotions or discounts.

Filter

Click each box to filter by the type of service.

By Clicking on the Type of Service, you will be able to put a label, (usually the owner of the service, this will be displayed on your bill) set the Cost Centre, (a method of grouping services together to show the costs) view usages, and extract reports.

See Page 8 to 9



Services > Business Internet

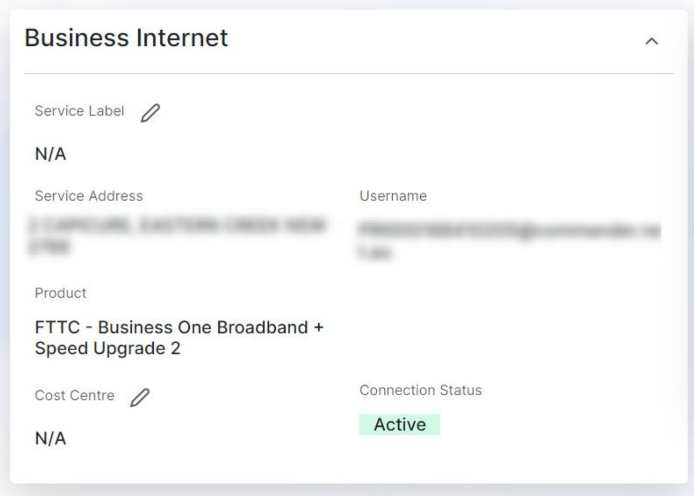
Dashboard

Services

Billing

Support

From the **Services** tab, you will be able to manage the details of your services, and check the usages by clicking the Service Type that corresponds with the service number.



Service Label — Alter the description of the NBN service
E.g. Head Office Broadband NBN

Cost Centre — Choose the invoice group your services are summarised in
E.g. Finance

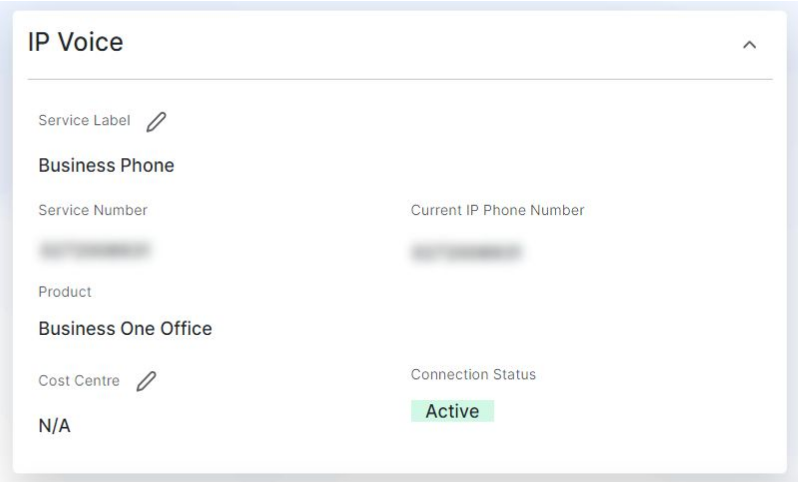
The Services section allows you to manage the details of every service on your account. You can change Service Labels and monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

Note: the call data is not in real time and is updated every 3 days, and charges displayed exclude any applicable promotions or discounts.

Services > IP Voice

- Dashboard
- Services
- Billing
- Support

From the **Services** tab, you will be able to manage the details of your services, and check the usages by clicking the Service Type that corresponds with the service number.

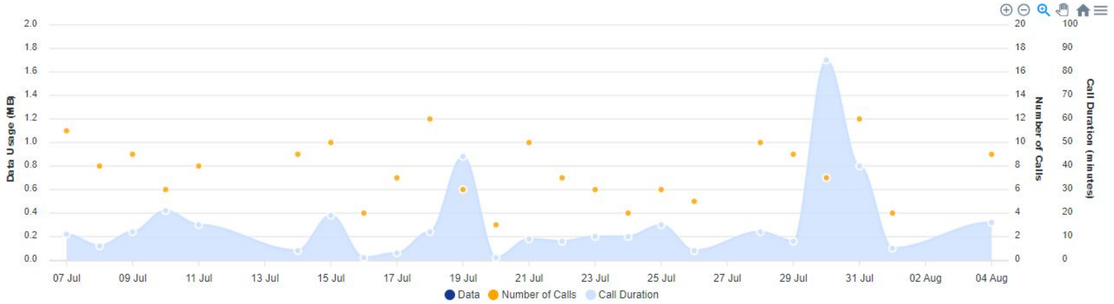


Service Label — Alter the description of the IP Voice service
E.g. Head Office Reception

Cost Centre — Choose the invoice group your services are summarised in
E.g. Finance

Usage Analysis

Usage summary for the last two months.



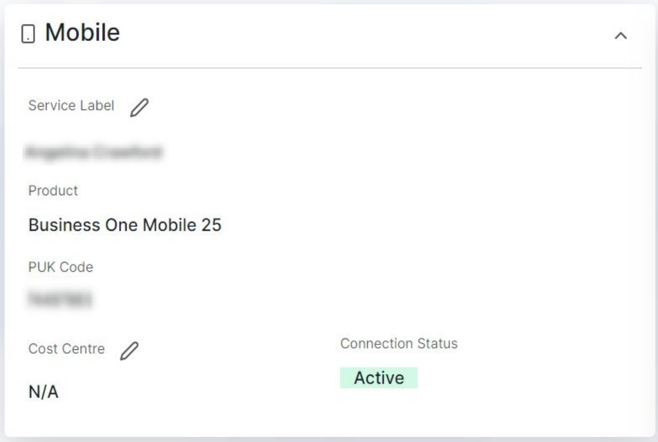
The Services section allows you to manage the details of every service on your account. You can change Service Labels and monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

Note: the call data is not in real time and is updated every 3 days, and charges displayed exclude any applicable promotions or discounts.

Services > Mobile

- Dashboard
- Services
- Billing
- Support

From the **Services** tab, you will be able to manage the details of your services, and check the usages by clicking the **Service Type** that corresponds with the service number.



Service Label

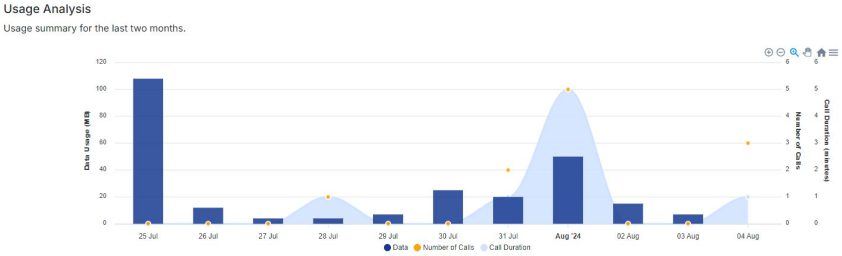
Alter the description of the Mobile service
E.g. John Smith

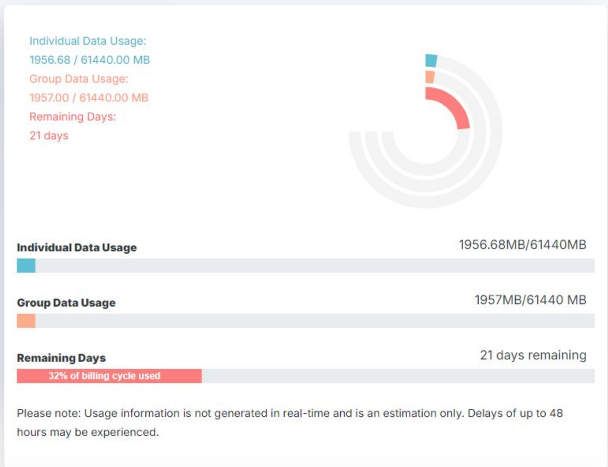
Cost Centre

Choose the invoice group your services are summarised in
E.g. Finance

The Services section allows you to manage the details of every service on your account. You can change Service Labels and monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

Note: the call data is not in real time and is updated every 3 days, and charges displayed exclude any applicable promotions or discounts.





Services > Generating Call Reports

- Dashboard
- Services
- Billing
- Support

The Services section allows you to manage the details of every service on your account. You can change Service Labels and monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

Note: the call data is not in real time and is updated every 3 days, and charges displayed exclude any applicable promotions or discounts.

From the **Services** tab, you will be able to get the call reports by clicking the **Service Type** that corresponds with the service number.

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, mobile calls, national calls, etc. Also shows a snapshot of total calls and grouped cost in percentage
Cost Summary Analysis	Provides a grouped breakdown of costs for each product and types of charges

1. Select report type from the drop-down list.

Report Type: Detailed Call Report

- Detailed Call Report
- Call Analysis by Call Category
- Cost Summary Analysis

2. Select **Start** and **End Date**. The page will auto populate as information is entered

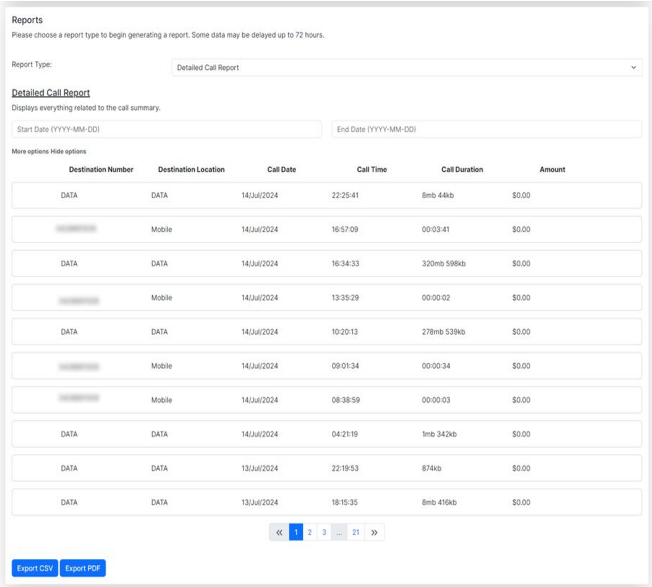
Start Date (YYYY-MM-DD) End Date (YYYY-MM-DD)

3. Use navigation buttons below to scroll through available page information.

« 1 2 3 ... 21 »

4. Export information as CSV or PDF using the buttons provided.

Export CSV Export PDF



Reports

Please choose a report type to begin generating a report. Some data may be delayed up to 72 hours.

Report Type: Detailed Call Report

Detailed Call Report

Displays everything related to the call summary.

Start Date (YYYY-MM-DD) End Date (YYYY-MM-DD)

More options Hide options

Destination Number	Destination Location	Call Date	Call Time	Call Duration	Amount
DATA	DATA	14/Jul/2024	22:25:41	8mb 44kb	$0.00
[illegible]	Mobile	14/Jul/2024	16:57:09	00:03:41	$0.00
DATA	DATA	14/Jul/2024	16:34:33	320mb 598kb	$0.00
[illegible]	Mobile	14/Jul/2024	13:35:29	00:00:02	$0.00
DATA	DATA	14/Jul/2024	10:20:13	278mb 539kb	$0.00
[illegible]	Mobile	14/Jul/2024	09:01:34	00:00:34	$0.00
[illegible]	Mobile	14/Jul/2024	08:38:59	00:00:03	$0.00
DATA	DATA	14/Jul/2024	04:21:19	1mb 342kb	$0.00
DATA	DATA	13/Jul/2024	22:19:53	874kb	$0.00
DATA	DATA	13/Jul/2024	18:15:35	8mb 416kb	$0.00

« 1 2 3 ... 21 »

Export CSV Export PDF

Billing > Payments

Dashboard

Services

Billing

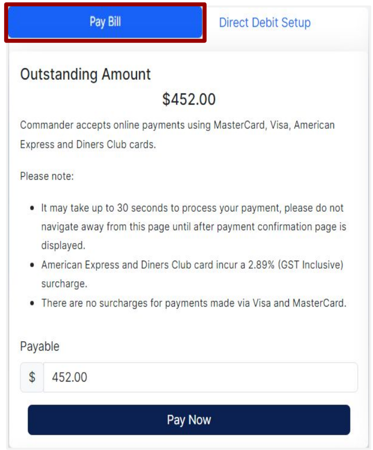
Support

The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

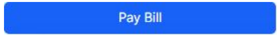
This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

Make a Payment

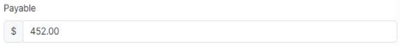
Mastercard, Visa, American Express and Diners Club cards are all accepted but please note that surcharges do apply. To view surcharges, go to commander.com.au/customer-terms and look under the Schedule of Fees and Charges section.



To make a one-off payment using a Credit Card

1. Select **Billing** from the Menu, or Click **Make A Payment** on the Dashboard.
2. Click on 

3. Enter the **Amount to Pay** (if different to amount outstanding which is defaulted) inside the box



4. Click 

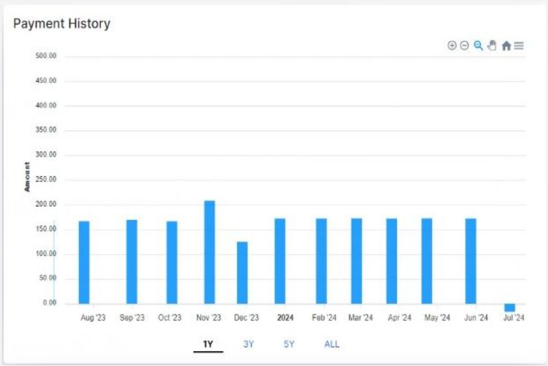
5. Enter the credit card details.

6. Tick the box in 

7. Click 

Payment History

This pane shows the Payment History.



The duration will depend on what you click on 1Y, 3Y, 5Y, All

Hover to the each bar graph to see the date of payment and amount paid.

Dashboard

Services

Billing

Support

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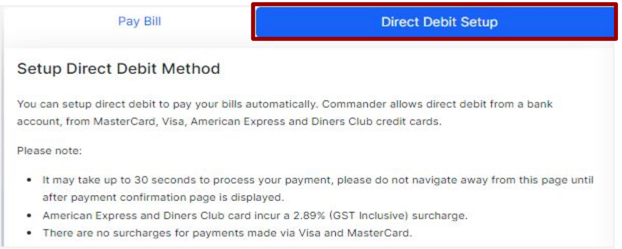
Pay via Credit Card

To set up a direct debit and pay bills automatically via Credit Card.

1. Select **Billing** from the Menu, or Click **Make A Payment** on the Dashboard.

2. Click on **Direct Debit Setup**



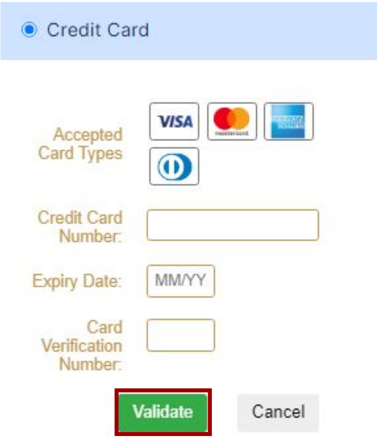
3. Click the radio button of either **Credit Card**

4. Tick ☑ Accept terms and conditions.

5. Click on Next

6. Enter the credit card details

7. Then click **Validate**



- Dashboard
- Services
- Billing
- Support

The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

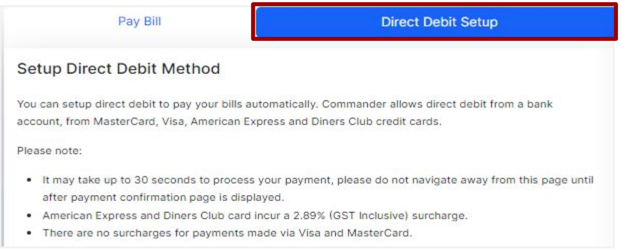
This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

Pay via Bank Transfer

To set up a direct debit and pay bills automatically via Bank Transfer.

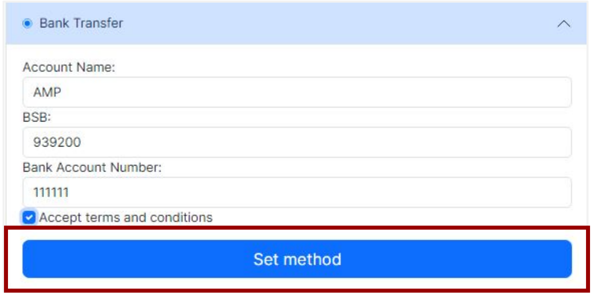
1. Select **Billing** from the Menu, or Click **Make A Payment** on the Dashboard.

2. Click on **Direct Debit Setup**

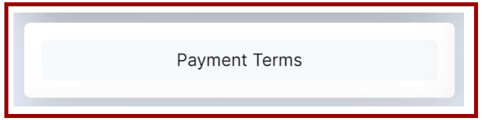


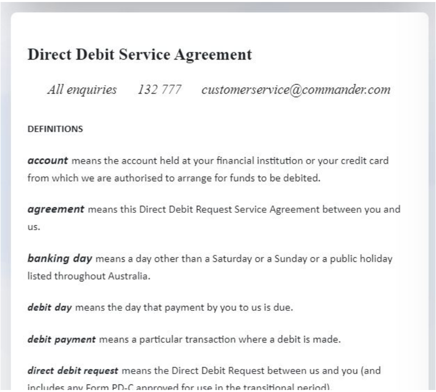
3. Click the radio button of either **Bank Transfer**

4. Enter the Bank details then click **Set method.**



To see the Direct Debit Service Agreement, click **Payment Terms.**





Direct Debit Service Agreement

All enquiries 132 777 *customerservice@commander.com*

DEFINITIONS

account means the account held at your financial institution or your credit card from which we are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between you and us.

banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by you to us is due.

debit payment means a particular transaction where a debit is made.

direct debit request means the Direct Debit Request between us and you (and includes any Form PD-C approved for use in the transitional period).

Billing

- Dashboard
- Services
- Billing
- Support

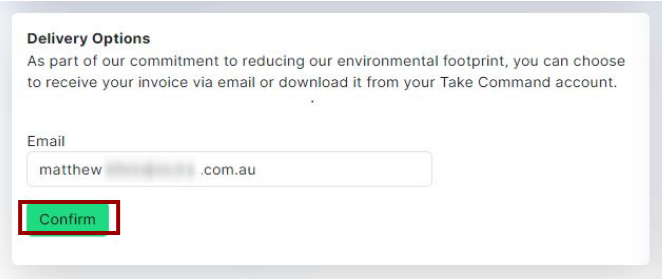
The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

Delivery Options

To add or edit the email address where to send your invoice:

Enter the **email address** inside the box **>** Click **Confirm**

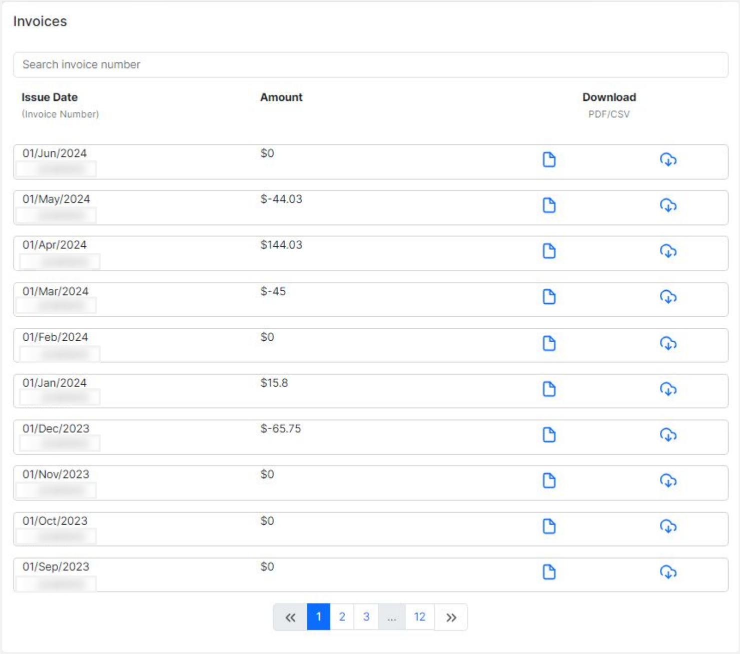


Invoices

This pane will show the invoice history. PDF and CSV spreadsheet versions of invoices are available for download.

Click to download invoice as a pdf.

Click to download invoice as a CSV spreadsheet.



Support

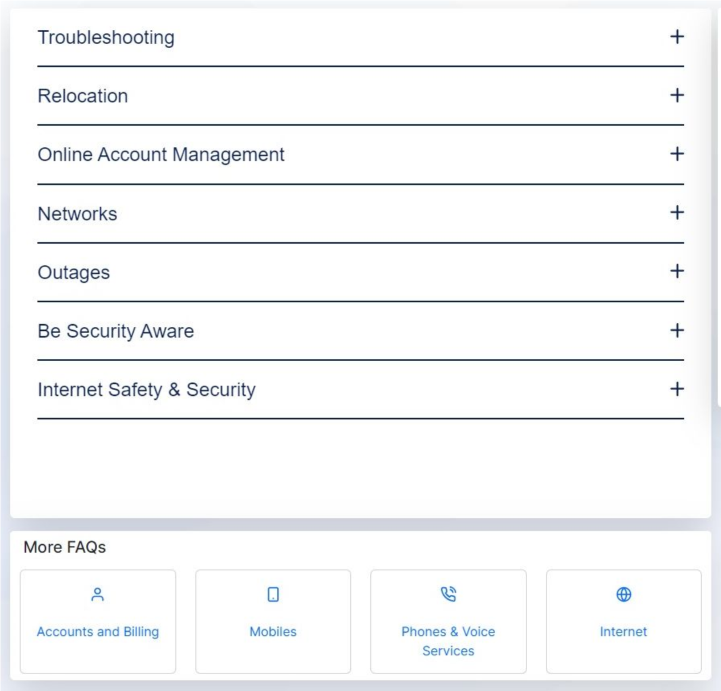
Dashboard

Services

Billing

Support

Here, you will find a list of relevant contact options and FAQs.

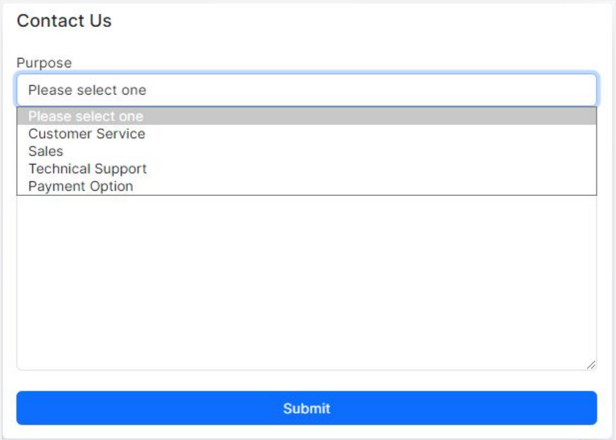


FAQ

This pane will give you basic troubleshooting steps for your internet and phone. To view the frequently asked questions, click on **More FAQs,** this will take you to our website.

Contact Us

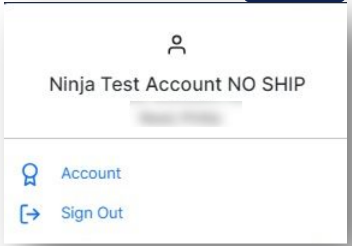
From the **Purpose** drop down field, select the reason you wish to contact us. In a few words let us know what your concern is and click **Submit**. Our Commander team will be in touch with you within 2 business days.



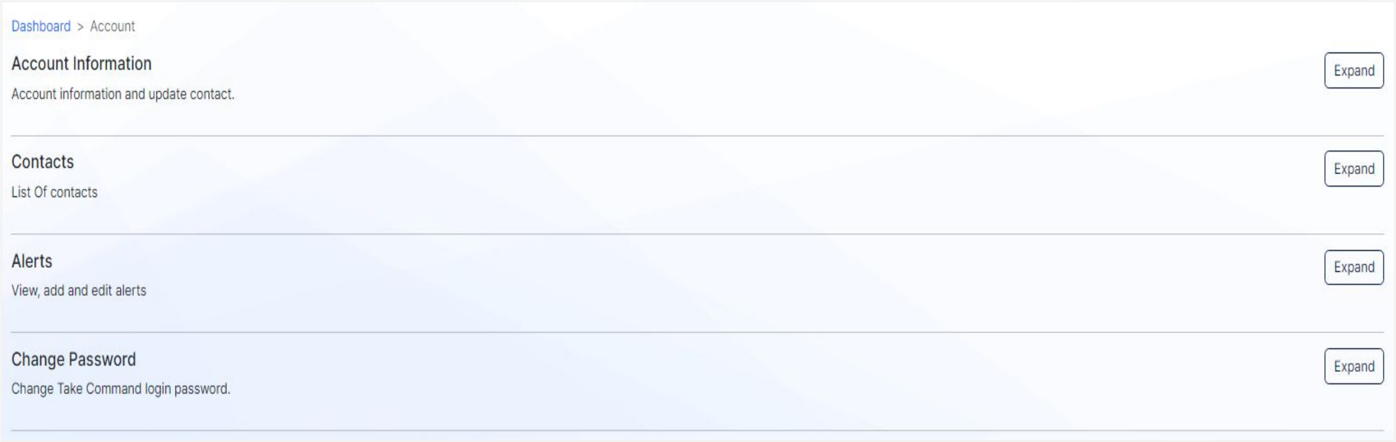
Account

This section allows you to view your account information, edit your contact details, set up alerts and change your password details.

Click the icon to access a drop-down menu which will show **Account** and **Sign Out**.



Select **Account** and the Account Information, Contacts, Alerts, and Change Password window will show.



Clicking the Expand button will display the information. The **Expand** will be changed to Collapse to compress.

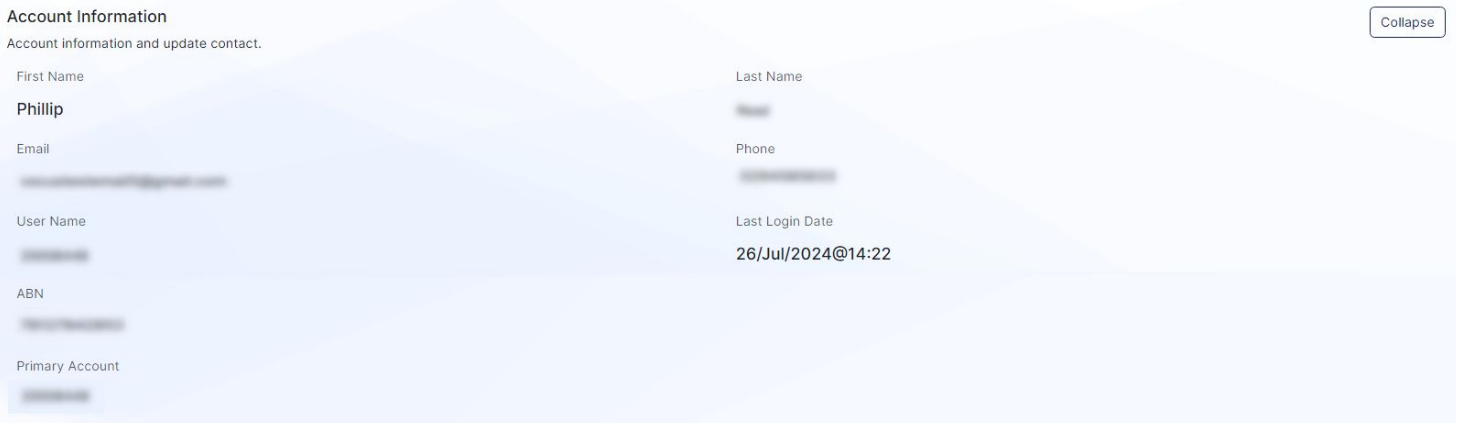
Account Information
Account information and update contact.

Contacts
List Of contacts

Alerts
View, add and edit alerts

Change Password
Change Take Command login password.

This pane will show the Primary Account Holder's information.



Account > Contacts

Account Information
Account information and update contact.

Contacts
List Of contacts

Alerts
View, add and edit alerts

Change Password
Change Take Command login password.

This pane will show the List of Contacts, and allow you to Add Contact or Edit Contact.

Contacts
List Of contacts

Collapse

Contacts

+ Add Contact

Search by name

Primary	Name	Email	Mobile	Position
	[illegible]	[illegible]	0400000000	Tester
	Nick [illegible]	[illegible]	null	
	Raymund [illegible]	null	null	
✓	Phillip [illegible]	[illegible]	null	

Account > Contacts

Account Information
Account information and update contact.

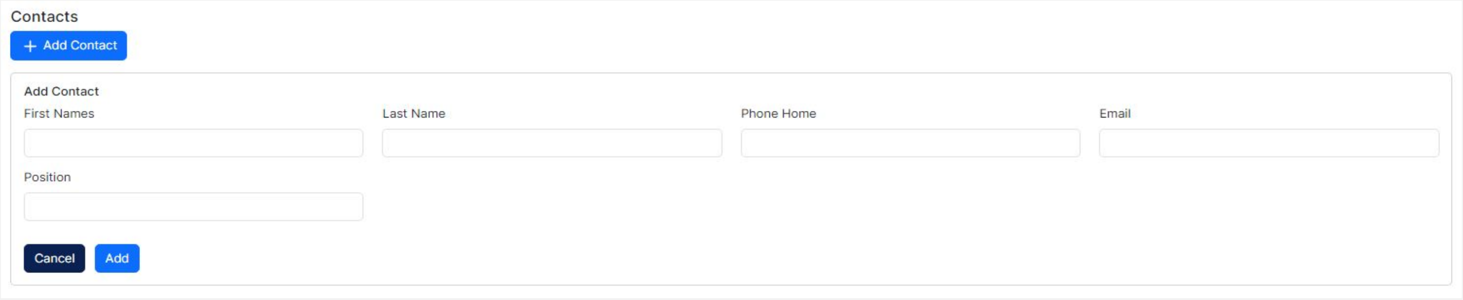
Contacts
List Of contacts

Alerts
View, add and edit alerts

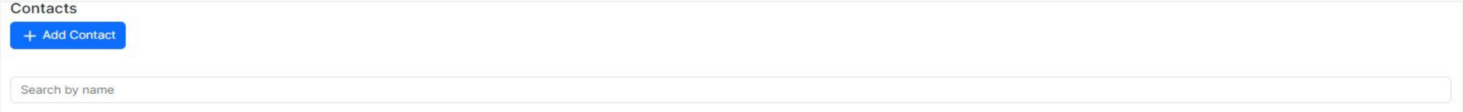
Change Password
Change Take Command login password.

To add a contact to your account, click the **Add Contact** button and update all the mandatory fields.

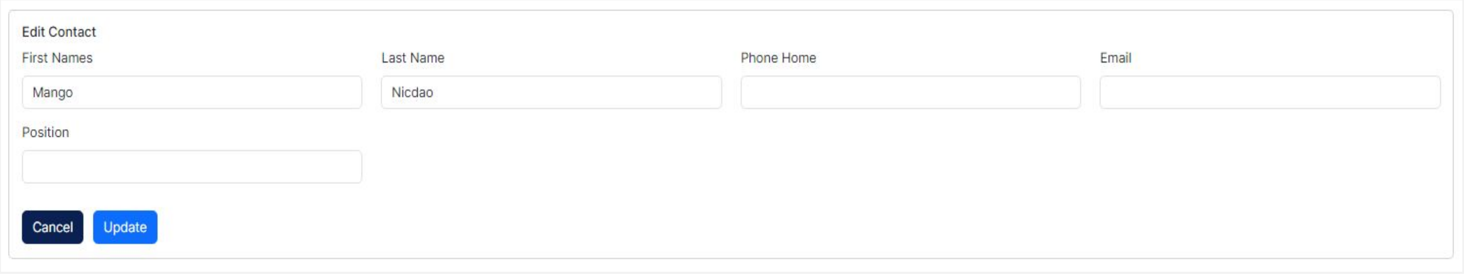
Click **Add** to complete.



You can use the **Search by name** to look for the listed contact name.



To **edit** the information, click besides the contact name update all the mandatory fields.
Click **Update** to complete.



Account > Alerts

Account Information
Account information and update contact.

Contacts
List Of contacts

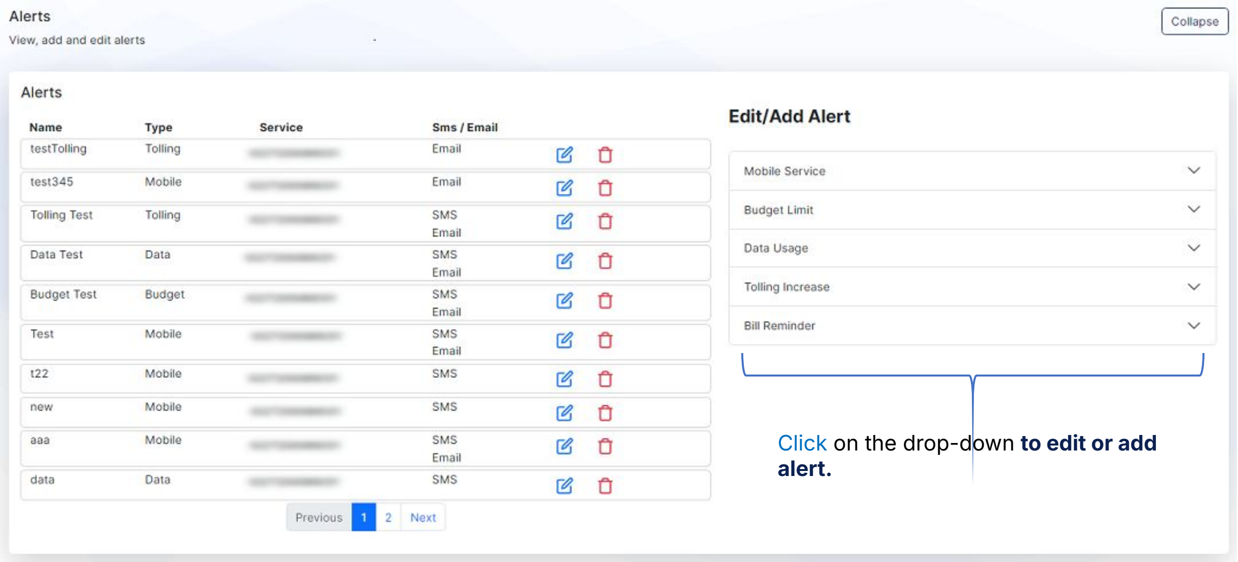
Alerts
View, add and edit alerts

Change Password
Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

This pane shows the Alerts created for each service numbers.

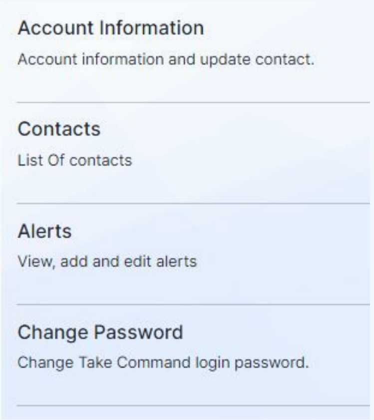


Click on the drop-down **to edit or add alert.**

Take Command User Guide

commander

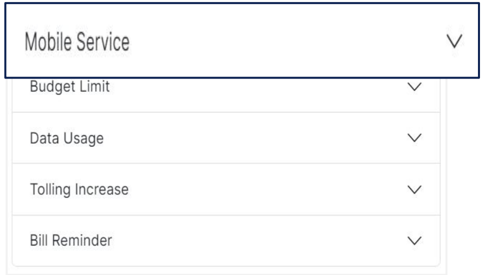
Account > Alerts Mobile Service



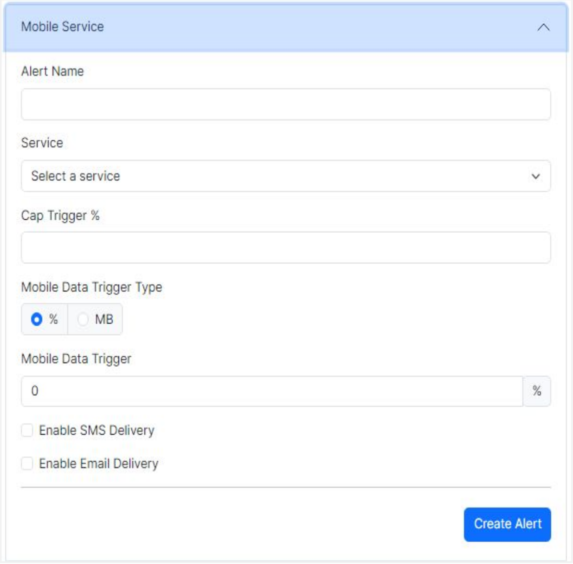
Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

1. Select **Mobile Service**.



2. Enter required Alert Options and click **Create Alert**.



Setting an alert for your mobile services based on the percentage of call allowance used.

Alert Options

> **Alert Name**	The name for your alert. More than one alert name can be created and it has to be unique.
> **Service**	Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
> **Cap Trigger**	What percentage of the cap usage will trigger the alert. Enter a percentage (without the % symbol).
> **Mobile Data Trigger**	What portion of the data used will trigger the alert in either MB or a percentage of data allowance.
> **Send via Email**	Email address for the alert to be sent to.
> **Send via SMS**	Mobile number for the SMS alert to be sent to.

Account > Alerts Budget Limit

Account Information
Account information and update contact.

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List Of contacts

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View, add and edit alerts

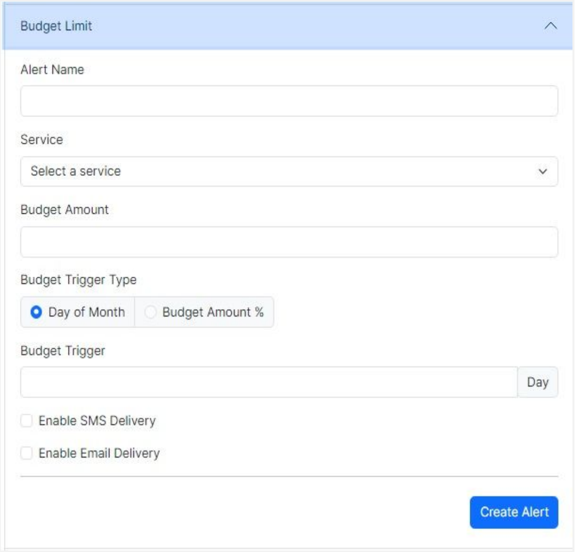
Change Password
Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

1. Select **Budget Limit**.

2. Enter required Alert Options and click **Create Alert**.

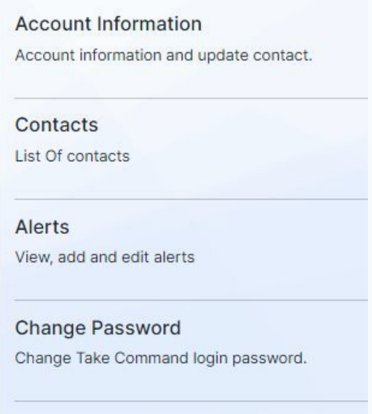


Setting an alert for your mobile services based on the set budget amounts.

Alert Options

> **Alert Name**	The name for your alert. More than one alert name can be created and it has to be unique.
> **Service**	Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
> **Budget Amount**	The amount used to calculate the budget trigger.
> **Budget Trigger**	What dollar figure of the budget usage will trigger the alert.
> **Send via Email**	Email address for the alert to be sent to.
> **Send via SMS**	Mobile number for the SMS alert to be sent to.

Account > Alerts Data Usage

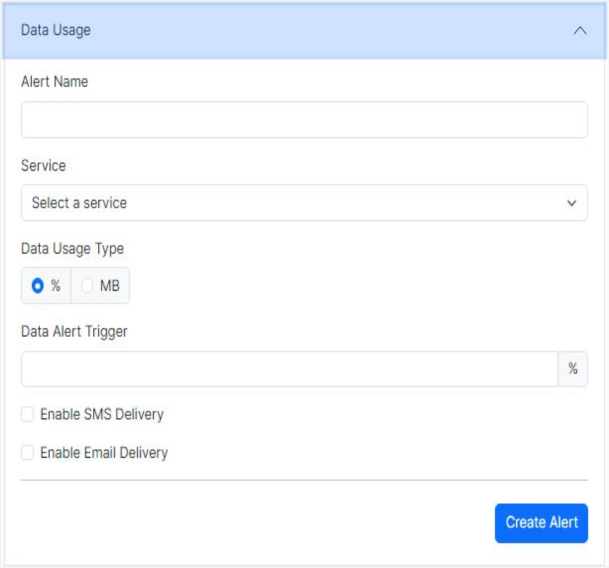


Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

1. Select **Data Usage**.

2. Enter required Alert Options and click **Create Alert**.

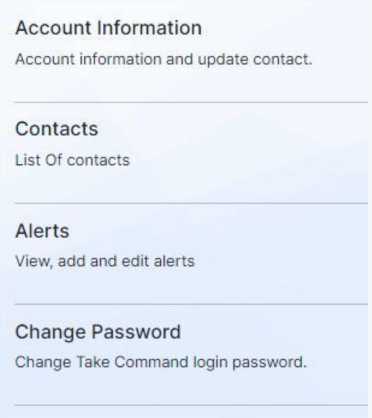


Setting an alert for your mobile services based on the amount of data used.

Alert Options

> **Alert Name**	The name for your alert. More than one alert name can be created and it has to be unique.
> **Service**	Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
> **Data Alert Trigger**	Percentage or Megabyte allowance.
> **Send via Email**	Email address for the alert to be sent to.
> **Send via SMS**	Mobile number for the SMS alert to be sent to.

Account > Alerts Tolling Increase

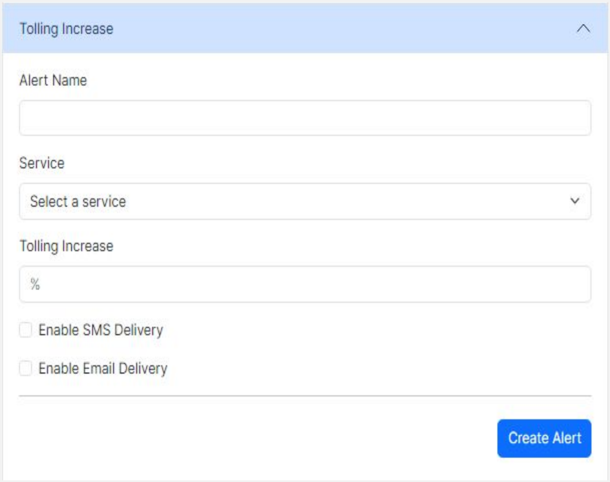


Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

1. Select **Tolling Increase**.

2. Enter required Alert Options and click **Create Alert.**

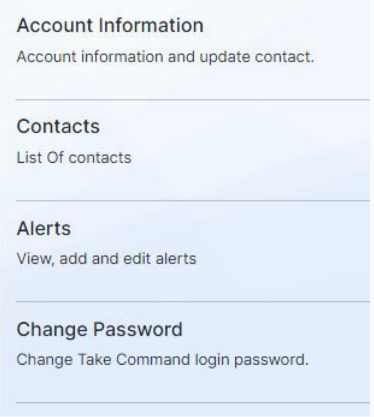


Setting an alert to show when the cost for a mobile service has increased compared to the previous month.

Alert Options

> **Alert Name**	The name for your alert. More than one alert name can be created and it has to be unique.
> **Service**	Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
> **Tolling Increase**	Percentage increase based on last invoice.
> **Send via Email**	Email address for the alert to be sent to.
> **Send via SMS**	Mobile number for the SMS alert to be sent to.

Account > Alerts Bill Reminder

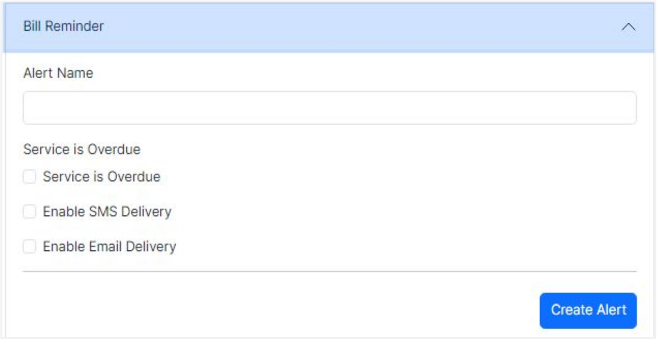


Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

1. Select **Bill Reminder**.

2. Enter required Alert Options and click **Create Alert**.



Setting an alert to show when your next bill is due.

Alert Options

> Alert Name	The name for your alert. More than one alert name can be created and it has to be unique.
> Service is Overdue	Tick to be notified when an invoice is overdue
> Send via Email	Email address for the alert to be sent to.
> Send via SMS	Mobile number for the SMS alert to be sent to.

Account > Change Password

Account Information

Account information and update contact.

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Change Password

Change Take Command login password.

To change your **Take Command Password**

Enter **Current Password**, **New Password** and **Confirm Password and** click Change Password

Change Password

Change Take Command login password.

Collapse

Current Password

Current Password

New Password

New Password

Confirm Password

Confirm Password

Change Password

Please note: Your new password must be between 8 and 30 characters long, and must be a combination of upper case, lower case, numbers and symbols.

Account > Reset Password

To reset your **Take Command Password**

1. Click on the Forgot password link
2. Enter your User Name and Captcha and click Reset password

Please note:
If you don't recall your User Name please contact us on 132 777.

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