Take Command User Guide

February 2025

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
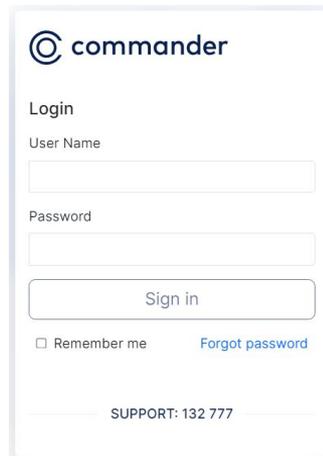- ☐ Make payments
- ☐ Manage settings
- ☐ Set alerts

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.
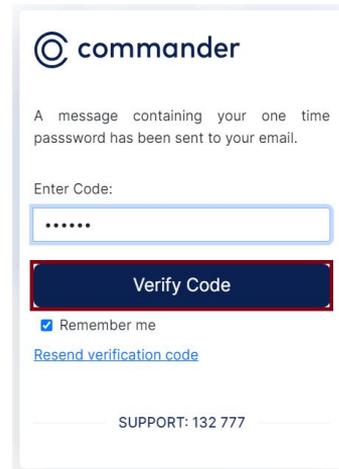
Your username is the same as your Commander account number. Follow the instructions on the email sent to you to set up your password. If you are unable to locate the email, call us on 132 777.

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**.

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

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

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Dashboard

Quick summary of your Commander Account

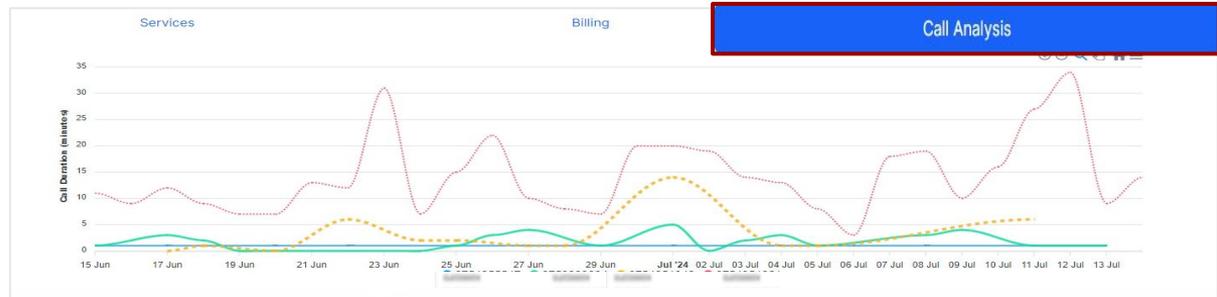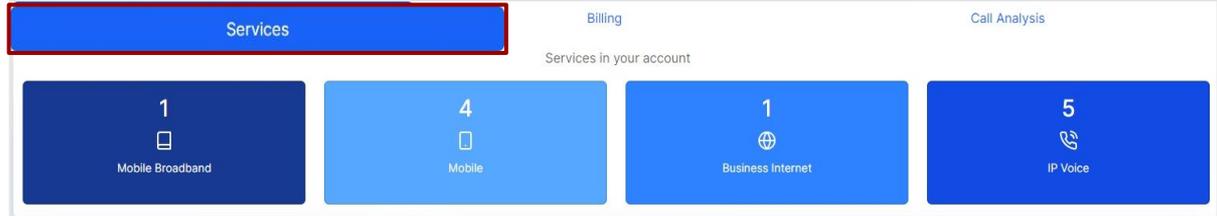Services shows a summary of active services on the account.

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.

Services	Billing	Call Analysis

Services in your account

1 ▯ Mobile Broadband	4 ▯ Mobile	1 ⊕ Business Internet	5 ☏ IP Voice

Services	Billing	Call Analysis

Amount

300.00
250.00
200.00
150.00
100.00
50.00
0.00

2020   2021   2022   2023   2024

● Amount Billed ● Payment Made

1Y   3Y   **5Y**   ALL

Services	Billing	Call Analysis

35
30
25
20
15
10
5
0

Call Duration (minutes)

15 Jun 17 Jun 19 Jun 21 Jun 23 Jun 25 Jun 27 Jun 29 Jun Jul '24 02 Jul 03 Jul 04 Jul 05 Jul 06 Jul 07 Jul 08 Jul 09 Jul 10 Jul 11 Jul 12 Jul 13 Jul

Dashboard

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.

Invoice History	Make Payment
$452.00 Amount due	

Payment History

Services

Type	Label (Cost Centre)	Service/Username	Status
Business Internet			Active
IP Voice	Commander Phone		Active
IP Voice	Office 2 Phone		Active
IP Voice	Business Line		Active
IP Voice	Hunt Group-HPS		Active

« 1 »

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

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.

Tools

Command Central	Tollring	Address Qualification	Mobile Coverage

Quick summary of your Commander Account

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

More power in your hands

Want superfast, reliable internet for your business? Upgrade your nbn® connection for FREE* today!

Business Connect is a cloud-based unified communications solution that delivers voice, video, and chat functions over an Internet connection without needing onsite servers or hardware.

Call us on 1300 514 059 to find out how you can save 15%*

Explore Plans

My Offers

Business Connect	Internet	Voice	Partner With Us

Services

⊙ commander

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

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.

Business Internet

Service Label ✏️

N/A

Service Address

Username

Product

FTTC - Business One Broadband + Speed Upgrade 2

Cost Centre ✏️

N/A

Connection Status

Active

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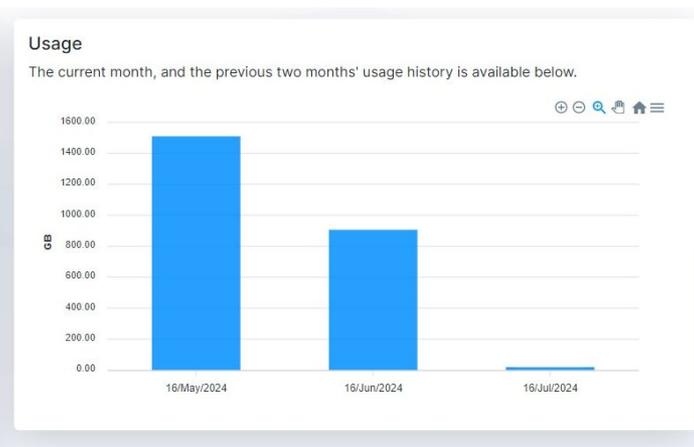
The Services section allows you to manage the details of every service on your account. You can change Service Labels and monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

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

Usage

The current month, and the previous two months' usage history is available below.

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Services > IP Voice

Dashboard

Services

Billing

Support

IP Voice ^

Service Label ✎

Business Phone

Service Number

Current IP Phone Number

Product

Business One Office

Cost Centre ✎

Connection Status

N/A
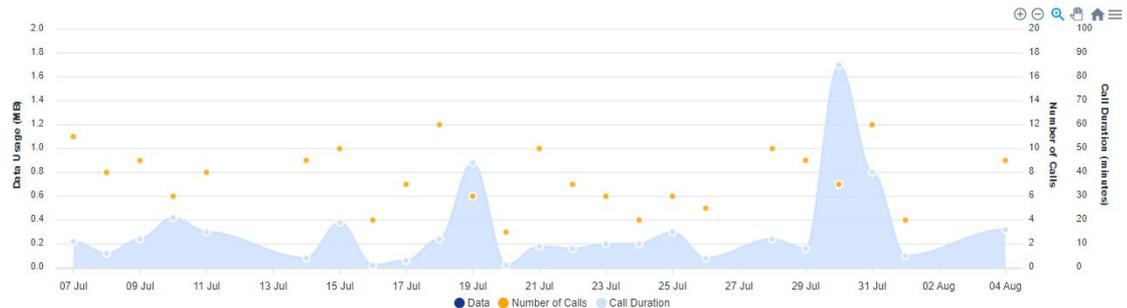
Active

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

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.

Usage Analysis

Usage summary for the last two months.

Services > Mobile

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.

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.

Mobile

Service Label

Product
Business One Mobile 25

PUK Code

Cost Centre
N/A

Connection Status
Active

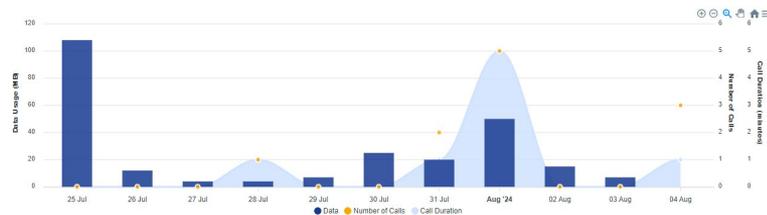Service Label — Alter the description of the Mobile service
E.g. John Smith

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

Individual Data Usage:
1956.68 / 61440.00 MB
Group Data Usage:
1957.00 / 61440.00 MB
Remaining Days:
21 days

Usage Analysis
Usage summary for the last two months.

Individual Data Usage   1956.68MB/61440MB

Group Data Usage   1957MB/61440 MB

Remaining Days   21 days remaining
32% of billing cycle used

Please note: Usage information is not generated in real-time and is an estimation only. Delays of up to 48 hours may be experienced.

Activate SIM card

From the **Services** tab, you can also activate your new Mobile or Mobile Broadband SIM by selecting the **Mobile Number** then click on Activate SIM Card.
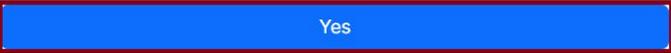
1. Click on **Activate SIM Card** button.

Service Management Tools

Manage your mobile service utilising tools such as account management for plan adjustments, and usage monitoring, ensuring personalized control and convenience.

⌁ Activate SIM Card

2. Select **Yes** below Have you received your new SIM card?

Have you received your new SIM card?

Yes

No

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 Connection Status should be "Activating" to be able to see the Activate SIM Card option.

3. Enter **SIM Card number**.

Enter SIM Card number:

Enter Card SIM number

commander

46 23413

4. Click on **Activate the SIM Card** button.

Activate this SIM Card

Navigation (sidebar)

- 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 (screenshot)

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
	Mobile	14/Jul/2024	16:57:09	00:03:41	$0.00
DATA	DATA	14/Jul/2024	16:34:33	320mb 598kb	$0.00
	Mobile	14/Jul/2024	13:35:29	00:00:02	$0.00
DATA	DATA	14/Jul/2024	10:20:13	278mb 539kb	$0.00
	Mobile	14/Jul/2024	09:01:34	00:00:34	$0.00
	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.

Pay Bill	Direct Debit Setup

Outstanding Amount

$452.00

Commander accepts online payments using MasterCard, Visa, American Express and Diners Club cards.

Please note:

- It may take up to 30 seconds to process your payment, please do not navigate away from this page until after payment confirmation page is displayed.
- American Express and Diners Club card incur a 2.89% (GST Inclusive) surcharge.
- There are no surcharges for payments made via Visa and MasterCard.

Payable

$ 452.00

Pay Now

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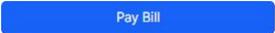
3. Enter the **Amount to Pay** (if different to amount outstanding which is defaulted) inside the box

Payable

$ 452.00

4. Click   **Pay Now**

5. Enter the credit card details.

Accepted Card Types   VISA   MasterCard   AMEX   Diners

Credit Card Number:

Expiry Date: MM/YY

Card Verification Number:

6. Tick the box in   ☐ I'm not a robot   reCAPTCHA   Privacy - Terms

7. Click   **Make Payment**

Payment History

This pane shows the Payment History.

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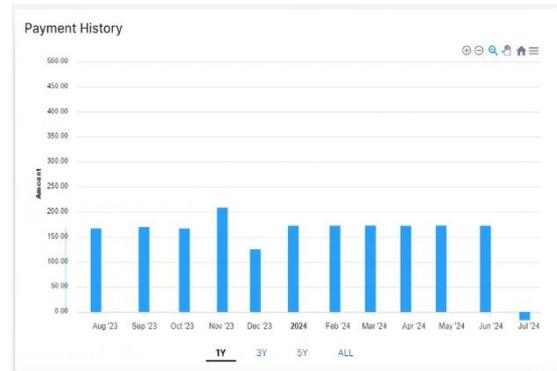
The duration will depend on what you click on 1Y, 3Y, 5Y, All

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

Dashboard

Services

Billing

Support

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 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**
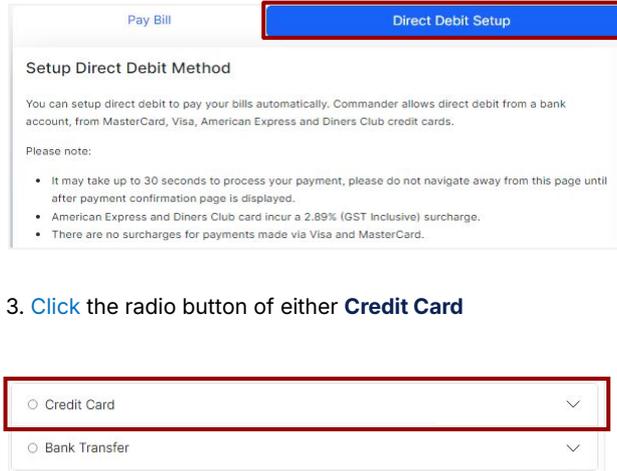
Pay Bill	Direct Debit Setup

Setup Direct Debit Method

You can setup direct debit to pay your bills automatically. Commander allows direct debit from a bank account, from MasterCard, Visa, American Express and Diners Club credit cards.

Please note:

- It may take up to 30 seconds to process your payment, please do not navigate away from this page until after payment confirmation page is displayed.
- American Express and Diners Club card incur a 2.89% (GST Inclusive) surcharge.
- There are no surcharges for payments made via Visa and MasterCard.

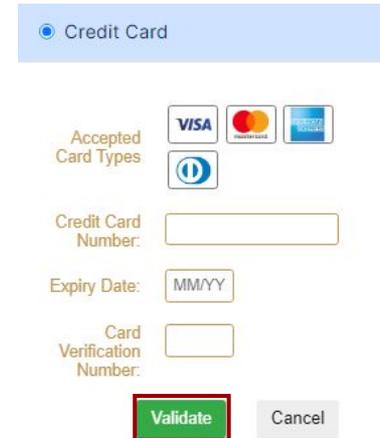3. Click the radio button of either **Credit Card**

○ Credit Card ⌄

○ Bank Transfer ⌄

4. Tick ☑ Accept **terms and conditions**.

5. Click on   Next

6. Enter the credit card details

7. Then click **Validate**

◉ Credit Card

Accepted Card Types   VISA mastercard AMERICAN EXPRESS Diners Club

Credit Card Number:

Expiry Date: MM/YY

Card Verification Number:

Validate   Cancel

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.**

BIlling

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**

Delivery Options
As part of our commitment to reducing our environmental footprint, you can choose to receive your invoice via email or download it from your Take Command account.

Email

matthew ████████ .com.au

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.

Invoices

Search invoice number

Issue Date (Invoice Number)	Amount	Download PDF/CSV
01/Jun/2024	$0	📄 ☁️
01/May/2024	$-44.03	📄 ☁️
01/Apr/2024	$144.03	📄 ☁️
01/Mar/2024	$-45	📄 ☁️
01/Feb/2024	$0	📄 ☁️
01/Jan/2024	$15.8	📄 ☁️
01/Dec/2023	$-65.75	📄 ☁️
01/Nov/2023	$0	📄 ☁️
01/Oct/2023	$0	📄 ☁️
01/Sep/2023	$0	📄 ☁️

« 1 2 3 ... 12 »

Support

Dashboard

Services

Billing

Support

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

Troubleshooting	+
Relocation	+
Online Account Management	+
Networks	+
Outages	+
Be Security Aware	+
Internet Safety & Security	+

More FAQs

Accounts and Billing	Mobiles	Phones & Voice Services	Internet

Contact Options

Customer Care
132 777
customerservice@commander.com
Mon-Fri 9am-5pm AEST

Sales
1300 932 108
salesquery@commander.com
Mon-Fri 9am-5pm AEST

Technical Suport
132 777
techsupport@commander.com
Mon-Fri 8am-Midnight, Sat 8am-5pm AEST

Payments
1300 303 687
customerservice@commander.com
Mon-Fri 9am-5pm AEST

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.

Contact Us

Purpose

Please select one

Please select one
Customer Service
Sales
Technical Support
Payment Option

Submit

Account

This section allows you to view your account information, edit your contact details, set up alerts and change your password details.
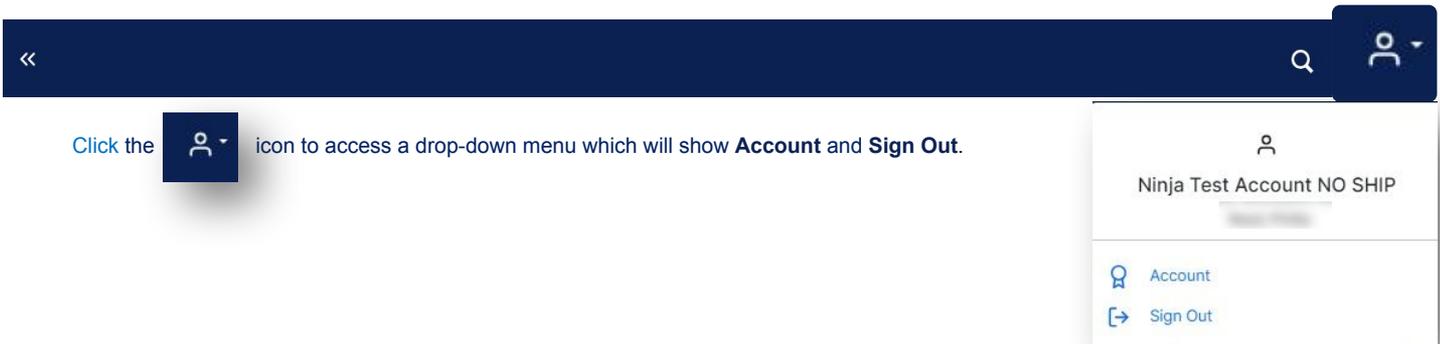
Click the 👤▾ icon to access a drop-down menu which will show **Account** and **Sign Out**.

👤

Ninja Test Account NO SHIP

🎖 Account

🗗 Sign Out

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

Dashboard > Account

Account Information
Account information and update contact.   Expand

Contacts
List Of contacts   Expand

Alerts
View, add and edit alerts   Expand

Change Password
Change Take Command login password.   Expand
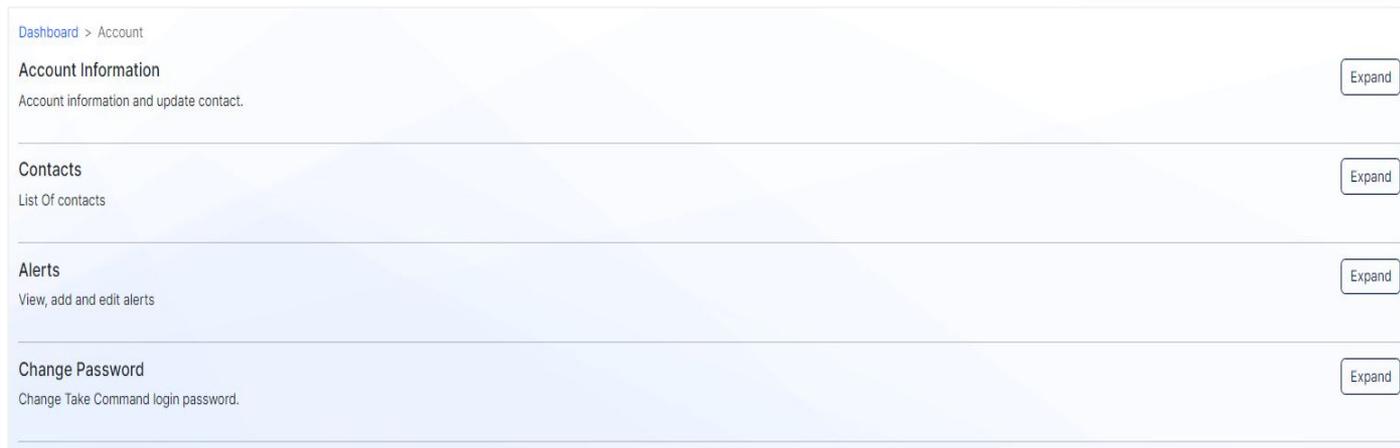
Clicking the Expand button will display the information. The **Expand** will be changed to Collapse to compress.

Account > Account Information

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

Account Information

Account Information
Account information and update contact.

Contacts
List Of contacts

Alerts
View, add and edit alerts

Change Password
Change Take Command login password.

Collapse

First Name	Last Name
Phillip	

Email	Phone

User Name	Last Login Date
	26/Jul/2024@14:22

ABN

Primary Account

Account > Contacts

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

Account Information
Account information and update contact.

Contacts
List Of contacts

Alerts
View, add and edit alerts

Change Password
Change Take Command login password.

Contacts
List Of contacts

[Collapse]

Contacts

[+ Add Contact]

Search by name

Primary	Name	Email	Mobile	Position	
			0400000000	Tester	✎
	Nick		null		✎
	Raymund	null	null		✎
✓	Phillip		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.

Contacts

[+ Add Contact]

Add Contact

First Names

Last Name

Phone Home

Email

Position

[Cancel] [Add]

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

Contacts

[+ Add Contact]

Search by name

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

Edit Contact

First Names

Mango

Last Name

Nicdao

Phone Home

Email

Position

[Cancel] [Update]

Take Command User Guide

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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.

Alerts
View, add and edit alerts

Collapse

Alerts

Name	Type	Service	Sms / Email		
testTolling	Tolling		Email	✎	🗑
test345	Mobile		Email	✎	🗑
Tolling Test	Tolling		SMS Email	✎	🗑
Data Test	Data		SMS Email	✎	🗑
Budget Test	Budget		SMS Email	✎	🗑
Test	Mobile		SMS Email	✎	🗑
t22	Mobile		SMS	✎	🗑
new	Mobile		SMS	✎	🗑
aaa	Mobile		SMS Email	✎	🗑
data	Data		SMS	✎	🗑

Previous 1 2 Next

Edit/Add Alert

Mobile Service	⌄
Budget Limit	⌄
Data Usage	⌄
Tolling Increase	⌄
Bill Reminder	⌄

This pane shows the Alerts created for each service numbers.

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

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**.

Mobile Service	∨
Budget Limit	∨
Data Usage	∨
Tolling Increase	∨
Bill Reminder	∨

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

Mobile Service	∧

Alert Name

Service

Select a service ∨

Cap Trigger %

Mobile Data Trigger Type

◉ % ○ MB

Mobile Data Trigger

0 %

☐ Enable SMS Delivery

☐ Enable Email Delivery

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 Information
Account information and update contact.

Contacts
List Of contacts

Alerts
View, add and edit alerts

Change Password
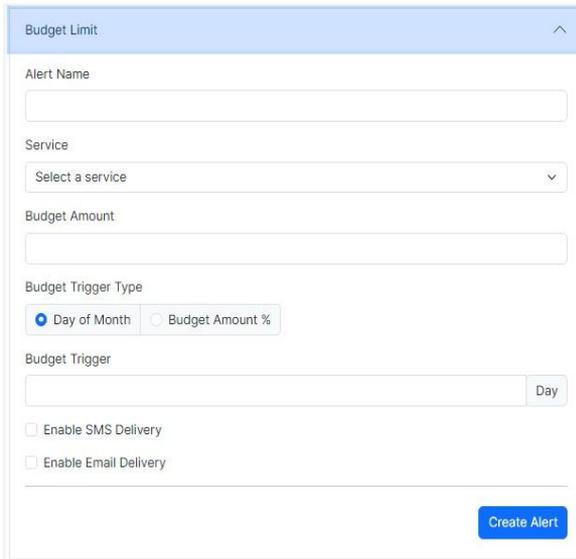Change Take Command login password.

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.

Take Command User Guide

◎ commander

1. Select **Budget Limit**.

Mobile Service	⌄
Budget Limit	⌄
Data Usage	⌄
Tolling Increase	⌄
Bill Reminder	⌄

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

Budget Limit ⌃

Alert Name

Service
Select a service ⌄

Budget Amount

Budget Trigger Type
● Day of Month   ○ Budget Amount %

Budget Trigger
[   ] Day

☐ Enable SMS Delivery

☐ Enable Email Delivery

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 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.

Take Command User Guide

commander

1. **Select Data Usage.**

Mobile Service	⌄
Budget Limit	⌄
Data Usage	⌄
Tolling Increase	⌄
Bill Reminder	⌄

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

Data Usage ⌃

Alert Name

Service

Select a service ⌄

Data Usage Type

◉ %   ○ MB

Data Alert Trigger

[   ] %

☐ Enable SMS Delivery

☐ Enable Email Delivery

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 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.

Take Command User Guide

commander

1. Select **Tolling Increase**.

Mobile Service	⌄
Budget Limit	⌄
Data Usage	⌄
Tolling Increase	⌄
Bill Reminder	⌄

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

Tolling Increase

Alert Name

Service

Select a service

Tolling Increase

%

☐ Enable SMS Delivery

☐ Enable Email Delivery

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 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.

1. Select **Bill Reminder**.

Mobile Service	˅
Budget Limit	˅
Data Usage	˅
Tolling Increase	˅
Bill Reminder	˅

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

Bill Reminder ^

Alert Name

Service is Overdue
☐ Service is Overdue
☐ Enable SMS Delivery
☐ Enable Email Delivery

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

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.

To reset your **Take Command Password**

1. **Click** on the Forgot password link

2. **Enter** your User Name and Captcha then **click**

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

Creating better business connections.