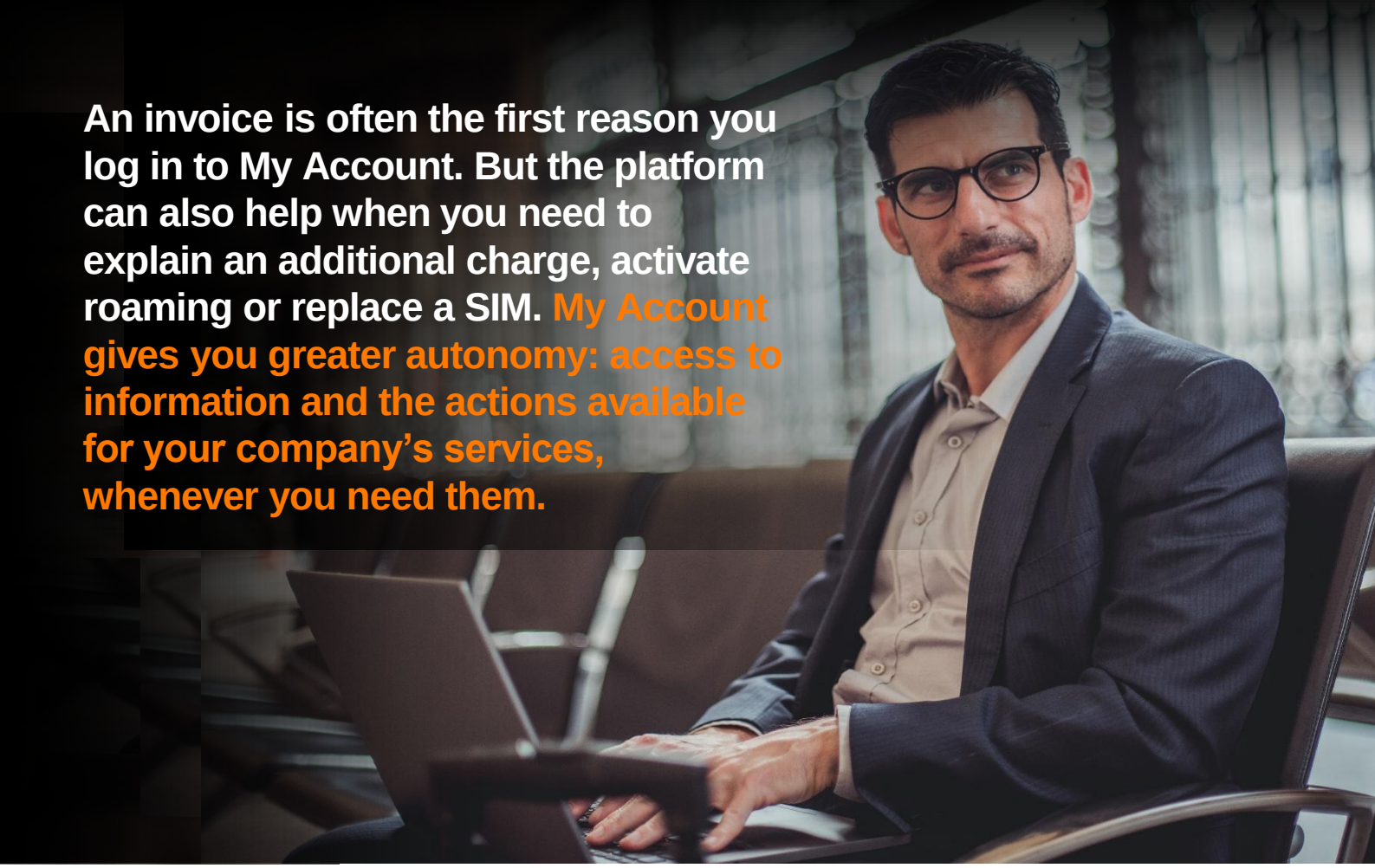


# My Account Orange Business.

## A practical guide to managing your company's services, from usage to situations that cannot wait.

**My Account is the Orange Business web platform for managing your company's services online. This guide shows you where to find usage and billing information, which actions you can perform for your company's numbers, and how to share service management responsibilities with colleagues.**

orange™ Business



**An invoice is often the first reason you log in to My Account. But the platform can also help when you need to explain an additional charge, activate roaming or replace a SIM. My Account gives you greater autonomy: access to information and the actions available for your company's services, whenever you need them.**

## From information to resolution

**Managing a company's services often involves several actions to address a single situation. Before a business trip, you check roaming and the allowances available for the number. If additional charges arise, you review usage. If a colleague changes phones, you prepare to set up the number on the new device. Information is the starting point: identify the number or service, check the situation, and choose the available action that meets the need.**

This guide explores the connection between the information and actions available in My Account: what you can check, what you can do from your account, and how you can follow up on the outcome. We start with understanding costs, then move on to a situation in which usage, roaming and SIM replacement need to be managed together. We then look at how you can use these capabilities in your day-to-day work, for one or several of your company's numbers.

## When a routine request can no longer wait

An invoice can be downloaded during working hours. A SIM lost abroad, however, may require attention as soon as it happens. In situations like these, it helps to know your account before the need arises: how to identify the number, check its services and find the available actions. My Account is accessible 24/7. The person managing the services can start checking the situation and perform the available actions without waiting until the next working day. Access to the platform does not mean that every incident is resolved instantly. It means the administrator has the information and available actions at hand to assess the situation and configure the services needed.

**On a Friday evening, during an international journey, a driver loses his main SIM. The service administrator needs to manage both its replacement and the services required for the journey to continue. The following pages walk through the relevant checks and actions.**



# Greater visibility.
# Confidence in your decisions.




**My Account gives you an overview of your company's services and the actions available for them. You can check usage, review the services associated with a number and make the necessary changes, all from the same account, whenever you need to.**

## A single situation can create several needs. My Account provides the information and actions to help you manage them together, directly from your account.

**Check usage for the current month**

In the "Cronos" section, you can monitor usage, available allowances and additional charges. You can start with a company-wide overview and drill down by subscriber code, group or number.

The summary helps you identify the numbers with the highest additional charges. You can then review the relevant details in "Cronos"

**What to look out for**

- The numbers that generated the highest additional charges.
- The type of usage that contributed to those charges.
- The included allowances that have been used.
- How costs have evolved during the current period.

The available information can be exported for internal checks and reporting.

**View issued invoices**

In the "Invoice" section ("Factura"), you can view your current balance and service invoices issued over the past 24 months. Select the company, subscriber code and period, then view or download the available documents. You can make online payments from "Invoice" or "My Summary" ("Sumarul meu").

**Choose the right period for usage details**

For the current month, which has not yet been billed, you can view and export the available details from "Cronos". For months that have already been billed, select the invoice and number in the "Invoice" section. Itemised call details are available for the last six billed months, subject to your access rights.



# Resolution starts with My Account.

**It is Friday, after 9:00 p.m. A truck is abroad, on its way to the warehouse where it needs to collect a load. The driver must arrive within a specified time slot. He needs navigation, contact with the dispatch team and the ability to reach the people coordinating the loading.**

During the journey, navigation and automatic phone updates have used up the included roaming data allowance. The number has started to incur additional charges. The situation becomes more complicated when the driver loses his main SIM. The driver has an eSIM-compatible backup phone, but the company number is not set up on it. Using another driver's phone, the driver manages to contact the dispatch team.

The problem cannot wait until the next working day. Without access to the number, the driver cannot use the mobile services needed to reach the warehouse and coordinate loading.
**The person managing the company's Orange services logs in to My Account to address two related needs: replacing the lost SIM and ensuring the driver has the allowances needed to continue the journey.**

### No visit or phone call needed

**Suspend the number associated with the lost SIM**

The service administrator suspends the number in My Account to prevent it from being used through the lost SIM while preparing its replacement.

### Directly, from anywhere

**Prepare the services needed to continue the journey**

The administrator checks roaming and the add-ons available for the country where the driver is located. If the number's plan allows it, the administrator activates the appropriate add-on and manages the available roaming data limits.



### Without waiting for the invoice

**Identify the source of the additional charges**

In "Cronos", the administrator reviews the number's usage and allowances. The data shows that the included allowances have been used up and subsequent usage has generated additional charges. This information helps determine which add-on to choose for the rest of the journey.

The service administrator has identified the cause of the charges, prepared the necessary services and suspended the number associated with the lost SIM. The next step is to set up the eSIM on the backup phone so the driver can resume communication and access the services needed for the journey.



# A different phone.
# The same company number.

**One colleague has changed phones. Another needs to replace a lost SIM. The driver abroad needs to use the company number on a backup device. eSIM setup can be completed online through My Account, without sending a new physical SIM.**

**How does setup work?**

1. Select the number and initiate the eSIM action available in your account.
2. Send the QR code to your colleague by email.
3. Your colleague continues the setup on an internet-connected, eSIM-compatible phone.

Your colleague does not need access to the company's online account.

**Keeping the process secure**

When you initiate the eSIM action, an additional two-factor authentication (2FA) check is required. Users with the same role in the account are notified that the action has been initiated.

**Is there an additional charge for eSIM setup?**

eSIM setup through My Account is provided free of charge as an after-sales service for existing customers. Subsequent usage, roaming and add-ons are charged according to the number's plan.

**When a SIM is lost**

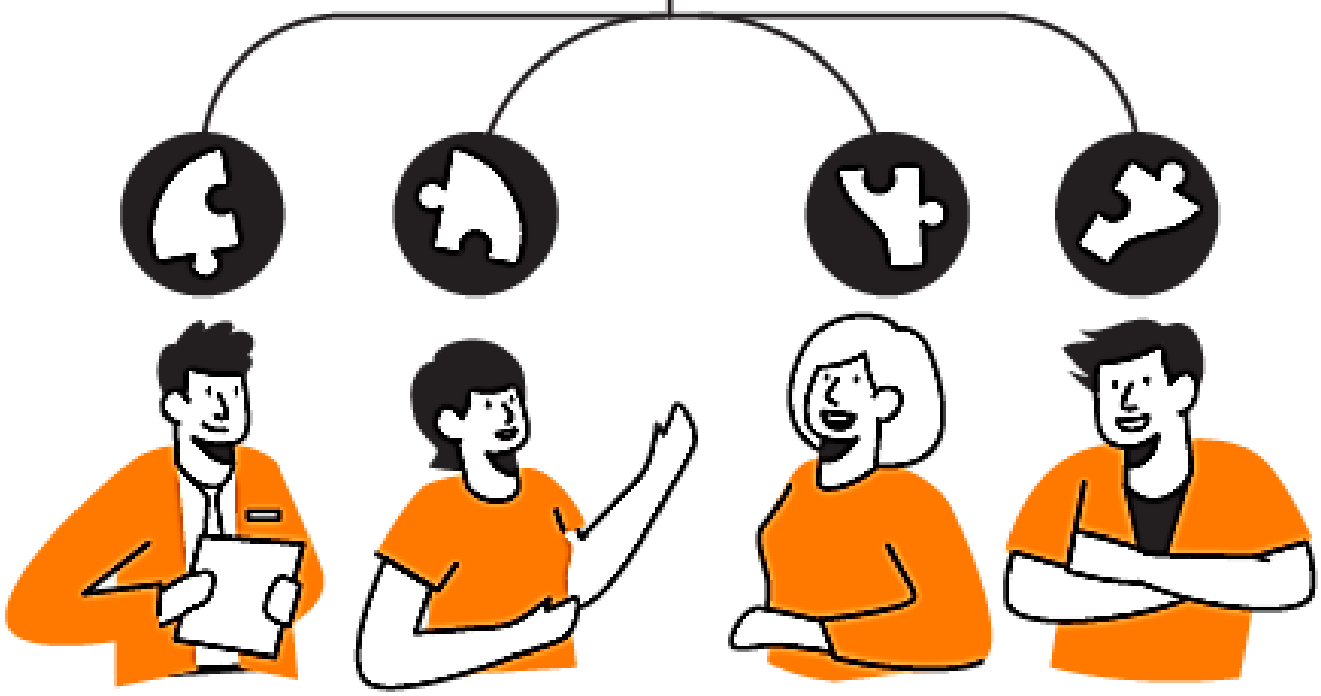
In the driver's scenario, the number was suspended to limit the risk of the lost SIM being used. To receive the QR code and continue the setup, the driver uses an available Wi-Fi connection or hotspot. The eSIM-compatible backup phone allows him to use the company number again without waiting for a physical SIM to arrive. After setup, the administrator checks that the number has been reconnected, along with roaming and the selected add-on. The driver can resume navigation, contact the warehouse and stay in touch with the dispatch team, subject to the services available.

**When a colleague switches to a new phone**

Your colleague may need an eSIM for the first time or a new profile for an existing number. You initiate the action in My Account, and your colleague continues the setup on the new compatible phone. In this case, online setup replaces the preparation and delivery of a new physical SIM. Your colleague keeps the same company number, and the change is managed through the account, even if your colleague works at another location.

## With My Account, even when you're away from the phone, you're close to the solution.

**You do not need to be in the same place to set up an eSIM. You initiate the action from the company account, and your colleague continues the setup on the new or backup phone.**



# More numbers.

# Fewer repetitive tasks.

**A team is going on a business trip. Several colleagues need the same change. You need to monitor usage for an entire department, not just one phone.**

**In My Account, you can analyse information at group level and, for supported actions, apply the same change to multiple numbers.**

**Monitor a team's usage**
In the "Cronos" section, you can analyse usage and costs by company, subscriber code, group or number. Start with the group overview, then drill down to the numbers that generated additional charges. For example, for a group containing the drivers' numbers, you can view the total additional charges and then identify the numbers that contributed to them. The same approach is useful for other teams whose numbers are organised into a group.

**Use the data for internal reporting**
The available usage and cost information can be exported for analysis. You can use it in discussions with the finance team or department manager, without having to piece together the situation one number at a time.

**Apply a change to multiple numbers**
For actions that support bulk processing, select the relevant numbers and apply the change to the entire selection. For large volumes, you can prepare certain changes by importing a file, where the action supports this.

**Schedule changes for later**
If the action supports scheduling, choose the date on which you want it to be processed. Planned changes remain visible in the "Scheduled Changes" section ("Modificări programate"). For example, roaming activation can be scheduled for a future date before a colleague leaves on a business trip. You do not need to log back in at the exact time of departure.

**Check what has been processed**
In "Action History" ("Istoric acțiuni"), you can review the actions performed through My Account for numbers, groups and the account itself. This gives you a reference point for checking the changes made.

## Use My Account for less repetitive work.

**For supported actions, apply the same change to multiple numbers. Analyse usage at group level, then drill down to the relevant number.**

# Information reaches your colleagues.

## Not every request reaches you.

**The finance team needs invoices. IT colleagues monitor fixed and ICT services. The fleet administrator manages numbers and usage. For large organisations and groups of companies, access to My Account can be configured according to each person's responsibilities. Colleagues can directly access the information and actions covered by their permissions, without every request having to go through you.**

When information is accessible to only one person, that person also ends up handling everyone else's requests: downloading documents, checking usage or providing updates on a service. For large organisations and groups of companies, My Account allows access to be shared according to responsibilities. Colleagues can directly view the information needed for their work, within the access rights granted. Sharing access does not mean everyone can see the entire account or make the same changes. The person with the Manager role in My Account can determine which information and features each user can access. Access can be restricted by company, subscriber code, group, number or feature.

# Share responsibilities.

# Keep control of access.





## For large organisations and groups of companies.

**When setting up access, separate two decisions: which information your colleague needs, and whether the role requires view-only access or permission to make changes as well.**

**Start with your colleague's tasks**
A colleague who reviews financial documents has different needs from someone who manages numbers.
Set up access based on the work involved, not just the department.

**Who manages permissions?**
The user with the Manager role in My Account manages users and access rights. This is a role within the company's online account, distinct from the Orange account manager.

**View-only or management access?**
Separate access to information from permission to make changes. Configure access according to your colleague's responsibilities and the options available for the company account.

**Update access when responsibilities change**
When a colleague takes on different duties, check whether the existing permissions still match the new responsibilities. Review access when someone leaves the company as well.



# Mobile, fixed and ICT.
# Your company's services, in one account.

**One of your sites has a connectivity issue. The IT team wants to check the progress of a deployment. You need information about the services your company has contracted and their associated costs. My Account goes beyond mobile numbers: within the same account, you can view your company's fixed and ICT services, monitor the available information and report issues. Access to these features depends on the services you have contracted and your permissions.**

**Check services, not just numbers**

In My Account, you can view the available information for your company's fixed voice services, Business One Voice, fixed services and ICT solutions. For deployments, you can check the service's deployment stage and the Service Delivery Manager's contact details. When a colleague asks for a deployment update, you have a starting point for checking it directly in your account.

**Report an issue with a fixed or ICT service**

Select the affected service and enter the subject, severity and description of the issue. Specify whether the service is partially or fully affected. Before submitting the report, note the location, when the problem started and its impact on business activities. These details help describe the situation clearly, beyond simply stating that the service is not working.

**Follow up after submitting an issue report**

After reporting an issue with a fixed or ICT service, you can view the available information in its history. This gives you a reference point when you return to the issue or when a colleague asks for information about the report you submitted.

**Monitor resources and costs**

For Flexible Computing, you can check the resources and associated costs available in My Account. IT colleagues with the necessary permissions can view this information in the same account that displays the company's other services.

**Check performance indicators**

For DIA and IP-VPN services that include this feature, you can select the service, location and period for which you want to generate charts. Available indicators may include latency - the connection's response time, delay variation and service availability. This information can help the IT team describe a problem more precisely and monitor how the connection is performing.

**Does a phone need to be sent for repair?**

From My Account, you can submit a request for a faulty phone to be collected by courier. Once the request has been registered, you can download the handover report. After repair, the phone is returned by courier to the address from which it was collected.

**A different service. The same account.**

From managing mobile, fixed and ICT services to reporting issues and requesting phone repairs, you start from the same account. View the information and use the actions available for the service you manage.

# Start with what you need to do today.

**You do not need to use every feature the first time you log in. Choose a task that comes up regularly in your company and start managing it through My Account.**

**Need an invoice?**
Start in the “Invoice” section. View your current balance, download the available documents or make an online payment. Service invoices are available for the past 24 months.

**Want to understand an additional charge?**
Go to “Cronos” and check the available usage information for the current month. You can start with a company-wide overview and drill down by subscriber code, group or number.
The next time you check, look beyond the total amount: also review the numbers that generated the highest additional charges.

**Need to manage a colleague’s number?**
Find the number and review the available actions: checking roaming, viewing the PUK code, suspending or reconnecting the number, and performing SIM or eSIM actions.
Use the action that fits the situation, depending on the number’s plan and your access rights.

**Not sure whether you already have access?**
If you have received an invitation or login details for the company account, use them to sign in. If you are unsure whether you have an active account, contact Orange Business through the channels below to clarify your access.

**Start with one need. Discover what else you can resolve.**
**Use today’s request as a starting point to explore My Account. Discover other information and actions available in your account that can help you manage your company’s services.**

## The invoice is just the beginning

**After viewing an invoice or checking usage, you can also configure how you receive information in the future. In the settings available in your account, choose the contact details for invoice notifications or the number where you receive usage information by SMS.**

**Invoice notifications to the right contact**
In “Invoice Settings” (“Setări factură”), users with the necessary permissions can configure the contact details for notifications about newly issued invoices. This lets you decide where the next invoice notification is sent.

**Usage information by SMS, too**
In “Usage Settings” (“Setări consum”), you can add the phone number where you want to receive the available usage information. SMS updates complement your checks in “Cronos”, if this option is available for your company account.

## Log in to My Account

**www.orange.ro/accounts/login-user**

**Access your account through a browser on your computer, tablet or phone. Enter your login details and confirm access using the code received by SMS. There is no need to install an app. Need help accessing your account? Speak to your company’s dedicated contact or contact Orange Business:**

- **On WhatsApp at 0744 444 300, Monday–Friday, 9:00 a.m.–5:00 p.m.**
- **By phone at 300 or 0374 300 300, Monday–Friday, 8:00 a.m.–8:00 p.m.**