
Telstra Enterprise – Telstra Order Exchange (TOX) Customer Portal

Your Guide to Navigating TOX

Business unit
Telstra Enterprise

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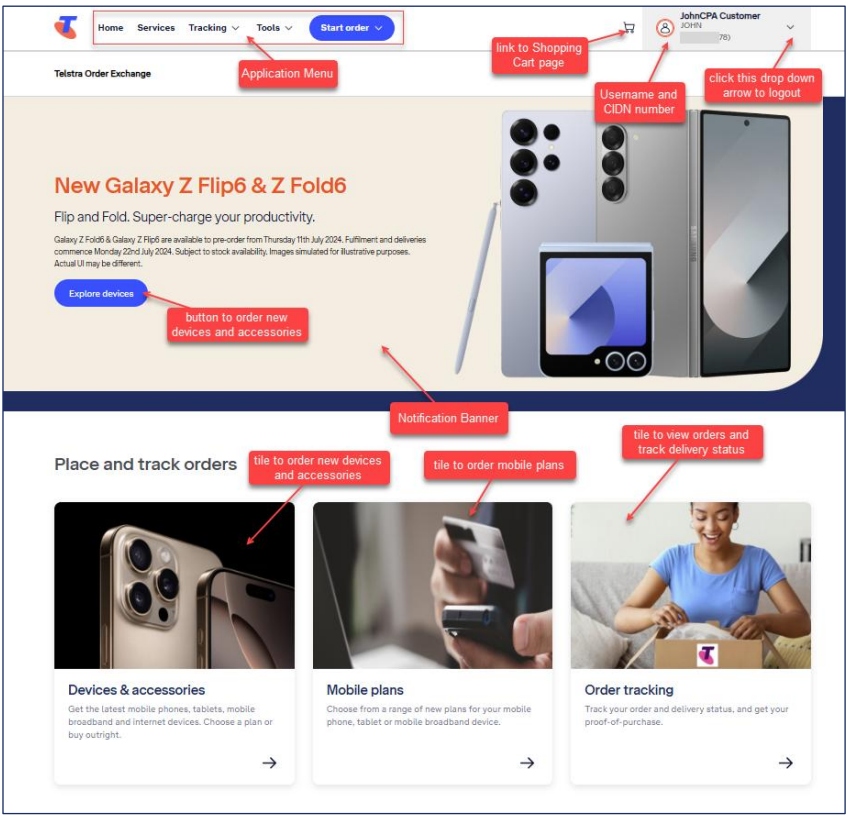
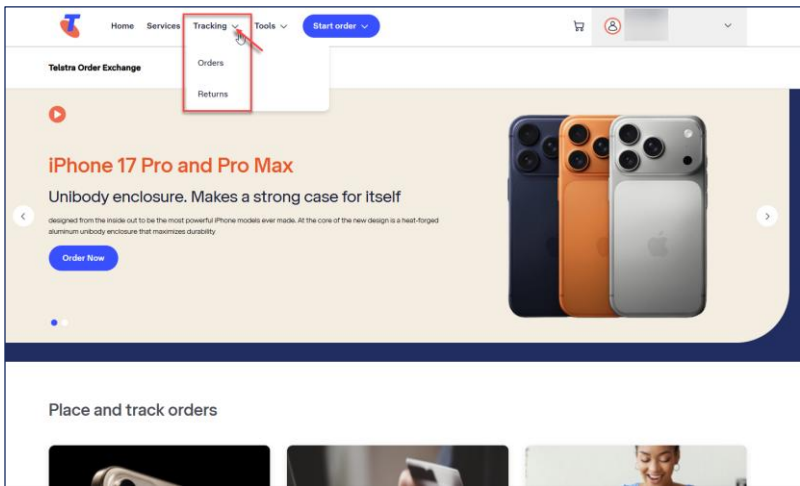
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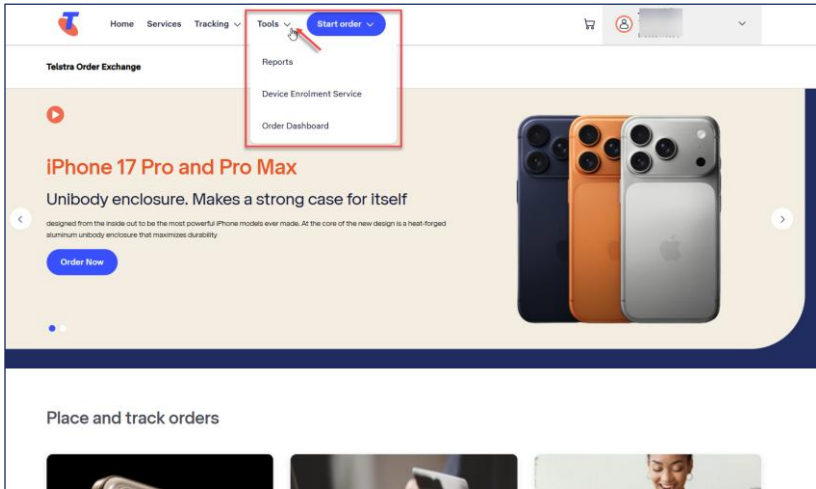
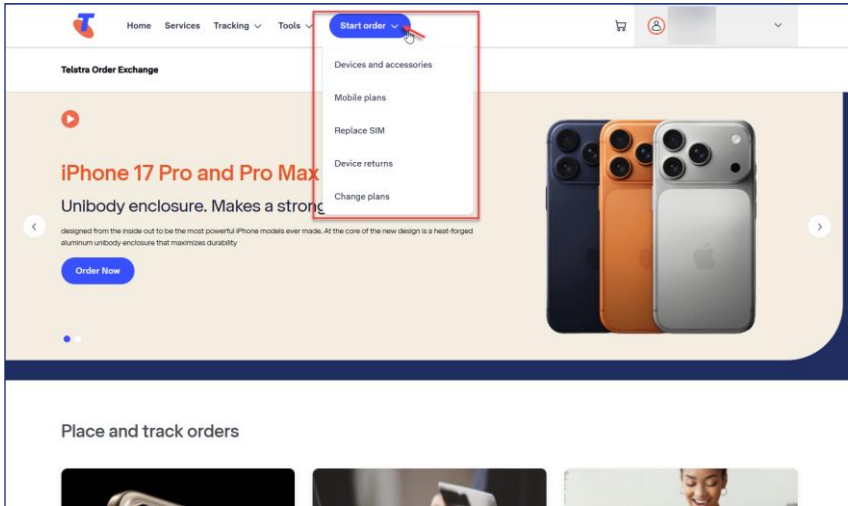
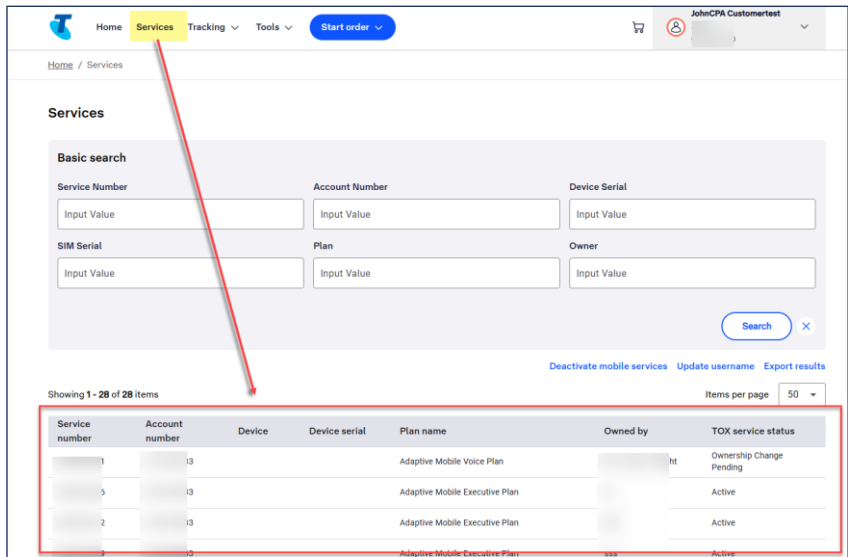
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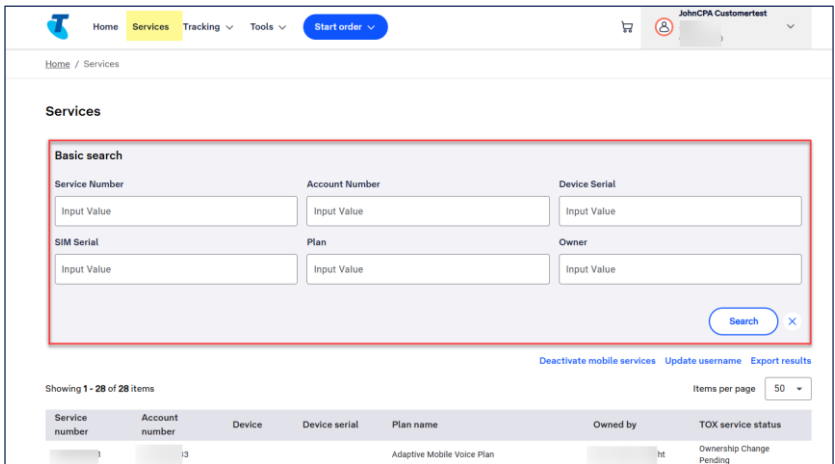
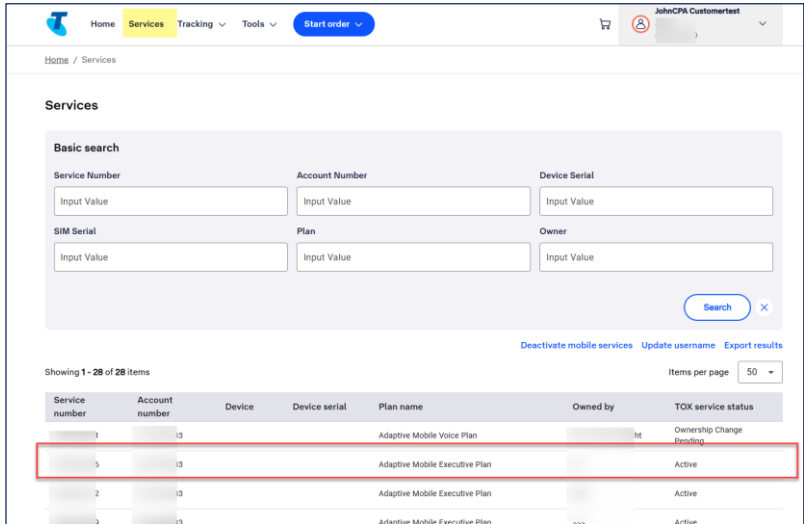
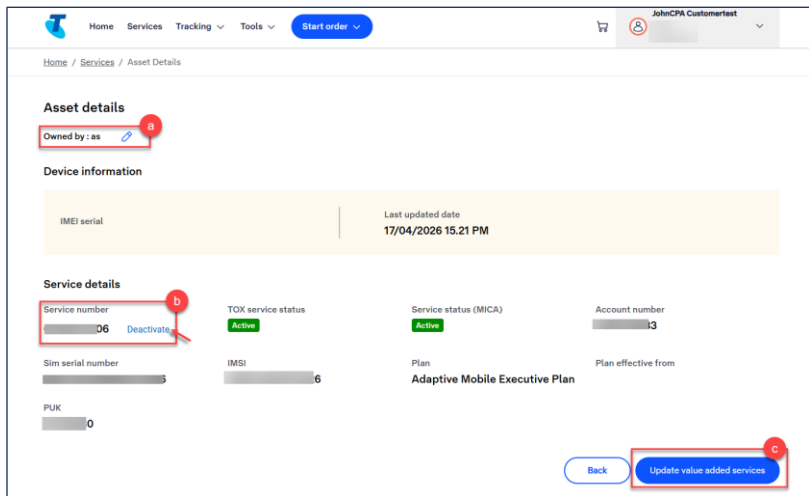
Enterprise Customers using Telstra Order Exchange (TOX) Customer Portal.

Summary

The purpose of this document is to provide detailed step by step instructions with screen views on how to navigate within TOX Home page.

Step	Description	Detailed Actions
1	Log in to the TOX Customer Portal to access TOX Home page. Notes: - For detailed sign-in process, you can refer to work instruction: CP01: How to Access/Login to TOX - Customer Admin Users will have access to an additional option in the <i>logout dropdown menu</i> titled Company Profile. This section allows Admin Users to manage company information, including updates to organizational details, addresses, user management, and other administrative functions.	
2	Click on Tracking menu dropdown to access: - Order details page - Return Order details page	

Step	Description	Detailed Actions																																			
3	Click on Tools menu dropdown to access: - Reports - DES (Device Enrolment Service) page - Order Dashboard																																				
4	Click on Start Order menu dropdown to place an order for: - Device and Accessories - Mobile Plans - SIM Replacement - Device Return - Change Plans																																				
5a	Click on the Services menu to navigate to the list of mobile services registered within your organisation for a comprehensive overview of your service arrangements. It displays essential details related to a specific service number such as: - Billing Account associated to the service number - Device Name and Serial Number - Mobile plan connected to the service number - User / Service Owner - Service Status (if service is Active or Inactive)	 <table><thead><tr><th>Service number</th><th>Account number</th><th>Device</th><th>Device serial</th><th>Plan name</th><th>Owned by</th><th>TOX service status</th></tr></thead><tbody><tr><td>1</td><td>13</td><td></td><td></td><td>Adaptive Mobile Voice Plan</td><td>ht</td><td>Ownership Change Pending</td></tr><tr><td>3</td><td>13</td><td></td><td></td><td>Adaptive Mobile Executive Plan</td><td></td><td>Active</td></tr><tr><td>2</td><td>13</td><td></td><td></td><td>Adaptive Mobile Executive Plan</td><td></td><td>Active</td></tr><tr><td>1</td><td>13</td><td></td><td></td><td>Adaptive Mobile Executive Plan</td><td>ass</td><td>Active</td></tr></tbody></table>	Service number	Account number	Device	Device serial	Plan name	Owned by	TOX service status	1	13			Adaptive Mobile Voice Plan	ht	Ownership Change Pending	3	13			Adaptive Mobile Executive Plan		Active	2	13			Adaptive Mobile Executive Plan		Active	1	13			Adaptive Mobile Executive Plan	ass	Active
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Step	Description	Detailed Actions
5b	Use the basic search fields to filter the service record you are after.	
5c	Update an existing service by clicking on a specific record.	
5d	Once you access the service record via the Asset Details page, you can update the following: a) Update the User Name b) Deactivate the service c) Update the Value Added Services (VAS)	



Step	Description	Detailed Actions
5e	You can do bulk service deactivation and bulk user update by clicking on the link as highlighted. Note: Use the Export Results link to download the list of active mobile numbers which will help assist in the identification of which mobile numbers can be used in the worksheet template for the bulk update. For details on how to do bulk service request, refer to work instructions: <u>CP14: View and Update Services</u>	
6	Click on the Home menu to navigate back to TOX home page.	
7	Alternatively, scroll down to Manage Services section and click on the tile which corresponds to TOX services you require.	

Symbol / Icon	Description
	Once an item is added to a shopping cart, a number and shopping cart icon will be displayed on the upper right of the screen.
	Advance Search icon can be found on the upper right of the Basic Search section in the My Orders page. It allows users to refine their search criteria, enabling more precise results by using additional filters and options aside from order reference number and date ranges. This is both for orders and return order.
	Filter Remove icon can be found on the lower right of the Basic Search section in the My Orders page. This is used to resetting or clearing all filter or search criteria at once, allowing users to quickly revert to the default view.
	3 dots icon located next to each record, under the Action column. This is used to access or view a selected record or entry details. This also list the action available to perform against a specific record.
	Bin icon is used to delete a record or an item, such as item(s) in the shopping cart page. Selecting this icon will permanently remove the chosen item from the list or cart, making it useful for managing or clearing unwanted entries.
	Warning Sign icon will appear to alert user to potential consequence in proceeding to the next step. (i.e. deleting an item in the shopping cart, to notify user that once proceed, action cannot be undone).
	Calendar icon is used to denote a date fields to choose dates for scheduling, appointment, or selecting date ranges for filtering, searching, or reporting.
	Information icon is used to provide user with additional context, tips, or immediate guidelines when navigating or using TOX.
	Pencil icon is used to indicate an edit function. Clicking this icon allows user to modify or update details in a specific field or record within TOX.
	Mapping icon is used in the user group mapping feature to link or associate a user group to a specific product within TOX. Selecting this icon allows administrators to manage access or permissions by configuring which user groups are mapped to which products, ensuring the right users have the appropriate access.