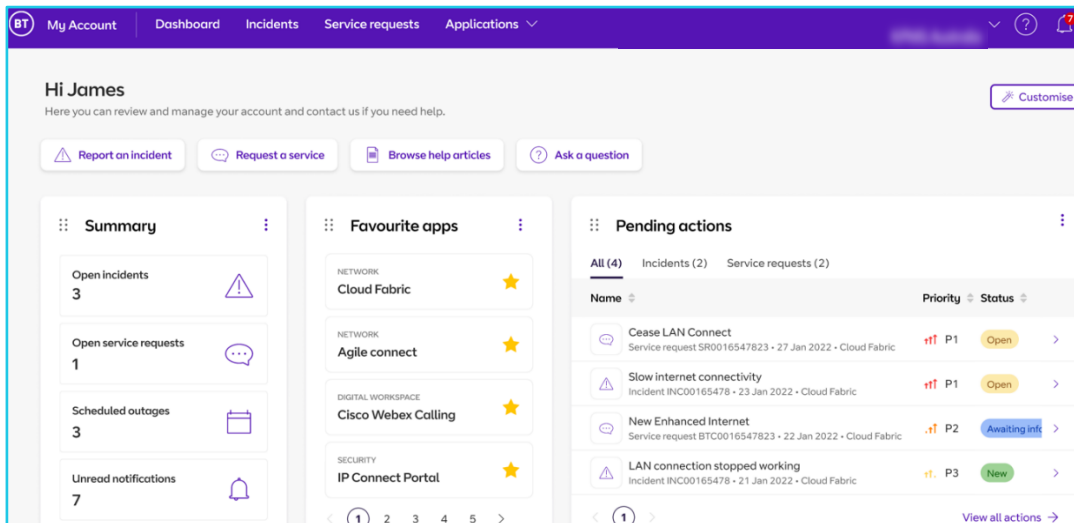


View and manage your organisation's BT services and products.

Overview

Once logged in you will be presented with this screen.

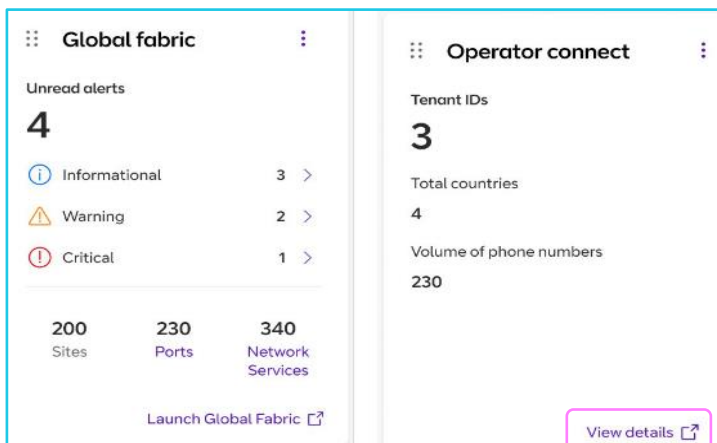


Note: All users login to My Account and the experience they can access is determined by their profile in GSP Database/Admin. i.e., whether they land on My Account or GSP.

Product Widgets

The Home screen allows an overview of your BT products. Here you can view the number of total licenses, active licenses, volume of phone numbers etc.

Click **View details** to view any further information to purchase more licenses, this varies per product.



Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.

Service Widgets

View any previously raised incidents and service requests here, this section will route you to the ServiceNow platform.

Open cases Search Download report

Incidents (15) Service requests (10)

Name	Product	Priority	Date	Raised by	Status
Poor call quality at Heathrow Incident BTC0016547823	Cloud Fabric, +2	↑↑ P1	27 Jan 2022 23:01:11	BT	Open
Slow internet connectivity Incident BTC0016547823	Agile Connect	↑↑ P1	26 Jan 2022 07:45:04	Adam John	Open
LAN connection stopped working Incident BTC0016547823	IP Connect Portal	↑ P2	25 Jan 2022 23:01:11	John Doe	Awaiting info
Poor call quality at Heathrow Incident BTC0016547823	Meraki SD Wan	↑ P3	24 Jan 2022 07:45:04	Neil D	New

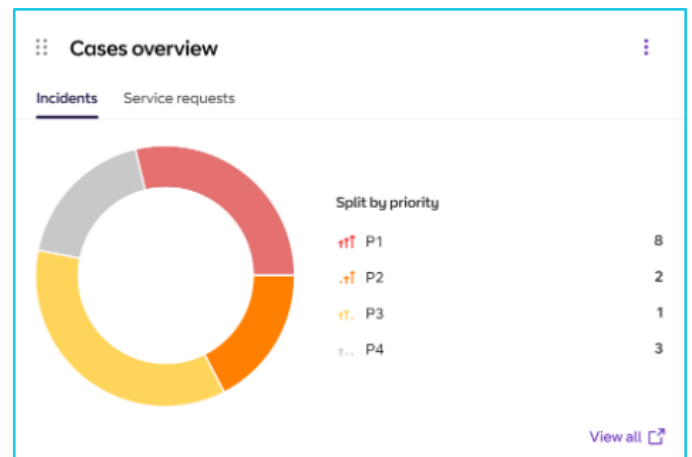
1 2 3 4 5 ... 7 > View all

Pending actions

All (4) Incidents (2) Service requests (2)

Name	Priority	Status
Cease LAN Connect Service request SR0016547823 • 27 Jan 2022 • Cloud Fabric	↑↑ P1	Open
Slow internet connectivity Incident INC00165478 • 23 Jan 2022 • Cloud Fabric	↑↑ P1	Open
New Enhanced Internet Service request BTC0016547823 • 22 Jan 2022 • Cloud Fabric	↑ P2	Awaiting info
LAN connection stopped working Incident INC00165478 • 21 Jan 2022 • Cloud Fabric	↑ P3	New

1 > View all actions



Applications

From the top menu you can choose applications and view them from the drop-down menu below.

BT My Account Dashboard Incidents Service requests Applications

Search application

All (17) Digital workplace (6) Cloud (4) Network (4) Security (4) Sustainability (4)

Frequently used (3)

Favourites (2)

Cisco Webex Calling

Enable hybrid working and improve your organisation's agility and cost-efficiency

Microsoft Teams Voice

Enable flexible cloud-based calling phone system for your organisation

5G private networks

Supercharge your digital transformation to 'digital industry'

Global SIP

Discover simple and cost-effective unified communications

Operator Connect

Enable hybrid working and improve your organisation's agility and cost-efficiency

Virtual Events

Run online events, using Microsoft Teams Live Event, Zoom or Webex Webinar

CLOUD

Cloud Contact Cisco

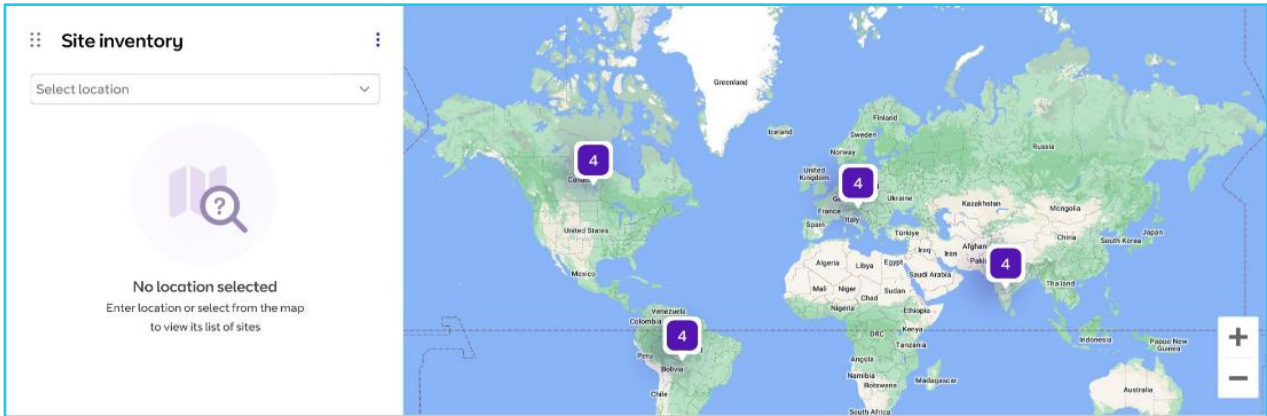
Global inbound voice network

Cloud Connect Direct

Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.

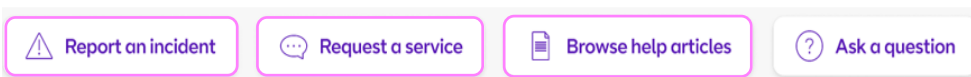
Inventory

This is a new section that gives an ability to discover your sites. In future, it will allow you to explore all Product and services bought from BT.



Quick actions and Tools

Directly access useful **Tools** via My Account.



Report an incident

Report an Issue by submitting a form.

Go to **Quick actions** and click **Report an incident**. [Click here](#) for instructions on how to **report an incident**.

Request a service

You may request a service to Add, Cease or Modify your services.

Go to **Quick actions** and click **Raise a request**. [Click here](#) for instructions on how to **raise a request**.

Browse help articles

This coming soon feature will route you to the **Knowledge hub** where you can browse help articles.

Learn more

Discover more at the [BT Support Centre >](#)



Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.