⊙ commander

Take Command User Guide

March 2020

Contents

Introduction

This guide is designed to help you make the most out of your Commander services and includes handy hints on how to 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

> Activate SIM's

> Manage settings

> Set alerts

Disclaimers

Commander makes best endeavors to update and keep current the information in this user guide and reserves the right to make improvements to the products or services described in this user guide, at any time without notice.

Getting Started

Login

To get started, go to takecommand.com.au or 'Account Login' 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.
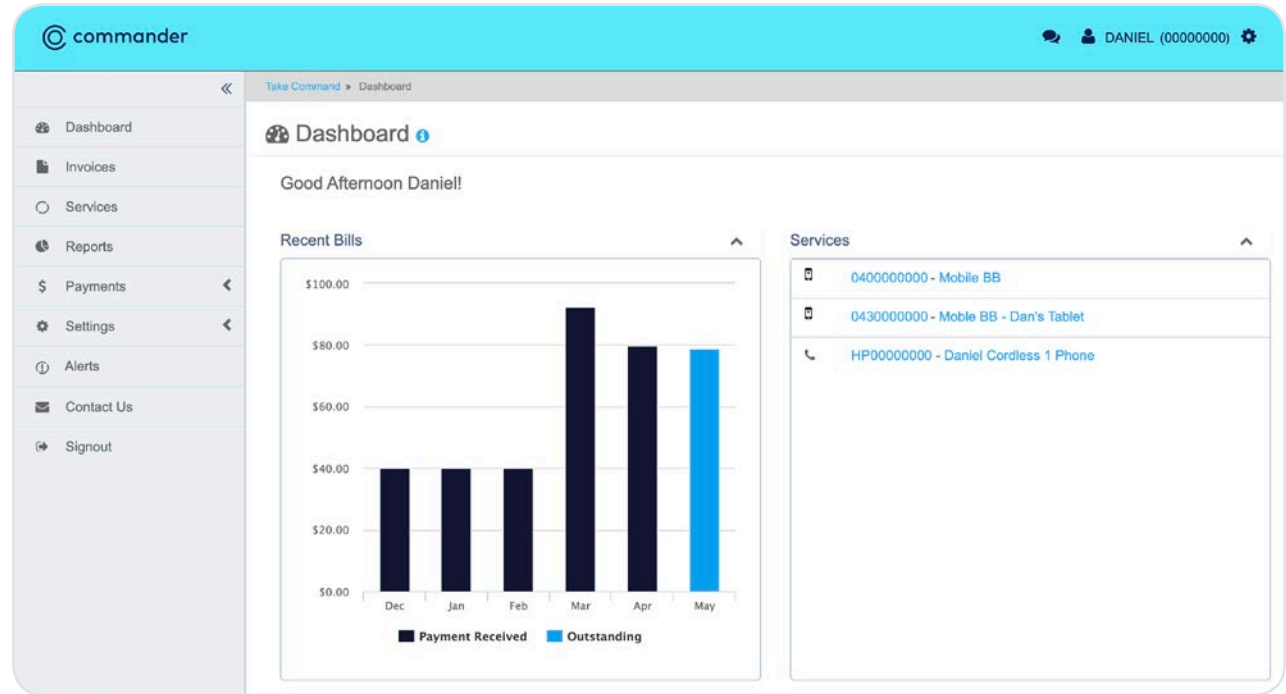
COMM_I03_Guides_Take_Command_05/20
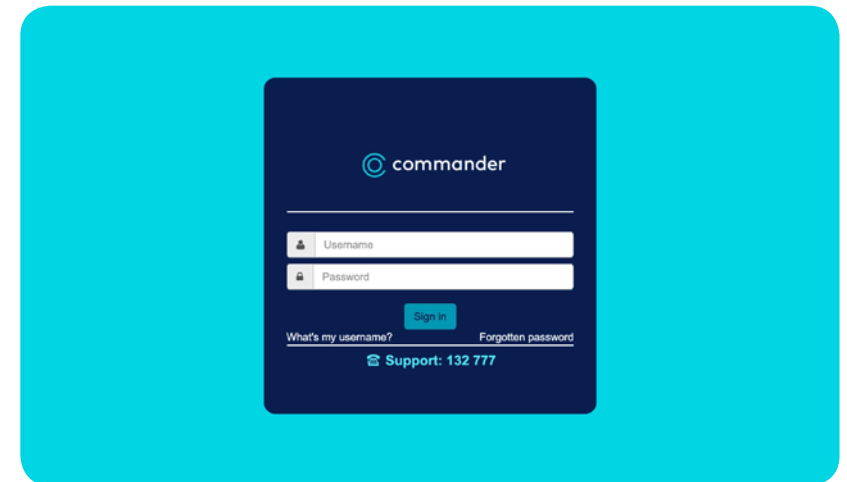
Dashboard

After login, you'll land on the Dashboard page, where you'll be able to see a summary of your Commander account details, such as your recent bills, any outstanding balances and current services.

⊕ **Dashboard**

📄 Invoices

○ Services

◗ Reports

$ Payments ‹

⚙ Settings ‹

① Alerts

✉ Contact Us

➦ Signout

Menu

Use the ⟪ ⟫ buttons to collapse or expand the menu toolbar.

💬 **Chat Support**

👤 **User/Account information**

⚙ **Settings / Signout**

commander   💬 👤 DANIEL (00000000) ⚙

Take Command » Dashboard

⊕ Dashboard
📄 Invoices
○ Services
◗ Reports
$ Payments ‹
⚙ Settings ‹
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✉ Contact Us
➦ Signout

⊕ Dashboard ⓘ

Good Afternoon Daniel!

Recent Bills ⌃

Services ⌃

📱	0400000000 - Mobile BB
📱	0430000000 - Mobile BB - Dan's Tablet
📞	HP00000000 - Daniel Cordless 1 Phone

(chart: $100.00, $80.00, $60.00, $40.00, $20.00, $0.00 across Dec, Jan, Feb, Mar, Apr, May)

■ Payment Received ■ Outstanding

Recent Bills Pane

This pane allows a quick view of recent bills. 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 9.

Click on the Service Label to enter a description next to the service number, which will appear in Take Command and on the invoice.

Invoices

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

Dashboard
Invoices
Services
Reports
Payments
Settings
Alerts
Contact Us
Signout

📄 Invoices ℹ

Issue Date	Invoice No.	Invoice Amount	Payment Received	Outstanding		
May 01, 2020	00000000	$79.00	$0.00	$79.00	📄	📄
Apr 01, 2020	00000000	$79.88	$79.88	$0.00	📄	📄
Mar 01, 2020	00000000	$92.36	$92.36	$0.00	📄	📄
Feb 01, 2020	00000000	$40.00	$40.00	$0.00	📄	📄
Jan 01, 2020	00000000	$40.00	$40.00	$0.00	📄	📄
Dec 01, 2019	00000000	$40.00	$40.00	$0.00	📄	📄
Nov 01, 2019	00000000	$40.00	$40.00	$0.00	📄	📄
Oct 01, 2019	00000000	$40.00	$40.00	$0.00	📄	📄

Click to download invoice as a pdf.

Click to download invoice as a CSV spreadsheet.

Services

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.

- 🎨 Dashboard
- 📄 Invoices
- ⭘ **Services**
- ◔ Reports
- $ Payments ‹
- ⚙ Settings ‹
- ⓘ Alerts
- ✉ Contact Us
- ⇥ Signout

Mobile

Overview

Mobile BB
No Cost Center
0400000000...

☑ Service Label
☑ Cost Centre
⚙ Manage

Service Number
0400000000

Plan
Mobile Broadband 20GB - Shared

Access Point Number
N/A

Individual Data Usage
5.71 MB / 20480 MB

Group Data Usage
937 MB / 40960 MB

Remaining Days
25 days remaining

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

☑ **Service Label**

Alter the description of the mobile service. E.g. Mobile 1

☑ **Cost Centre**

Choose the invoice group your services are summarised in.

⚙ **Manage**

Display details on the mobile service including plan, address and data usage.

Activating a new service

1. Select whether or not you have received your new SIM card.

   Have you received your new SIM card?
   Yes ✔ No ✖

2. If you have, you'll be prompted to enter the SIM number for activation. Click **Proceed** once you've entered the SIM number.

Note: SIM card number will be populated into SIM Number box for a new mobile service. A SIM replacement will require you to enter the 13-digit SIM card number manually, this can be found directly on the SIM card.

SIM Number:

Proceed with SIM Activation

SIM Activation Lead Times

New Service:	Up to 4 hrs	Other Carrier Port:	Up to 4 hrs
Replacement SIM:	24 hrs	*Same Carrier Port:	24 hrs
		*Optus Network	

If not, you can track delivery of your SIM card.

Track SIM

Services

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.

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- Dashboard
- Invoices
- **Services**
- Reports
- $ Payments ‹
- Settings ‹
- Alerts
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NBN

Overview

Display details of service including plan, address and usage. A usage summary is displayed on the right pane.
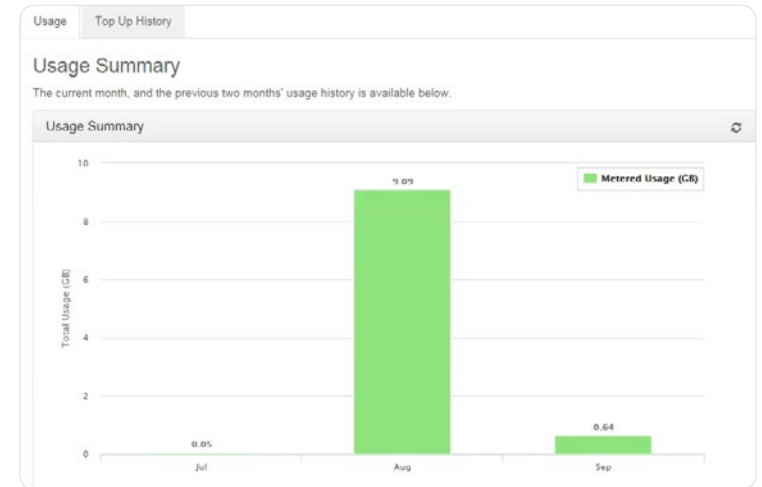
📝 Service Label

Alter the description of the NBN service. E.g. Broadband NBN

📝 Cost Centre

Choose the invoice group your services are summarised in.

📊 Details

Display details of service including plan, address and usage. A usage summary is displayed on the right pane.

Services

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.

- 🎨 Dashboard
- 📄 Invoices
- ⊙ **Services**
- 🥧 Reports
- $ Payments ‹
- ⚙ Settings ‹
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Phone

Overview

Daniel Cordless 1 Phone ✎ Service Label
No Cost Center ✎ Cost Centre
HP00000000... ▮ Details

Phone Number
0000000000

Plan
Cordless - Essentials

✎ **Service Label**

Alter the description of the Phone service E.g. Hosted Phone

✎ **Cost Centre**

Choose the invoice group your services are summarised in.

▮ **Details**

Display details of service including phone number and plan. This also provides you access to reports.

Itemising calls

Use the call itemisation tab to display call details and other usage charges.

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

   Start Date (YYYY-MM-DD) 📅   End Date (YYYY-MM-DD) 📅
   More options

2. Use navigation buttons to scroll through available page information, and export information as CSV or PDF using the buttons provided.

   First Previous **1** Next Last   ▣ Export CSV ▣ Export PDF

Services

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.

- 🎨 Dashboard
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- ⭕ **Services**
- 🥧 Reports
- 💲 Payments ‹
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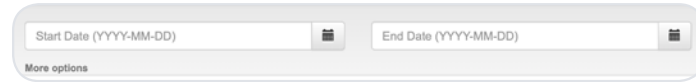- ➡️ Signout

Phone *cont...*

Generating call reports

From the Reports tab the following Report Types are available:

> **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.
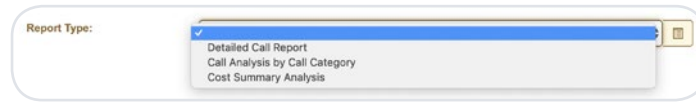
Report Type:
- Detailed Call Report
- Call Analysis by Call Category
- Cost Summary Analysis

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)
More options

3. Use navigation buttons to scroll through available page information, and export information as CSV or PDF using the buttons provided.

| First | Previous | 1 | Next | Last | | 🗎 Export CSV | 🗎 Export PDF |
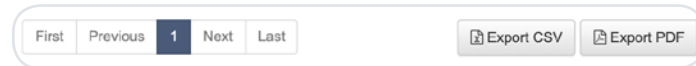
Detailed Call Report

Displays everything related to the call summary.

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

Destination Number ⇕	Destination Location ⇕	Call Date ⇕	Call Time ⇕	Call Duration ⇕	Amount ⇕
0000000000	Sydney	06/Apr/2020	11:09:13	00:34:40	$0.00
0000000000	0370182005	17/Apr/2020	13:02:50	00:24:32	$0.00
0000000000	Sydney	17/Apr/2020	13:32:59	00:31:20	$0.00
0000000000	Sydney	17/Apr/2020	14:07:43	00:49:57	$0.00
0000000000	Sydney	20/Apr/2020	14:01:25	00:08:55	$0.00
0000000000	Sydney	20/Apr/2020	14:32:29	00:28:55	$0.00
0000000000	Sydney	20/Apr/2020	15:04:20	00:27:05	$0.00
0000000000	Sydney	22/Apr/2020	10:02:46	00:28:41	$0.00

| First | Previous | 1 | Next | Last | | 🗎 Export CSV | 🗎 Export PDF |

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Reports

Here, you can generate reports on your voice services, including allocation of costs to each cost centre and unallocated service analysis.

- Dashboard
- Invoices
- Services
- **Reports**
- Payments
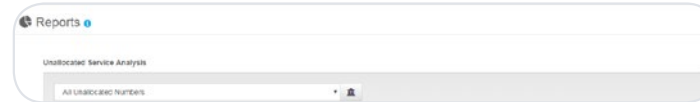- Settings
- Alerts
- Contact Us
- Signout

Standard Reports

Unallocated Service Analysis

Provides a report which shows all services not associated/assigned to a Cost Centre. The services listed will display any charges generated against them including GST.
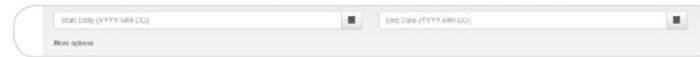
Generating Unallocated Service reports

1. Select the required service from the dropdown.

2. Select **Start** and **End Dates**. Page will auto populate as information is entered.

3. Click **More Options** to refine the report further.

4. Use navigation buttons to scroll through available page information, and export information as CSV or PDF using the buttons provided.
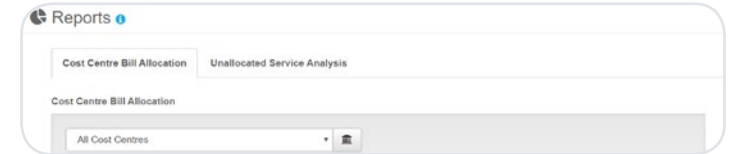
Cost Centre Bill Allocation

Displays a breakdown of the cost (amount) allocation to each Cost Centre configured in the system. You can filter by cost centre before creating the report or view all.
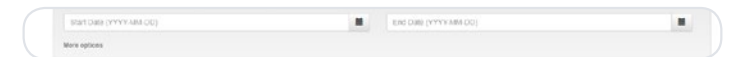
Generating Cost Centre reports

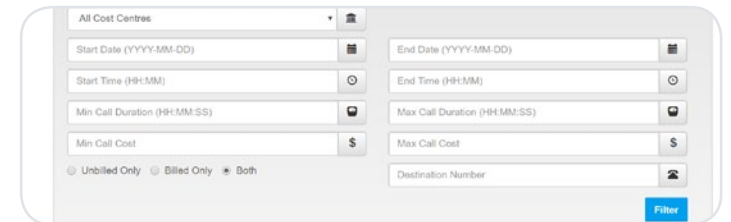1. Select the required service from the dropdown.

2. Select **Start** and **End Dates**. Page will auto populate as information is entered.

3. Click **More Options** to refine the report further.

4. Use navigation buttons to scroll through available page information, and export information as CSV or PDF using the buttons provided.

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Payments

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

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.

《

- ⊕ Dashboard
- 📄 Invoices
- ⭘ Services
- ◗ Reports
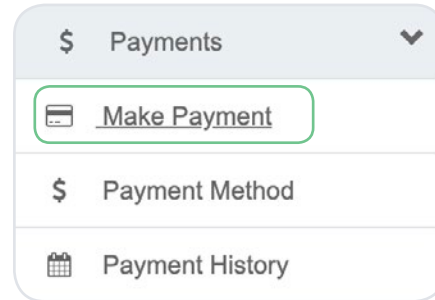- $ **Payments** ‹
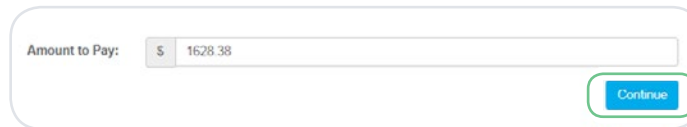- ⚙ Settings ‹
- ⓘ Alerts
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Make a payment

To make a one-off payment using a Credit Card.

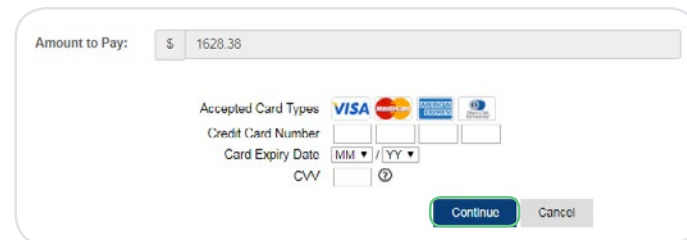1. Select **Payments** > **Make Payment** in the side navigation pane.

2. Enter Amount to Pay (if different to amount outstanding which is defaulted), and click **Continue**.
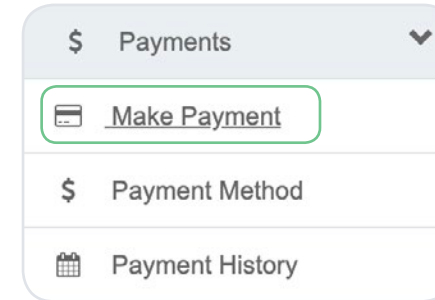
3. Enter credit card details and click **Continue**. Follow instructions to confirm payment.
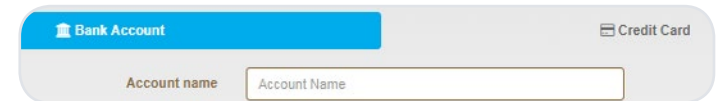
To set up a direct debit and pay bills automatically.

1. Select **Payments** > **Make Payment** in the side navigation pane.
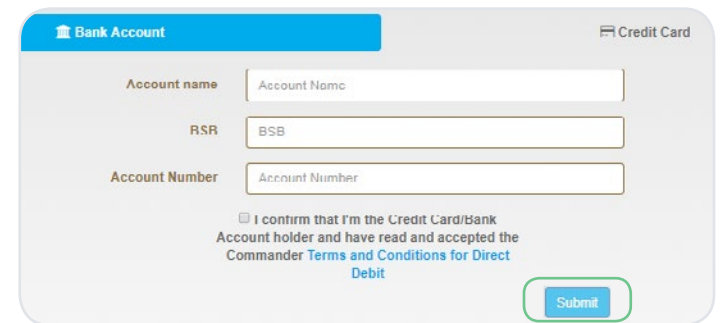
2. Select **Bank Account** or **Credit Card**.

3. Enter bank account or credit card details, and click **Submit** or **Continue**.

Payments

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

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.

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Payment history

View Payment history details. Select **Payments** > **Payment History**.

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Settings

This section allows you to edit your contact details, update your bill settings and change your password.

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- ◯ Services
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- ⚙ **Settings** ‹
- ⊘ Alerts
- ✉ Contact Us
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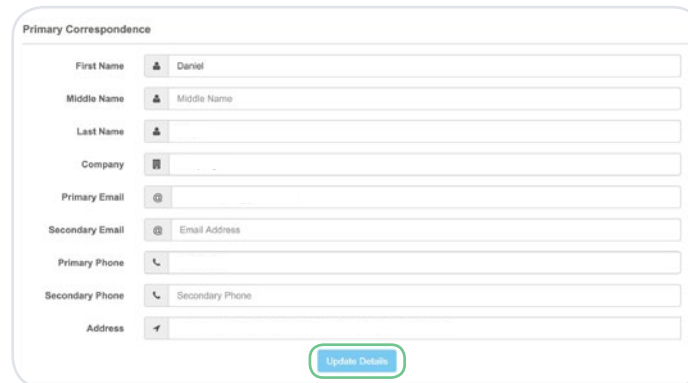
My contact details

To edit or update contact details

1. Select **Settings** > **My Contact Details** in the side navigation pane.
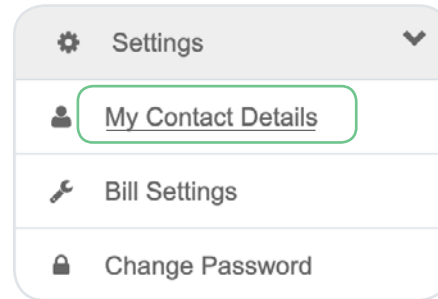
2. Enter or update contact details as required. Click **Update Details** to confirm changes.
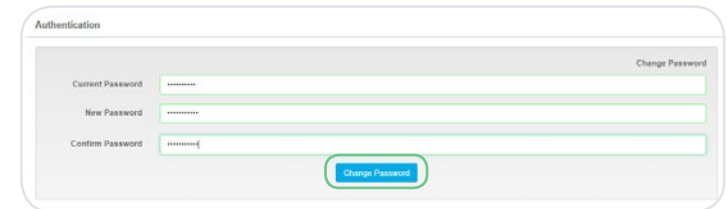
Change password

To change your account password

1. Select **Settings** > **Change Password** in the side navigation pane.
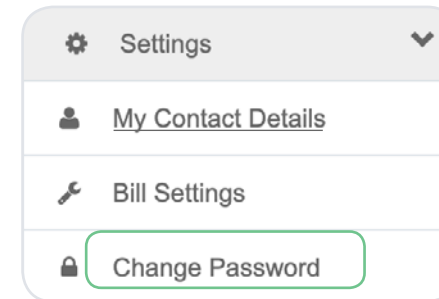
2. Enter Current Password, New Password and Confirm Password, and click **Change Password** to confirm.

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Settings

This section allows you to edit your contact details, update your bill settings and change your password.
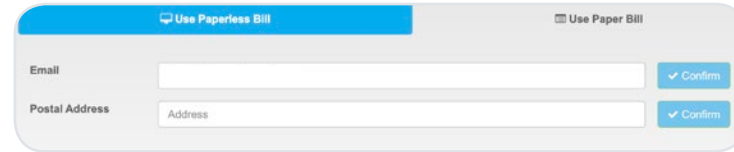
- Dashboard
- Invoices
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Bill settings

Choosing paper or paperless billing

Select **Use Paperless Bill** and enter email address to send your bills to.
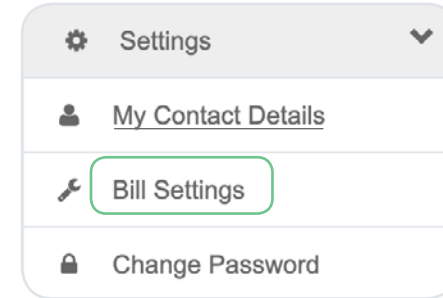
Select **Use Paper Bill** and enter postal address to send your bills to (note: address will be validated via drop down listing).

Itemising options

1. **Select Settings** > **Bill Settings** from the side navigation pane.

2. Select **Apply to All Services** and the Detail Level as required.

3. Select **Customise By Service** and edit individual service's settings as required.

Alerts

Alerts can help keep a track of your mobile spend, data usage 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.

Note: call and data records are not always up to date, so this feature should only be used as a guide. It is recommended that this is considered when setting up alert thresholds.

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Services

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$ Payments ‹

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Mobile Alerts

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.

Setting alerts for your mobile services based on the percentage of call allowance used

1. Select **Mobile Service**.

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

Alerts

Alerts can help keep a track of your mobile spend, data usage 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.

Note: call and data records are not always up to date, so this feature should only be used as a guide. It is recommended that this is considered when setting up alert thresholds.
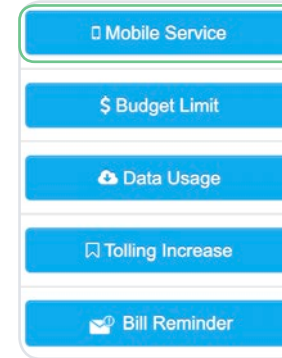
- 🎨 Dashboard
- 📄 Invoices
- ⭘ Services
- 📊 Reports
- $ Payments ‹
- ⚙ Settings ‹
- ⓘ **Alerts**
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Budget Limit Alerts

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.

Setting alerts for your mobile services based on set budget amounts

1. Select **Budget Limit**.

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

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Alerts

Alerts can help keep a track of your mobile spend, data usage 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.

Note: call and data records are not always up to date, so this feature should only be used as a guide. It is recommended that this is considered when setting up alert thresholds.
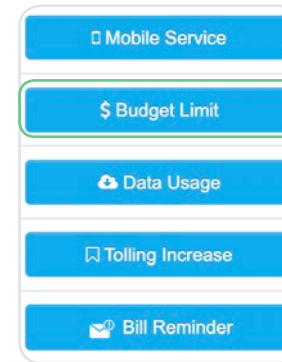
«

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- ⚙ Settings   ‹
- ⚠ **Alerts**
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Data Usage Alerts

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.

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

1. Select **Data Usage**.

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

commander

Alerts

Alerts can help keep a track of your mobile spend, data usage 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.

Note: call and data records are not always up to date, so this feature should only be used as a guide. It is recommended that this is considered when setting up alert thresholds.
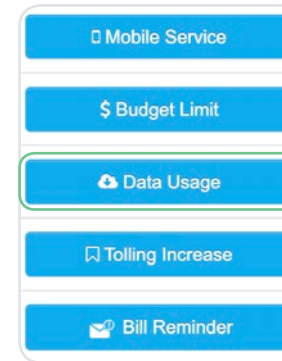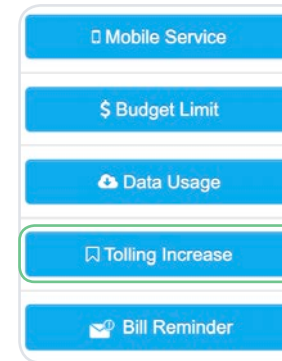
- Dashboard
- Invoices
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- $ Payments ‹
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- **Alerts**
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Tolling Increase Alerts

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.

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

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

Alert Name	Alert Name
Service	
Tolling Increase	%
Send via Email	
Send via SMS	

   Create Alert

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Alerts

Alerts can help keep a track of your mobile spend, data usage 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.

Note: call and data records are not always up to date, so this feature should only be used as a guide. It is recommended that this is considered when setting up alert thresholds.
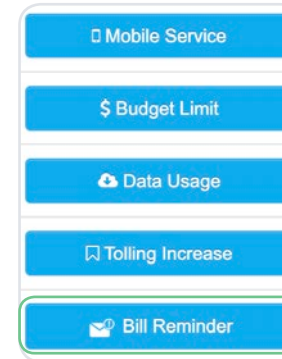
- Dashboard
- Invoices
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- **Alerts**
- Contact Us
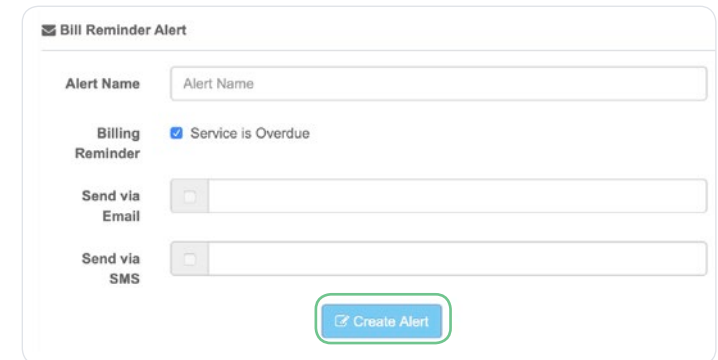- Signout

Bill Reminder Alerts

Alert Options

> **Alert Name**   The name for your alert. More than one alert name can be created and it has to be unique.

> **Billing Reminder**   Tick to be notified when an invoice is overdue.

> **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.

Setting an alert to show when your next bill is due

1. Select **Bill Reminder**.

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

Alerts

Alerts can help keep a track of your mobile spend, data usage 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.

Note: call and data records are not always up to date, so this feature should only be used as a guide. It is recommended that this is considered when setting up alert thresholds.

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Editing Alerts

Use the [✎] button to edit alerts, and [🗑] to delete them.

⚠ Alerts ⓘ

	Your Current Alerts			
⎯ Mobile Service	**Type**	**Service**	**Name**	**Destination**
$ Budget Limit	Billing Reminders	All Services	billing reminder	Email [✎] [🗑]
☁ Data Usage	Billing Reminders	All Services	billing reminder	Email [✎] [🗑]
⎁ Tolling Increase	Mobile Service	All Services	my alert	Email [✎] [🗑]
✉ Bill Reminder				

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Contact us

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

✉ **Contact Us** ⓘ

We are here to help!

For enquiries please contact the Customer Care team on ☎ **132 777**, Mon-Fri 8am-7pm AEST. Alternatively you can email us at ✉ **customerservice** or use the contact form below.

Contact Form

Reason	▼
Enquiries	

Contact Commander

Contact Options

Customer Care
☎ 132 777
✉ customerservice@commander.com
⊘ 8am - 7pm AEST Monday to Friday

Sales
☎ 137 090
✉ accountmanagement@commander.com
⊘ 9am - 5pm AEST Monday to Friday

Technical Support
☎ 132 777
✉ techsupport@commander.com
⊘ 8am - 9pm AEST Monday to Friday

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