

# Checking your Fault Status – Including accepting or rejecting clear on 21C Portal Application (Open UI)

Version 2

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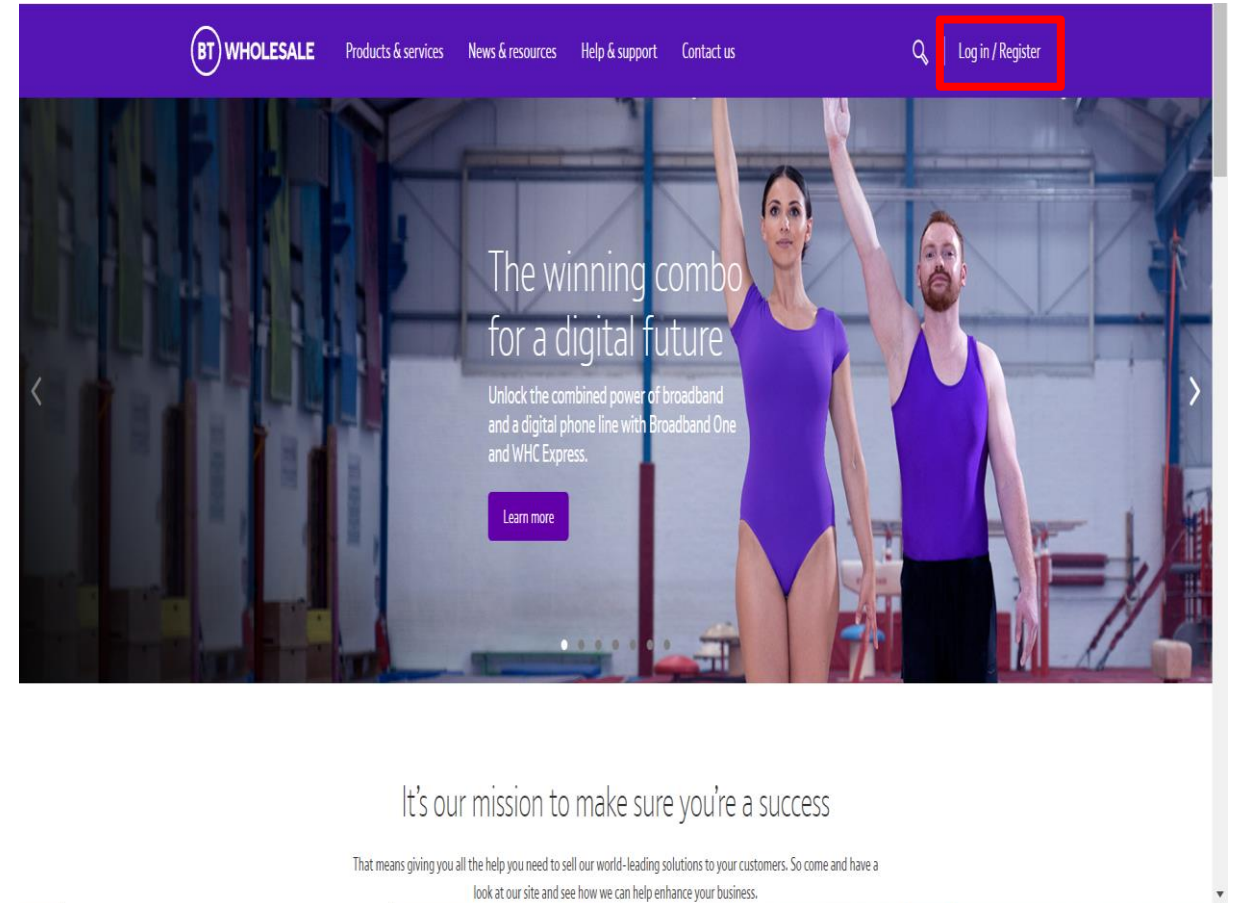
# Version Control

Date	Change	Version
July 22	User Guide Published	1
Nov 22	User Guide updated	2

# Logging In

## Step 1: Logging In


- Go to [www.btwholesale.com](http://www.btwholesale.com)
- Click 'Login/register'



# Logging In

## Step 1: Logging In

- Enter your Username and Password.
- Click 'Login'

 | My BT Wholesale

## What is My BT Wholesale?

My BT Wholesale gives you easy access to a wide range of information and services, all in one place.  
Log in to access My Apps, Business Zone, Briefings and much more.

Username\*

Demo

Password\*

.....

Show

By clicking login, you agree to our [terms of use](#) and [privacy policy](#)

Login

[Register for an account](#) | [Can't access your account?](#)

# Logging In

## Step 2: Accessing the journey

Once logged in, you'll be taken to Business zone.

If you aren't taken to Business zone, you'll need to arrange access via your company administrator.

The screenshot shows the 'Business zone overview' dashboard. At the top, there is a navigation bar with tabs: Overview, My orders, Repairs and Faults, Inventory & Reports, Billing, My apps, and My briefings. Below the navigation bar is a dark blue header with the text 'Business zone overview' on the left, a search bar 'Enter the reference number' in the center, and a 'Help' icon on the right. The main content area is divided into several sections:

- Order status:** A table showing order counts for different statuses: Saved (1), Pending (38), Cancelled (5864), In Progress (1612), and Completed (35780). A 'Go to Orders' link and a 'Place a new order' button are also present.
- Fault status:** A table showing fault counts for different statuses: In Progress (3742) and Closed (393). A 'Go to Repair & Faults' link and a 'Raise or Track a fault' button are also present.
- Actions required:** A blue box containing two references: 'Reference 1-16441882835 Customer to Accept/Reject SHO' and 'Reference 1-16861878396 Customer to Accept/Reject CPD'. A 'View all' link and a pagination indicator '1-2 of 21195' are also present.
- Important updates:** A section with a warning icon and the text 'Planned Engineering Works' and 'Major Service Outages (MSO)'. It states 'You have 392 Planned Engineering Works that affect your services'.
- Inventory:** A section with a gear icon and a 'Place a new order' button.
- Frequent tasks:** A list of tasks with icons: Broadband briefings, Broadband One fault KBD diagnostics, Business Portal, Create a new Ethernet quote, and eCo Repair.

# Logging In

## Step 2: Accessing the journey

Click on 'Raise or Track a fault'

The screenshot shows the 'Business zone overview' dashboard. At the top, there are navigation tabs: Overview, My orders, Repairs and Faults, Inventory & Reports, Billing, My apps, and My briefings. Below the navigation is a search bar with the text 'Enter the reference number' and a magnifying glass icon. The main content area is divided into several sections:

- Order status:** A list of order statuses with counts and help icons: Saved (1), Pending (38), Cancelled (5864), In Progress (1612), and Completed (35780). A 'Go to Orders' link and a 'Place a new order' button are also present.
- Fault status:** A section displaying updates from the last 24 hours. It includes a 'Go to Repair & Faults' link and a prominent pink button labeled 'Raise or Track a fault' which is highlighted with a red box. The counts for 'In Progress' (3742) and 'Closed' (393) are shown.
- Actions required:** A blue sidebar on the right containing two entries: 'Reference 1-16441882835 Customer to Accept/Reject SHO Accept or Reject' and 'Reference 1-16861878396 Customer to Accept/Reject CPD Accept or Reject'. It also features a 'View all' link and a pagination indicator '1-2 of 21195'.
- Important updates:** A section with a warning icon and text: 'Planned Engineering Works You have 392 Planned Engineering Works that affect your services'. Below it, there is a link for 'Major Service Outages (MSO)'.
- Frequent tasks:** A list of tasks with icons: Broadband briefings, Broadband One fault KBD diagnostics, Business Portal, Create a new Ethernet quote, and eCo Repair.

# Search for your fault

## Step 3: Search for your fault

- Select 'Track a fault'.
- Enter either the Service ID or the fault reference.
- **Please Note** – If you track the fault using Service ID you will be displayed current open fault along with any historic faults raised.
- Click 'Go'

Overview | My orders | Repairs and Faults | Inventory & Reports | Billing | My apps | My briefings | Administration

## Fault Homepage

**Quick start**

Please select what you'd like to do, enter your Service Id, Directory number or Fault reference, then click 'Go'.

I want to:



# Search for your fault

## Step 3: Search for your fault

- You will see the following screen if you used Service ID to track your fault. As explained on previous slide you will be given current open fault and historic faults reported into BT Wholesale.
- Click the hyperlink under BT reference on the Open Fault.
- Please Note** - If there are no historic faults reported you will not see the following screen and can move onto the next slide

You can change your filter conditions, date period or refresh the current data on screen via the options below, please select apply filter to submit changes related to the filter options or date period.

Service id:

Date from:   Date to:



Open     Closed     Proactive faults (Applicable for WMC/HE only)

---

In progress     In RCS validation     Unsubmitted     Cancelled

Cleared     Clock suspended     Completed     Front end closed

[Fault homepage](#)    [Export](#)    [Apply filters](#)

Service Id	BT reference	Status - Substatus	Latest update	Last updated
 BBEU40170695	<a href="#">5-869438445690</a>	Open - Cleared	Clear description: Right when tested, End User Equipment; All BT tests completed ok, diagnostics show no fault condition. Please retest this service. If you believe there is still a problem after checking your equipment, power and settings, please select the "Reject" option to reopen this trouble ticket. Note that the opportunity to reject the clear will expire at the end of the retest period, and a new trouble ticket will need to be raised.	Update received: 27/10/2021 12:06:26
 BBEU40170695	<a href="#">5-869433856332</a>	Closed - Front End Closed	Portal fault: Validated fault report.	Update received: 27/10/2021 10:05:51

# Search for your fault


## Step 4: Fault Summary

You are now given a summary of the fault

The next slides will take you through what the various Status' mean and what you need to do next.

## Track fault

### Fault details

Service Id	BBEU40170695	Account name	WBC TRIAL 1
BT reference	5-869438445690	Date reported	27/10/2021 10:57:55
Your reference	JOE BLOGGS	Date cleared	27/10/2021 12:06:25
Directory number	ONT0036647763	Clear code	R6
Past point of no return	No 	Clear text	Right When Tested; End User Equipment;All BT tests completed ok, diagnostics show no fault condition
Service level	Maintenance Category 5	Service level description	40 Clock hours on 24*7 basis ex B Hol.
		Update frequency	Only web notification

### Fault status

Status	Open - Cleared
Status information	Our diagnostics show the problem you reported has either been resolved or no BT issue has been identified. The fault repair clock has been suspended.
Description	No Sync and Connectivity

Cancel fault

Fault homepage

Amend

Refresh

**Status: Open - Cleared**

# Checking your Fault Status


## Step 5a: Status Information

'Open –cleared' is when BT Wholesale have passed the fault back to you for retest.

The clear code will give you an indication of where we believe the fault is/was.

### Track fault

**Fault details**

Service Id	BBEU40170695	Account name	WBC TRIAL 1
BT reference	5-869438445690	Date reported	27/10/2021 10:57:55
Your reference	JOE BLOGGS	Date cleared	27/10/2021 12:06:25
Directory number	ONT0036647763	Clear code	R6
Past point of no return	No 	Clear text	Right When Tested; End User Equipment;All BT tests completed ok, diagnostics show no fault condition
Service level	Maintenance Category 5	Service level description	40 Clock hours on 24*7 basis ex B Hol.
		Update frequency	Only web notification

**Fault status**

Status	Open - Cleared
Status information	Our diagnostics show the problem you reported has either been resolved or no BT issue has been identified. The fault repair clock has been suspended.
Description	No Sync and Connectivity

[Cancel fault](#) [Fault homepage](#) [Amend](#) [Refresh](#)


# Checking your Fault Status

## Step 5a: Status Information

The 'Status Information' field will provide further information

### Track fault

**Fault details**

Service Id	BBEU40170695	Account name	WBC TRIAL 1
BT reference	5-869438445690	Date reported	27/10/2021 10:57:55
Your reference	JOE BLOGGS	Date cleared	27/10/2021 12:06:25
Directory number	ONT0036647763	Clear code	R6
Past point of no return	No 	Clear text	Right When Tested; End User Equipment;All BT tests completed ok, diagnostics show no fault condition
Service level	Maintenance Category 5	Service level description	40 Clock hours on 24*7 basis ex B Hol.
		Update frequency	Only web notification

**Fault status**

Status	Open - Cleared
Status information	Our diagnostics show the problem you reported has either been resolved or no BT issue has been identified. The fault repair clock has been suspended.
Description	No Sync and Connectivity

[Cancel fault](#) [Fault homepage](#) [Amend](#) [Refresh](#)

# Checking your Fault Status

## Step 5a: Status Information

Further down the page, under the Description Field you will be given the Accept or Reject the clear.

If you accept your fault will be closed

If you reject, the fault will either come back into BT wholesale for further investigation or offer an SFI.

Further information on how to Accept or Reject the clear can be found in this guide

### Your required actions

Here you will find the open actions pending on your fault.

Description	Status
Please accept clear if fault resolved. If rejected an SFI appointment will be offered. The ONT serial number is:48575443876DF...	Open <a href="#">Accept</a> <a href="#">Reject</a>

### Latest updates

View all the updates from below and see your fault history.

If you have any information about your fault that you'd like to make a note of and click for additional information.

	Date created	Update type	Description
✉	27/10/2021 12:06:26	Assurance	Clear description: Right When Tested; End User Equipment;All BT tests completed ok, diagnostics show no fault condition. Please retest this service. If you believe there is still a problem after checking your equipment, power and settings, please select the "Reject" option to reopen this trouble ticket. Note that the opportunity to reject the clear will expire at the end of the retest period, and a new trouble ticket will need to be raised.
✉	27/10/2021 12:06:21	Update	Trouble Report Accepted - Your fault report has been received. The fault will now move through either our automated or manual diagnostic process dependent on the initial test outcome.
✉	27/10/2021 10:57:56	BTW.com Note	Portal fault: Validated fault report.

**Status: Open – In Progress**


# Checking your Fault Status

## Step 5b: Status Information

'Open – in Progress' is when the fault is currently being investigated by BT Wholesale or Openreach.

### Track fault

**Fault details**

Service Id	BBEU39495487	Account name	WBC TRIAL 1
BT reference	5-869688388052	Date reported	29/10/2021 12:01:15
Your reference	JOE BLOGGS	Date cleared	NA
Directory number	ONT0035405673	Clear code	
Past point of no return	No 	Clear text	
Service level	Maintenance Category 5	Service level description	40 Clock hours on 24*7 basis ex B Hol.
		Update frequency	Only web notification

**Fault status**

Status	Open - In Progress
Status information	Your fault report is being progressed, see 'Fault progress updates' below for the latest information.
Description	No Sync and Connectivity

[Cancel fault](#) [Fault homepage](#) [Amend](#) [Refresh](#)



**Status: Open – Clock Suspended**


# Checking your Fault Status

## Step 5b: Status Information

'Open – Clock suspended' is when the Appointment has been booked and we are waiting for the appointment date

## Track fault

### Fault details

Service Id	BBEU39495487	Account name	WBC TRIAL 1
BT reference	5-869688388052	Date reported	29/10/2021 12:01:15
Your reference	JOE BLOGGS	Date cleared	NA
Directory number	ONT0035405673	Clear code	
Past point of no return	No 	Clear text	
Service level	Maintenance Category 5	Service level description	40 Clock hours on 24*7 basis ex B Hol.
		Update frequency	Only web notification

### Fault status

Status Open - Clock Suspended

Status information Your fault report is being progressed, see 'Fault progress updates' below for the latest information.

Description No Sync and Connectivity

Cancel fault

Fault homepage

Amend

Refresh

# Accepting the clear

# Accepting the clear

## Step 6: Accepting the Clear

If your fault is in 'Open – Cleared' status and you are happy that the issue has been resolved, you can accept the clear to close the fault.

- Click 'Accept'

### Your required actions

Here you will find the open actions pending on your fault.

Description	Status	
Please accept clear if fault resolved. If rejected an SFI appointment will be offered. The ONT serial number is:48575443876DF...	Open	<a href="#">Accept</a> <a href="#">Reject</a>

### Latest updates

View all the updates from below and see your fault history.

If you have any information about your fault that you'd like to make a note of and click for additional information.

	Date created	Update type	Description
✉	27/10/2021 12:06:26	Assurance	Clear description: Right When Tested; End User Equipment;All BT tests completed ok, diagnostics show no fault condition. Please retest this service. If you believe there is still a problem after checking your equipment, power and settings, please select the "Reject" option to reopen this trouble ticket. Note that the opportunity to reject the clear will expire at the end of the retest period, and a new trouble ticket will need to be raised.
✉	27/10/2021 12:06:21	Update	Trouble Report Accepted - Your fault report has been received. The fault will now move through either our automated or manual diagnostic process dependent on the initial test outcome.
✉	27/10/2021 10:57:56	BTW.com Note	Portal fault: Validated fault report.

# Accepting the clear

## Step 6: Accepting the Clear

- Click 'Refresh'
- The Status will change to 'Closed – Completed'
- **Please Note** - You have 5 days to respond to a fault in 'Open – Clear' status before the fault auto-closes. If you don't respond in time and the issue still persists, you will need to raise a new fault.

### Track fault

Fault details	
Service Id	BBEU40170695
BT reference	5-869438445690
Your reference	JOE BLOGGS
Directory number	ONT0036647763
Past point of no return	No ?
Service level	Maintenance Category 5
Account name	WBC TRIAL 1
Date reported	27/10/2021 10:57:55
Date cleared	27/10/2021 12:06:25
Clear code	R6
Clear text	Right When Tested; End User Equipment; All BT tests completed ok, diagnostics show no fault condition
Service level description	40 Clock hours on 24*7 basis ex B Hol.
Update frequency	Only web notification

Fault status	
Status	Closed - Completed
Status information	The fault has been cleared and the trouble ticket is now closed. Any charges incurred during fault fix will be visible under the Charge Details section.
Description	No Sync and Connectivity

Cancel fault      Fault homepage      Amend      Refresh

# Rejecting the clear

# Rejecting the clear

## Step 7: Rejecting the Clear

If your fault is in 'Open – Cleared' status and you believe the fault still persists you can reject the clear to get BT Wholesale to investigate further.

The 'Description' text tells you what will happen next if you reject the clear, this can say further investigation, or book an SFI appointment etc.

- Click 'Reject'

### Your required actions

Here you will find the open actions pending on your fault.

Description	Status	
Please accept clear if fault resolved. If rejected fault will be returned to BT Wholesale	Open	<a href="#">Accept</a> <a href="#">Reject</a>

### Latest updates

View all the updates from below and see your fault history.

If you have any information about your fault that you'd like to make a note of and click for additional information.

	Date created	Update type	Description
✉	01/11/2021 16:06:19	Assurance	Clear description: Customer Cancelled Fault Report;Cancelled by Customer. Please retest this service. If you believe there is still a problem after checking your equipment, power and settings, please select the "Reject" option to reopen this trouble ticket. Note that the opportunity to reject the clear will expire at the end of the retest period, and a new trouble ticket will need to be raised.
✉	01/11/2021 16:06:18	BES Update	Suspend Clock
✉	01/11/2021 16:02:28	Update	Commissioning Solution - We are now running final checks to confirm that your fault is cleared.

# Rejecting the clear

## Step 7: Rejecting the Clear

- Select 'Failed Retest'
- Enter your notes in 'Rejection Notes' field
- Click 'Reject'

Overview My orders Repairs and Faults Inventory & Reports Billing My apps My briefings Administration

### Reject Fault

Please enter the Rejection reason\* Failed Retest

Rejection Note\* Test

Cancel Reject >

**Fault status**

Status	Open - Cleared
Status information	Our diagnostics show the problem you reported has either been resolved or no BT issue has been identified. The fault repair clock has been suspended.
Description	test




# Rejecting the clear

## Step 7: Rejecting the Clear

The Status of the fault has now changed to Open – In Progress. A brief status information is given below it.

### Track fault

**Fault details**

Service Id	BBEU24775445	Account name	WBC TRIAL 1
BT reference	5-869891781819	Date reported	01/11/2021 09:49:57
Your reference	JOE BLOGGS	Date cleared	
Directory number	01214540693	Clear code	
Past point of no return	No 	Clear text	
Service level	Maintenance Category 5	Service level description	40 Clock hours on 24*7 basis ex B Hol.
		Update frequency	Only web notification

**Fault status**

Status	Open - In Progress
Status information	Our diagnostics show the problem you reported has either been resolved or no BT issue has been identified. The fault repair clock has been suspended.
Description	test

[Cancel fault](#) [ONT details](#) [Fault homepage](#) [Amend](#) [Refresh](#)

# Rejecting the clear




## Step 7: Rejecting the Clear

Scroll down to Latest updates Section to view the latest notes. The fault is now with BT Wholesale.

### Latest updates

View all the updates from below and see your fault history.

If you have any information about your fault that you'd like to make a note of and click for additional information.

	Date created	Update type	Description
	01/11/2021 16:17:13	Update	The fault repair clock has resumed following suspension. Reason given = Regular automated updates have been resumed. - Our diagnostics show the problem you reported has either been resolved or no BT issue has been identified.
	01/11/2021 16:17:10	Reject Note	Test User: ZAHID ATCHA
	01/11/2021 16:06:19	Assurance	Clear description: Customer Cancelled Fault Report;Cancelled by Customer. Please retest this service. If you believe there is still a problem after checking your equipment, power and settings, please select the "Reject" option to reopen this trouble ticket. Note that the opportunity to reject

< 1 - 5 of 5+ >

Mark all records as read

Additional information

