Reading Notes and Engineer Status on Enhanced Eco+

Version 1

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BT WHOLESALE

Version Control

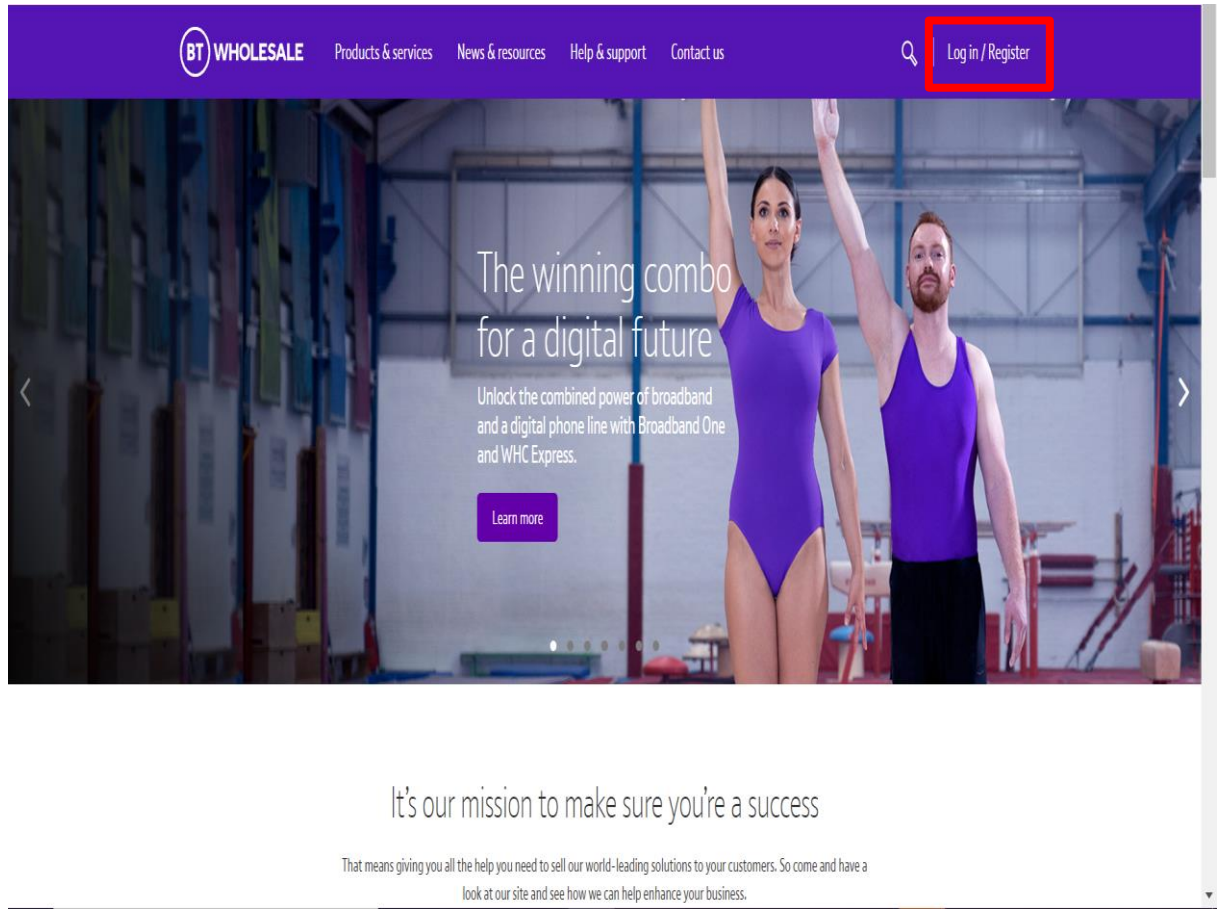
Date	Change	Version
July 22	User Guide Published	1
Nov 22	User Guide updated	2

BT WHOLESALE

Logging In

Step 1: Logging In

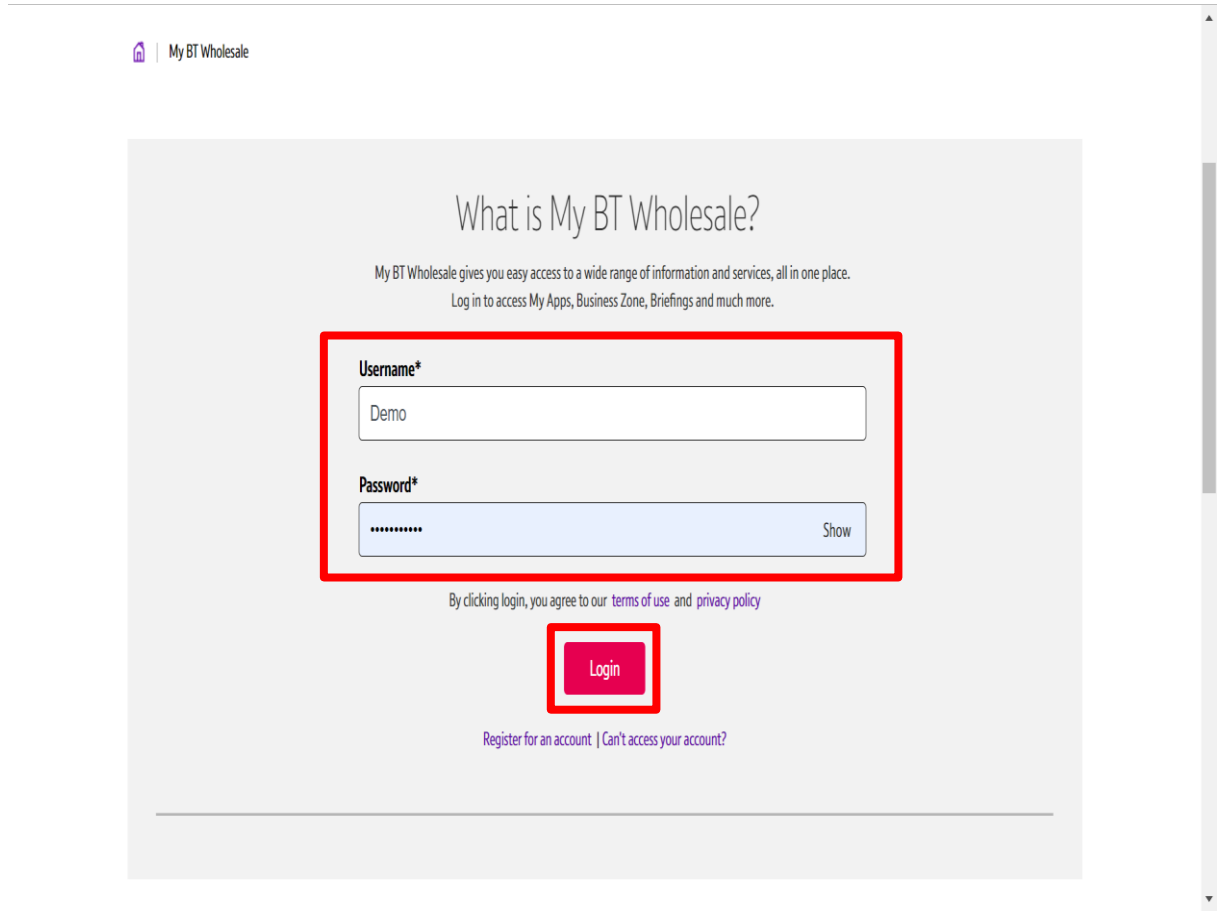
- Go to www.btwholesale.com
- Click ‘Login/register’



Logging In

Step 1: Logging In

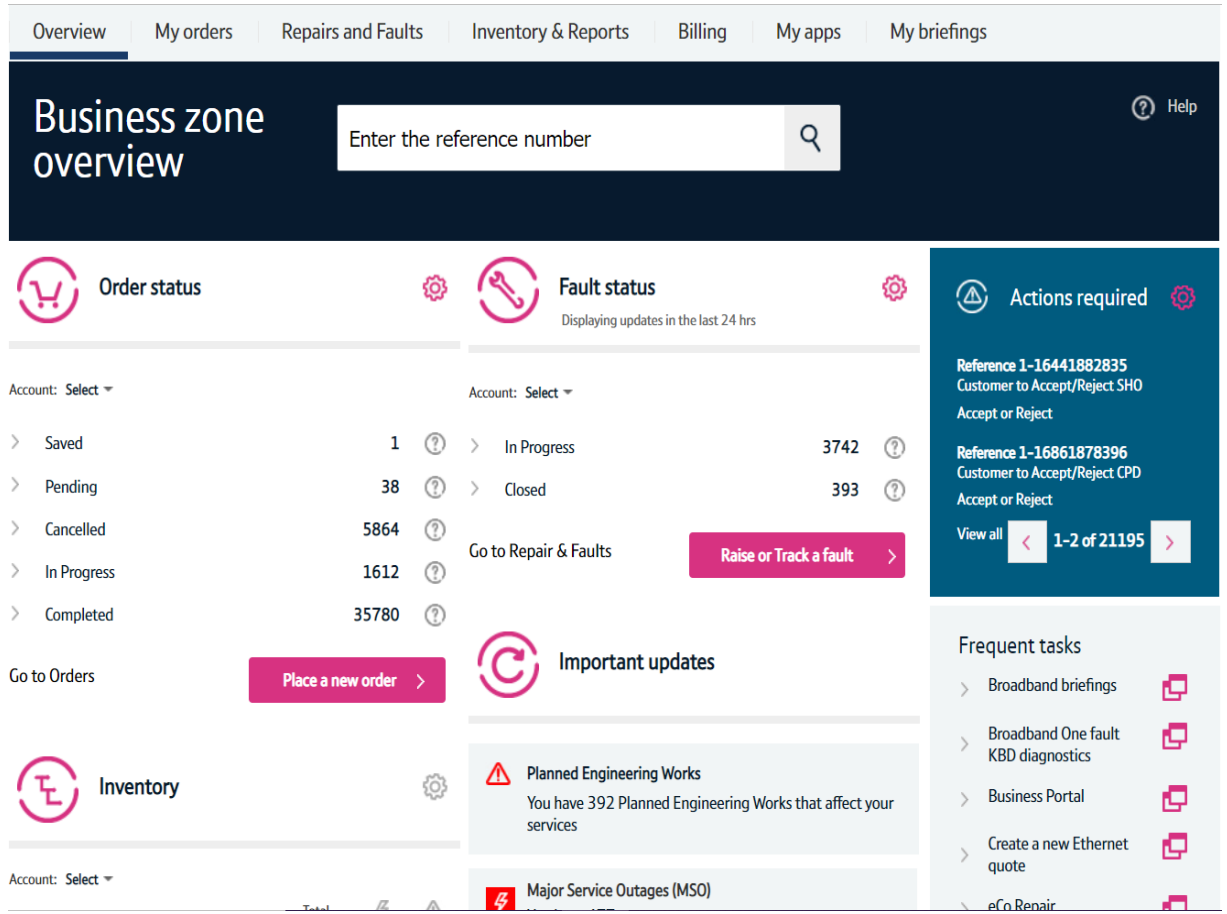
- Enter your Username and Password.
- Click ‘Login’



Accessing the journey

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.



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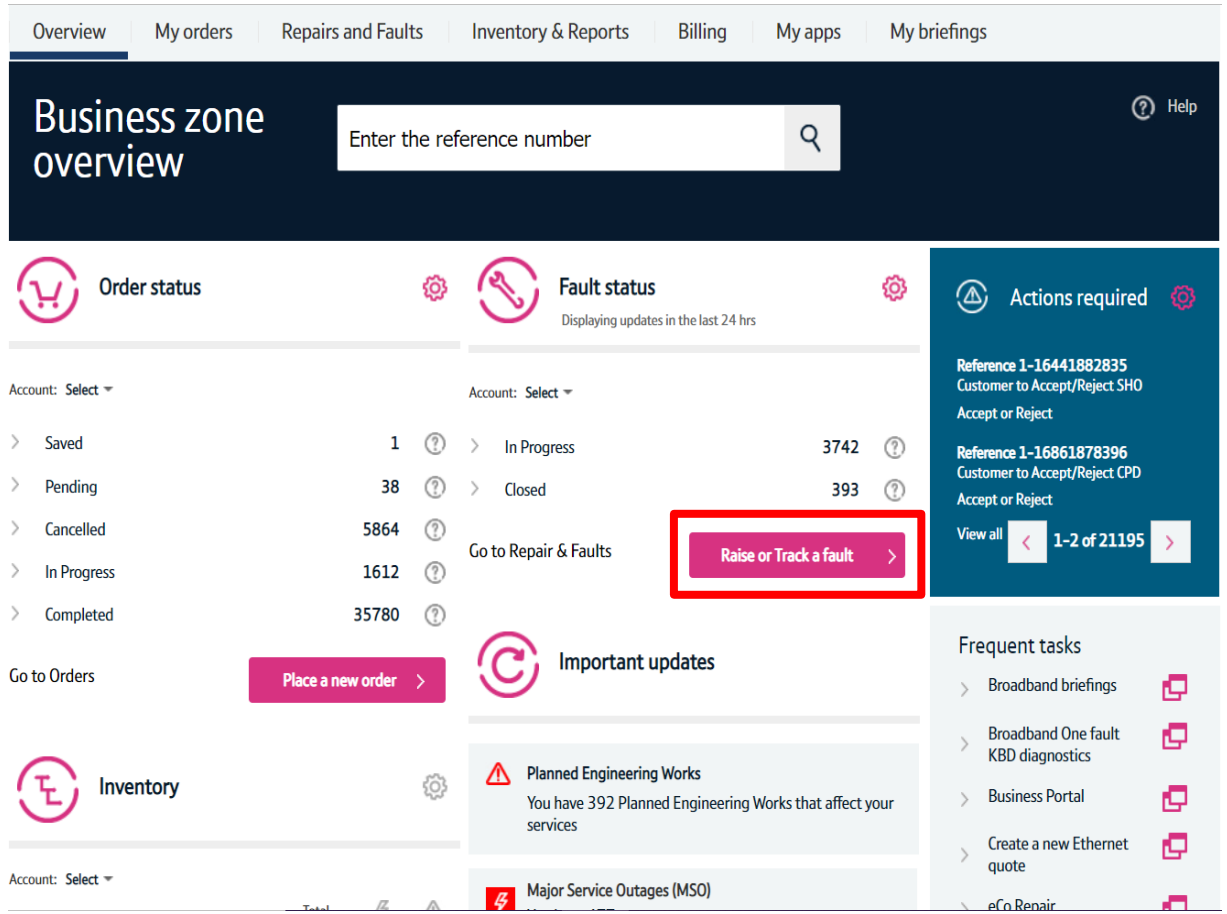
Accessing the journey

Step 2: Accessing the journey

- Click on ‘Raise or Track a fault’



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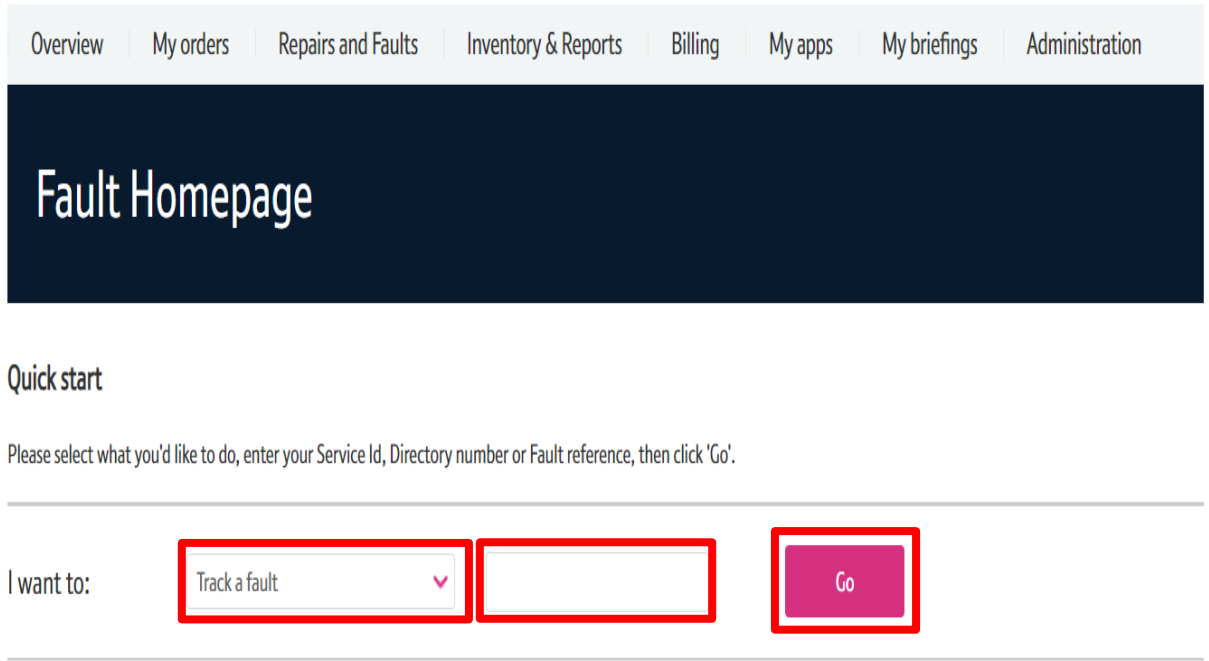
Search for your fault

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’



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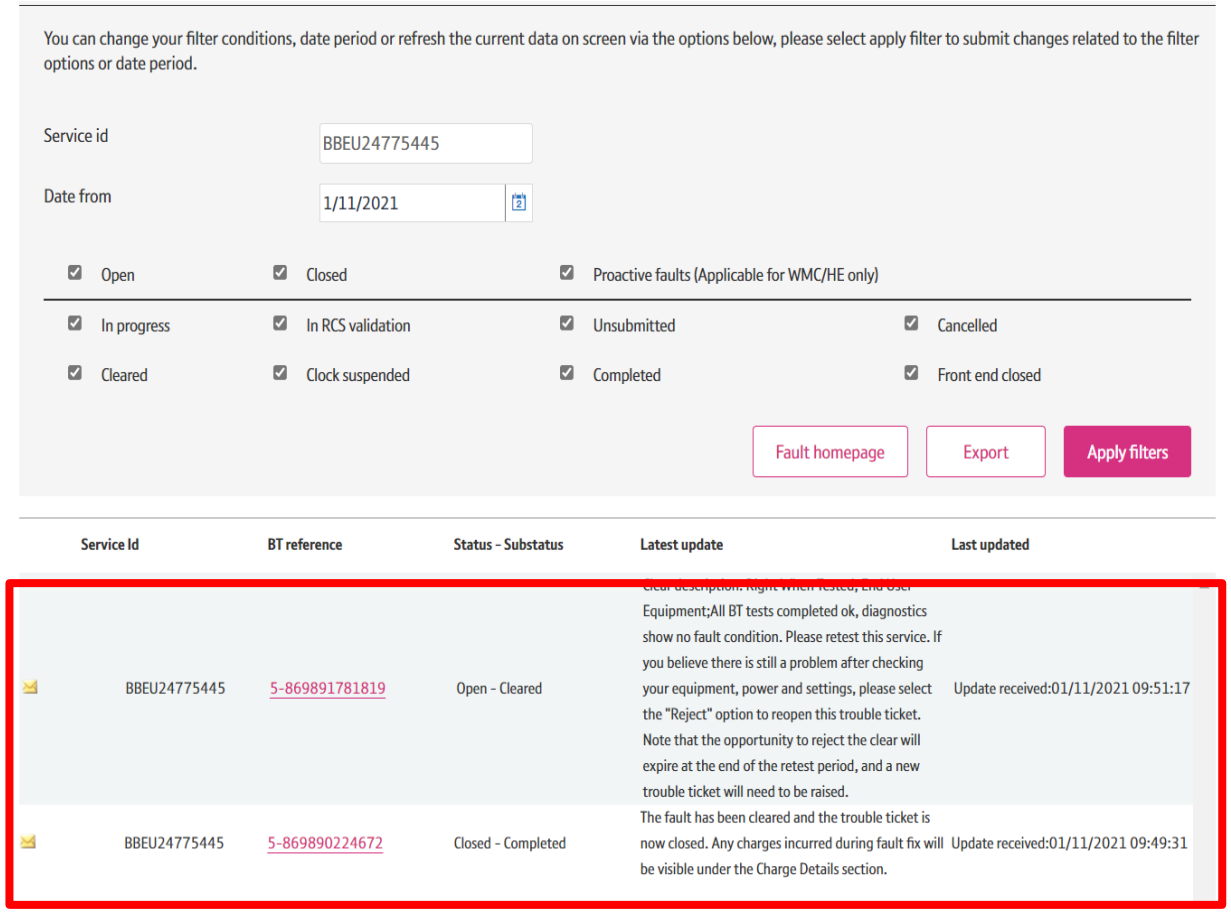
Search for your fault

Step 3: Search for your fault

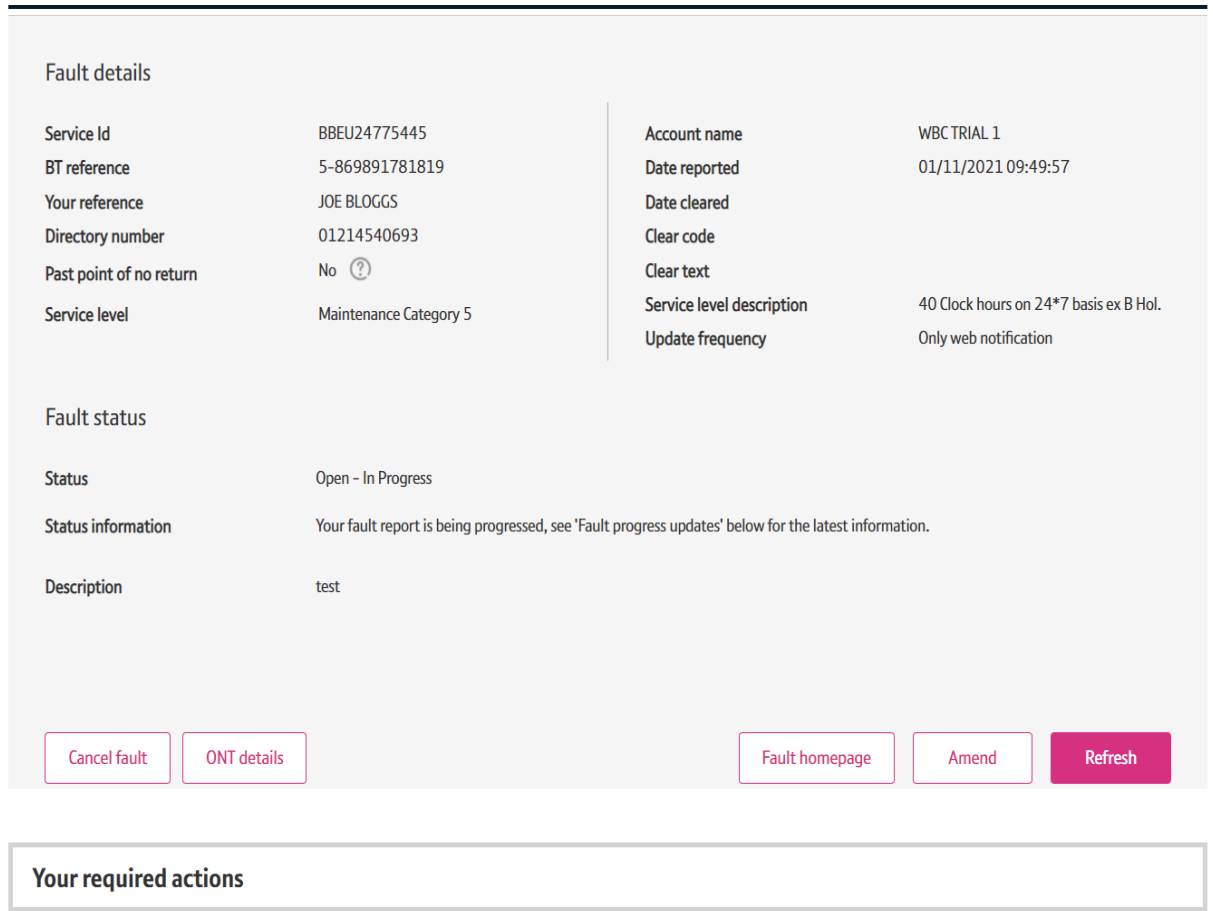
- You will see the following screen if you used Service ID to track your fault. As explained on previous slide you will be given current open fault and historic faults reported into BT Wholesale.
- Click the hyperlink under BT reference on the Open Fault.
- **Please Note -** If there are no historic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



Search for your fault

Step 4: Fault Summary

You are now given a summary of the fault



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Reading BT Wholesale Notes

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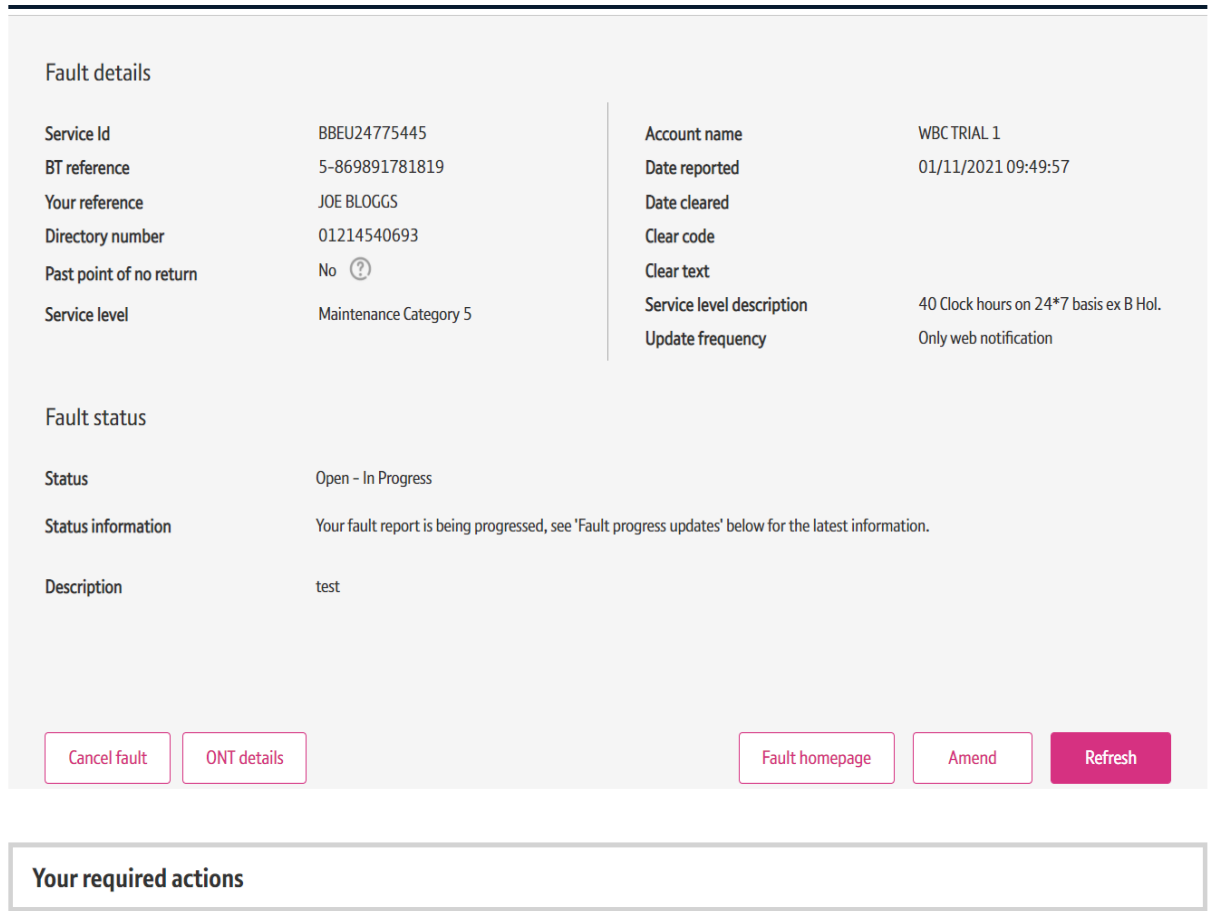
Reading BT Wholesale Notes

Step 5: Reading BT Wholesale Notes

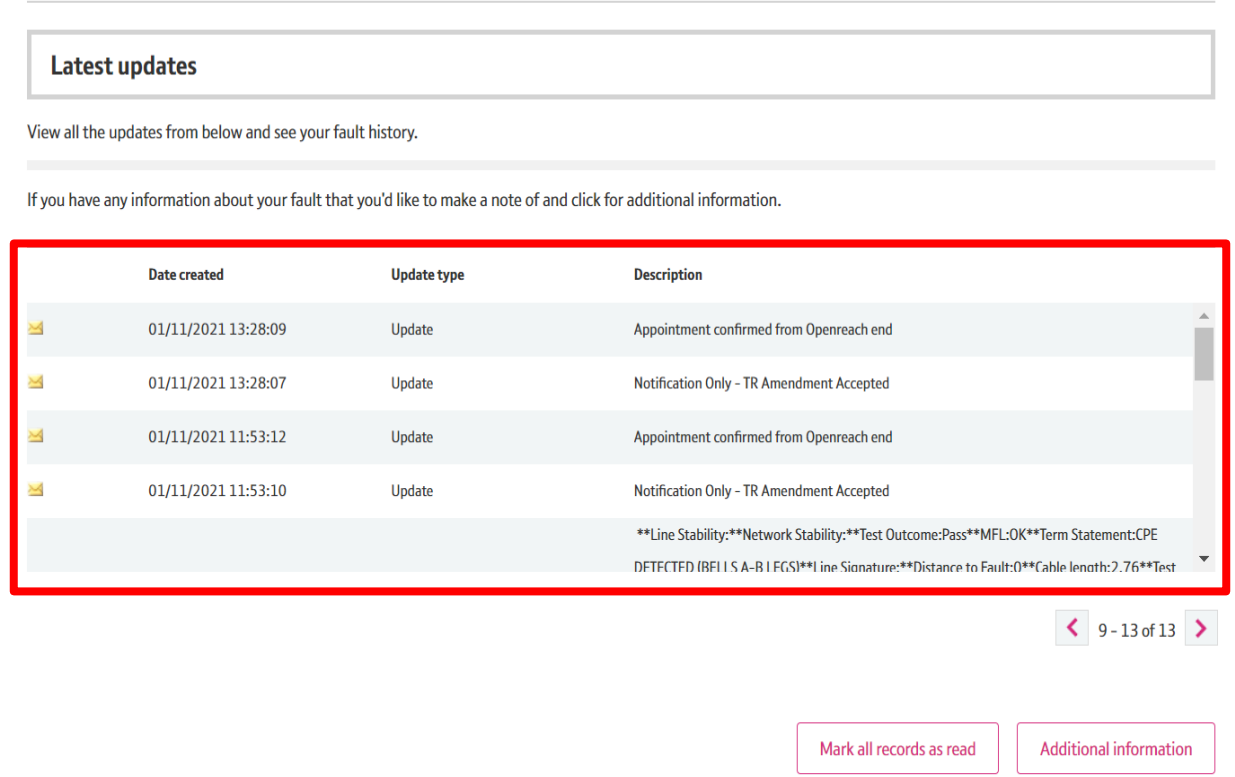
- Scroll down to Latest Update Section



Reading BT Wholesale Notes

Step 5: Reading BT Wholesale Notes

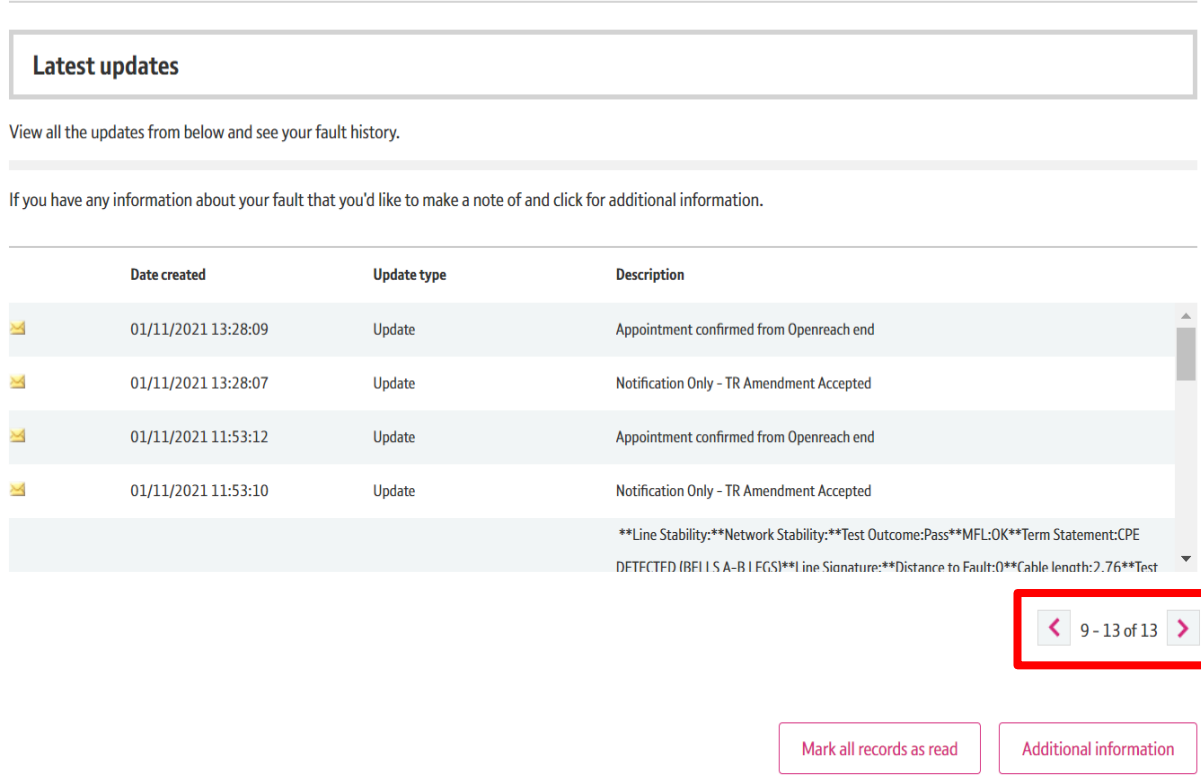
- Under the ‘Latest Updates’ section you can view the notes sent by BT Wholesale



Reading BT Wholesale Notes

Step 5: Reading BT Wholesale Notes

- If you want to view older notes, you can click on forward arrow.



Viewing Engineer Status and Notes

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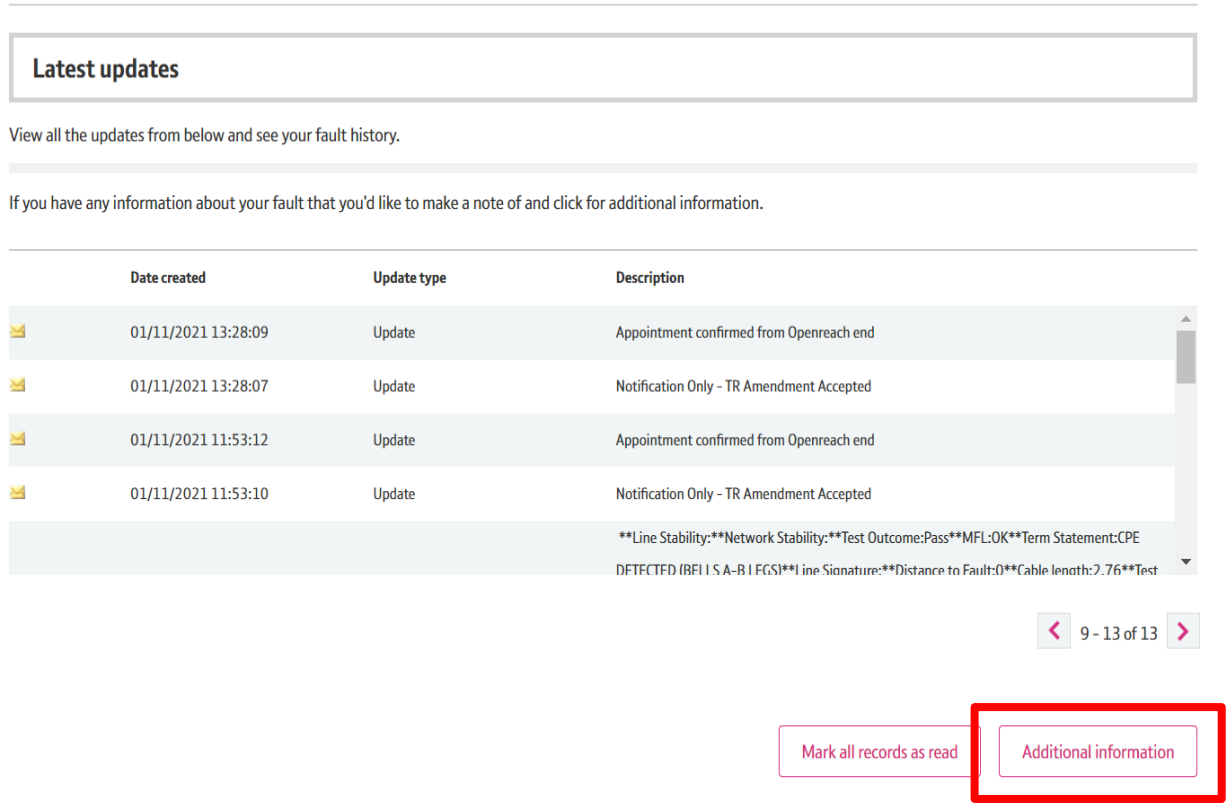
Overview

Step 6: Overview

If your fault has an Appointment booked or a Non-Appointed engineer visit you can view the status of the engineer visit by using Additional Information.

- Click ‘Additional Information’

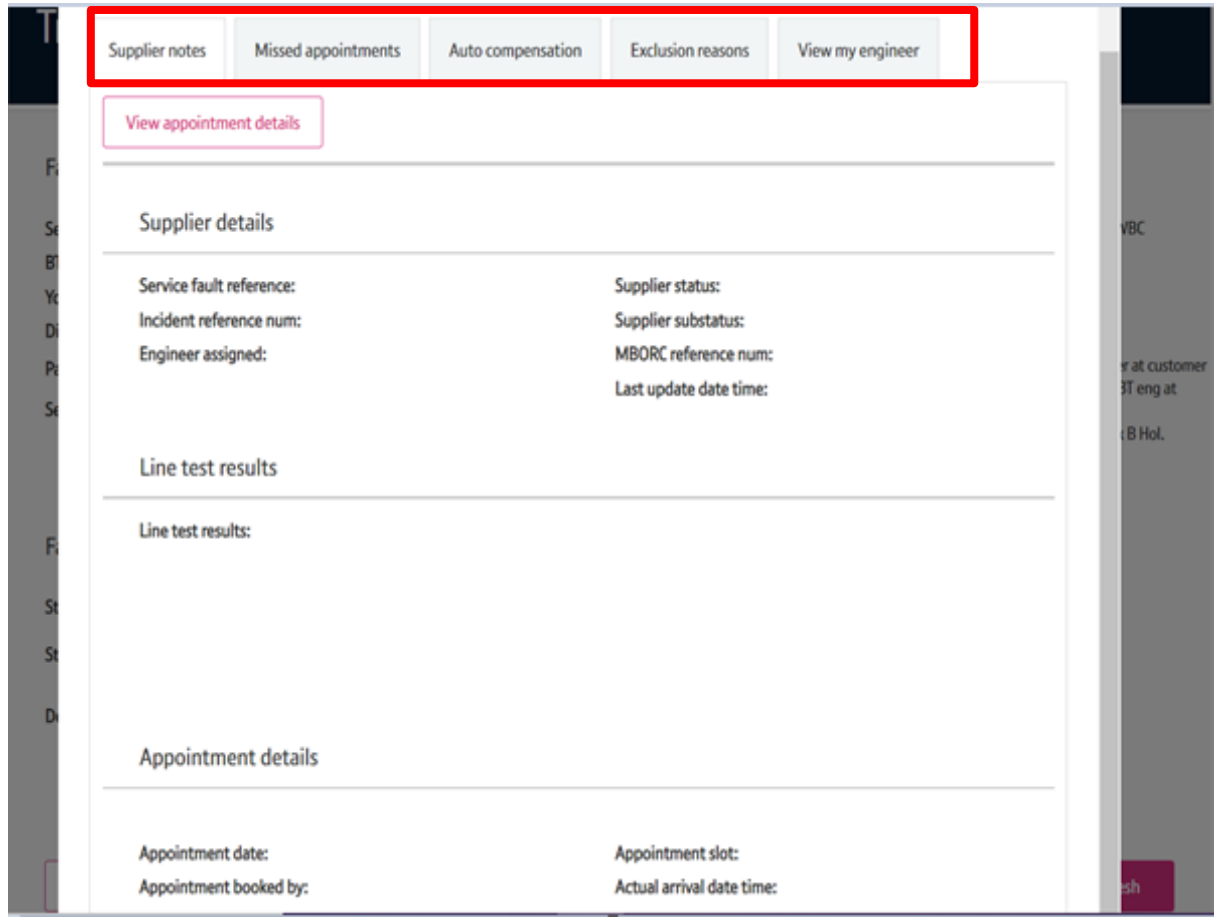


Overview

Step 6: Overview

A page will open up with few tabs.

- Supplier notes
- Missed appointments
- Auto compensation
- Exclusion reasons
- View my engineer



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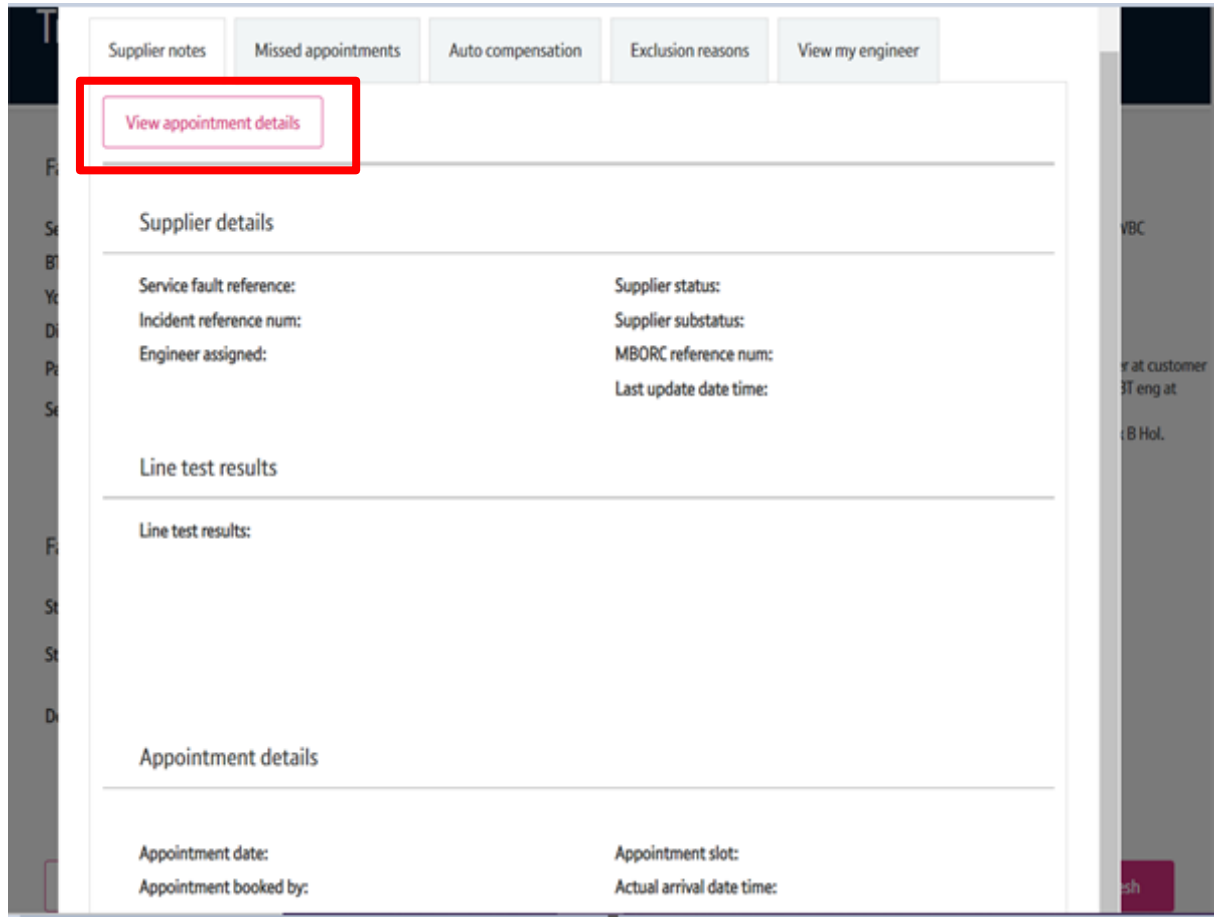
Supplier notes

Step 7a: Supplier notes

Click on View appointment details tab to make a call into Openreach. This will retrieve the Openreach fault details for this fault.



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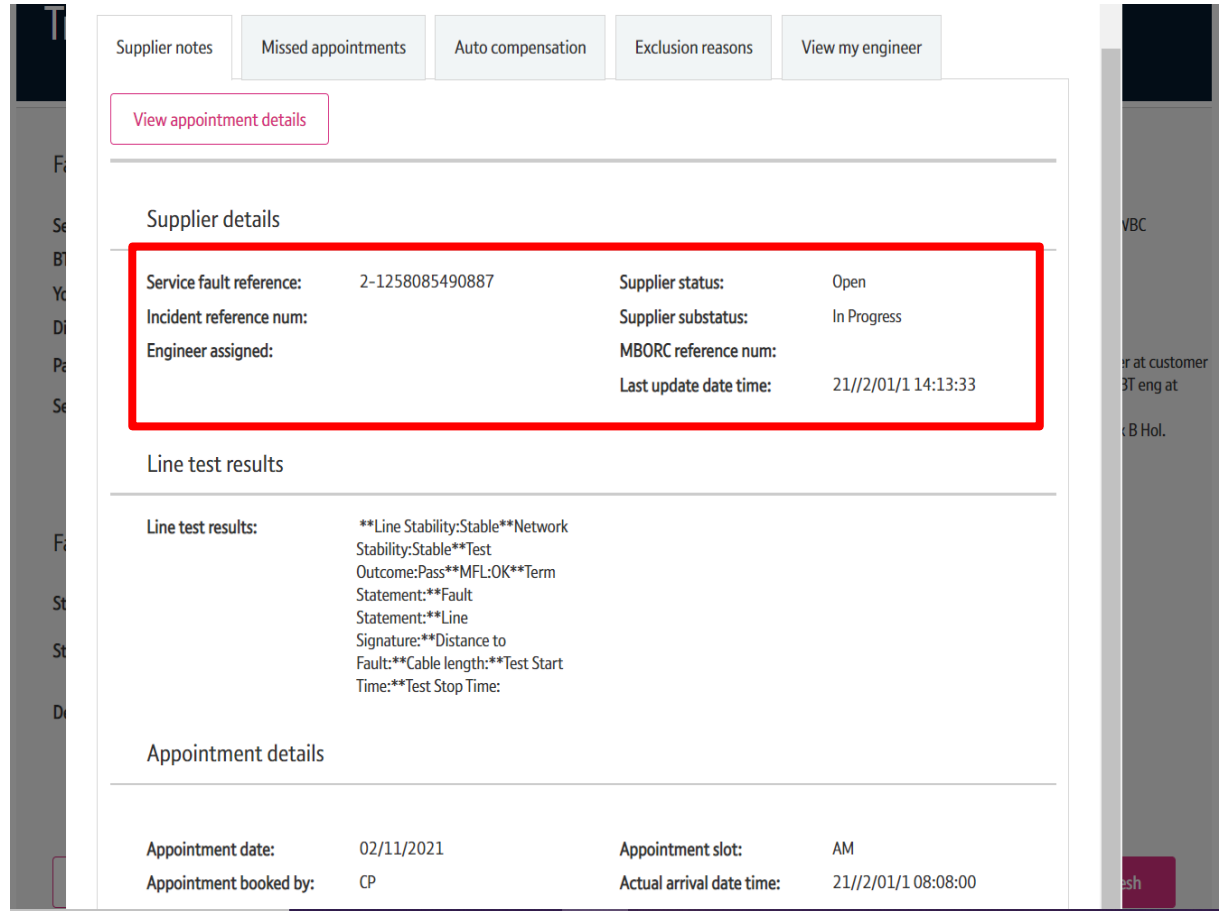
Supplier notes

Step 7a: Supplier notes

Under Supplier notes section you can view the following:

- Service Fault Reference – This is a Openreach Fault Reference which Openreach will ask if you contact Openreach.
- Incident/MBORC Reference num – This would be if there was a local incident in the area.
- Engineer assigned – If an Engineer is assigned the name will be populated.
- Supplier Status / Sub status – Current status of the Openreach fault.
- Last Update date time – the last update received from Openreach



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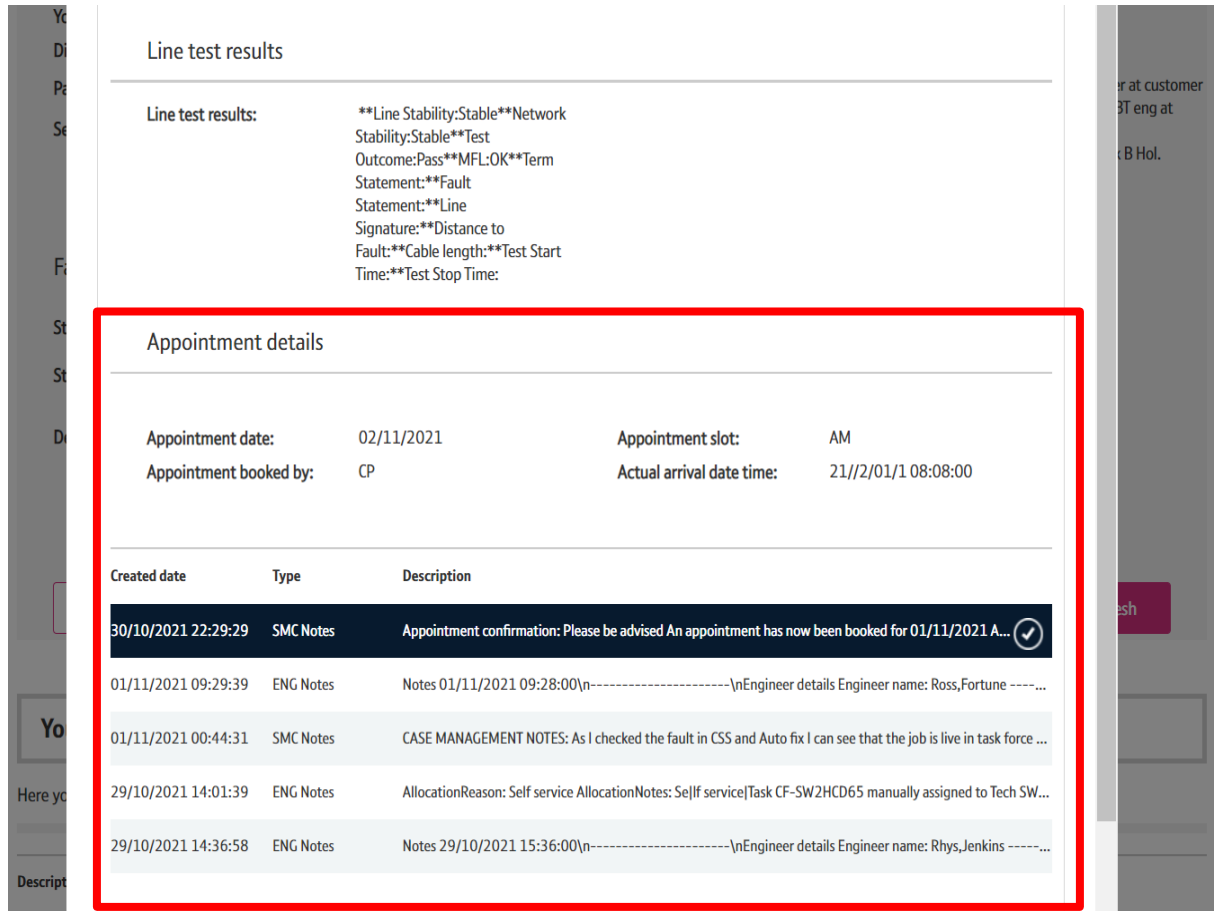
Supplier notes

Step 7a: Supplier notes

- Appointment details – This is where the current Appointment date and slot will be displayed. This will also show Engineer arrival date and time.

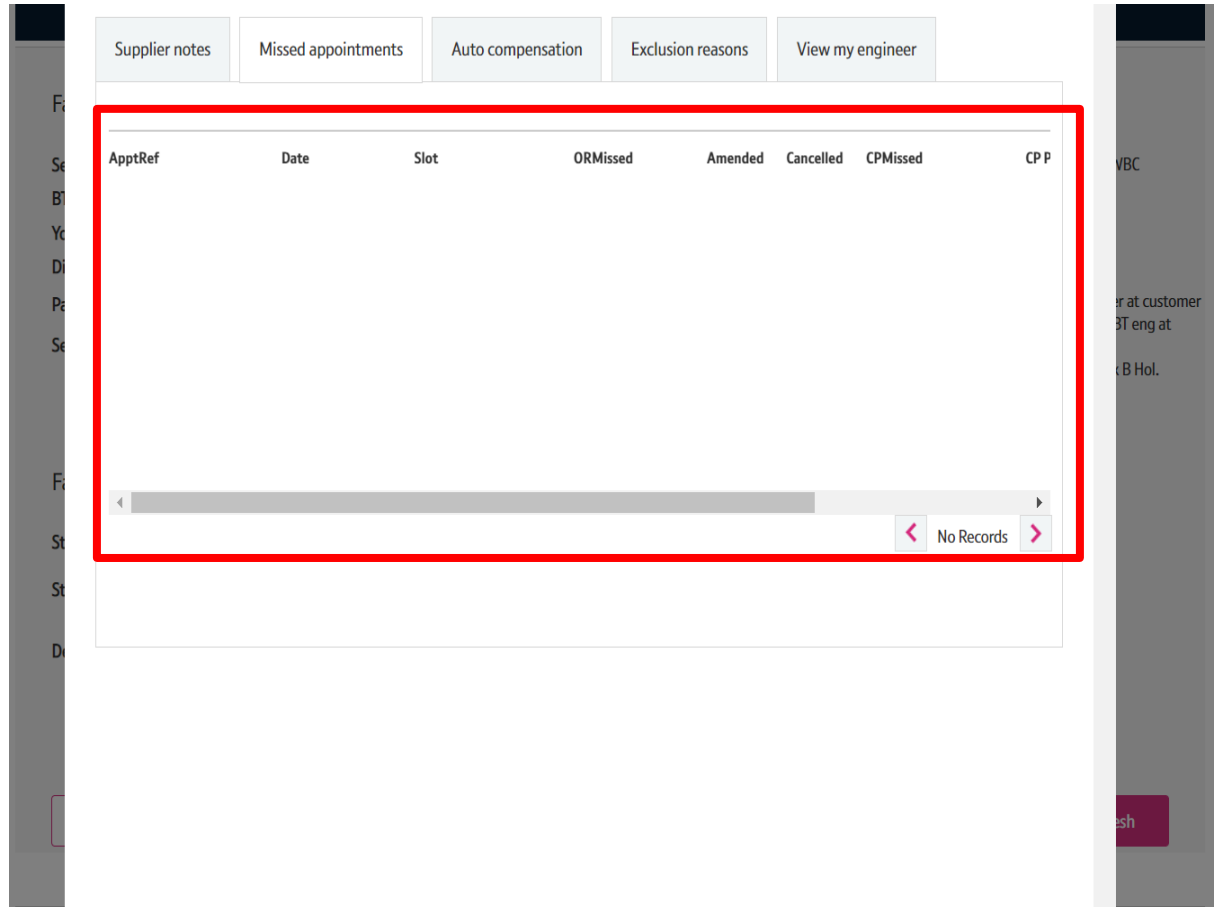
- You can also view Engineer Notes and Openreach SMC Notes.



Missed appointments

Step 7b: Missed appointments

Under Missed appointment section you will see any missed appointments from either Openreach or End User.



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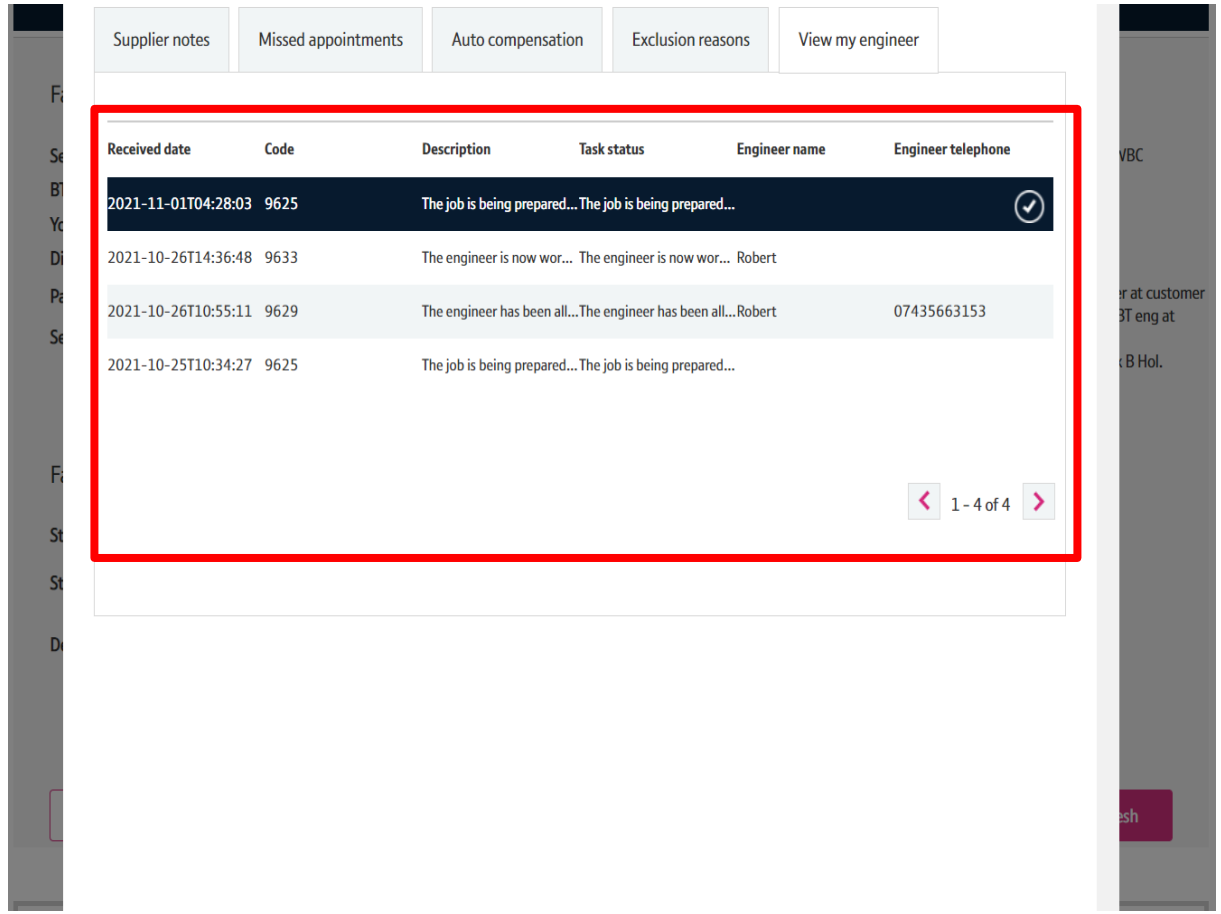
View my engineer

Step 7c: View my engineer

View my engineer only becomes available to view when the current status (under latest updates section) shows ‘Trouble Report Accepted’ or confirms and appointment has been booked.

This gives you the status of the engineer visit along with the engineer’s name and contact number should you need to contact them.



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