

Destiny Mobile & SmartMobile

Activation and configuration guide

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1. Goal of this document

This document aims to give fleet administrators an overview of the self service portal for Mobile and SmartMobile services.

2. Version

Version	Author	Change	Date
1	Fabian Hernalsteen	Initial version	15/04/2019
2	Fabian Hernalsteen	Updated the entire document to reflect the changes from the portal upgrade on 28/06/2019	28/06/2019

3. The Destiny portal

3.1. Access to the portal

As soon as your order for Destiny (Smart)Mobile services has been treated, you will receive your credentials for the portal via e-mail. For security reasons, it is advised to change your password as soon as possible via <https://my.destiny.be/reset-password>. In case you didn't receive your credentials, please contact support@destiny.be

3.1.1. Log in

The portal itself can be found at <https://my.destiny.be/>

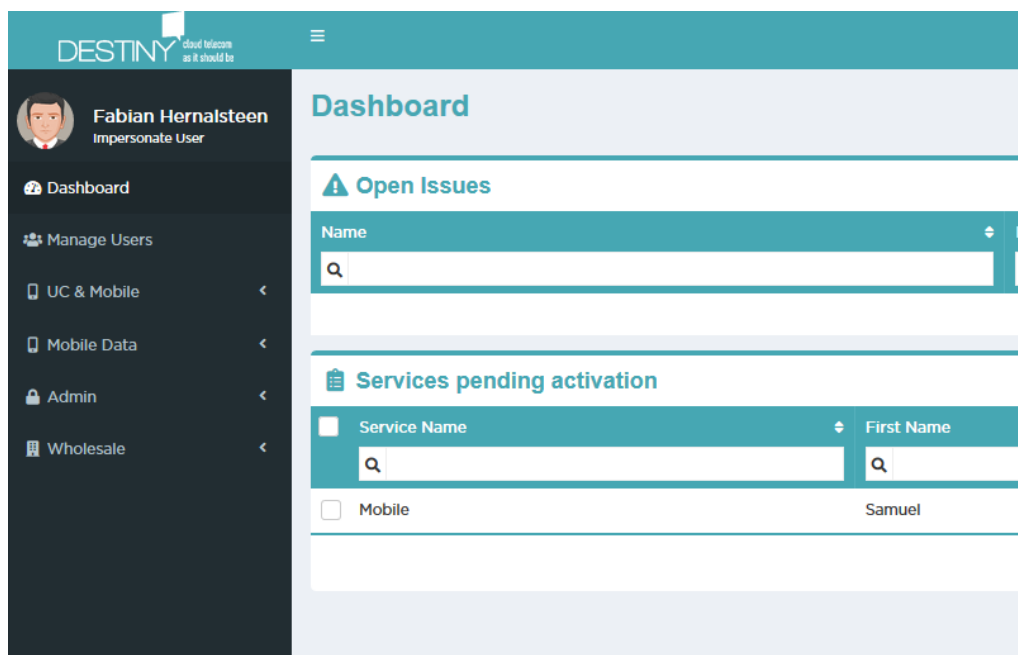
The screenshot shows the login interface of the Destiny portal. At the top, the 'DESTINY' logo is displayed next to the tagline 'cloud telecom as it should be'. Below the logo, there are two input fields: 'Username' and 'Password'. A teal 'Sign In' button is positioned below the password field. To the right of the button is a link for 'Forgot password?'. At the bottom of the login area, a warning message states: 'WARNING: Unauthorized access to this system is forbidden and will be prosecuted by law. By accessing this system, you agree that your actions may be monitored if unauthorized usage is suspected.'

Use your credentials to log in to the portal

3.1.2. Dashboard

The dashboard is the welcome page. You can always return to this page

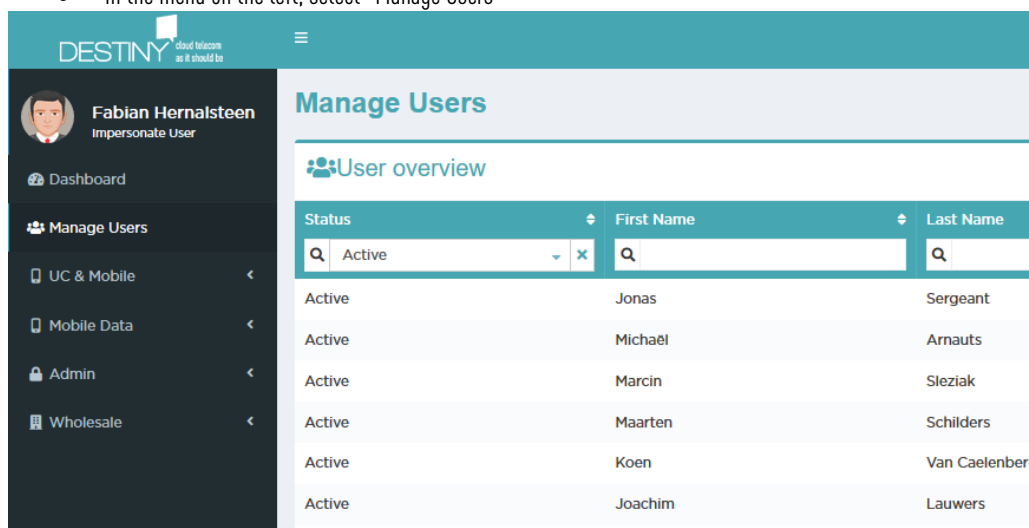
- Open the portal (see [Log in](#))
- In the menu on the left, select "Dashboard"



3.2. User management

3.2.1. Overview of users

- Open the portal (see [Log in](#))
- In the menu on the left, select "Manage Users"



This will show you an overview of all users in your organization.

3.2.2. Add a new user

- Open the portal (see [Log in](#))
- Go to the overview of users (see [Overview of users](#))

- Click on "Add user" at the bottom right



- Fill in all the required fields
- Click on "Save user"




Your user has been created. You can now add a service to this user (see [Add a service to a user](#))

3.2.3. Change an existing user

- Open the portal (see [Log in](#))
- Go to the overview of users (see [Overview of users](#))
- Click on the user you want to change
- Click on the pencil icon at the top right

User information	
First Name	Fabian
Last Name	Hernalsteen
Email	Fabian.Hernalsteen@destiny.be
Language	Nederlands
Cost Center	
Department	
Remark	

- Change the info that needs to be changed
- Click on "Save user"



3.2.4. Remove a user




This is currently not implemented

- Open the portal (see [Log in](#))
- Go to the overview of users (see [Overview of users](#))
- Search the user you want to delete
- Click on the three dots on the right

Alex	Motteux	alex.motteux@desti	SmartMobile - Fixed&Mobile ID:62657 SmartMobile On the Road ID:62658	Yes	***
------	---------	--------------------	---	-----	-----

- Click on "Delete user"



3.3. Service management

3.3.1. Overview of services per user

- Open the portal (see [Log in](#))
- Go to the overview of users (see [Overview of users](#))
- Click on the name of a user

You will now see all (zero or more) services that are configured for a user

User Details Fabian Hernalsteen

SmartMobile - Fixed&Mobile				Actions
Status	Active	Phone number	+3224869	
Product Type	Destiny SmartMobile	Phone number	+324759	
Additional Services	SmartMobile On the Road	SIM card	8932030000094494366	
		SIM card Status	Active	
		SIM card PUK	02079837	
		SIM card PUK2	33606639	

Mobile Internet				Actions
Status	Active	Phone number	+32483761649	
Product Type	Destiny SmartMobile	SIM card	8932030000094459625	
Additional Services	Mobile internet Ultimate	SIM card Status	Active	
		SIM card PUK	02781920	
		SIM card PUK2	87510000	

Mobile Internet				Actions
Status	Active	Phone number	+32483762351	
Product Type	Destiny SmartMobile	SIM card	8932030000094467596	
Additional Services	Mobile internet Ultimate	SIM card Status	Active	
		SIM card PUK	19564614	
		SIM card PUK2	82639282	

3.3.2. Overview of services

- Open the portal (see [Log in](#))
- In the menu on the left, select "UC & Mobile", then select "Service overview"

Service overview

Service ID	Status	Service Name	First Name
15480	Inactive	Mobile	Arash
15798	Active	Mobile Internet	Daan
15800	Active	Mobile Internet	Joachim
15932	Active	Mobile Internet	Tom

This will show you an overview of all services in your organization.

3.3.3. Add a service to a user

- Open the portal (see [Log in](#))

- Go to the overview of users (see [Overview of users](#))
- Click on the user you want to configure a new service for
- Click on "Add service"

[+ Add service](#)


- Follow the service activation flow (see [Service activation flow](#))

3.3.4. Service activation flow

The service activation flow is an automated process that allows you to add new services to an existing user.

3.3.4.1. Product type selection (choose your service)

Based on your contract, 2 product types might be available: Destiny Mobile and Destiny SmartMobile



- Mobile contains all mobile types of subscriptions
 - standard simcards
 - data simcards
- SmartMobile contains all converged types of subscriptions
 - Converged (fix and mobile) simcards
 - Data simcards
 - UC users (fix only)

In case you only have a contract for Destiny Mobile or Destiny SmartMobile, this choice will be omitted.

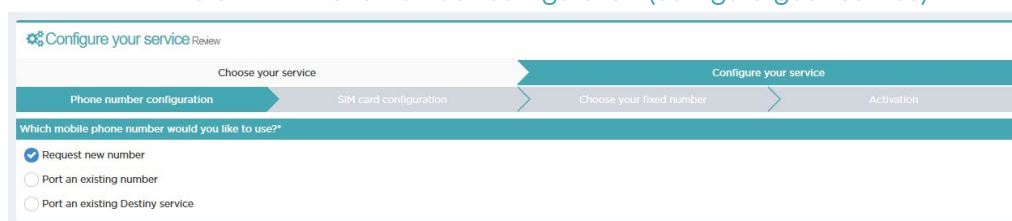
3.3.4.2. Service selection (choose your service)

The service selection allows you to choose the type of service you want: data sim cards, mobile telephony, fixed telephone or converged fixed and mobile telephony

3.3.4.3. Additional options (choose your service)

The additional options allow you to choose the bundles you want on the selected service (ex: 5GB of mobile data).

3.3.4.4. Phone number configuration (configure your service)



The phone number configuration allows you to choose which mobile number will be provisioned. You can choose between

- Request new number: a new mobile number will be allocated
 - Port an existing number: an existing mobile number will be transferred from another operator towards Destiny
 - Port an existing Destiny service: an existing mobile number from within your organization will be transferred
- Depending on the option you choose, you might have to provide additional information (current sim card number, current client number, ...)



If you enter wrong information to port a number, it will be rejected. You can change the entered data after it fails via the ["Open issues"](#)

3.3.4.5. Sim card configuration

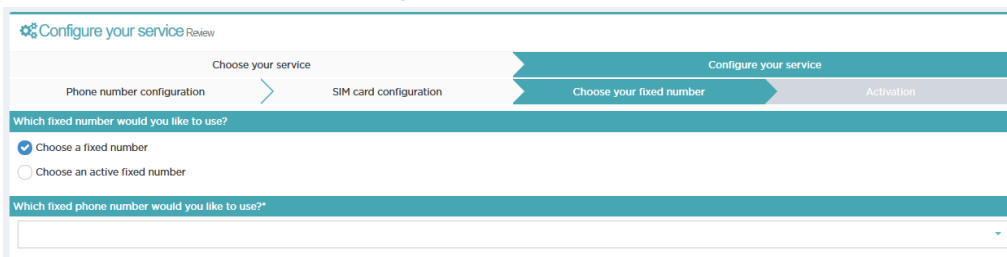


The screenshot shows the 'Configure your service' interface. At the top, there's a 'Review' button. Below it, a progress bar indicates the current step: 'SIM card configuration'. The steps are: 'Phone number configuration', 'SIM card configuration', 'Choose your fixed number', and 'Activation'. The main content area is titled 'Choose how you wish to fill in your SIM number*'. It contains two radio button options: 'My user has an unused SIM card and will enter it during activation' (which is selected) and 'I have an unused SIM card that I want to use'.

The sim card configuration allows you to configure the sim card number for the user. This can be done in 2 different ways

- My user has an unused sim card and will enter it during activation: the user will receive an e-mail, with a link to a web page where he can enter the sim card number. This means that the fleet administrator does not have to enter the sim card numbers user per user and the user can decide himself when to enter it. This is especially helpful for activations of multiple users at once.
- I have an unused sim card that I want to use: the administrator enters the sim card number and distributes the correct sim card to the correct user

3.3.4.6. Choose your fixed number

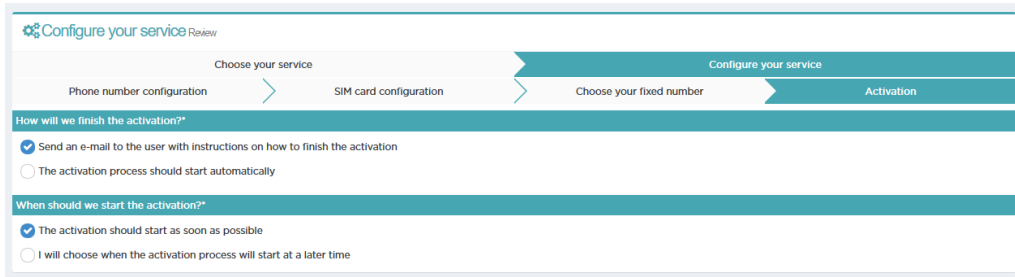


The screenshot shows the 'Configure your service' interface. At the top, there's a 'Review' button. Below it, a progress bar indicates the current step: 'Choose your fixed number'. The steps are: 'Phone number configuration', 'SIM card configuration', 'Choose your fixed number', and 'Activation'. The main content area is titled 'Which fixed number would you like to use?'. It contains two radio button options: 'Choose a fixed number' (which is selected) and 'Choose an active fixed number'. Below this, there's a text input field labeled 'Which fixed phone number would you like to use?*'.

Whenever a fixed number is needed, this can either be selected from a list of available fixed numbers (choose a fixed number) or from a list of already used fixed numbers (choose an active fixed number). In case an active fixed number is chosen, the active fixed number will be removed from the user it is currently linked to and will be added to the new user.

If there are no available fixed numbers left, you can request new numbers via the support department

3.3.4.7. Activation



This is the last step in the activation process.

1. How will we finish the activation

- Send an e-mail to the user with instructions on how to finish the activation: an e-mail will be sent to the user. The user will have to click on a link to start the activation process
- The activation process should start automatically: the activation process will start without intervention of the user. This option is not always available (ex: the sim card number has not been filled in by the fleet admin so the user needs to receive an e-mail)


2. When should we start the activation

- The activation should start as soon as possible. The entire activation process (sending the mail to the user, starting the porting, ...) will start now
- I will choose when the activation process will start at a later time. The entire activation process (sending the mail to the user, starting the porting, ...) will start later. This can be useful to prepare a migration: all data can be entered for example on Friday evening, but nothing is actually started. The process can be started manually (see [Services awaiting activation](#)) afterwards for example on Monday morning, so the users can not start the activation during the weekend

3.3.5. Services awaiting activation

Services that have been scheduled to be started at a later moment, can be started via the dashboard.

- Open the portal (see [Log in](#))
- Go to the dashboard (see [Dashboard](#))
- A list of services that have been scheduled will be shown



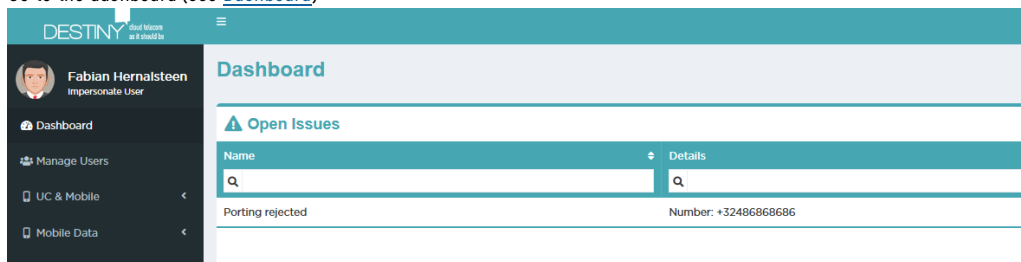
- Select all the services you want to start by clicking the checkbox on the left
- Click on "Activate selected services"

 **Activate selected services**

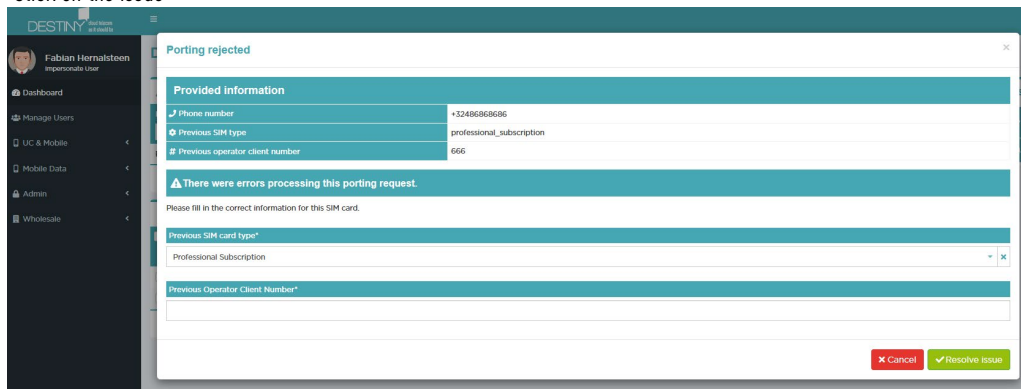
3.3.6. Open issues

When a number porting is requested, this can fail for multiple reasons (wrong customer id, wrong sim card number, ...).
When a number porting fails, it will be shown in the "Open issues" on the "[Dashboard](#)" page

- Open the portal (see [Log in](#))
- Go to the dashboard (see [Dashboard](#))



- Click on the issue

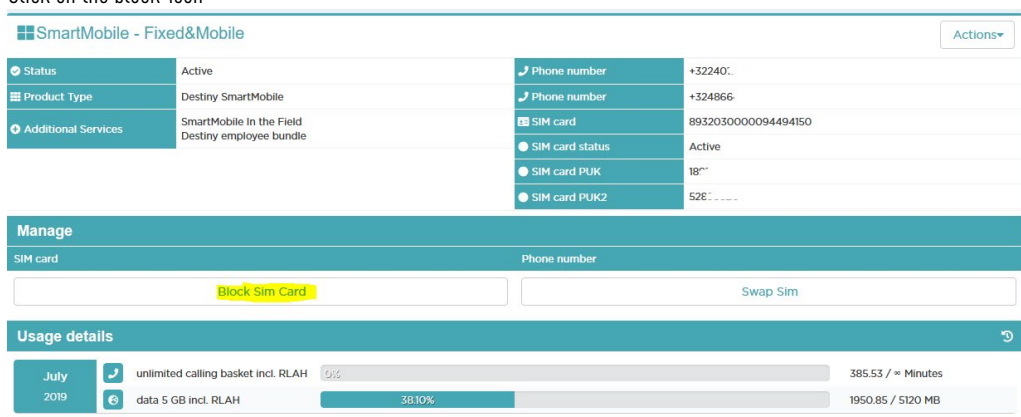


- Enter the correct data and press "Resolve issue"

3.3.7. (Un)block a service

To block a service

- Open the portal (see [Log in](#))
- Go to the overview of users (see [Overview of users](#))
- Click on the user you want to block a service for
- Click on the block-icon



- Confirm by clicking "Block"

Block

To unblock a service

- Open the portal (see [Log in](#))
- Go to the overview of users (see [Overview of users](#))
- Click on the user you want to unblock a service for
- Click on the unblock-icon

- Confirm by clicking "Block"

Unblock

3.3.8. Swap simcard

- Open the portal (see [Log in](#))
- Go to the overview of users (see [Overview of users](#))
- Click on the user whose sim card you want to swap
- Click on the swap-icon

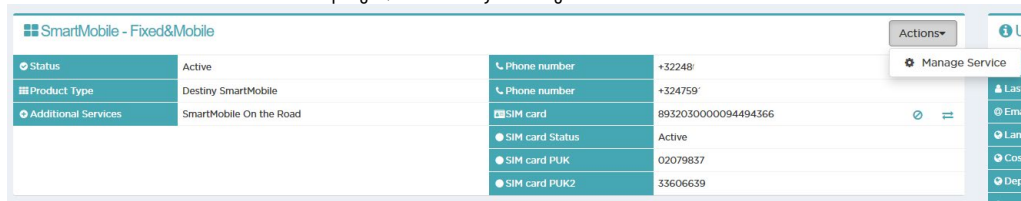
- Enter the number of the new sim card and confirm by clicking "Swap"

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3.3.9. Change an existing service

The options that have been selected for a user (see [Additional options \(choose your service\)](#)) can be changed at any time in case a user's needs change (ex: the user temporarily needs to make a lot of international calls, the selected amount of data is not sufficient anymore, ...).

- Open the portal (see [Log in](#))
- Go to the overview of users (see [Overview of users](#))
- Click on the user you want to change a new service for
- Click on the "Actions" button at the top right, followed by "Manage service"

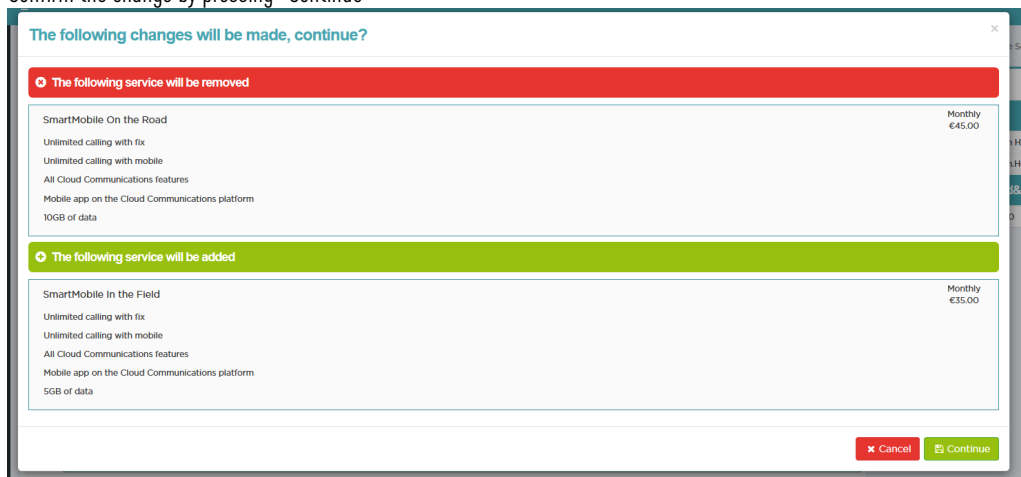


SmartMobile - Fixed&Mobile		Actions	
Status	Active	Phone number	+32248
Product Type	Destiny SmartMobile	Phone number	+324759
Additional Services	SmartMobile On the Road	SIM card	893203000094494366
		SIM card Status	Active
		SIM card PUK	02079837
		SIM card PUK2	33606639

- Select the options of your choice and press "Save"

 Save

- Confirm the change by pressing "Continue"



The following changes will be made, continue?

The following service will be removed

SmartMobile On the Road	Monthly €45.00
Unlimited calling with fix	
Unlimited calling with mobile	
All Cloud Communications features	
Mobile app on the Cloud Communications platform	
10GB of data	

The following service will be added

SmartMobile In the Field	Monthly €35.00
Unlimited calling with fix	
Unlimited calling with mobile	
All Cloud Communications features	
Mobile app on the Cloud Communications platform	
5GB of data	

Cancel Continue

3.3.10. Remove an existing service

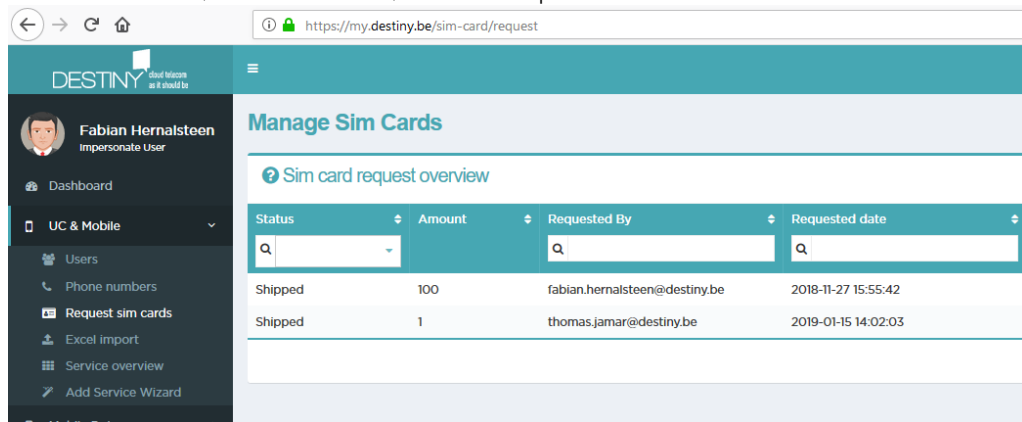
Services can not yet be removed via the portal. Please contact the support team

3.4. Request sim cards

It's a good idea to always have some spare sim cards for when a new user joins the company, a phone gets lost, ... Whenever your supply of sim cards gets low, you can ask for new sim cards via the portal

- Open the portal (see [Log in](#))

- In the menu on the left, select "UC & Mobile", then select "Request sim cards"



- Click on "+Request sim cards" at the bottom right

+Request sim cards

- Fill in all the necessary information, make sure you double check the delivery address!
- Click on "+Send request"

+ Send Request

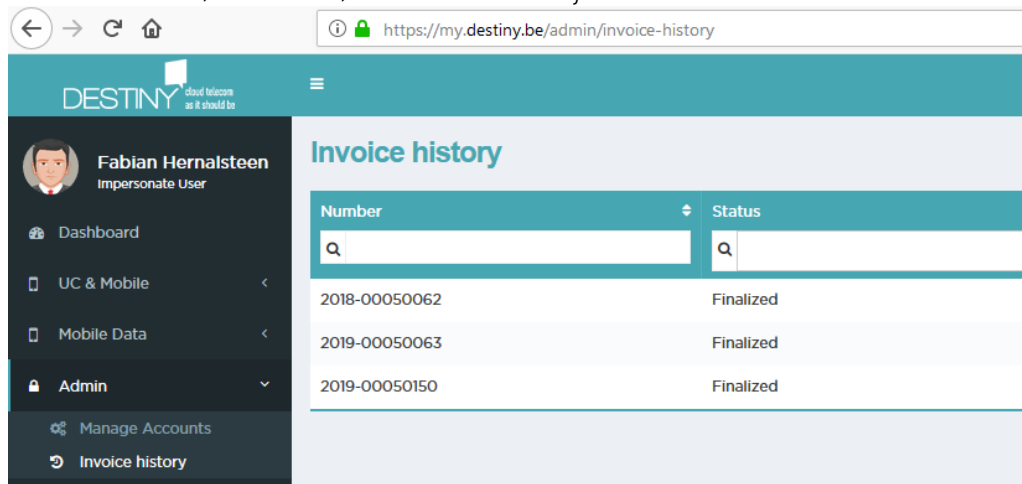
Your sim cards will arrive within 3 business days after the request has been sent.

3.5. Billing

Your invoice will be sent by mail automatically, but you can also (re-)download it via the portal. It also allows you to verify in detail which costs have been invoiced.

3.5.1. Overview of invoices

- Open the portal (see [Log in](#))
- In the menu on the left, select "Admin", then select "Invoice history"



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F +32 (0)2 401 97 44
www.destiny.be
info@destiny.be

3.5.2. Download invoice

- Open the portal (see [Log in](#))
- Go to the overview of invoices (see [Overview of invoices](#))
- Click on the three dots on the right of the invoice you want to download

Invoice history Home > Invoice history

Number	Status	Billing Date	Due Date	Total amount	
2018-00050062	Finalized	2018-12-19	2019-01-02	193.60	...
2019-00050063	Finalized	2019-01-25	2019-02-08	409.78	...
2019-00050150	Finalized	2019-02-19	2019-03-05	388.65	...

- Click on "Download invoice"

 Download invoice

3.5.3. CDRs

The CDRs allow you to have a detailed overview of your companies usage and can help you to redistribute costs internally, verify which numbers have been called, ...

- Open the portal (see [Log in](#))
- Go to the overview of invoices (see [Overview of invoices](#))
- Click on the three dots on the right of the invoice you want to download

Invoice history Home > Invoice history

Number	Status	Billing Date	Due Date	Total amount	
2018-00050062	Finalized	2018-12-19	2019-01-02	193.60	...
2019-00050063	Finalized	2019-01-25	2019-02-08	409.78	...
2019-00050150	Finalized	2019-02-19	2019-03-05	388.65	...

- Click on "Download cdr's"

 Download cdr's

3.6. Usage overview

The usage overview allows fleet admins to have visibility on the usage of the services (data used per simcard, ...).

- Open the portal (see [Log in](#))
- Go to the overview of services (see [Overview of services](#))
- Search for the user you want to see the usage of or simply sort by usage to find the users with the highest usage

Service overview Home > Service overview

Service ID	Status	Service Name	First Name	Last Name	Data usage	Out of bundle	
19300	Active	SmartMobile - FixedMobile	Eduardo	Lopes	17.24GB / 10.24GB (100.00%)	180.4MB	...
21778	Active	SmartMobile - FixedMobile	Alreza	Rezaadadi	8.98GB / 10.24GB (87.69%)	0.00€	...
21314	Active	Mobile Internet	Wouter	Tack	6.55GB / 8.90GB (73.59%)	0.00€	...
16590	Active	Mobile Internet	Kristof	Dewit	6.34GB / 8.90GB (71.24%)	0.00€	...