JT Billing Manager Upgrade – FAQs

The FAQ section of the solution is designed to aid you in answering common questions that you may have. For additional help consult the help menu within the portal or contact Customer Services.

Log in and related functions

How do I change / reset my password?

You can change your password via the 'User' icon drop down box displayed in the top right hand section of JT Billing Manager. Click on the drop down arrow, select My Account and you will be presented with a screen detailing your account information, select the password tab and enter a new password.

What do I do if I forget my password?

If you have forgotten your password, you can request a temporary one by clicking on the 'Forgot Password' link on the logon page.

How do I access Help?

For further information and help within the site switch on 'Auto Tours' located in the '?' icon at the top of the page, and you will be guided through an interactive help tour for the overview page, Administration and creating reports. For hints, switch on 'Show hints' : this will add hints throughout the features. Although note: If you've selected to view the tour on the overview page, hints will automatically be switched on for you at the end of the tour, or if you close the tour prematurely.

Billing data

How long is my billing data stored for?

Bill data is stored for 12 months at an itemised level (i.e. all usage details) allowing you to view this month, plus 12 previous months of data.

When is my bill available to view?

Bill data will be available to view online a few days after your billing date. You'll receive an email to let you know.

The data does not match my paper bill who do I contact?

If you have any billing queries you should contact your customer services department or your account manager.

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Reporting

How do I create a custom report?

Custom Reports can be created through the Reports menu, under My Reports select either 'Call reports - New' or 'Charge Reports - New'. Once selected go through the various tabs e.g. 'where' to select your criteria. To run right away without saving click 'run' and to save click 'save and run' and ensure you have named your report. Reports created in this way will be limited to 200,000 lines or 250 pages - it is therefore recommended that you make your chosen criteria as specific as possible.

Why does my report contain no data?

The filters within a report display data that meet the report criteria. It may be that there is no data that meets the criteria you have chosen.

Can I create a report on previous months' bill data?

All Reports within the reporting section can be changed to display previous months billing data using the calendar drop down at the top of the page. 'My Reports' also allows historical reporting.

Company Structure (or hierarchy)

How do I create a company hierarchy?

Company hierarchy can be created via the 'Administration' menu; this initially shows an overview of all administration features. Selecting the 'Manage Structure' feature will allow you to create your own company structure and add item descriptions/lines to cost centres. For further information, click the 'help' icon displayed within each feature.

Why can I not see the company hierarchy (end user usage)?

The level of access provided to you by your company administrator determines what parts of the company structure you can see. Please contact your company administrator if you require more detailed access.

How do I move an item description between departments?

On the Administration menu select the 'Move Item Description' feature, this will allow you to move item descriptions within your department but also copy item descriptions from one structure to another. For further information, click the 'help' icon within this feature.

Can I add more users?

On the Administration menu select the 'Add New User' feature. On this page you can create your user and assign them to an item description, company structure group or both.

Who maintains the company structure?

The company structure can be managed and maintained via your billing data, or it can be managed by yourself.

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Printing, emailing and exporting

How do I download/view my call or charge details?

Each report allows you (via the config icon located in the top right hand corner of each report screen) to download, email or schedule your report information. Report download formats include CSV, XML, PDF, Word and Excel.

How do I print a report?

Reports can be printed by selecting the 'report options' icon and then selecting the print option.

Can I email users their bills?

All reports can be emailed by selecting the config icon located in the top right hand corner of each report screen and choose the email option. The report will be emailed to you.

User Management

How can I update my details (i.e. email address)?

You can change your registered email address by clicking on the 'User' Icon located in the top right hand corner of every screen, select 'My Account' from the drop down list, you can then enter a new email address, and all future notifications will be sent to this address.

How do I change the username assigned to a user?

Changing an assigned username for a user has to be done by customer services and cannot be done on JT Billing Manager.

How do I disable a login username (e.g. when user leaves company)?

Users can be disabled via the Administration menu, select 'Edit Users' and search for the user you want to disable, click the 'Actions' drop down, select 'Disable'. You will be asked to confirm you wish to disable the user, select 'Yes'. This user will now be disabled and will not appear in your list of users, or be able to log on. If you wish to re-enable this user you must ask your customer service team to perform this action.

How can I give users access to their own bills?

To give users access to their individual data they need to be created against their own item descriptions or department in the structure, this is available via the 'Add New User' and 'Edit Users' feature.

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Support

Who do I contact in case of faults?

In the unfortunate event of there being a fault with JT Billing Manager, please email Customer Services.

What are the support hours?

Dedicated support for JT Billing Manager is available Monday to Friday, 08:30 to 17:30.

What are the contact methods?

Dedicated support for JT Billing Manager is available by emailing Customer Services.

Who do I contact if I need help on the JT Billing Manager?

If you have any questions on the solution, you can either use the interactive help and hints functionality within the site or contact your customer services department.

If I have a suggestion for JT Billing Manager, who do I contact?

If you have a suggestion for improved functionality on the solution, we suggest you use the feedback option to input your idea, this will then be sent to the customer services department.

IE9, IE10 and IE11 on Windows 7
IE10 on Windows 8.0
IE11 on Windows 8.1
EDGE on Windows 10
Chrome
Firefox
Safari on Apple Mac and iOS
Chrome on iOS and Android

For the best experience we recommend using the latest version of your favourite web browser.

Security

Why do I need to log in if I have not used the site for 15 minutes?

As a security measure JT Billing Manager will time-out if a user is inactive for more than fifteen minutes. This is a measure that has been implemented to protect your data.