Portal Guide

bigblu

How to guide :

Using the bigblu cutomer portal

You can sign in to the bigblu customer portail anytime. Either go to bigblu.co.uk/for-customers/ and click on the orange sign in button or go straight to mysatelliteportal.com where you will be invited to sign in :
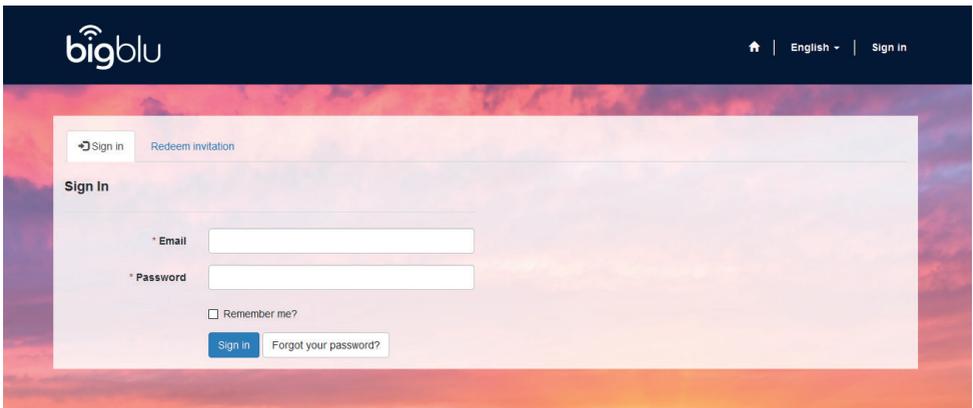
Enter your email address and password and click sign in.

Note : You will have received a token to sign in when you first joined bigblu. If you have not used it to sign in, it's likely you'll need a new token. Email info@bigblu.co.uk with the subject line "portal token" and we will get you a new token. You will receive this via email and will need to click on register, then confirm your email address and enter your password.

Passwords must be at least 8 characters long and include one capital letter and one digit. Now you are logged in to the bigblu customer portal.

The first time you log on you will be prompted to confirm your email. This will generate an email to you with another link to follow. You only need to do this the first time you access the portal.

Menus

The main menu is on the left of the screen. This allows you to access your personal information, payment details, devices and update your contact preferences.
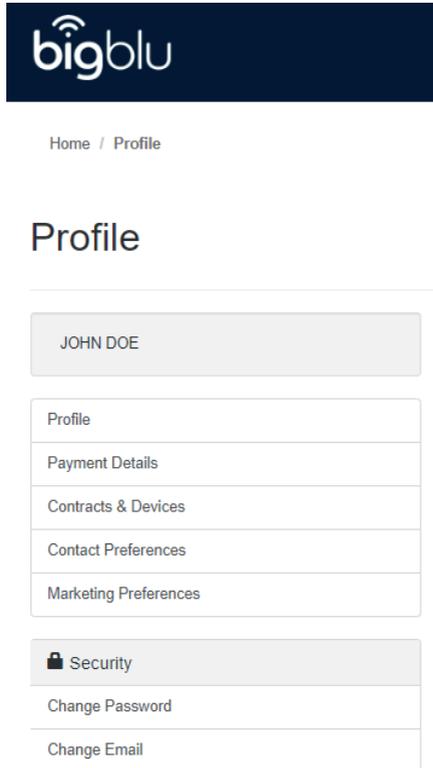
The top menu contains useful information such as User Guides and FAQs :

Profile

This is the first section you will see after logging in. It contains your personal information which you can change anytime by updating the information and clicking 'Update'.

Company Name

JOHN DOE

Account Number

SW-C000264

Preferred Language

[   ] 🔍

Update

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Payment Details

Clicking on Payment Details on the left-hand side of the screen allows you to view your billing history, manage cards, pay your bill and set up a Direct Debit.

Payment Details

JOHN DOE		
Profile	View billing history on your account	Manage all cards on your account
Payment Details	[Billing History]	[Manage Cards]
Contracts & Devices		
Contact Preferences	Select to pay your bills	Select to create a Direct Debit mandate
Marketing Preferences	[Pay My Bill]	[Create Direct Debit]
🔒 Security		
Change Password		
Change Email		

Each time you click a button, a new tab will open. Closing that tab takes you back to your Payment Details.

Clicking on your "Billing History" brings up your past payments and allows you to Export PDFs of past invoinces.

Selecting "Manage Cards" allows you to see any existing payment cards and add new cards as needed by clicking on add new card.

Clicking on "Pay My Bill' will bring up any outstanding invoices, which you can then pay.

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If you have not already set up a Direct Debit you can click on " Create Direct Debit" and enter your details using this simple Direct Debit Mandate :

Contracts & Devices

Within Contracts & Devices you have an overview that shows you the start and end date of your contract with bigblu.

Contracts

Code ↑	Subscription Start	Subscription End	Subscription Period
SW-S000408	8/12/2019	5/24/2019	Monthly

Clicking on your Contracts code allows you to see your Contract Information including the package you are on and the next invoice date.

Contract Information

General

Status * Active	**Description** Konnect Unlimited Bronze	**Contract Status** Cancelled
Code SW-S000408	**Next Invoice Date** 6/12/2019	**Subscription Status** Closed
Payment Method SUB-CC-GBP	**Direct Debit Mandate Code** —	

Line Items

Line No. ↑	Description 2	Description	Amount	Data Reset Day	Valid From	Valid To	Next Relates to Period Start	Next Relates to Period End

Navigating back to Contracts & Devices allows you to view your devices by clicking on the AccountID.

Devices

Select Account ID number to view data usage

AccountID ↑	Customer	Your Reference	Customer Contract	Serial Number	Customer No.	Device Activation Code	Device MAC Address	Device SAI
JOHN DOE	JOHN DOE		SW-S000408 - JOHN DOE		SW-C000264	10997-zfwsxxve	uru5u5	15440898433591709

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Here you can see your data usage as well as the date when your priority data allowance will be reset.

Device Details & Usage

Total Usage | 6. April 2020 16:56:09

1239 MB

Your data will reset on 26/03/2020

General

Name	**AccountID**	**Code**
SW-S000408 Tooway OP Kit (Top P...	JOHN DOE	SW-S000408
Customer	**Customer No.**	**Customer Contract**
JOHN DOE	SW-C000264	SW-S000408 - JOHN DOE
Installation Cust. Address	**Your Reference**	**Data Period Starting**
OX26 4XD	—	—

Data Usage Information

Data Reset Day	**Data Allowance**
—	—
Aggregate Data Usage	**Aggregate Data Allowance**
1,239.00	50,000.00
Download Data Usage	**Download Data Allowance**
0.00	0.00

You can navigate back in your browser or click on the image of a house, which will take you back to the home screen.

Contact Preferences

Clicking on Contact Preferences on the left-hand side of the screen allows you to let us know how you would like us to contact you about your current service.

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Marketing Preferences

Clicking on Marketing Preferences on the left-hand side of the screen allows you to let us know whether and how you'd like us to get in touch with you with new offers and new services.

Marketing Preferences

JOHN DOE

Profile
Payment Details
Contracts & Devices
Contact Preferences
Marketing Preferences

🔒 Security
Change Password
Change Email

Select Your Marketing Preferences

Emails
○ Allow ⦿ Do Not Allow

Phone
⦿ Allow ○ Do Not Allow

Mail
⦿ Allow ○ Do Not Allow

Submit

Don't forget to click submit to save your changes.

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Security

Here you can update your password or email address.

User Guides and FAQs

These can be accessed using the menu at the top of the Portal. User Guides includes all the latest guides from bigblu with topics such as activating your modem, and how to change your Wi-Fi channel.
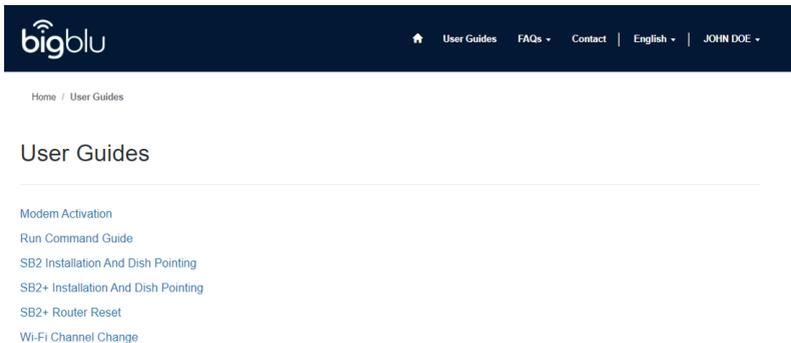
FAQs contains our most frequently asked questions divided into customer questions, technical questions and business customer questions. These are well worth a look before getting in touch with our customer services teams.

Don't forget to log out when you are done by clicking 'Sign out' at the bottom of the drop-down menu under your name.
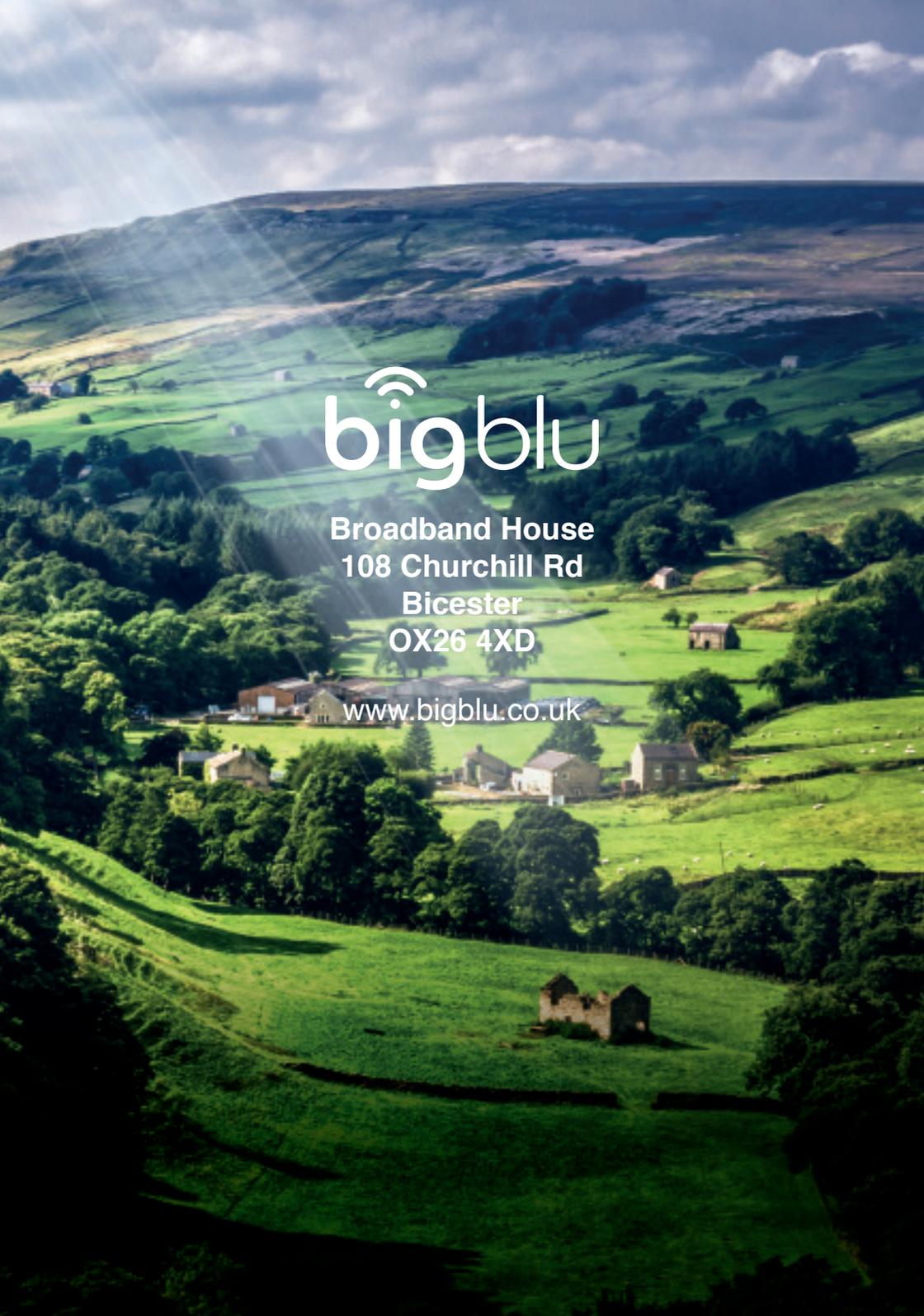
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