

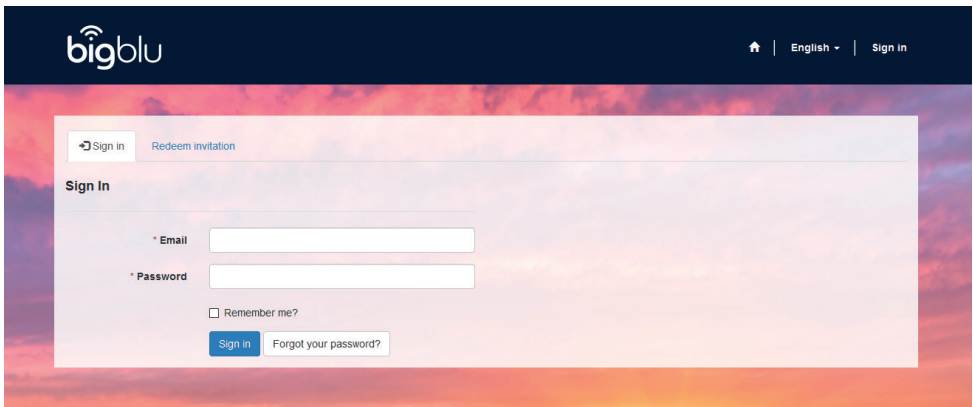


Portal Guide

How to guide :

Using the bigblu customer portal

You can sign in to the bigblu customer portal 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 :

The image shows a screenshot of the bigblu customer portal sign-in page. At the top left is the bigblu logo. At the top right are navigation links for a home icon, 'English', and 'Sign in'. Below the navigation is a white sign-in form with a 'Sign in' button and a 'Redeem invitation' link. The form has a 'Sign In' heading, an email input field, a password input field, a 'Remember me?' checkbox, and a 'Sign in' button with a 'Forgot your password?' link.

Enter your email address and password and click sign in.

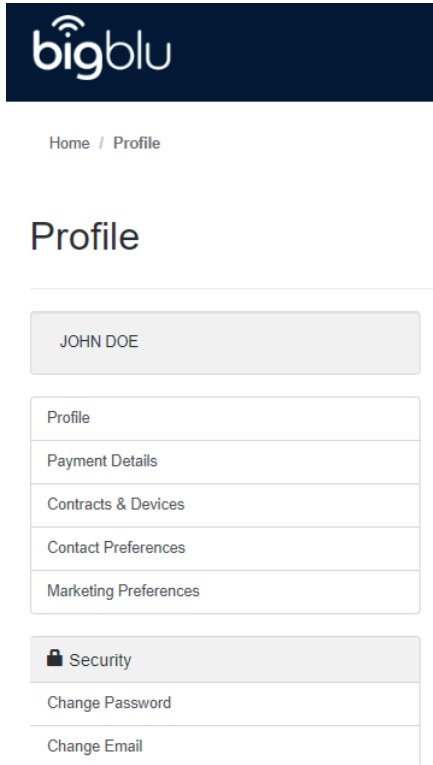
Note : You will have received a token to sign in when you first joined bigblu. If you have not used it to sign in, it's likely you'll need a new token. Email info@bigblu.co.uk with the subject line "portal token" and we will get you a new token. You will receive this via email and will need to click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

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	View billing history on your account Billing History	Manage all cards on your account Manage Cards
Profile	Select to pay your bills Pay My Bill	Select to create a Direct Debit mandate Create Direct Debit
Payment Details		
Contracts & Devices		
Contact Preferences		
Marketing Preferences		
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 invoices.

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.

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 :


Set up a Direct Debit with Bigblu

BBB

First name Last name

[Click here to use a company name](#)

Email

Your sort code Your account number

[Click here to enter IBAN](#)

Billing address line 1

Billing address line 2

Town or City Post code

[Click here to find your address](#)

More than one person is required to authorise Direct Debits

[Set up Direct Debit](#)

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

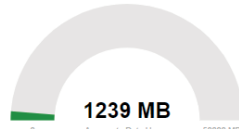
Select Account ID number to view data usage

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

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



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.

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	Select Your Marketing Preferences
Profile	Emails <input type="radio"/> Allow <input checked="" type="radio"/> Do Not Allow
Payment Details	Phone <input checked="" type="radio"/> Allow <input type="radio"/> Do Not Allow
Contracts & Devices	Mail <input checked="" type="radio"/> Allow <input type="radio"/> Do Not Allow
Contact Preferences	
Marketing Preferences	
 Security	<input type="button" value="Submit"/>
Change Password	
Change Email	

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

Security

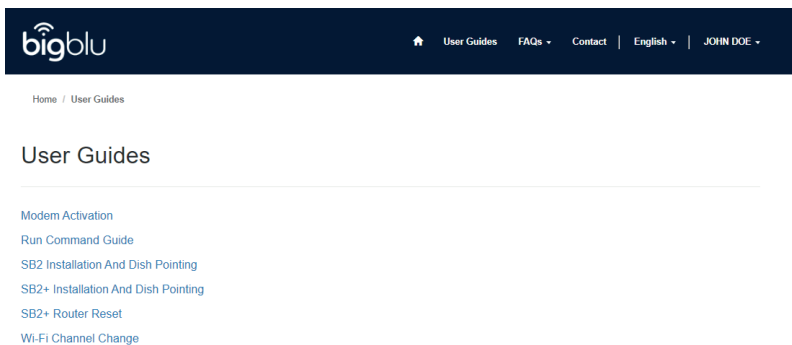
Here you can update your password or email address.

Change Email

JOHN DOE	Email <input type="text"/>
Profile	✉ Change and confirm email
Payment Details	
Contracts & Devices	
Contact Preferences	
Marketing Preferences	
Security	
Change Password	
Change Email	

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.

Customer FAQs

FAQs	How can I upgrade my account?
Customer FAQs	How can I cancel my account?
Technical FAQs	Can I use my bigblu service to connect to my work or office via VPN?
Business FAQs	

There's nothing to stop you connecting to your company's corporate VPN to your bigblu service, but there are some things to check. Ask your IT team if your company uses an IPSec type of VPN.

If so, these often require a static IP address to function. Static IP addresses are only provided on our Pro tariffs.

We use packet acceleration technology to help data efficiently travel the distance to and from your system. With certain VPN connections, information is encrypted, and no acceleration can be applied. So, you might experience performance problems, or the system may not be able to run.

We recommend giving our support team a call to talk it all through. That way we can help you choose the right product to use our satellite broadband services over an IPSec VPN.

- [I've used up my priority data, what happens to my speed now?](#)
- [How can I check what download performance I am getting?](#)
- [Are there limits to how much data I can transfer?](#)
- [Can I get a static IP address on my bigblu broadband service?](#)
- [I'm not getting the speeds I was promised, what should I do?](#)
- [How do I cancel?](#)

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.

The screenshot shows the bigblu user interface. At the top, there is a navigation bar with the bigblu logo, a home icon, and links for 'User Guides', 'FAQs', 'Contact', 'English', and a user profile dropdown for 'JOHN DOE'. Below the navigation bar, the page title is 'Home / Profile'. The main content area is titled 'Profile' and features a sidebar menu with options: 'JOHN DOE', 'Profile', 'Payment Details', 'Contracts & Devices', 'Contact Preferences', 'Marketing Preferences', 'Security', 'Change Password', and 'Change Email'. The 'Security' section is currently expanded. The main content area is titled 'Your Information' and contains form fields for 'First Name' (JOHN), 'Last Name' (DOE), 'Address Line 1' (SATELLITE HOUSE test), and 'Address Line 2' (test). A dropdown menu is open under the 'JOHN DOE' profile name, showing options: 'Profile', 'Payment Details', 'Contracts & Devices', 'Contact Preferences', 'Marketing Preferences', and 'Sign out'.



bigblu

Broadband House
108 Churchill Rd
Bicester
OX26 4XD

www.bigblu.co.uk