



Customer Help Guide

How to download Bill Reports

EE Mobile Manager

Please download the last 3 monthly Bill Reports
for the type detailed below:

- Report 1: 'Full usage download'

...and download the last 1 monthly Bill Report
for the type detailed below:

- Report 2: 'Long phone summary'

To get started, click the following link:

<https://mobilemanager.ee.co.uk/web/guest>

Step 1: Log in to EE Mobile Manager with your Username and Password

MOBILE MANAGER

Log In

Activate Account

Log in

Username

Password

Log in

[Forgot Password](#)

MOBILE MANAGER SHOP

Did you know you can order the latest devices for your business straight from your Mobile Manager account?

Regular user

Contact your top level administrator to have this feature added to your login for mobile manager.

Top level administrators

If you are a top level administrator and do not yet have access for your company to order online, please get in touch.



Step 2: Click on the highlighted 'Downloads' tab in the sidebar

The screenshot displays the Mobile Manager dashboard interface. On the left, a teal sidebar contains navigation options: Welcome, Overview, Reports, Admin, and Downloads. The 'Downloads' option is highlighted with a red rectangular border. The main content area features a teal header with the text 'MOBILE MANAGER' and a user profile icon. Below the header, a teal bar contains utility icons for notifications, email, star, help, and user profile, along with a 'Log out' button. The main content area is white and contains a welcome message: 'HI, WELCOME TO MOBILE MANAGER'. Below this, a teal box explains: 'Here you will see the main features available to you in Mobile Manager. Drag and drop - click and hold the tiles to rearrange them in any order you want.' There are five teal feature tiles: 1. 'Bill overview' with a card icon and 'View bill' button. 2. 'Reporting' with a document icon and 'View reports' button. 3. 'View/Edit users' with a group of people icon and 'User access' button. 4. 'Help and support' with a question mark icon and 'View help and support' button. 5. 'What's new' with a bell icon and 'New product updates' button. A red 'Message now' button is located at the bottom left of the sidebar. The footer contains links for 'Our company', 'Terms and conditions', 'Privacy and cookies', 'Contact details', 'Accessibility', and 'Modern slavery statement'.

MOBILE MANAGER

Welcome Overview Reports Admin **Downloads**

HI, WELCOME TO MOBILE MANAGER

Here you will see the main features available to you in Mobile Manager. Drag and drop - click and hold the tiles to rearrange them in any order you want.

Bill overview
Headline billing and reporting, download invoices, view trends
View bill

Reporting
Access and download your billing reports
View reports

View/Edit users
View and edit user access, reset user passwords, change user access levels
User access

Help and support
Access training videos, user guides, FAQs and provide feedback
View help and support

What's new
Keep up to date on changes and improvements in Mobile Manager
New product updates

Message now

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Step 3: Set the correct date range in the highlighted box

The screenshot shows a web interface for 'MOBILE MANAGER'. The top navigation bar is teal and contains a search bar, a date range dropdown menu (highlighted with a red box), and notification icons. The left sidebar is also teal and contains navigation links: Welcome, Overview, Reports, Admin, and Downloads (highlighted). The main content area is titled 'Downloads' and contains a section for 'Data exports'. Under 'Data exports', there is a 'Default' button and a 'Change structure selection' button. Below these is a table with columns: Data export, Last run, Against, File size, Line count, Status, and Action. The table lists five data export items: Full usage download, Short phone summary, Long phone summary, Charges download, and Cross monthly phone summary. Each item has a corresponding action button: 'Download data export' or 'Schedule data export'. A note at the bottom of the table states: 'This page will periodically update itself so you can immediately see when data extracts become available for Download.'

MOBILE MANAGER

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Jan-2024

Welcome

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Admin

Downloads

Downloads

Data exports

Default [Change structure selection](#)

My Company

Data export	Last run	Against	File size	Line count	Status	Action
Full usage download	21-Jan-2024 13:34:17	My Company	9.27 KB	770	Ready for download	Download data export
Short phone summary	-	-	-	-	Not scheduled	Schedule data export
Long phone summary	21-Jan-2024 13:34:41	My Company	1.24 KB	12	Ready for download	Download data export
Charges download	-	-	-	-	Not scheduled	Schedule data export
Cross monthly phone summary	-	-	-	-	Not scheduled	Schedule data export

This page will periodically update itself so you can immediately see when data extracts become available for Download.

Message now

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Step 4: Locate the 'Full usage download' and click the 'Download data export' button

- Note: If the button shows 'Schedule data export', click the button and see Step 5

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Default [Change structure selection](#)

My Company

Data export	Last run	Against	File size	Line count	Status	Action
Full usage download	21-Jan-2024 13:34:17	My Company	9.27 KB	770	Ready for download	Download data export
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Charges download	-	-	-	-	Not scheduled	Schedule data export
Cross monthly phone summary	-	-	-	-	Not scheduled	Schedule data export

This page will periodically update itself so you can immediately see when data extracts become available for Download.

Message now

Step 5: If the report needed to be scheduled, this popup will show. Click 'Create data extract' and return to Step 4 once the report is ready

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My Company

Data export	Action
Full usage download	Download data export
Short phone summary	Schedule data export
Long phone summary	Download data export
Charges download	Schedule data export
Cross monthly phone summary	Schedule data export

This page will periodically update

Full usage download

Data exports

Your data export will contain the following data:

- Account, phone and user information
- Call information
- VAT information

Your data export already exists for download. You can create a new version which will replace it. This may take some time so please check its status to see when it is ready.

Your export will be created in CSV format

Your format options

Improve excel compatibility

Field delimiter: [Comma \(,\)](#)

Text qualifier: [Quote \("\)](#)

[Create data extract](#)

Message now

Our company | [Terms and conditions](#) | [Privacy and cookies](#) | [Contact details](#) | [Accessibility](#) | [Modern slavery statement](#)

Step 6: Now locate the 'Long phone summary' and click the 'Download data export' button
- Note: If the button shows 'Schedule data export', click the button and see Step 7

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Downloads

Data exports

Default [Change structure selection](#)

My Company

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Cross monthly phone summary	-	-	-	-	Not scheduled	Schedule data export

This page will periodically update itself so you can immediately see when data extracts become available for Download.

Message now

Step 7: If the report needed to be scheduled, this popup will show. Click 'Create data extract' and return to Step 6 once the report is ready

The screenshot shows the 'Mobile Manager' interface with a 'Downloads' section. A modal window titled 'Long phone summary' is open, displaying the following content:

Long phone summary [Close]

Data exports

Your data export will contain the following data:

- Phone and user information
- All charges: VATable and VAT exempt
- Cost information by call class: VATable and VAT exempt
- Quantity information by call class
- Quantity information by call destination
- Invoice/account information
- VAT information

Your data export already exists for download. You can create a new version which will replace it. This may take some time so please check its status to see when it is ready.

Your export will be created in CSV format

Your format options

Improve excel compatibility

Field delimiter: Comma (,)

Text qualifier: Quote (")

Create data extract

The background interface shows a sidebar with 'Downloads' selected, a search bar, and a date selector for 'Jan-2024'. A 'Message now' notification is visible in the bottom left corner.

- Note: You will need to repeat this process to download 'Full usage download' for 3 consecutive months

MOBILE MANAGER

Welcome | Overview | Reports | Admin | **Downloads** | Log out

Search

Jan-2024

Downloads

Data exports

Default [Change structure selection](#)

My Company

Data export	Last run	Against	File size	Line count	Status	Action
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