

MAC Order System

User Guide



MAC Order System User Guide

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Gaining Access to MAC

Login credentials are provided from your Bell Aliant Service Representative to customers who have access to the MAC web application as part of their service agreement with Bell Aliant.

If you are looking to have new User Profiles (Username and Password) created and your organization has MAC as part of their service agreement, please contact your Bell Aliant Service Representative.

Login

First Time Login

You will receive an e-mail, similar to the one below, once your profile has been created for MAC. This e-mail provides a link to the MAC application where you will be prompted to set your password the first time you access the application.



*** PLEASE DO NOT REPLY TO THIS EMAIL ***

Hi <username>,

For your security, the link below is only active for one use. Once you set your password the initial time, the link is no longer accessible. Changing your password can be done from within the MAC Order System.

To access the MAC Order System application and set your password, follow the link below:

[MAC Order System](#)

If you have questions please contact your BellAliant representative.

Thank you,
Bell Aliant

When you click on the "MAC Order System" link provided in the e-mail, it will bring you to the **Set Password** page. The **Set Password** page will display your username and request that you create and confirm your password.

Set Password

Username: MACUser2
 Enter New Password:

Too Short

Password must be at least 8 character and include uppercase, lowercase and numbers.

Re-Enter The New Password:

Submit

Your password must meet the following criteria before it will be accepted:

- Must be 8 or more characters in length
- Must have at least one number
- Must contain upper and lower case characters
- Must not contain any part of your username

As you are entering your password, the password meter will indicate when you meet all criteria:

Enter new Password:

Too Short

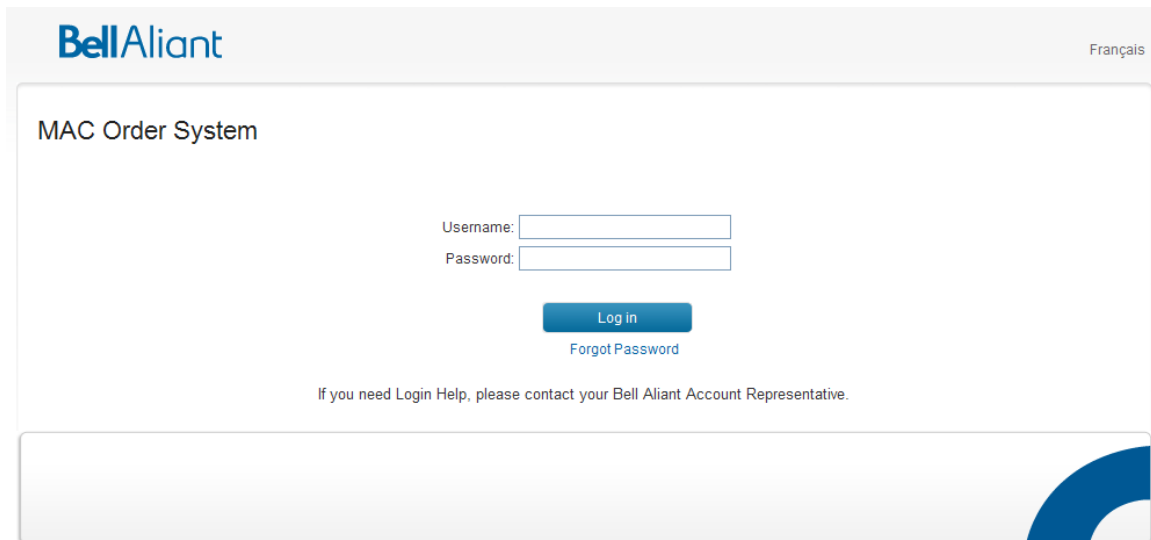
Enter new Password:

Too Weak

Enter new Password:

Good

After entering the same valid password in both fields, click on **Submit**. The login page will display.



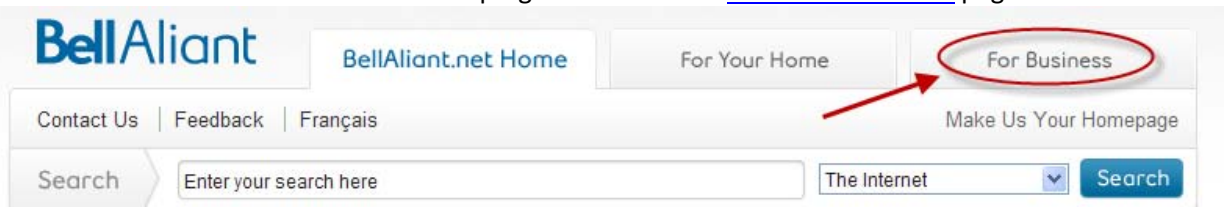
The image shows the login page for the BellAliant MAC Order System. At the top left is the BellAliant logo, and at the top right is the word "Français". The main heading is "MAC Order System". Below this, there are two input fields: "Username:" and "Password:". A blue "Log in" button is positioned below the password field, with a "Forgot Password" link underneath it. At the bottom of the form area, there is a line of text: "If you need Login Help, please contact your Bell Aliant Account Representative." The bottom right corner of the page features a blue and white curved graphic element.

Enter your Username and the password you just created and click on the Log in button.

Subsequent Logins

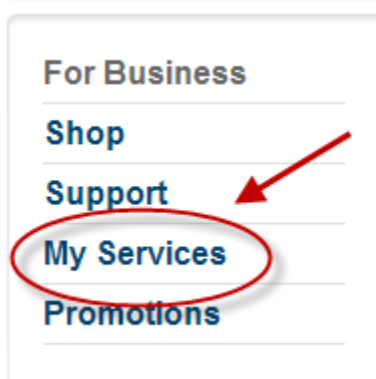
The MAC Order system can be accessed via www.bellaliant.net as follows:

1. Click on the For Business tab on the top right corner of the www.bellaliant.net page.

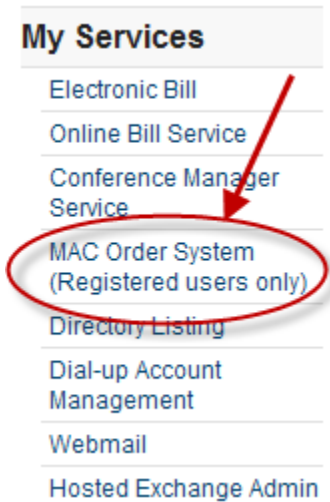


NOTE: You will be asked to pick your province if this is your first visit to the For Business site.

2. Click on the My Services option located in the menu on the left side of the page that displays.



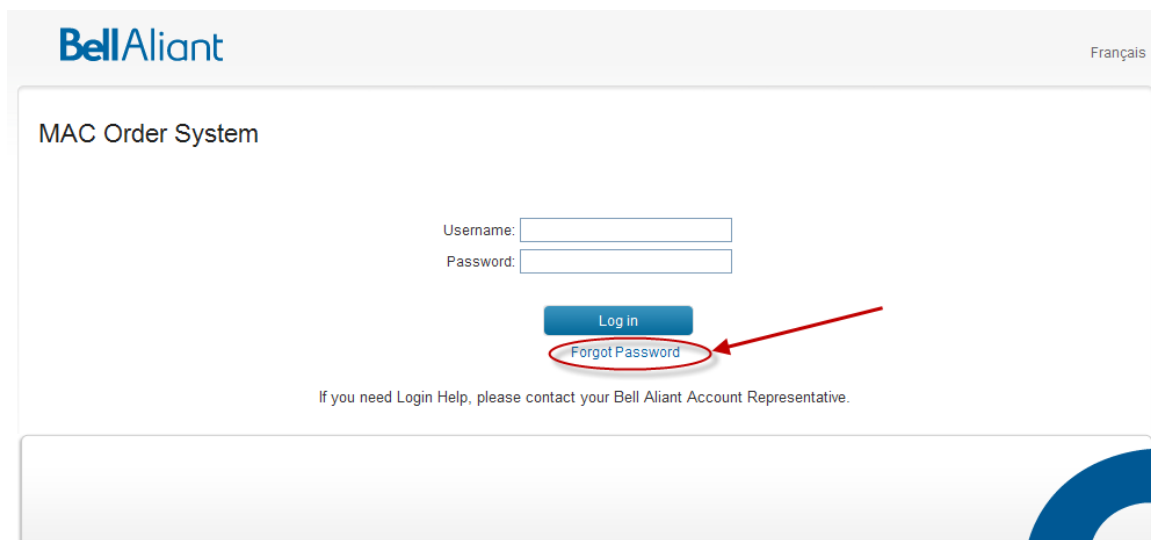
3. Click on the MAC Order System option located in the menu on the left side of the page that displays.



4. The MAC Order System login page will display. Consider creating a bookmark of this page to use to access the MAC Order System in the future.
5. Enter your Username and the password you created during your first visit to MAC and click on the Log in button.

Forgot Password

If you are attempting to Login to MAC and have forgotten your password, use the ***Forgot Password*** link located on the Login page, below the Log in button.



Once you have provided your username (either on the Login Page or via the prompt within Forgot Password), you will be presented with the security question you provided when your profile was set up.

Forget Password

Username: UserName

Security Question: Your security question
[What's This?](#)

Security Answer:
[What's This?](#)

An email will be sent to you with instructions to reset your password.

Provide the correct answer to the security question and click on **Submit**.

An e-mail will be sent to you providing a link to allow you to change your password within the MAC application.

Hi <username>,

To reset your MAC order system password, follow the link below:

[<link>](#)

If you have questions please contact your BellAliant representative.
(Please do not reply to this email.)

Thank you,
Bell Aliant

Click on the link within the e-mail. The **Reset Password** page will display. Enter a new password and confirm this new password.

Set Password

Username: MACUser

Enter New Password:

Too Short

Password must be at least 8 character
and include uppercase, lowercase and
numbers.Re-Enter The New Password: **Password Criteria:**

- Must be 8 or more characters in length
- Must have at least one number
- Must contain upper and lower case characters
- Must Not contain any part of your username

Once you have successfully reset your password, you will be logged into MAC and this will be your password for all future logins.

Change Password

You can change your password once you have logged in the application by clicking on the **Change Password** link located on the upper right hand side of the page.

You will be prompted with the **Change Password** page. Enter your current password, enter a new password and confirm the new password.

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Change Password

(this will be used for all future log-ins)

Change Password

Enter Current Password:

Enter New Password:
(Password Must Be At Least 8 Character And Include Uppercase, Lowercase And Numbers.) Too Short

Re-Enter New Password:

Change security information

Email Address:
[Why Is This Necessary?](#)

Security Question:
[What's This?](#)

Security Answer: (up to 15 letters/numbers)
[What's This?](#)

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Password Criteria:

- Must be 8 or more characters in length
- Must have at least one number
- Must contain upper and lower case characters
- Must Not contain any part of your username

If you wish, you may also change your security information:

- e-mail address
- security question
- security answer

Once all changes are made, click on **Submit**.

List Orders

Once logged into the MAC application, the **List Orders** page will display. This page can also be accessed at any time by clicking on the **List Orders** option in the menu displayed on the left side of the page.

MAC will display the orders for the default date range if you have access to only one customer's information.

The "List Order for" drop-down list will display if you have access to the information for more than one customer. You can select a value from the list and the system will automatically display the information for that customer, for the default date range displayed, or you can click on the **Display List** button to view the information for All Customers.

You may choose to sort the orders by clicking on the column headings. For example, clicking on the "Order ID" will sort the list in ascending order by Order ID. Clicking on it again will sort the list in descending order by Order ID. The default sort order is descending by Submit Date. You have the option to view a list of orders for a different date range. Modify the dates by clicking on the **calendar icon** located beside the "From" and "To" fields.

Click on the **Display List** button to review the orders within the dates selected.

To view the details of an order, select it by clicking on the **Order ID** value. Depending on the status of the order, you may also be able to update or cancel it after clicking on the **Order ID**.

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Create Order **List Orders** **Export Orders** **MAC userguide**

List Orders For: ABC Company

List Orders From: Jan 10, 2011

To: May 10, 2011 **Display List**

Order ID	Description	Internal Tracking #	Status	Submit Date	Work Completed
56019	Order description abc	123456	New	May 03, 2011	
55963	Order description def		New	Apr 28, 2011	
55959	Order description ghi		In Progress	Apr 28, 2011	
55719	Order description jkl		Complete	Apr 26, 2011	May 02, 2011

Export List

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NOTE: If you click on **Display List** with All Customers selected, the data displayed will include a Customer column.

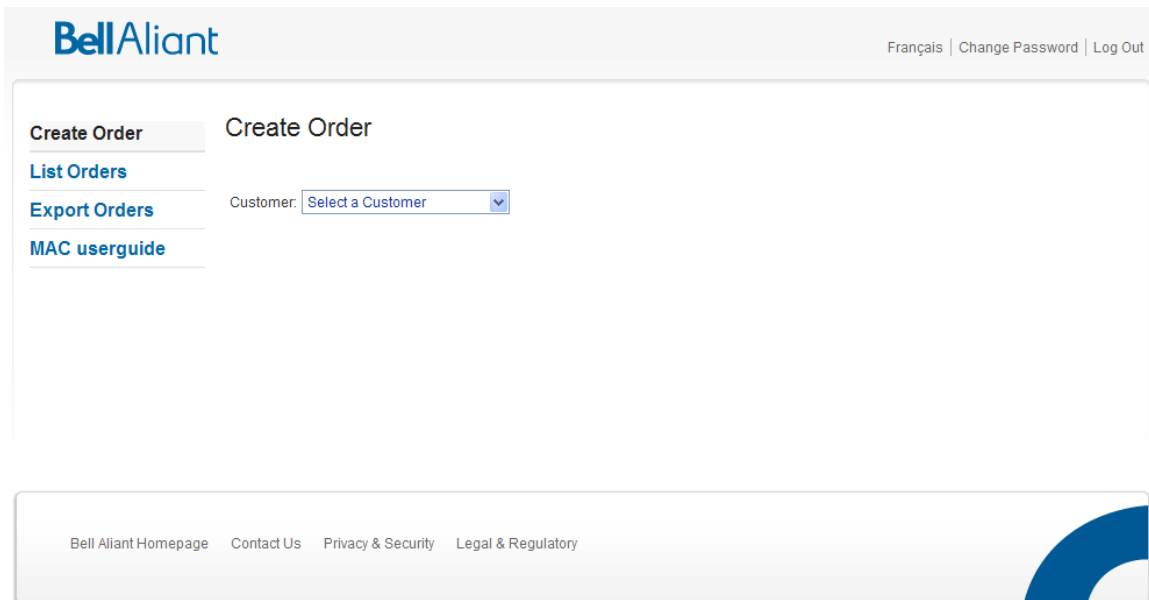
Order status definitions

Status	Definition
New	The order has been submitted.
In Progress	The order is being worked on.
In Progress - Missed	The order is being worked on but the due date has passed.
Complete	The order is completed and billed.
Cancelled	The order has been cancelled.
Draft	The order is being created or saved as Draft.

Create Order

Click on the **Create Order** option from the menu displayed on the left side of the page to create a new order.

You will be prompted to select the customer the order is for if you have access to more than one customer.



The screenshot shows the Bell Aliant user interface for creating an order. At the top left is the Bell Aliant logo. At the top right are links for 'Français', 'Change Password', and 'Log Out'. On the left side, there is a vertical menu with the following items: 'Create Order' (highlighted with a grey bar), 'List Orders', 'Export Orders', and 'MAC userguide'. The main content area is titled 'Create Order' and contains a 'Customer:' label followed by a dropdown menu with the text 'Select a Customer'. At the bottom of the page, there is a footer with links for 'Bell Aliant Homepage', 'Contact Us', 'Privacy & Security', and 'Legal & Regulatory'. A blue decorative arc is visible in the bottom right corner of the page.

Complete order form



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Create Order

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ABC Company

*Required Field

Status: Draft

Status Comments:

Order Summary: # Of Lines Moved # Of Lines Changed
Of Lines Added # Of Lines Removed

* Order Description:

* Site: More Site Detail:

* Bill To Account: More Account Detail:
Site Must Be Selected Prior To Bill To Account.

On-Site Contact
Name:
Phone:
Email:
(john.doe@sympatico.ca)

Internal Tracking Number:
(e.g. Purchase Order Number)

Rush Priority:

* Due Date:

Request On Behalf Of
Name:
Phone:
Email:
(john.doe@sympatico.ca)

Comments:

Attachments

Order Items

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(For information on the fields displayed above, see the Field Definitions section of this document.)

The following fields are mandatory and identified by a red asterisk:

- Order Description
- Site
- Bill to Account
- Due Date

Indicate a future date by which you wish your order to be completed in the **Due Date** field. If the order is a priority (needs to be completed today), check it as a **Rush Priority**.

Both the **Site** and **Bill To Account** drop-down lists are pre-filled with the customer information identified when your user profile was created. The **Bill To Account** values won't be populated until a **Site** is selected.

How to add your order items

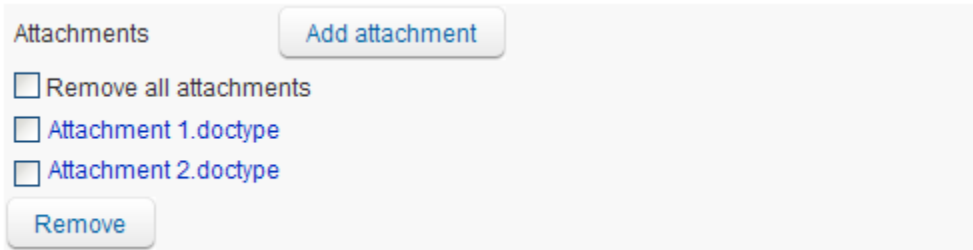
Order item information can be added in two ways. The Add Attachment button near the bottom of the page can be used to attach a document that includes this information, especially for large orders. Attachments may also contain additional information such as overlays, floor plans, special instructions, etc.



Use the Browse button to locate the document you wish to select for attachment. Repeat for each document. Click Attach when finished selecting documents for attachment.

WARNING!!! Clicking anywhere on the page outside of the Attachment window will close the Attachment window, losing any data you have entered

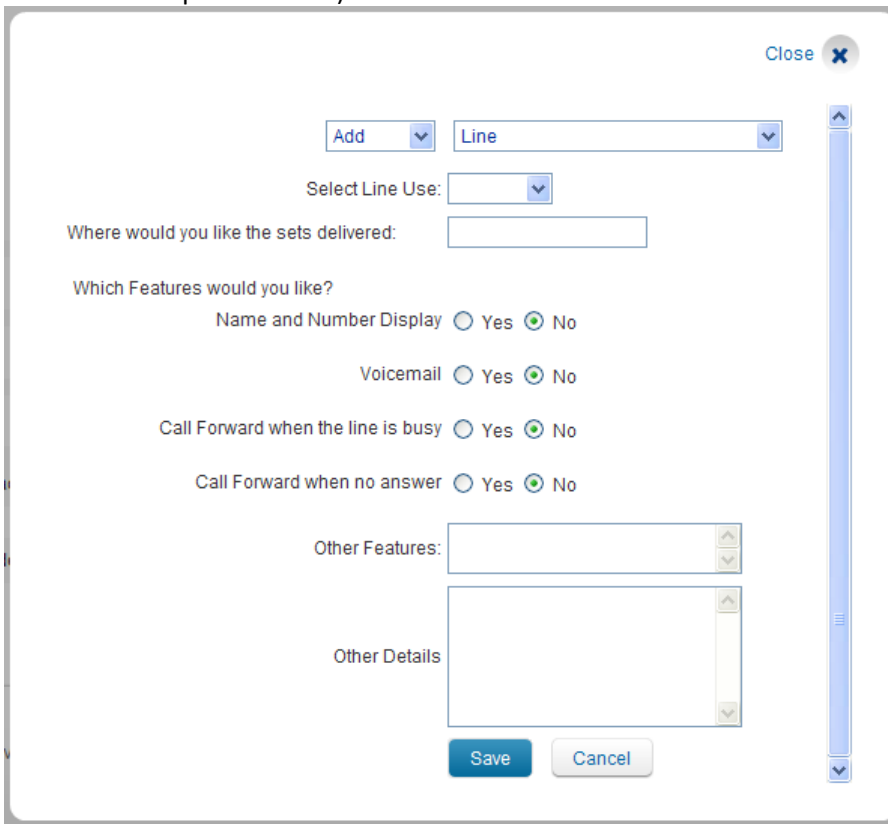
Each attached document will then be listed with the option to remove it as well as the option to remove all attachments.



The screenshot shows a section titled "Attachments" with a blue "Add attachment" button. Below the title, there are three items listed, each with a checkbox: "Remove all attachments", "Attachment 1.doctype", and "Attachment 2.doctype". At the bottom of the section is a blue "Remove" button.

You can also add individual order items by clicking on the Add Item button at the bottom of the page (NOTE: This button does not appear until you have selected a Site). A pop-up window will display to collect the item details. Select the action you want to take (e.g. Add) and then select the type of item you wish to perform the selected action on (e.g. Voice Mail). The information to be collected will vary based on the action and item type selected. More information may be requested based on the answer you give to certain questions (e.g. If you add a line and indicate that it is to be for a phone, you will then be asked to indicated the Set Type).

Example 1: Information collected when adding a line (Note: you will need to scroll to see all the information depicted below)



The screenshot shows a pop-up window titled "Close" with a close button (X). The window contains the following fields and options:

- "Add" dropdown menu (selected "Add") and "Line" dropdown menu (selected "Line")
- "Select Line Use:" dropdown menu
- "Where would you like the sets delivered:" text input field
- "Which Features would you like?" section with radio button options:
 - "Name and Number Display" with "Yes" and "No" (selected "No")
 - "Voicemail" with "Yes" and "No" (selected "No")
 - "Call Forward when the line is busy" with "Yes" and "No" (selected "No")
 - "Call Forward when no answer" with "Yes" and "No" (selected "No")
- "Other Features:" text input field with up/down arrows
- "Other Details" text input field with up/down arrows
- "Save" and "Cancel" buttons at the bottom

Example 2: Information collected when adding Voicemail

The screenshot shows a 'Close' button with an 'X' icon in the top right corner. Below it are two dropdown menus: 'Add' and 'Voice Mail'. The form contains the following fields and options:

- Telephone number to add Voicemail to: [] - [] - []
- Mailbox Owner's Name: []
- Mailbox Language? English French
- Voicemail-to-Email Option? Yes No
- Select Message Waiting Indicator: []
- Is outcall notification to pager or telephone required? Yes No
- Voicemail Plus? Yes No
- Transfer Mailboxes? Yes No
- Is Dial '0' required? Yes No
- Forward to Voicemail when the line is busy? Yes No
- Forward to Voicemail when no answer? Yes No
- Other Details: []

At the bottom are 'Save' and 'Cancel' buttons.

WARNING!!! Clicking anywhere on the page outside of the Order Item window will close the Order item window, losing any data you have entered.

All information entered in the pop-up window will be displayed in the Order Items List at the bottom the Create Order form. There will be options to remove individual line items or all items.

Order Items [Add Item](#)

Remove all items

<input type="checkbox"/>	1 Edit Item	<p>Add Line - Phone line, V100, at Main office. Call Display: No. Call Forward Busy: No. Call Forward No Answer: No. Voicemail: No.</p>
<hr/>		
<input type="checkbox"/>	2 Edit Item	<p>Add Voicemail - To: 5065551212. Mailbox Owner's Name: MB Owner. Mailbox Language: English. Voicemail-to-Email Option: Yes. Email Address: vmtoem@email.addr. Message Indicator: Light. Outcall Notification Required: No.</p>

[Remove](#)

Click the Remove button after selecting the items to be removed or the Remove all items option. The page will redisplay without the removed information.

The Clear button at the bottom of the form can be used at any time to clear all information entered and start over.

Once you have added all your order items, click **Submit** if the order information is complete or click **Save draft** if the order will need to be completed at a later date. A confirmation page will be displayed that will include a unique **Order ID**. Orders that are saved as drafts can be completed at a later date by clicking on the Order number of the order on the List Orders page.

Confirmation when saving order as a draft:

ABC Company

Thank you for your order.
 The following order has been saved as draft:
Add line and voicemail for employee 12345
 To reference this order, please use
Order ID 56302

Confirmation when submitting order:

ABC Company

Thank you for your order.
 The following order has been submitted:
Add line and voicemail for employee 12345
 To reference this order, please use
Order ID 56302

Update/Cancel Order

Orders with the status of Draft or New or In Progress can be updated by clicking on their Order ID on the List Orders page. This takes you into the Create Order flow but with the existing order information displayed, a new option to get a version of the order that is easier to print or send in an e-mail and options to **Update** and **Cancel** instead of Submit, Clear and Save draft.

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Create Order Create Order

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ABC Company
Order ID: 56302

*Required Field
Status: New
Submitted by: MACUser on May 10, 2011 at 14:49
[Printer/Email Friendly Version](#)

Status Comments:

Order Summary: # Of Lines Moved: 0 # Of Lines Changed: 0
Of Lines Added: 0 # Of Lines Removed: 0

* Order Description: Add line and voicemail for employee 12345

* Site: Main Location More Site Detail:

* Bill To Account: Dept id Billing Site Must Be Selected Prior To Bill To Account. More Account Detail:

On-Site Contact
Name: Contact Name
Phone: 506 555 5555
Email: (john.doe@sympatico.ca)

Internal Tracking Number: 5551252 (e.g. Purchase Order Number)

Rush Priority:
* Due Date: May 19, 2011

Request On Behalf Of
Name: New Employee
Phone:
Email: (john.doe@sympatico.ca)

Comments:

Attachments: Add attachment

Order Items: Add Item

Remove all items
 1 Edit Item **Add Line**
Phone line, Vista 10B, at 100 Main St. Saint John NB.
Call Display: No.
Call Forward Busy: No.
Call Forward No Answer: No.
Voicemail: No.

Remove

Update Cancel

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You can update the following fields in your order: **More Site Detail, Bill To Account, More Account Detail, Internal Tracking Number** and **Comments**. To save your changes click on the **Update** button.

To cancel the order, click on the **Cancel** button.

Order Confirmation Email

When your Bell Aliant Business Service Representative completes your order request you will receive an order confirmation email message. This let's you know that the order has been completed.

Sample email:



*** Please do not reply to this email ***

Hello

MAC Order Confirmation

This email is to confirm that your MAC Order has been completed.

Order ID: 192317

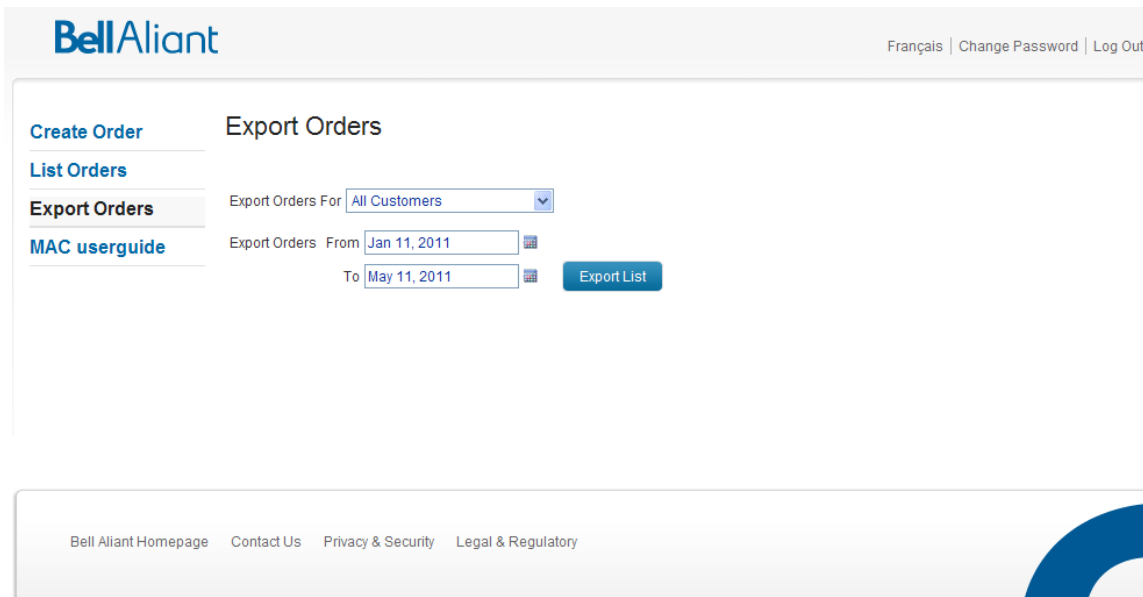
To view the details of this request you can log in to the [MAC Order System](#)

Please contact your Bell Aliant Business Service Representative with any questions concerning this order or other order requests.

Thank you,
Bell Aliant

Export Orders

You have the ability to export a list of orders to an Excel Spreadsheet by clicking on the **Export Orders** option in the menu displayed on the left side of the page.

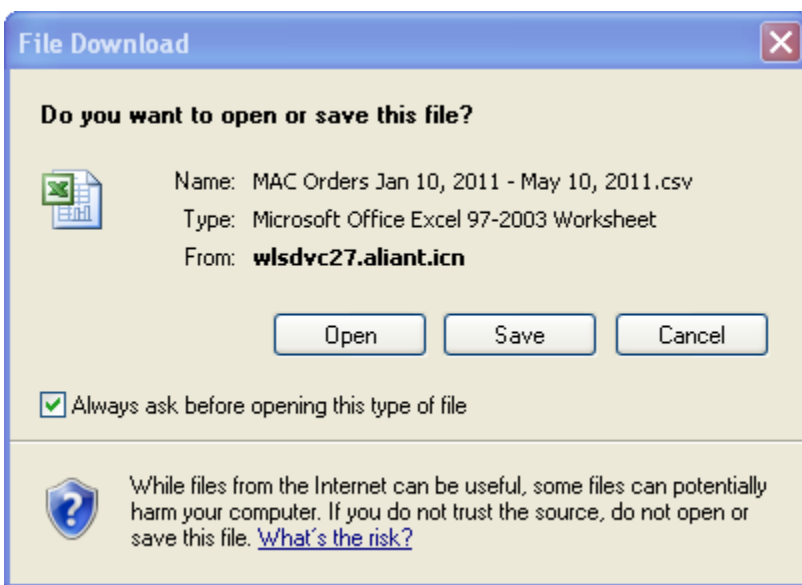


NOTE: The “Export Orders For” drop-down list will not display if you only have access to the information for one customer.

Select the criteria for the order information to be exported and click on the Export List button.

There will be a pop up asking if you want to open or save the file. The pop-up will differ based on the browser being used.

Example of the pop-up for IE8:



The same functionality can be accessed on the **List Orders** page using the **Export List** button. The displayed information will be exported.

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List Orders

List Orders

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List Orders For

List Orders From

To

[Display List](#)

Order ID	Description	Internal Tracking #	Status	Submit Date	Work Completed
56019	Order description abc	123456	New	May 03, 2011	
55963	Order description def		New	Apr 28, 2011	
55959	Order description ghi		In Progress	Apr 28, 2011	
55719	Order description jkl		Complete	Apr 26, 2011	May 02, 2011

[Export List](#)

Contact Us

At any time in the MAC system, you have the option to **Contact Us**. When you click on the **Contact Us** link located at the bottom of the page, the contact information will be displayed. You may choose to click on the e-mail address displayed per contact and your e-mail browser will open with the e-mail address indicated in the Contact Us page. Please note that the employee contact telephone number is not a mandatory field. It may not be displayed.

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Create Order **List Orders**

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List Orders For:

List Orders From:

To: **Display List**

Order ID	Description	Internal Tracking #	Status	Submit Date	Work Completed
56019	Order description abc	123456	New	May 03, 2011	
55963	Order description def		New	Apr 28, 2011	
55959	Order description ghi		In Progress	Apr 28, 2011	
55719	Order description jkl		Complete	Apr 26, 2011	May 02, 2011

Export List

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Create Order **Contact Us**

List Orders

Export Orders

MAC userguide

Company with One Contact
Phone: (506) 555-1221
Email: contact@bell.ca

Company with Four Contacts

Prince Edward Island
Phone: (902) 555-1212
Email: pecontact@bell.ca

Nova Scotia
Phone: (902) 555-1212
Email: nscontact@bell.ca

Newfoundland and Labrador
Email: nlcontact@bell.ca

New Brunswick
Phone: (506) 555-4030
Email: nbcontact@bell.ca

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Field Definitions

Create/Edit Order

<i>Field Name</i>	<i>Mandatory Y/N</i>	<i>Definition</i>
Status	Y	This field is display only and displays the status of the order.
Order ID	Y	This field is display only and displays the Order ID generated by the system for the order. The Order Id is created once the order has been either Saved as Draft or Submitted.
Order Description	Y	Provides a textual description of the Order
Site	Y	This is the Customer Site that this order is for.
More Site Detail	N	This field can be used to provide any further information regarding the location where the work for the request is to be performed. A maximum of 250 characters are allowed in this field.
Bill To Account	Y	Bell Aliant account to bill the order to. This drop down box may be populated with the list of accounts for the customer site. It may also be used to indicate "Existing" or "New" account. If Existing or New are selected, provide further details in the More Account Detail box.
More Account Details	N	This field can be used to provide any further information regarding the billing of the order. A maximum of 250 characters are allowed in this field.
On-Site Contact Section	N	This section includes the Name, Phone & e-mail for customer contacts dedicated to a respective site. These fields are defaulted to the On Site Contact information from the Customer Profile but can be changed when needed.
On-Site Contact Name	N	Name of the onsite contact person
On-Site Contact Phone	N	The phone number of the on-site contact person
On Site Contact E-mail	N	E-mail address of the on-site contact person
Internal Tracking Number	N	Allows entry of a requisition / work order number to be used by customer to reference their books / orders within their organization.
Rush Priority	N	Indicates that the order must be completed ASAP. It is mandatory to have either Due Date or Rush Priority selected.
Due Date	N	Date order must be completed. It is mandatory to have either Due Date or Rush Priority selected.
Request on Behalf of Name	N	Name of person who requested the order be created.
Requested on Behalf of Phone	N	Phone number of the person who requested the order be created.

<i>Field Name</i>	<i>Mandatory Y/N</i>	<i>Definition</i>
Requested on Behalf of E- mail	N	E-mail address of the Person who requested the order be created.
Comments	N	Text field.