Manage Red Share for Business the easy way with My Vodafone

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vodafone

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Manage your account the easy way with My Vodafone

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If you are managing your services on desktop, we recommend using Google Chrome for best results. Using other browsers may result in slow performance or time outs.

This guide is intended for Red Share for Business Administrators.

What is Red Share for Business?

Red Share for Business

Enjoy the simplicity of one shared plan and custom-sized pool of data for your whole team.

Centralised data controls and reporting give you complete visibility of individual and team data usage to help monitor and control costs.

Enjoy the flexibility to scale your data each month as your business grows. Plus, with the My Vodafone online tool at your fingertips, you can ensure your business keeps running by setting up an automatic top-up. If you reach your data pool allowance, you can self manage further top-ups if needed.

All mobile users get worry-free unlimited talk and TXTs to standard NZ and Australian numbers, and with a free Local Number on Mobile for each user, customers can reach you easily at any time — so you never miss an opportunity.

You can use your plan's data, minutes, and TXTs in over 100 destinations with Vodafone Daily Roaming which costs $7 a day.

Red Share for Business requires a Red Share for Business plan and one or more Red Share for Business connections, with at least one smartphone connection. These are not available as stand-alone plans.

Only Red Share for Business connections are able to share data from the Red Share for Business plan.

Red Share for Business data plans

Each user in the Sharing Group can use the data in the data pool until the data allowance in the pool is exhausted. All data in the data pool is used on a first in first served basis. No one user will be given priority over another user in the Sharing Group.
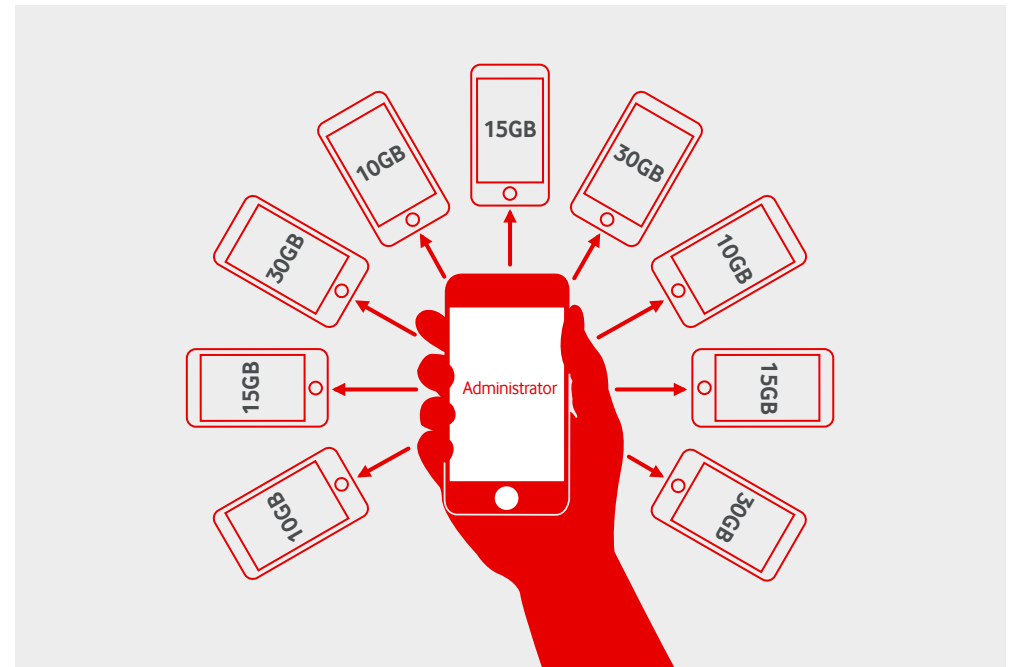
Red Share for Business set-up and registration

You must add at least two Administrators to your My Vodafone account to manage the Red Share for Business plan.

To be a My Vodafone Administrator for your Red Share for Business plan, you must have:

- An active mobile connection with Vodafone on a Red Share for Business plan.
- An Administrator must be on a Red Share for Business Smartphone connection in order to receive TXT notifications when data in the data pool is running low or is about to run out.

When an Administrator leaves your business, please contact us so we can remove them from the Red Share for Business plan and remove their access to Administrator functions. An Administrator will continue to have Administrator access rights until you request us to remove them.

To enable Administrator rights for one of your existing Connections in My Vodafone, please get into contact with us and we can set this up for you. Once complete, please register this connection in My Vodafone. Sign into this Connection's My Vodafone account and click on **Account Settings** and select the **Manage Services** dropdown. Click **'Add a service'** and and follow the steps listed in My Vodafone to add the Connection as an Administrator for your Red Share for Business Billing Account.

To view the list of existing Administrators on an account, go to **Usage** and click on **Shared Data** from the dropdown menu. Scroll to the bottom of this page and click the **Filter Results** button, where you can apply a filter to view the list of Administrators for your business.

Red Share for Business administration

Your Administrator:

- Will be sent a notification when the data in the data pool reaches a pre-defined level.
- Can purchase additional data for the Connections to use, through manual data top-ups and/or automatic data top-ups.
- Will be sent a TXT notification when the data remaining in the data top-up reaches a pre-defined level, if a data top-up is purchased.
- Will be notified when all of the data in the data top-up has been consumed, if a data top-up is purchased.
- Will be notified when all of the data in the data pool has been consumed.
- May view the quantity of data used by each Connection in the Sharing Group for the current billing period.
- May have the ability to adjust the size of their data pool each month. The data pool must meet your minimum contractually committed data level.
- Can allocate data profiles to each of your Connections.
  - Administrators can set up to 3 data profiles for the Sharing Group: for example, High (e.g. 20 GB); Medium (e.g. 5 GB) and Low (e.g. 1 GB).
  - Data profiles can be amended by Administrators at any time.
  - When a Connection has been allocated a data profile, the Connection will be notified by TXT when they have used 80% of the data profile limit; and notified again by TXT when they have used 100% of the data profile limit.
  - The Connection will not be blocked from using data remaining in the data pool as a result of exceeding the data limit applicable to their profile. However, Administrators have the ability to manually stop and start a Connection's access to the data pool if necessary.
- May set up a daily notification email advising:
  - Which Connections have used more than 80% of their allocated data profile limit.
  - Which Connections have used more than 100% of their allocated data profile limit.

Manual and automatic top-ups

When the data pool is running low on data, the Administrator will be notified by TXT prompting them to top-up.

Administrators may purchase additional data for the Sharing Group through purchasing a manual data top-up. Administrators can add up to two manual top-ups at a time. If one of these is used, you can add another manual top-up.

In addition, Administrators can choose to set up an automatic data top-up for your business. The automatic top-up will only be applied if all of the data in the data pool, and any manually purchased data top-ups, are exhausted. When an automatic top-up is applied the data allowance of the Sharing Group is increased by the value of the top-up. The automatic top-up will only be charged if it is applied, and can only be applied once during a bill cycle. Once the automatic top-up has been triggered, you will not be able to configure your automatic top-up settings until the following bill cycle.

If a manual data top-up or an automatic data top-up is applied to the data pool, and not all of the top-up data is consumed, the remainder of the top-up data will be added to the data allowance for the next month.

If there is no automatic top-up set in place, and no manual top-ups have been added to the data pool, then all users will be notified by TXT when the data runs out. If data has been added back into the shared data pool, all your users will be notified of this change by TXT.

Red Share for Business users

A Red Share for Business User is any phone number listed as a Connection in the Sharing Group. Users will also be notified by TXT:

- When all of the data in the Data Plan has been consumed.
- If a data top-up is purchased or applied (but only if they were previously provided with a notification that all of the data in the data pool had been consumed).
- In the event the Connection is allocated or changed to a High, Medium or Low data notification profile.
- If the Administrator changes the High, Medium and Low data notification profile settings for the Sharing Group or the data profile of a Connection.
- When they reach 80% and 100% of their data profile limit.
- If the Administrator has stopped or started the Connection's ability to use shared data from the data pool.

What is My Vodafone?

My Vodafone is the quick and easy way to manage your Red Share for Business account. You can:

- Check your minutes, TXTs or data balance.
- View and pay your bill.
- Manage multiple Connections.
- Manage Shared Data on plans.
- View roaming rates.
- Keep an eye on your usage.

How to set up My Vodafone

Step 1
Have your account number and PIN, or mobile connection number handy, plus an active email address.

If you add a mobile connection on its own it will be sent a TXT in the process.

Step 2
Download the free My Vodafone app or register for My Vodafone online at www.vodafone.co.nz/register.

Check out our My Vodafone User Guide for further information about My Vodafone. For additional support please contact your Account Manager or call 888.

Download on the App Store   GET IT ON Google Play   vodafone.co.nz/using-myvodafone

There are more Administrator features available on the My Vodafone web page. If you're managing a large number of connections you will be redirected to the web page for a better experience.

If you are managing your services on desktop, we recommend using Google Chrome for best results.

Using other browsers may result in slow performance or time outs.

Primary Connections

What is a Primary Connection?

If you have multiple services loaded into your My Vodafone account, the **Primary Connection** controls which particular service you are currently managing. You can change your **Primary Connection** at any given time to manage other services that you have (e.g. if you have multiple Red Share Groups).

The **Primary Connection** is the connection which is listed first on the **Account Summary** page in My Vodafone.

How to change a Primary Connection in My Vodafone on the web

1 Log in to My Vodafone.

2 From the menu bar along the top of the page, navigate to **Account Settings** and then **Manage Services** from the drop down list.

3 You should be in the **My Services** tab. If not, click it.

4 You will find your current **Primary Connection** under the section **Primary Mobile Service**. Click **Switch** next to **Primary Mobile Service** to change it.

5 Click the **Circle Button** next to the Connection you wish to make the new **Primary Connection** and click **Save**.

6 You have now successfully changed your **Primary Connection**.

What does My Vodafone let you do?

Manage your accounts and connections

To do this, simply click **Manage Services** under **Account Settings** to add new accounts and services, remove accounts, and rename existing connections.
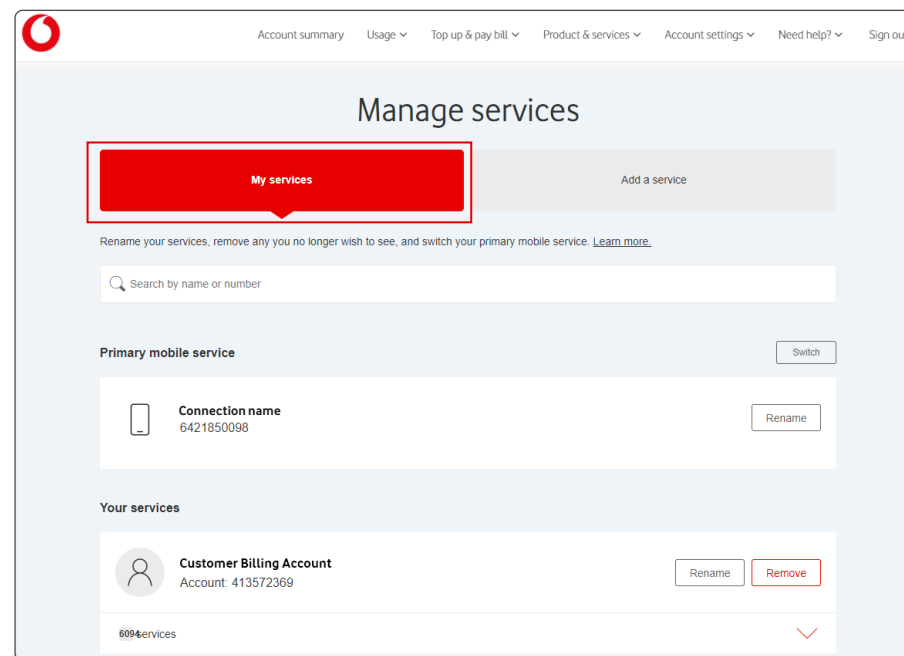
How can I manage the services I have access to?

Under the **Account Settings** tab, click **Manage Services** in order to add a personal or business service. From there, you will be walked through adding each service you would like to view or administer.
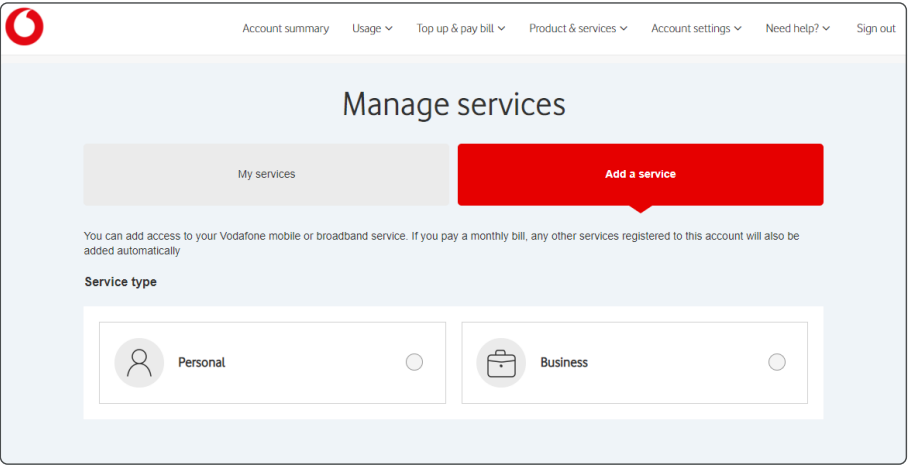
When you add a phone number (that does not require administrator access), that number will be sent a 5 digit code via TXT. This 5 digit code is a required security PIN used to authenticate the user. Please enter this code, as prompted, into My Vodafone.

Data management

To manage data, click on **Usage** in the top menu bar, then click **Shared Data**.

If you cannot see **Shared Data** or you appear to be checking the wrong pool of data, make sure that your **Primary Connection** is set to **Administrator**.

- You must add two **Administrators** to a My Vodafone account to manage data.
- Changes can be made by any **Administrator**, the first connection set up will automatically be an **Administrator**.
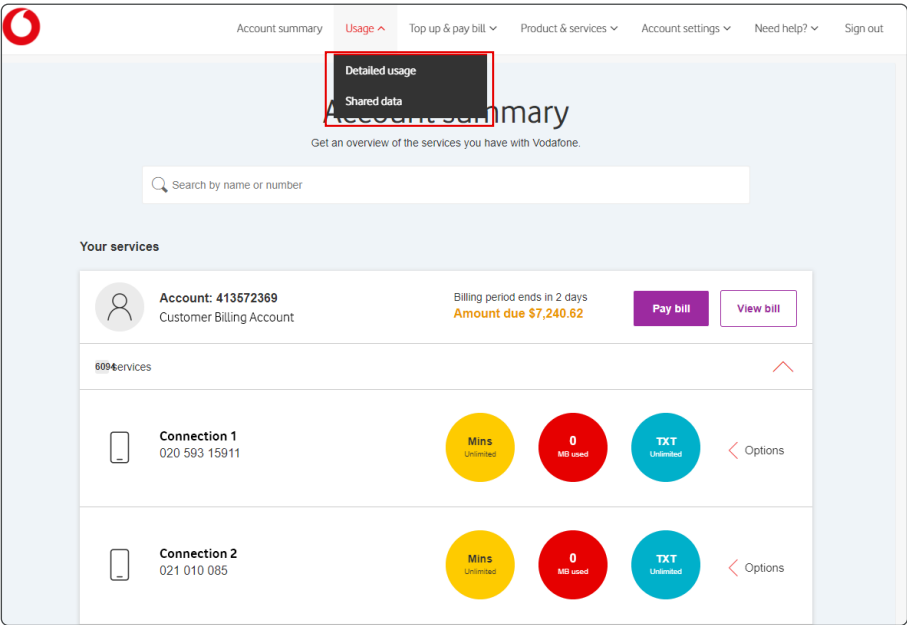
Manage shared data

If you are the Administrator of a Red Share for Business plan, you can easily view the total shared data usage of all employees on the plan via the **Shared Data** option under the **Usage** tab. You can easily buy top-up data for all users. There are six top-up options, ranging from 1GB to 200GB.

All Administrators can also see any automatic top-up you may have set-up for the group

You are able to see how much data each Connection has used for the current month; sort and search this information, and download it for reporting purposes.
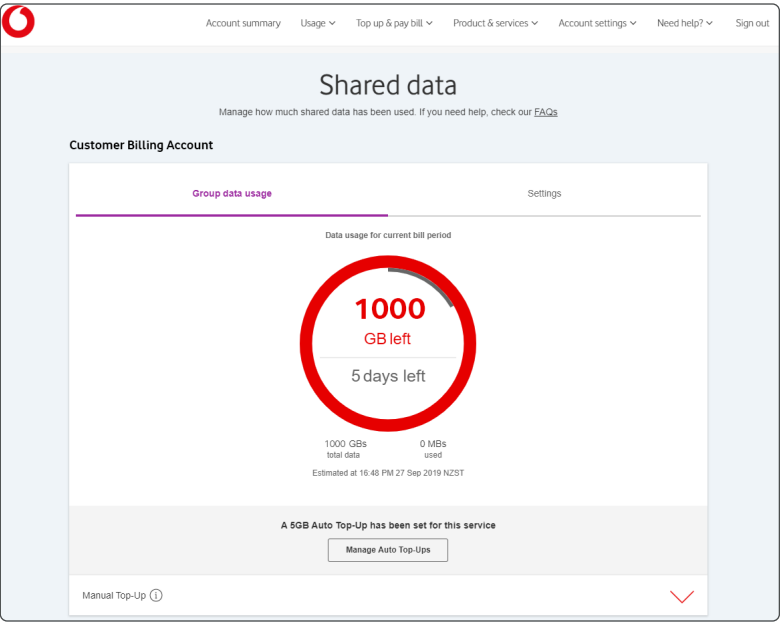
We suggest that you have an adequate amount of data in your shared data pool to prevent you from running out of data. You have the ability to change and self-manage your data pool month to month. Any data pool size from 5 to 50,000 GB can be requested for the following billing cycle. The data pool will automatically adjust to meet the minimum data commitment per connection should they you add connections to the plan throughout the month (taking effect on the date of the next billing cycle). However, if connections are removed, the size of your data pool will not decrease automatically (but can be manually changed by an Administrator).

To request a change to the size of your shared data pool for the following month, click **Settings** on the **Shared Data** page and select **Edit**.

Manage employee data usage

Setting up data profiles for your team is easy. You can assign a High, Medium or Low data profile to each of your Connections, depending on their data requirements.

To get an overview of data used by your Connections, click **Usage**, then the **Shared Data** option in the menu.

How to assign data profiles to users:
Step 1 On the **Shared Data** page, click **Settings**.
Step 2 Create your High, Medium and Low profiles by sliding the bars to allocate the data limit you want for each profile.

Step 3 Once your data profiles are set, navigate to the **Group Data Usage** tab on the **Shared Data** page to allocate these data profiles to your users via the **Assign Data Limits** button.

Note: End users will be notified via TXT when they have been assigned a data profile (or if their data profile changes).

Opt-in email reports and alerts

Set up daily email reports to show high data users in your team. Receive reports for users who are at 80% or 100% of their allocated data profile and use this information to manage their account – you can set this up under the **Settings** tab of the **Shared Data** page.

If you add connections throughout the month, the size of your group data pool will adjust to meet the minimum data commitment per connection (on the start of your next billing cycle) should your data pool not be large enough. Should this happen, the administrator will receive an email notification informing them about the change and the new billing total.

Please note that you will not receive emails in case of the following conditions:

1. If data profiles have not been defined for your Red Share for Business Sharing Group,

2. If none of the defined data profiles have been assigned to data sharers in your group,

3. None of your connections have reached 80% of their data profile limit for the current billing period.

Control employee data usage

As an Administrator, you have the ability to stop and start your team's data usage individually, or as a whole. You can find this function by clicking the **Usage** tab, navigating to the **Shared Data** page and viewing the **Group Data Usage** section.

A TXT notification is sent to users to notify them if their data usage has been stopped or started.

Please note that an Administrator should not block another Administrator.

Shared data

Manage how much shared data has been used. If you need help, check our FAQs

Customer Billing Account

Group data usage	Settings

Email reports and alerts   Edit

Your email alerts are **ON** and will be sent to redshareforbusiness@gmail.com

Email reports (important updates on the status of your users)   ● On   ○ Off

redshareforbusiness@gmail.com

Save   Close

Stop and restart employee data usage

Step 1 Visit the **Group Data Usage** tab on the **Shared Data** page, and tick the box next to the user(s) you would like to stop from having access to the data pool.

Step 2 Click on the **Stop Data** button.

Step 3 Confirm you would like to stop their access to mobile data.

Step 4 If you decide a user can have access to data again, tick the box next to their name and click on the **Start Data** button.

Tip: You can search, and then filter with the **Filter Results** button.

Employee view of shared data

Employees sharing a Red Share for Business plan have the ability to check their individual data usage - however, they are unable to purchase more data and cannot view the usage of other employees (unless they have been allowed to add these connections by the other person).

An employee can also view their shared data Administrators' contact details on the **Shared Data** page in case they run out of data and need to get in touch with them.

Ensure your team doesn't run out of data

A TXT will be sent to the Administrator at 90% and 100% of the group shared data pool usage. At 100% usage a TXT will be sent to all users to advise they have run out of data and to contact their Administrator.

You can have one auto top-up per month. To set up an auto top-up, select **Manage Auto Top-Ups** from the **Shared Data** page. You can then select from the range of 1GB to 200GB top-up options. We recommend turning on **Auto Top-Up**, to ensure you and your team don't run out of data unexpectedly. A TXT will be sent to all users once data is topped up.
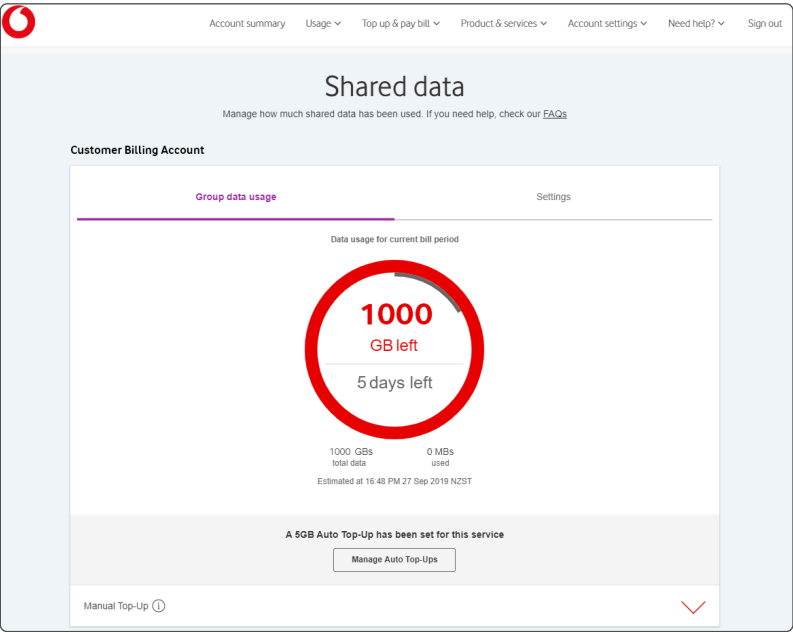
Data TXT notification

A TXT message is sent to a user to let them know a data profile has been allocated to them. They will also receive a TXT notification at 80% and 100% of their data allocation.
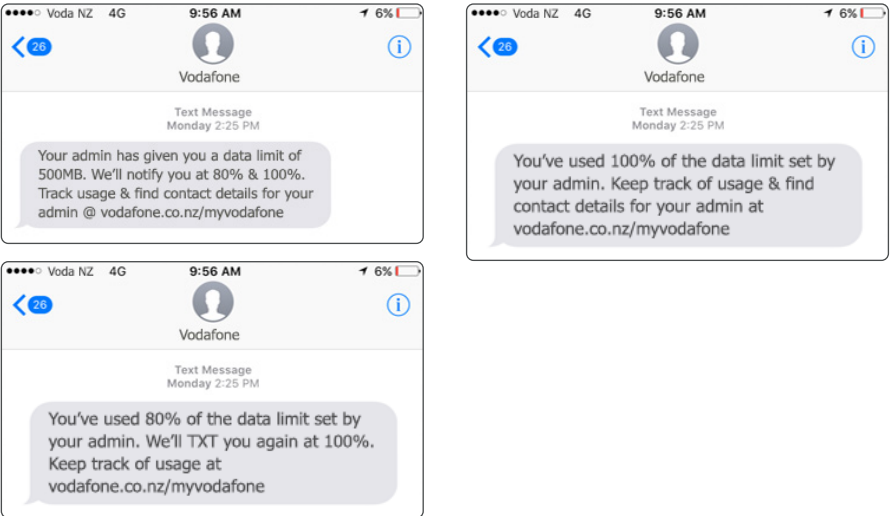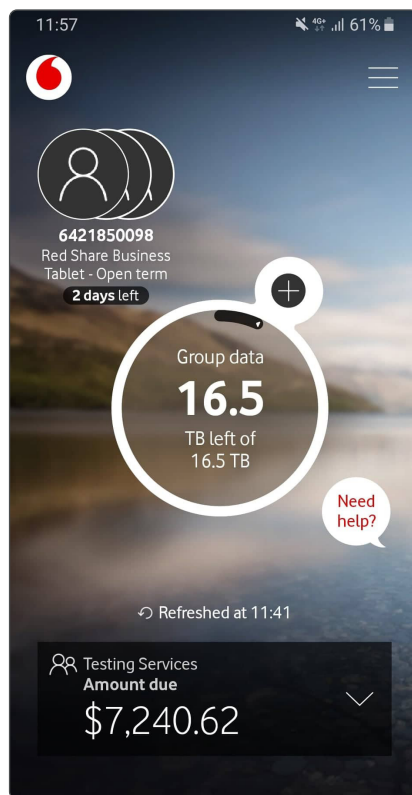
Billing and accounts

You can add a **Billing Account** to My Vodafone to give you access to do tasks like paying the bill. You will need the **Account Number** and the **Account PIN**.

Note: to make sure your own number is set as the **Primary Connection**, add your connection first.
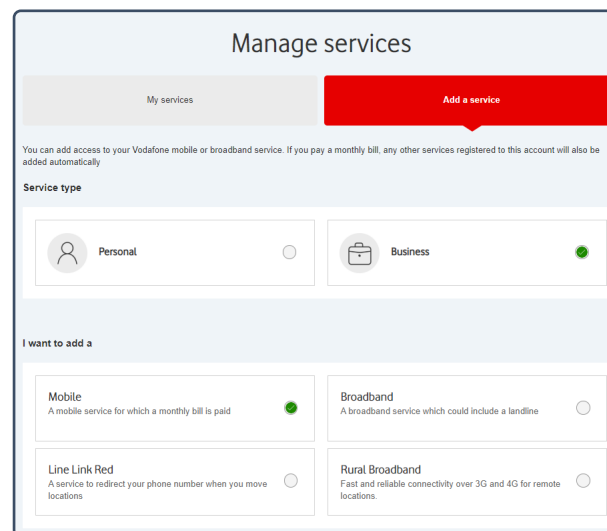
Adding a billing account in the My Vodafone app

1 Log onto the My Vodafone app – the **Account Summary** screen appears.

2 Tap the ☰ in the top right – this will display the menu.

3 Tap **Account Settings** – the account settings screen will appear.

4 Tap **Add Services**, and then select the type of service you wish to add.
   To add a billing account, select the following:
   - Tap **On Account Mobile**
   - Tap **Pay the Bill**

5 Fill in the **Account Number** and **Account PIN**.

6 Tap the **I am authorised to access information about this connection** box to confirm.

7 Tap the **Add Service** button to complete adding the **Billing Account**.

Adding a billing account in My Vodafone on the web

1 Log into My Vodafone.

2 Point your mouse cursor over **Account Settings** and select **Manage Services**

3 Click the **Add a Service** tab, then select **Business**.

4 In the **I Want to Add...** section, select **Mobile**.

5 In the **My level of control for this service is...** section, select one of the following:
   - I am the account administrator: Lets you view and pay bills, check usage for all phones on your bill.
   - I just use the service: Don't pay the bill - lets you check usage for your phone.

Adding a billing account in My Vodafone on the web cont.

6   Enter your details and tick the **I am Authorised to Access Information About this Service** check-box. You will be asked to enter the Billing Account PIN. This helps keep your business's billing information secure.

7   Click **Add Service**.

8   You should now have access to view this Billing Account or Service in My Vodafone.

Note: Anyone in your organisation who uses My Vodafone to manage billing and usage information will have the ability to administer Red Share for Business data (by switching their selected Primary number). To avoid this, you can allow people to administer Red Share for Business data without giving them full billing access, by giving them connection only access to the administrator connection.

Pay bill, view payment history and other payment options

If you're a **Billing Administrator**, you can easily **Pay your Bill** (via the **Top up & pay bill** tab), **Manage your payment options** (via the **Account Settings** tab), and view your **Previous Bills** (via the **Top up & pay bill** tab). These features are available for individual billing accounts.

Manage your bills

When you log into My Vodafone, you'll be taken to the **Account Summary** page that displays all of your Services. If you are also a **Customer Billing Account Administrator** you can see all Services in the billing account you've added. If you don't see the services that you're looking for, simply use the search function.

The example below shows an business with employees that share one data plan. To look for a particular employee's usage, use the **Search** feature at the top of the page.
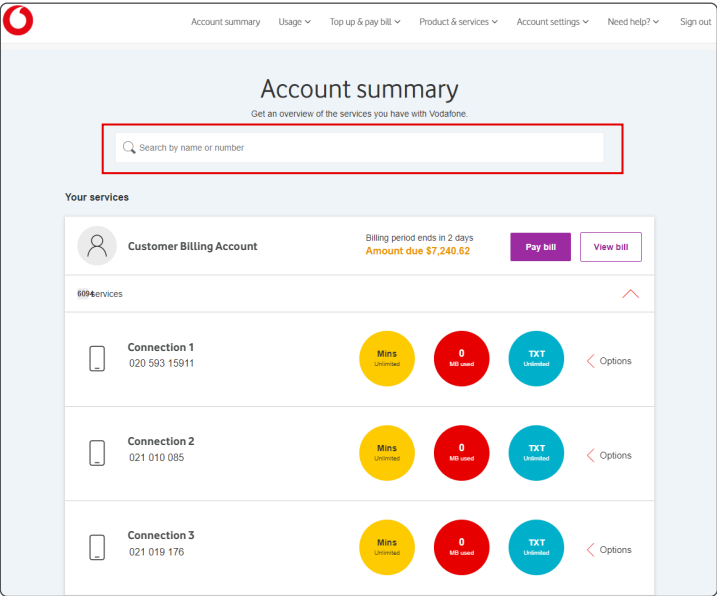
To add or remove Administrators contact 888.

**For any questions, contact your Account Manager,
or call 888 from your Vodafone mobile at any time.**

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