



ENTRUSTICT
For Business Solutions

ORDERING NBN SERVICE

EntrustICT Partner Portal Instruction Guide

[Abstract](#)

This guide provides a step by step process of ordering a NBN service through the EntrustICT Partner Portal. Please refer to the first guide Customer and Site before reading this guide.

EntrustICT

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Introduction

This document contains a step-by-step guide to create a NBN order through the Partner Portal.

Create NBN Service Process

1. Login to the [Partner Portal](#) using your credentials.
2. From the top menu, click on the ORDERING menu option and select Order Service (figure 1).

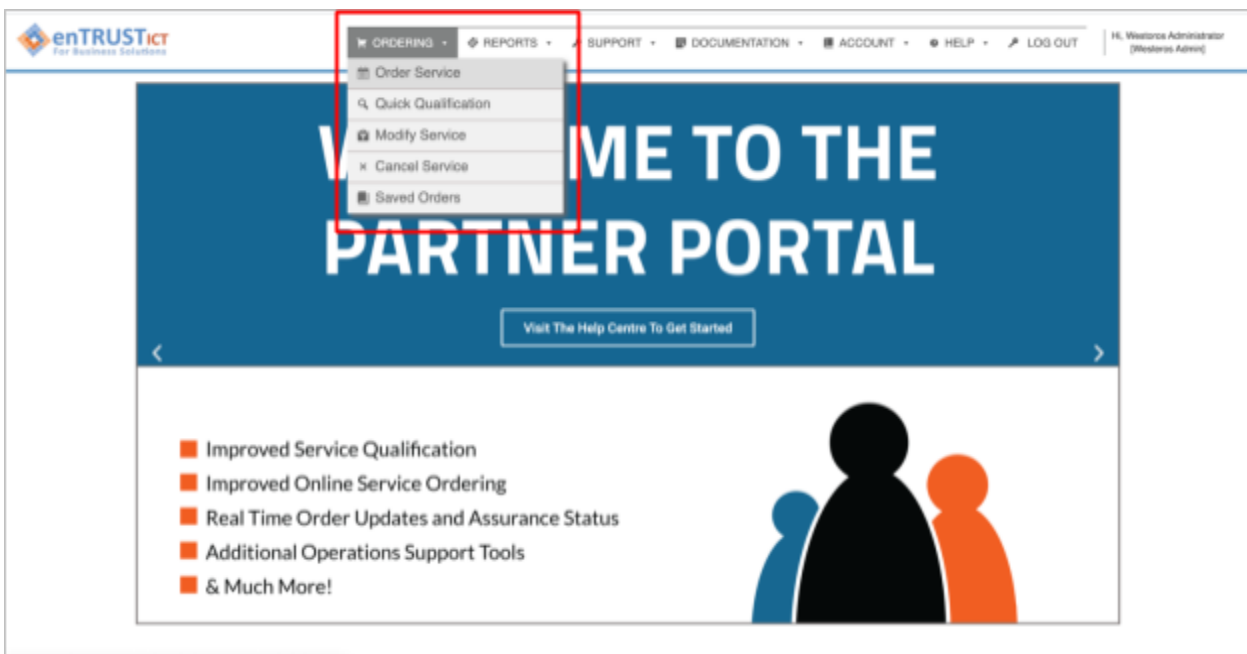


Figure 1: EICT Portal Home Page

3. On the Order Service Page, you will first be prompted to select a Customer or Site to create an order (figure 2).

Note: If you already have the required Site name or address with you, select 'Start with Site Details' to fast forward the process (i.e. a site belongs to a customer therefore it's customer information will be automatically filled in).

Note: See the How to guide for customer-site page for detailed information about this form.

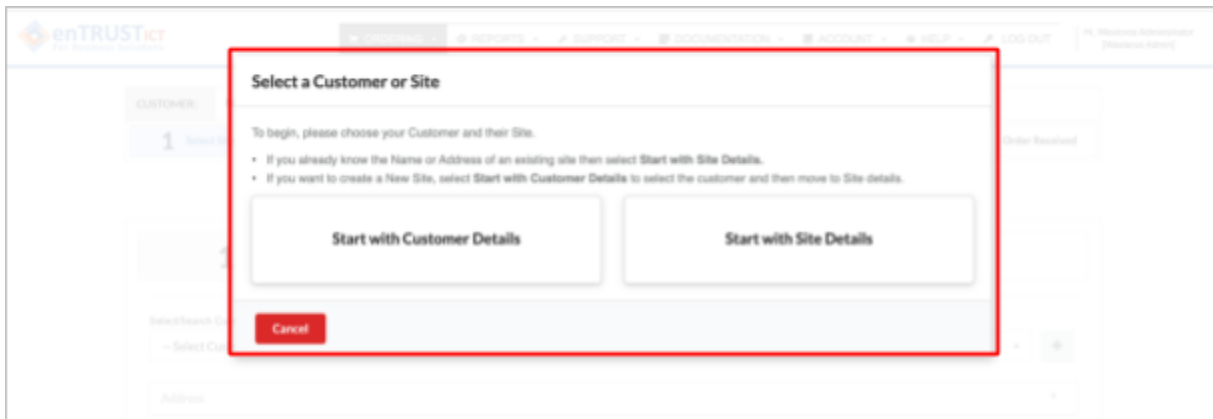


Figure 2: Select Customer or Site prompt

4. Click on the 'Start with Customer Details' button
This will open the customer information section to select or create a new customer (figure 3)

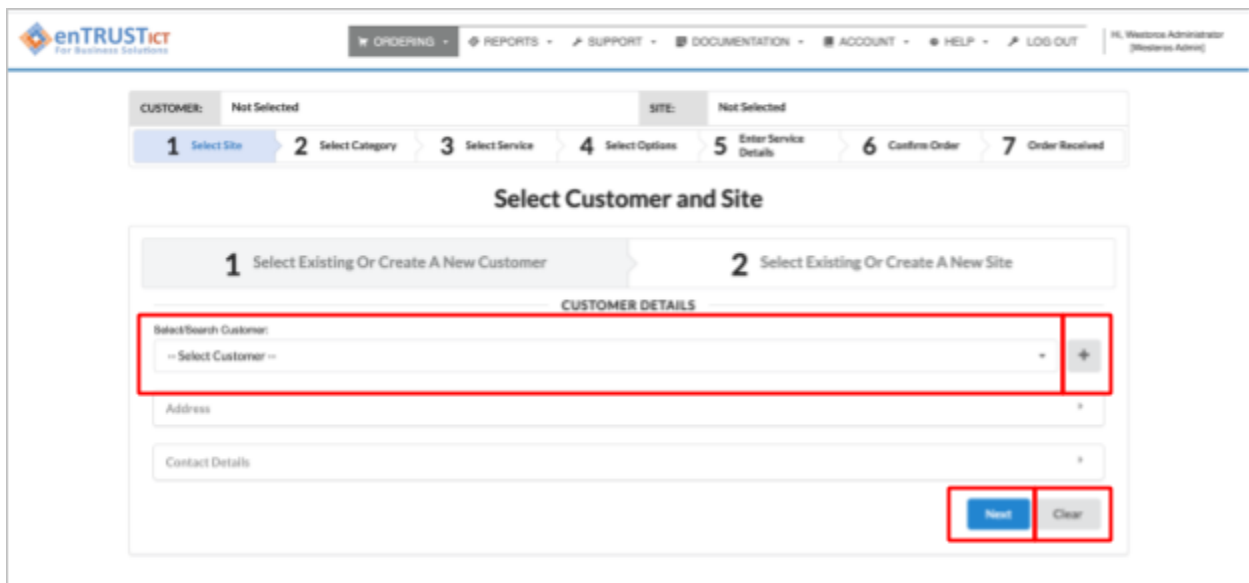


Figure 3: Select / Create new Customer Form

- To select an existing customer, click on the Select/Search Customer dropdown. This will reveal a list of existing customers (figure 4).

Note: Alternatively, you can click on the [+] button to create a new customer (see how to guide for the customer-site page for more details)

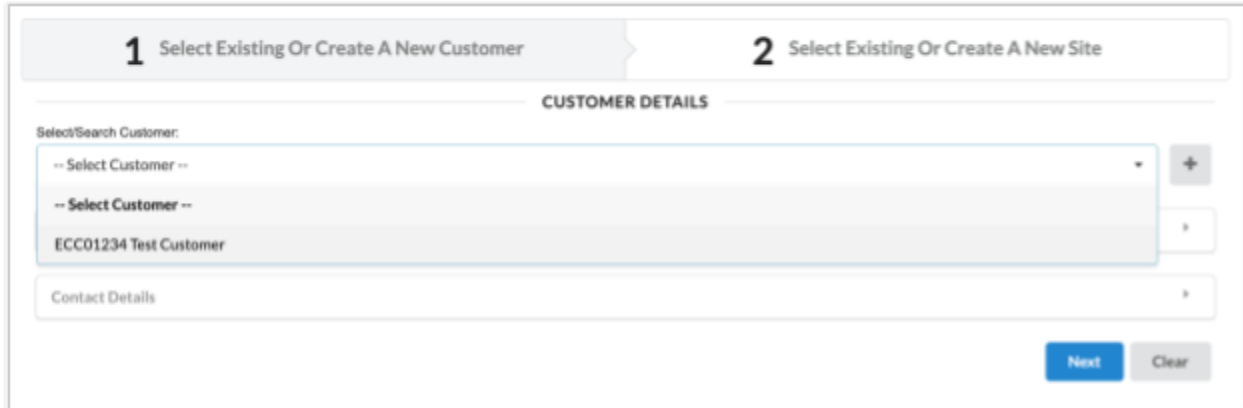
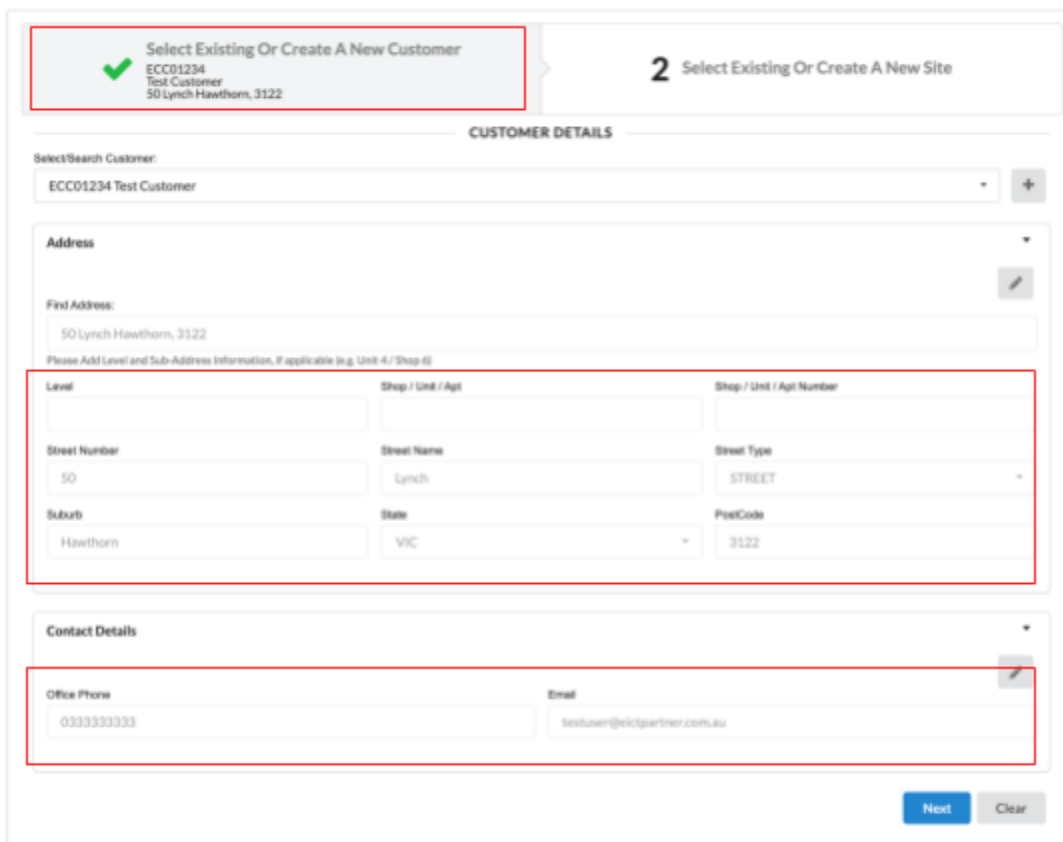


Figure 4: Select/Search Customer

- From the dropdown menu (figure 4) select a customer. This will populate the customer section with address and contact details of the selected customer (figure 5).



Level	Shop / Unit / Apt	Shop / Unit / Apt Number
Street Number	Street Name	Street Type
50	Lynch	STREET
Suburb	State	PostCode
Hawthorn	VIC	3122

Office Phone	Email
0333333333	testuser@elctpartner.com.au

Figure 5: Selected Customer Details

Note: You can edit the address and contact details for the customer by clicking on the [edit] button.

7. Once a customer is selected, click on the *Next* button in the bottom right corner of the form.

This will move you to the Select/Create Site section (figure 6).

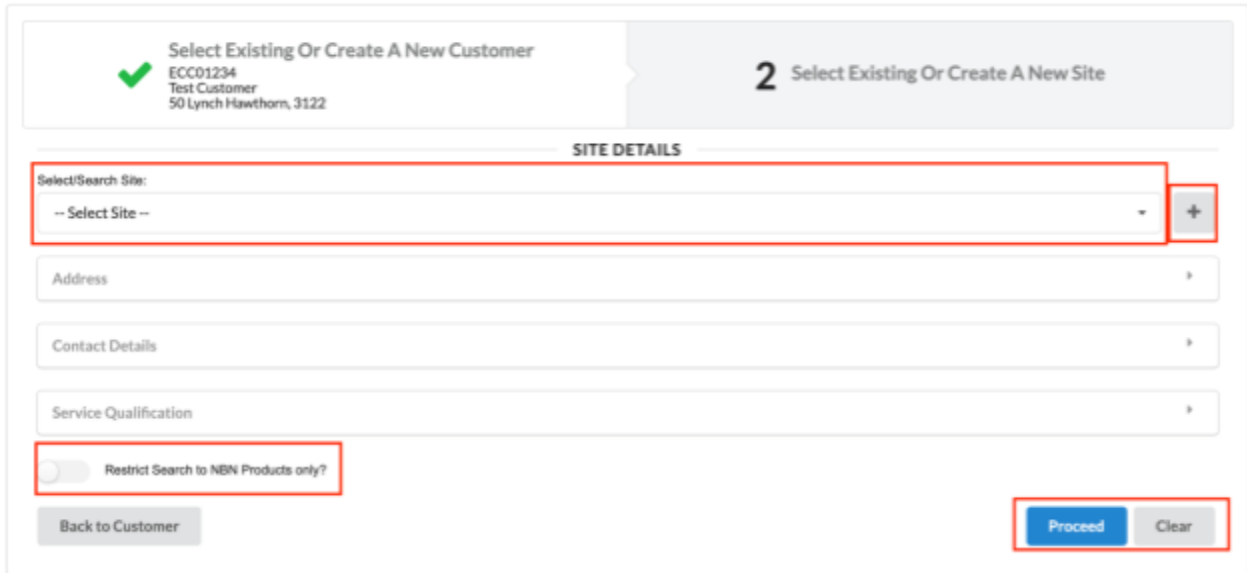


Figure 6: Select/Create Site section

8. To select an existing site, click on the Select/Search site dropdown. This will reveal a list of existing sites for the selected customer. (Figure 7)

Note: Alternatively, you can click on the [+] button to create a new site (see how to guide for the customer-site page for more details)

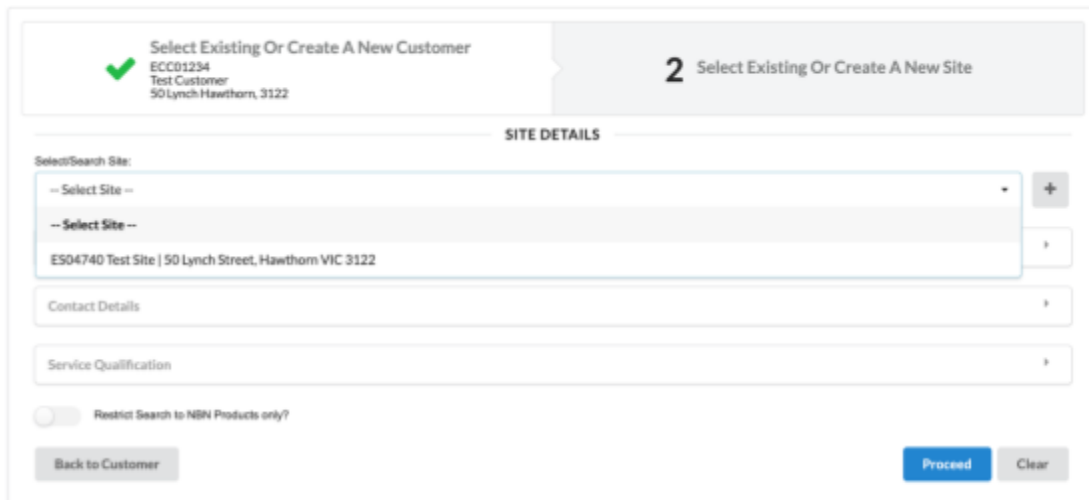
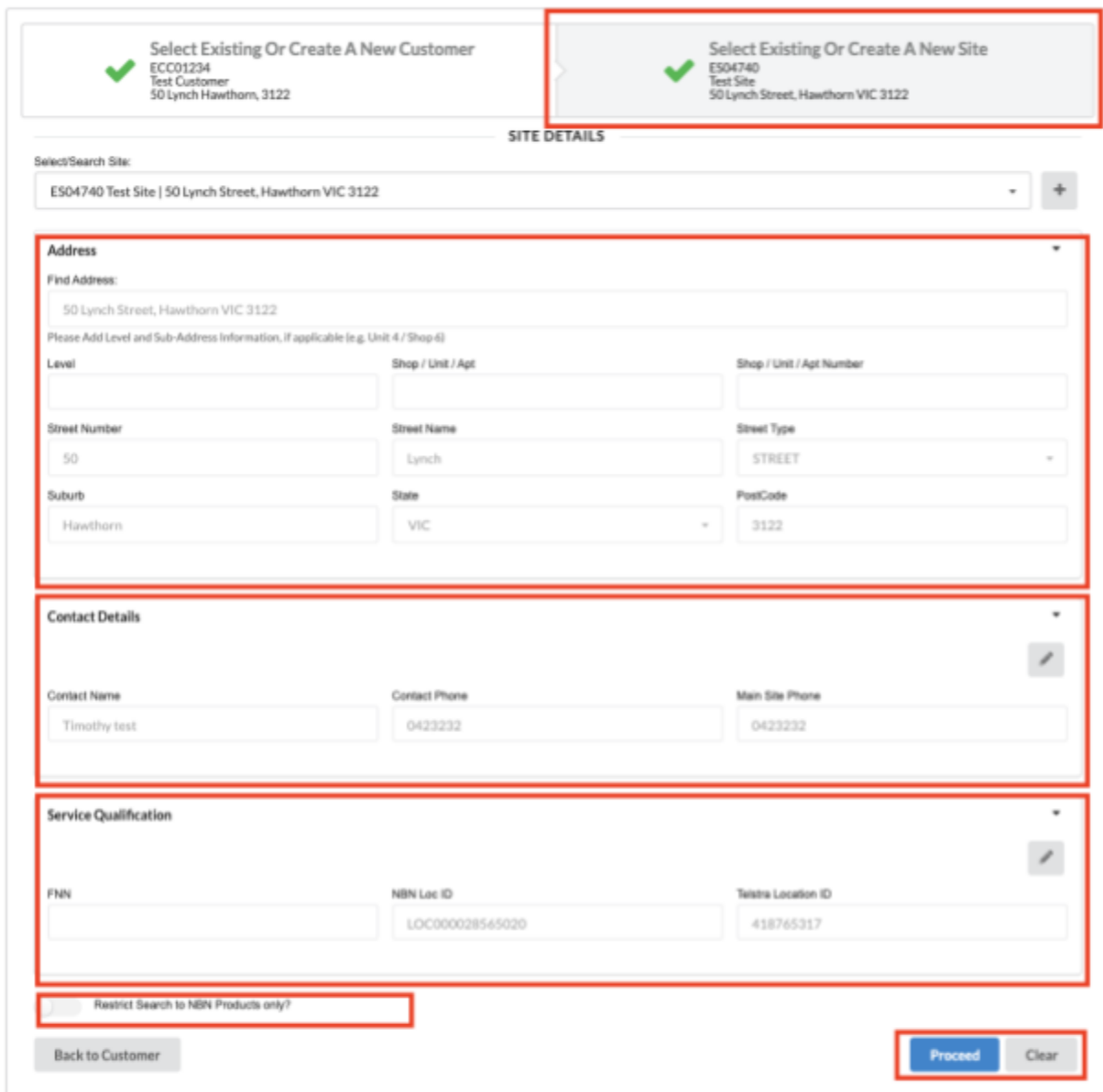


Figure 7: Select/Search site dropdown

- From the dropdown menu (Figure 7) select a site.
This will load details of the selected site including the address and contact details (Figure 8).

Note: The address details and service qualification details of the selected site are read only and cannot be edited. You can change the FNN or the contact details for the site by clicking on the [edit] button.

Optional: You can tick the 'Restrict Search to NBN products only' checkbox to perform a Service Qualification only on TruAccess: NBN products. This may result in a faster search, depending on the site address.



Select Existing Or Create A New Customer
ECC01234
Test Customer
50 Lynch Hawthorn, 3122

Select Existing Or Create A New Site
ESD4740
Test Site
50 Lynch Street, Hawthorn VIC 3122

SITE DETAILS

Select/Search Site:
ESD4740 Test Site | 50 Lynch Street, Hawthorn VIC 3122

Address

Find Address:
50 Lynch Street, Hawthorn VIC 3122

Please Add Level and Sub-Address Information, if applicable (e.g. Unit 4 / Shop 6)

Level	Shop / Unit / Apt	Shop / Unit / Apt Number
Street Number	Street Name	Street Type
50	Lynch	STREET
Suburb	State	PostCode
Hawthorn	VIC	3122

Contact Details

Contact Name	Contact Phone	Main Site Phone
Timothy test	0423232	0423232

Service Qualification

FNN	NBN Loc ID	Telstra Location ID
	LOC000028565020	418765317

Restrict Search to NBN Products only?

Back to Customer

Proceed Clear

Figure 8: Site Details Section

- Once a site is selected, click on the *Proceed* button in the bottom right corner of the form (figure 8).

Note: If the selected site did not have a Location Id specified in the Service Qualification Section, you will be required to verify the site address and confirm the correct Location Id (figure 9). If the Location Id is already specified, you will be redirected to the Main Categories page (figure 11) and you can skip to Step 13.

Verify Site Address

CURRENT SITE ADDRESS: **80 LYNCH STREET, HAWTHORN, VIC 3122**

The following list of locations are Specific Addresses available at your Current Site Address. Please select the address you would like to assign for this site from the list below.

Available Locations

Location ID	Address	Service Provider
<input type="radio"/> LOC000163643661	UNIT G1 80 LYNCH STREET HAWTHORN VIC 3122	NBN
<input type="radio"/> LOC000163644668	LEVEL 2 UNIT 203 80 LYNCH STREET HAWTHORN VIC 3122	NBN
<input type="radio"/> LOC000163645885	LEVEL 5 UNIT 504 80 LYNCH STREET HAWTHORN VIC 3122	NBN
<input type="radio"/> LOC000163644235	ROOM LIFT 80 LYNCH STREET HAWTHORN VIC 3122	NBN
<input type="radio"/> LOC000163645580	LEVEL 4 UNIT 404 80 LYNCH STREET HAWTHORN VIC 3122	NBN
<input type="radio"/> LOC000163644699	LEVEL 2 UNIT 205 80 LYNCH STREET HAWTHORN VIC 3122	NBN
<input type="radio"/> LOC000163644120	UNIT G3 80 LYNCH STREET HAWTHORN VIC 3122	NBN

Back Select

Cannot find your address?

Figure 9: Available Locations Selection

- On the Verify Site Address Page, select a valid address by clicking on it's corresponding radio button.
- Click on the *Select* button to continue.
This will redirect you to the Main Categories page.

Selected Address Does Not Match

Address provided in form differs from selected location. Please select correct address:

Selected Location SHOP 20A 1 MAIN STREET SPRINGFIELD CENTRAL QLD 4300	Form Address Shop 230 1 Main STREET Springfield Central QLD 4300
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You cannot select an address that does not match the existing Site Address.

- If you wish to use a different address, please create a New Site.
- If you think the existing Site address is incorrect, please contact your EntrustICT Account Manager

Cancel Confirm

Figure 10: Selected address and form address does not match

Note: You may encounter an error message 'Selected Address Does Not Match'. This is displayed if the current site address was not an exact match of the selected address. You must return to the verification page (click the

Cancel button) and select the correct address to proceed.

Note: Find more information about the Site Address Verification on the how to guide for the customer-site page.

13. On the Main Categories page, you are presented with the Main Product categories. To order an NBN service, click on the TRUACCESS option (figure 11).

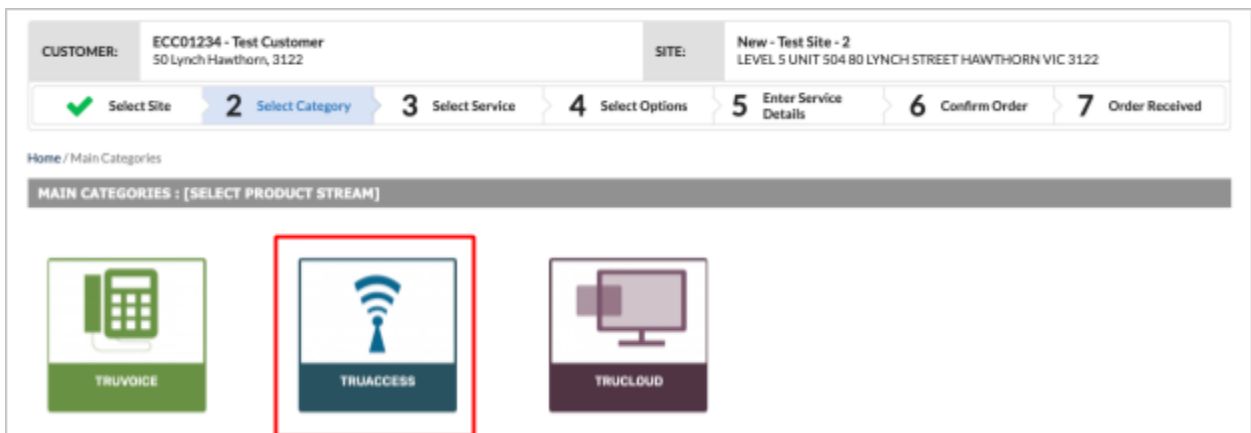


Figure 11: Main Categories Page

An automatic Service Qualification will occur. This will ascertain what services are available at this site location. The Service Qualification process will take 30-90 seconds to complete. It will take you to the TruAccess Services page. (figure 12)

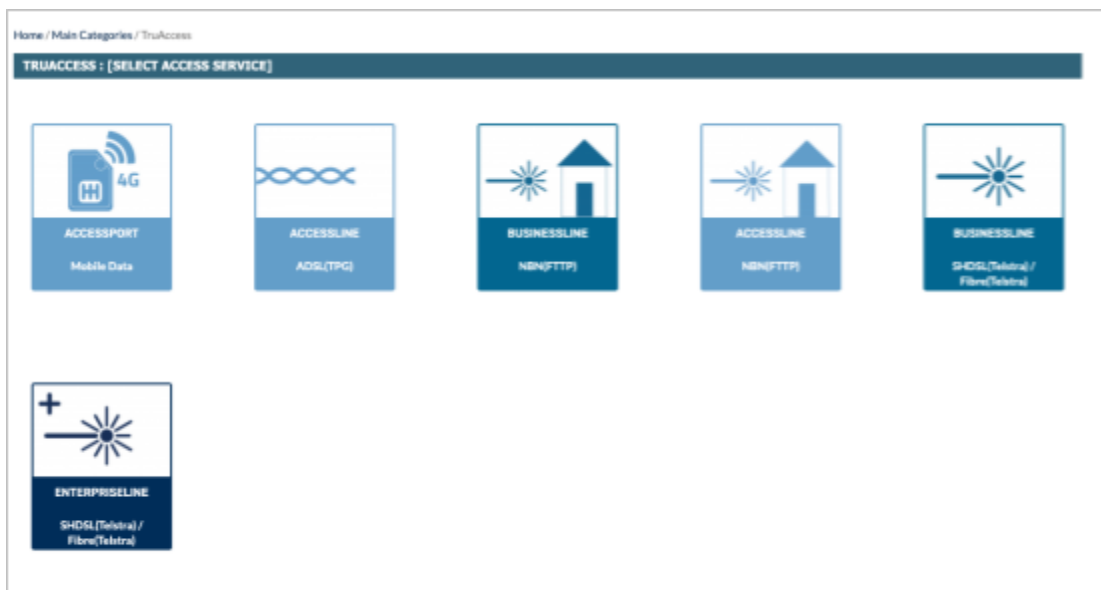


Figure 12: TruAccess categories

14. To select your desired product click on it's icon.

15. In the next page, specify the speed of the Access service (figure 13) by clicking on it's icon.

This will redirect you to the Service Details page.



Figure 13: Accessline speed selection

16. On the Service Details page (figure 14), select a contract term, and any service add-ons such as Network Service and Router. For example; 12 Months contract term and ePN Network service.

17. Click on the 'Add to Cart' button (figure 14) to proceed with the order.
This will redirect you to the Additional Information page (figure 15).

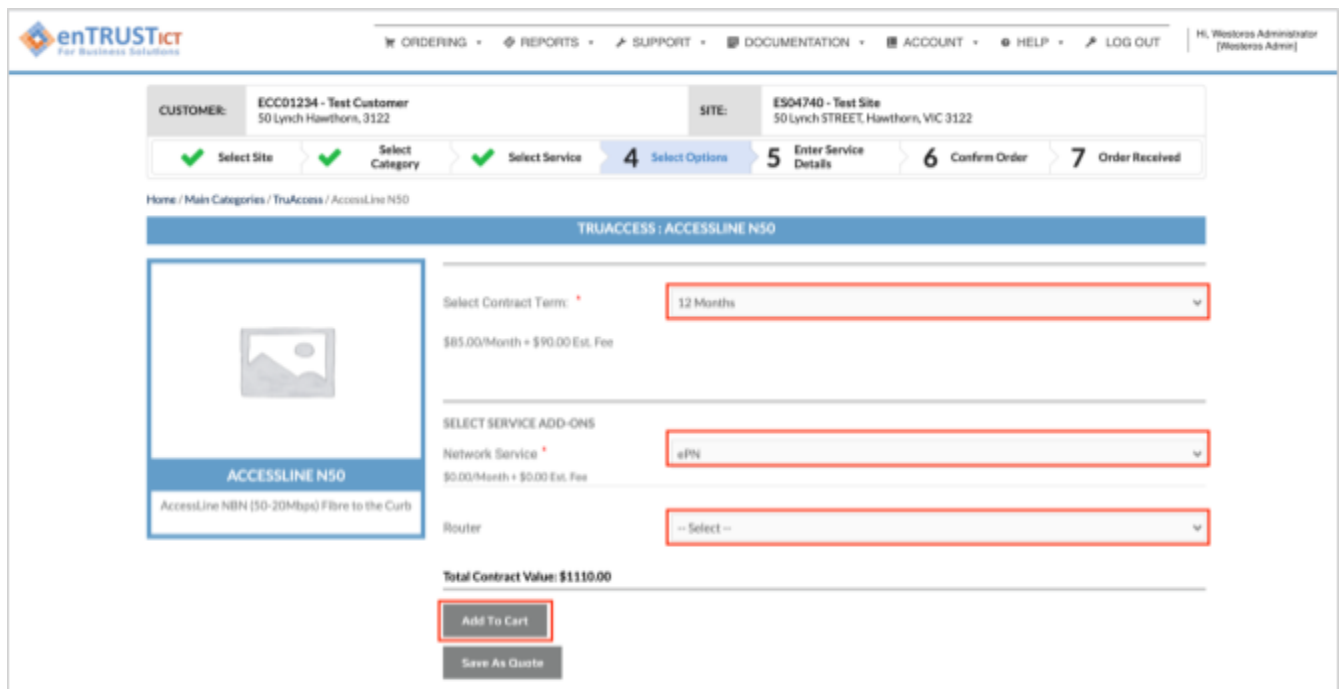
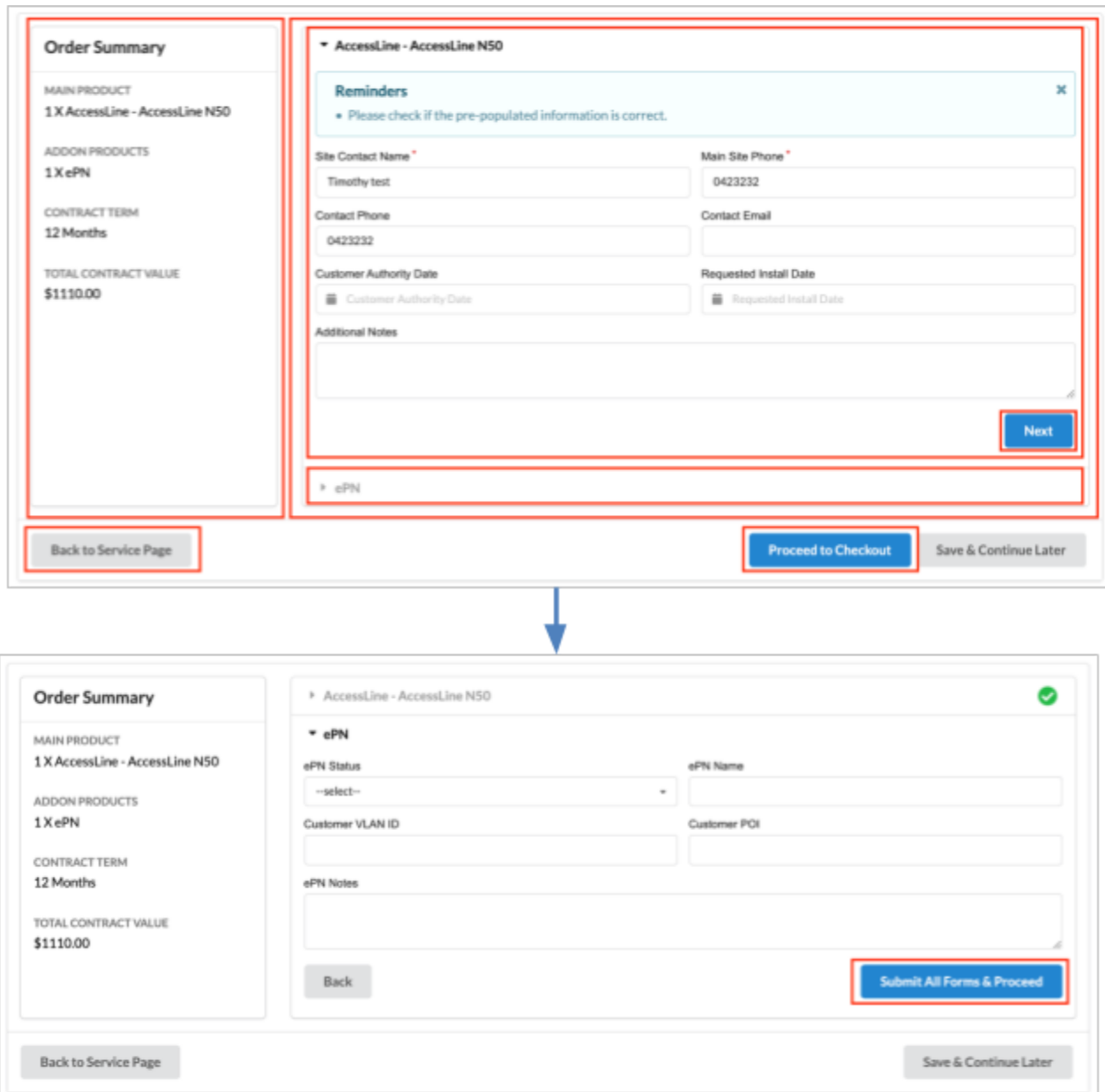


Figure 14: Service Details Page

Note: The Additional Service details page is divided into two main panes: Order Summary on the left and Additional data forms on the right. The order summary pane provides summary information about the main product, its addons, contract term and total contract value. The additional data forms pane includes forms requesting information to complete the order.

Note: The number and content of forms will vary depending on the services selected. In the example on figure 15, two forms need to be filled in (AccessLine N50 and ePN) as per the selected products.



The screenshot displays the 'Additional Information Page' for ordering an NBN service. It is divided into two main sections: 'Order Summary' on the left and 'Additional data forms' on the right. The 'Order Summary' section lists the main product as '1X AccessLine - AccessLine N50', the add-on product as '1X ePN', the contract term as '12 Months', and the total contract value as '\$1110.00'. The 'Additional data forms' section is currently showing the 'AccessLine - AccessLine N50' form, which includes a 'Reminders' section and several input fields: 'Site Contact Name' (Timothy test), 'Main Site Phone' (0423232), 'Contact Phone' (0423232), 'Contact Email', 'Customer Authority Date', and 'Requested Install Date'. A 'Next' button is visible at the bottom right of this form. Below the 'AccessLine - AccessLine N50' form, the 'ePN' form is partially visible. The 'ePN' form includes fields for 'ePN Status' (a dropdown menu), 'ePN Name', 'Customer VLAN ID', and 'Customer POI', along with an 'ePN Notes' text area. A 'Submit All Forms & Proceed' button is highlighted in red at the bottom right of the 'ePN' form. At the bottom of the page, there are three buttons: 'Back to Service Page', 'Proceed to Checkout', and 'Save & Continue Later'. A blue arrow points from the 'Next' button in the 'AccessLine - AccessLine N50' form to the 'Submit All Forms & Proceed' button in the 'ePN' form.

Figure 15: Additional Information Page

18. Provide additional information for each of the displayed forms and click on their respective *Next* buttons (figure 15).

19. After all additional information has been provided, click on the *Proceed to Checkout* button (figure 15).

This will prompt you to proceed to the Checkout page (figure 16).

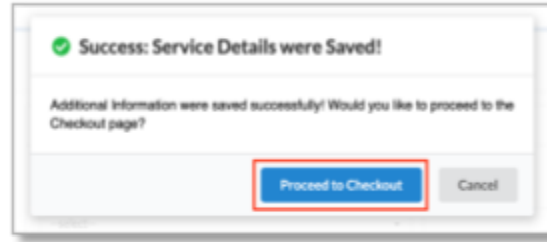
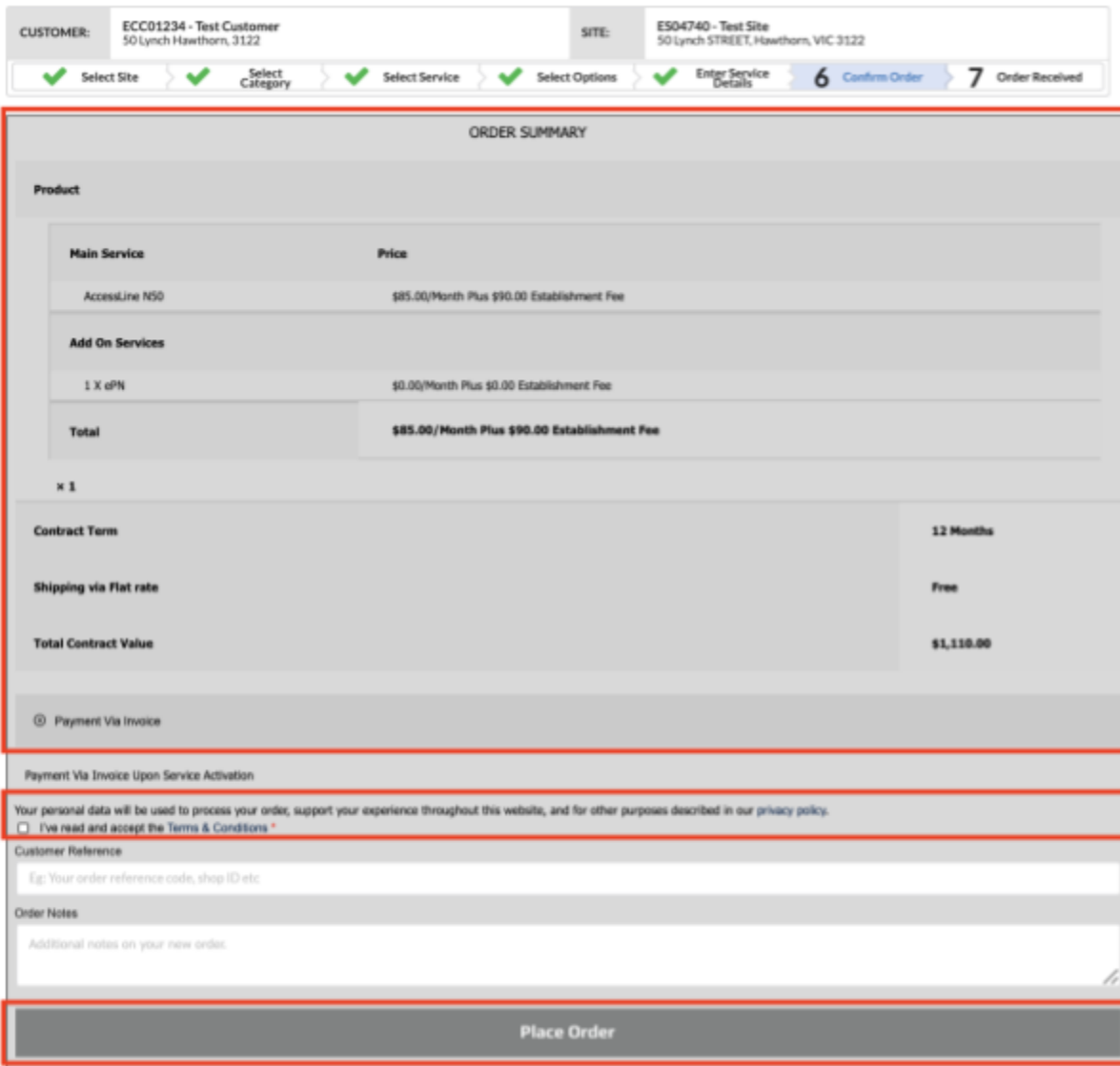


Figure 16: Service details saved status

20. Click on the '*Proceed to Checkout*' button.

This will redirect you to the order summary. (figure 17).

21. Carefully review the Order Summary.



CUSTOMER: ECC01234 - Test Customer
50 Lynch Hawthorn, 3122

SITE: E504740 - Test Site
50 Lynch STREET, Hawthorn, VIC 3122

✓ Select Site > ✓ Select Category > ✓ Select Service > ✓ Select Options > ✓ Enter Service Details > 6 Confirm Order > 7 Order Received

ORDER SUMMARY

Product	
Main Service	Price
AccessLine NS0	\$85.00/Month Plus \$90.00 Establishment Fee
Add On Services	
1 X ePN	\$0.00/Month Plus \$0.00 Establishment Fee
Total	\$85.00/Month Plus \$90.00 Establishment Fee

x 1

Contract Term	12 Months
Shipping via Flat rate	Free
Total Contract Value	\$1,110.00

① Payment Via Invoice

Payment Via Invoice Upon Service Activation

Your personal data will be used to process your order, support your experience throughout this website, and for other purposes described in our privacy policy.
 I've read and accept the Terms & Conditions *

Customer Reference
Eg: Your order reference code, shop ID etc

Order Notes
Additional notes on your new order

Place Order

Figure 17: Checkout Page

22. Read the Terms and Conditions and confirm by ticking the *I've read and accept the Terms & Conditions* field.

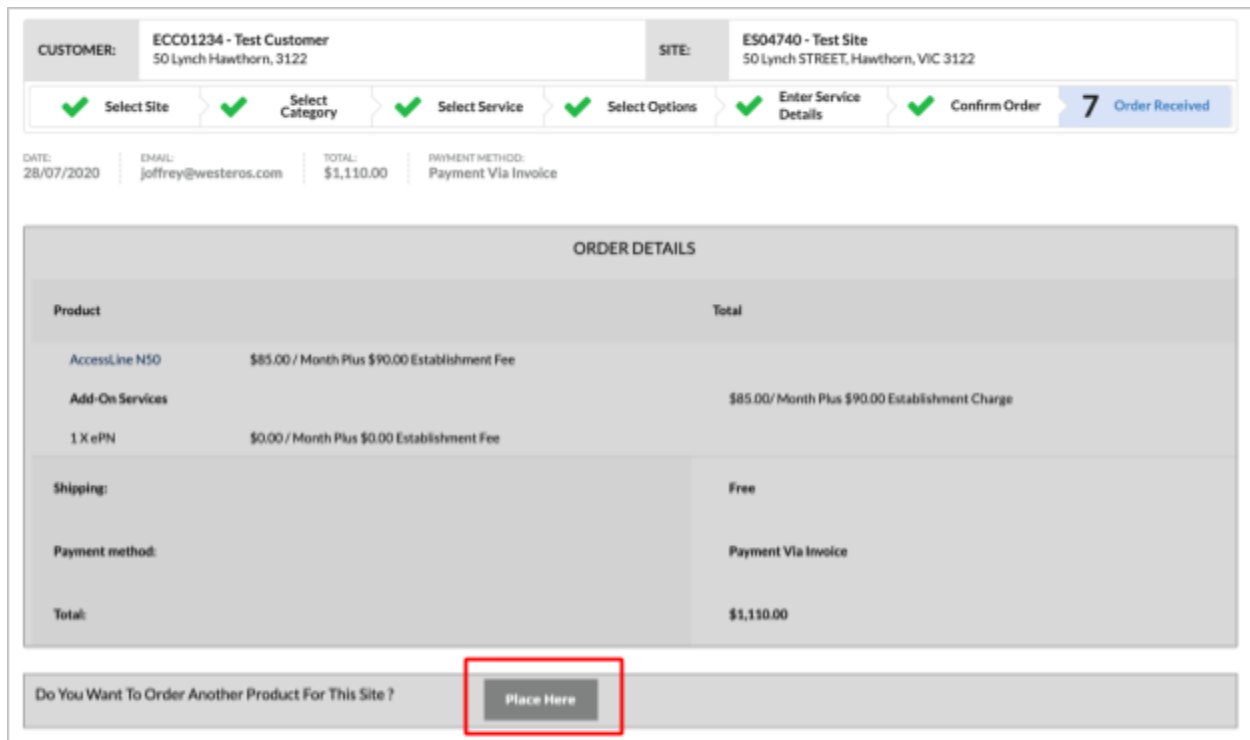
The Customer Reference and Order Notes sections allow you to add your order reference details and further notes.

Click on the 'Place Order' button to place this order.

23. This will redirect you to the Order Confirmation page (figure 18). The order process is complete. The order has been placed with EntrustICT. You may now close the page.

24. If you wish to place another order for the same customer and site, click on 'Place Here' button (figure 18).

This will redirect you to the Main Categories page.



CUSTOMER: ECC01234 - Test Customer
50 Lynch Hawthorn, 3122

SITE: ES04740 - Test Site
50 Lynch STREET, Hawthorn, VIC 3122

✓ Select Site ✓ Select Category ✓ Select Service ✓ Select Options ✓ Enter Service Details ✓ Confirm Order **7** Order Received

DATE: 28/07/2020 EMAIL: joffrey@westeros.com TOTAL: \$1,110.00 PAYMENT METHOD: Payment Via Invoice

ORDER DETAILS	
Product	Total
AccessLine NSO	\$85.00 / Month Plus \$90.00 Establishment Fee
Add-On Services	\$85.00/ Month Plus \$90.00 Establishment Charge
1 X ePN	\$0.00 / Month Plus \$0.00 Establishment Fee
Shipping:	Free
Payment method:	Payment Via Invoice
Total:	\$1,110.00

Do You Want To Order Another Product For This Site ?

Figure 18: Order Placed Confirmation

Related Documentation

How to guide for customer-site page

- Detailed guide for customer and site selection forms

Useful Links

Portal login https://eict-portal.entrustict.com.au/eict_portal/eict-login/