

Welcome to your new Openreach customer portal

We've made some big improvements to the look and feel of our CP portal. It's still got the powerful functionality you need to manage your products and account, but it's far easier to get to the information you need.

What's improved?

Straightforward navigation

Find your way around easily with our straightforward menus, clear categories and breadcrumb trails to show exactly where you are on the site.

Products at a glance

We've collected everything you need to know about each product onto a single page – just scroll down to see the details.

Cleaner dashboard

Your dashboard still has all the same tools and applications, but with a cleaner design and simpler navigation.

Easier-to-find pricing information

The quick price search tool will take you directly to the relevant prices, or you can see full price lists on the product pages.

You can also sign up for price change email updates on the pricing notification (ACCN) page.

Easier-to-find customer service plans (CSPs)

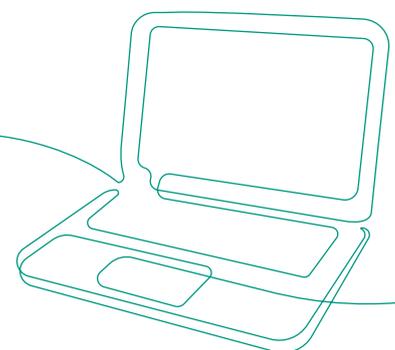
We've improved how we publish our CSPs on the site. Now you can get to them more easily and search for the specifics using the menu.

Powerful search

We've made some big changes to how our site search works. You can use the search function at the top of every page on the site: now it's an essential part of the portal.

"Follow this page" button

Get updates to any changes to products and services.



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Using the site

From the main menu you can navigate to the site's main sections or find specific pages in the drop-down menus. The main categories are:

Products

All the products we offer, including fibre broadband, copper, optical and Ethernet. You'll also find contractual information and details about product development.

Services

Our services, including product services, infrastructure build and value added services.

Industry engagement

Find out about industry groups and forums, and see what's on our calendar.

Updates

Stay up to date with briefings, product updates, EIP comms, pricing notifications and system notifications.

Help and support

CSPs, FAQs and guides to working with us and our products, and how to contact us.



Help with the new portal

For access to the CP portal and applications (including the dashboard), or any technical support please contact openreach.service.desk@openreach.co.uk

For queries about the content on the CP portal please contact orportal.cms@bt.com

Logging in with Single Sign On

-  Click on the "person" icon in the main toolbar. You will be asked to provide your work email address and 'click' next.
-  You will then be taken to a page with your org's branding and prompted to enter your normal work password and 'click 'sign in'.
-  When you login to the portal first time you will be prompted to enter your first name and last name and accept the terms and conditions.
-  When you're logged in the "person" icon will change to your initials. You'll be able to access restricted parts of the site and the padlock symbol will disappear. You'll also have access to specific details linked to your account.

You'll see two new menu items in the main navigation bar when you log in:

Dashboard

 You'll find your tools at the top and other applications below. From your dashboard you can track jobs, check faults, track active products and more.

You can still do everything you could do on the old version of the site, with the same look and feel for dialogue services and tools. You can pin tools that you need to access quickly and easily. You can also search for tools by name.

Network status

 Check for scheduled maintenance, outages and any other issues relating to our network.

When you're logged in you'll be able to see any secure areas and collaboration areas you have permission for.

Product pages will also show documents including product descriptions and functional specifications.



EiVA virtual assistant

You'll see the EiVA icon on your dashboard. This virtual assistant lets you get quick help with common questions.