Omantel Business Self-Service User Guide

www.omantel.om/business

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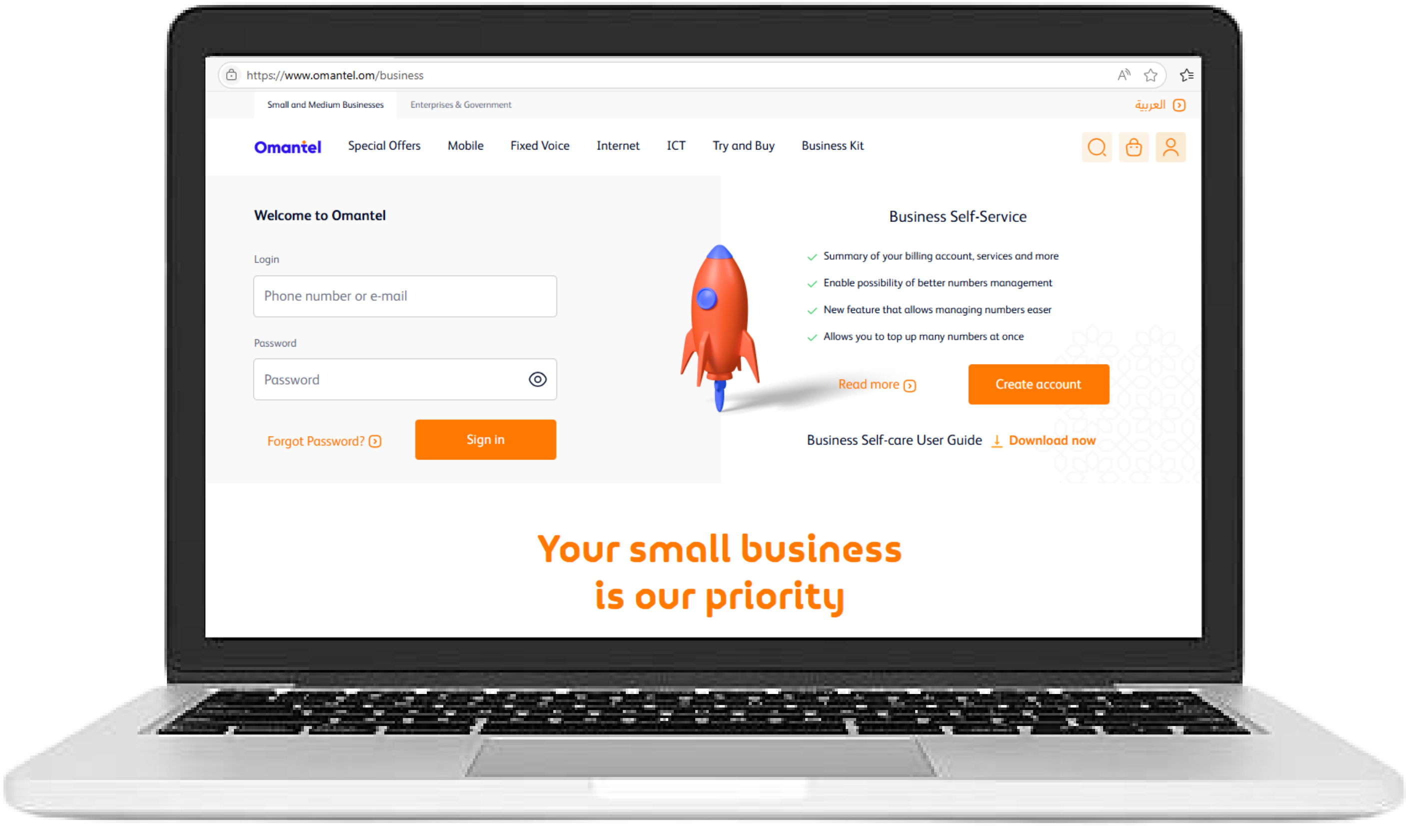
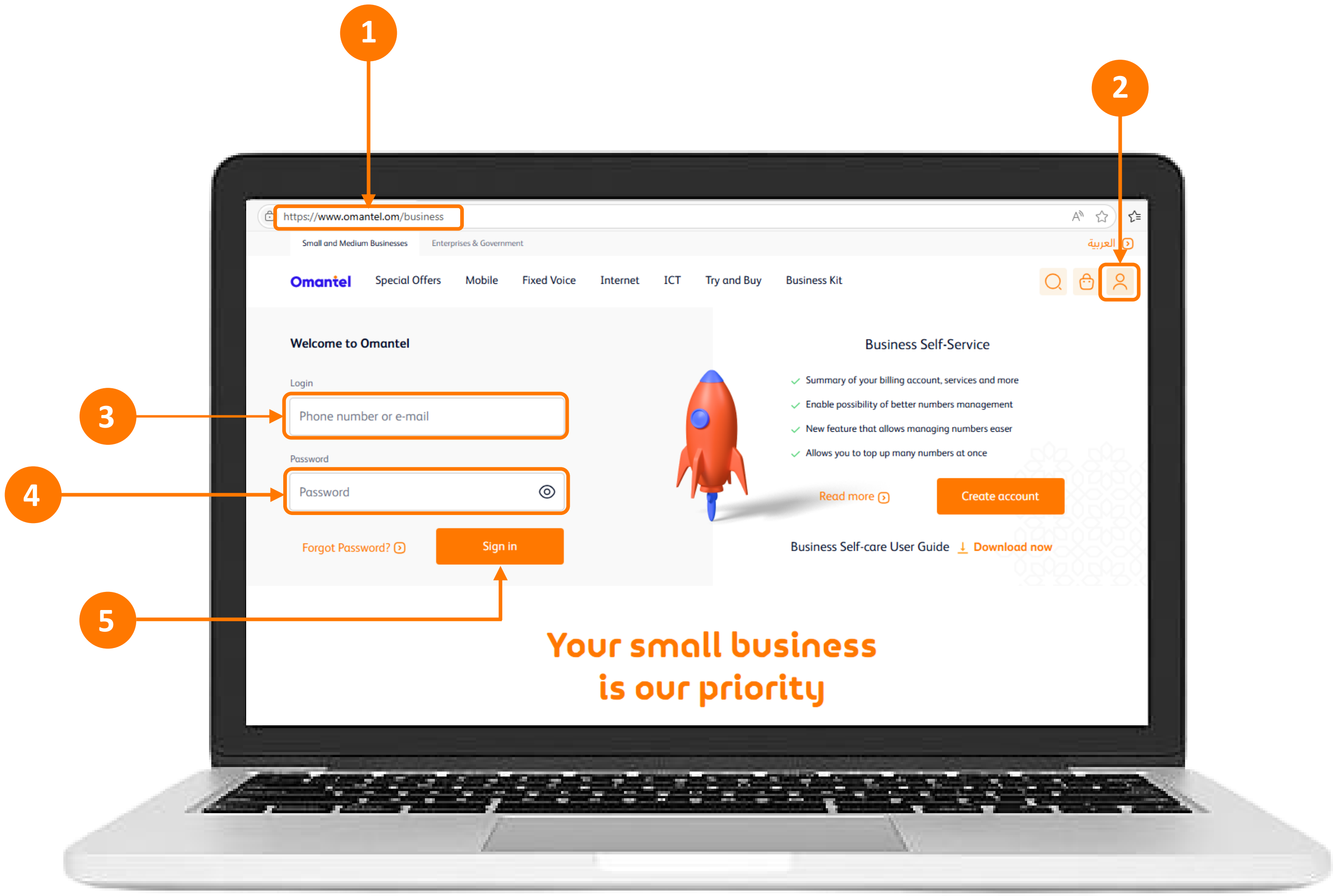
Sign-In

Log in to the Omantel Business Self-Service Portal with your phone number or email and password—manage your services effortlessly, anytime & anywhere.

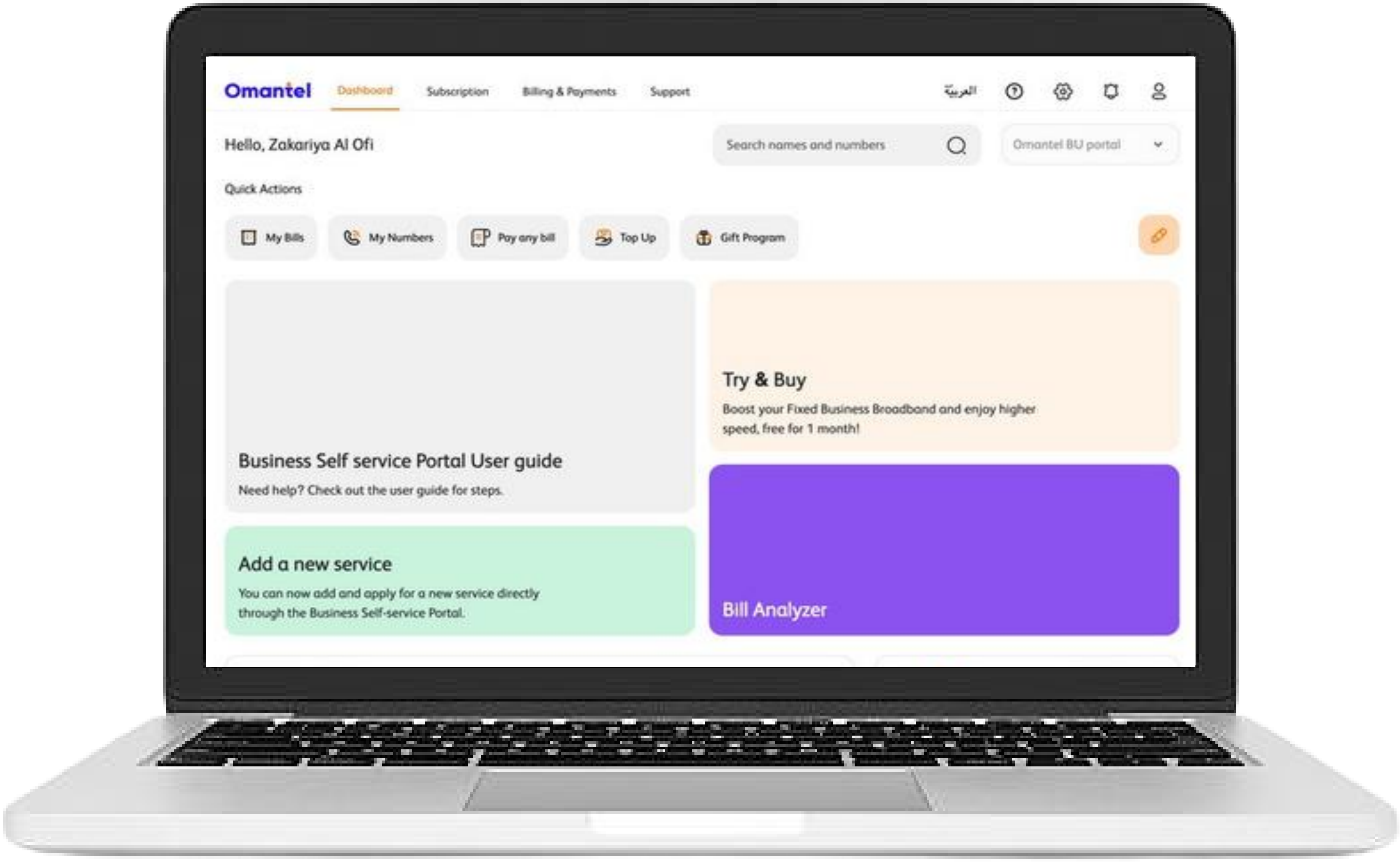


1. Sign in through: **www.omantel.om/business**
2. Click on **Self-Service** Icon
3. Type in your **Login** (Email address or username)
4. Type in your **Password**
5. Click on **Sign in** button



Dashboard

The Dashboard serves as the homepage of our portal, providing a summary of your billing accounts and services.



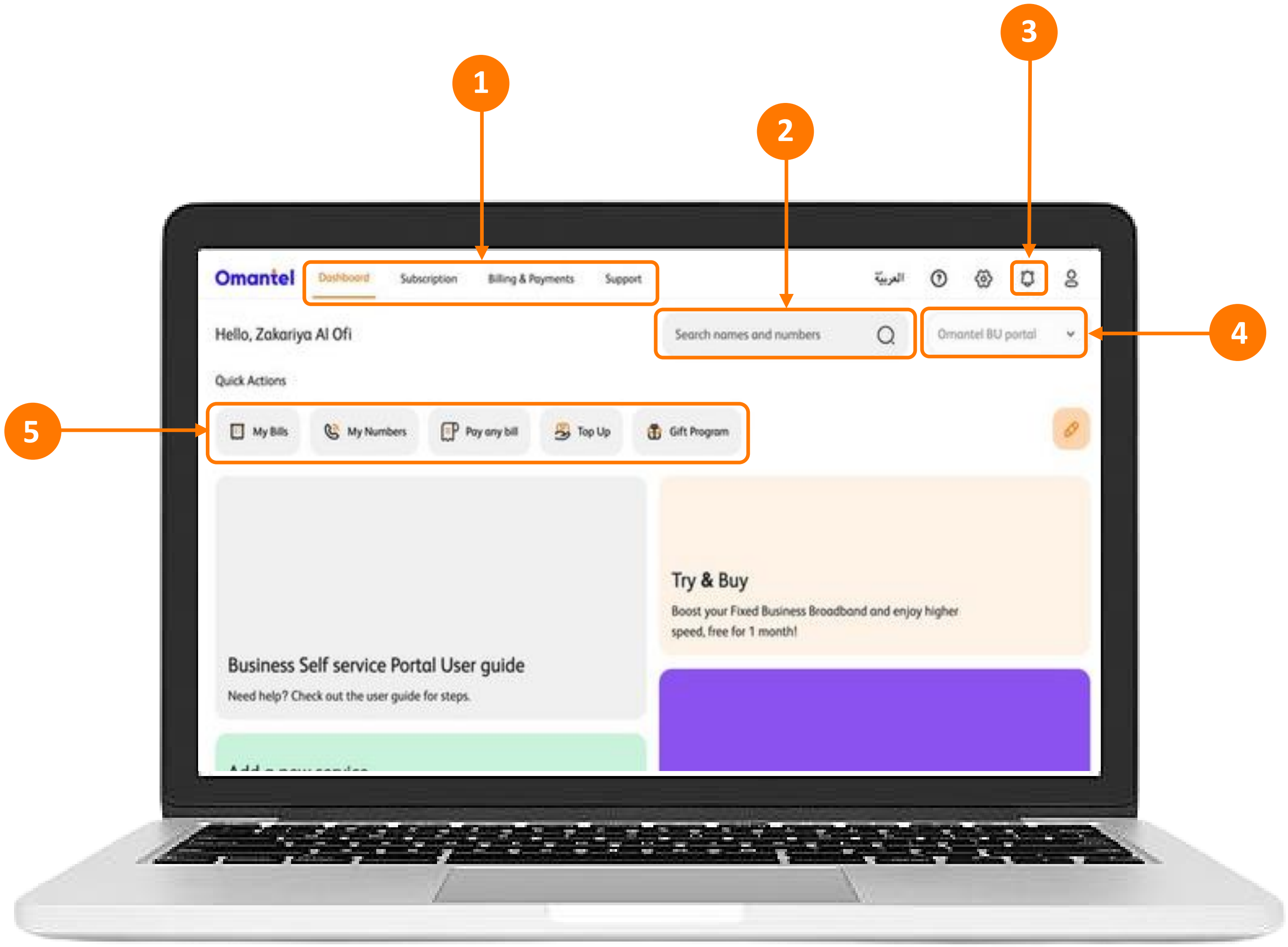
1 **Primary Navigation** - Menu with main Categories

2 **Search** - You can look up numbers or users

3 **Top bar** – You can click here to view your notifications, while also being able to change the language

4 Here you can find your **account name**

5 **Quick Actions** – Select up to 5 actions to appear in the main menu

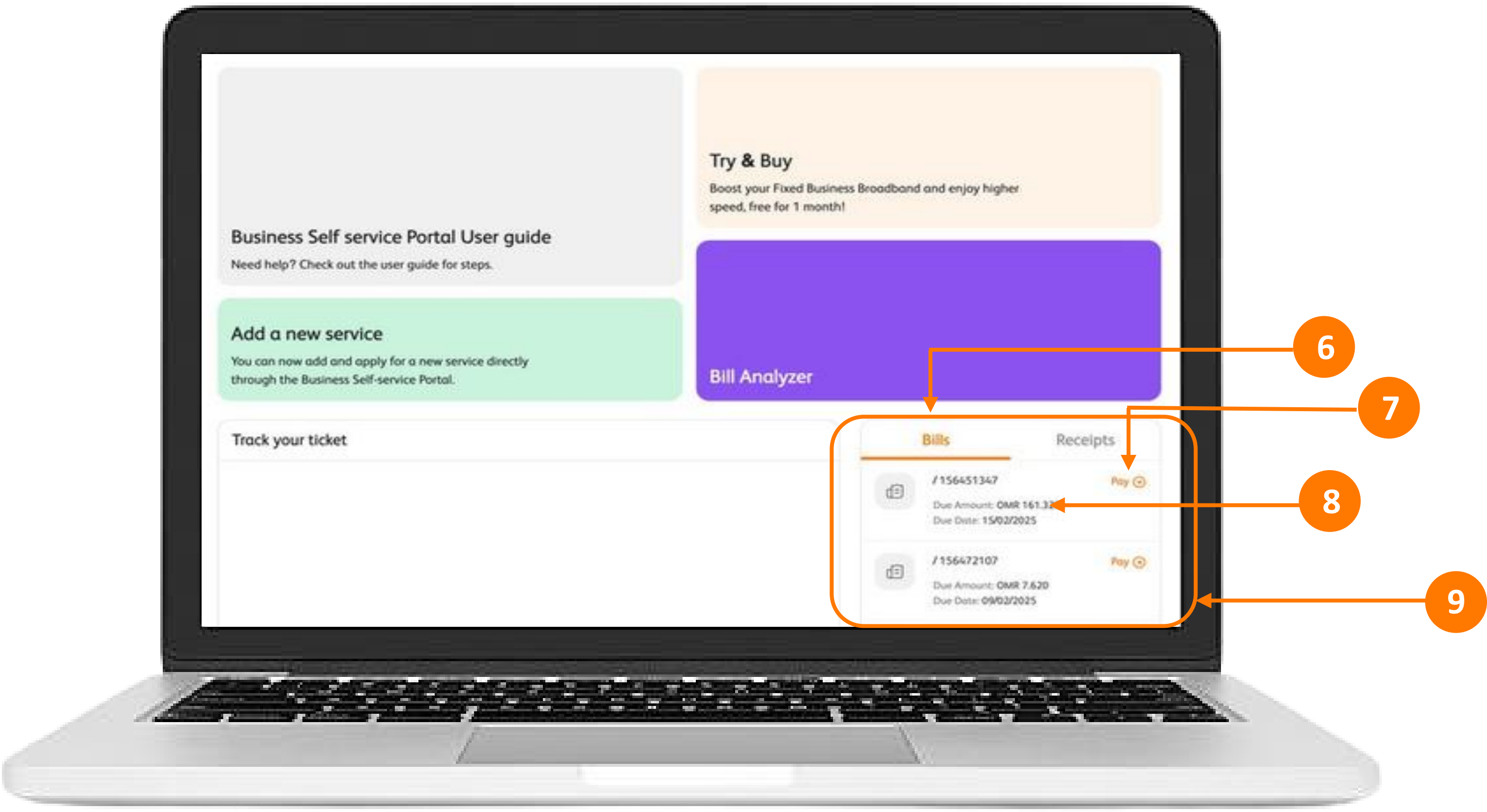


6 **Bills** - The selected billing account for the last 6 months

7 **Pay** - Process payments for the selected billing account

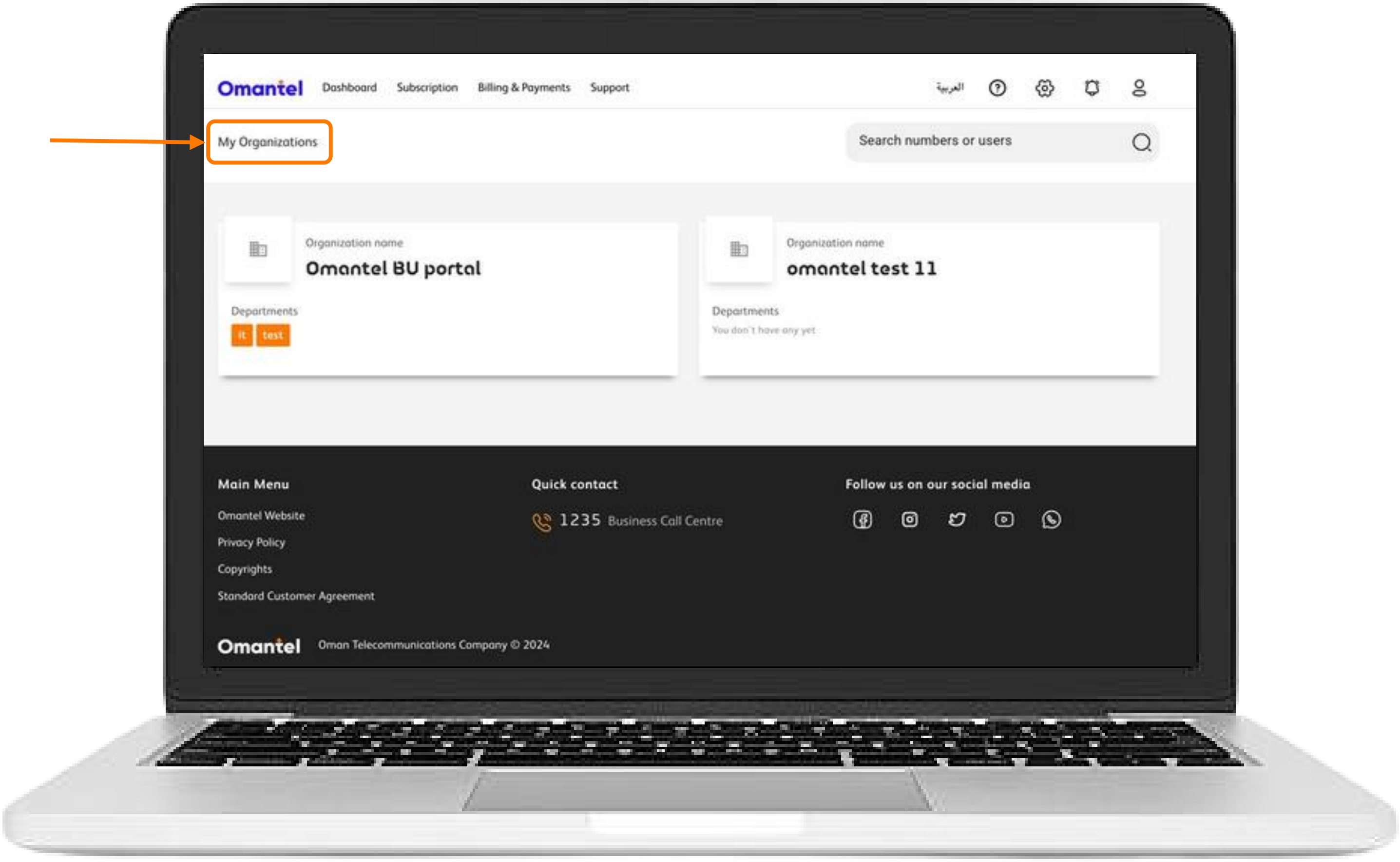
8 **Due Amount** – Gives you the last total bill for the given account

9 **Bills Summary** - All bills from all billing accounts for last 6 months



My Organization

The “My Organization” page for both Corporate & Enterprise accounts displays key information about your account, including contact details and address. You can also organize your company into departments, assign managers, and add additional administrators to your account.

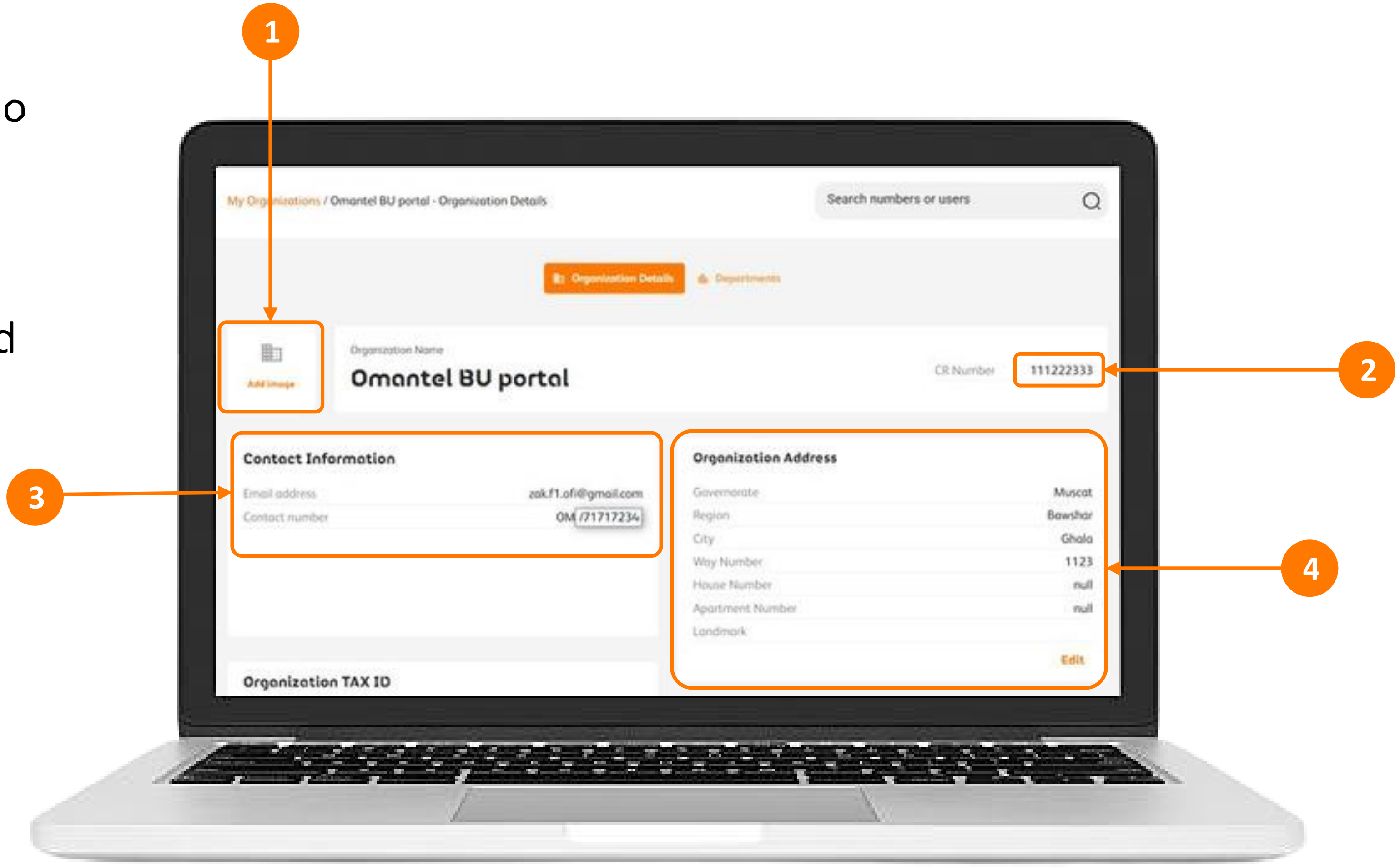


1 **Add image** - Here you can add a logo or organization image

2 **CR Number** – Is your **Corporate Registration Number** that is needed to reset your password

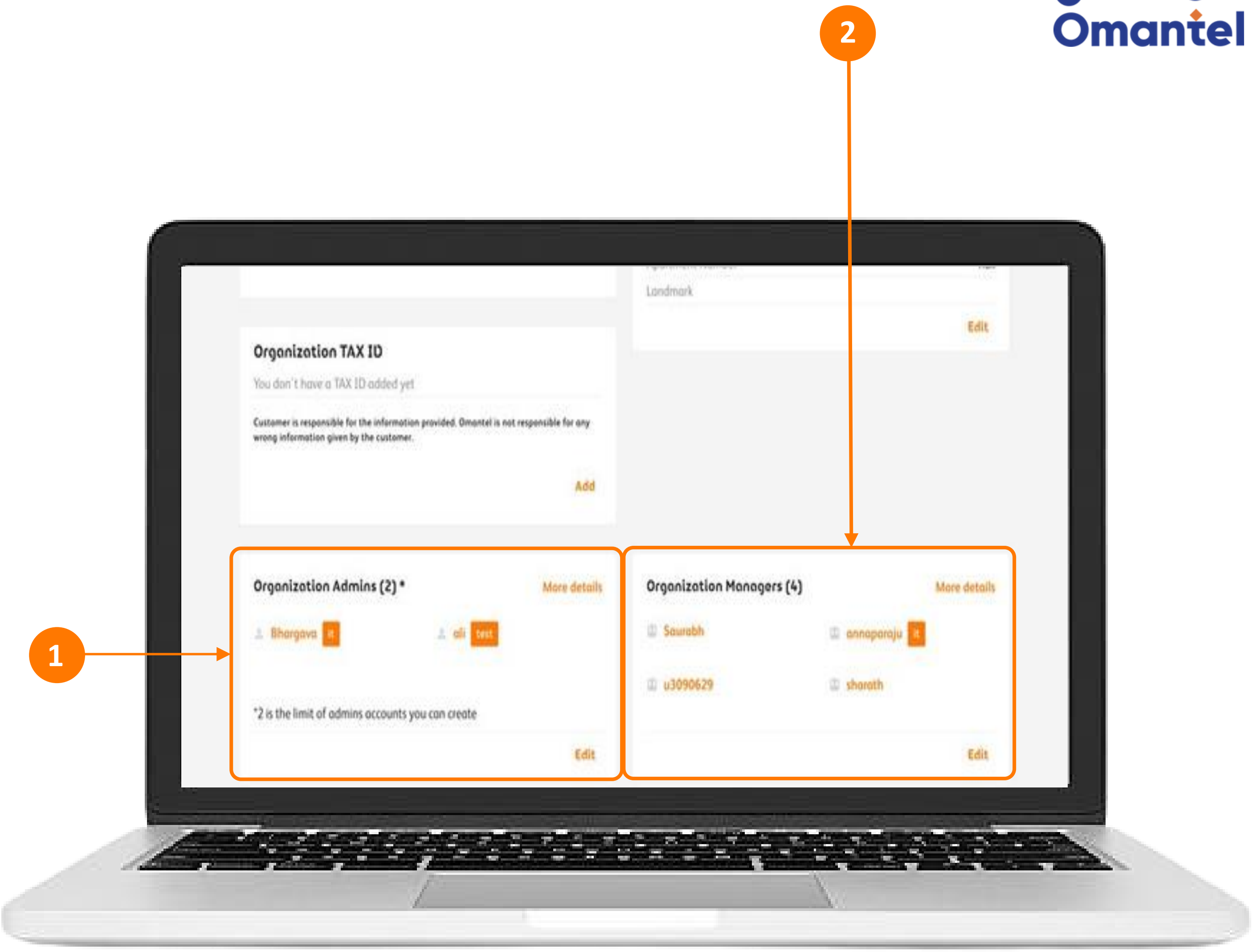
3 **Contact information** - Your main email address and mobile number

4 **Address information** – Your organization address. You can make changes by clicking on the edit button

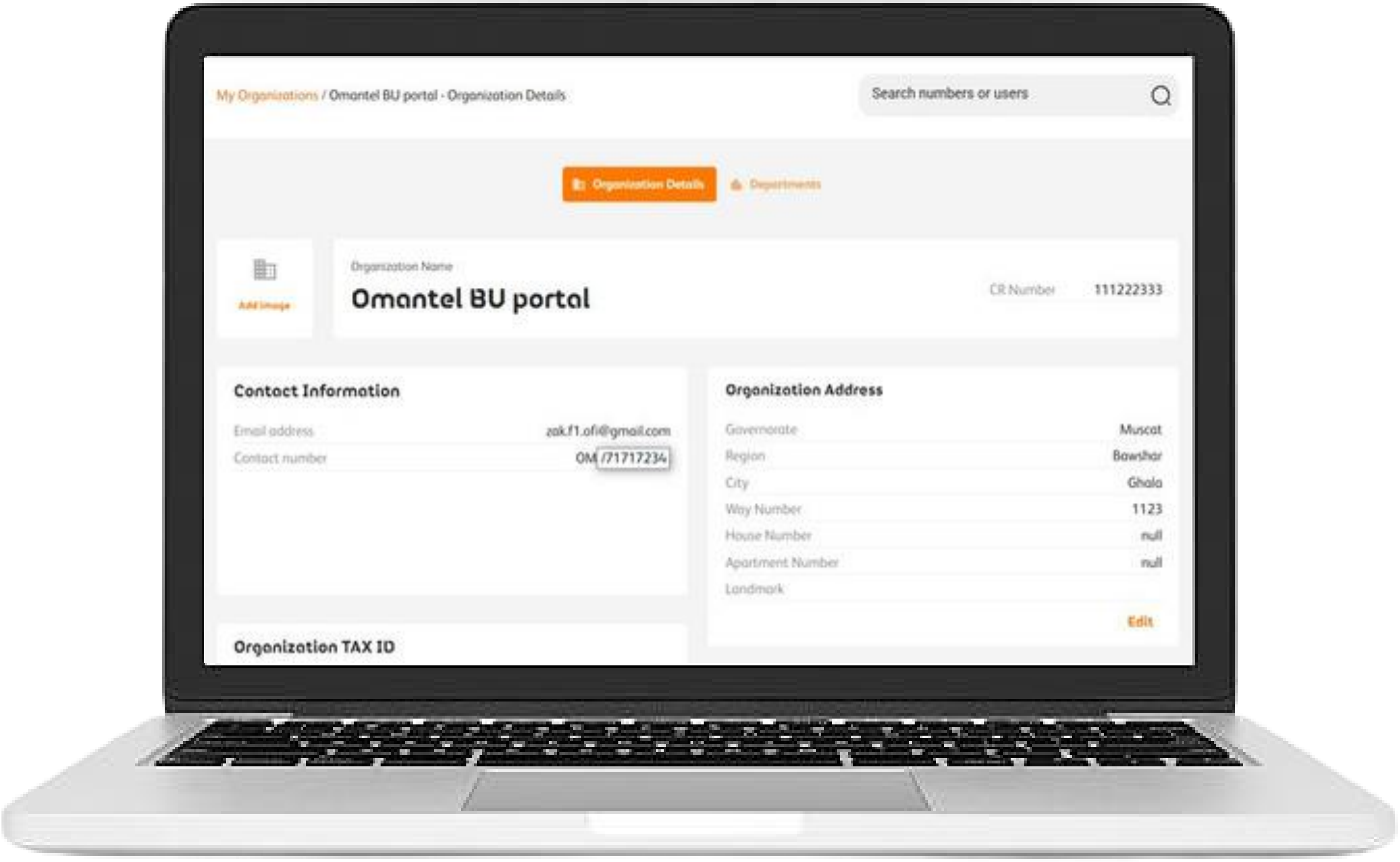


1 **Organization Admins** - You can create up to two admin accounts for your organization

2 **Organization Managers** - You can create as many accounts as you like. A manager account provides view-only access, with no editing permissions



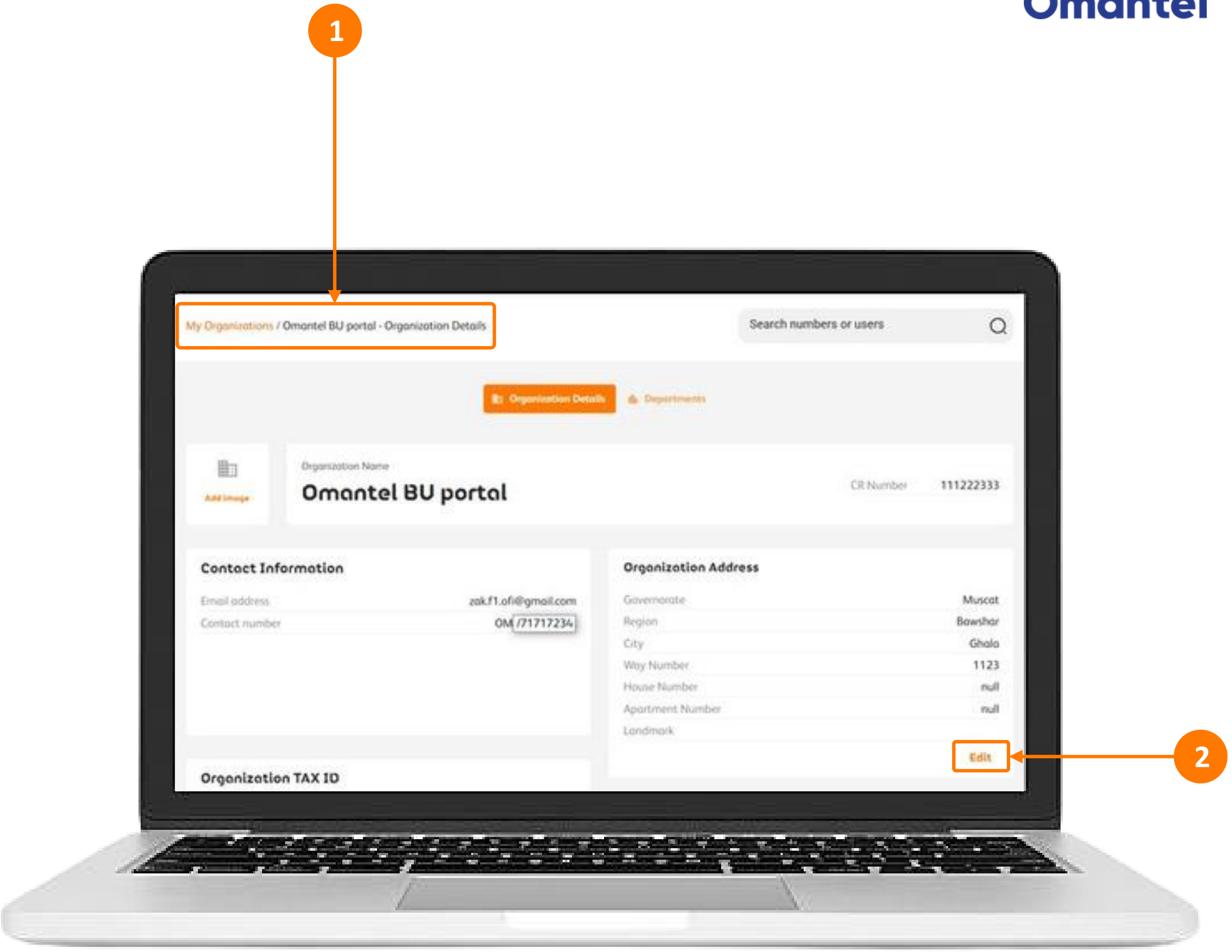
How Do I Change My Organization's Address?



1 Select from sidebar **My Organization tab**

2 In Organization details page, click **edit** at the bottom of the **Address Information** card

The new card will appear where you can change the address

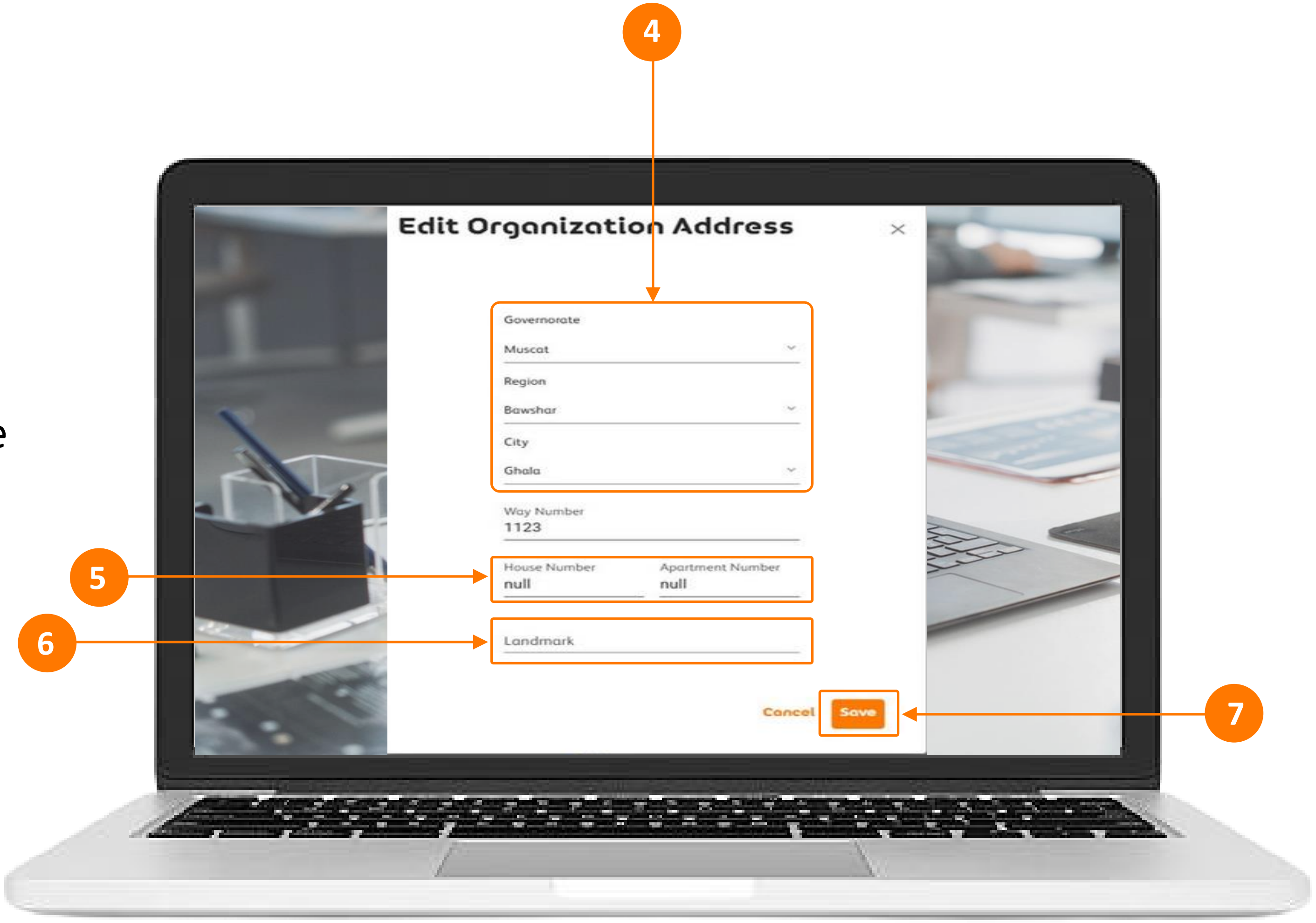


Location – Enter your Governorate, Region and City

Contact Address – Enter your House number and Apartment number

Landmark - A famous place around you which is easy to recognize

After you finish editing, click the **Save** button

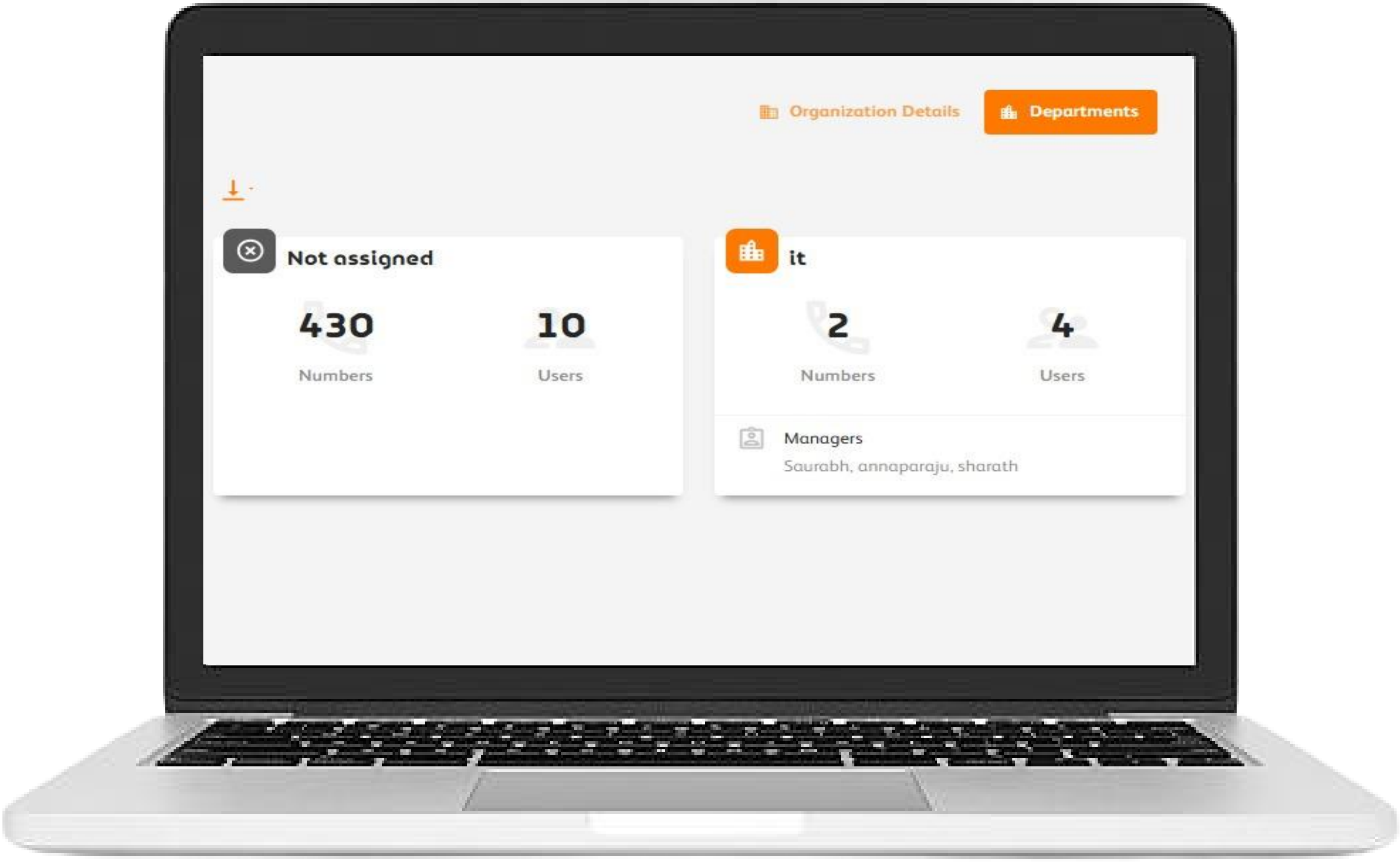


Departments

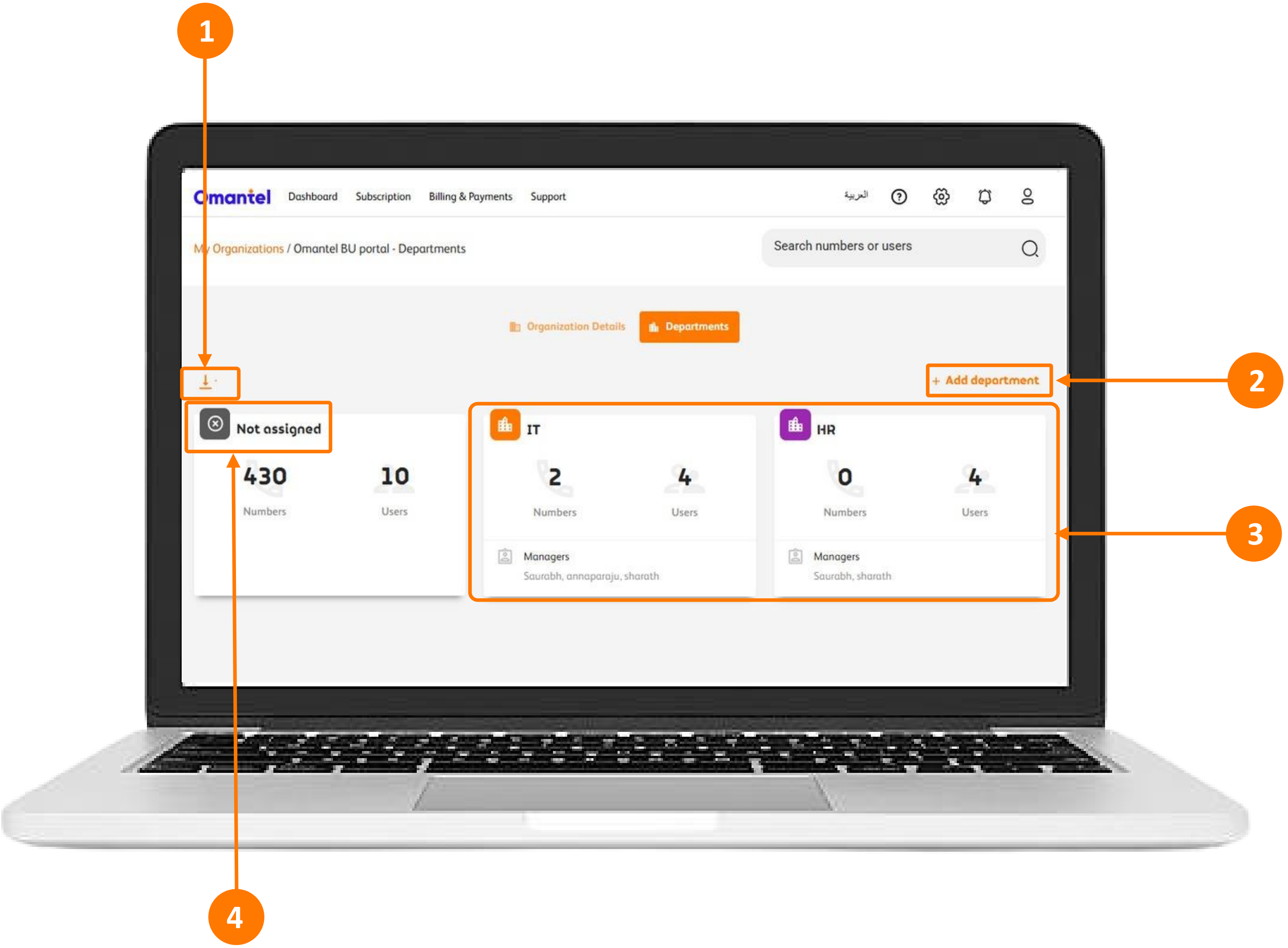
Introducing the Department Feature

We've introduced the Department feature to help you manage your numbers more efficiently. You can create custom departments, such as HR, IT, or Marketing, and assign both numbers and users to each one. This enables group actions like recharging numbers by department.

Please note: Only prepaid numbers within the selected department will be recharged.



1. **Download** - Allows you to download a list of all departments
2. **Add Department** - Here you can add a new department and assign numbers and users to it
3. **Department Card** – Shows department, name, numbers, users and assigned managers
4. **Not Assigned -** Contains all numbers and users not assigned to any department



5 **Department Names Edit**- Allows you to change the department name and color

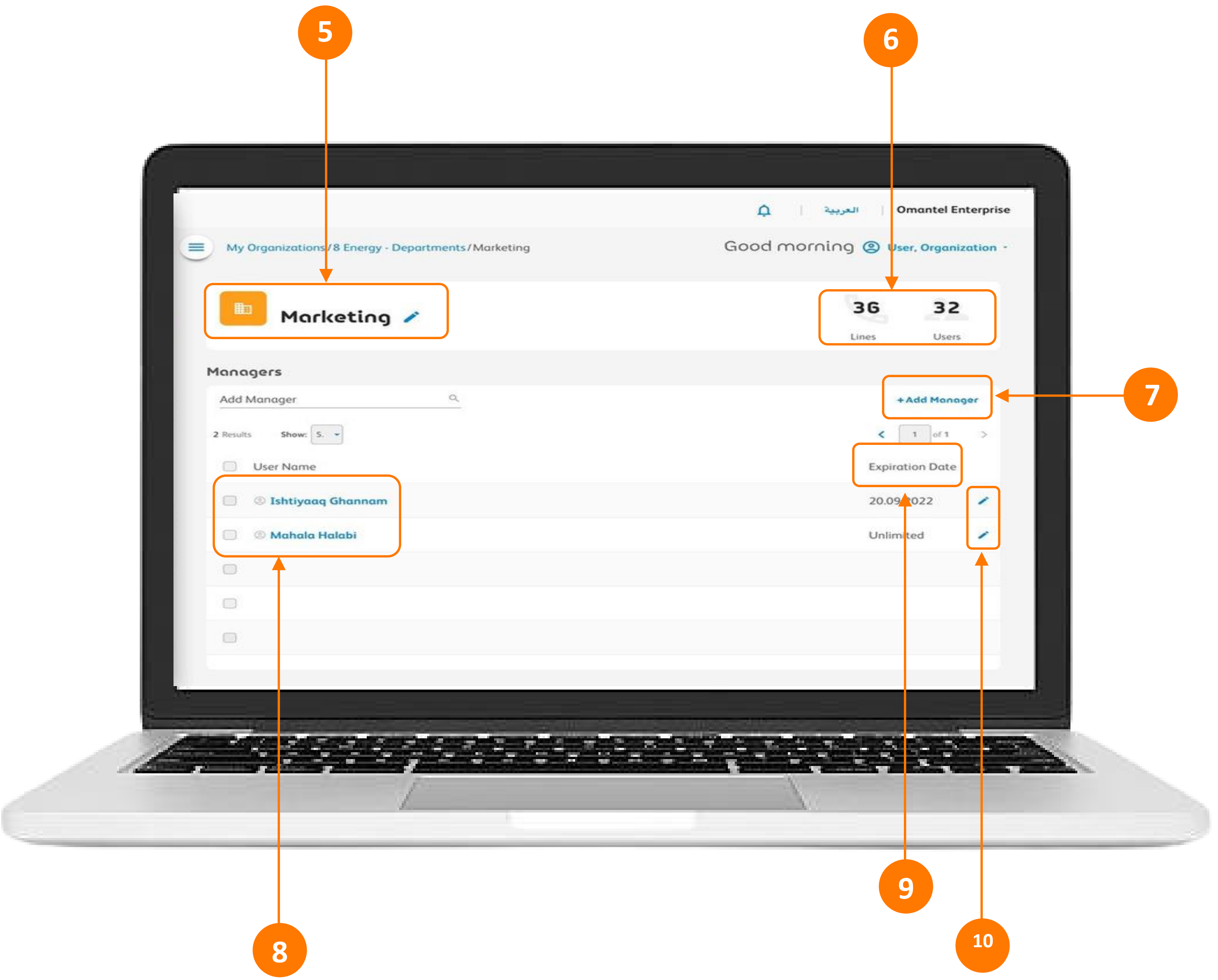
6 **Lines and Users** - Shows the number of lines and users in this department

7 **Add Manager** - Allows you to add a new manager to the department

8 **Department User List** - Contains a list of all users assigned to this department

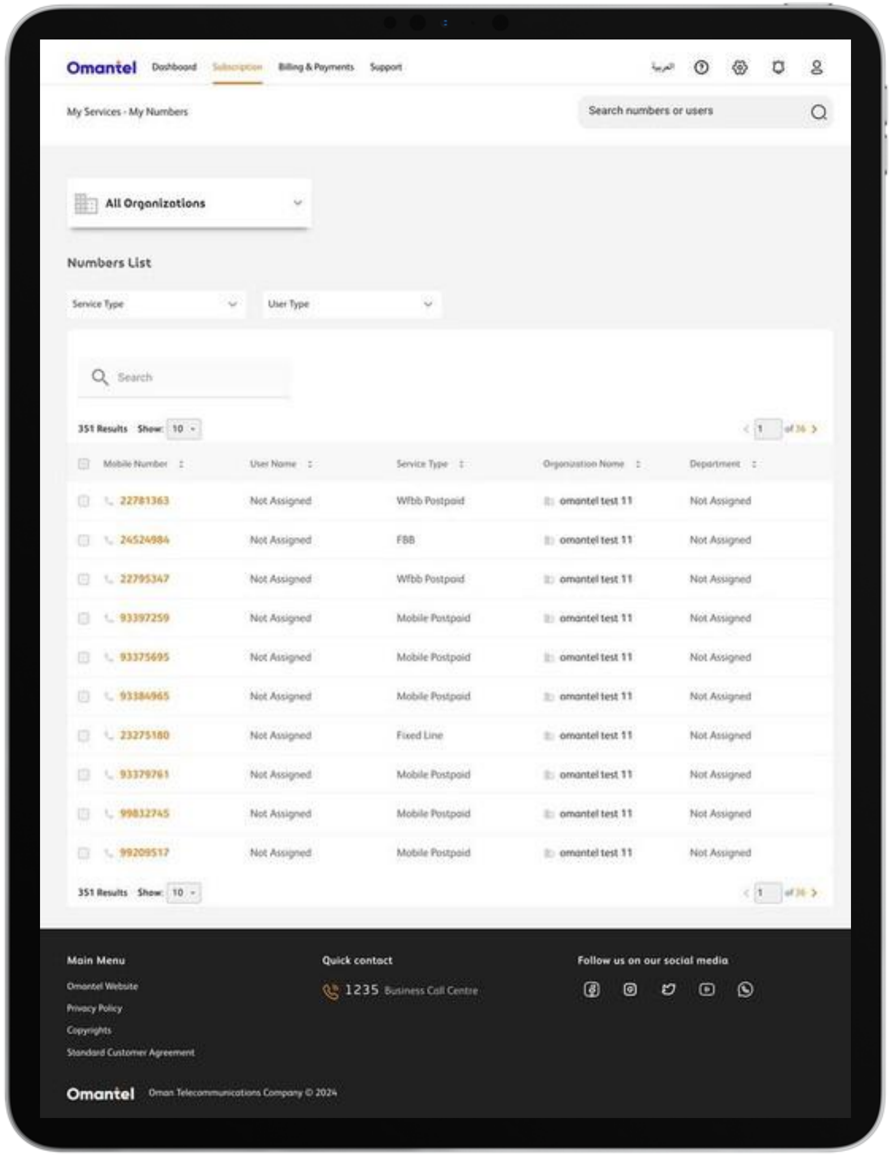
9 **Expiration Date** - Specifies the time-period for the account

10 **Edit Expiration Date** – Allows you to change the date or switch to unlimited access

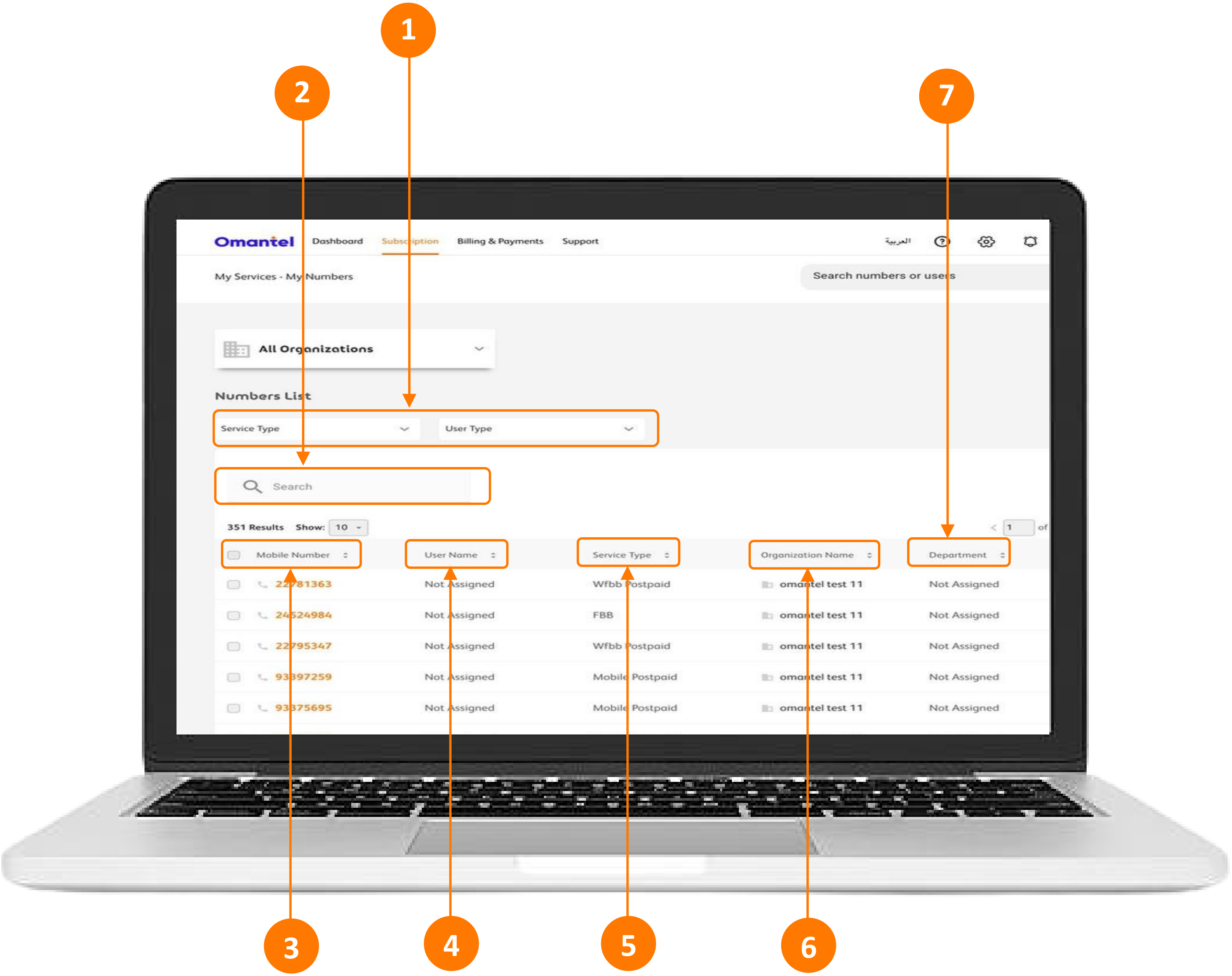


My Numbers

The "My Numbers" page displays all numbers associated with your active services. You can filter numbers by service type, user type, or department. To find a specific number, use the search bar by entering the number or user-name. Click on any mobile number to view its details.



1. **Filters** – Allows you to filter numbers by service or user type
2. **Search** – Allows you to search by numbers
3. **Mobile Number** – You can click on a number and a details page will open
4. **User-name** – You can click on a user-name and a details page will open
5. **Service Type** – Is a type of service assigned to the number
6. **Organization Name** – The name of the organization the number is assigned to
7. **Department** – The Department name to which number is assigned to



1

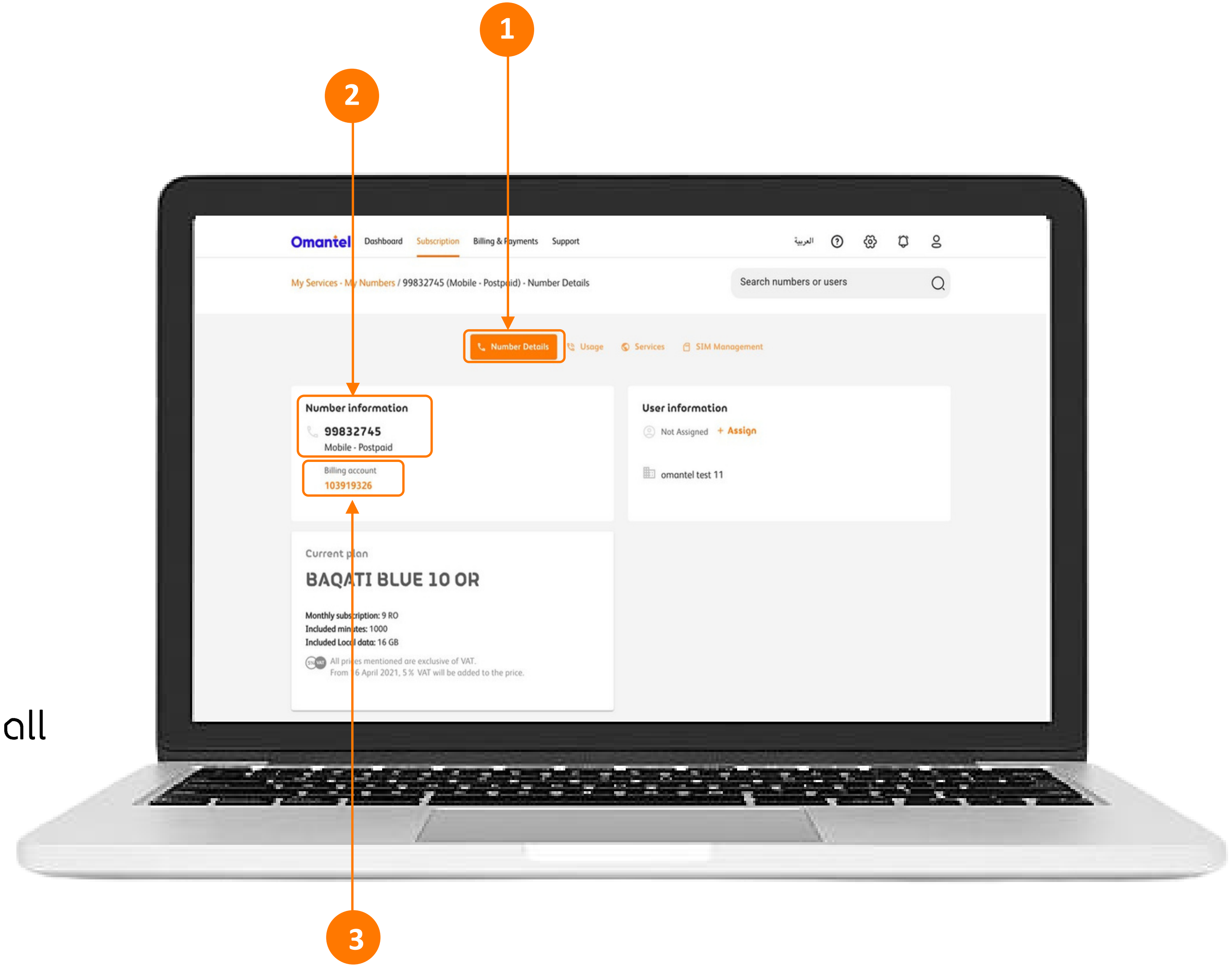
Number Details Page - Has a submenu which contains sections like number details, usage, services and SIM management

2

Number Information - Contains information about your mobile number, service type, and billing account number

3

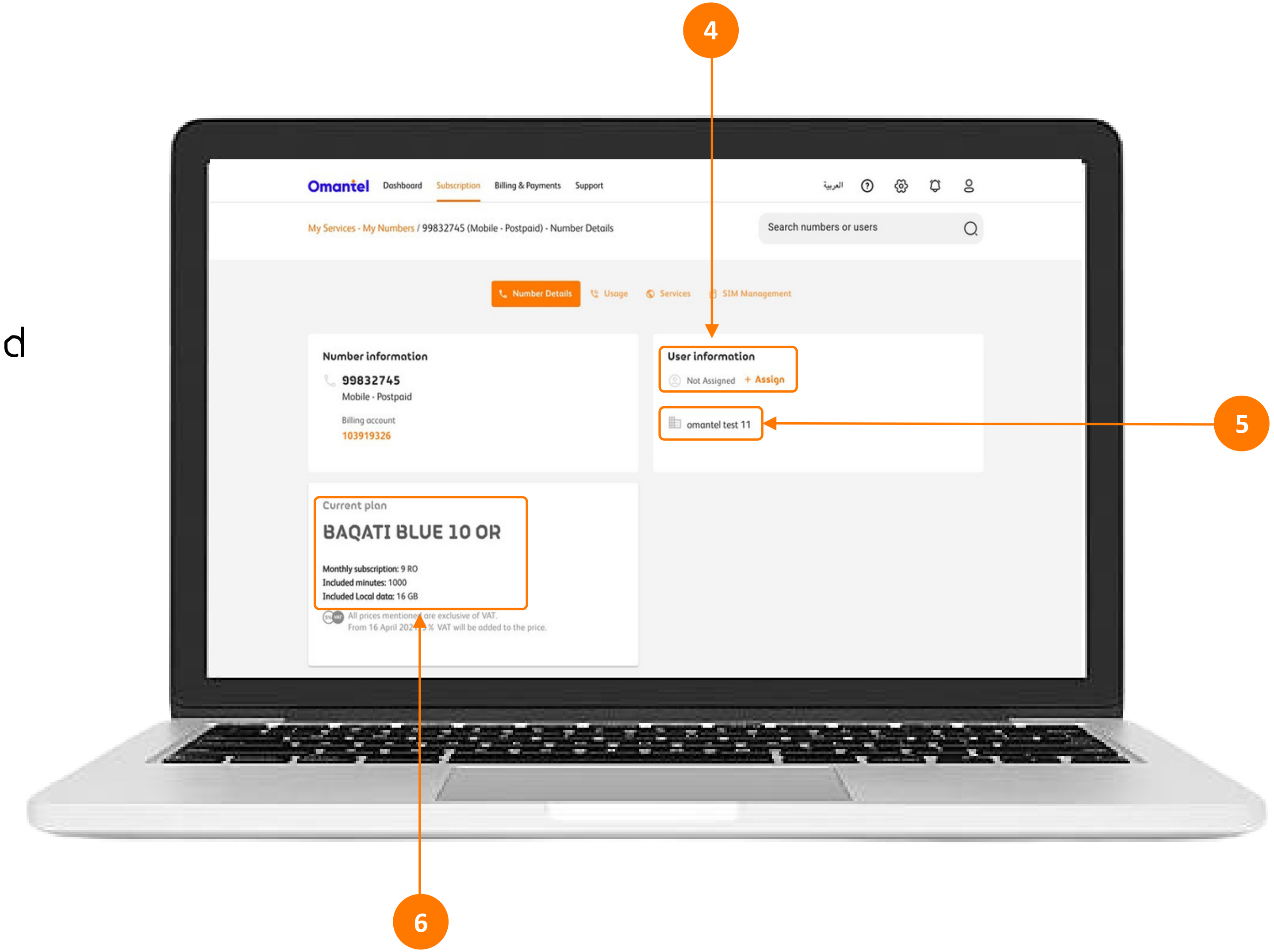
Billing Account – Allows you to view all numbers associated with your account



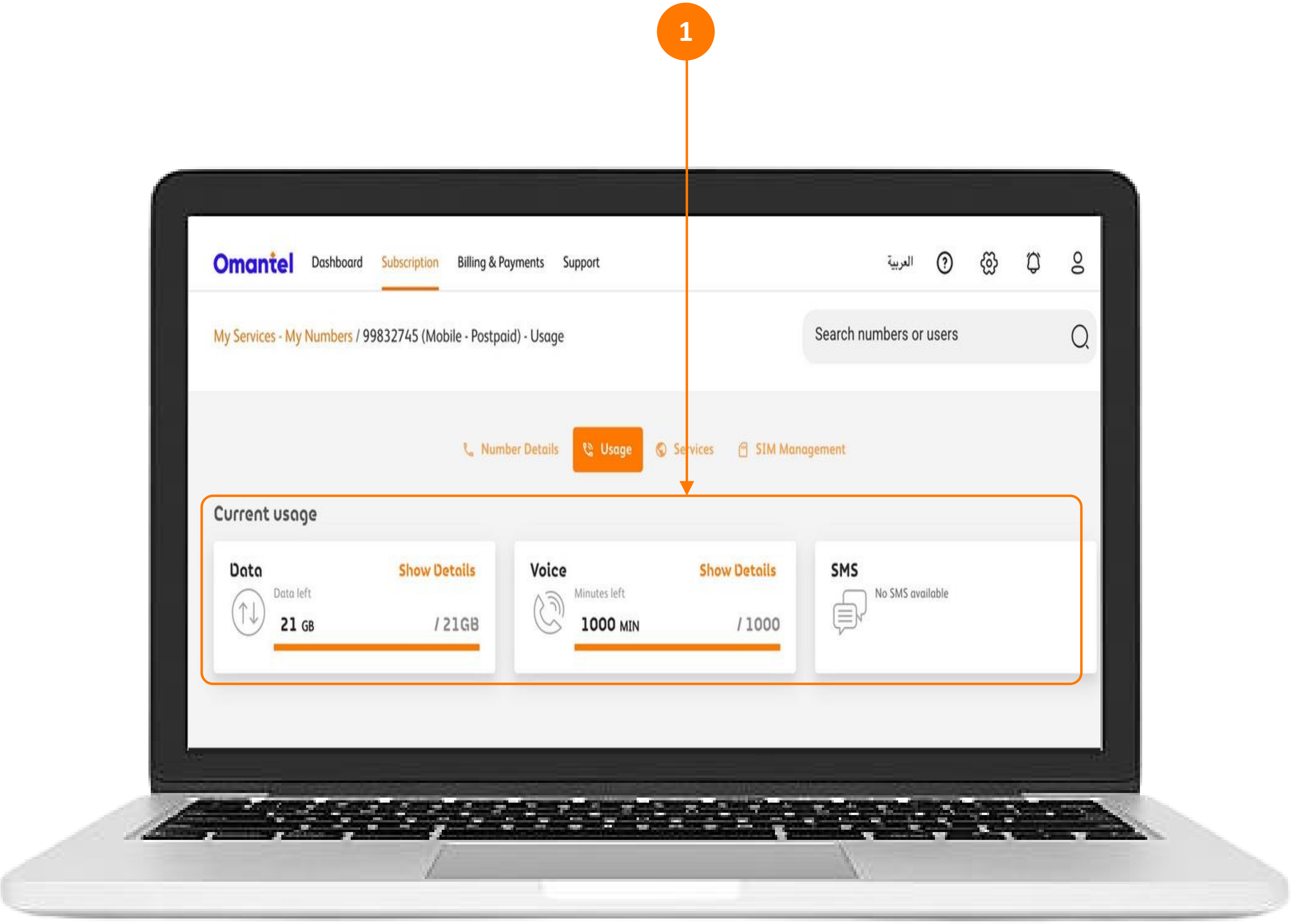
4 **User Information** – Contains information about the connected user to the number. If no user is assigned to the number, we can add it by clicking assign button

5 **Organization Name** - Is an organization under an assigned number

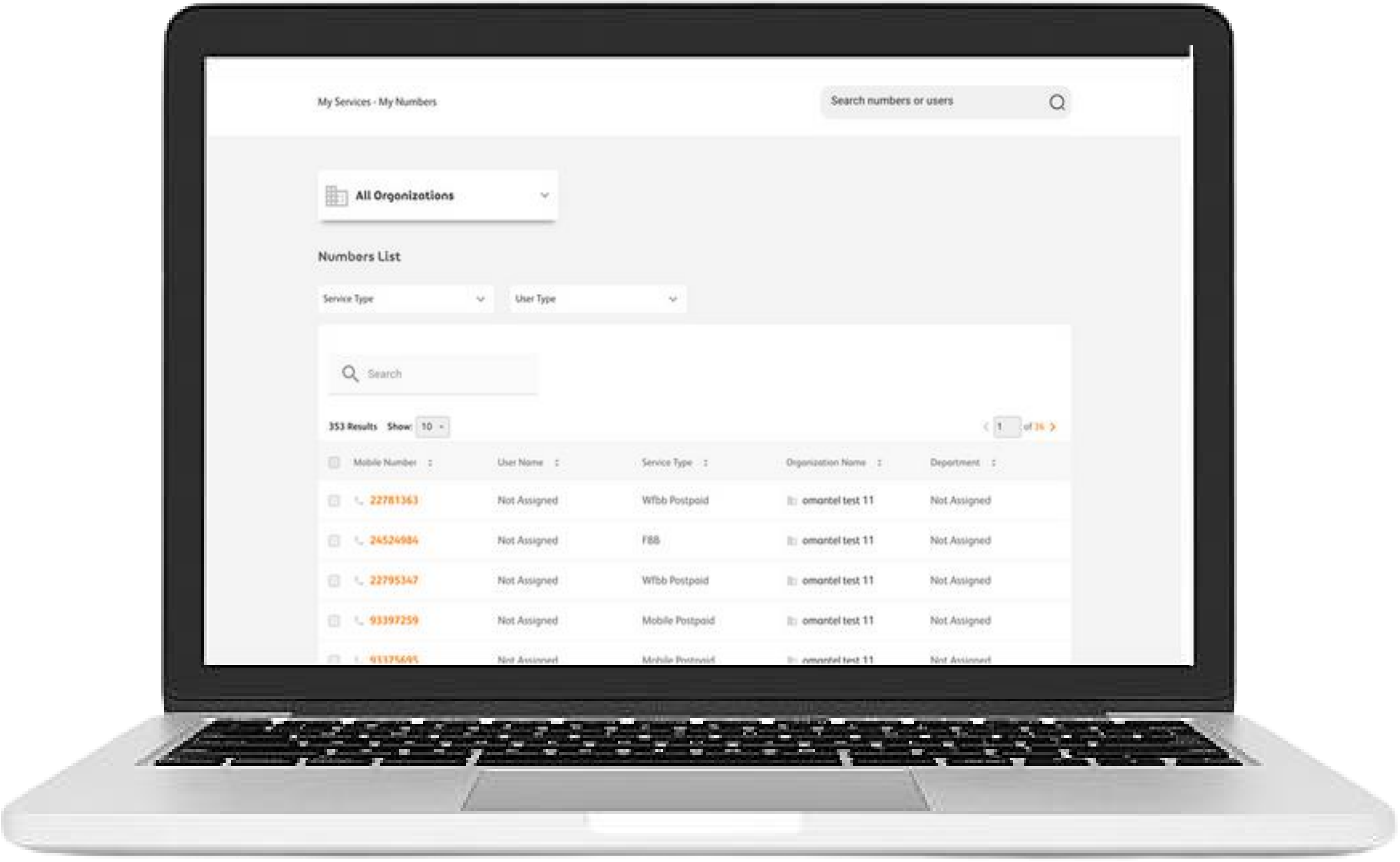
6 **Tariff Plan** - Displays assigned organization to the number subscription plan



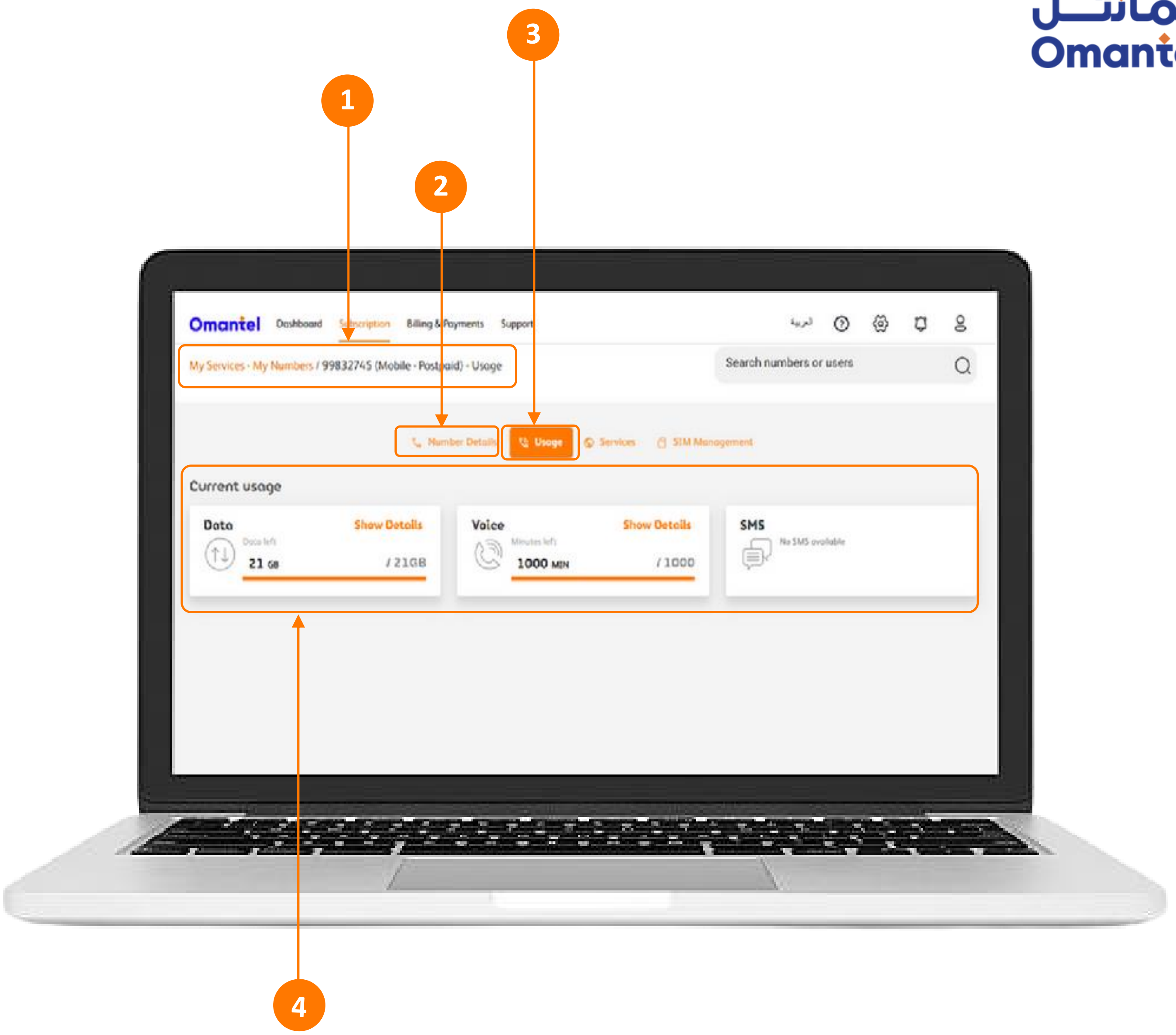
Current Usage - Shows current usage for data, voice and SMS. To see more details for usage just click on the button “Show Details”



View Current Month Usage and Call Details

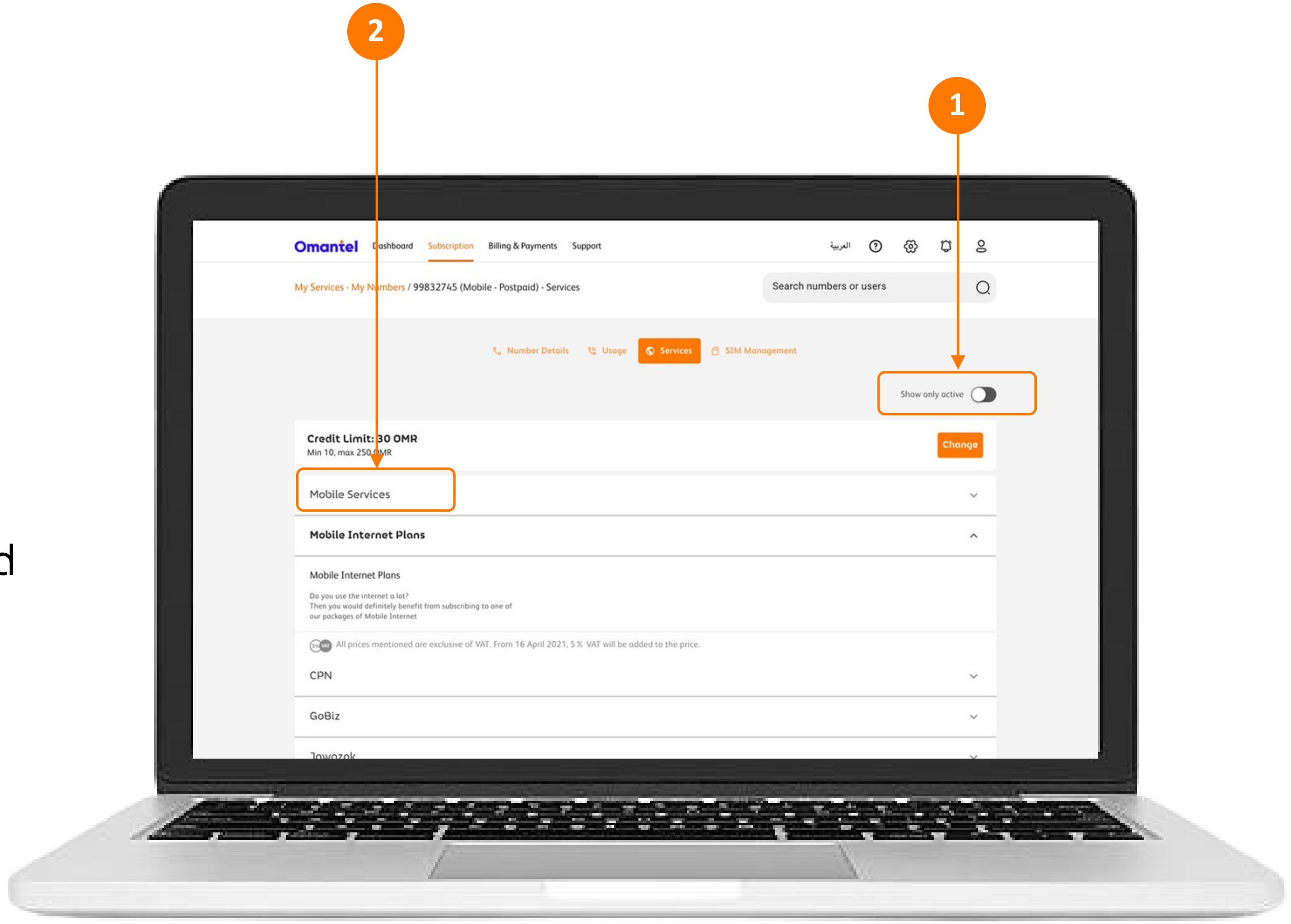


1. On the sidebar, select **My Services / My Numbers**
2. Select the right number with the usage you want to see
3. Choose **Usage** tab on the top of the screen
4. Here you will find **current usage**

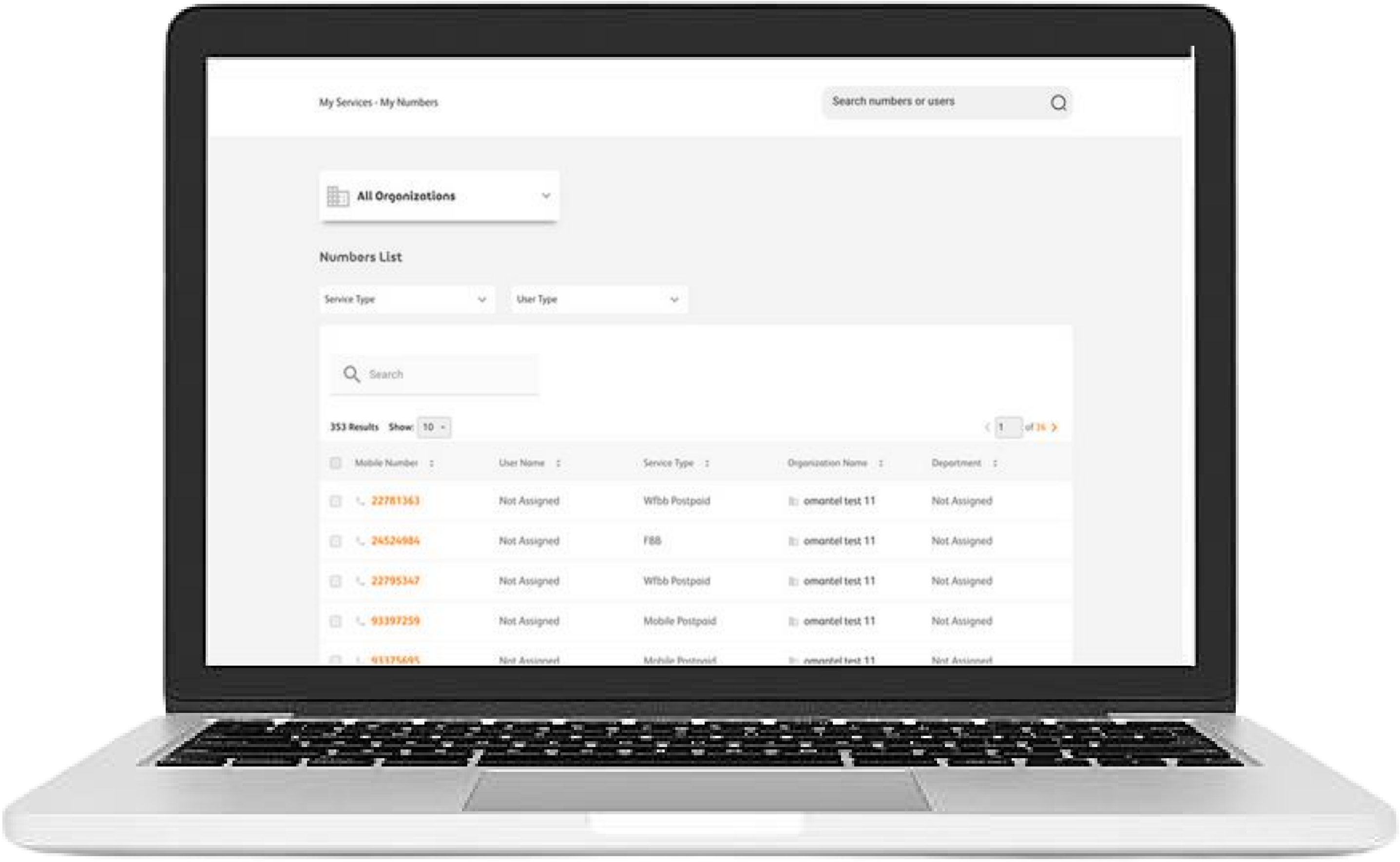


1. **Show Only Active** - This toggle button allows you to hide inactive services and show only active ones for this number

2. **Available services** - Here you will find all the services you can activate and deactivate for this number



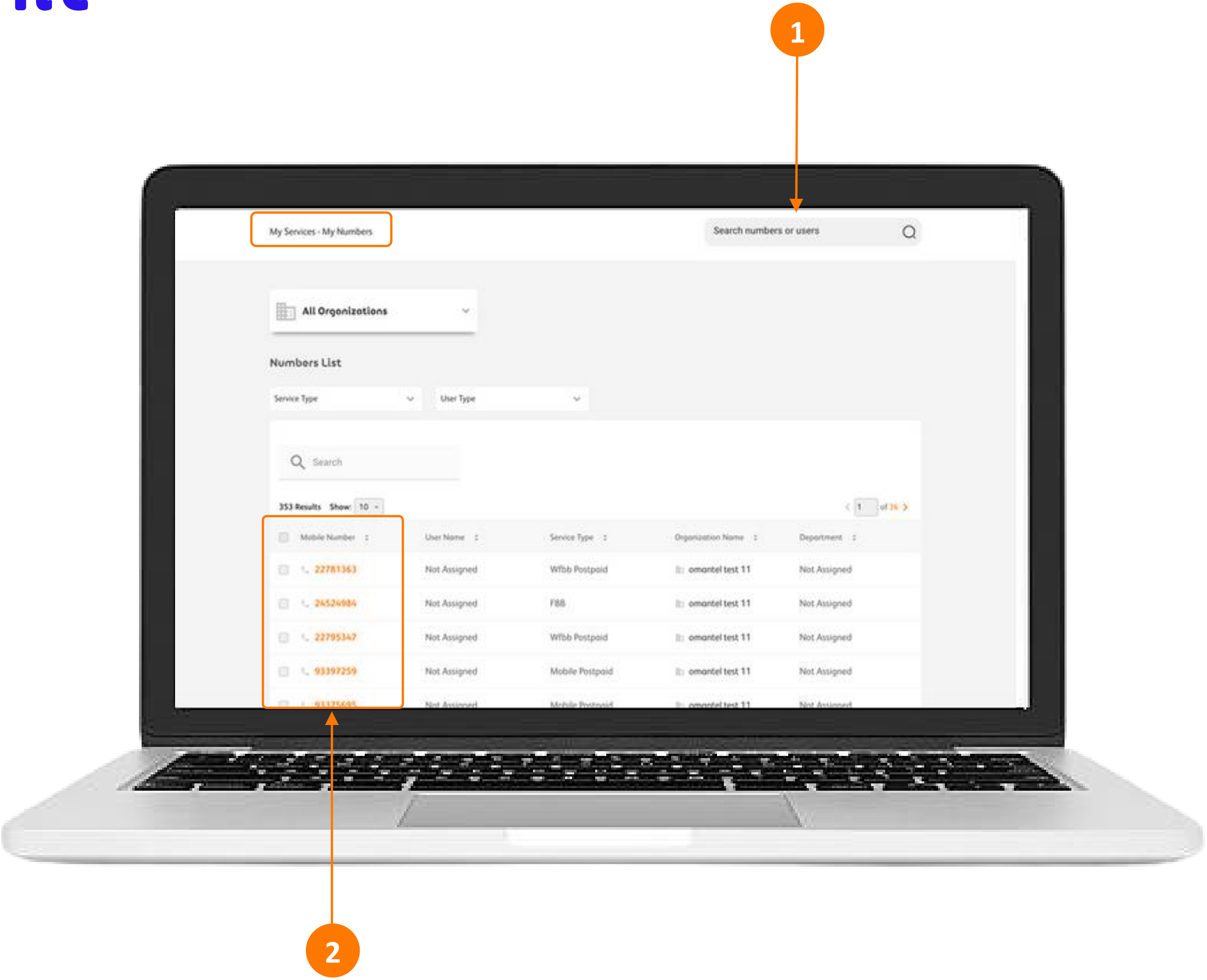
Changing The Credit Limit and Adding Services



Changing The Credit Limit

1. On the sidebar select **My Services / My Numbers**

2. Select the right number that credit limit you want to change

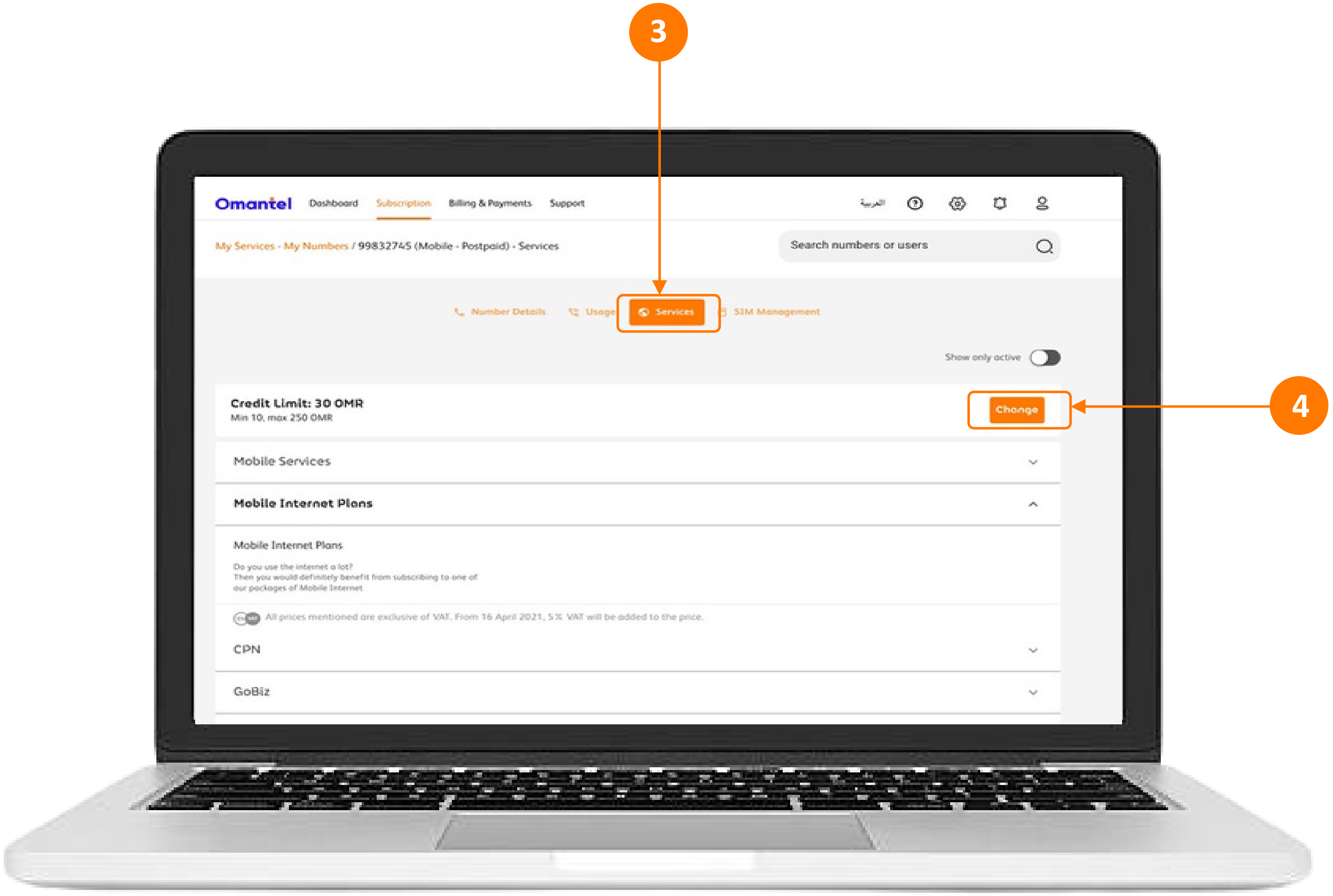


Changing The Credit Limit

3 Choose the **Services** tab on the top of the screen

4 Click **Change** button at Credit Limit card

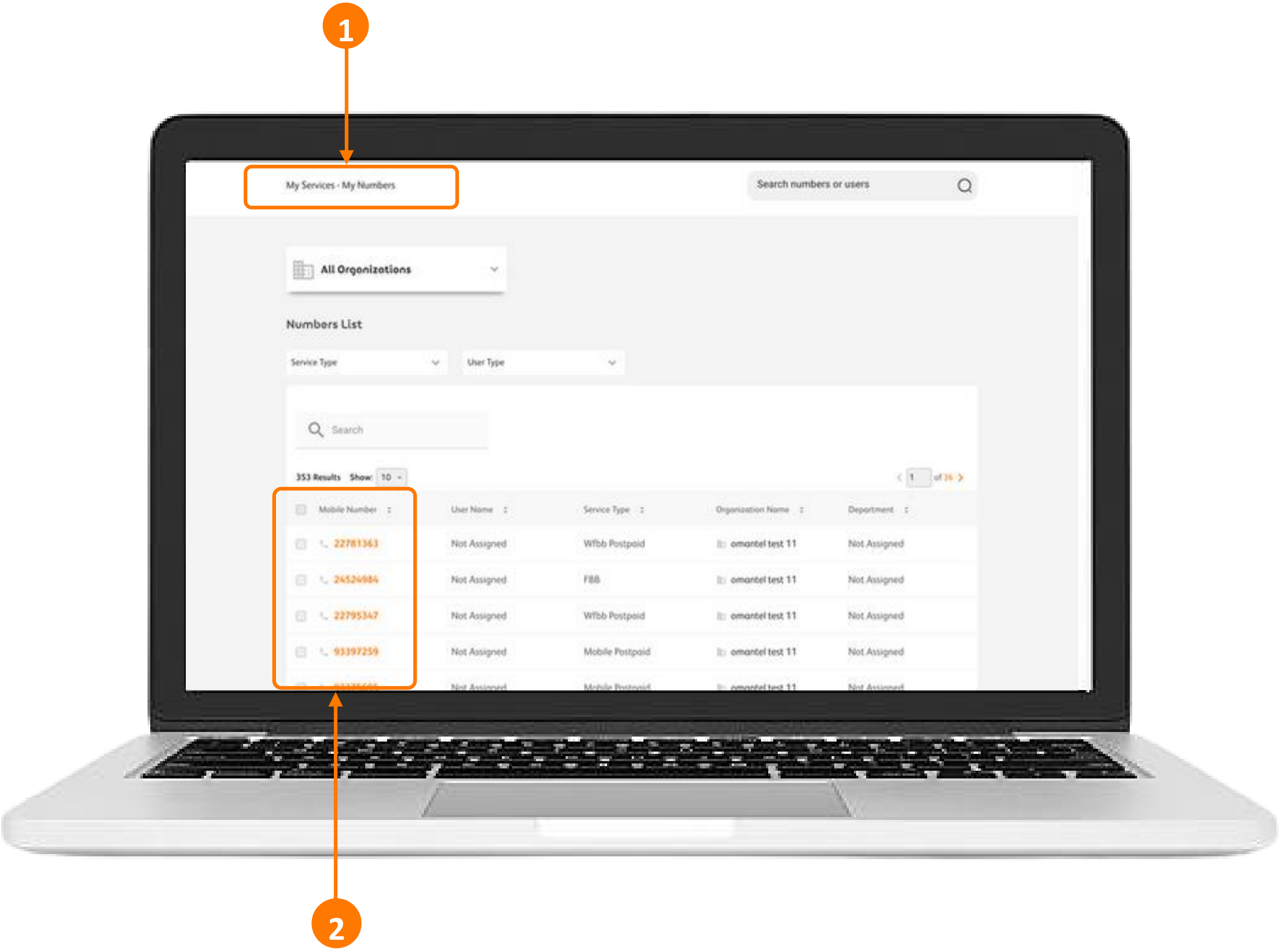
A new window will appear where you can edit the credit limit



Services: Mobile Services

1. On the sidebar select **My Services / My Numbers**

2. Select the right number that credit limit you want to change.

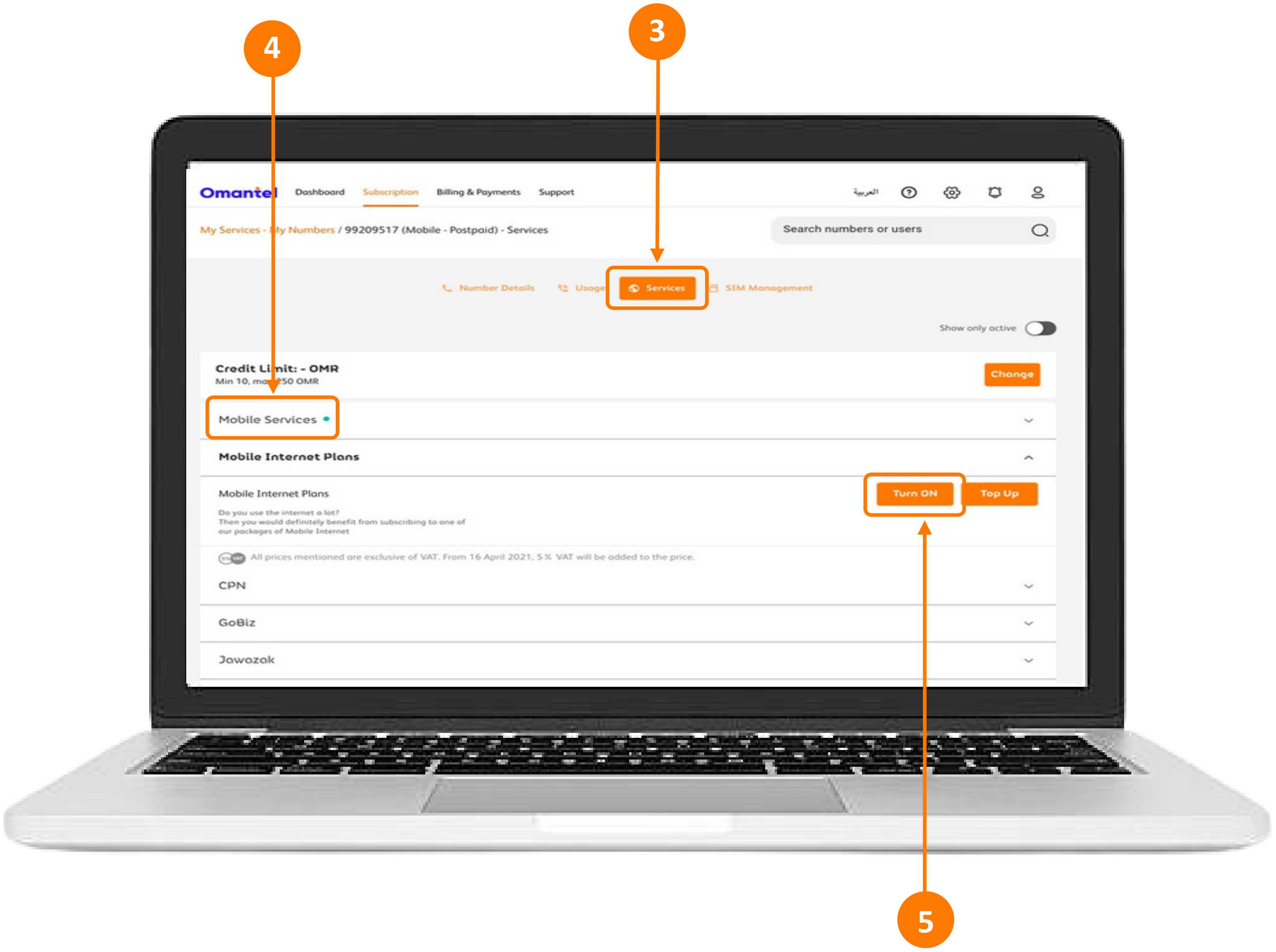


Services: Mobile Services

3. Choose **Services** tab on the top of the screen

4. Click on **Mobile Services** to see details

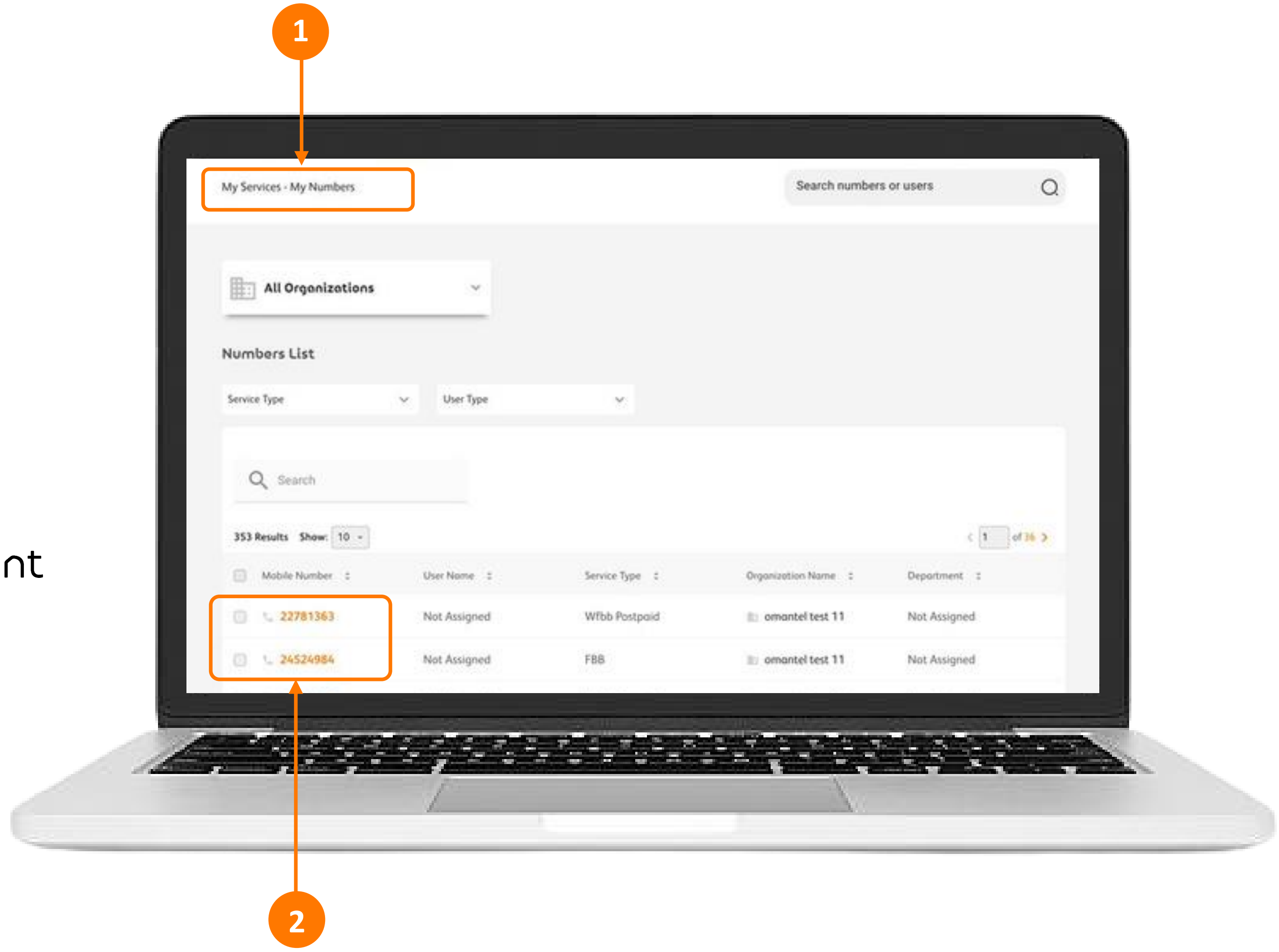
5. Click the **Turn ON** button to add Mobile Services



Services: CPN

1. On the sidebar select **My Services / My Numbers**

2. Select the right number that you want to add services to

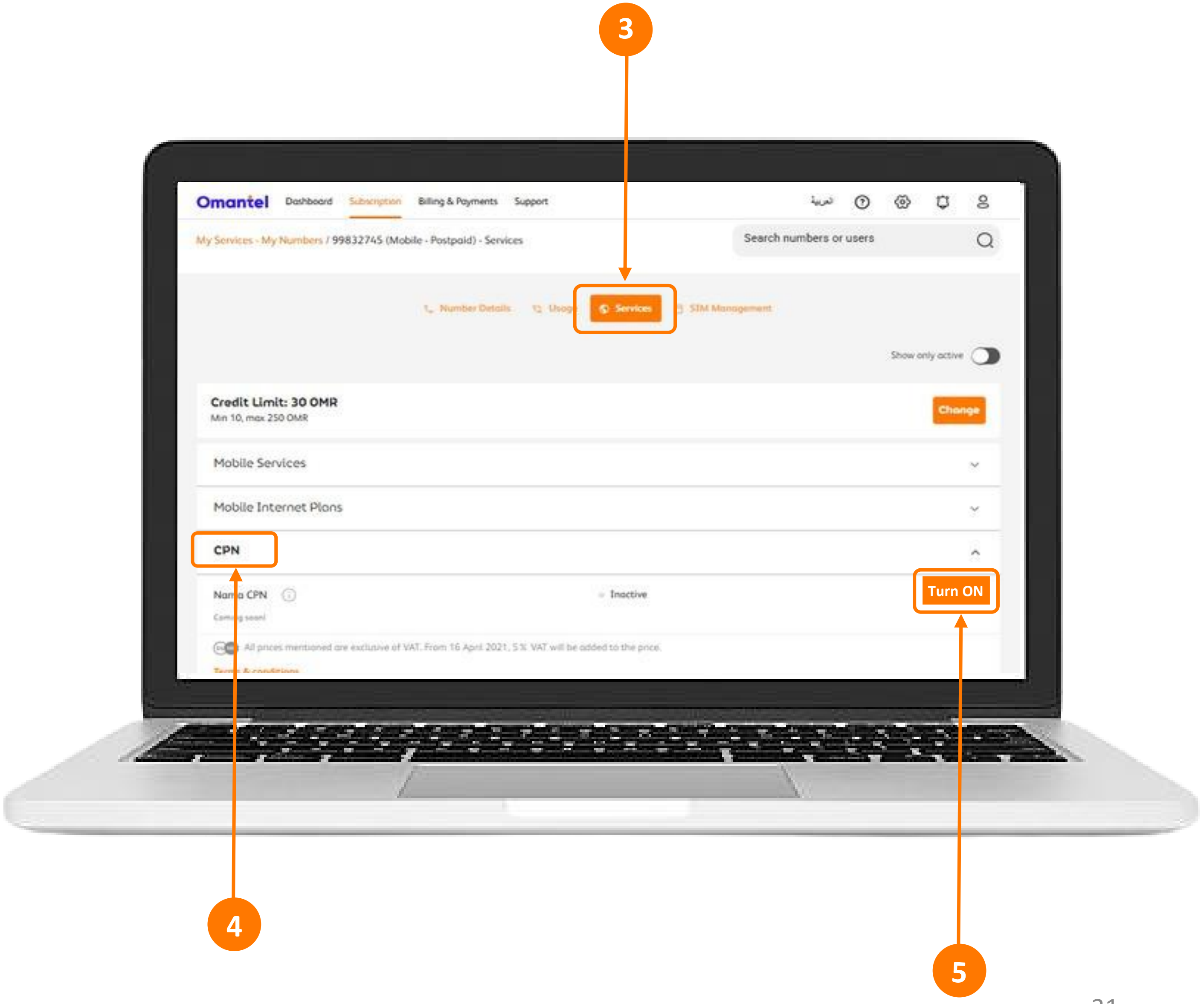


Services: CPN

3 **Choose the Services** tab on the top of the screen

4 Click on **CPN** to see details

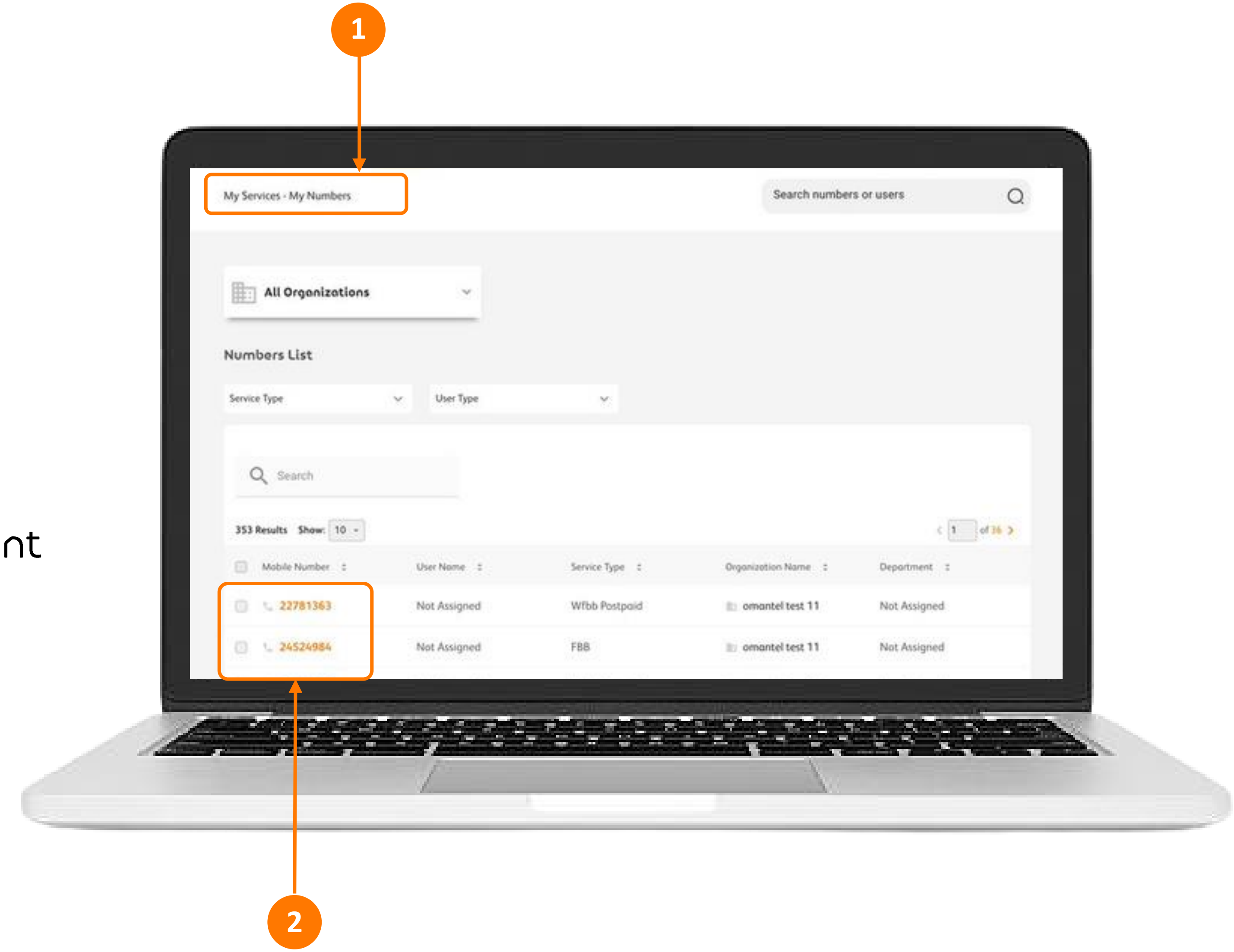
5 Click the **Turn ON** button to add CPN.



Services: GoBiz

1. On the sidebar select **My Services / My Numbers**

2. Select the right number that you want to add services to

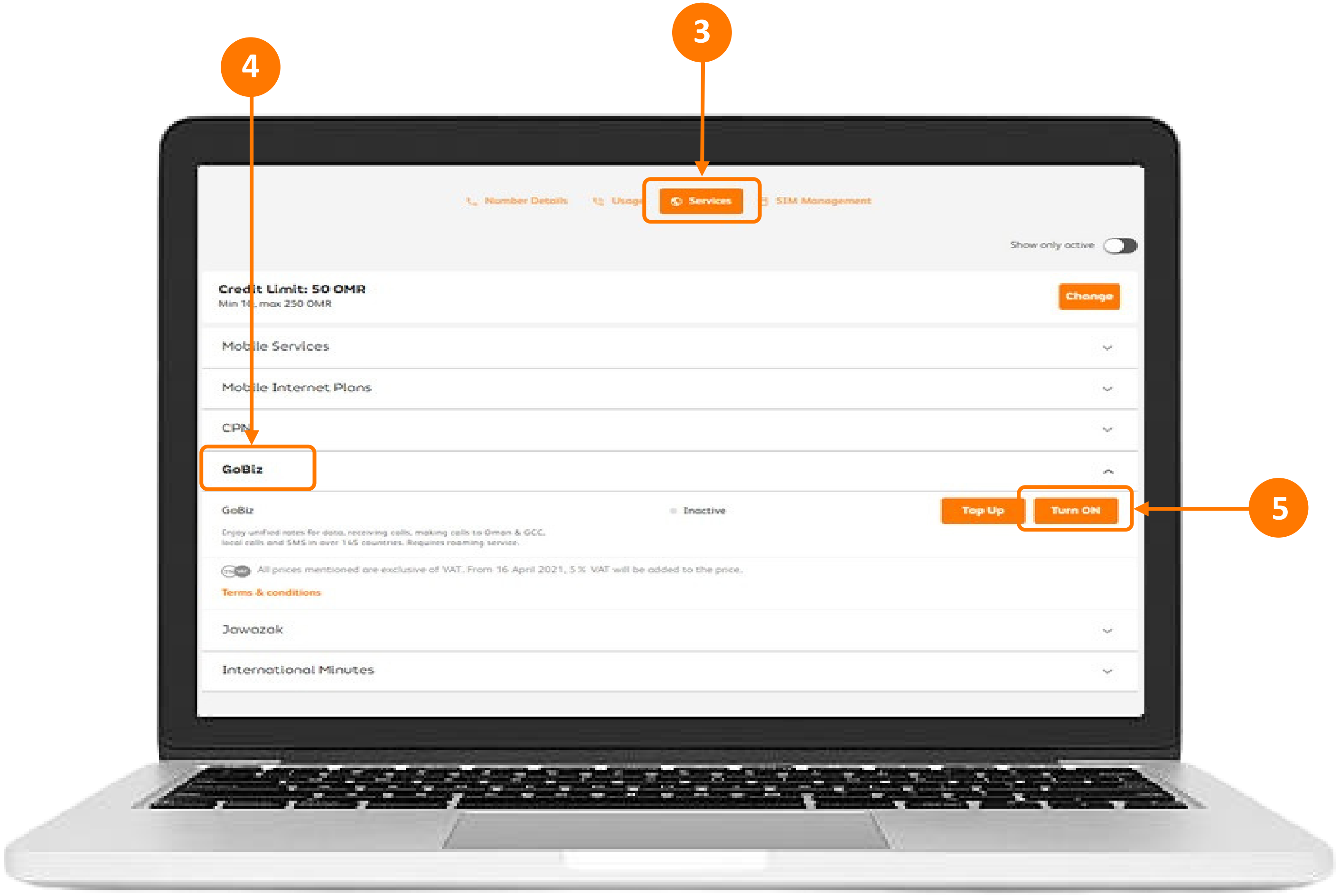


Services: GoBiz

3 Choose **Services** tab on the top of the screen

4 Click on **GoBiz** to see details

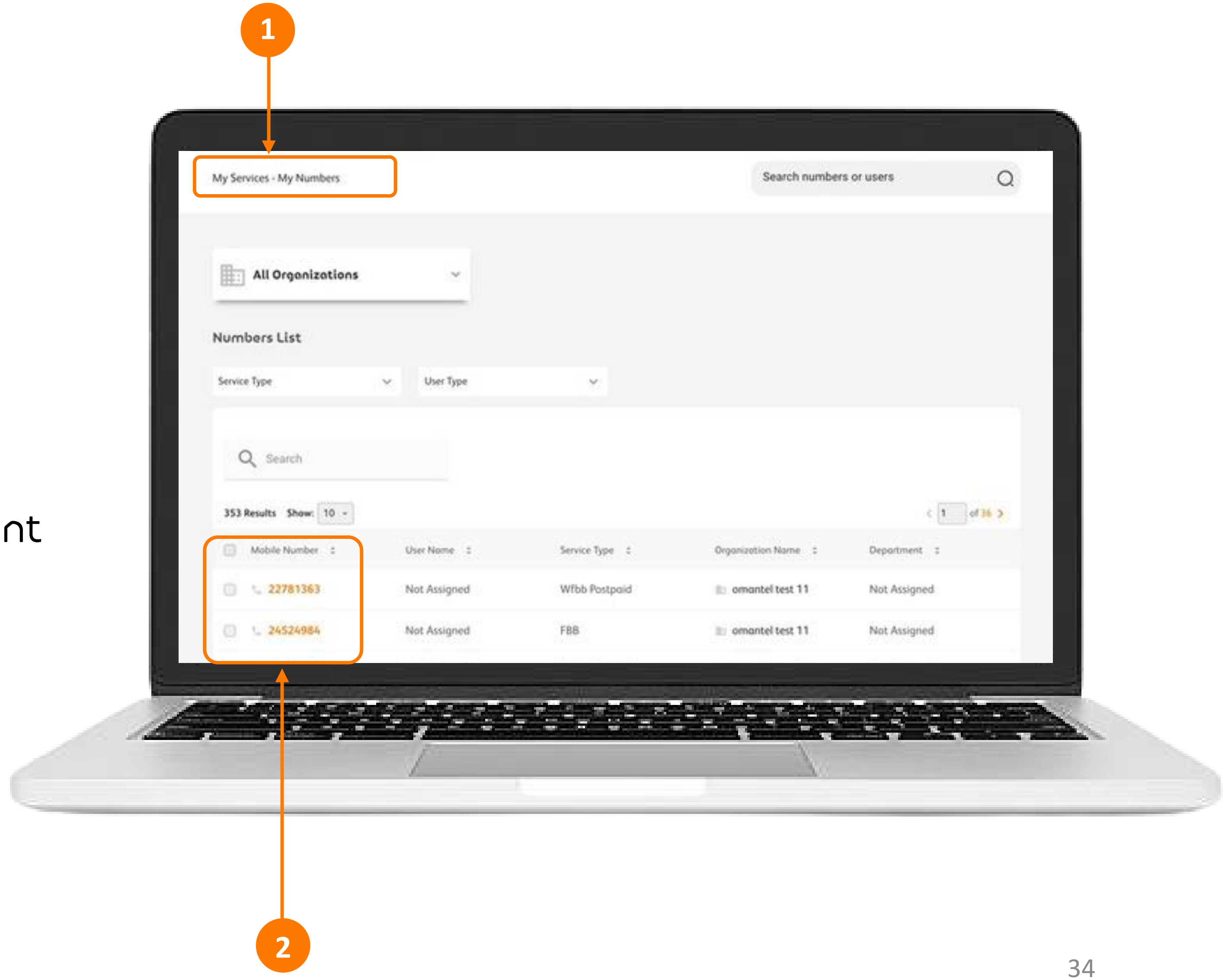
5 Click the **Turn ON** button to add GoBiz



Services: Jawazak

1. On the sidebar select **My Services / My Numbers**

2. Select the right number that you want to add services to

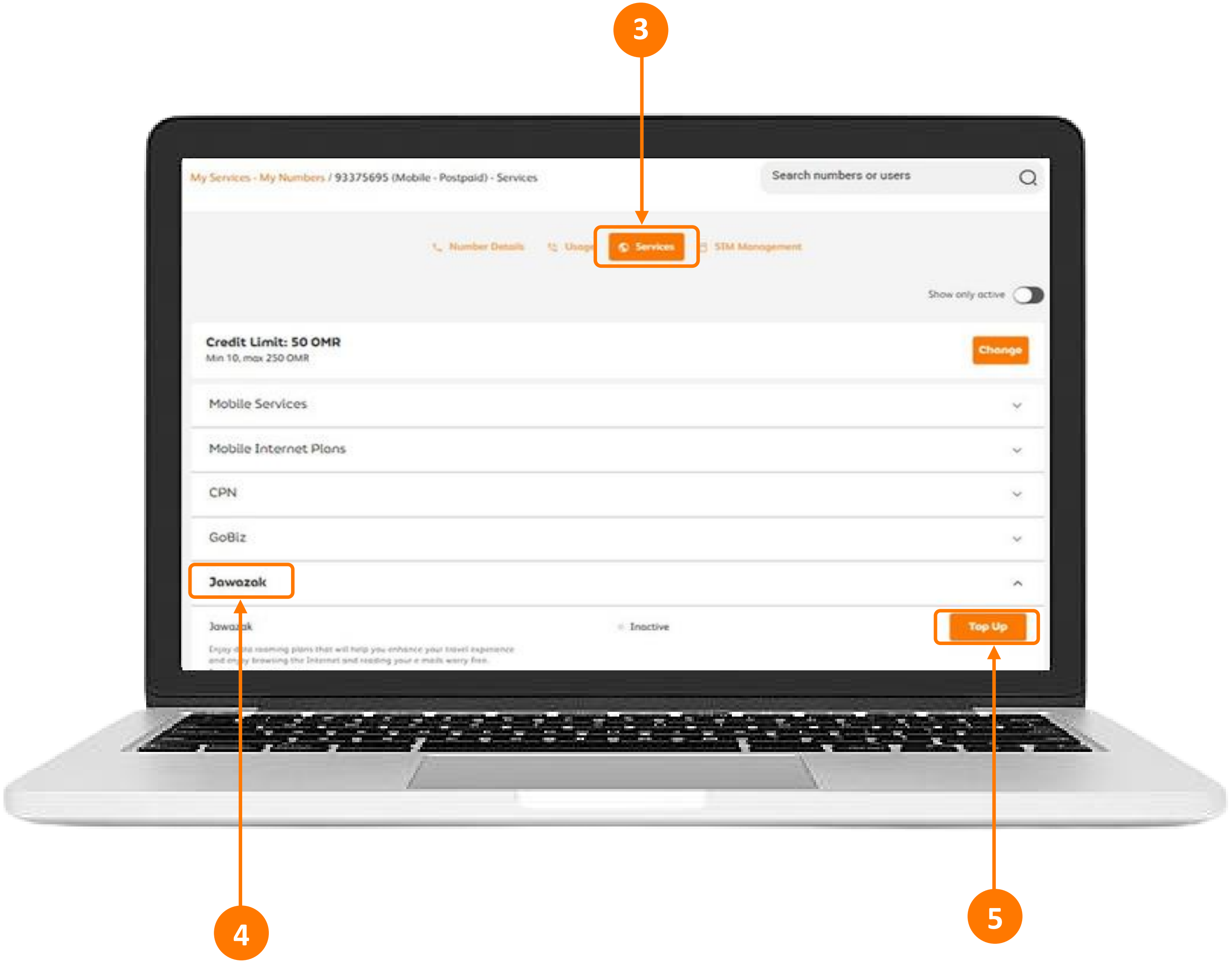


Services: Jawazak

3 Choose **Services** tab on the top of the screen

4 Click on **Jawazak** to see details

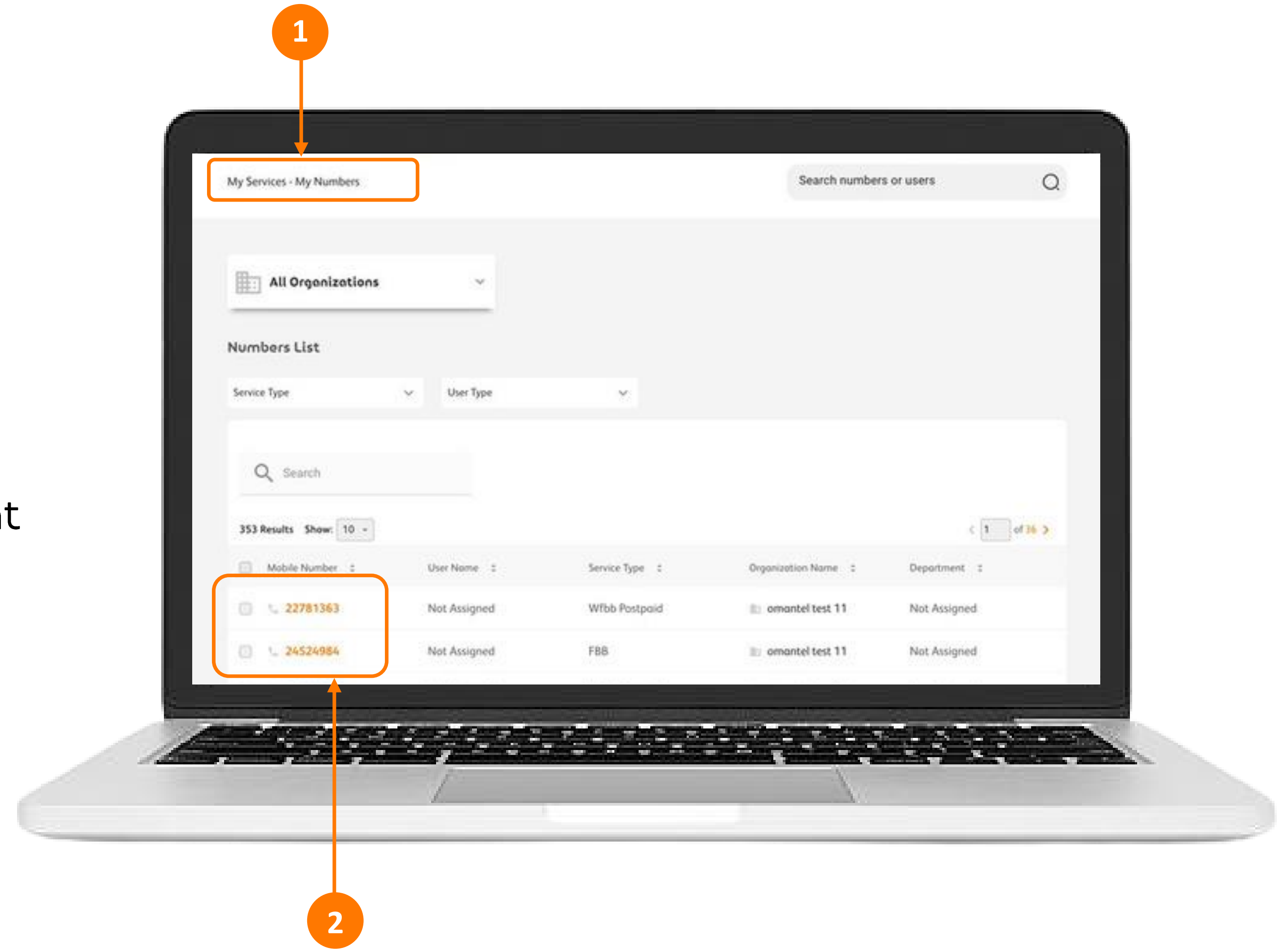
5 Click the **Turn ON** button to add Jawazak



Services: International Minutes

1. On the sidebar select **My Services / My Numbers**

2. Select the right number that you want to add services to

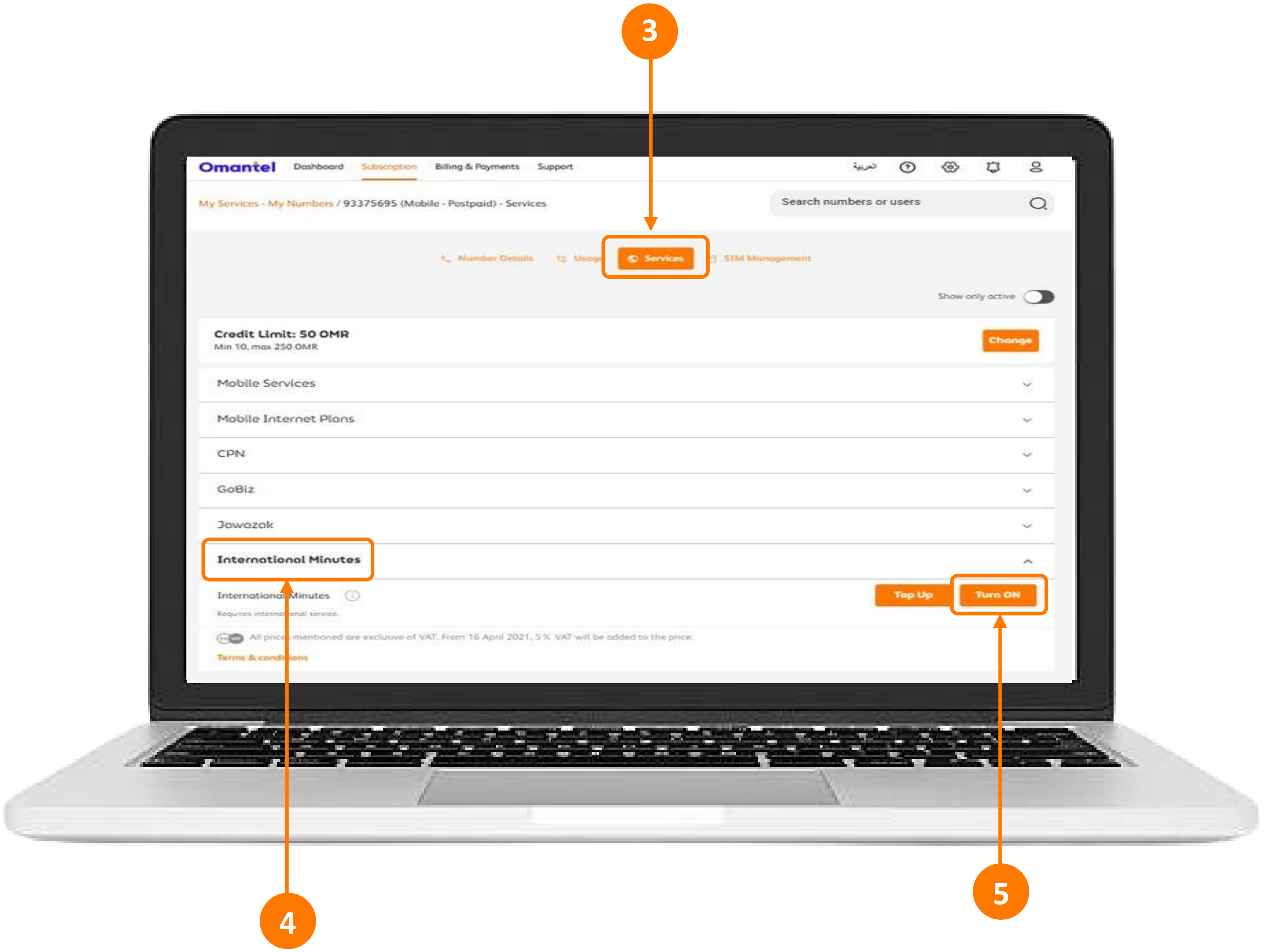


Services: International Minutes

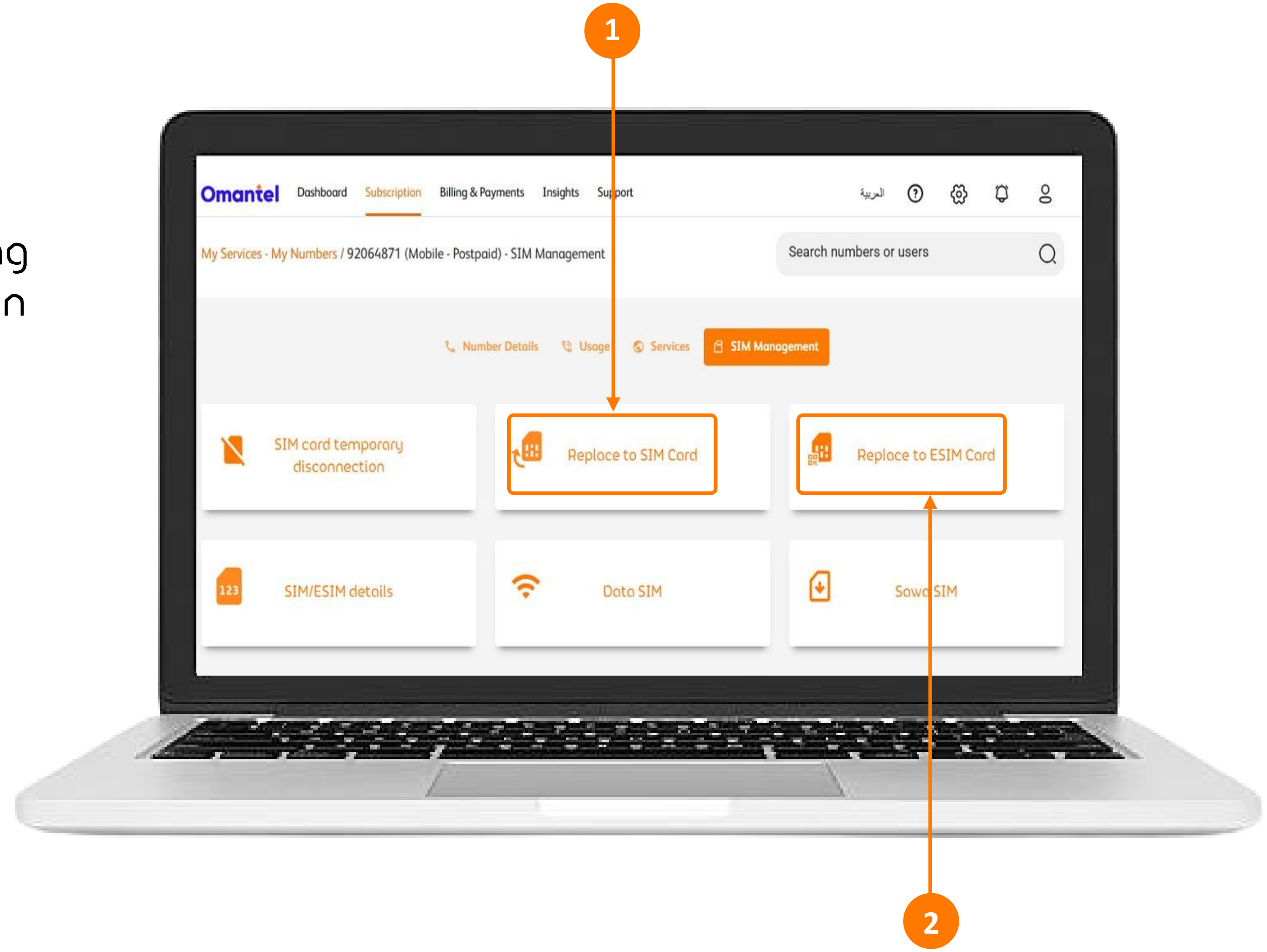
3 Choose **Services tab** on the top of the screen

4 Click on **International Minutes** to see details

5 Click the Turn **ON** button to add **International Minutes**



SIM Management

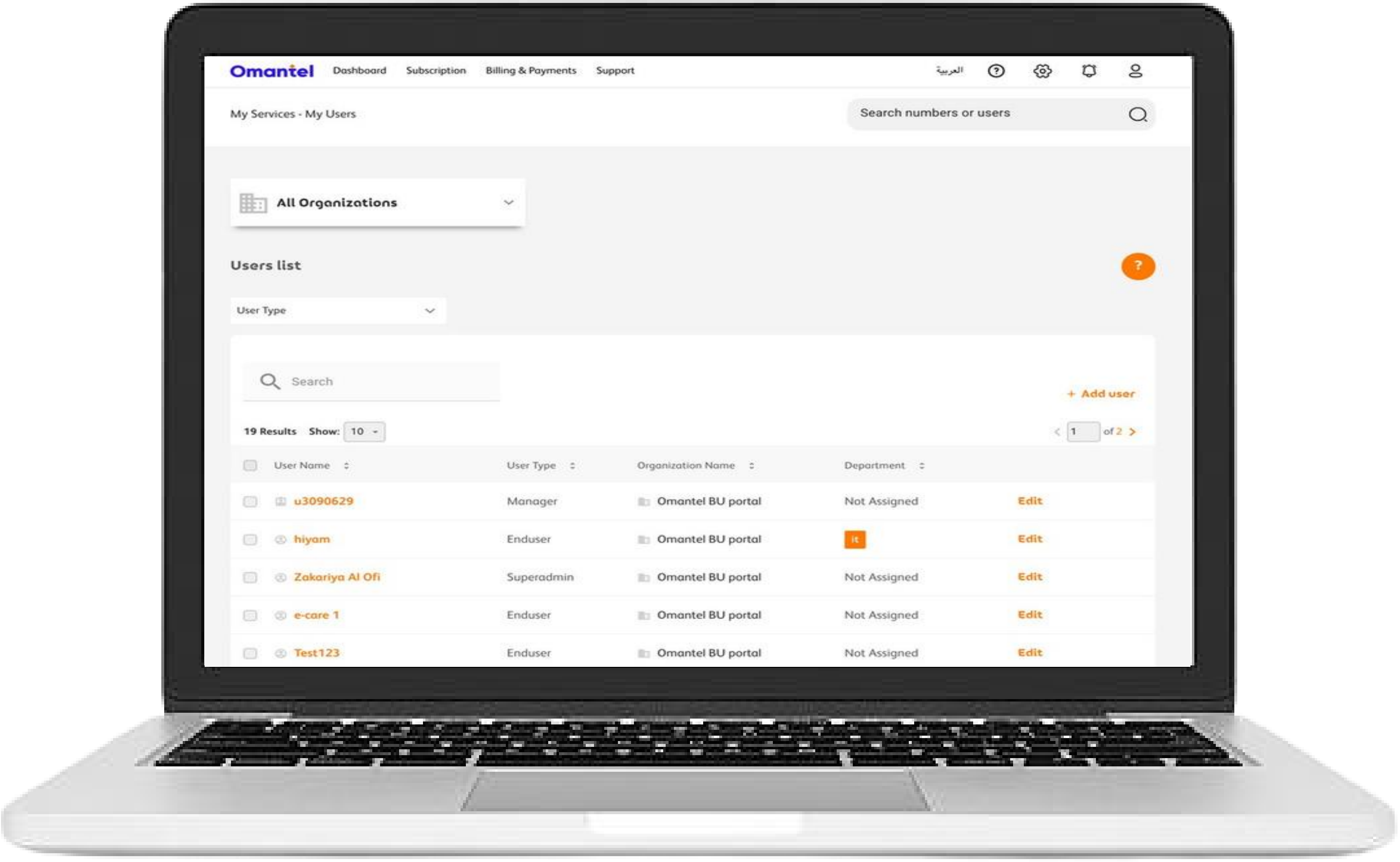


1. **Replace SIM Card** - Allows replacing SIM card for a new one. Just click on the card and a new window will appear where you will be able to enter a new SIM serial number and activate the card

2. **Check SIM and ESIM** - Allows you to check SIM and ESIM codes for the selected number

My Users

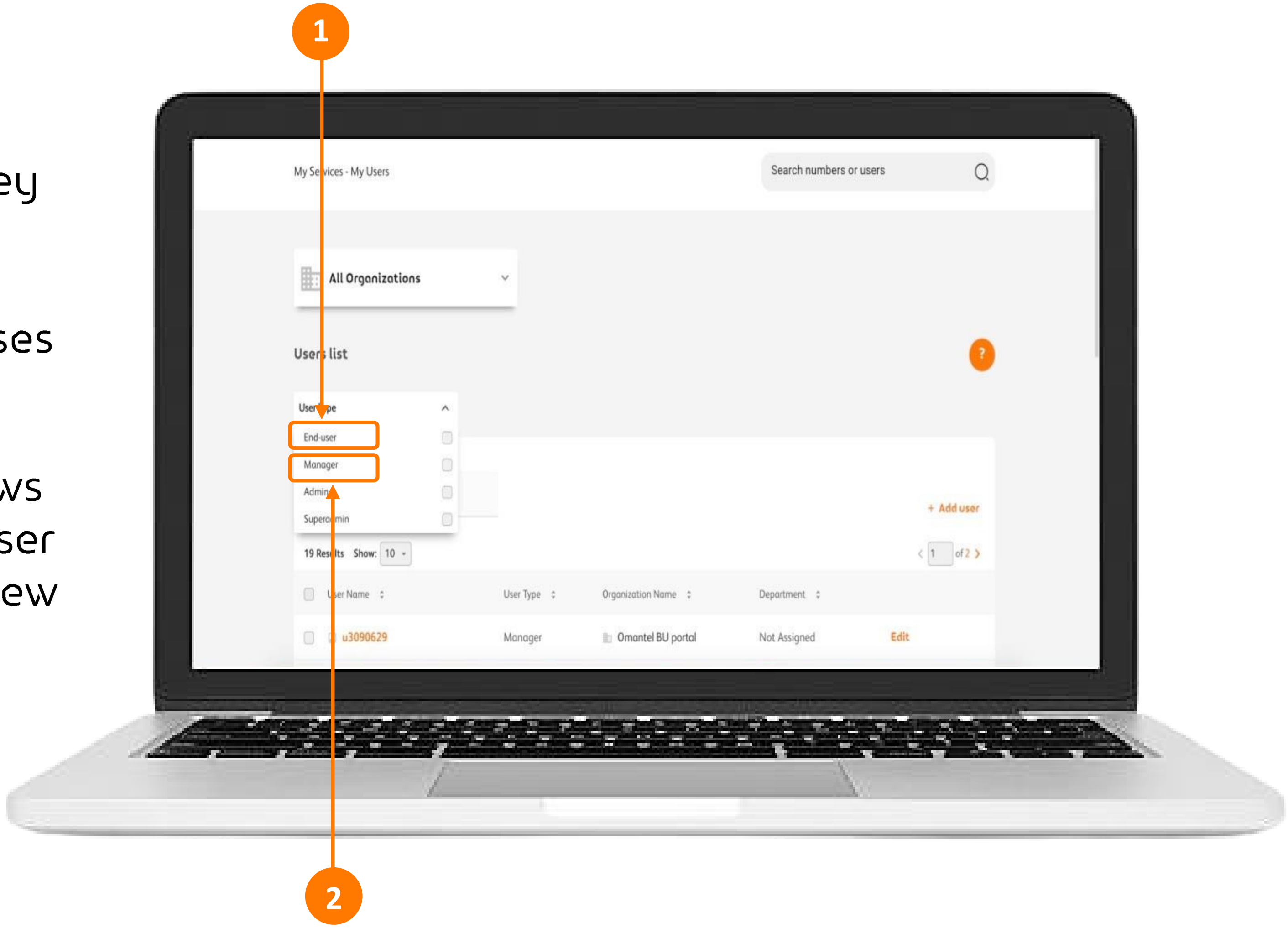
The "My Users" page helps you manage your numbers more efficiently. You can create new user accounts and link numbers to them. It also allows you to set up access accounts with different roles, such as Admin or Manager.



3 Types of Users:
End-user, Manager and Admin

1 An **End-User** is the person using the number. For example, an employee. They do not have access to the portal. Their account is created solely to link the number to the user for reference purposes

2 A **Manager** is an account type that allows portal access in view-only mode. This user has limited permissions. They can preview data but not make any changes. A Manager can also be an End-User if a number is assigned to them

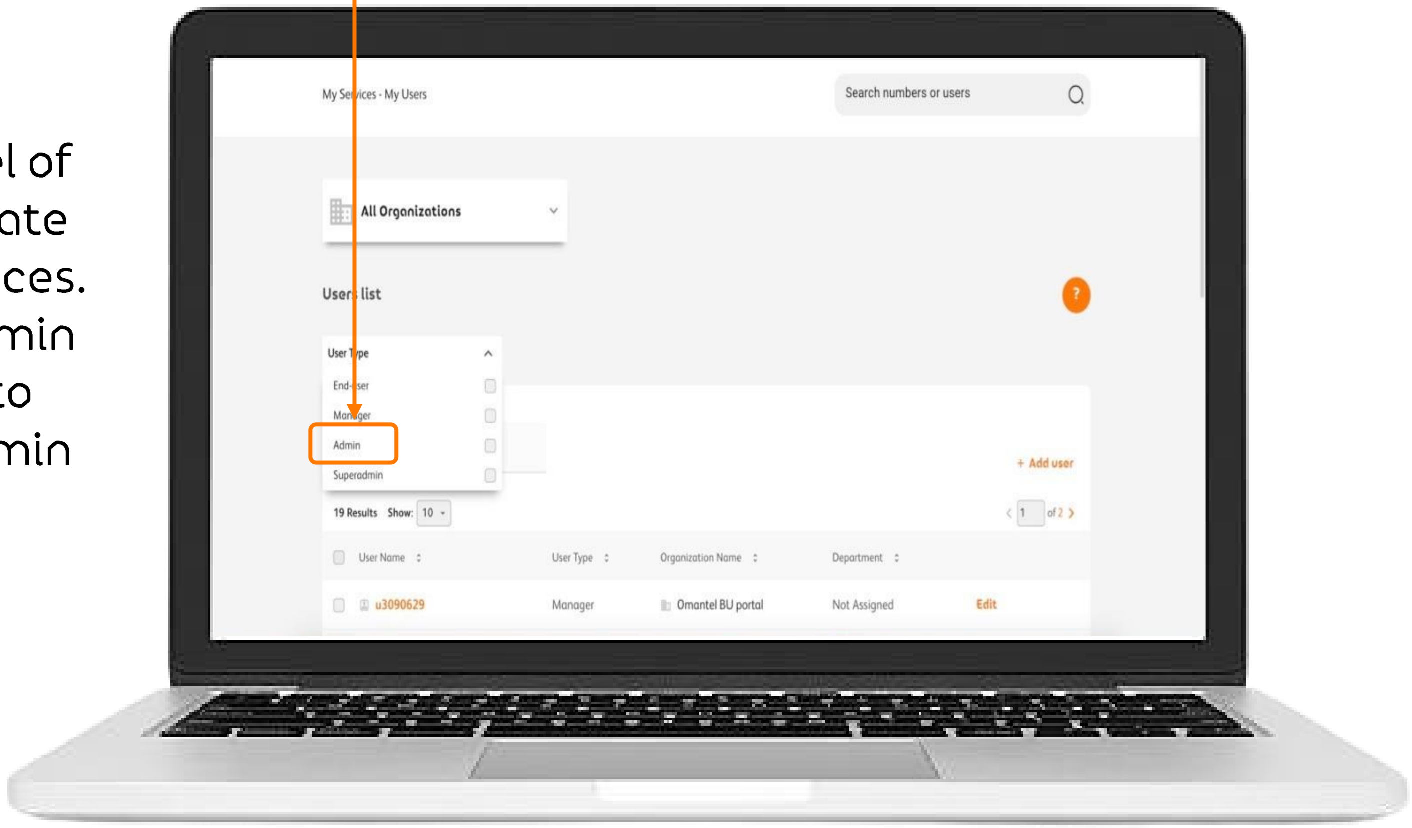


3 Types of Users:
End-user, Manager and Admin

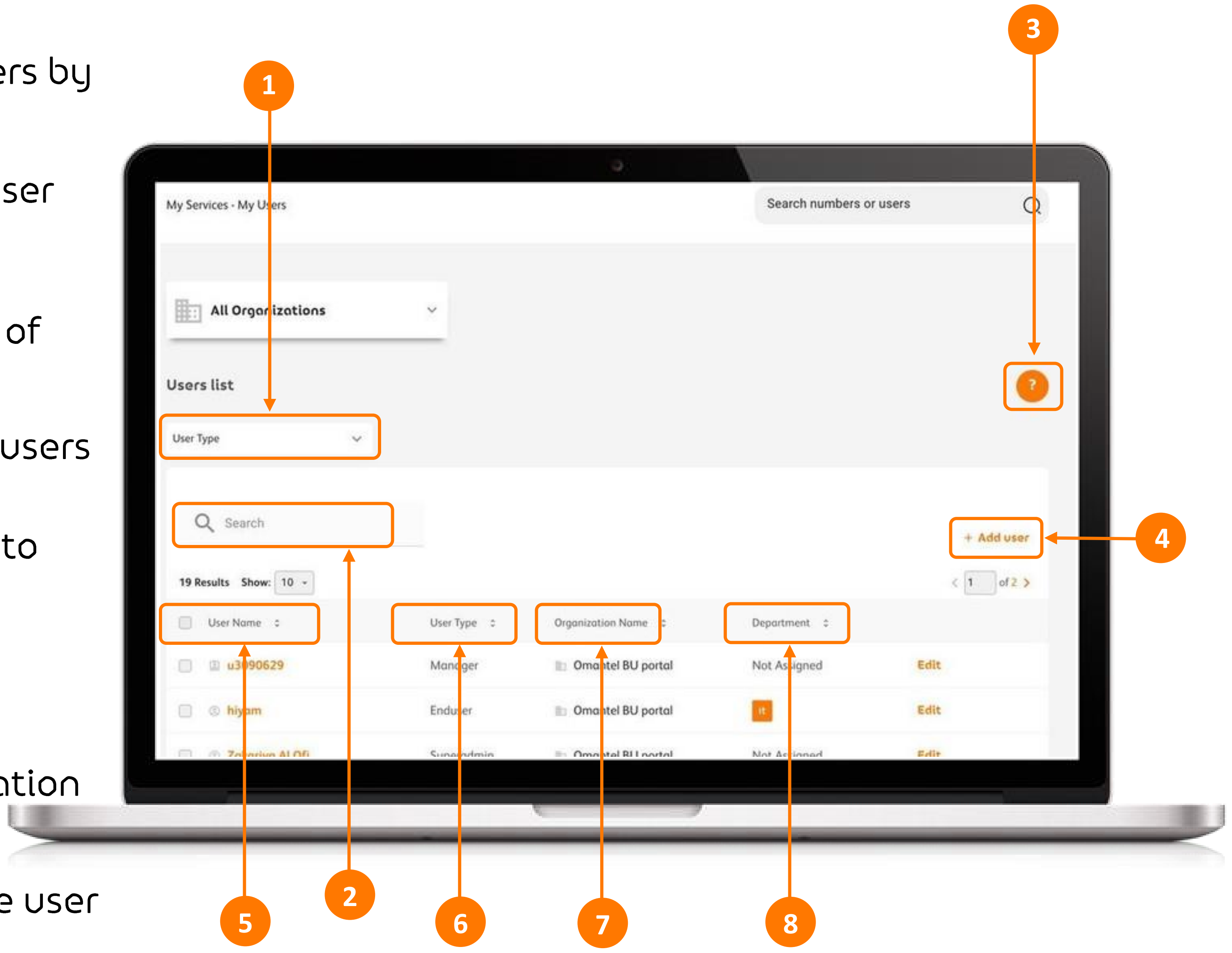
3

An **Admin** account has the highest level of permissions. It allows full access to create new users, edit data, and manage services. For security reasons, the number of Admin accounts is limited. You can create up to two additional Admin accounts. An Admin can also be an End-User if a number is assigned to them

3



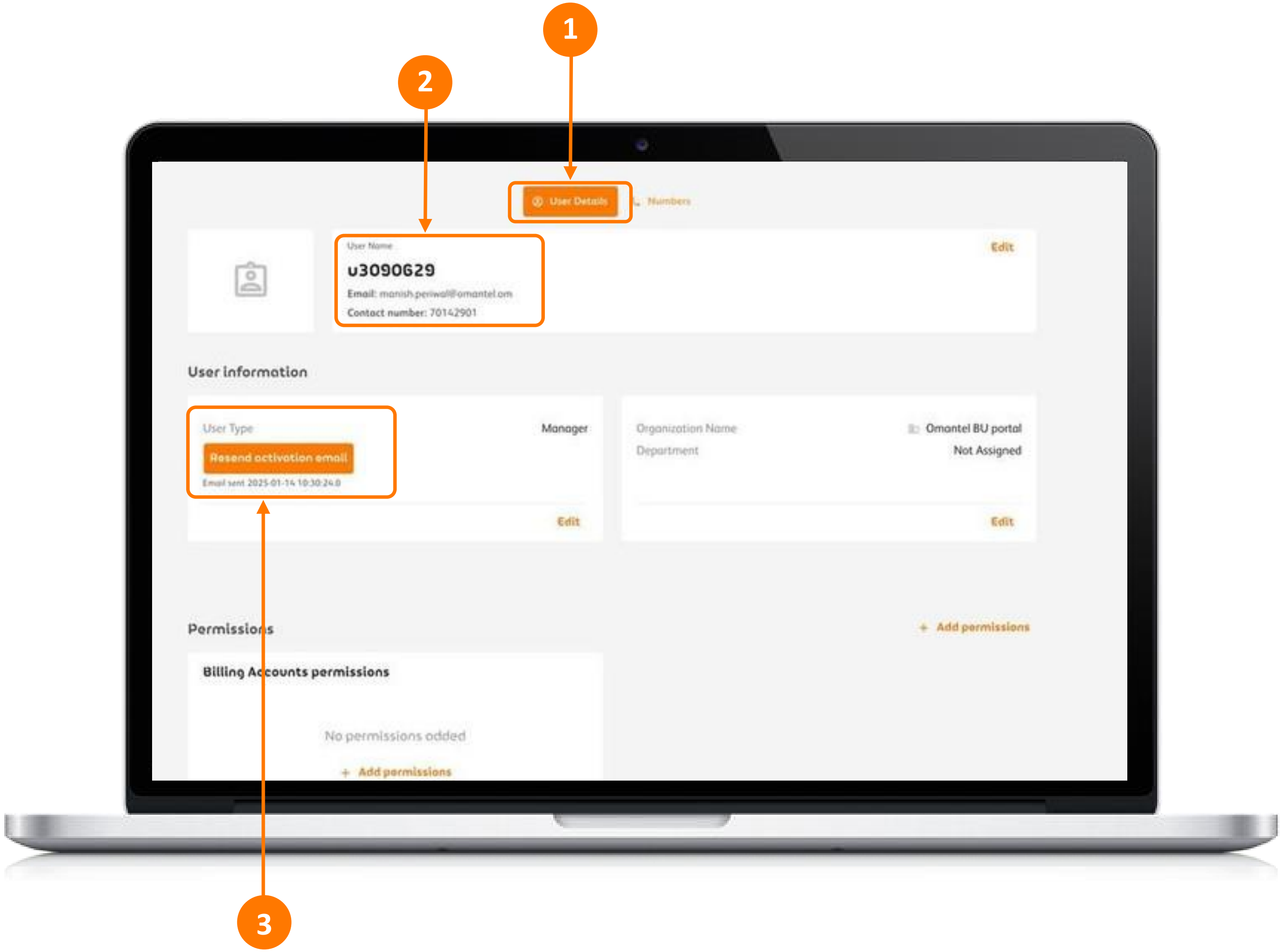
1. **Filters** - Allows you to filter numbers by user type
2. **Search** - Allows you to search by user name
3. **Help** – Here you can get a preview of account type
4. **Add User** – Allows you to add new users
5. **User-name** - This will redirect you to user details page
6. **User type** - The type of user
7. **Organization Name** – The organization the user is assigned to
8. **Department** – The department the user is assigned to



1 **User Details Page** has a submenu which contains two sections: user details and numbers

2 The **header** contains information about the username, email address and department name to which the user is assigned to. (Only the admin can edit this information)

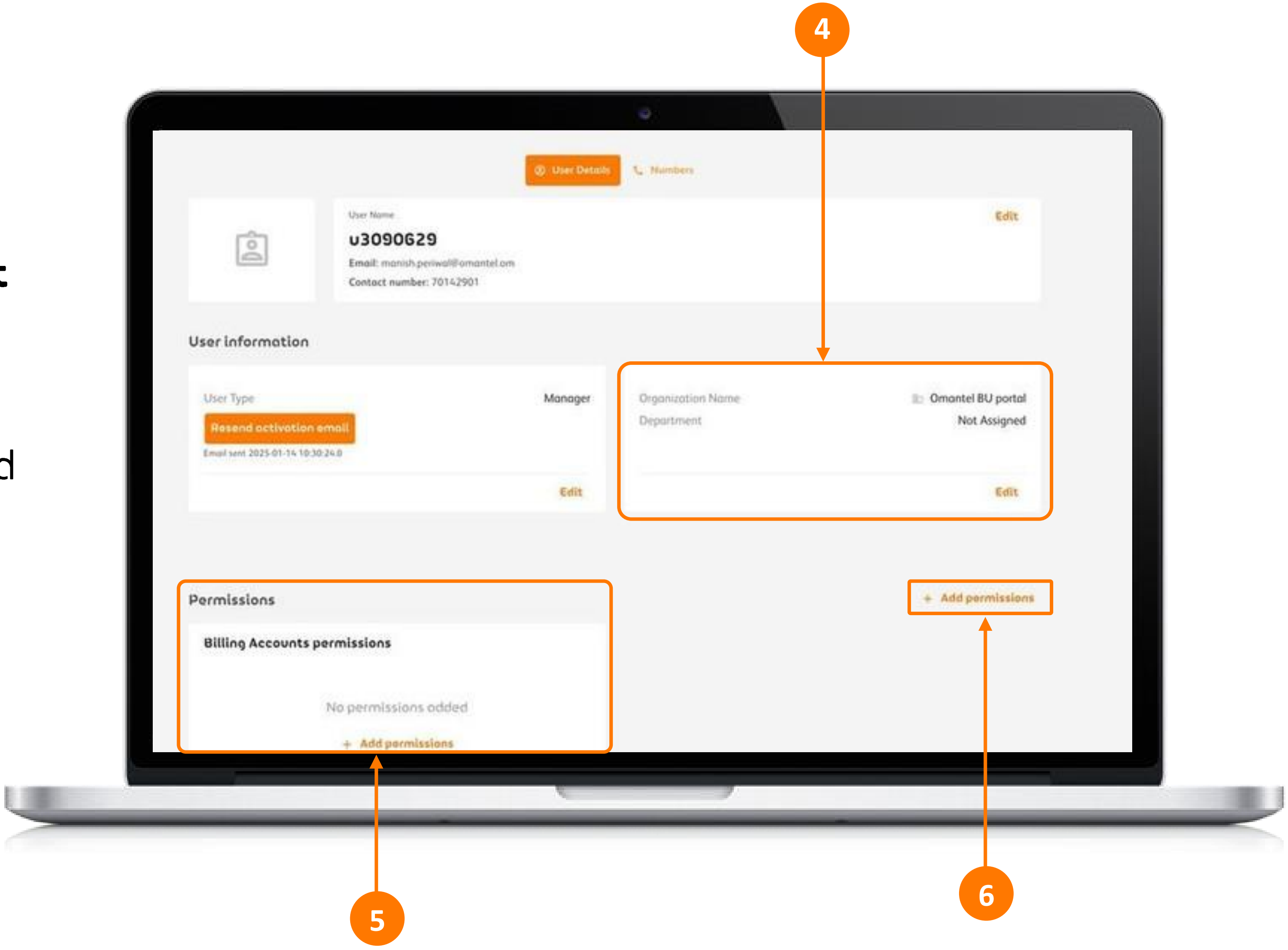
3 **User Type** - Can only be changed by the Admin



4 Only the admin can change **organization name and department** to which the user is assigned to

5 **Permissions** – Contains information about user permissions (only applied to admin and manager accounts)

6 **Add Permissions** - You can add more permissions if you want



Omantel - Concealed

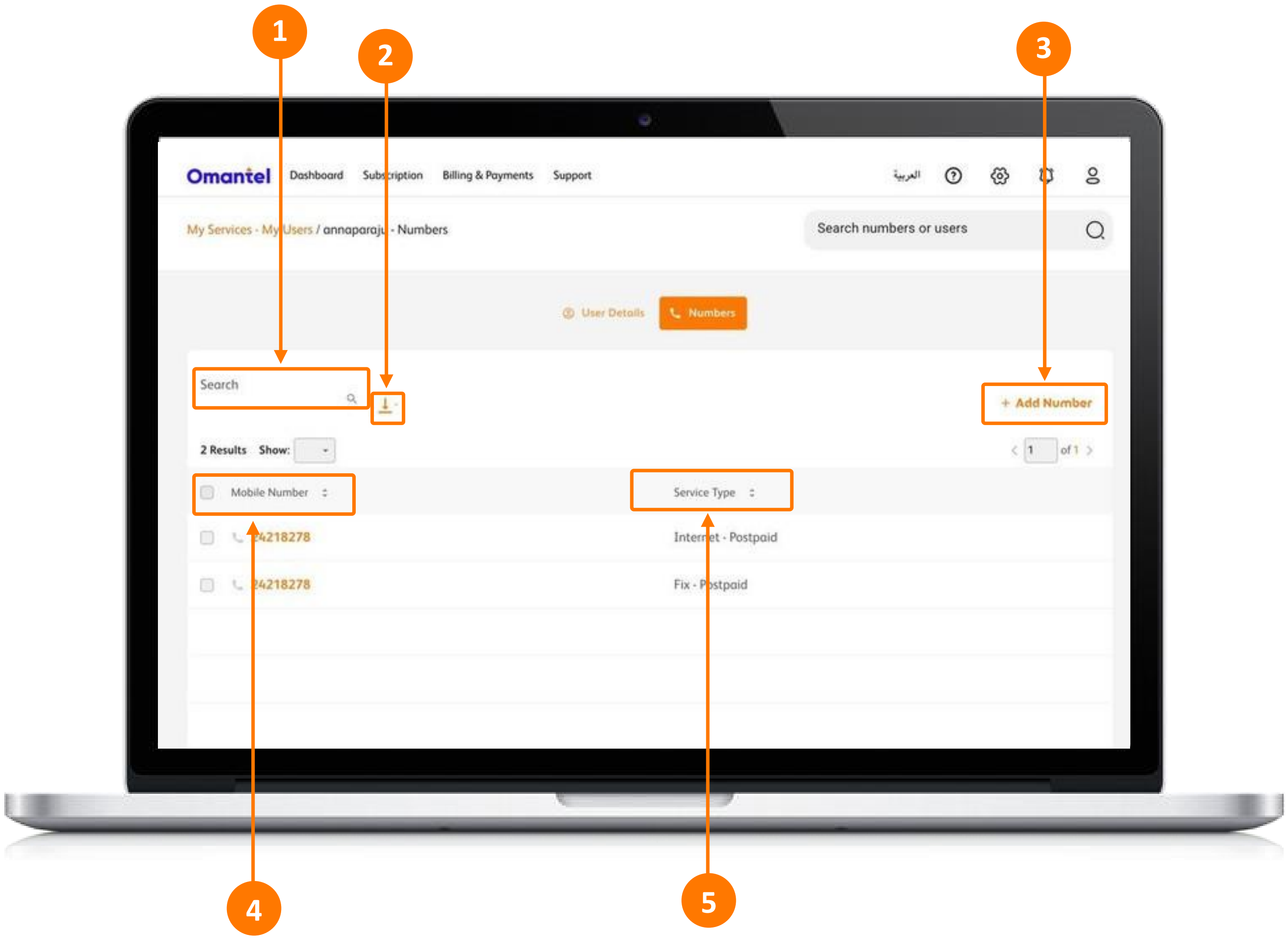
1 **Search** - Allows you to search by user- name

2 **Download** – Allows you to download a list in xlsx format

3 **Add number** – Allows you to add additional numbers to the user

4 **Mobile Number** – Will redirect you to the number details page

5 **Service Type** - The type of service assigned to the number

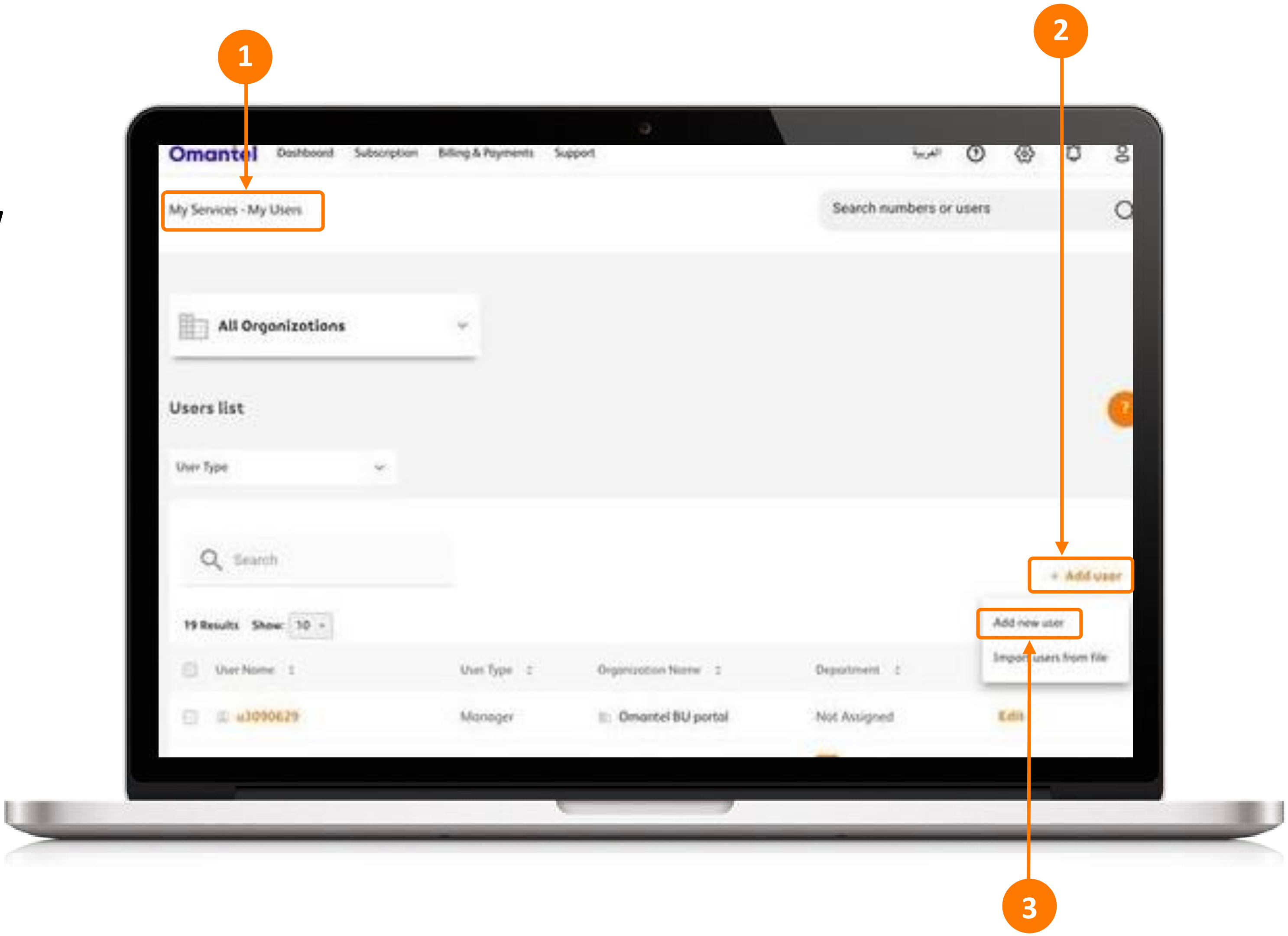


Create New User

1. On the sidebar select **My Services / My Users**

2. On the right table you will find **Add user** button

3. Select **Add** new user

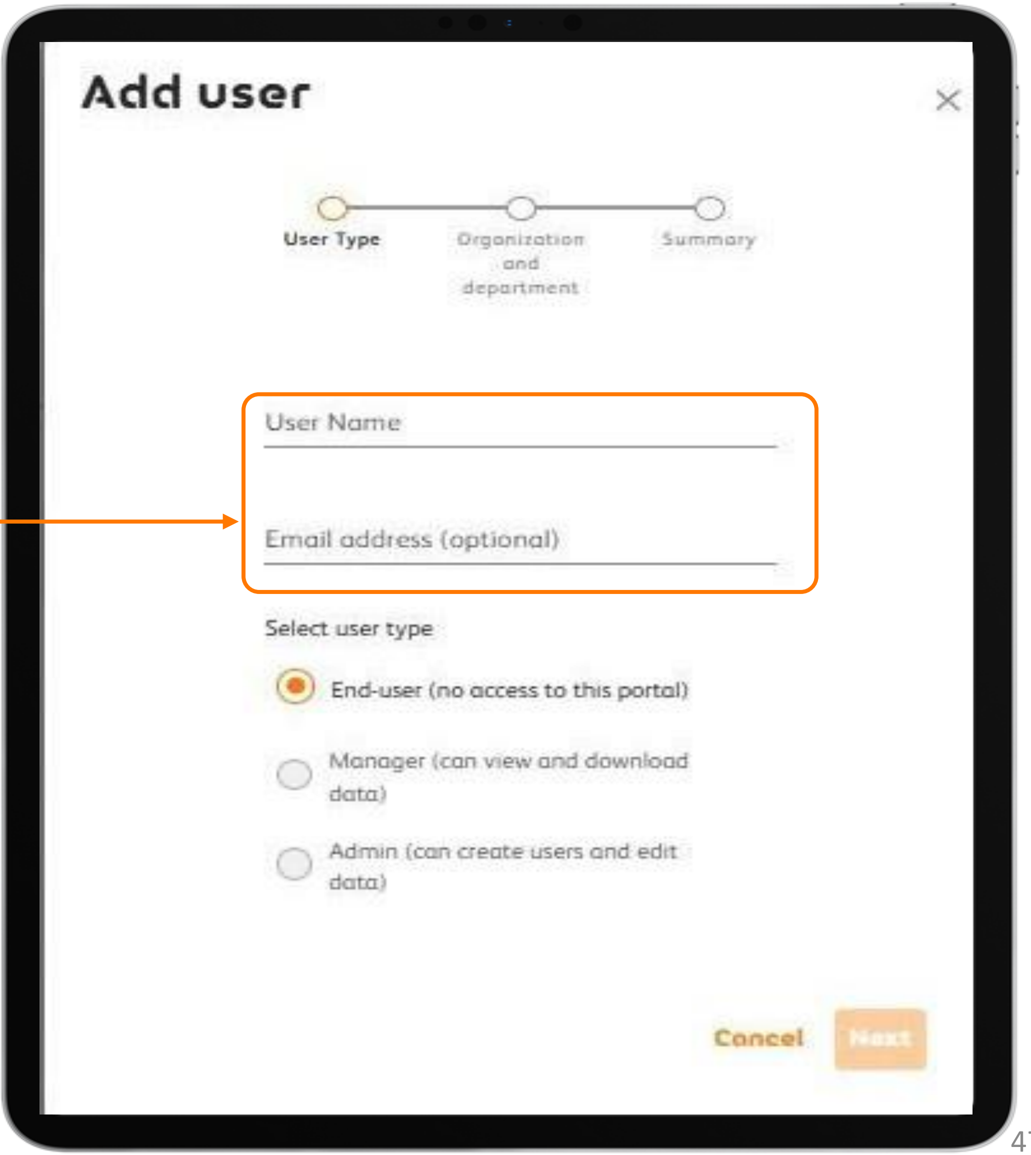


Create New User

4

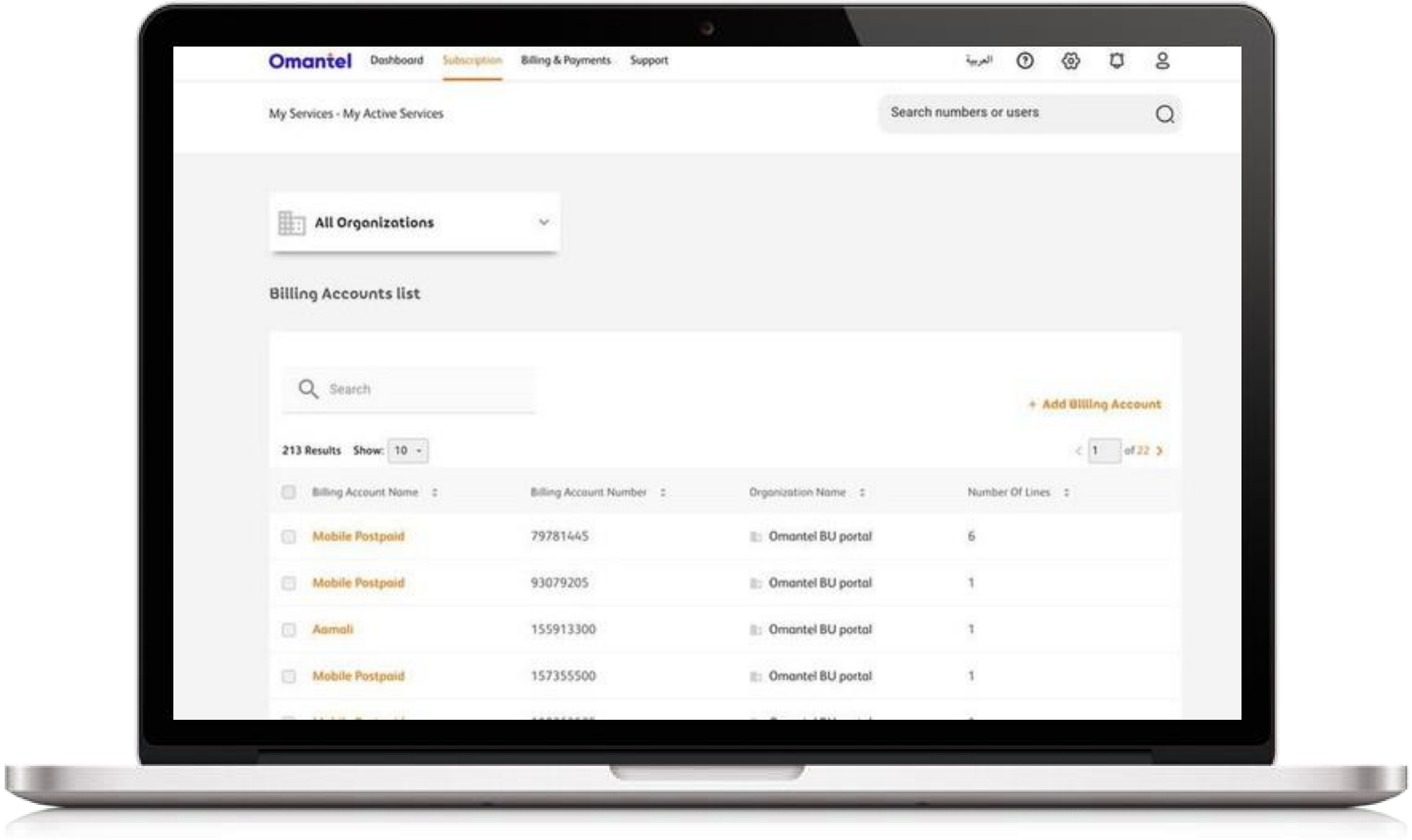
Enter your username, email address and select the user type you want to create

4



My Active Services

My Active Services page contains all billing accounts with your services. You can view them by billing account name or number. You can also add new billing accounts.



1 **Search** - Allows you to search by billing account name or number

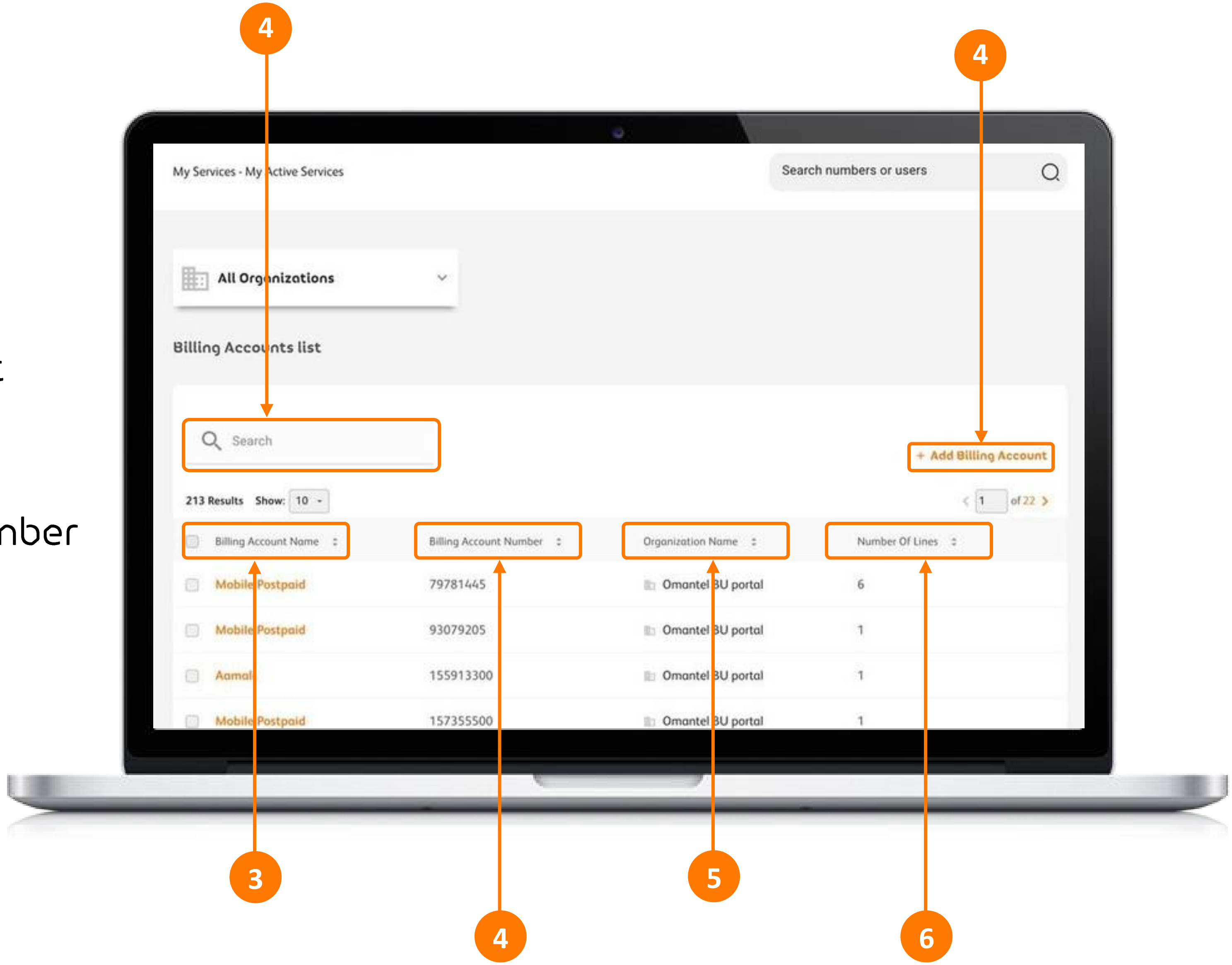
2 **Add Billing Account** - Allows you to add new billing accounts

3 **Billing Account Name** – Will redirect you to billing account details page

4 **Billing Account Number** – Is the number associated with the billing details

5 **Organization Name** - name of the organization the billing account is assigned to

6 **Number of Lines** under billing account

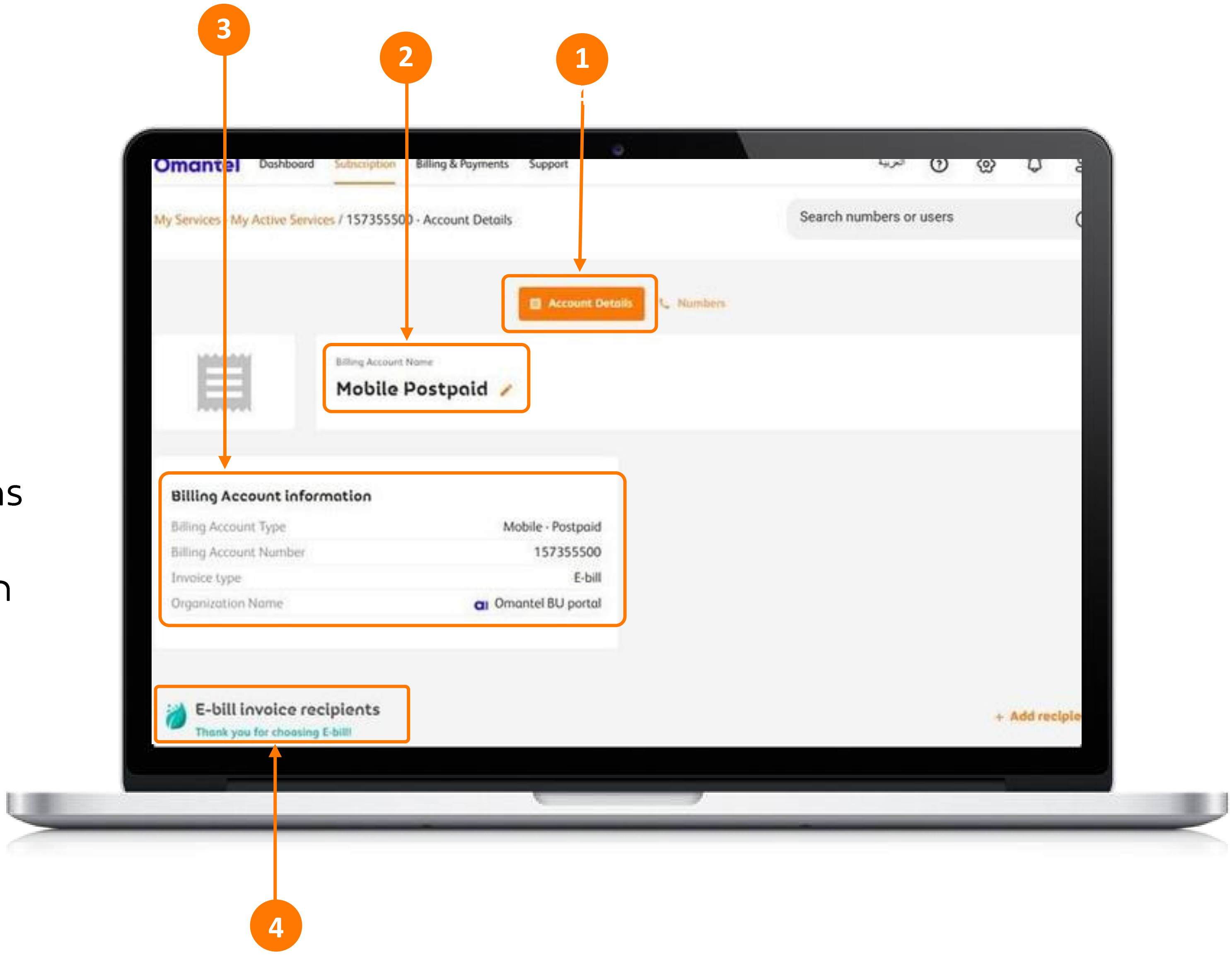


1 **Account Details** page has a submenu which contains two sections: account details and numbers. (Can only be edited by the admin)

2 **Billing Account Name** - Can only be edited by the Admin

3 **Billing Account Information** - Contains information like billing account type, number, invoice type and organization name the account is assigned to

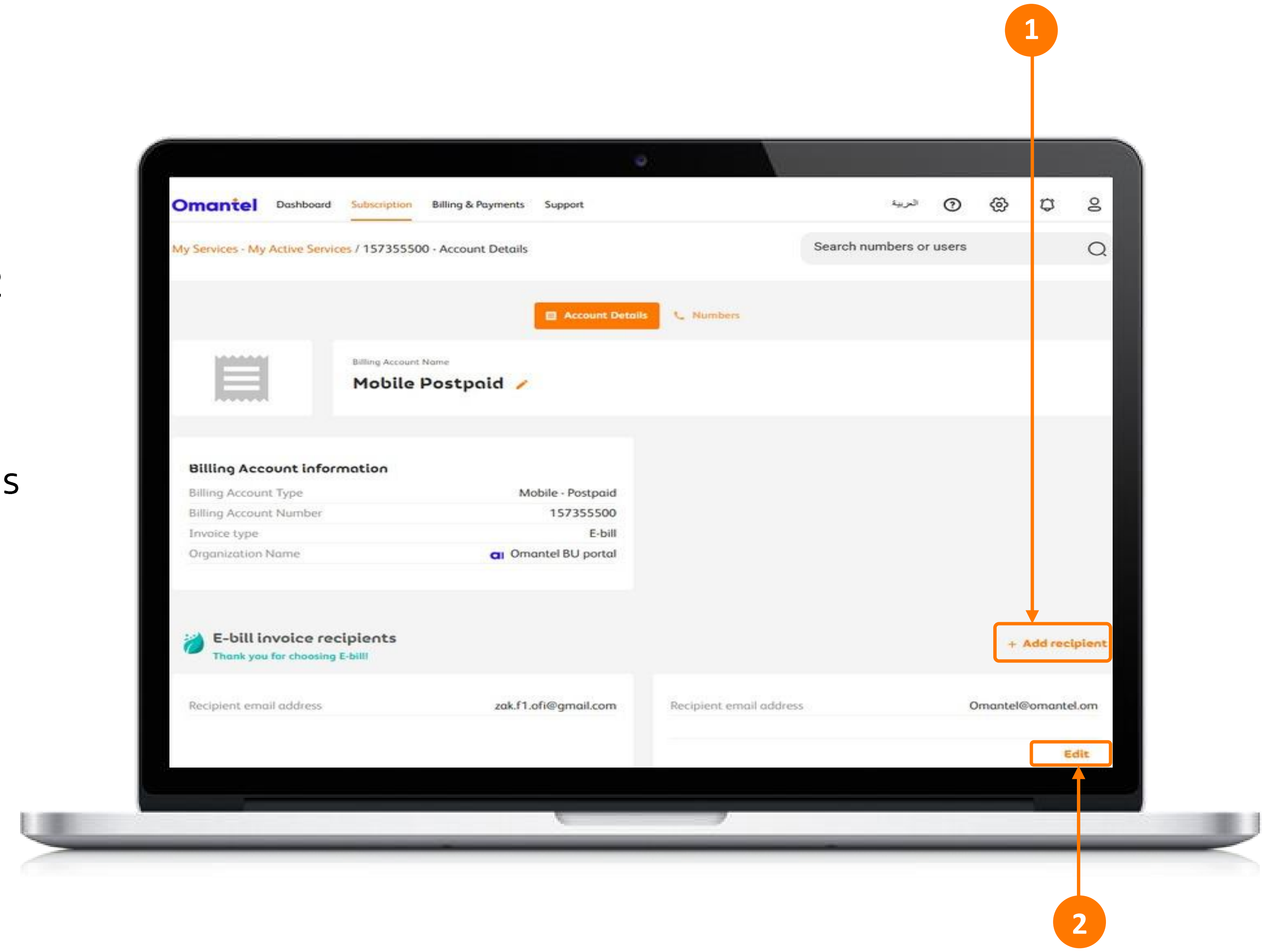
4 **E-bill** - If an E-bill is activated, then here you will find invoice recipients. You can have a max of 3 recipients. (For security reasons the main address is not editable)



1 **Add recipient** - You can add up to 2 more email recipients

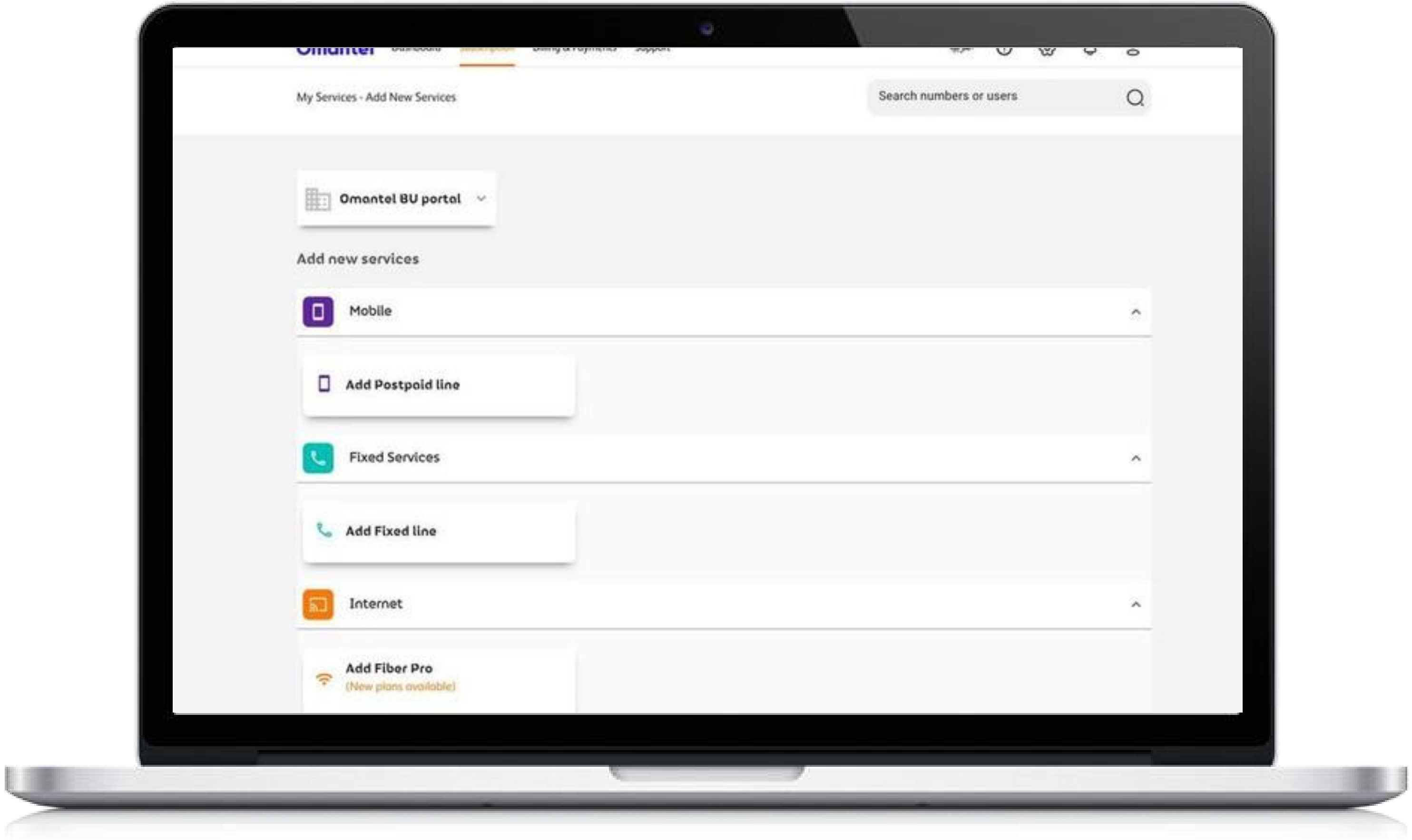
2 **Edit** - You can change email address for added recipients

(You can't change the main email Address)



Add New Services

Add New Services page allows adding new lines and services. Services are ordered by categories: mobile, fixed services and internet.

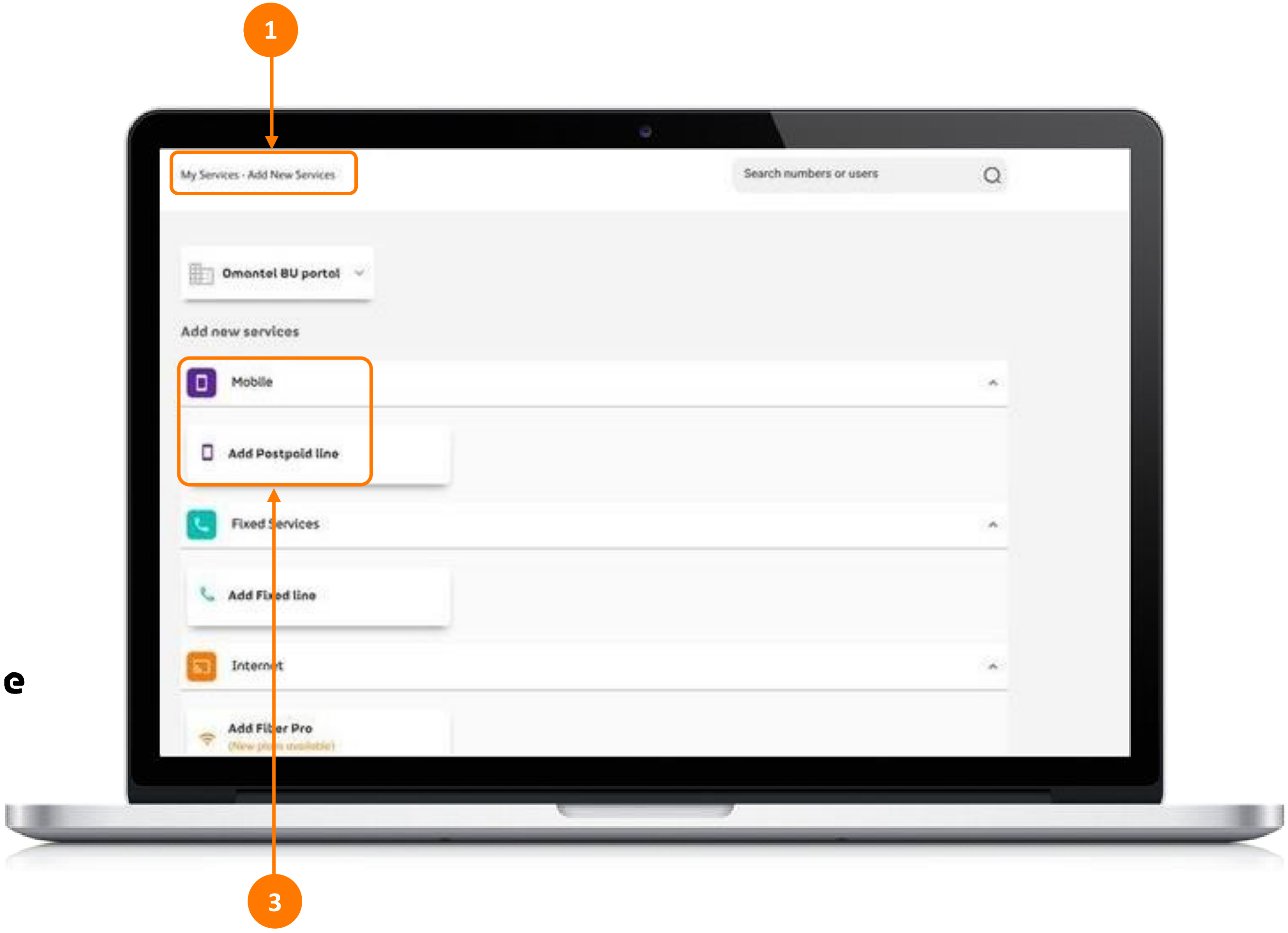


How To Add a New Postpaid Line?

1. On the sidebar select **My Services / Add New Services**

2. Select **Mobile** then Select **Add New Postpaid Line**

The new window will open which allows you **to Add New Postpaid Line**



How To Add a New Postpaid Line?

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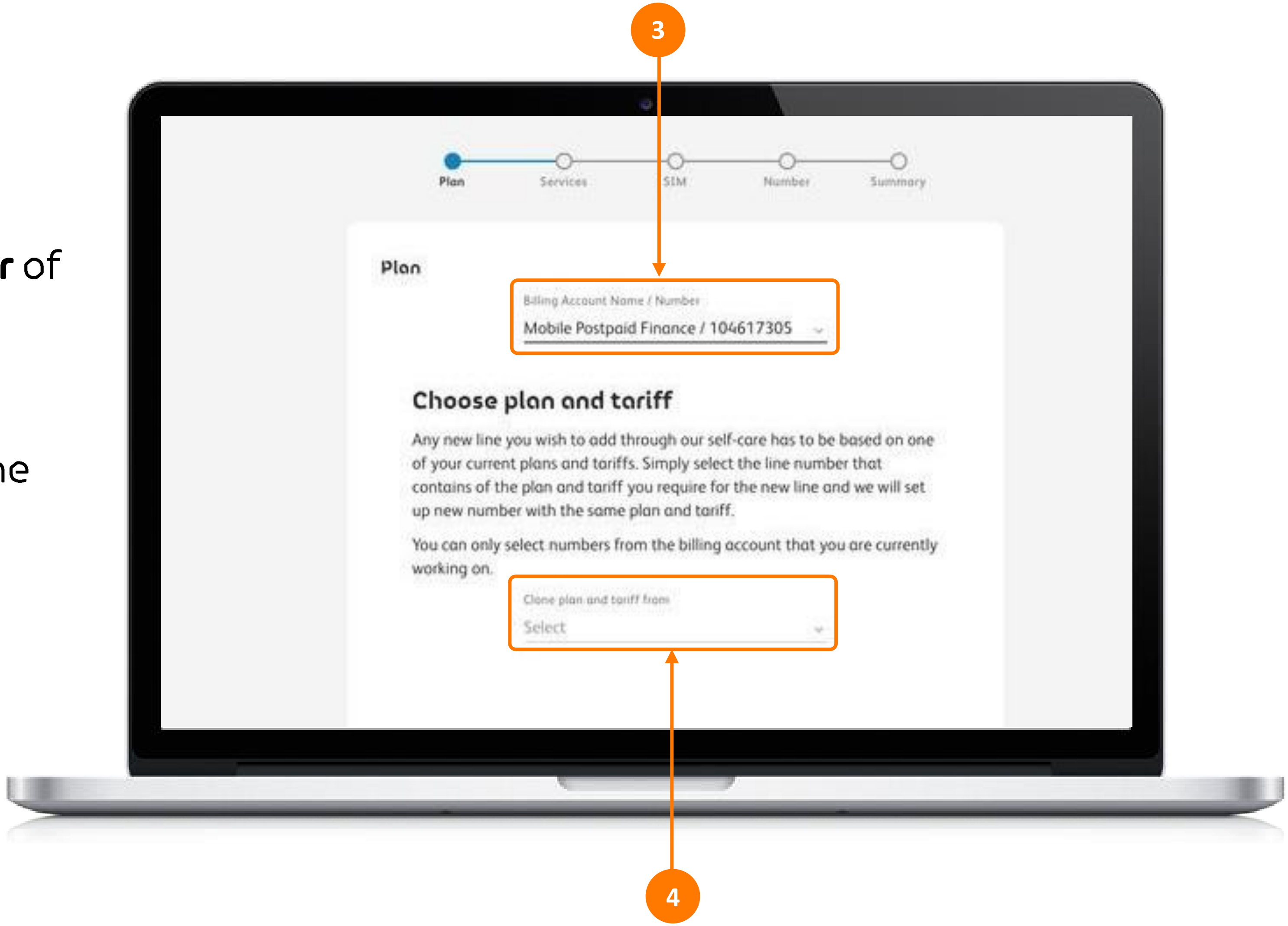
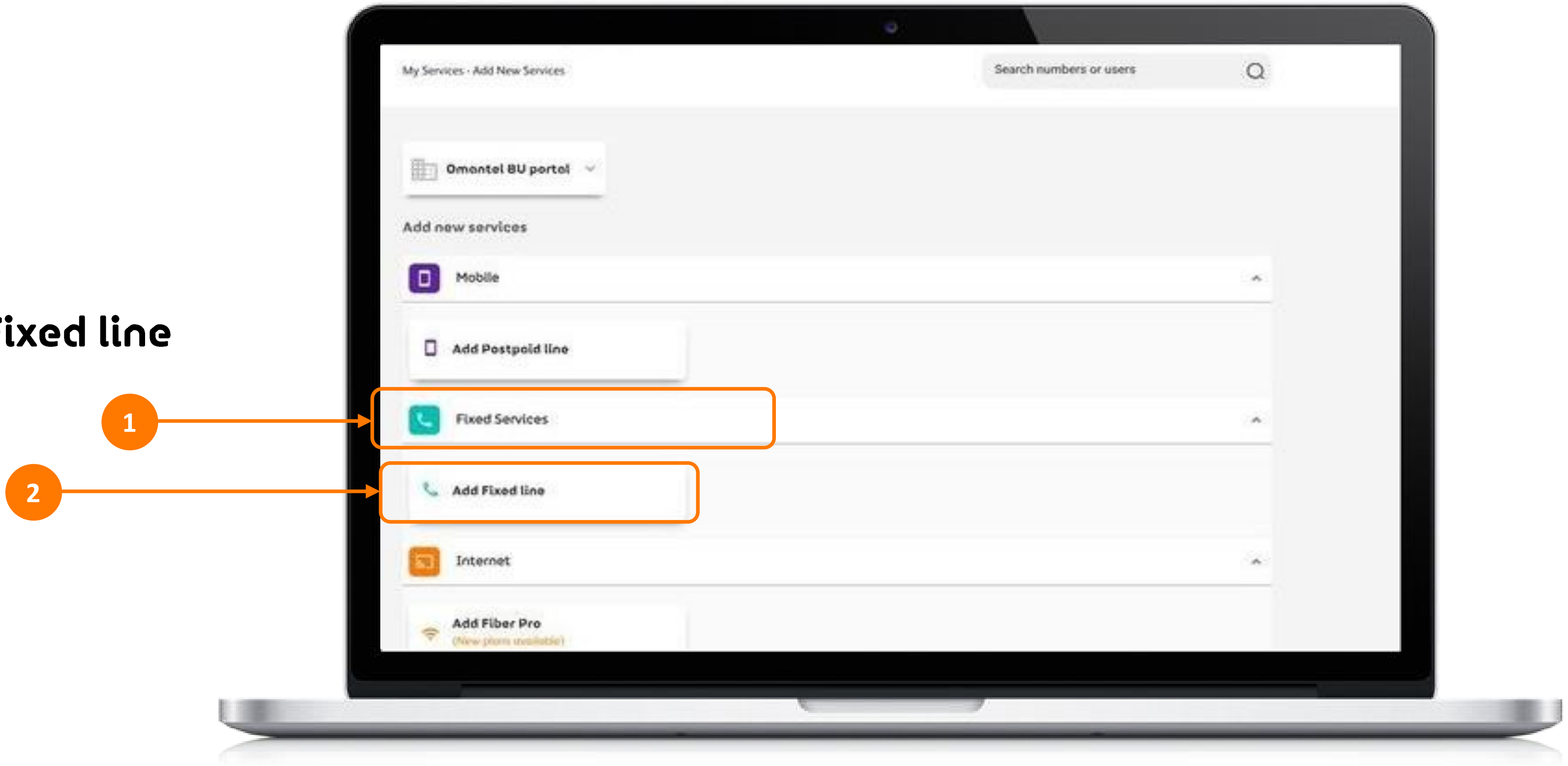
3 Choose the **billing account number** of the new mobile

4 Choose a **number** that has the same plan and features you want for the new number

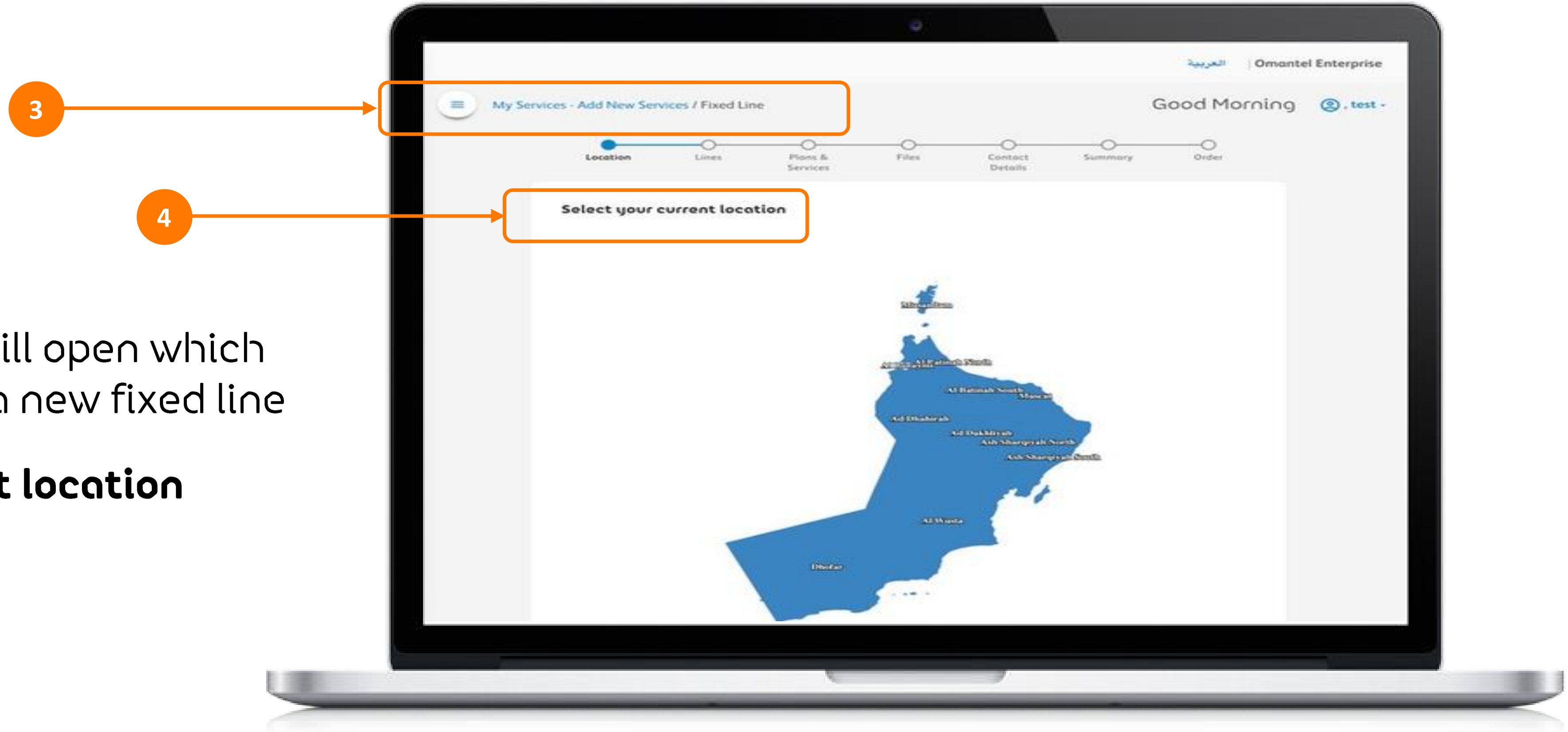


How To Add a New Fixed Line?

1. Select **Fixed Services**
2. Select **Add New Lines - Fixed line**



How To Add a New Fixed Line?



3. The new window will open which allows you to add a new fixed line
4. **Select your current location**

How To Add a New Fixed Line?

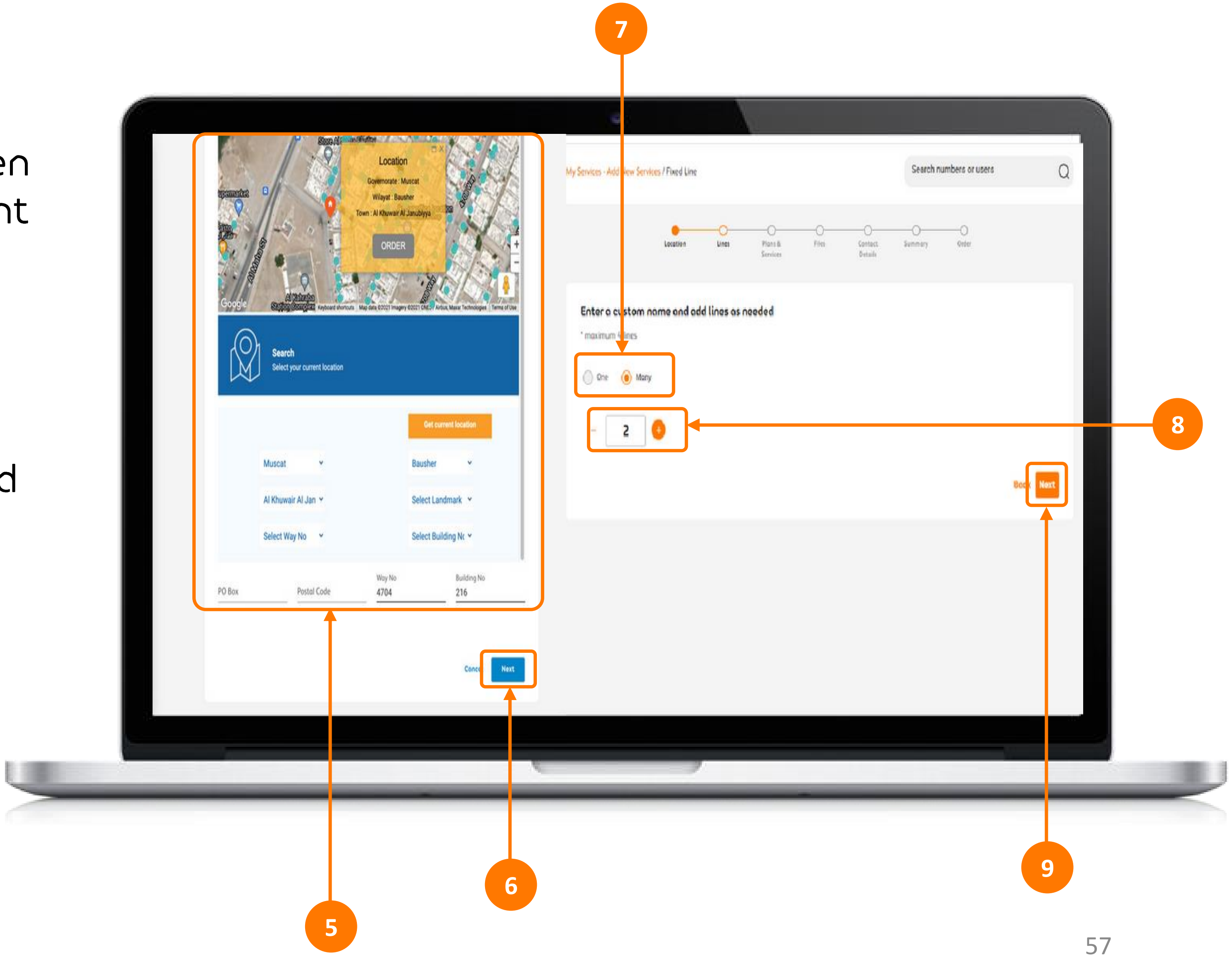
5. Select **your location** on the map then click **Order** button or use your current location, or type in your address

6. When done, click **Next** button

7. Select the number of lines you would like to add

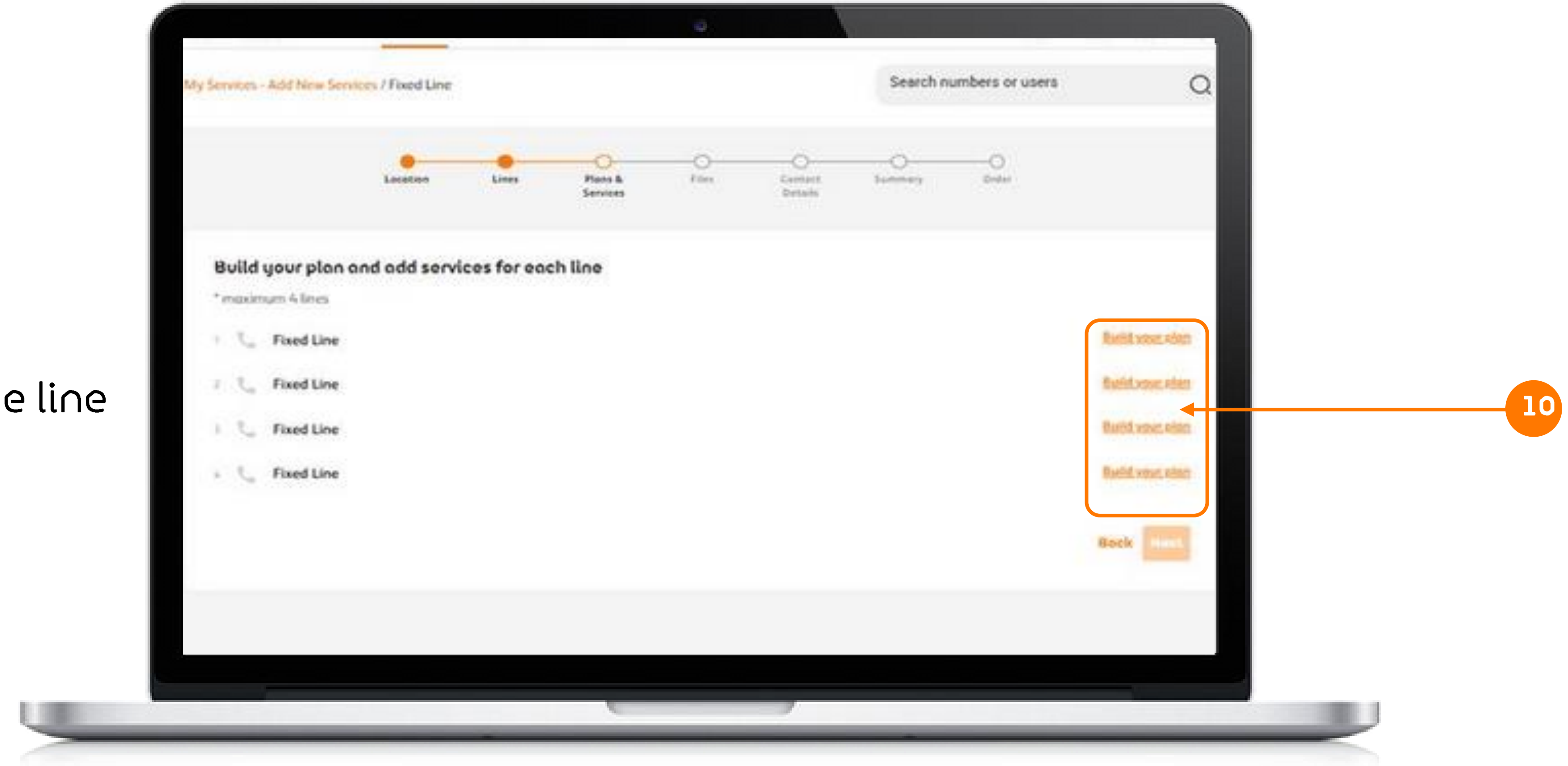
8. Specify the amount if you chose option **'Many'**

9. When done, click **Next**



How To Add a New Fixed Line?

10 Click **Build your plan** for the line you are adding



How To Add a New Fixed Line?

1. A new window will appear where you can select and customize your plan

2. Click **Select** button for the plan you chose

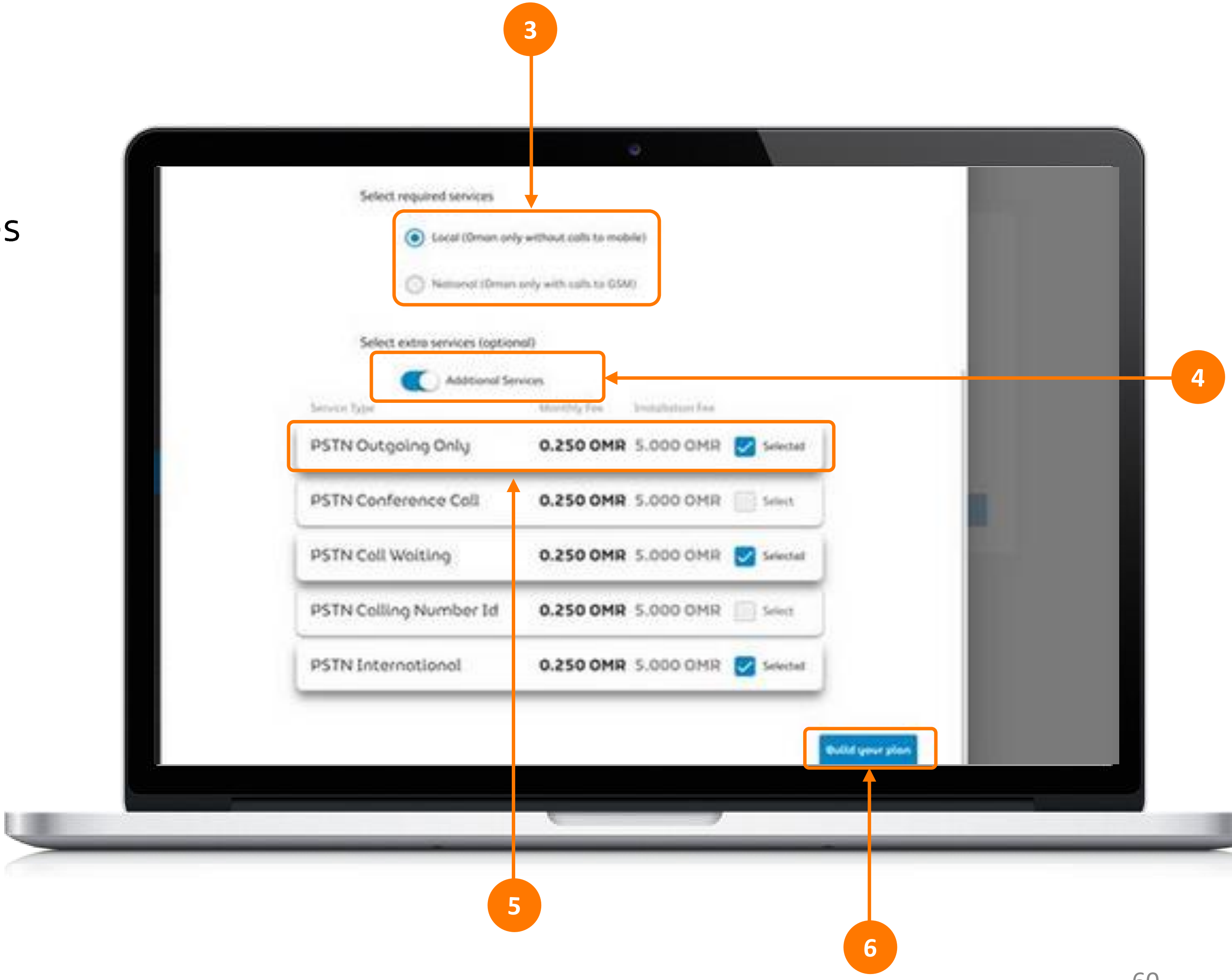
How To Add a New Fixed Line?

3 Select one of the required services

4 If you want to add extra services, click **Additional Services** switch

5 Select services you want to add

6 When done, click **Build your plan** button



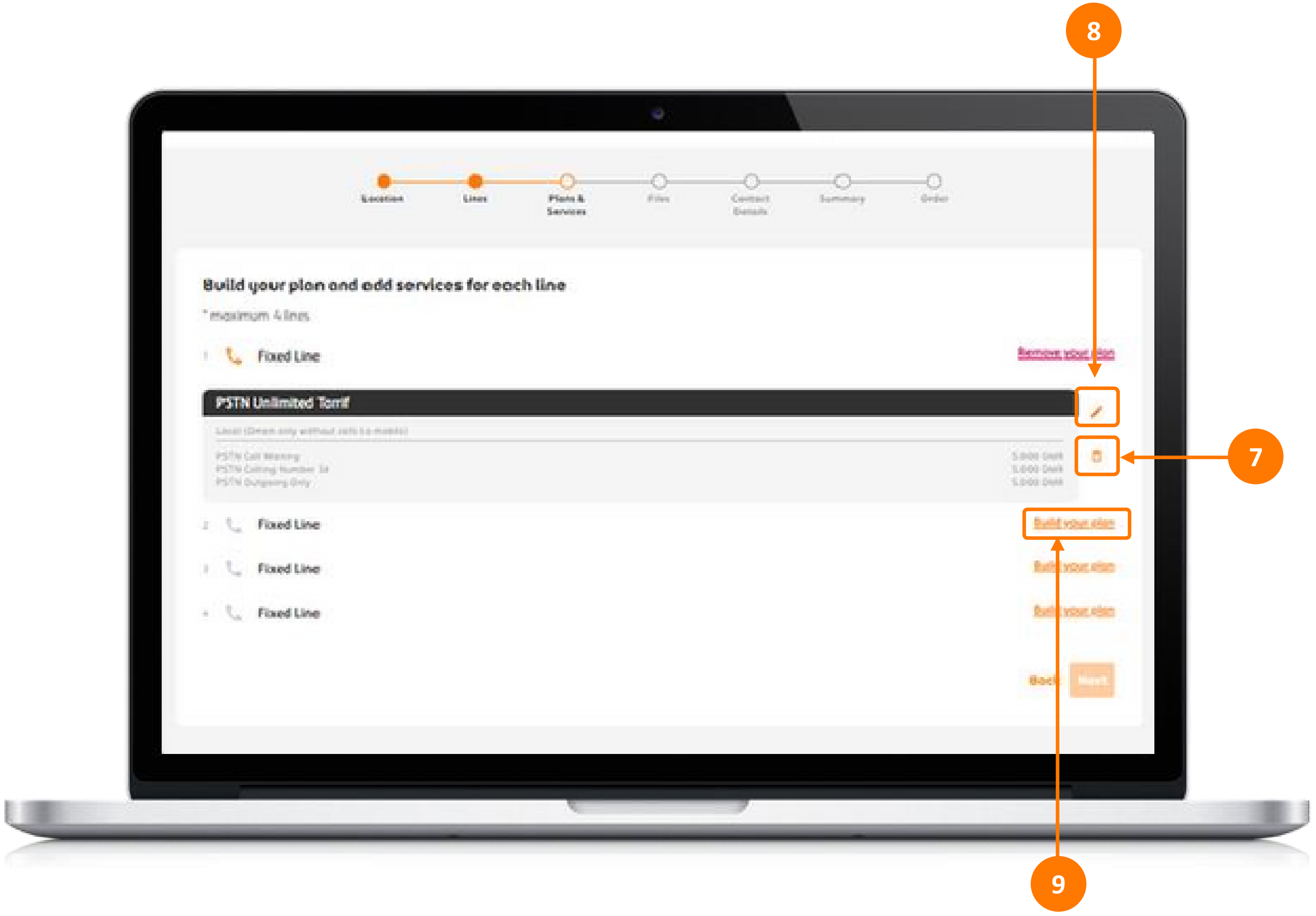
How To Add a New Fixed Line?

You will return to Plans & Services where you can:

7 **Delete a line** after you have customized it

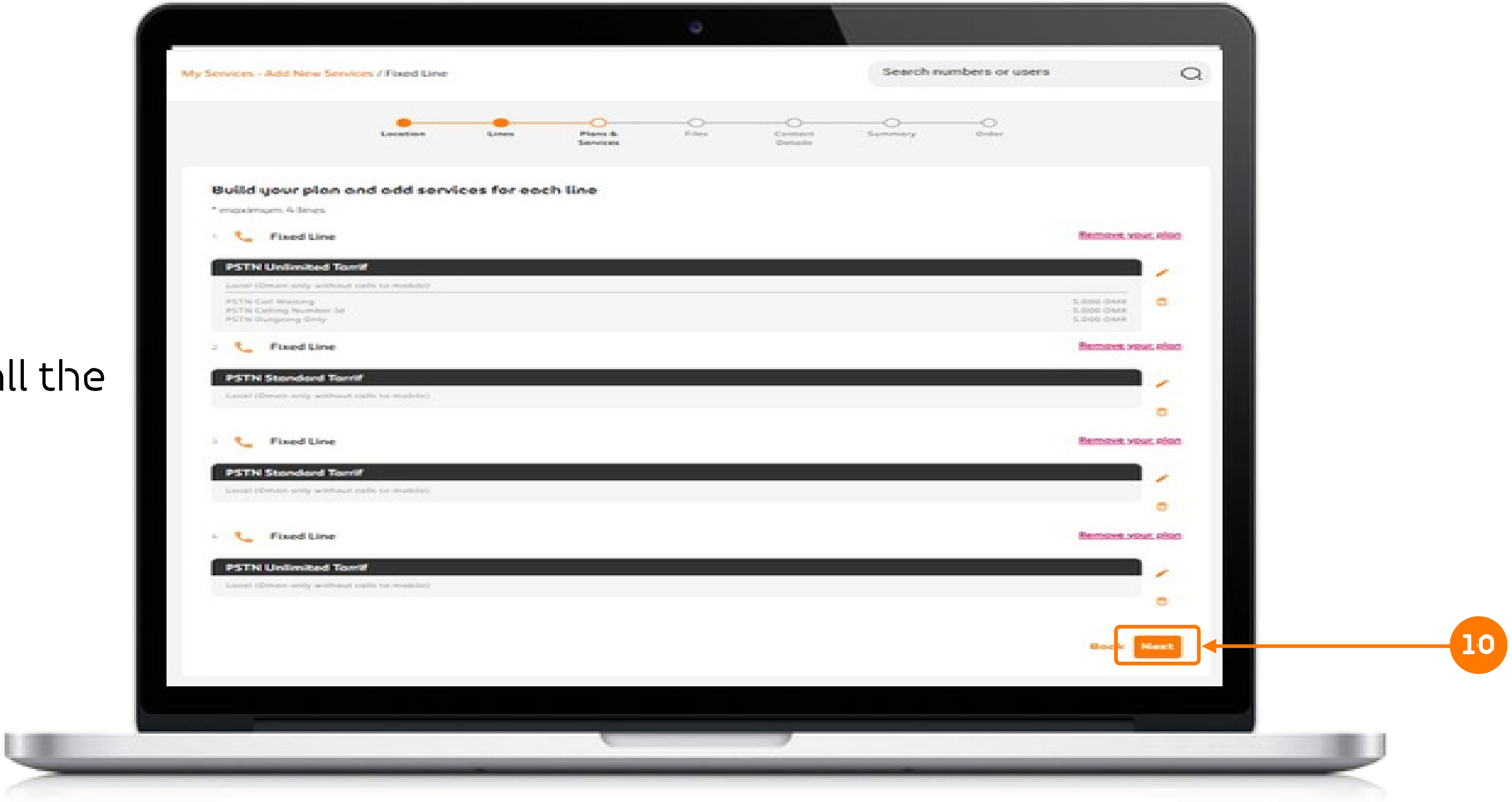
8 **Edit a line** after you have customized it

9 **Build your plan** for the next line



How To Add a New Fixed Line?

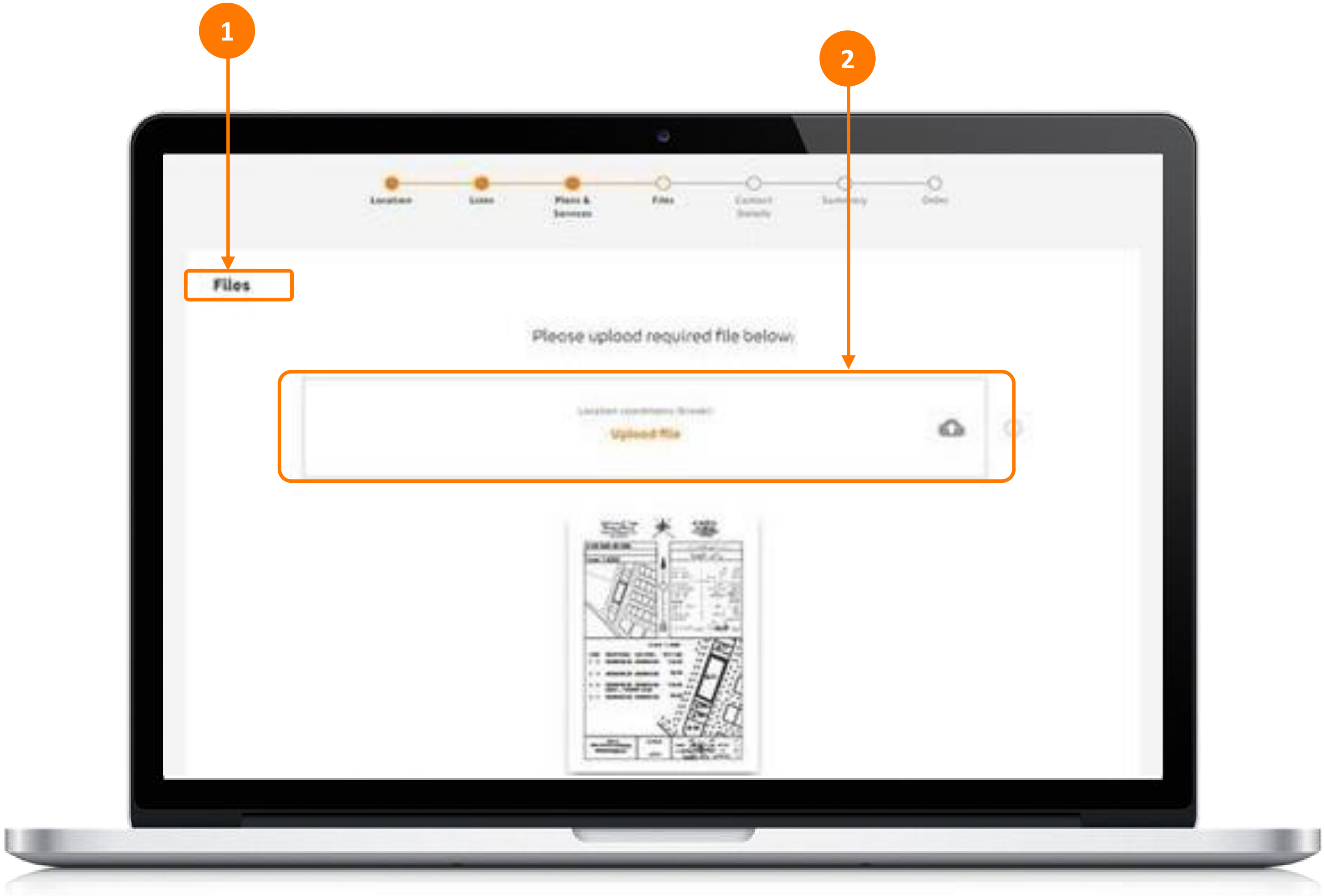
10 After you have customized all the lines click **Next** button



How To Add a New Fixed Line?

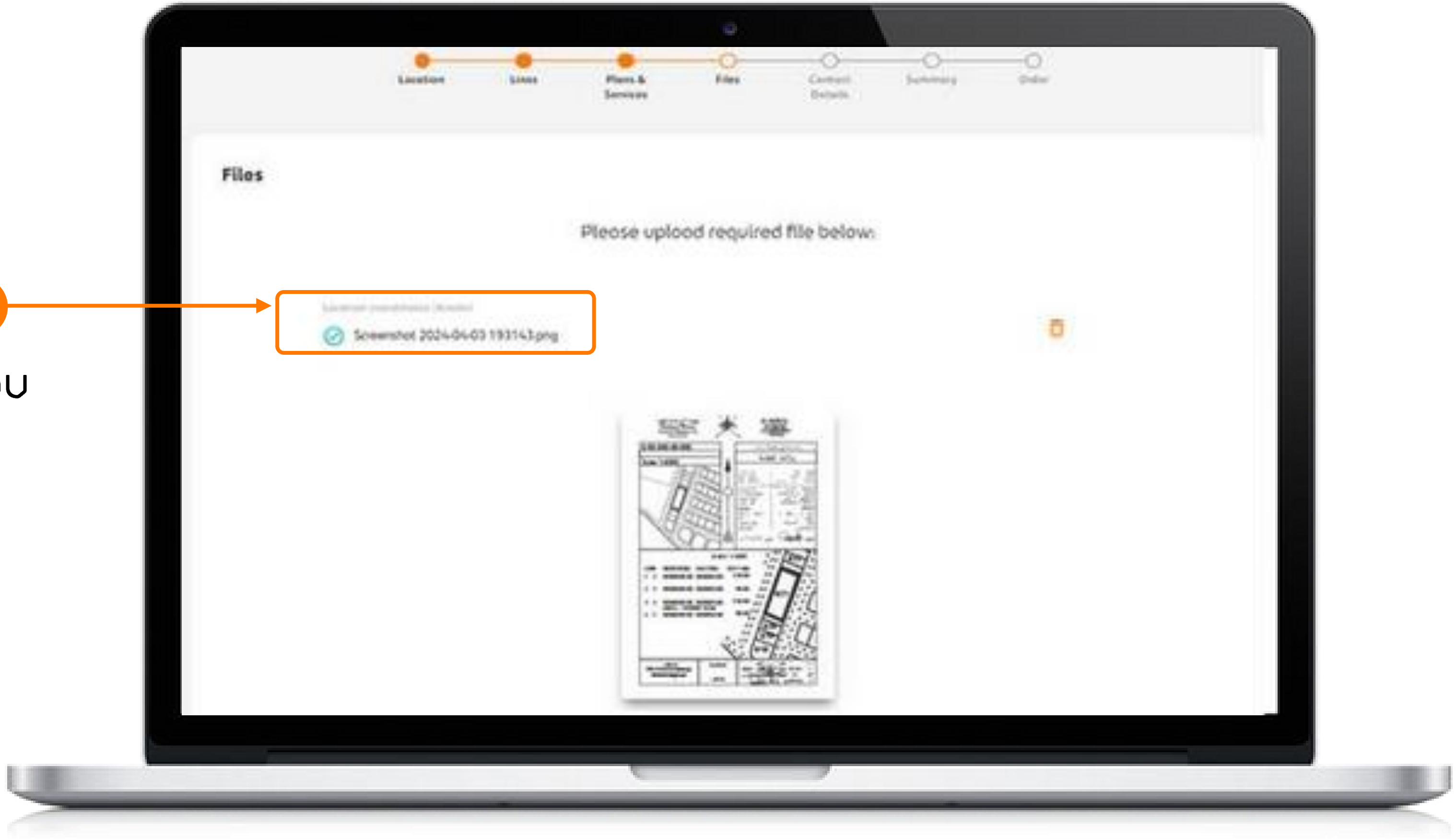
1. A **Files** window will open

2. Upload a location coordinates (Karokie) file, which is a plan of your land, provided to you by Ministry of Housing



How To Add a New Fixed Line?

3



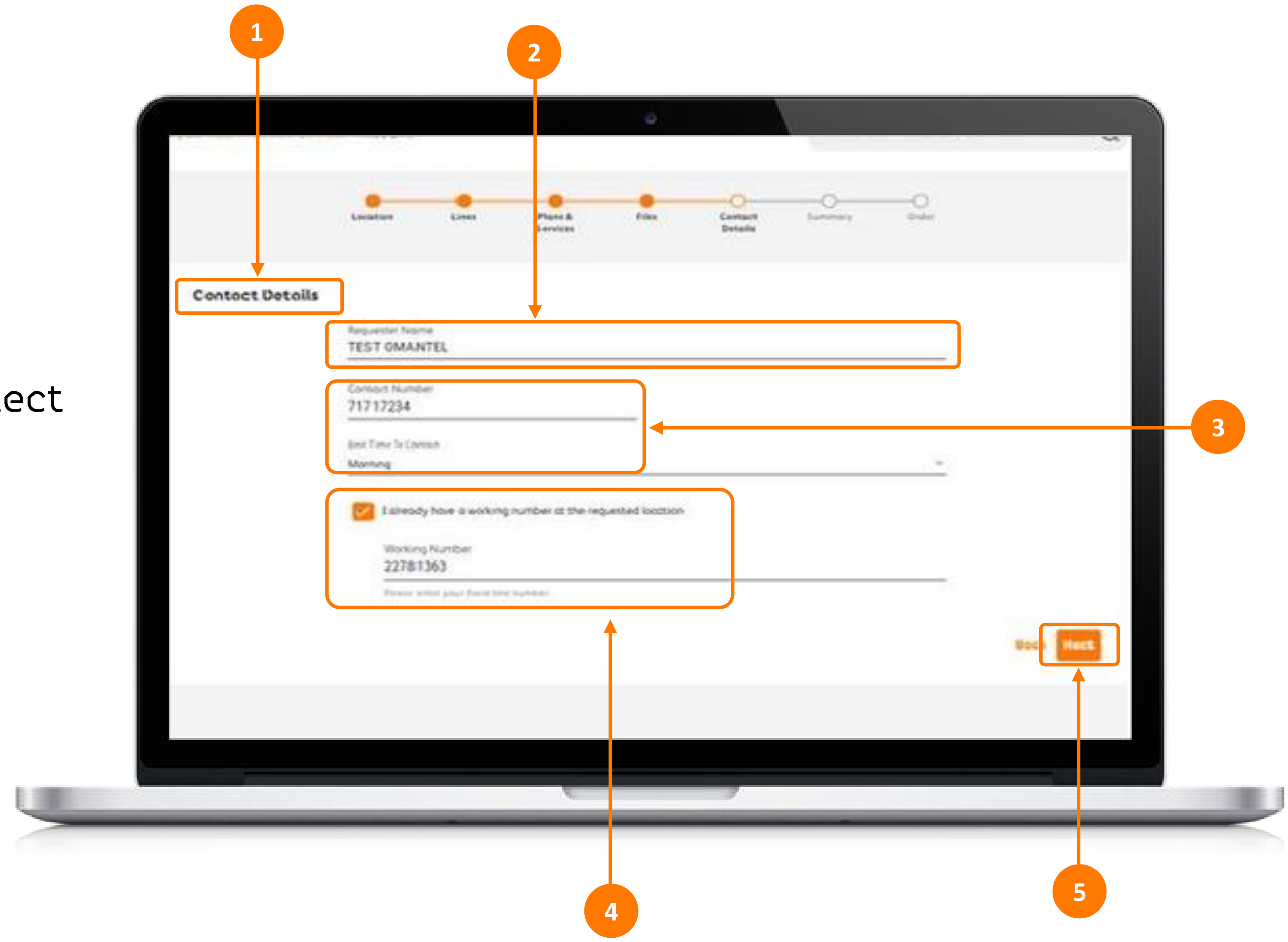
3

After uploading the Karokie file, you will see its name

How To Add a New Fixed Line?

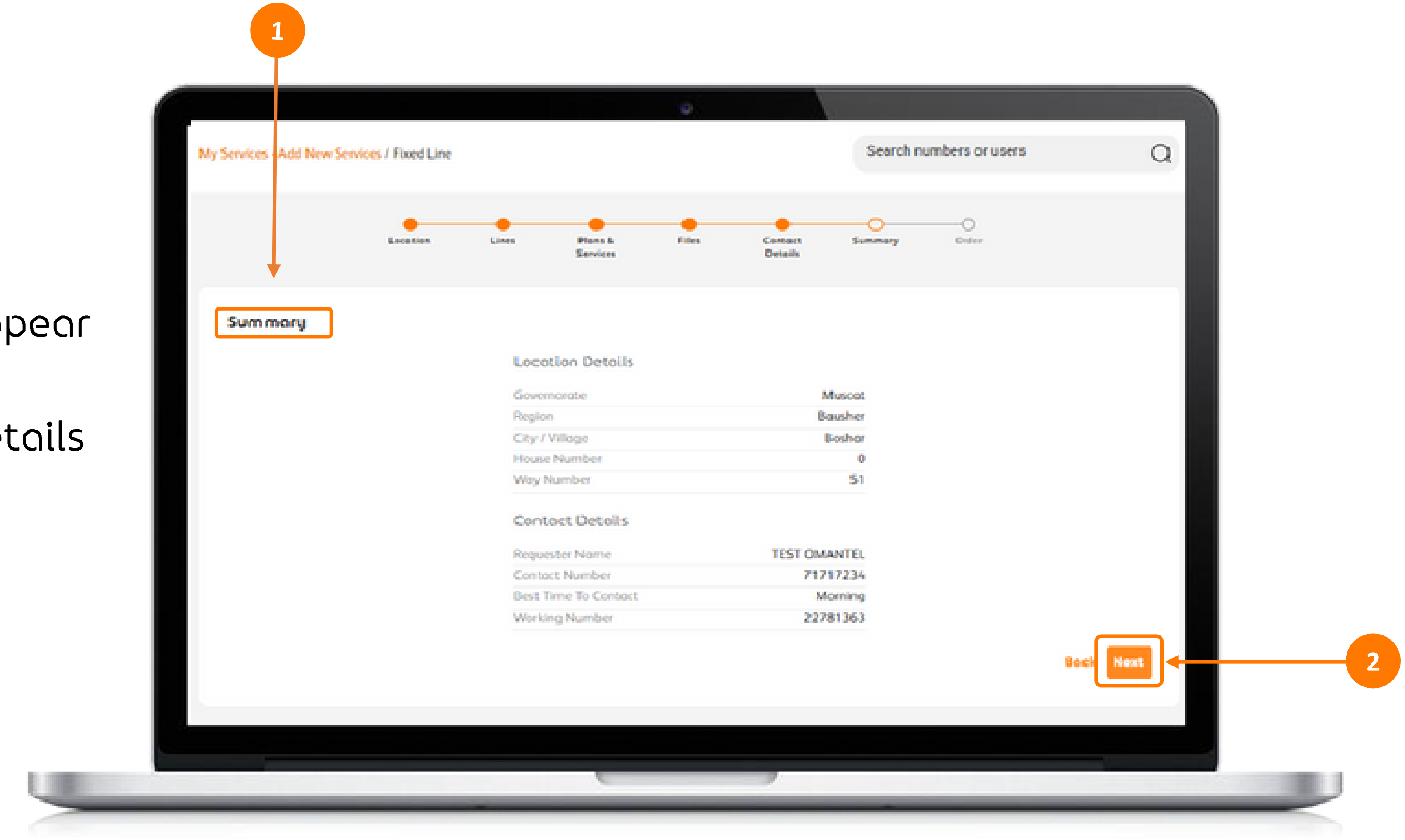
Omantel

1. A **Contact Details** window will appear
2. Type in your name
3. Type your contact number and select the best time to be contacted
4. If you already have a working number at this location, check the box **"I already have a working number at the requested location"** and type in the **"Working Number"**
5. When done click **Next**

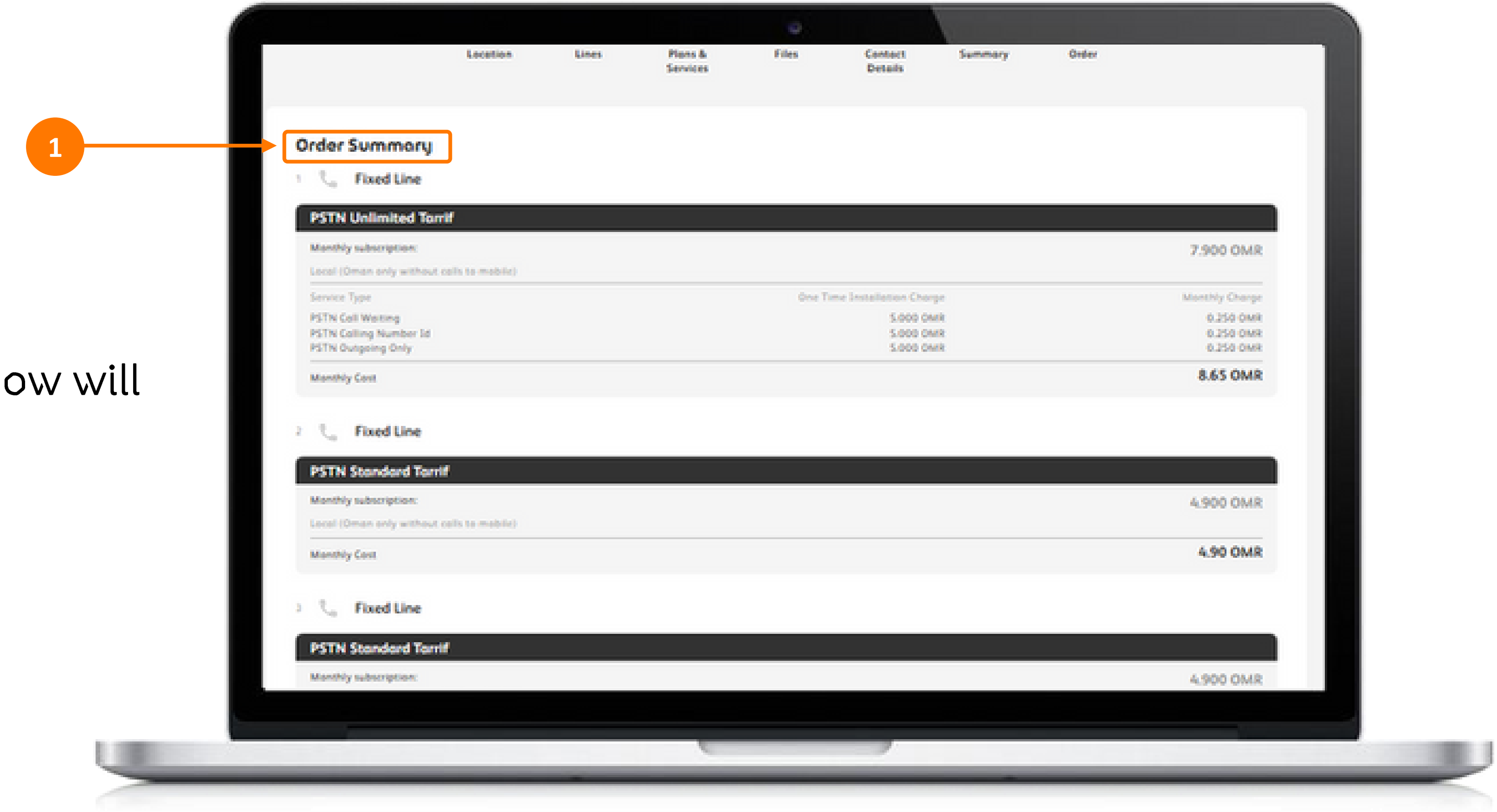


How To Add a New Fixed Line?

1. A **Summary** window will appear
2. After confirming that all details are correct click **Next**



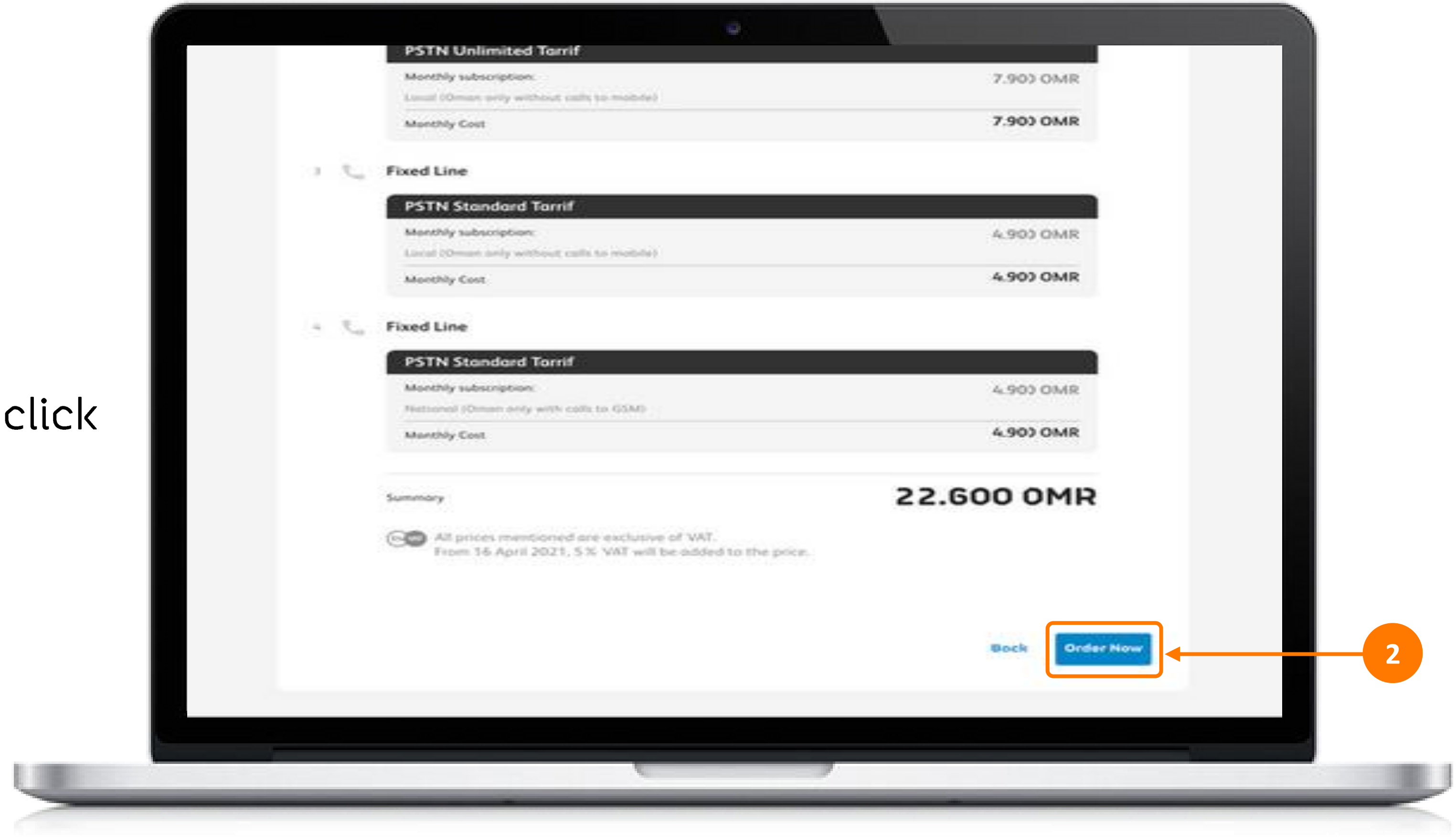
How To Add a New Fixed Line?



1 An **Order Summary** window will appear

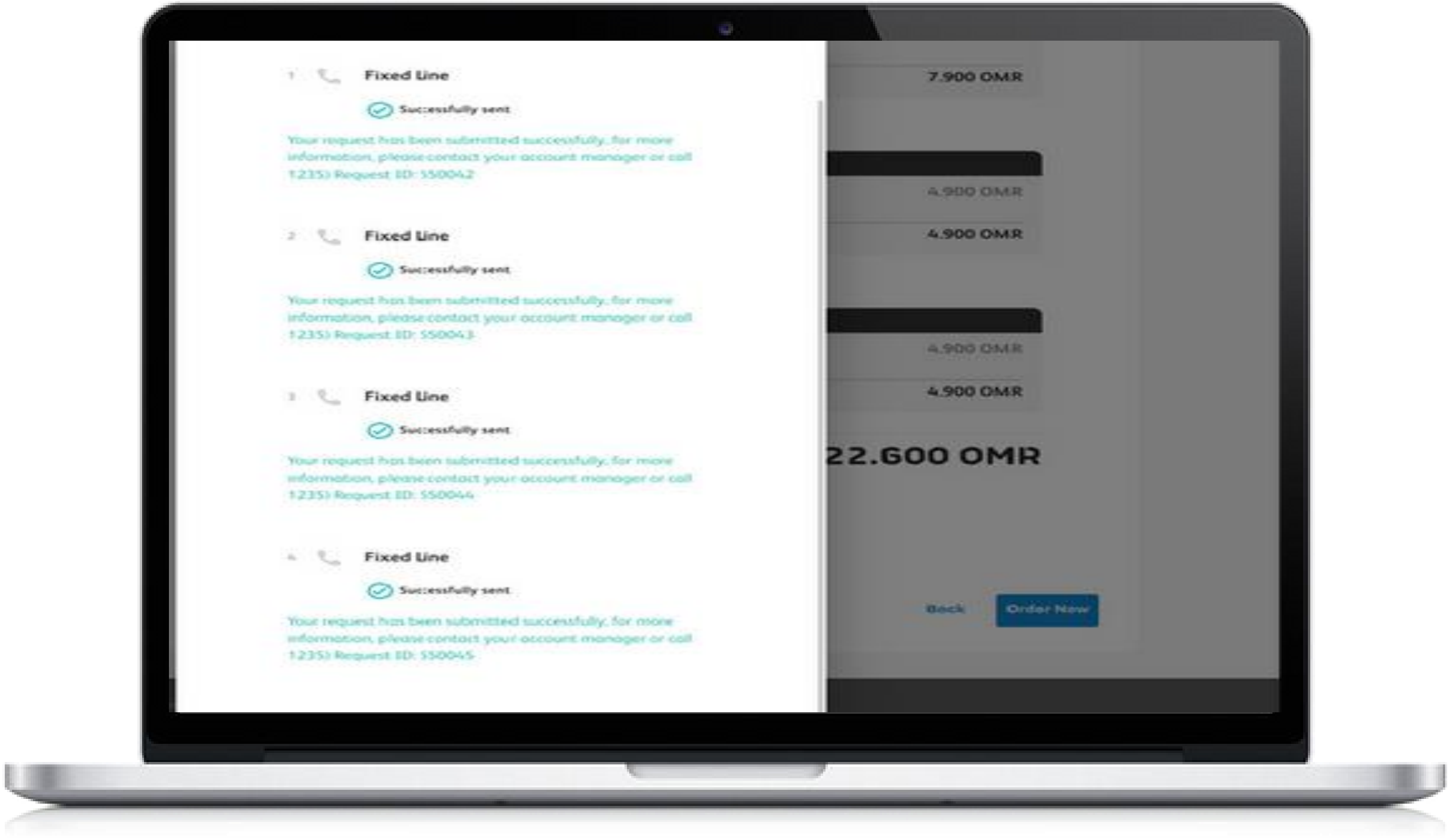
How To Add a New Fixed Line?

1 After confirming order details click **Order Now**



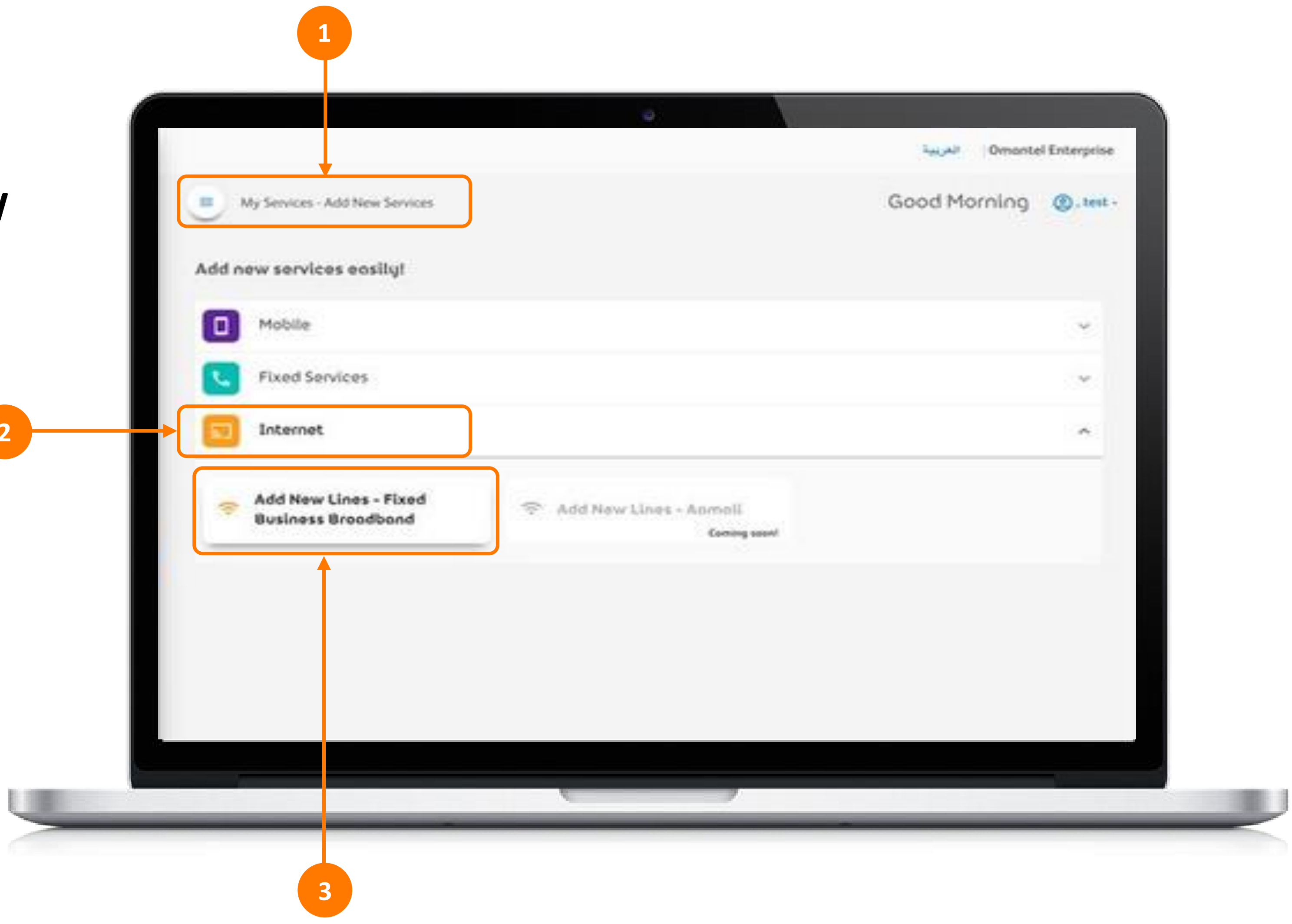
How To Add a New Fixed Line?

2 A new window will appear where you can see the status of your request

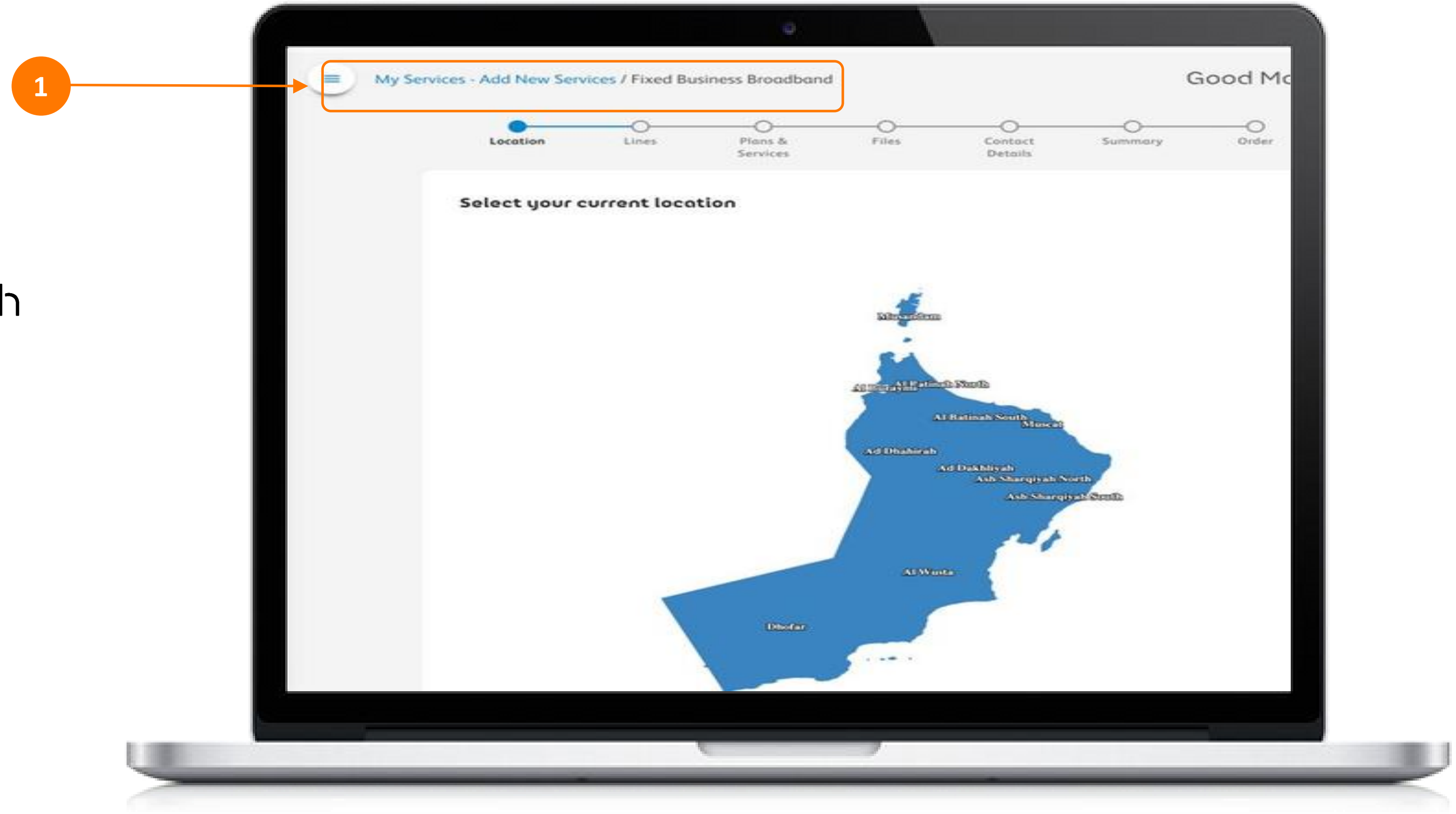


How To Add a New FBB Line?

1. On the sidebar select **My Services / Add New Services**
2. Select **Internet**
3. Select **Add New Lines - Fixed Business Broadband**



How To Add a New FBB Line?

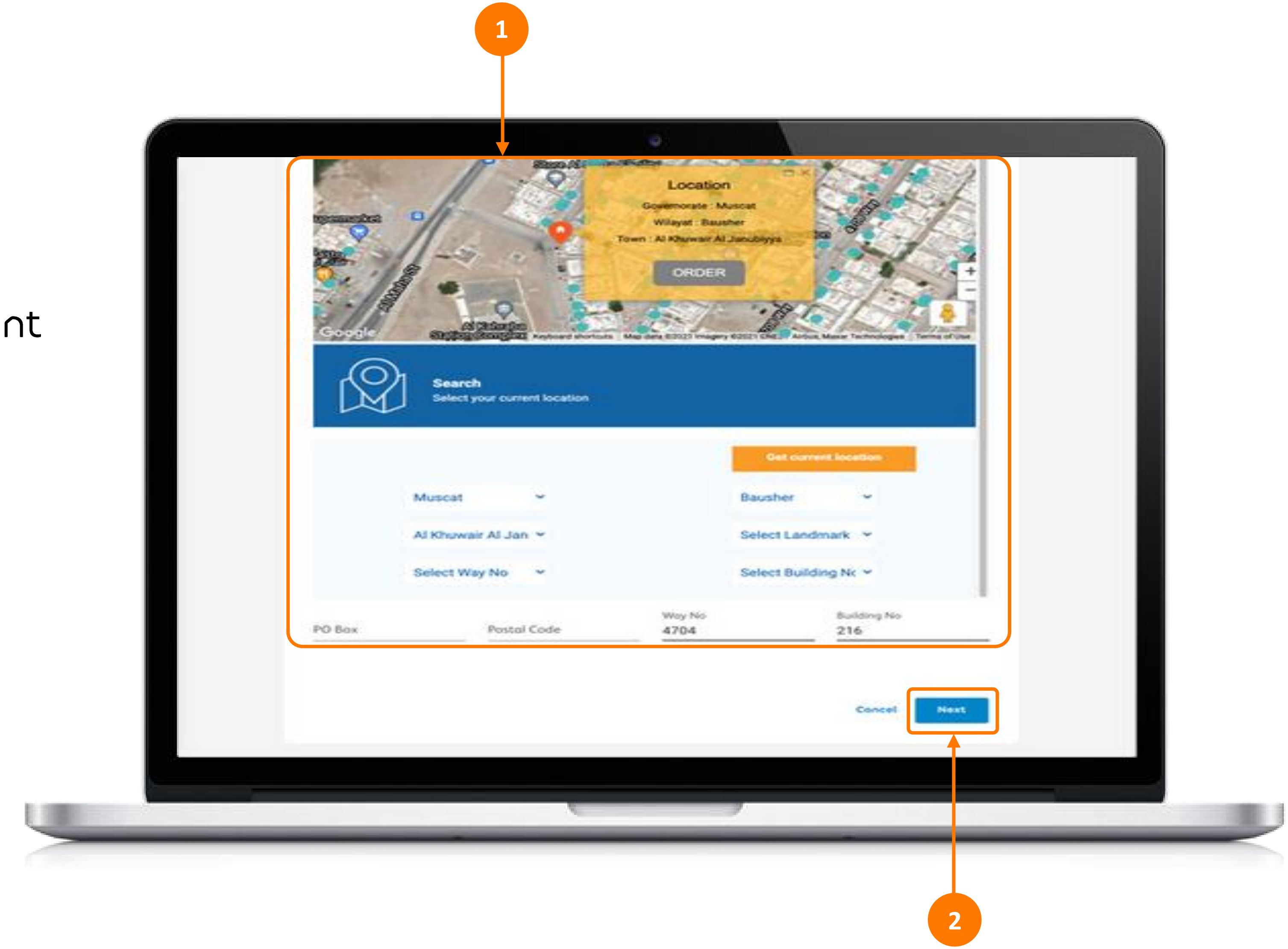


1 The new window will open which allows you to add a new Fixed Business Broadband line

How To Add a New FBB Line?

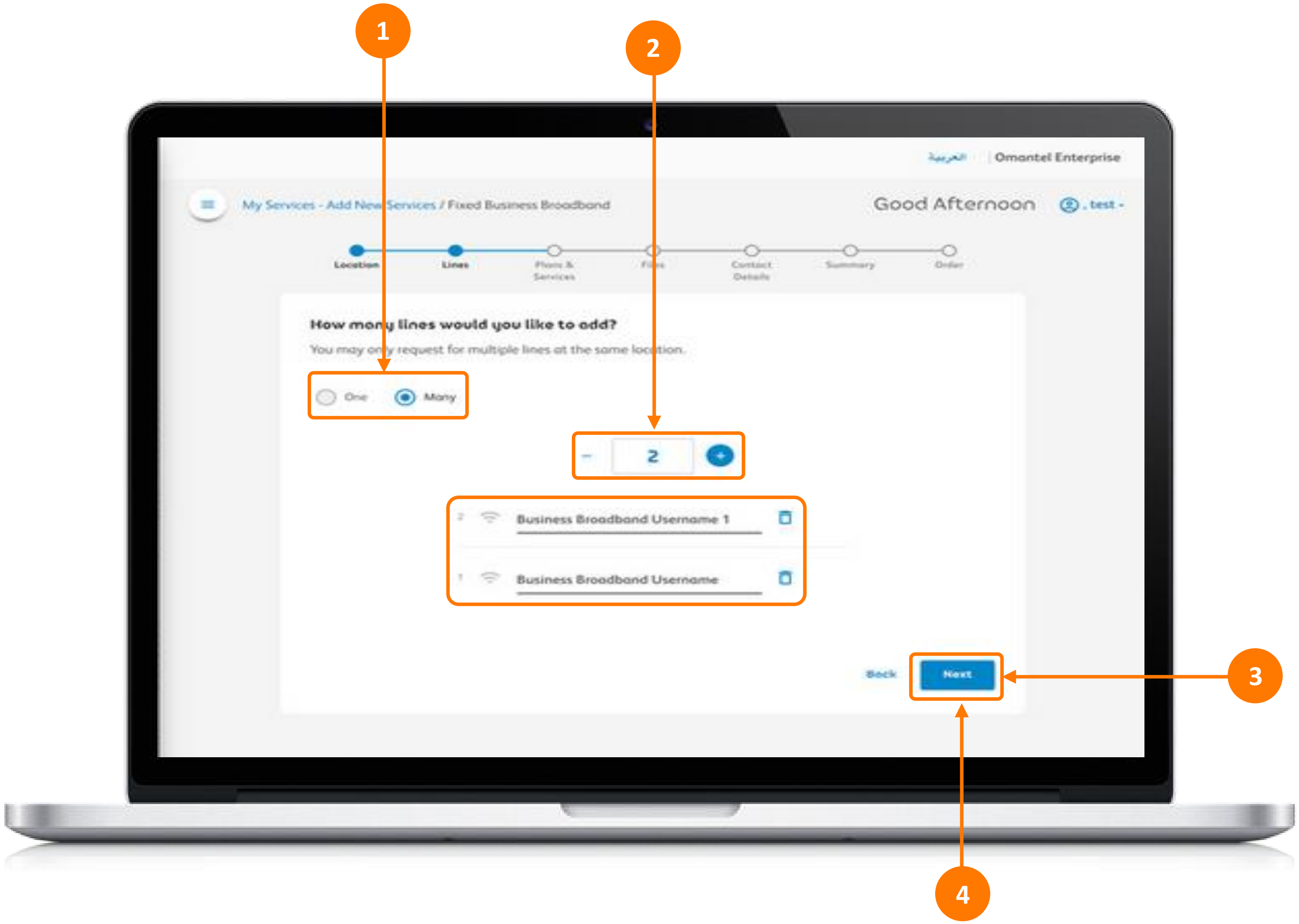
1. Select your location on the map then click **Order** or use your current location, or type in your address

2. When done, click **Next**



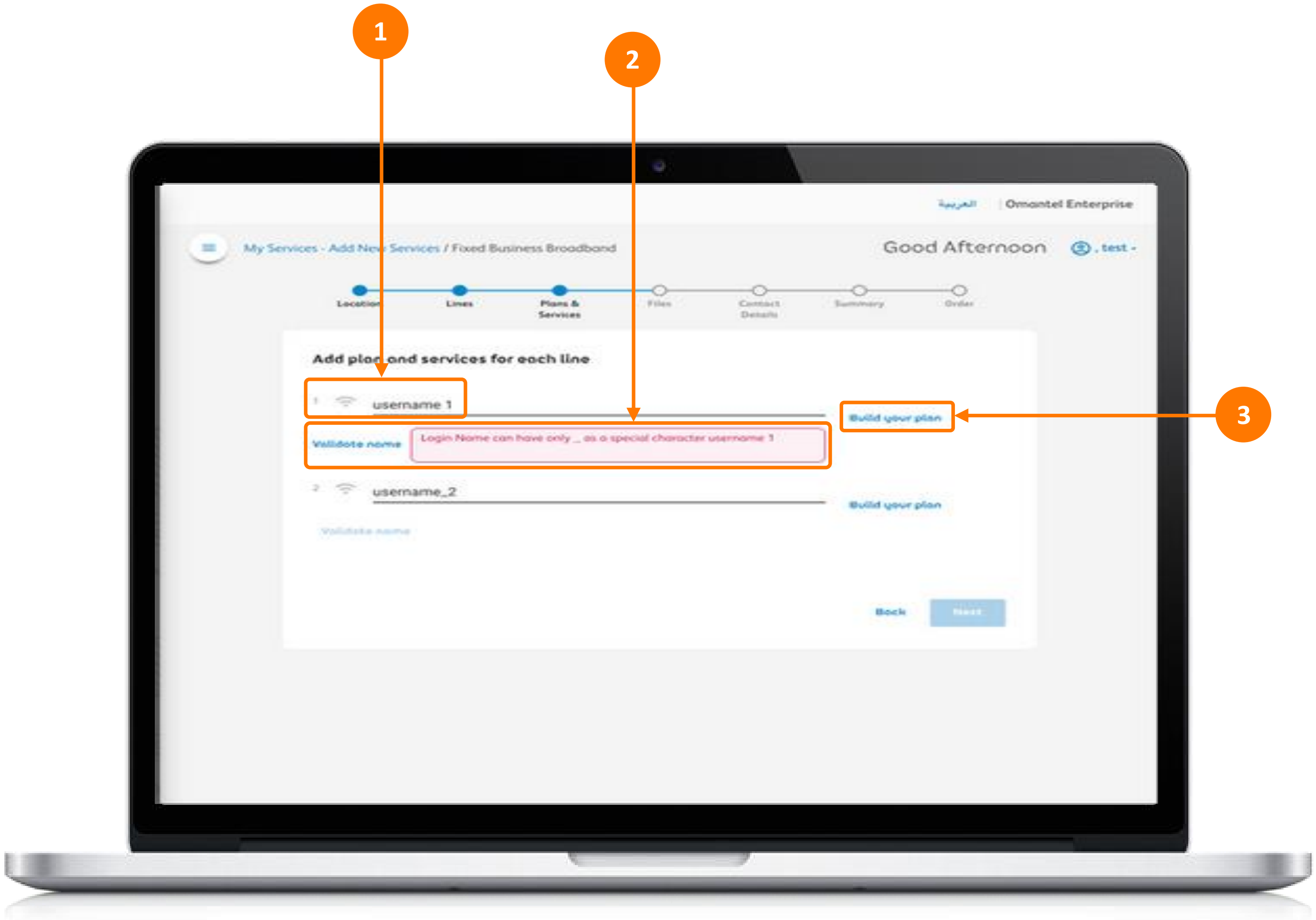
How To Add a New FBB Line?

1. Select the number of lines you would like to add
2. Specify the amount if you chose option **Many**
3. Type in usernames for each line. You can also choose to **delete** lines
4. When done, click **Next**



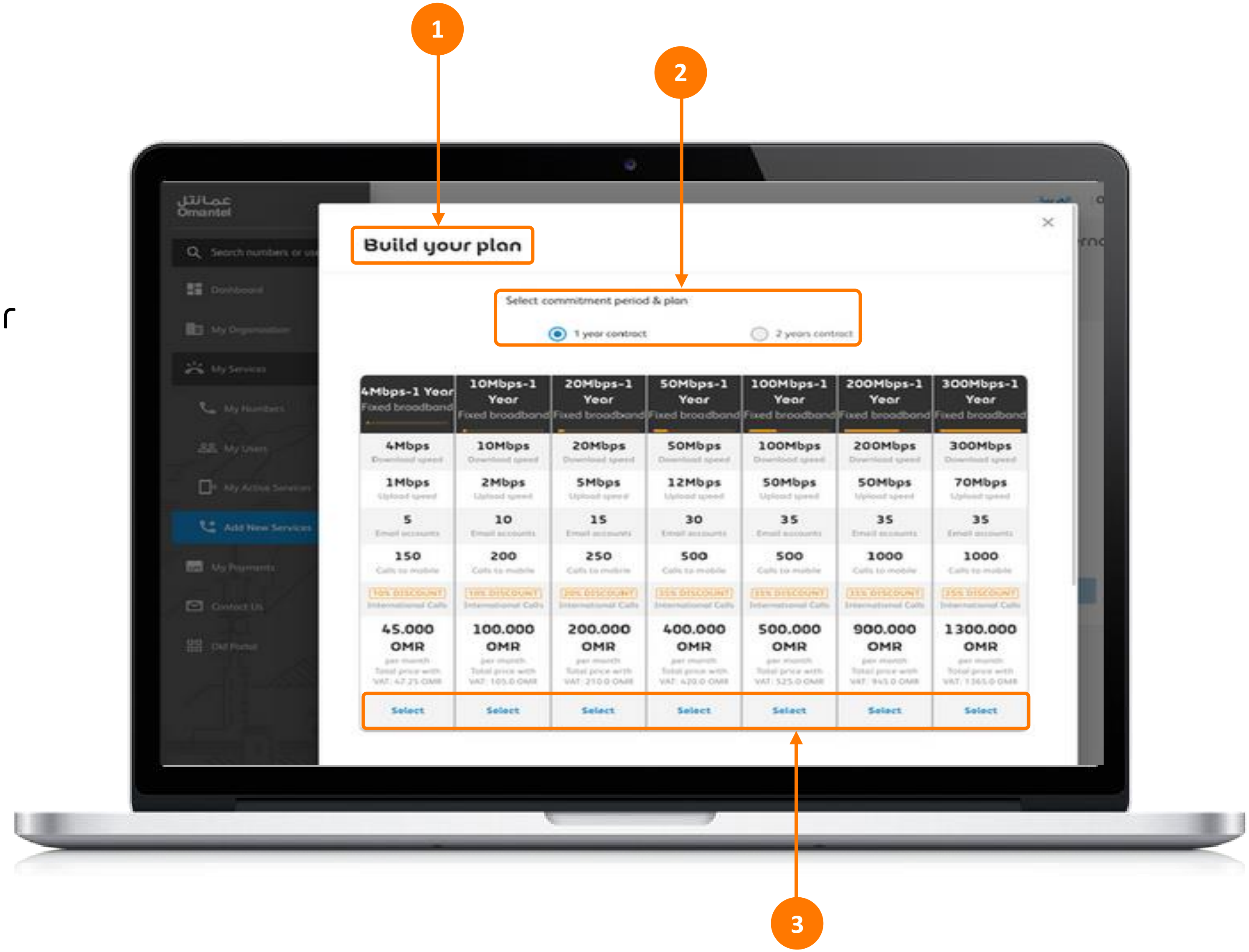
How To Add a New FBB Line?

1. If you haven't changed the usernames before, type them now
2. After typing in username click **Validate name**. If an error appears, follow instructions on how to fix it
3. Click **Build your plan** for the line you want



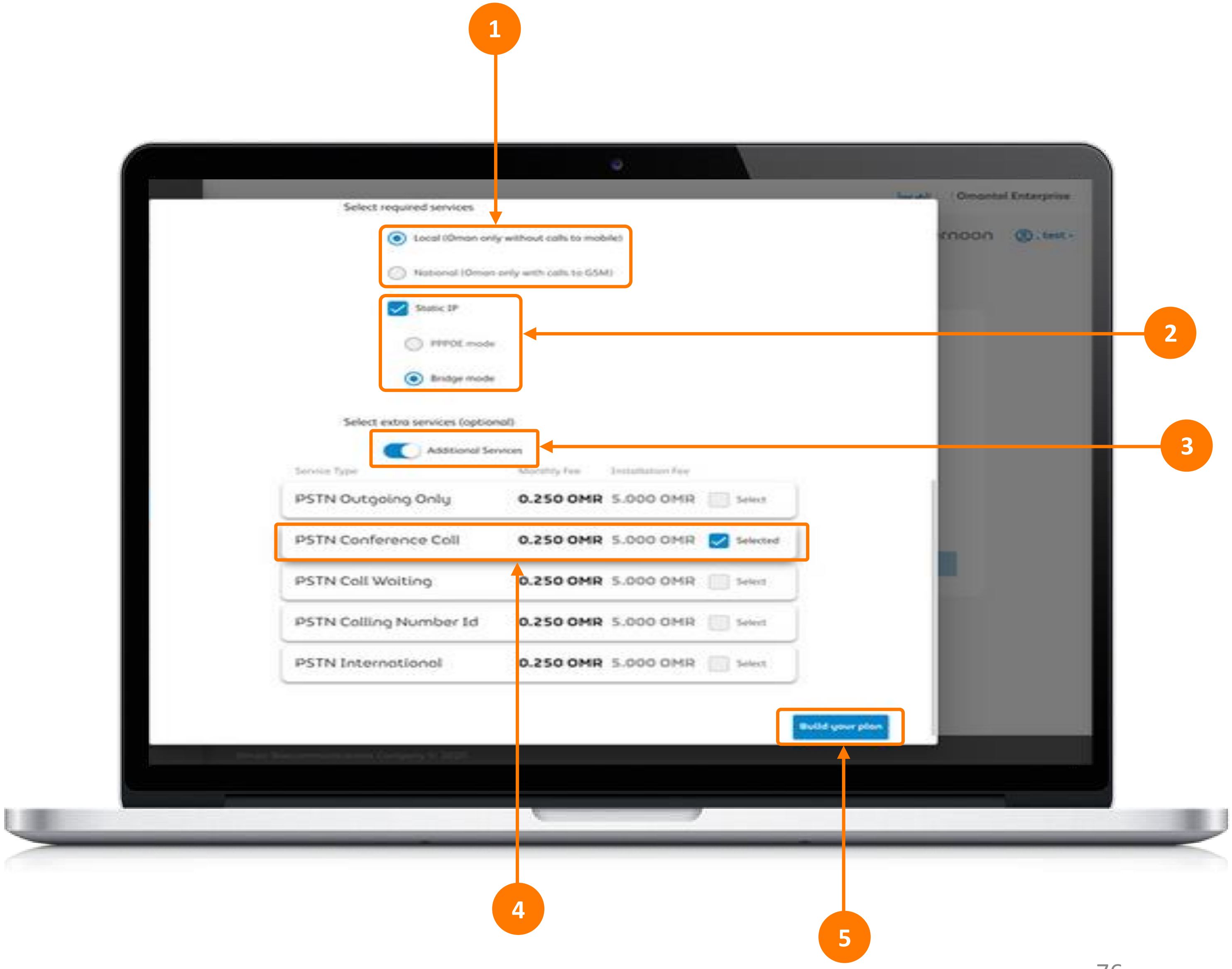
How To Add a New FBB Line?

1. A new window will appear where you can select and customize your plan
2. Select commitment period
3. Click **Select** for the plan you chose



How To Add a New FBB Line?

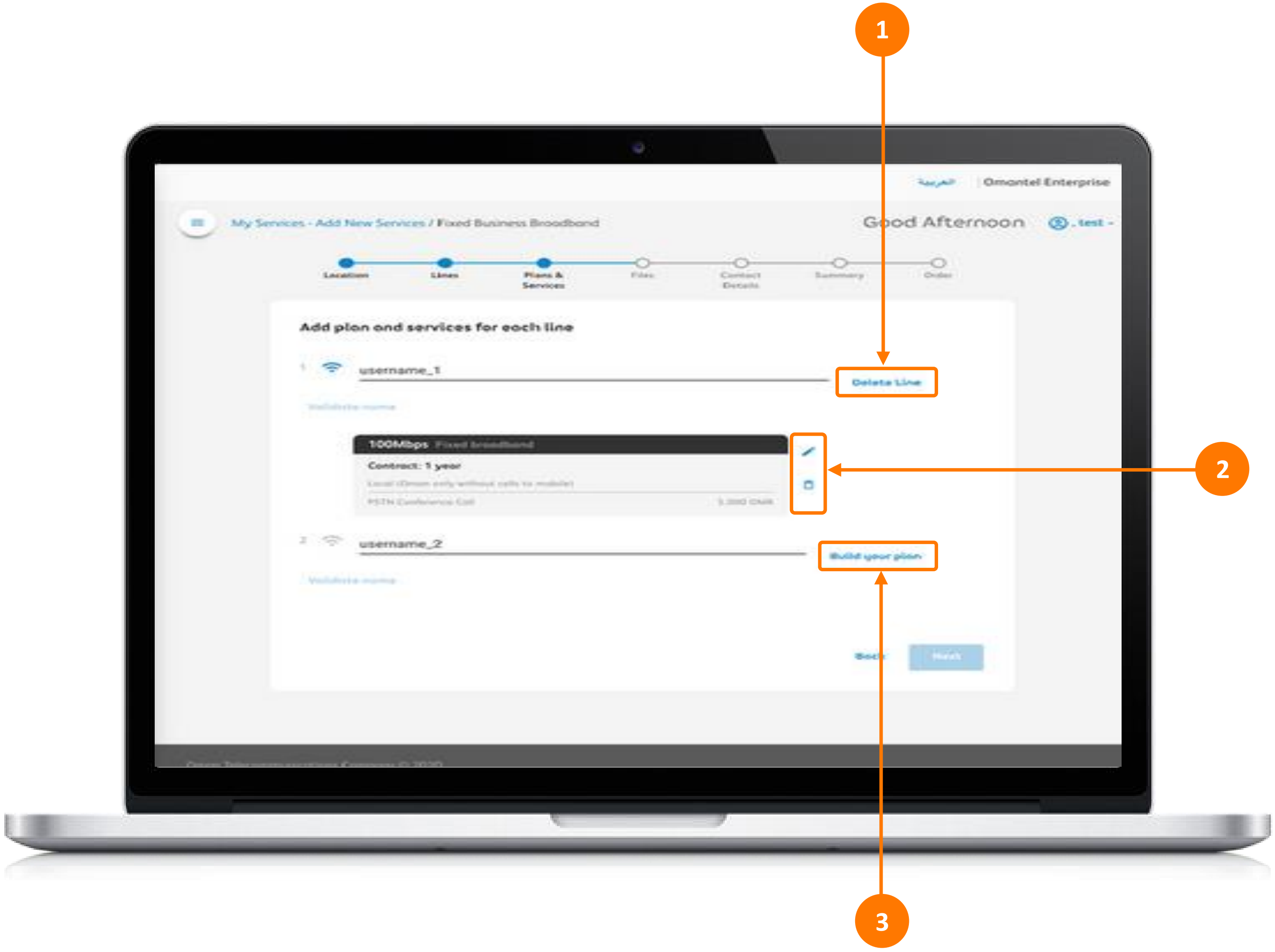
1. Select one of the required services
2. If you want **Static IP** select the checkbox and choose one of the modes
3. If you want to add extra services, click **Additional Services** switch
4. Select services you want to add
5. When done, click **Build your plan**



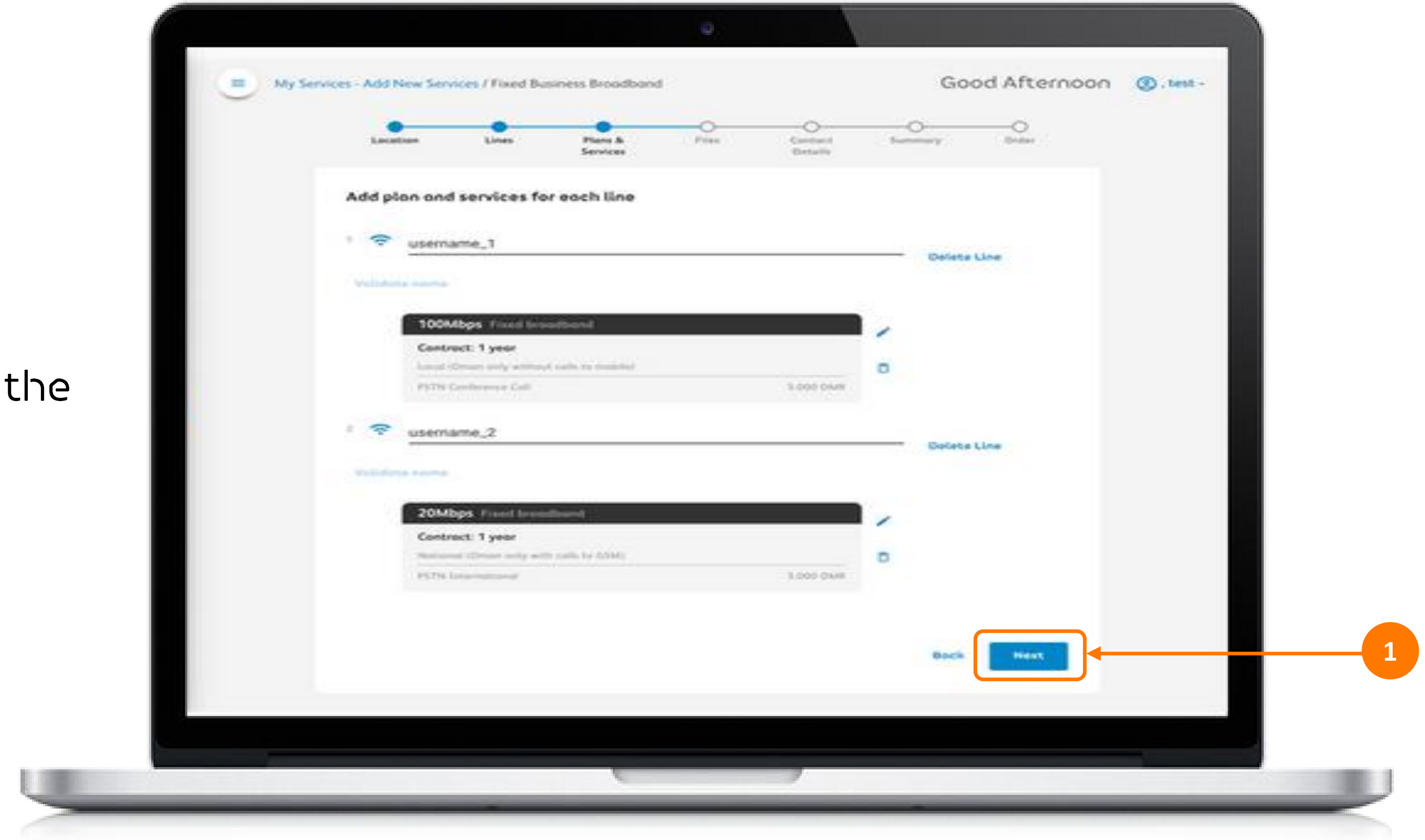
How To Add a New FBB Line?

The page will return to Plans & Services where you can:

1. **Delete a line** after you have customized it
2. **Edit a line** after you have customized it
3. **Build your plan** for the next line



How To Add a New FBB Line?

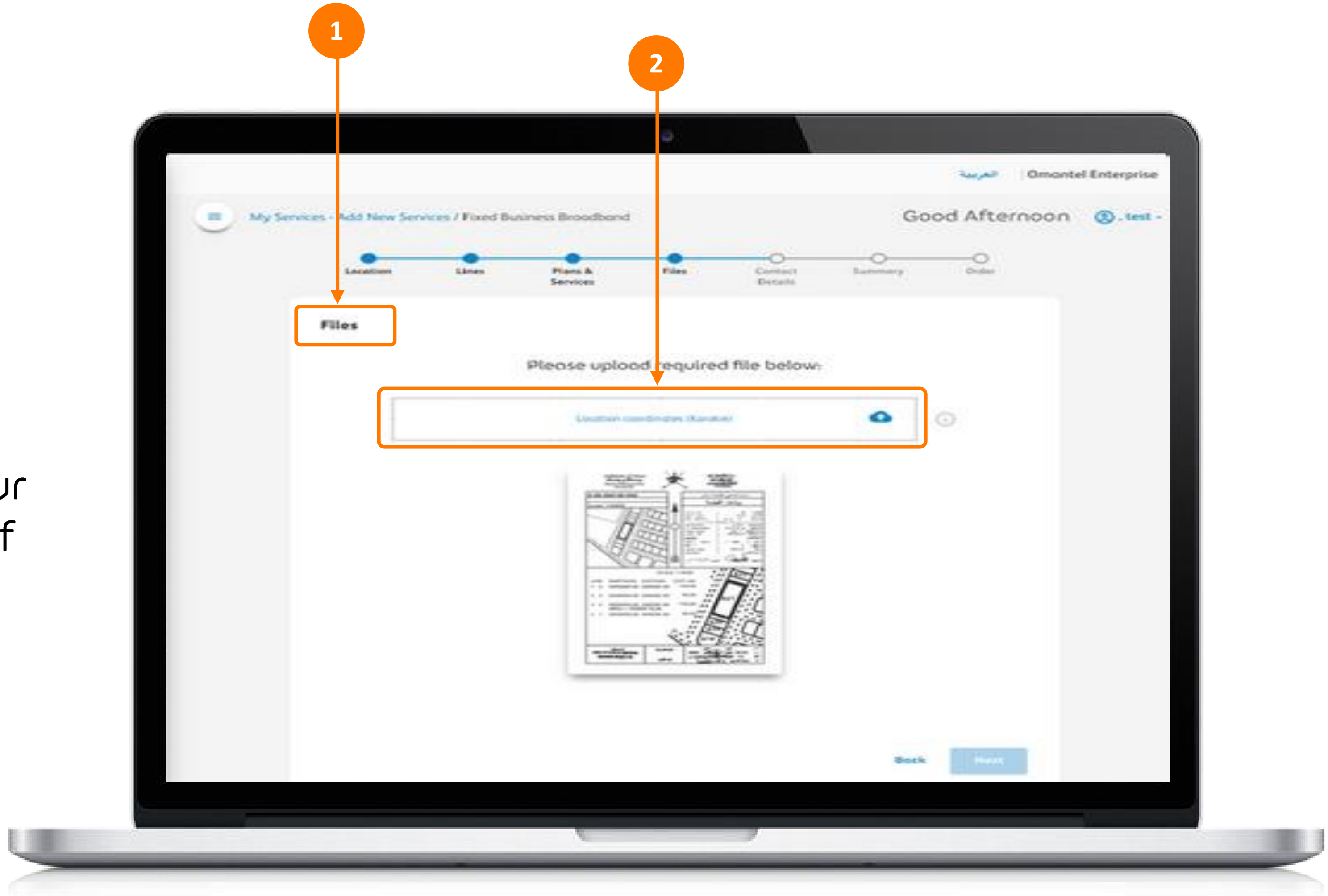


1 After you have customized all the lines click **Next**

How To Add a New FBB Line?

1. A **Files** window will open

2. Upload a location coordinates (Karokie) file, which is a plan of your land, provided to you by Ministry of Housing

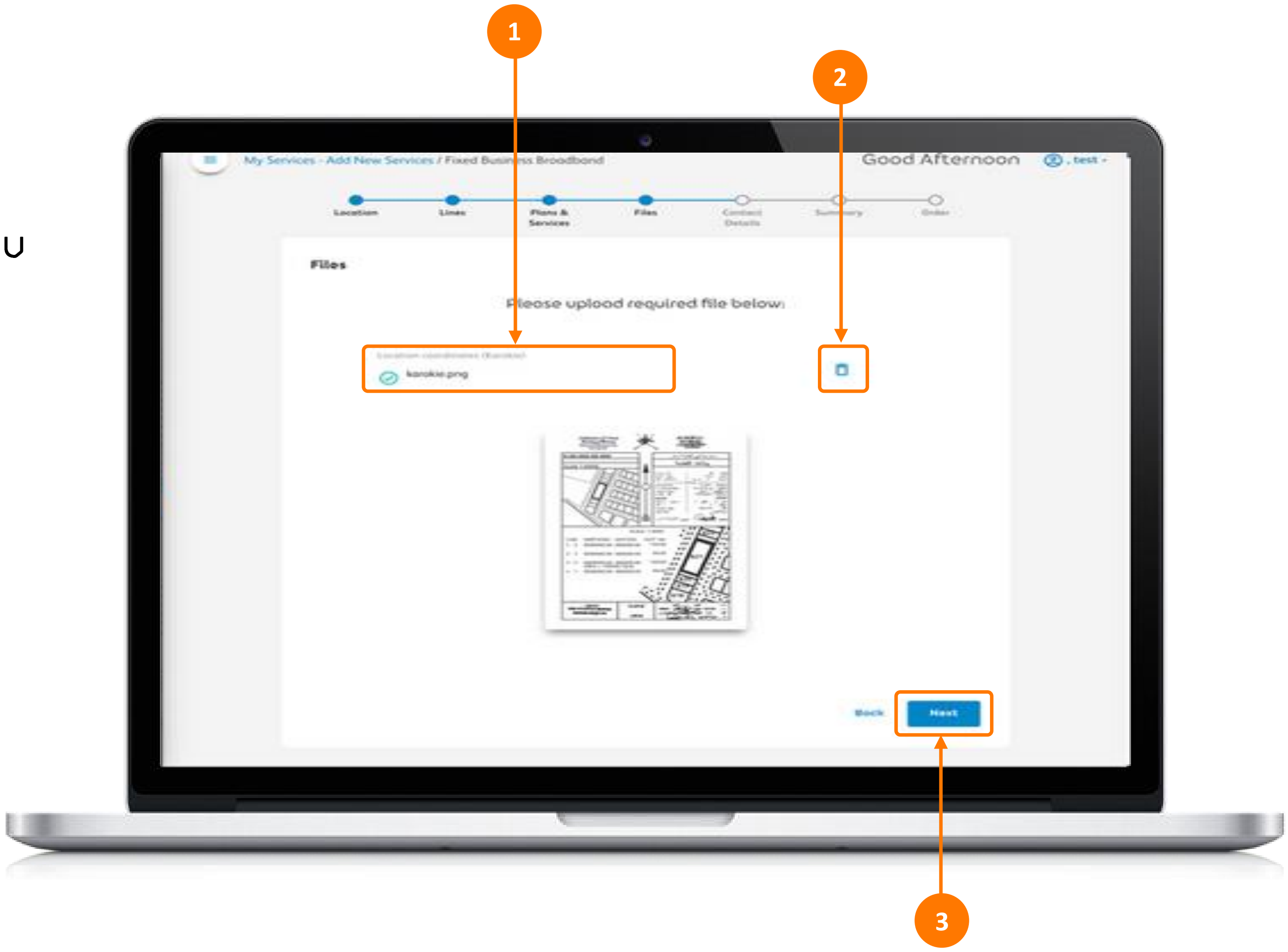


How To Add a New FBB Line?

1. After uploading the Karokie file, you will see its name

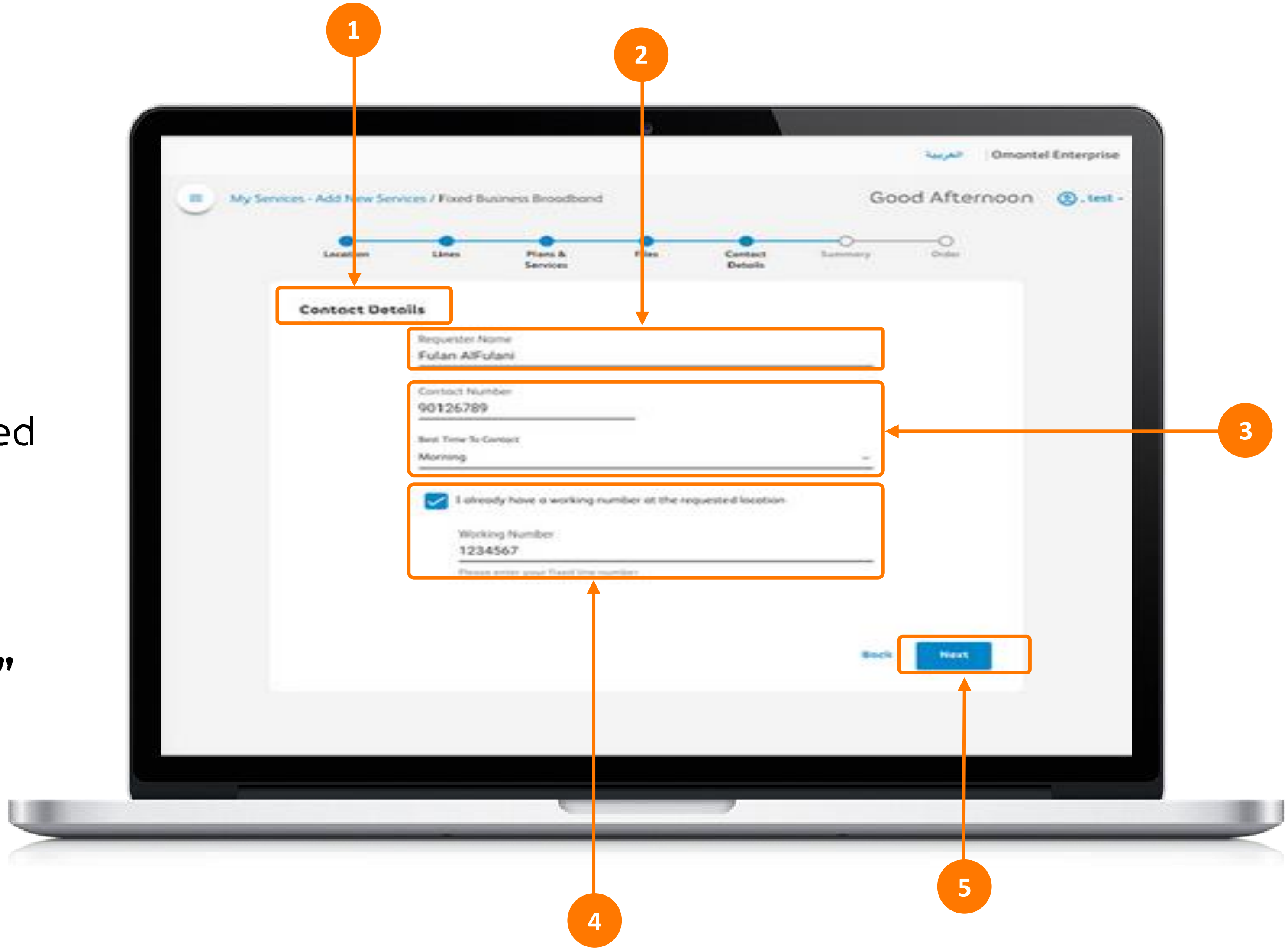
2. You can delete the uploaded file if you want to change it

3. When done, click **Next**



How To Add a New FBB Line?

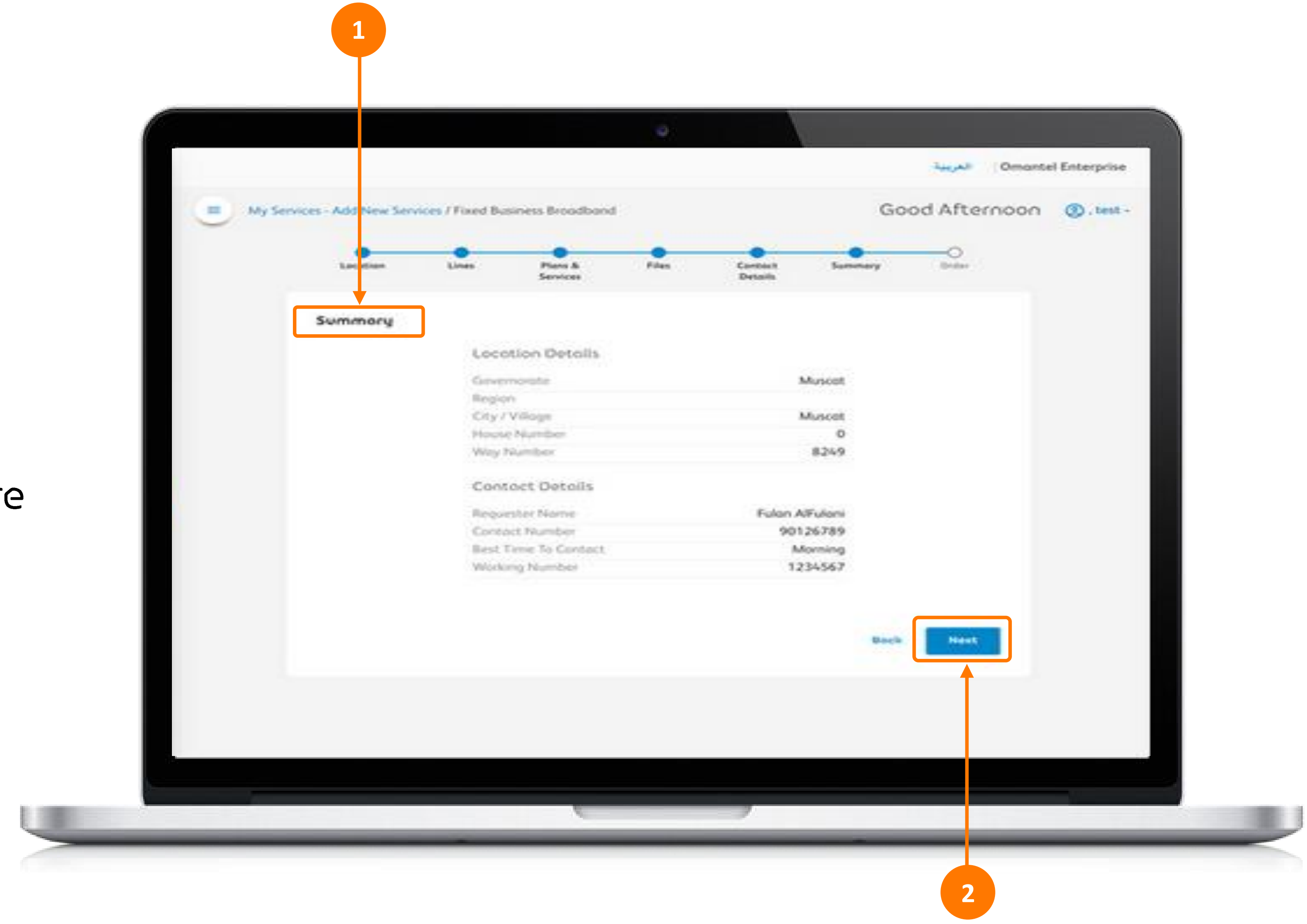
1. A **Contact Details** window will appear
2. Type in your name
3. Type in your contact number and select the best time to be contacted
4. If you already have a working number at this location, check the box “**I already have a working number at the requested location**” and type in the **working number**
5. When done, click **Next**



How To Add a New FBB Line?

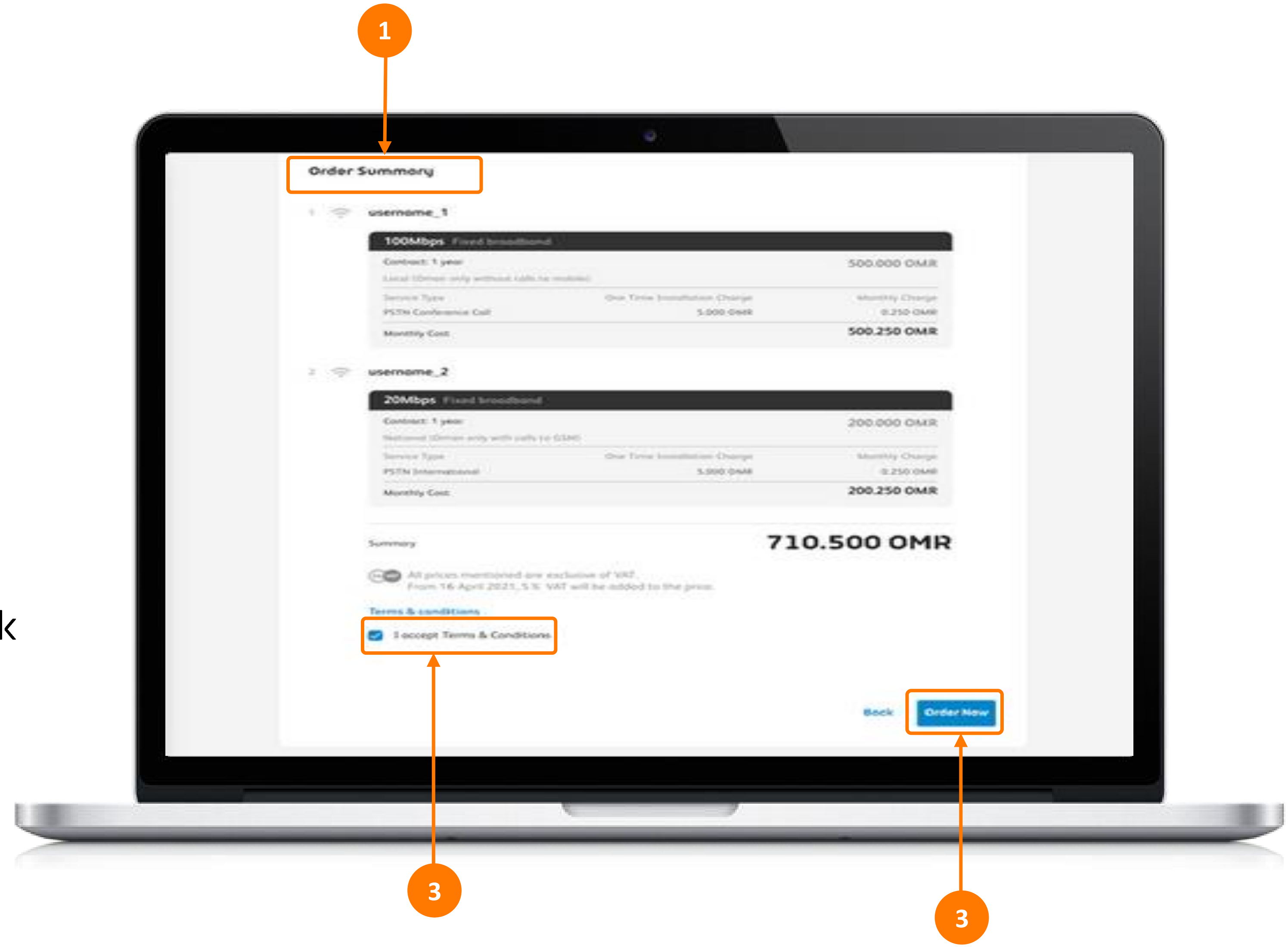
1 A **Summary** window will appear

2 After confirming that all details are correct click **Next**



How To Add a New FBB Line?

1. An **Order Summary** window will appear
2. Read and accept **Terms & Conditions**
3. After confirming order details, click **Order Now**



How To Add a New FBB Line?

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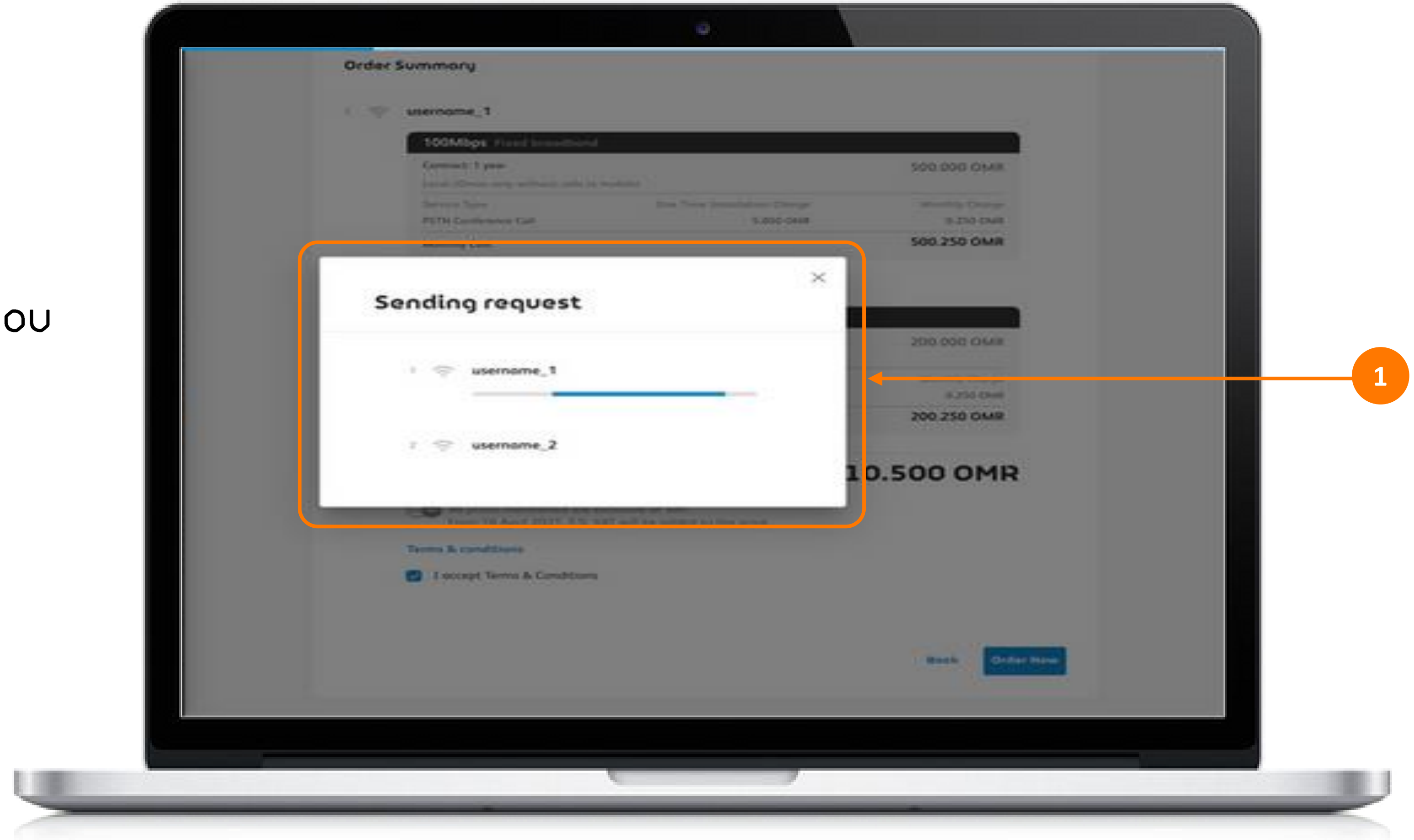
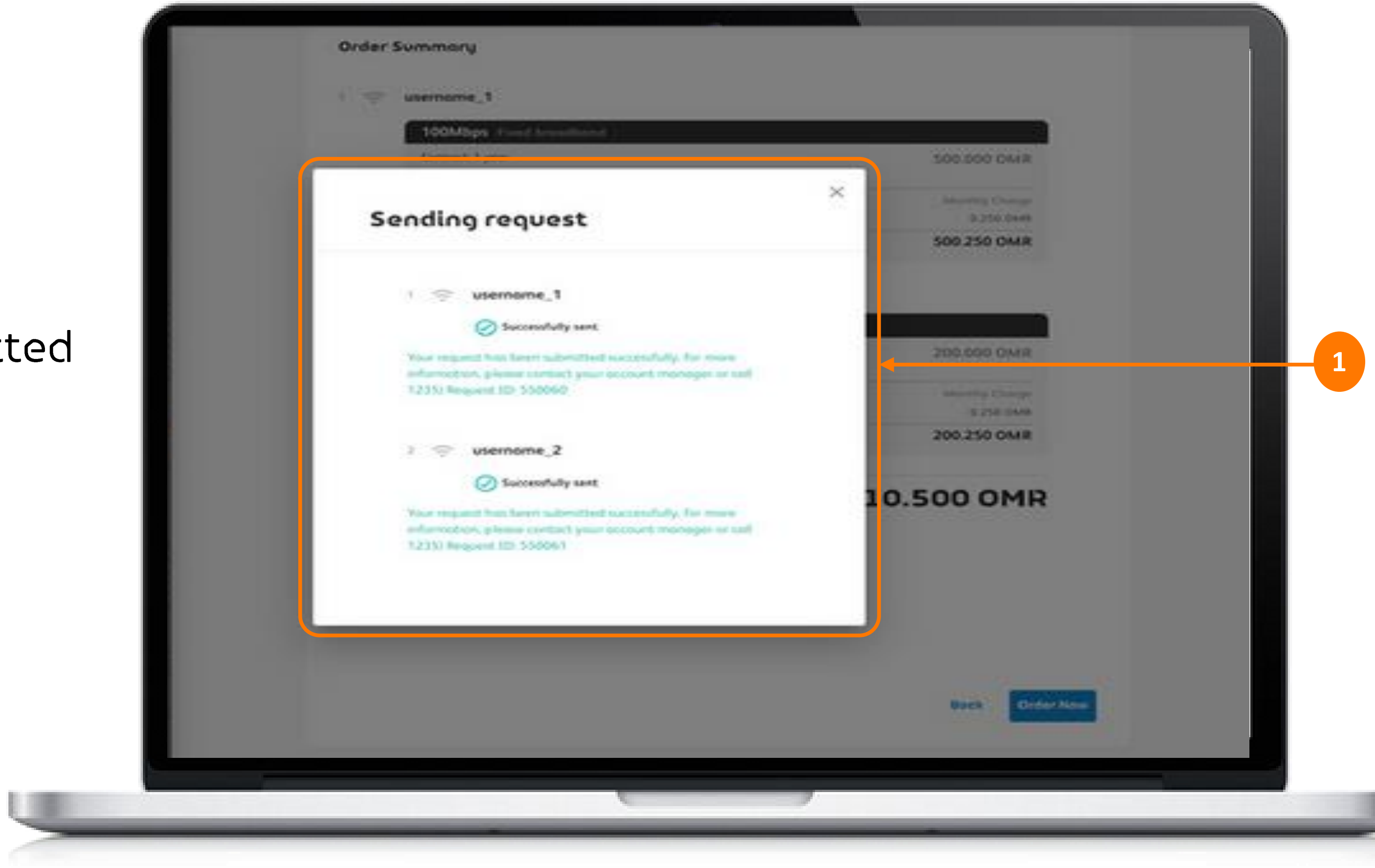
1 A new window will appear where you can see the status of your request



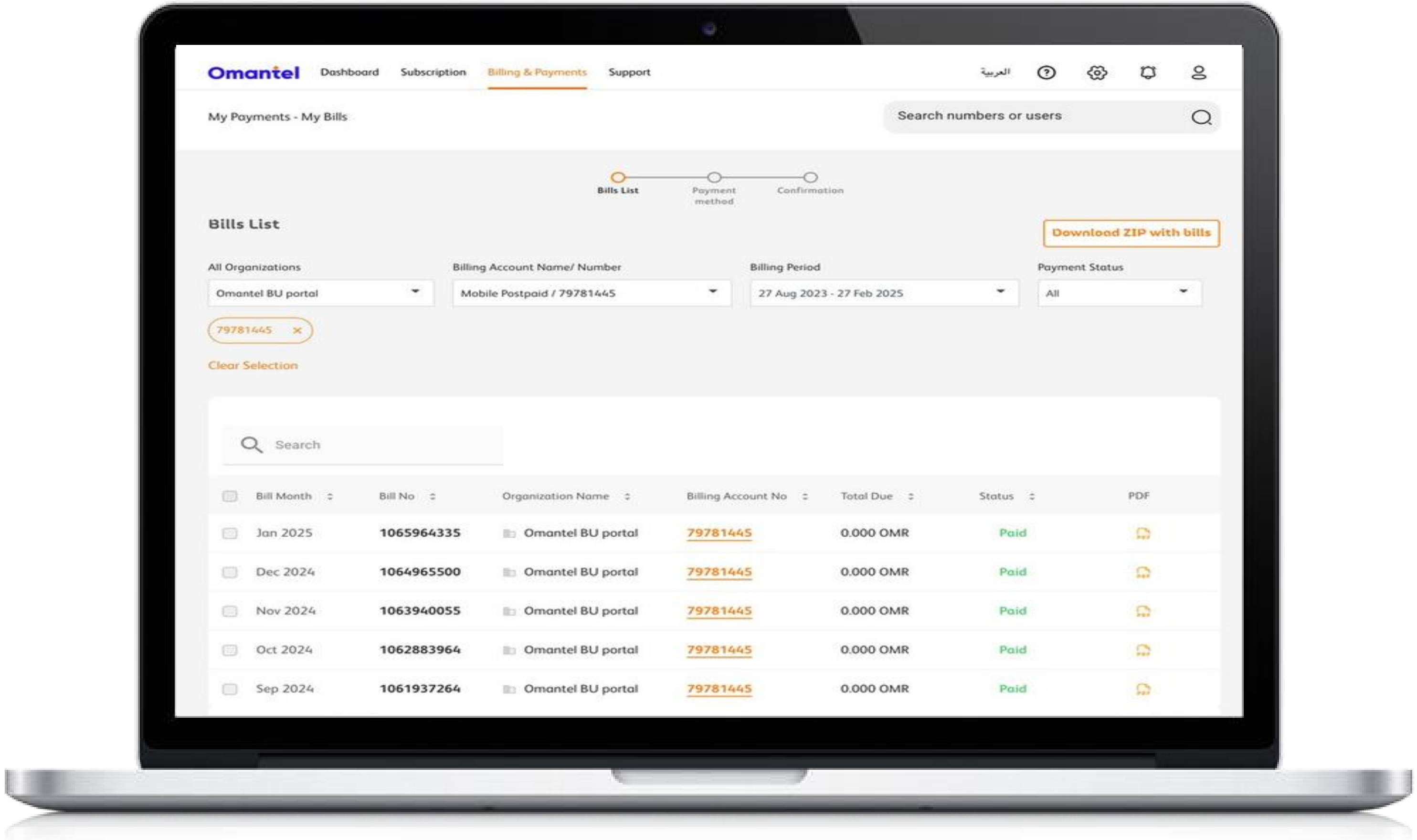
How to add a new FBB Line?

1 After the request had been submitted correctly, you will see request ID



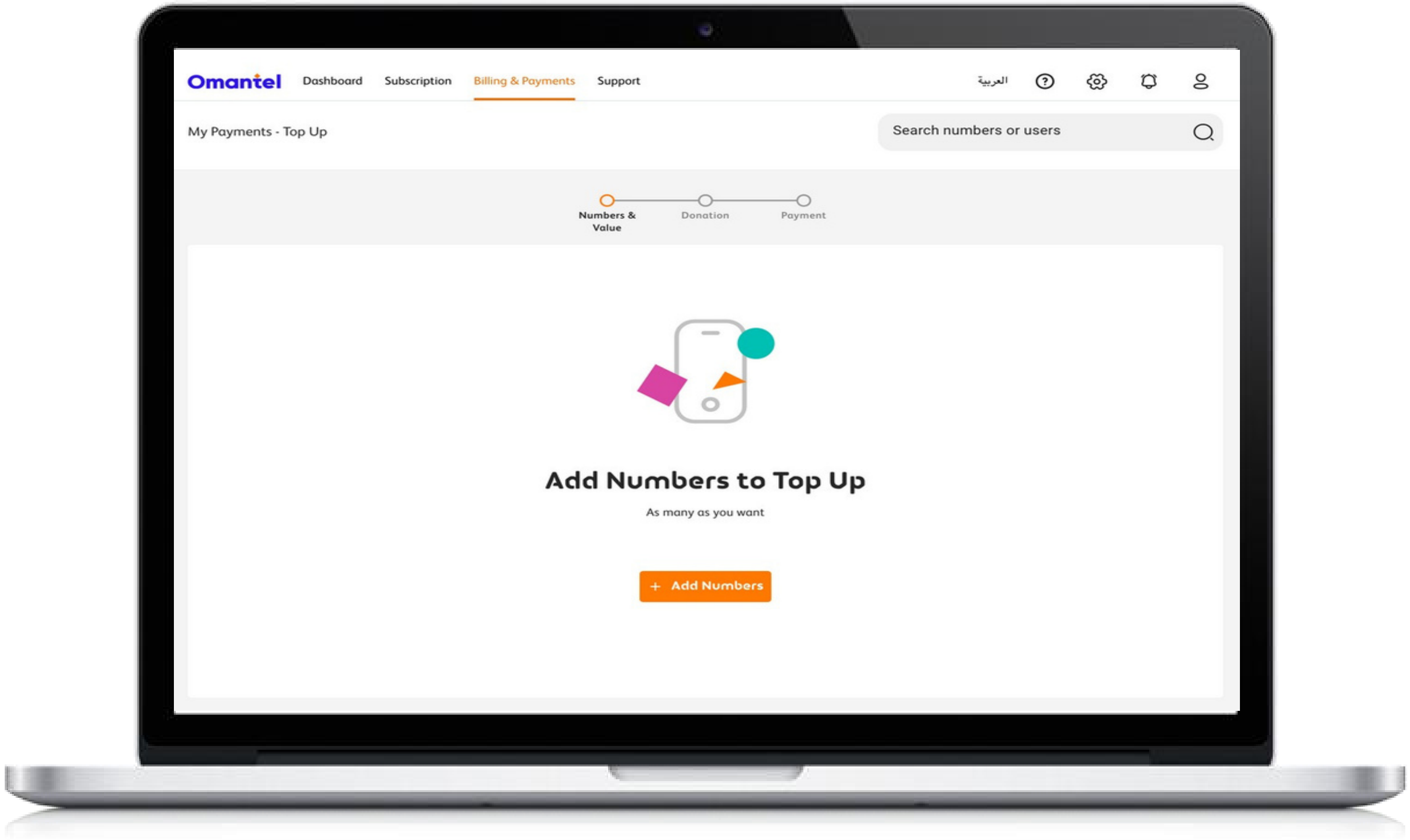
My Payments

The "My Payments" page includes features such as Top-Up, My Bills, and Payment History. You can view all your bills, check the history of payments made through the portal, and top up multiple numbers at once.



Top Up

The "Top-Up" page allows you to recharge multiple numbers at once. You can add numbers in several ways: manually enter any Omantel number, select from your users list, or choose entire departments. Please note that only prepaid numbers will be included in the top-up.

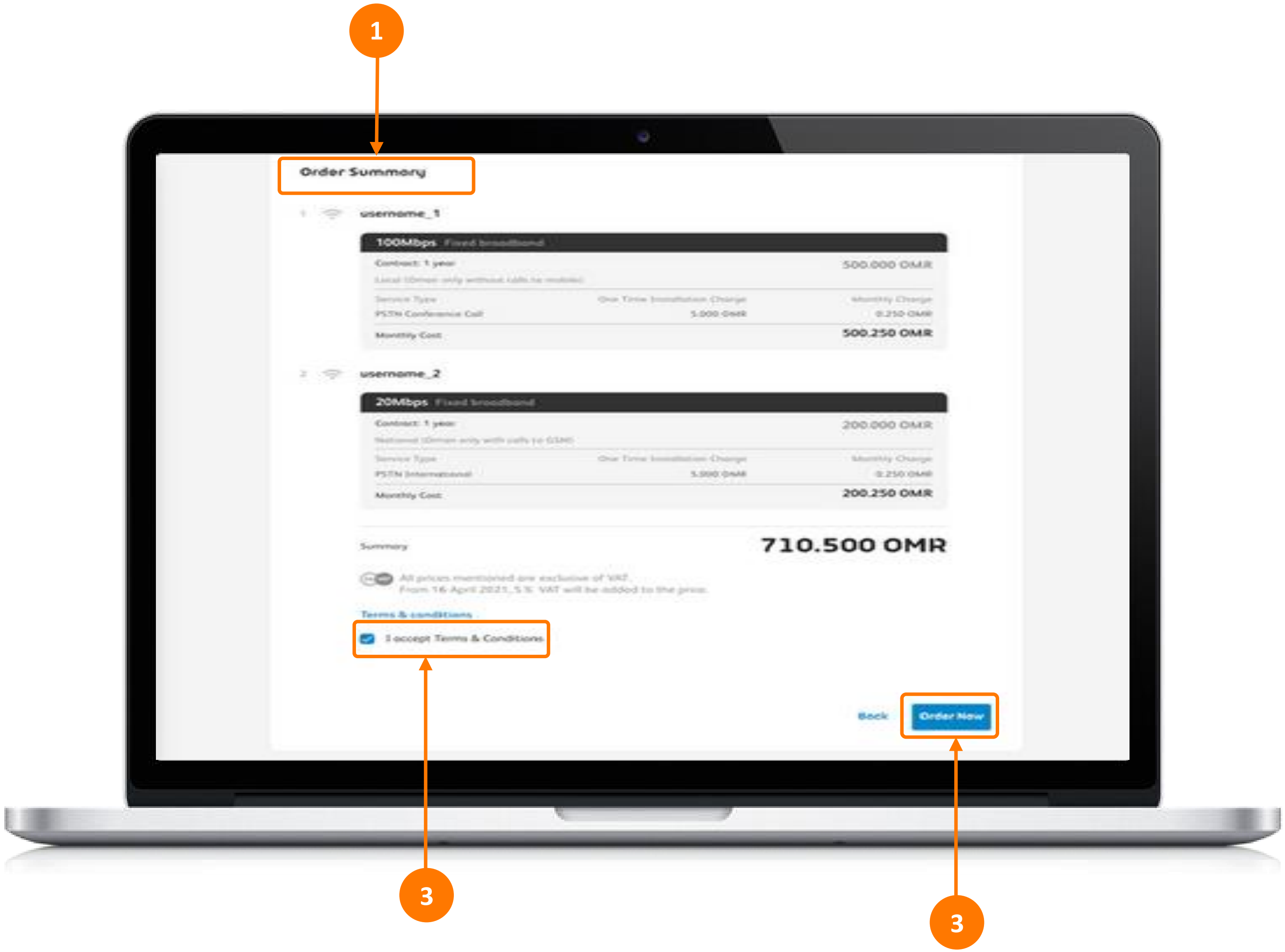


How To Top Up Multiple Numbers?

1 An **Order Summary** window will appear

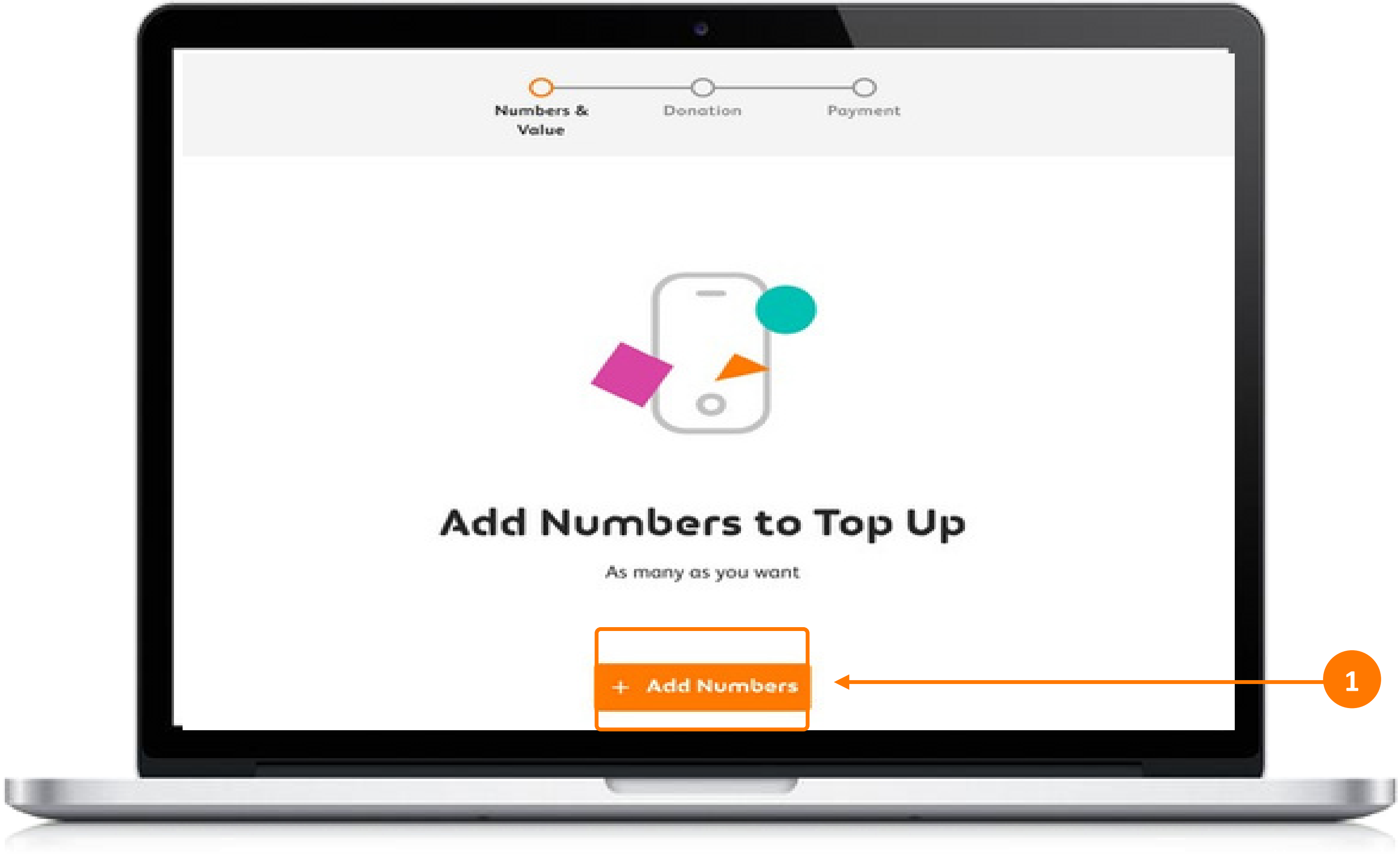
2 Read and accept **Terms & Conditions.**

3 After confirming order details click **Order Now**



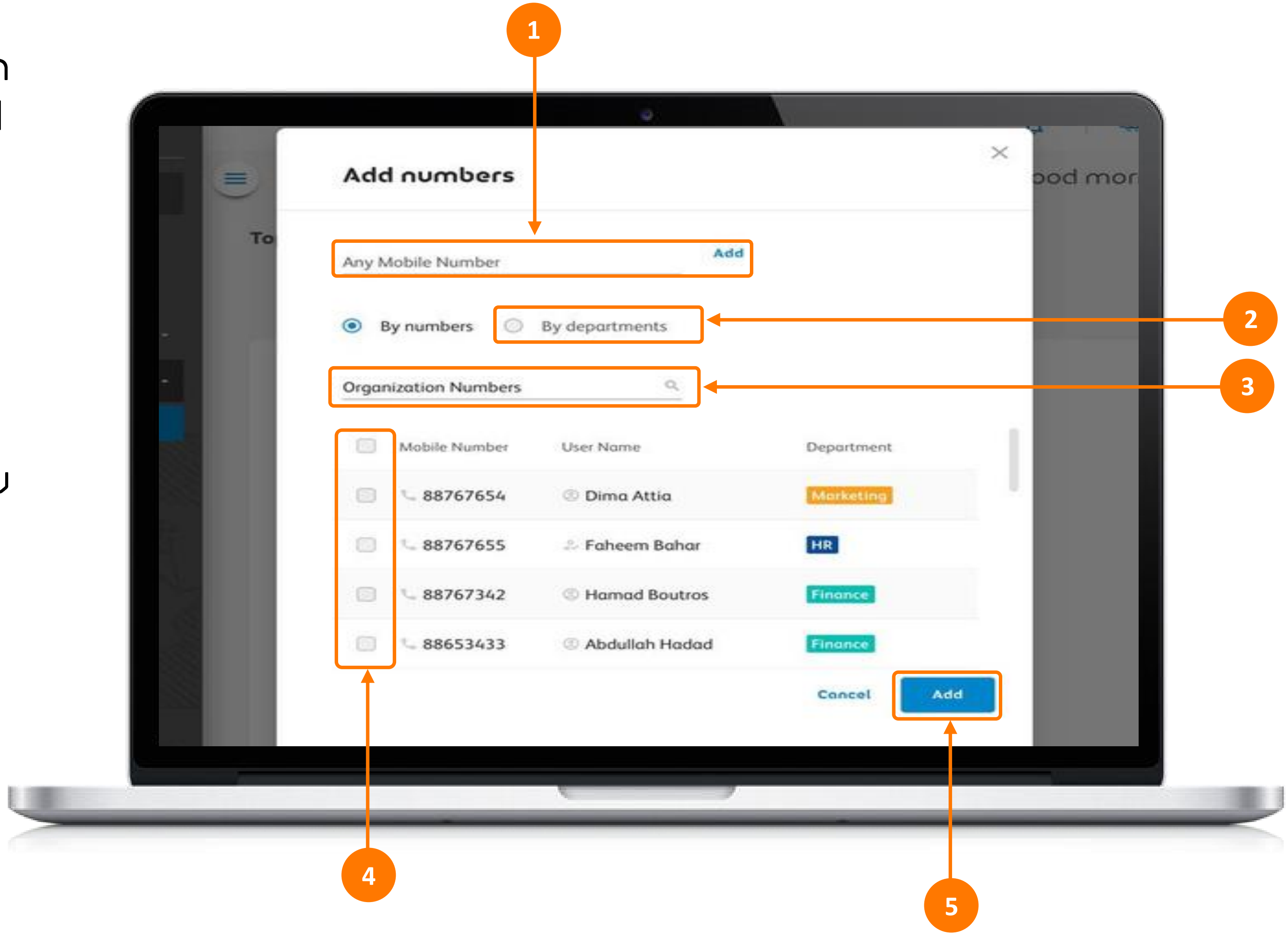
How To Top Up Multiple Numbers?

1 The first step to make a top up is adding the numbers



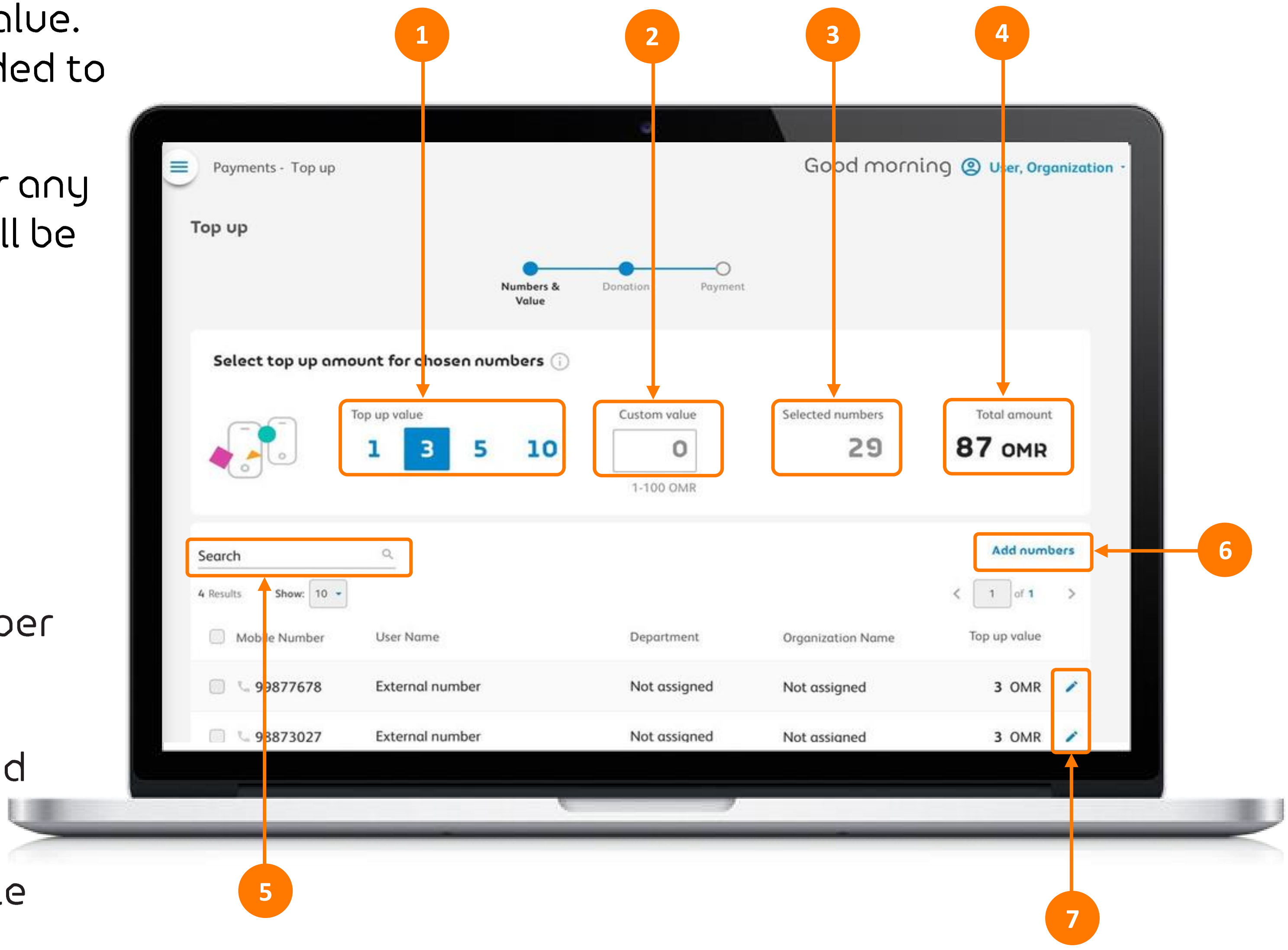
How To Top Up Multiple Numbers?

1. **Any Mobile Number** - Here you can enter any Omantel mobile prepaid number and add it to the list
2. You can also add numbers **by departments**. When you add the whole department only prepaid numbers will be added
3. Here you can **look for numbers** you want to add
4. **Check** the numbers you want to add
5. When selected, click **Add**



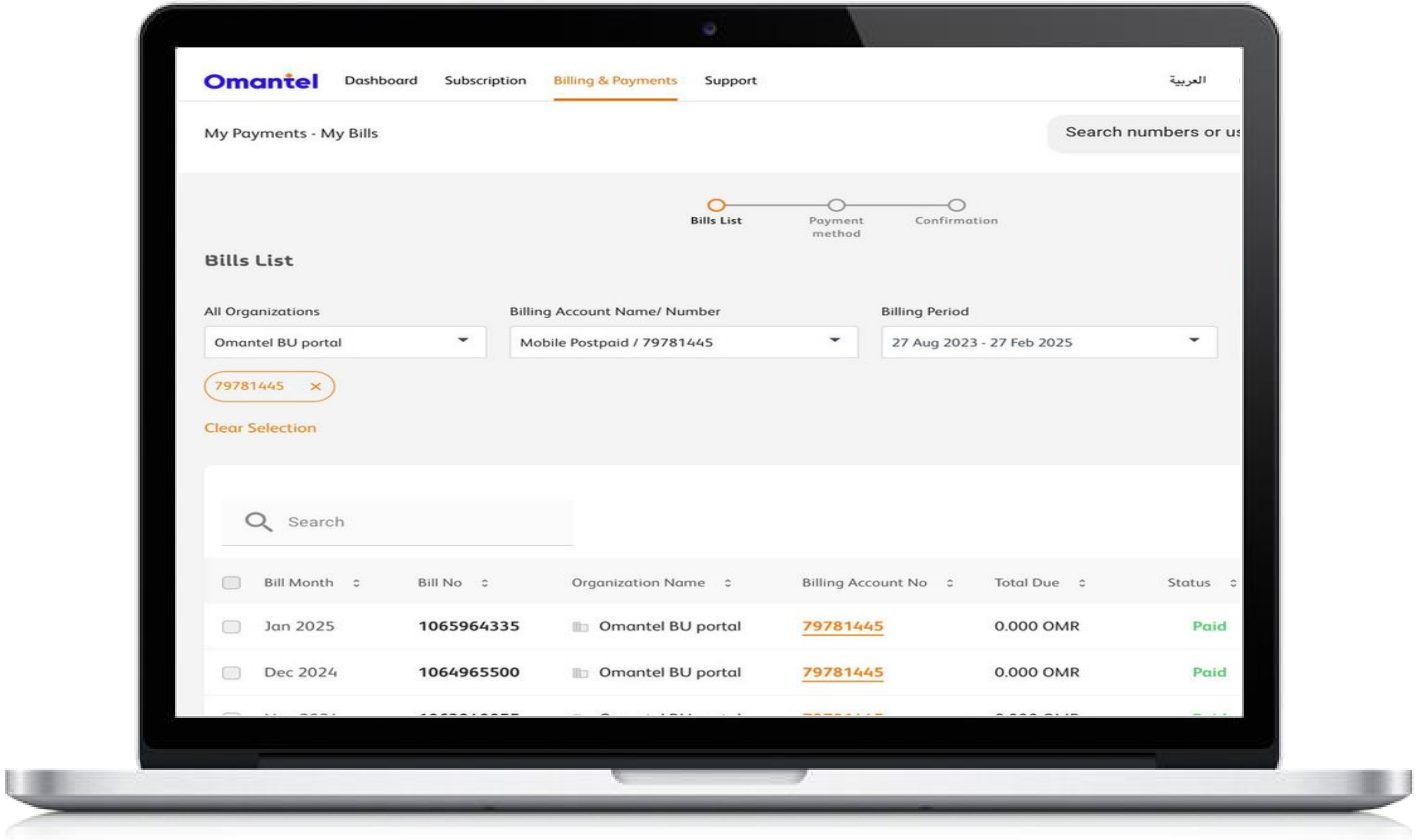
How To Top Up Multiple Numbers?

1. **Top Up Value** - Is a global top up value. The value selected here will be added to all numbers on the list.
2. **Custom Value** - Here you can enter any value from 1 to 100 OMR, and it will be added to all numbers.
3. **Selected Numbers** – Is several added numbers
4. **Total Amount** – Is the total top up value
5. **Search** - You can look for the number you want to remove or edit
6. **Add Numbers** – You can always add more numbers to top up
7. **Edit Value** - You can also edit single number top up value



My Bills

My Bills page contains all bills issued by Omantel. You can check the payment status for every bill in the last column. Every bill has an individual bill number and is connected to the billing account.



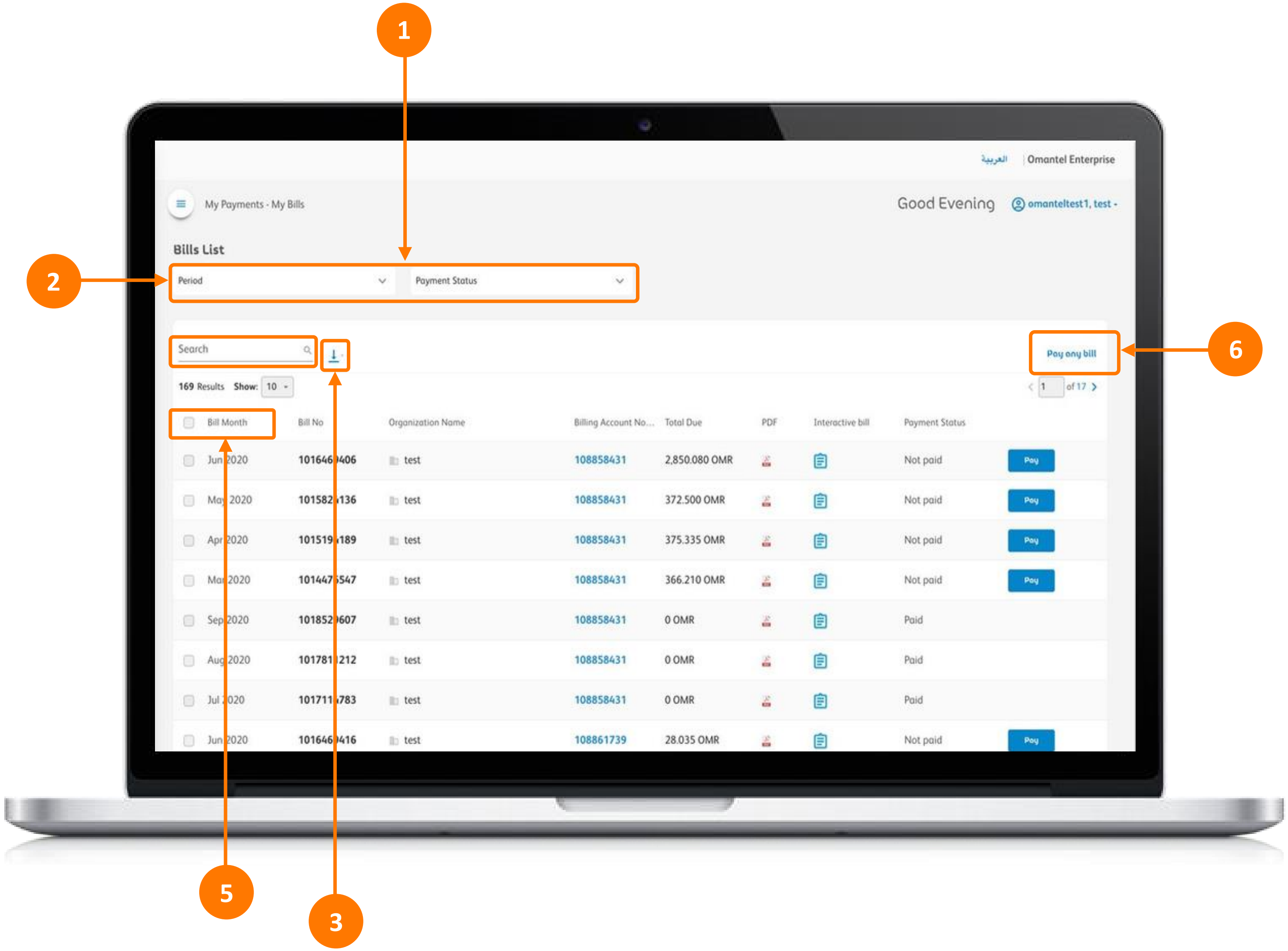
1 **Filters** - Allows you to filter bills by date or payment status

2 **Search** by bill or billing account number

3 **Download** bills list as **.xlsx Format**

4 **Pay Any Bill** – Allows you to pay any Omantel bill, even those not assigned to your organization

5 **Bill Month** - Is when the bill was issued



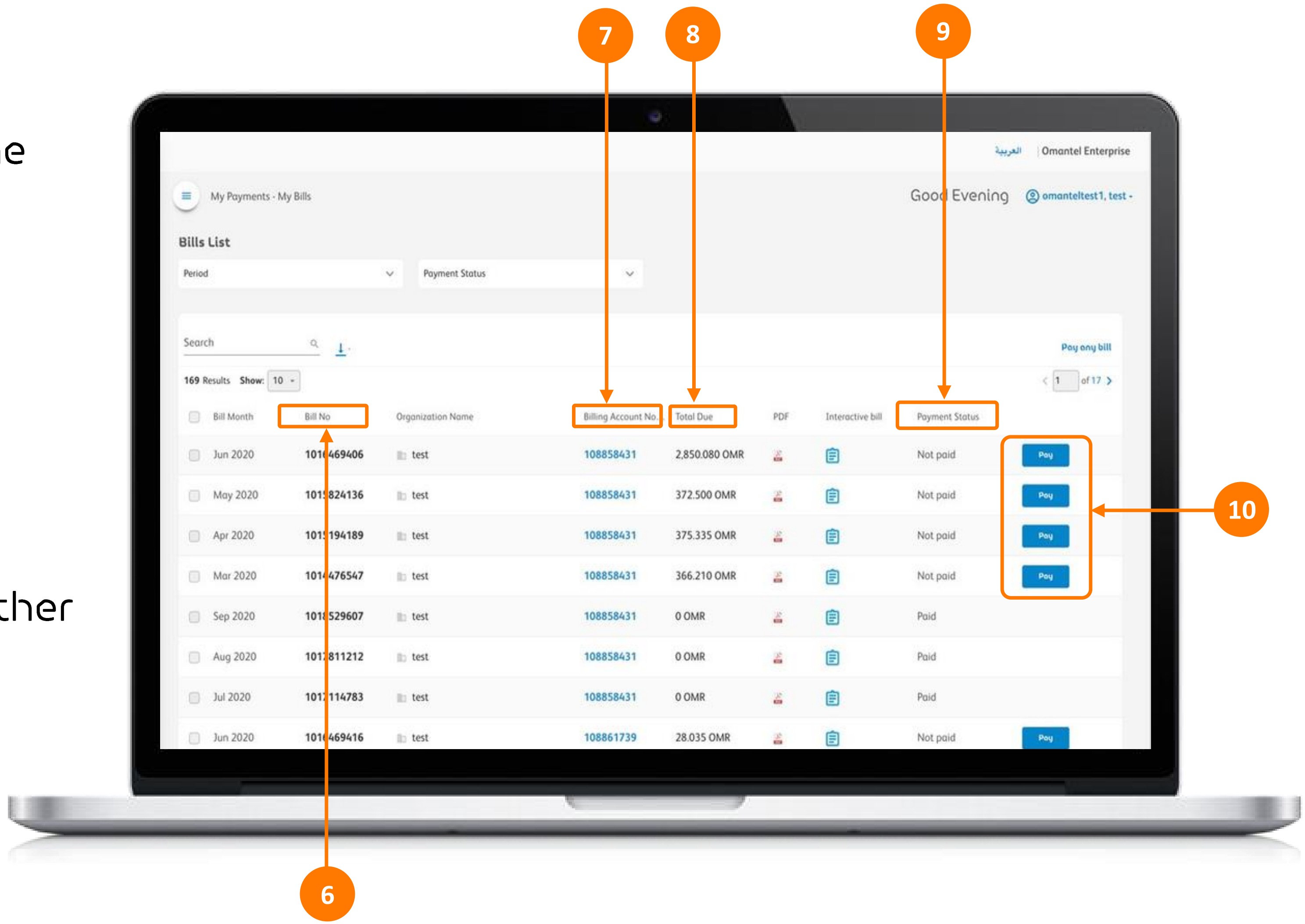
6 **Bill Number** – Billing number for the month

7 **Billing Account Number** – The number of your billing account

8 **Total Due** – Total payment due for the month

9 **Payment Status** – Shows you whether your bill has been paid or not

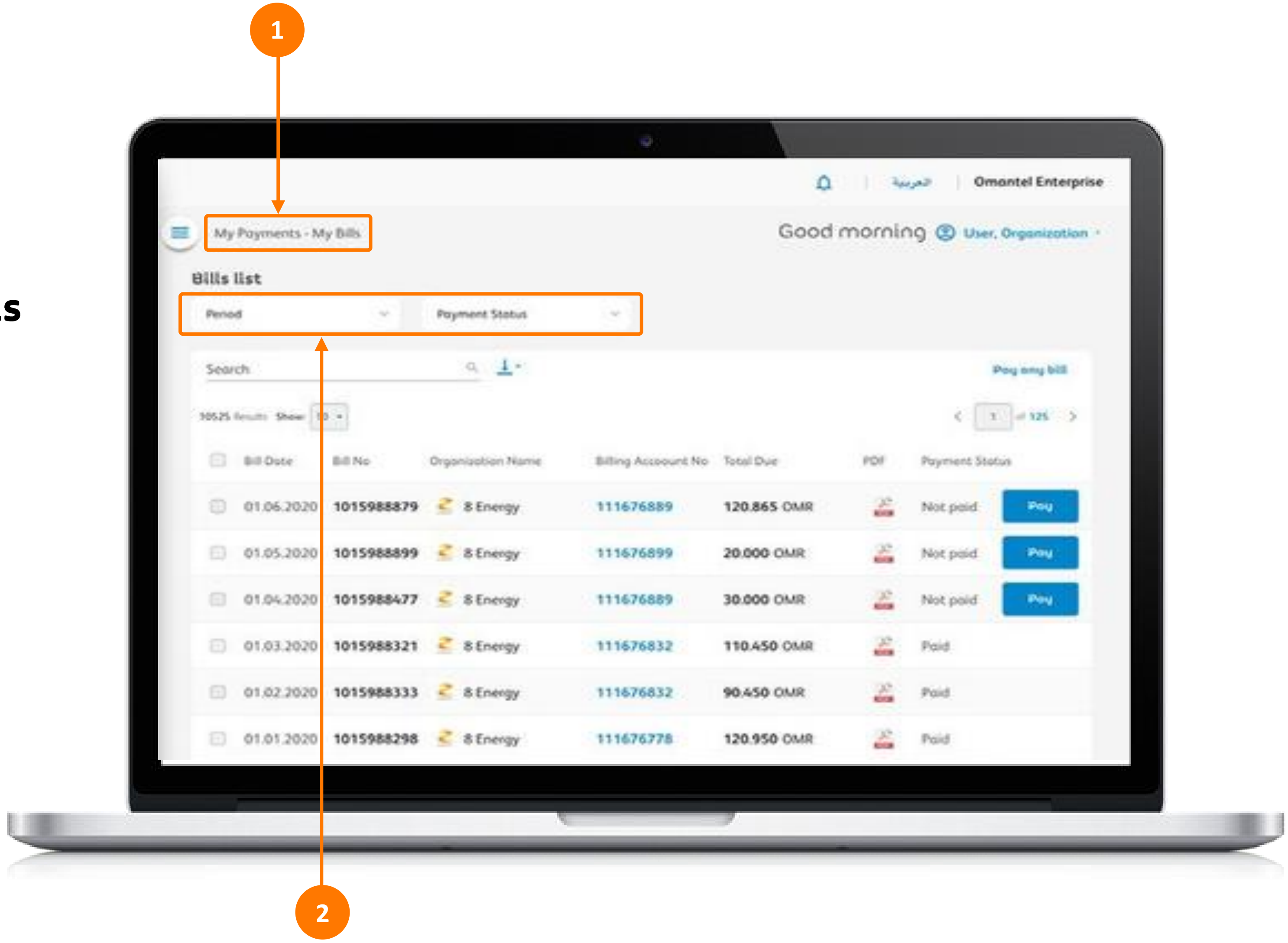
10 **Pay** - Allows you to pay a bill



How To View Unpaid Bills

1 On the sidebar select **My Payments / My Bills**

2 Click on the **filter** Payment Status

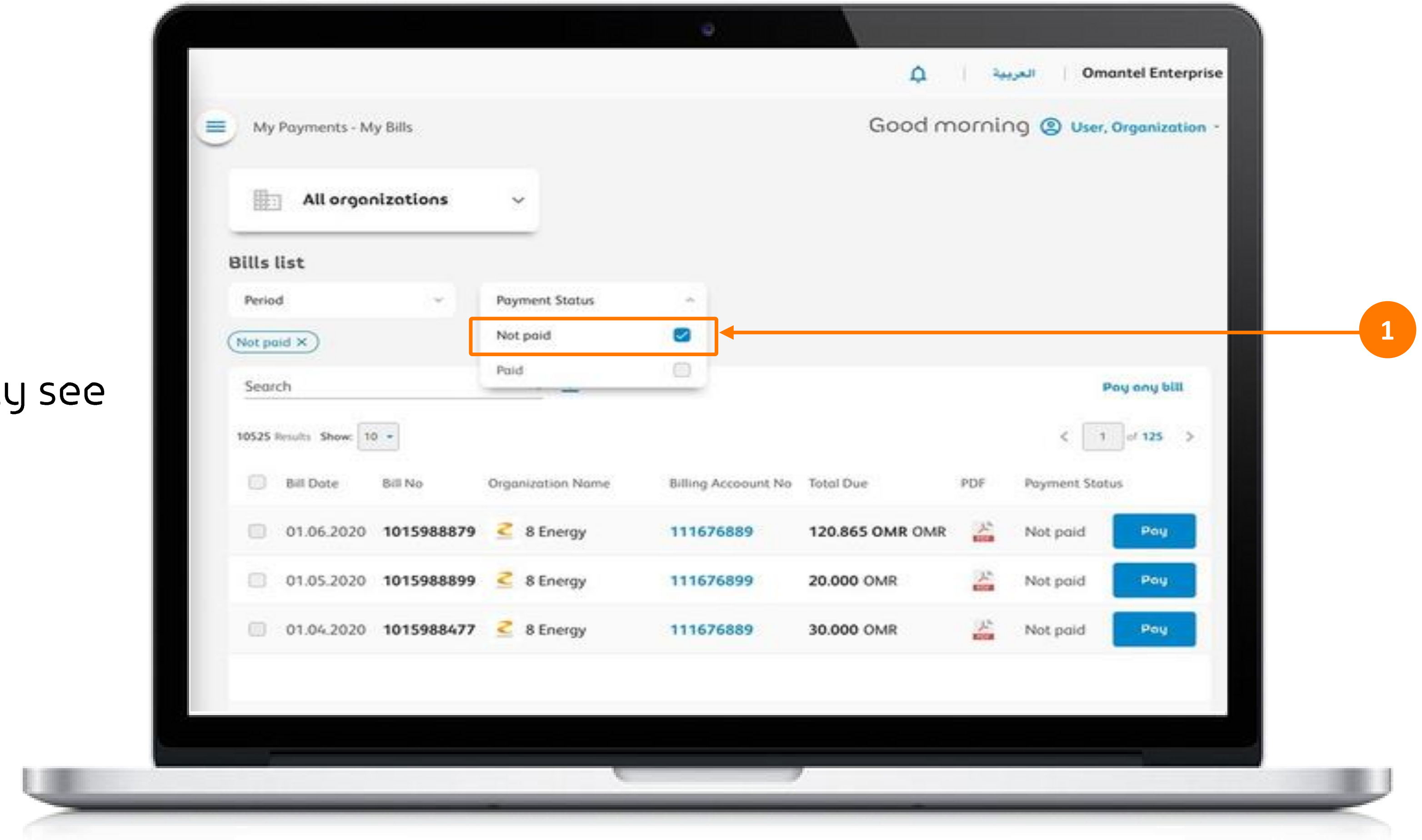


How To View Unpaid Bills

1

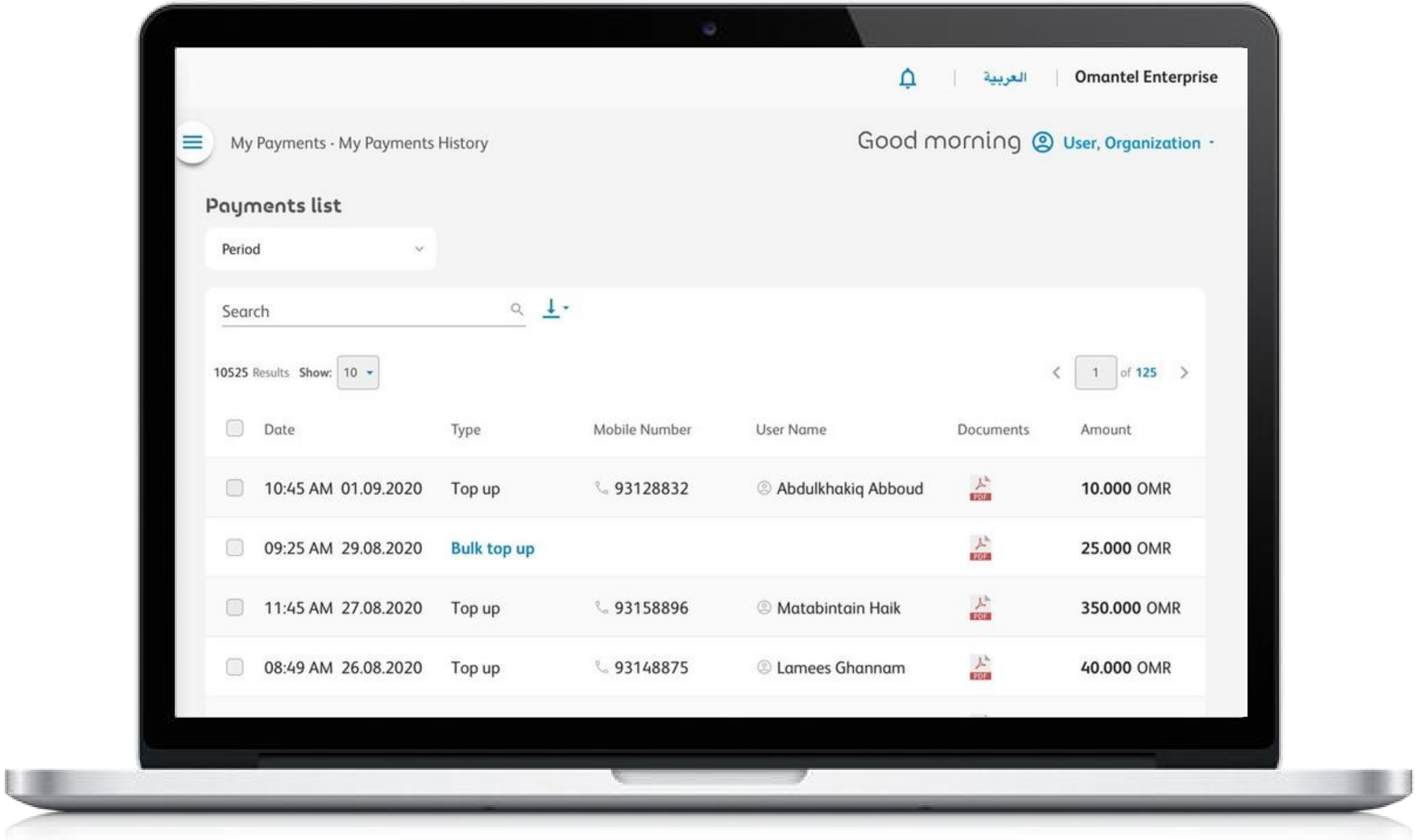
Select **Not Paid**

Now in the table, you will only see bills which are not paid



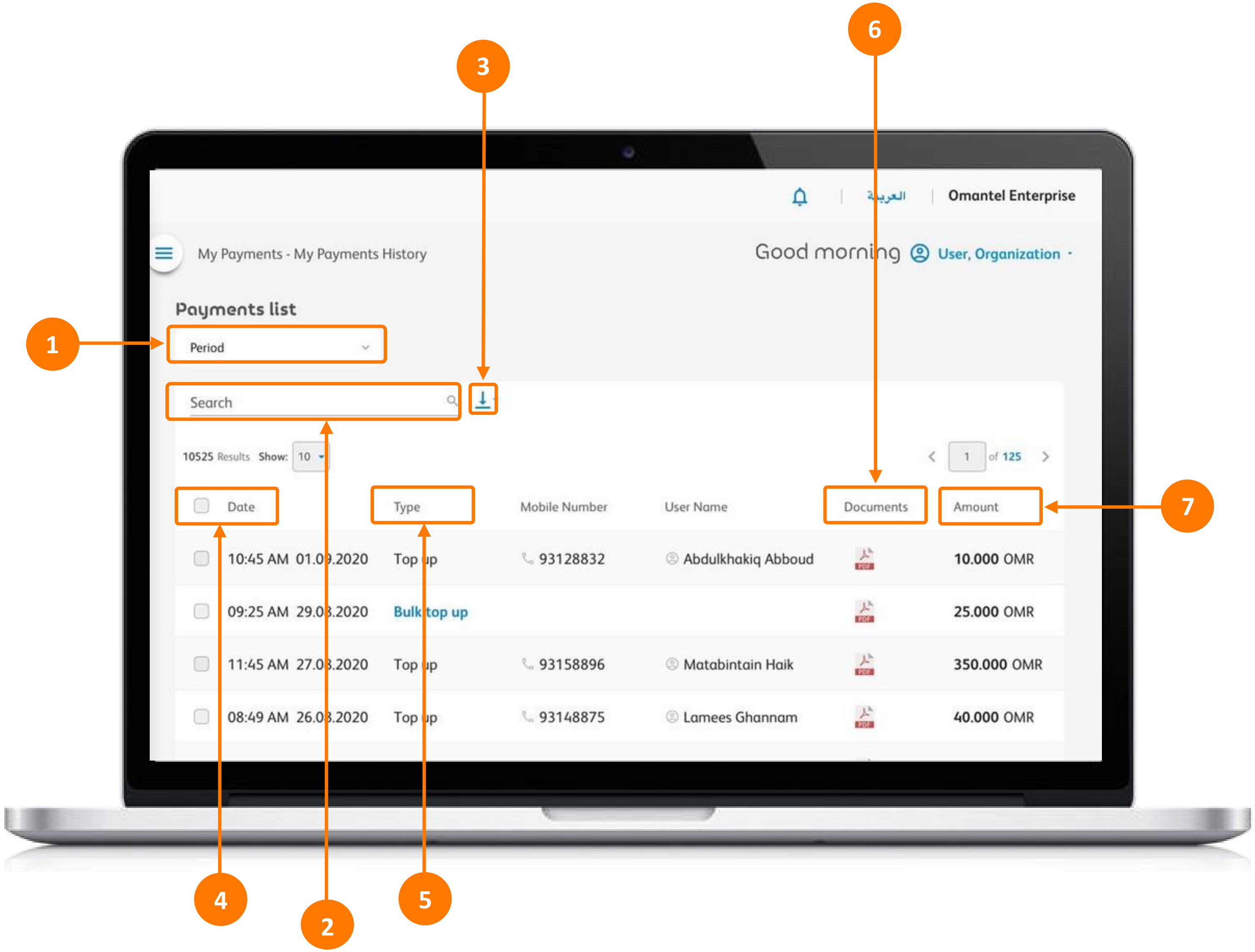
My Payment History

My Payments History is a page where you can find all transaction history that was made on the portal. By default, the history is ordered by date. If you want to sort it by table header, just click on it and the table results will reorganize.



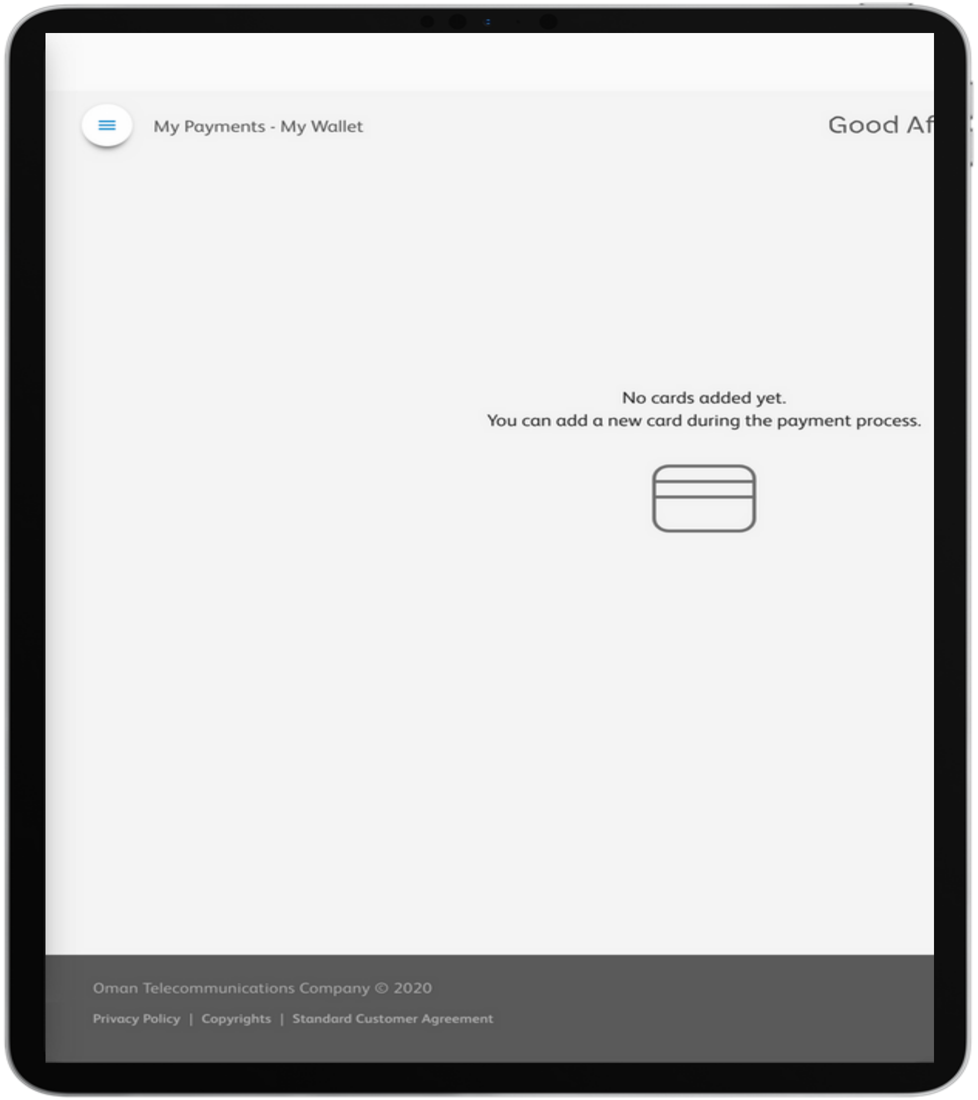
Payment History

1. **Filters** – Allows you to filter bills by date or payment status
2. **Search** by Mobile Number
3. **Download** payment list as **xlsx Format**
4. **Payment date**
5. **Type** - Payment Type
6. **Documents** - Receipt
7. **Amount** - Payment Amount

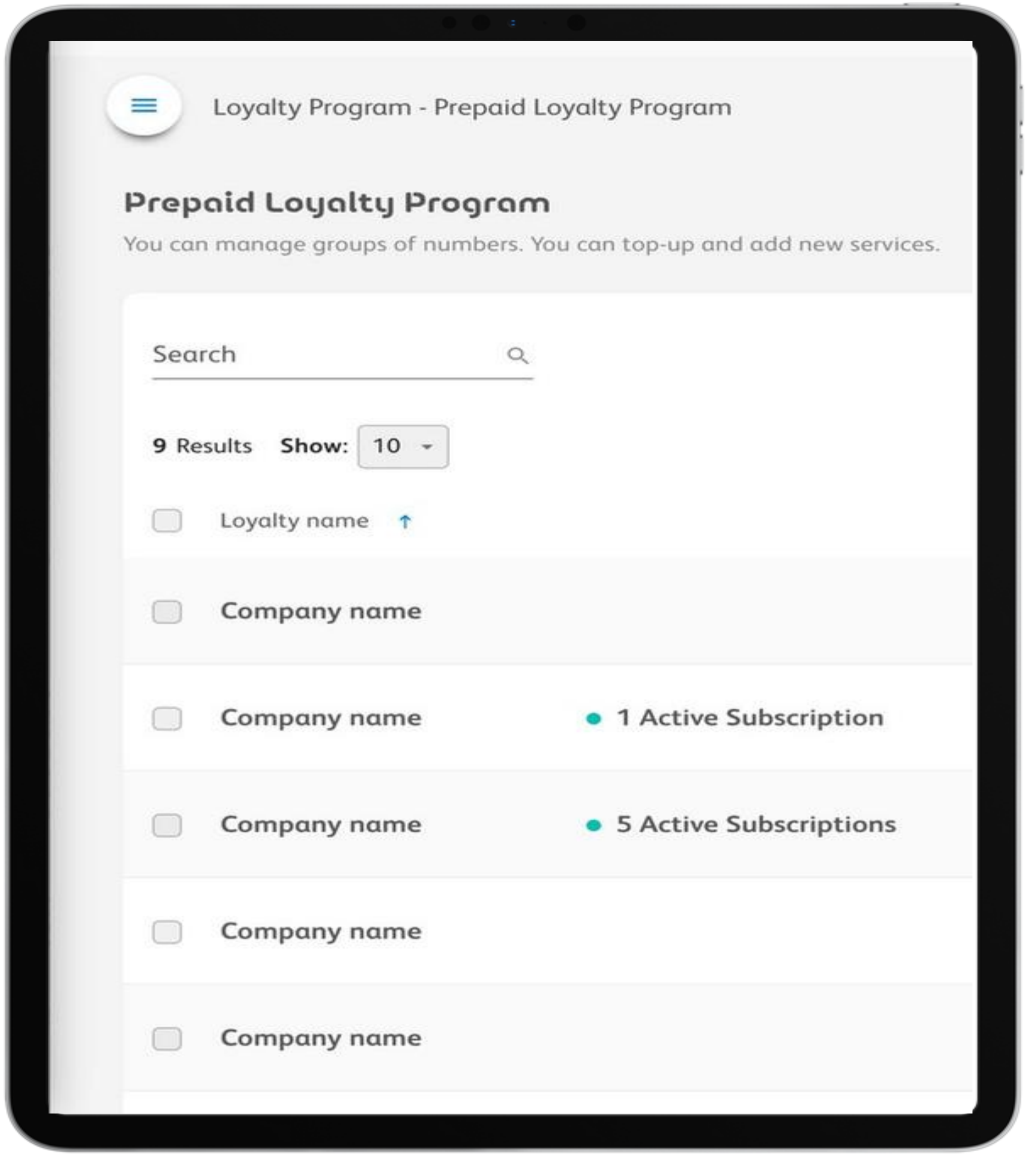


My Wallet

My Wallet is a page where you can see all the cards you have added to your account.



Prepaid/ Loyalty

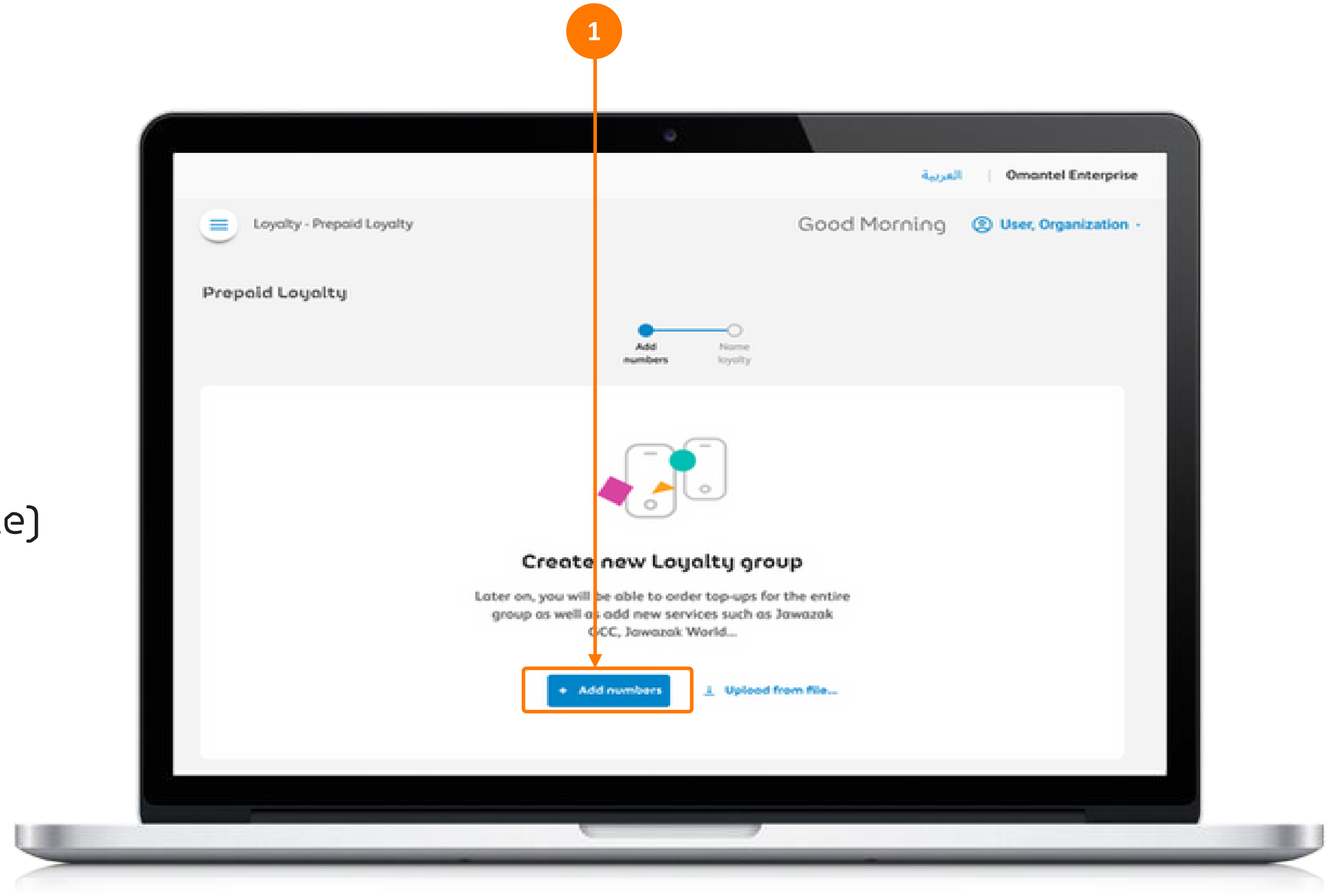


Registering New Loyalty Group

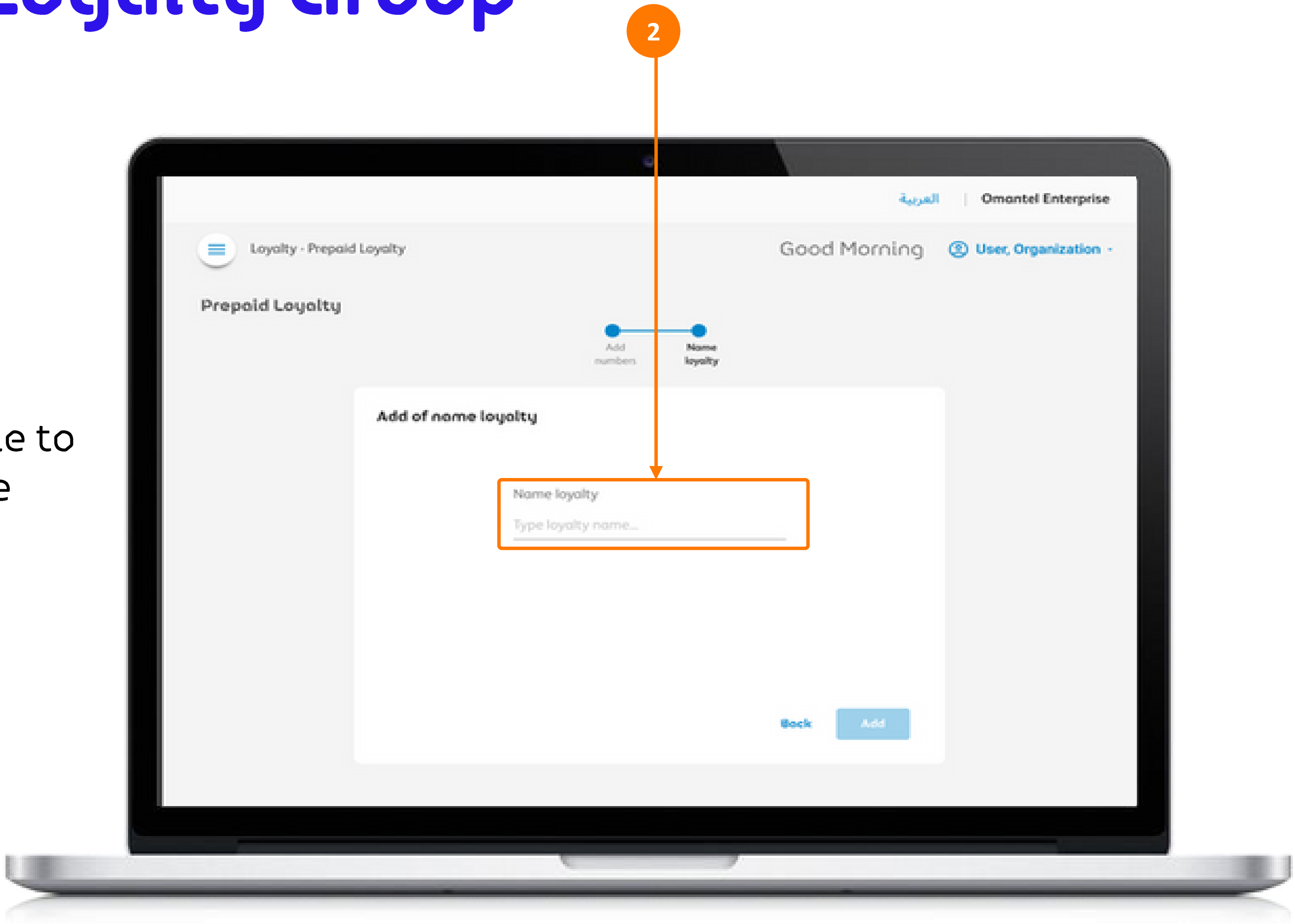
1

Adding set of Numbers

- Import whole set from the file
- Sending Manually (also Adding additional Numbers from the file)



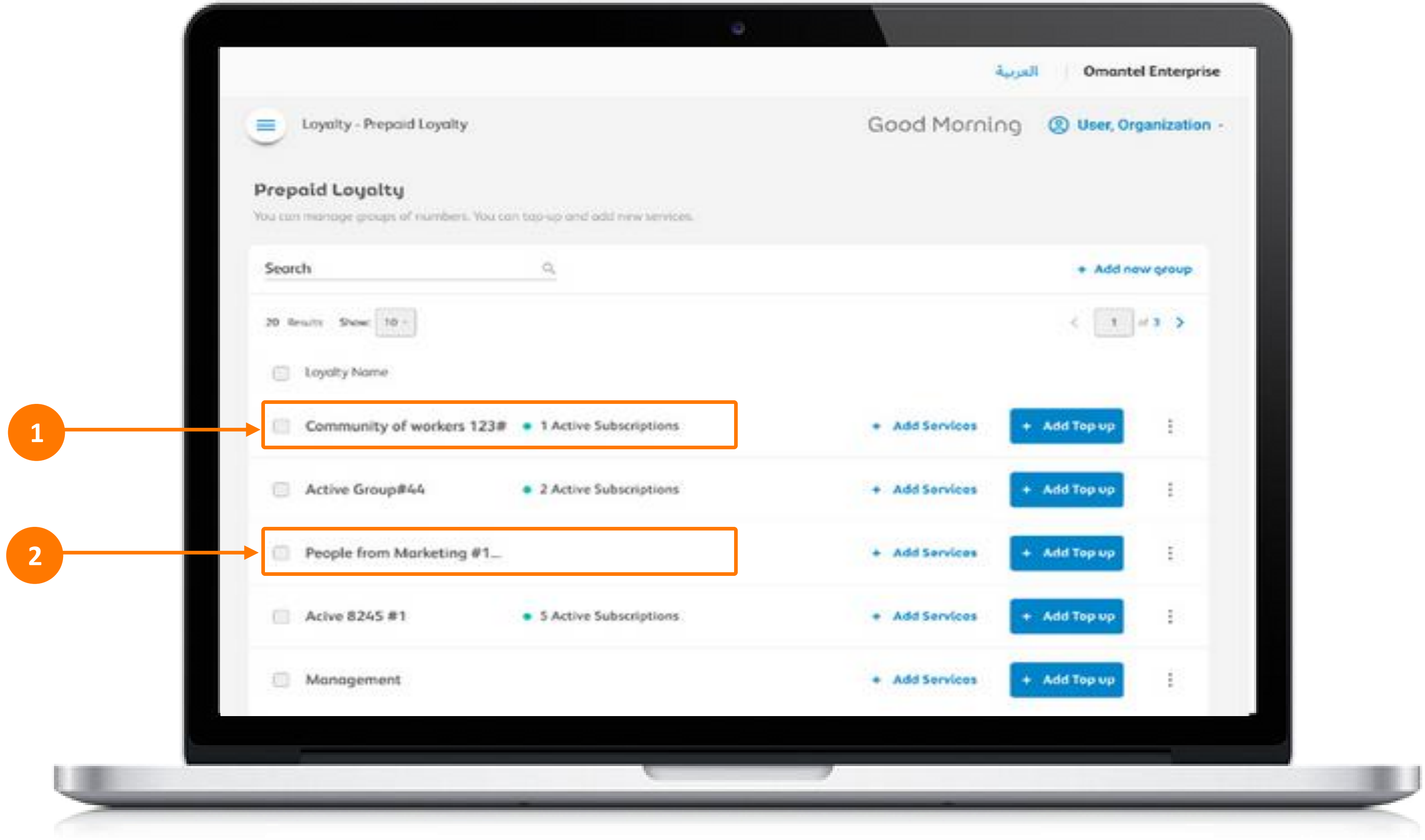
Registering New Loyalty Group



2 In this section, you will be able to name the loyalty group in the available field

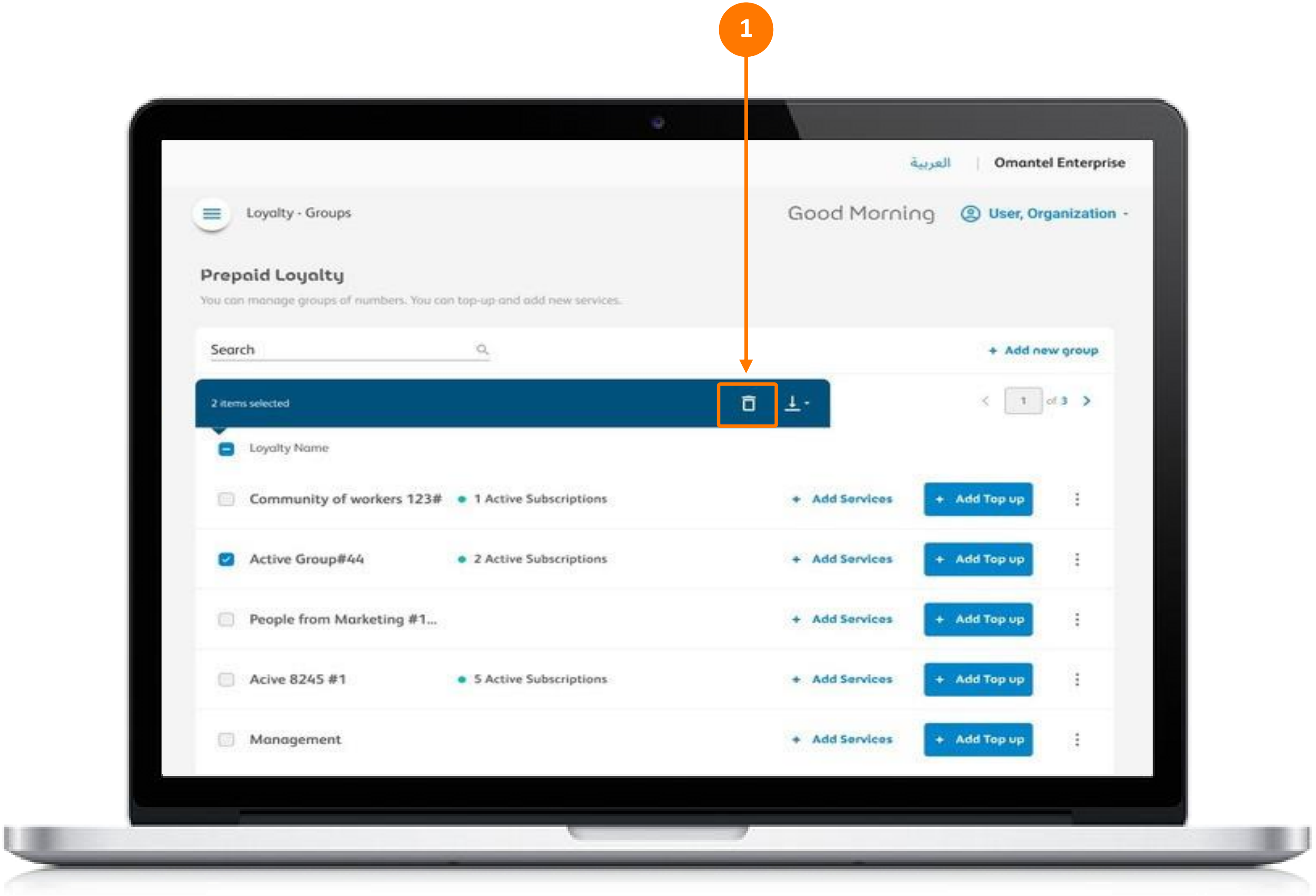
Viewing group subscriptions (attached to specified set of numbers

1. Active subscription
2. Finished subscription



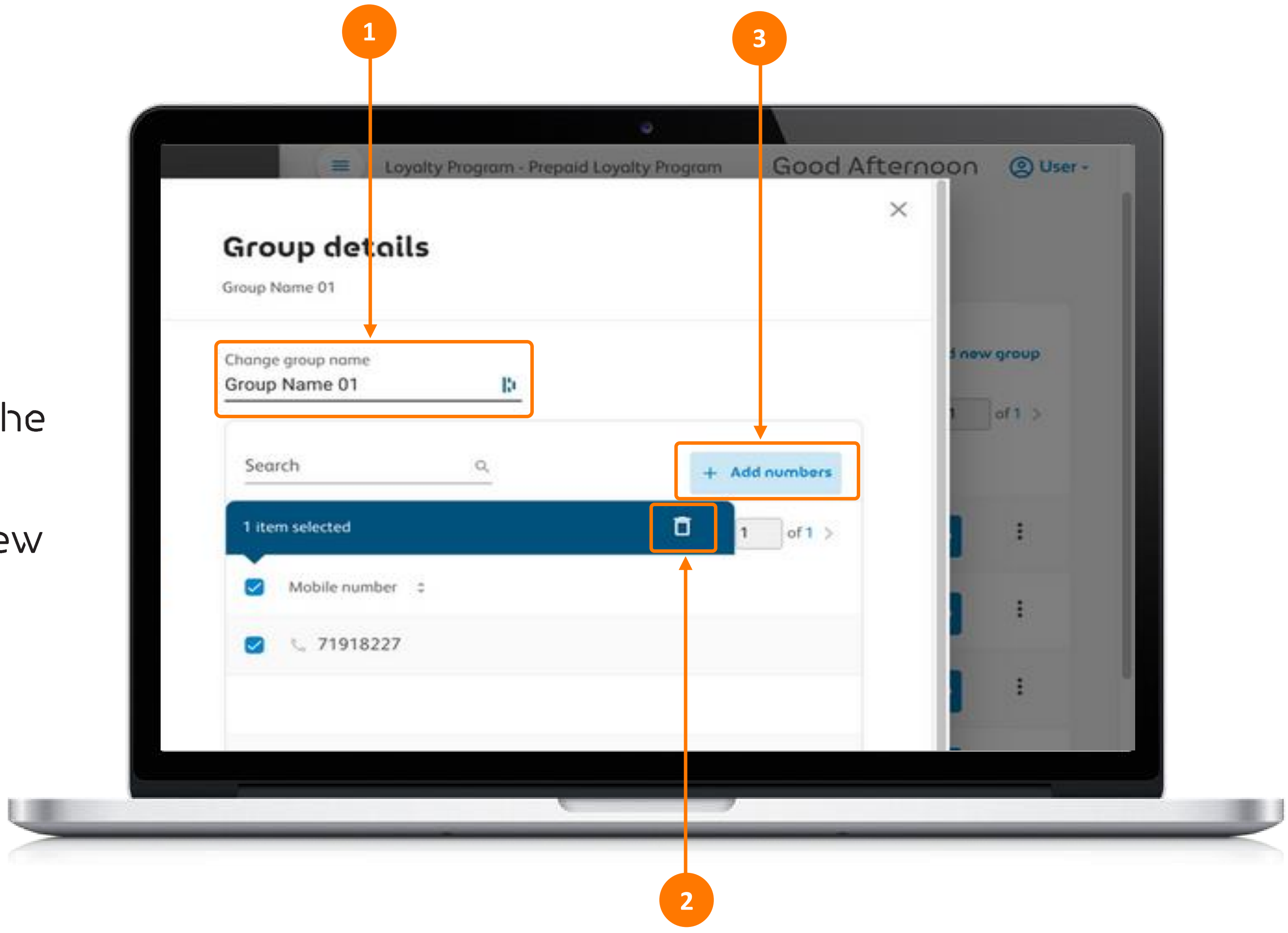
Group Deleting

1 Click on the **Trash** icon button to delete a group



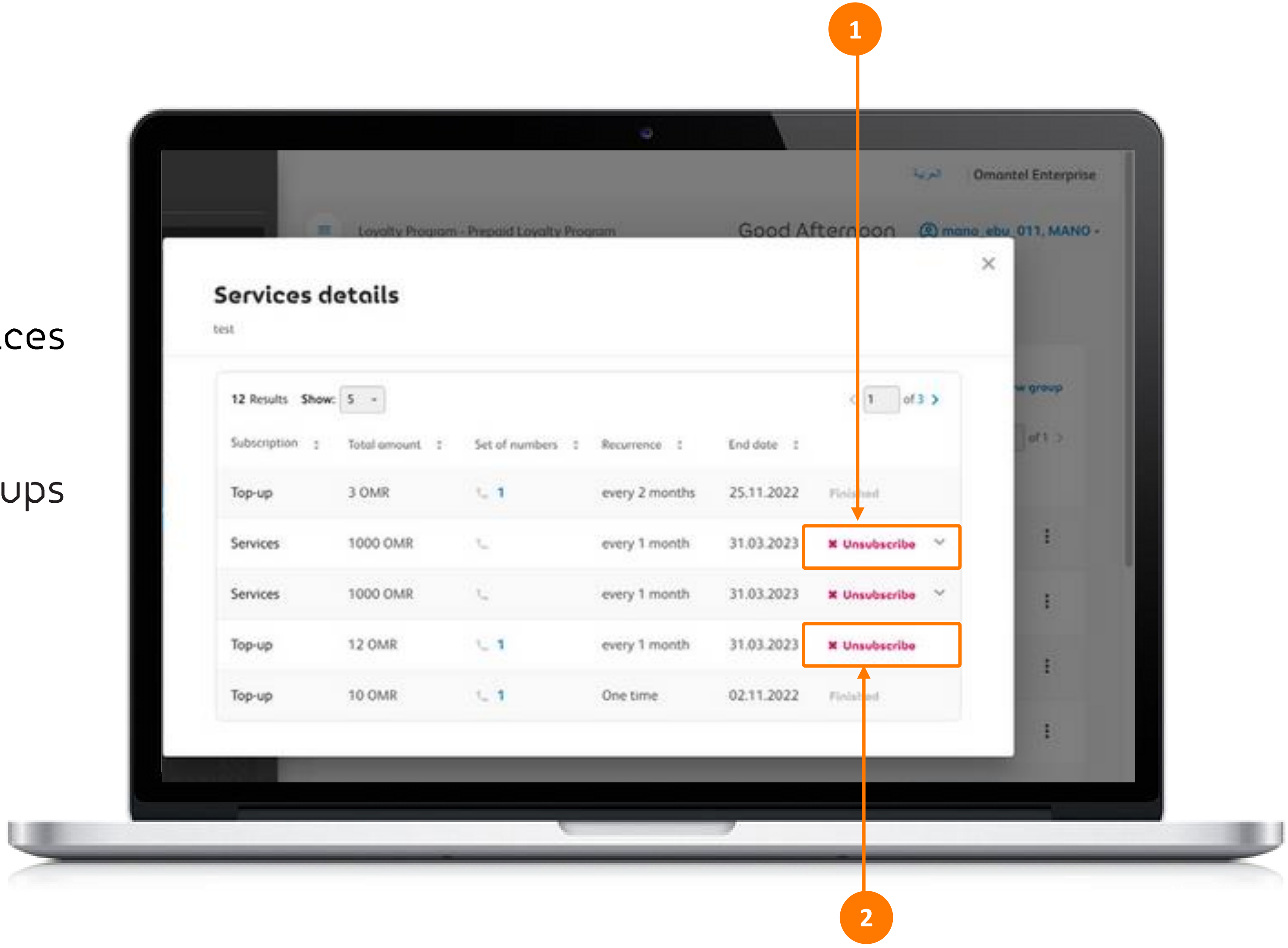
Editing Group Details

1. Edit group name using the available field
2. Click on **Trash** icon to Delete Numbers from set dedicated for the group
3. Click on **“Add Numbers”** to add new numbers to the group



Service Details

1. Unsubscribe from ongoing services
2. Unsubscribe from ongoing Top-ups

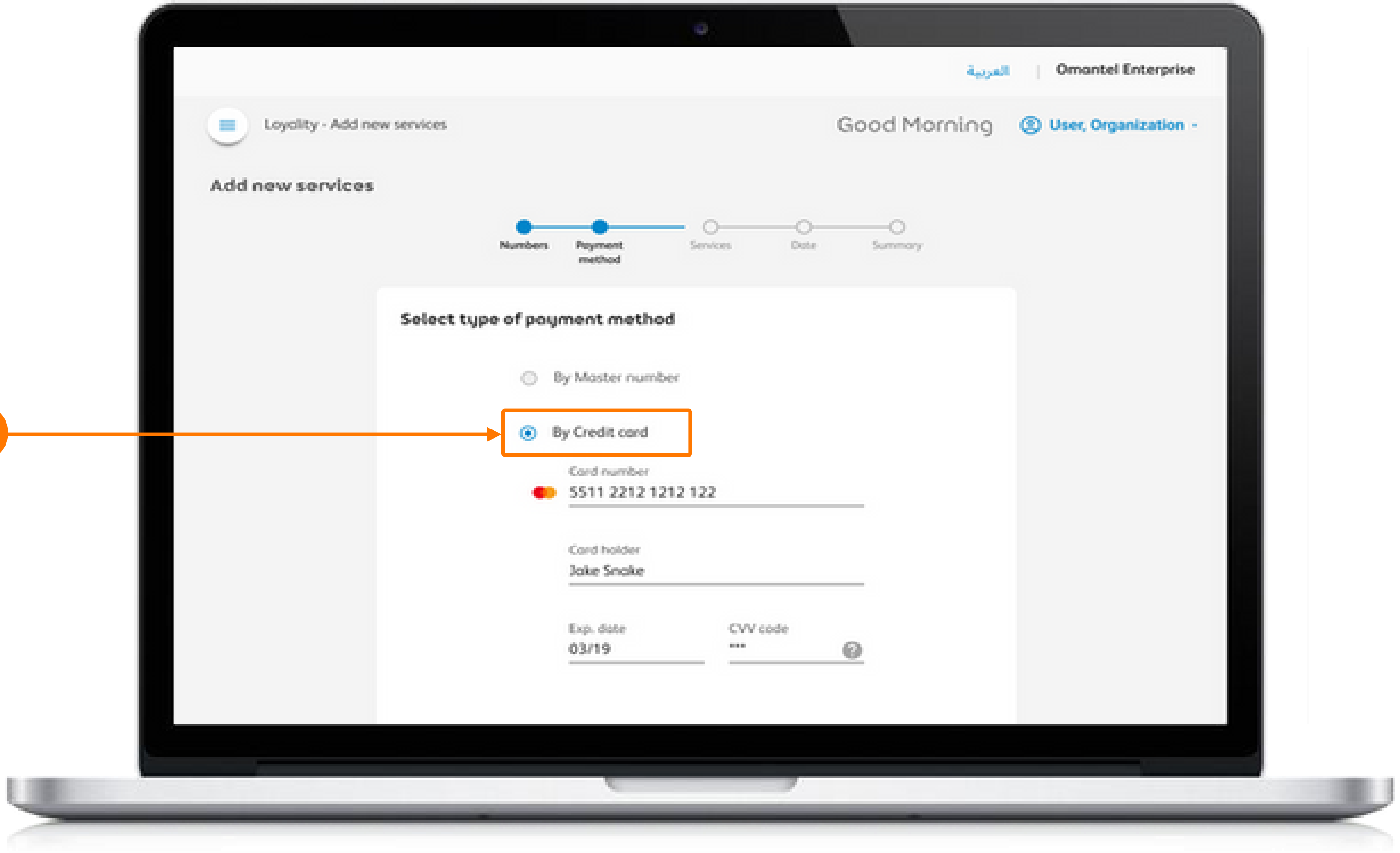


Adding a New Service : Payment Method

1

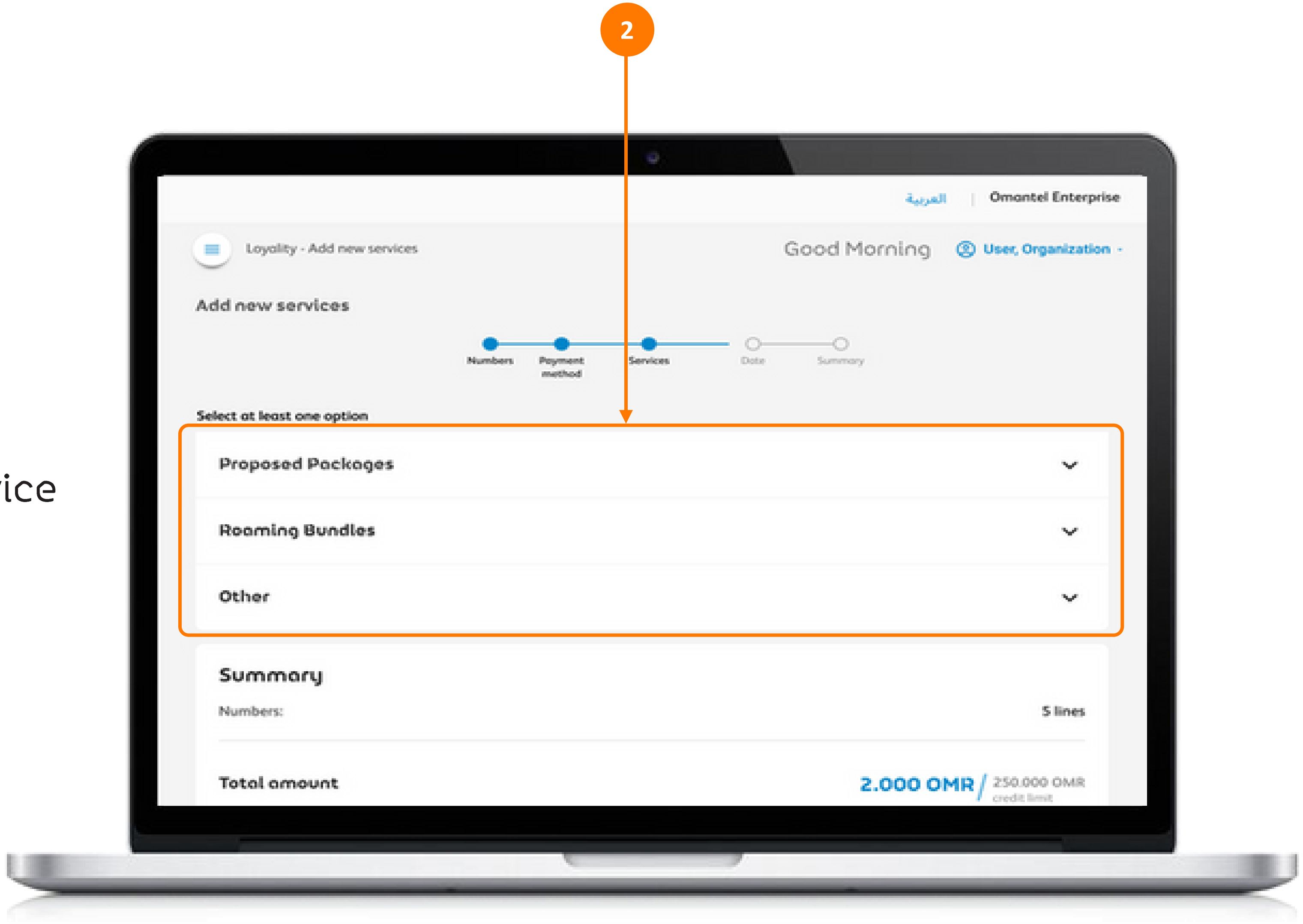
Step 1: Select Payment Method (By Master number; by Card)

1



Adding New Service : Service Selection

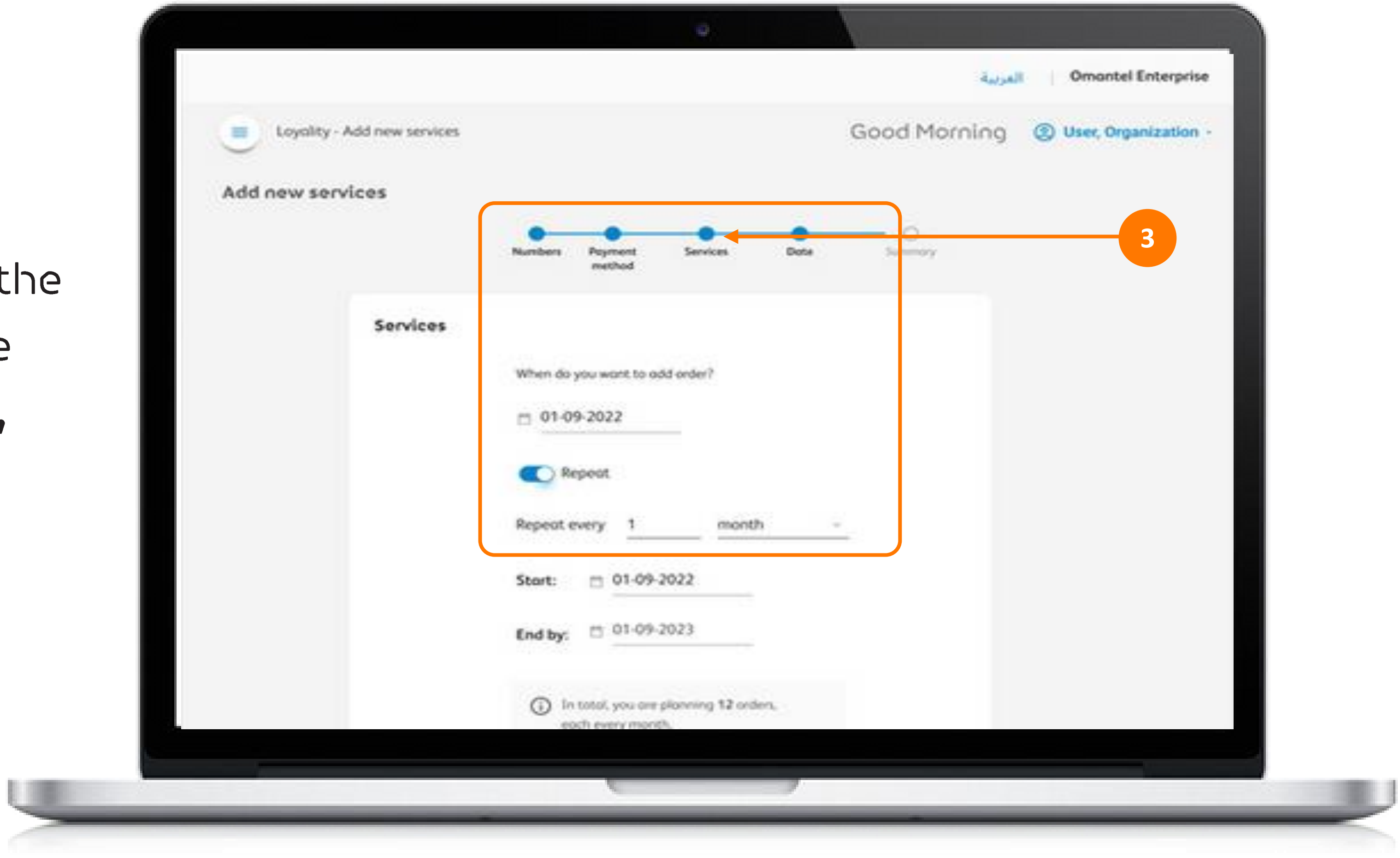
2 **Step 2:** Choose set of service



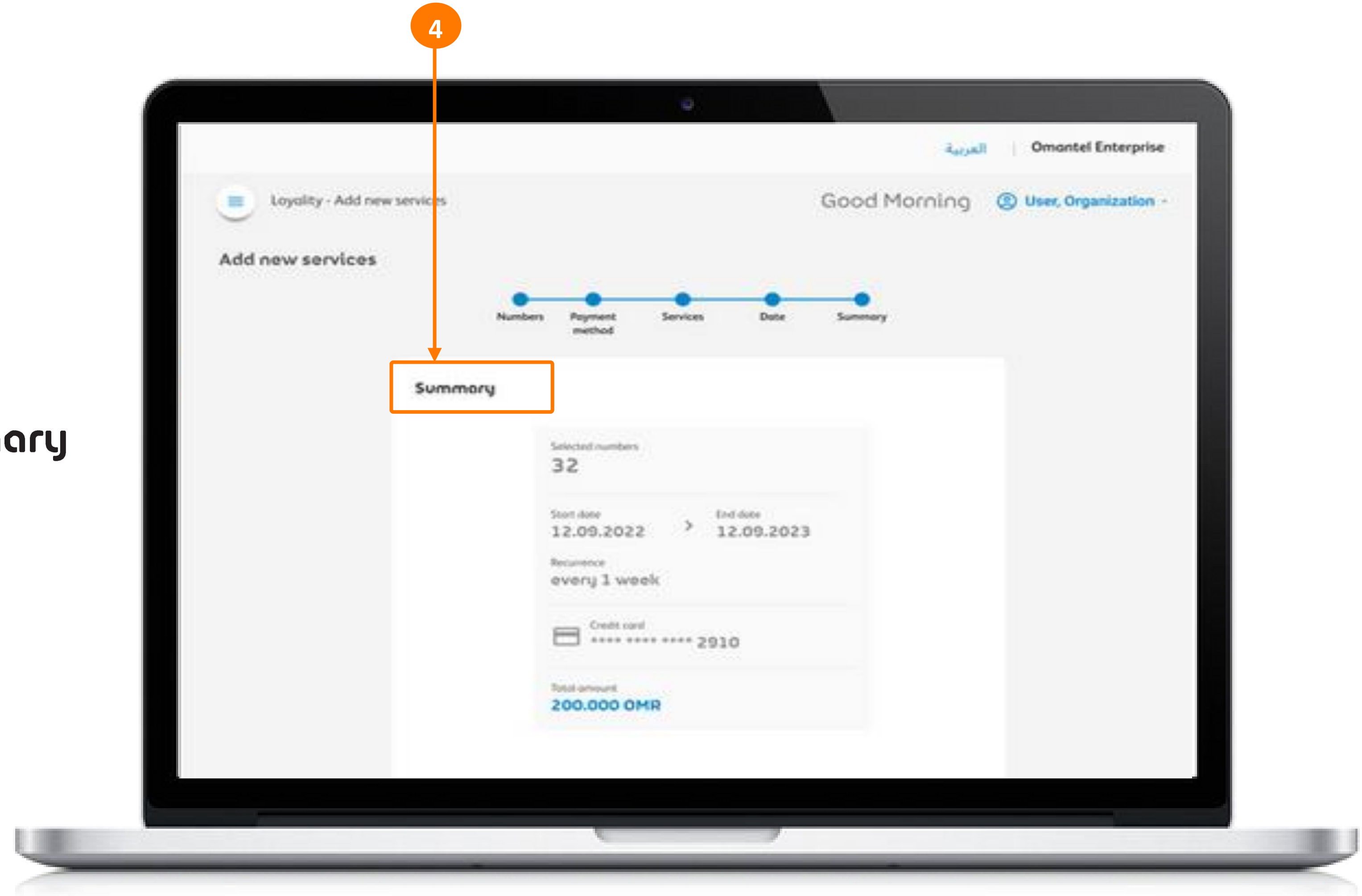
Adding a New Service : Service Selection

3

Step 3: Specify the date of the order, and recurrence of the order. **(start date, end date, frequency)**



Adding a New Service : Service Selection



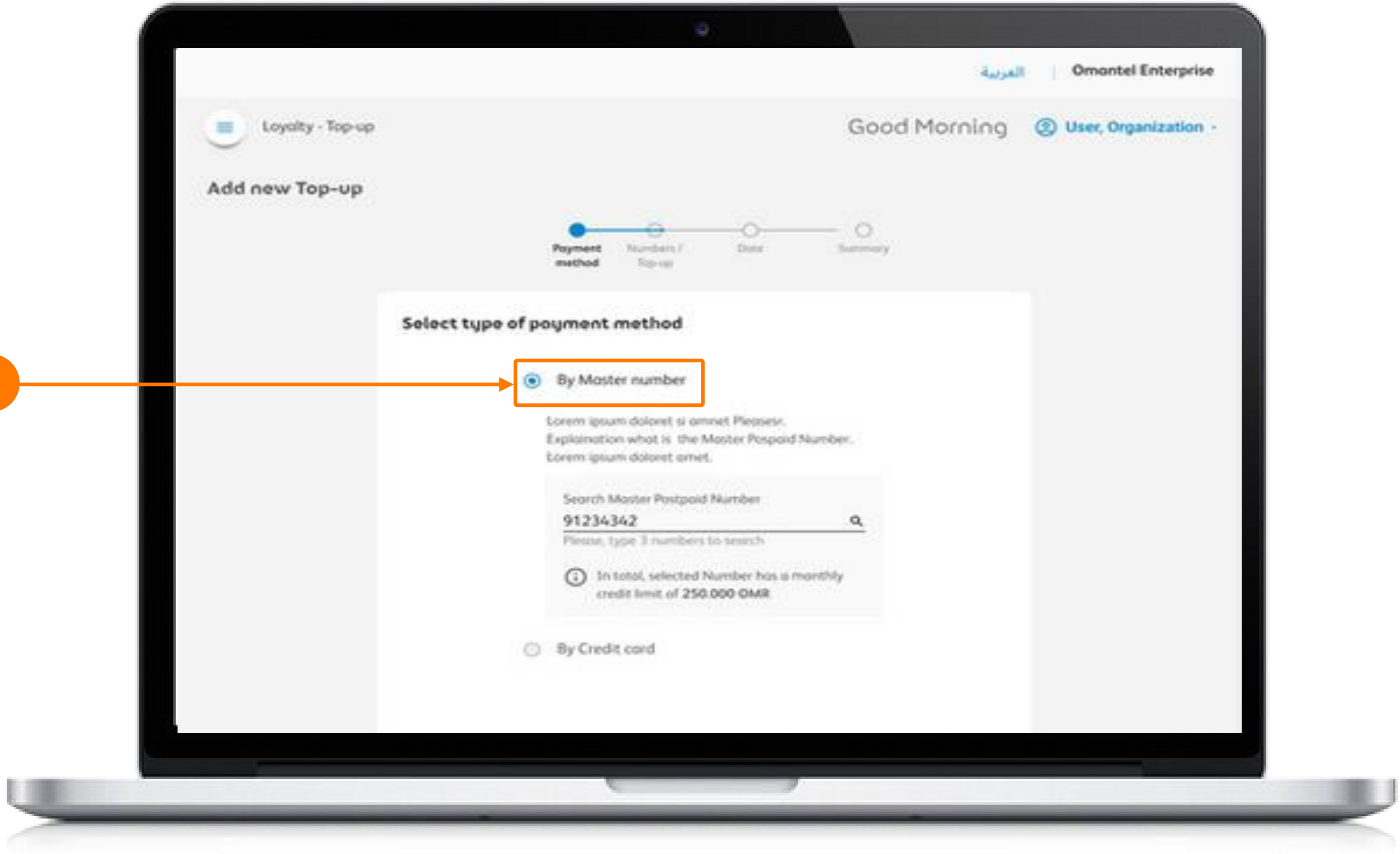
4

Step 4: See **Order Summary**

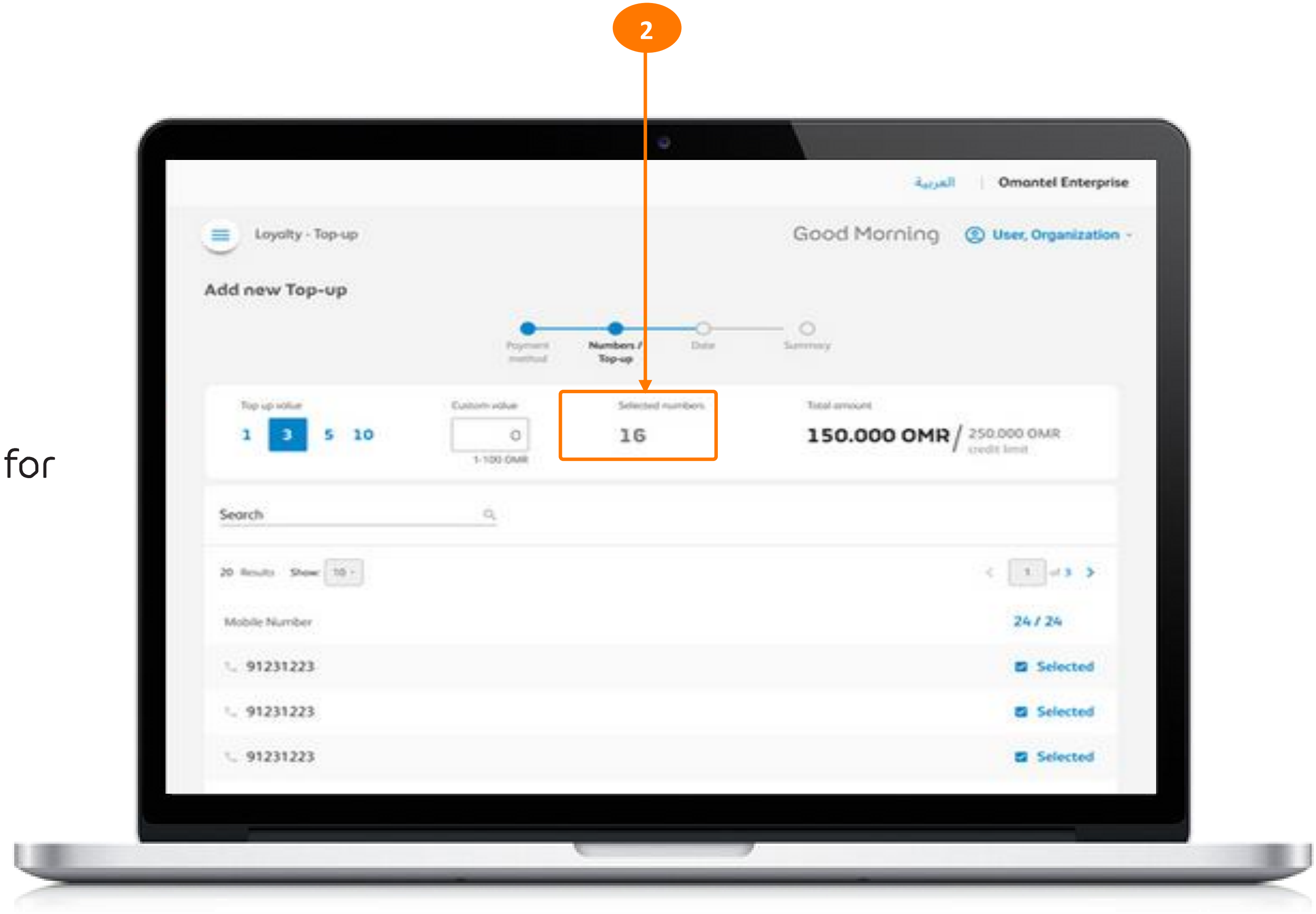
Adding New Service (Top-up)

1 **Step 1:** Select Payment method (By Master number; by Card)

1

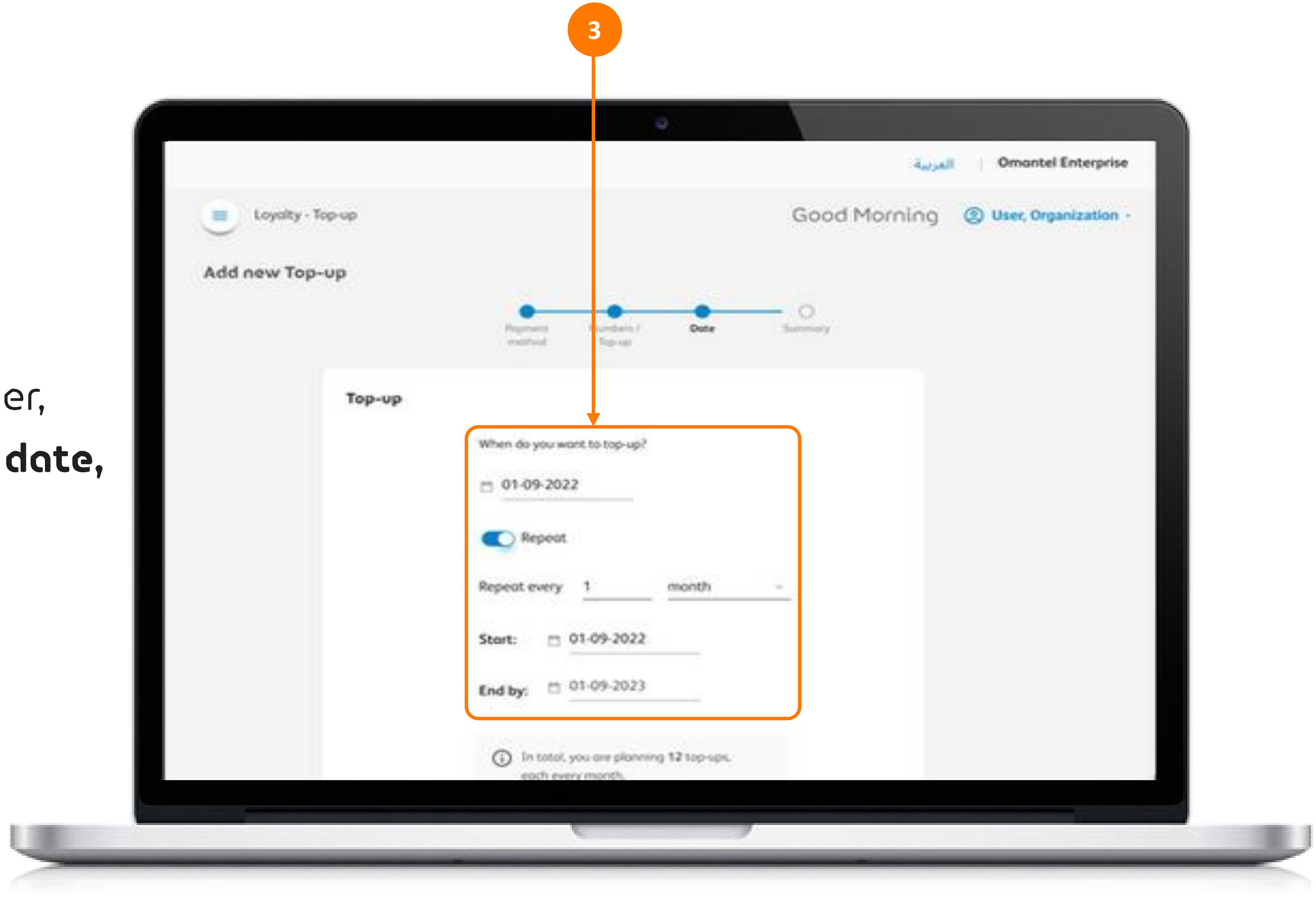


Adding New Service (Top-up)



2 **Step 2:** Select set of numbers for Top-up

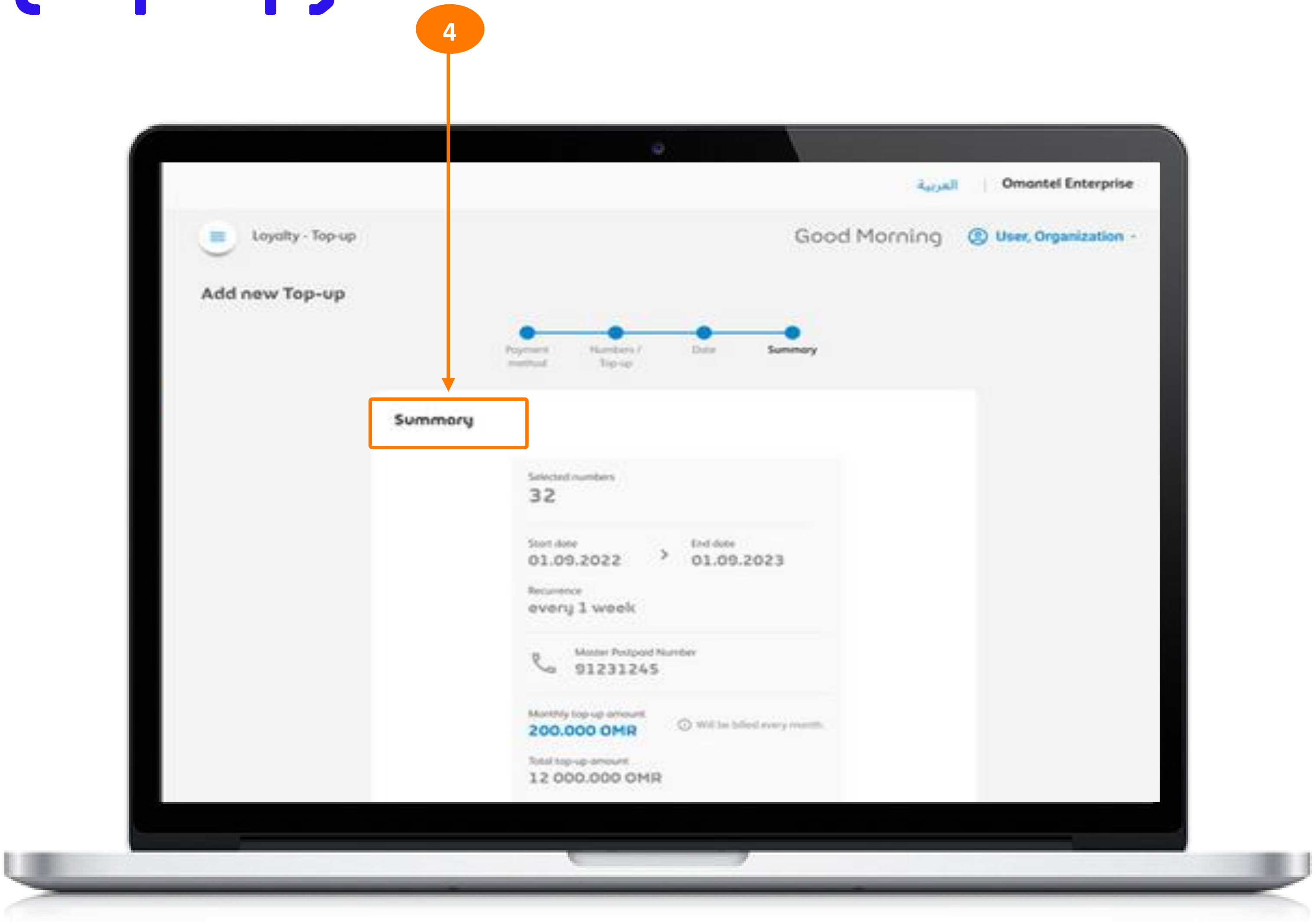
Adding New Service (Top-up)



3

Step 3: Specify the date of the order, and recurrence of the order. **(start date, end date, frequency)**

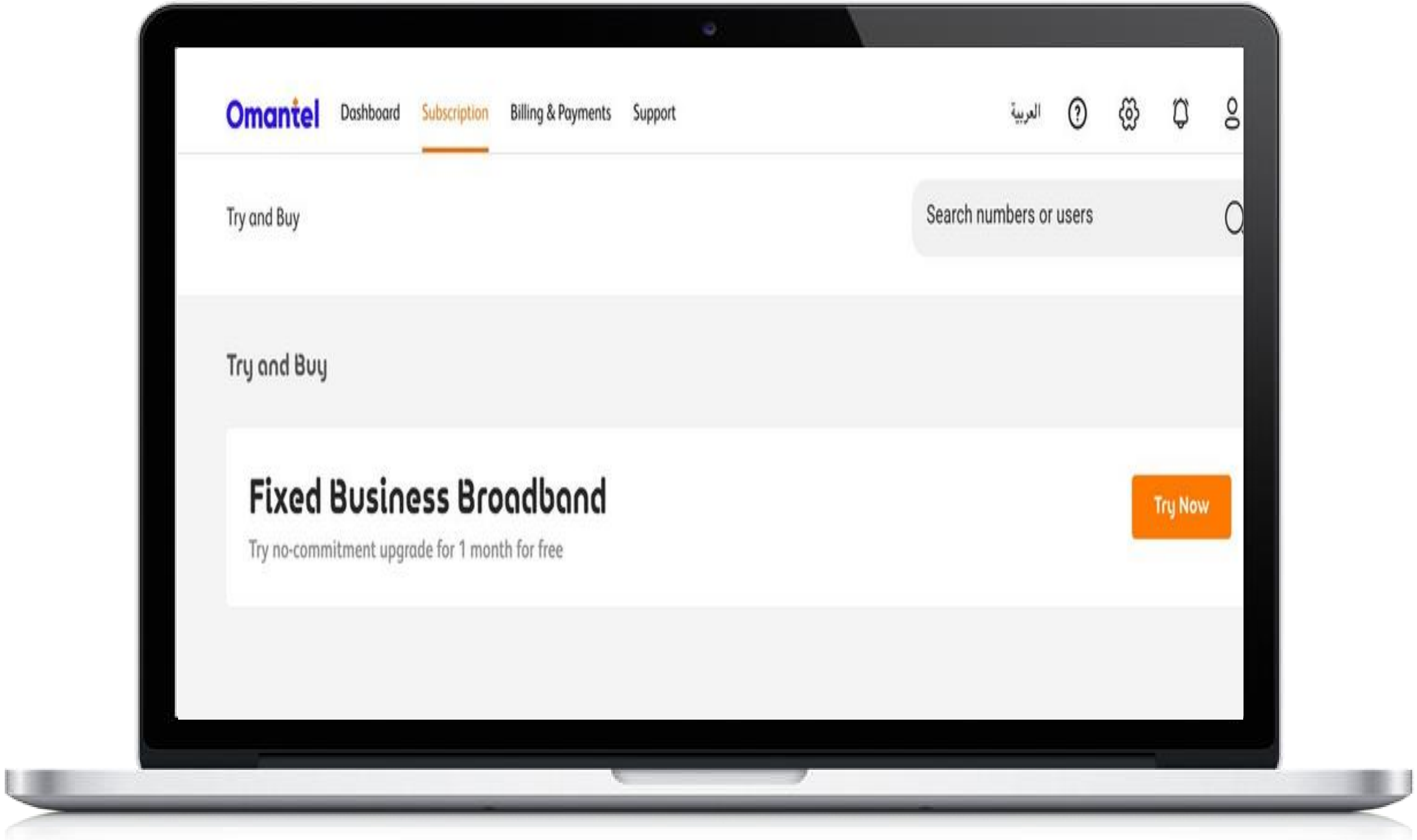
Adding New Service (Top-up)



4

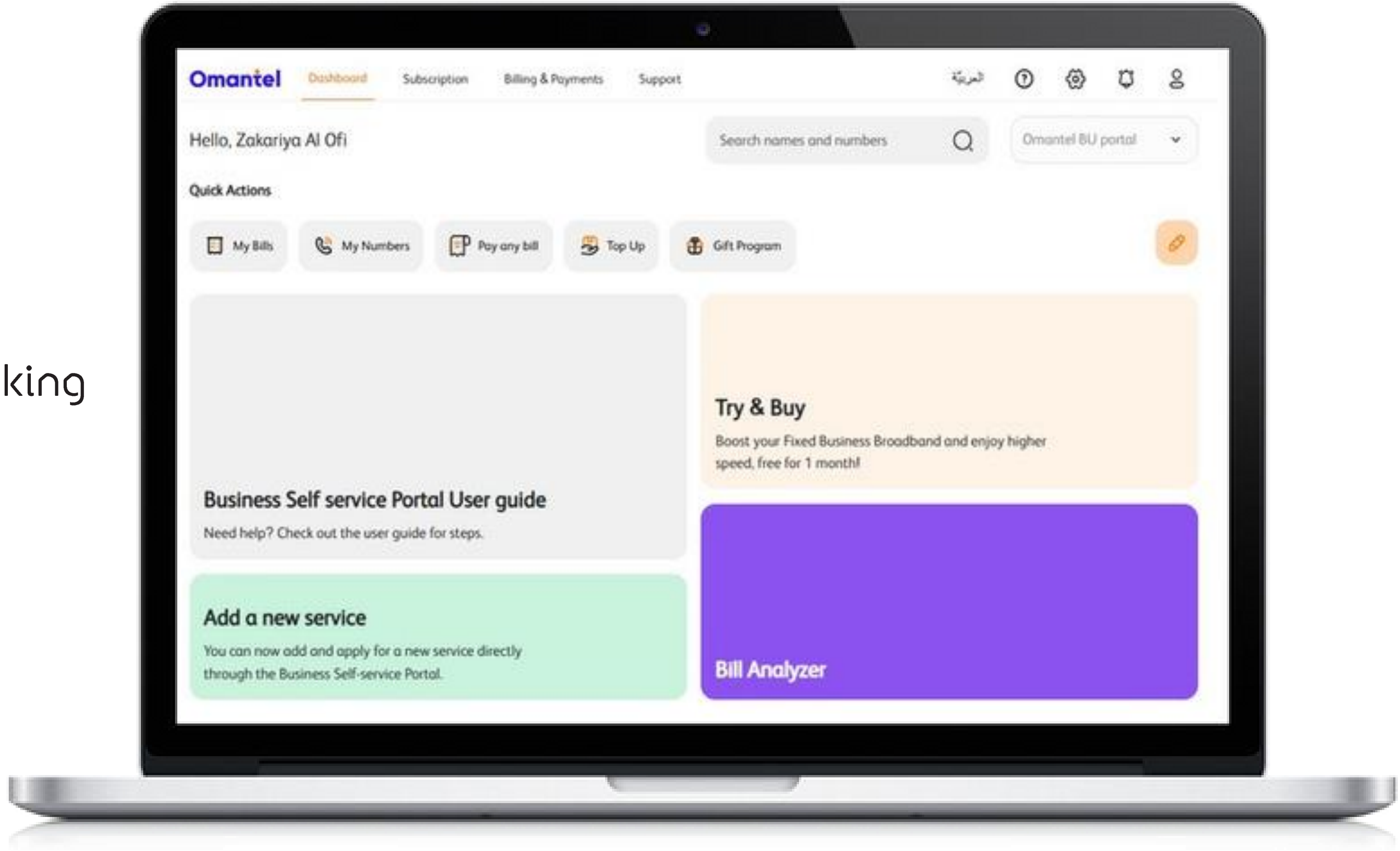
Step 4: See **Order Summary**

Try and Buy


Omantel
Dashboard
Subscription
Billing & Payments
Support
العربية
Try and Buy
Search numbers or users
Try and Buy
Fixed Business Broadband
Try no-commitment upgrade for 1 month for free
Try Now

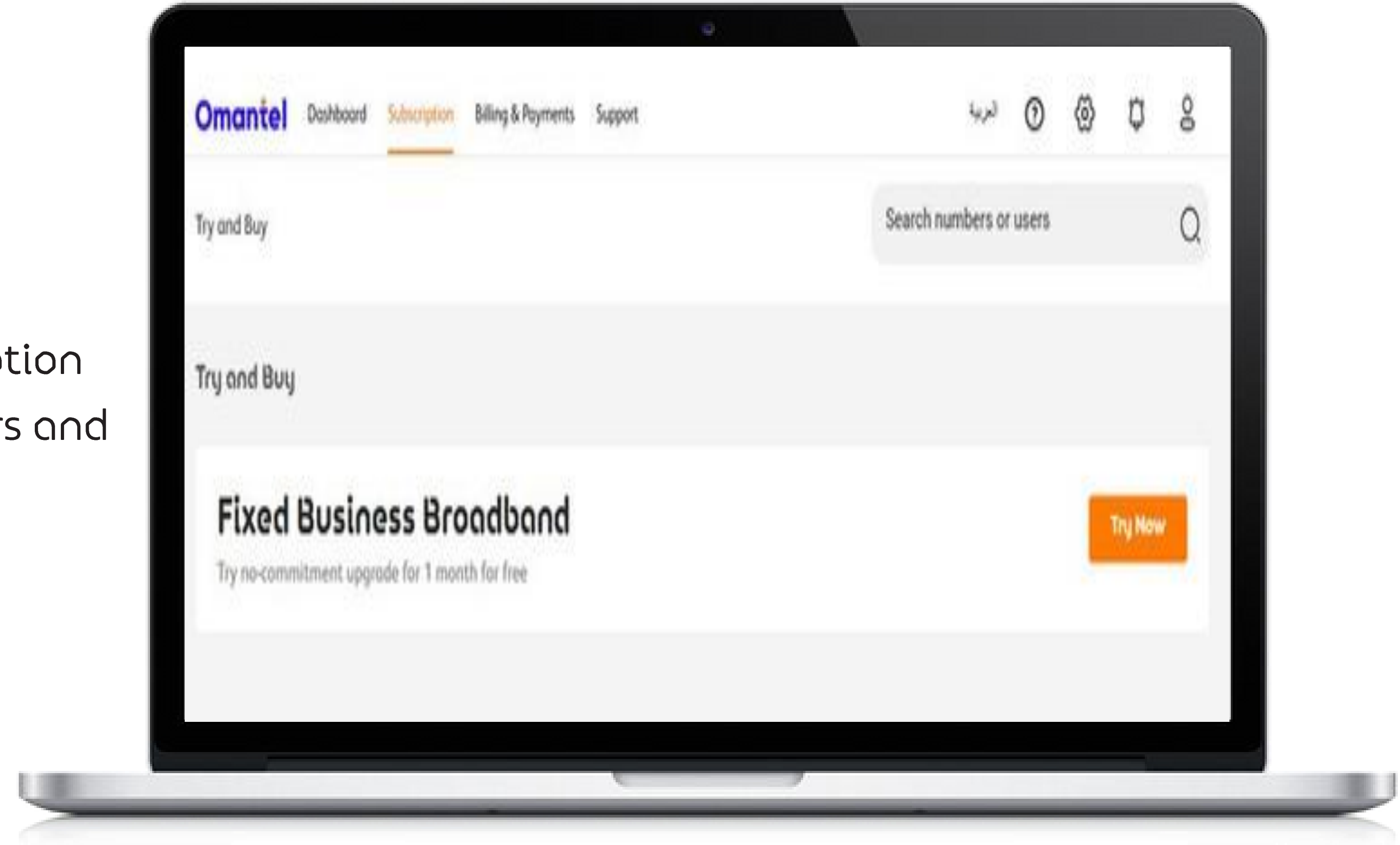
Try & Buy

1 **Dashboard:** -View the offer by clicking on the Try & Buy banner in the dashboard homepage



Try & Buy

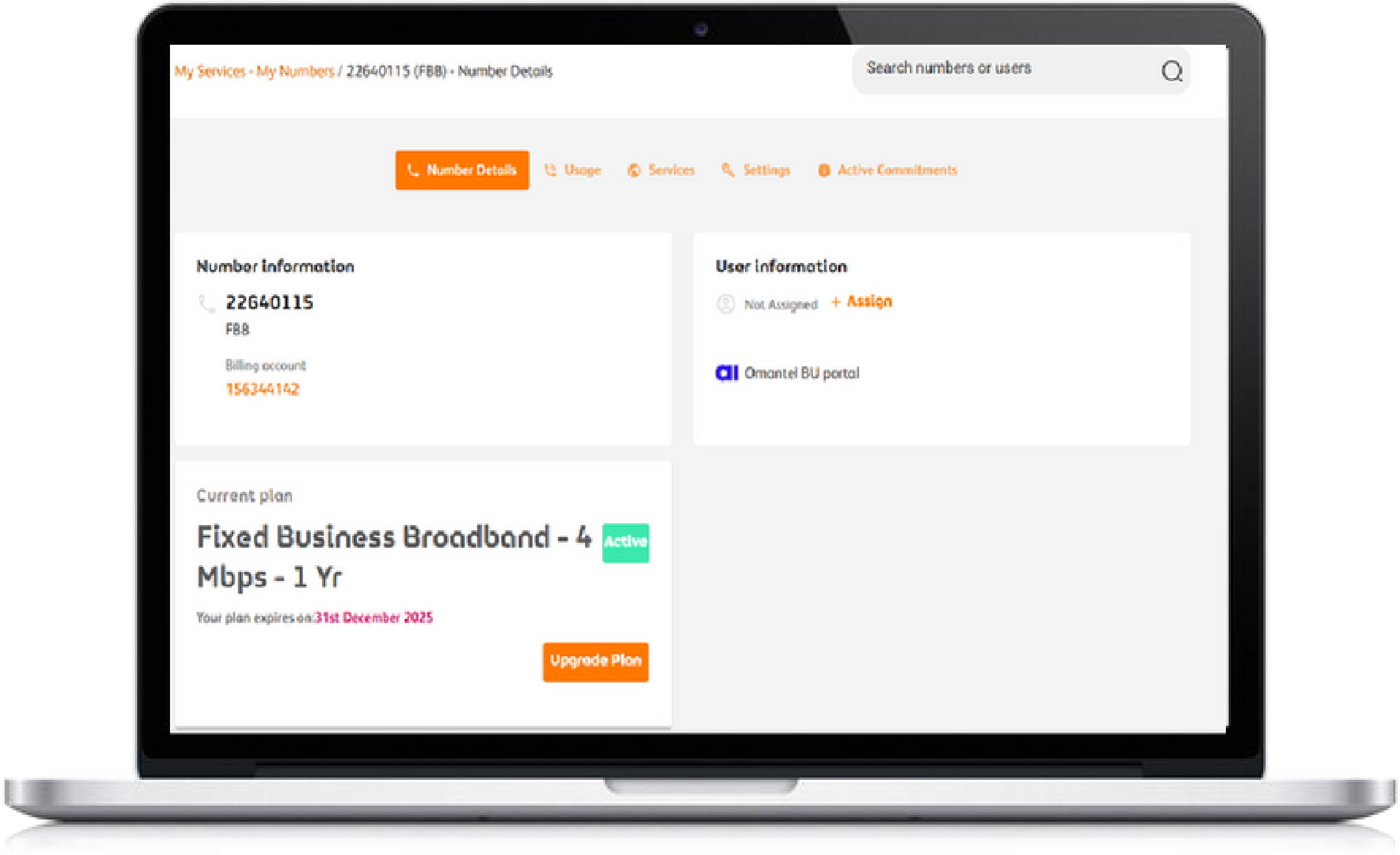
2 You will be redirected to the subscription page where you can view list of offers and apply to the service.



Try & Buy

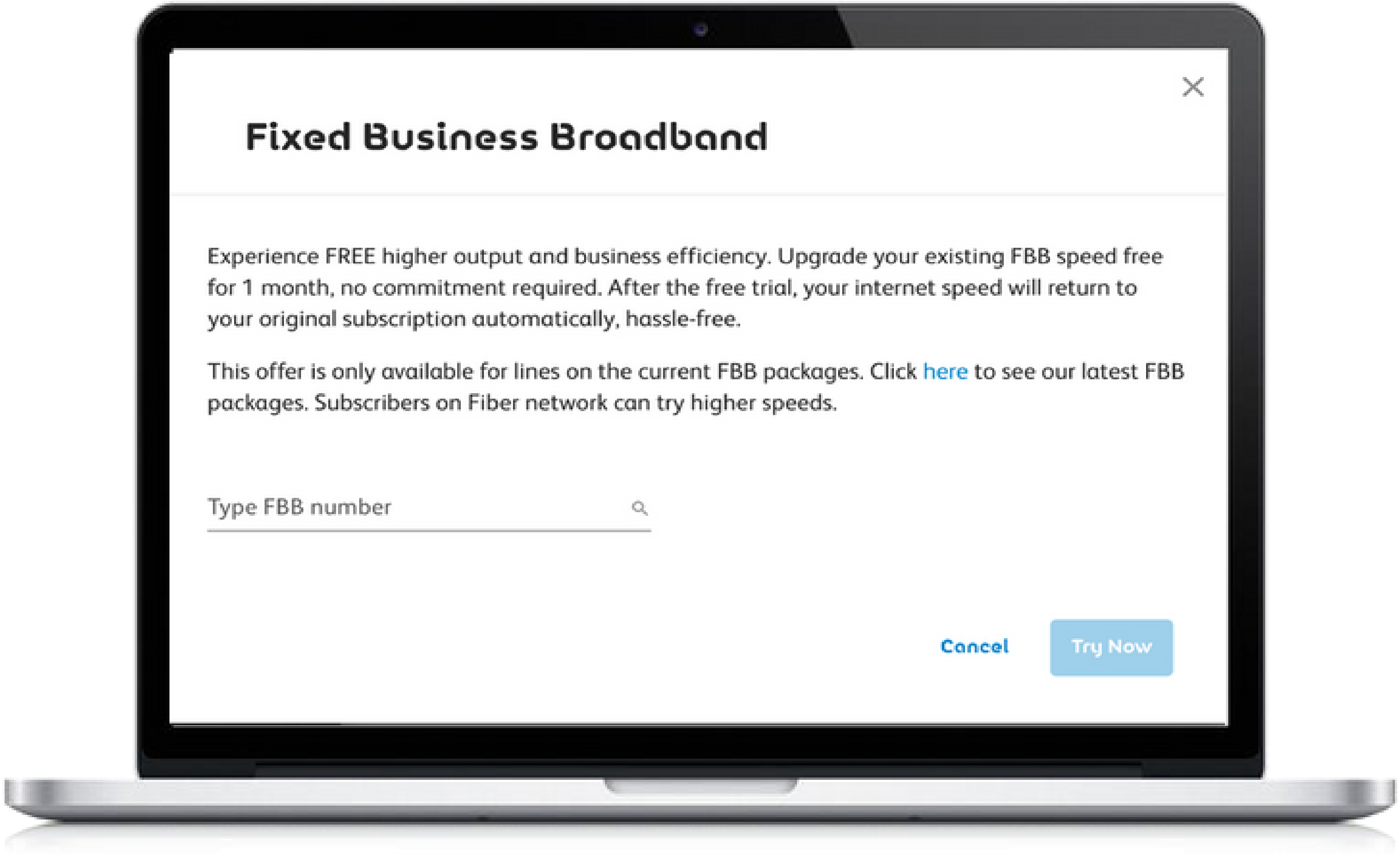
My Number > Number Details

- Viewing offers
- Switch to the offer by button



Try & Buy

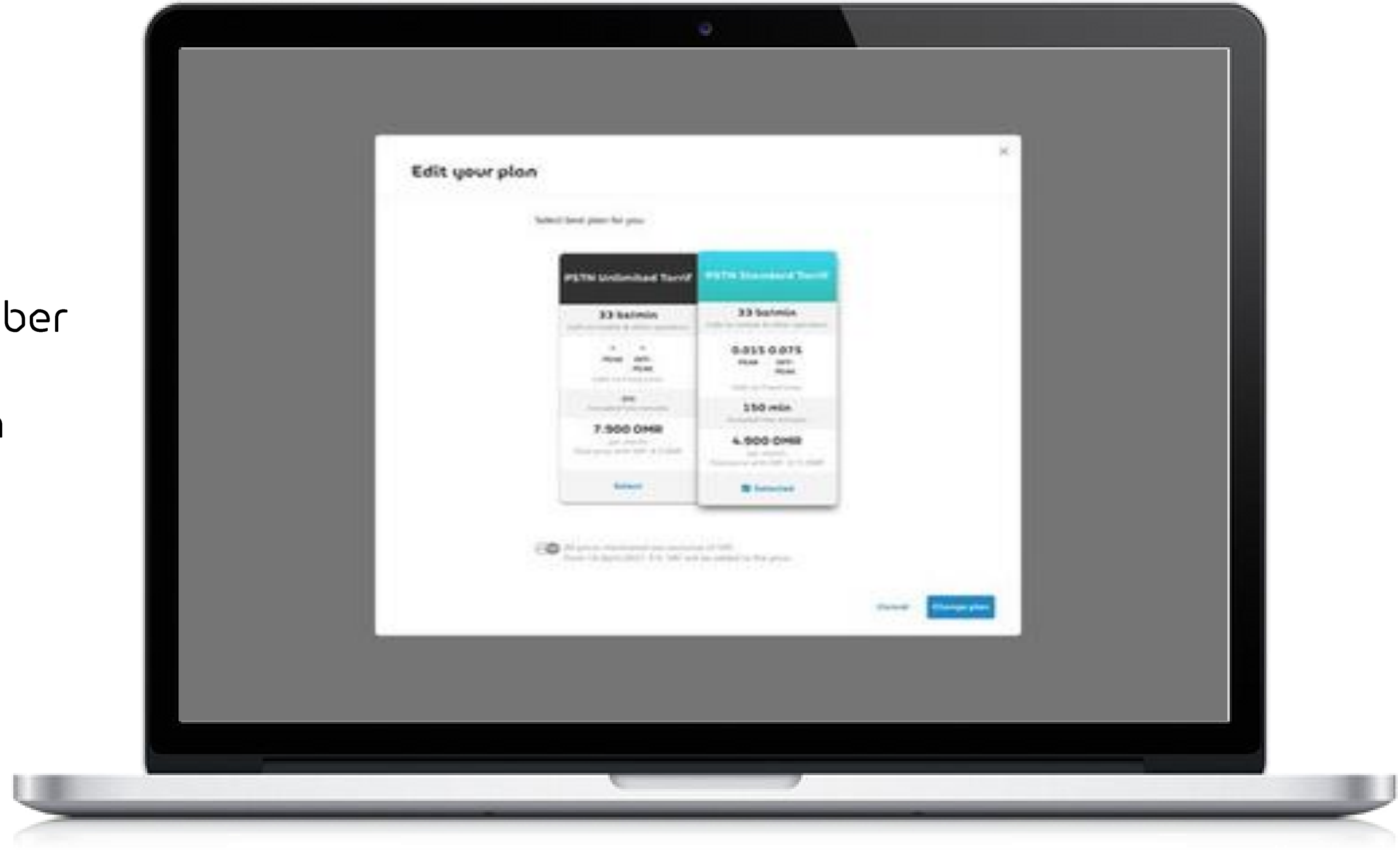
4 **Modal Information** about offer
Selecting FBB number



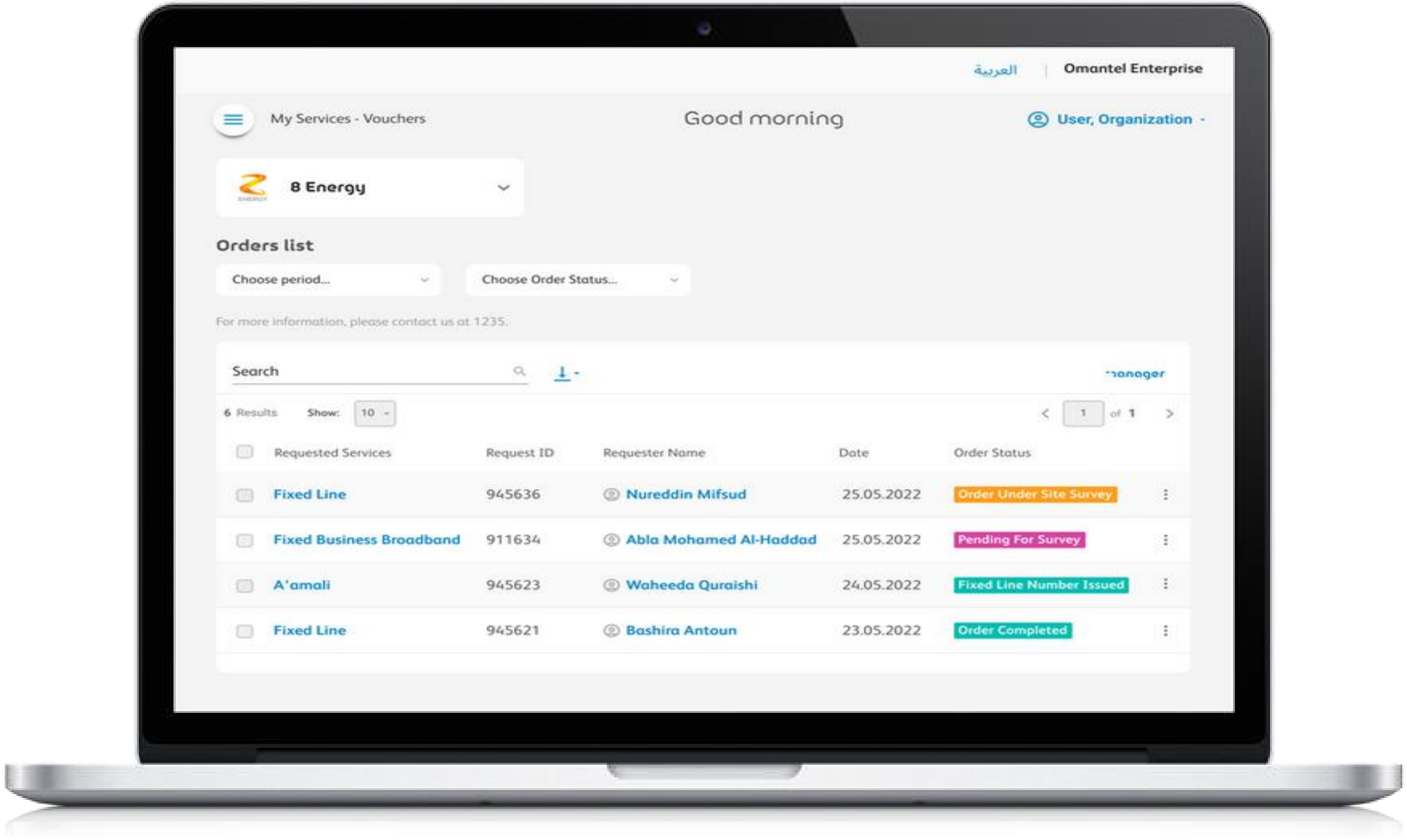
Try & Buy

Change plan: My Number > Number Details

- Pressing Upgrade plan button
- Viewing list with plans

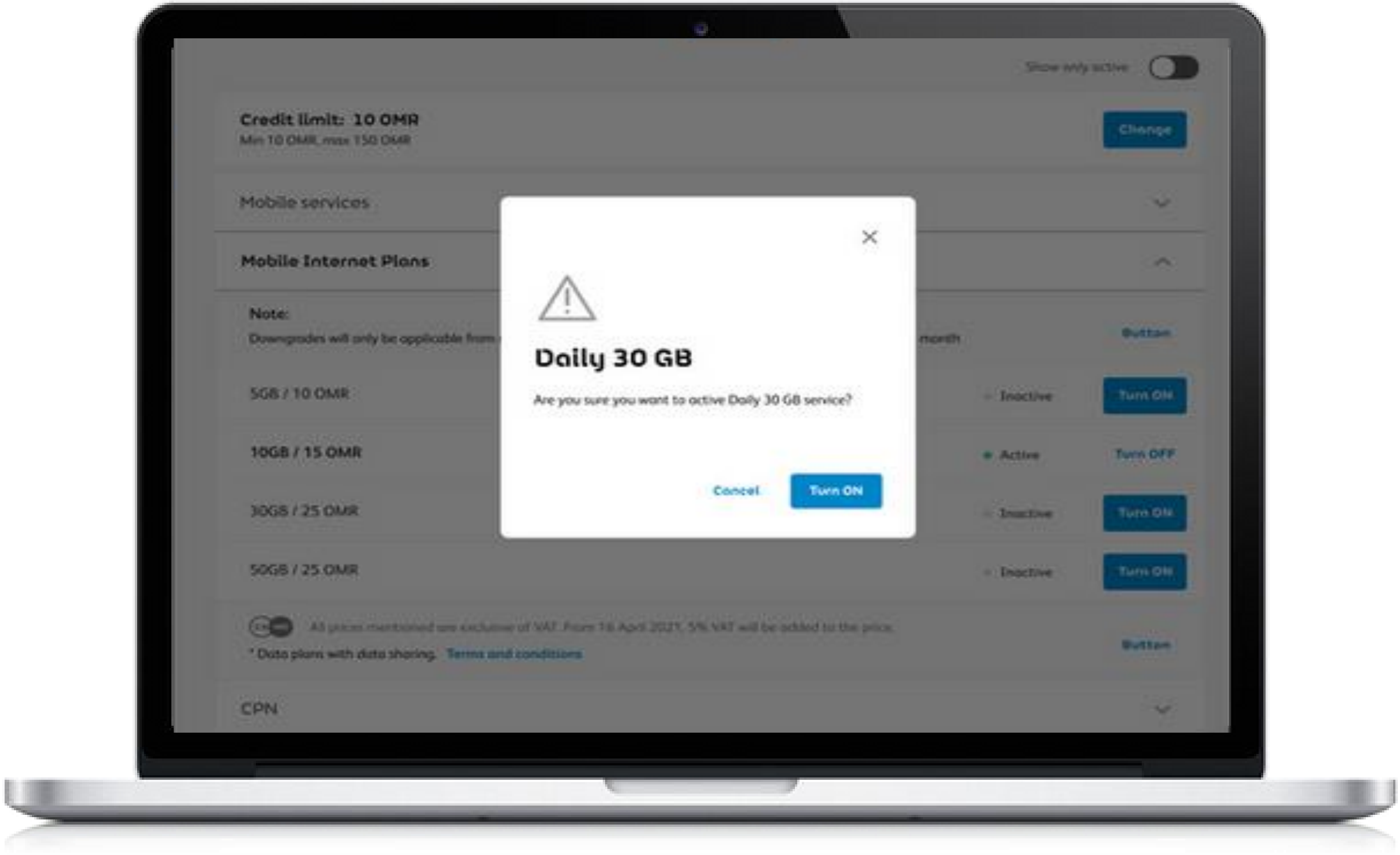


Order Tracking, Registering Ticket & Password Reset



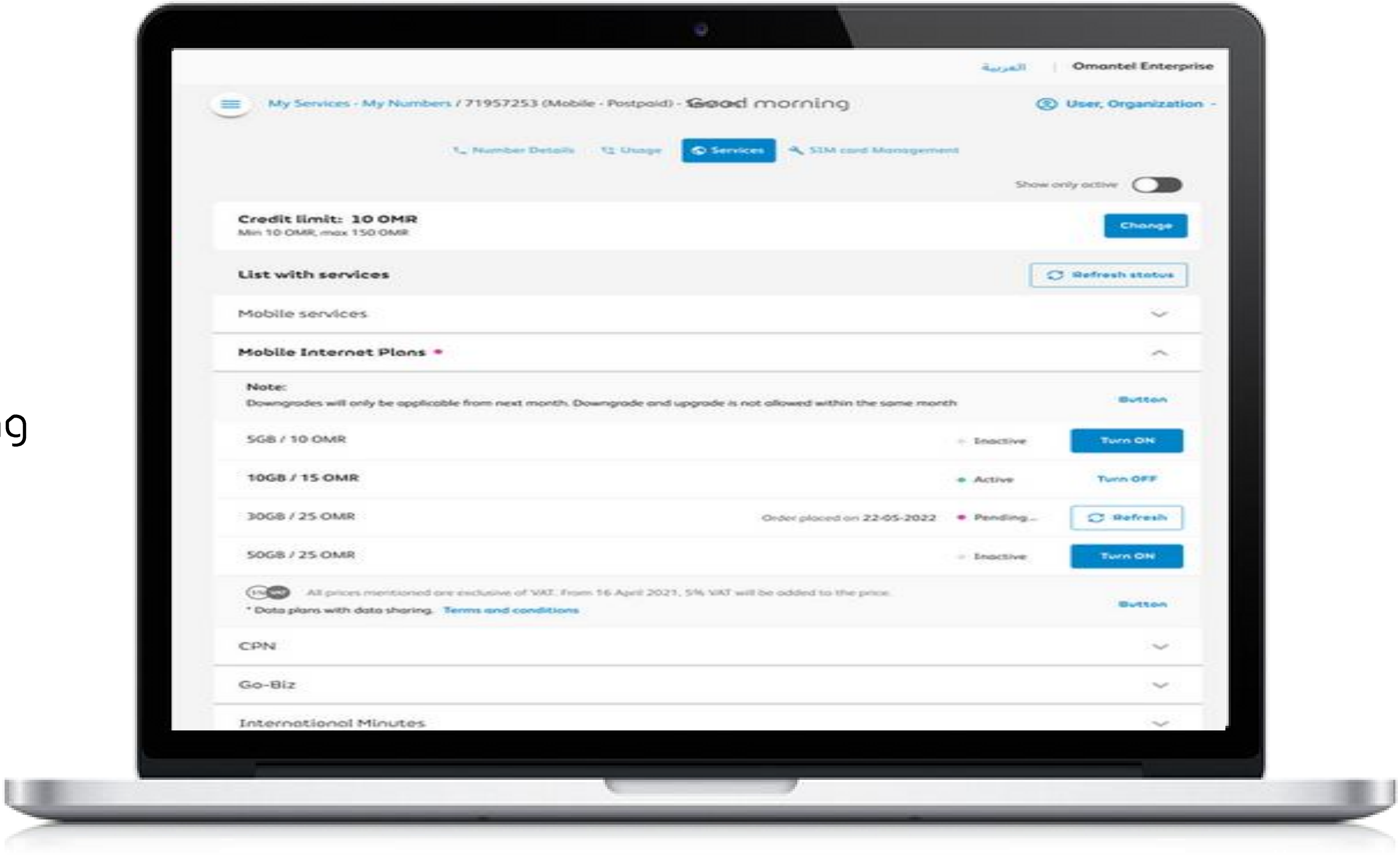
Order Tracking

1 Registering New Order



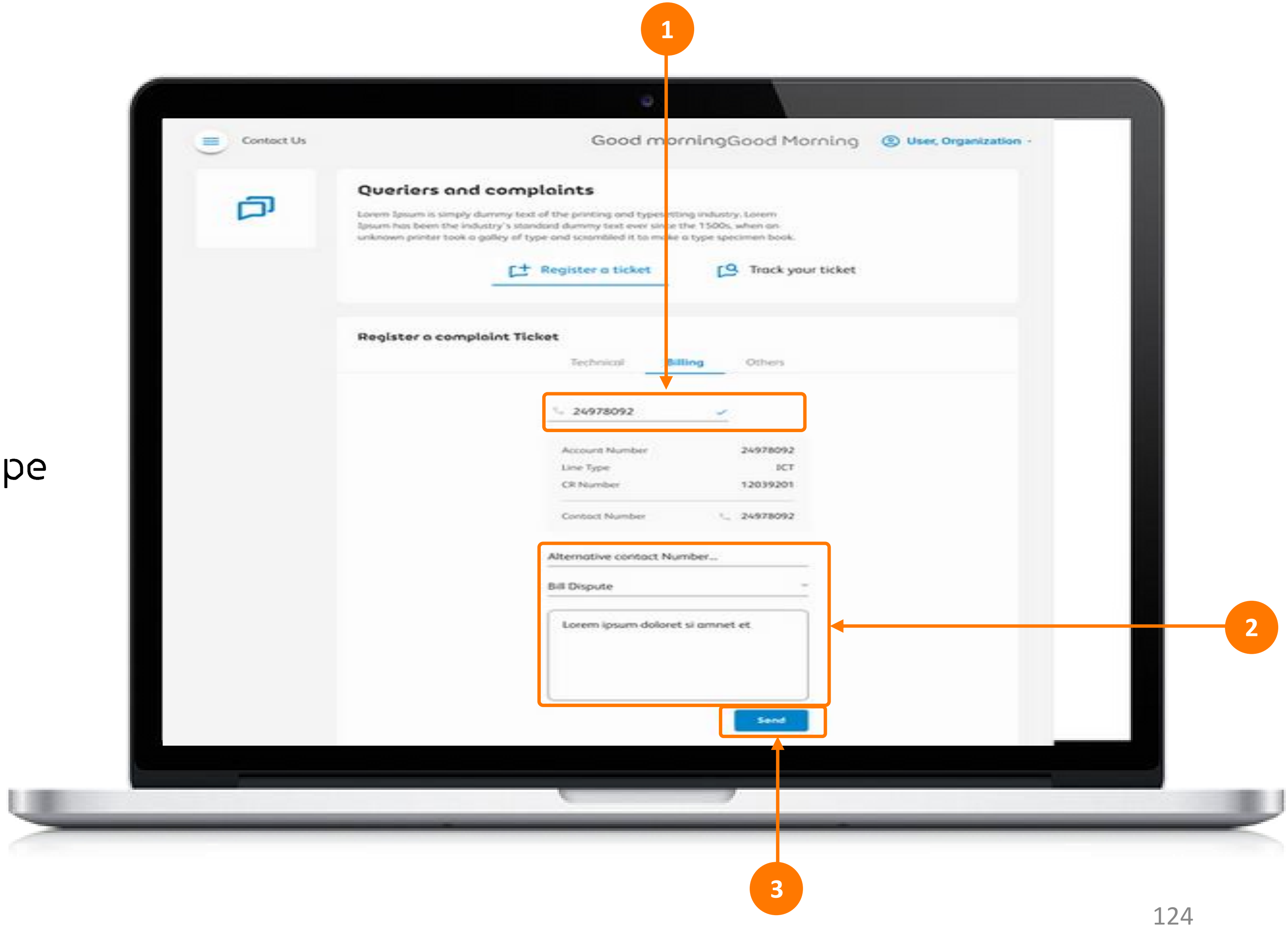
Order Tracking

2 Seeing order status on the listing screen

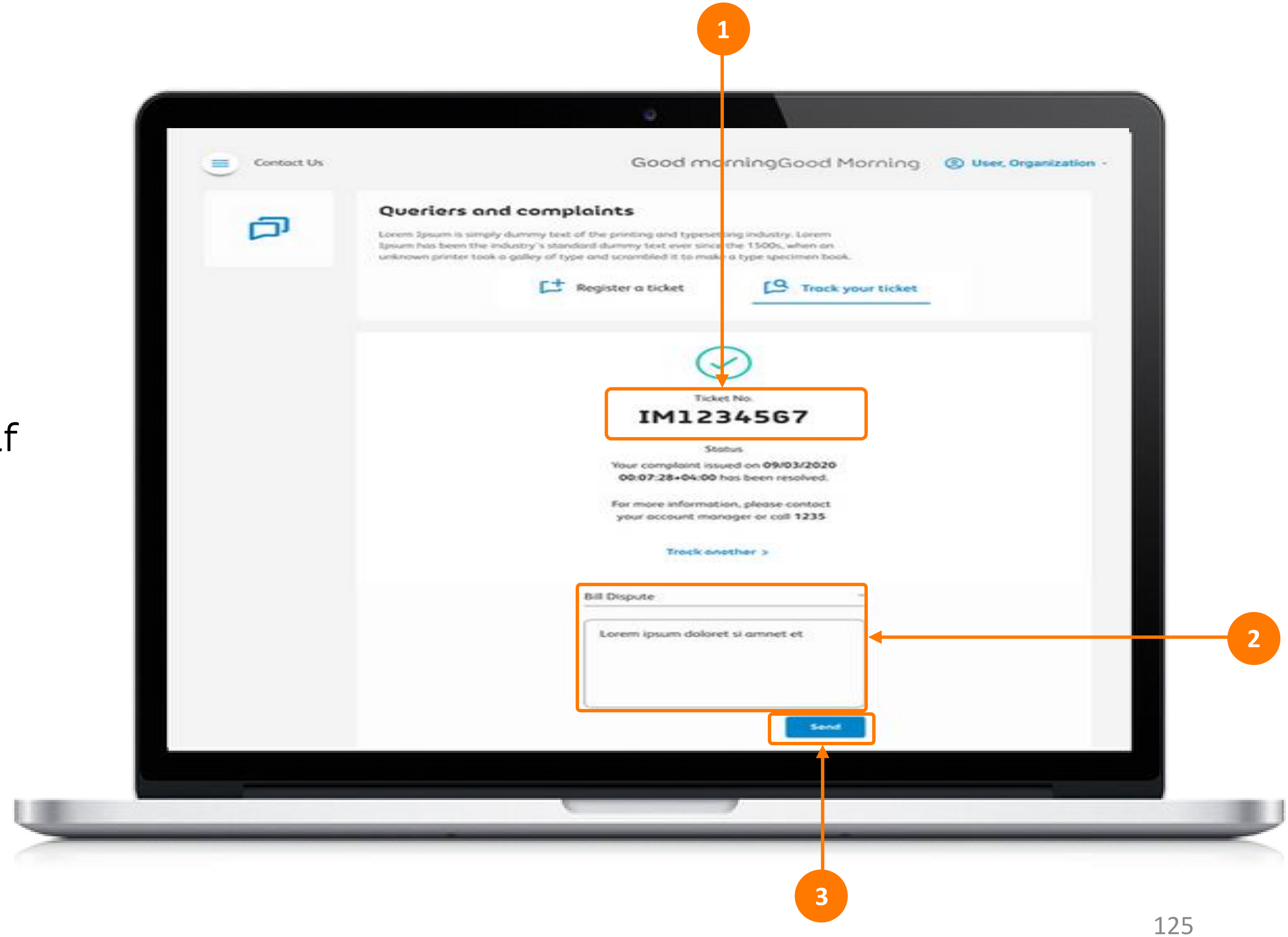


Registering new Ticket: (Technical, Billing, other

1. Choose the ticket type
2. Enter the “**Alternative contact Number”**, Select “Subject” and type Message
3. Click **Send**

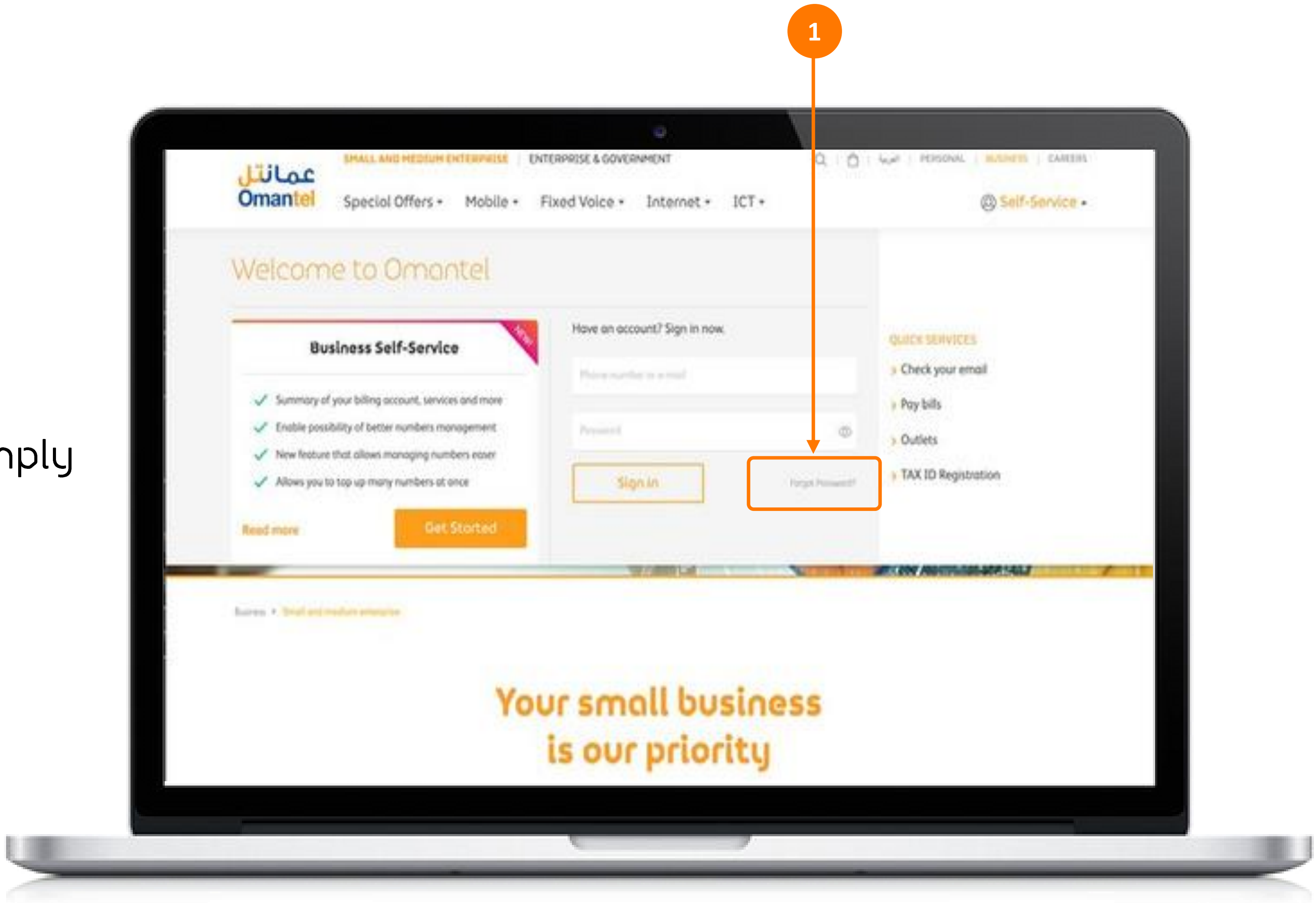


Tracking Registered Ticket



1. Enter ticket number
2. Ticket Type additional message if required
3. Click **Send**

How To Reset My Password



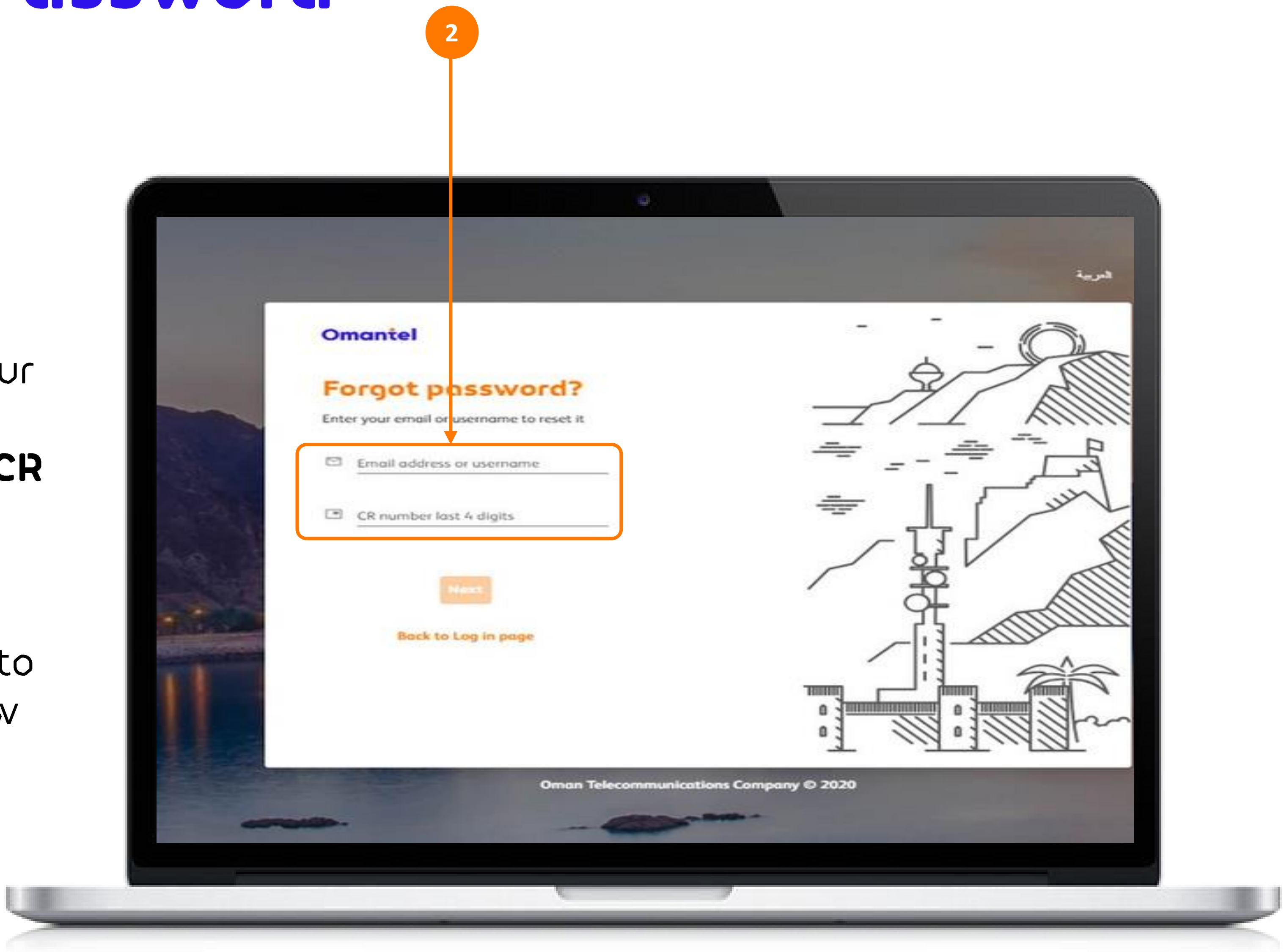
1 If you forgot your password, simply go to the login page then click **Forgot Password?**

How To Reset My Password

2

A new page will open. To reset your password, provide **your email address** and last 4 digits of **your CR number**

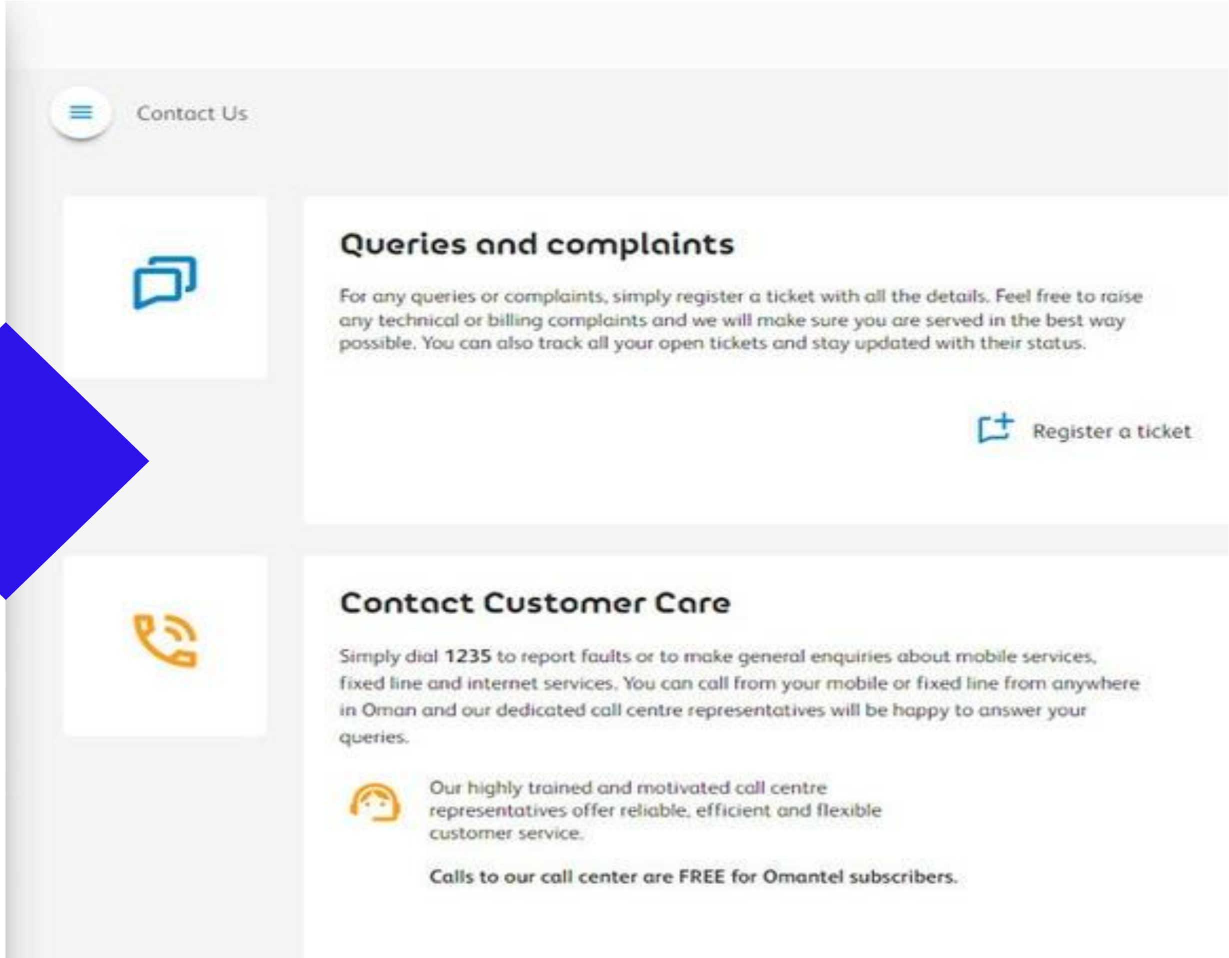
You will receive an email with a special link that will redirect you to a page where you can set the new password



Contact Us

If you have any questions, you can always write to us!

We will be happy to help you.



We hope this guide was helpful

For any more questions feel free to contact us by:

SelfServiceSupport@omantel.om