Vendor / Solution Providers
Company Account

MVNO INDEX

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Table of contents

1. GENERIC 4

2. REGISTER 4

3. LOGIN 5
   - 3.1. FORGOT YOUR PASSWORD 5

4. ACCOUNT 6
   - 4.1. CHANGE YOUR ACCOUNT DETAILS 6
   - 4.2. CHANGE YOUR PASSWORD 7
   - 4.3. VIEW AND CHANGE YOUR COMPANY PROFILE 7
   - 4.4. DELETE YOUR ACCOUNT 8
   - 4.5. LOGOUT 8

5. COMPANY PROFILE 9
   - 5.1. HOW TO VIEW YOUR PROFILE 9
   - 5.2. HOW TO CHANGE YOUR PROFILE 10
   - 5.3. HOW TO EDIT YOUR PROFILE 11
   - 5.4. SAVING UPDATING WENT OKAY 11
   - 5.5. SAVING UPDATING WENT WRONG 11
   - 5.6. FIX A PROBLEM 12

1. GENERIC

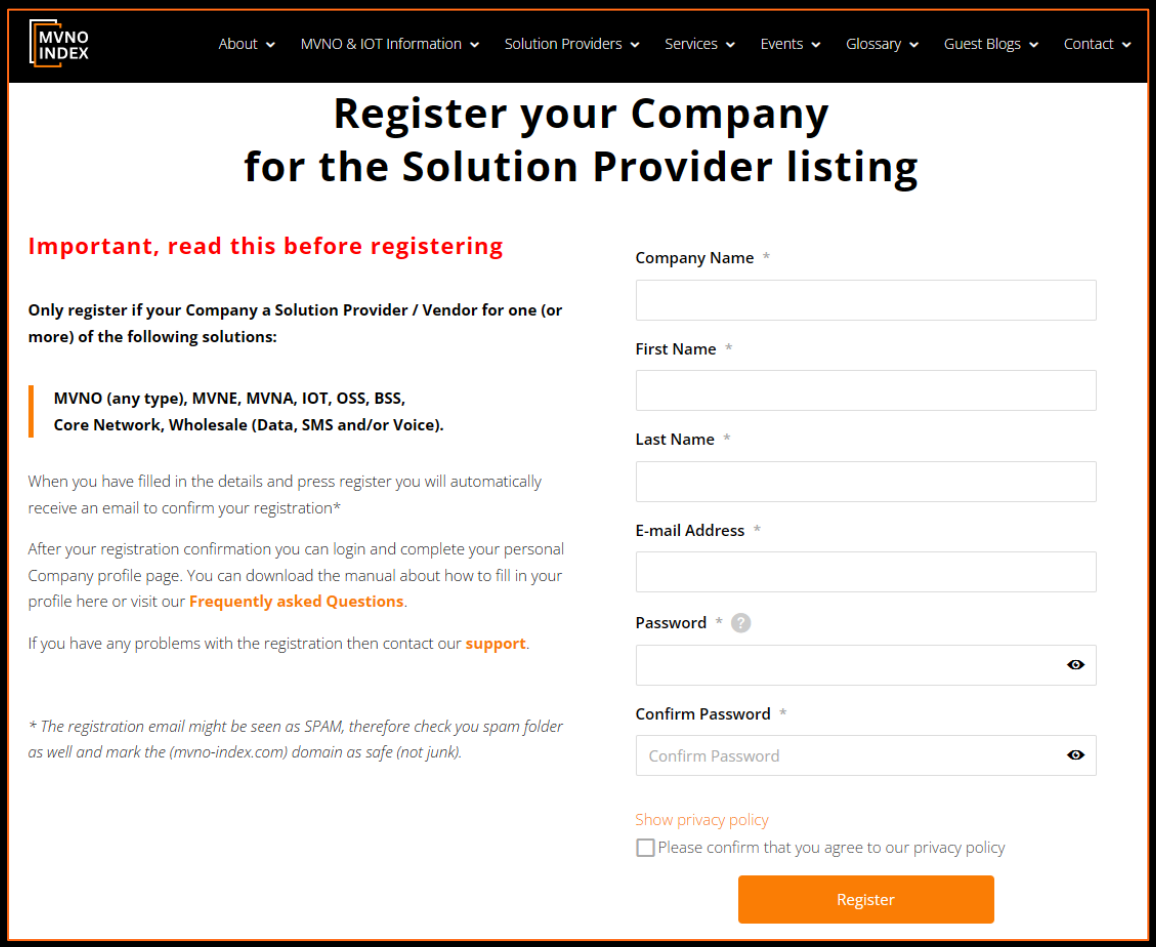
During various moment you will automatically get an email from support@mvno-index.com about your activities, like password change, account activation, etc.

Make sure to whitelist the @mvno-index domain

2. REGISTER

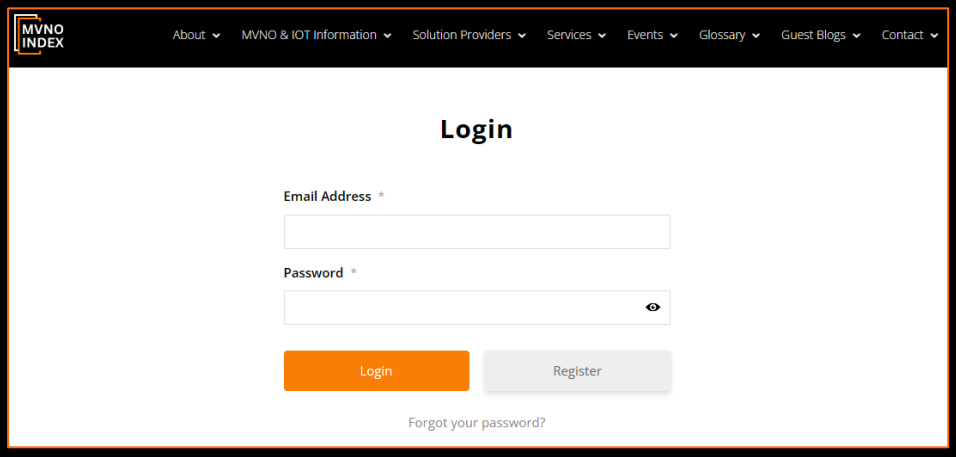
When you are a Vendor/Solution provider for one or more of the following: MVNO, MVNE, MVNA, IOT, OSS, BSS, Core Network or Wholesale then we invite you to register your Company. You can do this by selecting "**Register my Company**" under the Contact section in the main menu.
Notes:

- Can always change your first name, last name, email address and password after registration.
- You cannot change your Company name after the registration
- Your Company name cannot be longer than 24 characters
- After your registration you will **automatically receive an email which you need to confirm to complete your registration.**
- When you have problems then reach out to us on support@mvno-index.com



3. LOGIN

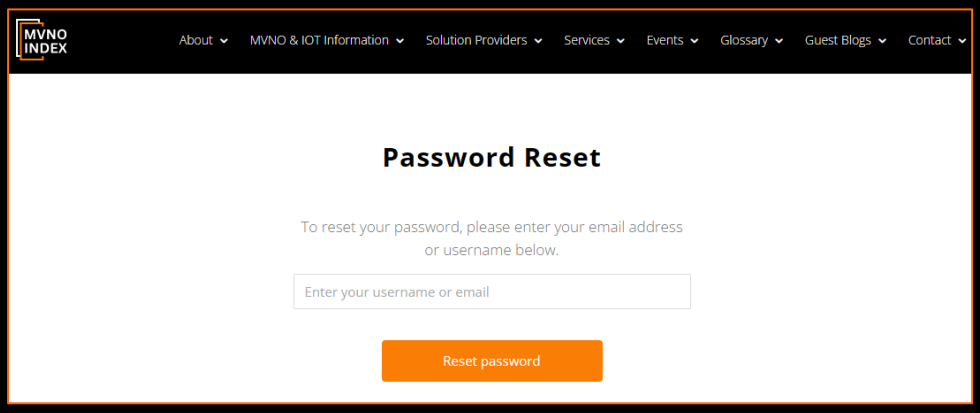
You can find the “Login page” in the main menu under the Contact section in the main menu.

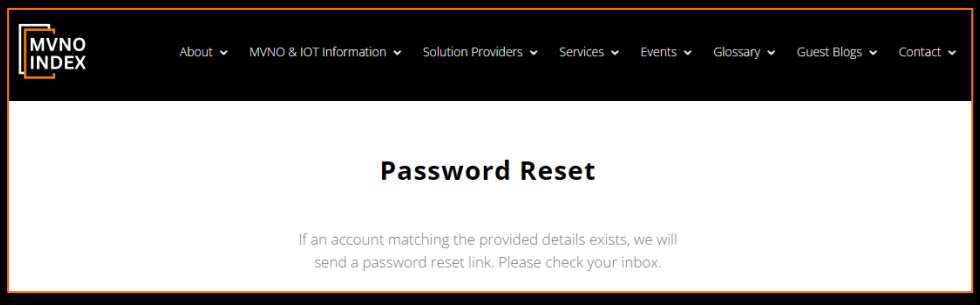


3.1. FORGOT YOUR PASSWORD

When you forgot your password then go to the Login page and select “Forgot your Password”
Here you need to:

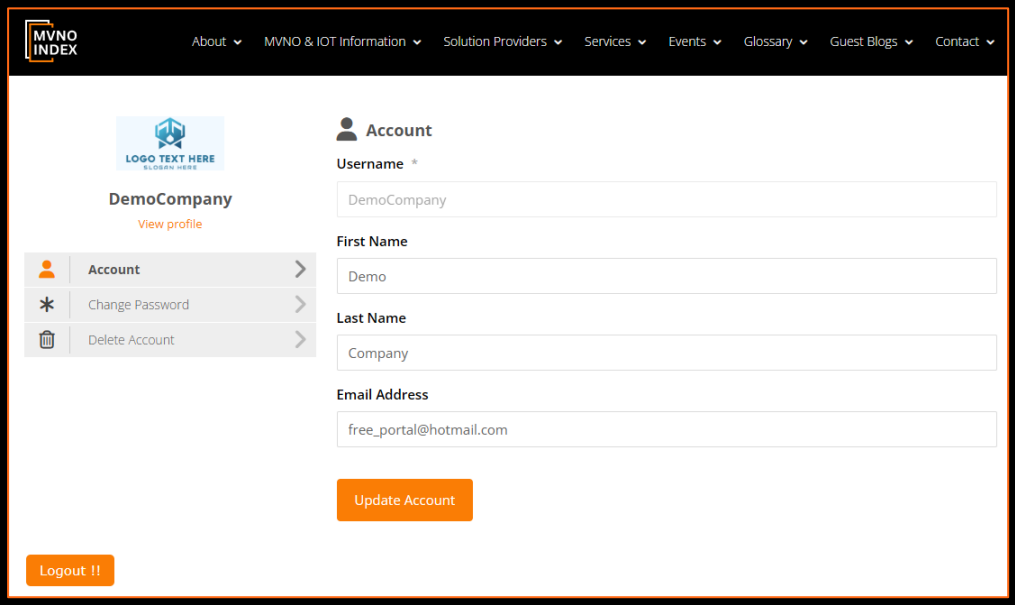
- Fill in the email address belonging to your account.
- Select Reset Password
- A new screen will appear
- You will automatically receive an email to reset your password
- When you have problems then reach out to us on support@mvno-index.com





4. ACCOUNT

When you are logged in, you're automatically directed to your personal Account page.

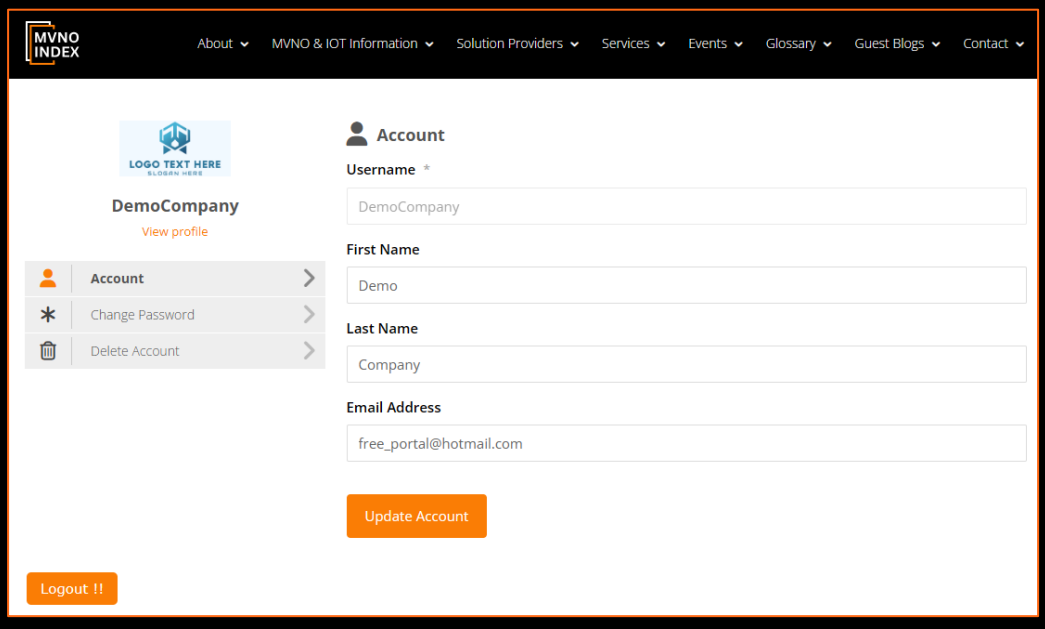


Here you can do the following:

- Change your Account details (first name, last name & Email address)
- Change your Password
- View your Company profile
- Delete your Account
- Logout

4.1. CHANGE YOUR ACCOUNT DETAILS

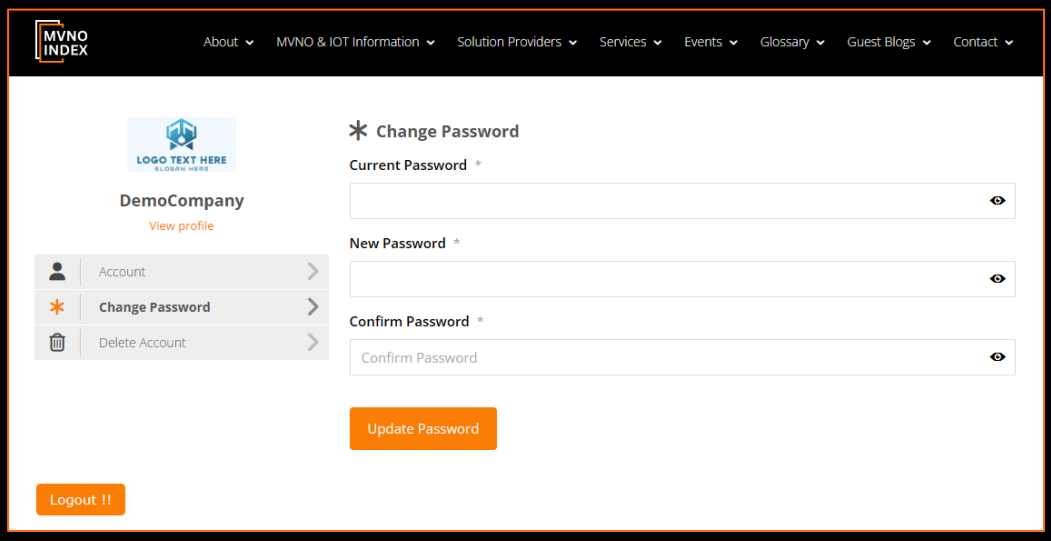
To change your Account details such as: first name, last name & Email address. Fill in the new names and select update Account.



4.2. CHANGE YOUR PASSWORD

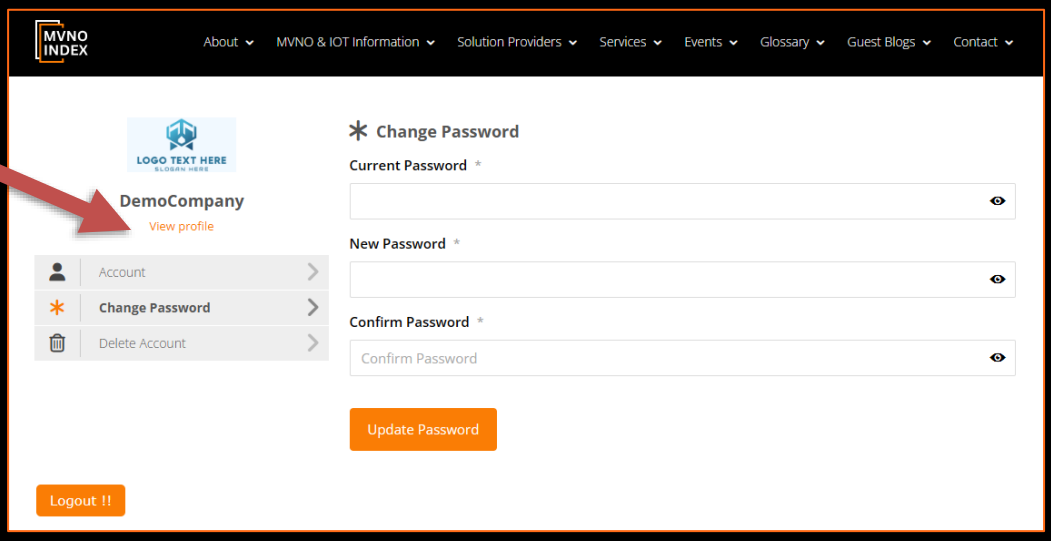
To change your fill in your existing password and twice (2x) your new password and select Update Password.
Make sure that:

- You use a strong password
- Your at least one number, one capital letter, one small letter, one strange character
- Your passwords needs to be at least 8 characters long.



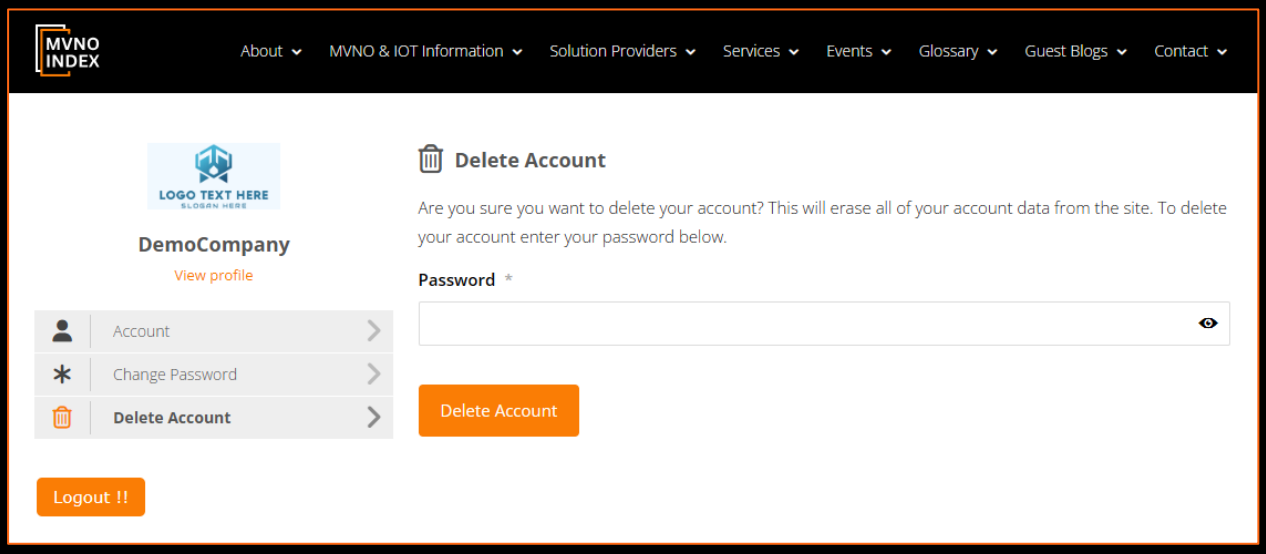
4.3. VIEW AND CHANGE YOUR COMPANY PROFILE

To view and change your Company profile select “View Profile”
See Profile Section for more details.



4.4. DELETE YOUR ACCOUNT

If you do not want to continue with your Account on MVNO Index anymore you can always choose to delete it. To delete your account, you need to confirm it with your password.



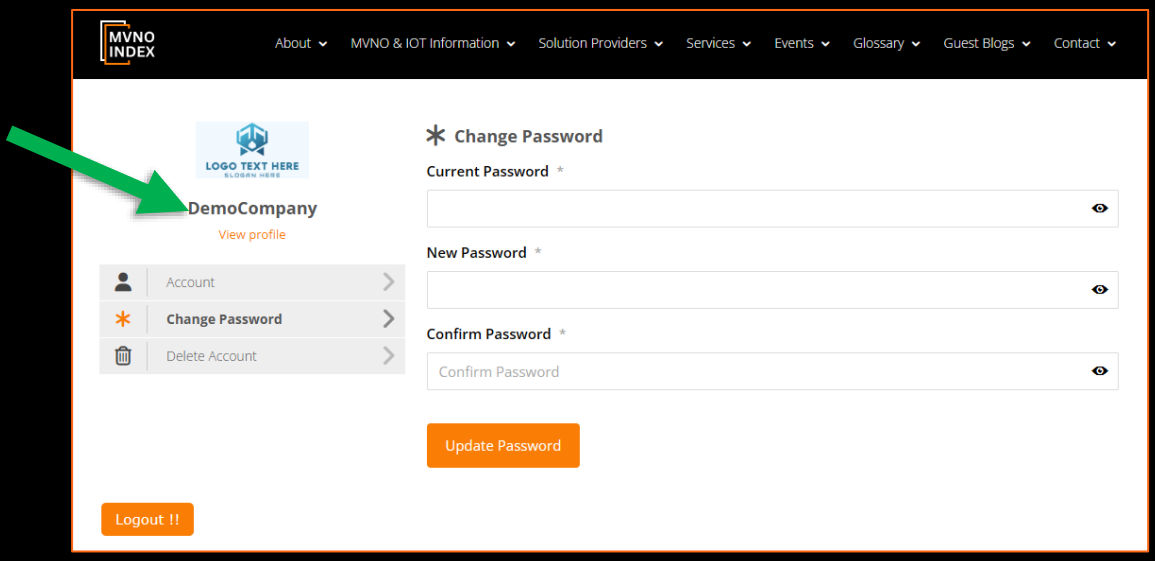
4.5. LOGOUT

When you are done with editing remember to “Logout”. This can be done from the Account page, the Profile view page and from the main menu under Contact

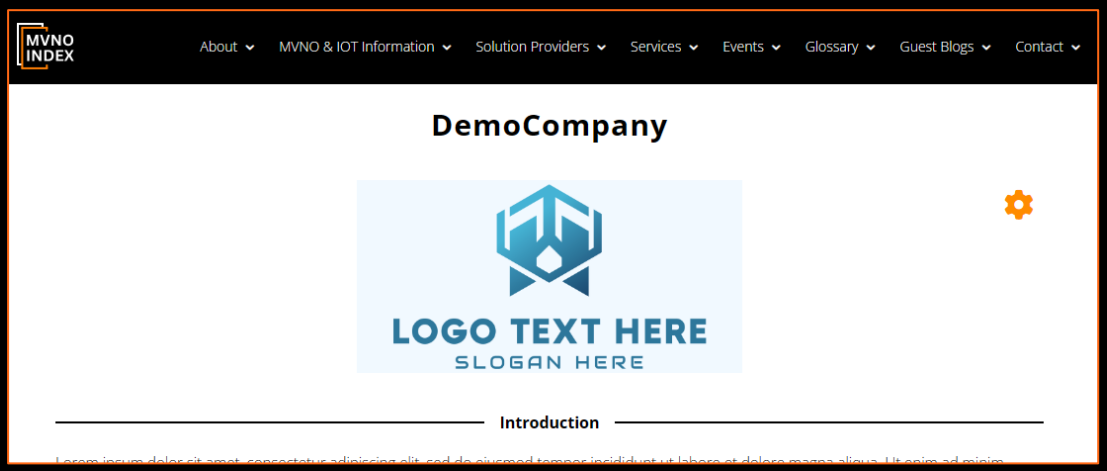
5. COMPANY PROFILE

5.1. HOW TO VIEW YOUR PROFILE

Select “view profile” under the Account section

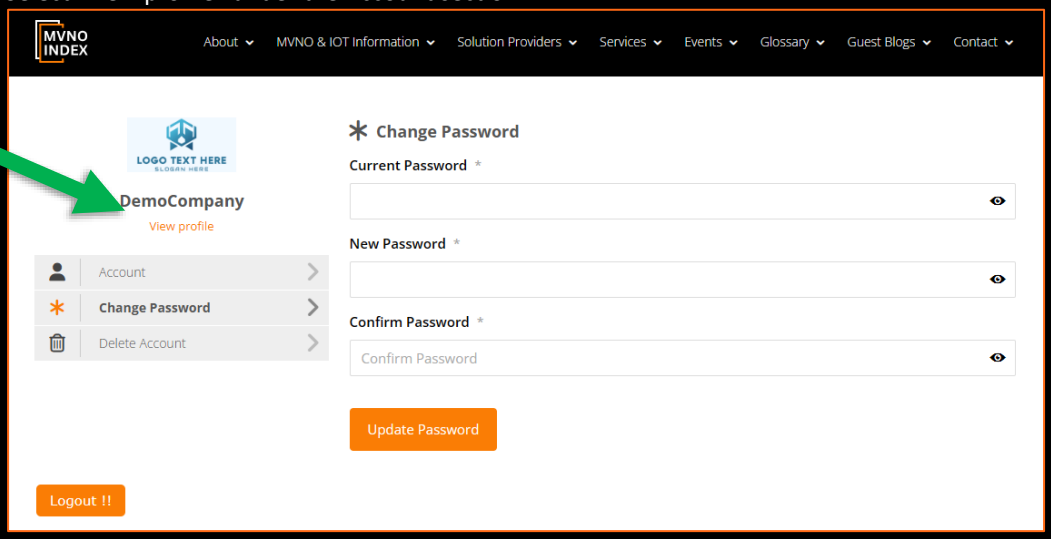


After this selection you will be directed to your profile, this is how visitors see it as well.

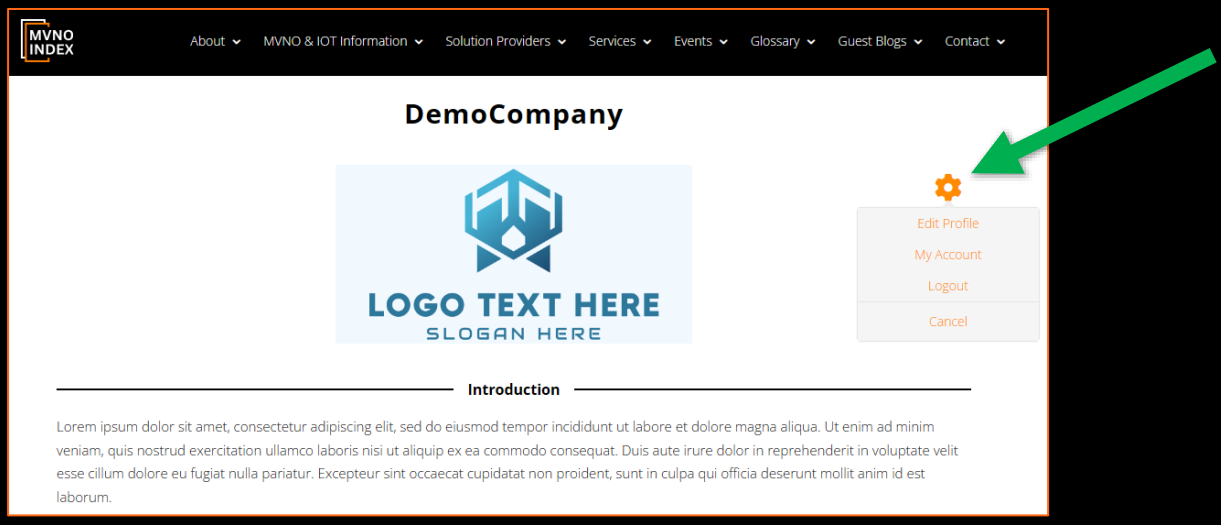


5.2. HOW TO CHANGE YOUR PROFILE

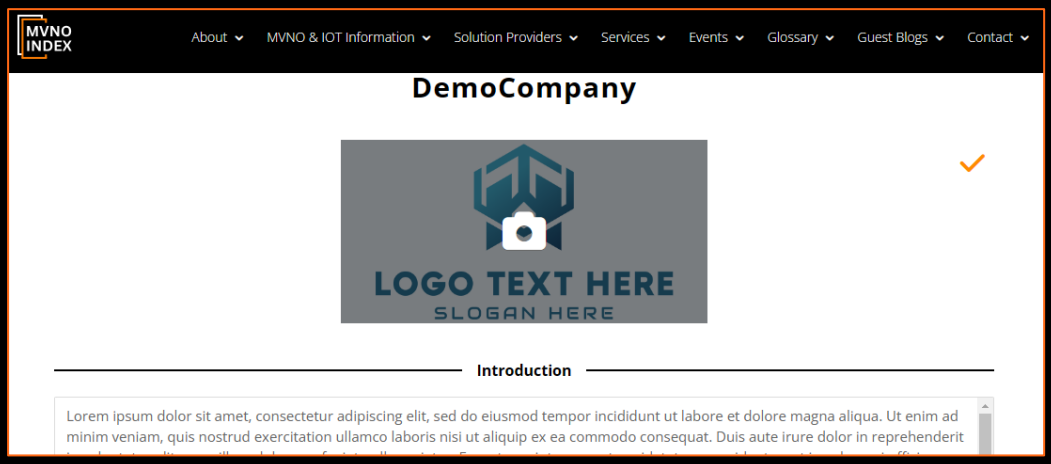
Select “view profile” under the Account section



After this selection you will be directed to your profile, now select the “wheel” and then on “Edit profile”



When you are in “Edit mode” the “wheel” is change into a “V sign”



5.3. HOW TO EDIT YOUR PROFILE

Now comes the important part.

- **You need to fill in ALL the mandatory fields (marked with an Asterisk *)**
- Your Company introduction is limited to a maximum of 5000 characters or 200 words.
- Do not select Wholesale when you do not deliver this. Wholesale in NOT equal to MVNA!
- The countries selection has a select all option, be sure to select only the countries where you can and a legally allowed to deliver your solutions
- You can fill in 6 different offices including the local email and phone number.
- MVNO Index can never be held responsible for any of the information your fill in

HOW TO SAVE YOUR PROFILE

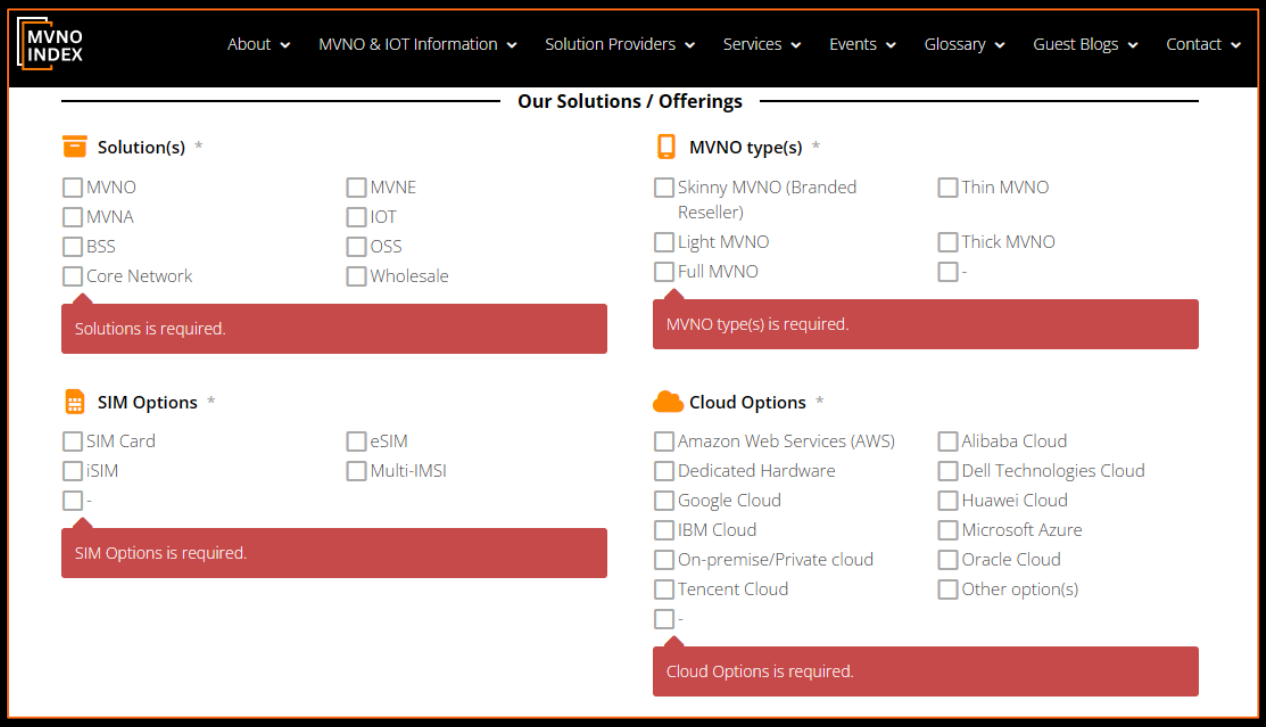
When you are done (be sure you have filled in all the mandatory fields, check it again), then click on “Update Profile” (or “Cancel” when you do not want to change anything.

5.4. SAVING UPDATING WENT OKAY

When everything is filled in correctly the saving/updating of the profile goes very quickly and you should see the “Wheel icon” again.

5.5. SAVING UPDATING WENT WRONG

When the saving/updating is slow then you probably didn’t fill in one or more of the mandatory fields, which are marked with an Asterisk *. You will then see the V sign again. This means your profile is not saved/updated (except for your logo).

5.6. FIX A PROBLEM

In case your profile is not saved/updated then you probably forgot to fill in one or more of the mandatory fields. Scroll down and complete the fields with a message (see below example)