



BUSINESS

**ENGAGE
AND DIGITAL
USER GUIDE**

What is Engage?

Engage is our 24/7 online account management portal that lets you, our Partners manage all aspects of your services.

It's free of charge and available to everyone.

All you need to do is register [here](#):

[**portal.virginmediabusiness.co.uk/portal/
pageflow/registerNewCustomer**](https://portal.virginmediabusiness.co.uk/portal/pageflow/registerNewCustomer)



What do I need to sign up?

It's pretty straight forward to sign up for Engage.
All you need is:

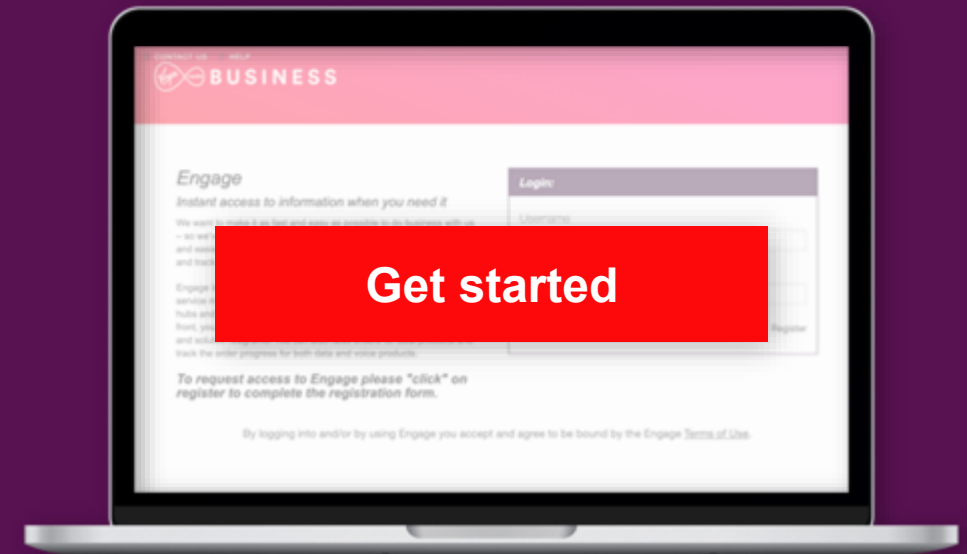
Your company name

VMB customer account number

Company registration number

VAT number

But don't worry, if you don't have all this the only mandatory field at this point is your company name.





Work Smarter

Serviceability
& quotes

Raise
disconnections

Ordering

Raise requests

Reporting

Document
sharing

Contact us

Order tracking

Incident
management

Engage Features

	Feature Description	Benefits
Serviceability & Quotes	Self-care pricing and serviceability check for our most popular data and internet products	Quickly find out what products you can order at your chosen address and get an instant price!
Ordering	Follow our simple online instructions and convert your quote to an order	Order exactly what you want at the touch of a finger. This smooth ordering experience reduces times from quote to order.
Document Sharing	ISO compliant document sharing	All your documents available 24/7. A view to the latest update on all your orders AND we've removed any unnecessary version control stress by having the latest copy readily available
Order Tracking	View your order progress through to delivery, access regular updates from your Order Manager	With 24/7 availability your order is never out of sight! The order tracking service is the easiest place to find the latest update on your order
Incident Management	- Log faults or incidents online. - Add an update to your fault ticket. - Export all fault history for easy reference	No more waiting in a customer service queue. Log your fault online and view/add any updates during the fault life cycle.
Requests	You can raise small changes via Engage	With our online form you can now request small changes on engage!
Disconnections	You can easily submit details of the services you want to cease which will provide a receipt of the request and send a notification to your Account team	This is the easiest and quickest way to let us know about any changes to your services. With a record of the request, we'll be ready to action your changes right away
API	Supports API quotes and orders	Your partner and end customers can get quotes and orders too! Simply use the Engage portal or Via and API

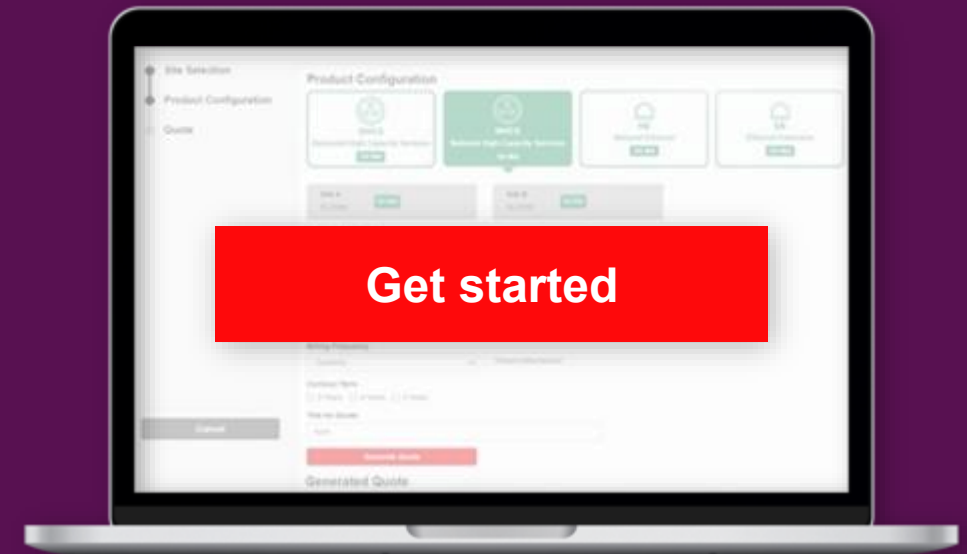
How Engage has changed

How Engage has changed



We've been making some improvements to Engage and simplifying the digital journey for our key services.

We have a single page quote and order journey which allows you to quickly retrieve a quote (with or without Add-ons priced in). You can then convert this quote into an order with the click of a button.



**Engage is designed to put you,
the customer, in control of
placing an order.**

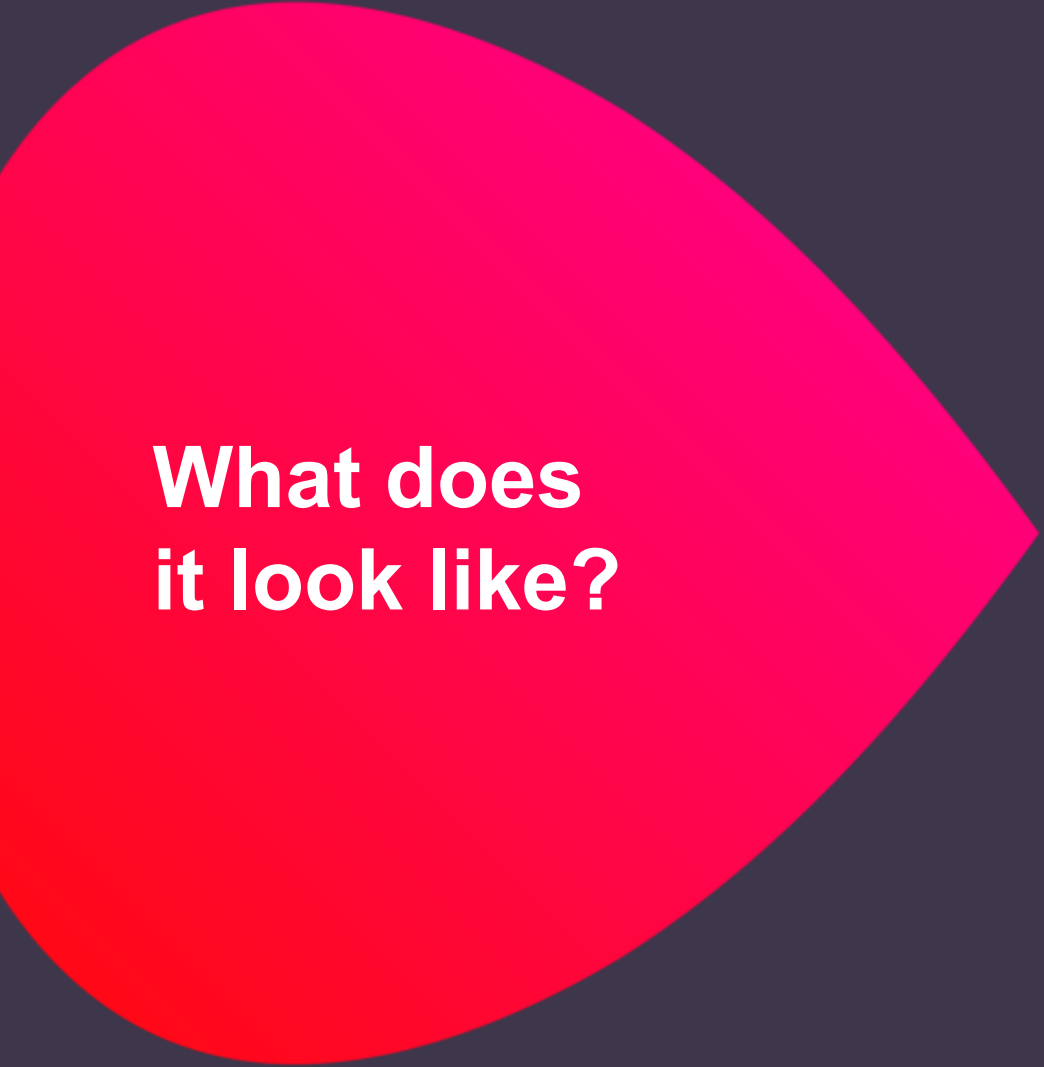
What's more?

On most pages within Engage we've included prompts to make sure we can help you to provide the most accurate order information, first time.

This means we're saving unnecessary delays further down the line.

We've also included promotions in Engage. This exciting development means you can access greater value connectivity services at your finger tips.





**What does
it look like?**



Landing page

Here you can: see any of our latest promotions, news and easily access your account

Log in

[CONTACT US](#) [HELP](#) [HOME](#) [MY PROFILE](#) [LOG OUT](#)

 **BUSINESS**

[My Accounts](#) [My Network](#) [Serviceability](#) [My Documents](#) [Orders](#) [Quotes](#) [Billing](#)

We're switching things up so you can too



Our wholesale ethernet, high capacity and internet access services will come with an off switch included. Simply select the **UltimateFlex** proposition in the Engage order journey, before you submit your order.

You'll be able to cancel anytime with reduced notice periods. But honestly? With monthly rentals that continually adjust in line with our standard acquisition tariff, we don't think you'll want to.

[Terms & Conditions](#)

10G National Ethernet is Go!

[You can now quote and order fractional bandwidths from 1Gbits/s to 5Gbits/s over 10G Access circuits right here on Engage.](#)

To access the new 10G National Ethernet quote interface, click [here](#).

10G National Ethernet is now live and available through APIs as well, so make sure yours is correctly adjusted to start pulling quotes from our system. These new services are available across more than 80% of the Virgin Media on-net Network throughout the UK.

We will be looking to transition all Point to Point Ethernet connections to our new user interface and will enable the menus in our next release. We'd love to know what you think of the new user interface, so please send us your [feedback](#).

[Serviceability Check](#) 

MESSAGES

Hi Yolanda, You have **35 New Messages** and **0 New Planned Works Notices**.

You have **17 orders** awaiting review and submission. [Click here to review your orders.](#)

You have **30 orders** in pending status that are not yet submitted. [Click here to review your orders.](#)

CONTACT US

[Get in touch](#)
[My VMB Contacts](#)

ALSO OF INTEREST

- [Virgin Media Business Home](#)
- [High Capacity Services](#)
- [Connecting Sites and VPN](#)
- [Software Defined Wide Area Network \(SD-WAN\)](#)
- [Dedicated Internet Access](#)



My documents

My documents allows you to store all important documents related to your services.

You can see an example of this here:

[Log in](#)

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VirginMedia

BUSINESS

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[My Accounts](#) [My Network](#) [Serviceability](#) [My Documents](#) [Orders](#) [Quotes](#) [Billing](#)

My Documents

You Are Here >

Folder(s)

Show 10 entries

Search

Folder Type	Folder Name	No of Subfolders	No of Documents
	1 COVID19	0	1
	Customer specific Contract/MSA	0	1
	Engage	0	2
	Orders/Agreements	0	402
	Orders/Contracts	0	844
	Service Descriptions	0	3
	Standard MSA	0	1
	Support Documentation	0	1
	T&Cs by Service	10	0
	Terms of Use	0	1

Showing 1 to 10 of 11 entries

First

Previous

1

2

Next

Last



Quotes

When placing a quote,
you'll see this screen.

Hopefully this is self-explanatory
but we're happy to help
if you need it.

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[My Accounts](#) [My Network](#) [Serviceability](#) [My Documents](#) [Orders](#) [Quotes](#) [Billing](#)

Quote For Point To Point Connection

Site Selection

Product Configuration

Quote

Site selection

Site A [Change](#)
SL25NS
3
GOODMAN PARK

Site B [Change](#)
SL25NS
5
GOODMAN PARK

Circuit Bandwidth
10 Gbps

[Check product serviceability](#)

Product Configuration

DHCS
Dedicated High Capacity Services
[On Net](#)

NHCS
National High Capacity Services
[On Net](#)

NE
National Ethernet
[On Net](#)

EE
Ethernet Extension
[On Net](#)

Please select the sites you wish to use to prepare a quote. You can choose from an existing Pair Interconnect(applicable for National Ethernet), or any other address(applicable for High Capacity Services and National Ethernet).

Select an address for your second site using the postcode search.

Select the minimum circuit bandwidth you require. National Ethernet supports up to 5 Gbps and Capacity Services supports 10 Gbps.

Cancel



Quotes

Finally this is what the pricing screen looks like.

Log in

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[My Accounts](#) [My Network](#) [Serviceability](#) [My Documents](#) [Orders](#) [Quotes](#) [Billing](#)

Quote For Point To Point Connection

● Site Selection

● Product Configuration

● Quote

Product Configuration

**DHCS**
Dedicated High Capacity Services
[On Net](#)

**NHCS**
National High Capacity Services
[On Net](#)

**NE**
National Ethernet
[On Net](#)

**EE**
Ethernet Extension
[On Net](#)

Site A
SL25NS [On Net](#)

Site B
SL25NS [On Net](#)

Bandwidth Bearer
10 Gbps [v](#)
Select the bandwidth bearer.

Number of Channels
4 [v](#)
Choose the Number of Channels.

Number of Managed Services
2 * 10Gbps [v](#)
Select the Number of Managed Services you require.

Billing Frequency
Quarterly [v](#)
Choose a billing frequency.

Contract Term
☐ 3 Years ☐ 4 Years ☐ 5 Years

Title for Quote
Azim

[Generate Quote](#)

Generated Quote

☐

AZIM-4-31901-001-230721
4 Years

Install One off charges
£0

Annual Rental
£26,000.00
(£6,500.00 Quarterly)

[Cancel](#)

Still have questions?

Don't worry, reach out to your account manager and they'll be happy to help straight away.

We'd also love to hear your feedback and how we can improve so please do get in touch with us at:

wholesaleinsight@virginmedia.co.uk

