

This email was sent to all onboarded organisations on 12 July 2024.



Date 12 July 2024

Hello,

To follow up on our email to you last week, we wanted to send you a reminder of the exciting new features coming to the Account Management Portal on Monday 15 July.

### What's new

From 15 July here is what you can look forward to:

The change	Action to take
All accounts with now have a brand associated to them which will be represented throughout your account and in the directory.	<b>Organisations with One Brand</b> We will use the organisation name you onboarded with as your brand name. Please check that this is the brand you would like to be represented as in your account and in the directory. <b>Organisations with Multiple Brands</b> We will create one additional brand for you and allocate the existing RCPID to that new brand. Please log in and ensure you are satisfied with the brand allocated.
You will be able to give access to colleagues to manage the following, tickets: billing, technical configurator, reports, security.	Think about the colleagues you would like added to your account to manage these activities.
If you are active in production, you will be able to see your 'OTS Message Report' and 'Tickets Report'.	No action, information only.

### Next steps

We will send you a User Guide with some supportive short videos to help you implement the changes.

If you are a Managed Access Provider or a CP managing multiple brands, we recognise the added complexity and will be reaching out to provide additional support.

For those users who haven't completed commercial onboarding, as we've previously communicated, we will be offboarding you with an email on next steps.

**Where to go for questions**

Please contact the service desk or raise an enquiry via your Account Management Portal.

Many thanks,

**TOTSCo Business Operations**

The One Touch Switching Company Ltd