



Take Command User Guide

September 2025

VOCUS

Introduction

Welcome to Take Command, our self-help portal!

This guide is designed to help you get the most out of your Vocus services and efficiently manage your account online.

Overview

Take Command is your free online account management tool which allows you to:

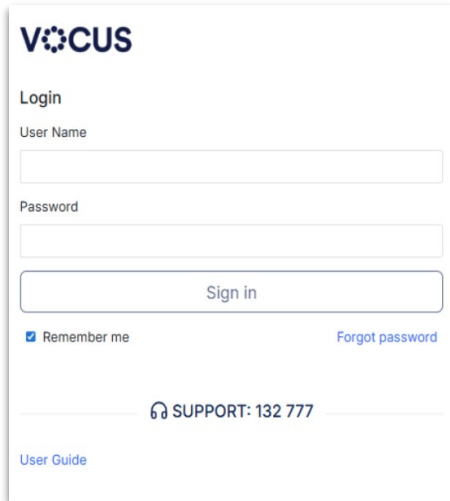
- View invoices
- View services
- Create reports
- Make payments
- Manage settings
- Set alerts

Disclaimers

Vocus strives to keep the information in this user guide up-to-date and accurate. We reserve the right to make improvements to the products or services described in this guide at any time without prior notice.

Getting Started

To get started, go to takecommand.com.au or and enter your username and password.

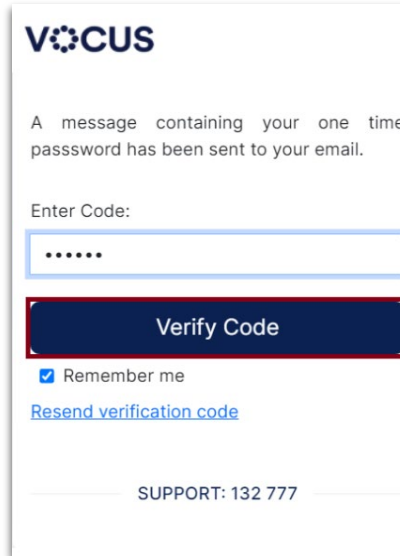


The screenshot shows the VOCUS login interface. At the top left is the VOCUS logo. Below it is the text "Login". There are two input fields: "User Name" and "Password". A "Sign in" button is positioned below the password field. To the left of the button is a checked checkbox labeled "Remember me", and to the right is a link labeled "Forgot password". At the bottom of the page, there is a support number "SUPPORT: 132 777" and a link for "User Guide".

Your username is the same as your Vocus account number, and a temporary password would have been emailed to you when you first joined. If you are unable to locate the email, call us on 132 777.

Once you [click](#) on "Sign in" a One-time-pin will be sent to your primary contact's email address.

Enter the [code](#) inside the box then click on **Verify Code**.



The screenshot shows the VOCUS verification page. At the top left is the VOCUS logo. Below it is the text "A message containing your one time password has been sent to your email." There is a label "Enter Code:" followed by a text input field containing six dots. Below this is a large dark blue button with the text "Verify Code". Underneath the button is a checked checkbox labeled "Remember me" and a link labeled "Resend verification code". At the bottom of the page, there is a support number "SUPPORT: 132 777".

Getting Started

After login, you'll land on the Dashboard page, where you'll be able to see a summary of your Vocus account details, such the type of current services, any outstanding balances, payment history, self-serve options etc.

Double Shift

Collapse or expand the menu toolbar.



Search Tool

To easily search a service number or page.



User/Account Settings/Sign out

Manage your account information and sign out.



Menu

The left-side panel shows the menu

A quick summary of your Vocus account. Such as the type of current services, any outstanding balances, payment history, self-serve options etc

Ability to manage your Vocus services

Make a Payment/ Set up Payment Method / View Payment History / Bills summary by month / Download Invoices in pdf/csv

List of relevant contact options

Dashboard

 Dashboard

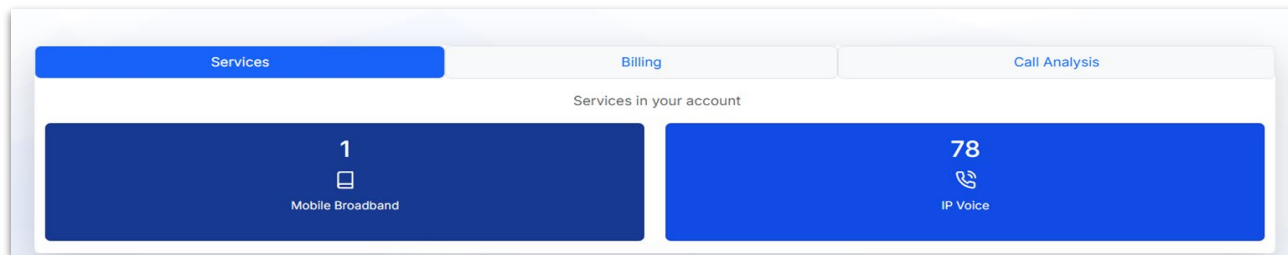
 Services

 Billing

 Support

Services shows a summary of active services on the account.

Click on each type of service to get a filtered result.



Dashboard

Dashboard

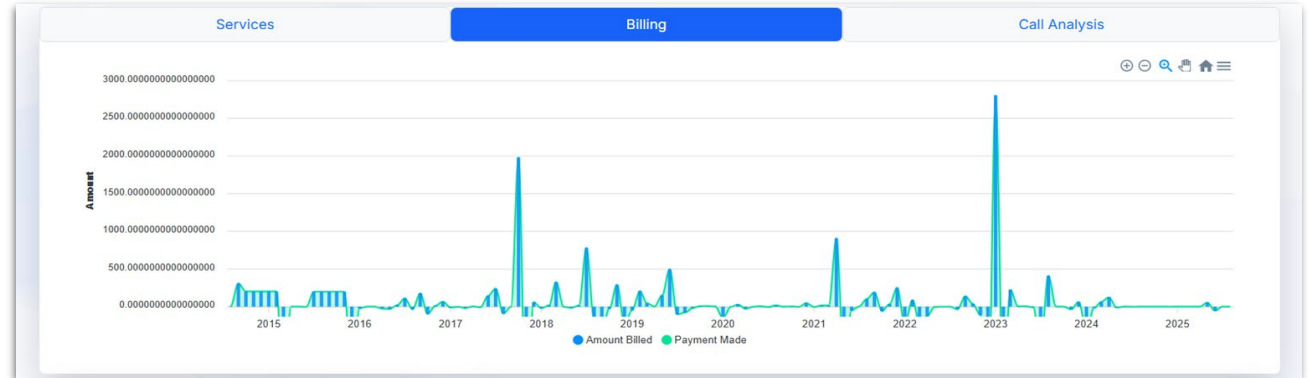
Services

Billing

Support

Billing shows the historical data of Amount Billed vs Payment made.

The duration will depend on what you click on 1Y, 3Y, 5Y, All



Dashboard

Dashboard

Services

Billing

Support

Call Analysis will show the usage per service number.

Hover over the graph to see the usages per service.



Dashboard

Invoice History

Shows the total balance on the account and the option to Make a Payment.

Click Make Payment to process a credit card payment.

Payment History

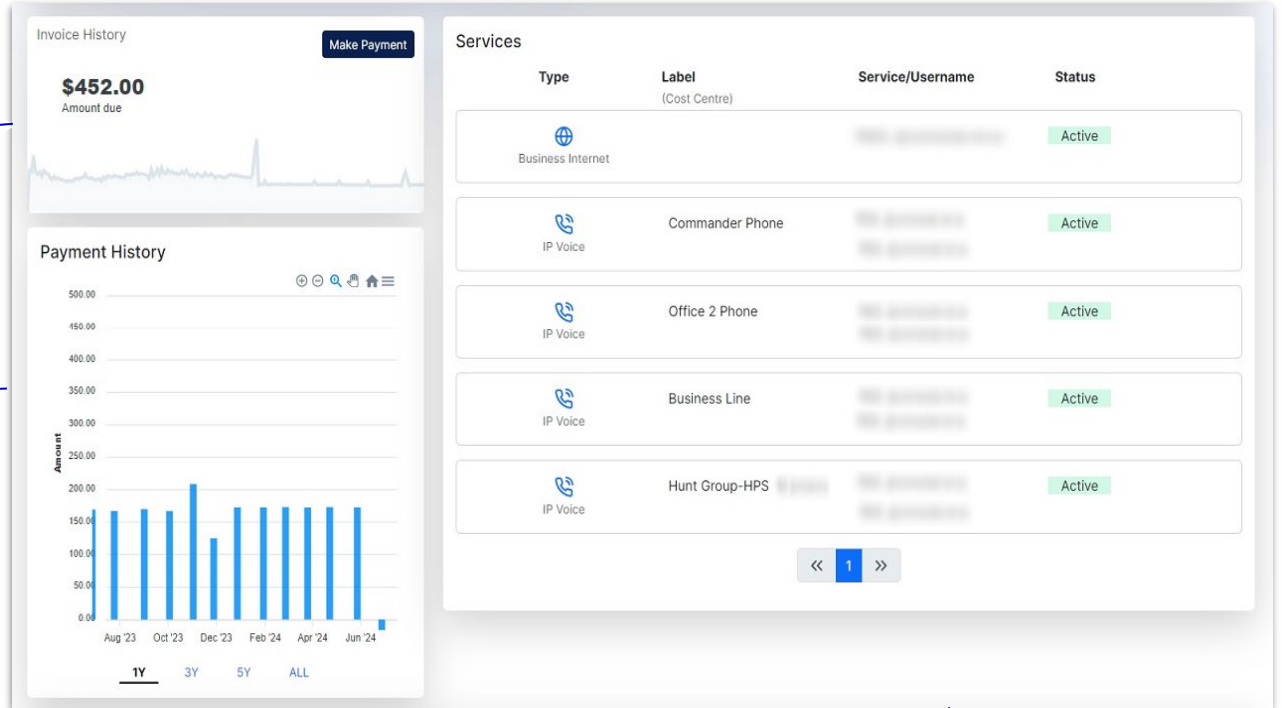
This pane will show you a quick view of comparison of payments.

Hover over the bars for more details.

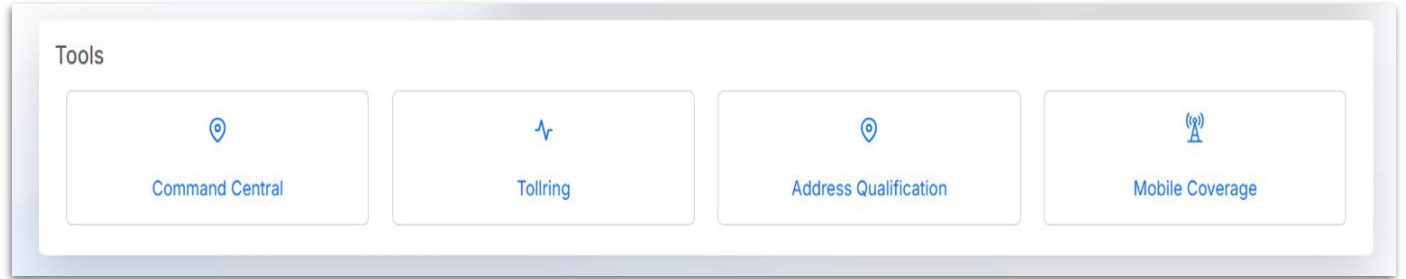
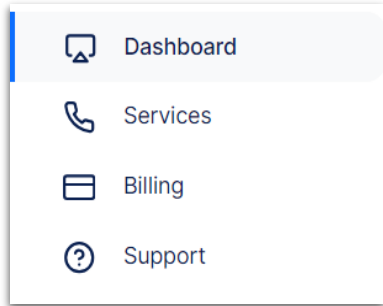
Services Pane

View a list of all services associated with the account.

Clicking on the service number will take you to the Services window. For more details, please refer to 'Services' section on page 7.



Dashboard

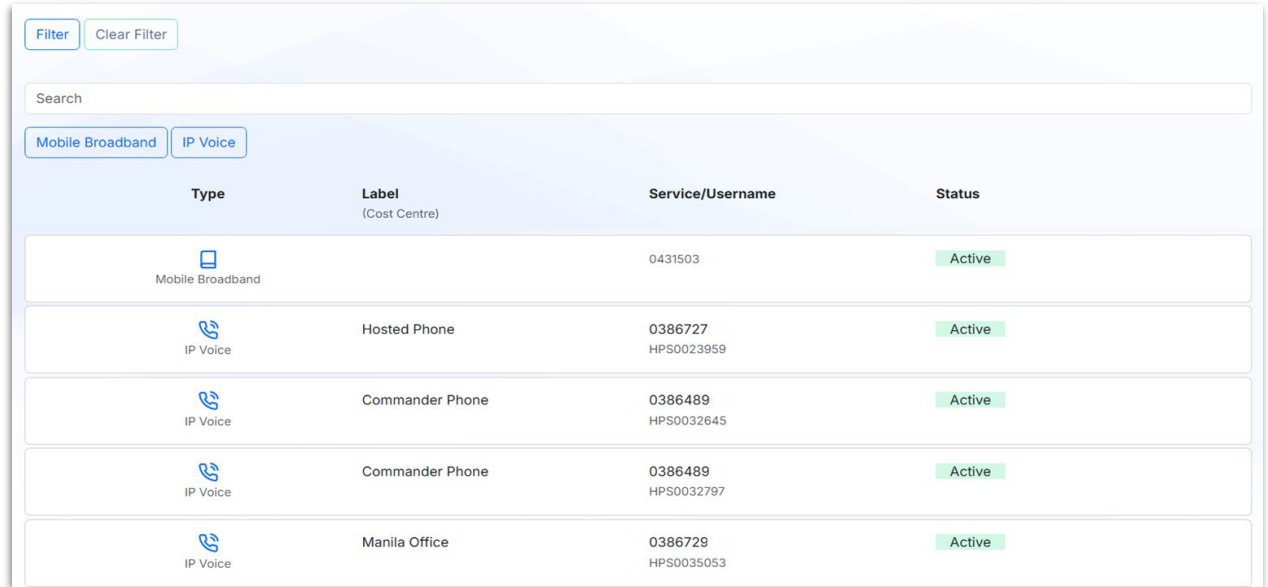


- **Command Central** is your Business Phone configuration tool. Using Command Central you can customise your phone settings to suit your business needs.
- **Address Qualification** assesses and provides details on what nbn® technology is available at your address.
- **Tollring** is where you can manage your call queue for Business Connect services
- **Mobile Coverage** to explore our mobile coverage area






Services

- Dashboard
- Services
- Billing
- Support

From the **Services** tab, you will be able to manage the details of your services, and check the usages by clicking the Service Type that corresponds with the service number.



The screenshot displays a web interface for managing services. At the top, there are 'Filter' and 'Clear Filter' buttons. Below them is a search bar. Two filter buttons, 'Mobile Broadband' and 'IP Voice', are visible. The main content is a table with the following columns: Type, Label (Cost Centre), Service/Username, and Status. The table lists five services, all of which are 'Active'.

Type	Label (Cost Centre)	Service/Username	Status
 Mobile Broadband		0431503	Active
 IP Voice	Hosted Phone	0386727 HPS0023959	Active
 IP Voice	Commander Phone	0386489 HPS0032645	Active
 IP Voice	Commander Phone	0386489 HPS0032797	Active
 IP Voice	Manila Office	0386729 HPS0035053	Active


Services

- Dashboard
- Services
- Billing
- Support

The **Services** section allows you to add Service Labels and Cost Centre for your services.

Dashboard > Services > 6354120


IP Voice


Service Label 

Hosted Phone


Service Number
0386727514

Product
Cloud Queue

Cost Centre  Connection Status
N/A Active

Service Label 

Alter the description of the NBN service
E.g. Head Office Broadband NBN

Cost Centre 

Choose the invoice group your services are summarised in
E.g. Finance

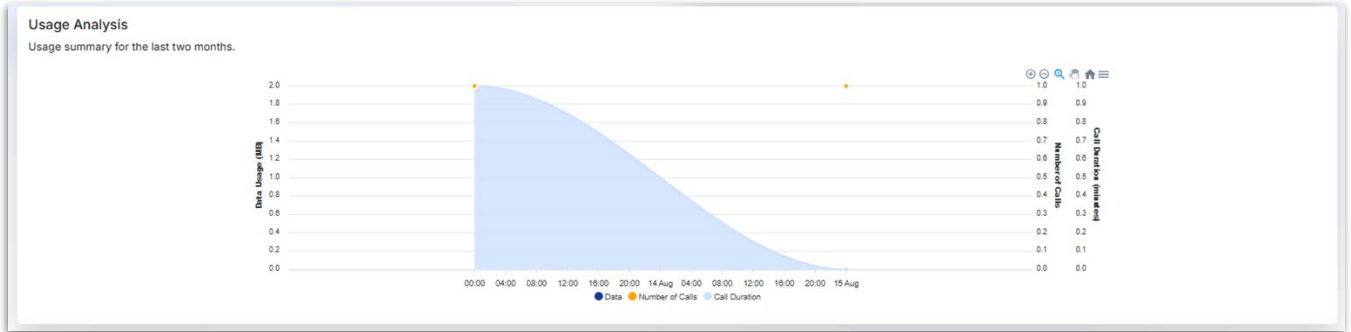
Usage Analysis

Usage summary for the last two months.

No calls in history for the last 30 days.

Services

- Dashboard
- Services
- Billing
- Support



Individual Data Usage:
0.00 / 10240.00 MB

Group Data Usage:
0.00 / 10240.00 MB

Remaining Days:
12 days

Individual Data Usage OMB/10240MB

Group Data Usage OMB/10240 MB

Remaining Days 12 days remaining

65% of billing cycle used

Please note: Usage information is not generated in real-time and is an estimation only. Delays of up to 48 hours may be experienced.

From the Services tab, you will be able to monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

Note: the call data is not in real time and is updated every 3 days, and charges displayed exclude any applicable promotions or discounts.

Services

- Dashboard
- Services**
- Billing
- Support

From the **Services** tab, you will be able to get the call reports.

You can export information as CSV or PDF.

Detailed Call Report

Displays everything related to the call summary

Call Analysis by Call Category

Provides a breakdown of call categories e.g. local calls, mobile calls, national calls, etc. Also shows a snapshot of total calls and grouped cost in percentage

Cost Summary Analysis

Provides a grouped breakdown of costs for each product and types of charges

Reports

Please choose a report type to begin generating a report. Some

Report Type:

- Detailed Call Report**
- Call Analysis by Call Category
- Cost Summary Analysis

Billing

Dashboard

Services

Billing

Support

The **Billing** section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

[Pay Bill](#) [Direct Debit Setup](#)

Total Balance

\$-2.00

Vocus accepts online payments using MasterCard, Visa, American Express and Diners Club cards.

Please note:

- It may take up to 30 seconds to process your payment, please do not navigate away from this page until after payment confirmation page is displayed.
- American Express and Diners Club card incur a 2.89% (GST Inclusive) surcharge.
- There are no surcharges for payments made via Visa and MasterCard.

Payable

\$ -2.00

[Pay Now](#)



- Dashboard
- Services
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The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

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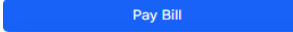
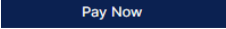


Make a Payment

Mastercard, Visa, American Express and Diners Club cards are all accepted but please note that surcharges do apply. To view surcharges, go to and <https://www.vocus.com.au/help-and-support/legal-contracts#commander-service-schedules> look under the Schedule of Fees and Charges section.



The screenshot shows the 'Pay Bill' interface. At the top, there is a blue 'Pay Bill' button. Below it, the 'Total Balance' is displayed as '\$0.00'. A note states: 'Vocus accepts online payments using MasterCard, Visa, American Express and Diners Club cards.' Under 'Please note:', there are three bullet points: 'It may take up to 30 seconds to process your payment, please do not navigate away from this page while the payment is displayed.', 'American Express and Diners Club card incur a 2.89% (GST Inclusive) surcharge.', and 'There are no surcharges for payments made via Visa and MasterCard.' The 'Payable' field shows '\$ 0.00' and a 'Pay Now' button is at the bottom.

To make a one-off payment using a Credit Card

1. Select **Billing** from the Menu, or **Click Make A Payment** on the Dashboard.
2. Click on 
3. Enter the **Amount to Pay** (if different to amount outstanding which is defaulted) inside the box
4. Click 
5. Enter the credit card details.

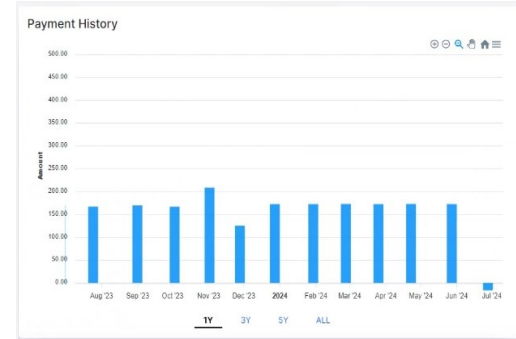
The screenshot shows the 'Payable' input field with a value of '\$ 452.00'.

The screenshot shows the credit card details form. It includes 'Accepted Card Types' with logos for VISA, Mastercard, American Express, and Diners Club. There are input fields for 'Credit Card Number', 'Expiry Date' (MM/YY), and 'Card Verification Number'.

6. Tick the box in  I'm not a robot
7. Click 

Payment History

This pane shows the Payment History.



The duration will depend on what you click on **1Y, 3Y, 5Y, All** [Hover](#) to each bar graph to see the date of payment and amount paid.

Dashboard

Services

Billing

Support

The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

Take Command User Guide



Pay via Credit Card

To set up a direct debit and pay bills automatically via Credit Card.

1. Select **Billing** from the Menu, or [Click Make A Payment](#) on the Dashboard.
2. [Click on Direct Debit Setup](#)

Pay Bill | **Direct Debit Setup**

Setup Direct Debit Method

You can setup direct debit to pay your bills automatically. Vocus allows direct debit from a bank account, from MasterCard, Visa, American Express and Diners Club credit cards.

Please note:

- It may take up to 30 seconds to process your payment, please do not navigate away from this page until after payment confirmation page is displayed.
- American Express and Diners Club card incur a 2.89% (GST Inclusive) surcharge.
- There are no surcharges for payments made via Visa and MasterCard.

Credit Card

Bank Transfer

3. [Click the radio button of either Credit Card](#)

Credit Card

Bank Transfer

4. Tick [Accept terms and conditions.](#)

5. Click on [Next](#)

6. [Enter](#) the credit card details

7. Then [click Validate](#)

Credit Card

Accepted Card Types

VISA | MasterCard | American Express | Diners Club

Credit Card Number:

Expiry Date:

Card Verification Number:

[Validate](#) [Cancel](#)

Dashboard

Services

Billing

Support

The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

Take Command User Guide



Pay via Bank Transfer

To set up a direct debit and pay bills automatically via Bank Transfer.

1. [Select Billing](#) from the Menu, or [Click Make A Payment](#) on the Dashboard.
2. [Click on Direct Debit Setup](#)

Pay Bill Direct Debit Setup

Setup Direct Debit Method

You can setup direct debit to pay your bills automatically. Vocus allows direct debit from a bank account, from MasterCard, Visa, American Express and Diners Club credit cards.

Please note:

- It may take up to 30 seconds to process your payment, please do not navigate away from this page until after payment confirmation page is displayed.
- American Express and Diners Club card incur a 2.89% (GST inclusive) surcharge.
- There are no surcharges for payments made via Visa and MasterCard.

Credit Card

Bank Transfer

3. [Click the radio button of either Bank Transfer](#)

Credit Card

Bank Transfer

4. [Enter the Bank details then click Set method.](#)

Bank Transfer

Account Name:
AMP

BSB:
939200

Bank Account Number:
111111

Accept terms and conditions

Set method

To see the Direct Debit Service Agreement, [click Payment Terms](#).

Payment Terms

account means the account held at your financial institution or your credit card from which we are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between you and us.

banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by you to us is due.

debit payment means a particular transaction where a debit is made.

direct debit request means the Direct Debit Request between us and you (and includes any Form PD-C approved for use in the transitional period).


transitional period means the period commencing on the industry implementation date for Direct Debit Requests (31 March 2000) and concluding 12 calendar months from that date.

us or we means M2 Commander Pty Ltd, a wholly owned subsidiary of Vocus Group, the Debit User you have authorised by signing a direct debit request.

Billing

 Dashboard

 Services

 Billing

 Support

The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

[Take Command User Guide](#)



Delivery Options

To add or edit the email address where to send your invoice:

Enter the **email address** inside the box > Click **Confirm**

Delivery Options

As part of our commitment to reducing our environmental footprint, you can choose to receive your invoice via email or download it from your Take Command account.

Email

matthew [redacted] .com.au

Confirm

Invoices

This pane will show the invoice history. PDF and CSV spreadsheet versions of invoices are available for download.























Click to download invoice as a [pdf](#).



Click to download invoice as a [CSV spreadsheet](#).


Invoices


Search invoice number

Issue Date <small>(Invoice Number)</small>	Amount	Download <small>PDF/CSV</small>
01/Jun/2024	\$0	 
01/May/2024	\$-44.03	 
01/Apr/2024	\$144.03	 
01/Mar/2024	\$-45	 
01/Feb/2024	\$0	 
01/Jan/2024	\$15.8	 
01/Dec/2023	\$-65.75	 
01/Nov/2023	\$0	 
01/Oct/2023	\$0	 
01/Sep/2023	\$0	 

 Dashboard

 Services

 Billing

 Support

Here, you will find a list of relevant contact options and FAQs.

Contact Us

From the **Purpose** drop down field, [select](#) the reason you wish to contact us. In a few words let us know what your concern is and [click Submit](#). Our Vocus team will be in touch with you within 2 business days.

Contact Us

Purpose

Please select one

Please select one

Customer Service

Sales

Technical Support

Payment Option

Remaining: 1000 characters

Submit

Contact Options

Customer Care

 132 777

 smb.customerservice@vocus.com.au

 Mon-Fri 9am-5pm AEST

Technical Support

 132 777

 smb.techsupport@vocus.com.au

 Mon-Fri 8am-Midnight, Sat 8am-5pm AEST

Payments

 1300 303 687

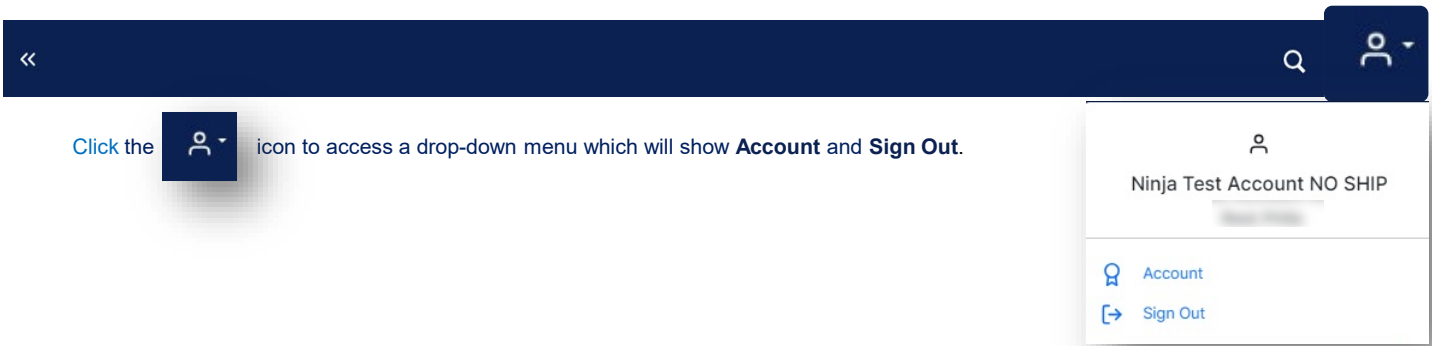
 smb.customerservice@vocus.com.au

 Mon-Fri 9am-5pm AEST

[Take Command User Guide](#)

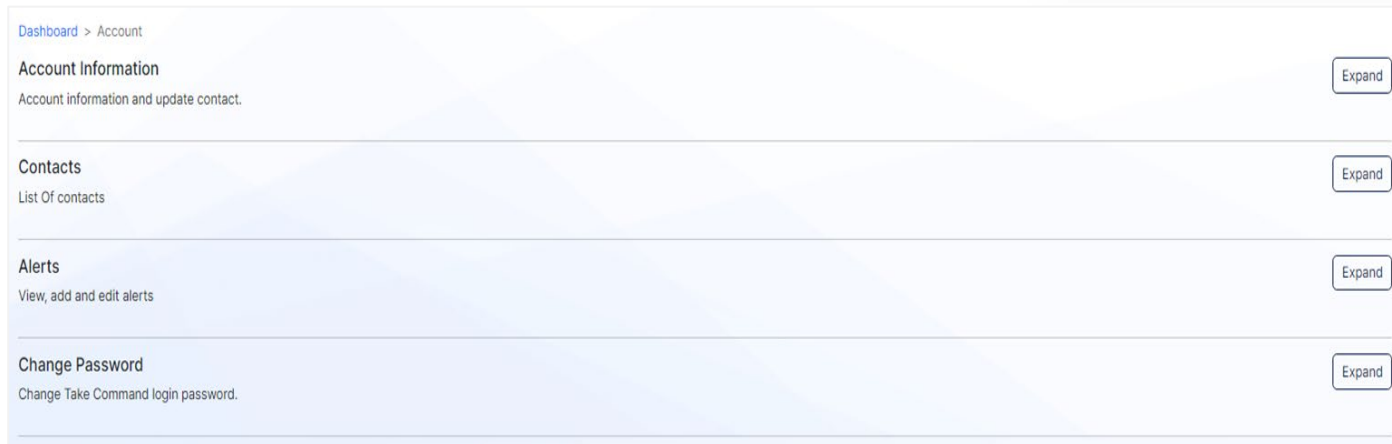
Account



This section allows you to view your account information, edit your contact details, set up alerts and change your password details.



Click the  icon to access a drop-down menu which will show **Account** and **Sign Out**.

Select **Account** and the Account Information, Contacts, Alerts, and Change Password window will show.



Clicking the  button will display the information. The **Expand** will be changed to  compress.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

This pane will show the Primary Account Holder's information.

Account Information

Account information and update contact.

Collapse

First Name

Phillip

Email

[Redacted]

User Name

[Redacted]

ABN

[Redacted]

Primary Account

[Redacted]

Last Name

[Redacted]

Phone

[Redacted]

Last Login Date

26/Jul/2024@14:22

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

This pane will show the List of Contacts, and allow you to Add Contact or Edit Contact.

Contacts

List Of contacts

Collapse

Contacts

+ Add Contact

Search by name

Primary	Name	Email	Mobile	Position	
	[Redacted]	[Redacted]	0400000000	Tester	
	Nick [Redacted]	[Redacted]	null		
	Raymund [Redacted]	null	null		
<input checked="" type="checkbox"/>	Phillip [Redacted]	[Redacted]	null		

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

To add a contact to your account, [click](#) the **Add Contact** button and [update](#) all the mandatory fields.

Click **Add** to complete.

Contacts

[+ Add Contact](#)

Add Contact

First Names	Last Name	Phone Home	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>


Position

[Cancel](#) [Add](#)

You can use the **Search by name** to look for the listed contact name.

Contacts

[+ Add Contact](#)

To **edit** the information, [click](#)  besides the contact name [update](#) all the mandatory fields.

Click **Update** to complete.

Edit Contact

First Names	Last Name	Phone Home	Email
<input type="text" value="Mango"/>	<input type="text" value="Nicdao"/>	<input type="text"/>	<input type="text"/>

Position

[Cancel](#) [Update](#)

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

[Take Command User Guide](#)

This pane shows the Alerts created for each service numbers.

Alerts

View, add and edit alerts Collapse

Name	Type	Service	Sms / Email		
testTolling	Tolling	[Redacted]	Email		
test345	Mobile	[Redacted]	Email		
Tolling Test	Tolling	[Redacted]	SMS Email		
Data Test	Data	[Redacted]	SMS Email		
Budget Test	Budget	[Redacted]	SMS Email		
Test	Mobile	[Redacted]	SMS Email		
t22	Mobile	[Redacted]	SMS		
new	Mobile	[Redacted]	SMS		
aaa	Mobile	[Redacted]	SMS Email		
data	Data	[Redacted]	SMS		

Previous **1** 2 Next

Edit/Add Alert

- Mobile Service
- Budget Limit
- Data Usage
- Tolling Increase
- Bill Reminder

Click on the drop-down to edit or add alert.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre - set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

[Take Command User Guide](#)



1. Select Mobile Service.

Mobile Service ▼

- Budget Limit ▼
- Data Usage ▼
- Tolling Increase ▼
- Bill Reminder ▼

2. Enter required Alert Options and [click Create Alert](#).

Mobile Service ▲

Alert Name

Service

Cap Trigger %

Mobile Data Trigger Type % MB

Mobile Data Trigger %

Enable SMS Delivery

Enable Email Delivery

[Create Alert](#)

Setting an alert for your mobile services based on the percentage of call allowance used.

Alert Options

> Alert Name

The name for your alert. More than one alert name can be created and it has to be unique.

> Service

Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.

> Cap Trigger

What percentage of the cap usage will trigger the alert. Enter a percentage (without the % symbol).

> Mobile Data Trigger

What portion of the data used will trigger the alert in either MB or a percentage of data allowance.

> Send via Email

Email address for the alert to be sent to.

> Send via SMS

Mobile number for the SMS alert to be sent to.

Account > Alerts Budget Limit

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

[Take Command User Guide](#)



1. Select Budget Limit.

Mobile Service

Budget Limit

Data Usage

Tolling Increase

Bill Reminder

2. Enter required Alert Options and click **Create Alert**.

Budget Limit

Alert Name

Service

Select a service

Budget Amount

Budget Trigger Type

Day of Month Budget Amount %

Budget Trigger

Day

Enable SMS Delivery

Enable Email Delivery

Create Alert

Setting an alert for your mobile services based on the set budget amounts.

Alert Options

- > **Alert Name** The name for your alert. More than one alert name can be created and it has to be unique.
- > **Service** Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
- > **Budget Amount** The amount used to calculate the budget trigger.
- > **Budget Trigger** What dollar figure of the budget usage will trigger the alert.
- > **Send via Email** Email address for the alert to be sent to.
- > **Send via SMS** Mobile number for the SMS alert to be sent to.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

[Take Command User Guide](#)



1. Select Data Usage.

Mobile Service

Budget Limit

Data Usage

Tolling Increase

Bill Reminder

2. Enter required Alert Options and click **Create Alert**.

Data Usage

Alert Name

Service

Data Usage Type % MB

Data Alert Trigger

Enable SMS Delivery

Enable Email Delivery

Setting an alert for your mobile services based on the amount of data used.

Alert Options

- > **Alert Name** The name for your alert. More than one alert name can be created and it has to be unique.
- > **Service** Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
- > **Data Alert Trigger** Percentage or Megabyte allowance.
- > **Send via Email** Email address for the alert to be sent to.
- > **Send via SMS** Mobile number for the SMS alert to be sent to.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

[Take Command User Guide](#)



1. [Select Tolling Increase.](#)

A screenshot of a dropdown menu with the following options: Mobile Service, Budget Limit, Data Usage, Tolling Increase (highlighted with a red box), and Bill Reminder.

2. [Enter](#) required Alert Options and [click Create Alert.](#)

A screenshot of the 'Tolling Increase' alert configuration form. The form has a blue header with the title 'Tolling Increase' and an upward arrow. The fields include: 'Alert Name' (text input), 'Service' (dropdown menu with 'Select a service' selected), 'Tolling Increase' (text input with a '%' symbol), 'Enable SMS Delivery' (checkbox), and 'Enable Email Delivery' (checkbox). A blue 'Create Alert' button is at the bottom right.

Setting an alert to show when the cost for a mobile service has increased compared to the previous month.

Alert Options

- > **Alert Name** The name for your alert. More than one alert name can be created and it has to be unique.
- > **Service** Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
- > **Tolling Increase** Percentage increase based on last invoice.
- > **Send via Email** Email address for the alert to be sent to.
- > **Send via SMS** Mobile number for the SMS alert to be sent to.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

[Take Command User Guide](#)



1. [Select Bill Reminder.](#)

A screenshot of a dropdown menu with the following options: Mobile Service, Budget Limit, Data Usage, Tolling Increase, and Bill Reminder. The 'Bill Reminder' option is highlighted with a blue border and a downward arrow.

2. [Enter](#) required Alert Options and [click Create Alert.](#)

A screenshot of the 'Bill Reminder' alert configuration form. It features a blue header with the title 'Bill Reminder' and a close icon. Below the header is an 'Alert Name' field with a text input box. Underneath are three checkboxes: 'Service is Overdue', 'Enable SMS Delivery', and 'Enable Email Delivery'. At the bottom right of the form is a blue 'Create Alert' button.

Setting an alert to show when your next bill is due.

Alert Options

- > **Alert Name** The name for your alert. More than one alert name can be created and it has to be unique.
- > **Service is Overdue** Tick to be notified when an invoice is overdue
- > **Send via Email** Email address for the alert to be sent to.
- > **Send via SMS** Mobile number for the SMS alert to be sent to.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

To change your **Take Command Password**

Enter **Current Password**, **New Password** and **Confirm Password** and click [Change Password](#)

Change Password

Collapse

Change Take Command login password.

Current Password

New Password

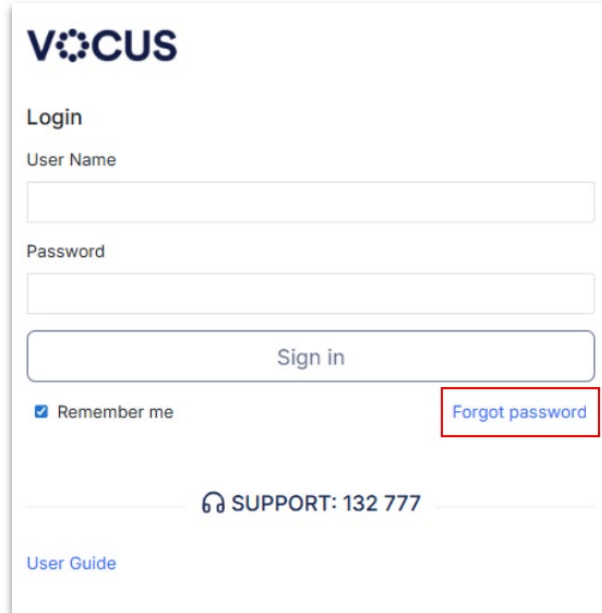
Confirm Password

[Change Password](#)

Please note: Your new password must be between 8 and 30 characters long, and must be a combination of upper case, lower case, numbers and symbols.

To reset your **Take Command Password**

1. [Click](#) on the Forgot password link



VOCUS

Login

User Name

Password

Remember me [Forgot password](#)

[SUPPORT: 132 777](#)

[User Guide](#)

Please note:

If you don't recall your User Name please contact us on 132 777.

2. [Enter](#) your User Name and Captcha and clic



VOCUS

Forgot password

User Name

Captcha

Please enter the Captcha code that appears below then click on reset password.



[Refresh Captcha](#)

[Back](#)

[SUPPORT: 132 777](#)

[User Guide](#)

The logo features the word "VOCUS" in a white, sans-serif font. The letter "O" is replaced by a cluster of seven small white dots arranged in a 2-3 pattern. The background consists of several overlapping, wavy, semi-transparent shapes in shades of blue and teal, creating a sense of depth and movement.

VOCUS

VOCUS