myCellcom App User Guide

Table of Contents

Getting Started

To use the myCellcom app, you need to have a myCellcom account set up. If you do not have one set up, below are the ways to set it up.

- Simply go to my.cellcom.com, select the link below the Log In button that says Click to Register, and follow the prompts to complete registration.
    - If you are registering as an Account Owner, to ensure the security of your account information, you will need your account number and account password to sign up. An account password can be added at any Cellcom retail store, or with Customer Care by calling 800-236-0055.
- You can also choose to sign up as a Wireless User without an account password.
- More information can be found at my.cellcom.com, calling Customer Care at 800-236-0055 or going to any Cellcom retail store.
- Note: Not all information within the myCellcom app will be available to Wireless Users.
- The information provided in the User Guide is based off iPhone. Android may be slightly different.
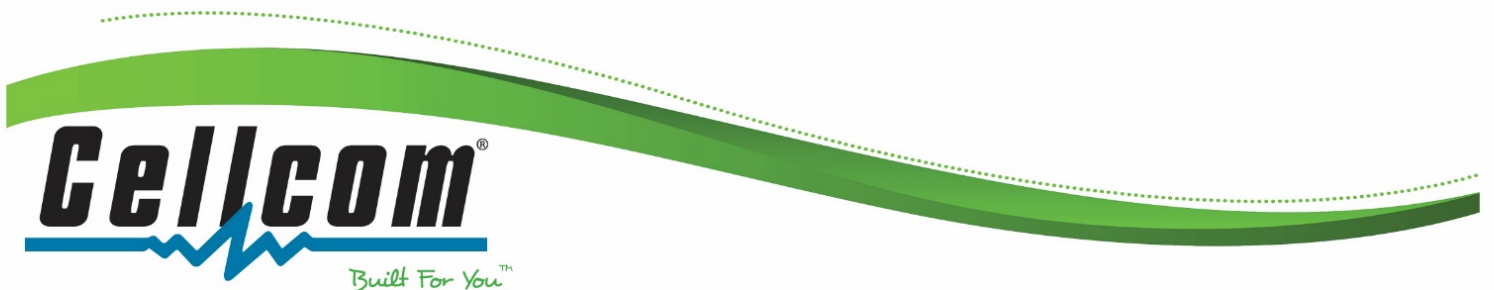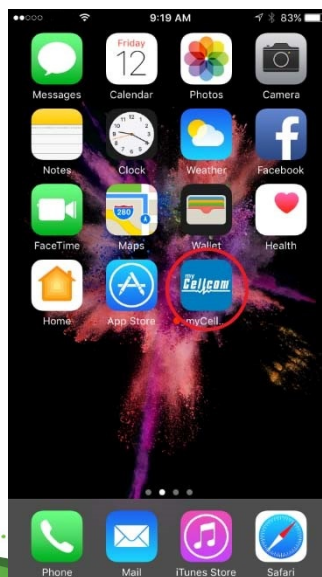
Installing myCellcom App

To download the myCellcom app:

1. On an Apple device, go to the App Store
2. On an Android device, go to the Google Play Store
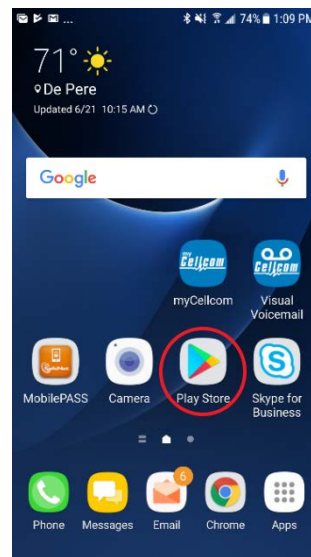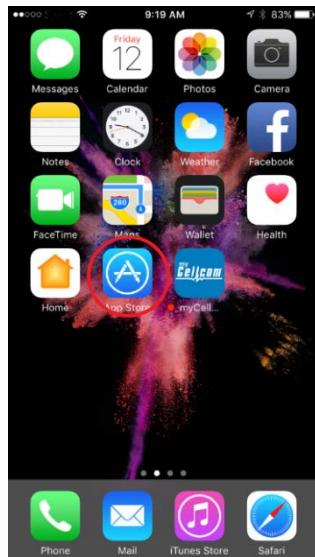
Search for myCellcom App. Download the app to your device.

Once downloaded, go into your apps and tap the myCellcom icon to begin using the app.
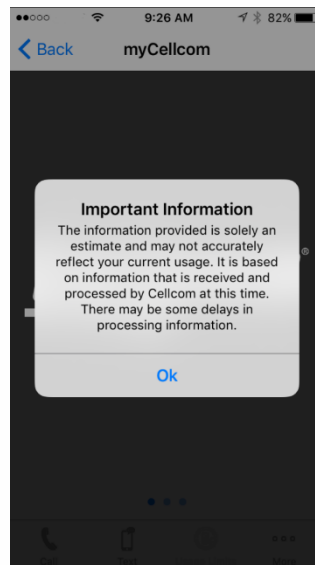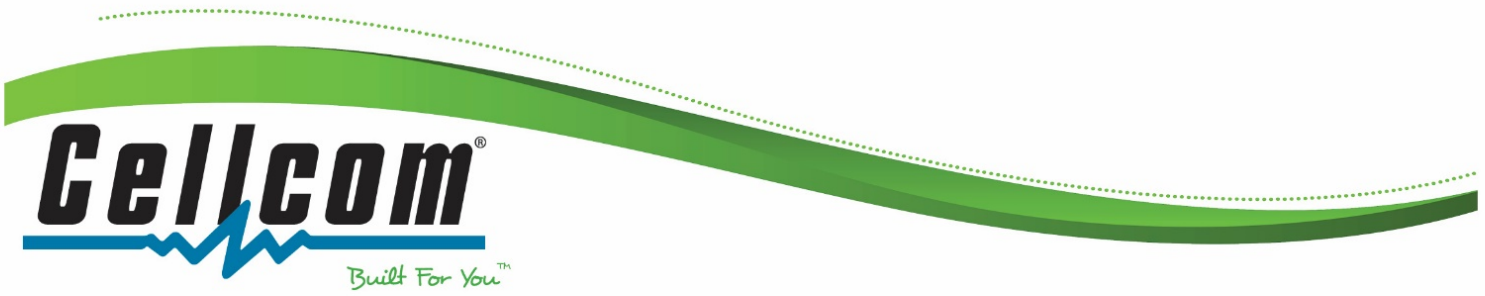
Logging Into myCellcom App

1. When going into the application for the first time, you will be presented with a log in screen. To continue, enter your cellphone number and myCellcom password and tap Login.
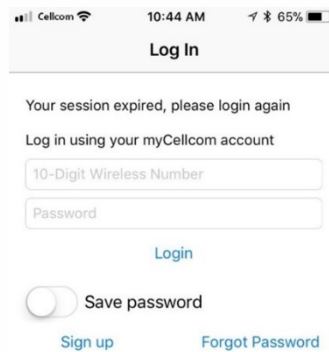
2. Read the important information regarding usage information provided in the app is an estimate and may not currently reflect current usage. Tap OK to continue.
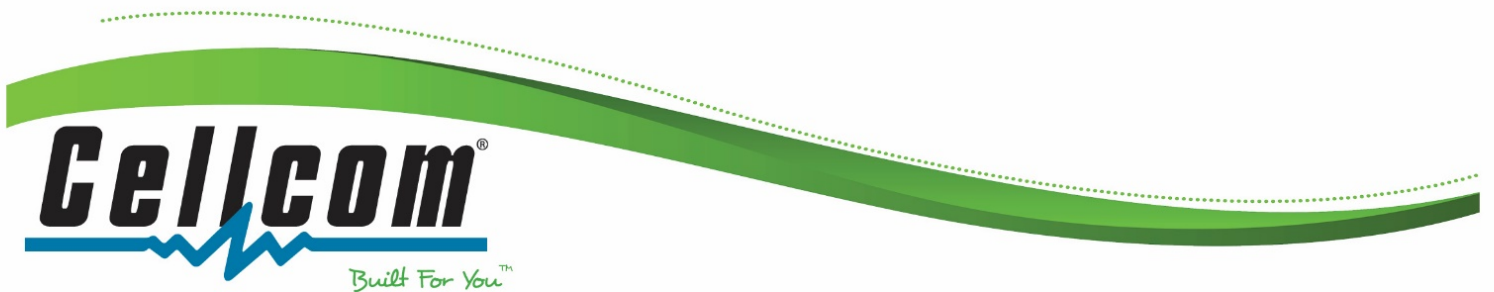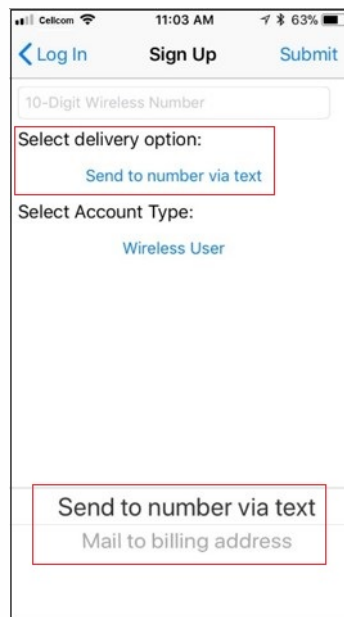
3. Goes to the myCellcom App main menu screen.

Cellcom®
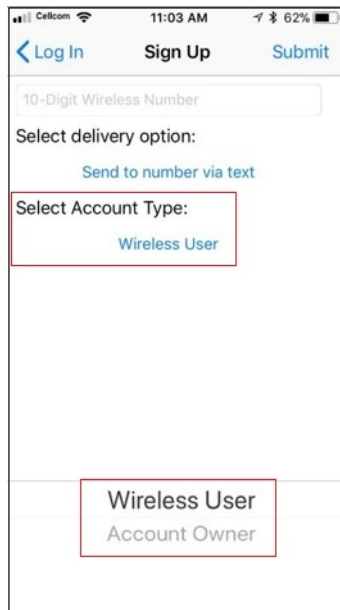Built For You™
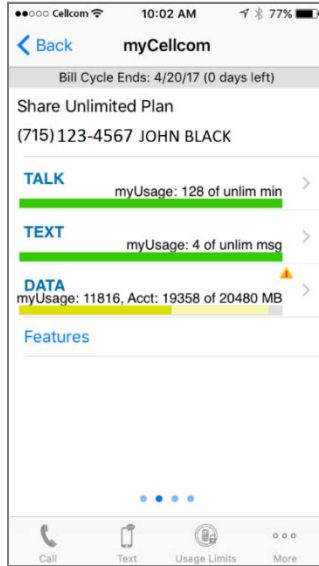
Sign up for an Account

1. To sign up for a myCellcom account, tap on "Sign up" on the log-in screen.

2. Enter your 10 digit wireless number and select if you want your temporary password sent via text or mailed to your billing address.
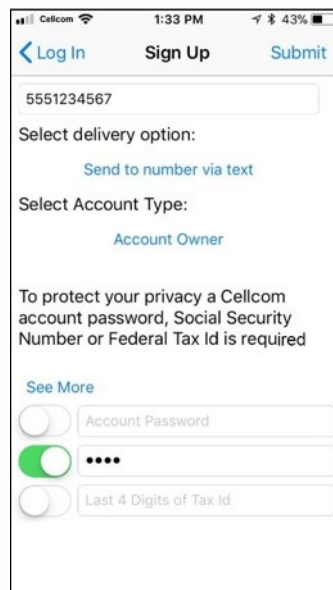
3. Select if you are signing up as a wireless user or an account owner. Tap on Submit to continue.
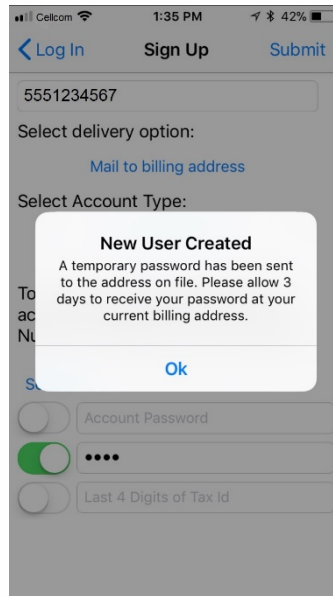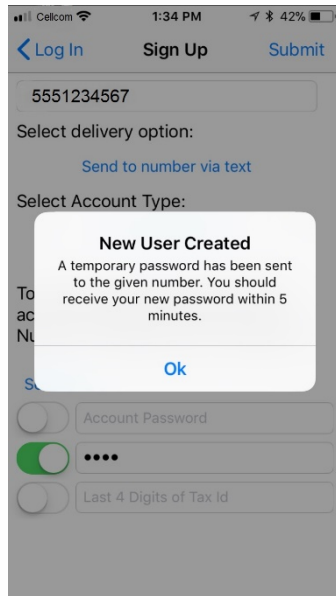

4. If you choose to proceed as an account owner, you will need to add either your account password, last 4 digits of your social security number, or the last 4 digits of your tax ID number. Tap on Submit to continue.

5. A pop-up will appear saying a temporary password has either been sent to the given number or that the password has been mailed to your current address. If you chose to sign up as a wireless user, you will just need to enter in your 10 digit number and select if you want your password sent via text or mailed to your billing address.

Forgot Password

1. If you have forgotten your password, you can now tap on the Forgot Password feature through the app.

2. Enter in your 10 digit wireless number and choose whether to have your temporary password sent via text or mailed to your billing address. Tap Submit to continue.
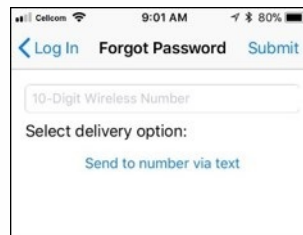
3. Next you will need to enter in your account password, last 4 digits of your social security number, or the last 4 digits of your tax ID. Tap Submit to continue.
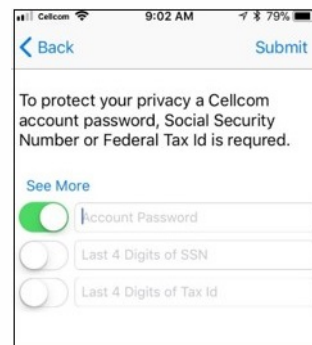
4. A pop-up will appear saying a temporary password has been sent to the given number or that the password was sent to the billing address.
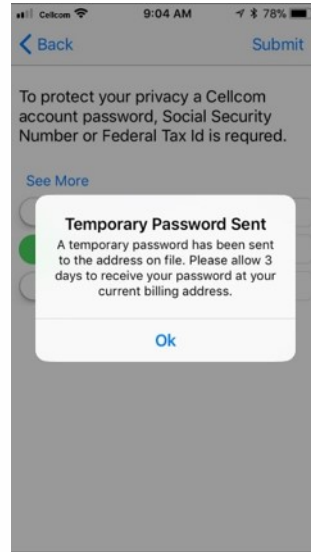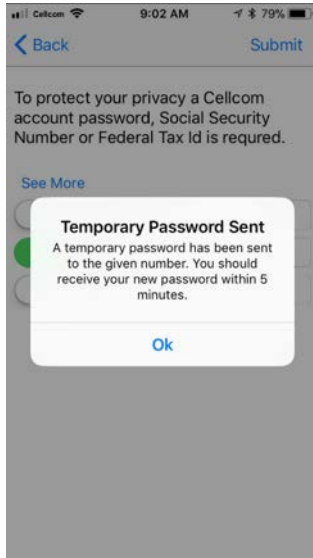
Usage Information

The main menu screen in the myCellcom app gives a quick overview of estimated usage for Talk, Text and Data since the close of your last billing cycle. The usage information provided is for your wireless number, unless you share minutes, messages or data with all lines on your account. If you share, the usage bar will show a two tone bar with your usage and the cumulative usage of all lines on the account. On the main menu screen, Talk is anytime minutes and Text is outgoing text messages (if you go over on a different type than what is displayed on the main menu screen and would have a financial impact, an alert will appear). Usage information is displayed 2 ways:
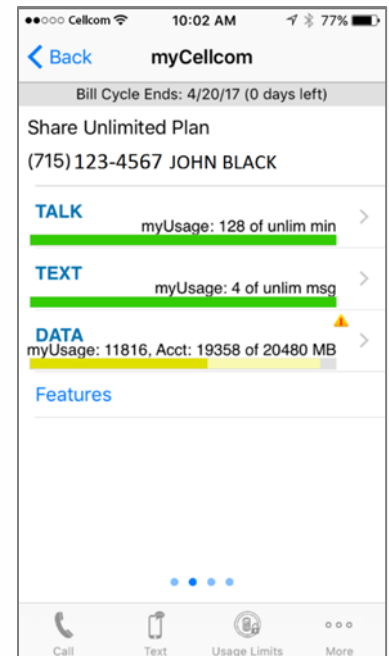
1. The progress bars give a quick representation of your estimated usage vs. monthly plan amounts. The bars will change color depending on how close to the plan amounts you are for the billing cycle.
2. Above the progress bar is the numerical representation for the estimated usage and monthly plan amounts. If the monthly plan amounts are shared among all lines on your account, it will provide your usage denoted as myUsage, the account usage and the monthly plan amount.
   - Green bar means you are within your monthly plan limit and should have nothing to worry about. A full green bar means you have an unlimited amount
   - Yellow bar means you are at least at 80% of the plan amount for the month
   - Red bar means you have hit the plan amount for the month and are incurring additional charges.
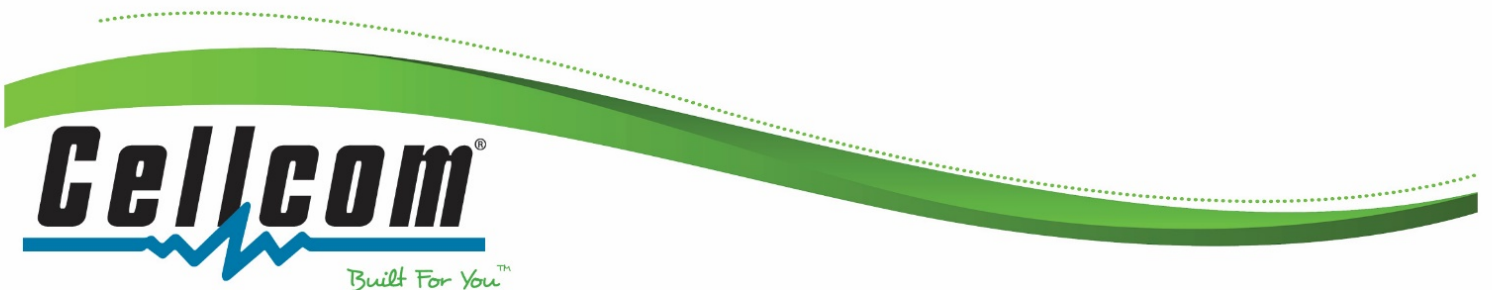
To get more detail on your Talk, Text and Data usage, from the main menu screen, tap the progress bar or the grey arrow on the right hand side. Just like the main menu screen there are progress bars and actual number information displayed for each.
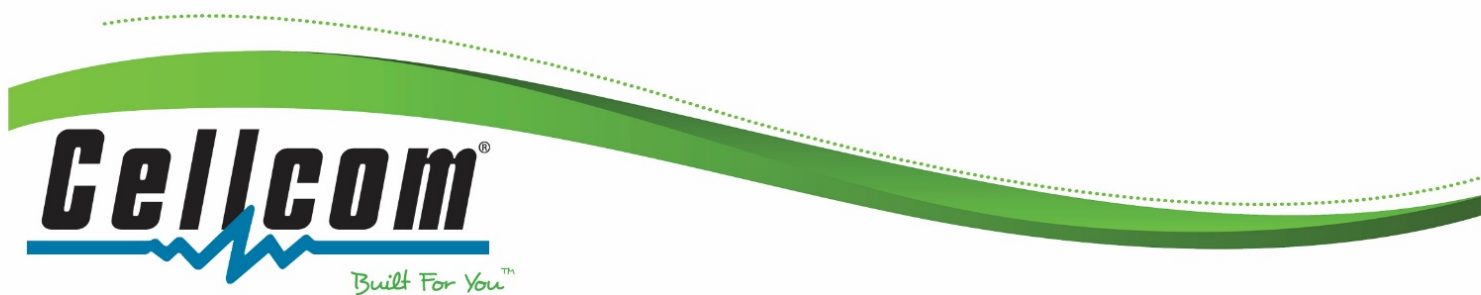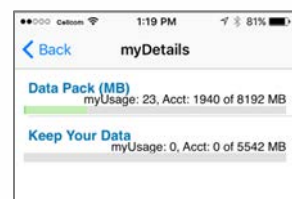
Talk detail provides more information on the type and amount of minutes on your plan and estimated usage of each.
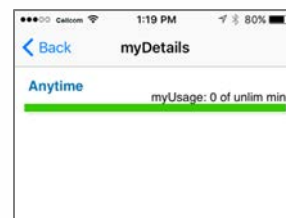
Text detail provides more information on the type and amount of messages on your plan and estimated usage of each.
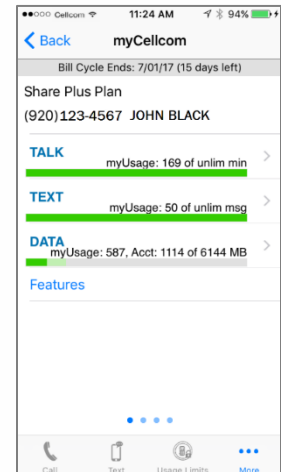
Data detail provides more information on the type and amount of data and estimated usage.
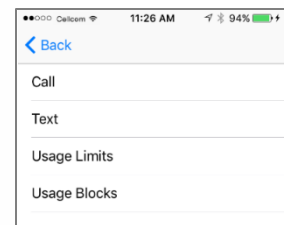
Usage Controls

To access the Usage Control functions, from the main screen, tap on the "Usage Limits" icon at the bottom of the screen or the "More" icon to access both "Usage Limits and Usage Blocks".

Tap on either "Usage Limits", which is a paid feature or "Usage Blocks", which is available to all share plan and advantage plan customers free of charge.

When you select "Usage Limits", you will be brought to the "Set Usage Limits" screen. Here you will be able to enter the amount of data you want to allocate to the line, select what to do when the line reaches its data usage limit, or notify & block or notify only the line that is approaching its allocated limit.
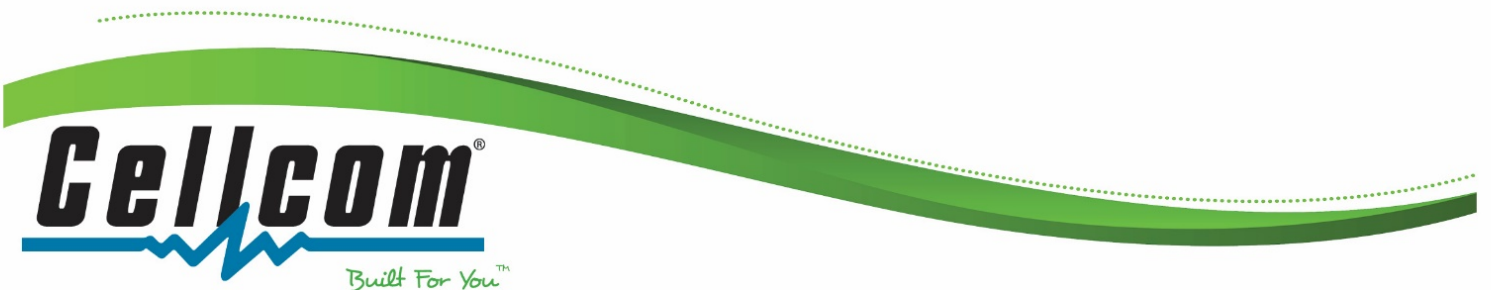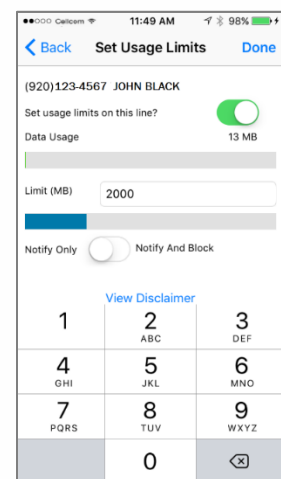
When you select "Usage Blocks", you will be brought to the "Set Usage Blocks" screen. Here you will be able to block data, text or voice services immediately or you can schedule a date for the services to be blocked.
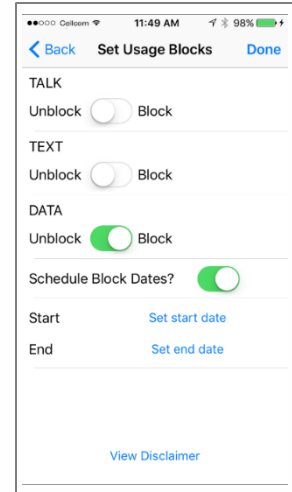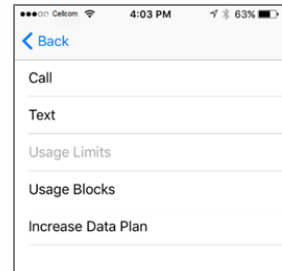
When you block a line it will state "Block Pending". Once the line is officially blocked it will say "Blocked".
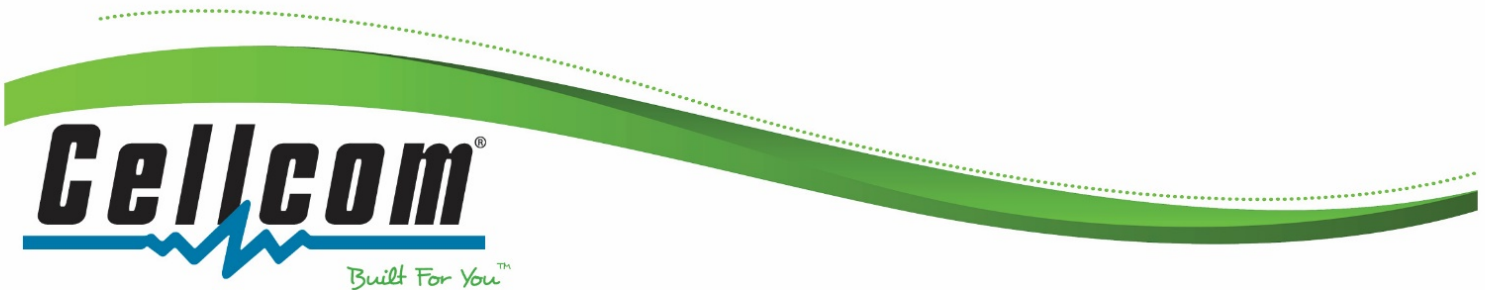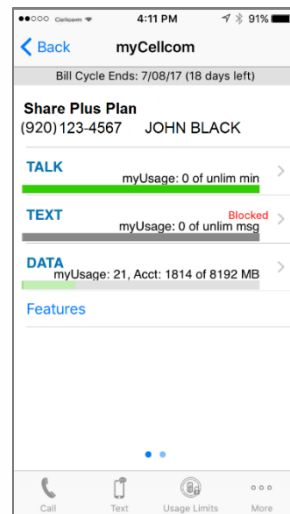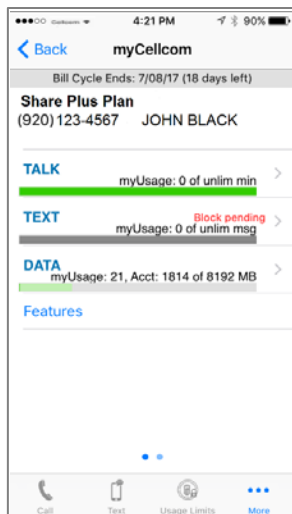
iOS: Increase Data Bucket

To access the Increase Data Bucket function, from the main screen, tap "More" located at the bottom of the screen.
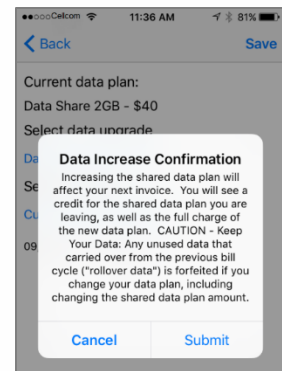
Tap on "Increase Data Plan".

A separate screen will open where you will be able to choose from different shared data options along with the duration of months you would like to continue with the increased data bucket. Simply tap "Data Share" and "Ongoing" to scroll through your options.

- Once you have chosen the data amount and duration of time, tap on "Save".
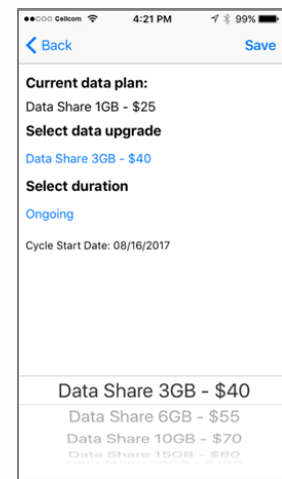
You will then receive a data increase confirmation. Read through the text and tap on "Cancel" if you would like to go back or "Submit" if you agree with the terms and would like to proceed with your data increase.
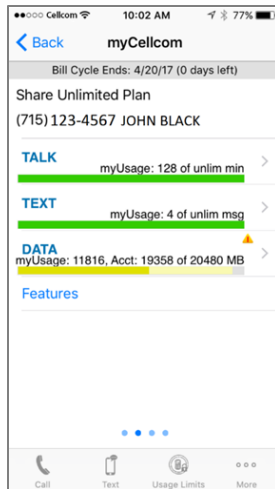
Once you tap "Submit", you will see a confirmation window that reads "Your request has been processed. Your data plan has been successfully increased."
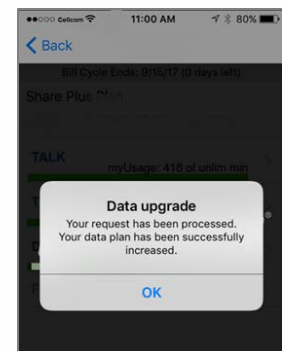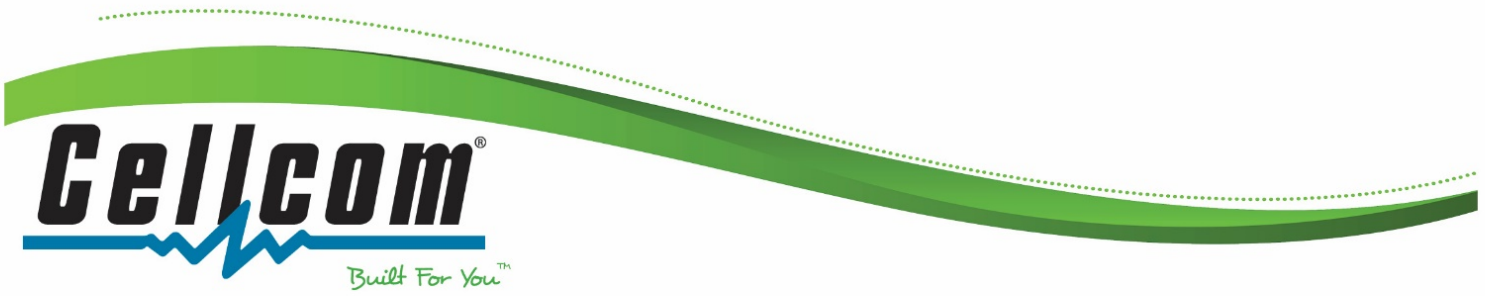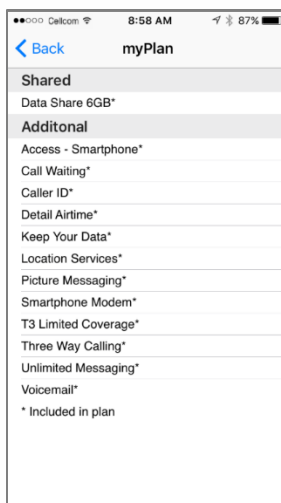
My Plan Information

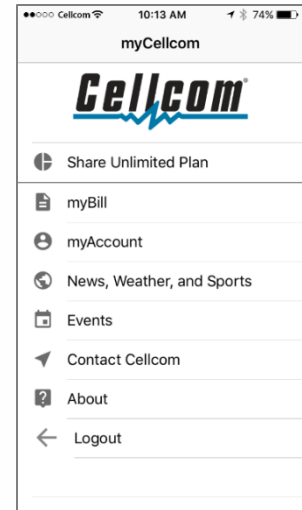To view your plan information, tap on "Features", this will take you to the myPlan page.

The myPlan page provides an overview of the rate plan and features for the specified wireless number on the account. Note: Wireless Users will only be able to view their wireless number.

myPayment/myBill Information

To view invoice information, from the main menu tap My Bill.

This will take you to the myPayment page, which shows current charges, past due, payment adjustments and when the balance is due. Tap on View Previous Statement to see your Bill.
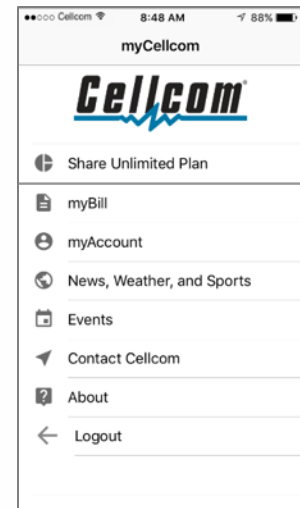
The myBill page provides an account summary, balance/payments received and current charges and credits. Note: Wireless Users will only be able to view their portion of the bill.
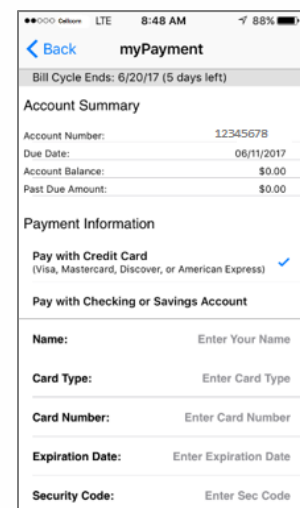
Making a Payment

To make a payment, from the main menu screen tap myBill.

The initial myPayment screen provides current balance information. Here you can make a payment or view a previous statement.
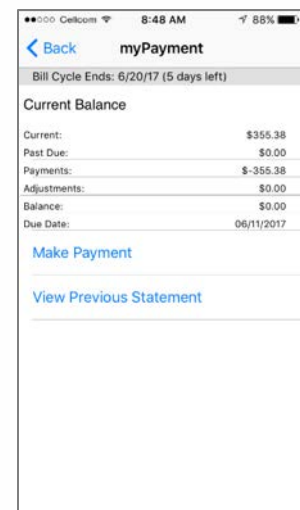
To pay with a credit card, tap Pay with Credit Card under Payment Information.

Fill in the requested information by tapping on the area. The app preselects paying the account balance, but you can change that to just pay the past due amount or a specific amount. When complete, tap continue.
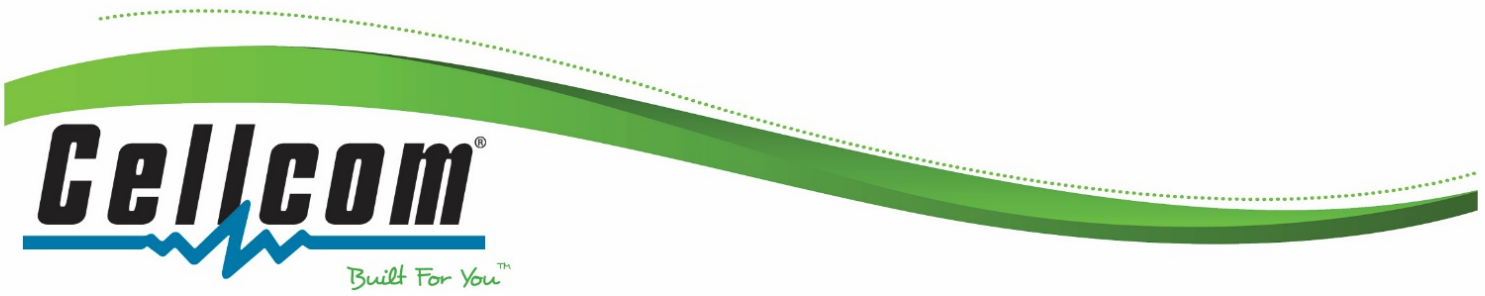
Confirm the information is correct, then tap submit payment.

Next you will go to the successful payment screen, letting you know that your payment was successfully posted to your account. Tap done to go back to main menu. Please note: your payment will not be reflected in the My Bill section of the app until your next billing cycle.

To make a payment with checking or savings account, from the myPayment screen tap Pay with Checking or Savings Account. Select if you are paying with Checking or Savings.

Fill in the requested information by tapping on the area. The app preselects paying the account balance, but you can change that to just pay the past due amount or a specific amount. When complete, tap continue.

Confirm that the routing number, account number and payment amount is correct and tap submit payment.
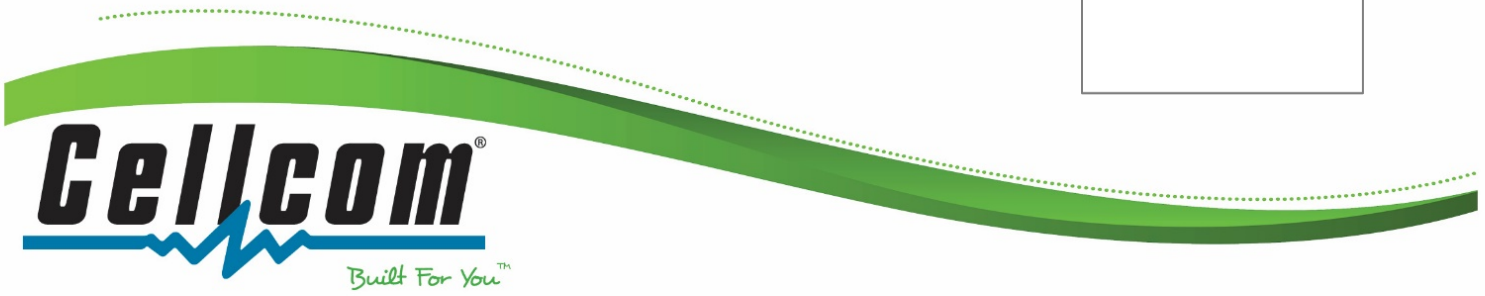
Next you will go to the successful payment screen, letting you know that your payment was successfully posted to your account. Tap done to go back to main menu. Please note: your payment will not be reflected in the My Bill section of the app until your next billing cycle.

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Successful Payment   Done

Your payment has been successfully posted to your account.

Account Number:	100635
Bank Payment	
Transaction Date:	6/19/17
Confirmation Code:	9981995
Payment Amount	$50.00
Bank Account Number:	5858325
Routing Number	075000019

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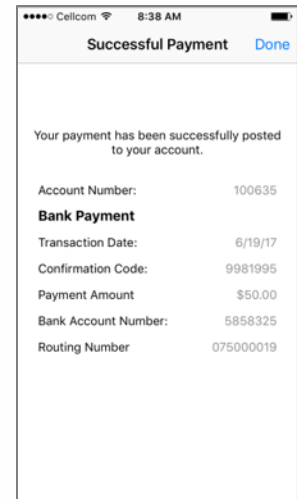
Contacting Cellcom

The myCellcom app provides multiple ways for you to contact Cellcom for additional questions or comments. Tap Contact Cellcom from the main menu screen.
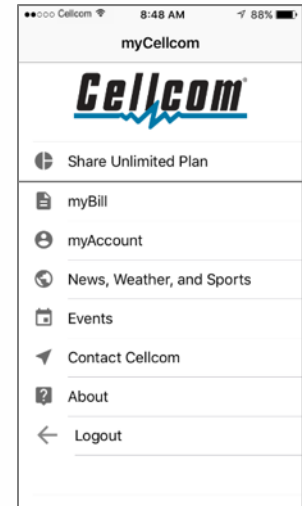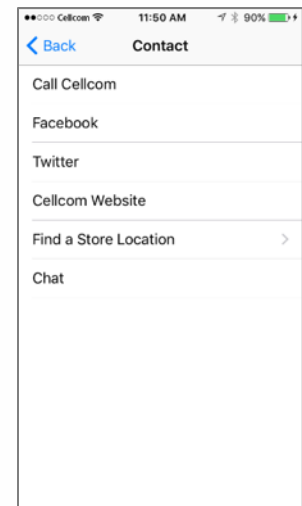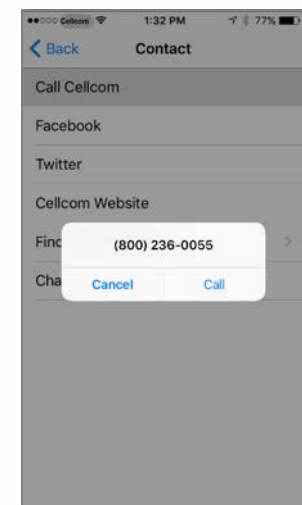
The Contact screen provides 4 options to contact Cellcom.

Select Call Cellcom from the Contact screen. A pop up will appear with the option to call Cellcom Customer Care.

Select Facebook from the Contact screen. This goes to Cellcom's Facebook page where you can message us.

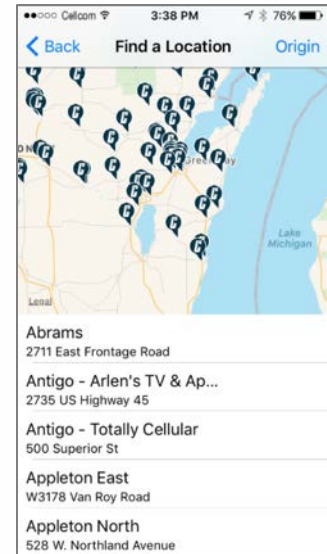Select Twitter from the Contact screen. This goes to Cellcom Twitter where you can tweet us.

Select Cellcom Website from the Contact screen. This goes to Cellcom's website where you can find more information on plans and features, a location near you and additional contact information.
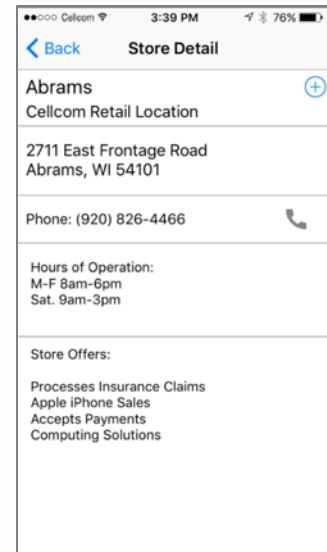
Select Find a Store Location from the Contact screen. This goes to a map of all Cellcom Retail stores. Tap on Origin to find the Cellcom store that is closest to your current location.

When you tap on a location, store detail will appear with information on address, phone number, hours of operation and store offers.
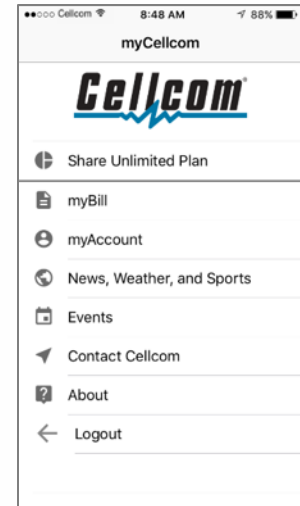
Select Chat from the Contact screen. This will take you to a sign in page where you will enter your Name, Email Address and Topic for Chat.
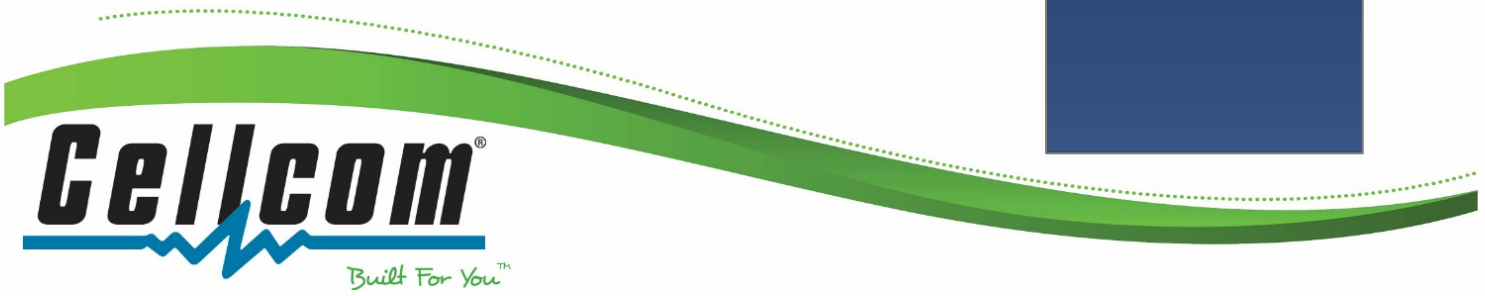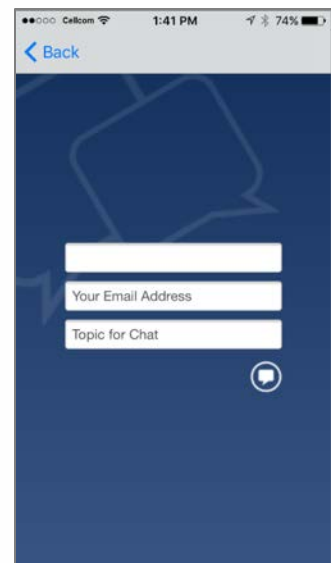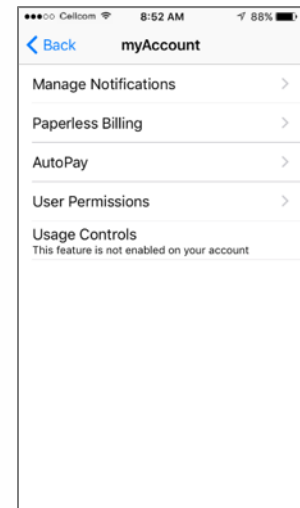
myAccount

To set preferences, select myAccount from the main menu.

Manage Notifications allows Account Owners the ability to set their preferences to keep track of their account's usage. Start by selecting Manage Notifications from the myAccount page.

In the myNotifications screen you can select the notifications to come through as a text message, email or both, as well as who should receive the notification. Once you have made your selection, tap save in the top right hand corner to save the changes.
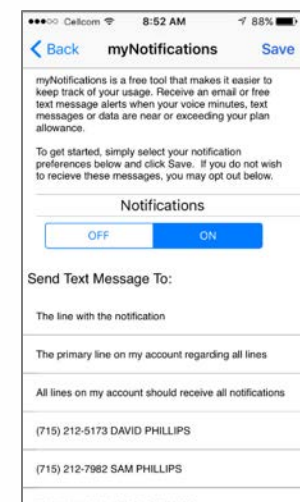
Note: by turning myNotifications to off, you will not receive alerts when approaching or exceeding plan allowances and could incur additional charges. A warning will pop up, tap OK to turn off.
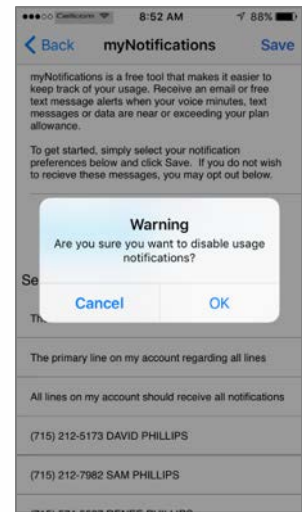
Paperless Billing allows you to view your monthly statement online and no longer receive a paper bill in the mail. Paperless Billing allows account owners to sign up or make modifications to Paperless Bill within the app. Tap on Paperless Billing from the myAccount page and make your selections. Terms and Conditions are available for reference.
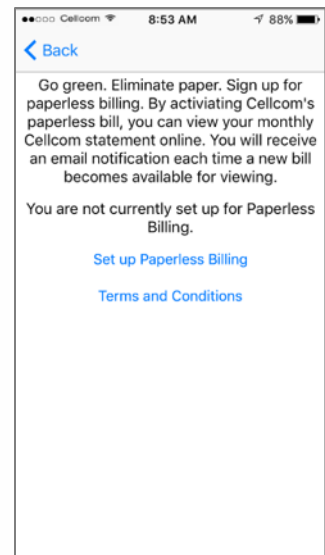
With Autopay you can have Cellcom automatically charge your credit card or bank account when the bill comes due. Tap on Autopay from the myAccount page and follow instructions to get set up, edit or cancel Autopay.
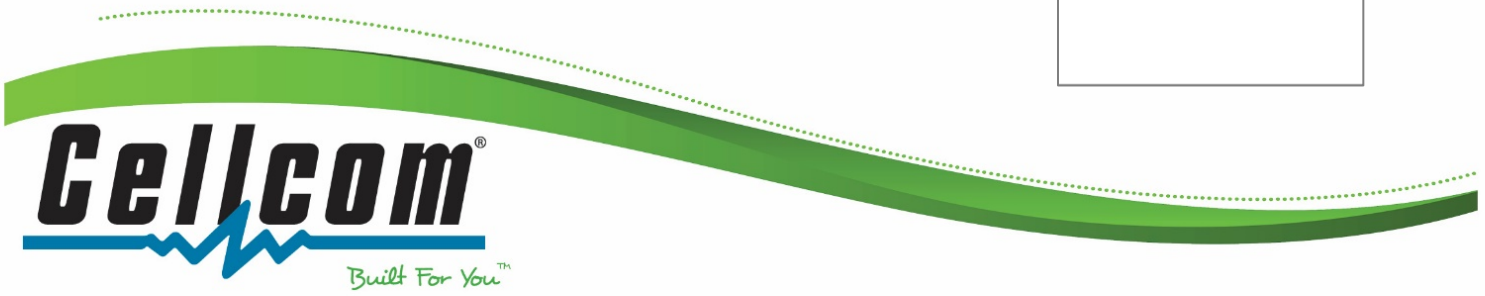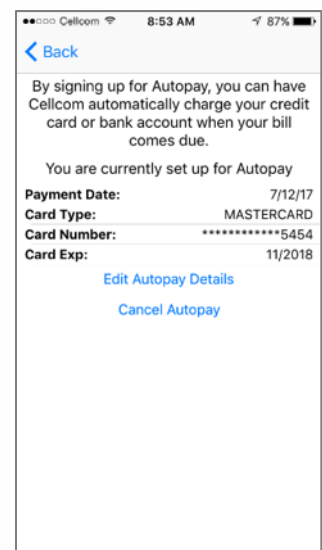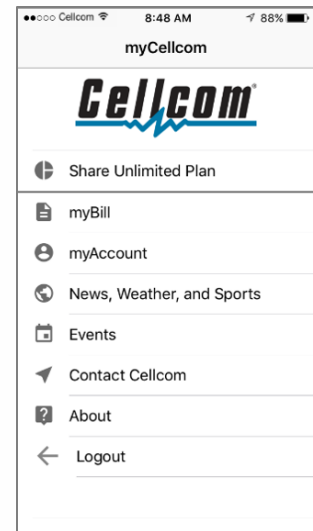
Account Settings allow you to determine if additional account users or wireless users can be created on your account. Tap on User Permissions from the myAccount page to make your selections.
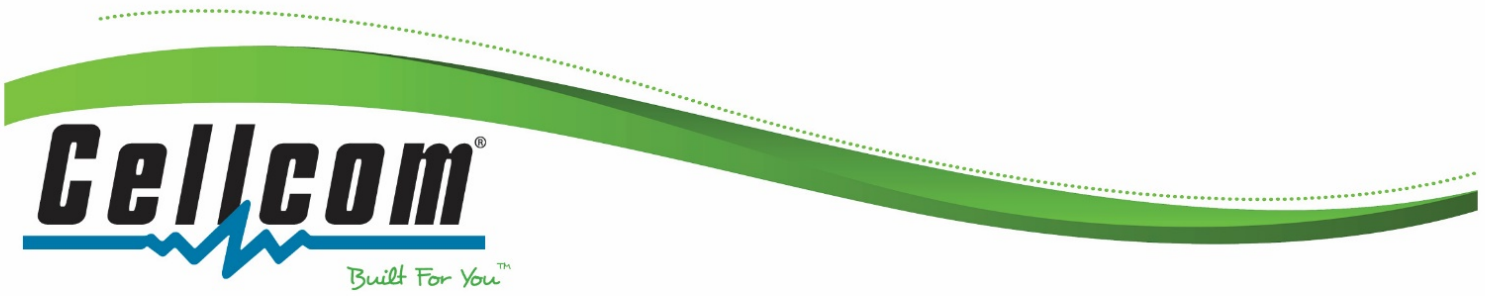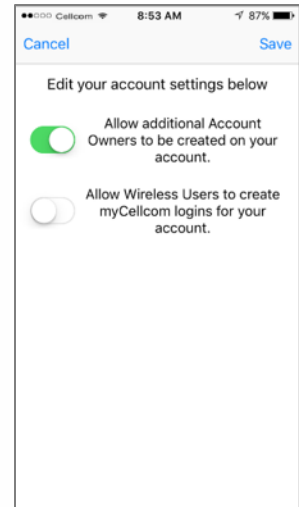
About

For the app version and other information, select About from the main menu page.

Tap "View Usage Controls Disclaimer" to see the full disclaimer for call, text, and data blocking and usage limits.