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My bt mobile usage

User Guides for BT Products More Options The My BT App is an easy way to keep track of usage and see how much data, minutes and texts you've left in your plan. You will also find a summary of the additional fees so you know what to expect for your next bill. And if you have more than one SIM SIM SIM in your account, you can now check usage for all your SIMs in the app. Just so you know the My BT app doesn't work with SIMs from other carriers - including EE and BT Business. How do I get the My BT app? You can find it on Google Play, in the iPhone App Store. Just search for My BT or text BTmob to 81192 and we'll send you the link. The app works on Android 5.0 (or later) and iOS 9 (or later). If you can't find the app, it means your phone doesn't support it. You can try to upgrade your phone to a version supported by us by going to the phone settings (usually under Settings, About Phone, or System Updates). If you have problems, please use the Help menu or send app feedback to help us improve things. How do I activate the My BT app? Before you start. Make sure you have your BT Mobile SIM enabled and save to your phone, you can't use a SIM from another service provider (including BT Business or EE) To check if your phone has an active BT Mobile data or Wi-Fi connection After you have installed the app, open it to start activation. If you are connected to BT Mobile data, it only takes a few seconds to activate. If you are connected via Wi-Fi, enter your phone number and we will send you an SMS with a PIN. All you need to do is enter this in the app. If the app asks for your phone number, make sure you enter the correct one for your SIM file. This is the number that is active on your SIM and flashes when you call someone. If you haven't received your PIN and you recently asked to move your number, confirm that we've definitely moved it before asking for a PIN. Or make sure you're connected to BT Mobile data and try again. If we move your number after you activate the app, the app automatically updates things. You don't need to set it up again. Can I view all my SIMs in the My BT app? If you have more than one SIM SIM file in your account, you can now view them all in the My BT app. This makes it easy for you to check your usage and manage your SIMs. Learn more about displaying your SIMs in the My BT app > How up-to-date is my usage information? Everything is in real time, so that as soon as stop a call or send text, your allowance is updated. Every time you open the My BT app, your usage and account information is updated and displayed. You can also force it to update the data by forming edged from the top of the screen. How up-to-date is my roaming usage? It depends on which country you are in and what network you are in. It should be in real time in most countries, but if it is not, it may take a long time for you to see it updated. The data displayed in the My BT app does not correspond to my SIM SIM SIM SIM This happens, you need to reset the My BT app. Open the navigation menu by tapping the icon in the upper left corner Go to Settings Tap Reset the app you will be prompted to reactivate the app before you see your allowances. The displayed data should now match your SIM display. Is it safe to activate the mobile network? We follow the same security approach as we do with mobile phone numbers and PIN entry. Our mobile network is very secure and we use your SIM to validate who you are. This only takes a matter of seconds from the moment you open the My BT app. If you're a BT Mobile customer, you can stay up to date with your account at a time that suits you with the BT Mobile app. The BT Mobile app is a free download for Android and Apple smartphones. As long as you have an Internet connection, you can use it to check your monthly compensation, along with any data roaming and extras. Don't forget, as a BT customer you can get online at 5 million Wi-Fi hotspots across the UK with the BT Wi-Fi app. The BT Mobile app helps you set up your phone to connect to a hotspot. Use the BT Mobile App 1: Set up Start by entering your BT Mobile number and a PIN will be sent to your phone, enter it and wait while the app is linked to your account. Alternatively, make sure you're connected to a mobile data connection and the app automatically sets it up in a few seconds and you don't have to enter your mobile phone number or PIN. 2: Check usage Once you've logged in, the first thing you see is the My Certificates screen, which shows in real time how the most important minutes, texts and data you've used and how many remain. Below you'll see extra spending since your last bill, tap this to break down any additional charges, including minutes that aren't included in your plan, and roaming charges if you've been abroad. [Read more: How to prepare your smartphone for your holiday] 3: Monthly charges and data roaming Tap the menu icon at the top left (three horizon lines) and select My Plan to see a summary of your BT Mobile plan with monthly minutes, texts and data, as well as add-ons. If you've been abroad or are going abroad, the menu also includes a data roaming option that displays all add-ons and fees. Conveniently, the app is standard on the roaming site when you're abroad, making it easier for you to keep an eye on your roaming usage. With the BT Mobile app with multiple SIMs BT Mobile sIM, you can add multiple SIM cards to your account for family members and friends and achieve brilliant savings. Use the BT Mobile app to track how much each SIM user spends on the family or other BT Mobile SIMs. 4: Add another SIM button to the menu and select 'Do you have more than one SIM?' You'll need to enter your BT ID and password, and the app will then display the SIMs you have in your account. * 2: View additional SIM details Now, when you view the Account Summary screen, more SIMs will appear attached to your plan. Displayed. Your account. Tap each one to see the remaining minutes, text, and data along with any additional output. Read more: Say no to bill shock: How BT Mobile can help you avoid unexpected bills] Check out our mobile and SIM-only offers with discounts for BT broadband customers * You need to be a BT mobile customer to see other SIMS on your account. The BT Mobile app closes soon, but don't worry – it's now easier than ever to manage your mobile account and other products in one place with the My BT app. We're constantly working to add new features and enhancements to the My BT app – here are some of the things you can already do: check your mobile allowance and other usage verification, download and pay your bill Manage all your products – including mobile, broadband and TV track orders and errors Test your speed and check BT services near you How to switch to My BT: If someone else pays your BT Mobile bill, if you don't have a BT ID and you're not the owner of a mobile account, you'll need to ask your BT account holder to create a separate BT ID for you. With your BT ID, you can only see your own BT Mobile bill and usage. You need an email address to set up your BT ID. Follow our step-by-step guide If you are the BT Mobile account holder Use your BT ID to sign in to My BT. You need a BT ID to sign in and use the My BT app. Your BT ID is the username and password you need to manage all your BT services online. If you know your BT ID, simply download or open the My BT app - you can use it right away. If you've forgotten or haven't your BT ID, see below how to get a reminder or set up one. Download the My BT app My BT app is available in the App Store or Google Play - or you can simply text 'MyBT' 81192 and we'll send you a link to download the app. Get more information about using My BT If you forget or need new login details: Forget your BT ID username or password? Get a reminder here Forgetting your BT account number? Get a reminder here Need a BT ID? Set up here This app is only available in the App Store for iPhone and iPad. My BT is the easiest way to check your current usage, view and pay your bills, get help when you need it and much more. With a few taps, you can see how much you use in your BT landline, broadband, TV and mobile phone, check your current broadband status and pay your bills quickly and easily. You Your BT ID to sign in – but after that, you can use a 4-digit PIN or fingerprint ID for quick access when you need it. Forgot your login details? Go to 1 Dec 2020 version 8.16.1 In this update, we've added support for Apple Pay and fixed some bugs to improve performance. Revision: Since the review below version 8.4 has been released, which represents a significant improvement. The current mobile and data usage is available and your current package is clearly displayed. The hub can also be controlled via the app and the whole thing feels much smoother without links to the website when you click a button. This app is poorly designed for the customer and aims solely to generate more revenue. For example, the only place where you can find out which package you're paying for is in previous invoices. Click on My Package and all you've been presented with are other offers most of which you've already signed up for. Click Manage anywhere in the app and instead of seeing what your mobile data is or what broadband speed you get, you'll instead be sent directly to a checkout to buy a service you haven't selected yet. All really very unhelpful. Overall, it could relax with fewer images of models while having a bit too much denim and more useful information about the service you pay for. Thank you for your feedback on the app. I appreciate the time you have taken. Cheers, Robbie - BT UK Team Brilliant speed throughout the day and brilliant signal throughout our home and brilliant service throughout our order and beyond by brilliant staff who are fully based here in the UK and all at a brilliant price for everyone, including existing loyal customers. Finally, the sleeping giant who was BT has finally turned everything around. Brilliant telecommunications! All minnows will never be able to keep up and will soon be heading for the buffers. The killer blow that makes BT govern will come when its entire sleazy snake oil marketing department is sacked and all these come out clause tiny printed conditions go and there is not an asterisk in sight. This will be the day when it becomes a great honest John player again, who doesn't have to rip customers out of their dosh as if they were brands on the street because suckers are born every minute. Millions more will then buy BT broadband because it simply does what it says on the can. Give the good guys in BT more power to their elbows by signing up quickly now so they can get rid of the bad guys (they're all Yanks or Wannabe Yanks) even earlier in the company and we customers can then get back the BT we all loved again. Hello truth in London, thank you for your review and honest feedback. Thank you, Paddy Mostly does what it says in the tin and is perfect in what it claims to do. I have a slight trick with it though and since there is no way to contact the developers directly via the app (I could call someone who will not have a direct involvement, so no point) I will publish my problem here.... You can set up parental controls to block certain websites (i.e. my own list, not automatic and occasionally I want to disable parental controls. When the controls are turned off, the app practically offers to save my block list so that my list still exists when I turn parental controls back on.... So far so good.... I thought anyway.... It turns out that the offer to save my list actually doesn't actually do anything, and if you go back to turn controls back on, the list does exist and all 20+ domains must be re-entered manually! This may be a problem with the BT website and not with the app as obviously the two are linked together, but I will not try it again on the site to check this unless absolutely necessary. Apart from that a niggle everything else seems to work well and if you are not using parental controls, you will find that this app is ideal for navigating your BT account. Hello Sooteee, Thank you for your review and for your feedback. Can you send us an email here my.bt.app.support@bt.com and include your BT ID and account information and we'll take a look at them for you. Thank you, Paddy - BT UK Team The developer, British Telecommunications plc, has indicated that the app's privacy practices may include handling data as described below. For more information, see the developer's privacy policy. The following information may be collected and linked to your identity: The following information may be collected, but it is not linked to your identity: Privacy practices may vary depending on the features you use or your age, for example.B. Learn more about developer website apps privacy policies

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