

# Magnet Networks Online Portal Guide

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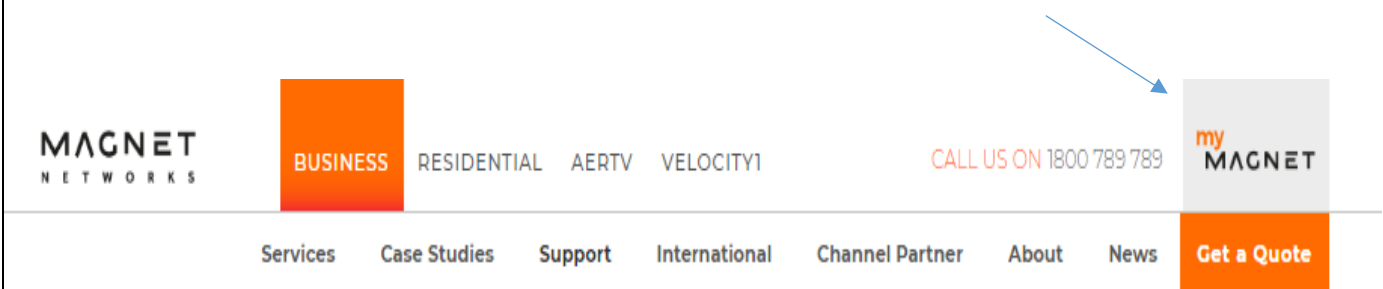
## [Register for an Online my Magnet Portal.](#)

In order to access the online Billing Portal, you must first register for your MyMagnet account.

1. Access direct enter <https://mymagnet.magnet.ie>

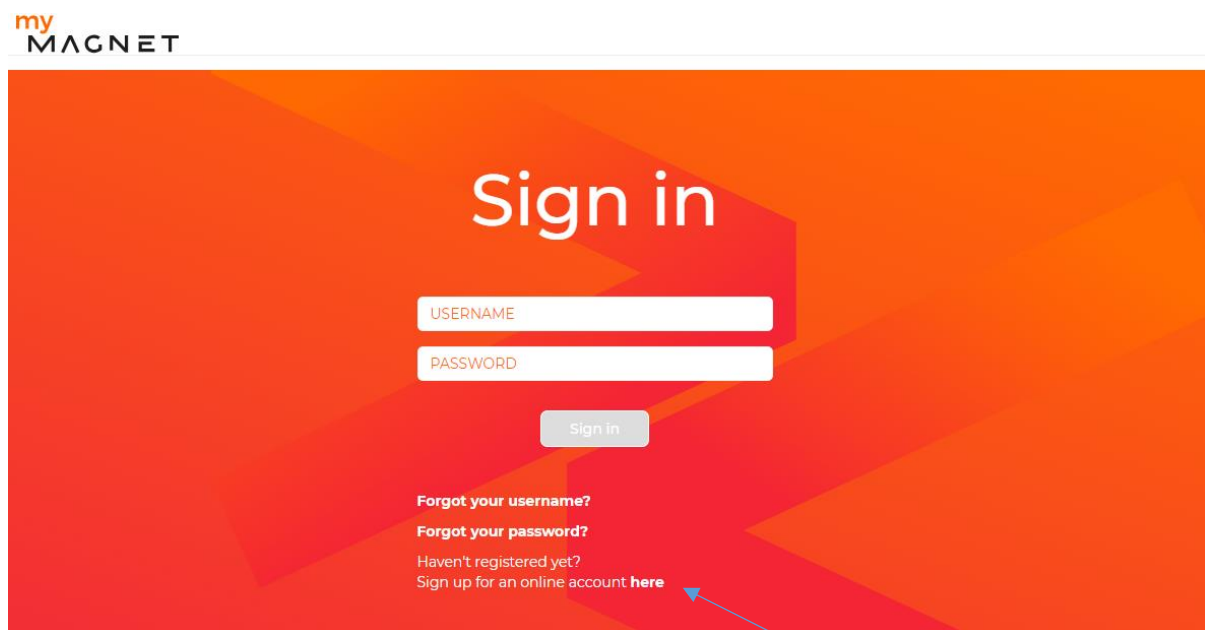
OR

2. Click My Magnet on top right hand side of website [www.magnetnetworks.com](http://www.magnetnetworks.com)



### How to Register - First Time

3. To register click Signup for an online account [here](#)



4. On the next screen enter the required details

5. Complete All field as they are required which takes a few mins to complete.

- a. The Username and Password fields are decided by you.  
As Magnet networks does not provide these to you.
  
- b. The Last 6 Months Invoice can be any invoice in the last 6-months.
  
- c. Each Online Instance requires a unique email address.  
So if you have multiple accounts you cannot use the same email.

## Sign up

First name

Last name

Username i

Mobile no. i

Email

Verify email

Paperless invoice

Magnet account number i

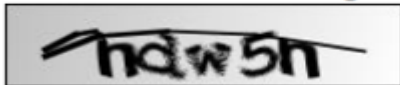
Last 6 months invoice number i

Last 6 months invoice amount i

Password i

Verify password

Can't read? Click on image to refresh



Please replicate the text you see abo



### Terms and Conditions

Accept Terms and Conditions

SIGN UP

BACK

6. In order to complete the process please tick the Accept Terms and Conditions.
7. To verify your email, an email will now be sent to the nominated email address and will hold a link for you to click. Once clicked, activation of your online account is completed. Make sure to check you emails inbox, and junk box as you will not be able to continue without this step.
8. You will not have full access to your online account until 30 to 60 minutes has lapsed – this is to allow information from all Magnet Systems feed into your online account.

### Registering a new account but your email is attached to an existing account

1. Once in the Portal click the Manage My Account
2. Select Update my details
3. Amend the email in the account you do not wish to keep any longer to a different email
4. Registered the new account with your preferred email address. This step needs to be done before you can register the new account.
5. Once done register as per above
6. If you have any issue please contact us via chat, call or email.

### Troubleshooting on registering first time

- The username must be at least 6 characters with letter or numbers but no spaces
- The mobile number must be 10 digits long
- Your magnet account number appears on your invoice
- Check that the email address you have used was not used on a former MyMagnet account.  
If so, call the Billing & Collections Team to deactivate your former account.  
When deactivated, you can start online registration for your new Magnet account.

- Check that you have filled in all mandatory fields.
- Please note you cannot progress without completing the Terms and Condition (T&Cs) box.
- If you are using the Temporary details emailed on the welcome email these can expire within 10 days or if your first invoice has generated.
- Each Online Instance requires a unique email address. So if you have multiple accounts you cannot use the same email.
- If you complete registration as above find that you have entered an incorrect email for registration, please contact the billing and collections team to amend. So email confirmation can be completed.

### How to access the portal once registered

1. To register click Signup for an online account [here](#)

Access direct enter <https://mymagnet.magnet.ie>

OR

Click My Magnet on top right hand side of website [www.magnetnetworks.com](http://www.magnetnetworks.com)

my  
MAGNET

Sign in

USERNAME

PASSWORD

Sign in

Forgot your username?

Forgot your password?

Haven't registered yet?  
Sign up for an online account [here](#)

2. Enter the username and password details entered when registering

## Troubleshooting accessing the portal if already registered

### 3. Click **Forgot username,**

4. Please enter your account number **and** email then press submit

If you've forgotten your username, don't worry; simply enter your customer number and email address below. We will send you an automatic email which will include your username.

### Forgot Username

If you've forgotten your username, don't worry; simply enter your customer number and email address below. We will send you an automatic email which will include your username.

### 5. Click **Forgot password**

If you've forgotten your password, don't worry; simply enter your username and email address below. We will send you an automatic email which will include a link that will require you to change your password.

### Forgotten Password

If you've forgotten your password, don't worry; simply enter your username and email address below. We will send you an automatic email which will include a link that will require you to change your password.

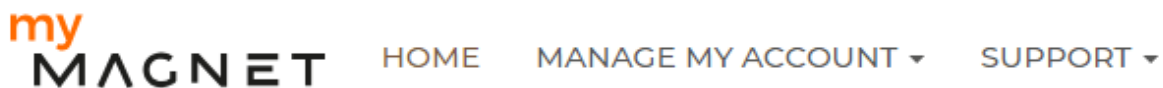
## [How do I update my account details](#)

### Updating General Details

1. Once in the Portal click the Manage My Account
2. Select Update my details
3. Enter new details as required
4. You can modify your username, email and mobile details on this screen

### Update Credit Card detail

1. Once in the Portal click the Manage My Account



2. Select Update my bank details
3. Note this will only work if you have a valid debit or credit card registered already.
4. To add a card please start a chat on the website and a member of the team will call you back.
5. For your security we do not recommend bank details being emailed, or entered on the Chat system.

### How do I change my preference for paperless bills

1. Once in the Portal click the Manage My Account
2. Select Update my details
3. At the end of the screen you can tick on or off the Paperless invoice option.
4. If you remove your account from paperless invoices, a Paper Bill Charge will be applied to your account.



## How do I change my Username

1. Once in the Portal click the Manage My Account
2. Select Update my details
3. Enter new details as required

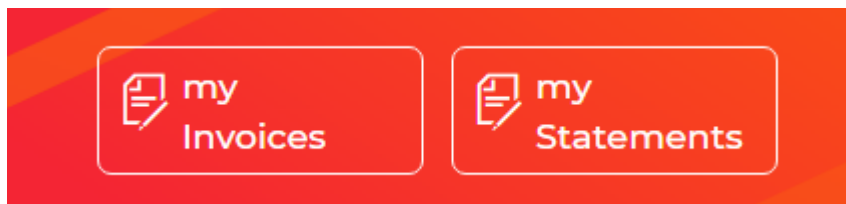
## How do I change my online password

1. Once in the Portal click the Manage My Account
2. Select Change my password
3. Enter new details as required

## Invoice Breakdown Information

### How do I get my Invoices?

1. Once in the Portal click the My Invoice tab



## My Invoices

Invoice Number	Invoice Date	Invoice Amount	Download PDF
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For an online view of your invoices select the invoice your require details on under the column Invoice Number

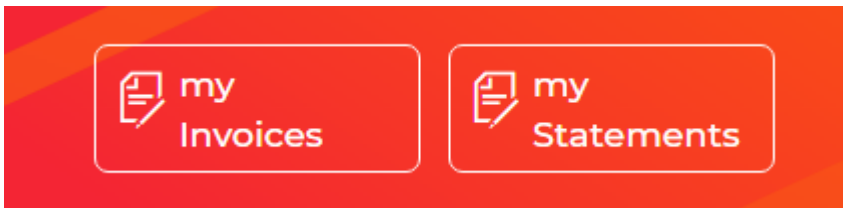
An onscreen invoice will be shown

This version has call summary and call detail sections

2. To download a PDF select the invoice number from the Download PDF column

## How do I get a breakdown of my calls per invoice?

1. Click on my Invoices Tab.



1. Click on an invoice number on the left.
2. Scroll to the bottom of the page that comes up and click on "Download Call Details"

## How do I get a Statement of all payments/debits on my account?

1. Once in the portal click on the My Statements tab



## Extra Information

### Ways to pay your bill.

1. All Residential accounts are set up on a Credit card payment type
2. You can pay via your online portal, via the IVR, via one line text message payment links or via speaking to an agent. If you pay Via IVR or your MyMagnet Account and you are suspended. Resumption is within 30 minutes otherwise it can take up to 24 hours during the working week. No resumptions for any other payment methods at the weekend.
3. To pay Via MyMagnet just click on "Pay balance" "Pay Current" or "Pay Overdue" when logged into your portal. The option is on the main screen. This will bring you to a credit card payment screen.
4. If you don't owe anything, you will not be able to click on any of the above.

### Resuming your service.

1. If services are suspended they will be resumed within the hour once the payment is made on our online portal
2. Broadband will be restored first
3. Calls will be restored during the day.
4. This resumption service operates 24 x 7 365 days

### Thinking of moving / cancelling?

1. Once in the Portal click the Manage My Account
2. Select I'm Moving home or Cancel my services
3. This will send an email to the relevant department with your account details.

### What is the Admin Fee charge on my invoice?

1. If a payment method fails Magnet Networks will levy an Admin fee which involved in processing costs associated with the failed payment.
2. To avoid the Admin Fee please ensure your up to date Bank details are entered on the Update my Bank details section

### Why are the charges for a previous month on the bill & First bill Query

1. Our bill runs are done on the 1<sup>st</sup> of a month
2. At this point you will be billed for your services from the 1<sup>st</sup> until the end of the month.
3. Calls are billed on the 1<sup>st</sup> of a month for the month before.
4. If your services were activate after our bill run these will be billed from the date services go live and will appear on your next bill.

## Can I log a Customer Service or Billing issue on the online portal?

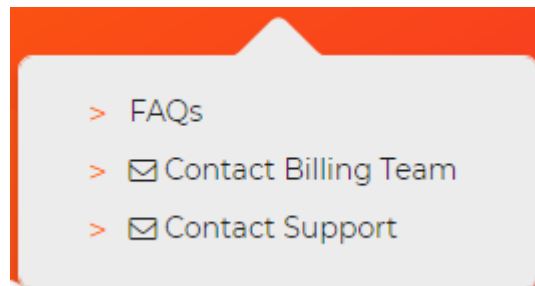
1. Click the Support tab
2. Next click **Contact Support or Contact Billing Team**
3. An email will be sent to the support team with your account details already filled in
4. A customer support or billing query ticket reference number will be automatically sent back to you

**my**  
**MAGNET**

HOME

MANAGE MY ACCOUNT ▾

SUPPORT ▾



## How can I access the Billing Frequently Asked Questions (FAQ)

1. Business accounts can access the FAQ via <https://www.magnetnetworks.com/business/billing/>
2. Residential accounts can access the FAQ via <https://www.magnet.ie/residential/billing-and-payment/>