

The logo consists of three curved lines in a rainbow spectrum (purple, green, orange) positioned above the letter 'i' in the word 'Lothian'.

Lothian Broadband

How to use The Portal

Welcome to



LET'S GET YOU SET UP ON THE PORTAL

Login to The Portal to see your chosen tariffs, monitor your data usage and raise any support issues with us. You can also change your password and manage your contact and bank details.

Prior to your installation of our service we will send you a Portal Welcome email that will look like this:

Welcome to the Customer Portal for Lothian Broadband Networks Limited.

Your Login URL is:

<http://lothianbroadband.com/support>

Here are your user details:

YOUR NAME

username: YOUR_USERNAME

password: Your Password

Should you have any questions about how to use The Portal get in touch with the Lothian Broadband Team on 01620 698001 or email info@lothianbroadband.com.

LOGGING IN


Click on the link in the email and go to **The Portal**.

Use the Username and Password from your Portal Welcome Email to login.

Once you have logged in for the first time, you will be asked to change your password and login with your new password.

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End User Portal



Authentication Required

Username

Password

Login

[Forgot Username or Password?](#)

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Change Password



Home **Account** Network Support

New Password

Confirm Password

Cancel Change Password

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HOME

Now that you are logged in, you will see the **Home Page**.

This displays a summary of your Account Details, your Average Usage, details about your tariff and billing information.

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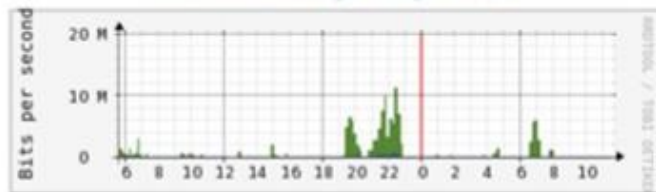
Home

Home	Account	Network	Support
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Account Information

Account ID	PATH-EH37-40003
Customers Name	Example Customer
Current Pay Method	Direct Debit
Auto Payment	

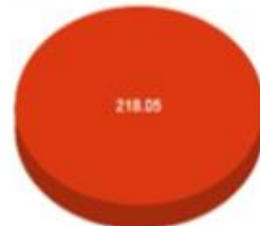
Customer Average Usage Graph



Customer Usage Summary ([Usage Details](#) | [Usage Graphs](#))

DATA USAGE

Monthly Allowance (CAP)	unlimited
Overage (Additional Data)	unlimited
<small>Note: Overages are calculated each 10 minutes</small>	
Current Usage - Month to Date	218.05G



View your most current bill below. You can view the details by clicking on the Bill Date.

ACCOUNT

The Account area of The Portal is where all your Personal Information is held.

Please ensure that you complete this section as soon as you are connected to avoid any delays in processing your account.

Visit **Account > Personal Information** to enter your Customer Information, Bank Account and to set up a Direct Debit.

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Invoices

Home Account Network Support

Account Information

Account ID	PATH-EH37-40003
Customers Name	Example Customer
Current Pay Method	Direct Debit

Contact details

Email	Example@gmail.com
Phone	(H) +44162095001
Fax	
Website	

Address

Bank Details

Auto Payment	Bank Account Number	Bank Sort Code	Bank Online Reference	Bank Account Name		
<input checked="" type="checkbox"/>	*****		*****	Example customer	Edit	Delete

Add Bank Account

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Go to **Account > Invoices** to enter your Customer Information and Bank Account.

The monthly invoices are available as PDF files to be downloaded. Unless specifically requested, we do not send invoices to customers with a Home User Tariff.

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Invoices

Home Account Network Support

Account Information

Account ID	PATH-EH37-40003
Customers Name	Example Customer
Current Pay Method	Direct Debit
Auto Payment	

Account History

Invoice Amount	Outstanding Amount	Paid Amount
0	0	0
45	0	45

Bill Date Reference Amount Status


Apr 06, 2021	56847	GBP 0 00	paid	
Apr 07, 2021	56848	GBP 45 00	paid	

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NETWORK

This is the section of The Portal which enables you to monitor your Broadband use. Visit **Network > Usage Details** to see a list of your daily usage.

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Usage Graphs

Home Account **Network** Support

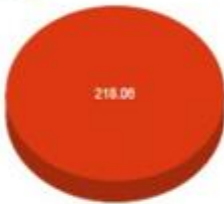
Customer Usage Summary ([Usage Details](#) | [Usage Graphs](#))

Account Information

Account ID	PATH-EH37-40003
Customers Name	Example Customer
Current Pay Method	Direct Debit
Auto Payment	

DATA USAGE

Monthly Allowance (CAP)	unlimited
Overage (Additional Data)	unlimited
<small>Note: Overages are calculated each 10 minutes</small>	
Current Usage - Month to Date	218.06G



● Used

Select Month: **2019-09** ▼

Date	Download (MB)	Upload (MB)	Download (GB)	Upload (GB)
Sep 01, 2019	16,564.40	894.64	16.18	0.87
Sep 02, 2019	8,241.91	274.62	8.05	0.27
Sep 03, 2019	5,316.88	272.16	5.19	0.27
Sep 04, 2019	9,633.01	476.38	9.41	0.47
Sep 05, 2019	8,305.64	298.06	8.11	0.29
Sep 06, 2019	1,663.98	131.86	1.62	0.13
Sep 07, 2019	5,975.07	238.27	5.84	0.23
Sep 08, 2019	16,116.67	477.28	15.74	0.47
Sep 09, 2019	22,140.49	622.98	21.62	0.61
Sep 10, 2019	21,486.89	615.37	20.98	0.60
Sep 11, 2019	24,589.48	645.05	24.01	0.63
Sep 12, 2019	17,060.83	463.19	16.66	0.45
Sep 13, 2019	10,402.53	282.59	10.16	0.28
Sep 14, 2019	11,504.62	546.44	11.23	0.53
Sep 15, 2019	13,298.17	628.63	12.99	0.61
Sep 16, 2019	3,428.09	415.11	3.35	0.41

Go to **Network > Usage Graphs** to see the information as a graph.

SUPPORT

If you have a problem with your Broadband this is where to raise an issue with us, so our team can resolve it.

Here's how to raise an issue:

1. Log into **The Portal**
2. Click on **Support**
3. Click on **Add Support Issue**

Lothian Broadband Networks Limited

Support

Home Account Network **Support**

Account Information

Account ID	PATH-EH37-40003
Customers Name	Example Customer
Current Pay Method	Direct Debit
Auto Payment	

Support Issues

ID	Date	Title	Status	
6024	May 01, 2019	test ticket	closed	Details...
2368	Jul 20, 2017	test ticket	closed	Details...

[Add Support Issue](#)

4. Tell us what the problem is in the **Issue Title** and **Description** boxes
5. Click **Submit**

Submitting this form will alert our Customer Service Team and we will get in touch with you to resolve the problem.

Lothian Broadband Networks Limited

Support

Home Account Network Support

Account Information

Account ID	PATH-EH37-40003
Customers Name	Example Customer
Current Pay Method	Direct Debit
Auto Payment	

Issue Title *

Description *

Issue Type
general outage ▾

[Back](#) [Submit](#)



For more details about our service, tariffs and coverage please go to:

www.lothianbroadband.com

CONTACT

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