



# Introduction to the My Telstra App



Track orders



Make a payment



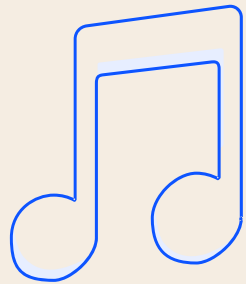
Troubleshoot issues



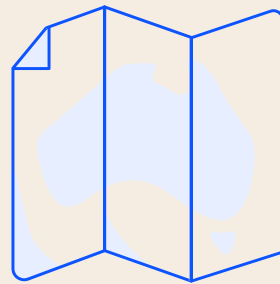
Download the app



With the help of apps,  
your mobile phone can be a...



Radio



Map book



Magnifying glass

Or a novel, or a guidebook, or a TV, or a scrabble board, or a shopping trolley, or a bank teller, or a card game, or a weather forecaster...

# Today's schedule

🕒 Total time: 60 minutes



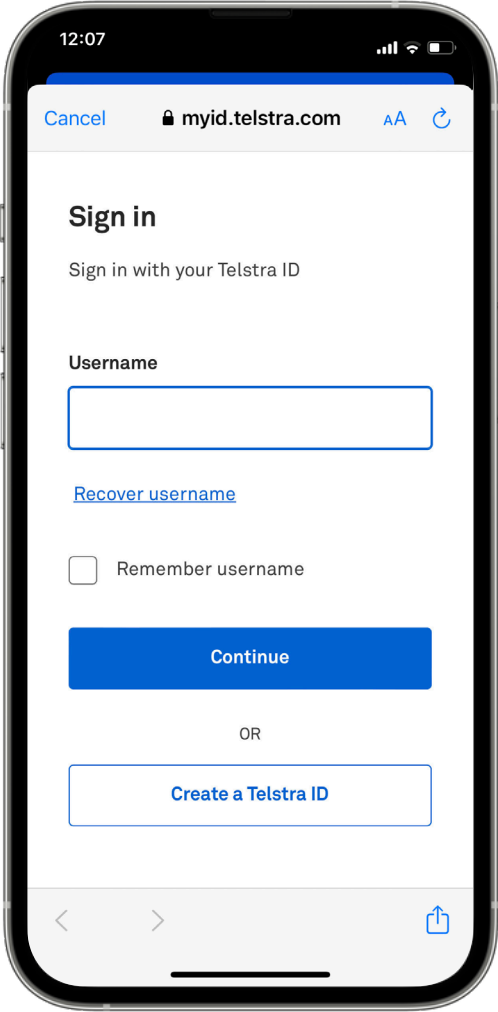
Session	Duration
<b>Introduction</b>	10 minutes
<b>Session 1:</b> Installing and opening apps (complete beginners only)	5 minutes
<b>Session 2:</b> My Telstra overview	12 minutes
<b>Session 3:</b> Getting help through the App	15 minutes
<b>Session 4:</b> How to manage your account through the app	15 minutes
<b>Final questions and conclusion</b>	3 minutes

# Starting out

## Downloading the My Telstra App



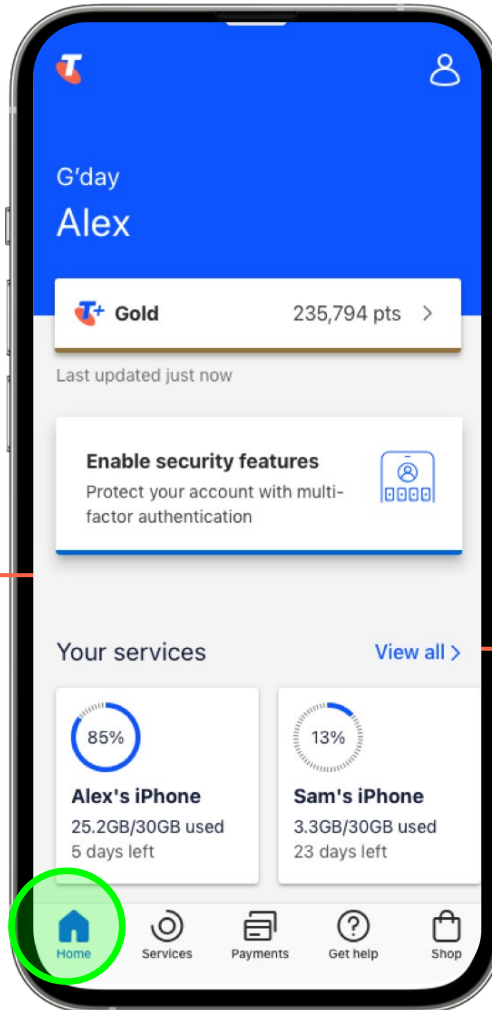
# Signing in with your Telstra ID and getting started




# The Home screen



This is the My Telstra App home screen

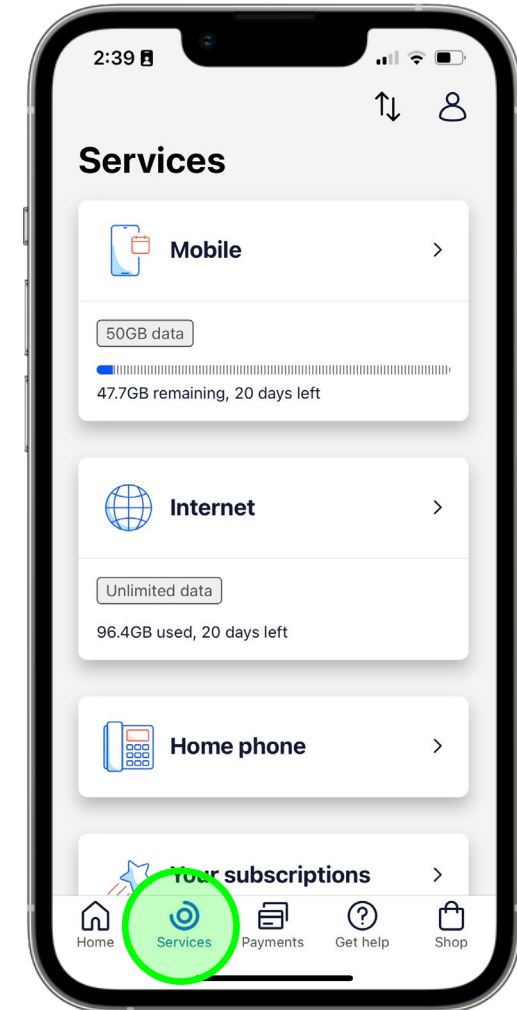


Tap "View all" to see more information about your services

 Scroll down to explore more of the Home Page



This section outlines essential details for each Telstra service you have



# Get Help



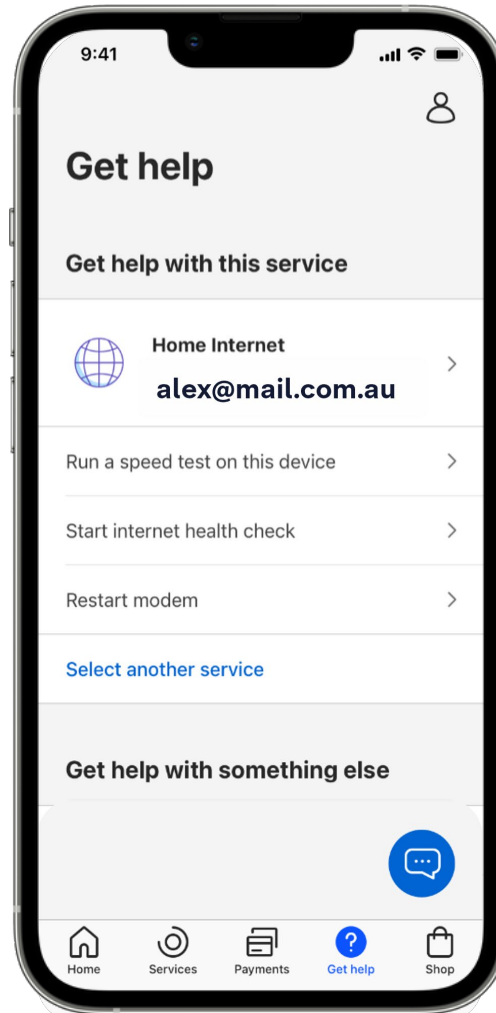
Keep an eye out for these two icons and use them to get help when you need it.



Get Help



Messaging



Get help with one of your services

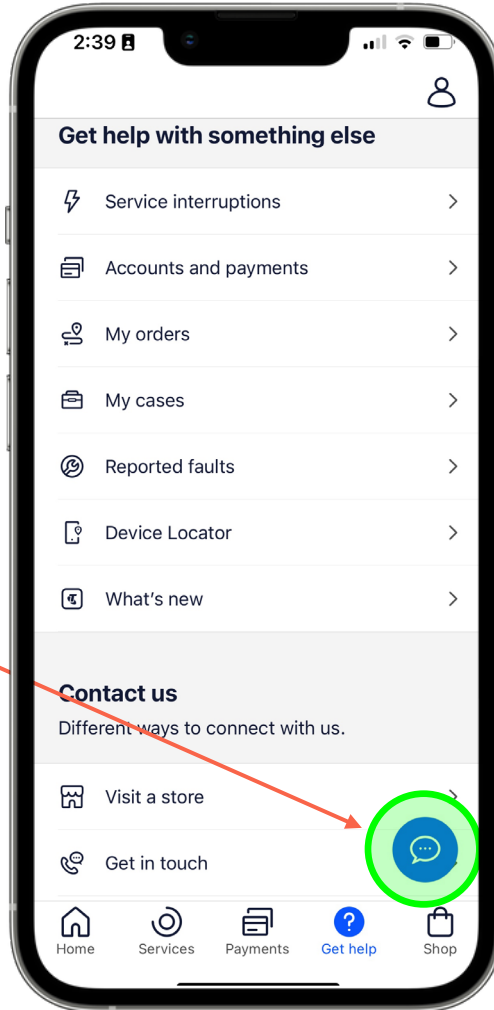


Or scroll down for more Help options

# Get help – get in touch

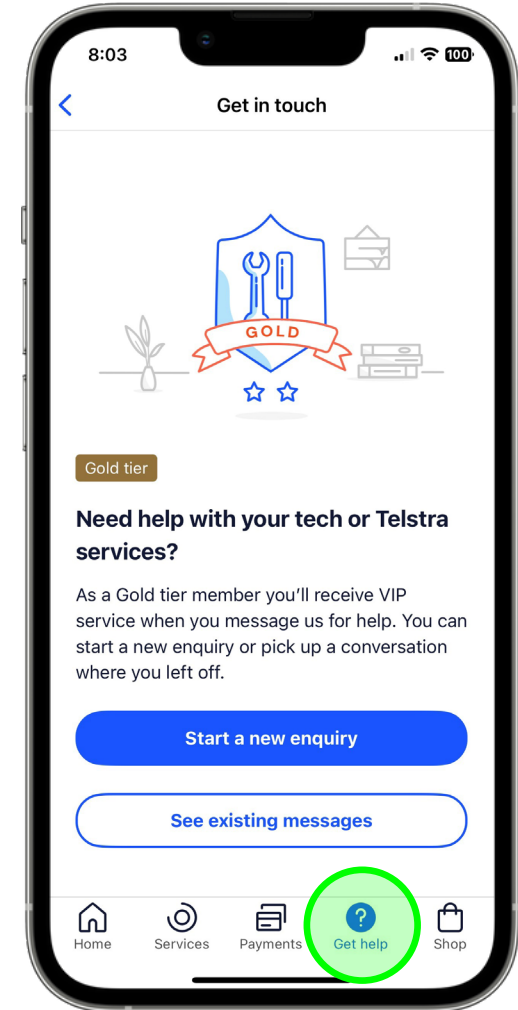


Connect with Telstra by finding a nearby store, messaging or receive a callback



Start a new enquiry here

View existing or previous messages

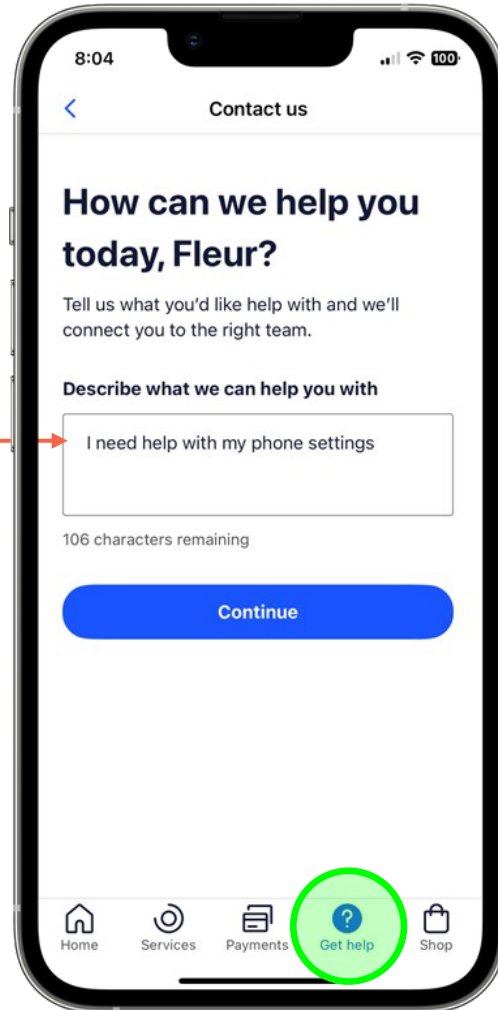




# Get help – get in touch



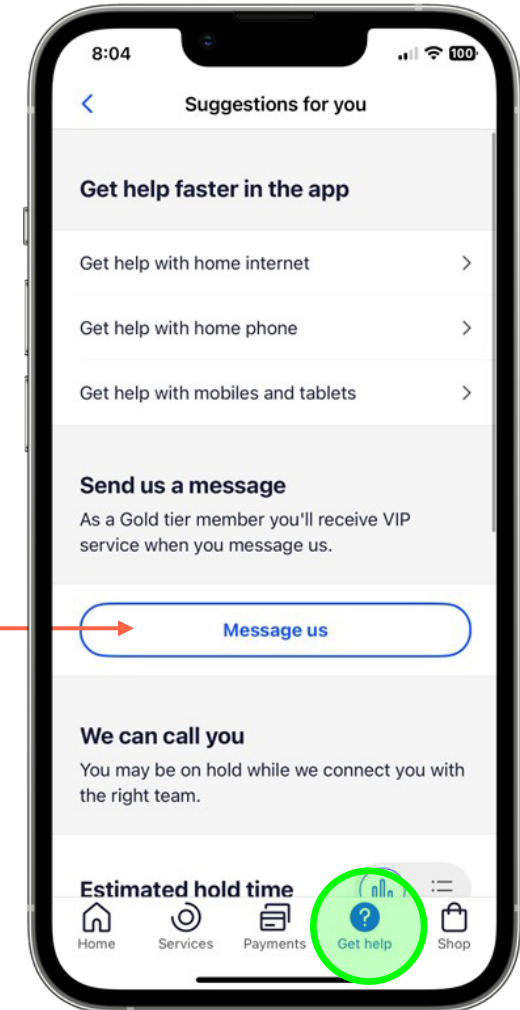
Describe what you need help with here



You'll be given suggestions on how to get help

Send us a message

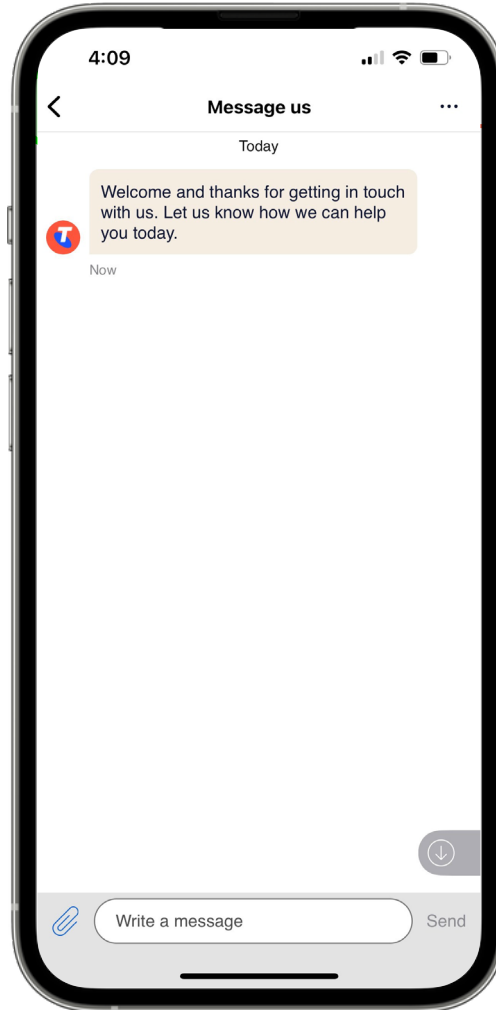
Or scroll down to receive a call



# Get help – get in touch



Once you've entered messaging, you'll receive a welcome message like this



Click on < to return to the main Get Help page


Remember to close the chat when done. Simply tap "All Done"

# Activity

## Exploring “Get Help”



### Can you find:

- How to query your bill?
- How to request a payment extension?
- How to start a “chat” with Telstra by sending a message? Hint: 
- How to book an in-store appointment?
- How to have Telstra call you?

What else might you need help with?

Can you find the answer here?



# Activity

## Book an in-store appointment

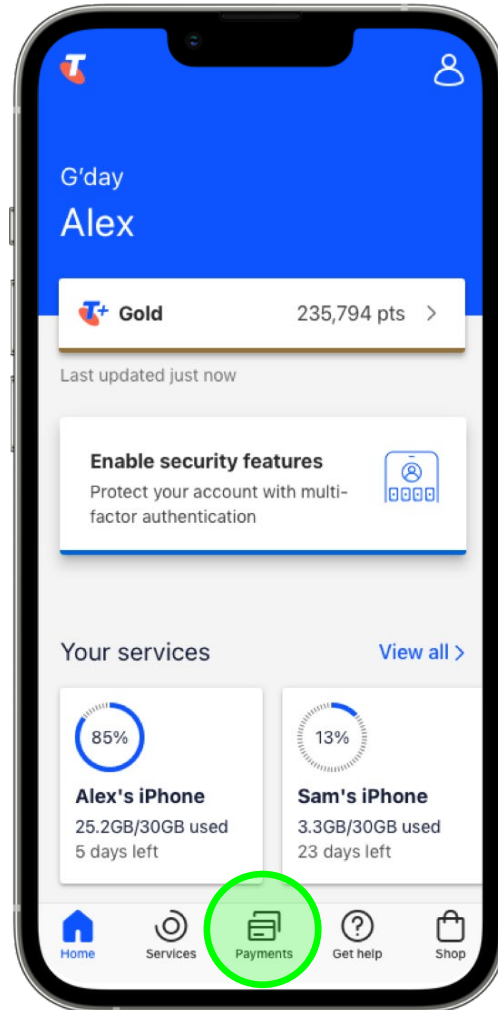


- Click the **Get help** icon
- Scroll down to **Contact us** and click on **Visit a store or book time**
- Click on **Book an in-store appointment**
- Find your store and select a suitable time
- Confirm your details



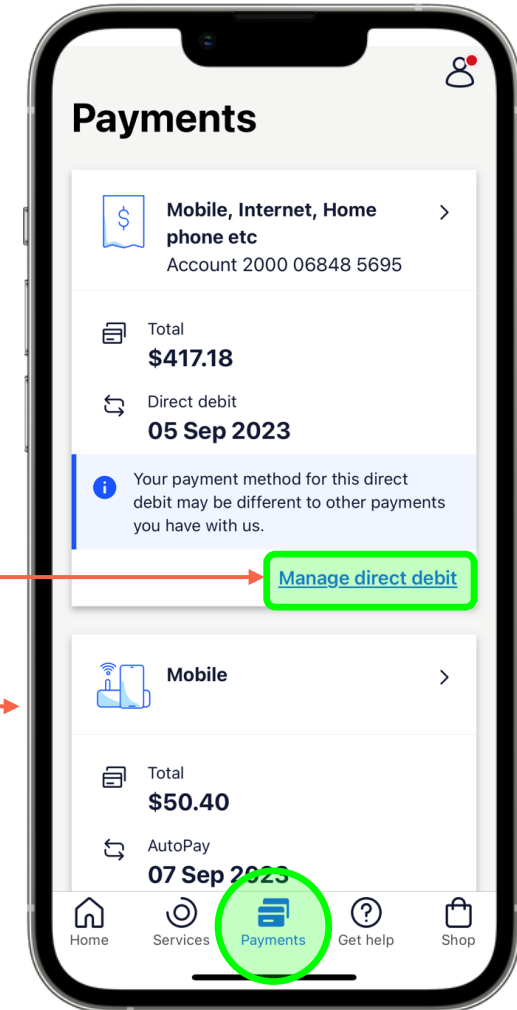


Click on the payments tab from the Home Page



Tap the direct debit you want to manage


or the bill you want to pay



# Activity

## A closer look at paying bills




- Go to **Payments** tab 
- Click on the account you want to pay or manage direct debit for
- Click on **Pay now** or **manage direct debit** and follow the prompts



# Activity

## Set up Direct Debit



- Go to **Payments** tab 
- Choose a bill and then select **Set up direct debit**
- Select from an existing payment method or add a new credit/debit card or bank account
- Click on **Submit**



# Activity

## Payments Tab – Quick Review



### Do you know:

- How to pay your bill? (Or pay in advance?)
- How to set up or manage direct debit?
- How to view a previous bill?
- How to change how you receive your bills?

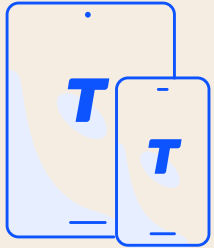
If you couldn't work out how to do something, how could you find out?

Hint: 









Thank you.  
Enjoy using the My Telstra App!

