



# SelfCare

User Guide

The latest version of this User Guide can be found at

<https://www.selfcare.bt.com/>

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# Help Contents

## **Welcome to the *Self-Care User Guide*.**

These pages are structured around the type of actions you will normally perform on this site. You can decide whether you want to read these pages from the start to the end or pick certain subjects you are interested in and read them in isolation. These pages are reached by clicking on Help in the Menu bar, or you can go directly to the topic of interest by clicking on help at the bottom right of the screen that you need help on.

## **Extra Services**

Note: These help pages contain information on several services, some of these pages may concern extra services that do not apply to your account set up. As a user, when you sign up, you will be provided with access to all the relevant parts of your service. All users have access to the basic services set up for them. However, *extra services* are provided for those users who, for example, have the ability to raise on-line trouble tickets. Within this help guide, these *extra services* are denoted by a (\*) .

For the latest *Self-Care* help information select the ***On-line Help*** option that forms part of the *Self-Care* system.

Note: The On-line Help system will provide you with help on all aspects of the *Self-Care* system that affect you. If your Service is changed, the information available to you will change to reflect your new Service.