



Take Command User Guide

September 2025



Introduction

Welcome to Take Command, our self-help portal!

This guide is designed to help you get the most out of your Vocus services and efficiently manage your account online.

Overview

Take Command is your free online account management tool which allows you to:

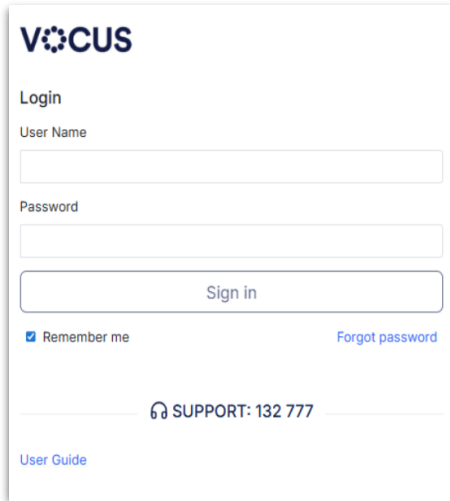
- ☐ View invoices
- ☐ View services
- ☐ Create reports
- ☐ Make payments
- ☐ Manage settings
- ☐ Set alerts

Disclaimers

Vocus strives to keep the information in this user guide up-to-date and accurate. We reserve the right to make improvements to the products or services described in this guide at any time without prior notice.

Getting Started

To get started, go to takecommand.com.au or and enter your username and password.

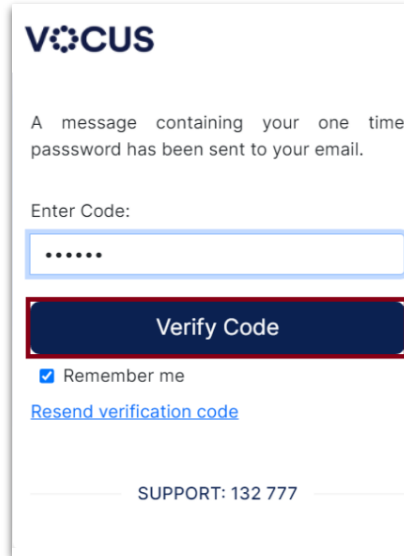


The login form features the VOCUS logo at the top. Below it is a 'Login' section with 'User Name' and 'Password' labels, each followed by a text input field. A 'Sign in' button is positioned below the password field. To the left of the button is a 'Remember me' checkbox, and to the right is a 'Forgot password' link. At the bottom, there is a support line 'SUPPORT: 132 777' with a headset icon, and a 'User Guide' link.

Your username is the same as your Vocus account number, and a temporary password would have been emailed to you when you first joined. If you are unable to locate the email, call us on 132 777.

Once you [click](#) on “[Sign in](#)” a One-time-pin will be sent to your primary contact’s email address.

[Enter](#) the [code](#) inside the box then click on **Verify Code**.



The verification form displays the VOCUS logo and a message: 'A message containing your one time password has been sent to your email.' Below this is an 'Enter Code:' label and a text input field containing six dots. A prominent dark blue 'Verify Code' button is located below the input field. Underneath the button is a 'Remember me' checkbox and a 'Resend verification code' link. At the bottom, the support line 'SUPPORT: 132 777' is shown.

Getting Started

After login, you'll land on the Dashboard page, where you'll be able to see a summary of your Vocus account details, such the type of current services, any outstanding balances, payment history, self-serve options etc.

Double Shift

Collapse or expand the menu toolbar.



Search Tool

To easily search a service number or page.



User/Account Settings/Sign out

Manage your account information and sign out.



Menu

The left-side panel shows the menu

A quick summary of your Vocus account. Such as the type of current services, any outstanding balances, payment history, self-serve options etc

Ability to manage your Vocus services

Make a Payment/ Set up Payment Method / View Payment History / Bills summary by month / Download Invoices in pdf/csv

List of relevant contact options

Dashboard

 Dashboard

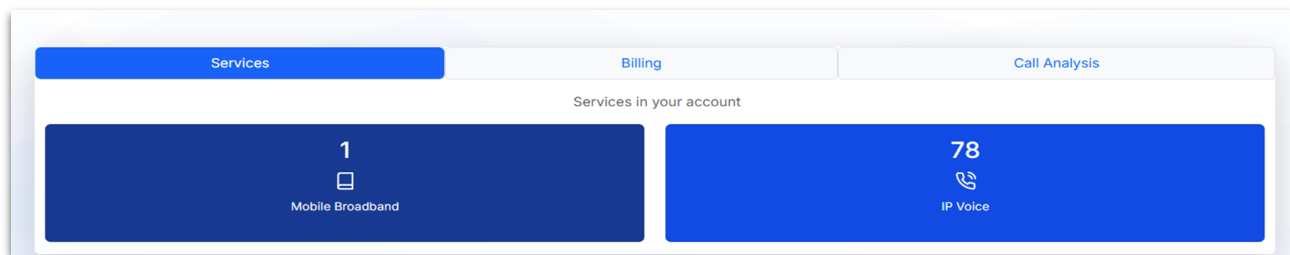
 Services

 Billing

 Support

Services shows a summary of active services on the account.

Click on each type of service to get a filtered result.



Dashboard

Dashboard

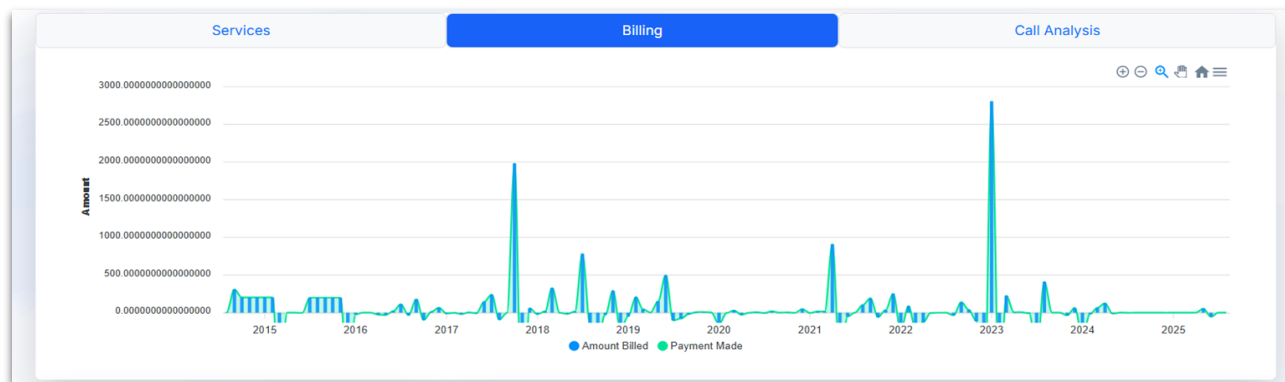
Services

Billing

Support

Billing shows the historical data of Amount Billed vs Payment made.

The duration will depend on what you click on 1Y, 3Y, 5Y, All



Dashboard

Dashboard

Services

Billing

Support

Call Analysis will show the usage per service number.

Hover over the graph to see the usages per service.



Dashboard

Invoice History

Shows the total balance on the account and the option to Make a Payment.

Click Make Payment to process a credit card payment.

Payment History

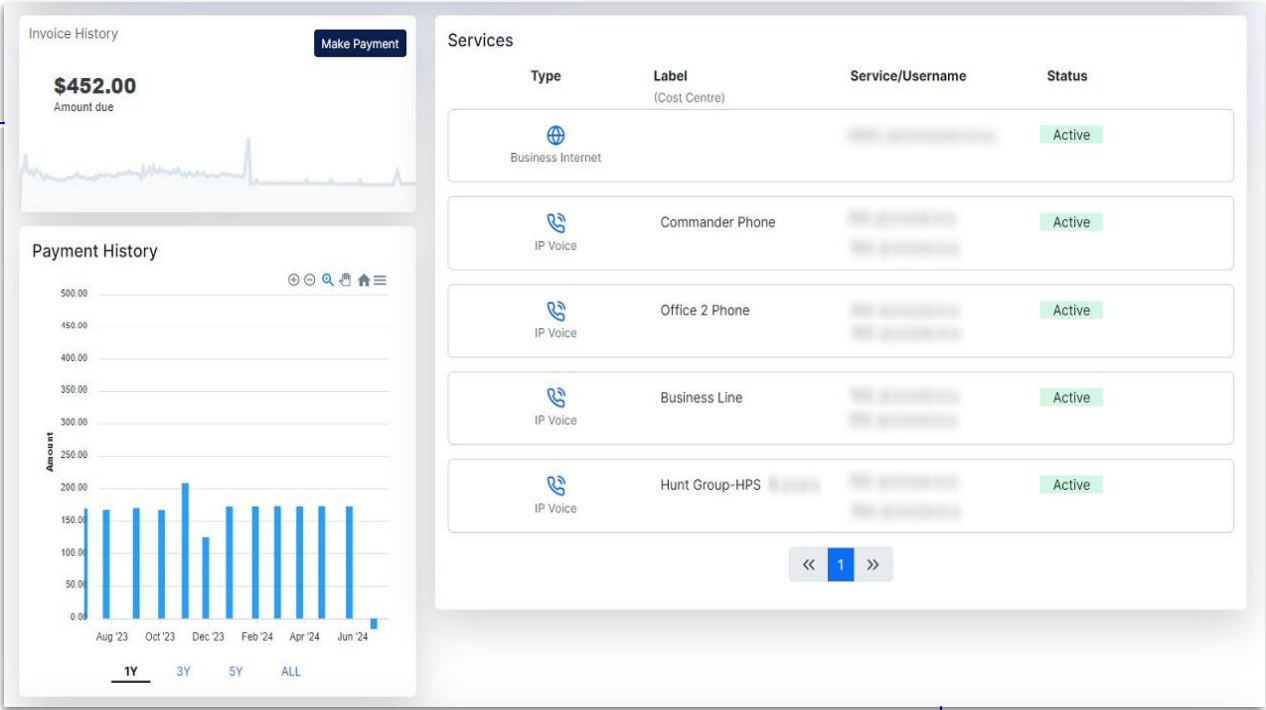
This pane will show you a quick view of comparison of payments.

Hover over the bars for more details.

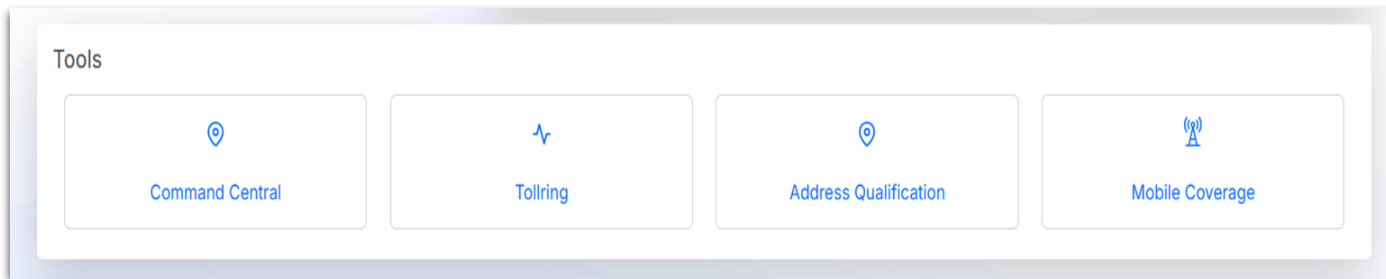
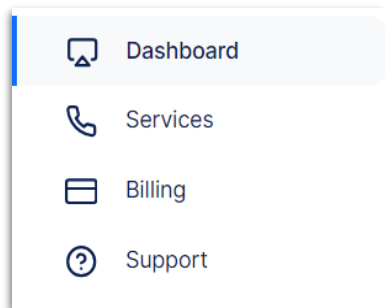
Services Pane

View a list of all services associated with the account.

Clicking on the service number will take you to the Services window. For more details, please refer to 'Services' section on page 7.







Dashboard



- **Command Central** is your Business Phone configuration tool. Using Command Central you can customise your phone settings to suit your business needs.
- **Address Qualification** assesses and provides details on what nbn® technology is available at your address.
- **Tollring** is where you can manage your call queue for Business Connect services
- **Mobile Coverage** to explore our mobile coverage area






Services

-  Dashboard
-  Services
-  Billing
-  Support

From the **Services** tab, you will be able to manage the details of your services, and check the usages by clicking the Service Type that corresponds with the service number.


[Filter](#) [Clear Filter](#)


[Mobile Broadband](#) [IP Voice](#)

Type	Label (Cost Centre)	Service/Username	Status
 Mobile Broadband		0431503	Active
 IP Voice	Hosted Phone	0386727 HPS0023959	Active
 IP Voice	Commander Phone	0386489 HPS0032645	Active
 IP Voice	Commander Phone	0386489 HPS0032797	Active
 IP Voice	Manila Office	0386729 HPS0035053	Active

Services

 Dashboard

 Services

 Billing

 Support

The **Services** section allows you to add Service Labels and Cost Centre for your services.

[Dashboard](#) > [Services](#) > 6354120

IP Voice

Service Label 

Hosted Phone

Service Number

0386727514

Product

Cloud Queue

Cost Centre 

N/A

Connection Status

Active

Service Label 

Alter the description of the NBN service
E.g. Head Office Broadband NBN

Cost Centre 

Choose the invoice group your services are summarised in
E.g. Finance

Usage Analysis

Usage summary for the last two months.

No calls in history for the last 30 days.

Services

Dashboard

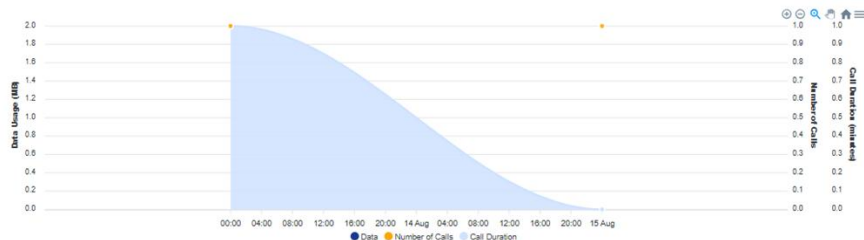
Services

Billing

Support

Usage Analysis

Usage summary for the last two months.



Individual Data Usage:

0.00 / 10240.00 MB

Group Data Usage:

0.00 / 10240.00 MB

Remaining Days:

12 days



Individual Data Usage

0MB/10240MB

Group Data Usage

0MB/10240 MB

Remaining Days

12 days remaining




Please note: Usage information is not generated in real-time and is an estimation only. Delays of up to 48 hours may be experienced.

From the Services tab, you will be able to monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

Note: the call data is not in real time and is updated every 3 days, and charges displayed exclude any applicable promotions or discounts.

Services

 Dashboard

 Services

 Billing

 Support

From the **Services** tab, you will be able to get the call reports.

You can export information as CSV or PDF.

Detailed Call Report

Displays everything related to the call summary

Call Analysis by Call Category

Provides a breakdown of call categories e.g. local calls, mobile calls, national calls, etc. Also shows a snapshot of total calls and grouped cost in percentage

Cost Summary Analysis

Provides a grouped breakdown of costs for each product and types of charges

Reports

Please choose a report type to begin generating a report. Some


Report Type:

Detailed Call Report
Call Analysis by Call Category
Cost Summary Analysis

Billing

 Dashboard

 Services

 Billing

 Support

The **Billing** section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

[Pay Bill](#) [Direct Debit Setup](#)

Total Balance
\$-2.00

Vocus accepts online payments using MasterCard, Visa, American Express and Diners Club cards.

Please note:

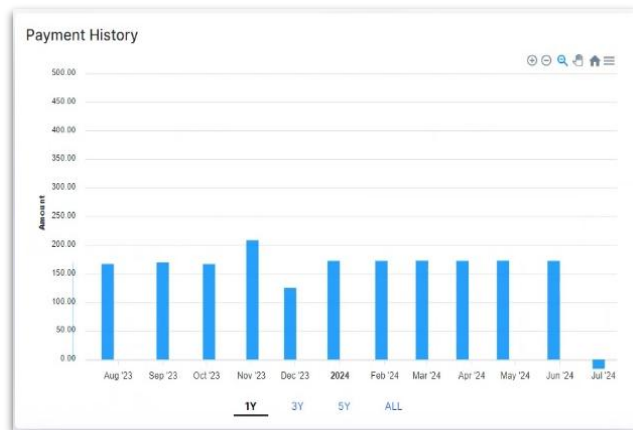
- It may take up to 30 seconds to process your payment, please do not navigate away from this page until after payment confirmation page is displayed.
- American Express and Diners Club card incur a 2.89% (GST Inclusive) surcharge.
- There are no surcharges for payments made via Visa and MasterCard.

Payable

\$

-2.00


Pay Now



Billing

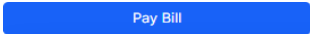
 Dashboard

 Services

 Billing

 Support

To **Make a Payment**, you can follow the instructions below:

1. Click **Make A Payment** on the Dashboard.
2. Click on 
3. Enter the **Amount to Pay** (if different to amount outstanding which is defaulted) inside the box
4. Click
5. Enter the credit card details.
6. Tick the box in
7. Click

Dashboard

Services

Billing

Pay Bill

Total Balance
\$-2.00

Vocus accepts online payments using MasterCard, Visa, American Express and Diners Club.

Please note:

- It may take up to 30 seconds to process your payment, please do not navigate away from this page until after payment confirmation page is displayed.
- American Express and Diners Club card incur a 2.89% (GST Inclusive) surcharge.
- There are no surcharges for payments made via Visa and MasterCard.

Payable
\$ -2.00

Pay Now

downloaded as a PDF or CSV spreadsheet.

Make a Payment

1. Select **Billing** from the Menu, or **Click Make A Payment** on the Dashboard.
2. Enter **com.au/customer/terms** and look under the **Schedule of Fees and Charges** section.
3. Enter the **Amount to Pay** (if different to amount outstanding which is defaulted) inside the box

Direct Debit Setup

To make a one-off payment using a Credit Card

Pay Bill

Payable
\$ 452.00

Pay Now

Accepted Card Types

Card Number:

Expiry Date:

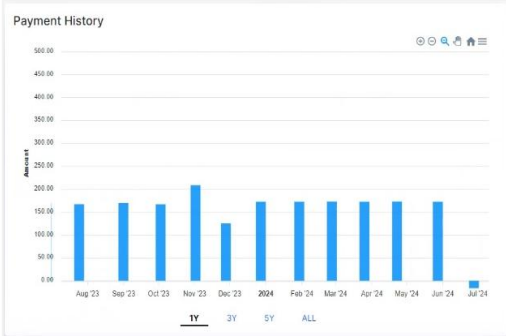
Card Verification Number:

☐ I'm not a robot

Make Payment

Payment History

This pane shows the Payment History.



The duration will depend on what you click on **1Y, 3Y, 5Y, All**

Hover to the each bar graph to see the date of payment and amount paid.

Take Command User Guide



- Dashboard
- Services
- Billing
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The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

Take Command User Guide



Make a Payment

Mastercard, Visa, American Express and Diners Club cards are all accepted but please note that surcharges do apply. To view surcharges, go to [commander.com.au/customer-terms](#) and look under the Schedule of Fees and Charges section.

Pay Bill

Direct Debit Setup

Payable

\$ 452.00

Total Balance

\$-2.00

Vocus accepts online payments using MasterCard, Visa, American Express and Diners Club cards.

Please note:

- It may take up to 30 seconds to process your payment, please do not navigate away from this page until after payment confirmation page is displayed.
- American Express and Diners Club card incur a 2.89% (GST Inclusive) surcharge.
- There are no surcharges for payments made via Visa and MasterCard.

Payable

\$ -2.00

Pay Now

To make a one-off payment using a Credit Card

1. Select **Billing** from the Menu, or **Click Make A Payment** on the Dashboard.
2. Click on

Pay Bill
3. Enter the **Amount to Pay** (if different to amount outstanding which is defaulted) inside the box

4. Click

Pay Now
5. Enter the credit card details.

Accepted Card Types

VISA

MasterCard

AmEx

Diners

Credit Card Number:

Expiry Date:

MM/YY

Card Verification Number:

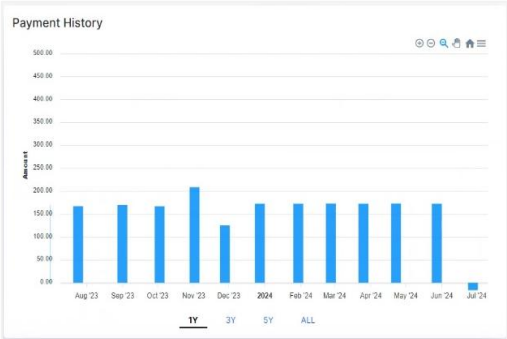
6. Tick the box in

☐ I'm not a robot
7. Click

Make Payment

Payment History


This pane shows the Payment History.



The duration will depend on what you click on [1Y](#), [3Y](#), [5Y](#), [All](#). Hover to the each bar graph to see the date of payment and amount paid.

 Dashboard

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The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

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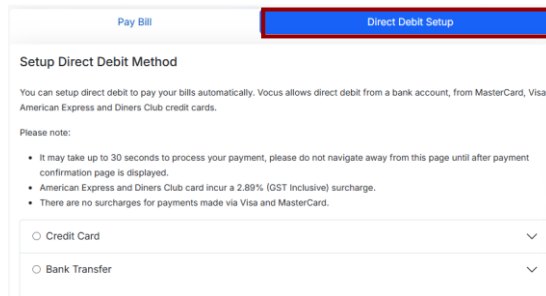
[Take Command User Guide](#)



Pay via Credit Card

To set up a direct debit and pay bills automatically via Credit Card.

1. [Select Billing](#) from the Menu, or [Click Make A Payment](#) on the Dashboard.
2. [Click on Direct Debit Setup](#)



3. [Click](#) the radio button of either **Credit Card**



4. Tick ☒ [Accept terms and conditions](#).

5. [Click on](#)

Next

6. [Enter](#) the credit card details

7. Then [click Validate](#)

☒ Credit Card

Accepted
Card Types



Credit Card
Number:

Expiry Date:

Card
Verification
Number:

Validate

Cancel

Dashboard

Services

Billing

Support

The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

Take Command User Guide



Pay via Bank Transfer

To set up a direct debit and pay bills automatically via Bank Transfer.

1. [Select Billing](#) from the Menu, or [Click Make A Payment](#) on the Dashboard.
2. [Click](#) on **Direct Debit Setup**

Pay Bill Direct Debit Setup

Setup Direct Debit Method

You can setup direct debit to pay your bills automatically. Vocus allows direct debit from a bank account, from MasterCard, Visa, American Express and Diners Club credit cards.

Please note:

- It may take up to 30 seconds to process your payment, please do not navigate away from this page until after payment confirmation page is displayed.
- American Express and Diners Club card incur a 2.89% (GST Inclusive) surcharge.
- There are no surcharges for payments made via Visa and MasterCard.

☐ Credit Card

☐ Bank Transfer

3. [Click](#) the radio button of either **Bank Transfer**

☐ Credit Card

☐ Bank Transfer

4. [Enter](#) the Bank details then [click Set method](#).

Bank Transfer

Account Name:

AMP

BSB:

939200

Bank Account Number:

111111

☒ Accept terms and conditions

Set method

To see the Direct Debit Service Agreement, [click Payment Terms](#).

Payment Terms

account means the account held at your financial institution or your credit card from which we are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between you and us.

banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.





debit day means the day that payment by you to us is due.

debit payment means a particular transaction where a debit is made.

direct debit request means the Direct Debit Request between us and you (and includes any Form PD-C approved for use in the transitional period).

transitional period means the period commencing on the industry implementation date for Direct Debit Requests (31 March 2000) and concluding 12 calendar months from that date.

us or we means M2 Commander Pty Ltd, a wholly owned subsidiary of Vocus Group, the Debit User you have authorised by signing a direct debit request.

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-  Support

The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

Delivery Options

To add or edit the email address where to send your invoice:

Enter the **email address** inside the box > Click **Confirm**

Invoices

This pane will show the invoice history. PDF and CSV spreadsheet versions of invoices are available for download.



Click to download invoice as a pdf.



Click to download invoice as a CSV spreadsheet.

Delivery Options

As part of our commitment to reducing our environmental footprint, you can choose to receive your invoice via email or download it from your Take Command account.





















Email

matthew .com.au

Confirm


Invoices


Search invoice number

Issue Date <small>(Invoice Number)</small>	Amount	Download <small>PDF/CSV</small>
01/Jun/2024	\$0	 
01/May/2024	\$-44.03	 
01/Apr/2024	\$144.03	 
01/Mar/2024	\$-45	 
01/Feb/2024	\$0	 
01/Jan/2024	\$15.8	 
01/Dec/2023	\$-65.75	 
01/Nov/2023	\$0	 
01/Oct/2023	\$0	 
01/Sep/2023	\$0	 

 Dashboard

 Services

 Billing

 Support

Here, you will find a list of relevant contact options and FAQs.

Take Command User Guide



Contact Us

From the **Purpose** drop down field, [select](#) the reason you wish to contact us. In a few words let us know what your concern is and [click Submit](#). Our Vocus team will be in touch with you within 2 business days.

Contact Us

Purpose

Please select one

Please select one

Customer Service

Sales

Technical Support

Payment Option

Remaining: 1000 characters

Submit

Contact Options

Customer Care



132 777



smb.customerservice@vocus.com.au



Mon-Fri 9am-5pm AEST

Technical Support



132 777



smb.techsupport@vocus.com.au



Mon-Fri 8am-Midnight, Sat 8am-5pm AEST

Payments



1300 303 687



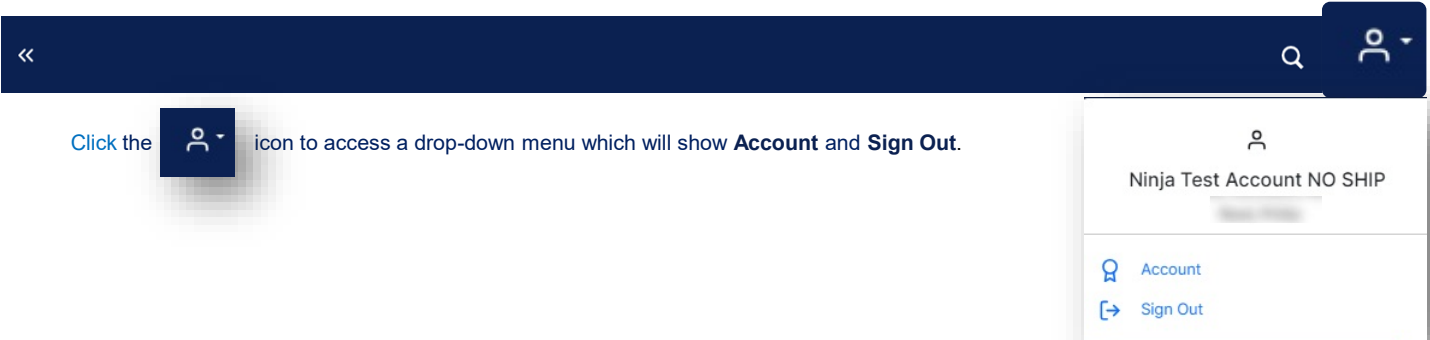
smb.customerservice@vocus.com.au



Mon-Fri 9am-5pm AEST

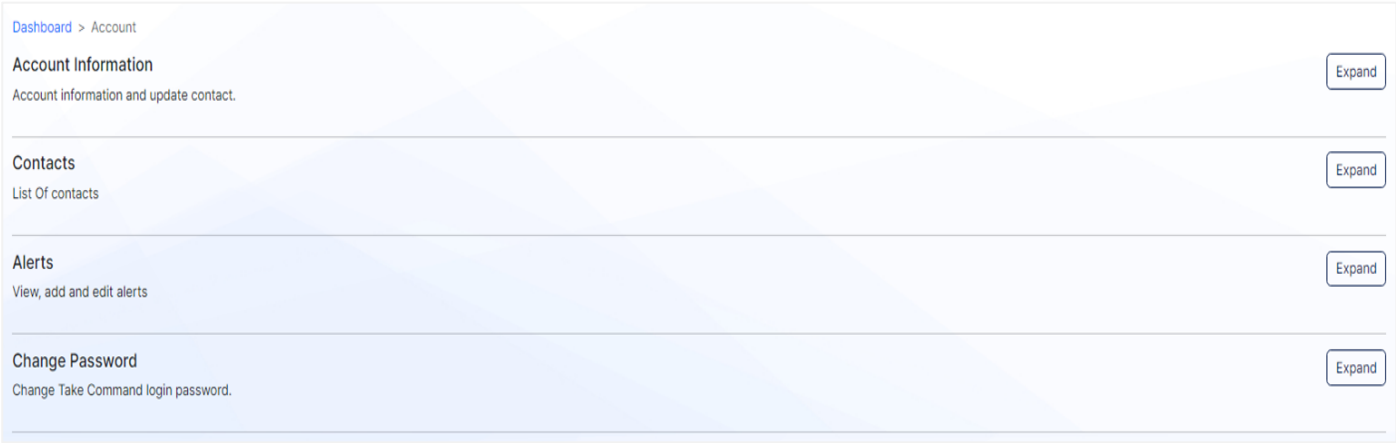
Account



This section allows you to view your account information, edit your contact details, set up alerts and change your password details.



Click the  icon to access a drop-down menu which will show **Account** and **Sign Out**.

Select **Account** and the Account Information, Contacts, Alerts, and Change Password window will show.



Clicking the  button will display the information. The **Expand** will be changed to ompress.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

This pane will show the Primary Account Holder's information.

Account Information

Account information and update contact.

Collapse

First Name	Last Name
Phillip	
Email	Phone
User Name	Last Login Date
	26/Jul/2024@14:22
ABN	
Primary Account	

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

This pane will show the List of Contacts, and allow you to Add Contact or Edit Contact.

Contacts

List Of contacts

Collapse

Contacts

+ Add Contact

Search by name

Primary	Name	Email	Mobile	Position	
	Tom		0400000000	Tester	
	Nick		null		
	Raymund	null	null		
	Phillip		null		

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

To add a contact to your account, [click](#) the **Add Contact** button and [update](#) all the mandatory fields.

Click **Add** to complete.

Contacts

[+ Add Contact](#)

Add Contact

First Names

Last Name

Phone Home

Email

Position

Cancel


Add

You can use the **Search by name** to look for the listed contact name.

Contacts

[+ Add Contact](#)

Search by name

To **edit** the information, [click](#)  besides the contact name [update](#) all the mandatory fields.

Click **Update** to complete.

Edit Contact

First Names

Last Name

Phone Home

Email

Position

Cancel

Update

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

Take Command User Guide



This pane shows the Alerts created for each service numbers.

Alerts

View, add and edit alerts

[Collapse](#)

Name	Type	Service	Sms / Email		
testTolling	Tolling	[redacted]	Email	Edit	Delete
test345	Mobile	[redacted]	Email	Edit	Delete
Tolling Test	Tolling	[redacted]	SMS Email	Edit	Delete
Data Test	Data	[redacted]	SMS Email	Edit	Delete
Budget Test	Budget	[redacted]	SMS Email	Edit	Delete
Test	Mobile	[redacted]	SMS Email	Edit	Delete
t22	Mobile	[redacted]	SMS	Edit	Delete
new	Mobile	[redacted]	SMS	Edit	Delete
aaa	Mobile	[redacted]	SMS Email	Edit	Delete
data	Data	[redacted]	SMS	Edit	Delete

[Previous](#) **1** [2](#) [Next](#)

Edit/Add Alert

Mobile Service

Budget Limit

Data Usage

Tolling Increase

Bill Reminder

Click on the drop-down to edit or add alert.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

[Take Command User Guide](#)



1. Select Mobile Service.

Mobile Service

▼

Budget Limit

▼

Data Usage

▼

Tolling Increase

▼

Bill Reminder

▼

2. Enter required Alert Options and click **Create Alert**.

Mobile Service

▲

Alert Name

Service

Select a service

▼

Cap Trigger %

Mobile Data Trigger Type

☒ %

☐ MB

Mobile Data Trigger

0

%

☐ Enable SMS Delivery

☐ Enable Email Delivery

Create Alert

Setting an alert for your mobile services based on the percentage of call allowance used.

Alert Options

> Alert Name

The name for your alert. More than one alert name can be created and it has to be unique.

> Service

Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.

> Cap Trigger

What percentage of the cap usage will trigger the alert. Enter a percentage (without the % symbol).

> Mobile Data Trigger

What portion of the data used will trigger the alert in either MB or a percentage of data allowance.

> Send via Email

Email address for the alert to be sent to.

> Send via SMS

Mobile number for the SMS alert to be sent to.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

Take Command User Guide



1. Select Budget Limit.

Mobile Service

Budget Limit

Data Usage

Tolling Increase

Bill Reminder

2. Enter required Alert Options and click **Create Alert**.

Budget Limit

Alert Name

Service

Budget Amount

Budget Trigger Type

Budget Trigger

Enable SMS Delivery

Enable Email Delivery

Create Alert

Setting an alert for your mobile services based on the set budget amounts.

Alert Options

- > **Alert Name** The name for your alert. More than one alert name can be created and it has to be unique.
- > **Service** Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
- > **Budget Amount** The amount used to calculate the budget trigger.
- > **Budget Trigger** What dollar figure of the budget usage will trigger the alert.
- > **Send via Email** Email address for the alert to be sent to.
- > **Send via SMS** Mobile number for the SMS alert to be sent to.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

[Take Command User Guide](#)



1. Select Data Usage.

Mobile Service

Budget Limit

Data Usage

Tolling Increase

Bill Reminder

2. Enter required Alert Options and [click Create Alert](#).

Data Usage

Alert Name

Service

Select a service

Data Usage Type

☒ % ☐ MB

Data Alert Trigger

☐ Enable SMS Delivery

☐ Enable Email Delivery

Create Alert

Setting an alert for your mobile services based on the amount of data used.

Alert Options

- > **Alert Name** The name for your alert. More than one alert name can be created and it has to be unique.
- > **Service** Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
- > **Data Alert Trigger** Percentage or Megabyte allowance.
- > **Send via Email** Email address for the alert to be sent to.
- > **Send via SMS** Mobile number for the SMS alert to be sent to.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

Take Command User Guide



1. [Select Tolling Increase.](#)

Mobile Service

Budget Limit

Data Usage

Tolling Increase

Bill Reminder

2. [Enter](#) required Alert Options and [click Create Alert.](#)

Tolling Increase

Alert Name

Service

Tolling Increase

☐ Enable SMS Delivery

☐ Enable Email Delivery

Create Alert

Setting an alert to show when the cost for a mobile service has increased compared to the previous month.

Alert Options

- > **Alert Name** The name for your alert. More than one alert name can be created and it has to be unique.
- > **Service** Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
- > **Tolling Increase** Percentage increase based on last invoice.
- > **Send via Email** Email address for the alert to be sent to.
- > **Send via SMS** Mobile number for the SMS alert to be sent to.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

Take Command User Guide



1. [Select Bill Reminder.](#)

Mobile Service

Budget Limit

Data Usage

Tolling Increase

Bill Reminder

2. [Enter](#) required Alert Options and [click Create Alert.](#)

Bill Reminder

Alert Name

Service is Overdue

☐ Service is Overdue

☐ Enable SMS Delivery

☐ Enable Email Delivery

Create Alert

Setting an alert to show when your next bill is due.

Alert Options

- > Alert Name

The name for your alert. More than one alert name can be created and it has to be unique.
- > Service is Overdue

Tick to be notified when an invoice is overdue
- > Send via Email

Email address for the alert to be sent to.
- > Send via SMS

Mobile number for the SMS alert to be sent to.

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

To change your **Take Command Password**

Enter **Current Password**, **New Password** and **Confirm Password** and click

Change Password

Change Password

Collapse

Change Take Command login password.

Current Password

New Password

Confirm Password

Change Password

Please note: Your new password must be between 8 and 30 characters long, and must be a combination of upper case, lower case, numbers and symbols.

To reset your **Take Command Password**

1. [Click](#) on the Forgot password link

VOCUS

Login


User Name

Password

Sign in

☒ Remember me

[Forgot password](#)

 SUPPORT: 132 777

[User Guide](#)

Please note:

If you don't recall your User Name please contact us on 132 777.

[Take Command User Guide](#)



2. [Enter](#) your User Name and Captcha and [click](#)

[Reset password](#)

VOCUS

Forgot password

User Name

Captcha

Please enter the Captcha code that appears below then click on reset password.



[Refresh Captcha](#)

Reset password

[Back](#)

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[User Guide](#)

The image features the Vocus logo centered on a dark blue background. The logo consists of a white 'V' followed by a cluster of eight white dots arranged in a 3-2 pattern, and then the word 'CUS' in a white sans-serif font. The background is decorated with large, flowing, translucent shapes in shades of blue and teal, creating a sense of movement and depth.

VOCUS