Talk2M Knowhow

Talk2M Pro Account Email Notifications

1. Preface

This document explains email notifications sent by the Talk2M infrastructure to Talk2M account administrators and users for account management.

2. Different notification types

During day to day use of the Talk2m platform, several email notifications are sent out:

- Password management: forget password, user temporary blocked, etc.
- Ewon Offline Notifications
- Talk2M Account credit: VPN limits reached, Data limits reached, credit added, etc.
- Monthly financial statement

Inside the following chapter we list all different types of email notification in detail. The recipient of the email may vary depending on the notification.

Inside this document we will use following "Email TO/CC", to indicate the recipients.

Email TO/CC: User
People: The Talk2M user performing the action
Description: Can be an administrator or a user

Email TO/CC: Account administrators
People: Talk2M Account administrators
Description: All users belonging to the "Administrators" group of the Talk2M account. (The user group having all privileges)

Email TO/CC: Account contacts
People: Talk2M account contacts
Description: Email addresses encoded inside eCatcher on the Account Properties page inside the 'Contacts' section

Email TO/CC: Distributor Email
People: N/A
Description: The general email address of the HMS distributor linked to the Talk2M account

Email TO/CC: Distributor Contacts
People: The contact persons of the HMS distributor linked to the Talk2M account
Description: Back-office contacts used by HMS BU Ewon

3. Talk2M Pro – Email notification[1]

[1] Based on situation on 2021-04

A. Forget password

From: Talk2M Pro Administrator <noreply@as.pro.talk2m.com>

To: user

CC:

Subject: Reset Your Talk2M Password

Dear Talk2M user,

This mail confirms that you have requested to reset password of your Talk2M login: #####
on account #######

Note: In case you did not submit this request yourself, you can safely ignore this e-mail.

Changing your password is simple, just click this link:

https://customer.talk2m.com/resetPassword.php?key=e02d2a6d-0f8a-4eb0-b64c-164a73cb0ea0

Please note that this link is valid only during 2 hours.

Thank you again for using Talk2M.

Best regards,
Your Ewon & Talk2M team

Useful links :

*Please do not reply this mail.

B. User temporary blocked because too many wrong login attempts

From: Talk2M Pro Administrator <noreply@as.pro.talk2m.com>
To: user
CC: accounts administrators

Subject: Your Talk2m user has been locked out

Dear Talk2M user,

Someone has tried to login with your username with an incorrect password for at least 10 times.

Your username ###### on account ######### has been locked out for the next 15 minutes.

To unlock your username within these 15 minutes you can reset your password or ask your Talk2M account administrator to change it.

Thank you again for using Talk2M.

Best regards,

Your Ewon & Talk2M team

Useful links :

*Please do not reply to this mail.

C. Device offline notifications (device is OFFLINE)

From: Talk2M Pro Administrator <noreply@as.pro.talk2m.com>
To: declared users/ user groups/emails for the Ewon Pool (Talk2M Pro account only)
CC:

Subject: Talk2M notification: The device ######### (####-####-##) is OFFLINE

Dear Talk2M User,

Your eWON ######### (####-####-##) has been offline from Talk2M since Oct 7, 2020 8:04:10 AM UTC (1 hours).

You receive this e-mail because an offline notification request was configured using eCatcher for eWONs in the device pool 'Device pool' (account '########'). For any question regarding this notification, please contact your Talk2M Administrator.

Best regards,

Your Talk2M Team

*Please do not reply to this mail.

D. Device offline notifications (device is ONLINE again)

From: Talk2M Pro Administrator <noreply@as.pro.talk2m.com>
To: declared users/ user groups/emails for the Ewon Pool (Talk2M Pro account only)
CC:

Subject: Talk2M notification: The device ######### (####-####-##) is ONLINE again

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Dear Talk2M user,

Your eWON ######### (####-####-##) is back online again (since Oct 6, 2020 8:41:25 PM UTC).

It had been offline since Oct 5, 2020 9:45:00 PM.

You receive this e-mail because an offline notification request was configured using eCatcher for eWONs in the device pool 'Device pool' (account '#######'). For any question regarding this notification, please contact your Talk2M Administrator.

Best regards,

Your Talk2M Team

*Please do not reply to this mail.

E. Notification when 80% of VPN limit reached

From: Talk2M Pro Administrator <noreply@as.pro.talk2m.com>
To: account contacts
CC: account administrators

Subject: Talk2M account quota notification

Dear Customer,

You have reached **80%** of the **VPN traffic** limit on your Talk2M Pro account:

Account Name: **xxx**
Ref : **000000-00**

Be aware that overages above your Pro plan limits will be invoiced at the rate of **4€** per additional GB.

For useful tips on how to check and reduce your consumption, please have a look at our Talk2M FAQ.

Thank you again for using Talk2M.

Best regards,
Your Ewon & Talk2M team

Useful links :

Please do not reply this mail.

F. Notification when 100% of VPN limit reached

From: Talk2M Pro Administrator <noreply@as.pro.talk2m.com>
To: account contacts
CC: account administrators

Subject: Talk2M account quota notification

Dear Customer,

You have reached the **VPN traffic** limit on your Talk2M Pro account:

Account Name: **xxx**
Ref : **000000-00**

Be aware that overages above your Pro plan limits will be invoiced at the rate of **4€** per additional GB.

For useful tips on how to check and reduce your consumption, please have a look at our Talk2M FAQ.

Thank you again for using Talk2M.

Best regards,
Your Ewon & Talk2M team

Useful links :

Please do not reply this mail.

G. Notification when 80% of Data limit reached

From: Talk2M Pro Administrator <noreply@as.pro.talk2m.com>
To: account contacts
CC: account administrators

Subject: Talk2M account quota notification

Dear Customer,

You have reached **80%** of the **Data upload** included with your Talk2M Pro account:

Account Name: **xxx**
Ref : **000000-00**

Be aware that overages above your Pro plan limits will be invoiced at the rate of **4€ per additional million datapoints.**

For useful tips on how to check and reduce your consumption, please have a look at our Talk2M FAQ.

Thank you again for using Talk2M.

Best regards,
Your Ewon & Talk2M team

Useful links :

Please do not reply this mail.

H. Notification when 100% of Data limit reached

From: Talk2M Pro Administrator <noreply@as.pro.talk2m.com>
To: account contacts
CC: account administrators

Subject: Talk2M account quota notification

Dear Customer,

You have reached the **Data upload** included with your Talk2M Pro account:

Account Name: **xxx**
Ref : **000000-00**

Be aware that overages above your Pro plan limits will be invoiced at the rate of **4€ per additional million datapoints.**

For useful tips on how to check and reduce your consumption, please have a look at our Talk2M FAQ.

Thank you again for using Talk2M.

Best regards,
Your Ewon & Talk2M team

Useful links :

Please do not reply this mail.

I. Notification when credit has been added on the account

From: Talk2M Management <noreply@ewon.biz>

To: account contacts

CC: distributor contacts + distributor email + <ewon_sales@ewon.biz>

Subject: New Talk2M payment

Dear Talk2M user,

We thank you for using Talk2M.

We successfully processed your payment request:

  Account reference: 000000-00
  Account name: xxx

  TM500## :### EUR/USD (Talk2M PRO Yearly Fee)
  Your new credit: ### EUR/USD

You can lookup your current credit balance at any time by logging in your account using eCatcher: The balance is displayed in the bottom status bar of eCatcher. In addition, your credit balance is also reported in your monthly account statement.

Thank you again for using Talk2M.

Best regards,
Your Ewon & Talk2M team

Useful links :

J. Monthly financial report

From: Talk2M Pro Administrator <noreply@as.pro.talk2m.com>
To: account contacts
CC: distributor contacts

Subject: Talk2M account xxx Billing report

Dear,

You will find attached the monthly Talk2M Pro report including your financial statement.

Please do not reply to this unmonitored alias.

If you have any questions contact your Ewon distributor.

Best regards,

Your Ewon Team.

Important User Information

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