

Reach Central Updates: Q2 2026

Search Enhancements

Great News! There are no changes accessing Reach Central from BOLT

- Effective **May 21, 2026**, you can expect to see these **enhancements** and **updates** to Reach Central
- All affected articles are updated in Simon on **May 21, 2026**

Search Enhancements

1. **Performance:** search is much faster
2. **Search Fields:** select a field to search and search your way!
 - Astound Account
 - Account Name
 - First or Last Name
 - Home Phone #
 - IMEI

- Email Address

3. Filter Results: filter search results by Residential or Business Services *when launched (TBD)*

Remember: you can search partial information if some details are missing

QR Code Moves to Activation Flow

The QR Code moves from email to the Activation flow

- To complete activation, customers are guided directly into eSIM setup
- Customers scan the code and continue activation without leaving the experience
- Email delivery of the QR code remains available as a backup but is no longer required
- If a customer cannot scan a QR code for any reason*, a manual setup option is provided
 - *A second device to scan is not available

- *The device does not support QR scanning

Manual Setup allows customers to

- Enter the provided setup details directly on their device
- Complete eSIM setup without scanning a QR code
- This option surfaces in-flow so customers are not blocked if QR scanning is unavailable

Reach Central Profile Page Changes

Additions to the Reach Central Profile Page

1. Account Type
2. View All Lines
3. View Plan History
4. Filter Lines: Active / Inactive

View a Line's Profile Page

- Tap a Mobile Line to reach a line's Profile Page

- Tap anywhere in the **white space** or tap the **name of the line**

Change Plan Moved

- **Change Plan** section is *no longer* on the Profile Page
- Find **Change Plan** in the **Manage Lines** section, now

Manage Lines Section Updates

Manage Lines displays the **first 2 (two) lines** on the account

- Those **first 2 lines** are managed on the **Profile Page** *or* when **Viewing all Lines**
- All Mobile lines are not on this page
- You must tap **View All Lines** to see all lines on the account

View All Lines Updates

View All Lines page is split into 2 (two) sections

- **Active Lines**: view active, customer requested suspension or non pay suspension lines
- **Inactive Lines**: view pending activation, disconnected, or cancelled lines

Mobile Plan / Change Plan Updates

Change Plan moved to the right side of *each* mobile line

- **Current Mobile Plan**: displayed directly under the mobile number
- **Change a Plan**: displays the Current Plan on top with all available plans displayed below

View Plan History

View Mobile Plan History for each line

- Tap the **line** to reach its **Profile Page**
- Tap **View Plan History** to see the history of plan changes for the selected line

Credit Limit Detail Enhancements

Credit Limit Overview got an upgrade!

- Unbilled Charge details are more clearly displayed
- This shows how these charges are calculated to determine **remaining credit amount**

Search is now faster and lets users find accounts using flexible fields like name, phone, email, or IMEI—even with partial info. The QR code for eSIM activation is now built into the activation flow, with a manual setup option if scanning isn't possible. Updates to Reach Central make it easier to manage lines, view plans and history, and see clearer credit limit details, with some features moved to new sections for better organization.

Online URL: <https://agentx-astound-kb.hgsdigital.com/article.php?id=4425>