

Getting started with Memo Cockpit

Finding your way around the customer portal: the menu, the top bar and your settings.

01

<https://cockpit.memo-offitel.be/>

FOR

All Memo Cockpit users

TIME

5 minutes

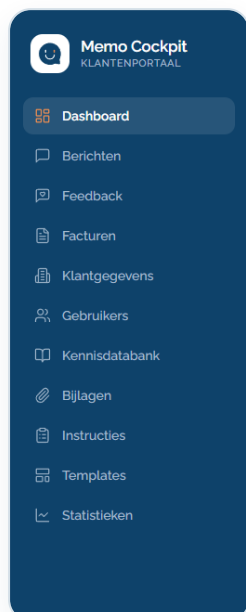
YOU WILL LEARN

Navigating, switching customers, notifications and privacy

What is Memo Cockpit?

Memo Cockpit is the Memo•Offitel customer portal. It shows the messages we take for you, your invoices, your customer details and the agreements our agents follow. You can also give feedback and give colleagues access.

You can find Memo Cockpit at <https://cockpit.memo-offitel.be/>. How to log in is explained in the login guides A1 and A2.



The menu on the left.

The menu

The main menu is on the left. Each section has its own guide:

- **Dashboard:** today at a glance
- **Berichten** (messages): every call we handled for you
- **Feedback:** submit and follow up on feedback
- **Facturen** (invoices): view, download and pay
- **Klantgegevens** (customer details): your company, reception and billing
- **Gebruikers** (users): who can log in
- **Kennisdatabank, Bijlagen, Instructies** and **Templates:** the agreements and documents for your reception
- **Statistieken** (statistics): when and why people call

The top bar



- 1 Active customer:** if you have several sites or accounts, choose which one you are viewing.
- 2 Refresh:** loads the latest data.
- 3 Dark mode:** switches between light and dark display.
- 4 Notifications:** opens your notification settings.
- 5 Profile menu:** *Instellingen* (settings) and *Afmelden* (log out).

Your settings

Open the profile menu at the top right and choose **Instellingen** (settings). You will find three tabs:

Tab	What you will find
Account	Your name, email address and the customers you may use the portal for.
Notificaties (notifications)	Choose per event (new message, new invoice, instruction changed) whether you get an email and/or a push notification. Your choice is saved; today we email you about new invoices, the other notifications will follow. You also see how we forward messages to you and your recent notifications (new invoices and replies to your feedback).
Privacy	Your cookie preferences. Necessary cookies are always on; preference cookies remember things like dark mode.

Instellingen

Uw account, notificaties en privacy.

Account **Notificaties** Privacy

Voorkeuren

Kies per gebeurtenis hoe u verwittigd wordt.

Nieuw bericht

☒ E-mail ☒ Push

Nieuwe factuur

☒ E-mail ☐ Push

Instructie gewijzigd

☐ E-mail ☐ Push

Uw keuze wordt bewaard. Vandaag mailen wij bij een nieuwe factuur, de andere meldingen volgen.

Doorsturen van berichten

Waar wij elk bericht naartoe sturen, zoals ingesteld in het contactcenter. Aanpassen? Neem contact op met uw contactpersoon.

Onderwerp van de e-mail

[NUMMERPLAAT]

— Bijlagen meesturen

✓ **Opnieuw mailen bij aanpassing**

— Opnieuw WhatsApp bij aanpassing

— Kopie naar teamadres

— Opnieuw sms'en bij aanpassing

— Als gelezen markeren na verzending

Recente meldingen

Nieuwe facturen en antwoorden op uw feedback.

Nog geen meldingen.

The Notificaties (notifications) tab.

Want to change how messages are forwarded? We manage those settings in our contact centre. Contact your account manager or use **Neem contact op** (contact us) on the dashboard.

Questions about Memo Cockpit? Our team is happy to help. **+32 52 89 84 31 · Migratie@Memo-Offitel.be**

Screenshots of the Dutch-language interface, with sample data. Your screen may differ slightly. Version 0.1 · October 2026.