

# The HeroTill Customer App

## 1. Overview:

**Our new customer mobile app is now available for download on Android & iOS devices. This app will allow you to:**

- Monitor your data usage,
- request top-ups
- submit and manage helpdesk tickets,
- view and download your invoices and other billing documents
- perform a speed test, as well as
- view and update your account and billing information.
- Log in with multiple user accounts

**Please note that in order for you to use this account,**

- your ISP (Internet Service Provider) needs to use of HeroTill as a data management system.
- you need to have a valid account at one of these participating ISP's.

**How to download the app:**

- All Android users can download the app in Google [Play Store](#).
- All iOS users can download the app from the Apple [App Store](#).

## 2. How to log in:

On our new app, all customers and admin users will be able to quickly log in and access their profiles. Before you can log in, you will need to download and open the app on your phone. After opening the app, click on the “**Login**” button.



After opening the app, you will need to choose your applicable ISP (Internet Service Provider). To do this, click in the **colour** section, and then type any four letters of your ISP's name. When you see your ISP's name, click on the name to continue.



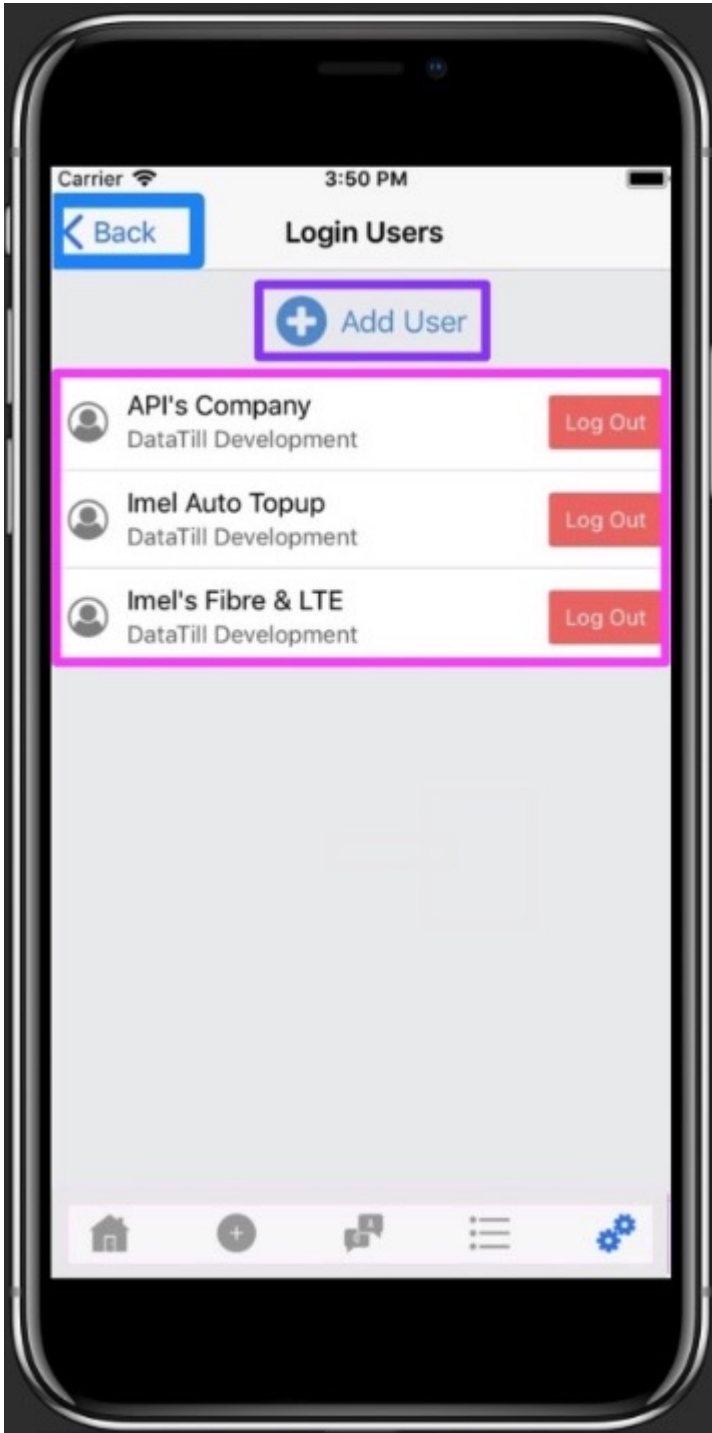
## 2.1. Logging in as a customer

To log into your profile, you will need to enter your **username** or **email address** your **password**. After entering your details, click on the “**Sign In**” button. If you forgot your log in details, click on the “**Forgot**” button and follow the steps.



After you have successfully logged in, you will see the screen below. From this screen, you will be able to view a **list** of all your users that you have added, **add** more users or **log out** of your account. Click on the **back** button to switch to your profile.





## 2.2. Log in as an admin user

The new mobile app will also allow admin users to log in and enable them to quickly attend to any customer tickets or to top-up the customer's account. To manage your customers, you will need to log into the customer mobile app with your HeroTill **username** and **password**.

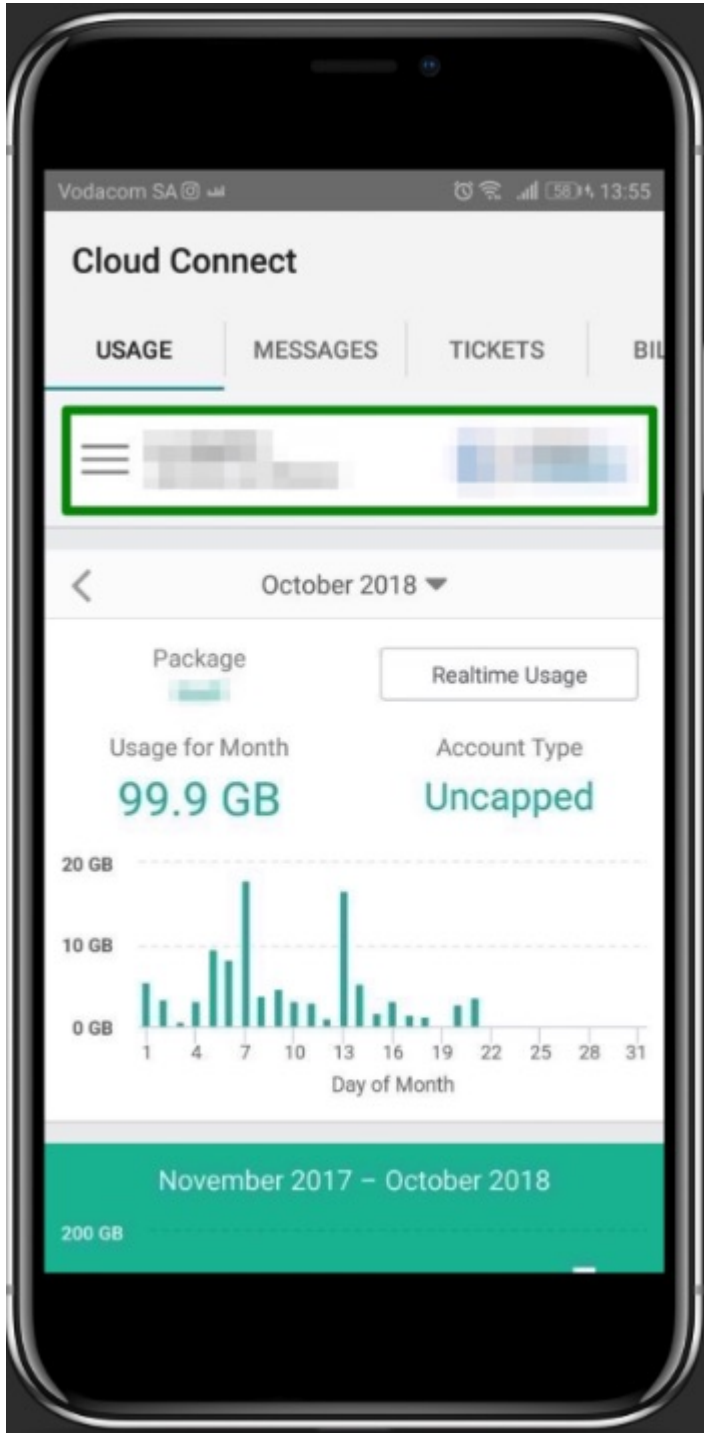


After logging in, you will be able to **choose** the relevant **customers** that you would like to attend to and then click on the “**Done**” button.



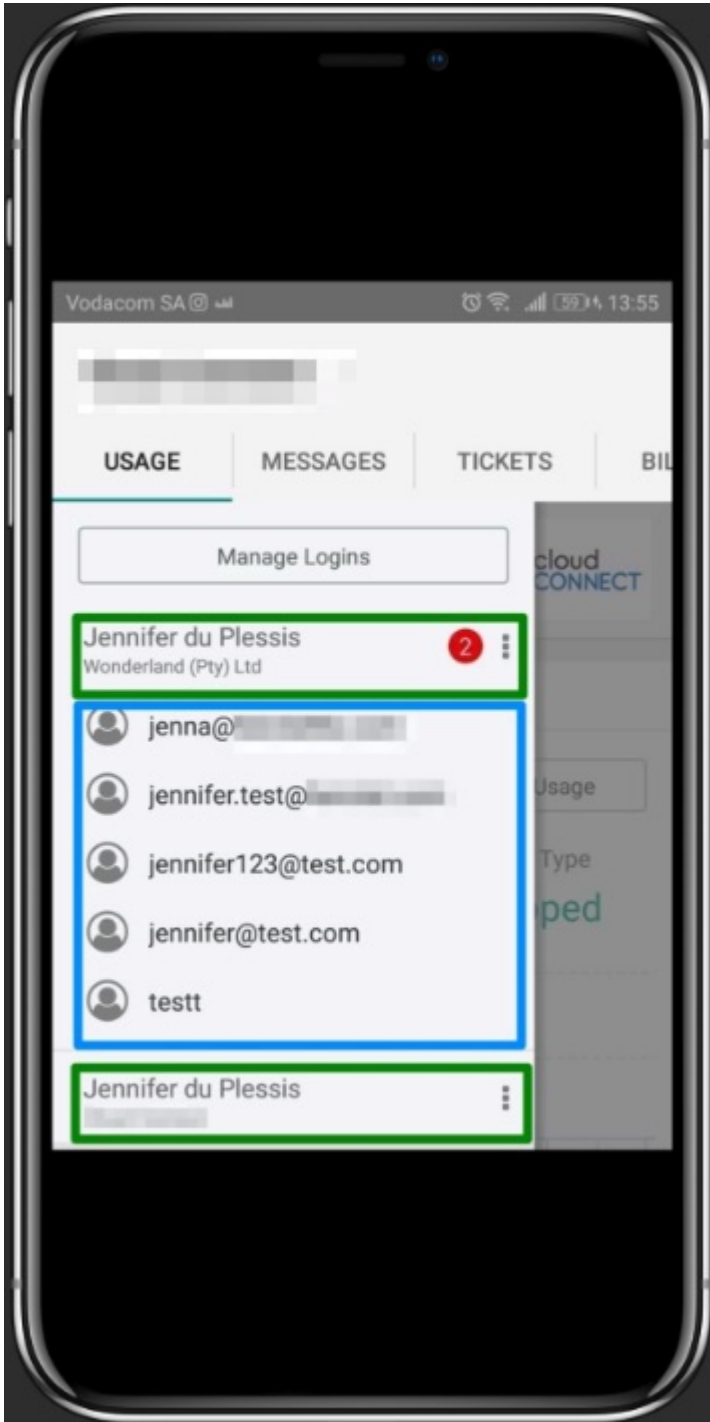
## 2.3. Switching between accounts

The customer app will allow you to switch and manage multiple customer accounts. To do this, you will need to click on the **current customer** details which can be seen at the top of the screen.



After clicking on this, you will be able to choose the relevant **customer** and **radius account**.

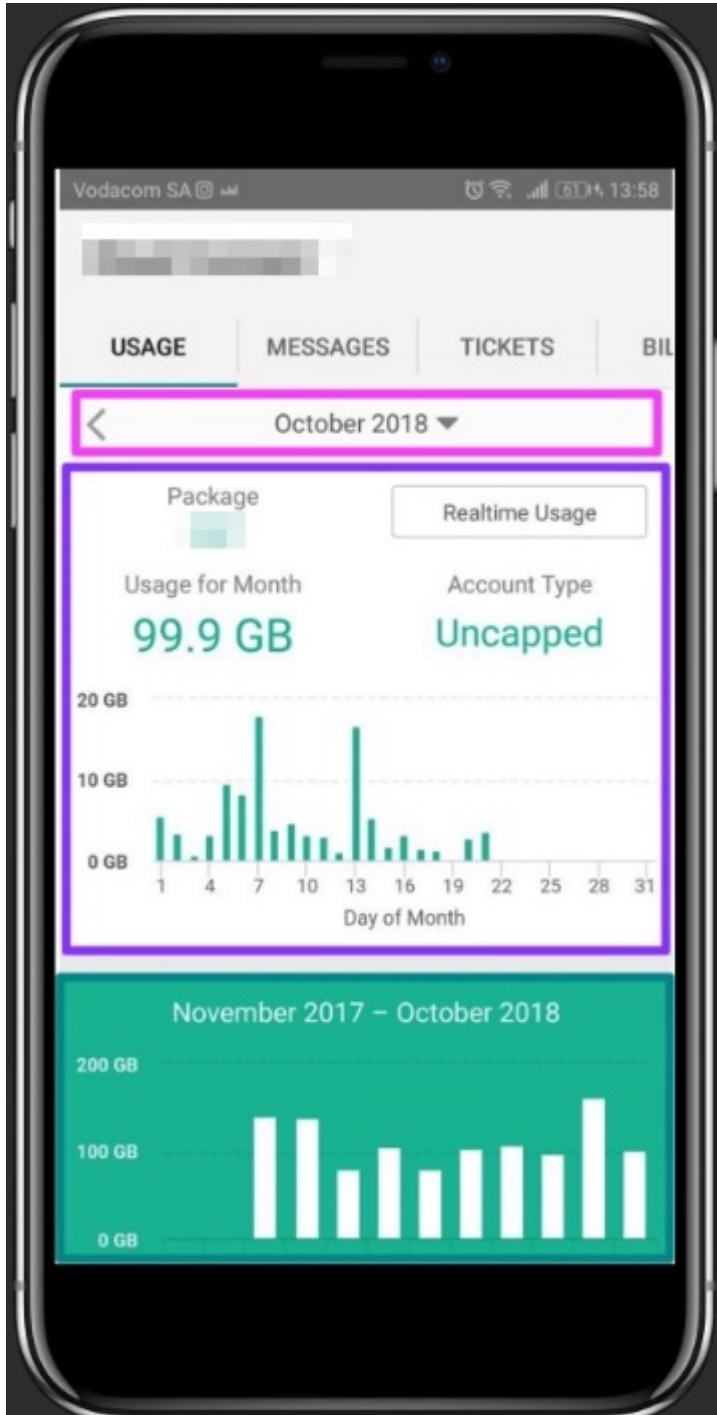




### **3. Viewing your usage**

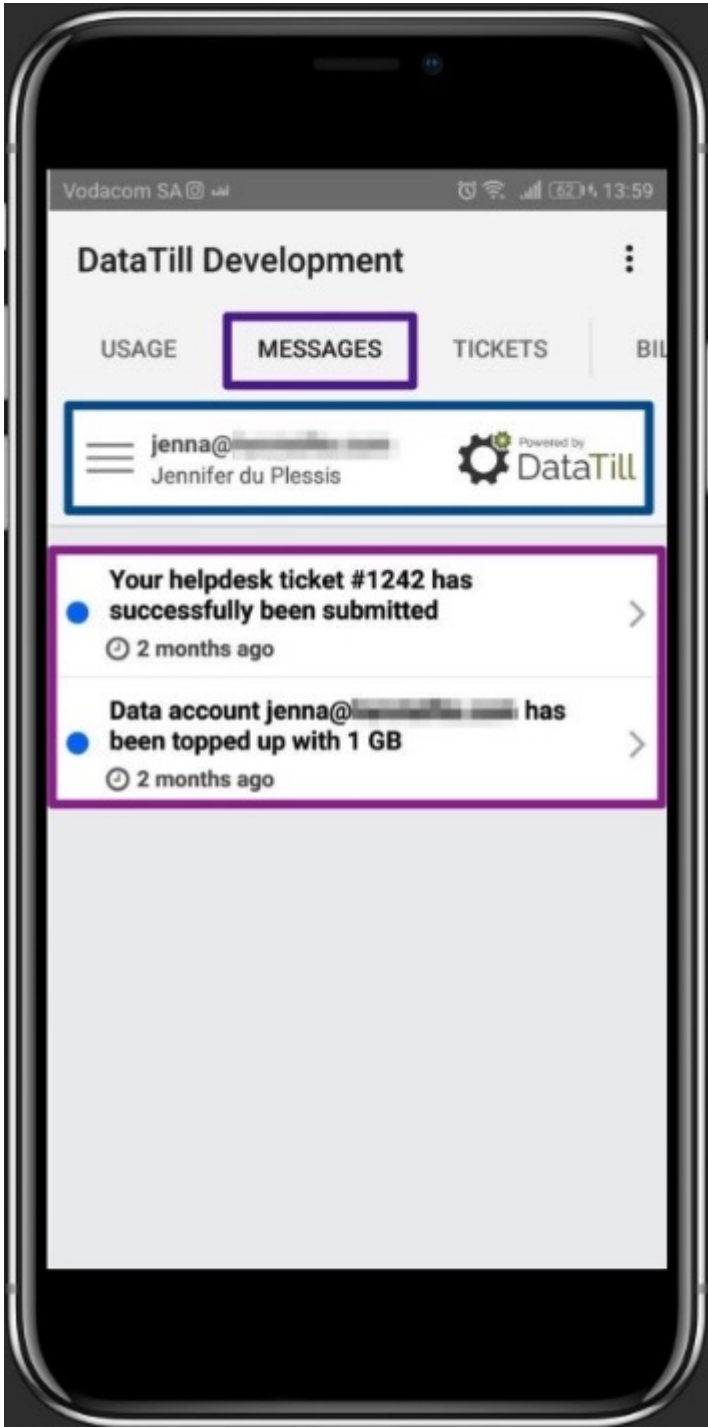
When viewing your usage, you will be able to:

- View your data usage for previous **months**
- See what **data product** you are on and how many **data** you have used,
- Track and compare your **yearly** data usage.



## 4. Messages

Under the “**Messages**” tab, you will be able to view messages sent to you by the ISP. You will be able to view all **messages** for your different **data accounts** linked to your profile. This may include messages such as the successful submission of helpdesk tickets as well as top-up messages.



To open a message, click on the message that you would like to view.

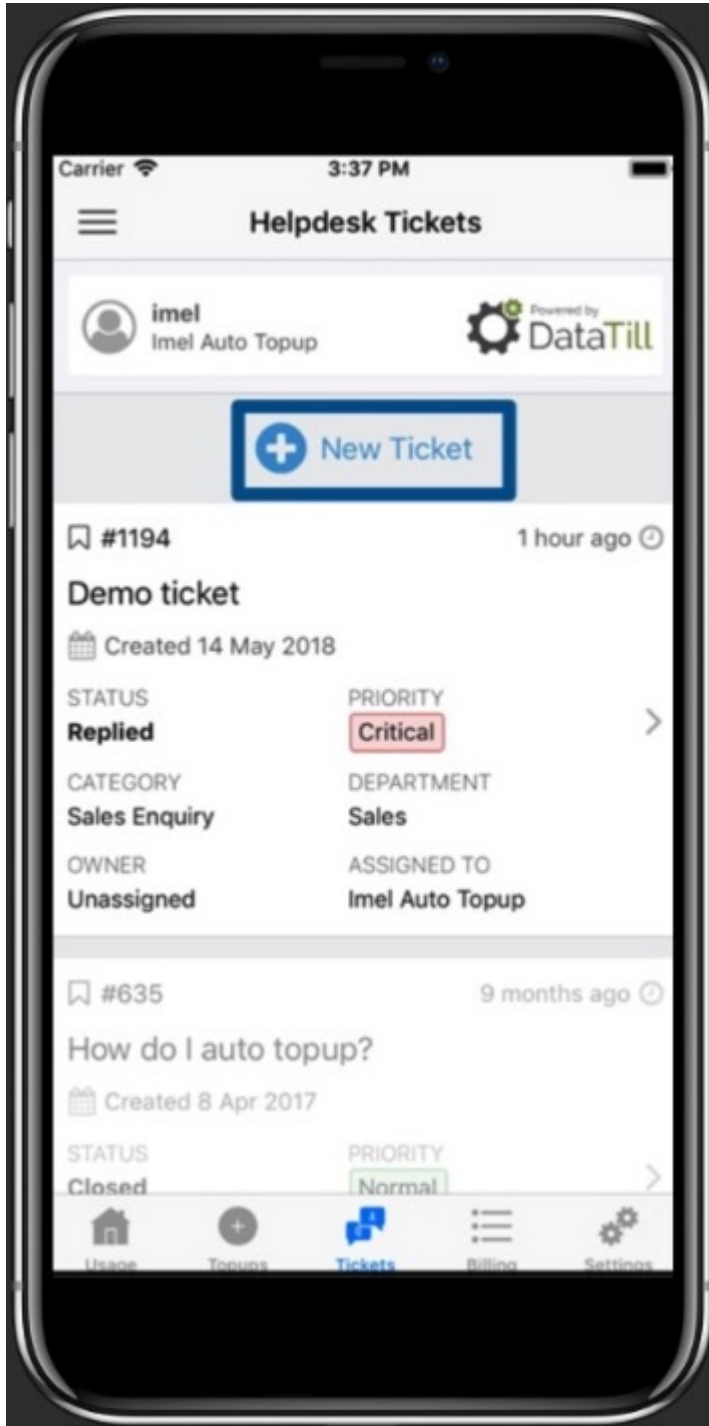
## 5. Managing your helpdesk tickets

The customer app will also allow you to manage your helpdesk tickets. From here, you will be able to submit new tickets, add notes to tickets that are already open and add attachments to your tickets.

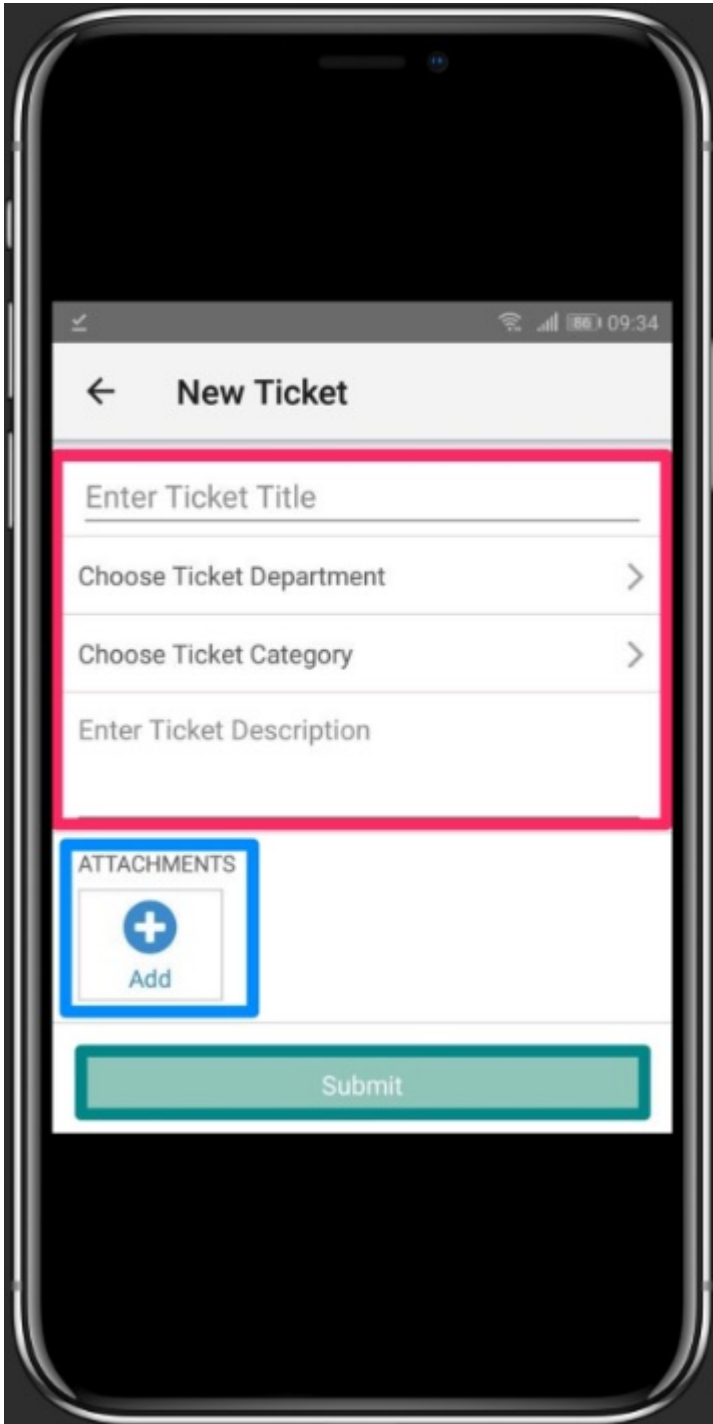
### 5.1. Creating New tickets

To create new tickets, click on the “[New Ticket](#)” button.



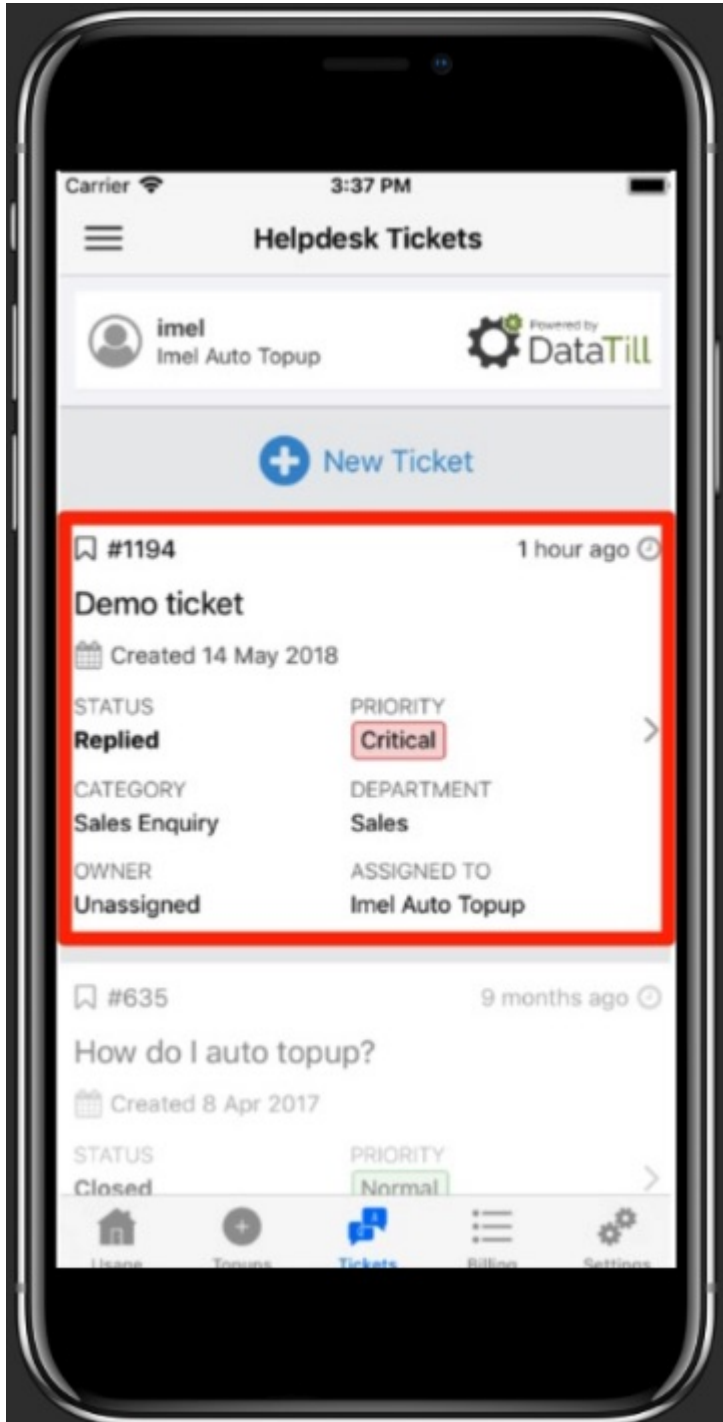


Next, you will need to complete all the **ticket details**, add any **attachments** if applicable and then click on the “**Submit**” button.

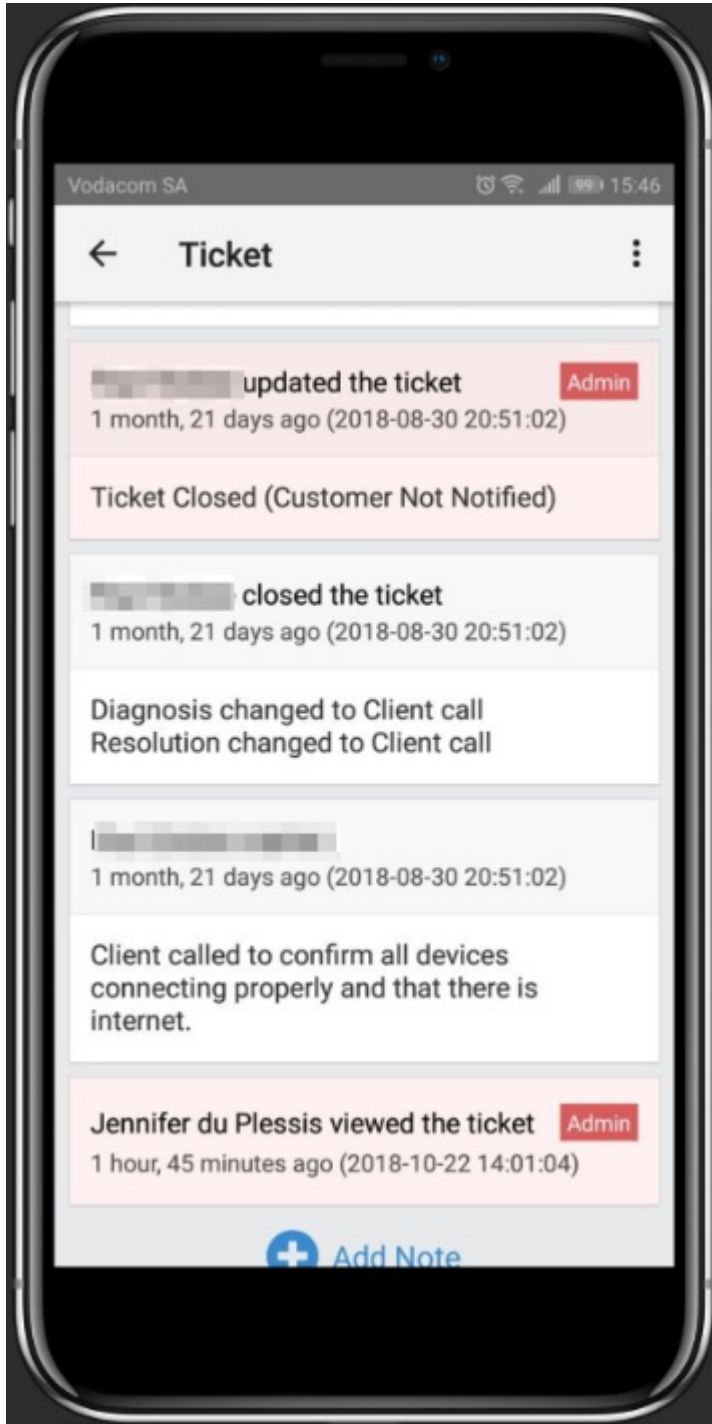


## 5.2. Viewing tickets

To view your ticket details, you will need to **click** on the relevant ticket that you would like to view.



From this screen, you will be able to view any new messages from the company as well as add new messages and attachments that you would like to send them.



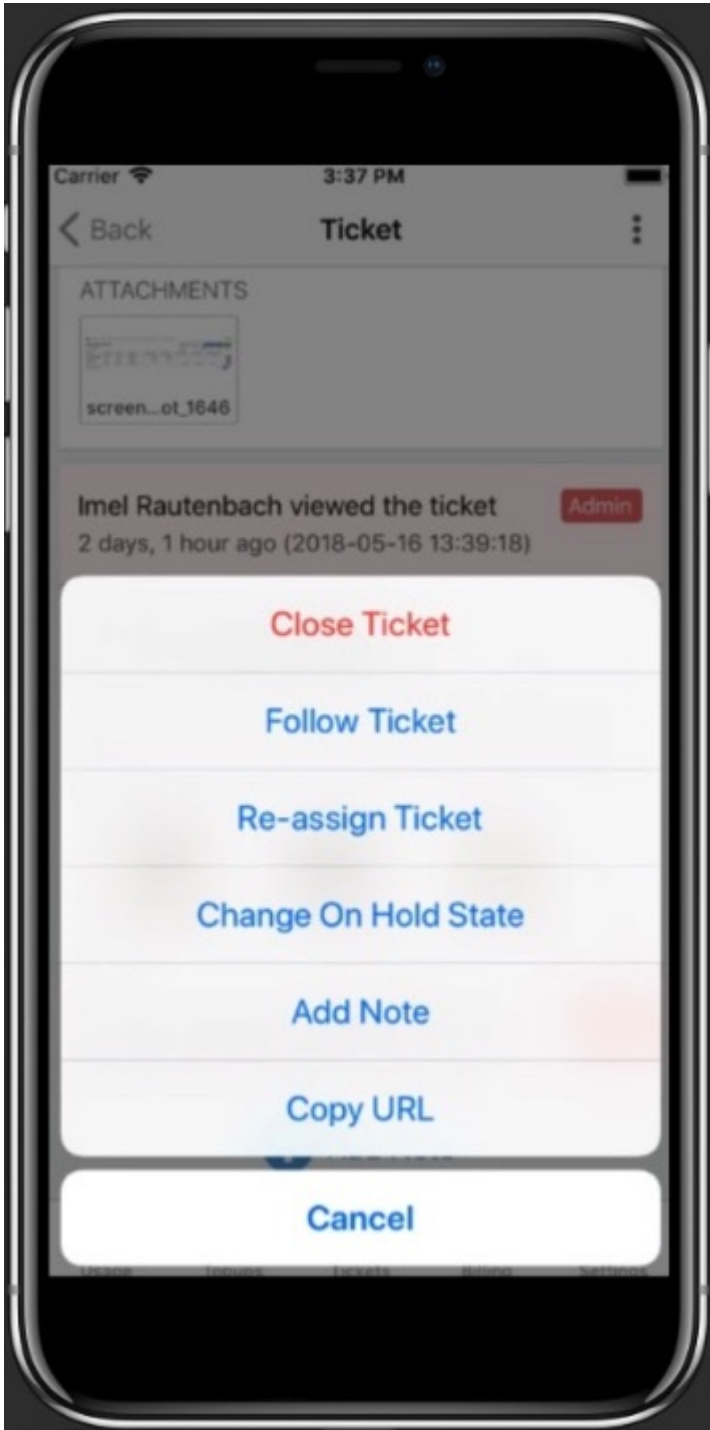
### **5.3. Tickets for admin users**

If you are an admin user on the customer mobile app you will still be able to do functions such as:

- add admin only notes
- close tickets



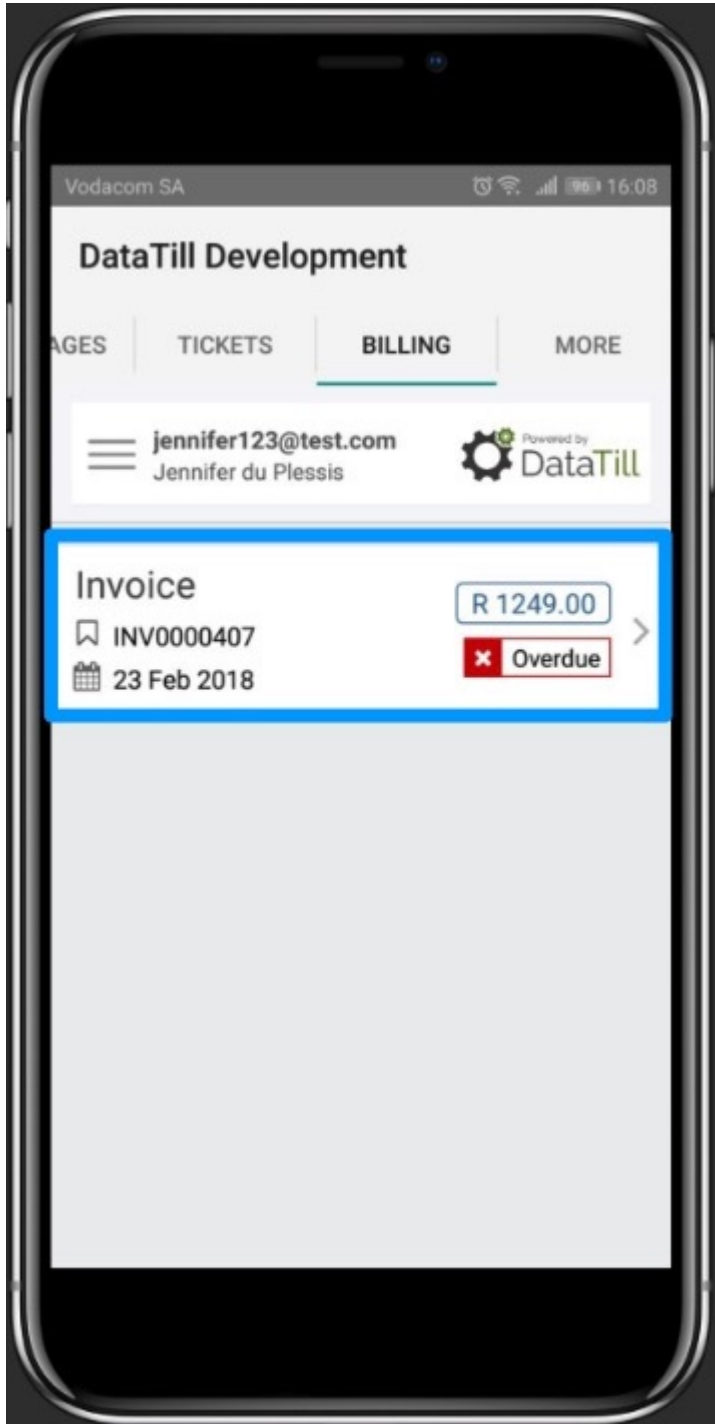
- follow tickets
- add notes
- and re-assign tickets to other admin users.



## 6. Billing

In the billing section of the mobile app, you will be able to view and download all your invoices and credit notes. You will also be able to see the invoice status i.e. paid, unpaid or overdue as well as the total amount for the document.

To view the invoice or credit note, [click](#) on the relevant document.



**Please note:** If you need a statement, you can download a statement by logging into your customer portal from your computer.

## 7. More

Under the settings section of the app, you will be able to update your account and payment details, manage your logins, perform a speed test as well as get more information about the app.





## 7.1. How to do top-ups

From the mobile app, you will also be able to request top-ups for your account. When topping up your account, you need to remember the following:

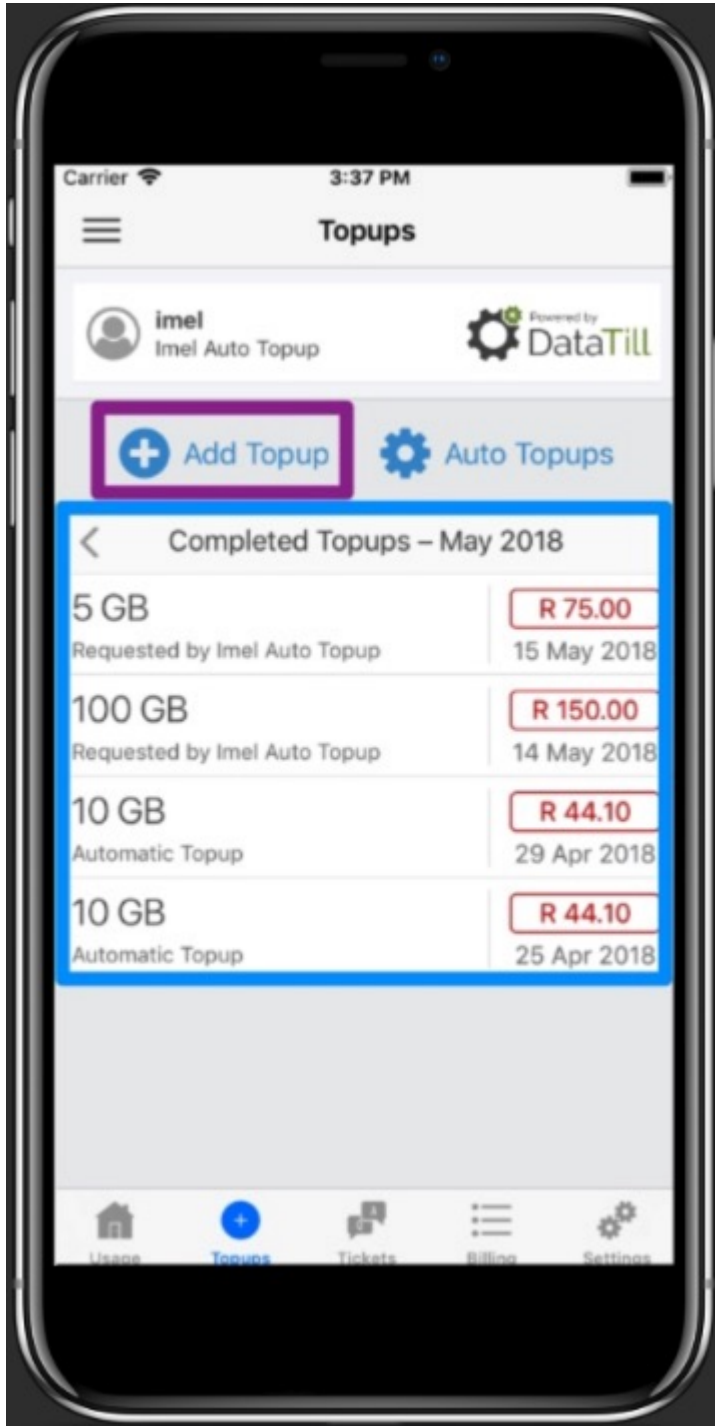
- All top-ups made during the month will appear on the monthly invoice.
- All customers with LTE packages will still need to request top-ups from the website.

- Currently, you are not able to immediately pay for top-ups via credit card from the customer mobile app.

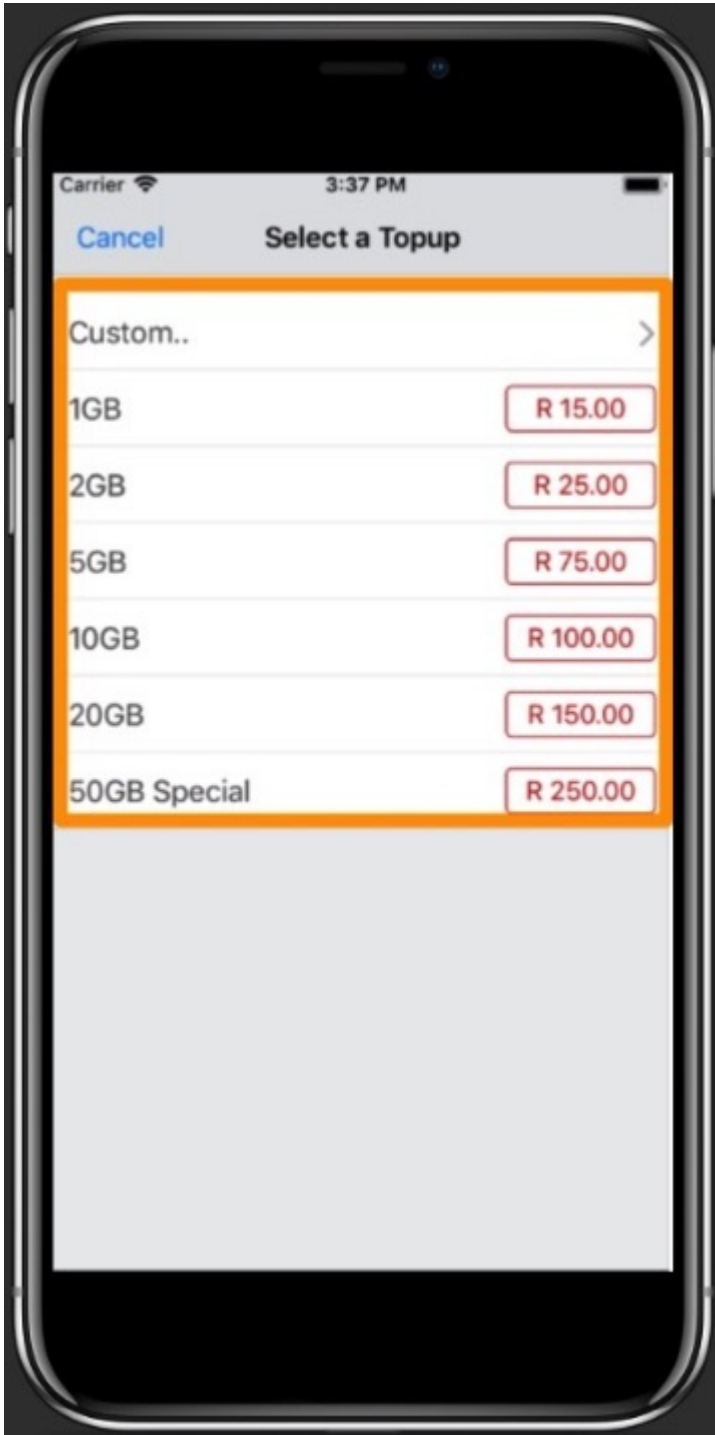
Please note that you will only be able to request top-ups if you are on a capped package.

### **7.1.1. Requesting a top-up**

To request a top-up, go to the top-up menu. From here, you will be able to see a **list** of all previous top-ups that have been done as well as what the price for the top-up is. To request a top-up, click on the “**Add Topup**” button.

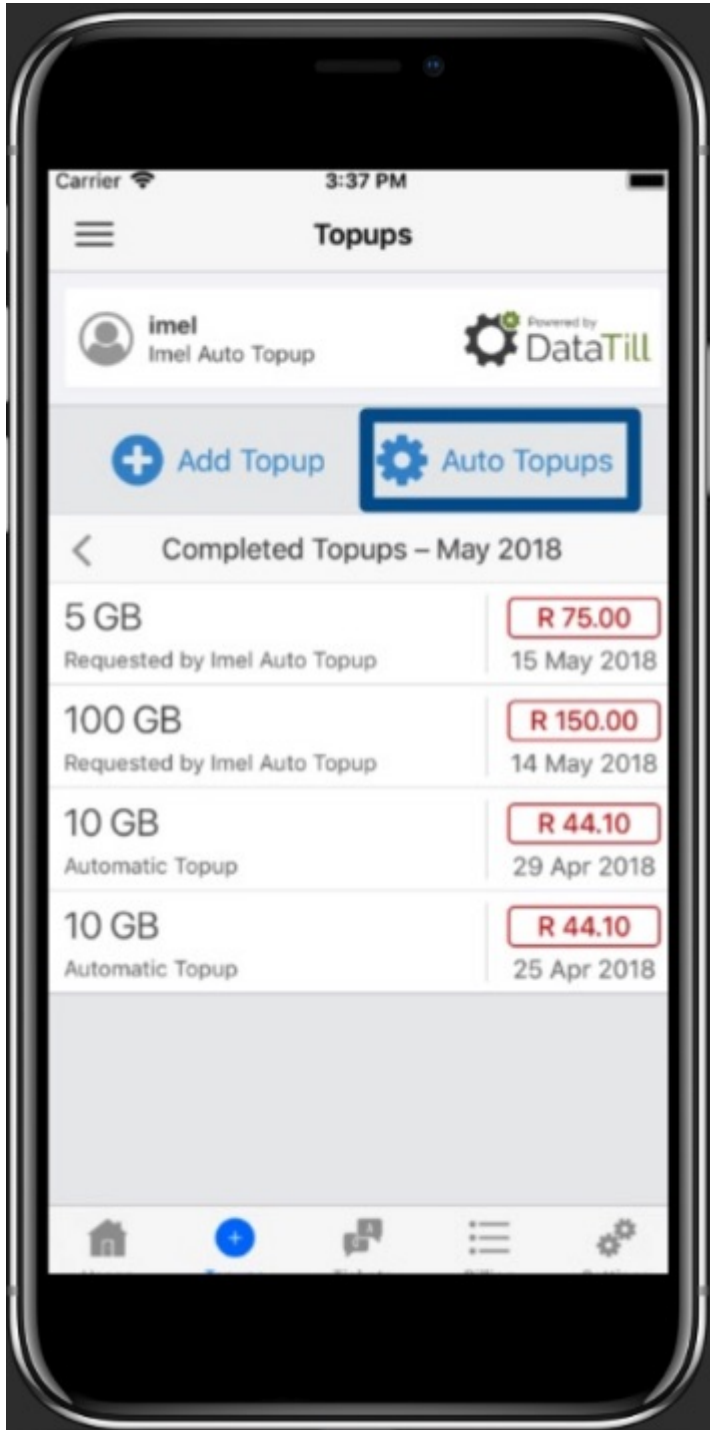


On the following list, choose and click on the top-up that you would like to request and then click on the confirm button.



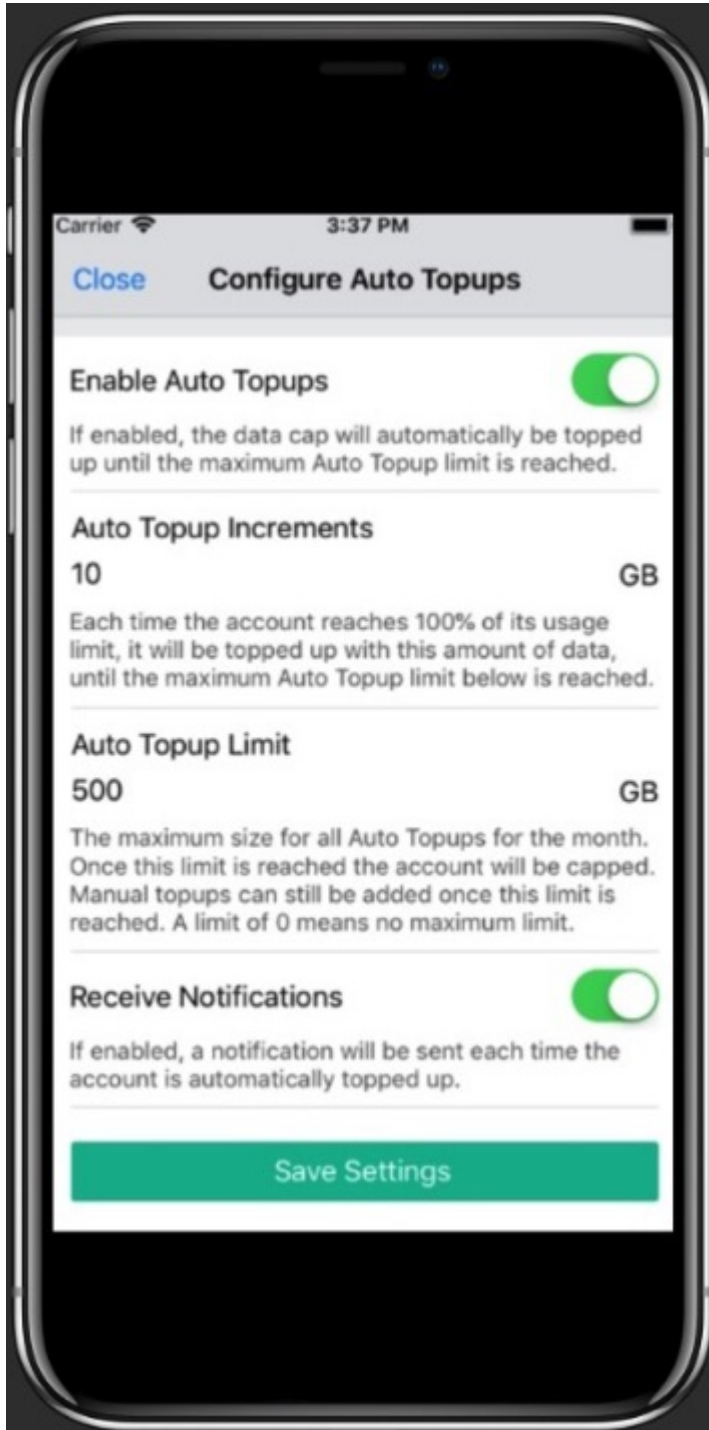
### 7.1.2. Configuring Auto Top-Up settings

To set up or disable your auto top-up setting, go to the top-up page and then click on the “**Auto Topups**” button. Auto top-ups will happen each time your cap has been reached for the account. Read the instructions for each setting carefully before configuring auto top-ups.



You will now be able to configure your auto top-up settings as per your needs.



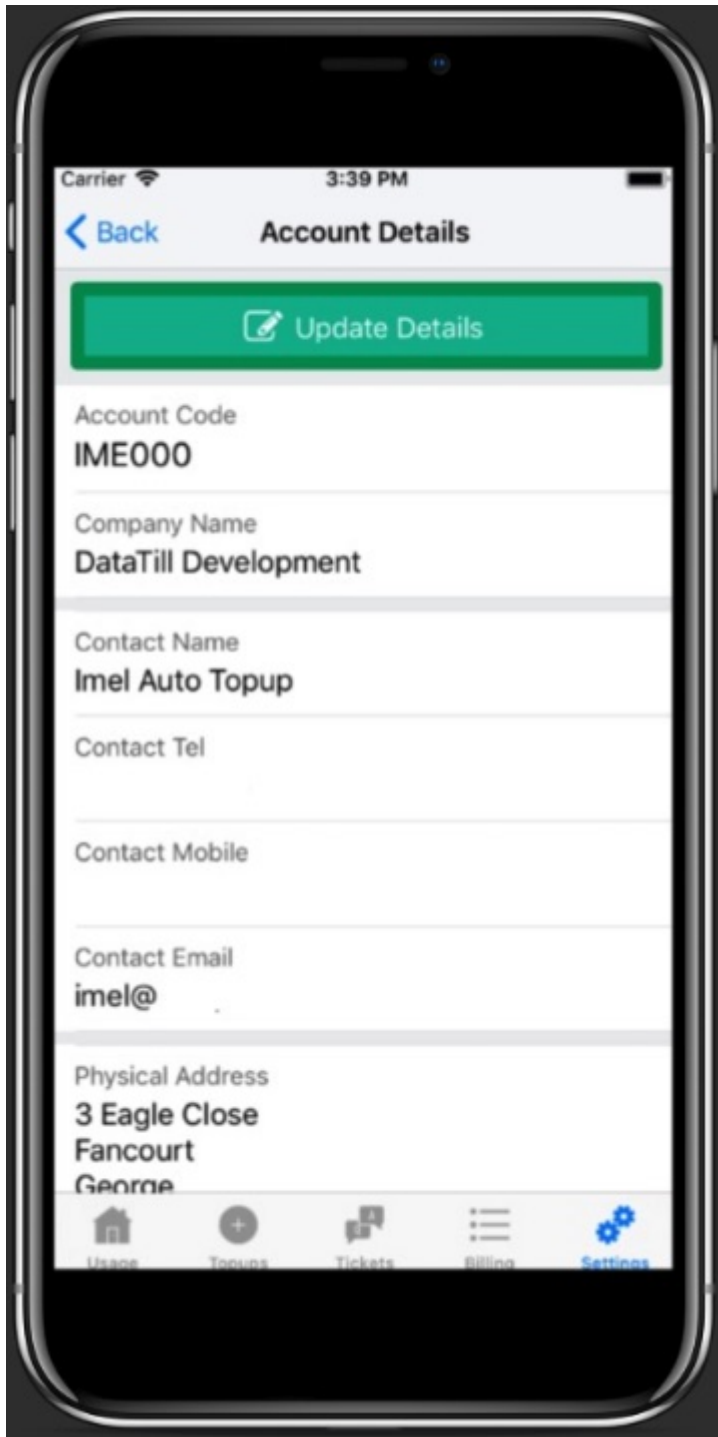


Remember to click on the “**Save Settings**” button after making any changes.

## 7.2. Update account details

The app will also allow you to **update** your account details. After making any changes, the

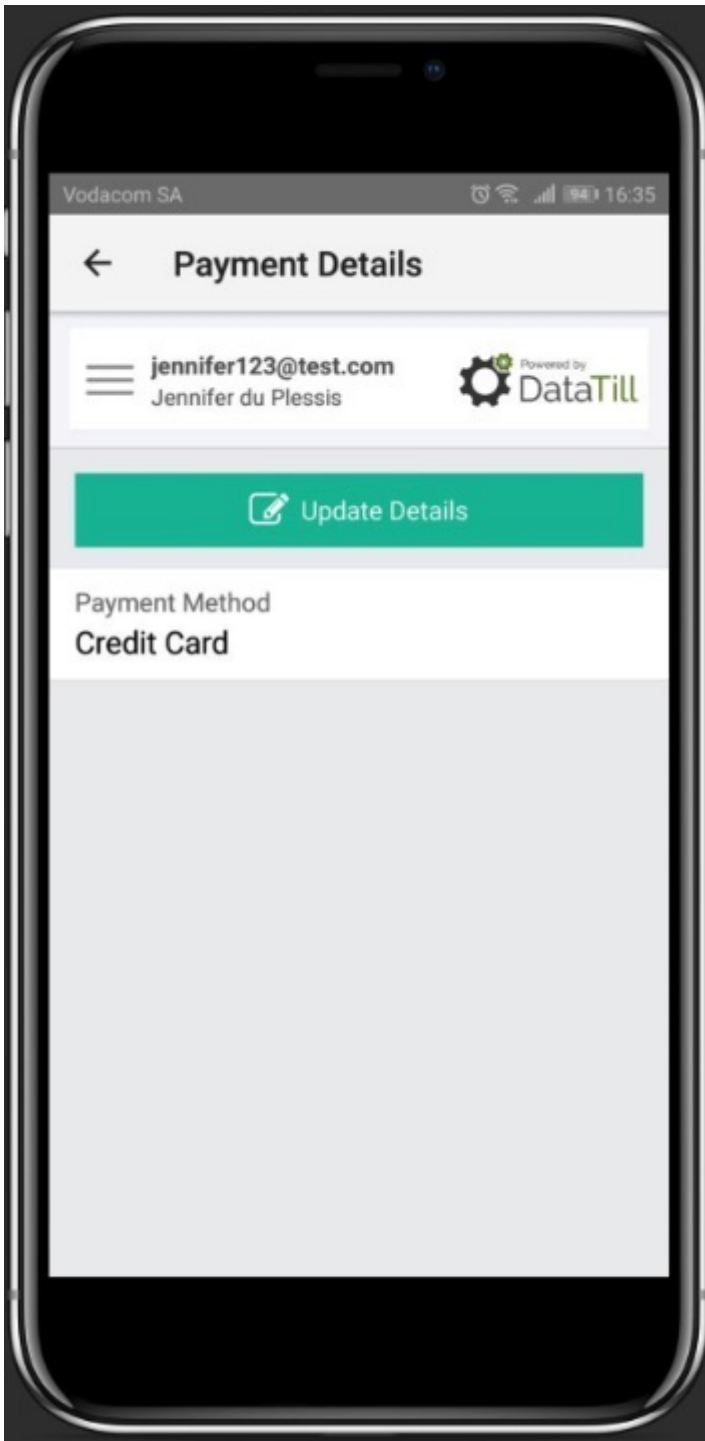
request will go through to your ISP and the changes will happen once they have approved it.



### 7.3. Update payment details

Here, you will be able to view and **update** your payment details. The payment details will

first be sent to your ISP and they will have to approve it before it changes on the system.



## **7.4. Password reset**

To reset your password for your portal login for either the mobile app or your online

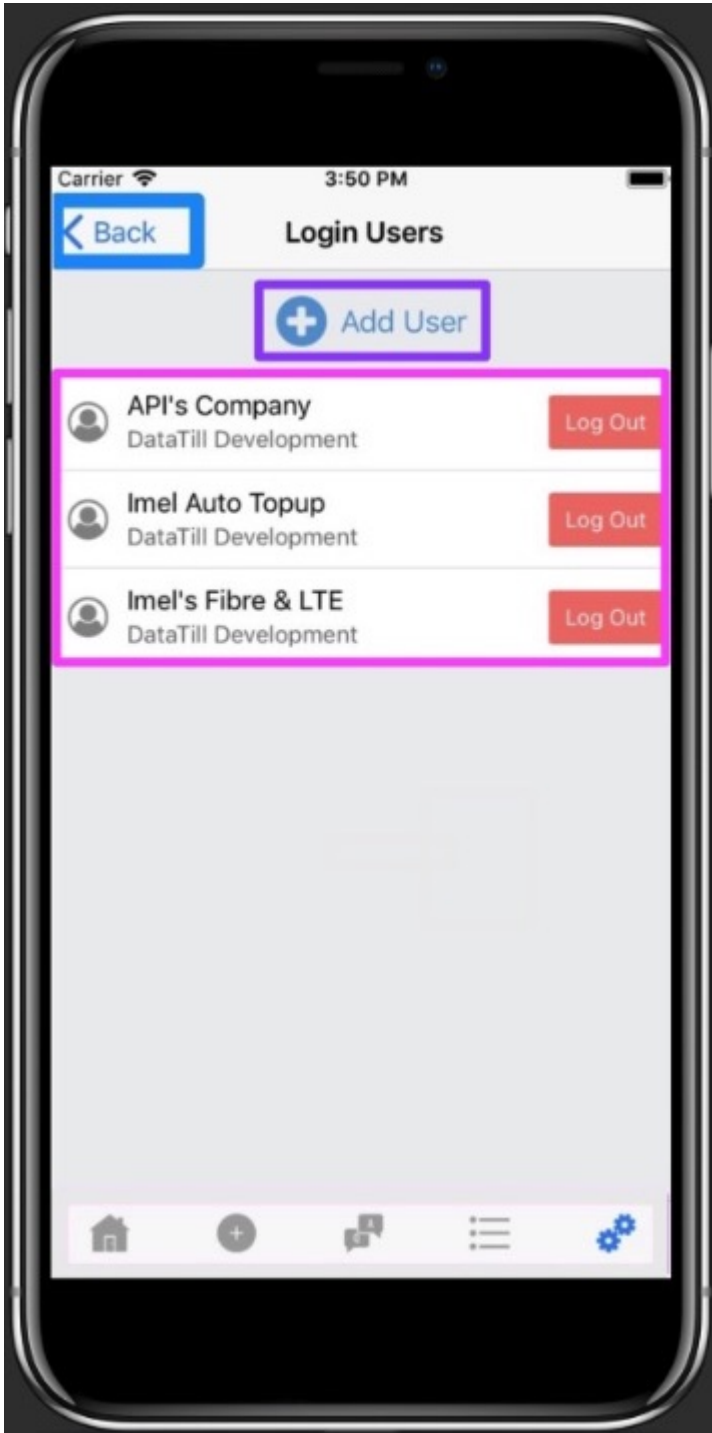
customer portal, you can go to the password section under more. Here, you will be able to view your username and email address and then enter a **new password**. Remember to click on the **“Update”** button after entering a new password.





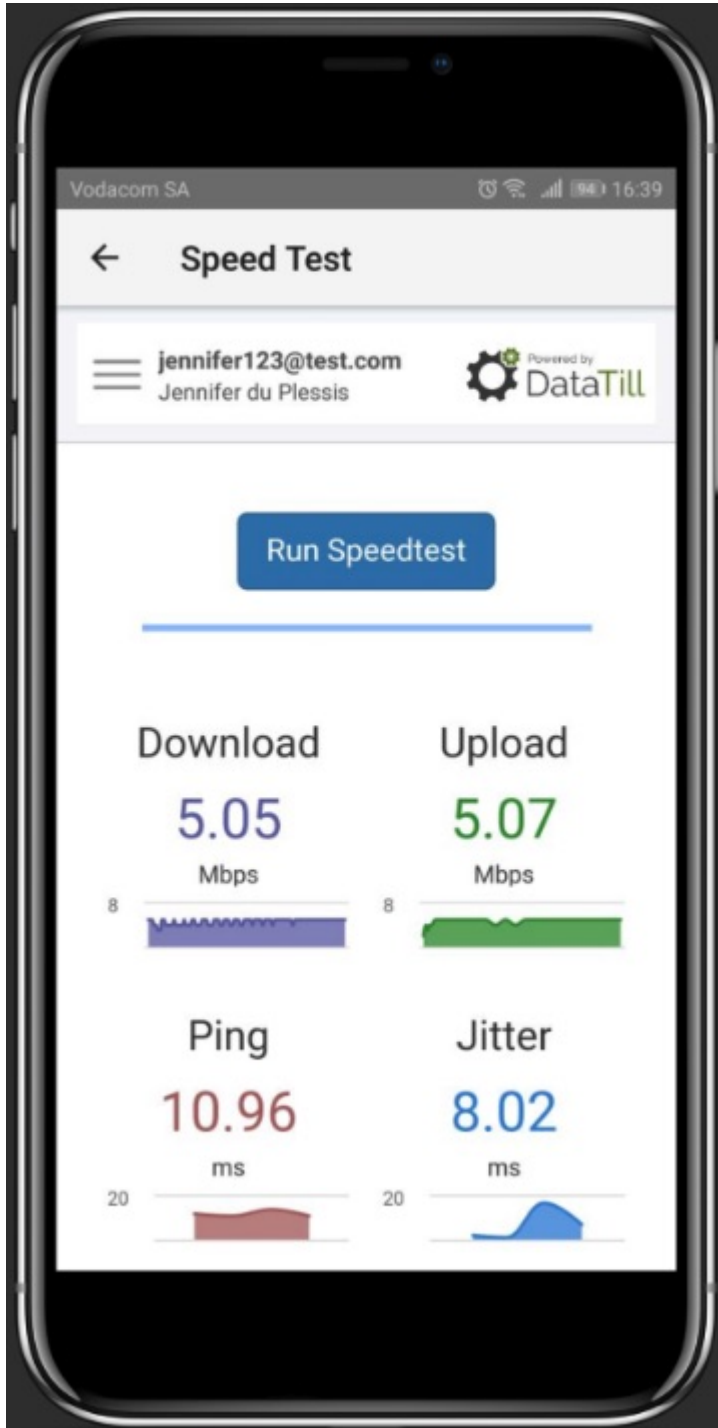
## 7.5. Manage Logins

To manage your different logins, you can go to the more option on your phone and click on the manage logins button. From here, you will be able to **Add Users** or **Log out** of **specific users**.



## 7.6. Speedtest

When doing a speed test, ensure that your mobile phone is connected to the correct Wi-Fi network. This speed test section will enable you to see if your speed is correct on your package.



Your ISP will be able to view all speed tests submitted on your customer profile.

Speedtest Results					All Results	↻
Date	IP Address	Download	Upload	Ping		
2018-05-22 22:17	██████████	16.1 Mb/s	13.3 Mb/s	17.0 ms		
2018-05-21 22:30	██████████	1.3 Mb/s	12.7 Mb/s	85.2 ms		
2018-05-21 22:24	██████████	1.6 Mb/s	10.6 Mb/s	160.7 ms		
2018-05-21 22:23	██████████	1.5 Mb/s	13.1 Mb/s	282.0 ms		
2018-05-20 01:43	██████████	17.3 Mb/s	0.5 Mb/s	61.2 ms		
2018-05-18 15:40	██████████	20.4 Mb/s	20.4 Mb/s	18.8 ms		
2018-05-18 12:59	██████████	20.3 Mb/s	16.7 Mb/s	20.2 ms		
2018-05-17 20:21	██████████	20.9 Mb/s	22.5 Mb/s	35.2 ms		
2018-05-17 13:29	██████████	45.0 Mb/s	40.5 Mb/s	113.4 ms		

## 7.7. About App

Under the About App section, you will be able to view the following items:

- User guide

- HeroTill Website
- Privacy Policy
- Release Notes (what is new on the app)
- Which version of this app you are on.

