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.

Vodacom SA
09:26
DataTill
DataTill
Welcome to the
DataTill Customer App
Get started by logging in to
your ISP user account
Login

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.

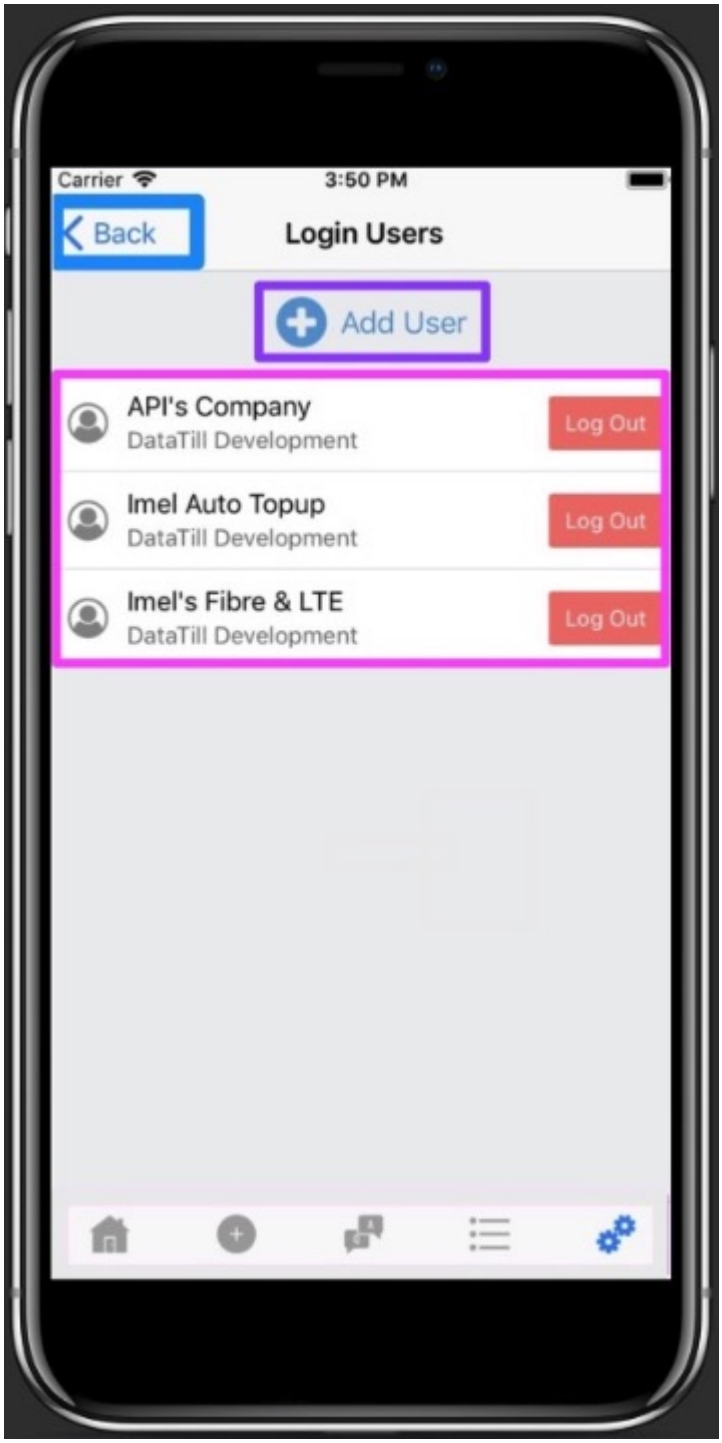
Search for Internet Provider
till
DataTill Development
DataTill Test Existing System

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.

Login
Powered by
DataTill
Username or Email
Username or Email Address
Password
Password
Forgot
Sign In

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.


Carrier
3:50 PM
Back
Login Users
Add User
API's Company
DataTill Development
Log Out
Imel Auto Topup
DataTill Development
Log Out
Imel's Fibre & LTE
DataTill Development
Log Out

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**.

Login
Powered by
DataTill
Username or Email
Username or Email Address
Password
Password
Forgot
Sign In

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.

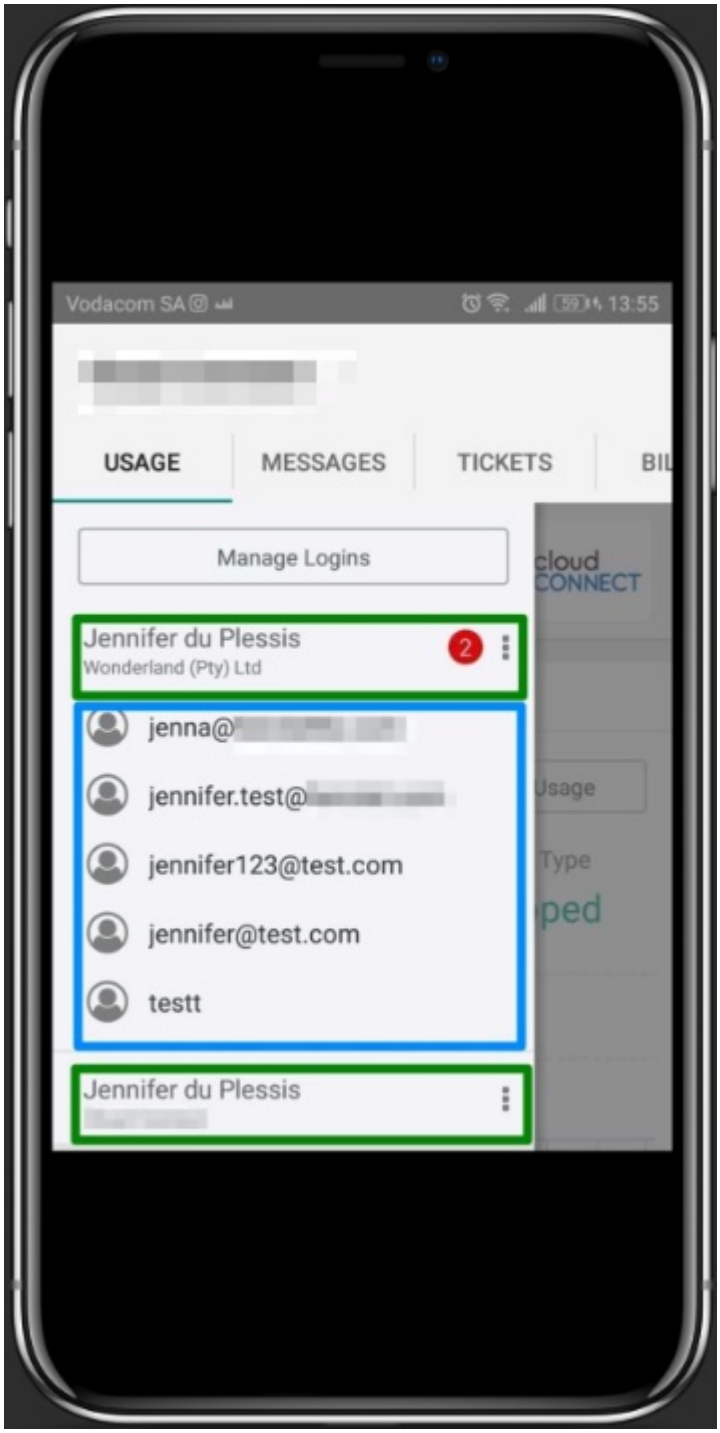
Carrier
3:43 PM
Back
Login
Select one or more Customers
Powered by
DataTill
× API001-API's Company
ime
!UN001-!Unallocated Receipts Customer
211001-211212
ABC001
BAH001-
CLO001-
DAT001-
GAR001-
Done

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.

Vodacom SA
13:55
Cloud Connect
USAGE
MESSAGES
TICKETS
October 2018
Package
Realtime Usage
Usage for Month
99.9 GB
Account Type
Uncapped
20 GB
10 GB
0 GB
1 4 7 10 13 16 19 22 25 28 31
Day of Month
November 2017 – October 2018
200 GB

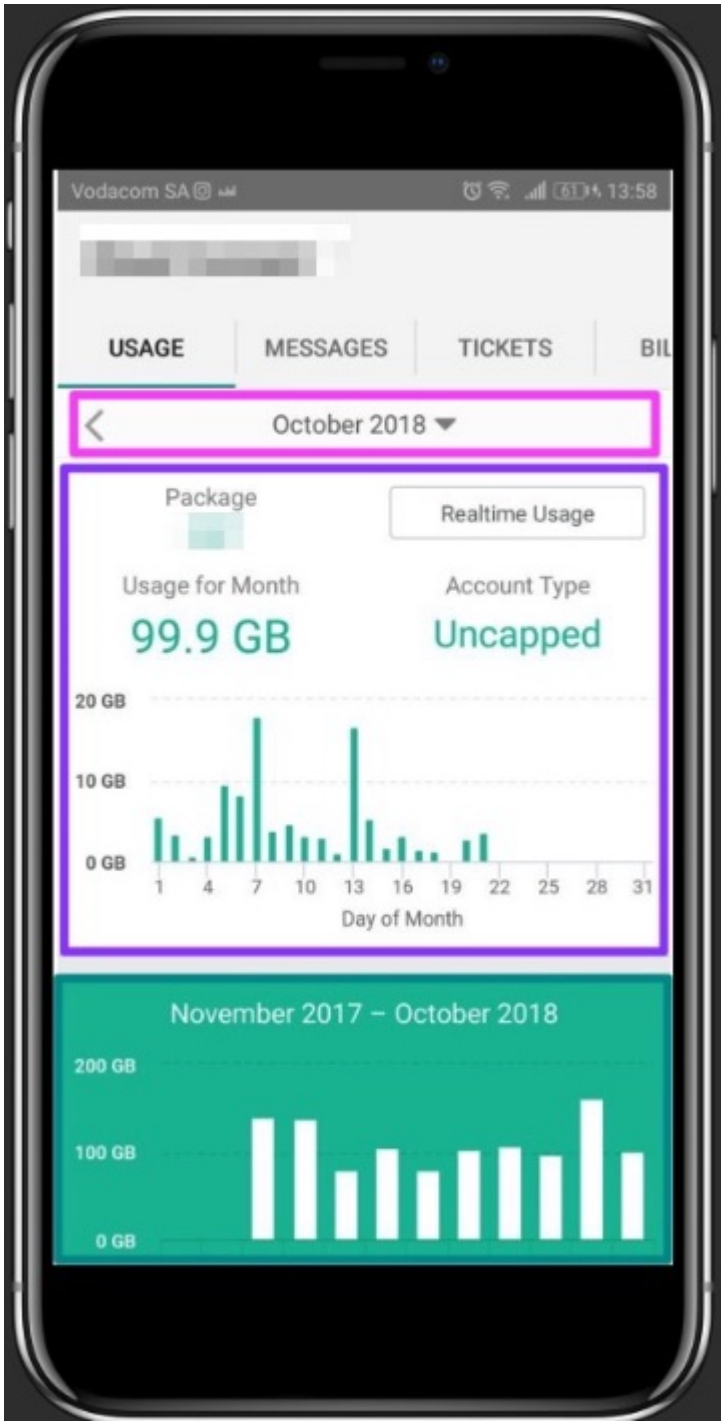
After clicking on this, you will be able to choose the relevant **customer** and **radius account**.


Vodacom SA
13:55
USAGE
MESSAGES
TICKETS
Manage Logins
Jennifer du Plessis
Wonderland (Pty) Ltd
2
jenna@
jennifer.test@
jennifer123@test.com
jennifer@test.com
testt
Jennifer du Plessis

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.


Vodacom SA
13:58
USAGE
MESSAGES
TICKETS
BIL
October 2018
Package
Realtime Usage
Usage for Month
99.9 GB
Account Type
Uncapped
20 GB
10 GB
0 GB
1 4 7 10 13 16 19 22 25 28 31
Day of Month
November 2017 – October 2018
200 GB
100 GB
0 GB

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.

Vodacom SA
13:59
DataTill Development
USAGE
MESSAGES
TICKETS
jenna@
Jennifer du Plessis
Powered by
DataTill
Your helpdesk ticket #1242 has successfully been submitted
2 months ago
Data account jenna@ has been topped up with 1 GB
2 months ago

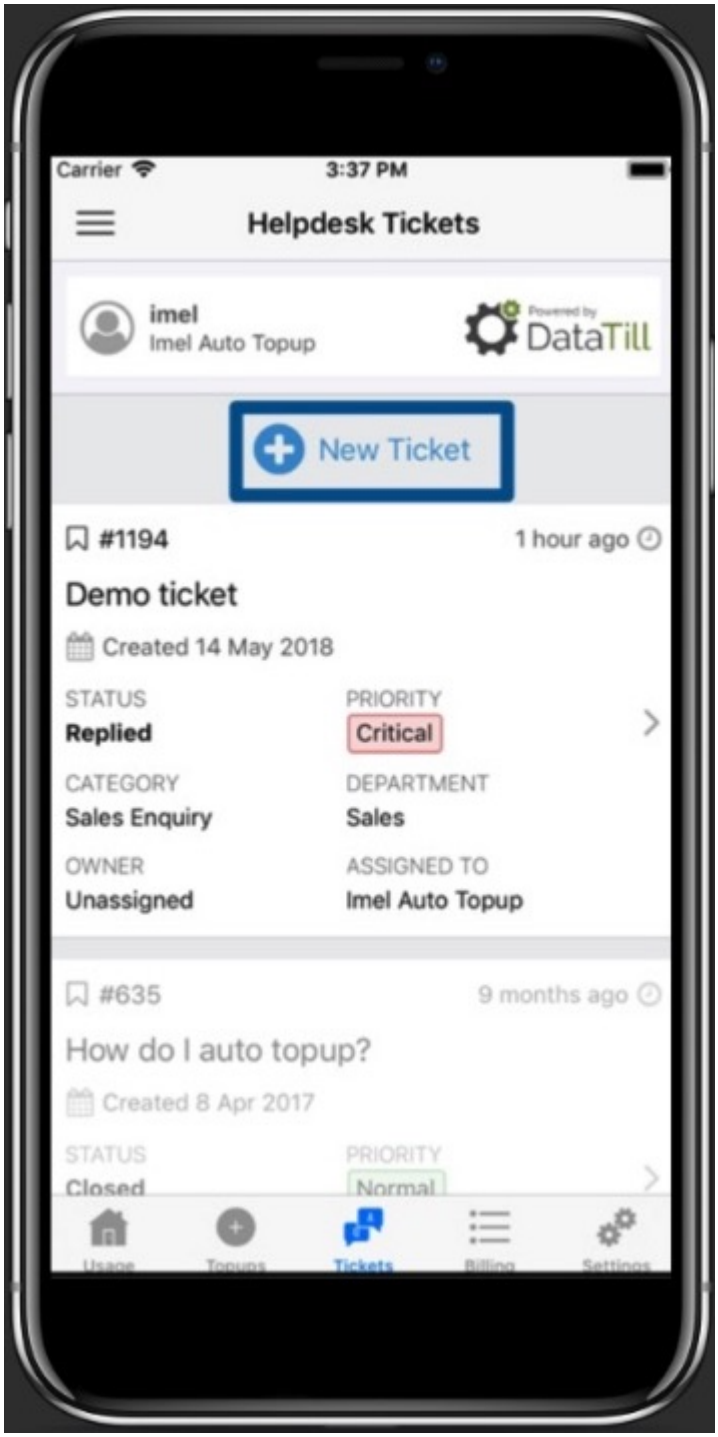
To open a message, click on the message that you would like to view.

5. Managing your helpdesk tickets

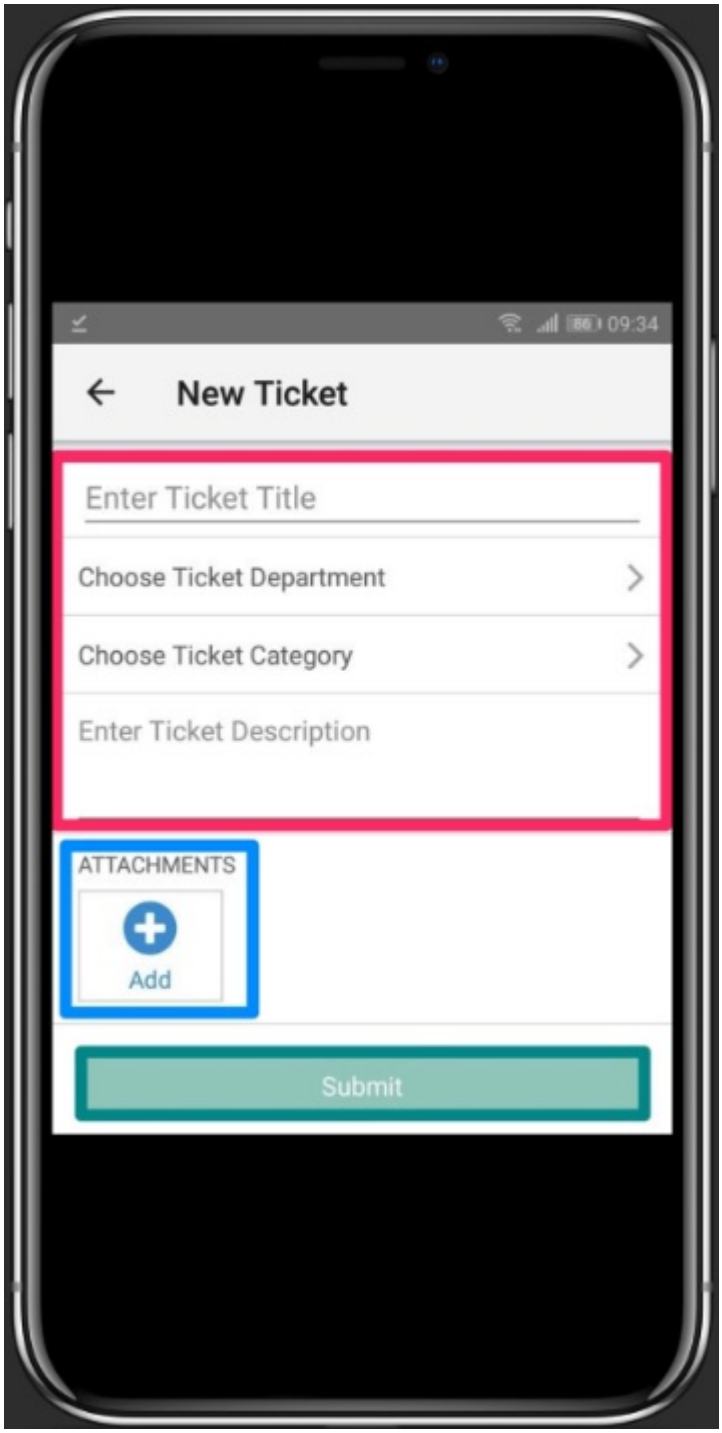
The customer app will also allow you to manage your helpdesk tickets. From here, you will be able to submit new tickets, add notes to tickets that are already open and add attachments to your tickets.

5.1. Creating New tickets

To create new tickets, click on the "**New Ticket**" button.

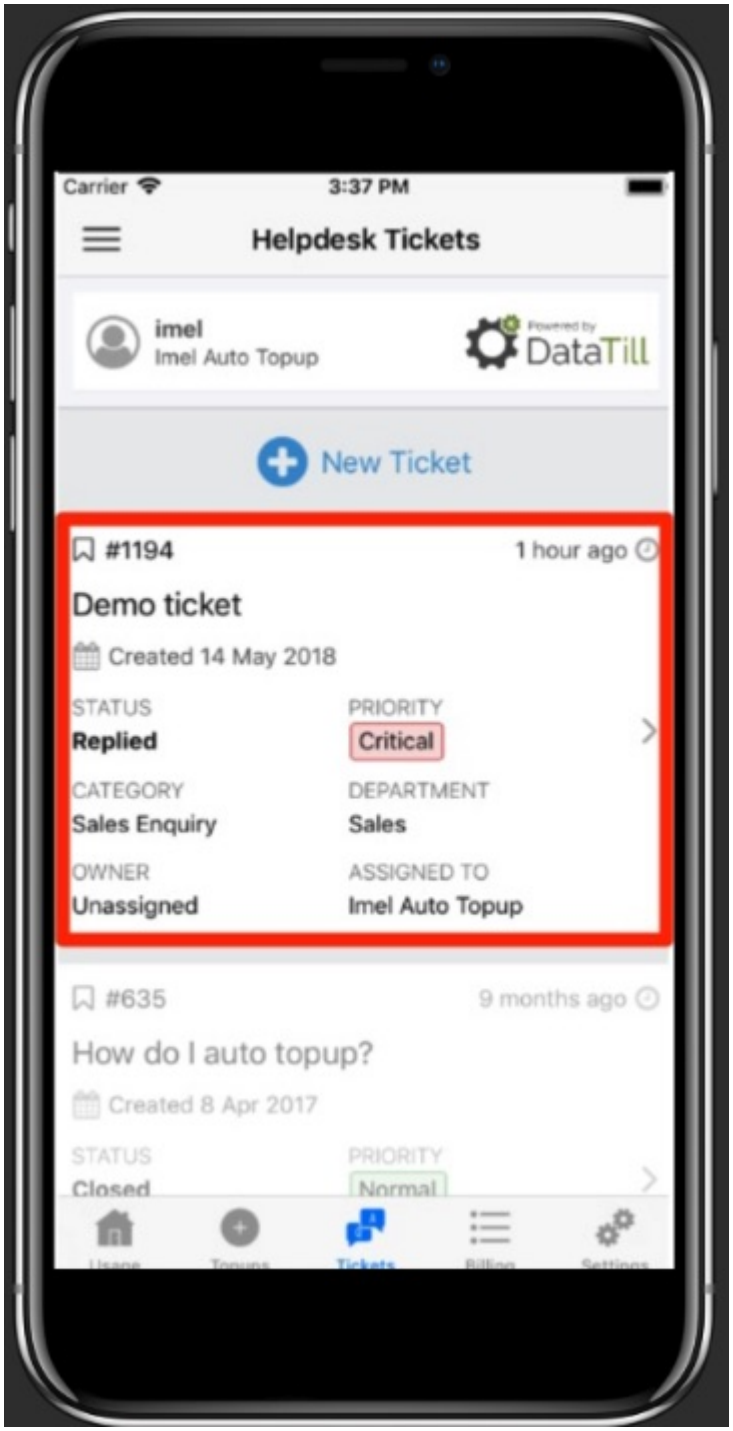

Carrier
3:37 PM
Helpdesk Tickets
imel
Imel Auto Topup
Powered by DataTill
New Ticket
#1194
1 hour ago
Demo ticket
Created 14 May 2018
STATUS
Replied
PRIORITY
Critical
CATEGORY
Sales Enquiry
DEPARTMENT
Sales
OWNER
Unassigned
ASSIGNED TO
Imel Auto Topup
#635
9 months ago
How do I auto topup?
Created 8 Apr 2017
STATUS
Closed
PRIORITY
Normal
Usage
Topups
Tickets
Billing
Settings

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

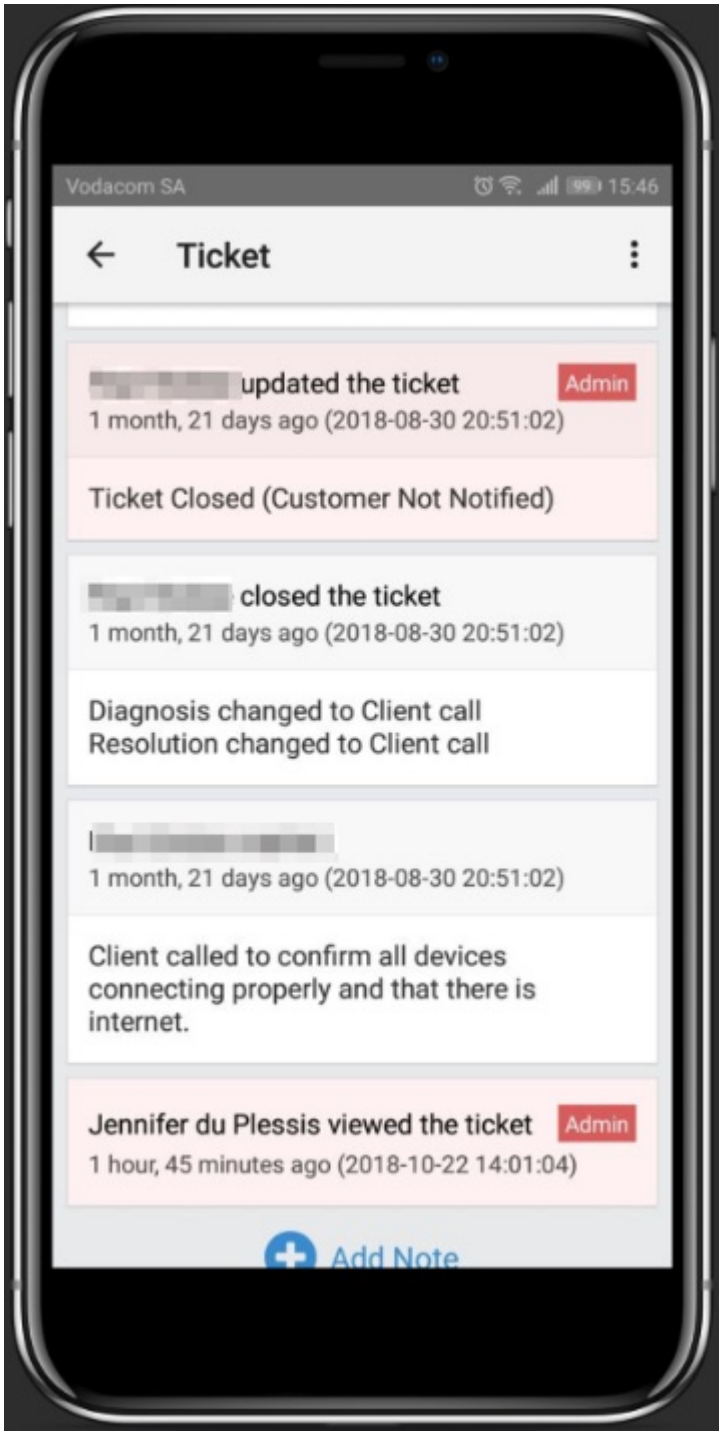

09:34
New Ticket
Enter Ticket Title
Choose Ticket Department
Choose Ticket Category
Enter Ticket Description
ATTACHMENTS
Add
Submit

5.2. Viewing tickets

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


Carrier
3:37 PM
Helpdesk Tickets
imel
Imel Auto Topup
Powered by DataTill
New Ticket
#1194
1 hour ago
Demo ticket
Created 14 May 2018
STATUS
Replied
PRIORITY
Critical
CATEGORY
Sales Enquiry
DEPARTMENT
Sales
OWNER
Unassigned
ASSIGNED TO
Imel Auto Topup
#635
9 months ago
How do I auto topup?
Created 8 Apr 2017
STATUS
Closed
PRIORITY
Normal

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.

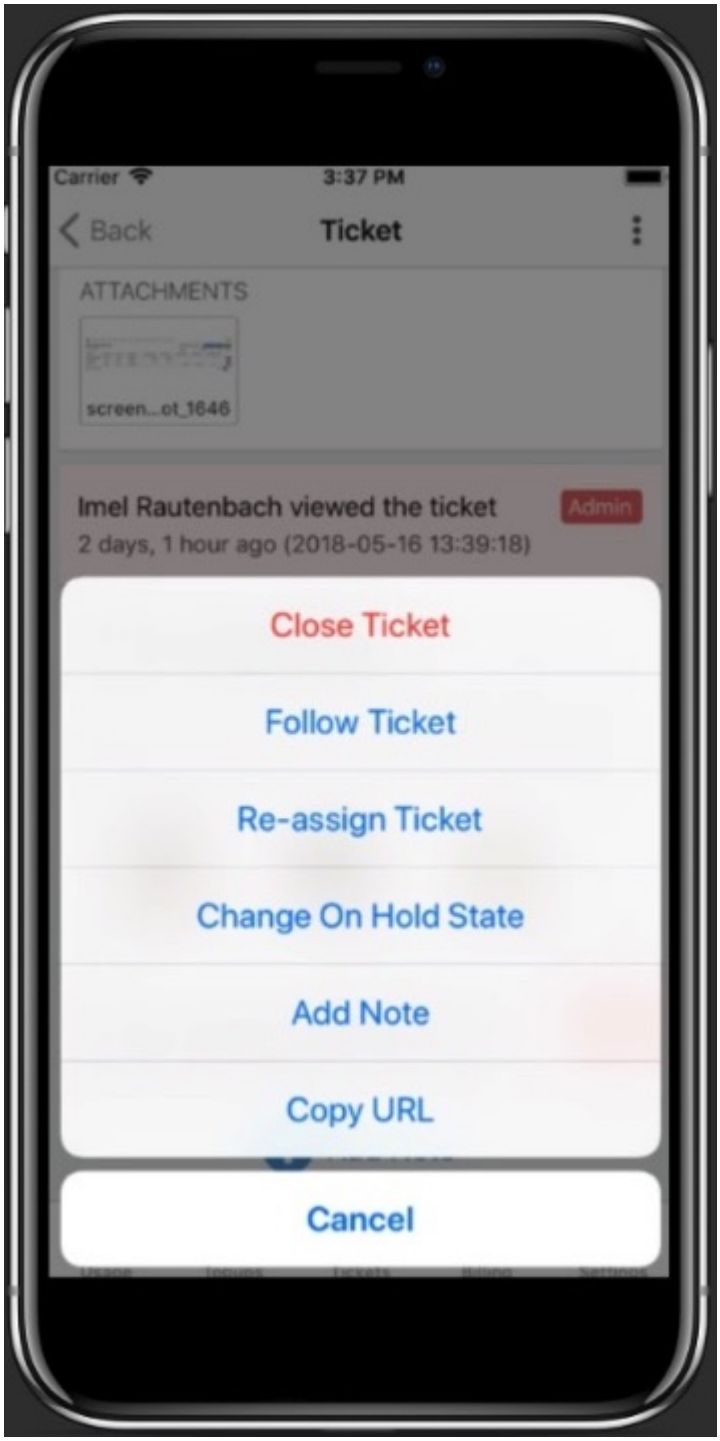

Vodacom SA
15:46
Ticket
updated the ticket
Admin
1 month, 21 days ago (2018-08-30 20:51:02)
Ticket Closed (Customer Not Notified)
closed the ticket
1 month, 21 days ago (2018-08-30 20:51:02)
Diagnosis changed to Client call
Resolution changed to Client call
1 month, 21 days ago (2018-08-30 20:51:02)
Client called to confirm all devices connecting properly and that there is internet.
Jennifer du Plessis viewed the ticket
Admin
1 hour, 45 minutes ago (2018-10-22 14:01:04)
Add Note

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.


Carrier
3:37 PM
Back
Ticket
ATTACHMENTS
screen...ot_1646
Imel Rautenbach viewed the ticket
Admin
2 days, 1 hour ago (2018-05-16 13:39:18)
Close Ticket
Follow Ticket
Re-assign Ticket
Change On Hold State
Add Note
Copy URL
Cancel

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.

Vodacom SA
16:08
DataTill Development
AGES
TICKETS
BILLING
MORE
jennifer123@test.com
Jennifer du Plessis
Powered by
DataTill
Invoice
INV0000407
23 Feb 2018
R 1249.00
Overdue

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 logings, perform a speed test as well as get more information about the app.

Vodacom SA
16:16
DataTill Development
AGES
TICKETS
BILLING
MORE
jennifer123@test.com
Jennifer du Plessis
Powered by
DataTill
Topups
Account Details
Payment Details
Change Password
Manage Logins
Perform Speed Test
About 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:

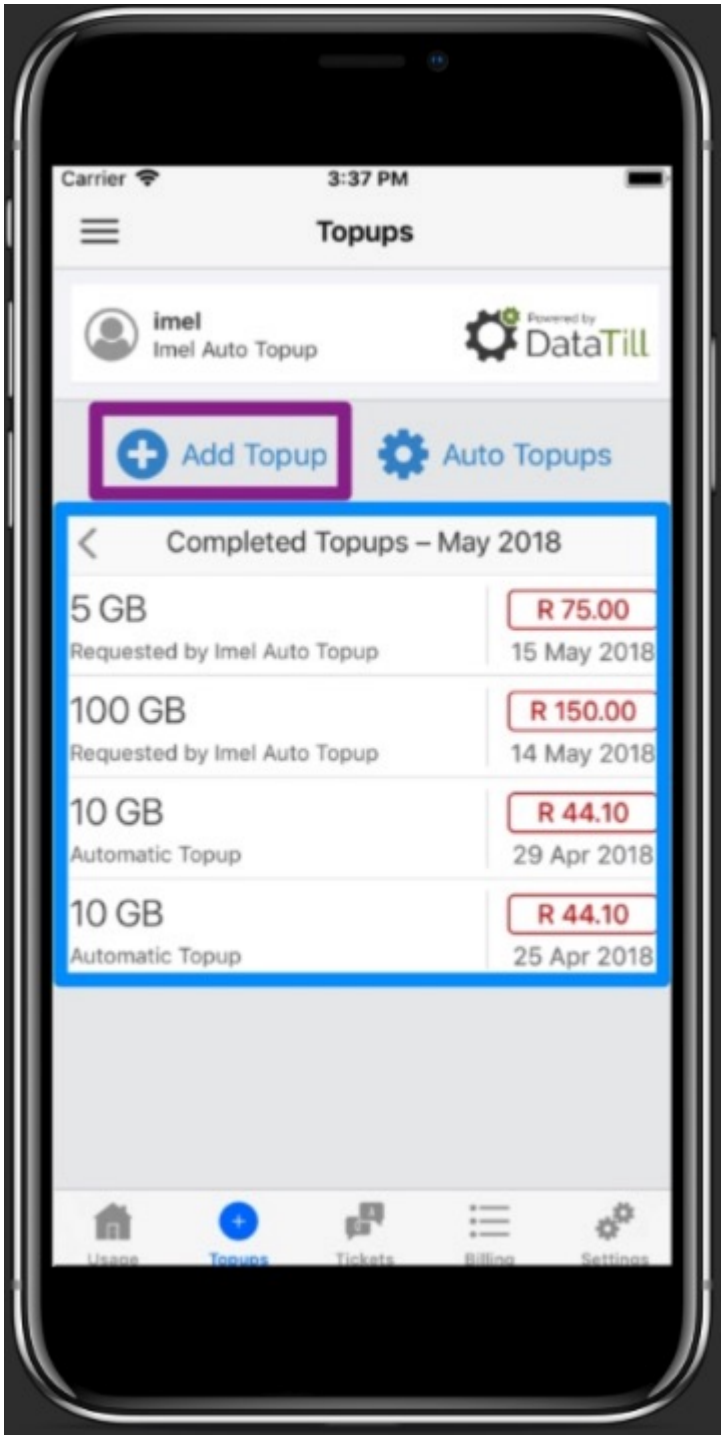
- All top-ups made during the month will appear on the monthly invoice.
- All customers with LTE packages will still need to request top-ups from the website.

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

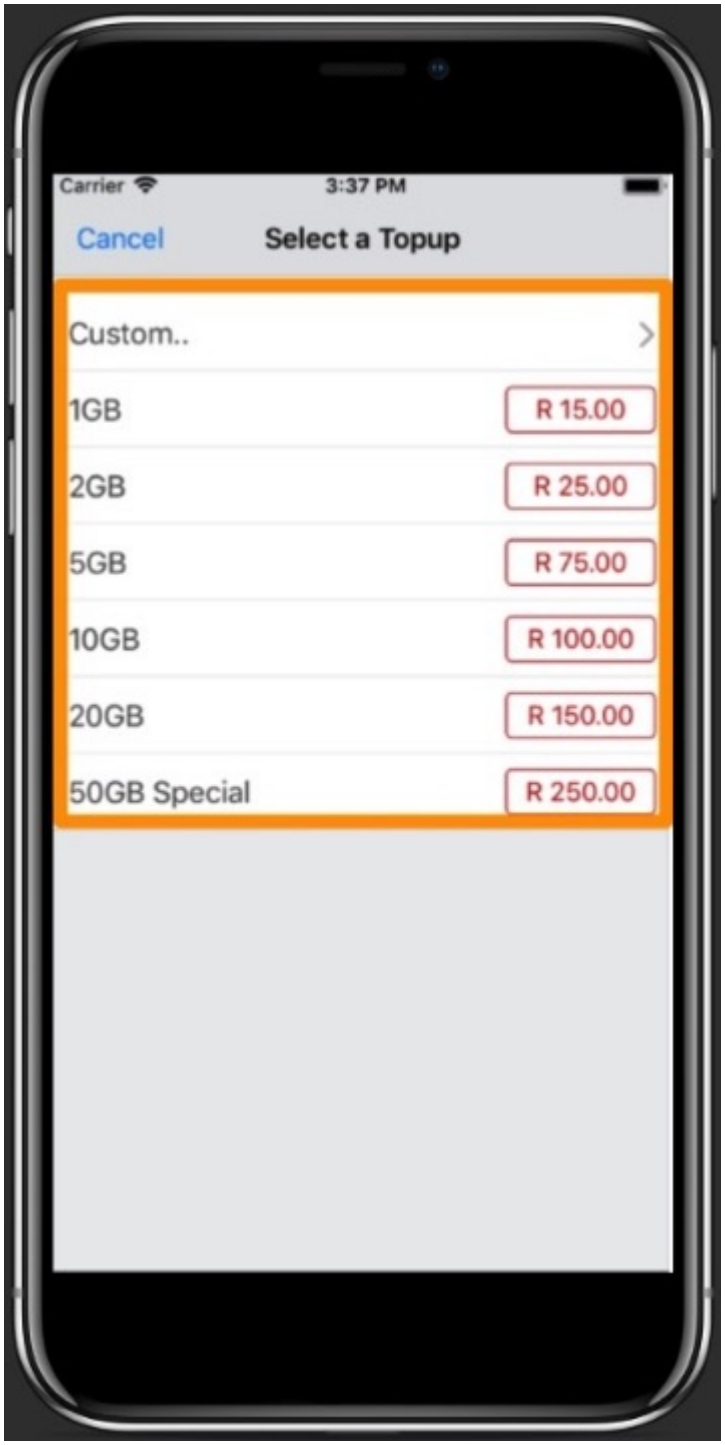
Please note that you will only be able to request top-ups if you are on a capped package.

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.

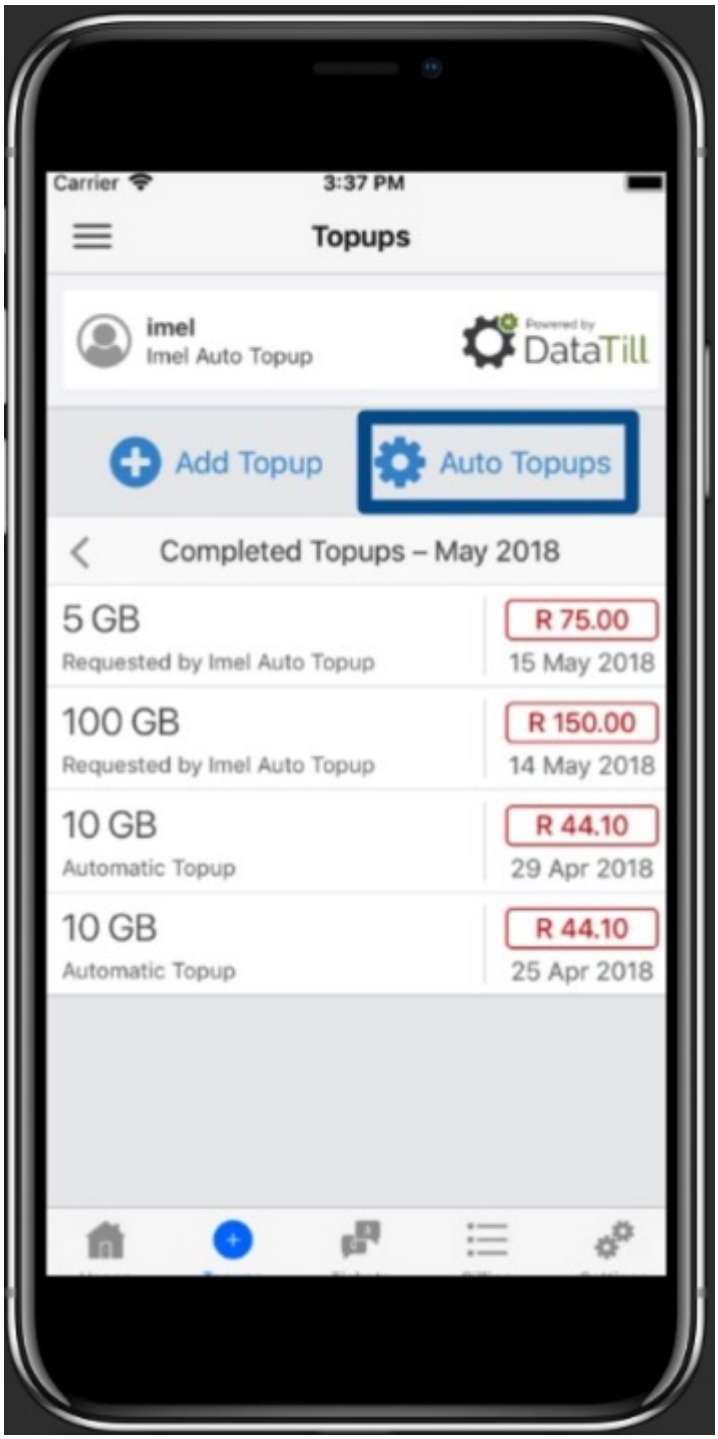

Carrier
3:37 PM
Topups
imel
Imel Auto Topup
Powered by DataTill
Add Topup
Auto Topups
Completed Topups – May 2018
5 GB
Requested by Imel Auto Topup
R 75.00
15 May 2018
100 GB
Requested by Imel Auto Topup
R 150.00
14 May 2018
10 GB
Automatic Topup
R 44.10
29 Apr 2018
10 GB
Automatic Topup
R 44.10
25 Apr 2018
Usage
Topups
Tickets
Billing
Settings

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

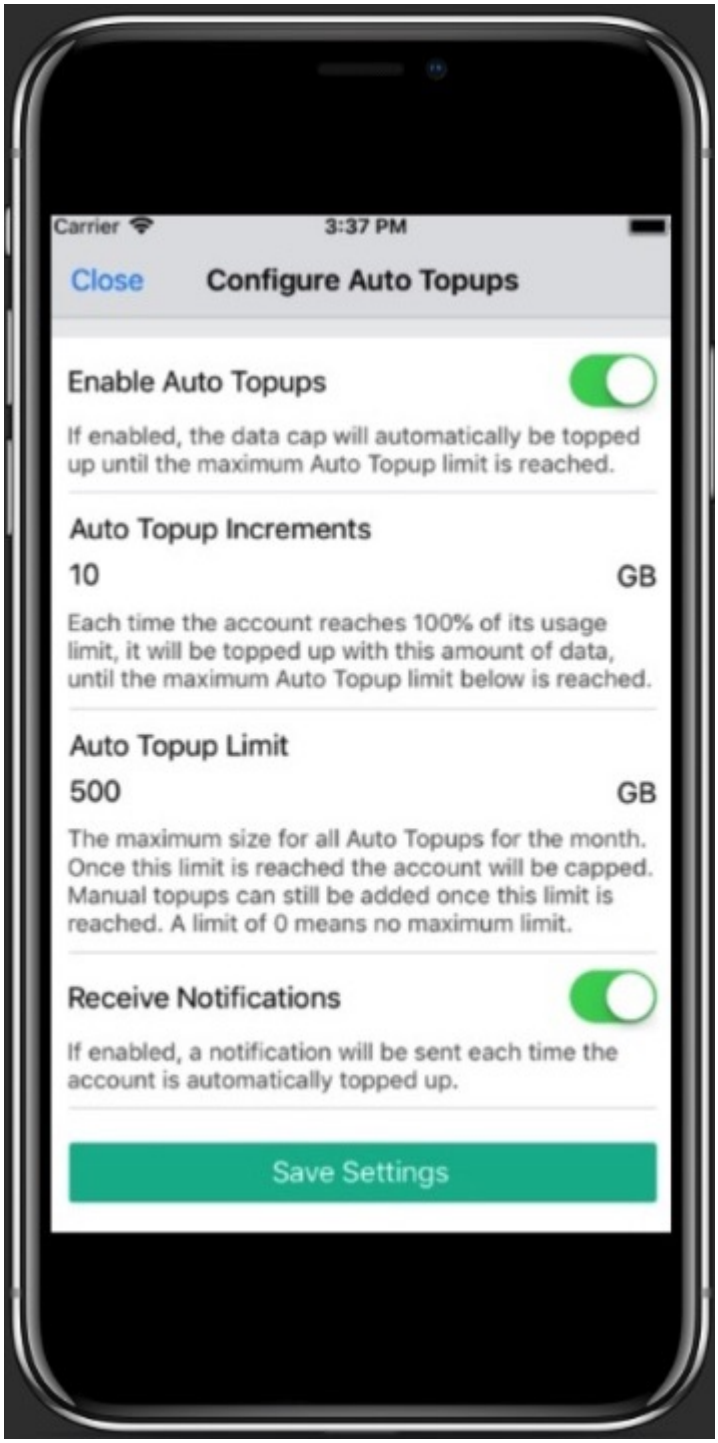

Carrier
3:37 PM
Cancel
Select a Topup
Custom..
1GB
R 15.00
2GB
R 25.00
5GB
R 75.00
10GB
R 100.00
20GB
R 150.00
50GB Special
R 250.00

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.


Carrier
3:37 PM
Topups
imel
Imel Auto Topup
Powered by DataTill
Add Topup
Auto Topups
Completed Topups – May 2018
5 GB
Requested by Imel Auto Topup
R 75.00
15 May 2018
100 GB
Requested by Imel Auto Topup
R 150.00
14 May 2018
10 GB
Automatic Topup
R 44.10
29 Apr 2018
10 GB
Automatic Topup
R 44.10
25 Apr 2018

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

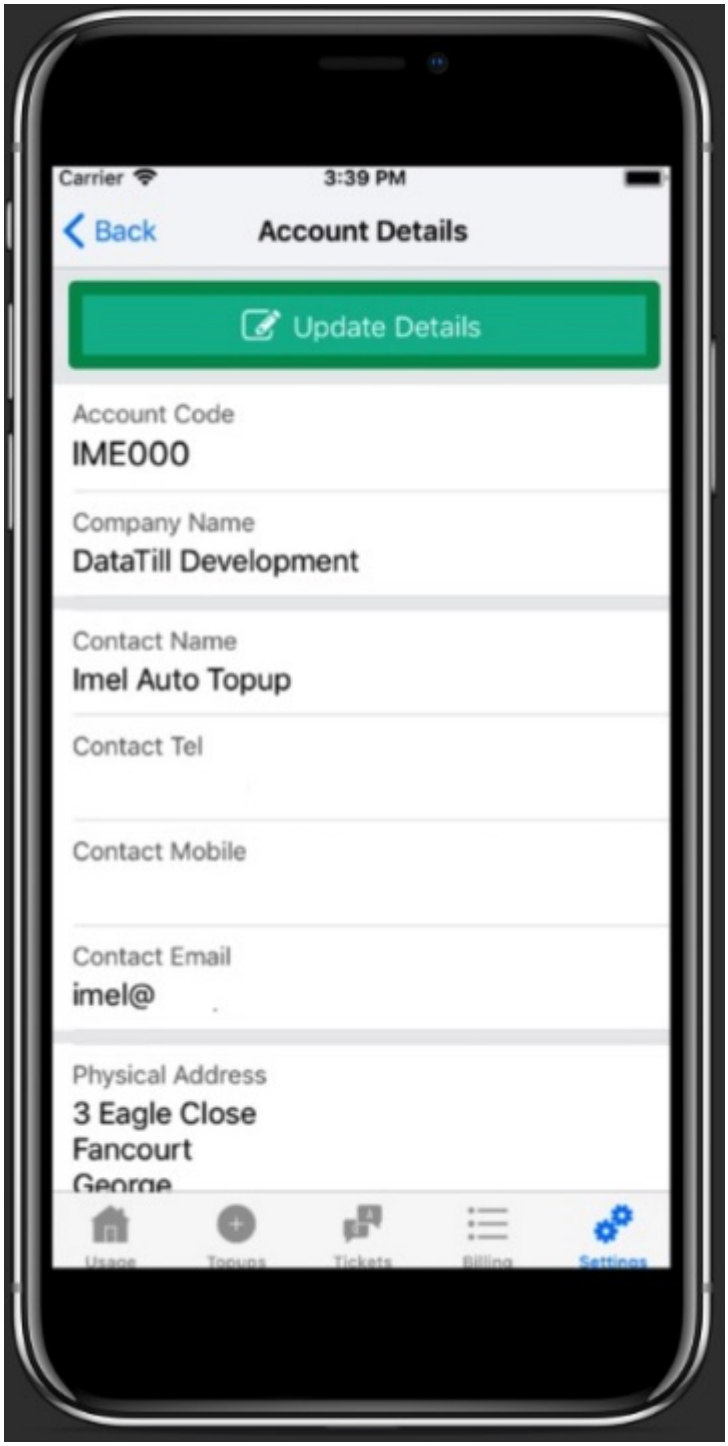

Carrier
3:37 PM
Close
Configure Auto Topups
Enable Auto Topups
If enabled, the data cap will automatically be topped up until the maximum Auto Topup limit is reached.
Auto Topup Increments
10
GB
Each time the account reaches 100% of its usage limit, it will be topped up with this amount of data, until the maximum Auto Topup limit below is reached.
Auto Topup Limit
500
GB
The maximum size for all Auto Topups for the month. Once this limit is reached the account will be capped. Manual topups can still be added once this limit is reached. A limit of 0 means no maximum limit.
Receive Notifications
If enabled, a notification will be sent each time the account is automatically topped up.
Save Settings

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

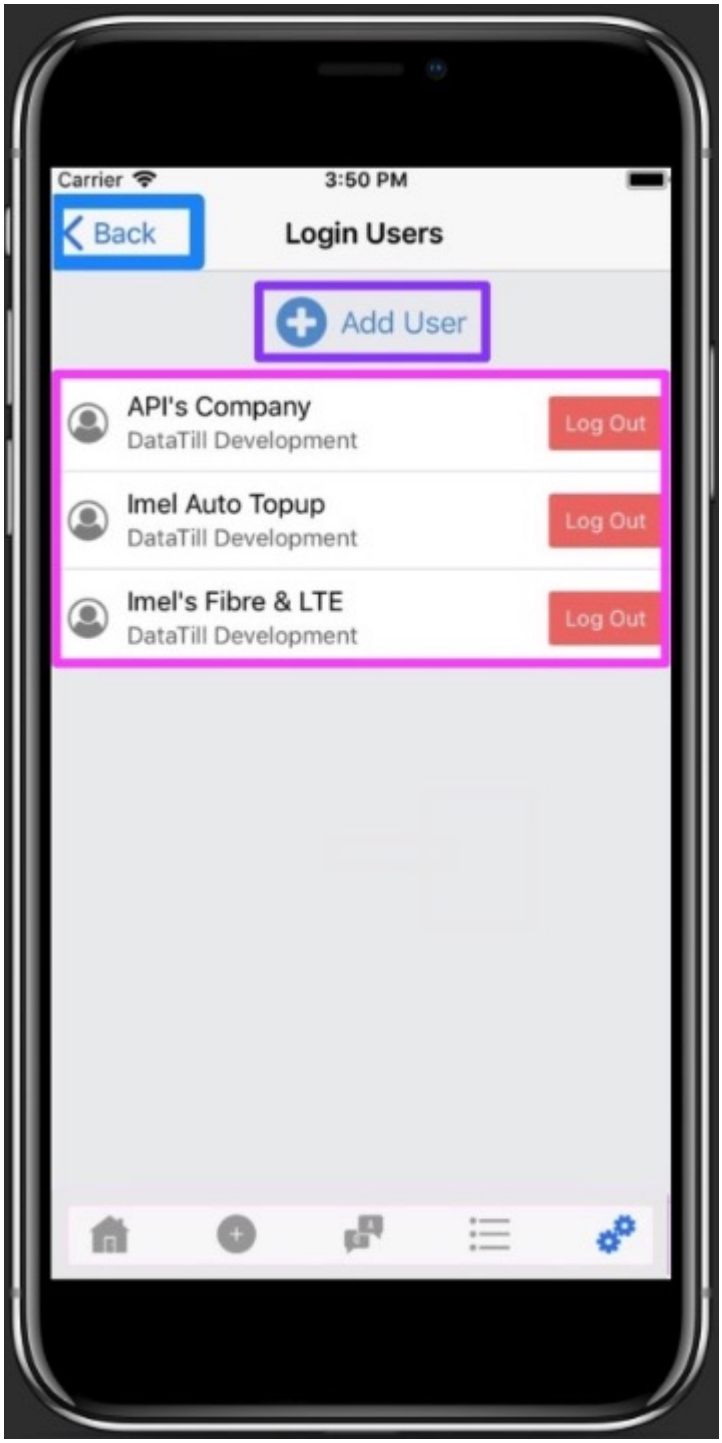
To reset your password for your portal login for either the mobile app or your online

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.

Vodacom SA
16:17
Change Password
jennifer123@test.com
Jennifer du Plessis
Powered by DataTill
Change Your Password
Username
JEN005
Email Address
jennifer@ co.za
New Password
New Password
Repeat Password
Repeat Password
Cancel
Update

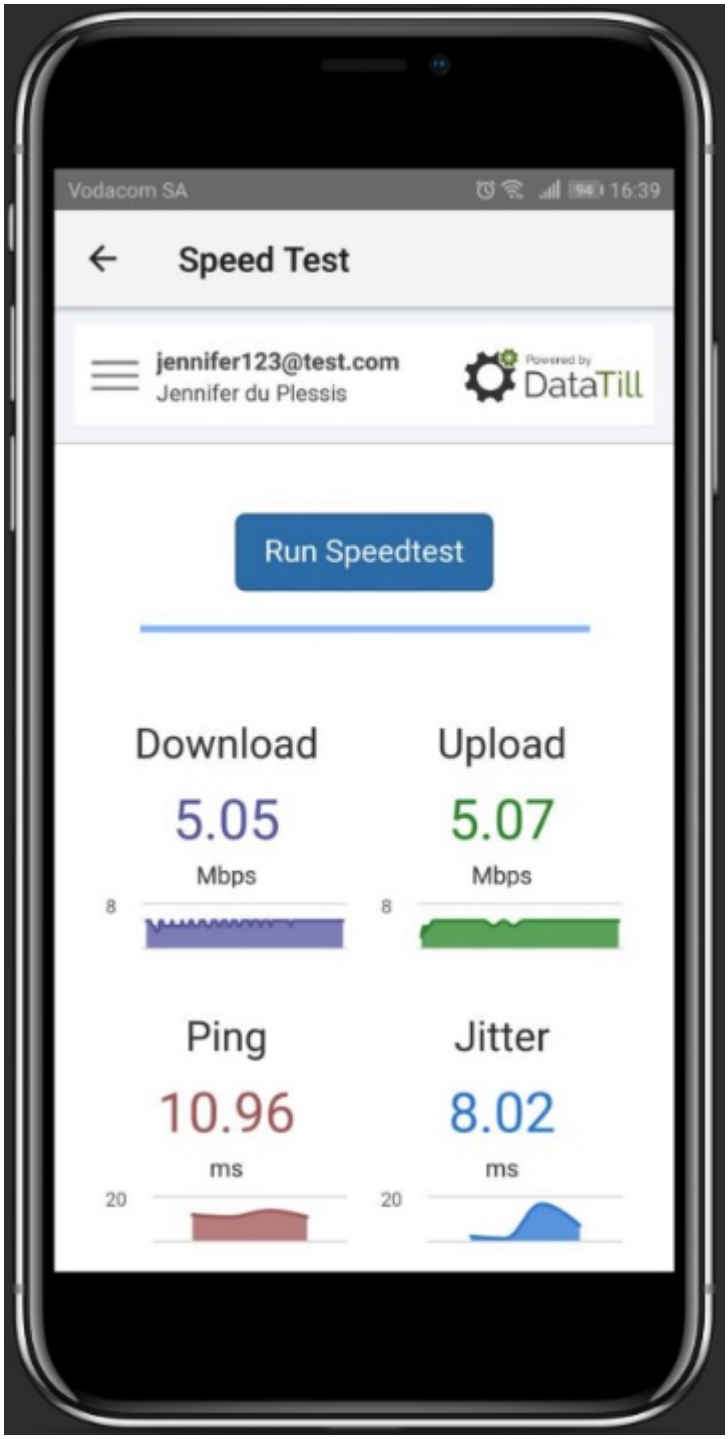
7.5. Manage Logins

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

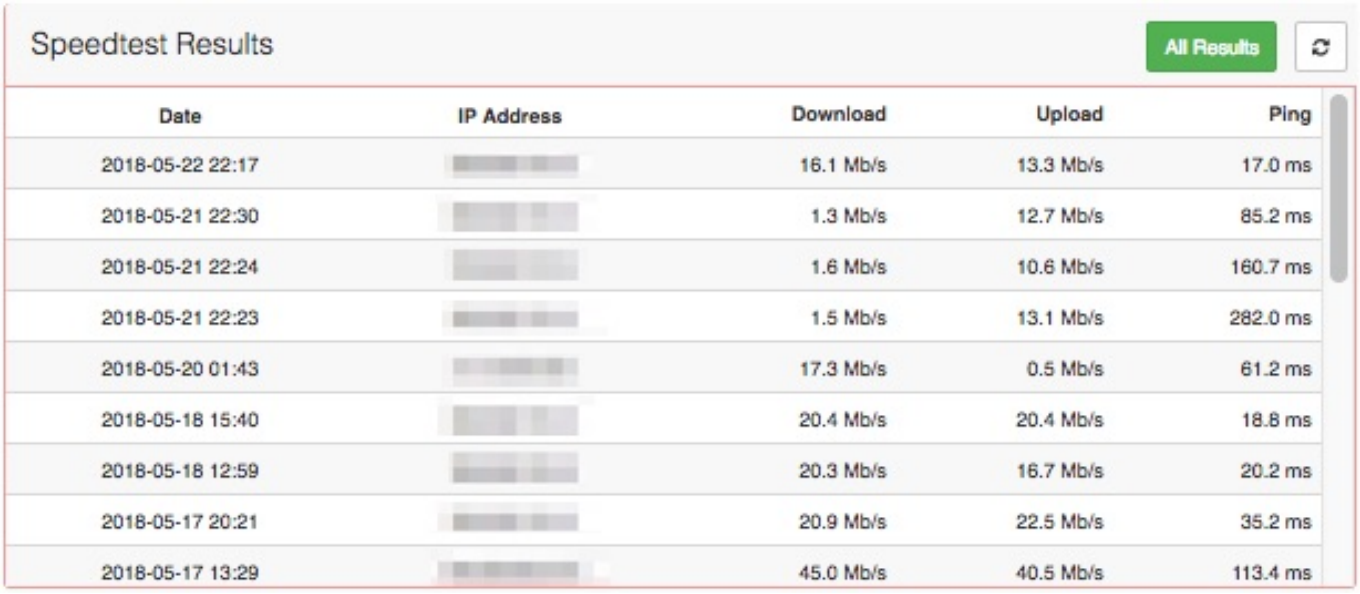

Carrier
3:50 PM
Back
Login Users
Add User
API's Company
DataTill Development
Log Out
Imel Auto Topup
DataTill Development
Log Out
Imel's Fibre & LTE
DataTill Development
Log Out

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.


Vodacom SA
16:39
Speed Test
jennifer123@test.com
Jennifer du Plessis
Powered by DataTill
Run Speedtest
Download
5.05
Mbps
8
Upload
5.07
Mbps
8
Ping
10.96
ms
20
Jitter
8.02
ms
20

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



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.

Vodacom SA
16:18
About
DataTill
DataTill Customer App
© DataTill (Pty) Ltd.
User Guide
DataTill Website
Privacy Policy
Release Notes
Version
1.01.10