

Customer Portal Guide

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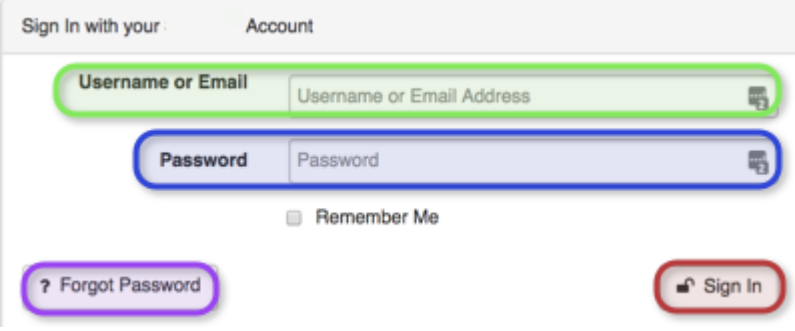
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1. Logging in to your profile

To access your online customer profile, you will need to log into your portal.



The screenshot shows a login form titled "Sign In with your Account". It features two input fields: "Username or Email" (highlighted in green) and "Password" (highlighted in blue). Below the password field is a "Remember Me" checkbox. At the bottom left is a "Forgot Password" button (highlighted in purple), and at the bottom right is a "Sign In" button (highlighted in red).

Green: In this section, enter your account code or email address.

Blue: Here you need to enter your password.

Purple: In the case that you have forgotten your password, click on the “**Forgot Password**” button. Follow the instructions to reset your password.

Red: After filling in your **username** and **password**, click on the “**Sign In**” button.

2. Your Online Profile

After you have successfully logged into the customer profile, you will see the following screen:



Green: Click on this button to submit a rating for your service provider.

Red: Here you can view and update your account information.

Yellow: In this section you can view your billing as well as download invoices and statements.

Blue: Click on this button to view your usage details or submit top-ups.

Purple: In this section you will be able to view your previous and or current helpdesk tickets, as well as submit a new ticket if need be.

Light Blue: Click on this button to view your account information or to logout of your account.

Black: This will be the company name and logo of your service provider.

2.1. Rate our service

To rate your experience and services that you receive from your service provider, click on the “**Rate Our Service**” button. You will then see the following page:

Previous Ratings

Date	2017-08-30 09:03:36
Rating	★★★★★
Comments	Always great service. Wouldn't choose any other provider.

Rate Our Service

Rating star(s) ★★★★★

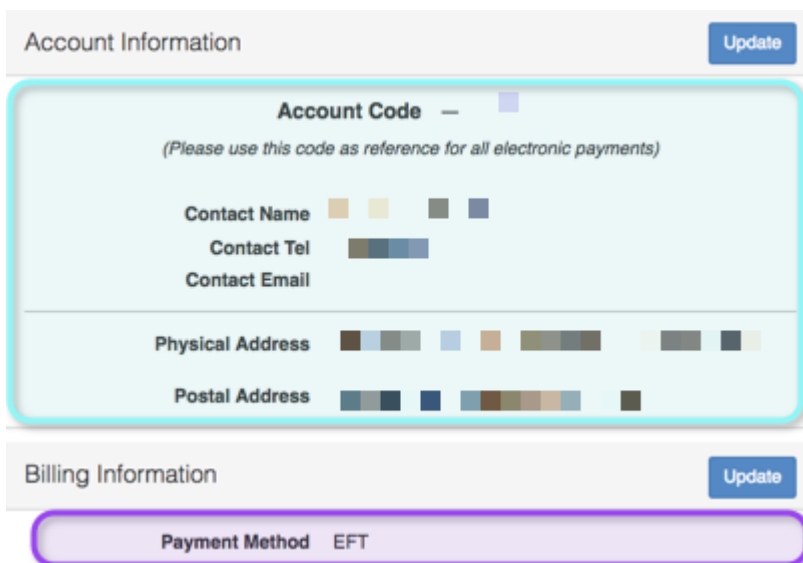
Comments Please enter your feedback here

Cancel Submit Rating

On the left-hand side of the screen, you will be able to view all “**previous ratings**” submitted by you. On the right-hand side, you will be able to submit a new rating. In the **blue** section, choose the amount of stars that you want to rate your service provider. In the **purple** section, you will be able to add any additional comments or feedback that you want the WISP to know about. When you are happy with your new rating, click on the “**Submit Rating**” button.

2.2. Account info

After clicking on the account info button, you will be redirected to the following screen.



The screenshot displays two sections of the customer portal. The top section, titled "Account Information", features a blue "Update" button in the top right corner. Below the title is a light blue box containing the following fields: "Account Code" with a small blue square icon and a note "(Please use this code as reference for all electronic payments)", "Contact Name" with a yellow and grey icon, "Contact Tel" with a grey and blue icon, "Contact Email" with a grey icon, "Physical Address" with a brown, grey, and blue icon, and "Postal Address" with a blue, grey, and brown icon. The bottom section, titled "Billing Information", features a blue "Update" button in the top right corner. Below the title is a purple rounded rectangle containing the text "Payment Method EFT".

In the **blue** section you will be able to see information like the contact name and details, the account code and address. In the **purple** section, you will be able to view our current billing method and details.

2.2.1. Updating your account information:

To request an update for your account details, click on the **“Update”** button found on the right-hand side of **“accounting Information”**.

Update

Account Information

Account Code — **10451**
(Please use this code as reference for all electronic payments)

Contact Name Jennifer du Plessis
Contact Tel 0722966502
Contact Email jennifer@herotel.com

Physical Address 9 Caledon Court, 48 Caledon street, Somerset West, Western Cape, 7129
Postal Address PO Box 1440, Somerset West, 7130

Billing Information Update

Payment Method EFT

Please Note: If any of the information above is incorrect or outdated, please contact us or submit an update request

Request Account Info Changes

Account Type Individual

Contact Name Jennifer du Plessis

Contact Tel 0722966502

ID Number 9203240192089


Contact Mobile 0722966502

Contact Email jennifer@herotel.com

Physical Address or GPS Position 9 Caledon Court, 48 Caledon street, Somerset West, Western Cape
Show on Map

GPS Position -34.08139, 18.85181

Map Satellite



Map data ©2017 AfriGIS (Pty) Ltd, Google Terms of Use Report a map error

Drag the marker to mark the exact location where the service is installed

Postal Address PO Box 1440, Somerset West, 7130

Cancel
Request Update

In the **blue** section, you will be able to update the following:

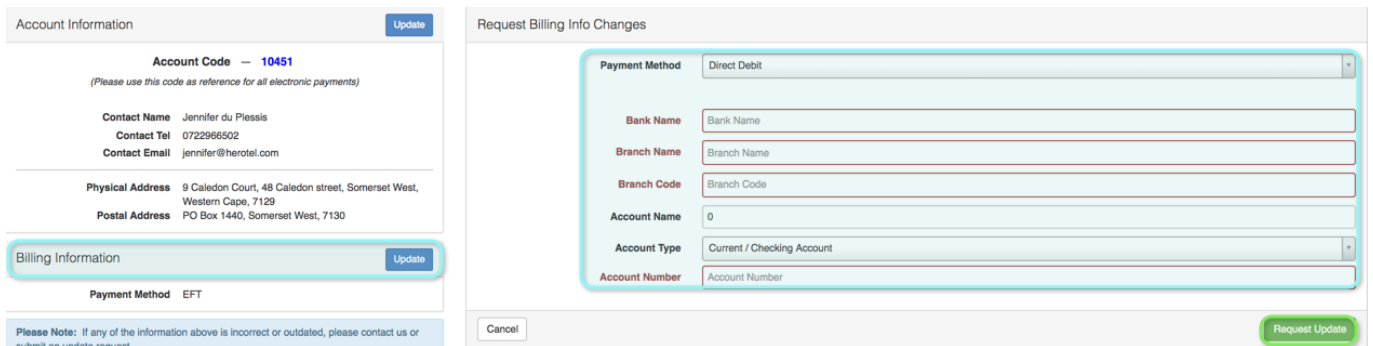
- Account type - Individual or Company
- Company Name - Company only
- Company Reg Number - Company only
- VAT number - Company only
- Contact Name
- Contact Tel
- ID Number
- Contact mobile - Individual only
- Contact Email
- Physical Address

- Postal Address

When you have updated your details accordingly, click on the **“Request Update”** button. The company will then receive your request and can then either accept or reject your changes.

2.2.2. Updating your billing information:

To request an update for your account details, click on the **“Update”** button found on the right-hand side of **“Billing Information”**.



The screenshot displays two panels. The left panel, titled 'Account Information', shows account details such as Account Code (10451), Contact Name (Jennifer du Plessis), and Physical Address. A blue 'Update' button is located in the top right corner of this panel. Below it is the 'Billing Information' section, which shows the current Payment Method as 'EFT' and another blue 'Update' button. A 'Please Note' message is at the bottom of this section. The right panel, titled 'Request Billing Info Changes', contains a form with fields for Payment Method (set to 'Direct Debit'), Bank Name, Branch Name, Branch Code, Account Name (set to '0'), Account Type (set to 'Current / Checking Account'), and Account Number. A 'Cancel' button is at the bottom left, and a green 'Request Update' button is at the bottom right.

In the **blue** section, you will be able to update the following:

- Payment Method
 - Direct Debit
 - EFT
 - Credit Card
 - Cash

If you choose **Direct Debit**, you will be requested to fill in your debit order details online as well as fill in a debit order form from your service provider.

If you choose to pay via **credit card**, the service provider will send you credit card verification email. Simply follow the online instructions and verify your credit card. To ensure that the verification is successful, a payment of R1 will be deducted from your credit card.

When you have updated your details accordingly, click on the “**Request Update**” button. The company will then receive your request and can then either accept or reject your changes as well as send any necessary documentations or emails to ensure that your details can be updated.

2.3. Billing:

From this page you will be able to view all paid and unpaid invoices. You will also be able to pay outstanding invoices with your credit card – even if it is not your preferred method of payment.



Number	Date	Due Date	Status	Amount
INV0087754	2017-05-30	2017-05-31	Overdue	R 0.05

In this section you can view the invoice details like:

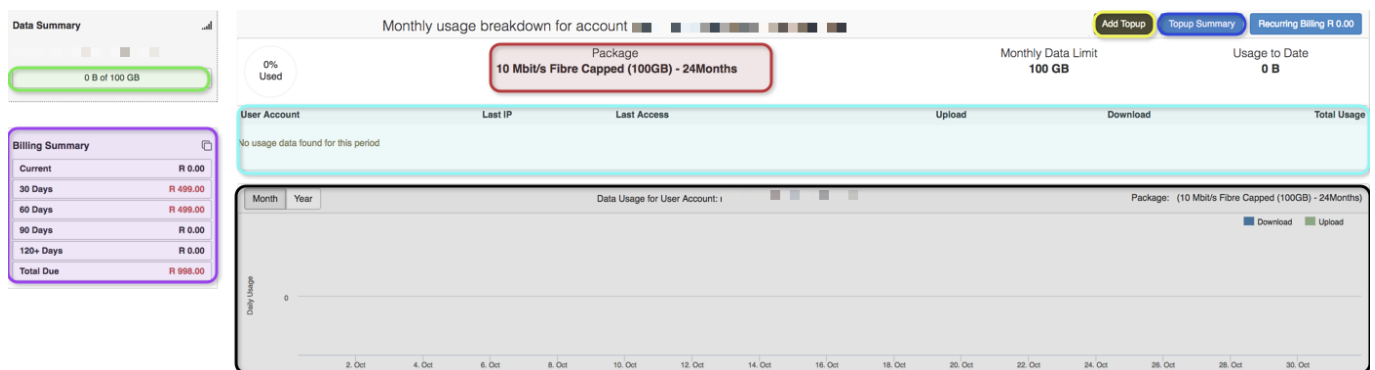
- Invoice number
- Green:** - Invoice Date
- Due date
- And status (Paid, unpaid or overdue)
- Purple:** This will show you the invoice amount.

Red: In the red section, you will have the option to pay the invoice via credit card.

Blue: In the blue section you will be able to view the invoice. If you are not able to view the invoice, please check that you have allow the site to have pop-up blockers and then try viewing the invoice again.

2.4. Usage

After clicking on the usage button, you will see the following screen:



Green: In this section, you will see how much of you cap you have used.

Red: Here you will be able to see on what data package you are currently on.

Yellow: If you need to add a top-up to your account, click on the black button found in the yellow section. Please refer to 2.4.1. For more information on adding top-ups.

Blue: Here you can view a list of all your requested top-ups.

Purple: In this section, you will be able to view your age analysis. This section will also allow you to see how many months are outstanding (if any), to pull the invoices and to even pull a statement of your account.

Light blue: This will give you more information on when your last at active session was.

Black: In this section, you will be able to see a graph of your data usage.

2.4.1 Adding top-ups:

To add a top-up, click on the “**Add Topup**” button. The following pop-up screen will now appear.

Data Topup for user
X

Customer [REDACTED]

Current Usage 0 B of 500 GB - 0%

Cost per GB	R	0.00	Inclusive of VAT
--------------------	---	------	-------------------------

Topup Size	1	GB
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Total Topup Cost	R	0.00	Inclusive of VAT
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Cancel

Request Topup

Green: Here you can see how much your cap you have used.

Red: This will show you the amount that you will be charged per Gigabyte.

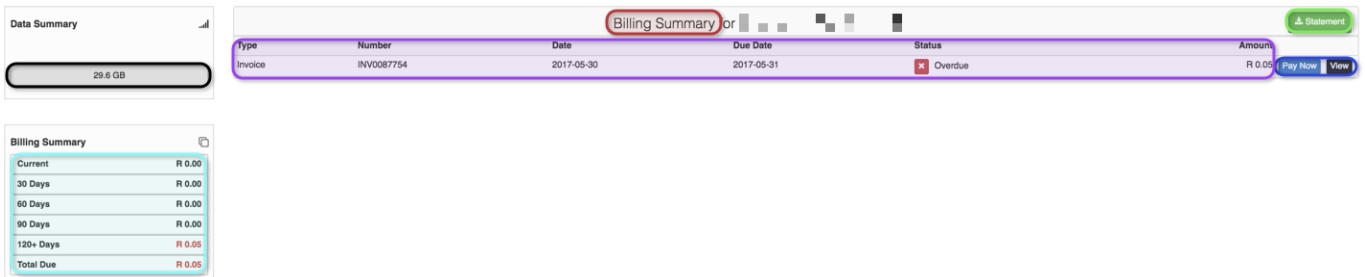
Yellow: In this section you can choose how many gigabytes you want to add to your account.

Blue: In the blue section you will be able to see what the total is that you will need to pay at the end of the month.

When you have chosen how many gigabytes you want to add to your profile, then you can click on the “**Request Topup**” button. Please note that all your top-ups throughout the month will be added to your invoice at the end of the month.

2.4.2. Pulling invoices and statements:

To pull invoices and statements for your account click on either the **current, 30 Days, 60 Days, 90 Days, 120+ days** or **total due** option. The page will then provide you with a **billing summary** accordingly.



The screenshot displays the customer portal interface. On the left, there is a 'Data Summary' section showing '29.6 GB' used. Below it is a 'Billing Summary' table with the following data:

Category	Amount
Current	R 0.00
30 Days	R 0.00
60 Days	R 0.00
90 Days	R 0.00
120+ Days	R 0.05
Total Due	R 0.05

The main area shows a 'Billing Summary' table with the following data:

Type	Number	Date	Due Date	Status	Amount
Invoice	INV0087754	2017-05-30	2017-05-31	Overdue	R 0.05

Buttons for 'Pay Now' and 'View' are visible next to the invoice row. A 'Statement' button is also present in the top right corner.

In the **black** section, you will be able to see how much data you have used. You are also able to see the **invoice details** for each invoice, **pay** or **view** the invoices and download a **statement** for your account.

2.5. Helpdesk Tickets:

Once you have clicked on the helpdesk tickets button, you will see the following screen.



The screenshot shows a web interface titled "Helpdesk Tickets". In the top right corner, there is a blue button with a plus sign and the text "Submit a new Ticket". Below this is a table with four columns: "ID", "Status", "Category", and "Last Update". The table contains three rows of data. The first row has ID "#22754", Status "Closed", Category "Other", and Last Update "23 days ago". The second row has ID "#14954", Status "Closed", Category "Other", and Last Update "3 months ago". The third row has ID "#8002", Status "Closed", Category "Technical Support", and Last Update "6 months ago". The text "slow internet" is visible below the third row. A purple box highlights the ID column, and a red box highlights the entire table area.

ID	Status	Category	Last Update
#22754	Closed	Other	23 days ago
	Test		
#14954	Closed	Other	3 months ago
	Test		
#8002	Closed	Technical Support	6 months ago
	slow internet		

On this screen, you can **view your ticket history**, **submit a new ticket**, or **view ticket details** by clicking on the ticket ID.

2.5.1. Create a new note

To submit a new ticket, click on the “**Submit a new Ticket**” button. You will now see the following pop-up screen.

Submit a new ticket ×

Ticket Title

Ticket Department

Ticket Category

Ticket Details

CloseCreate

Yellow:

Insert your ticket title. This is equivalent to a subject line in an email.

Blue:

In this section you will select to which department the ticket should be assigned.

- For example: Accounts

Purple:

Here you need to select the relevant category.

- For example: Accounts enquiry

Light blue:

In this section, you will start to type your message to the department.

Red:

Should you change no longer feel the need to create a ticket, click on the close button.

Green:

Should you wish to continue with the ticket and all information has been completed, click on the create button.

After your ticket has been created, it will be assigned to the accounts department and someone will attend to the ticket as soon as possible. The ticket details can now be viewed under your ticket history.

2.5.2. View, respond or rate tickets

To view the ticket details or respond to an existing ticket, simply go to your ticket history and click on the **ticket number** found under ID.

The screenshot displays two parts of the Herotel customer portal. On the left, the 'Helpdesk Ticket #8002' details are shown. The ticket title is 'slow internet', the category is 'Technical Support', and the details include a message to the client: 'Dear Client, We are busy investigating your slow internet connection and provide feedback shortly.' Below this, there are buttons for 'Rate this Ticket' and 'Add a new Note', and a 'Ticket History' section with a table of events.

Date	Change Details
2017-03-18 16:57:27	The client is maxing line. Device taking all the bandwidth.
2017-03-18 16:57:27	Ticket Closed
2017-03-18 16:33:46	Status changed to Assigned Assigned to Ryno Isaacs
2017-03-18 16:30:52	Ticket created

On the right, a 'Helpdesk Tickets' table lists several tickets. The ticket ID '#8002' is highlighted with a purple box. The table columns are ID, Status, Category, and Last Update.


ID	Status	Category	Last Update
#22754	Closed	Other	23 days ago
#14354	Closed	Other	3 months ago
#8002	Closed	Technical Support	6 months ago

Once you have clicked on the relevant ticket number, the ticket details will open to your left-hand side. On the **red** section, you can click on the link to view all messages that have been seen sent between the customer and the relevant department.

If you would like to submit a rating as to the service you have received with the current issue logged in the ticket, you can do so by clicking on the **“Rate this Ticket”** button. If you would like to respond to this particular ticket, you can do so by clicking on the **“Add a new Note”** button. On the pop-up screen, type your message that you would like to send, and then click on the add note button.

Add a new Ticket Note ✕

Note Text



Cancel Add Note

Please note that if the ticket has been closed and you submit a new note, that the ticket will be re-opened.