

CUSTOMER GUIDE FOR BUSINESS MULTISITE INTERNET PRODUCT

1. ADMIN: CREATION OF SITES

Step 1: The Admin will log into the ISP Portal application from the link.

<https://customerportal.telkomsa.net/portal/overview/>

Telkom

Shop Help My Telkom

Welcome to Telkom Internet

Please Login to continue

USERNAME: bolhat2

PASSWORD: *****

LOGIN

Personal: Shop, Help, FAQs, My Telkom, Android App, iOS App

Home: Shop, Help, FAQs, My Telkom, Android App, iOS App

Business: Shop, Help, FAQs, My Telkom, Business Blog

About: Who We Are, Company, Careers, Foundation, Investor Relations, Media Centre

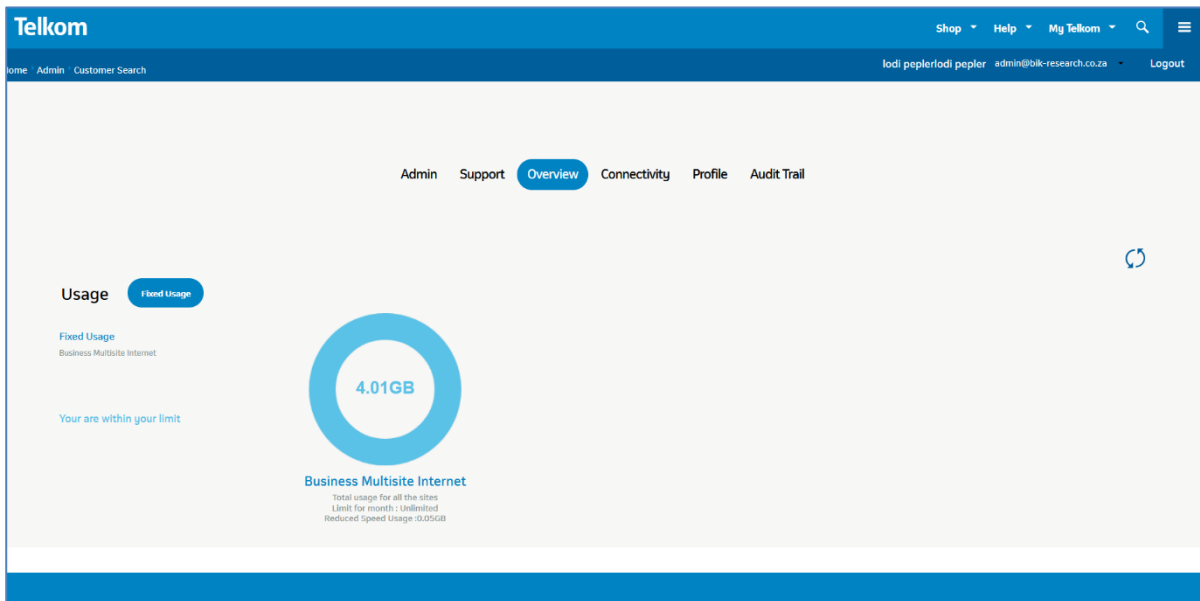
Connect: Talk To Us, Facebook, Twitter, Google+, YouTube, LinkedIn

Sign up for our newsletter: Enter your email address, SUBMIT

For Internet Access Login, please enter the admin username and password that was provided over the preferred email and SMS. **(sample e-mail and sms are attached at the end of this guide)**


Telkom BUSINESS

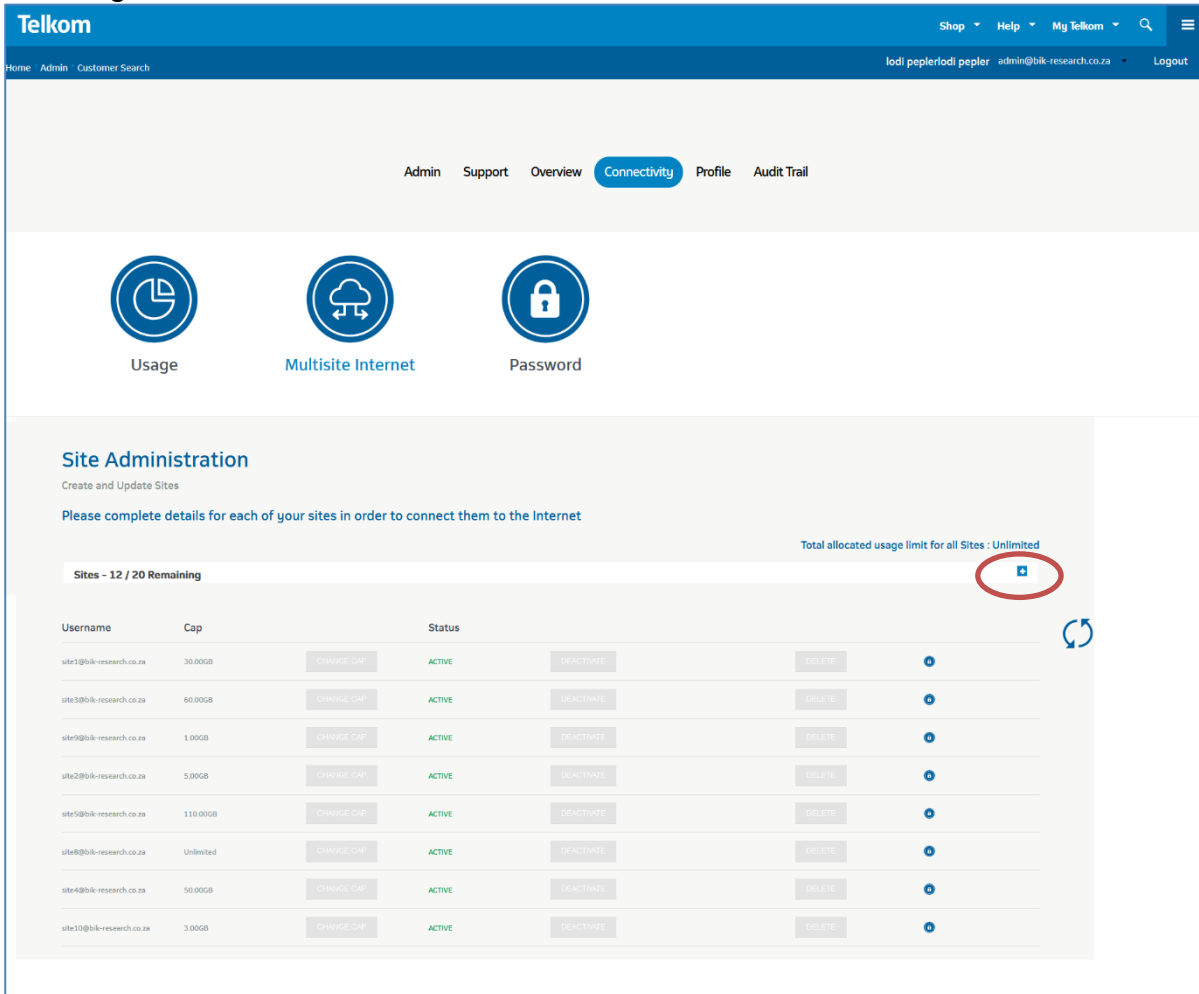
Step 2: The overview page will be displayed to the Admin, this will have no usage since it is a new account. The example below is provided for reference.



Step 3: The Admin will click on the **Connectivity** tab at the top of the screen, the screen below will be displayed. The admin will now click on the **Multisite Internet** icon on the screen.

The screenshot displays the Telkom Business Admin interface. At the top, a navigation bar contains the following tabs: Admin, Support, Overview, **Connectivity** (highlighted with a red circle), Profile, and Audit Trail. Below the navigation bar, there are three main icons: Usage, **Multisite Internet** (highlighted with a red circle), and Password. The main content area is divided into two sections. The top section, titled "Usage", features a "Fixed Usage" button and a large circular gauge showing "4.01GB" for "Business Multisite Internet". Below the gauge, it states "Your are within your limit" and provides details: "Total usage for all the sites", "Limit for month : Unlimited", and "Reduced Speed Usage 10.05GB". The bottom section, titled "Usage History", has a "Usage History" button and a message: "No data found for selected date range." It includes filters for "Period" (Daily), "Type" (Line), "From" (05-Jul-2021), and "To" (12-Jul-2021). A "Show Cumulative" checkbox is also present. At the bottom of the page, there is a footer with links for "Support", "Home", "Business", "About", "Contact", and "Sign up for our newsletter".


Step 4: The Site Administration screen is displayed. The agent needs to click on the plus  at the right of the screen.











Site Administration
Create and Update Sites

Please complete details for each of your sites in order to connect them to the Internet

Total allocated usage limit for all Sites : Unlimited

Sites - 12 / 20 Remaining 

Username	Cap	Status				
site1@bik-research.co.za	30.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	
site3@bik-research.co.za	60.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	
site9@bik-research.co.za	1.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	
site2@bik-research.co.za	5.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	
site5@bik-research.co.za	110.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	
site8@bik-research.co.za	Unlimited	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	
site4@bik-research.co.za	50.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	
site10@bik-research.co.za	3.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	

Step 5: A new site can now be added to this admin account. The default site cap is 'Unlimited'.

If a cap is needed the Capped radio button needs to be selected.

Usage Multisite Internet Password

Site Administration

Create and Update Sites

Please complete details for each of your sites in order to connect them to the Internet

Total allocated usage limit for all Sites : Unlimited

Sites - 12 / 20 Remaining

Add New Site

Username @bik-research.co.za

Unlimited Capped

SAVE

Username	Cap	Status	Actions
site1@bik-research.co.za	30.00GB	ACTIVE	CHANGE CAP DEACTIVATE DELETE
site3@bik-research.co.za	60.00GB	ACTIVE	CHANGE CAP DEACTIVATE DELETE

The following rules should be adhering to when adding a Site:

Add a new Site to your Multisite account. Please follow the username rules. Not allowed: Include: Character . (dot, period, full stop) provided that it is not the first or last character and provided also that it does not appear two or more times consecutively. Username should be lower case only.

Please **note** that a cap of a Site can only be lowered on the **1st of the month** but increased during the month as and when needed.



Usage



Multisite Internet



Password

Site Administration

Create and Update Sites

Please complete details for each of your sites in order to connect them to the Internet

Total allocated usage limit for all Sites : Unlimited

Sites - 12 / 20 Remaining

Add New Site

Username

Unlimited Capped

Limit (in GBs)

SAVE

Username	Cap	Status	
site1@bik-research.co.za	30.00GB	ACTIVE	CHANGE CAP DEACTIVATE DELETE

Site Administration

Create and Update Sites

Please complete details for each of your sites in order to connect them to the Internet

Total allocated usage limit for all Sites : Unlimited

Sites - 12 / 20 Remaining

Add New Site

Username

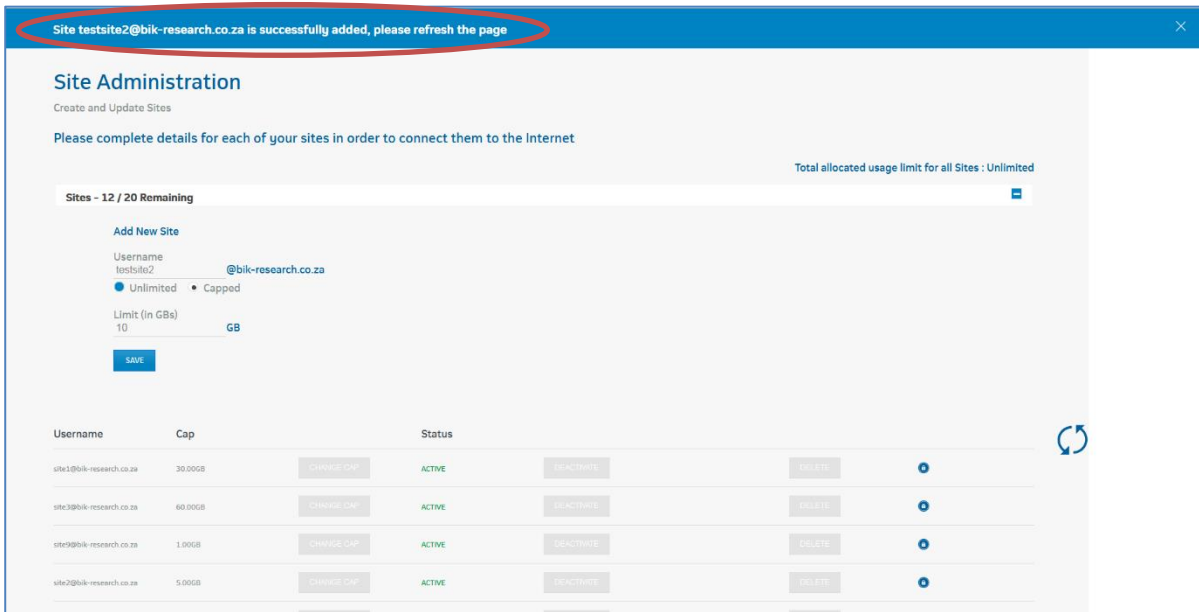
Unlimited Capped

Limit (in GBs)

SAVE

Username	Cap	Status	
site1@bik-research.co.za	30.00GB	ACTIVE	CHANGE CAP DEACTIVATE DELETE
site3@bik-research.co.za	60.00GB	ACTIVE	CHANGE CAP DEACTIVATE DELETE
site9@bik-research.co.za	1.00GB	ACTIVE	CHANGE CAP DEACTIVATE DELETE
site2@bik-research.co.za	5.00GB	ACTIVE	CHANGE CAP DEACTIVATE DELETE

After the Save button is clicked the following message will be displayed to the customer:
“Site abc@bik-research.co.za is successfully added, please refresh the page.”



Site testsite2@bik-research.co.za is successfully added, please refresh the page

Site Administration

Create and Update Sites

Please complete details for each of your sites in order to connect them to the Internet

Total allocated usage limit for all Sites : Unlimited

Sites - 12 / 20 Remaining

Add New Site

Username: testsite2 @bik-research.co.za

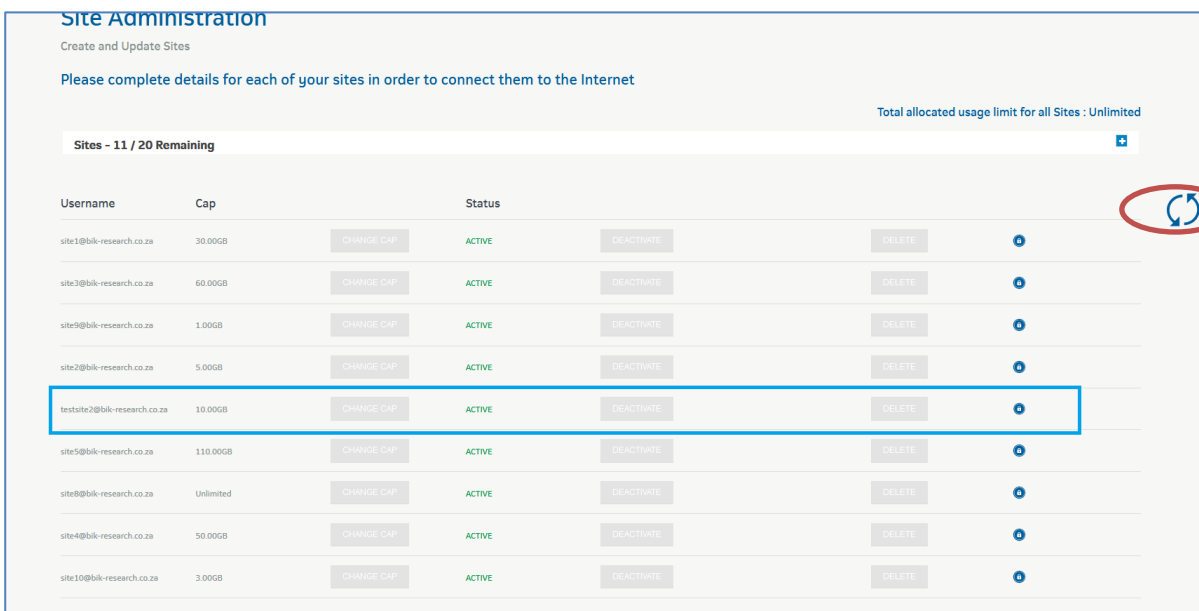
Limit (in GBs): 10 GB

SAVE

Username	Cap	Status	Change Cap	Deactivate	Delete	Refresh
site1@bik-research.co.za	30.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	Refresh
site3@bik-research.co.za	60.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	Refresh
site9@bik-research.co.za	1.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	Refresh
site2@bik-research.co.za	5.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	Refresh



The refresh icon needs to be clicked to add the Site to the list.



Site Administration

Create and Update Sites

Please complete details for each of your sites in order to connect them to the Internet

Total allocated usage limit for all Sites : Unlimited

Sites - 11 / 20 Remaining

Username	Cap	Status	Change Cap	Deactivate	Delete	Refresh
site1@bik-research.co.za	30.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	Refresh
site3@bik-research.co.za	60.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	Refresh
site9@bik-research.co.za	1.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	Refresh
site2@bik-research.co.za	5.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	Refresh
testsite2@bik-research.co.za	10.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	Refresh
site5@bik-research.co.za	110.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	Refresh
site8@bik-research.co.za	Unlimited	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	Refresh
site4@bik-research.co.za	50.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	Refresh
site10@bik-research.co.za	3.00GB	ACTIVE	CHANGE CAP	DEACTIVATE	DELETE	Refresh

Telkom BUSINESS

The site is now created. It will be listed under sites. Please remember that the site that the admin will create will be from the second as the first will be created by the Telkom agent. As more sites are created, they will all be listed as in the example list of sites shown on the previous screen image.

2. SITES: LOGIN TO SITES

The sites give the customer access to Business multisite internet. The sites username and password must be entered into the modem or router to be able for the site to access internet.

To view usage and change site password, the site user goes to <https://customerportal.telkomsa.net/portal/overview/>

The same ISP portal login page as for the admin will be displayed, and the site username and password that was sent by sms or email is used to login.

Telkom

Shop Help My Telkom Search Menu

Welcome to Telkom Internet

Please Login to continue

USERNAME boitha2

PASSWORD ***** ?

LOGIN

Personal: Shop, Help, FAQs, My Telkom, Android App, iOS App

Home: Shop, Help, FAQs, My Telkom, Android App, iOS App

Business: Shop, Help, FAQs, My Telkom, business Blog

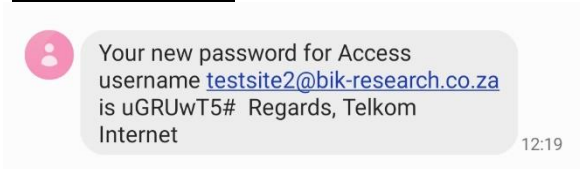
About: Who We Are, Company, Careers, Foundation, Investor Relations, Media Centre

Connect: Talk To Us, Facebook, Twitter, Google+, YouTube, LinkedIn

Sign up for our newsletter: Enter your email address, SUBMIT

Telkom BUSINESS

SAMPLE SMS:



SAMPLE E-Mail:

Dear Telkom Internet Customer

We are delighted to welcome you to our Telkom Internet family, your ISP 4 life!

Your Details

Contact Number	0814062796
Contact Email	lillianbotha@gmail.com
ISP Service Number	TIN3739123

Your product has been activated and the details you will need to bring it to life are listed below:

Product Details:

Multisite Internet

ISP Access Username	testsite7@bik-research.co.za
Password	Ce@HJ6Qy_!

Contact Us

Business Services	10217
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Please visit the customerportal.telkomsa.net for self-help to manage your ISP service.

Telkom BUSINESS

Best Regards,
The Telkom Team

Twitter: Telkom (@TelkomZA)

<https://twitter.com/TelkomZA?s=03>

Facebook: <https://www.facebook.com/TelkomZA/>

Instagram:

https://instagram.com/telkom_za?utm_source=ig_profile_share&igshid=1tlomqr6okaum