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/

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)**
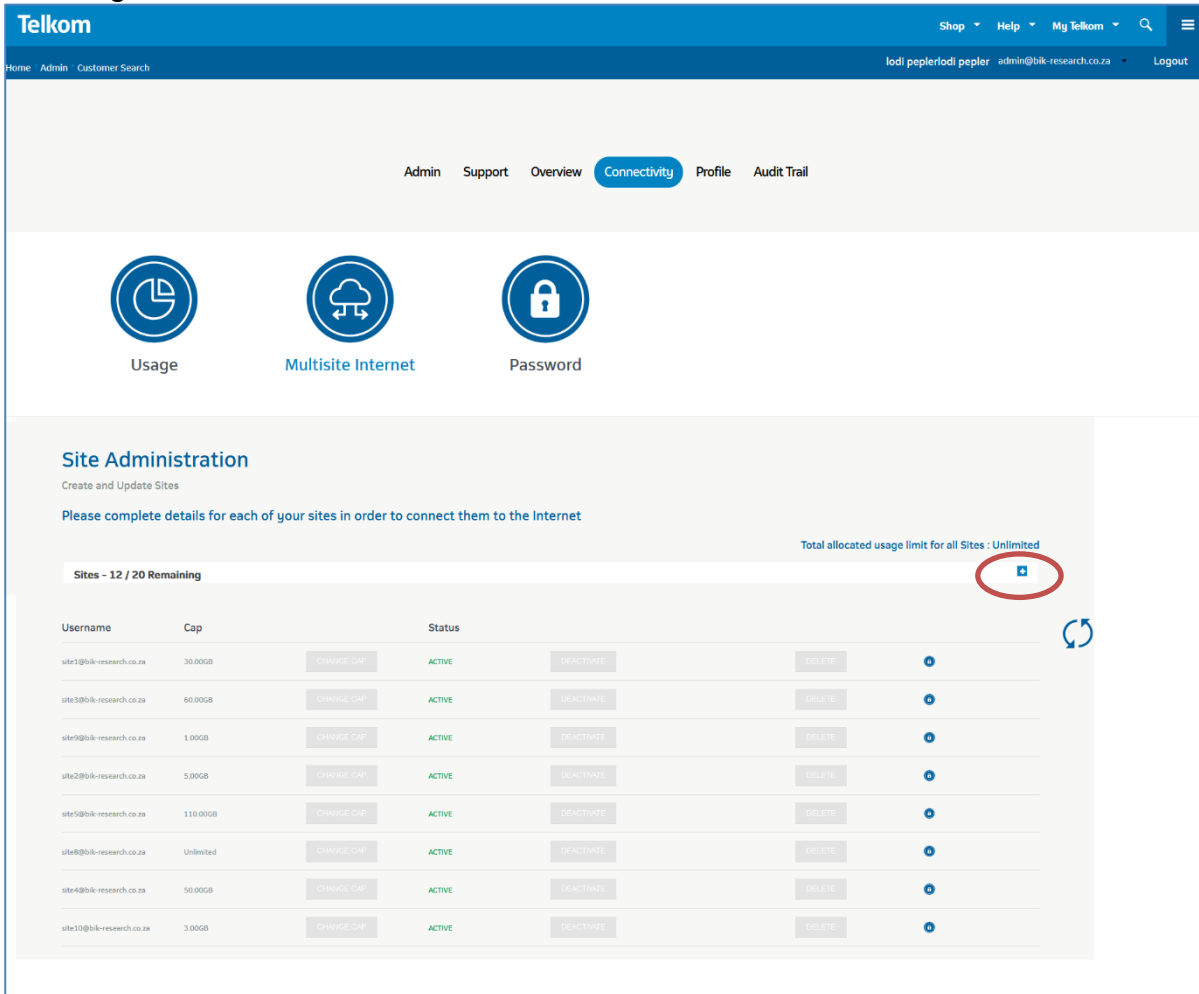
Step 2: The overview page will be displayed to the Admin, this will have no usage since it is a new account. The example below is provided for reference.
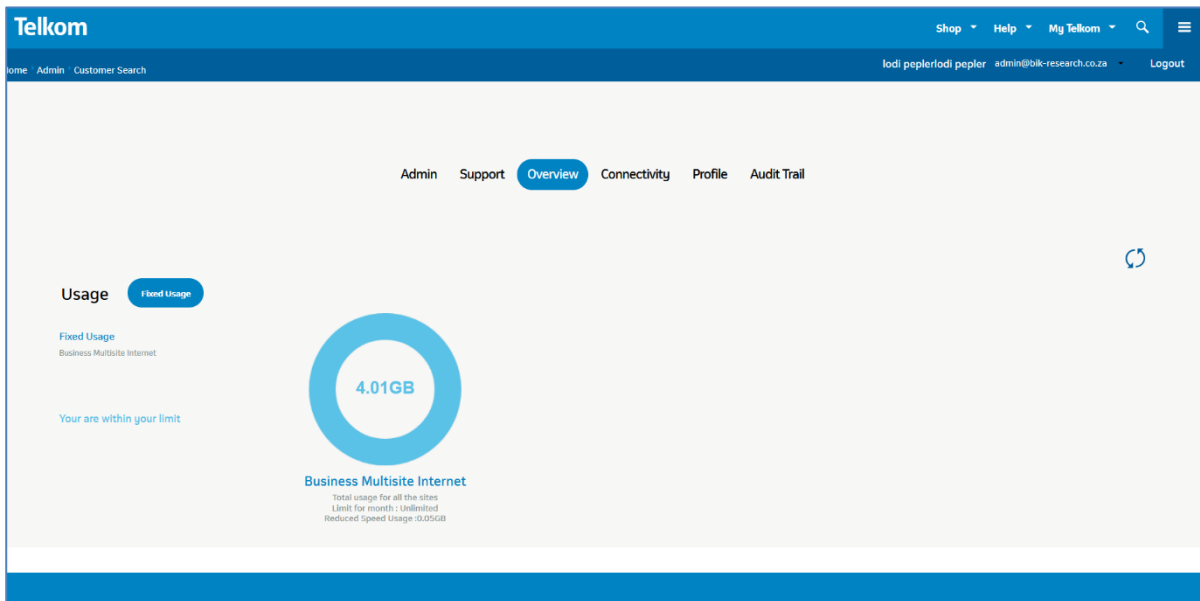
Step 3: The Admin will click on the **Connectivity tab** at the top of the screen, the screen below will be displayed. The admin will now click on the **Multisite Internet Icon** on the screen.

Admin   Support   Overview   Connectivity   Profile   Audit Trail

Usage   Multisite Internet   Password

Usage   Fixed Usage

Fixed Usage
Business Multisite Internet

Your are within your limit

4.01GB

Business Multisite Internet
Total usage for all the sites
Limit for month : Unlimited
Reduced Speed Usage :0.05GB

Usage History   Usage History

Usage   No data found for selected date range.
Period   Daily
Type   Line
From   05-Jul-2021
To   12-Jul-2021
Show Cumulative

Instructions
*Click on graph legend to filter usage types
*Drag an area on graph to zoom.
*Double click to zoom back

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

**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 radio button needs to be selected.

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 <u>lowered</u> on the **1ˢᵗ of the month** but increased during the month as and when needed.

Telkom BUSINESS

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
@blk-research.co.za

⬤ Unlimited • Capped

Limit (in GBs)
GB

SAVE

Username	Cap		Status				
site1@blk-research.co.za	30.00GB	CHANGE CAP	ACTIVE	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
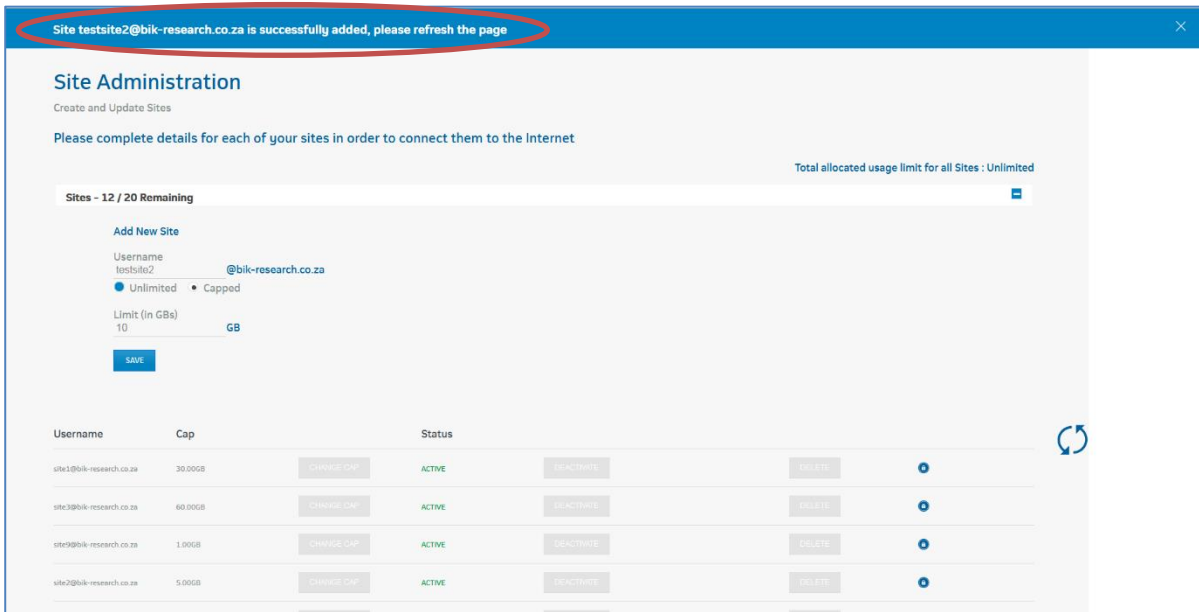
Sites - 12 / 20 Remaining

Add New Site

Username
testsite2   @blk-research.co.za
⬤ Unlimited • Capped

Limit (in GBs)
10
GB

SAVE

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

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

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 BUSINESS

> Your new password for Access username testsite2@bik-research.co.za is uGRUwT5# Regards, Telkom Internet
>
> 12:19
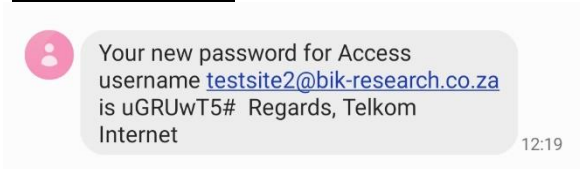
SAMPLE E-Mail:

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

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

Click www.telkomsa.net

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