

Indio Connect

CUSTOMER



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Customer

1. HOW TO SIGN UP USING EMAIL ID?

In order to sign up using email ID, implement the following steps:

Perform one of the following:

- Locate a Smart Wi-Fi zone and connect to it.
- Write the following URL in the web browser: “Customer log in URL”

Result:

The Customer Web Interface login screen appears:

Change the UI language (if required)

1. Click on the “Sign Up” option.
2. Select the “Sign Up with Email” option.
3. Enter your email ID.
4. Enter your first name.
5. Enter your last name.
6. Select a security question.
7. Enter the answer.
8. Click on “Submit”.
9. User is created and logged in.

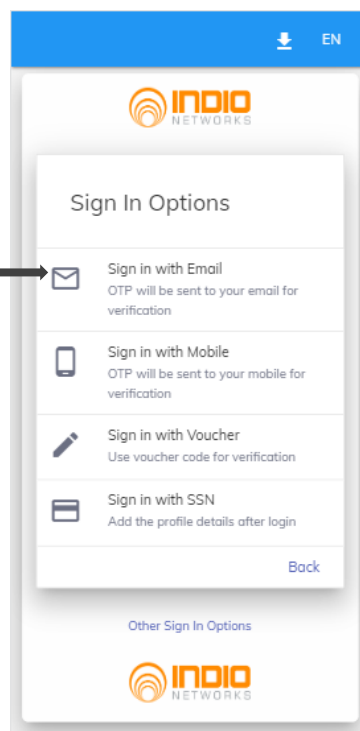
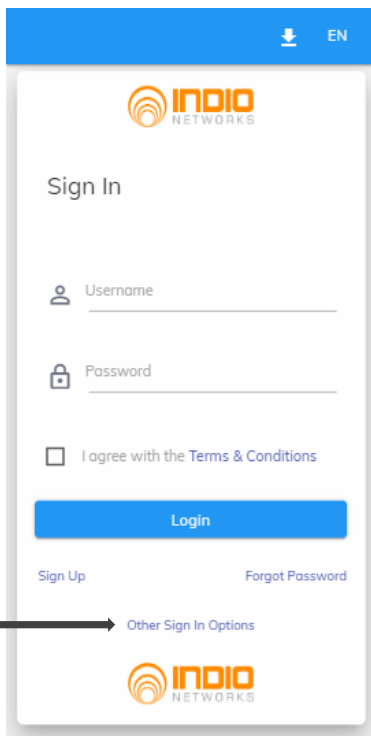
1.1 HOW TO SIGN IN USING EMAIL ID?

To sign in using email ID and OTP perform the following steps:
Perform one of the following:

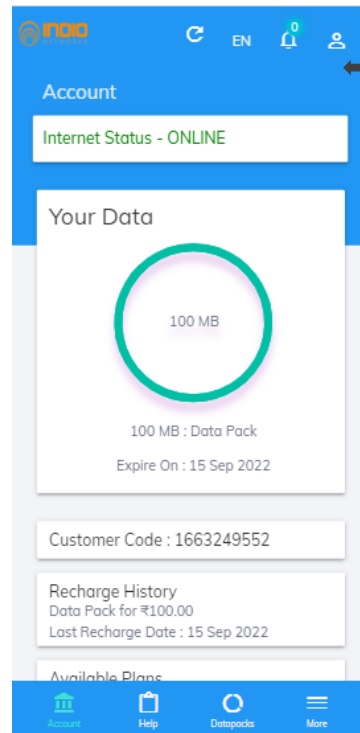
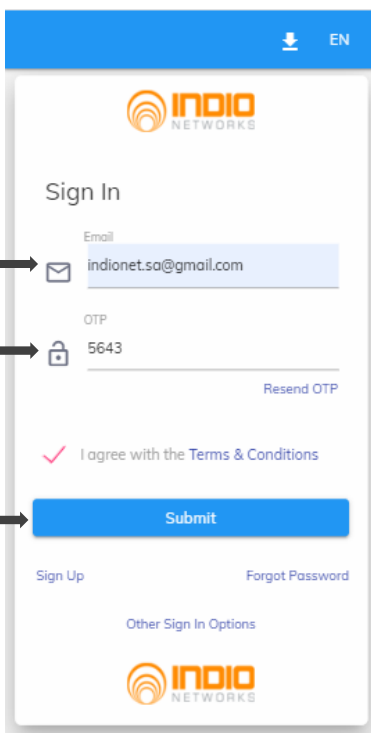
- Locate a Smart Wi-Fi zone and connect to it.
- Write the following URL in the web browser: "Customer log in URL"

Result:

The Customer Web Interface login screen appears:



1. Click on "Other Sign in Options".
2. Select the "Sign in with Email" option.
3. Enter your username.
4. An OTP will be sent to the email ID, enter it here.
5. Click on "Submit".
6. User is created and logged in.



2. HOW TO SIGN UP USING MOBILE NUMBER?

In order to sign up using mobile number, implement the following steps:

Perform one of the following:

- Locate a Smart Wi-Fi zone and connect to it.
- Write the following URL in the web browser: "Customer log in URL"

Result:

The Customer Web Interface login screen appears:

Change the UI language (if required)

1. Click on the "Sign Up".
2. Select the "Sign up with Mobile" option.
3. Enter your mobile number.
4. Enter your first name.
5. Enter your last name.
6. Select a security question.
7. Enter the answer.
8. Click on "Sign Up".
9. User is created and logged in.

3. HOW TO SIGN UP USING VOUCHER CODE?

In order to sign up using voucher code, implement the following steps:

Perform one of the following:

- Locate a Smart Wi-Fi zone and connect to it.
- Write the following URL in the web browser: “Customer log in URL”

Result:

The Customer Web Interface login screen appears:

1. Click on the “Sign Up” option.
2. Select the “Sign up with Voucher” option.
3. Enter your voucher code.
4. Select a security question.
5. Enter an answer to it.
6. Click on “Submit”.
7. User is created and logged in.

Change the UI language (if required)

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4. HOW TO SIGN IN USING VOUCHER CODE?

In order to sign up using voucher code, implement the following steps:

Perform one of the following:

- Locate a Smart Wi-Fi zone and connect to it.
- Write the following URL in the web browser: "Customer log in URL"

Result:

The Customer Web Interface login screen appears:

1. Click on the "Other Sign In Options".

2. Select the "Sign in with Voucher" option.

3. Enter your voucher code.

4. Click on "Submit".

5. User is created and logged in.

5. HOW TO SIGN UP USING NATIONAL SECURITY NUMBER (SSN)?

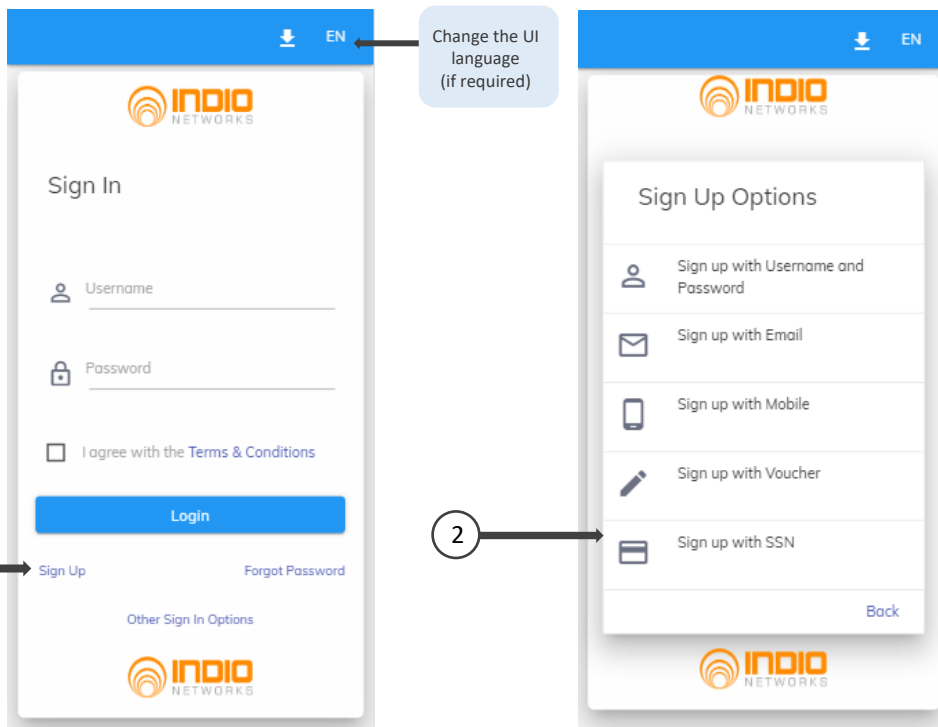
In order to sign up using national security number, implement the following steps:

Perform one of the following:

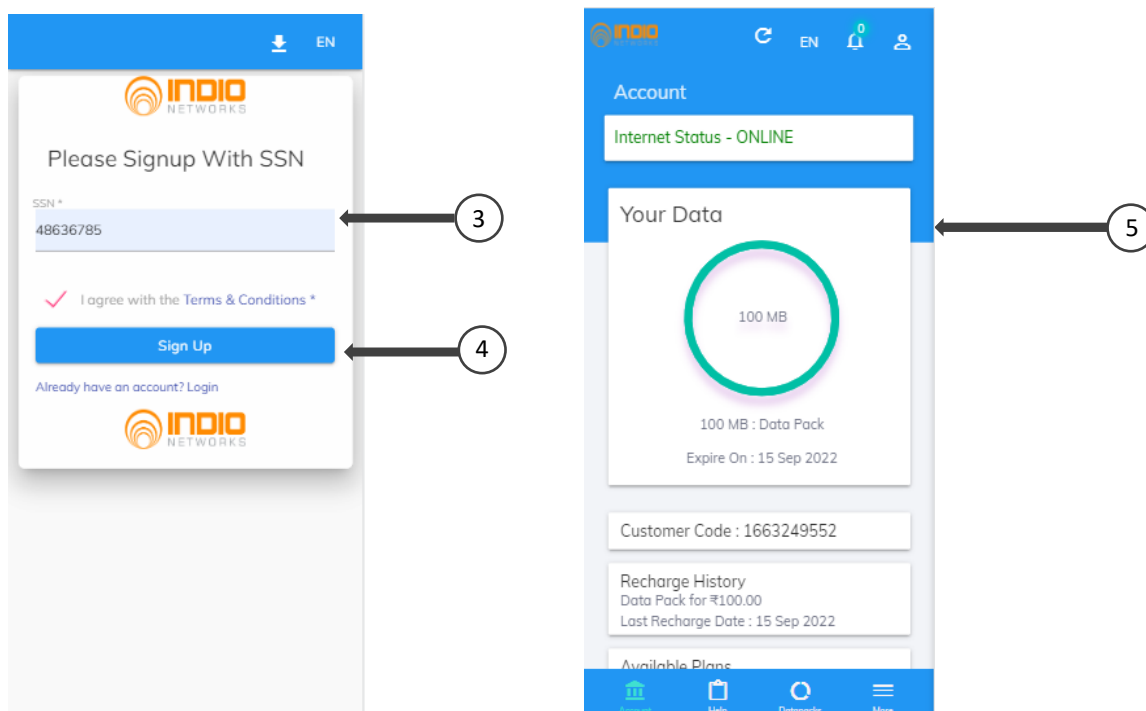
- Locate a Smart Wi-Fi zone and connect to it.
- Write the following URL in the web browser: “Customer log in URL”

Result:

The Customer Web Interface login screen appears:



1. Click on the “Sign Up” option.
2. Select the “Sign Up with SSN” option.
3. Enter your national security number (SSN).
4. Enter other required details.
5. Click on the “Sign Up” button.
6. User is created and logged in.



6. HOW TO SIGN UP USING USERNAME AND PASSWORD

To sign up using username and password, implement the following steps:

Perform one of the following:

- Locate a Smart Wi-Fi zone and connect to it.
- Write the following URL in the web browser: “Customer log in URL”

Result:

The Customer Web Interface login screen appears:

Change the UI language (if required)

1. Click on “Sign Up”.
2. Select the “Sign up with Username and Password” option.
3. Enter your first name.
4. Enter your last name.
5. Enter your username.
6. Enter your password.
7. Enter your password once again.
8. Select a security question.
9. Enter the answer.
10. Click on the “Sign Up” button.
11. User is created and logged in.

6.1 HOW TO SIGN IN USING USERNAME AND PASSWORD

To sign in using username and password, implement the following steps:

Perform one of the following:

- Locate a Smart Wi-Fi zone and connect to it.
- Write the following URL in the web browser: “Customer log in URL”

Result:

Default username and password login portal appears:

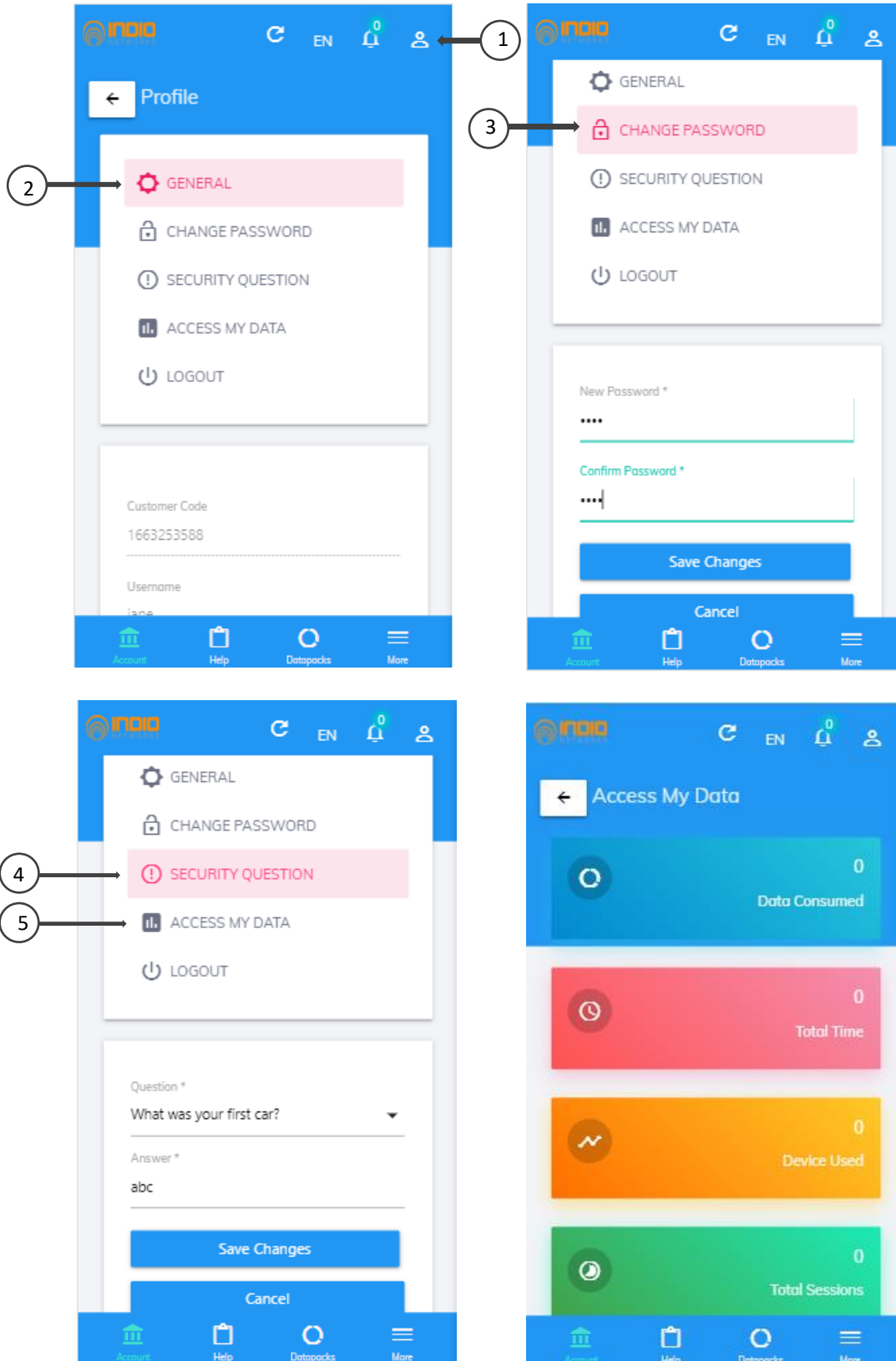
(PS- If the Operator sets the default log in portal to this, only then will you see this page.)

Change the UI language (if required)

1. Enter your username.
2. Enter the password.
3. Click on “Login”.
4. User is logged in.

7. HOW TO UPDATE YOUR PROFILE?

Following steps explain the process of updating your profile:

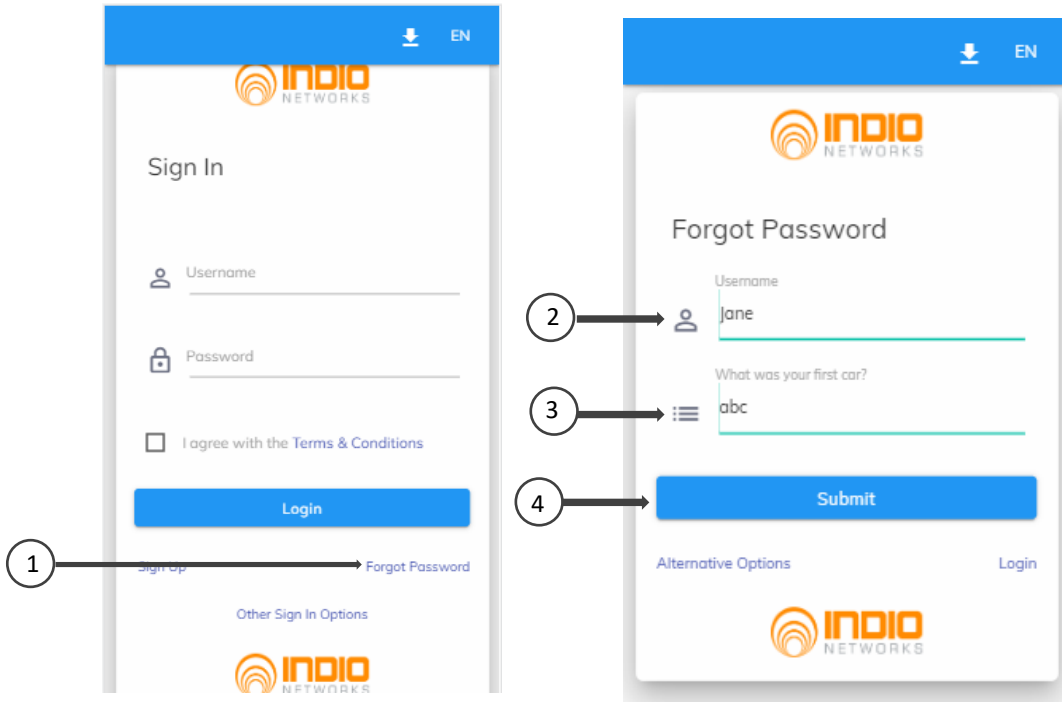


- 1. Click on the icon.
- 2. Go to the General section. Make the required changes.
- 3. Change the password. (If required)
- 4. Change the security question. (If required)
- 5. Click on "Access My Data" to view the details of your data.

8. HOW TO RESET PASSWORD USING SECURITY QUESTION?

In case you forget your password, you can reset it with the help of the security question.
(Applicable for account created with username option)

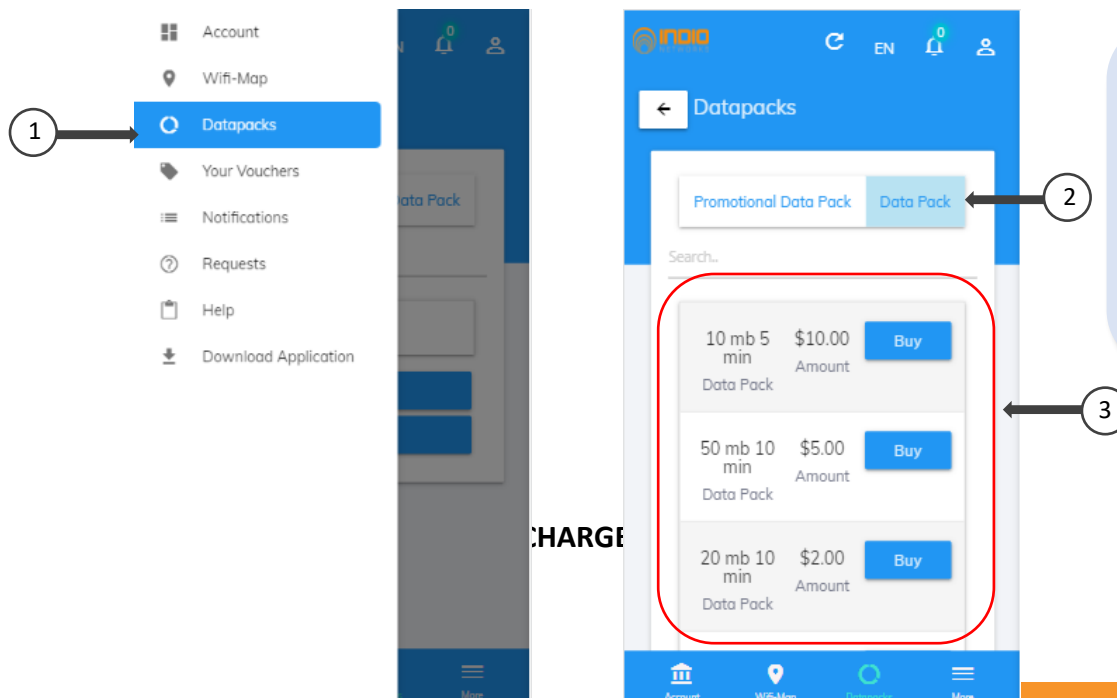
Perform the following steps to reset your password:



1. Click on “Forgot Password”.
2. Enter your username.
3. Enter the answer to your security question.
4. Click on “Submit”.
5. Create a new password on the next screen.

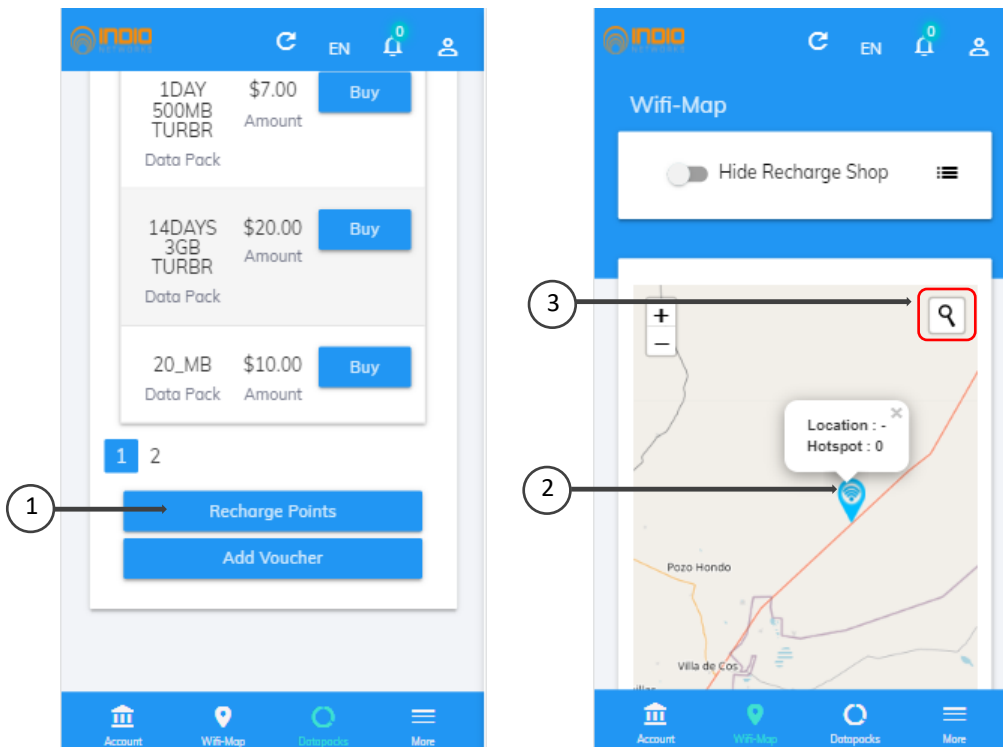
9. HOW TO PURCHASE DATAPACK?

The customer can purchase the datapack either from a recharge point or online.
To purchase a datapack from a recharge point, user should contact a retailer in the nearby region and share the customer code. To get data pack online perform the following steps:



1. Select the “Datapacks” option.
2. Click on “Data Pack”. Select one of the preferred plans.
3. Click on “Buy” if option is available. (For few regions online buying option is not available.)
4. Make the payment online.

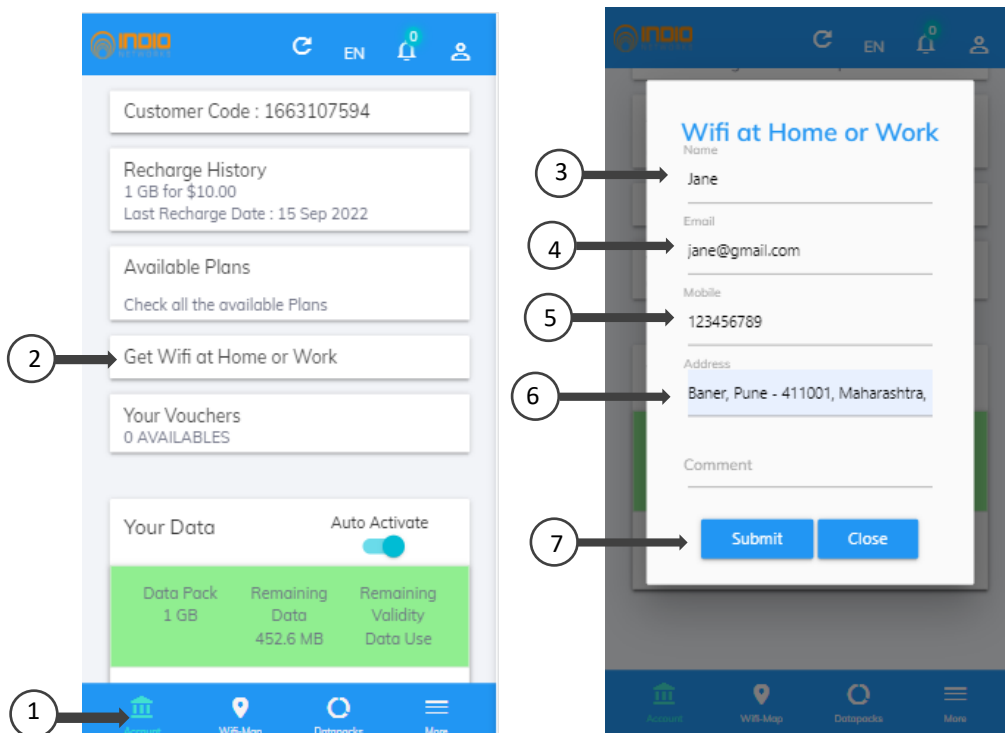
In order to locate a recharge point, perform the following steps:



1. Click on the “Recharge Points” option.
2. Recharge points are shown on the map.
3. You can also search for a recharge point manually by clicking on the Search icon.

10. HOW TO SIGN UP FOR HOME WiFi?

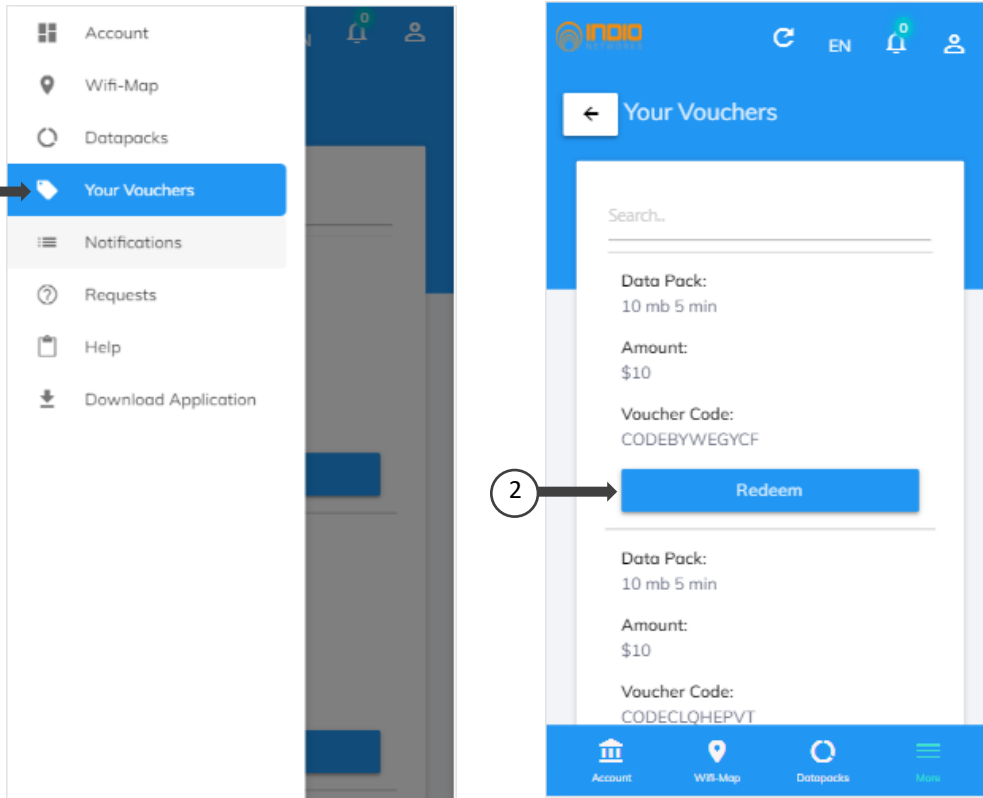
In order to sign up for Home WiFi, perform the following steps:



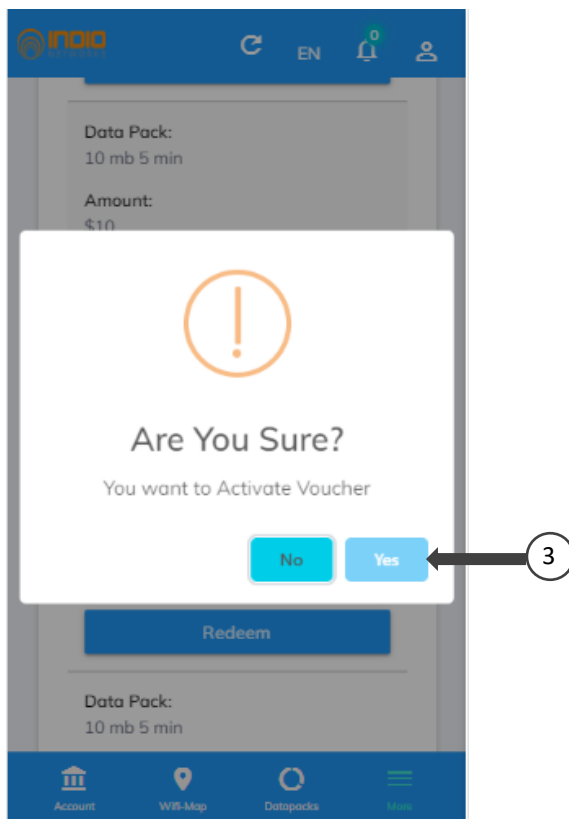
1. Go in the “Account” section.
2. Select the “Get Wifi at Home or Work” option.
3. Enter your name.
4. Enter your email ID.
5. Enter mobile number.
6. Enter your address.
7. Click on “Submit”.

11. HOW TO REDEEM A VOUCHER?

In order to redeem a voucher, perform the following steps:

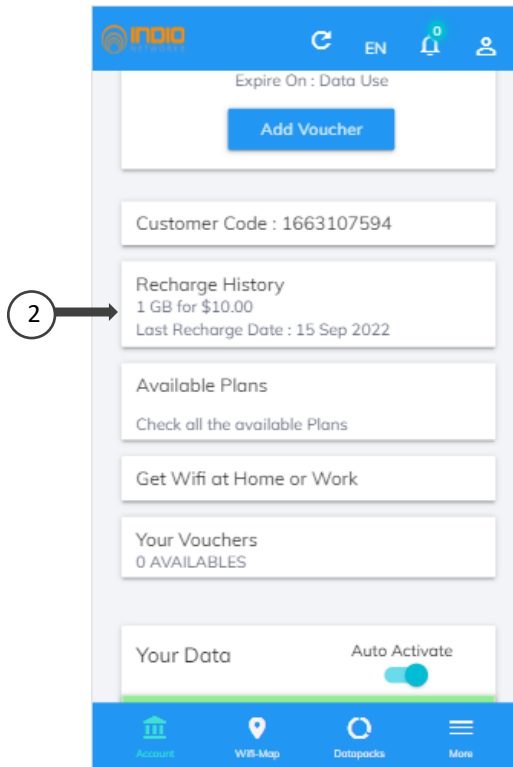
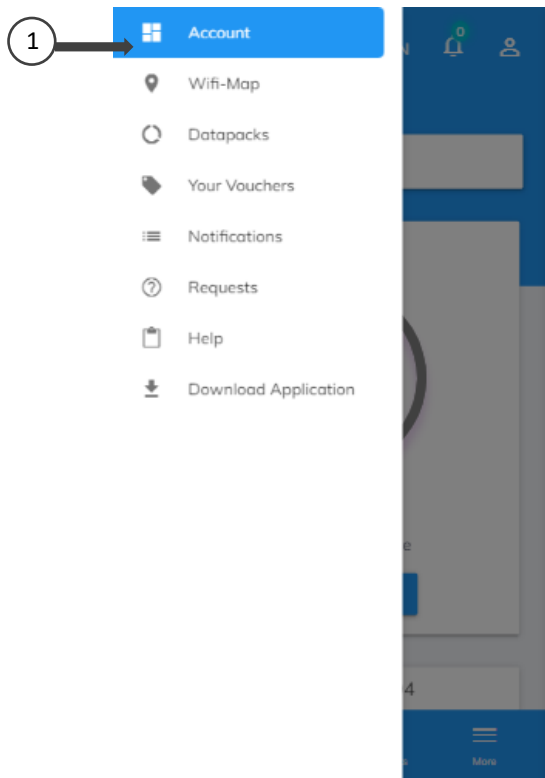


1. Go to the “Your Vouchers” section.
2. Search for your voucher or select one from the list. Click on “Redeem”
3. Select “Yes” option.

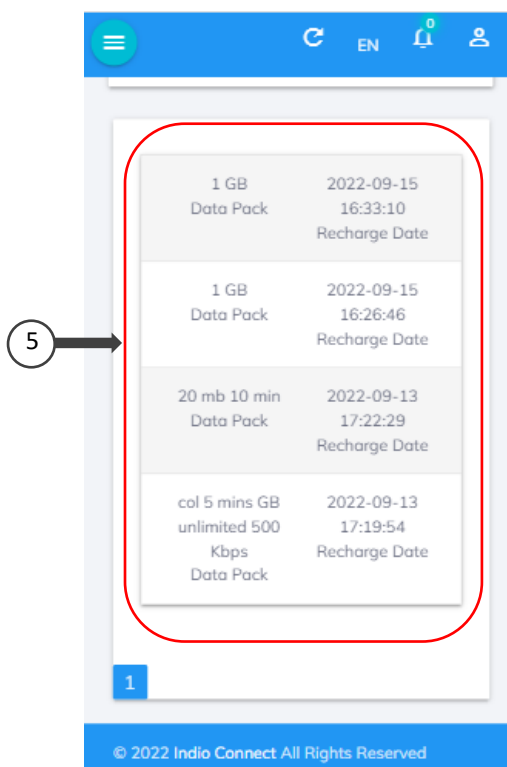
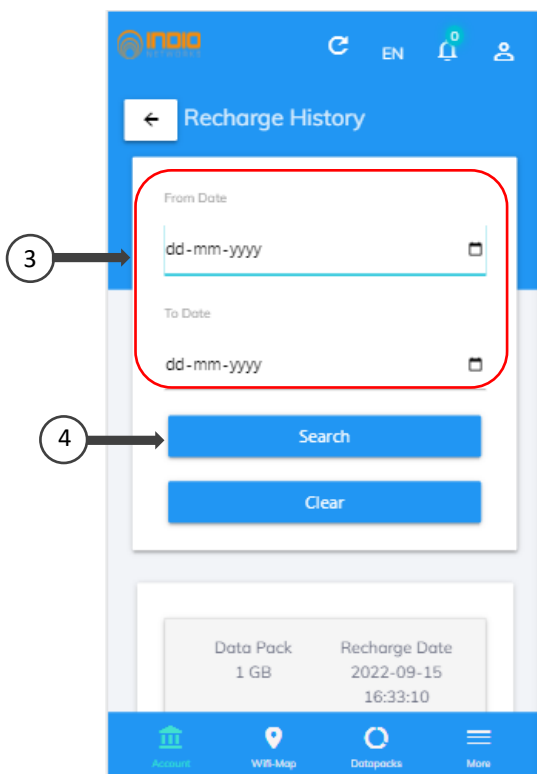


12. HOW TO VIEW PURCHASE HISTORY?

In order to view the purchase history, perform the following steps:

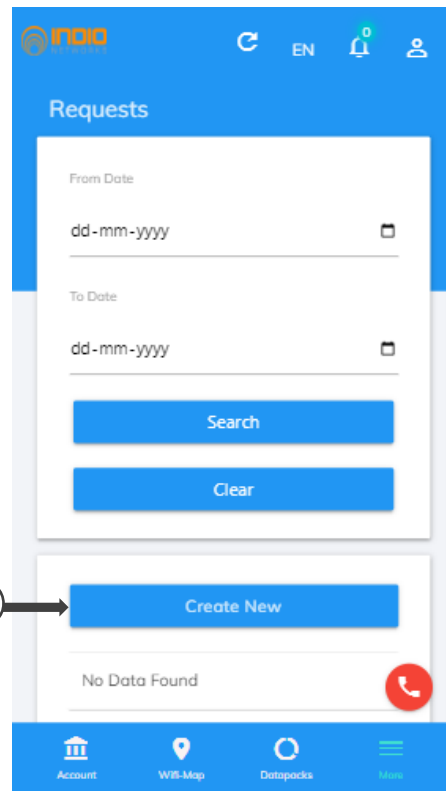
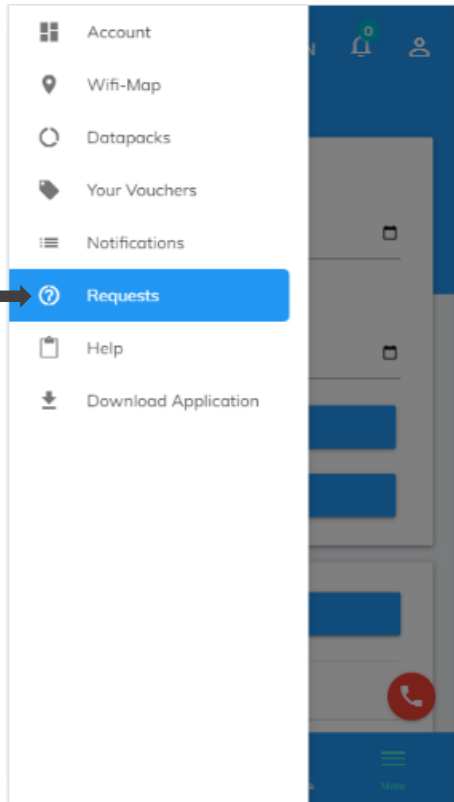


1. Go to the "Account" section.
2. Select the "Recharge History" option.
3. Enter the dates you want to check the history for.
4. Click on "Search"
5. Data will be displayed.

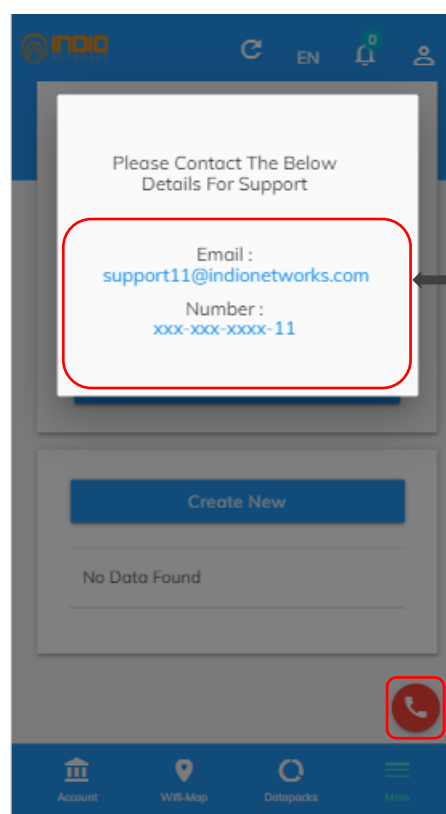
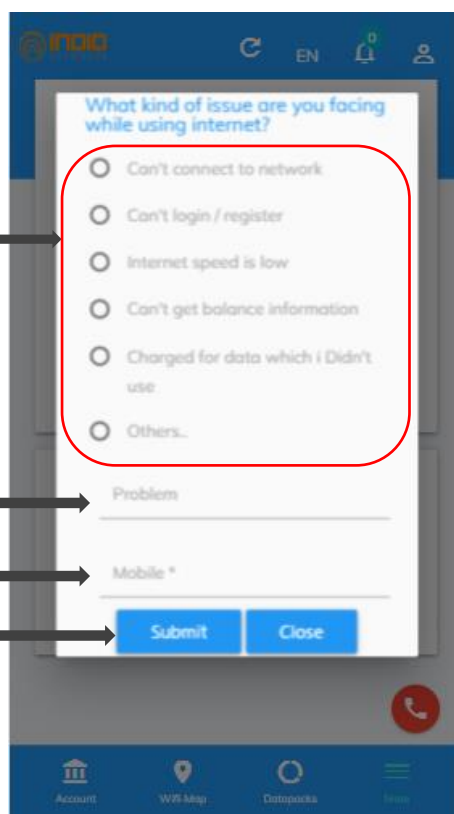


13. HOW TO REPORT A PROBLEM?

In order to report a problem, perform the following steps:



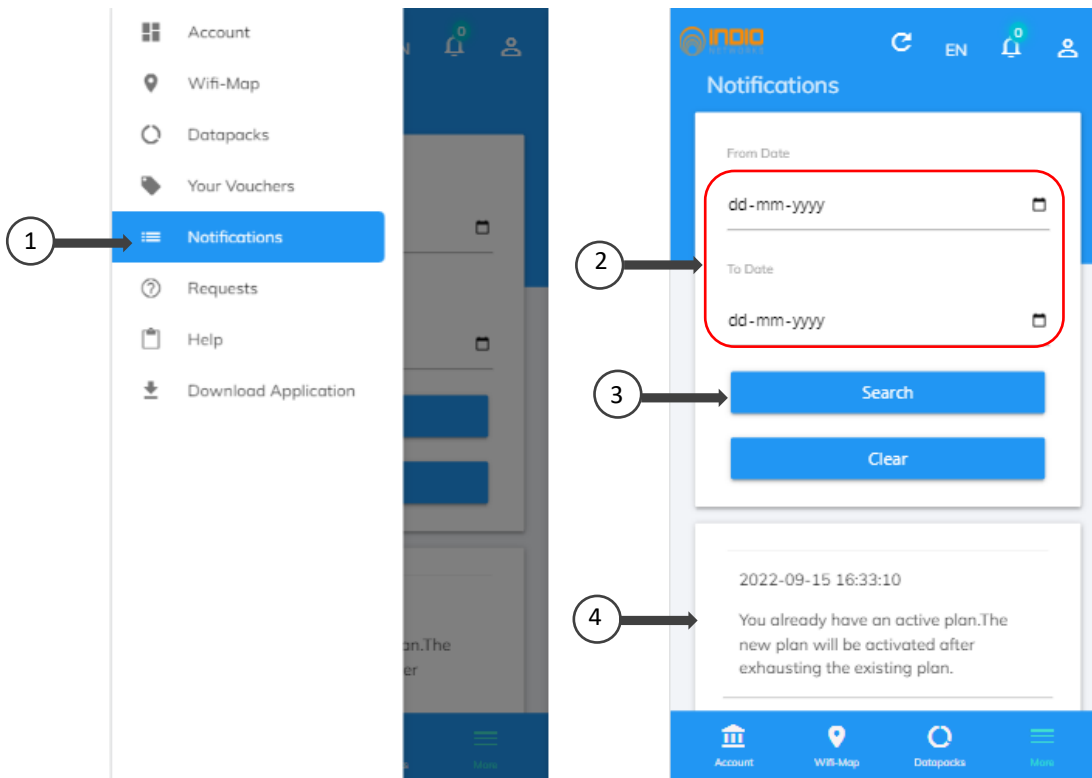
1. Go to the "Requests" section.
2. Click on "Create New" option.
3. You can select one of the mentioned issues.
4. Enter your issue manually. (If needed)
5. Enter your mobile number.
6. Click on "Submit".
7. You can contact the technical support team by clicking on the icon.
8. Either send an email to the given email ID or call on the number.



14. HOW TO CHECK THE NOTIFICATIONS?

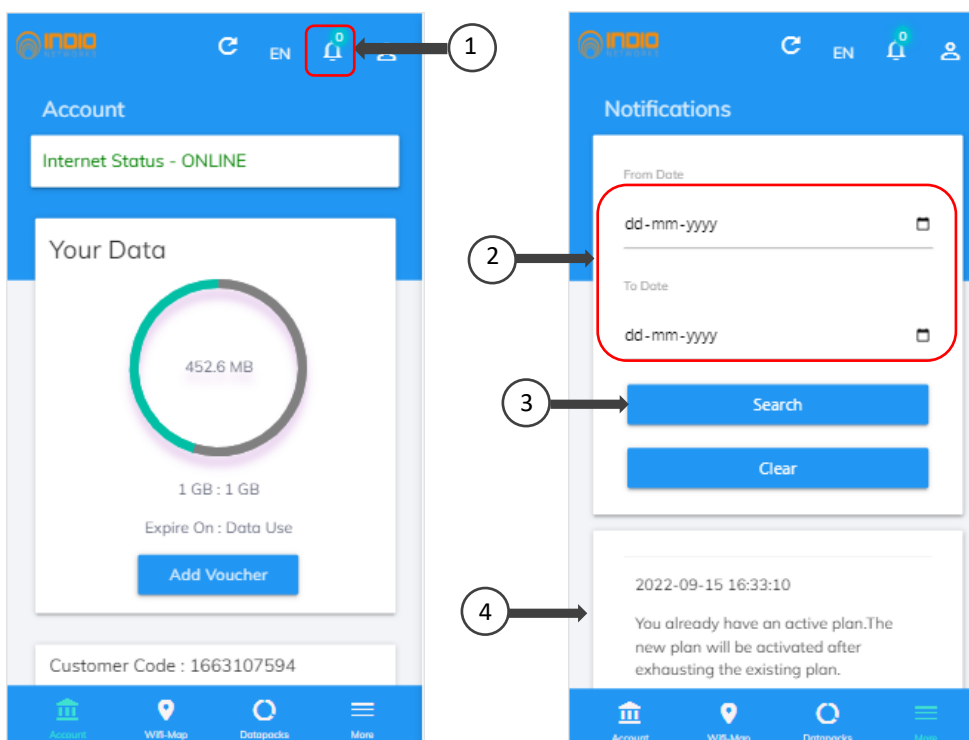
You can check the notifications in either of the two ways given below:

1. Go in the “Notifications” section:



1. Go to the “Notifications” section.
2. Enter the dates you want to check the notifications for.
3. Click on “Search”
4. All the notifications of that period will be displayed.

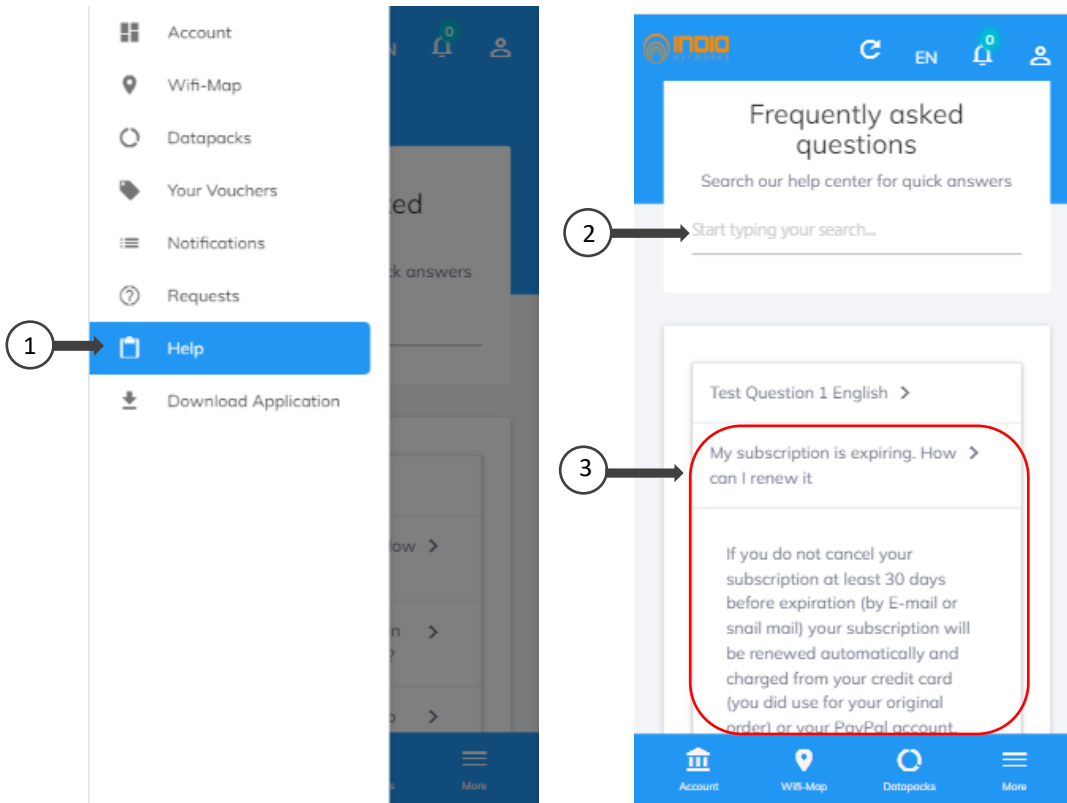
2. Click on “Bell” icon in the top:



1. Click on the “Bell” icon.
2. Enter the dates you want to check the notifications for.
3. Click on “Search”.
4. All the notifications of that period will be displayed.

15. HOW TO CHECK THE HELP SECTION?

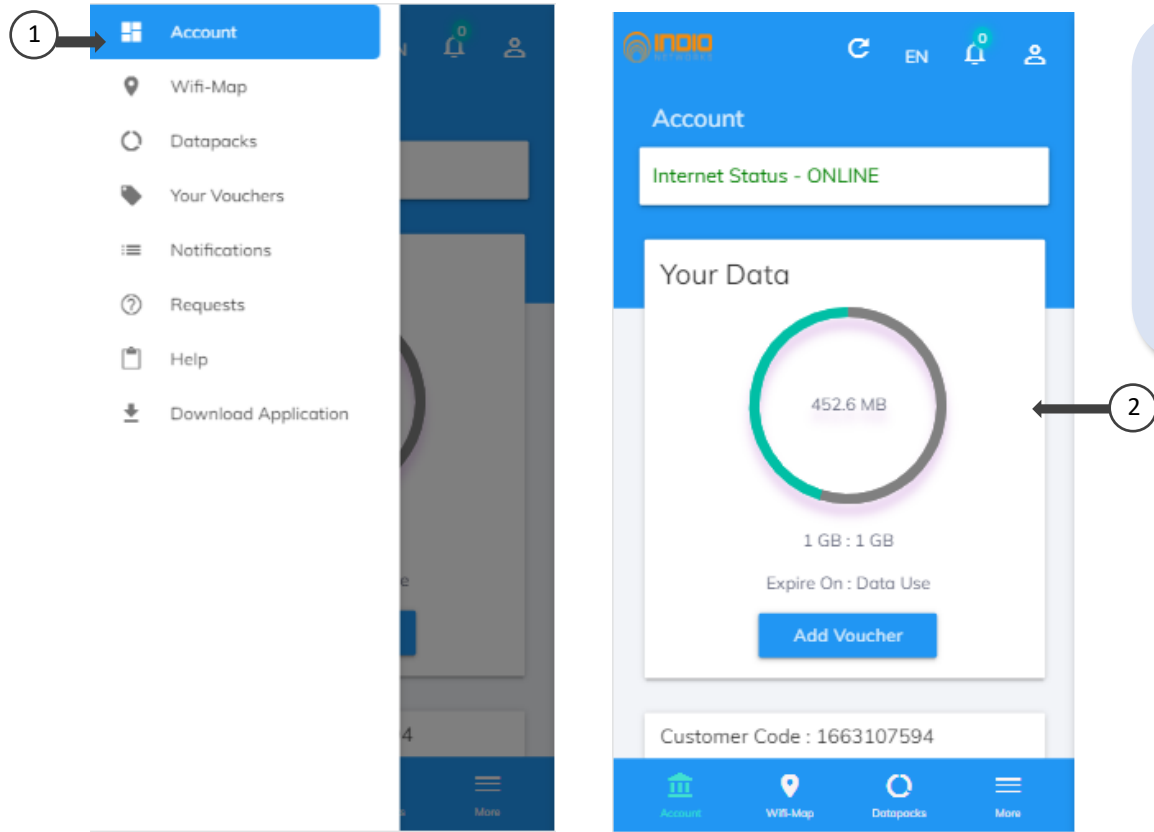
In order to check the frequently asked questions, perform following steps:



1. Go to the “Help” section.
2. You can search your question here.
3. Click on the question.
4. After clicking on the question, an answer to it will be shown below it.

16. HOW TO CHECK AVAILABLE DATA BALANCE?

In order to check the available data balance, implement the following steps:



- 1. Go to the "Accounts" section.
- 2. Your available data will be displayed here.
- 3. Scroll down to the "Your Data" section. All the data packs will be displayed here. Click on any data pack to view its details.

