Indio Connect

RETAILER

Table of Contents

Retailer
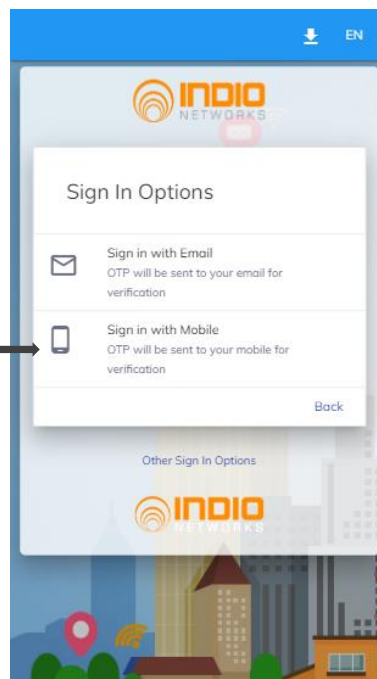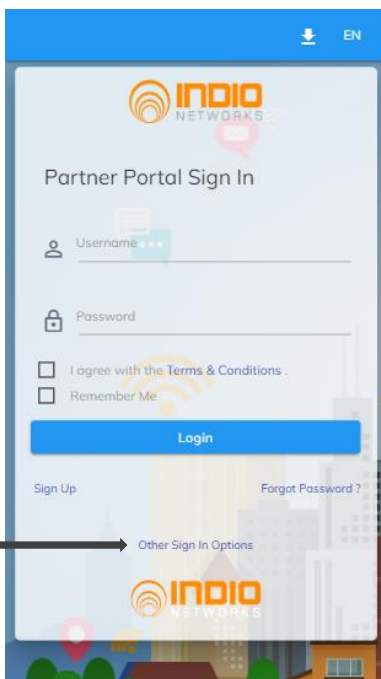
1. HOW TO SIGN IN USING MOBILE NUMBER?

In order to sign in using mobile number, perform the following steps:

Perform one of the following:
- Download the Smart Wi-Fi app.
- Write the following URL in the web browser: "URL"

Result:

Default username and password login portal appears:

1. Click on the "Other Sign in Options"
2. Select the "Sign in with Mobile" option.
3. Enter your mobile number. OTP will be sent on the number, enter the OTP.
4. Click on the "Submit" button.
5. User is created and logged in.

2. HOW TO SIGN IN USING EMAIL ID?

In order to sign in using email ID, perform the following steps:
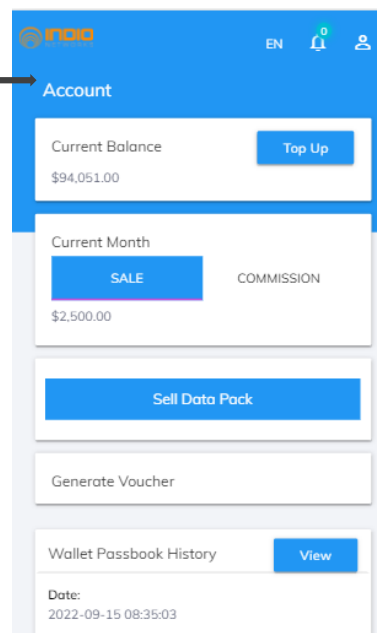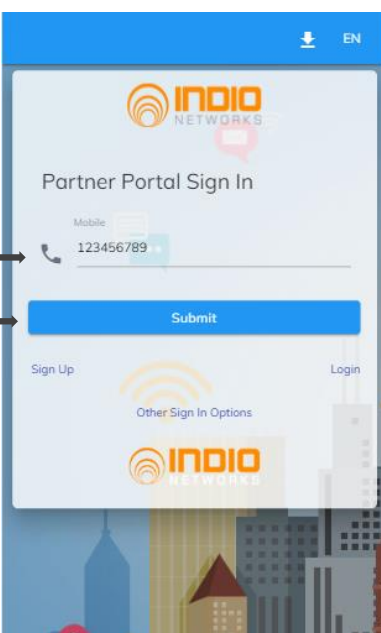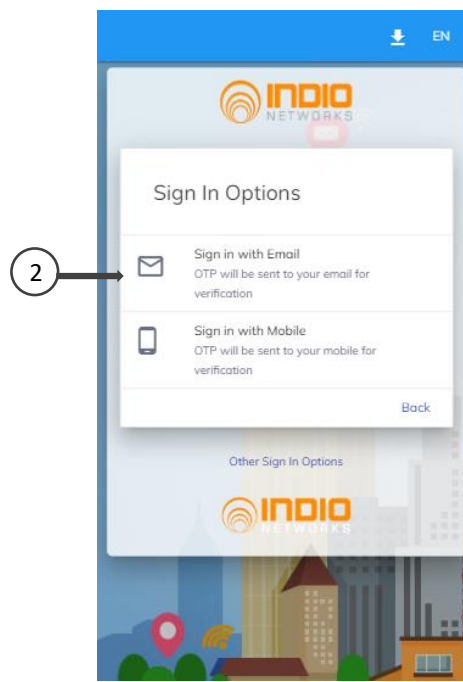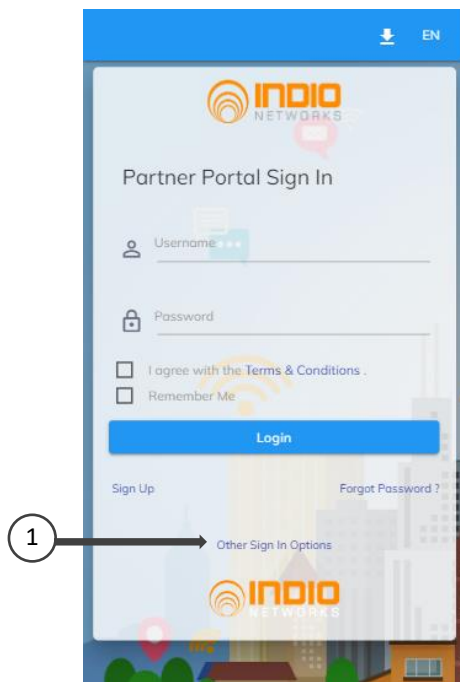
Perform one of the following:
- Download the Smart Wi-Fi app.
- Write the following URL in the web browser: "URL"

Result:
Default username and password login portal appears:

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

3. HOW TO SIGN IN USING USERNAME AND PASSWORD?

In order to sign in using username and password, perform the following steps:
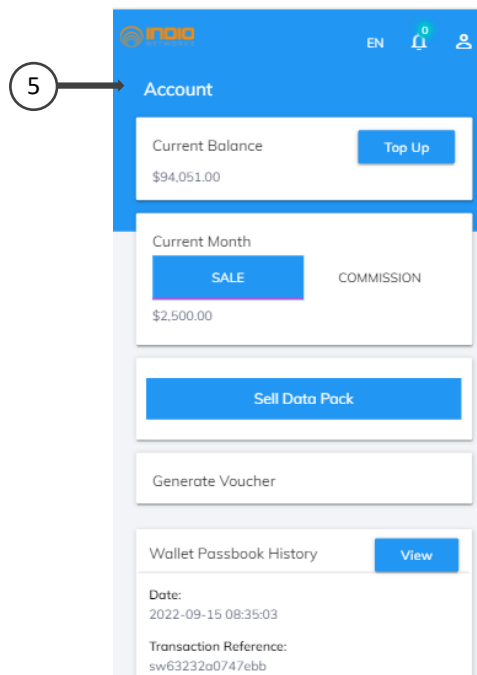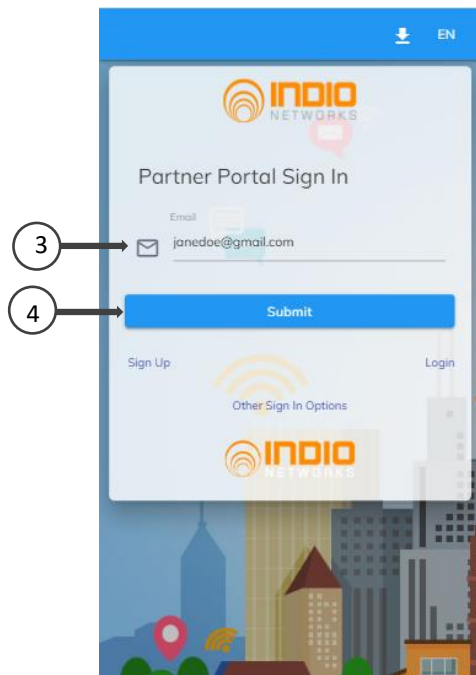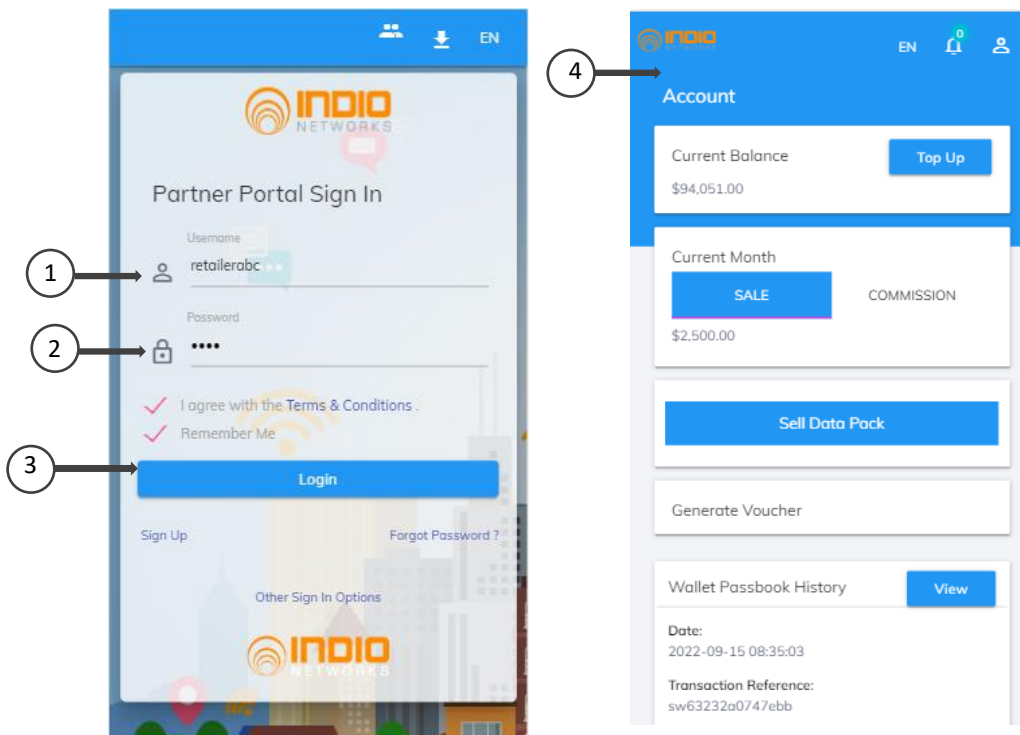
Perform one of the following:
- Download the Smart Wi-Fi app.
- Write the following URL in the web browser: "URL"

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.)

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

4. HOW TO SIGN UP?

In order to sign up, perform the following steps:

Perform one of the following:
- Download the Smart Wi-Fi app.
- Write the following URL in the web browser: "URL"

Result:
Default username and password login portal appears:

1. Click on "Sign Up".
2. Enter a username.
3. Enter your email ID.
4. Select the country code.
5. Enter your mobile number.
6. Enter your password.
7. Enter your password again.
8. Enter your business name.
9. Select a secret section.
10. Enter the answer to the secret question.
11. Click on "Sign Up" button.
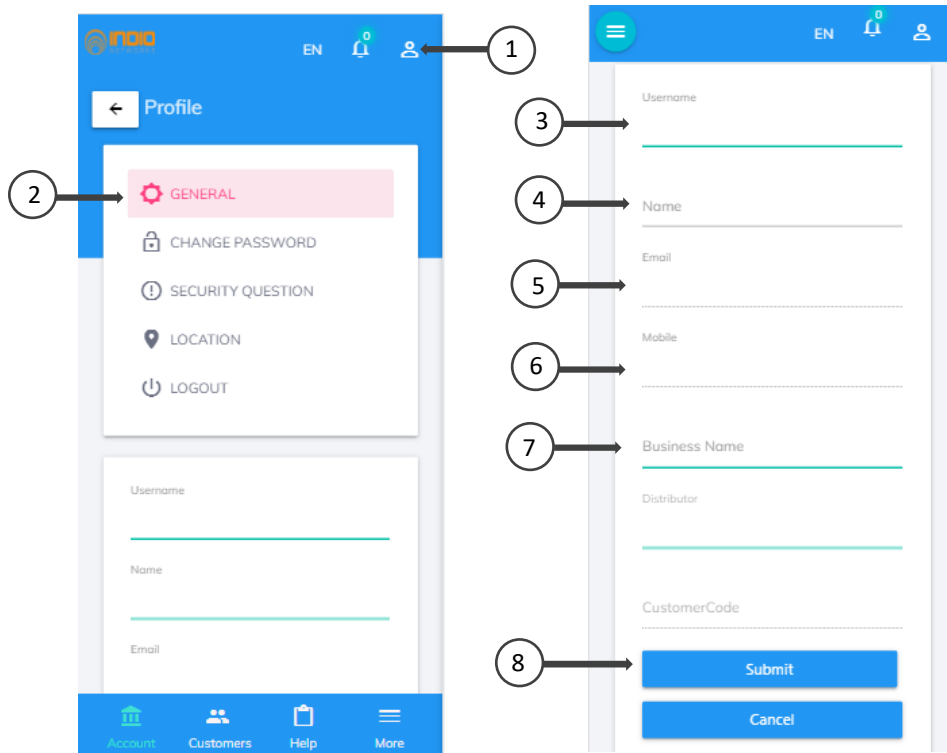12. User is created and logged in.

5. HOW TO UPDATE YOUR PROFILE?

Following steps explain the process of updating your profile:

### 1. How to change your general details:

1. Click on the icon.
2. Select "General" if you want to change your personal details.
3. Change your username (if required).
4. Change your name (if required).
5. Change your email ID (if required).
6. Change your mobile number (if required).
7. Change your business name (if required).
8. Click on the "Submit" button.

### 2. How to change your password:
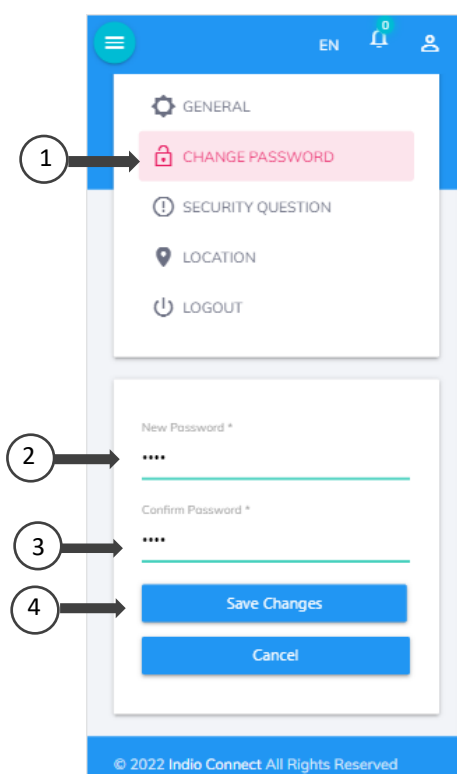
1. Select "Change Password" option.
2. Enter your new password.
3. Confirm your new password.
4. Click on "Save Changes".

3. How to change your security question:
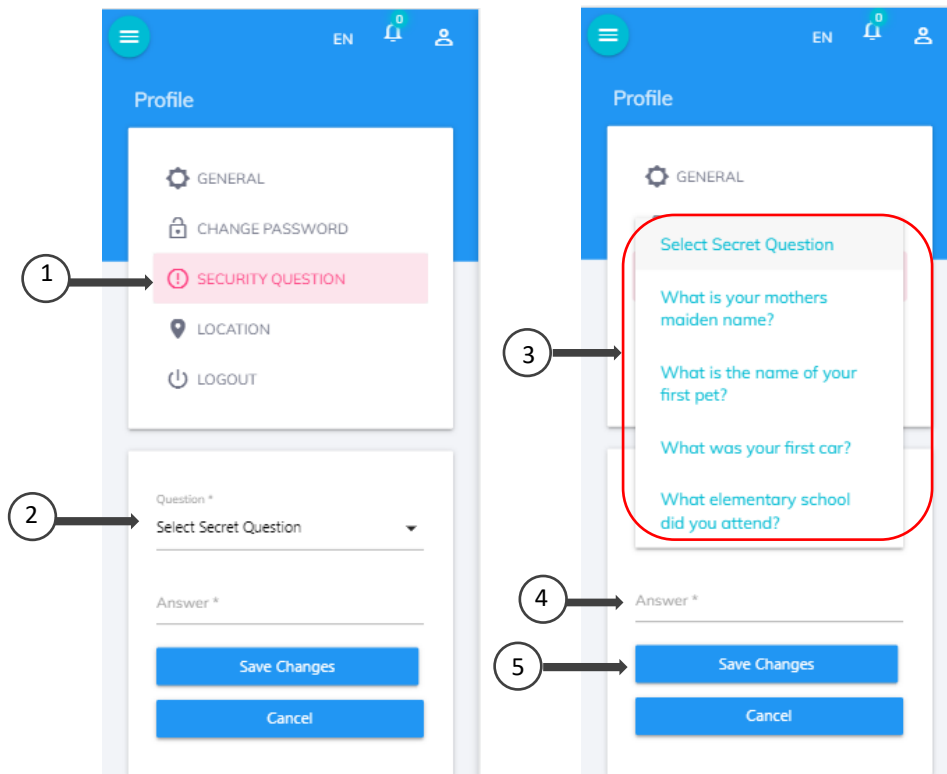
1. Select "Security Question" option.
2. Click on the "Question" drop-down.
3. Select a security question.
4. Enter an answer to the question.
5. Click on "Save Changes" to save the changes.

4. Making changes in your location:
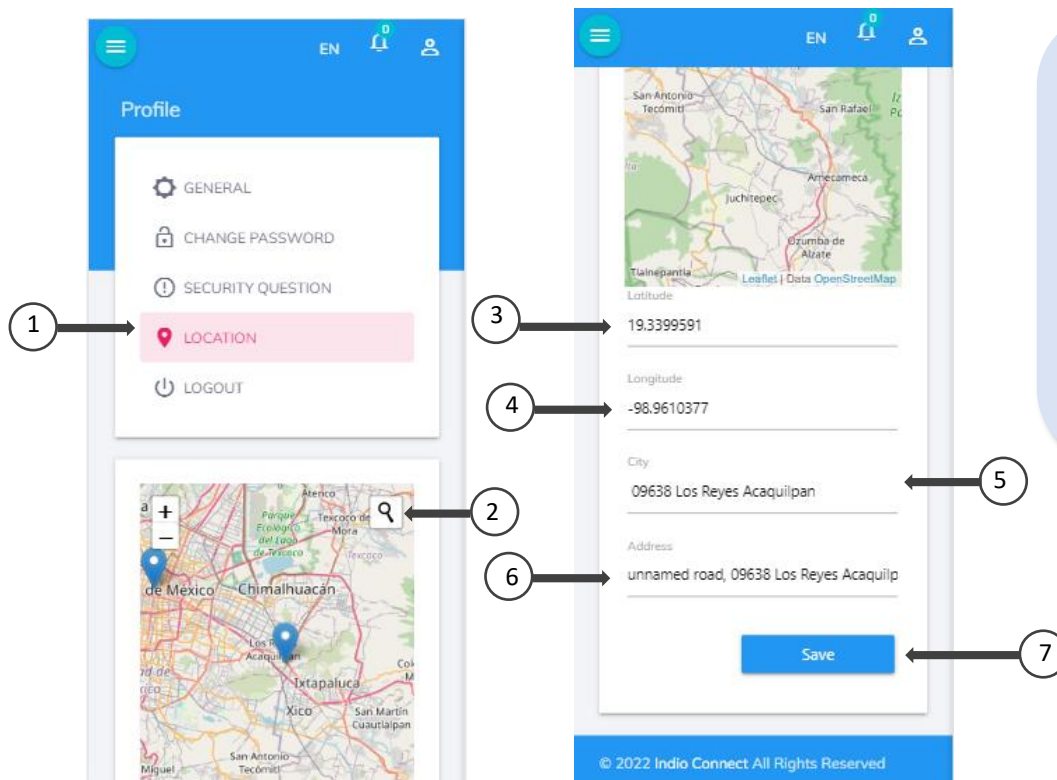
1. Select the "Location" option.
2. Click on the search icon, enter your preferred location.
3. The latitude of your location will be displayed here.
4. The longitude of your location will be displayed here.
5. Name of the city you entered on the map will be shown.
6. The address of your location will be displayed.
7. Click on the "Save" button.

6. HOW TO RESET PASSWORD USING SECURITY QUESTION?

In order to reset password using security question, perform the following steps:
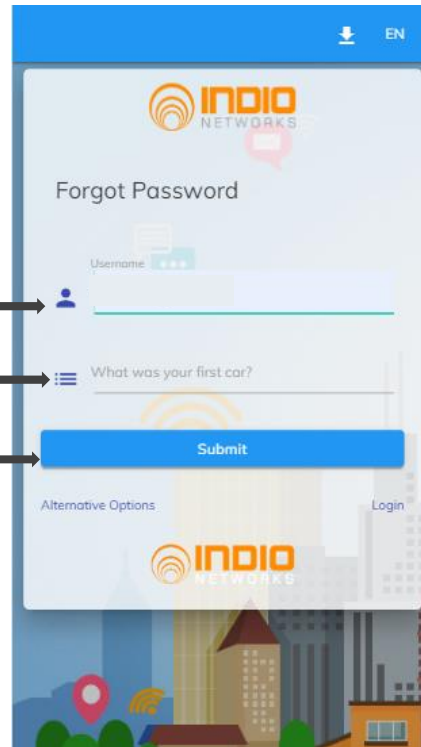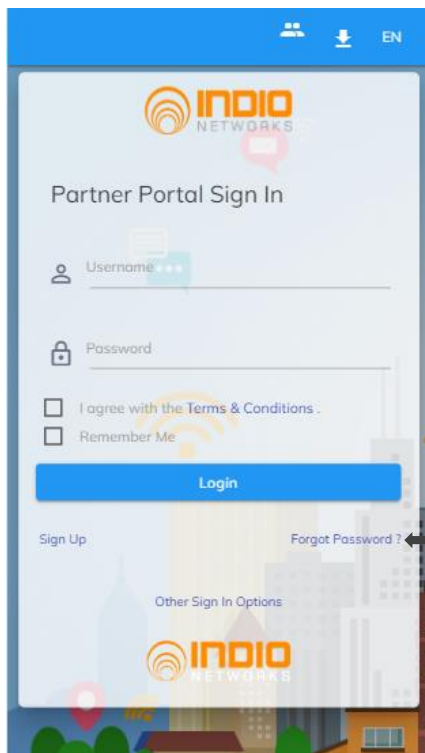
1. Click on "Forget Password".
2. Enter your username.
3. The security question appears, enter the answer to it.
4. Click on the "Submit" button.
5. Enter your new password.
6. Confirm your new password.
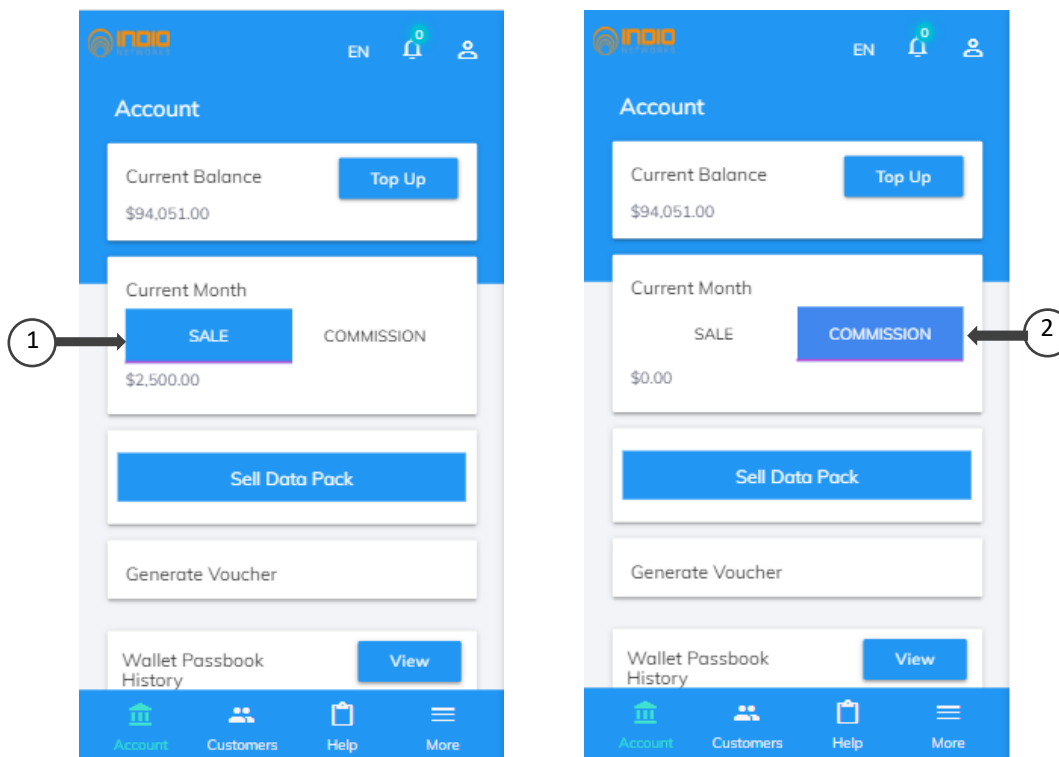7. Your password has been reset.
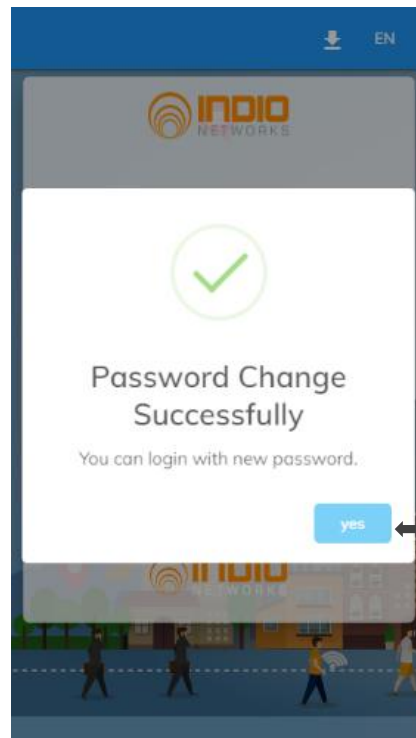
7. HOW TO CHECK WALLET BALANCE?

In order to check the wallet balance, implement the following steps:
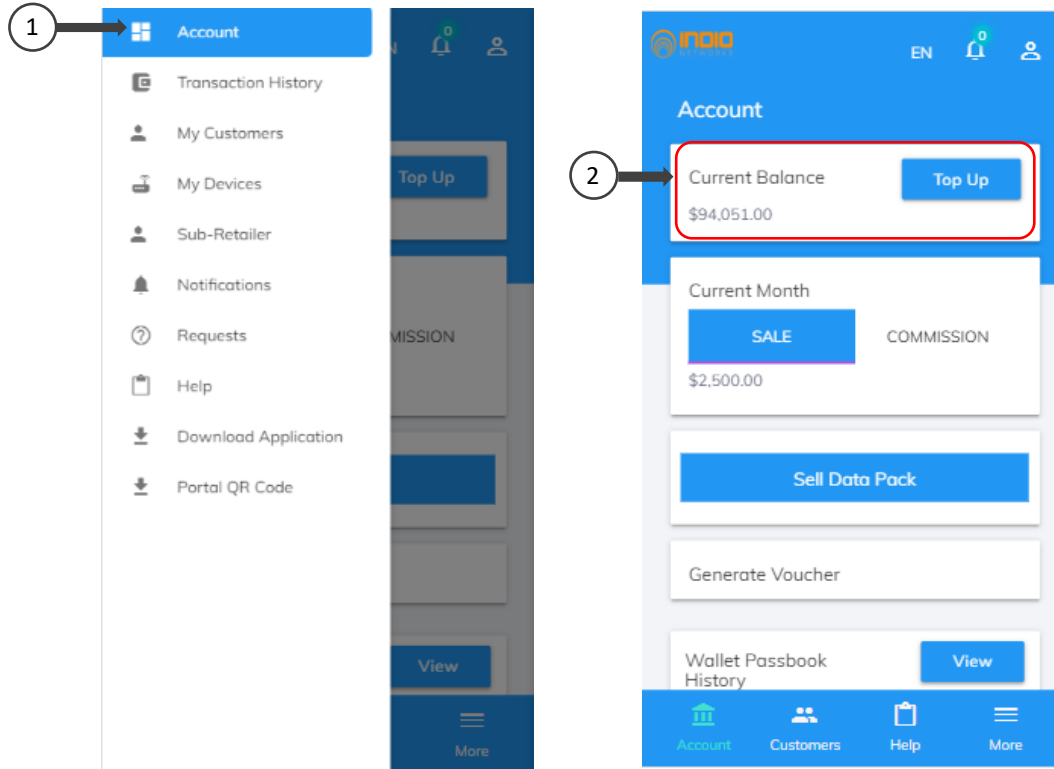
1. Go to the "Account" section.
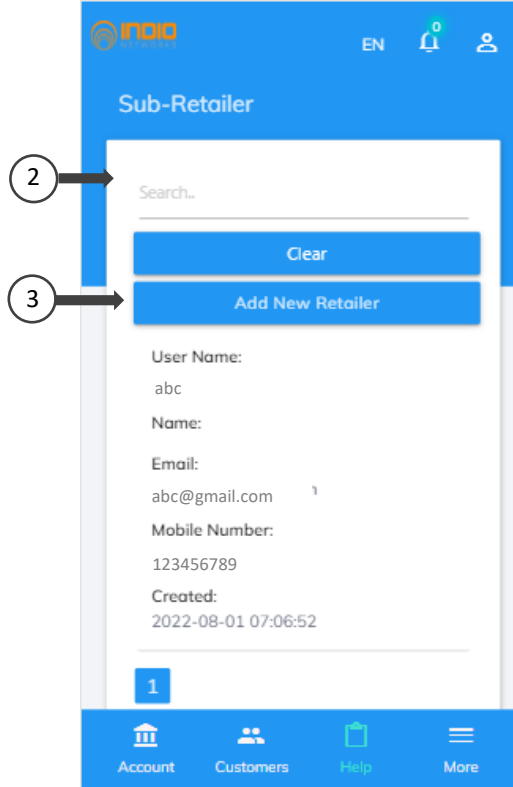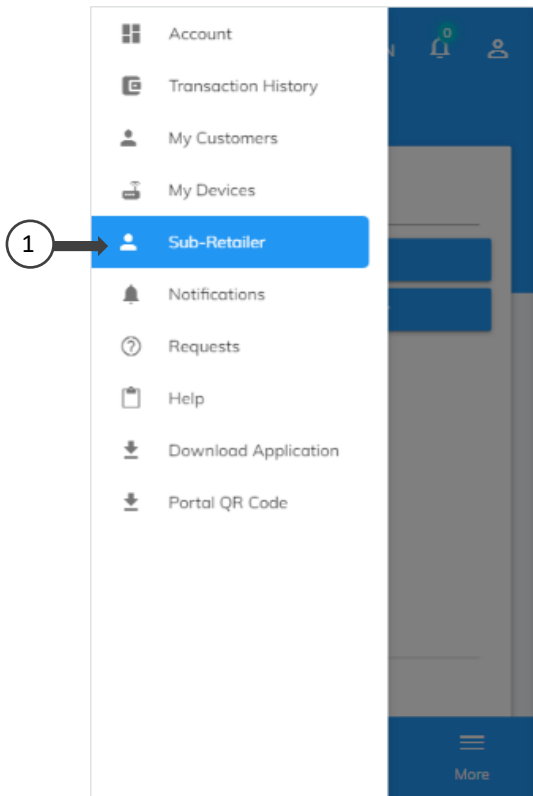2. Your total wallet balance will be shown here.

## 8. HOW TO CHECK MONTHLY SALES AND BONUS?

1. Once you are in the Account section, click on "Sale", this will display your monthly sales amount.
2. By clicking on "Commission" your monthly bonus will be displayed.

9. HOW TO CHECK SUB-RETAILERS?

In order to check the sub-retailers, perform the following steps:

1. Go to the "Sub-Retailer" section.
2. You can search for the sub-retailers here.
3. Click here to add new sub-retailer.
4. Click here to add the general details.
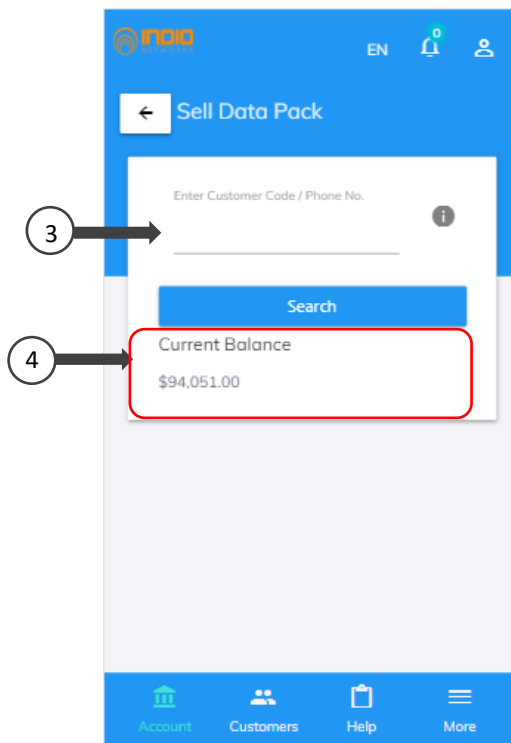5. You can search the location from the search icon, and set the location.
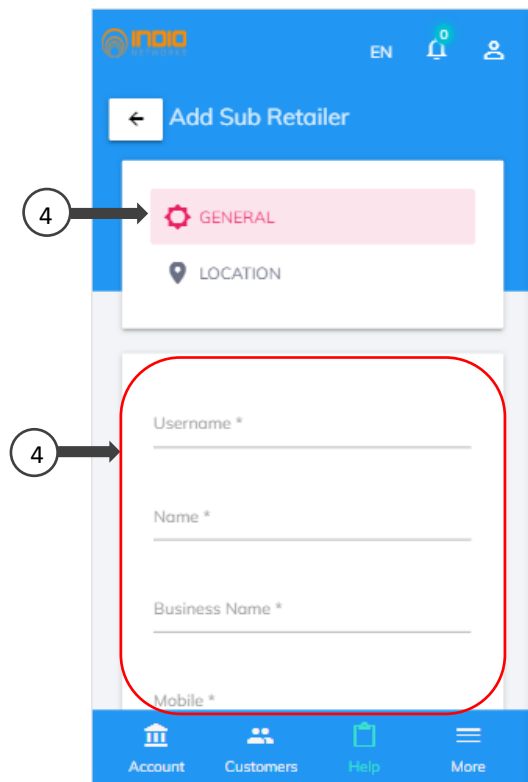
10. HOW TO SELL A DATA PACK?

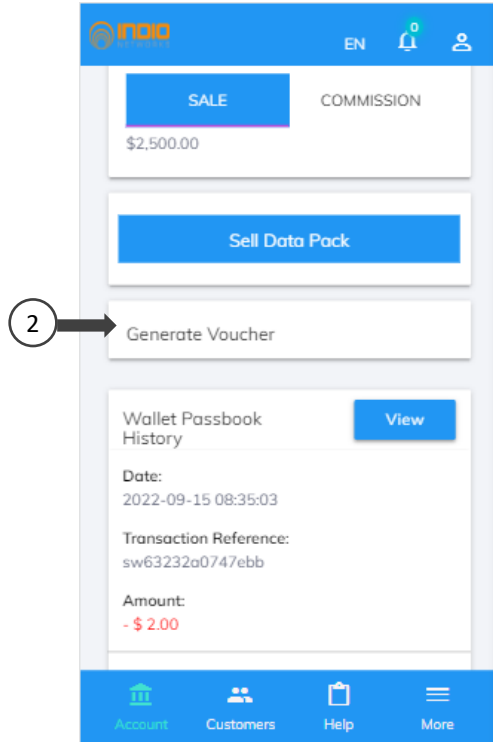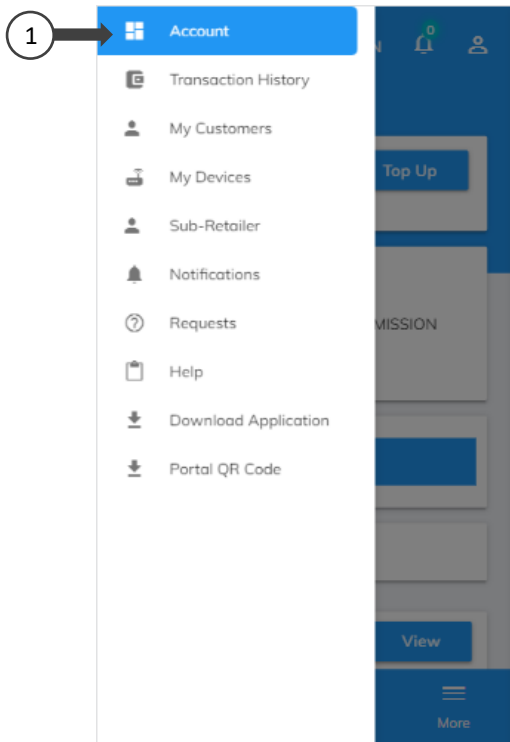In order to sell a data pack, implement the following steps:
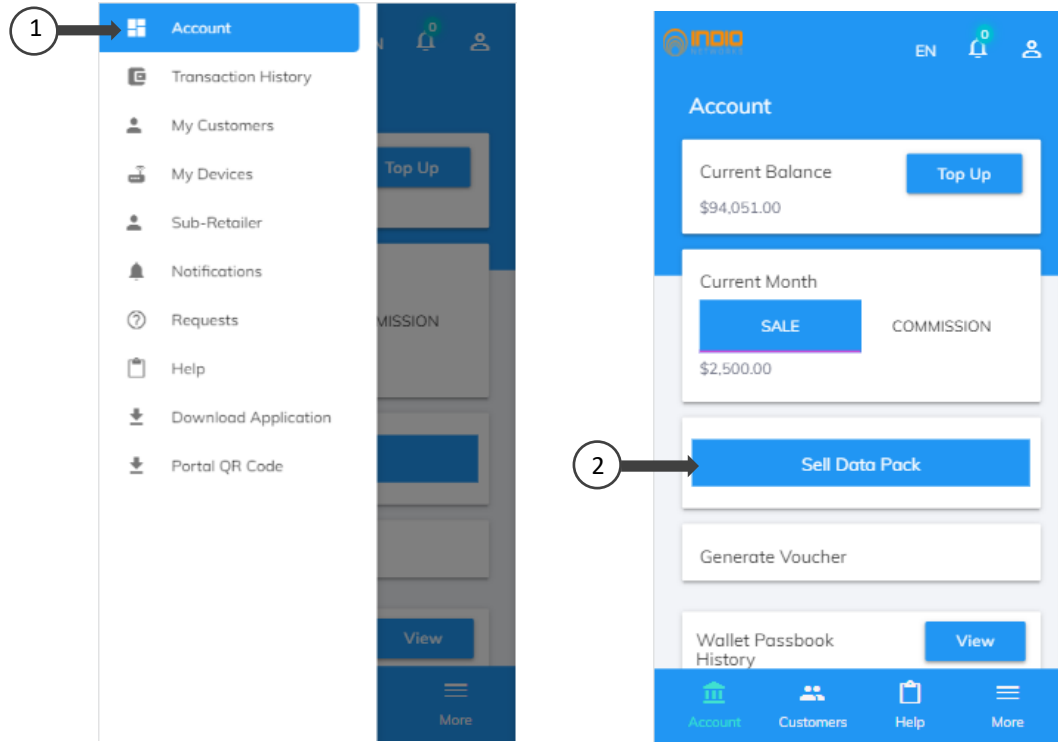
1. Go to the "Accounts" section.
2. Click on "Sell Data Pack".
3. Search for the customer by entering their Customer Code or Phone Number.
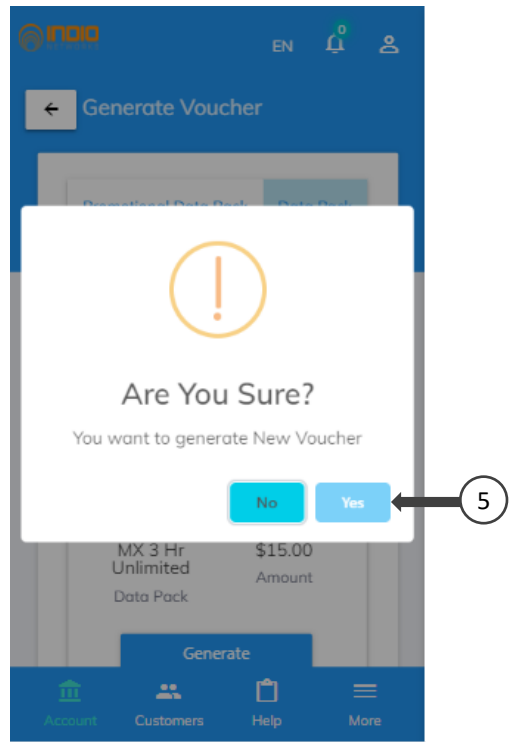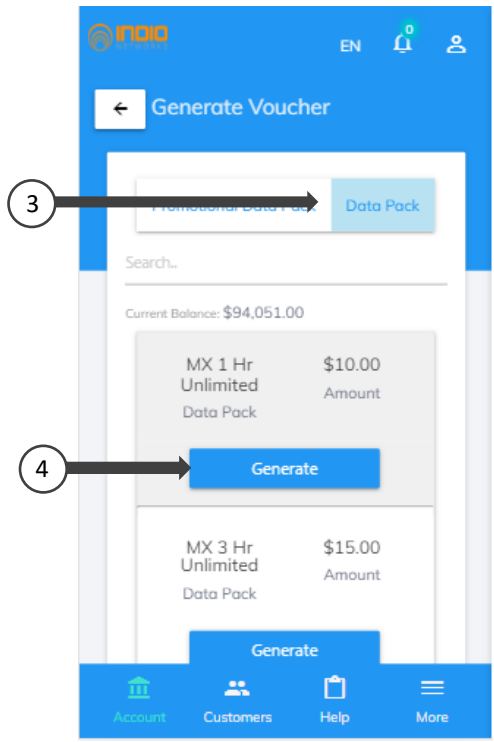4. The current balance is displayed here.

11. HOW TO GENERATE A VOUCHER?

In order to generate a voucher, implement the following steps:

1. Go to the "Accounts".
2. Click on "Generate Voucher".
3. Search for the specific data pack or scroll down the list.
4. Click on "Generate".
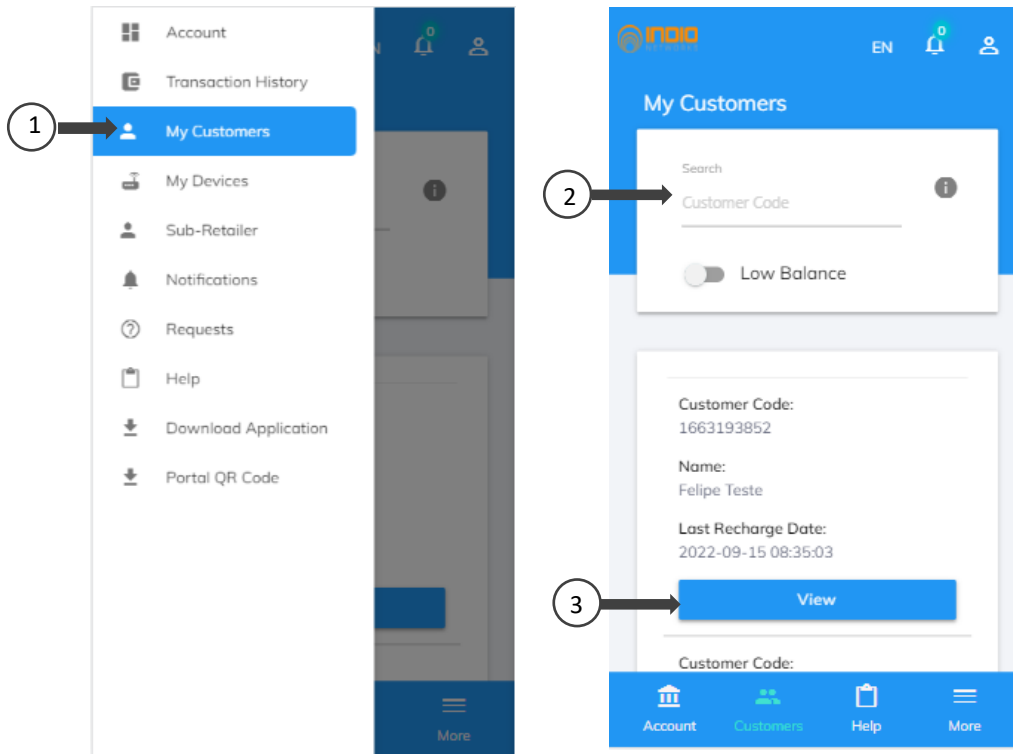5. Click on "Yes" to generate the data pack.

12. HOW TO VIEW/SEARCH CUSTOMER?

In order to view the customers, perform the one of the following steps:

1. Go to the "My Customers" section.

Note: You can view the "My Customers" section only if the Operator allows its visibility.

1. Go to "My Customers" section.
2. Search the specific customer by their Customer Code or you can find them in the list below.
3. By clicking on "View" you can see all the details of the customer.
4. You can recharge the plan by clicking on "Recharge". You will be redirected to the "Sell Data Pack" section. You can select one from the given options.
5. In case you face any problem, click on "Report A Problem".
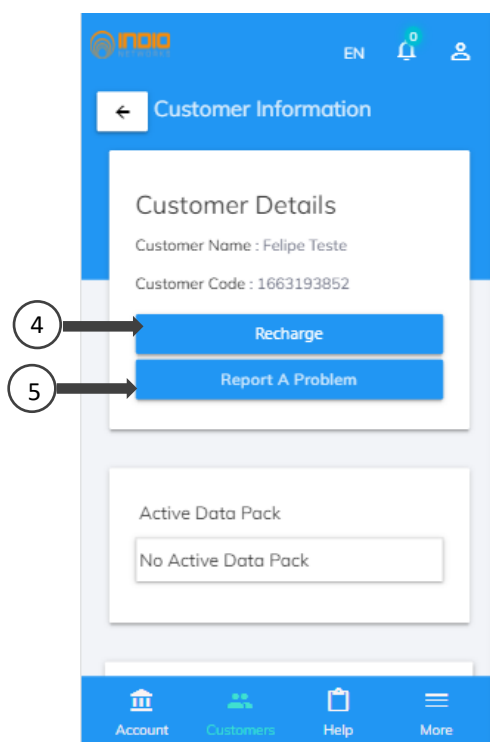
13. HOW TO VIEW TRANSCATION HISTORY?

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

1. Go to "Transaction History" section.
2. You can search by applying a particular filter.
3. Enter the dates you want to view the history for.
4. Click on "Search".
5. Scroll down to view the list of all the transactions.

14. HOW TO REPORT A PROBLEM?

In case of having any problem, you can report it by implementing the following steps:
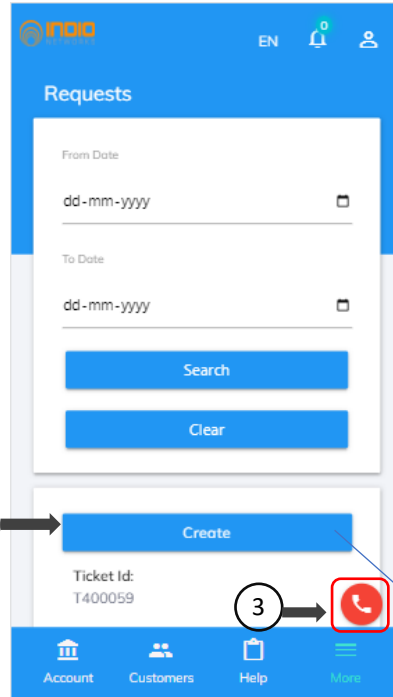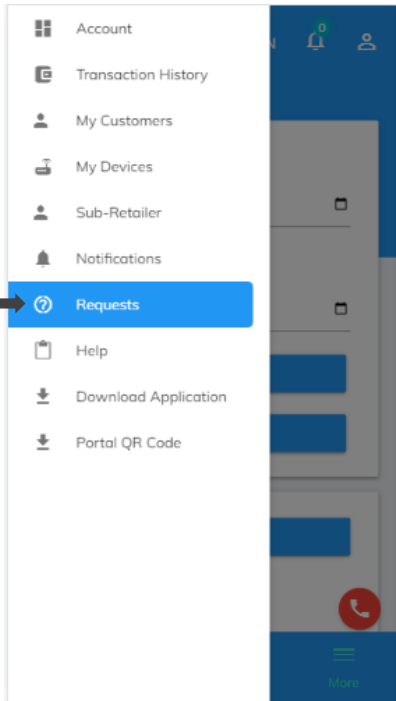
1. Go to the "Requests" section.
2. Click on "Create". Select one of the given options or write your own.
3. You can contact the support team by clicking on the icon. (Contact details provided)

15. HOW TO VIEW REPORTED PROBLEMS?

To view the reported problems, perform the following steps:
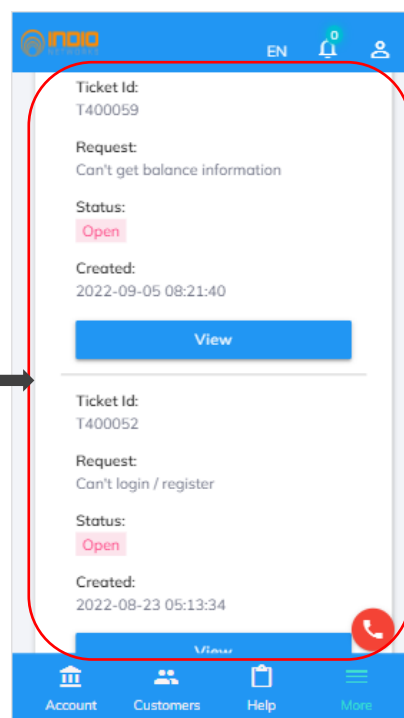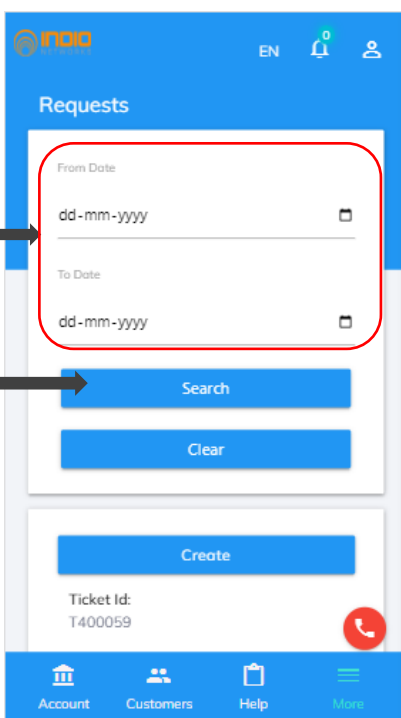
1. Enter the dates you want to view the problems for.
2. Click on "Search".
3. Scroll down to view all the listed tickets.