EMP WISP

Wireless Internet Service Provider

CUSTOMER PORTAL USER GUIDE

Table of Contents

Contents

INTRODUCTION 3

GETTING STARTED 3

PORTAL LOGIN 3

MAKING A PAYMENT 5

PAYMENT OPTION 1 – Credit & Debit Card 7

PAYMENT OPTION 2 – Instant EFT. 100

PAYMENT OPTION 3 – Capitec Pay. 13

PAYMENT OPTION 4 – BANK EFT. 16

PAYMENT OPTION 5 – 1VOUCHER. 20

TRANSACTION HISTORY 21

ACCOUNT PROFILE CHANGES 22

SERVICE PACKAGES 23

Request a service package change. 24

To veiw your live internet usage, ... 25

TICKETS 26

HELP DESK 27

Click on a title above to direct you to the exact page required.

INTRODUCTION

This user guide will describe the steps a user must take to login to their personal customer portal, to update personal information, to make a payment, to log a query ticket, to check live bandwith usage and to veiw finance documents.

GETTING STARTED

A Welcome Message Email would have been submitted to your email. Locate this email to find your personal login details. Or Click on the link provided below:
https://portal.empwisp.co.za/portal/login

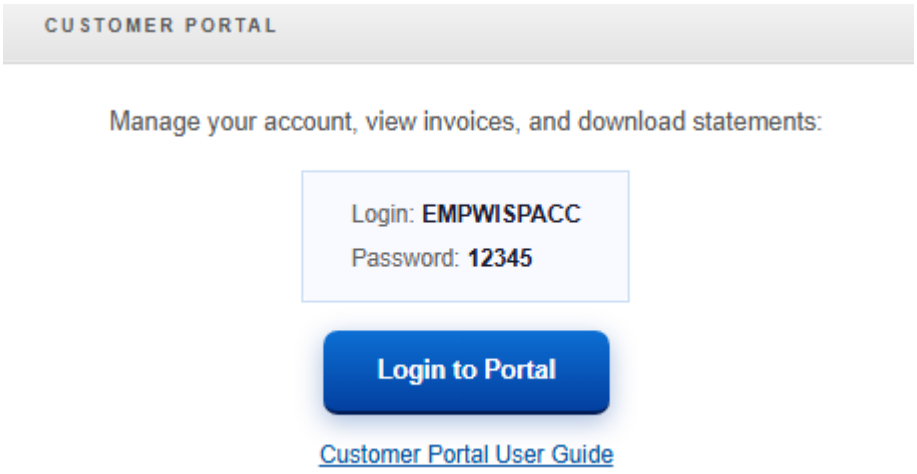
PLEASE NOTE THE BELOW DETAILS USED ARE FOR ILLUSTRATION PURPOSES ONLY.

PORTAL LOGIN

Email sample below:

Use the login username and password provided to you and log into your customer portal.

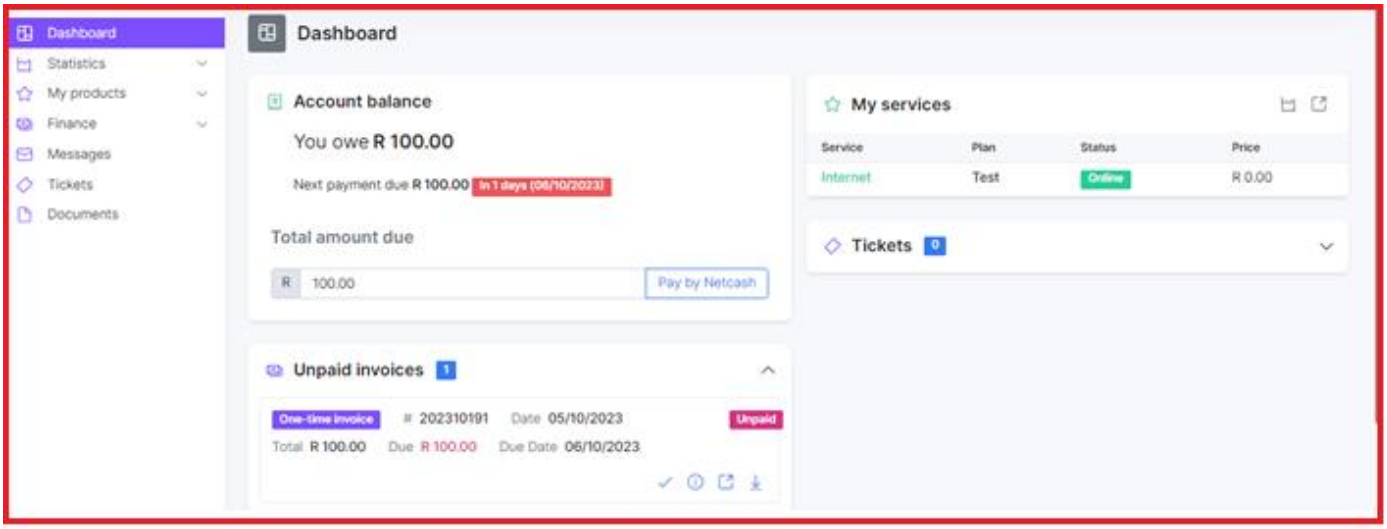
NB: Your login details can be changed at any time through this portal.

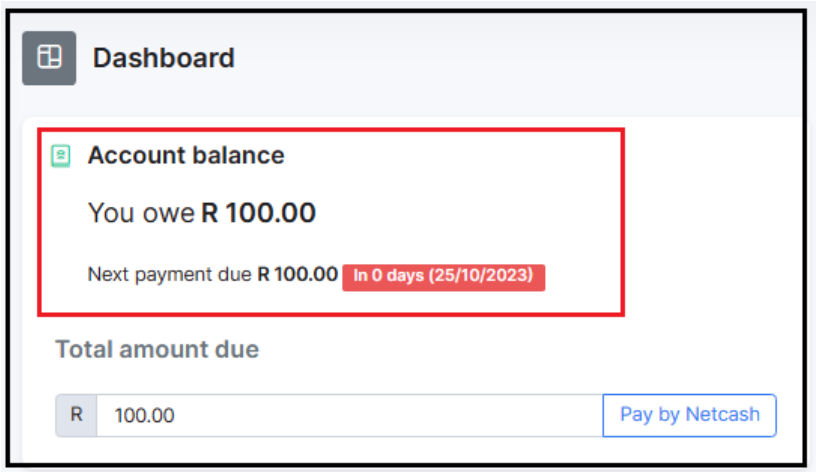


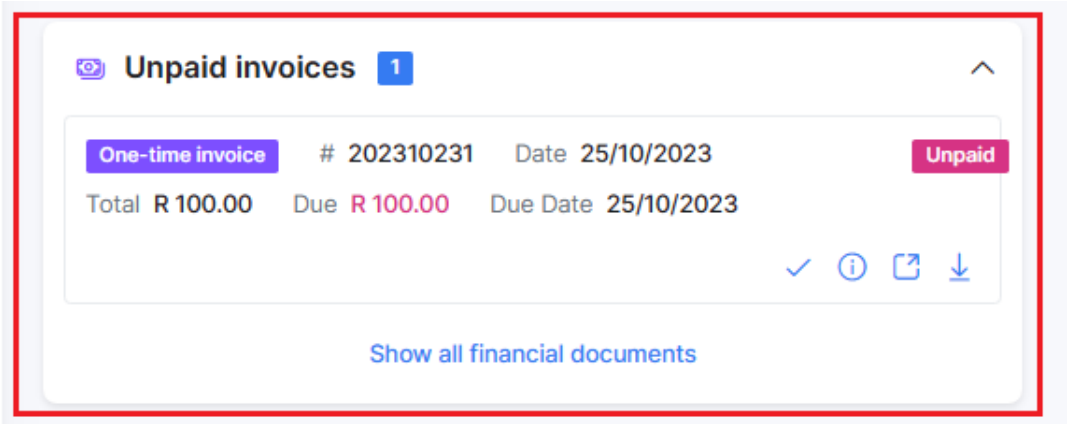
Or you can select to download the customer portal app. Google Play example below:

MAKING A PAYMENT

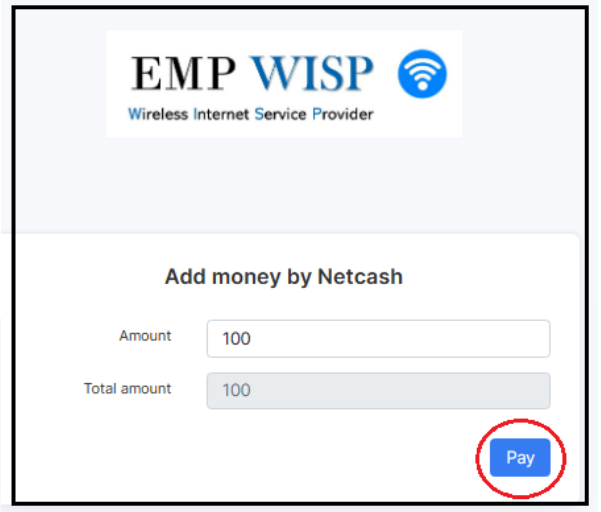
Your portal will open on the dashboard which will show you any account balances / invoices outstanding.



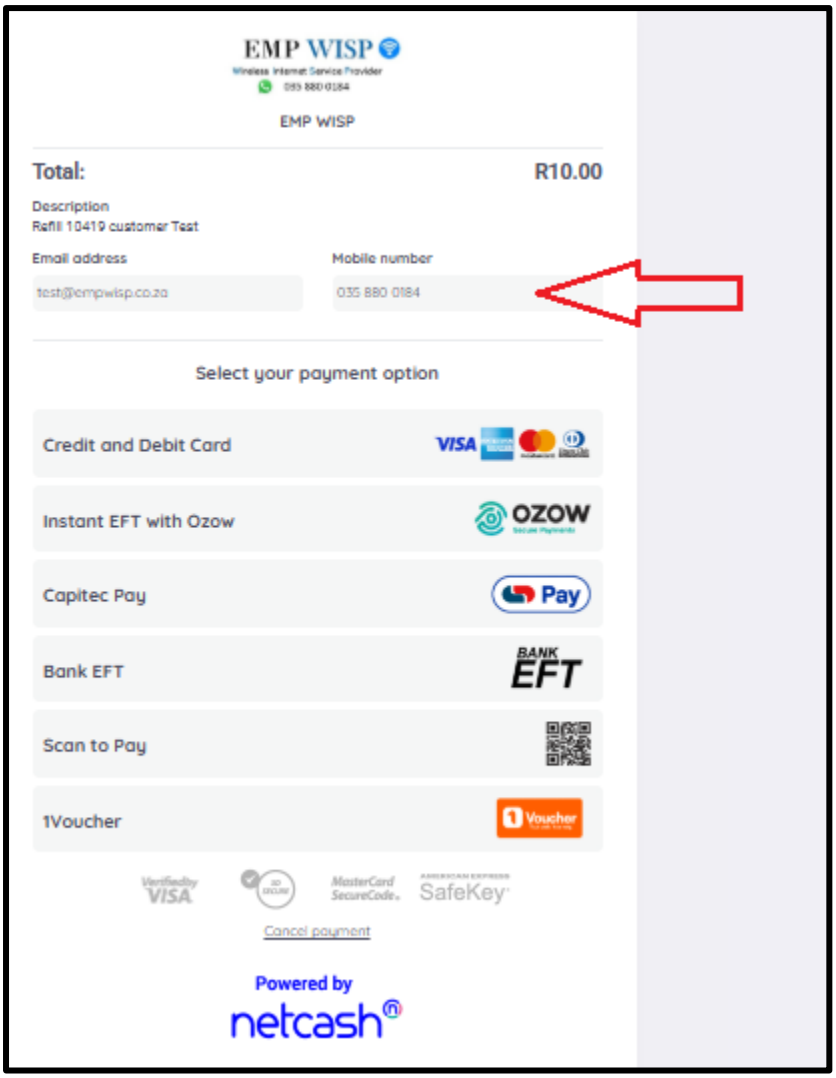




To make a payment that will automatically link to your account. Select the **Pay by Netcash** icon and follow the following steps applicable to you.

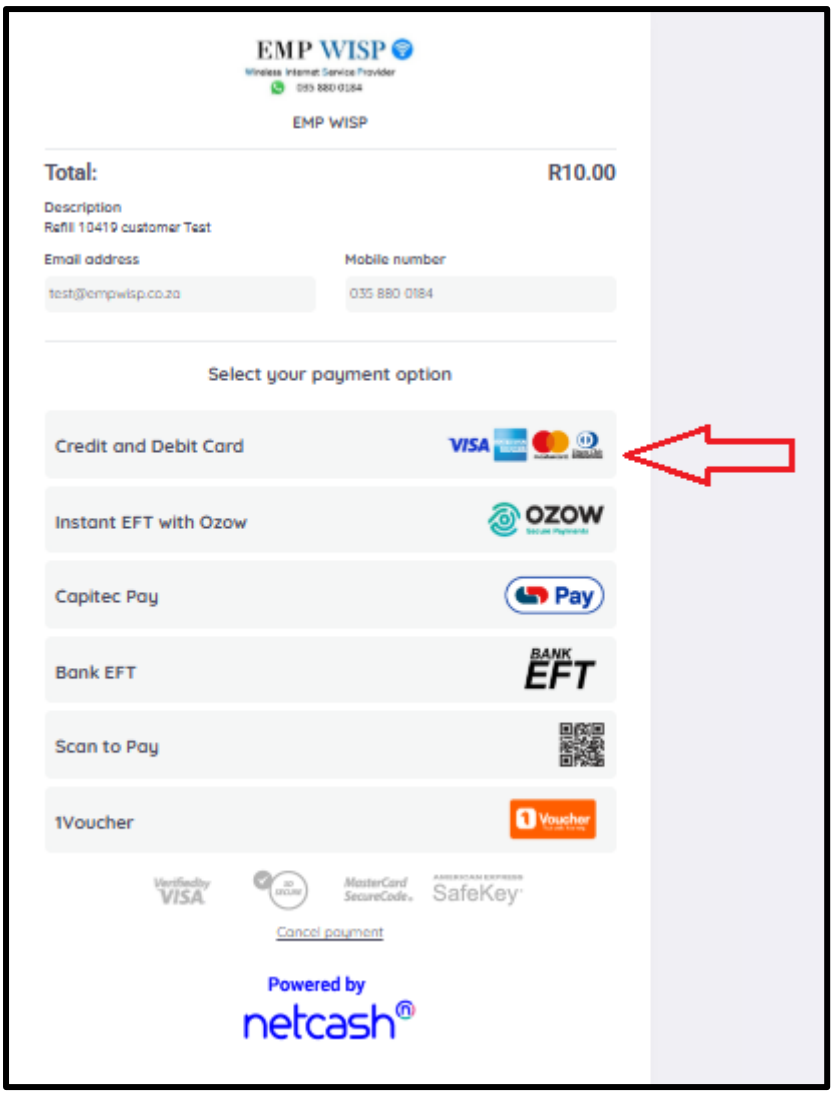


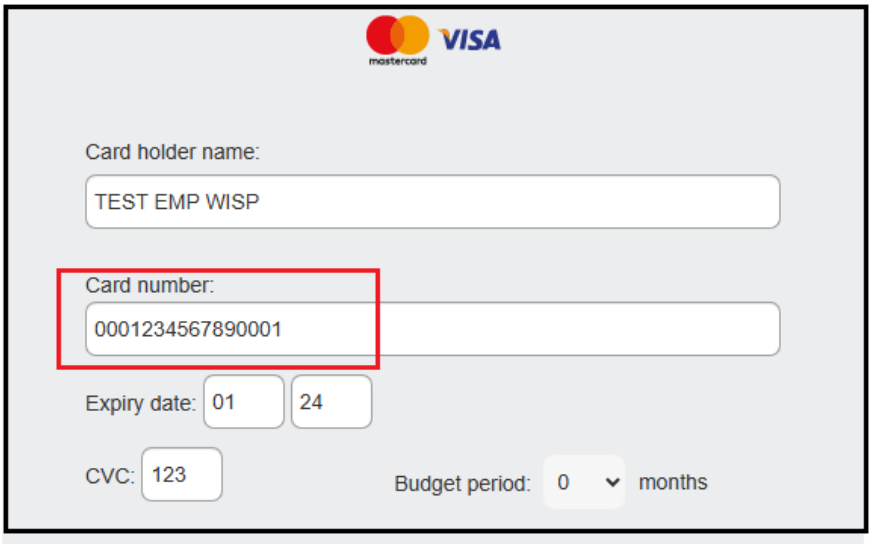
Fill in the required details you contact details here and select the payment option applicable to you



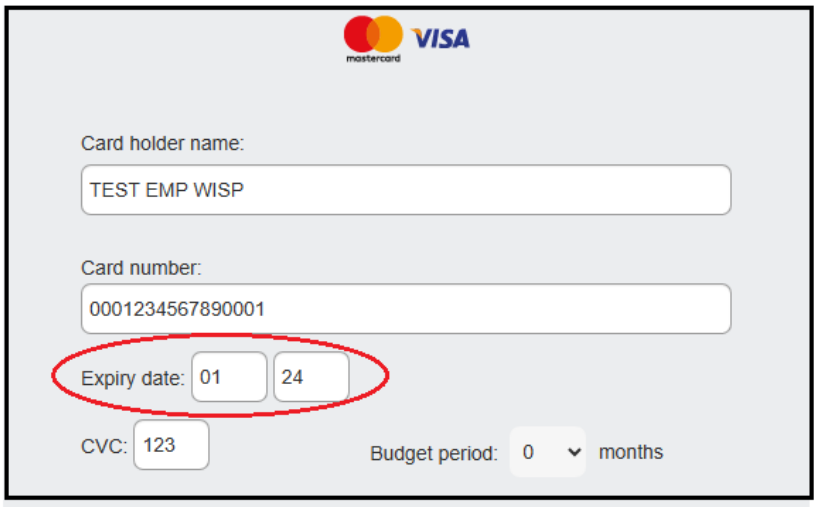
PAYMENT OPTION 1 – Credit & Debit Card

Follow the instructions on screen accordingly. Fill in the required details from your card & select **PAY NOW.**

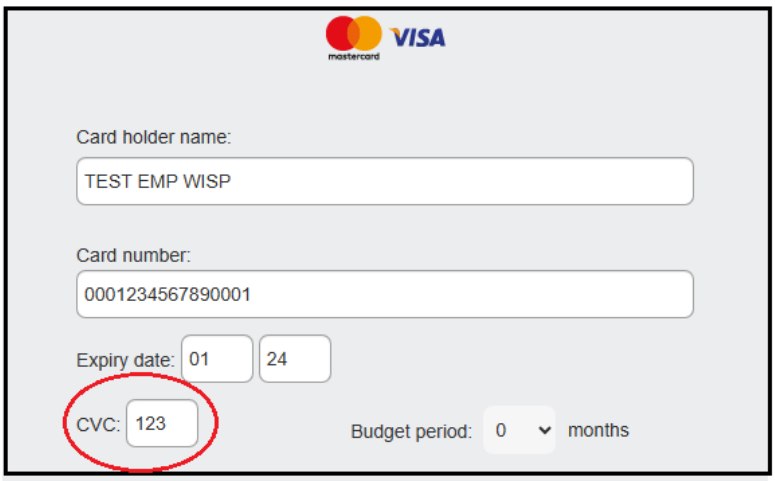




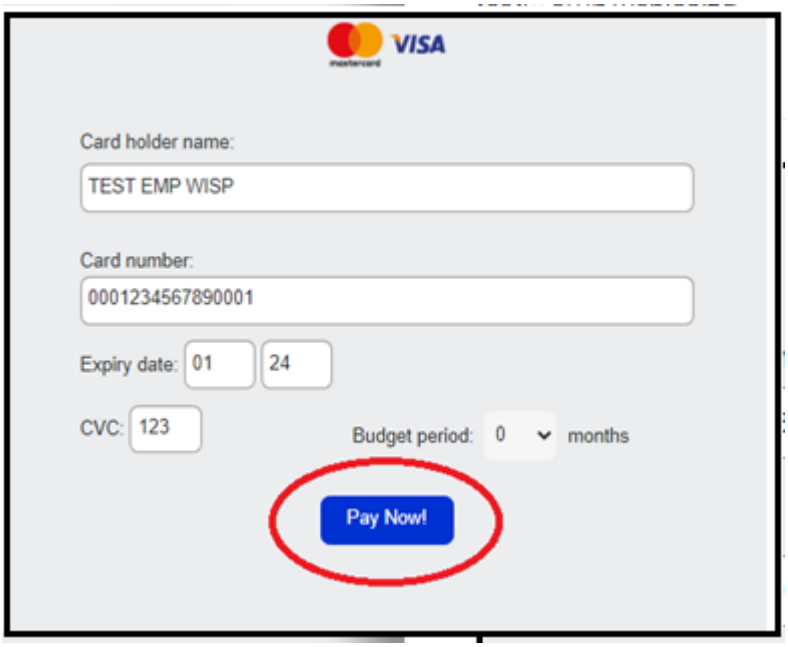
Bank Name
Credit Card
0000 0000 0000 0000
Cardholder Name
EXPIRES END 03/03


VISA
mastercard
Card holder name:
TEST EMP WISP
Card number:
0001234567890001
Expiry date: 01 24
CVC: 123
Budget period: 0 months

Bank Name
Credit Card
0000 0000 0000 0000
Cardholder Name
EXPIRES END 03/03


VISA
mastercard
Card holder name:
TEST EMP WISP
Card number:
0001234567890001
Expiry date: 01 24
CVC: 123
Budget period: 0 months

Once you have put in the correct details. **Select Pay Now!**

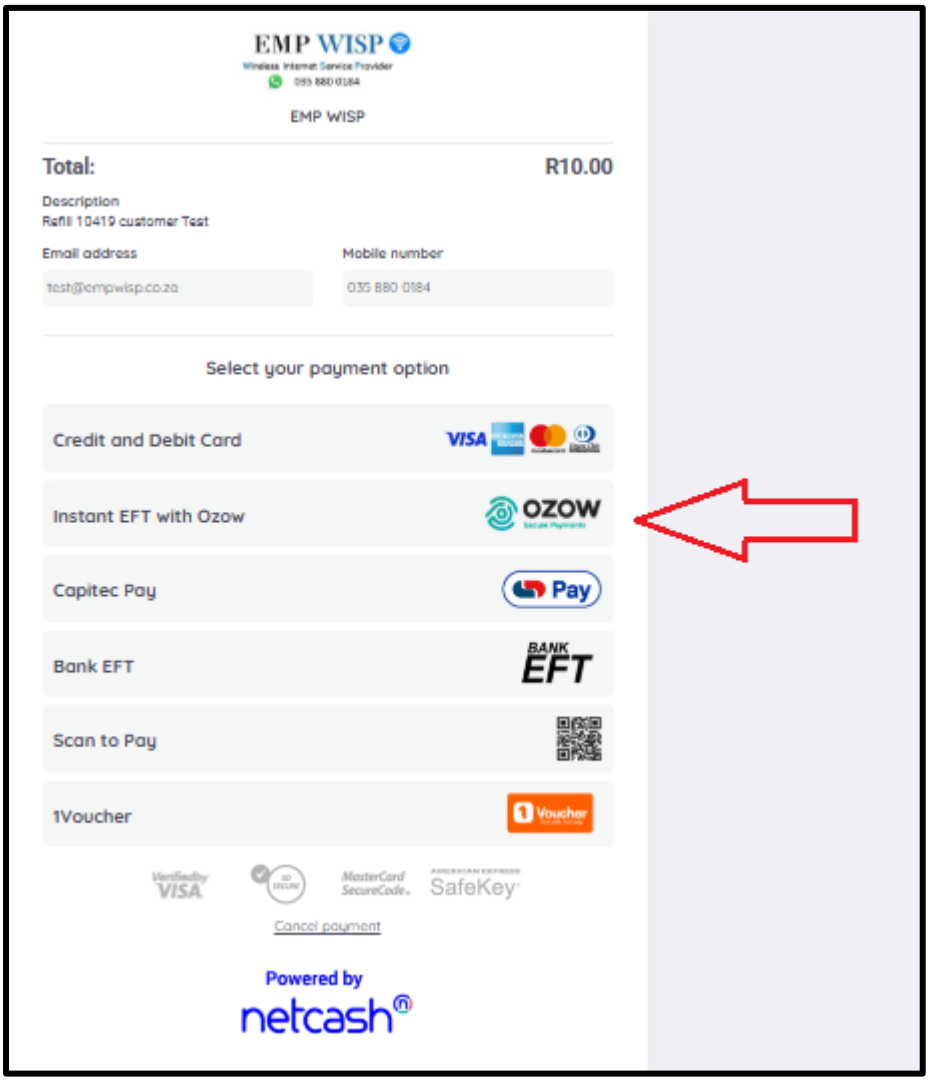


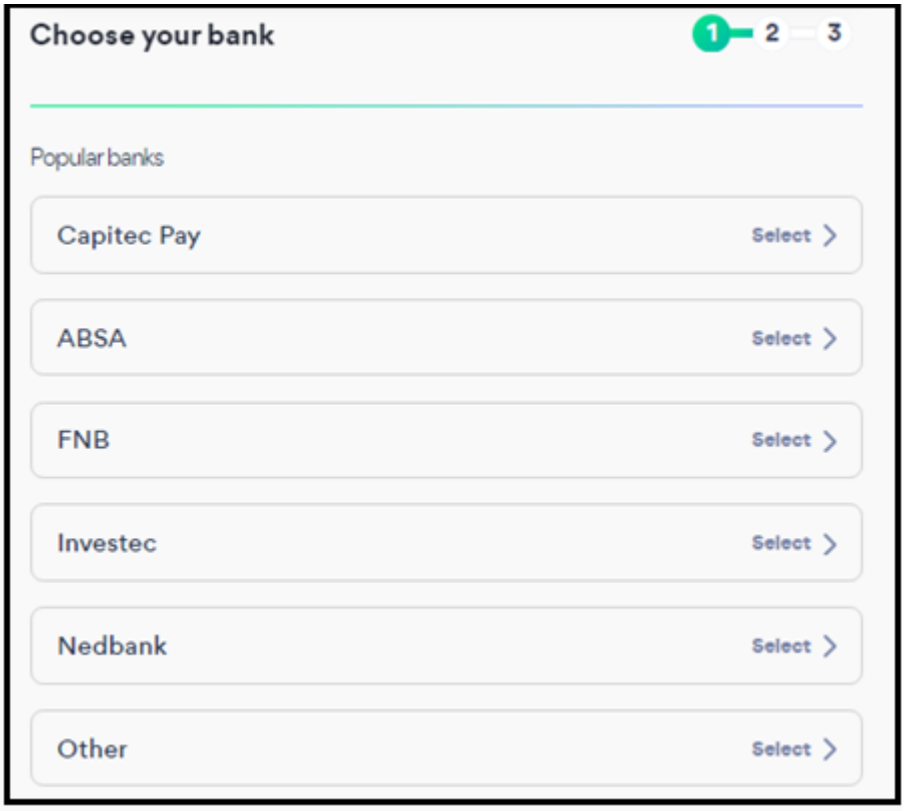
Follow further instructions on the screen to authorize the payment with your bank and complete the payment.

PAYMENT OPTION 2 – Instant EFT.

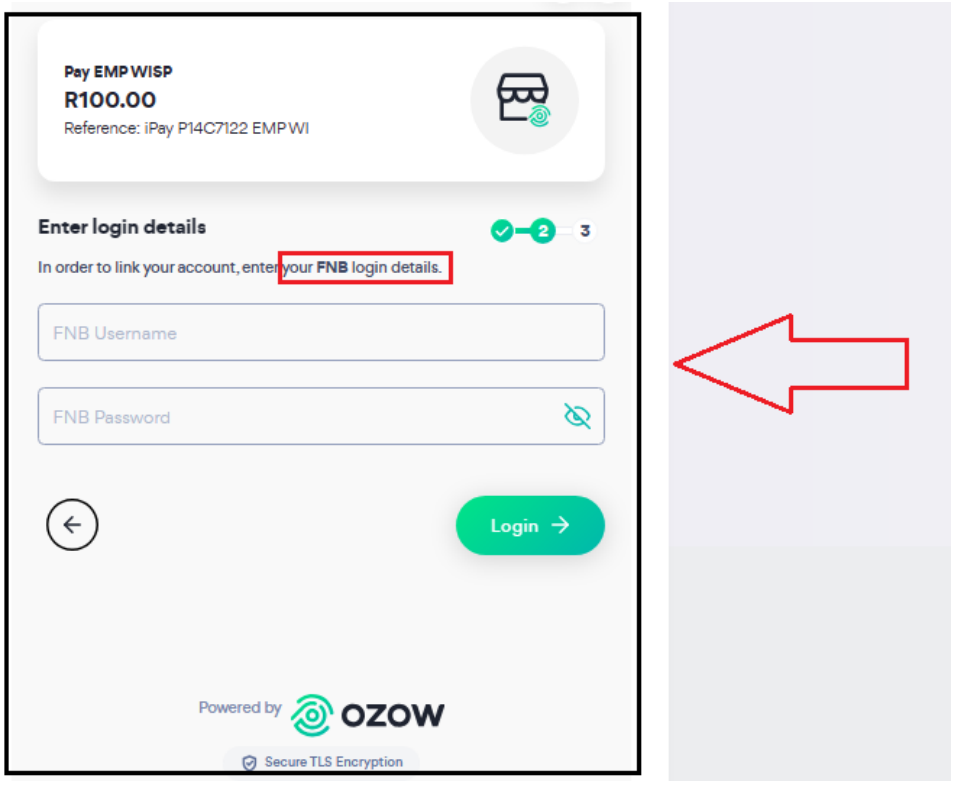
Follow the instructions on screen accordingly.

IMPORTANT NOTE: STADARD BANK NO LONGER ALLOWS PAYMENTS VIA THIS OPTION DUE TO THEIR OWN INTERNAL RESTRICTIONS. PLEASE SELECT ANOTHER PAYMENT OPTION IF THIS APPLIES TO YOU.

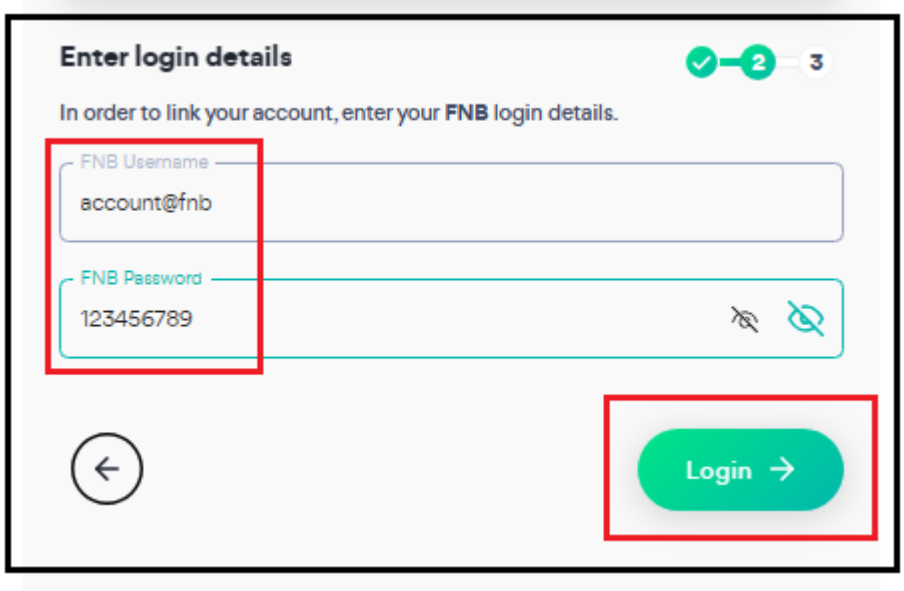


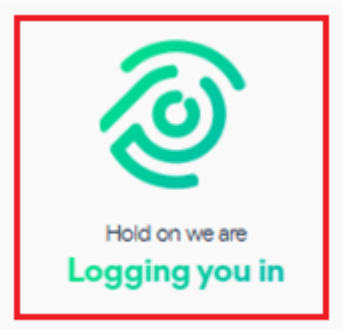


Below is a sample of FNB instant payment.

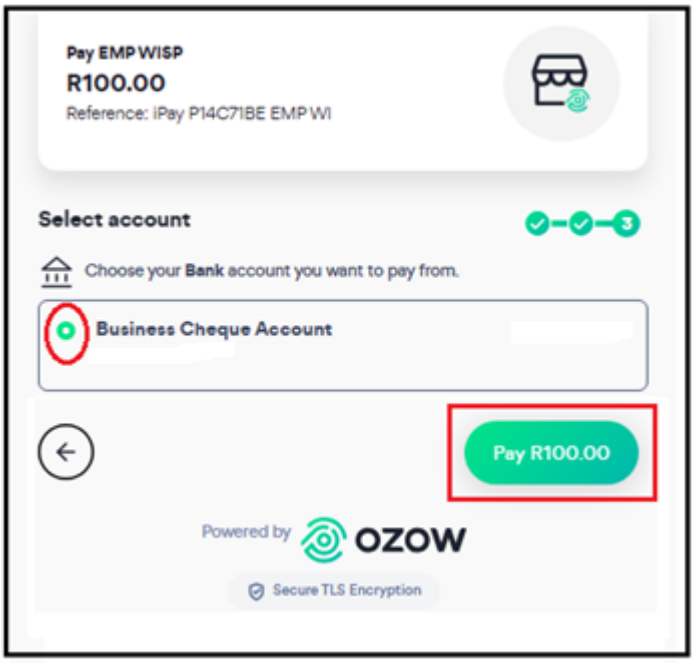


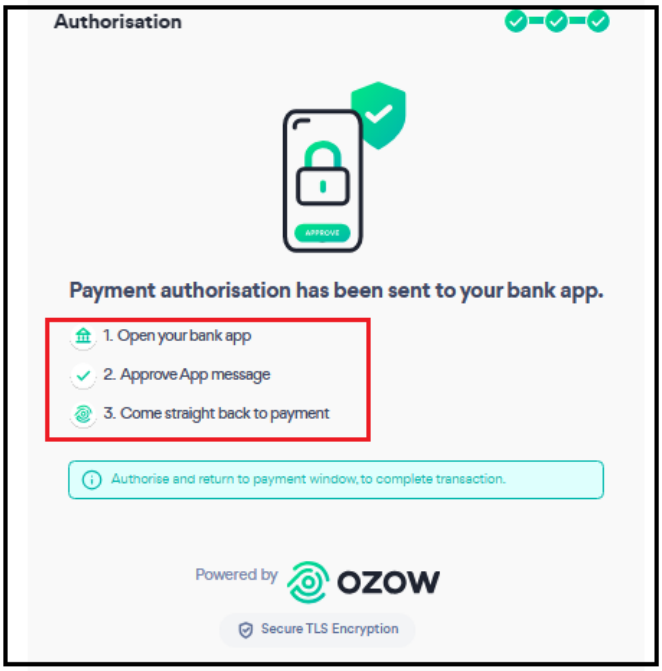
User your online banking username and password and **Login** into your bank account profile.





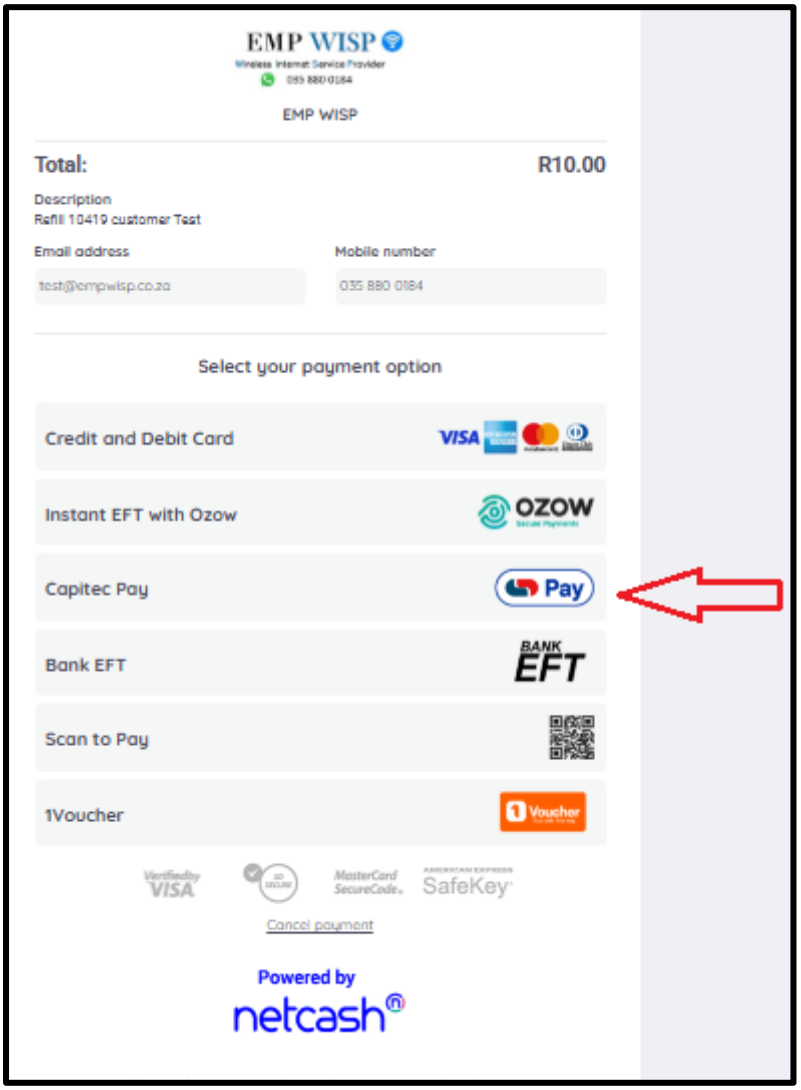
Wait for the site to locate your online banking profile, thereafter, select the required account you want to make a payment from and select **PAY.**

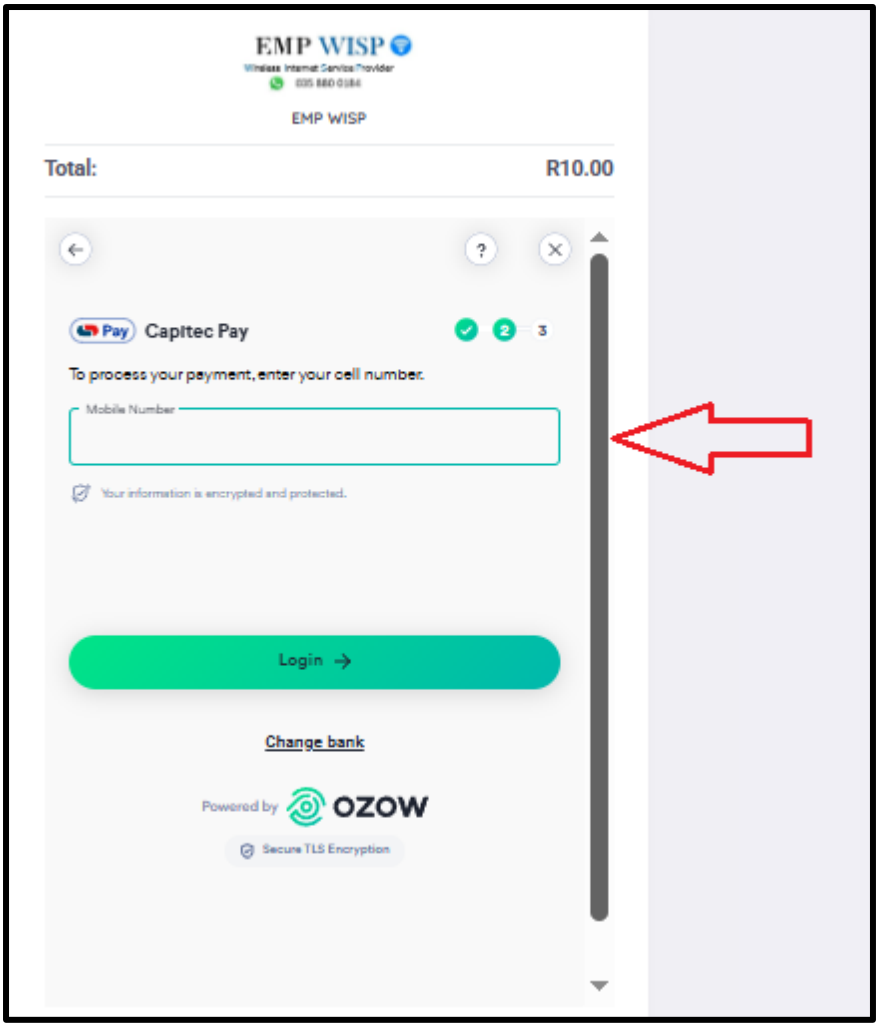




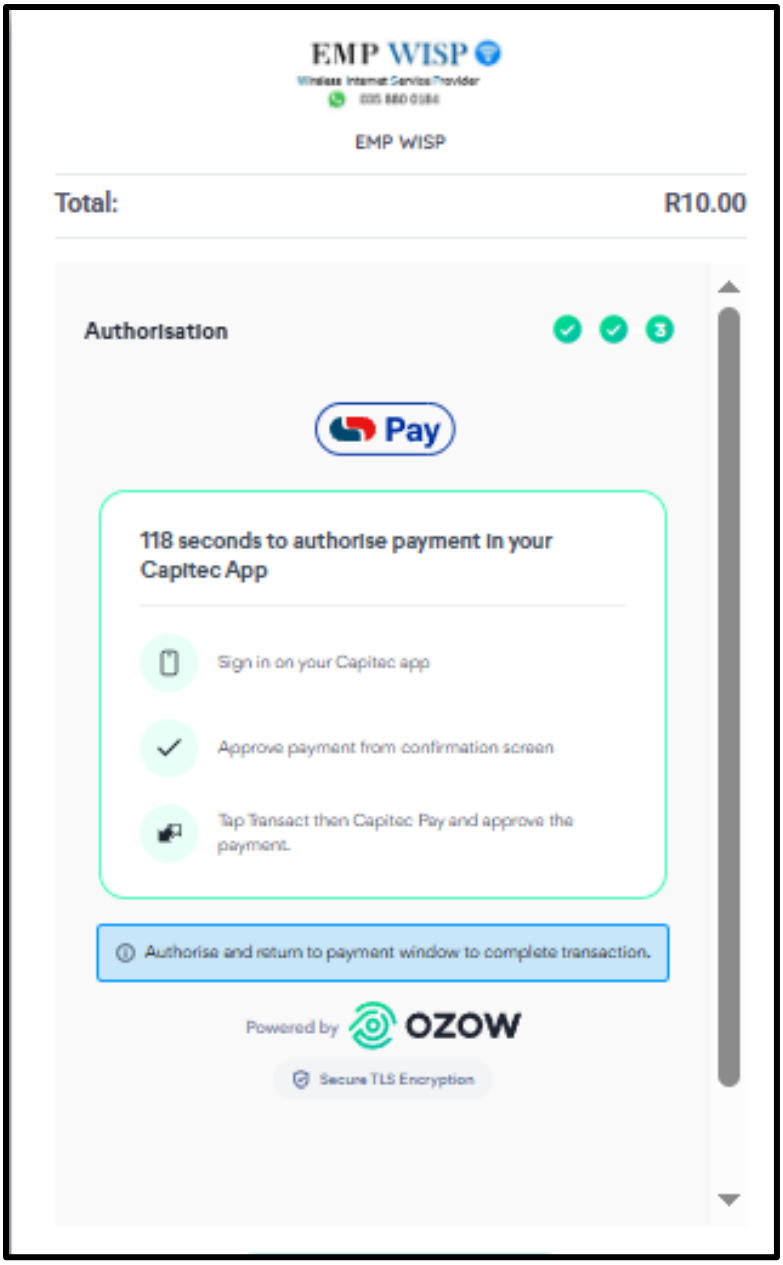
Follow further instructions on the screen to authorise the payment with your cellphone banking app and complete the payment.

PAYMENT OPTION 3 – CAPITEC PAY





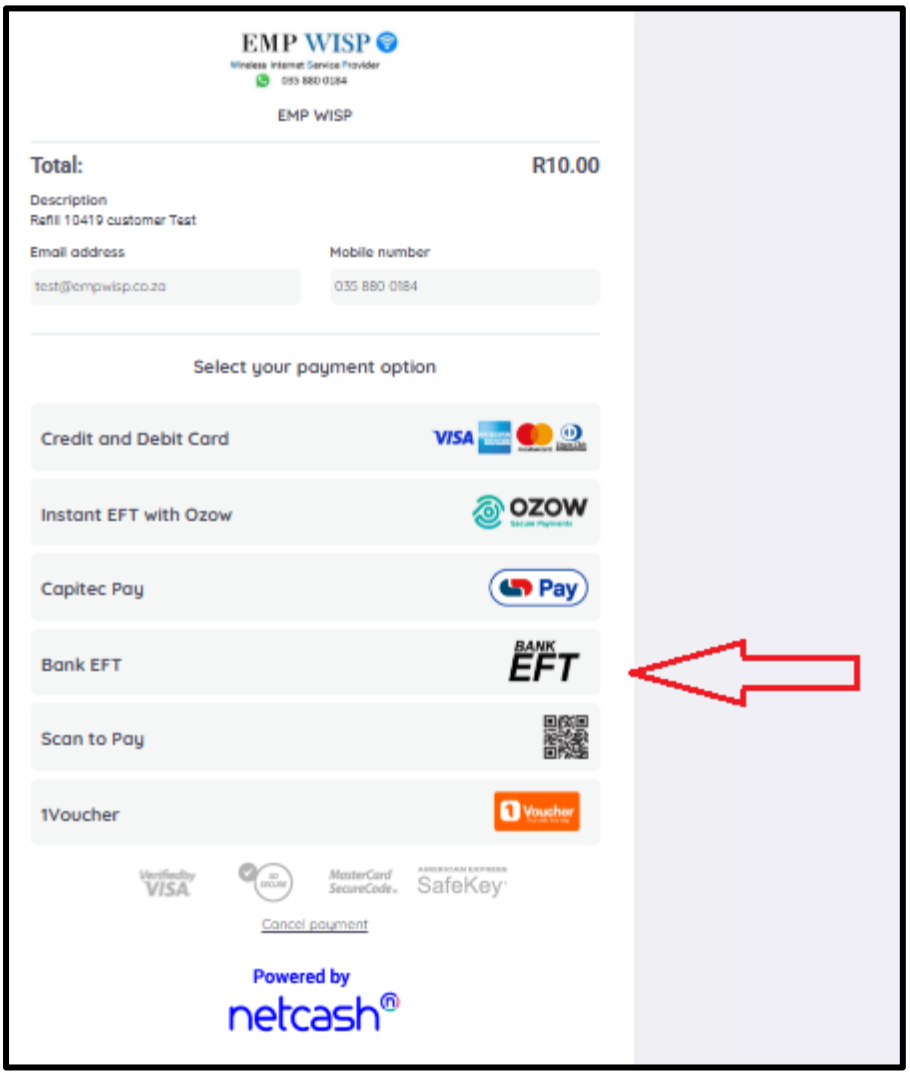
Input the contact number linked to your banking profile.

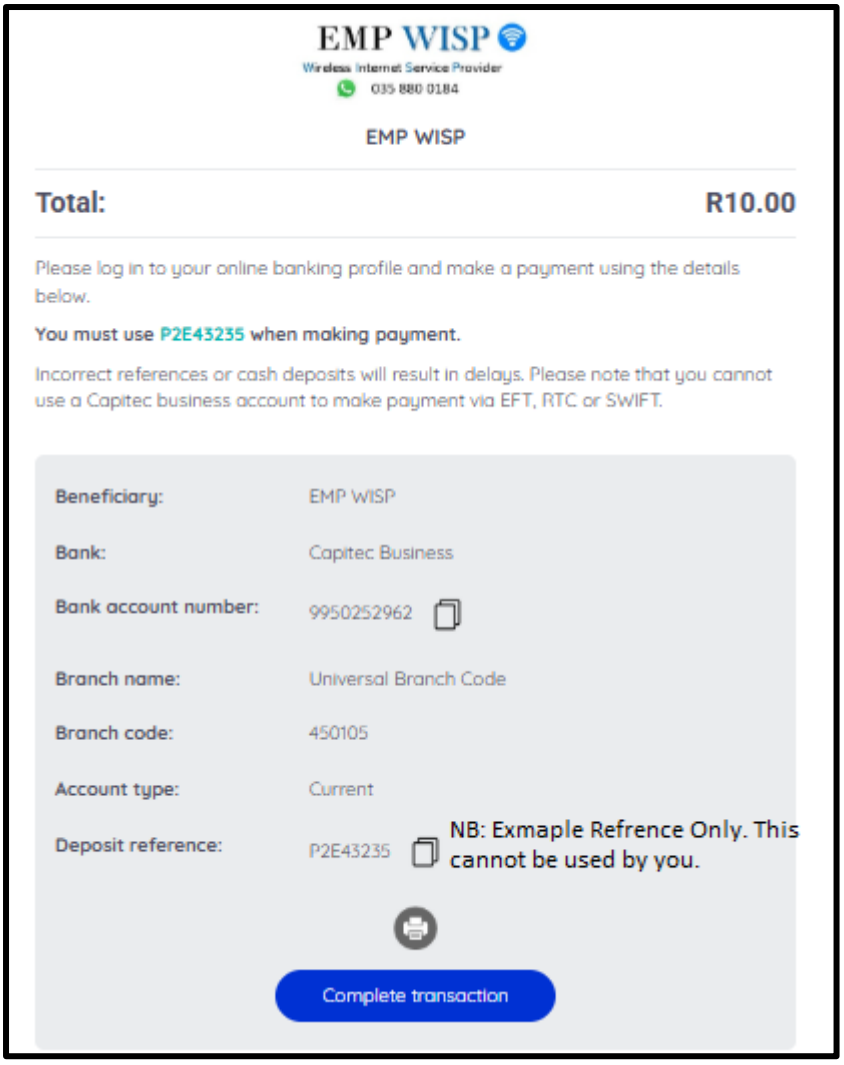


Follow the steps accordingly on your banking profile to process the payment accordingly.

PAYMENT OPTION 4 – BANK EFT

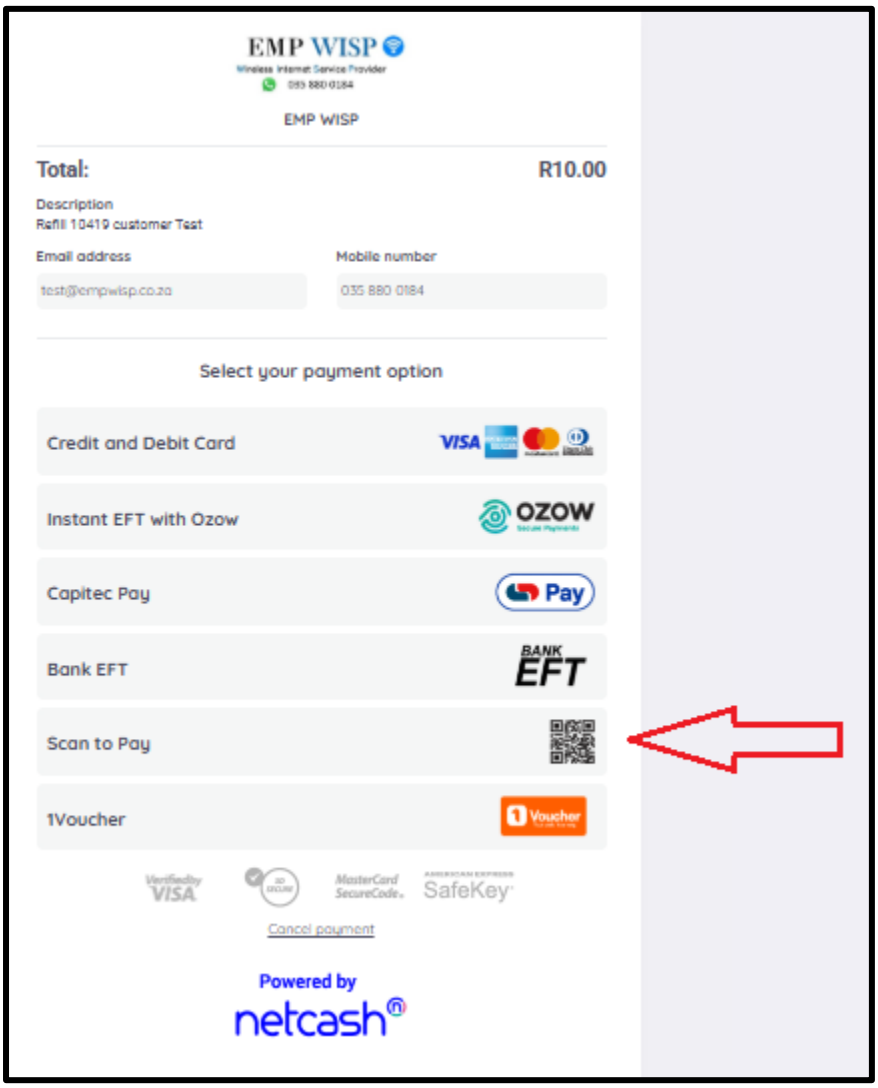
IMPOTANT NOTE: This option takes up to 48 Hours to clear. You cannot select PAY & Clear Now as an option to rush the process. You must use the correct “P” reference number every time you process a new payment. This allows for automatic allocation to your account accordingly. You Still need to login to your personal banking profile to process the payment.

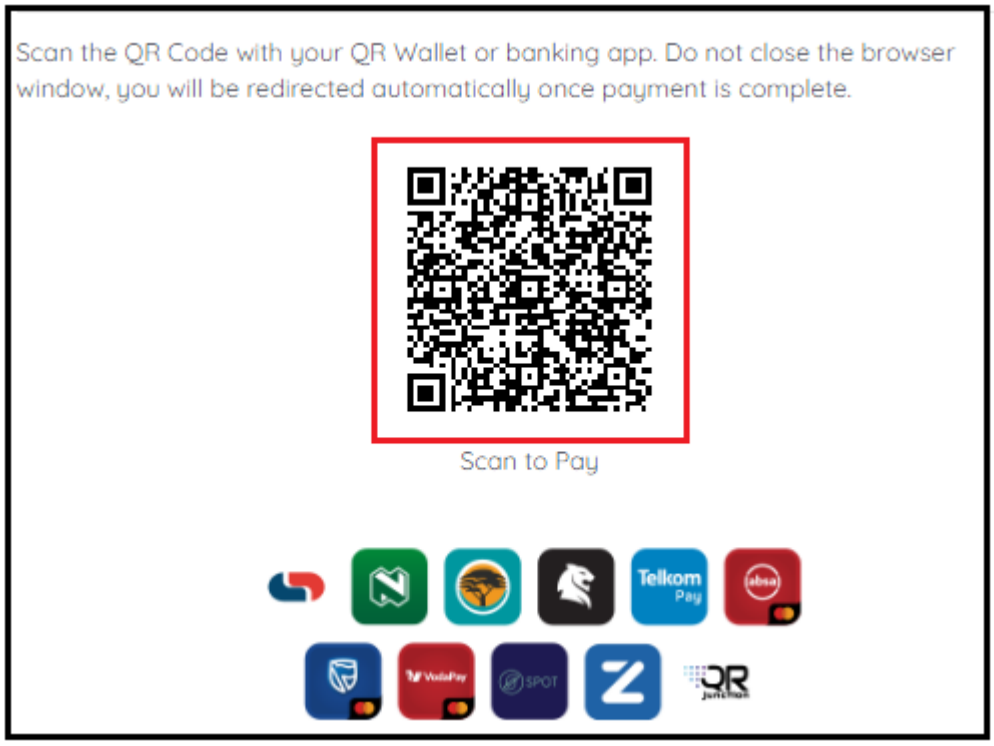



EMP WISP
Wireless Internet Service Provider
035 880 0184
EMP WISP
Total:
R10.00
Please log in to your online banking profile and make a payment using the details below.
You must use P2E43235 when making payment.
Incorrect references or cash deposits will result in delays. Please note that you cannot use a Capitec business account to make payment via EFT, RTC or SWIFT.
Beneficiary:
EMP WISP
Bank:
Capitec Business
Bank account number:
9950252962
Branch name:
Universal Branch Code
Branch code:
450105
Account type:
Current
Deposit reference:
P2E43235
NB: Exmaple Refrence Only. This cannot be used by you.
Complete transaction

PAYMENT OPTION 5 – Scan to Pay.

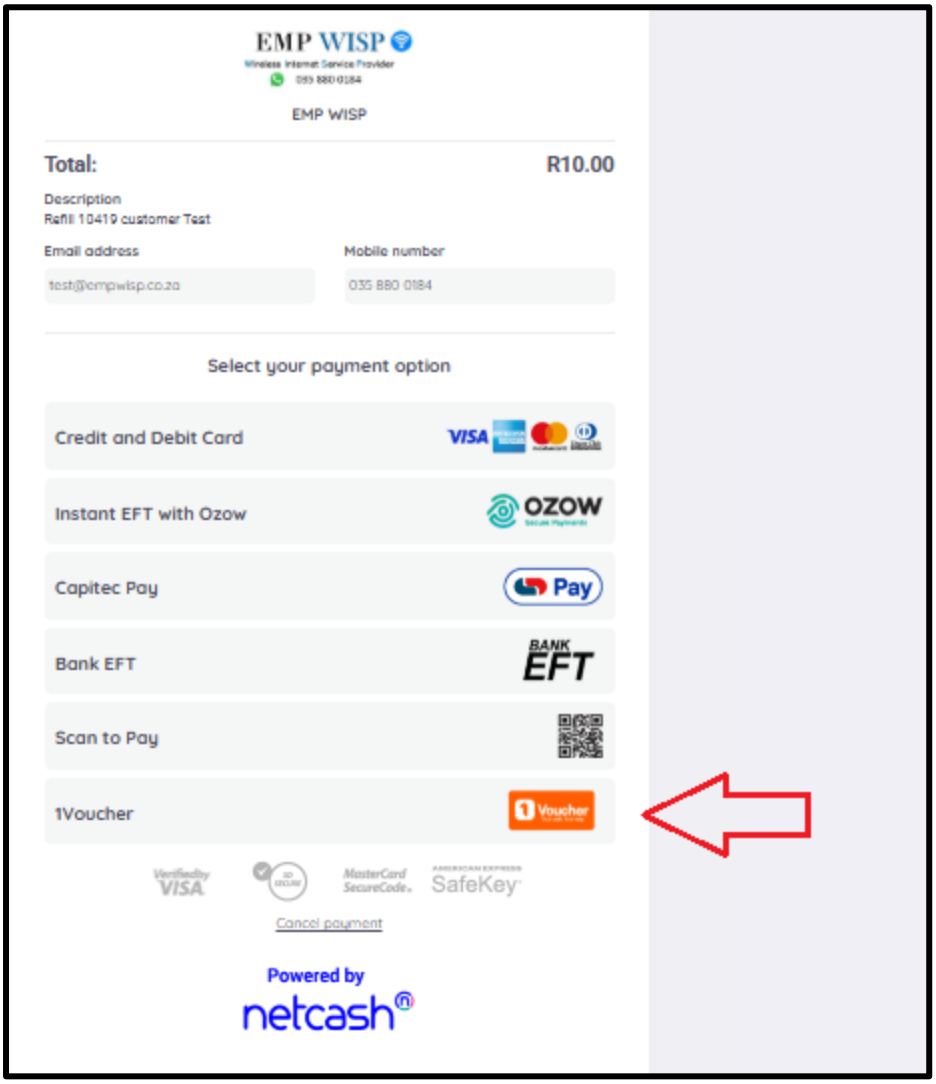
Follow the instructions on the screen accordingly.





Follow further instructions on the screen to authorize the payment with your bank and complete the payment.

PAYMENT OPTION 5 – 1Voucher



How to Buy Online

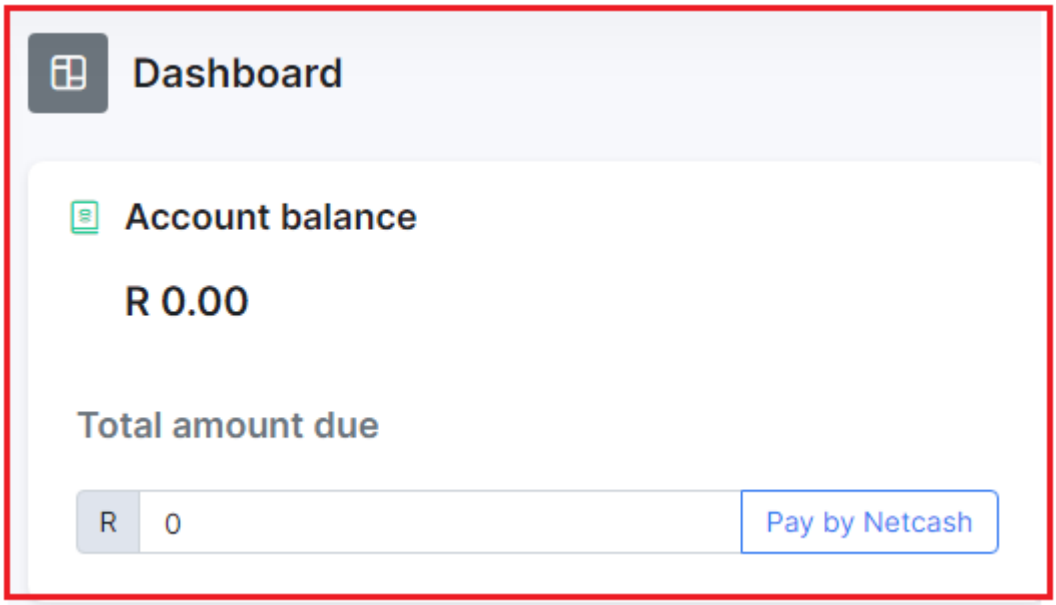
- Visit the 1Voucher Official Portal or use the 1Voucher/1ForYou mobile app.
- Choose the voucher amount you want.
- Pay securely using a bank card or supported digital payment method.
- Receive your 16-digit PIN via SMS, email, or directly inside the app. [1, 2, 3, 4, 5]

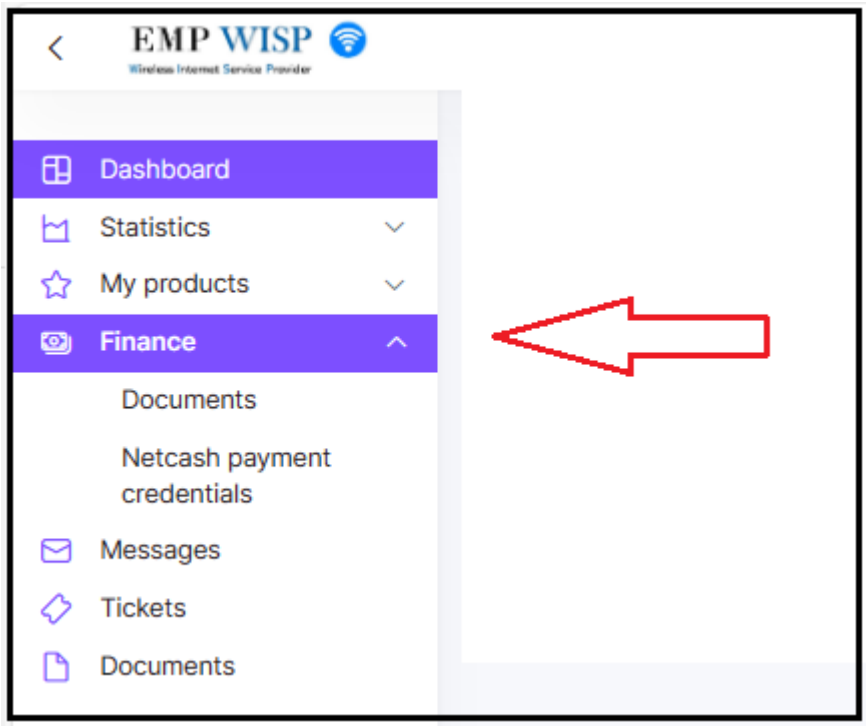
How to Buy In-Store

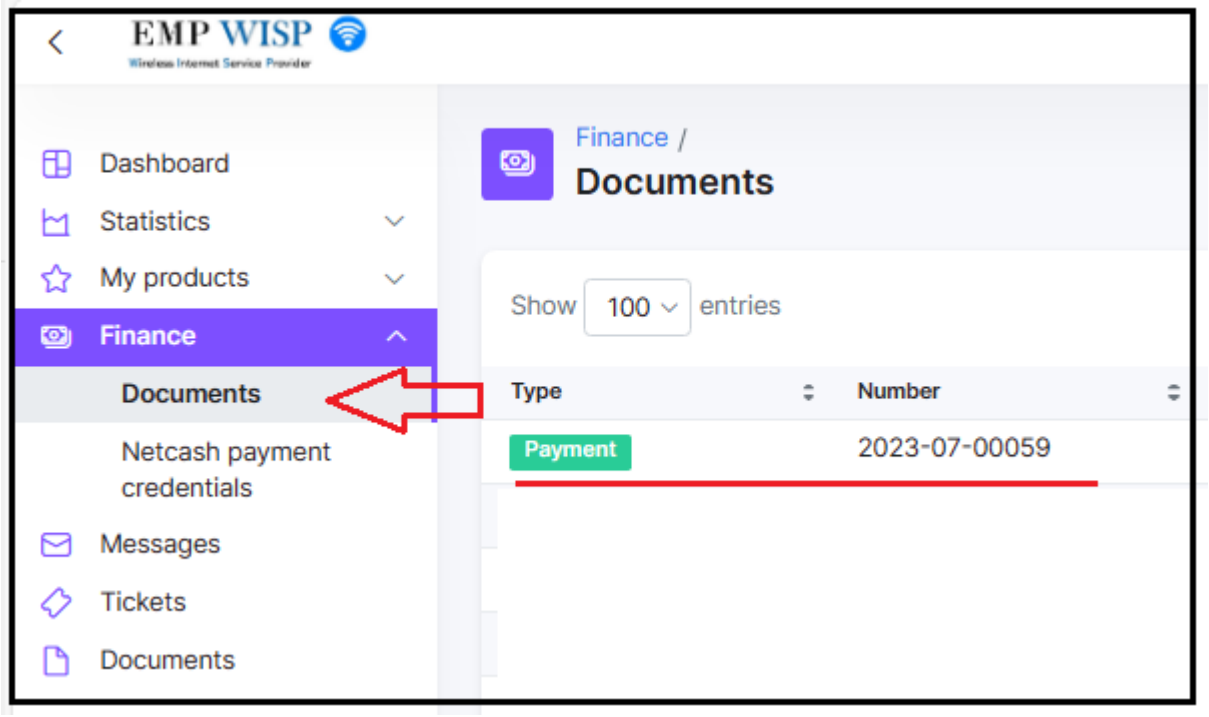
- Go to a local Flash spaza shop, Pep, Ackermans, Shoprite, Checkers, Usave, or OK Foods.
- Ask the cashier or merchant for a 1Voucher and state the amount.
- Pay with cash or a card.

TRANSACTION HISTORY

Once your payment has been completed your account balance will be updated and you can veiw your payment receipt under the **Finance** tab.

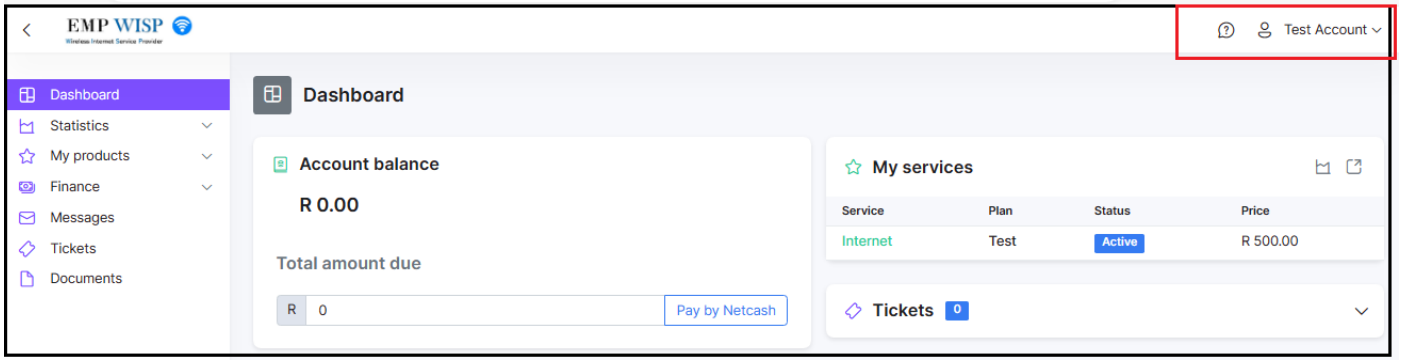


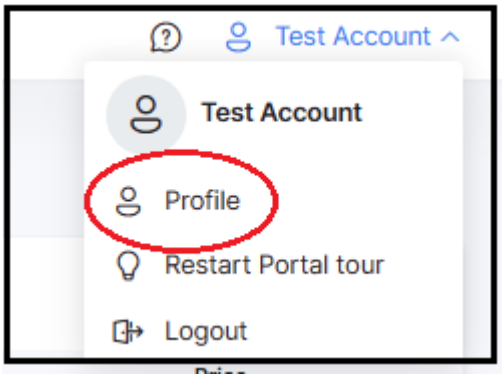




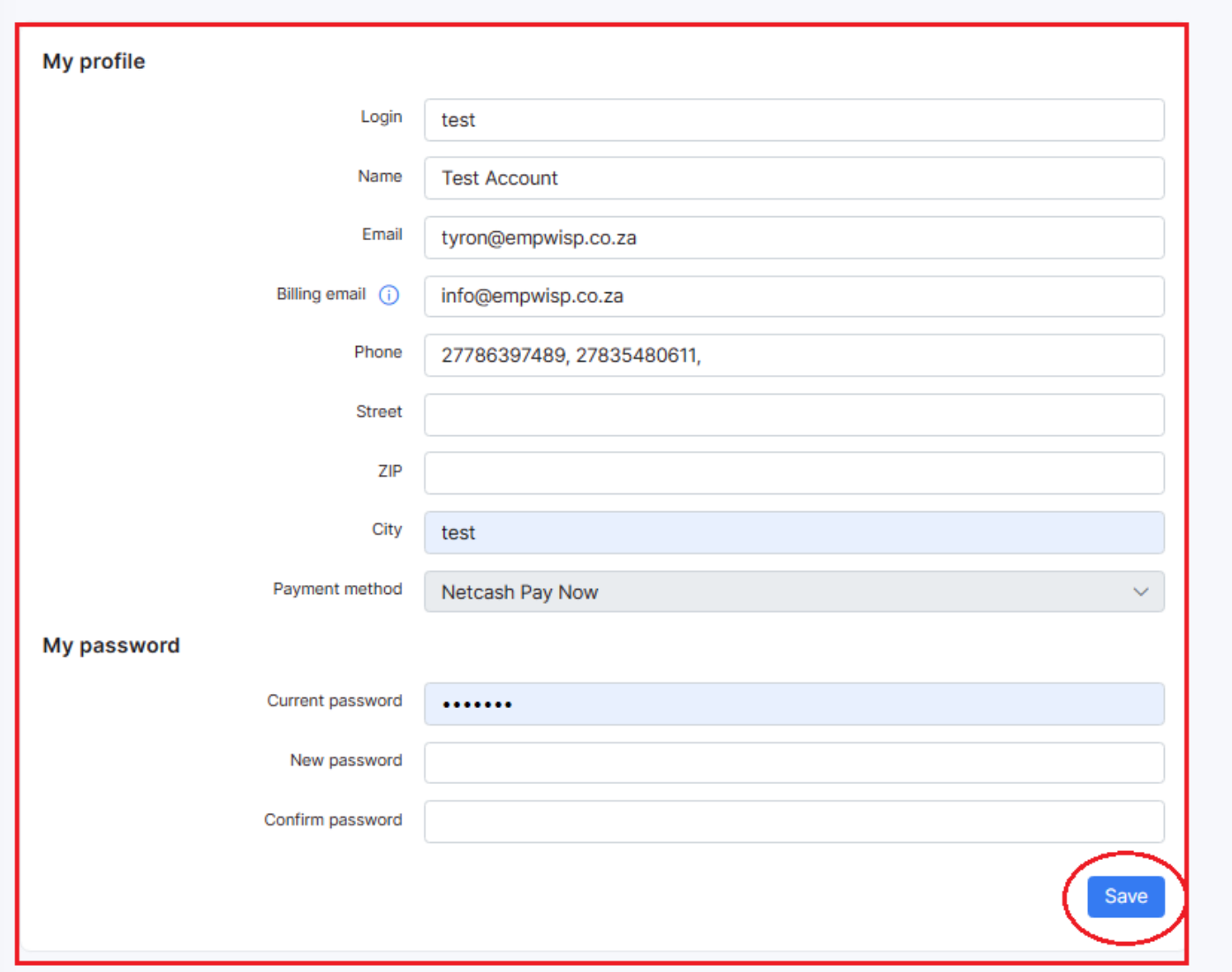
ACCOUNT PROFILE CHANGES

You can also use your portal to update your contact details,





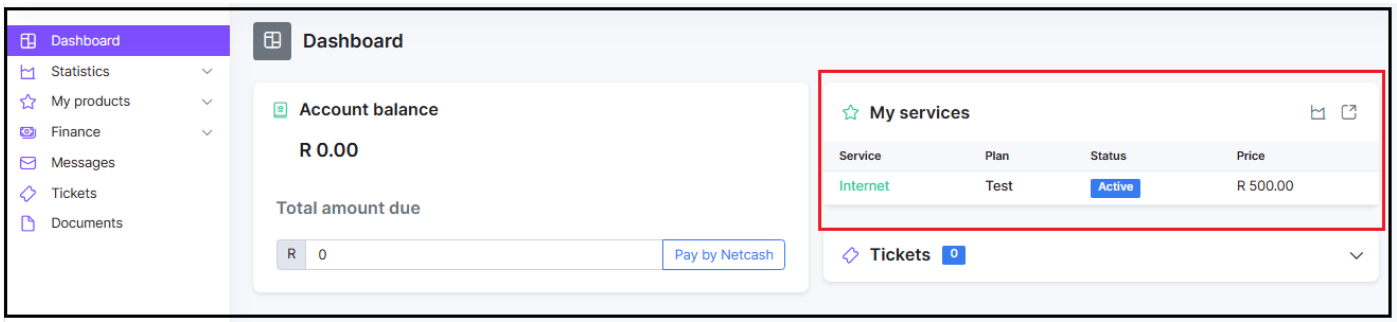
Complete the below required fields accordingly.



Once complete select **Save.**

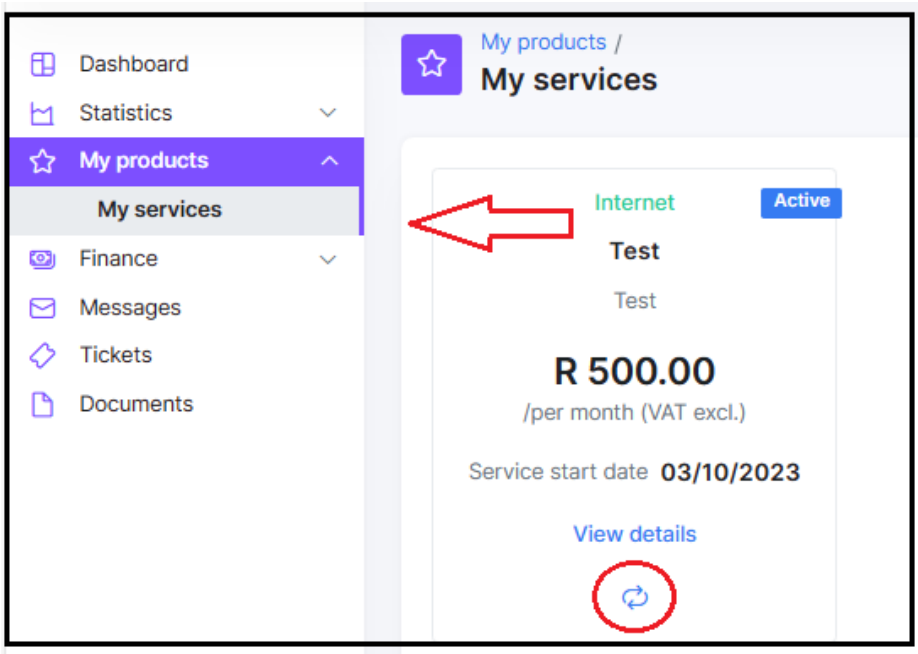
SERVICE PACKAGES

To veiw your current service package, select **Dashboard** on the home screen, the below will be displayed on the Right-hand side of the screen.

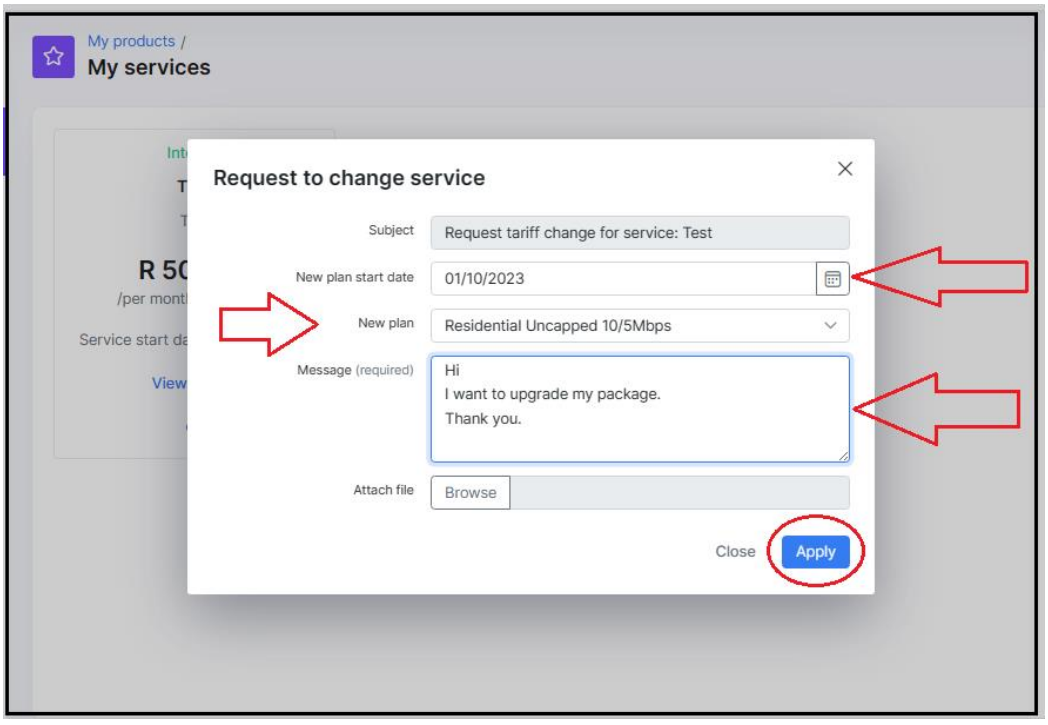


If you want to make a service change by requesting an upgrade/downgrade of package, select **My products**, then **My services** on the home screen, and select this icon .

Request a service package change.



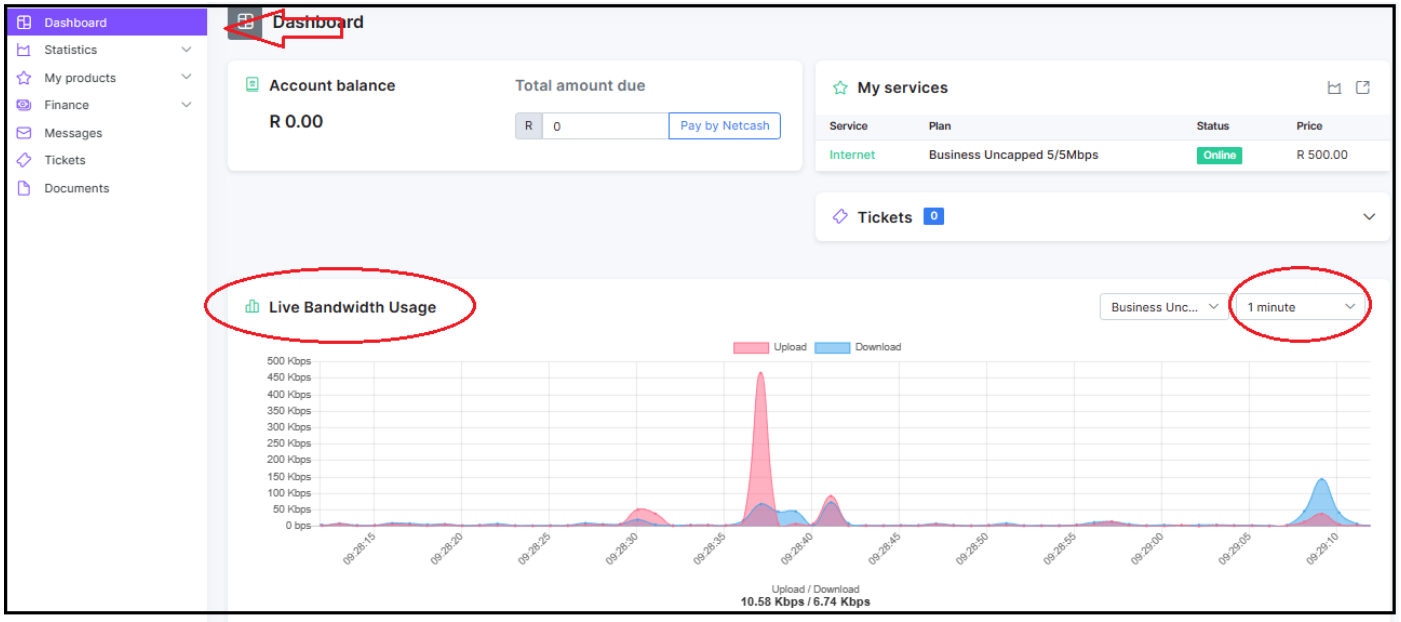
Change the **new plan start date** to the next service period, select your required **new plan**, type a short **message,** and select **apply.**



Once complete, the request for change will be submitted directly to us and we will contact you back.

To veiw your live internet usage,

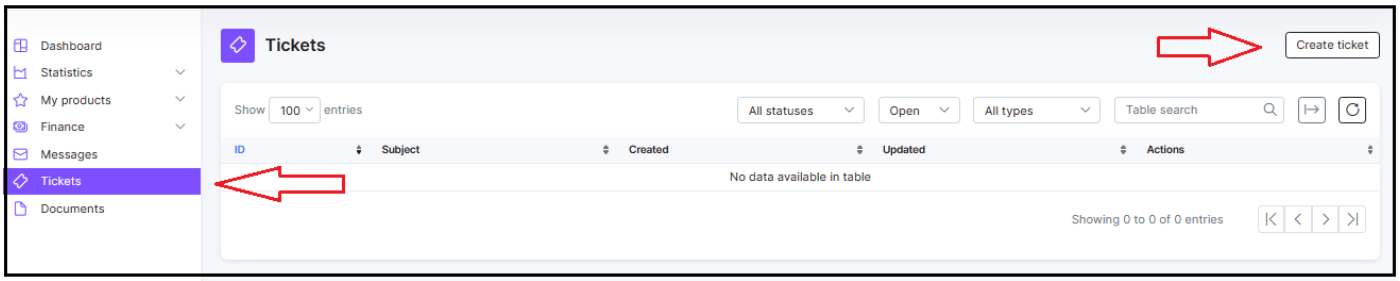
Select **Dashboard** on the home screen, the **Live Bandwidth Usage** will show on the bottom of the screen, you can change the time monitoring period if required



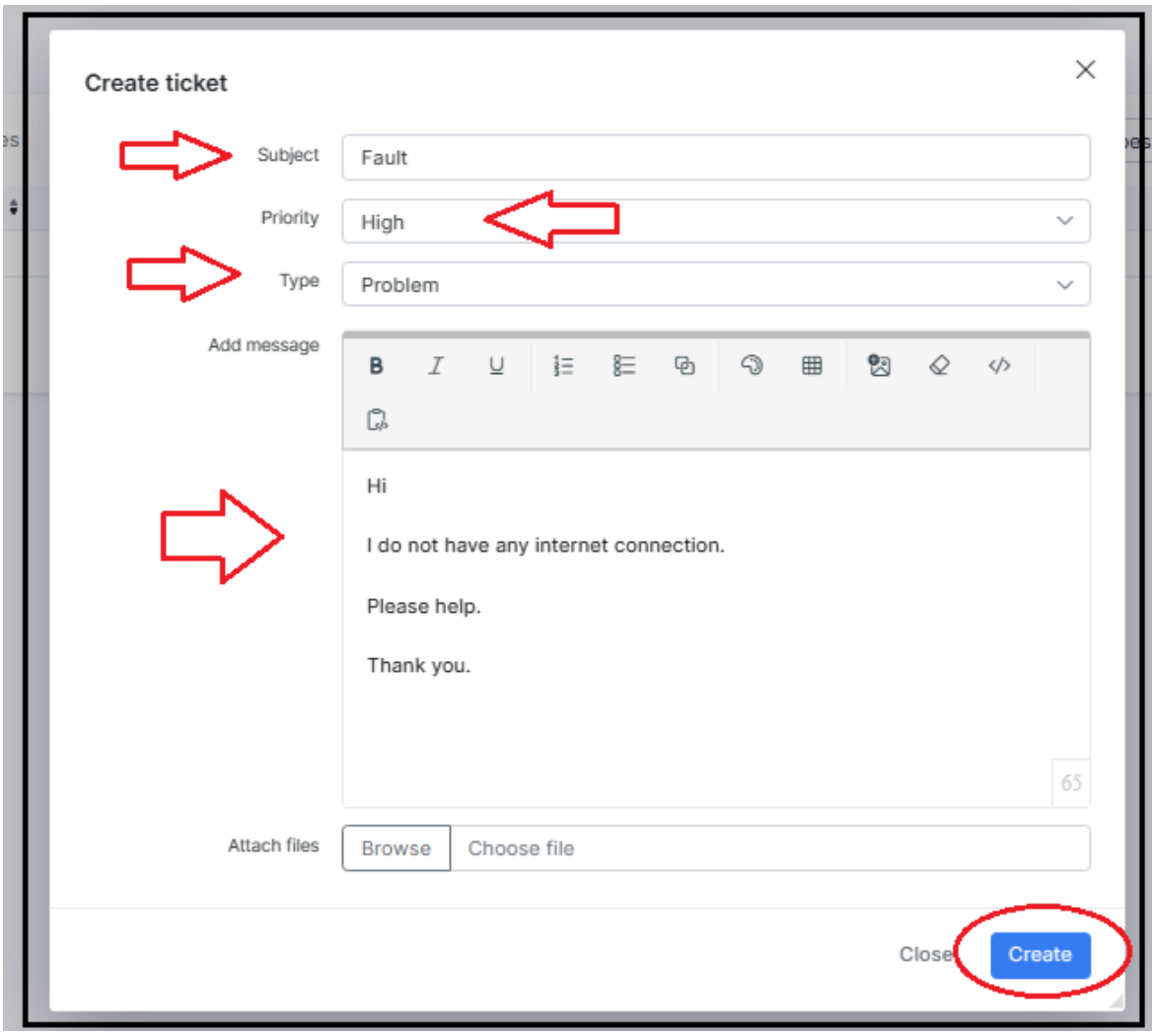
The graph will give you an indication of the exact download & upload speed usage of the internet service in real time.

TICKETS

To log a service ticket for any queries, select **Tickets** on the home screen and then **Create ticket**,



Complete the below accordingly, input a **subject**, select your query **priority**, and choose a type of query **type** by selecting the drop-down arrows indicated. Type out a **message** with the detailed description of your query, attach any supporting **files** if needed. Select **Create.**



Once a ticket has been created, this will be submitted directly to us, and we will attend to this accordingly.

HELP DESK

If you encounter any issues, please don't hesitate to reach out to our technical support team:

WhatsApp (Preferred): 035 880 0184
Email: info@empwisp.co.za
Call: 035 880 0184

Thank you for choosing us!

EMP WISP
Wireless Internet Service Provider