# VITALITY BROADBAND USER MANUAL



# 1. VERSION CONTROL

# 1.1. DOCUMENT MANAGEMENT

Creation Date	June 2011
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# 1.2. DOCUMENT MAINTENANCE HISTORY

Version	Date	Editor	Details
1.0	03/06/2011	ISIT Governance	First formal support documentation
1.1	20/06/2011	ISIT Governance	Updates to layout

# 1.3. BACKGROUND

All Discovery Vitality members get ADSL internet access from only R22 a GB. Choose any size capped or uncapped ADSL package and get a mailbox, fax number and 100MB of AlwaysOn Hotpot Access absolutely free! All you need to get connected is post paid Telkom line and ADSL router, leave the rest to us! Vitality Broadband runs on Internet Solutions world class infrastructure assuring you of a quick, reliable connection at all times. This manual will assist you with everything you need to know, from purchasing a service to administering it, viewing statistics, changing account details etc etc. We hope you enjoy your broadband experience with us!



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# 2. <u>SUPPORT PROCEDURE DETAILS</u>

# 2.1. CONTACT DETAILS

For Support related queries either call the HELPDESK or email the relevant division as mentioned below.

TECHNICAL: <a href="mailto:support@vitalitybroadband.co.za">support@vitalitybroadband.co.za</a>

SALES: <u>sales@vitalitybroadband.co.za</u>

BILLING: accounts@vitalitybroadband.co.za

OTHER: management@vitalitybroadband.co.za

# 2.2. <u>HELPDESK</u>

0861 DISCMAIL (3472 6245)

fax: 086 275 8687

Email: support@vitalitybroadband.co.za

# 2.3. **DEFINITIONS**

### **Invoice Description Codes**

ACCOUNT	MASTE LOG IN AND CONTACT DETAILS
SERVICE	PRODUCT PURCHASED E.G. 1 GB CAPPED ADSL
CAMB –1GB	NORMAL MONTHLY 1GB CAPPED ADSL PRODUCT
UNC384	UNCAPPED ADSL 384K
DSL384	384K TELKOM LINE
TAUP-1	1GB TOP UP
HOTM-100MB	FREE 100MB HOTSPOT ACCESS
FREEFAX	FREE FAX TO EMAIL ACCOUNT
FREE-EMAIL	FREE EMAIL ACCOUNT

### 2.4. BROWSER REQUIREMENTS

This website has been designed to work with the following browsers: Microsoft Internet Explorer, Firefox and Google Chrome.

# 2.5. BANK DETAILS

Bank Name: Nedbank Branch Name: CORPORATE CLIENT SERVICES JHB Branch Code: 145405 Account Name: Dimension Data (Pty) Ltd Account Number: 1454107073



#### **GETTING STARTED** 3.

#### 3.1. LOGGING IN

In order to login, navigate to the top right hand corner of the page, and enter any one of the following credentials:

- Your Account username and password - this is the details you registered with
- Your new Vitality Broadband email address and password
- Your ADSL username and password .



# 3.2. **REGISTERING**

This option will be available if NOT logged in but would like to purchase available services.

Registering allows access to the Customer Zone.

• Click→	ADSL DIAL-	or <b>EXTRAS</b> to select the desired produc	ct.
• Click→	on the rel	levant solution.	
Oiscovery Vitality_		EMAIL ADDRESS PASSWORD Forgot Password WEBMAIL NOTIFICATIONS   CONTACT US 0861 DISCI	на? ЛАІL (3472 6245)
ADSL DIA	AL-UP EXTRAS	HOTSPOTS FAQ Sear	ch Q
Curre Email Address Password Login forgot password	ent Customer (Log In) (Username)	New User (Register) Email Address (Username) * Password * Continn Password * Name Mr. First Name Lost Name Next	-

• Populate relevant details as required.

HOTSPOTS	FAQ		search	Q		
		New User (Register)				
Email Address	(Username) *	jane.smith@gmail.com				
Password *		•••••				
Confirm Passwo	ord *	•••••				
Name		Ms. Jane Smith				
Next						
• Select	Email Address Password: Ente Confirm passw Name: Select th Next to cor	(Username): Populate email address er Password ord: Confirm Password that has been entered he relevant Title; populate First Name and Last Na mplete the rest of the form.	ame			
0	To obtain a username and password make a purchase and select the New User (Register).					



3.3.	HOW TO MAKE	A PURCHASI	<u>E</u>				
•	Click→ ADSL or	DIAL-UP or	to select the desire	d product.			
•	Click $\rightarrow$ on the relevant solution.						
		EMAIL ADDRESS	PASSWORD	LOGIN			
	Vitality_			Forgot Password? 0861 DISCMAIL (3472 6245)			
A	DSL DIAL-UP EX	TRAS HOTSPOTS	FAQ	search Q			
-	Uncapped ADSL						
	PACKAGE	SPEED	MONTHLY COST				
	Uncapped 384	384Kbps	R188.00	BUY			
	Uncapped 512	512Kbps	R289.00	BUY			
	Uncapped 1024k	1024Kbps	R298.00	BUYNOW			
	Uncapped 4096	4098Kbps	R489.00	BUYNOW			

#### Log in either as a NEW User or as a Current Customer

Vi	tality_					Forgo	t Password?	Login
ADSL	DIAL-UP	EXTRAS	нотѕротѕ	FAQ	FICATIONS   CONTACT US	0861 D	search	(3472 624 ৎ
	Current Custo	mer (Log In)		1	New User (Register	.)		•
	Email Address (Username) Password	_	Email Addres Password *	s (Username) *			-	
	Login forgot password		Confirm Pass Name	word *	Mr. 💌 First Name	Last Na	ime	
			Next					

#### ⊗Discovery Vitality You are now logged in. LOGOUT IS CONTACT US 0861 DISCMAIL (3472 6245) BUY MORE Search 9 Product details Uncapped 384 Uncapped 384Kbps urring Billing Schedule Rec R164.91 + R23.09 Tax: Monthly Billing (Note: Billing occurs on every 1'st day of the month) Please provide your preferred username and password This is the username and password that you will use to access the service. Please ensure that you choose a strong password, preferably containing letters and digits The maximum username length is 32 characters. The maximum password length is 32 characters. Service Username: jane.smith @uncapped.vitalitybroadband.net Service Username: jane.smith Service Password: Dishonest.12



Populate ADSL Username and Password.

• Populate username and password for Free Email and Fax2Email Services.

		Free Emell
		Free Email
-		
Signup Information		
Please provide you	r desired email add	ress and password
Please ensure that you c	hoose a strong password	preferably containing letters and digits
F	inco on the	a vitalitybroadbaad oo za
Email Address:	Jane smith	@ vitalitybroadbahd.co.za •
Password:	Dishonest 12	
		Free Fax 2 Email
		Free Fax 2 Email
Signup Information		
	r email address to r	eceive faxes on.
Please provide you		
Please provide you Email Address:	jane.sm	ith@vitalitybroadband.co.za

- Populate Hotspot preferred username and password.
- Select→Add to Cart and Checkout

Signup Information Please provide you This is the username and Please ensure that you o The maximum username The maximum oscenario	r preferred username and pa password that you will use to acces noose a strong password, preferably length is 32 characters. and the 32 characters	ssword the service. containing letters and digits	
Service Username:	jane.smith	@vitalitybroadband.co.za	
Service Password:	Dishonest12		
	Add to Cart Ad	d to Cart and Checkout	
$\bigcirc$	Use the same us	ername and password for all Se	ervices.

• Select the relevant Payment Option by either clicking on the Debit Order or the Credit Card Payment option.

S Disco Vila	lity_		WEDM	AIL   NOTIFICATI	ONS   CONTACT US	You are 0861 DI	now logged in. LOGOUT View Cart (4 items) W SCMAIL (3472 6245)
TOP UP	MY ACCOUNT	MY SERVICES / USAGE	MY INVOICES	SUPPORT	BUY MORE	Search Q	
	P	lease Select Your Pre	ferred Payment O	ption			
Credit Card Debit Order	Credit card pay Debit Order pro	ment via iVeri oessing via Netosh					
		Uncapped Promotio 'FREEUNC' here, to p month free! We do h you signup with valid Discount Code	n! Enter the code get your first owever require that billing details Enter Submit Code				

• To edit or remove items that has been selected for purchase



Purchase Details Fo edit or remove items, dick here		
Uncapped 384 Decision Structure - Decusion Manhambio Extractistica	Price (Incl Tax) (Pro-Rated) R10 Quantity	6.53 1
R164.91 + R23.09 Tax: Monthly Billing Schedule V		
Data Service Details Username: jane.smith123@uncapped.vitalitybroadband.net   Password: Dishonest.12		
Free Email Email Service Details		
Email Address: jane.smith123@vitalitybroadband.co.za Password: Dishonest.12 Quota: 100MB		
Free Fax 2 Email		
Fax Service Details Email address: jane.smith@vtaikybroadband.co.za		

The Purchase Details of the Items selected are reflects as follows

- Uncapped 384
  - o Pricing Structure and Service Details are specified
- Free Email
  - The Quota for the Email Service and Service Details are specified
- Free Fax 2 Email
  - Service Details are specified
- Pricing for Uncapped 384

Purchase Totals	
VAT	R13.08
Total	R106.53

• A purchase can be processed by Credit Card or Debit Order. Select the option that is applicable.





Select payment method as Credit Card or Debit Order Discovery You are now logged In. View Cart (4 it) LOGOUT Vitality IL | NOTIFICATIONS | CONTACT US 0861 DISCMAIL (3472 6245) Search BUY MORE heckout and Pay Please Select Your Preferred Payment Option Uncapped Promotion! Enter the 'FREEUNC' here, to get your first month free! We do however require etails Ente gnup with unt Code Submit Code Option 1: Debit Order Details are correct and no changes are necessary. 0 Process Order  $\circ$  Click $\rightarrow$ to complete payment. Option 2: Debit Order Details need to be modified. Click $\rightarrow$ Edit - Amendments to Billing Details can be done. 0 Process Order  $Click \rightarrow$ to complete payment. 0 Discovery LOGOUT Vitality View Cart (4 S | CONTACT US 0861 DISCMAIL (3472 6245) Search Q Checkout and Pay Please select a illing record on file to use Debit Order \_\_1659 + Ec Process Order Enter new billing details EEUNC' here, to get your first mon ree! We do however require that you do however require that you th valid billing details Enter Discount Code Submit Code Option 3: New Debit Order Details needs to be captured.  $\circ$  Click  $\rightarrow$  Enter new billing details Populate the relevant Debit Order Details. 0 Process Order  $Click \rightarrow$ to complete payment.  $\cap$ Discovery  Select → View more Payment Options navigates user back to Please Select Your Preferred Payment Option





# 4. CUSTOMER ZONE

# 4.1. <u>MY ACCOUNT</u>

1	MY	ACCOUNT v	vill only b	oe availa	ble when	logged	in.
<ul> <li>Select→</li> <li>Displayed Accord</li> </ul>	MY ACCOUN	T REE Active Ser	rvices and	ONE Invo	pice due.		
⊗Discover Vitality	ř F		WEBMAJL N	OTIFICATIONS   COT	You a NTACT US 0861 [	tre now logged	in. Logout 3472 6245)
TOP UP	MY ACCOUNT	MY SERVICES / USAGE	MY INVOICES	SI PPORT	BUY MORE	Search	۹
Overview Account Details Billing Details Change Password			You presently hu To pay all unpai To select the involo	eve unpaid involces to d involces now, please es you wish to pay, ple	W staling R44.00. a CLICK HERE. sase CLICK HERE.		
	3 Activ 1 Invoi	e Services ice is due					
	Syste	m message on 04-13 to VitalityBroadband	-2011				

- To view and update the details of the Account Holder, username and contact details.
- Click→Account Details

TOP UP		MY SERVICES / USAGE	MY INVOICES	SUPPORT	BUY MORE	Search	۹ 🗖
My Account			M	y Account Details	5		
Overview Account Details Billing Details Change Password	Dat Use E-m Con First Mid	te of Last Update mame Laill Address npany I: Name die Name	I	2011-05-30 11:34 A iane.smith@gmail.com jane.smith@gmail TestCompany Jane	com		
	Last	t Name e/Suffix		Smith Ms.			
	Wor Hon Mot	k Number ne Number bile Number ID Number					
	Add	iress		20 Steytler Street			
	Add	Iress 2		Newclare			
	City	vince		Gauteng			
	Pos	tal Code		2093 South Africa		-	
	Vita	lity Number:		1030			





Ensure that the email address and mobile number is LIVE and relevant as this is the information used for correspondence.

- To view and update Credit Card or Debit Order Details which is required to purchase services.
- Click→Billing Details

I.

TOP UP		MY SERVICES / USAGE	MY INVOICES	SUPPORT	BUY MORE	Search	Q
My Account			Mo	odify Billing De	etails		
Overview Account Details	Ac	count Holder Name:	Jane S	mith			
Billing Details	Ba	nk:	Standa	rd Bank			
Change Passwor	Ac	count Number:	015361	659			
	Bra	anch Code:	012645				
	Bra	anch Name:	Centuri	on			
	De	bit Order limit:					
	Ac	count Type:	Curren	t Account 💌			
	First	st Name	Jane				
	Las	st Name	Smith				
	Ad	dress	20 Stey	tler Street	1		
	Ad	dress 2					
	Cit	У	Johann	esburg			
	Pro	ovince	Gauten	g			
	Po	stal Code	2093				
	Co	untry	South	Africa	•		
	E-r	nail Address					
	Ph	one No.	011488	9009			
	D	elete					Submit



Ensure that Billing Details are up to date as Non-Payment will result in Suspension of Services.

- The master password to log in can be changed if required.
- Click→Change Password

TOP UP	MY ACCOL	NT	MY SERVICES / USAGE	MY INVOICES	SUPPORT	BUY MORE	Search	۹ –
My Account				Cha	nge your passw	vord		
Overview Account Details Billing Details Change Password		Date Useri Ente	e of Last Update name r New Password	2011-05-30 11 jane.smith@gma	:34 AM il.com			
		Conf	irm Password	Submit				



### 4.2. <u>MY SERVICES</u>

•

To view a summary of what services has been purchased.

- Select→
- Click → Active Services to view services that are currently active.
- Click → Inactive Services to view services that have been deactivated.

TOP UP	MY ACCOUNT	MY SERVICES / USAGE	MY INVOICES SUPPORT	BUY MORE	Search	Q
My Services		Date Created +	Product Details		Price	
Verview	View	2011-05-30	FreeFax (Fax Service) 0266576643 iane amth@omail.com		R0.00 ZAR	Active
Active Services nactive Services	View	2011-05-30	CAMB-2gb (Data Service) jane.smith@vtaltybroadband.co.za		R38.60 ZAR	Active
	View	2011-05-30	FREE-EMAL (Email Account) jane.smith@vitalkybroadband.co.za		R0.00 ZAR	Active



Currently all services are active.



# 4.2.1. CAPPED/UNCAPPED ADSL SERVICE

To view a summary of what services has been purchased.

Click→MY SERVICES/USAGE →Overview

To view services available that are currently active.

Click→Active Services

To view services that have been deactivated.

Click→Inactive Services

TOP UP	MY ACCOUNT	MY SERVICES / USAGE	MY INVOICES SUPPORT	BUY MORE	Search	۹
My Services		Date Created +	Product Details		Price	
Oveniew Active Senices Inactive Senices	View	2011-05-30	FreeFax (Fax Service) 0066576643 ince smth@omail.com		R0.00 ZAR	Active
	View	2011-05-30	CAMB-2gb (Data Service) jane.smth@vitalitybroadband.co.za		R38.60 ZAR	Active
	View	2011-05-30	FREE-EMAL (Email Account) jane.smith@vitalitybroadband.co.za		R0.00 ZAR	Active

To view details of a service, in above mentioned case we are referring to an ADSL, CAMB-2gb (Data Service).

Click→View

To view or amend billing details applicable to above mentioned service.

Click→View billing details which will take you to **Modify Billing Details**.

TOP UP	MY ACCOUNT	MY SERVICES / USAGE	MY INVOICES	SUPPORT	BUY MORE	Search	۹.
My Services				View Service			
Overview Active Services	D	ate Created	Date Last Mo	dified	Invoic	e Number	
inactive Services	20	011-05-30 11:54 AM	2011-05-30 11	54 AM	14265		
	A	ctive?	Product Code	·	Туре		
	Y	es	CAMB-2gb Bundled produ	cts: FREE-EMAIL,	Data S FreeFax	ervice	
	P	rice	Туре		Taxab	ole?	
	R	38.60	Recurring Sub	scription	Yes		
	B	illing Details	View billing de	tails			
	s	ervice Usage					
		Prepaid Quota	2 GB left.				
		Additional Quotas	Hotspot	100 MB left.			
		Usage Statistics	Check stats	6 C			
		Active Sessions	0 active ses	sions			

To pull usage statistics.

Click→Check stats

To verify Active Sessions.

Click→active sessions



To change the Service Password.

Click→Change Password

Authentication Details		
Username	jane.smith@vitalitybroadband.co.za	
Password	Dishonest12	Change Password

This allows you to bond a line to an account.

• Click→Activate Port Locking to bond a line to an account.



• Click→Upgrade/Downgrade to modify a Service. -

Upgrade/ <mark>L</mark> owngrade
This service can be upgraded or downgraded by selecting another product. Please use the button to choose a product. Upgrade/Downgrade

Only ADSL Services are available for Upgrades/Downgrades.

• Click $\rightarrow$ Cancel this Service to cancel a service.

Recurring Details								
Last Invoiced	Next Invoice							
2011-05-30	2011-06-01							
Last recharged	Next recharge							
2011-05-30	2011-06-01							
Billing Schedule								
Wonthly Billing	Cancel this service							



Only UPGRADES within the same Service Groups are possible.



### 4.2.2. EMAIL & EMAIL ALIASES

© Discovery Vitality	×			WEBMAIL   NOTIFICATIONS	You   contact us 0861	are now logged in.	Lодоит 2 6245)
TOP UP	MY ACCOU	NT	MY SERVICES / USAGE	MY INVOICES SUPPORT	BUY MORE	Search	۹
My Services			Date Created	Product Detai	ls	Price	
Overview	_	View	2011-05-30	FreeFax (Fax Service) 0866876643 jane.smith@gmail.com		R0.00 ZAR	Active
Active Services Inactive Services		View	2011-05-30	CAMB-2gb (Data Service) jane.smith@vitalitybroadband.co.za		R38.60 ZAR	Active
		View	2011-05-30	FREE-EMAIL (Email Account) jane.smith@vitalitybroadband.co.za		R0.00 ZAR	Active
• Click→	/iew						

- To view or amend billing details
- Click → View billing details which will take you to **Modify Billing Details** for this Service.

Oiscove Vitali	ry ty_		WEBMAIL   NOTIF	FICATIONS CO	You are	e now logged i SCMAIL (3	n. <b>Logout</b> 1472 6245
TOP UP	MY ACCOUN	MY SERVICES / USAGE	MY INVOICES	SUPPORT	BUY MORE	Search	Q
My Services			Vie	w Service			
Overview Active Services		Date Created	Date Last Modifie	≥d	Invoi	ce Number	
mactive Services		2011-05-30 11:54 AM	2011-05-30 11:54	AM	14265	5	
		Active?	Product Code		Туре		
		Yes	FREE-EMAIL		Mail	Account	
		Price	Туре		Таха	ble?	
		Included in bundle	Recurring Subscrip	otion	Yes		
		Billing Details	View billing details				

Click  $\rightarrow$  Change Password to change the Service Password.

	Authentication Details
Mail Serve	mail.vitalitybroadband.co.za
Username	jane.smith@vitalitybroadband.co.za
Quota	Unknown of 100MB used.
Password	Dishonest 12 Change Password

• Click  $\rightarrow$  Add Alias to add an alias for an email account.

	Mail Aliases (0 of 5 used)	
Alias	Actions	
	@vitalitybroadband.co.za Add Alias	
-		



There is a maximum of 5 aliases per email account.



# 4.2.3. TELKOM SERVICE

Oiscovery Vitality				WEBMAIL	NOTIFICATIONS COM	You ar	re now logged in.	logout 2 6245)
TOP UP	MY ACCOUNT	N	MY SERVICES / USAGE	MY INVOICES	SUPPORT	BUY MORE	Search	Q
My Services			Date Created 🔺		Product Details		Price	
Overview Active Services	Vi	iew	2011-06-22	DSL384 (ADSL Line) 0115756669			R126.32 ZAR	Active
Inactive Services	V	ïew	2011-06-20	HOTM-100mb-FREE (Da jane.smith123@vitalityt	ata Service) proadband.co.za		R0.00 ZAR	Active
• Click→	iew							

• View the Status of a Line

Line Status			
Phone Number	0115756669		
Circuit Info	DSL Service stat Port Profile : Operational Stat	us: us: Line is not	up (Code:)
	DSL Info	Exchange s	ideCustomer Side
	SNR	dB	dB
	Attenuation	dB	dB
	TransmitSync	0Kbps	0Kbps
	LossOfSignal LossOfFraming LossOfSigQual	ity	



View line sync speed and signal to noise ratio, which will indicate possible Telkom issues.



# 4.3. <u>MY INVOICES</u>

- MY INVOICES Select $\rightarrow$ •
- Click→Pay Selected Invoices to pay due invoices ٠

O Discovery				You a	re now logged in	LOGOUT	I
0		WEBMAIL NO	TIFICATIONS CONT	TACT US 0861 D	DISCMAIL (3	472 6245)	2
My Invoices	UNT MY SERVICES / USAGE	You presently hav To pay all unpaid To select the involces	support e unpaid involces tota involces now, please ( s you wish to pay, please	BUY MORE ling R88.00. CLICK HERE. IN CLICK HERE.	Search	Q	
Due Invoices Paid Invoices	Invoice Number	Creat	ion Date 🔺	Invoid	e Total R44.00	+ 0	
	14265	2011-05-30 11:5	4 AM		R44.00	10	
Click→ View	Pay Selected Invoices View						
Vitality_		WERMAN IN		You	are now logged	1in: Logou	T
TOP UP MY ACCO	UNT MY SERVICES / USAGE	MY INVOICES	SUPPORT	BUY MORE	Search	Q	
My Invoices Oveniew Due Invoices Paid Invoices	This invoice is currently pending a debit Creation Date 2011-05-30 11:54 AM Paid? No Tax Amount R5-40 Invoice Total R44.00 Cap.2 Recurring Membership/Subscriptio R38.60 Monthly Billing Schedule	paid order transaction, and s Invo Last Updated 2011-05-30 11 Balance Due R44.00 Discount Amount R0.00 Product (CAMB-2 m + R0.00 Setup	will be marked as pai ice Number 14	d as paid as soon as 265 Due Dat 2011-05 View Pr 3 rdered Pric Qui	Be bank confirms Be -30 -30 -30 -30 -30 -30 -30 -30	R38.60	1
<ul> <li>Paid: An indica</li> <li>Invoice Total:</li> <li>Balance Due: F</li> <li>Due Date: Refe</li> </ul>	ation of whether an inv Refers to the total due Refers to the balance o ers to the date paymer	roice has been for an invoin outstanding f nt needs to b	en paid. ce. for an invoid be made by	ce.	Disc Vila	over	y 1



If no payment has been received the service will be SUSPENDED and payment will need to be made into our bank account.

Please mail <u>billing@vitalitybroadband.co.za</u> for more details.



• The Invoice gives a breakdown of the pricing for the Product/Service ordered.



Payment is made at the beginning of every month on a repeat credit card or debit order basis.



# 4.4. <u>HOW TO TOP UP</u>

• A Capped ADSL account can be Topped Up when the monthly data cap is reached.

P UP MY A	CCOUNT	MY SERVICES / USAGE	MY INVOICES	SUPPORT	BUY MORE	Search
Тор Up						
	SEF	RVICE		COST		
	ADSL TO	op Up 1GB	_	R22.00		NOW
	ADSL To	op Up 2GB	_	R44.00		NOW
	ADSL To	op Up 3GB		R66.00		NOW
	ADSL To	op Up 4GB		R88.00		NOW
	ADSL To	op Up 7GB		R154.00		NOW
0.000 0.00	sired lop	) Up data amour	nt→Click→			
Select the Ac	sired Top	Op data amour Top Up and Clic	ht <b>→</b> Click→ k→Add to (	Cart and Che	ckout	
Select the Ac	sired Top	Op data amour	ht→Click→ k→Add to (	Cart and Che	ckout	now logged in.
Select the Act Discovery	sired Top	Op data amour	ht→Click→ k→Add to C	Cart and Cher	Ckout You are	e now logged in.
Select the Act Discovery	sired lop	DUp data amour Top Up and Clic	Nt→Click→ k→Add to ( WEBMAIL   N		CKOUT You are In y MORE	e now logged in. SCMAIL (3472 Search
Select the Act Discovery	sired lop count to	D Up data amour Top Up and Clic	Nt→Click→ k→Add to ( WEBMAIL   N MY INVOICES		CKOUT You are ICT UN 0861 DI	now logged in. SCMAIL (3472 Search
Select the Act Discovery	sired Top count to '	D Up data amour Top Up and Clic MY SERVICES / USAGE	Nt → Click → k → Add to C WEBMAIL   N MY INVOICES	Cart and Cher	CKOUT You are ket u: 0861 DI BI Y MORE	e now logged in. SCMAIL (3472 Search
Select the Act Discovery Vitality UP MY AC Product detail	sired lop	D Up data amour Top Up and Clic MY SERVICES / USAGE	Nt → Click → k → Add to C WEBMAIL N MY INVOICES	Cart and Cheo DTIFICATIONS   CONTA SUPPORT	CKOUT You are set u: 0861 DI el Y MORE	e now logged in. SCMAIL (3472 Search
Select the Act Discovery Vitality Product detail	SIRED TOP COUNT TO COUNT	DUp data amour Top Up and Clic MY SERVICES / USAGE	Nt→Click→ k→Add to C WEBMAIL   N MY INVOICES	Cart and Cher DTIFICATIONS CONTA	CKOUT You are ot U 0861 DI BI Y MORE	e now logged in. SCMAIL (3472 Search
Select the Act Discovery	sired Top count to count s	DUp data amour Top Up and Clic MY SERVICES / USAGE	Nt → Click → k→Add to C WEBMAIL   N MY INVOICES DSL TOP UP 3GE Setup Pr	Cart and Cher	CKOUT You are OB61 DI BIY MORE	e now logged in. SCMAIL (3472 Search
Select the Act Discovery Vitality Product detail Topup your A Base Price R66.00 ZAR	sired Top count to count s	DUp data amour Top Up and Clic MY SERVICES / USAGE	Nt → Click → k→Add to C WEBMAIL   N MY INVOICES DSL TOP UP 3GE Setup Pr R0.00 ZA	Cart and Cher DIFICATIONS CONTA SUPPORT	CKOUT You are OB61 DI BIY MORE	e now logged in. SCMAIL (3472 Search
Select the Act Discovery All Activity Product detail Topup your Al Base Price R66.00 ZAR	SIRED TOP	DUp data amour Top Up and Clic MY SERVICES / USAGE	Nt → Click → k→Add to C WEBMAIL N MY INVOICES DSL Top Up 3GE Setup Pr R0.00 ZA	Cart and Cher DIFICATIONS CONTA SUPPORT	CKUU You are 0861 DI 1 Y MORE	e now logged in. SCMAIL (3472 Search
Select the Act Discovery Viblig Vibli	SIRED TOP	DUp data amour Top Up and Clic MY SERVICES / USAGE AL with 3 GB traffic	ht → Click → k → Add to C webMail N MY INVOICES DSL Top Up 3GE Setup Pr R0.00 ZA ke to top-up	Cart and Cher DTIFICATIONS   CONTA SUPPORT	CKOUT YOU are O 0861 DI II Y MORE	e now logged in. SCMAIL (3472 Search



• A purchase can be processed by Credit Card or Debit Order. Select the option that applicable.

$\mathbf{Q}$	If payment is made via Debit Order and the Debit Order forms have been completed there is NO need to complete it every time you TOP UP.
	Debit Order TOP UP's are added to your monthly debit orders at the beginning of the following month.
1	Credit Card Top UP's are deducted immediately.

Select payment method as Credit Card or Debit Order Oiscovery You are now logged in. Vitality View Cart (1 item) W l NOTIFICATIONS | CONTACT US 0861 DISCMAIL (3472 6245) MY ACCOUNT MY BERVICE & / U BADE MY INVOICE 8 SUPPORT BUY MORE Search TOP UP Q Checkout and Pay Please Select Your Preferred Payment Option Credit card payment via IVerl der processing via Neto Enter Discount Code Submit Code **Purchase Details** To edit or remove items, click here Price (Incl Tax) R66.00 ADSL Top Up 3GB Quantity Pricing Structure : One-time Charge Top-Up Service Details Service: 15652 | User: Jane smith@vitalitybroadband.co.za Purchase Totals VAT R8.11 Total R66.00



- Option 1: Debit Order Details are correct and no changes are necessary.
  - $\circ$  Click  $\rightarrow$  Process Order to complete payment.
- Option 2: Debit Order Details need to be modified.

⊙ Click→Edi	t - Amendments to Billin	g Details can be don	e.	
o Click→	Process Order to co	omplete payment.		
Oiscovery Vitality_			You are now lo	View Cart (1 item)
TOP UP MY ACCOUNT M	Y SERVICES / USAGE MY INVOICES	SUPPORT BUY MORE	Search	IAIL (3472 6245
Checkout and Pay			Q	
Cleckout allu Pay				
Pi	ease select a billing record on file	e to use		
Debit Order1659 👻 Edit	Process Order	Enter new billing d	etails	
View Nore Payment Options				
	Enter Discount Code			
	Submit Code	•		
Purchase Details To esit or remove items, click here.				
ADSL Top Up 3GB Pricing Structure : One-time Charge Top-Up Service Details Service: 15552   User: Jane.smth@vtailtybroadba	nd.oo.za	Price (Inci Tax) Quantity	R66.00 1	
		Bumbara Tatala		
		Purchase rotals		
		Total	R6.11	
• Ontion 2: Nove Dal	hit Andon Dotoilo no - do to			
Option 3: New Del	on order Details needs to	b be captured.		
<ul> <li>Click→Ent</li> </ul>	er new billing details			
o Populate t	he relevant Debit Order I.	Details.		
<ul> <li>○ Click→</li> </ul>	Process Order to co	omplete payment.		



# 4.5. SUSPENDING A SERVICE

• Click  $\rightarrow$  Cancel this Service to cancel a service.

Recurring Details					
Last Invoiced	Next Invoice				
2011-05-30	2011-06-01				
Last recharged	Next recharge				
2011-05-30	2011-06-01				
Billing Schedule					
Monthly Billing	Cancel this service				

• The service will remain active until the end of the month.

1	Only ADSL Services are available for Cancelling online.
P	All associated free services (such as Hotspots, fax and email) will be cancelled with the account. To retain any of these services on a paid for basis please contact the helpdesk.

### 4.6. REACTIVATING A SUSPENDED SERVICE

- Services can be reactivated at any point by logging back into the system.
  - Select
- Select→Inactive Services and reactivate service.

S Discove Vitalit	y-		WEBMAIL   NOTIFICATIONS	You a	are now logged in.	<del>годоит</del> 2 6245)
TOP UP		MY SERVICES / USAGE	MY INVOICES SUPPORT	BUY MORE	Search	Q
My Services		Date Created	Product Deta	ls	Price	
Overview	V	2011-05-30	FreeFax (Fax Service) 0866876643 jane.smith@gmail.com		R0.00 ZAR	Active
Inactive Services	V	2011-05-30	CAMB-2gb (Data Service) jane.smith@vitalitybroadband.co.za		R38.60 ZAR	Active
	V	2011-05-30	FREE-EMAIL (Email Account) jane.smith@vitalitybroadband.co.za		R0.00 ZAR	Active



#### 4.7. **HOW TO BUY MORE**

• Select  $\rightarrow$  BUY MORE to add to your portfolio of services.

O Discove Vitali	ty_		WEBMAIL	NOTIFICATIONS CON	You are	e now logged in ISCMAIL (34	LOGOUT	
TOP UP	MY ACCOUNT	MY SERVICES / USAGE	MY INVOICES	SUPPORT	BUY MORE	Search	۹ 🗕	
My Account		stius Convisos			Capped ADSL			
Overview	21	voices are paid			Uncapped ADSL		_	
Account Details					Prepaid ADSL		-	
Billing Details	SV	stem message on 04	13,2011		Analogue / ISDN			
Change Password	Welc	ome to VitalityBroadband	roadband			Stand Alone Products		
S Discove Vilai	ty-	EMAILA	DDRESS PA:		Forgot NTACT US 0861 D	Password? ISCMAIL (34	LOGIN	
ADSL	DIAL-UP	EXTRAS H	DTSPOTS FAC			search	α,	
Uncap	pped ADSL							
	PACKAGE	SPEED		MONTHLY COST				
	Uncapped 384	384Kbps		R188.00		NOW		
	Uncapped 512	512Kbps		R289.00		BUY		

ADSL	DIAL-UP	EXTRAS	HOTSPOTS	FAQ	search
Un	capped ADSL				
	PACKAGE		SPEED	MONTHLY COST	
	Uncapped 384		384Kbps	R188.00	BUY
	Uncapped 512		512Kbps	R289.00	BUY
	Uncapped 1024k		1024Kbps	R298.00	BUY
	Uncapped 4096		4096Kbps	R489.00	BUY
Click		on the rel	evant solutior	n and follow the promp	ots.



# 5. FREE BUNDLED SERVICES

• All Capped and Uncapped ADSL services come with a free Fax to email account, email address and 100MB per month Hotspot Access.

# 5.1. EMAIL & EMAIL ALIASES

Oiscover Vitalit	ry Y-			WEBMAIL   NOT	IFICATIONS CO	You NTACT US <b>0861</b>	are now logged ir DISCMAIL (34	Logout 472 6245)
TOP UP	MY ACCOU	NT	MY SERVICES / USAGE	MY INVOICES	SUPPORT	BUY MORE	Search	Q
My Services			Date Created	Prod	uct Details		Price	
Overview		View	2011-05-30	FreeFax (Fax Service) 0866876643 jane.smith@gma	ail.com		R0.00 Z	AR Active
Active Services Inactive Services		View	2011-05-30	CAMB-2gb (Data Service) jane.smith@vitalitybroadband.c	o.za		R38.60 Z	AR Active
		View	2011-05-30	FREE-EMAIL (Email Account) jane.smith@vitalitybroadband.c	o.za		R0.00 Z	AR Active
-	View							
Click→	view							

- To view or amend billing details
- Click → View billing details which will take you to **Modify Billing Details** for this Service.

S Discover Vitality	ry ¥		WEBMAIL   1	IOTIFICATIONS   CON	You ai itact us <b>0861 E</b>	re now logged	d in. Logout (3472 6245)
TOP UP	MY ACCOUN	MY SERVICES / USAGE	MY INVOICES	SUPPORT	BUY MORE	Search	Q
My Services				View Service			
Overview Active Services		Date Created	Date Last Mo	dified	Invo	pice Number	
		2011-05-30 11:54 AM	2011-05-30 11	:54 AM	142	65	
		Active?	Product Code	<b>;</b>	Тур	e	
		Yes	FREE-EMAIL		Mail	I Account	
		Price	Туре		Tax	able?	
		Included in bundle	Recurring Sub	scription	Yes		
		Billing Details	View billing de	tails			



• Click $\rightarrow$ Change Password to change the Service Password.

	Authentication Details
Mail Server	mail.vitalitybroadband.co.za
Username	jane.smith@vitalitybroadband.co.za
Quota	Unknown of 100MB used.
Password	Dishonest 12 Change Password

• Click  $\rightarrow$  Add Alias to add an alias for an email account.

	Mail Aliases (0 of 5 used	)
Alias		Actions
	@vitalitybroadband.co.za	Add Alias



There is a maximum of 5 aliases per email account.

# 5.2. HOTSPOT ACCESS



All capped and uncapped ADSL accounts come with 100mb free AlwaysOn Hotspot access. Click on the link below <u>www.alwayson.co.za/hotspotlocator</u> for a list of all locations.

- The Hotspot username and password is typically the Vitality Broadband email address and password or for new customers it is the capped ADSL username and password or the username and password selected when purchasing an uncapped service.
- If you are unsure, please mail <u>support@vitalitybroadband.co.za</u>.
- Once in a Hotspot connect to the "Internet" SSID, try and browse the internet, enter your username and password and select "IS consumer" from the drop down menu.
- Uncapped ADSL services come with a separate Hotspots service, which is administered separately.
- Capped ADSL services are bundled with Hotspots i.e. share the same username and password.



# 5.3. FAX TO EMAIL SERVICE

н

• Click→	View							
Oiscover Vitalit	ry Y	1				You a	are now logged in.	LOGOUT
0	1			WEBMAIL	NOTIFICATIONS CON	TACT US 0861	DISCMAIL (347	72 6245)
TOP UP	MY ACCOUNT		MY SERVICES / USAGE	MY INVOICES	SUPPORT	BUY MORE	Search	Q
My Services			Date Created 🔺	P	roduct Details		Price	
Overview		Vew	2011-05-30	FreeFax (Fax Service) 0866876643 jane.smith(	@gmail.com		R0.00 ZAR	Active
Active Services Inactive Services		View	2011-05-30	CAMB-2gb (Data Service) jane.smith@vitalitybroadba	and.co.za		R38.60 ZAR	Active
		View	2011-05-30	FREE-EMAIL (Email Accou	nt) and co za		R0.00 ZAR	Active

• Click → View billing details which will navigate to **Modify Billing Details** for this Service.

S Discove	ry Y		WEBMAIL	NOTIFICATIONS C	You are	now logged i SCMAIL (3	in. Logout 3472 6245)
TOP UP	MY ACC	OUNT MY SERVICES / U	SAGE MY INVOICES	SUPPORT	BUY MORE	Search	۹
My Services				View Service			
Overview Active Services		Date Created	Date Last M	Aodified	Invoid	ce Number	
Inactive Services		2011-05-30 11:54 AM	2011-05-0	11:54 AM	14265		
		Active?	Product Co	de	Туре		
		Yes	FreeFax		Fax S	ervice	
		Price	Туре		Taxal	ble?	
		Included in bundle	Recurring Si	ubscription	Yes		
		Billing Details	View billing	details			

• Click  $\rightarrow$  Change Email to change the fax to email address.

	Fax Details		
	Service Status	Active	
	Fax Number	0866876643	
•	Email Address	jane.smith@gmail.com	Change Email

• Recurring Details allows viewing of the Billing Cycle Information regarding Active Services.

Recurri	ng Details
Last Invoiced	Next Invoice
2011-05-30	2011-06-01
 Last recharged	Next recharge
2011-05-30	2011-06-01
Billing Schedule	
Monthly Billing	



# 6. **WEBMAIL**

• Webmail can be viewed by clicking on the link on the website or visiting http://webmail.vitalitybroadband.co.za.



• Log in using the Vitality Broadband/Discovery Mail email address and password.

<b>vm</b> ware <sup>.</sup>		
	S Discovery Vitality	
	Username:	
	Password:	
	Version: Default  Version: Default	
	Go offline with Zimbra Desktop. Learn more	

• Once logged in emails will now be accessible.

≥Zimbra		People Search Q	jane.smith@v_and.co.za	Help + Log Out
Mail Address Book	Calendar @ Preferences Social			
Inbox     Sect     Crans	New Contrast Science La Contrast Contrast	ment disen 2 * DVew * Classe	e Foster	Size Receive
Trash Searches		No results found.		
Tags 🔏				
5				
		To view a message, click on it.		
M         June 2011         H           S         M         T         W         T         F         S           29         30         31         1         2         3         4				
5 6 7 88 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 1 2				
3 4 5 6 7 8 9				

