

VITALITY BROADBAND USER MANUAL



1. VERSION CONTROL

1.1. DOCUMENT MANAGEMENT

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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. SUPPORT PROCEDURE DETAILS

2.1. CONTACT DETAILS

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

TECHNICAL: support@vitalitybroadband.co.za

SALES: sales@vitalitybroadband.co.za

BILLING: accounts@vitalitybroadband.co.za

OTHER: management@vitalitybroadband.co.za

2.2. HELPDESK

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

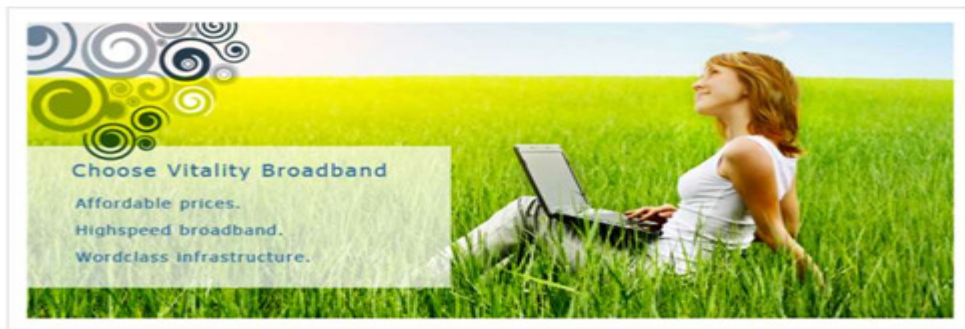
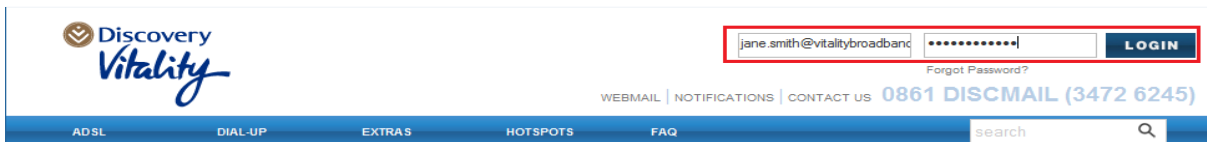


3. GETTING STARTED

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



Vitality Broadband – giving Discovery Vitality members the freedom of the internet!





All Discovery Vitality members get ADSL internet access from only R22 a GB. You'll need a Telkom phone line and ADSL line and router. It's really easy, [apply here](#) and we'll tell you exactly what you need to make sure you enjoy a high-speed internet experience. Choose any size ADSL package, right up to 30GB and get the package to perfectly match your needs. Vitality Broadband offers the best support, adequate mailbox space, additional data at Hotspots and much more. Interested? [Contact us](#) or [read more](#) about Vitality Broadband – another reward of a healthier lifestyle from Discovery Vitality.

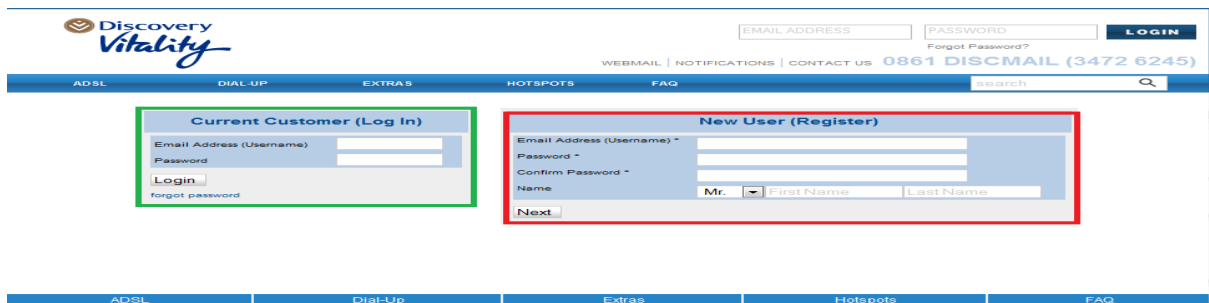


3.2. REGISTERING

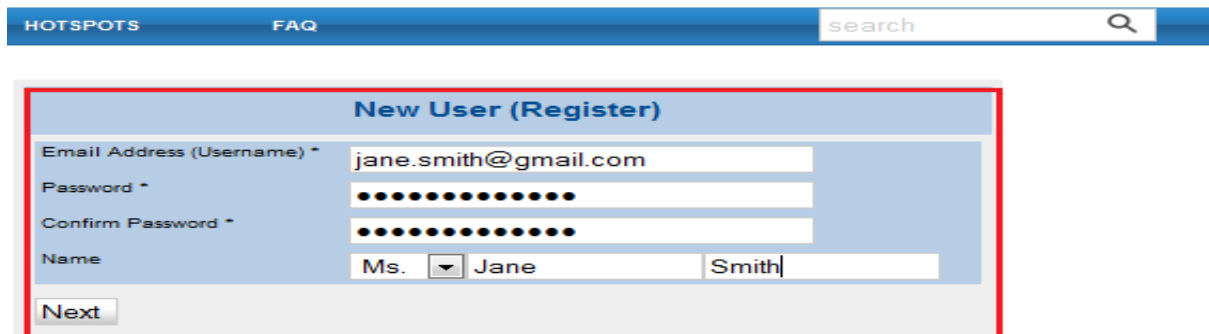
This option will be available if NOT logged in but would like to purchase available services.


Registering allows access to the Customer Zone.


- Click →  or  or  to select the desired product.
- Click →  on the relevant solution.



- Populate relevant details as required.



- **Email Address (Username):** Populate email address
- **Password:** Enter Password
- **Confirm password:** Confirm Password that has been entered
- **Name:** Select the relevant Title; populate First Name and Last Name
- Select  to complete the rest of the form.



To obtain a username and password make a purchase and select the New User (Register).

3.3. HOW TO MAKE A PURCHASE

- Click → **ADSL** or **DIAL-UP** or **EXTRAS** to select the desired product.

- Click → **BUY NOW** on the relevant solution.

Discovery Vitality

EMAIL ADDRESS PASSWORD LOGIN

Forgot Password?

WEBMAIL | NOTIFICATIONS | CONTACT US 0861 DISCMAIL (3472 6245)

ADSL | DIAL-UP | EXTRAS | HOTSPOTS | FAQ

search

Uncapped ADSL

PACKAGE	SPEED	MONTHLY COST	
Uncapped 384	384Kbps	R188.00	BUY NOW
Uncapped 512	512Kbps	R289.00	BUY NOW
Uncapped 1024k	1024Kbps	R298.00	BUY NOW
Uncapped 4096	4096Kbps	R489.00	BUY NOW

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

Discovery Vitality

EMAIL ADDRESS PASSWORD LOGIN

Forgot Password?

WEBMAIL | NOTIFICATIONS | CONTACT US 0861 DISCMAIL (3472 6245)

ADSL | DIAL-UP | EXTRAS | HOTSPOTS | FAQ

search

Current Customer (Log In)

Email Address (Username)

Password

Login

[forgot password](#)

New User (Register)

Email Address (Username) *

Password *

Confirm Password *

Name Mr. First Name Last Name

Next

ADSL | Dial-Up | Extras | Hotspots | FAQ

Populate ADSL Username and Password.

Discovery Vitality

You are now logged in

WEBMAIL | NOTIFICATIONS | CONTACT US 0861 DISCMAIL (3472 6245)

TOP UP | MY ACCOUNT | MY SERVICES / USAGE | MY INVOICES | SUPPORT | BUY MORE | Search

Product details

Uncapped 384

Uncapped 384Kbps

Recurring Billing Schedule

R164.91 + R23.09 Tax: Monthly Billing (Note: Billing occurs on every 1st day of the month)

Signup Information

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 Password: Dishonest12



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

Please provide additional signup information below

Free Email

Signup Information
Please provide your desired email address and password
Please ensure that you choose a strong password, preferably containing letters and digits

Email Address: @

Password:

Free Fax 2 Email

Signup Information
Please provide your email address to receive faxes on.

Email Address:


AlwaysOn 100MB

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

Signup Information
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: @

Service Password:



Use the same username and password for all Services.

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

Discovery Vitality

You are now logged in. [LOGOUT](#)
[View Cart \(4 items\)](#)

WEBMAIL | NOTIFICATIONS | CONTACT US 0861 DISCMAIL (3472 6245)

[TOP UP](#) | [MY ACCOUNT](#) | [MY SERVICES / USAGE](#) | [MY INVOICES](#) | [SUPPORT](#) | [BUY MORE](#)

Search

Checkout and Pay

Please Select Your Preferred Payment Option

Credit Card	Credit card payment via iVeni
Debit Order	Debit Order processing via Netcash

Uncapped Promotion! Enter the code "FREEUNC" here, to get your first month free! We do however require that you signup with valid billing details Enter Discount Code

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

Purchase Details

To edit or remove items, click here.



<p>Uncapped 384</p> <p>Pricing Structure : Recurring Membership/Subscription</p> <p>R164.91 + R23.09 Tax : Monthly Billing Schedule</p> <p>Data Service Details Username: jane.smith123@uncapped.vitalitybroadband.net Password: Dishonest.12</p>	<p>Price (Incl Tax) (Pro-Rated) R106.53</p> <p>Quantity 1</p>
<p>Free Email</p> <p>Email Service Details Email Address: jane.smith123@vitalitybroadband.co.za Password: Dishonest.12 Quota: 100MB</p>	
<p>Free Fax 2 Email</p> <p>Fax Service Details Email address: jane.smith@vitalitybroadband.co.za</p>	

The Purchase Details of the Items selected are reflects as follows

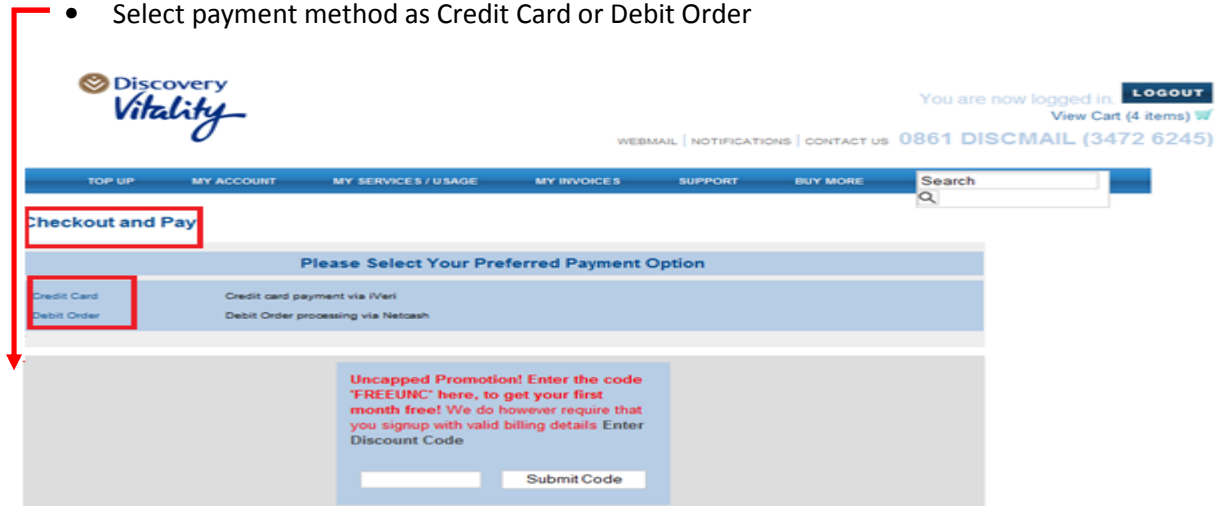
- Uncapped 384
 - Pricing Structure and Service Details are specified
- Free Email
 - The Quota for the Email Service and Service Details are specified
- Free Fax 2 Email
 - Service Details are specified
- Pricing for Uncapped 384

	<p>Purchase Totals</p> <p>VAT R13.08</p> <p>Total R106.53</p>
--	--

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

	<p><i>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.</i></p> <p><i>Debit Order TOP UP's are added to your monthly debit orders at the beginning of the following month.</i></p>
	<p><i>Credit Card Top UP's are deducted immediately.</i></p>

- Select payment method as Credit Card or Debit Order



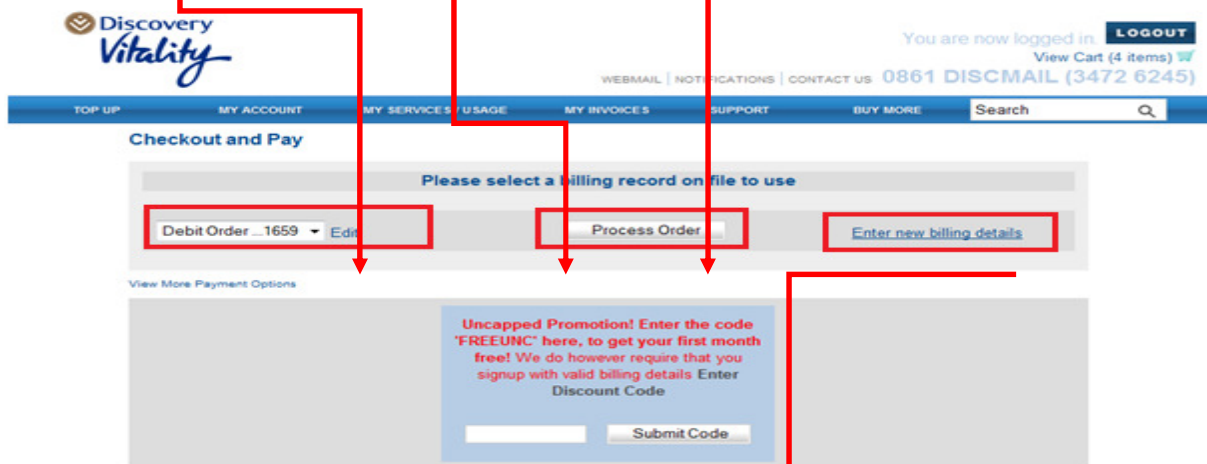
- Option 1: Debit Order Details are correct and no changes are necessary.

- Click → to complete payment.

- Option 2: Debit Order Details need to be modified.

- Click → Edit - Amendments to Billing Details can be done.

- Click → to complete payment.



- Option 3: New Debit Order Details needs to be captured.

- Click → Enter new billing details

- Populate the relevant Debit Order Details.

- Click → to complete payment.



- Select → **View more Payment Options** navigates user back to **Please Select Your Preferred Payment Option**

The screenshot shows the Discovery Vitality website interface. At the top left is the Discovery Vitality logo. To the right, it says "You are now logged in." with a "LOGOUT" button. Below this is a navigation bar with links for "WEBMAIL", "NOTIFICATIONS", "CONTACT US", and "0861 DISCMAIL (3472 6245)". A secondary navigation bar contains "TOP UP", "MY ACCOUNT", "MY SERVICES / USAGE", "MY INVOICES", "SUPPORT", "BUY MORE", and a search box. The main content area features an "Alert" box with the following text:

Alert


If you have previously sent through a debit order authorisation form, there is no need to perform the following steps:

1. Please **download the following debit order form:**
>>Printable debit order form<<
then
2. **Confirm your details, sign it, and fax to 0862758687 along with a copy of your ID & proof of banking details** (latest bank statement or cancelled cheque) for activation.
Alternatively, **e-mail a scanned copy to billing@vitalitybroadband.co.za**

Please note that your invoice will continue to be displayed as **Unpaid** in the system until such time as we have received your **completed debit order form, and verified your details.** You may ignore this warning, unless we contact you stating otherwise.

4. CUSTOMER ZONE

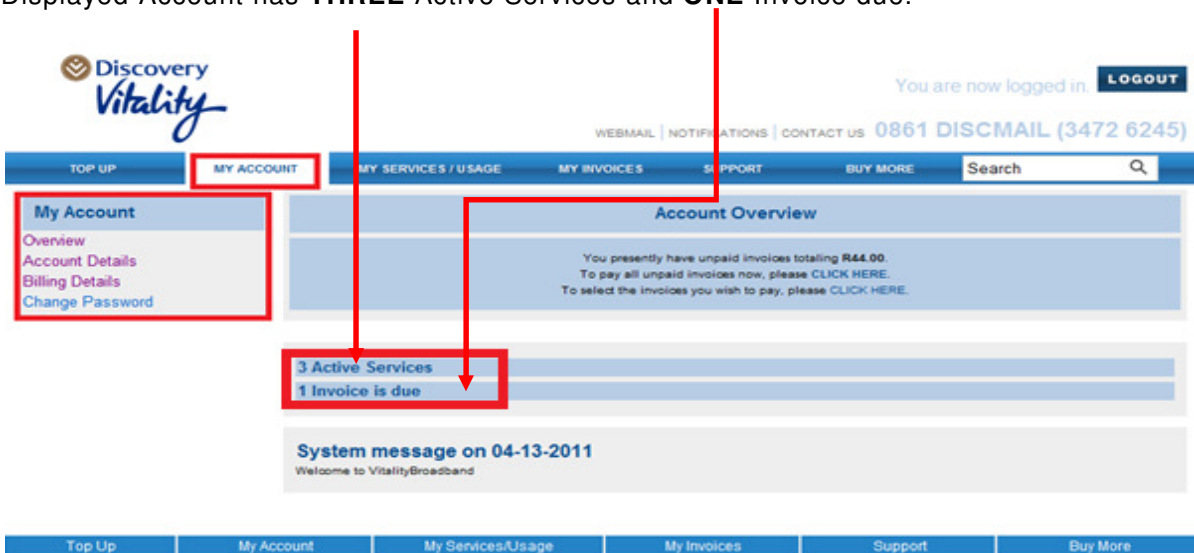
4.1. MY ACCOUNT



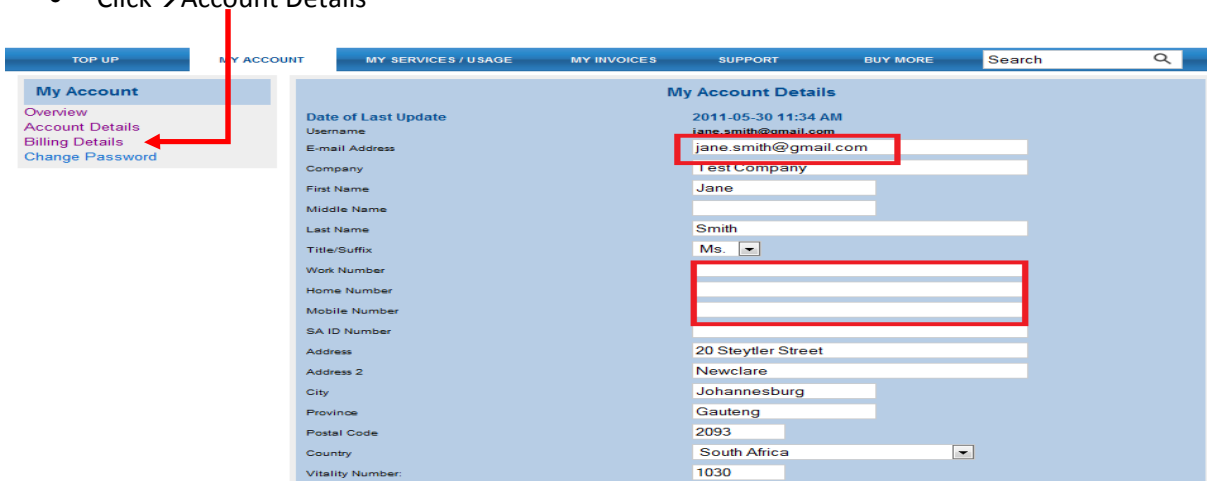
MY ACCOUNT will only be available when logged in.

- Select → MY ACCOUNT

Displayed Account has **THREE** Active Services and **ONE** Invoice due.



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





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



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

4.2. MY SERVICES

To view a summary of what services has been purchased.

- Select → **MY SERVICES / USAGE**
- Click → Active Services to view services that are currently active.
- Click → Inactive Services to view services that have been deactivated.

	Date Created	Product Details	Price	
View	2011-05-30	FreeFax (Fax Service) 0966879643, jane.smith@gmail.com	R0.00 ZAR	Active ✓
View	2011-05-30	CMB-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 ✓



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

	Date Created	Product Details	Price	
View	2011-05-30	FreeFax (Fax Service) 0966870643... jane.smith@gmail.com	R0.00 ZAR	Active ✓
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 ✓

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**.

View Service		
Date Created	Date Last Modified	Invoice Number
2011-05-30 11:54 AM	2011-05-30 11:54 AM	14265
Active?	Product Code	Type
Yes	CAMB-2gb Bundled products: FREE-EMAIL, FreeFax	Data Service
Price	Type	Taxable?
R38.60	Recurring Subscription	Yes
Billing Details	View billing details	
Service Usage		
Prepaid Quota	2 GB left. 	
Additional Quotas	Hotspot 100 MB left.	
Usage Statistics	Check stats	
Active Sessions	0 active sessions	

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

This allows you to bond a line to an account.


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

Port Locking

Port locking allows you to secure your account against unauthorised usage from a different line, or connection. Once you have locked your account to certain port(s) you may suspend, or reactivate all port locking in case you need to temporarily log in from a different location. You may also give a port a name, in order to make it easier for you to distinguish the port from other ports.

Port Locking Status

All ports are currently allowed. In order to manage ports, you need to activate locking.



Port Locking prevents unauthorized access from other ADSL lines.

- Click→Upgrade/Downgrade to modify a Service.

Upgrade/Downgrade

This service can be upgraded or downgraded by selecting another product. Please use the button to choose a product.




Only ADSL Services are available for Upgrades/Downgrades.

- Click→Cancel this Service to cancel a service.

Recurring Details

Last Invoiced 2011-05-30	Next Invoice 2011-06-01
Last recharged 2011-05-30	Next recharge 2011-06-01
Billing Schedule Monthly Billing	<input type="button" value="Cancel this service"/>



Only UPGRADES within the same Service Groups are possible.

4.2.2. EMAIL & EMAIL ALIASES

Discovery Vitality

You are now logged in. **LOGOUT**

WEBMAIL | NOTIFICATIONS | CONTACT US **0861 DISCMail (3472 6245)**

TOP UP MY ACCOUNT MY SERVICES / USAGE MY INVOICES SUPPORT BUY MORE Search

Date Created	Product Details	Price
View 2011-05-30	FreeFax (Fax Service) 0868876643 – jane.smith@gmail.com	R0.00 ZAR Active
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 → [View](#)
- To view or amend billing details
- Click → View billing details which will take you to **Modify Billing Details** for this Service.

Discovery Vitality

You are now logged in. **LOGOUT**

WEBMAIL | NOTIFICATIONS | CONTACT US **0861 DISCMail (3472 6245)**

TOP UP MY ACCOUNT MY SERVICES / USAGE MY INVOICES SUPPORT BUY MORE Search

My Services Overview Active Services Inactive Services

View Service

Date Created	Date Last Modified	Invoice Number
2011-05-30 11:54 AM	2011-05-30 11:54 AM	14265
Active?	Product Code	Type
Yes	FREE-EMAIL	Mail Account
Price	Type	Taxable?
Included in bundle	Recurring Subscription	Yes
Billing Details	View billing details	

Click → 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	<input type="text" value="Dishonest.12"/> Change Password

- Click → Add Alias to add an alias for an email account.

Mail Aliases (0 of 5 used)

Alias	Actions
<input type="text" value=""/> @vitalitybroadband.co.za	Add Alias

There is a maximum of 5 aliases per email account.

4.2.3. TELKOM SERVICE

Discovery Vitality

You are now logged in. **LOGOUT**

WEBMAIL | NOTIFICATIONS | CONTACT US **0861 DISCMAIL (3472 6245)**

TOP UP MY ACCOUNT MY SERVICES / USAGE MY INVOICES SUPPORT BUY MORE Search

	Date Created	Product Details	Price	
View	2011-06-22	DSL384 (ADSL Line) 0115756669	R126.32 ZAR	Active
View	2011-06-20	HOTM-100mb-FREE (Data Service) jane.smith123@vitalitybroadband.co.za	R0.00 ZAR	Active

- Click → [View](#)
- View the Status of a Line

Line Status

Phone Number: 0115756669

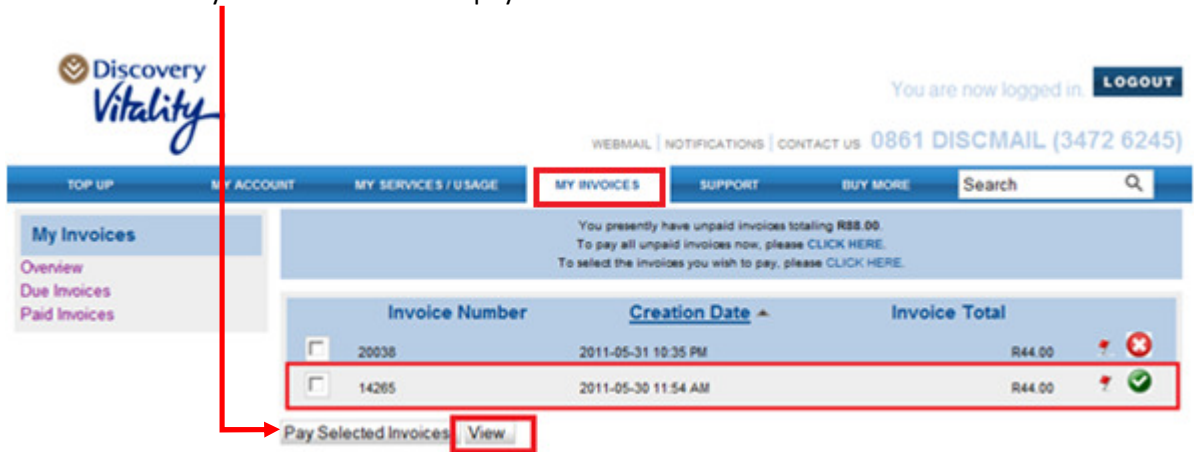
Circuit Info: DSL Service status:
Port Profile :
Operational Status: Line is not up (Code:)

DSL Info	Exchange side	Customer Side
SNR	dB	dB
Attenuation	dB	dB
TransmitSync	0Kbps	0Kbps
LossOfSignal		
LossOfFraming		
LossOfSigQuality		

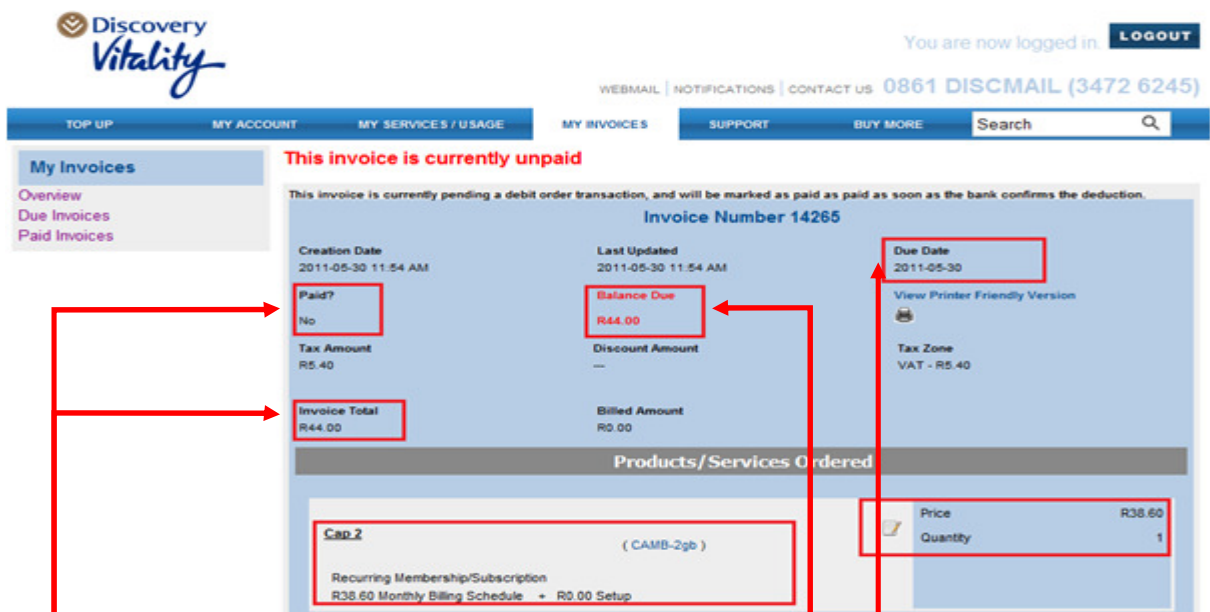
View line sync speed and signal to noise ratio, which will indicate possible Telkom issues.

4.3. MY INVOICES

- Select → **MY INVOICES**
- Click → Pay Selected Invoices to pay due invoices




- Click → **View** to view invoices.




- **Paid:** An indication of whether an invoice has been paid.
- **Invoice Total:** Refers to the total due for an invoice.
- **Balance Due:** Refers to the balance outstanding for an invoice.
- **Due Date:** Refers to the date payment needs to be made by.



	<p><i>If no payment has been received the service will be SUSPENDED and payment will need to be made into our bank account.</i></p> <p><i>Please mail billing@vitalitybroadband.co.za for more details.</i></p>
---	---

<p>Free Email (FREE-EMAIL)</p> <p>Recurring Membership/Subscription R0.00 Monthly Billing Schedule + R0.00 Setup</p>	<table> <tr> <td>Price</td> <td style="text-align: right;">R0.00</td> </tr> <tr> <td>Quantity</td> <td style="text-align: right;">1</td> </tr> </table>	Price	R0.00	Quantity	1
Price	R0.00				
Quantity	1				
<p>Free Fax 2 Email (FreeFax)</p> <p>Recurring Membership/Subscription R0.00 Monthly Billing Schedule + R0.00 Setup</p>	<table> <tr> <td>Price</td> <td style="text-align: right;">R0.00</td> </tr> <tr> <td>Quantity</td> <td style="text-align: right;">1</td> </tr> </table>	Price	R0.00	Quantity	1
Price	R0.00				
Quantity	1				

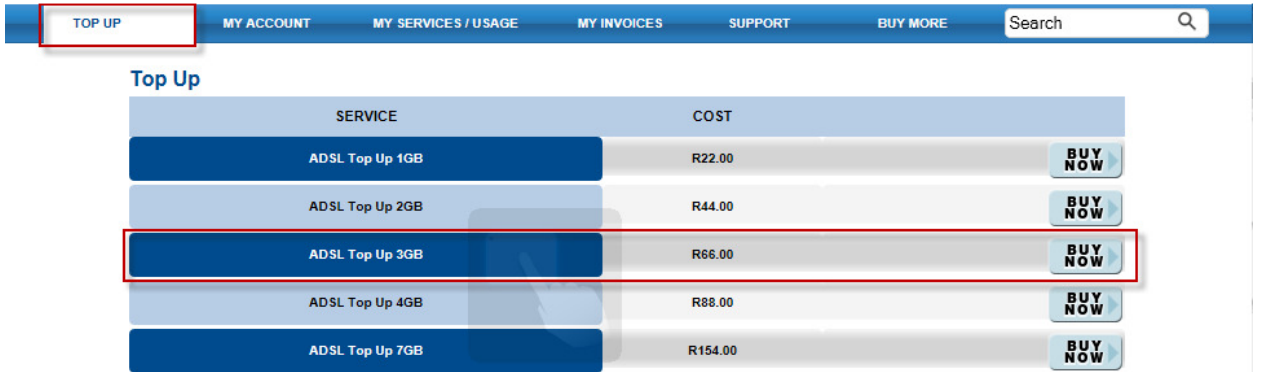
- The Invoice gives a breakdown of the pricing for the Product/Service ordered.

	<p><i>Payment is made at the beginning of every month on a repeat credit card or debit order basis.</i></p>
---	---

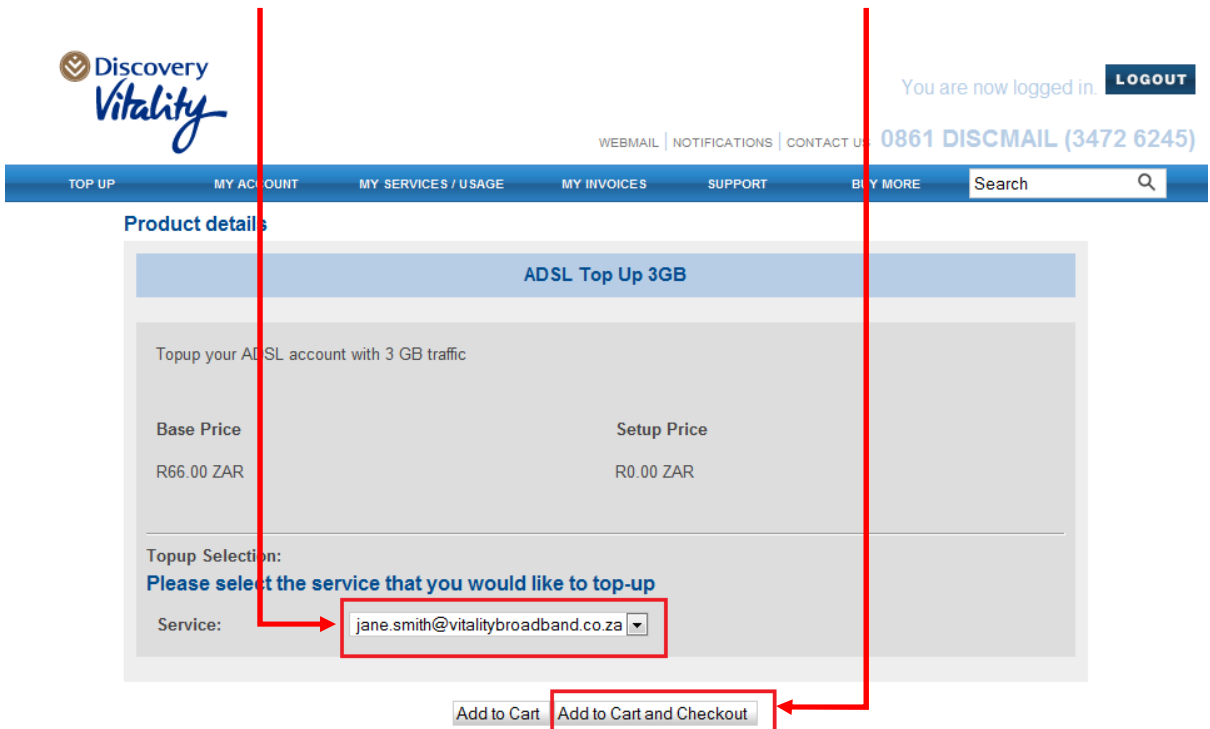
4.4. HOW TO TOP UP

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



- Select → **TOP UP**



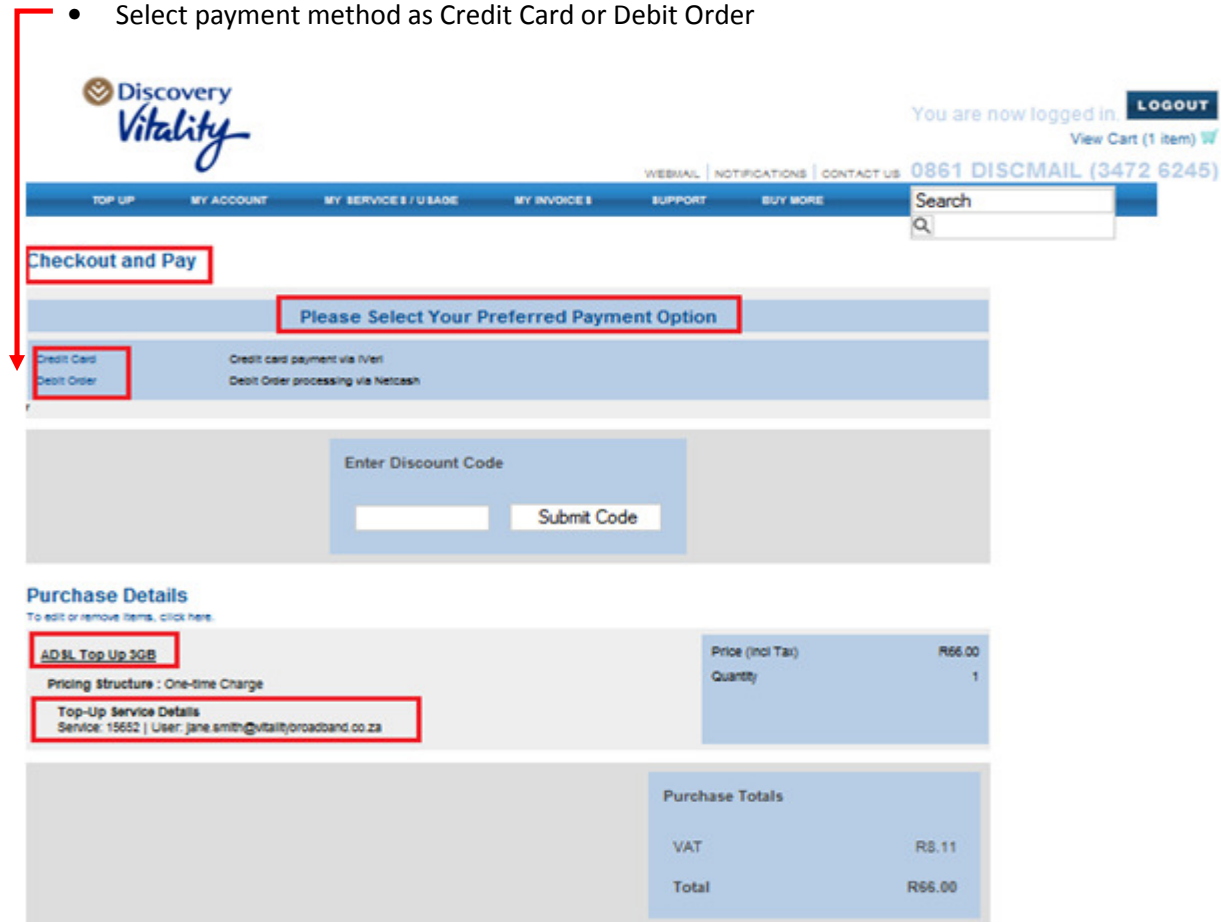
- Select the desired Top Up data amount → Click → **BUY NOW**
- Select the Account to Top Up and Click → Add to Cart and Checkout



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

	<p><i>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.</i></p> <p><i>Debit Order TOP UP's are added to your monthly debit orders at the beginning of the following month.</i></p>
	<p><i>Credit Card Top UP's are deducted immediately.</i></p>

- Select payment method as Credit Card or Debit Order



Checkout and Pay

Please Select Your Preferred Payment Option

Credit Card
 Credit card payment via iVest

Debit Order
 Debit Order processing via Netcash

Enter Discount Code

Submit Code

Purchase Details

To edit or remove items, click here.

ADBL Top Up 3GB	Price (incl Tax)	R66.00
Pricing Structure : One-time Charge	Quantity	1
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.

- Click → to complete payment.

- Option 2: Debit Order Details need to be modified.

- Click → Edit - Amendments to Billing Details can be done.

- Click → to complete payment.

Discovery Vitality

You are now logged in. **LOGOUT**
View Cart (1 item)

0861 DISCMail (3472 6245)

TOP UP | MY ACCOUNT | MY SERVICES / USAGE | MY INVOICES | SUPPORT | BUY MORE

Search

Checkout and Pay

Please select a billing record on file to use

Debit Order ... 1659 Edit Process Order Enter new billing details

View More Payment Options

Enter Discount Code

Submit Code

Purchase Details
To edit or remove items, click here.

Item	Price (incl Tax)	Quantity
ADSL Top Up 3GB Pricing Structure : One-time Charge Top-Up Service Details Service: 15652 User: jane.smith@vitalitybroadband.co.za	R66.00	1

Purchase Totals

VAT	R8.11
Total	R66.00

- Option 3: New Debit Order Details needs to be captured.

- Click → Enter new billing details

- Populate the relevant Debit Order Details.



- Click → to complete payment.

4.5. SUSPENDING A SERVICE

- Click → Cancel this Service to cancel a service.



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

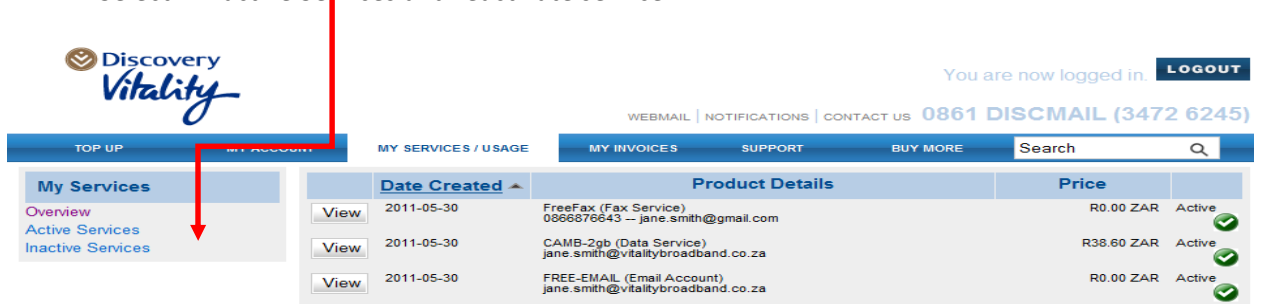
	<i>Only ADSL Services are available for Cancelling online.</i>
	<i>All associated free services (such as Hotspots, fax and email) will be cancelled with the account. To retain any of these services on a paid for basis please contact the helpdesk.</i>

4.6. REACTIVATING A SUSPENDED SERVICE

- Services can be reactivated at any point by logging back into the system.

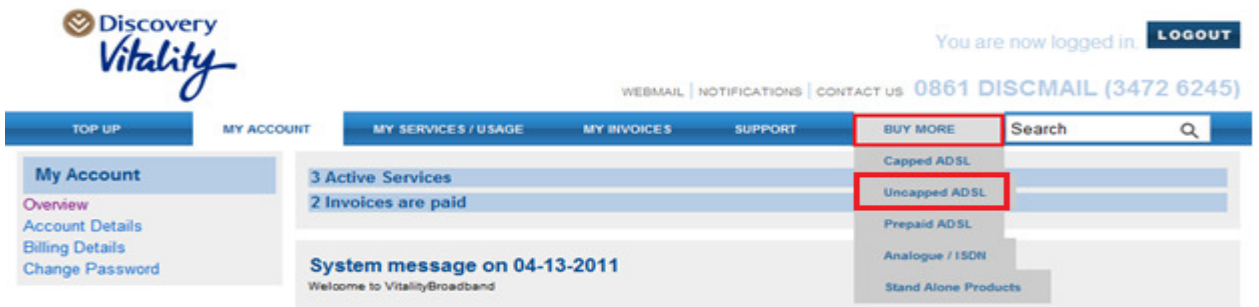
- Select → **MY SERVICES / USAGE**

- Select → Inactive Services and reactivate service.

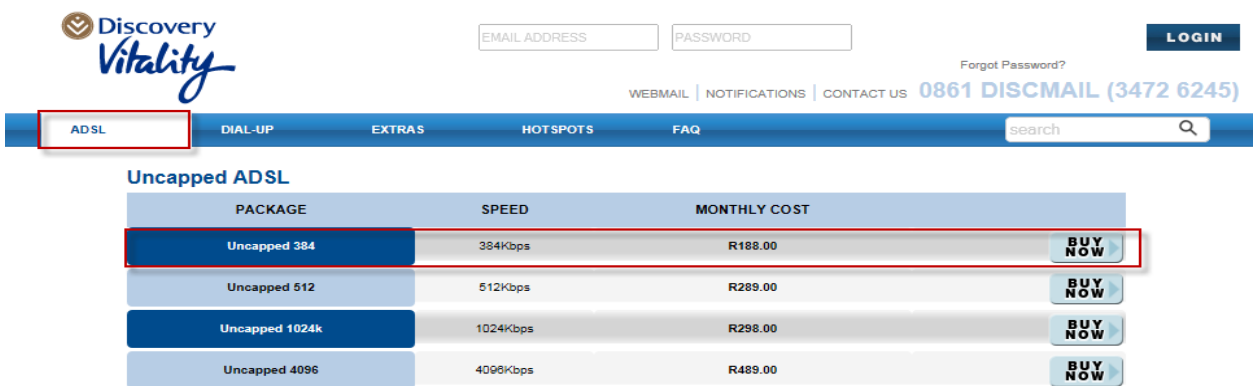



4.7. HOW TO BUY MORE

- Select → BUY MORE to add to your portfolio of services.



- Select the relevant service



- Click →  on the relevant solution and follow the prompts.



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

Discovery Vitality

You are now logged in. **LOGOUT**

WEBMAIL | NOTIFICATIONS | CONTACT US **0861 DISCMail (3472 6245)**

TOP UP MY ACCOUNT MY SERVICES / USAGE MY INVOICES SUPPORT BUY MORE Search

Date Created	Product Details	Price
View 2011-05-30	FreeFax (Fax Service) 0866876643 -- jane.smith@gmail.com	R0.00 ZAR Active
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 → [View](#)
- To view or amend billing details
- Click → View billing details which will take you to **Modify Billing Details** for this Service.

Discovery Vitality

You are now logged in. **LOGOUT**

WEBMAIL | NOTIFICATIONS | CONTACT US **0861 DISCMail (3472 6245)**

TOP UP MY ACCOUNT MY SERVICES / USAGE MY INVOICES SUPPORT BUY MORE Search

My Services

Overview
Active Services
Inactive Services

View Service

Date Created	Date Last Modified	Invoice Number
2011-05-30 11:54 AM	2011-05-30 11:54 AM	14265
Active?	Product Code	Type
Yes	FREE-EMAIL	Mail Account
Price	Type	Taxable?
Included in bundle	Recurring Subscription	Yes
Billing Details	View billing details	

- Click → 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	<input type="password" value="Dishonest.12"/> <input type="button" value="Change Password"/>

- Click → Add Alias to add an alias for an email account.

Mail Aliases (0 of 5 used)	
Alias	Actions
<input type="text" value="@vitalitybroadband.co.za"/>	<input type="button" value="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 www.alwayson.co.za/hotspotlocator 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 support@vitalitybroadband.co.za.
- 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

- Click → **View**

Discovery Vitality

You are now logged in. **LOGOUT**

WEBMAIL | NOTIFICATIONS | CONTACT US **0861 DISCMail (3472 6245)**

TOP UP MY ACCOUNT MY SERVICES / USAGE MY INVOICES SUPPORT BUY MORE Search

	Date Created	Product Details	Price	
View	2011-05-30	FreeFax (Fax Service) 0866876643 – jane.smith@gmail.com	R0.00 ZAR	Active
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 → View billing details which will navigate to **Modify Billing Details** for this Service.

Discovery Vitality

You are now logged in. **LOGOUT**

WEBMAIL | NOTIFICATIONS | CONTACT US **0861 DISCMail (3472 6245)**

TOP UP MY ACCOUNT MY SERVICES / USAGE MY INVOICES SUPPORT BUY MORE Search

My Services
Overview
Active Services
Inactive Services

View Service

Date Created	Date Last Modified	Invoice Number
2011-05-30 11:54 AM	2011-05-30 11:54 AM	14265
Active?	Product Code	Type
Yes	FreeFax	Fax Service
Price	Type	Taxable?
Included in bundle	Recurring Subscription	Yes
Billing Details	View billing details	

- Click → Change Email to change the fax to email address.

Fax Details

Service Status: Active

Fax Number: 0866876643

Email Address: **Change Email**

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

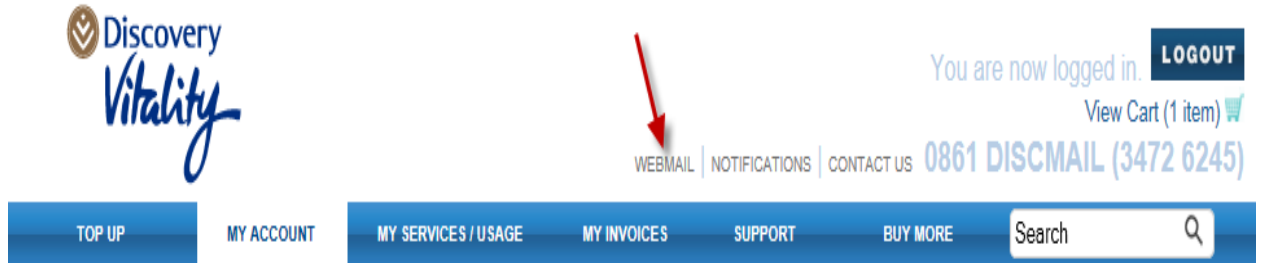
Recurring Details

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



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.



- Once logged in emails will now be accessible.

