



Customer Portal

GUIDE

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Portal Login

<https://billing.easyweb.co.za>

0861-EASYWEB | 010-001-5200

- Sales: info@easyweb.co.za
- Support: support@easyweb.co.za
- Account: debtors@easyweb.co.za

www.easyweb.co.za

CUSTOMER LOG-IN PORTAL

Customers can log in from our website by selecting the **Client Zone** tab

<https://www.easyweb.co.za/>

<https://billing.easyweb.co.za/>



Our new customer portal will provide you with private access to your account and will contain information regarding your services, online statistics and even the financial costs associated with your profile.

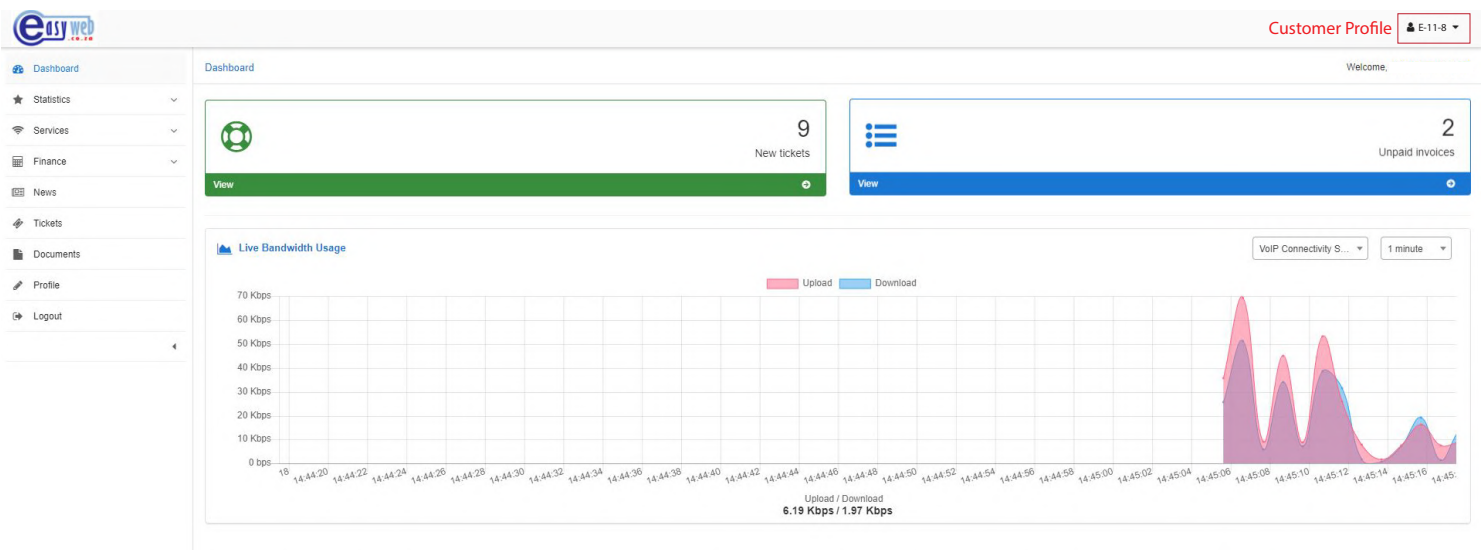
You will also be able to check the latest news and updates regarding outages and maintenance in your area, as well as download financial documents.

Logging tickets and viewing their responses, can also be done via the new portal.

The navigation tab in the customer portal will display the following Modules:

Dashboard

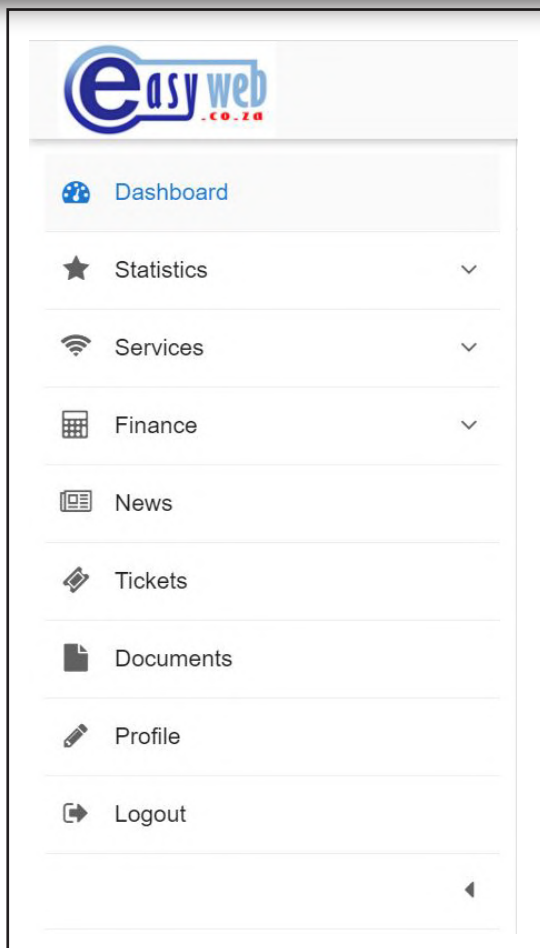
Displays general information about the customers current balance, unpaid invoices or proforma invoices, new messages, new tickets and latest news.

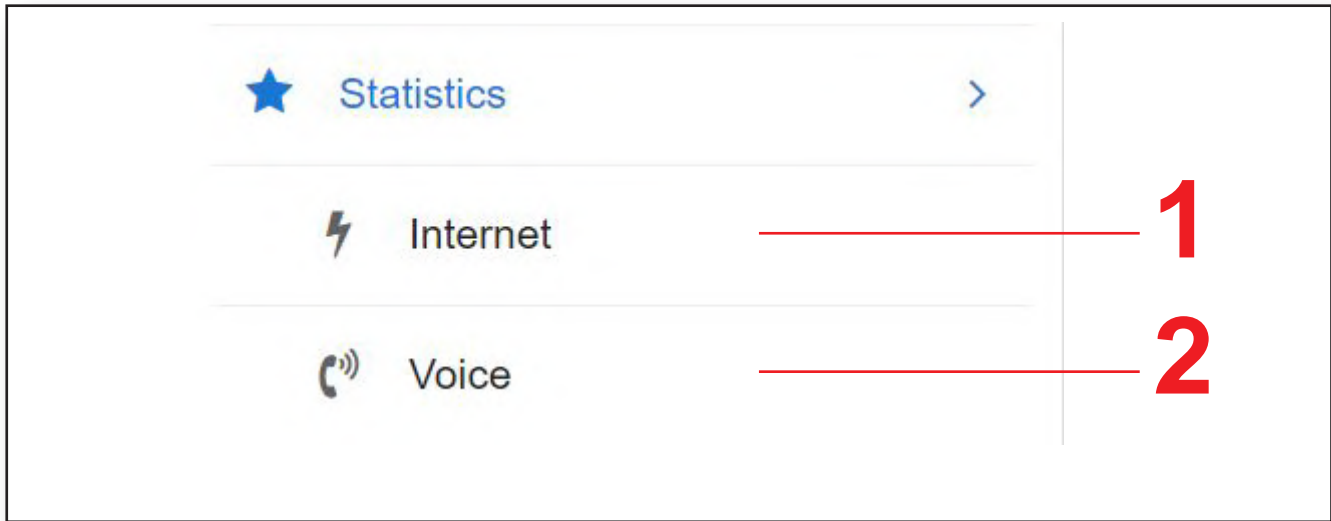


Navigational tabs can be found on the left hand side.

Here clients will be able to view:

- Statistics for the account**
 Internet: Internet usage
 Voice: VoIP usage
- Services**
 Here clients can view all services that they have active.
- Finance**
 Clients can view invoices, payments, proforma invoices, statements and payment credentials.
- News**
 Displays latest news and updates for the customer.
 All notifications regarding outages, tower maintenance, and upgrades.
- Tickets**
 Here clients can log support tickets and view all queries.
- Documents**
 Contains any documents which can be important for a customer, such as Agreements.
 Additional Agreements and service order forms agreements (SOF)
- Profile**
 Displays the customer's main contact details and access information.





1: Internet

Allows the client to see all data usage.

- Sessions
- Usage by day
- Total by period
- Daily average graph

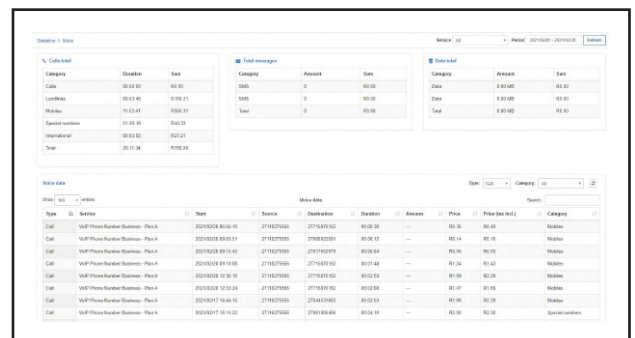
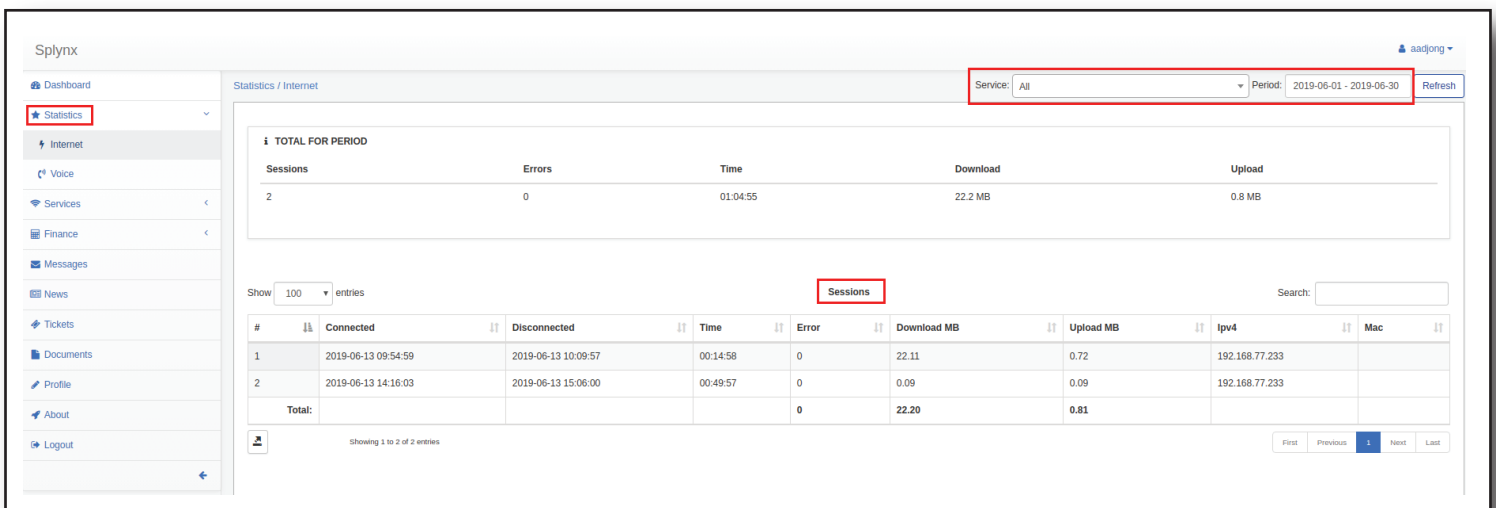
- Real Time graphs may not be available on Vuma and Openserve fibre lines.
- Vuma Active ethernet graph will not show at this time.



2: Voice

Allows the client to see all VoIP Data usage.

- Calls Total

Service: All | Period: 2019-06-01 - 2019-06-30 | Refresh

TOTAL FOR PERIOD					
Sessions	Errors	Time	Download	Upload	
2	0	01:04:55	22.2 MB	0.8 MB	

Show 100 entries | Sessions | Search:

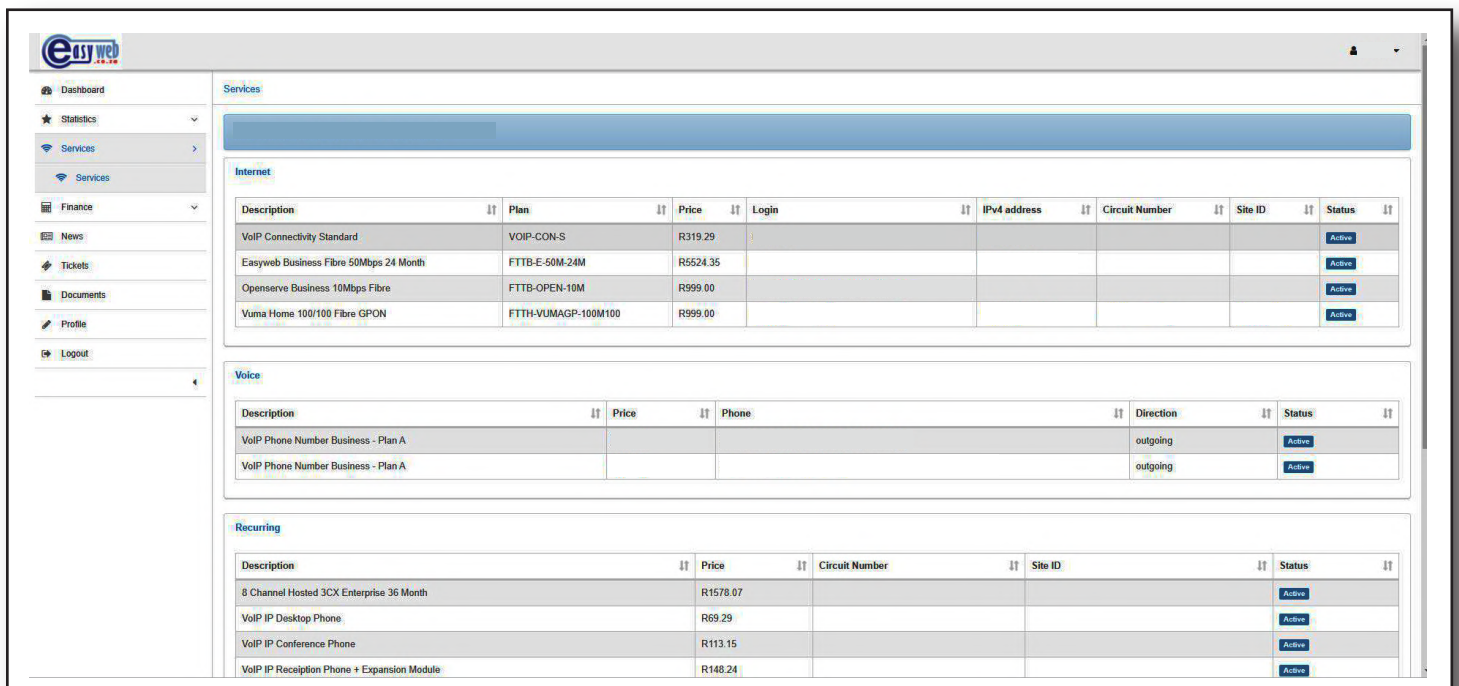
#	Connected	Disconnected	Time	Error	Download MB	Upload MB	Ipv4	Mac
1	2019-06-13 09:54:59	2019-06-13 10:09:57	00:14:58	0	22.11	0.72	192.168.77.233	
2	2019-06-13 14:16:03	2019-06-13 15:06:00	00:49:57	0	0.09	0.09	192.168.77.233	
Total:				0	22.20	0.81		

Showing 1 to 2 of 2 entries | First | Previous | 1 | Next | Last



Customers will be able to view all the services active on their account. The plan they are on, and the cost for the respective service.

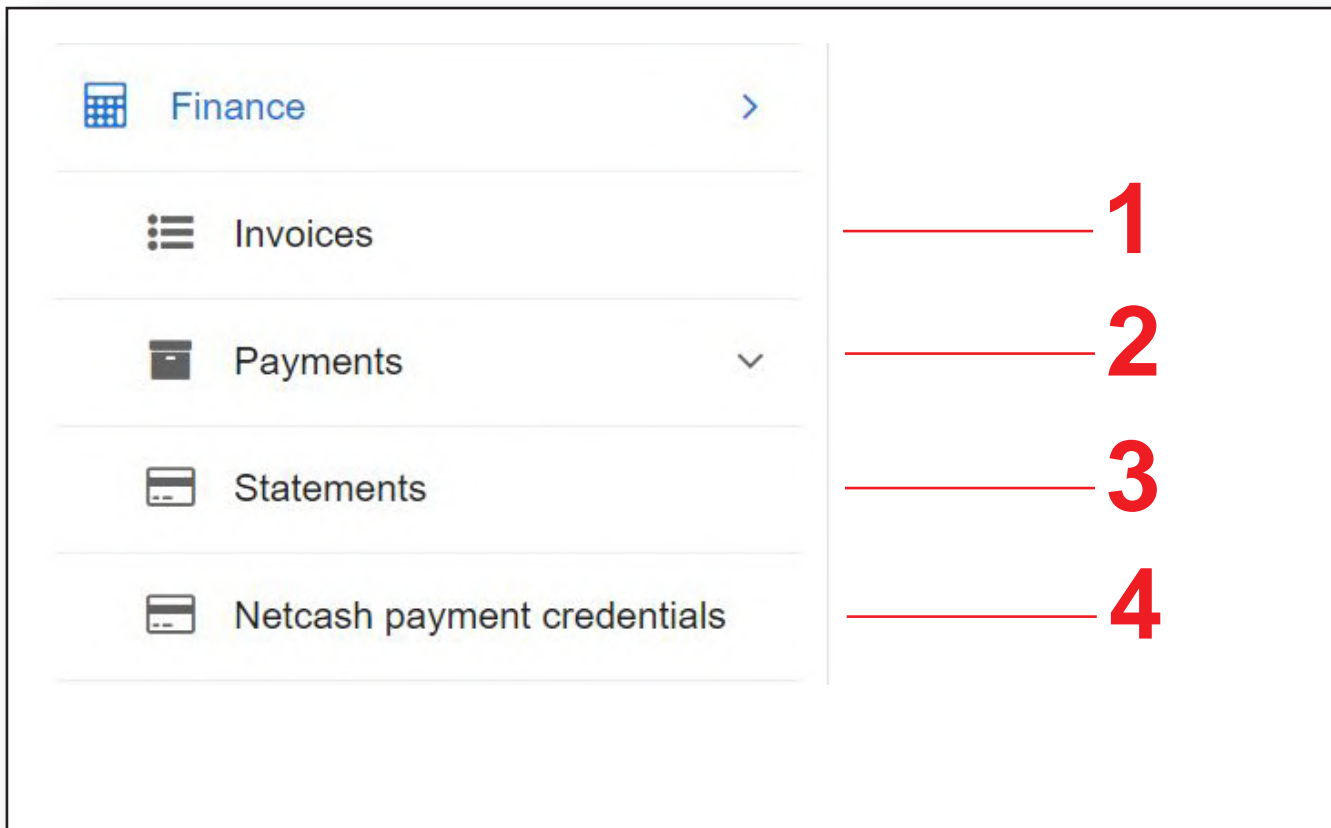
- Internet Services
- Voice services
- Recurring services



Internet										
Description	Plan	Price	Login	IPv4 address	Circuit Number	Site ID	Status			
VoIP Connectivity Standard	VOIP-CON-S	R319.29					Active			
Easyweb Business Fibre 50Mbps 24 Month	FTTB-E-50M-24M	R524.35					Active			
Openserve Business 10Mbps Fibre	FTTB-OPEN-10M	R999.00					Active			
Yuma Home 100/100 Fibre GPON	FTTH-VUMAGP-100M100	R999.00					Active			

Voice						
Description	Price	Phone	Direction	Status		
VoIP Phone Number Business - Plan A			outgoing	Active		
VoIP Phone Number Business - Plan A			outgoing	Active		

Recurring						
Description	Price	Circuit Number	Site ID	Status		
8 Channel Hosted 3CX Enterprise 36 Month	R1578.07			Active		
VoIP IP Desktop Phone	R69.29			Active		
VoIP IP Conference Phone	R113.15			Active		
VoIP IP Reception Phone + Expansion Module	R148.24			Active		



1: Invoices

Customers can view and download all their account invoices, and make payments via debit order or Payfast.

2: Payments

Customers can view all payments made towards their account.

3: Statements

Customers can view all statements for their accounts.
The statement will reflect a consolidation of all invoices & payments on their account.

4: Netcash Payment Credentials

Customers can view debit order details for their account.









Invoices

Customers can view and download all their account invoices, and make payments via debit order or Payfast.

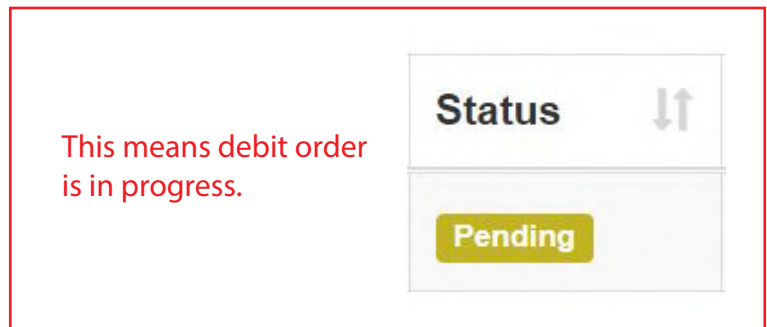
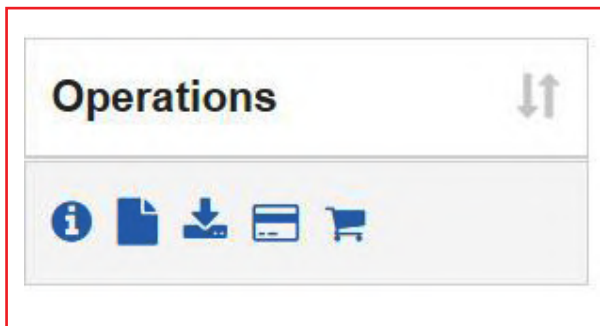


Finance > Invoices Refresh

Show 12 entries Search:

ID	Number	Date	Total	Payment date	Status	Operations
87		2021/03/01	2996.15	---	Unpaid	   
582		2021/03/01	15833.55	---	Unpaid	   

Showing 1 to 2 of 2 entries « 1 »



View Invoice (Customers can view their invoices)



View PDF of Invoice (Customers can view a PDF Version of the invoice)



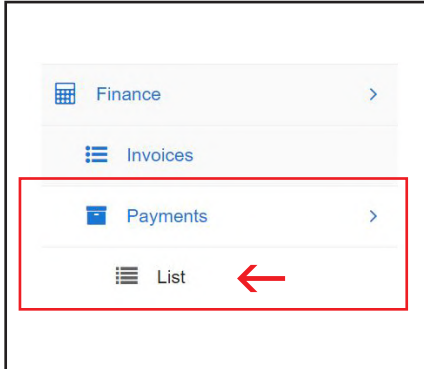
Download PDF Invoice (Customers can download a PDF of the invoice)



Pay by Netchash Gateway (Customers can pay unpaid invoices via Netchash Gateway)

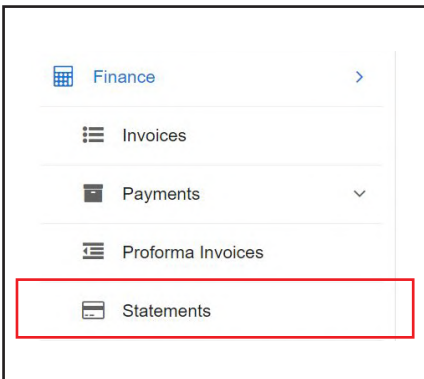
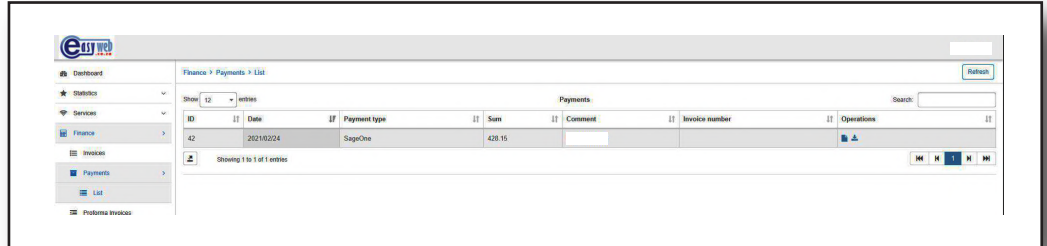


Pay by PayFast / Credit Card (Customers can pay via Payfast or credit card)



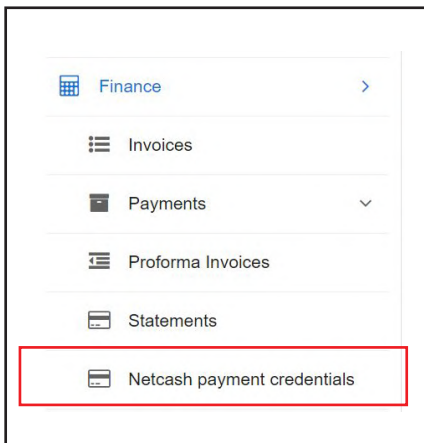
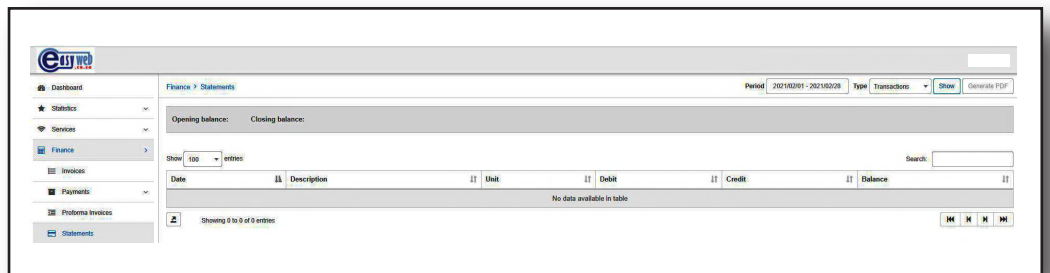
Finance - Payments - List

This will reflect all payments made towards your account.



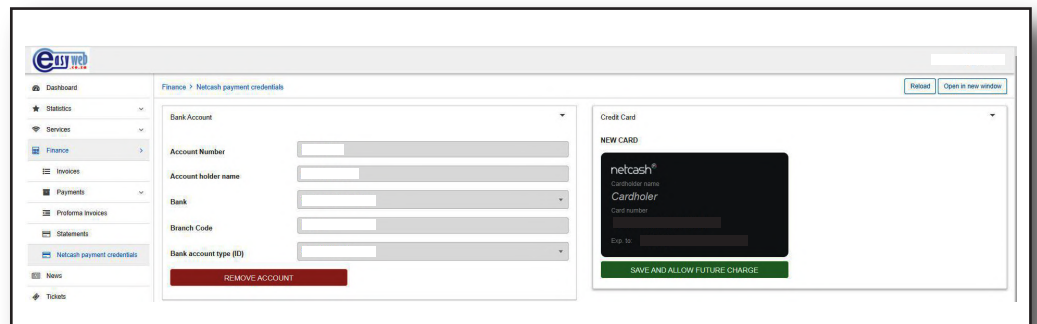
Finance - Statements

This will show all invoices & payments on your account.



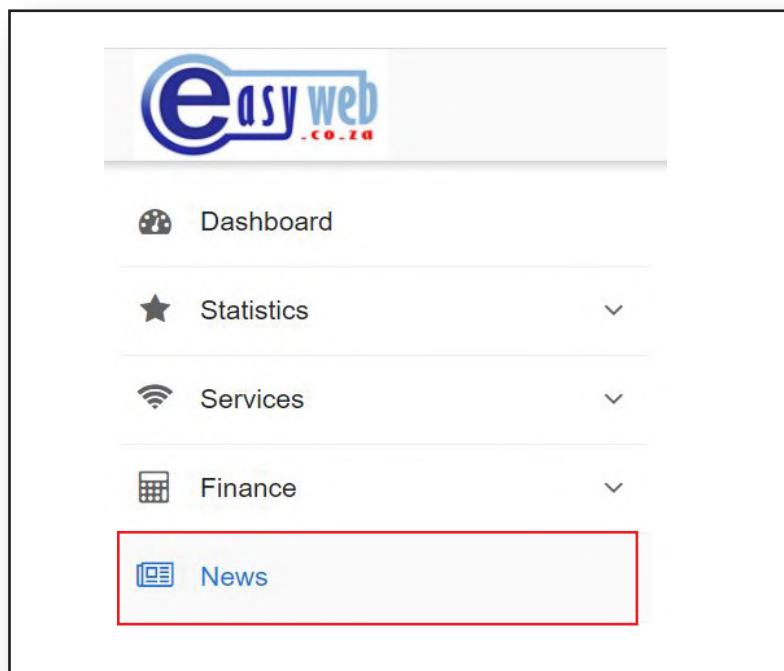
Finance - Payment Credentials

Customers can view debit order details for their account.



News

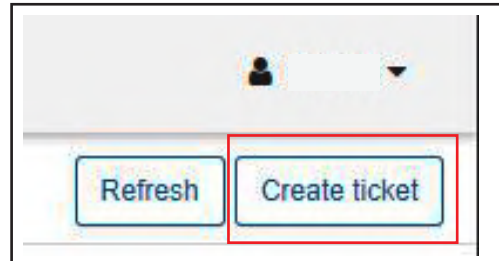
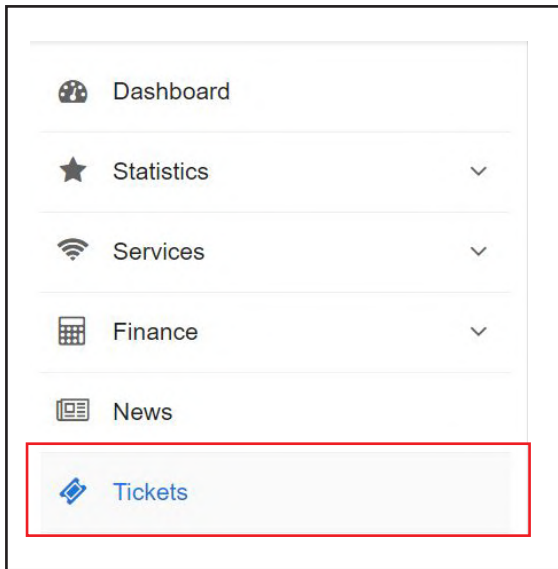
- Displays latest news and updates for the customer.
- All notifications regarding outages.
- Tower maintenance, and upgrades.
- Down time.
- Communication from Easyweb to the client.



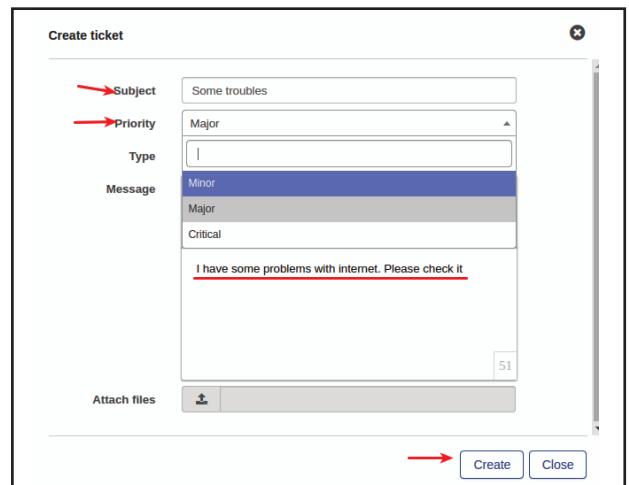
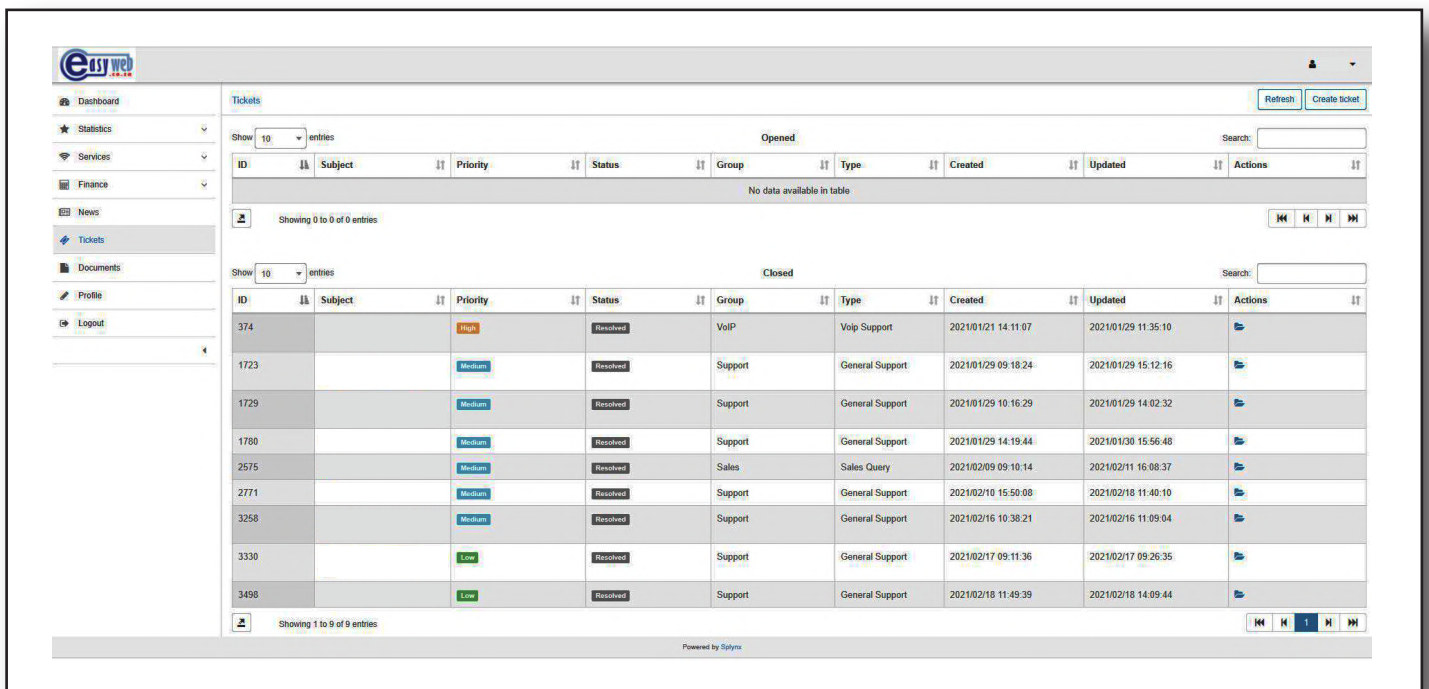
Tickets

Displays all tickets submitted by and for the customer, for technical support. By clicking on the **View icon** in the Actions column, customers can read their ticket.

Customers can also **create and submit a new ticket** by clicking on the **Create ticket icon** at the top-right corner of the page.



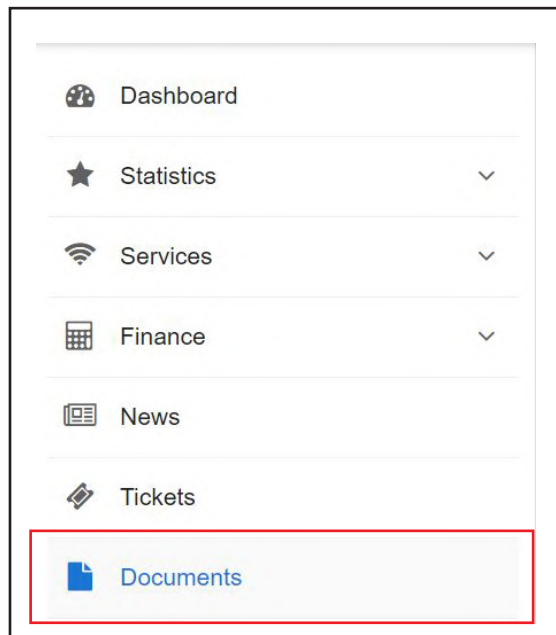
The **"Create ticket"** window will appear, where customers can type the **Subject** of the ticket, choose a **Priority**, and type a message for their query, as well as upload any files if necessary.





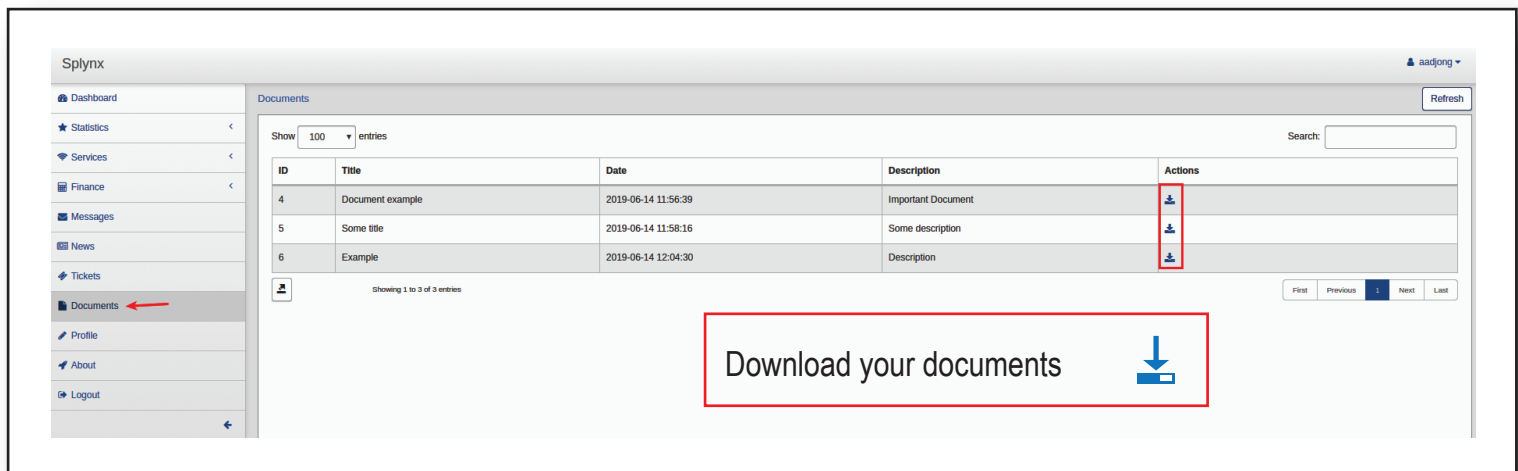
ID	Subject	Priority	Status	Group	Type	Created	Updated	Actions
No data available in table								
Showing 0 to 0 of 0 entries								
Showing 1 to 9 of 9 entries								
374		High	Resolved	VoIP	Voip Support	2021/01/21 14:11:07	2021/01/29 11:35:10	
1723		Medium	Resolved	Support	General Support	2021/01/29 09:18:24	2021/01/29 15:12:16	
1729		Medium	Resolved	Support	General Support	2021/01/29 10:16:29	2021/01/29 14:02:32	
1780		Medium	Resolved	Support	General Support	2021/01/29 14:19:44	2021/01/30 15:56:48	
2575		Medium	Resolved	Sales	Sales Query	2021/02/09 09:10:14	2021/02/11 16:08:37	
2771		Medium	Resolved	Support	General Support	2021/02/10 15:50:08	2021/02/18 11:40:10	
3258		Medium	Resolved	Support	General Support	2021/02/16 10:38:21	2021/02/16 11:09:04	
3330		Low	Resolved	Support	General Support	2021/02/17 09:11:36	2021/02/17 09:26:35	
3498		Low	Resolved	Support	General Support	2021/02/18 11:49:39	2021/02/18 14:09:44	

Documents




Contains any documents which can be important for a customer such as agreements, additional agreements or amendments, and the service order forms (**SOF**)




Customers can view and download these documents from here by clicking on the **Download icon**  in the Actions column of the table.



The screenshot shows the Splynx customer portal interface. On the left is a navigation sidebar with 'Documents' selected. The main content area displays a table of documents with columns for ID, Title, Date, Description, and Actions. The 'Actions' column contains download icons for each document. A red box highlights the download icon for the first document. Below the table, a red box contains the text 'Download your documents' and a download icon.

ID	Title	Date	Description	Actions
4	Document example	2019-06-14 11:56:39	Important Document	
5	Some title	2019-06-14 11:58:16	Some description	
6	Example	2019-06-14 12:04:30	Description	

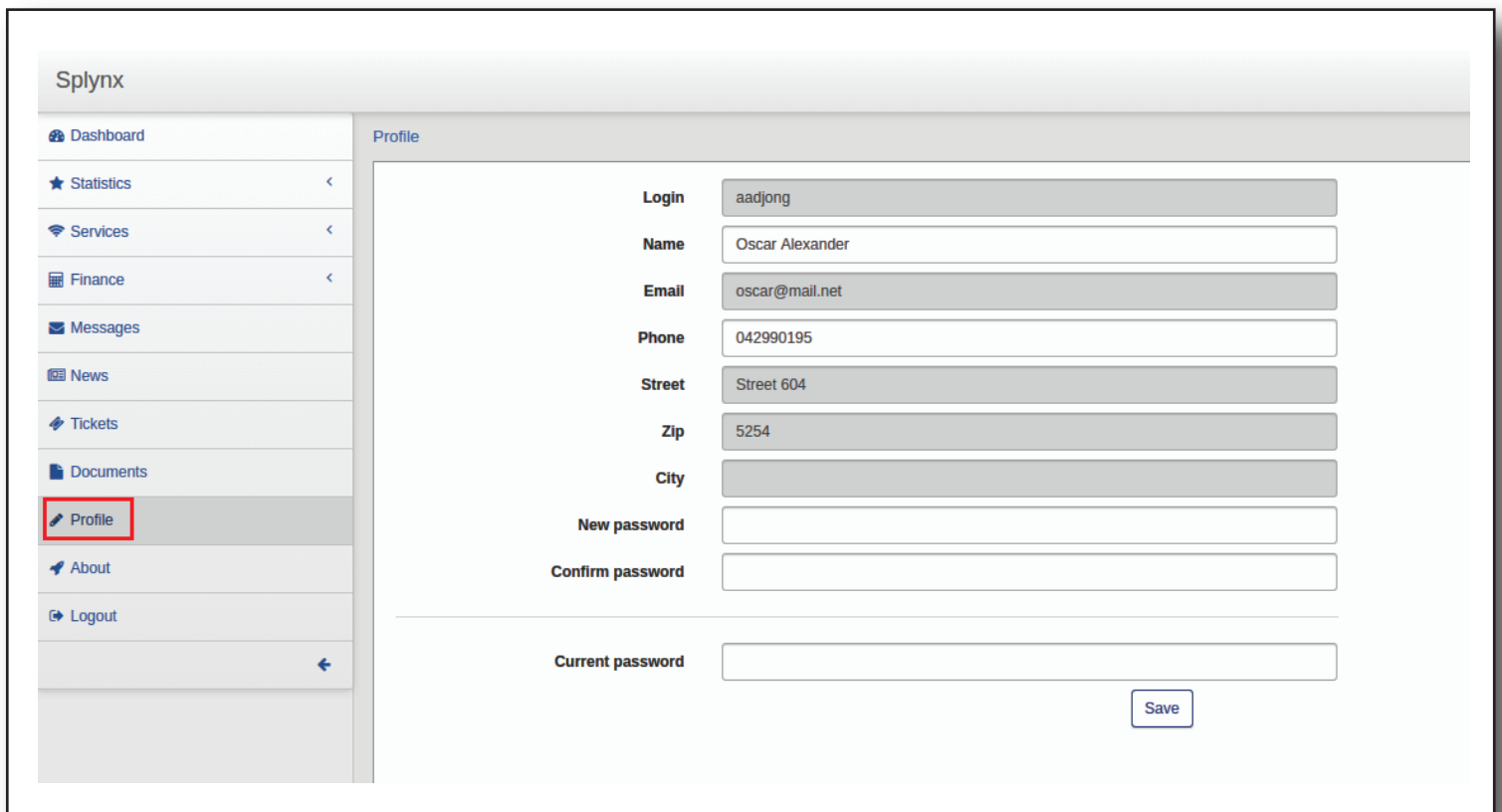
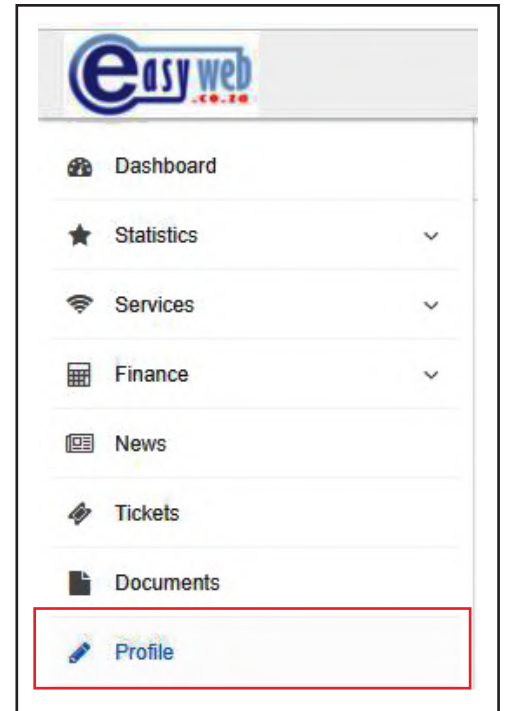
Showing 1 to 3 of 3 entries

Download your documents 

Profile

Displays the customer's main contact and access information.

If fields are marked in white, customers can change information provided in those fields, if they are dimmed, customers can only view that information.



A screenshot of the Easyweb customer portal profile page. The page title is "Splynx". On the left is a navigation menu with items: Dashboard, Statistics, Services, Finance, Messages, News, Tickets, Documents, Profile (highlighted with a red box), About, and Logout. The main content area is titled "Profile" and contains the following fields:

Login	<input type="text" value="aadjong"/>
Name	<input type="text" value="Oscar Alexander"/>
Email	<input type="text" value="oscar@mail.net"/>
Phone	<input type="text" value="042990195"/>
Street	<input type="text" value="Street 604"/>
Zip	<input type="text" value="5254"/>
City	<input type="text"/>
New password	<input type="text"/>
Confirm password	<input type="text"/>
Current password	<input type="text"/>

At the bottom right of the form is a "Save" button.