

#### **ONLINE WEB PORTAL GUIDE**

Dear Customer,

We are Excited to introduce our all new upgraded online self-care portal. Now you can make payment and check your account usage at one place. The new portal is easy to navigate and has great functionalities such as:

۶	Online Bill Payment	-	Pg-01
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۶	Now Raise a Service Request from Anywhere and Anytime	-	Pg-08

#### **<u>1. Online Bill Payment:</u>**

#### Please follow the below instructions carefully to make the online Bill Payment:

STEP-01:- Open your Web Browser. (Recommended: Internet Explorer 7+, Mozilla Firefox, Google Chrome x64/x86, Safari)

STEP-02:- Visit URL http://www.skynetonline.co.in (or) http://www.sefaronetworks.com





STEP-03:- Click the My Account Button on Top Right Hand Corner of the page, You will be redirected to the following page.

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STEP-04:- Click the "**Click to Login Button**", You will be redirected to the following page. Enter the Username and Password received on your registered mobile number or Email ID.

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Now you will be redirected to our new and upgraded online self-care portal where you can make payments and check all details pertaining to your account in one portal.



STEP-05:- Click the "BILLS" on the left hand side of the page to Check, Download and Pay your Bills.





STEP-06:- Click on the PAY button near the bill to proceed to the Payment Gateway.

(Please do not click the Back button or Refresh Button anytime during the payment process)

STEP-07:- After the bill payment you will be redirected back to the portal will a Status of Transaction.

#### 2. View or Download E- Receipts:

You can View and Download your E-receipts anytime from the Portal by simply Clicking the "Payments" on the Left Hand side of the Portal as shown below:





#### **<u>3. Online DATA Recharge:</u>**

You can recharge your DATA anytime from the online Portal by simply Clicking the "Additional FUP" on the Left Hand side of the Portal as shown below:

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4. Request Cash/Cheque Collection:

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You can Request for Cash or Cheque collection anytime from the online Portal by simply Clicking the "Collect Payments" on the Left Hand side of the Portal as shown below:

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5. Data Usage and Session Details Tracking:

a. To check you Data Usage anytime through online self-care portal click the "View Profile" on the Left Hand side of the Portal as shown below:

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Note: Incase if you don't see the please check your "Current Cycle" tab or "Additional information" tab for details.

b. To check you Session Details anytime through online self-care portal click the "Session Details" on the Left Hand side of the Portal as shown below:

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#### 6. Raise a Service Request:

To Rise a Service Request anytime through online self-care portal click the "Customer Support" on the Left Hand side of the Portal as shown below:



## Thank You Choosing skYneT

### Powered by Sefaro Networks Private Limited

For Any Assistance Contact: +91-93604-44144, +91-8680009100, +91-9159990443

Or Email us at info.sefaronetworks@gmail.com

# HAPPY BROWSING....