



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:

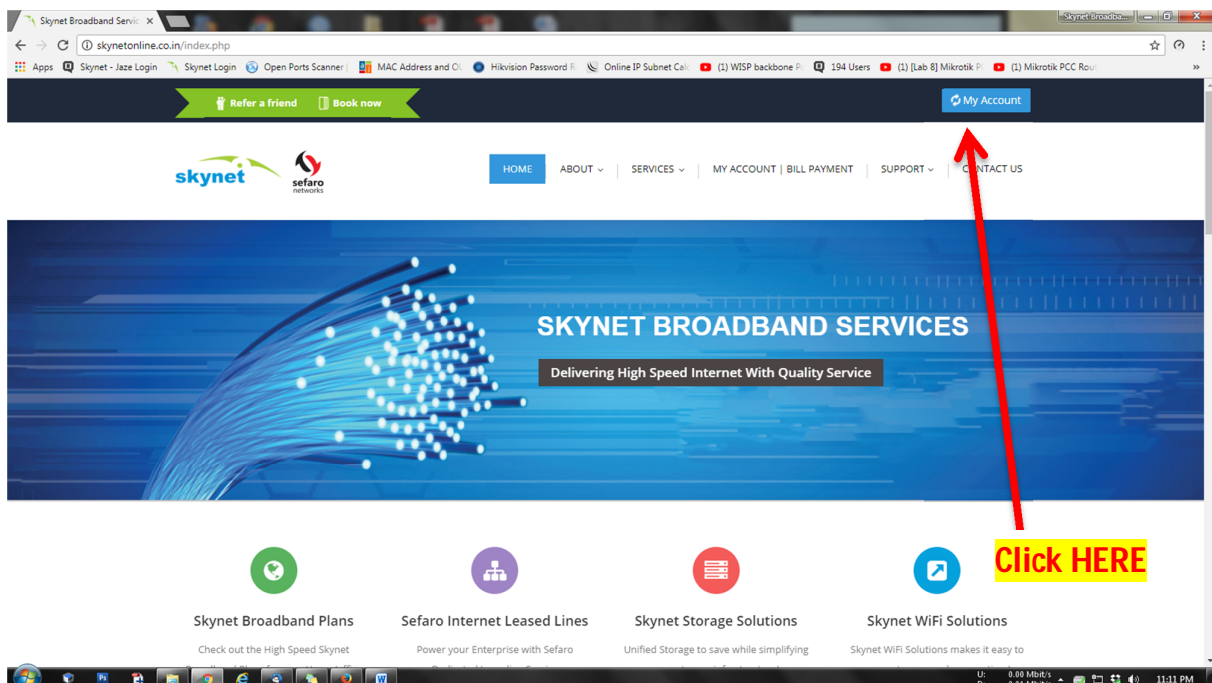
- | | | |
|---|---|-------|
| ➤ Online Bill Payment | - | Pg-01 |
| ➤ Online Data Recharge | - | Pg-05 |
| ➤ Payment Collection Request | - | Pg-06 |
| ➤ Data Usage and Session Details Tracking | - | Pg-07 |
| ➤ Now Raise a Service Request from Anywhere and Anytime | - | Pg-08 |

1. Online Bill Payment:

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

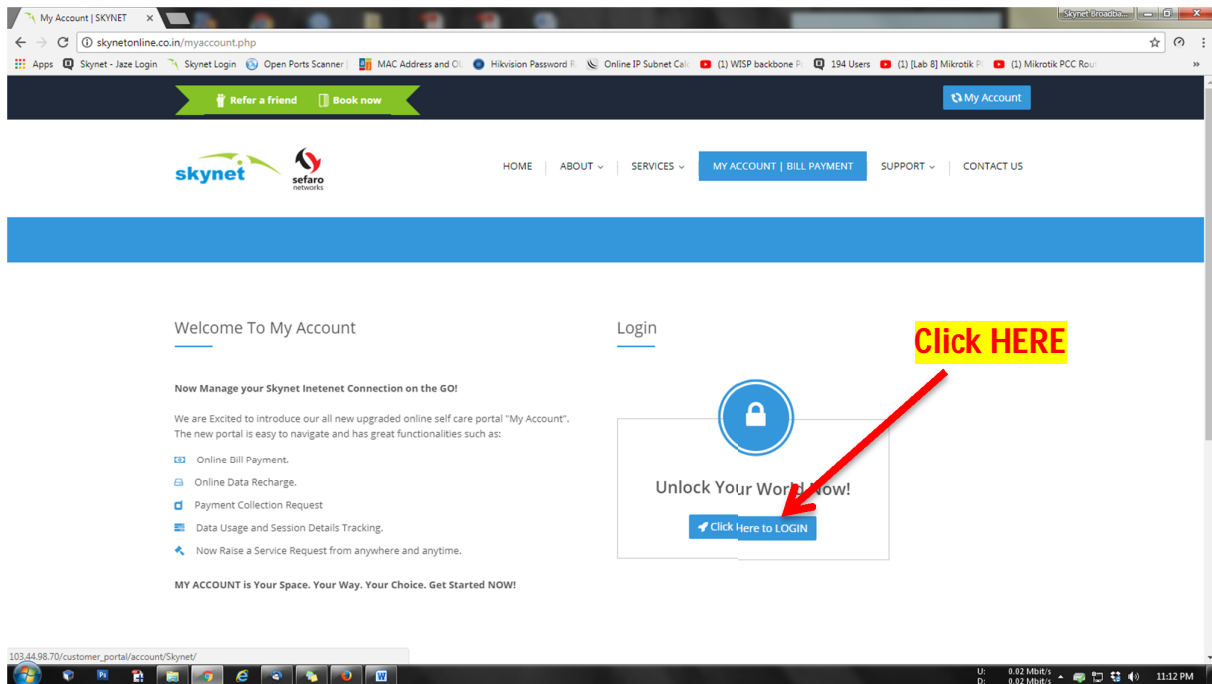
STEP-01:- Open your Web Browser. (Recommended: Internet Explorer 7+, Mozilla Firefox, Google Chrome x64/x86, Safari)

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

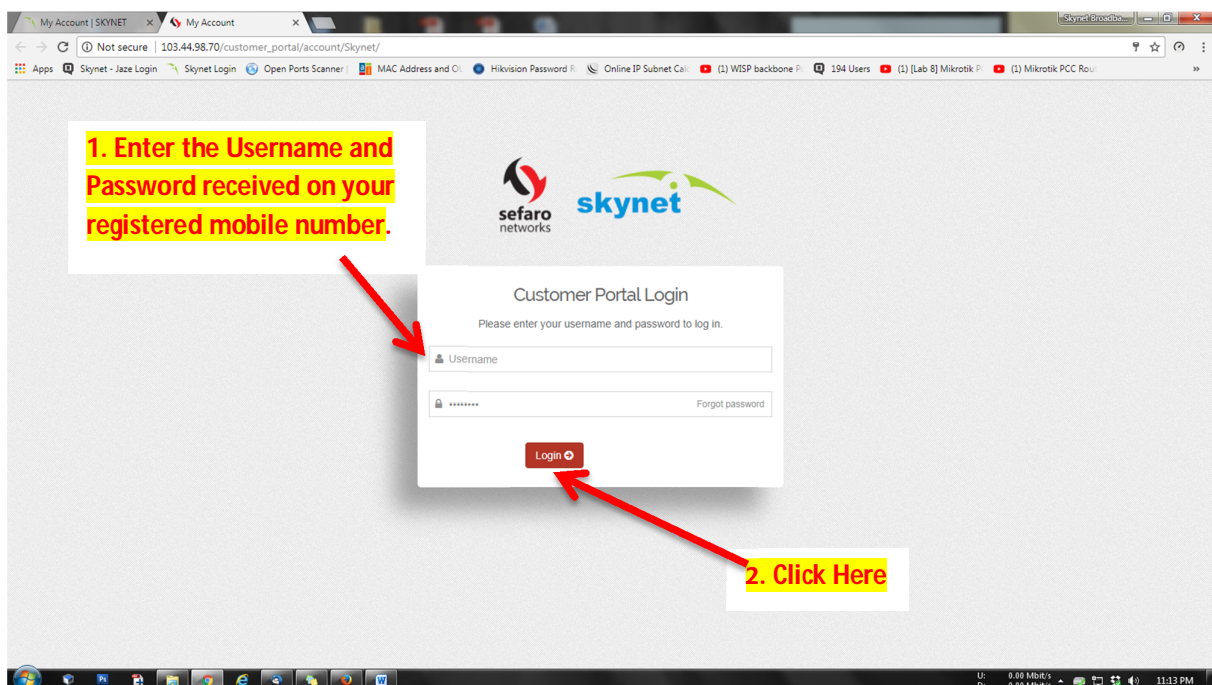




STEP-03:- Click the My Account Button on Top Right Hand Corner of the page, You will be redirected to the following page.

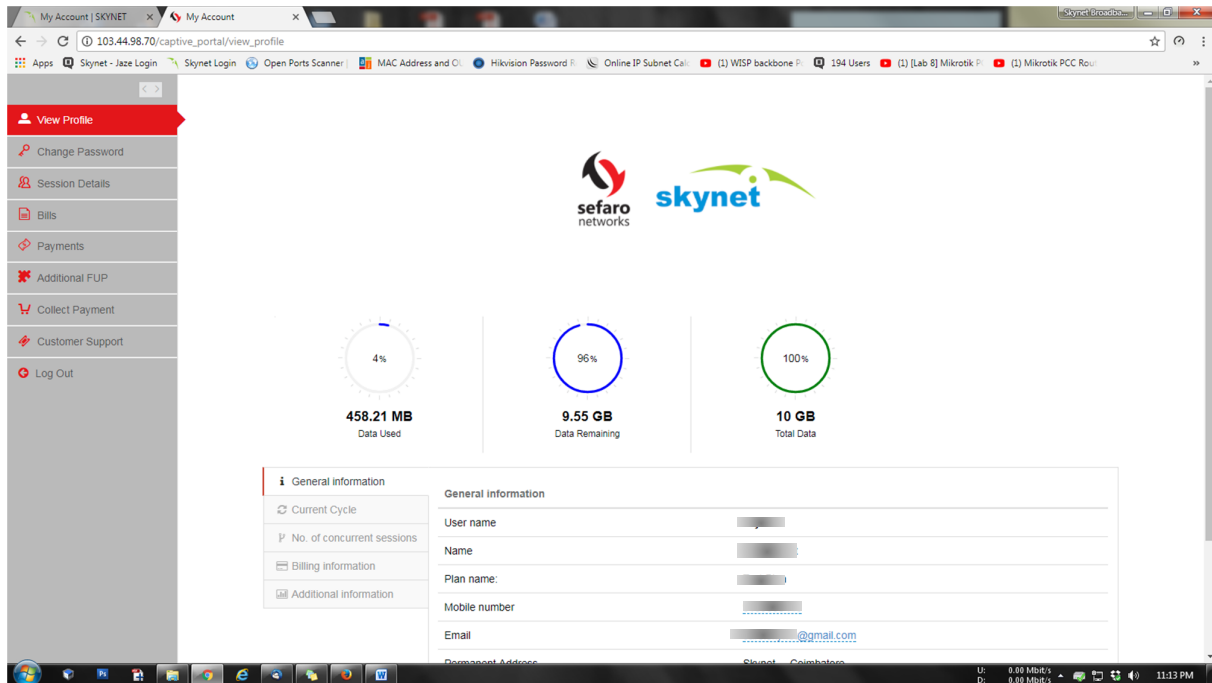


STEP-04:- Click the "Click to Login Button", You will be redirected to the following page. Enter the Username and Password received on your registered mobile number or Email ID.

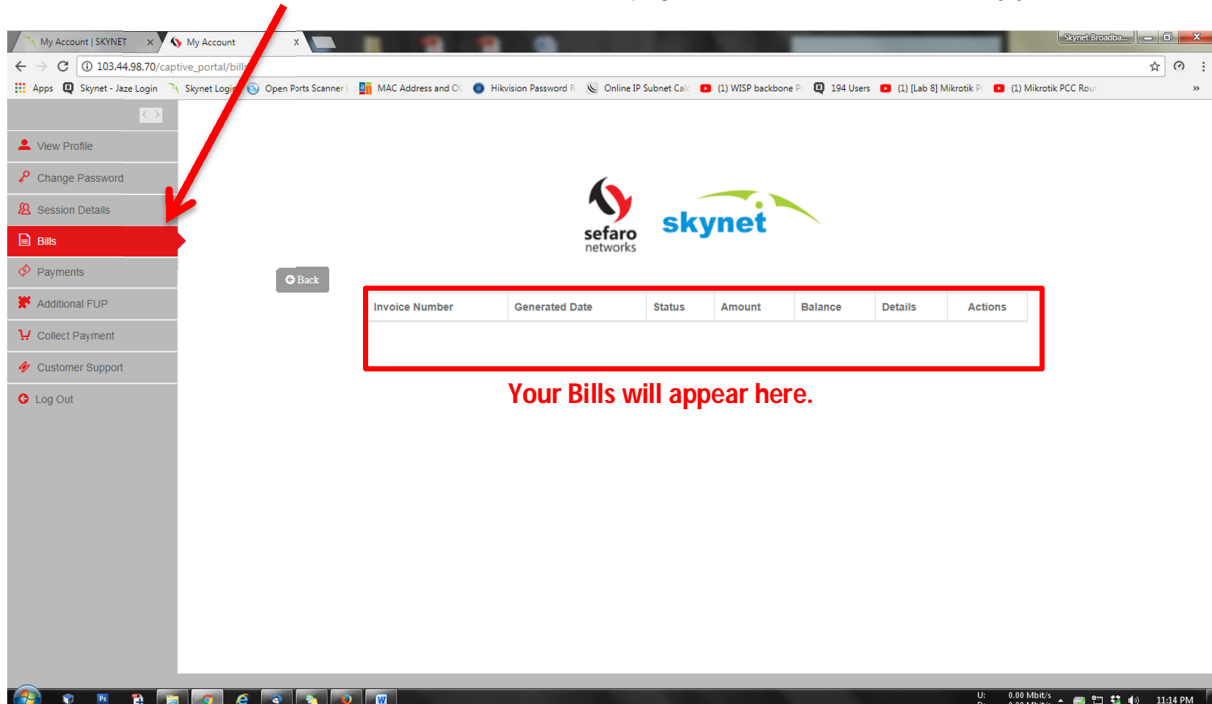




Now you will be redirected to our new and upgraded online self-care portal where you can make payments and check all details pertaining to your account in one portal.



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 with 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:

Back

(Due Amount: 0.00)

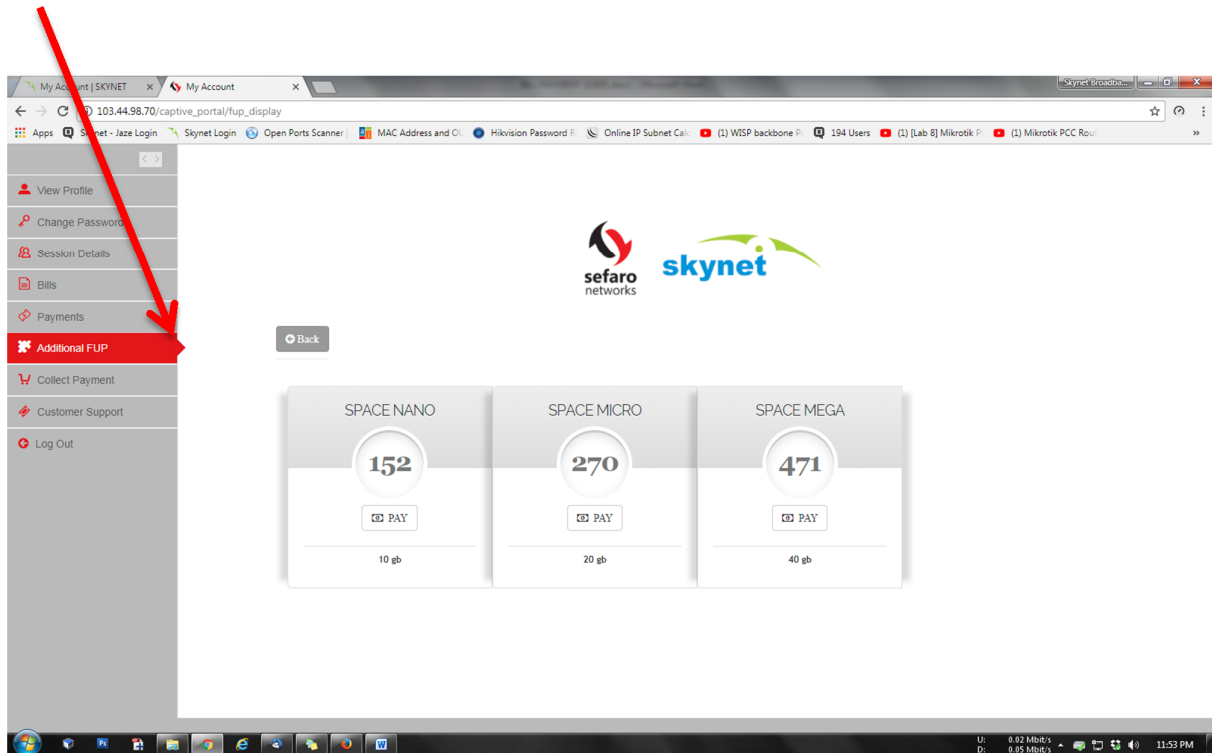
Payment Number	Date	Method	Type	Amount	Details	Actions
0.00 (Total)						

Your E-Receipts will appear



3. Online DATA Recharge:

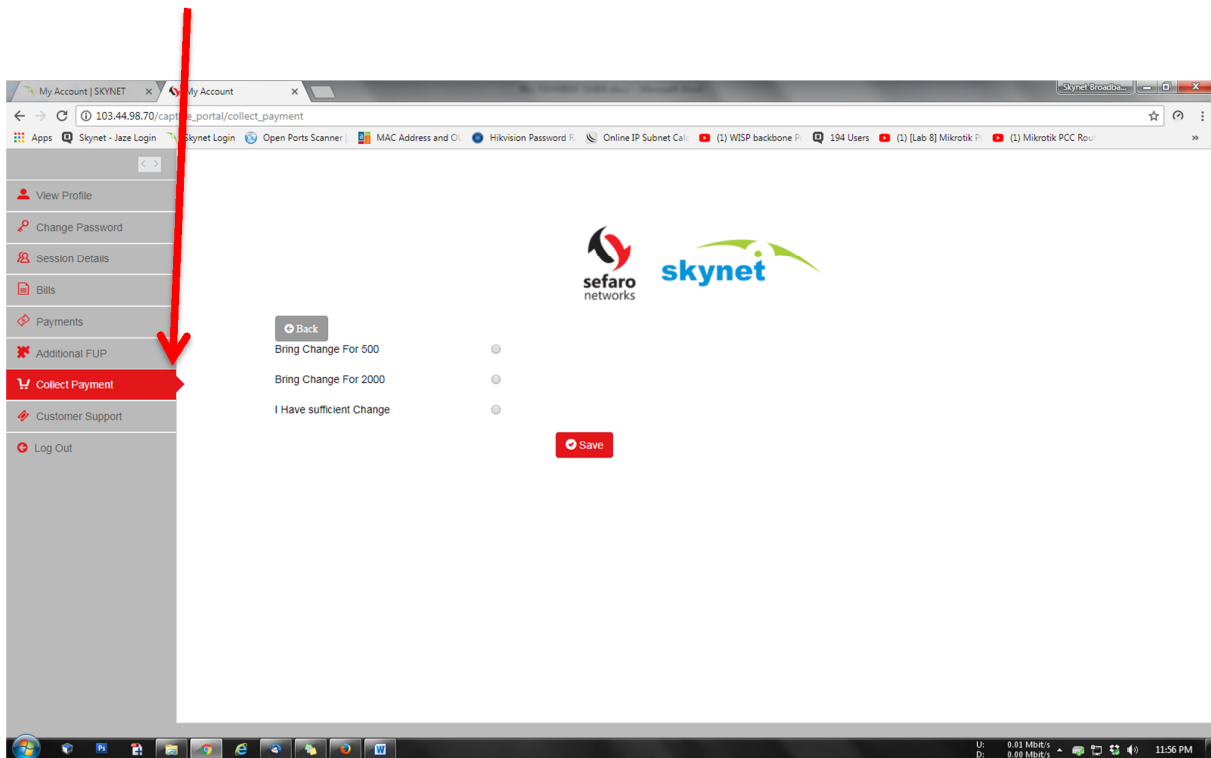
You can recharge your DATA anytime from the online Portal by simply Clicking the **“Additional FUP”** on the Left Hand side of the Portal as shown below:





4. Request Cash/Cheque Collection:

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:





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:

Your Usage will appear here.

Usage Type	Current Usage	Limit
Data Used	458.21 MB	4% (458.21 MB)
Data Remaining	9.55 GB	96% (9.55 GB)
Total Data	10 GB	100% (10 GB)

General information

User name: [redacted]
Name: [redacted]
Plan name: [redacted]
Mobile number: [redacted]
Email: [redacted]@gmail.com

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:

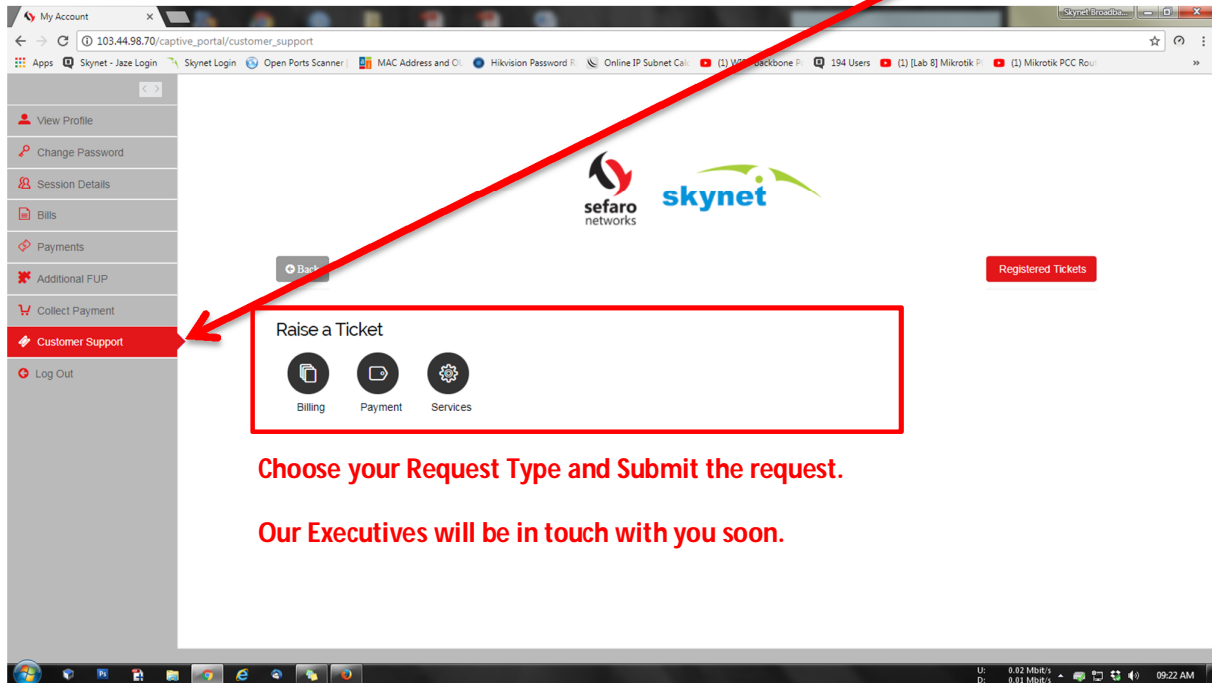
Your Session Details will appear here.

Download Bytes	Upload Bytes	Total	Date
832.2 KB	240.35 KB	1.05 MB	23-09-2017
937.14 KB	575.04 KB	1.48 MB	22-09-2017
7.36 KB	8.03 KB	15.39 KB	20-09-2017
38.86 MB	28.09 MB	66.95 MB	19-09-2017
91.38 MB	5.08 MB	96.46 MB	13-09-2017
1.2 MB	384.22 KB	1.57 MB	12-09-2017
79.53 MB	69.05 MB	148.57 MB	02-09-2017
33.78 MB		108.31 MB	31-08-2017



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....