

# GUI PORTAL MANUAL

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## 1. Version Control

1.0 – Initial Document

29 September 2022

## 2. Support Contact

Support Hours:	Monday to Friday 08:00 – 17:00
3 <sup>rd</sup> Line Technical Support Email:	<a href="mailto:ResellersSupport@mweb.com">ResellersSupport@mweb.com</a>
Billing Support:	<a href="mailto:ResellersBilling@mweb.com">ResellersBilling@mweb.com</a>
Account Management & Product Support:	<a href="mailto:Resellers@mweb.com">Resellers@mweb.com</a>
Support Number:	087 702 4444

## 3. Login Credentials

The primary administrator login credentials will be provided by Mweb Resellers Sales Team. Additional logins can be created by the primary administrator as required.

## 4. Coverage

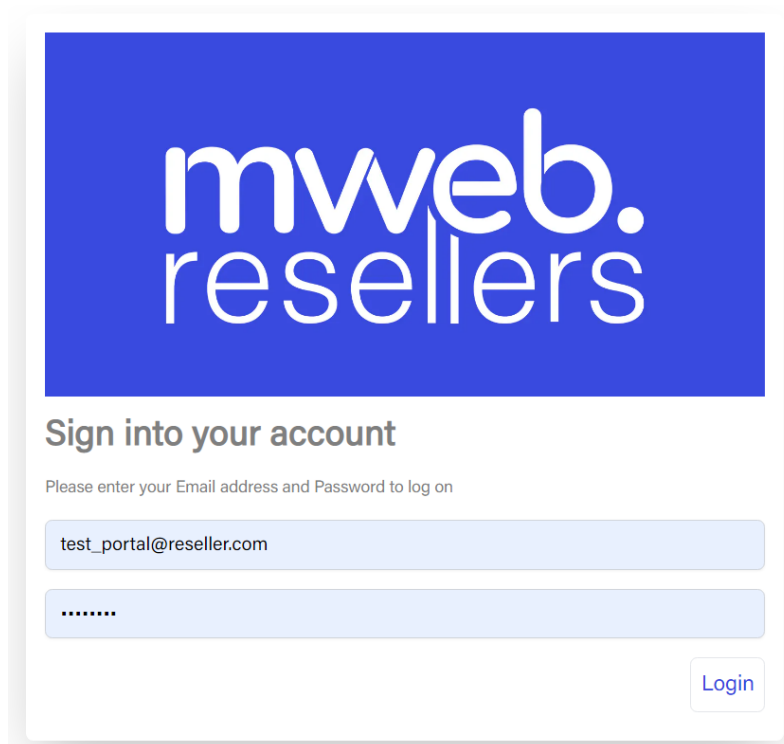
Coverage feasibility should be confirmed before placing any orders to ensure no connectivity problems: <https://coverage.mwebresellers.co.za>

## 5. Account Status

Pending	Service is pending, not active yet therefore not billable
Used	Active and billable
Softlock	Account locked due to RICA Failure, Unapproved Device or Incorrect GPS
Suspended	Account suspended by the Reseller
Released	Scheduled for deletion at the end of the current month, billable
ParkYYYYMM	Deleted and no longer billable

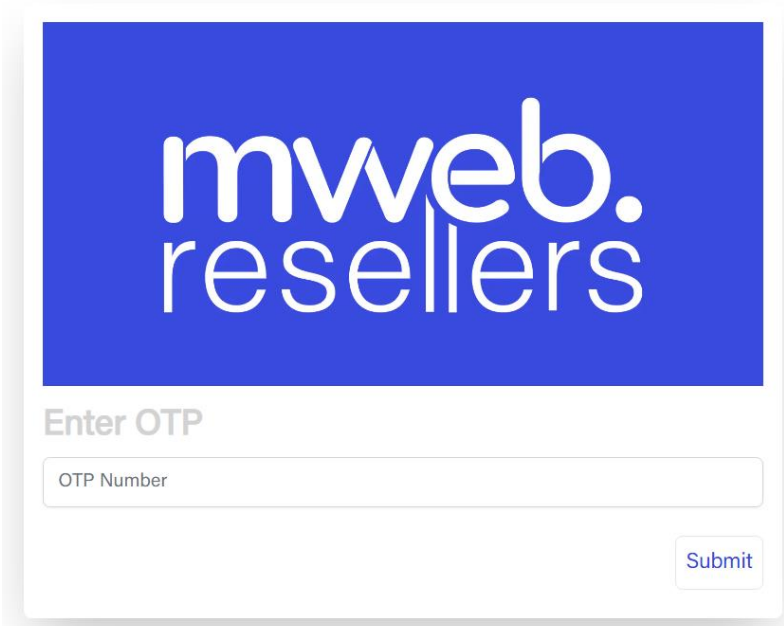
## 6. Logging In

Visit the URL: <https://portal.mwebresellers.co.za/> and enter your username and password supplied by Mweb Resellers.



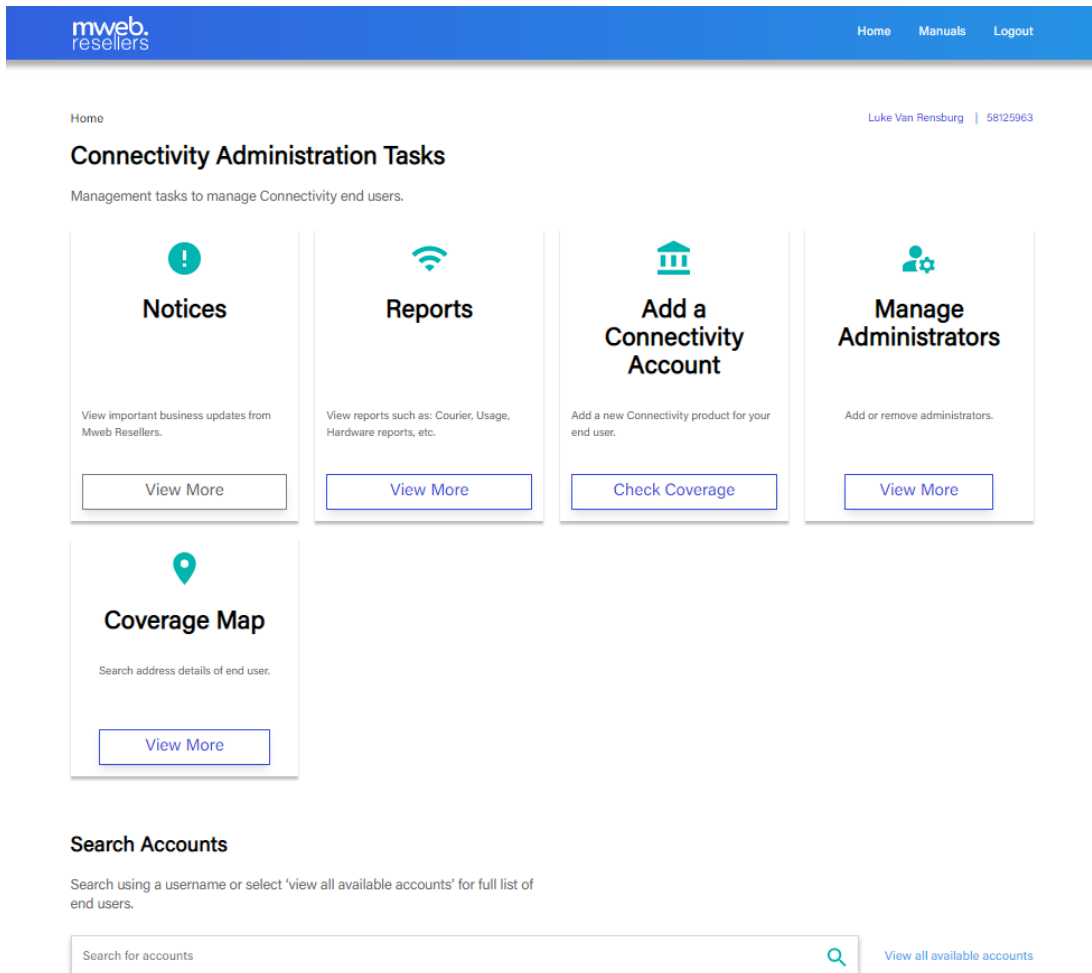
The image shows a login form for mweb.resellers. At the top is a blue header with the white text "mweb.resellers". Below the header, the text "Sign into your account" is displayed. Underneath, a smaller instruction reads "Please enter your Email address and Password to log on". There are two input fields: the first contains the email address "test\_portal@reseller.com" and the second contains a series of dots representing a password. A "Login" button is located at the bottom right of the form.

Click the “login” button and you will be directed to the next page where an OTP is required to be entered. The OTP will be sent to the registered cellphone number of the administrator logging in.



The image shows an OTP (One-Time Password) verification form for mweb.resellers. At the top is a blue header with the white text "mweb.resellers". Below the header, the text "Enter OTP" is displayed. Underneath, there is a single input field labeled "OTP Number". A "Submit" button is located at the bottom right of the form.

Once logged in you will be presented with the home landing page where you are able to navigate and access services.



The screenshot shows the mweb resellers home page. At the top is a blue navigation bar with the logo and links for Home, Manuals, and Logout. Below the bar, the user's name 'Luke Van Rensburg' and ID '58125963' are displayed. The main heading is 'Connectivity Administration Tasks' with a sub-heading 'Management tasks to manage Connectivity end users.' There are five task cards: 'Notices' (with an exclamation mark icon), 'Reports' (with a Wi-Fi icon), 'Add a Connectivity Account' (with a building icon), 'Manage Administrators' (with a person and gear icon), and 'Coverage Map' (with a location pin icon). Each card has a 'View More' button, except for 'Add a Connectivity Account' which has a 'Check Coverage' button. Below the cards is a 'Search Accounts' section with a search input field and a 'View all available accounts' link.

## 7. Understanding the home landing page

The home page allows you access to the following functions:

- Notices – View important updates from Mweb Resellers
- Reports – View several reports to assist with your base management
- Add a connectivity account – Add new end-users and services
- Manage administrators – Create admin users and allow permissions
- Coverage map – Search for and view coverage

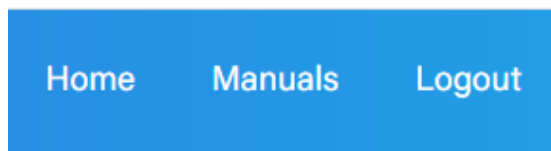
## Connectivity Administration Tasks

Management tasks to manage Connectivity end users.

The dashboard contains five tiles:

- Notices:** Features a red exclamation mark icon. Text: "There are currently no new system updates available". Subtext: "View important business updates from Mweb Resellers." Button: "View More".
- Reports:** Features a Wi-Fi icon. Text: "View reports such as: Courier, Usage, Hardware reports, etc." Button: "View More".
- Add a Connectivity Account:** Features a building icon. Text: "Add a new Connectivity product for your end user." Button: "Check Coverage".
- Manage Administrators:** Features a person and gear icon. Text: "Add or remove administrators." Button: "View More".
- Coverage Map:** Features a location pin icon. Text: "Search address details of end user." Button: "View More".

Access useful manuals, training material and process docs by clicking on the “Manuals” selection. Click “Logout” to exit the GUI portal.



Search for end-user accounts by entering a username or view all accounts by selecting “view all available accounts”

### Search Accounts

Search using a username or select 'view all available accounts' for full list of end users.

Search for accounts  [View all available accounts](#)

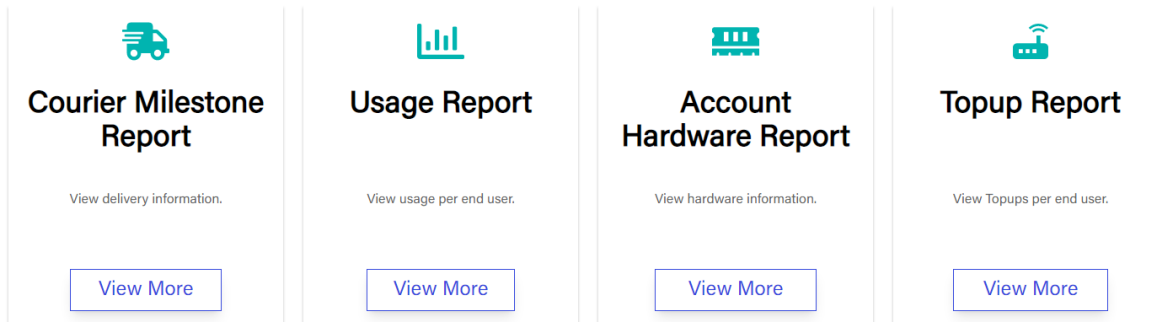
## 8. Reports

To access some useful reports, click on the “Reports” tile and you can view the following:

- Courier Milestone Report – View delivery statuses and information
- Usage Report – View usage per end-user
- Account Hardware Report – View
- Topup Report – View Topups per end-user

## Reports

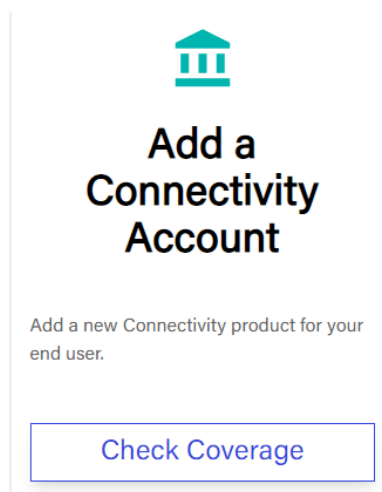
LTE Reports



## 9. Add a connectivity account

Select “add a connectivity account” from the home landing page to begin the process of adding a new connectivity service, you will have two options to choose from:

1. Mweb Resellers handles delivery & RICA, reseller is liable for courier delivery fee.
2. Resellers preorders bulk SIMs and/or routers and activates as required, reseller handles delivery & RICA.



Enter the address you wish to check coverage for to start the ordering journey

### Connectivity Coverage Map

Please enter an address to search coverage:

100 Totius St, Groenkloof, Pretoria, 0027, South Africa Clear

Or:

-25.767313,28.219647 Clear

[View Map](#)

Select whether you are ordering a “sim + router” or “sim card only” deal type, followed by the required package from the options available.

### Choose a LTE Package:

Filter By: Data ▼ Price ▼

Deal Type: Sim + Router Sim card only

Selected LTE Providers:

<p><b>MTN-LTE-RESELLER-SVW-test</b></p> <p>Sim + Router purchase</p> <p>Data Uncapped</p> <p><b>pm</b> </p> <p><a href="#">Choose Product</a></p>	<p><b>40GB Anytime + 40GB Night-time data</b></p> <p>Sim + Router purchase</p> <p>Data 80GB</p> <p><b>R199pm</b></p> <p><a href="#">Choose Product</a></p>
<p><b>90GB Anytime + 90GB Night-time data</b></p> <p>Sim + Router purchase</p> <p>Data 180GB</p> <p><b>R349pm</b></p> <p><a href="#">Choose Product</a></p>	<p><b>MTN Reseller 10Mbps Uncapped</b></p> <p>Sim + Router purchase</p> <p>Data Uncapped</p> <p><b>R1 000pm</b> </p> <p><a href="#">Choose Product</a></p>

You will be prompted to select the preferred delivery option next.

- With delivery: Mweb Resellers will deliver and RICA the service at a fee
- Self-fulfilled: Requires a bulk order of sim cards and/or routers prior to adding a connectivity account, RICA and delivery is the responsibility of the Reseller

**Please select delivery option**

Heading for this type of delivery

With Delivery     Self-Fulfilled

Continue
Cancel



Complete your end-user's information into the form by:

- Entering a unique username of your choice
- Generating a password
- Entering the end-users email address
- Entering a friendly name for easy future identification and reference

**Account Details**

**Username:**


**Password:**

[Generate Password](#)

**Email:**

**Friendly name:**

Selected Product:

<b>MTN Reseller 10Mbps Uncapped</b>	Data Uncapped
Sim + Router purchase	
<b>R1 000pm</b>	
	<a href="#" style="background-color: #e67e22; color: white; padding: 2px 10px; text-decoration: none;">Change Product</a>

If selecting the “self-fulfilled” option, the form will require you to enter a valid ICCID/Sim Number from the stock you have ordered and received from Mweb Resellers

### Account Details

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**Username:**

**Password:**

**Email:** 
**ICCID / Sim Number:**

**Friendly name:**

**Selected Product:**

<b>MTN Reseller 10Mbps Uncapped</b>	Data Uncapped
Sim + Router purchase	
<b>R1 000pm</b>	
<input style="background-color: #e67e22; color: white; padding: 2px 10px;" type="button" value="Change Product"/>	

If selecting sim + router deal type, you will need to select which router to include with your order from the drop-down menu

**Device Model:**

LTE Huawei B535 Router
▼

Complete end-users delivery and installation details in the form. (Not applicable to self-fulfilled option)

### Delivery/Installation Details

**Contact Person**

First Name:  Last Name:

ID Number:  Cellphone Number:

Day Time Contact Number:  Contact Email:

Special Delivery Instructions:

Select whether the usage address is residential or business, followed by the building type

### Installation/usage address for the service

Address Type: i

Residential     Business

Building Type:

Standing/Semi-Detached ▼

Standing/Semi-Detached

Complex/Apartment

Complete the rest of your end-users address details

**Installation/usage address for the service**

Address Type: i

Residential     Business

**Building Type:**

Standing/Semi-Detached
▼

**Street Name:**

Totius Street

**Street Number:**

100

**Suburb:**

Groenkloof 358-Jr

**City:**

Pretoria

**Postal Code:**

0027

RICA information is prepopulated from the usage address information entered however, should the RICA address be different to the usage address then select “Change RICA details”

[Change RICA details](#)

**Rica Details**

**Registration Type:**

Residential
▼

**Building Type:**

Standing/Semi-Detached
▼

**Street Name:**

Totius Street

**Street Number:**

100

**Suburb:**

Groenkloof 358-Jr

**City:**

Pretoria

**Postal Code:**

0027

Create Account

Click “Create Account” to complete your order. A summary of your order will be displayed on the following page with a unique request ID.

#### Delivery/Installation Details

First Name:	John
Last Name:	Doe
ID Number:	8703095800083
Cellphone Number:	0836999956
Day Time Contact Number:	0219326318
Contact Email:	reseller01@mweb.co.za
Special Delivery Instructions:	Special Delivery Instructions go here...

#### Rica Details

Registration Type:	Business
Company Name:	My Company
Building Type:	Standing/Semi-Detached
Street Number:	145
Street Name:	Sir Lowery Road
Suburb:	Cape Town
City:	Cape Town
Postal Code:	8001

## 10. View and manage your customer base

You can view and manage all end-users by using the “Search Accounts” feature on the portal.

1. Click on “View all available accounts” to see your entire base of end-users
2. Search for a particular end-user by entering their unique username or friendly name
3. Filter on the respective columns in the portal or download a .csv file of your base

### Search Accounts

Search using a username or select ‘view all available accounts’ for full list of end users.

🔍

📄
Download
Or
👁
View all available accounts

Username	Product	Status	Friendly Name	System Comment
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## 11. Managing your end-users

End-users will have either of the following account statuses

- Pending - Service is pending, not active yet therefore not billable
- Used - Active and billable
- Soft-lock - Account locked due to RICA Failure, Unapproved Device or Incorrect GPS coordinates, still billable
- Suspended - Account suspended by the Reseller, still billable
- Released - Scheduled for deletion at the end of the current month, still billable
- Parked - Deleted and no longer billable

### 11.1 Pending

An order recently placed will have a “Pending” status until the hardware has been delivered and the service activates on the network.

Username	Product	Status
58125968@mweb.co.za <a href="#">view</a>	Ite-mtn6060	pending

Clicking on “view” will allow you to track the order, update the courier information or cancel the order (Not applicable to self-fulfilled orders). Please note that updating courier information and cancelling an order will be greyed out if it has passed the available time frame allowed for these selections.

Home > Accounts Details > Track Request

Luke Van Rensburg | 58125963

### Track Request

View status of order

[< Back](#)
[Track Request](#)
[Update Courier Order](#)

Username:	58126192@mweb.co.za
Order Number:	7340641
Order Number Reference:	X7340641
Waybill:	CDM10944680
Status:	UpdateRequired

### Order Progress

Order Received 15/07/2022

Hardware delivery +

[Cancel Order](#)

## 11.2 Used

An order which has successfully provisioned on the network would be activated and display as a “used” status.

Username	Product	Status
qwerty@qwertyy1234.com <a href="#">view</a>	lte-mtn6060-2021	used

Clicking on “view” will allow you to further manage your end-user, you may view end-user information, service details, usage, etc. And it will provide you with options to:

- Change product – Schedule a package change
- Suspend – Suspend an end-user service (still billable)
- Deactivate – Deactivate/Cancel an end-user service (will terminate on the last day of current month)
- Data Transfer – Transfer data between end-users within your organization
- Topup – Purchase a data Topup for capped package end-users
- Location Update – Update the usage co-ordinates (maximum of 3 times per annum allowed)

## Account Details

View and manage end user service

<a href="#">Change product</a>	<a href="#">Suspend</a>	<a href="#">Deactivate</a>	<a href="#">Data Transfer</a>	<a href="#">Topup</a>	<a href="#">Location Update</a>
--------------------------------	-------------------------	----------------------------	-------------------------------	-----------------------	---------------------------------

Username:	Raystest4321@mweb.co.za
Password:	k1006yth6i0fgazwbbmt49
Friendly name:	This is my user comment
Email Address:	example@example1.com
Assigned Date:	16/08/2022
Status:	used

### 11.3 Soft-locked

An end-user can soft-lock for 3 different reasons, these will require you to unlock the service for services to resume:

- MTN Device Locked – simcard has been entered into an unapproved device
- MTN Location Locked – simcard has been moved and used outside of the usage co-ordinates currently on the system
- MTN Compliance Locked – simcard locked due to compliance issues, eg. Abuse, RICA, etc

Username	Product	Status	Friendly Name	System Comment
58126490@mweb.co.za <a href="#">view</a>	lte-mtn6060	softlock		MTN Device Locked
58126491@mweb.co.za <a href="#">view</a>	lte-mtn-unc-25-device	softlock		MTN Location Locked
58126492@mweb.co.za <a href="#">view</a>	lte-mtn6060	softlock		MTN Compliance Locked

Click on “view” to manage your end-user, followed by “MTN Unlock” to unlock the service.

## Account Details

View and manage end user service





Select the type of unlock, complete the required fields in order to resume services. (Unlock can take up to 60 mins)

### MTN Unlock

Unlock or update coordinates for your MTN end users

**Update Details**

Type:

Username:  Reason:

Latitude:  Longitude:

[Check Coverage](#)

#### 11.4 Suspended, Released and Parked

Suspended, released and parked end-users can be reactivated by searching and finding the end-user, click on “view” and reinstating the service. Parked end-users can only be reinstated within 3 months of being placed into a parked/cancelled status.

Username	Product	Status
58126568@carloIXD.car <input style="width: 100%; border: 1px solid #007bff; margin-top: 5px;" type="button" value="view"/>	lte-mtn6060-2021	<span style="background-color: yellow; padding: 2px 5px; font-weight: bold;">suspended</span>

[Home](#) > [Account Details](#)

## Account Details

View and manage end user service

## 11.5 Data Transfer

Transferring of data can be done between capped end-users within your organization only. Only one data transfer may be done per end-user per month, with a minimum of 1GB to a maximum of 10GB allowed for the transaction.

Start by searching and finding the end-user you wish to transfer from and select “Data Transfer”.

[Home](#) > [Account Details](#)

# Account Details

View and manage end user service



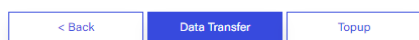
Enter the MSISDN of the end-user you will be transferring data to, select the amount to be transferred, and complete the transaction.

[Home](#) > [Accounts Details](#) > [Data Transfer](#)

Luke Va

## Data Transfer

Transfer data to and from end users from within your customer base



From MSISDN:	2788888854
To MSISDN:	<input style="width: 100%; height: 25px;" type="text"/>
Amount to be transferred:	<input style="width: 100%; height: 25px;" type="text" value="Select Data"/>

## 11.6 Location Update

Used to proactively update an end-user's usage location / co-ordinates before being soft-locked. Scenarios such as customer moving to a new house, etc is when this function would be used. A maximum of 3 times per annum is allowed for usage co-ordinates updates per end-user.

Enter the username, reason for co-ordinates update, new latitude and longitude followed by "update" to make these changes.

Home > Accounts Details > Location Update

Luke Van Rensburg | 5

### Location Update

Update coordinates for your MTN end users

**Update Details**

Username:

Reason:

Latitude:

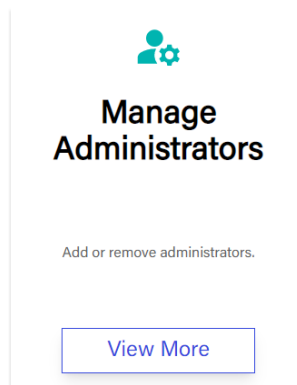
Longitude:

[Check Coverage](#)

## 12. Manage Administrators

Create, search or list all admin users for your organization, allowing multiple admin users different access levels to manage your end-users / customers.

Managing



Selecting “List all admin users” will display all your current admin users and their level of access, with the option to edit the user or generate new password. Selecting “Create an admin user” will allow you to add new admin users when required.

Home > Manage Administrators

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### Manage Administrators

Create, search or list all admin users



### 13. Administrators Access Levels

Create access levels for various permissions based on the table below:

	Read Access	Admin Access	Full Access
<b>Manual</b>	Yes	Yes	Yes
<b>Notices</b>	Yes	Yes	Yes
<b>Reports</b>	Yes	Yes	Yes
<b>Add a connectivity account</b>	No	Yes	Yes
<b>Manage administrators</b>	Yes	Yes	Yes
List admin users	Yes	Yes	Yes
Download files	Yes	Yes	Yes
Edit	No	No	Yes
View	Yes	Yes	Yes
Terminate	No	No	Yes
Create an admin user	No	No	Yes
<b>Coverage map</b>	Yes	Yes	Yes
<b>Search accounts</b>	Yes	Yes	Yes
View available accounts	Yes	Yes	Yes
Change product	No	Yes	Yes
Suspend	No	Yes	Yes
Deactivate	No	Yes	Yes
Track request	Yes	Yes	Yes
Transfer data	No	Yes	Yes
Buy Top up	No	Yes	Yes
View Top up	Yes	Yes	Yes
MTN unlock	No	Yes	Yes