

# Vodacom Self Service Portal

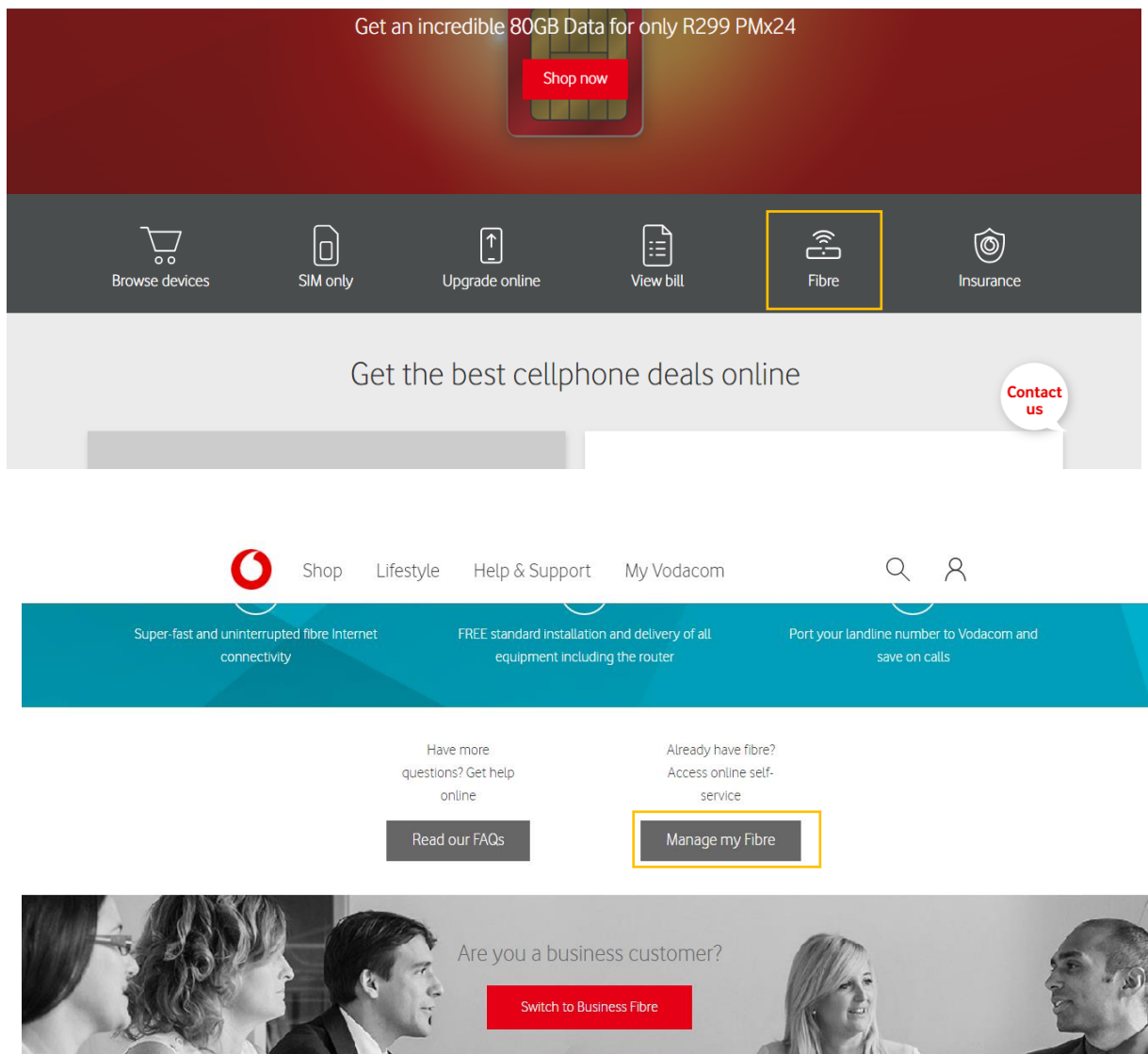
<https://www.vodacom.co.za/cloud/digital/registration>

This document outlines the functionalities available on the self-service portal, this includes the following:

- Changing your WiFi router password and name
- Track your data usage
- View your detailed balances
- Update router settings
- Link your fibre lines
- Log a service request online

Please see sections below outlining the process,

## Registering Account



## Manage your Fibre profile online

With online profile, you can do the following at your own time and comfort:

- Change your WiFi router password and name
- Track your data usage
- View your detailed balances
- Update router settings
- Link your fibre lines
- Log a service request online

Already have Vodacom profile, proceed to log in.

TAKE ME TO LOGIN

Do not have a Vodacom profile, Register below.

REGISTER

Contact us



Shop

Lifestyle

Help & Support

My Vodacom



First name

Email address

Create password



I'm not a robot



By clicking 'Next' I confirm that I have read, understood and agree with the [terms and conditions](#)

Next

Don't have an email address? [Register with a username](#)

### REGISTER

Convenient, on-the-go access to manage all your lines and services.



Register even without a Vodacom number



Improved view of your account information



Check your detailed data usage



And much more!

Already registered?

Log in



Shop

Lifestyle

Help & Support

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### Confirmation email

To complete your registration, please click on the link we've sent you at:  
[raeez.dharsey@vodacom.co.za](mailto:raeez.dharsey@vodacom.co.za)

If you don't see an email from us, please check your spam folder. The link is valid for 48 hours.

Didn't receive an email? [Resend](#)

Done

Back

### REGISTER

Convenient, on-the-go access to manage all your lines and services.



Register even without a Vodacom number



Improved view of your account information



Check your detailed data usage




And much more!



Already registered?

Log in

### Login onto Portal

PersonalBusinessLog in | Register

ShopLifestyleHelp & SupportMy Vodacom



LOGIN

Convenient, on-the-go access to manage all your lines and services.

Don't have a Vodacom profile?  
Register

Email, username, or a linked number

FORGOT USERNAME?

Password

FORGOT PASSWORD?

Log in

Use OTP

### Linking Fibre account

The screenshot shows the Vodacom mobile app interface. At the top, there's a navigation bar with "Shop", "Lifestyle", and "Help & Support". Below this, a red banner says "You can now add your Vodacom Fibre!". The main area features a sidebar menu for "Raez" with options like PROFILE, My details, Settings, Change password, Disable, and ADD PRODUCT. Two cards prompt to "Add your Mobile account" and "Add your Fibre account", both with red plus icons. A progress bar indicates "21% completed" towards improving status by updating profile details. A "Discover" section at the bottom promotes the "My Vodacom App", "New devices Shop", and "Vodacom Business Explore".

PersonalBusiness

Welcome back Raeez | Log out

Shop

Lifestyle

Help & Support

UpgradeSpecialsDevices & contractsInternetInsurance

Link Fibre

Raeez

PROFILE

ADD PRODUCT

Please enter your One-Time PIN (OTP)

Please enter the OTP sent to 2700027477 and ra\*\*\*\*@\*\*\*.com

One-Time PIN

Resend OTP

NextBack

PersonalBusiness

Welcome back Raeez | Log out

Shop

Lifestyle

Help & Support

Link Fibre

Raeez

PROFILE

ADD PRODUCT

There are 1 fibre services linked to your Passport/ID number.  
Please select which address you want to add onto your online profile. You need to add an alias to your address.

Address	Personalised name	Add to profile
	Raeez	<input checked="" type="checkbox"/>

Link fibre

PersonalBusiness

Welcome back Raeez | Log out

Shop

Lifestyle

Help & Support

Link Fibre

Raeez

PROFILE




ADD PRODUCT

Success

You have successfully linked your Vodacom Fibre service to your online profile.




DoneAdd another fibre line

## Adjusting Personal profile details

 Shop Lifestyle **Help & Support**  

FAQs Coverage Security Data management Device support Get in touch

Summary **Fibre**

**Raez**  
 PROFILE  
My details  
Settings  
Change password  
Deregister  
 **FIBRE**  
 ADD PRODUCT




You're now viewing: Raez

**Balances**  
**Fibre package** **UNCAPPED**  
**105.23GB** used  
Line speed: 10Mbps  
**VIEW**

Next monthly allocation will be available on 31 Oct 2019


For other services associated with this number, please download the My Vodafone Fibre app or call 082 1904, FREE from a Vodafone cellphone.

## Changing router settings

**Raez**  
 PROFILE  
 **FIBRE**  
Summary  
**Router settings**  
Submit a request  
Manage fibre  
 ADD PRODUCT

You're now viewing: Raez


Make changes to your WiFi name, password, block URLs and port forwarding settings below.

**WiFi settings** Change your WiFi name and password  
  
WiFi name (SSID) WiFi password (WPA key)  
Channel 0 Encryption type WPAandWPA2  
To reset your original WiFi name and password, click on the reset button at the back of your router.

**Block websites** Block some websites from your WiFi and manage blocked websites.

**Advanced settings** Change LAN, DHCP, SIP ALP and port settings.  
LAN IP for router 10.0.0.254 LAN IP for subnet 255.255.255.0  
**DHCP settings** You must switch on the DHCP status to make changes to your DHCP settings.  
DHCP start range 10.0.0.100 DHCP end range 10.0.0.199  
**SIP ALG**  
Port forwarding for single static Public IP  

Protocol	External ports	Port to IP address	Forward to port	
Select protocol	0000 - 0000	0.0.0.0	0000	<b>DELETE</b>

 ADD PORT

Save

## Logging SR's

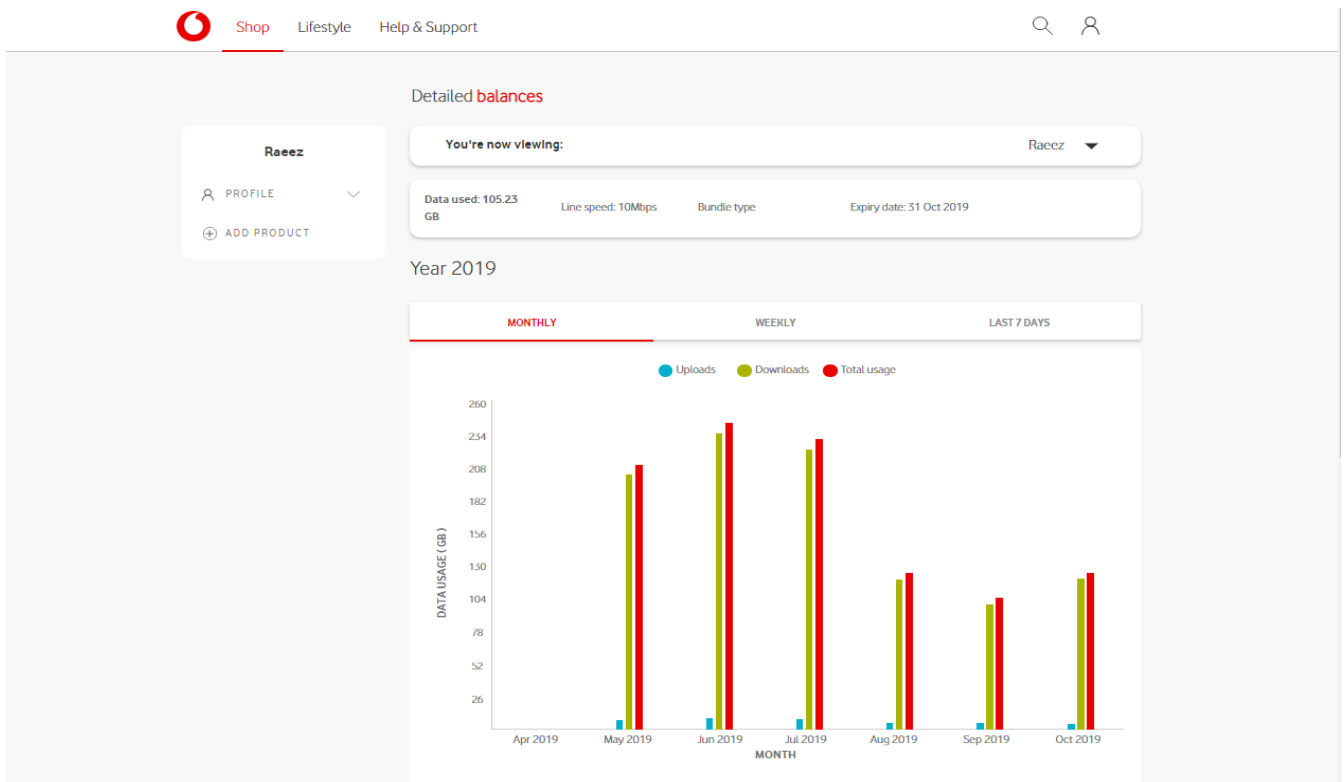
The screenshot shows the 'Service request' page. On the left is a sidebar for 'Raez' with links: PROFILE, FIBRE, Summary, Router settings, Submit a request (highlighted with a red bar), Manage fibre, and ADD PRODUCT. The main content area has a header 'Service request' and a sub-header 'You're now viewing: Raez'. Below this are tabs for 'NEW REQUEST' and 'REQUEST HISTORY'. The 'NEW REQUEST' tab is active, showing the text 'Log a service request by providing the details below and we will get back to you.' Below this is a dropdown menu titled 'What is your request related to?' with options: 'My connection speed is too slow', 'My internet service is down', 'I have a problem with my bill', 'I have a problem with my data usage/allocation', and 'I want to move my router'. A 'Back' button is visible to the right of the dropdown.

### Please note that under “Submit a request” on the drop down

- “I want to move my router” this is to be used when a “Relocation” is required

This screenshot is similar to the one above, but with a yellow border highlighting the 'I want to move my router' option in the dropdown menu. A blue arrow points to this option from the right. The 'Back' button is also visible to the right of the dropdown.

## Viewing Data Balances



## Manage Fibre

Manage Fibre

Raez

PROFILE

FIBRE

Summary

Router settings

Submit a request

Manage fibre

ADD PRODUCT

You're now viewing: Raez

Fibre line information

Address:

Package type: UnCapped

Line speed: 10Mbps

Fair Usage Policy: (?) 500GB

Personalised Name

Personalise your fibre account by giving it a unique or descriptive name

Raez BACK EDIT