



Domain Subscription Manual

Web Self Care Process


<https://cloud.safaricom.co.ke>



Step 1: Register on <https://cloud.safaricom.co.ke>

oud.safaricom.co.ke/FrontEnd/cloud/RegisterNewCustomer.action?n=true&fromShop=false&fromCheckout=false&fromCloudCheckout=

[REGISTER](#) [SELF CARE](#)



[SELF CARE](#) [SAFARICOM SHOP](#) [ONLINE HELP](#) [CORPORATE](#) [BUSINESS SOLUTION SHOP](#)

Personal Information

Fill your personal information

*Username	*Mobile Phone		
<input type="text"/>	<input type="text"/>		
*Password	*Confirm Password	Password strength -----	
<input type="text"/>	<input type="text"/>		
*First Name	*Last Name		
<input type="text"/>	<input type="text"/>		
*eMail	*Confirm eMail		
<input type="text"/>	<input type="text"/>		
*Document Type	*Document Id	*Country	
<input type="text" value="v"/>	<input type="text"/>	<input type="text" value="Kenya"/>	

Billing Address

*Street Address	*PO Box	*Postal Code	*City
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
*Country			
<input type="text" value="Kenya"/>			

☒ I have read and accept the [terms and conditions](#).

[Back](#) [Register](#)

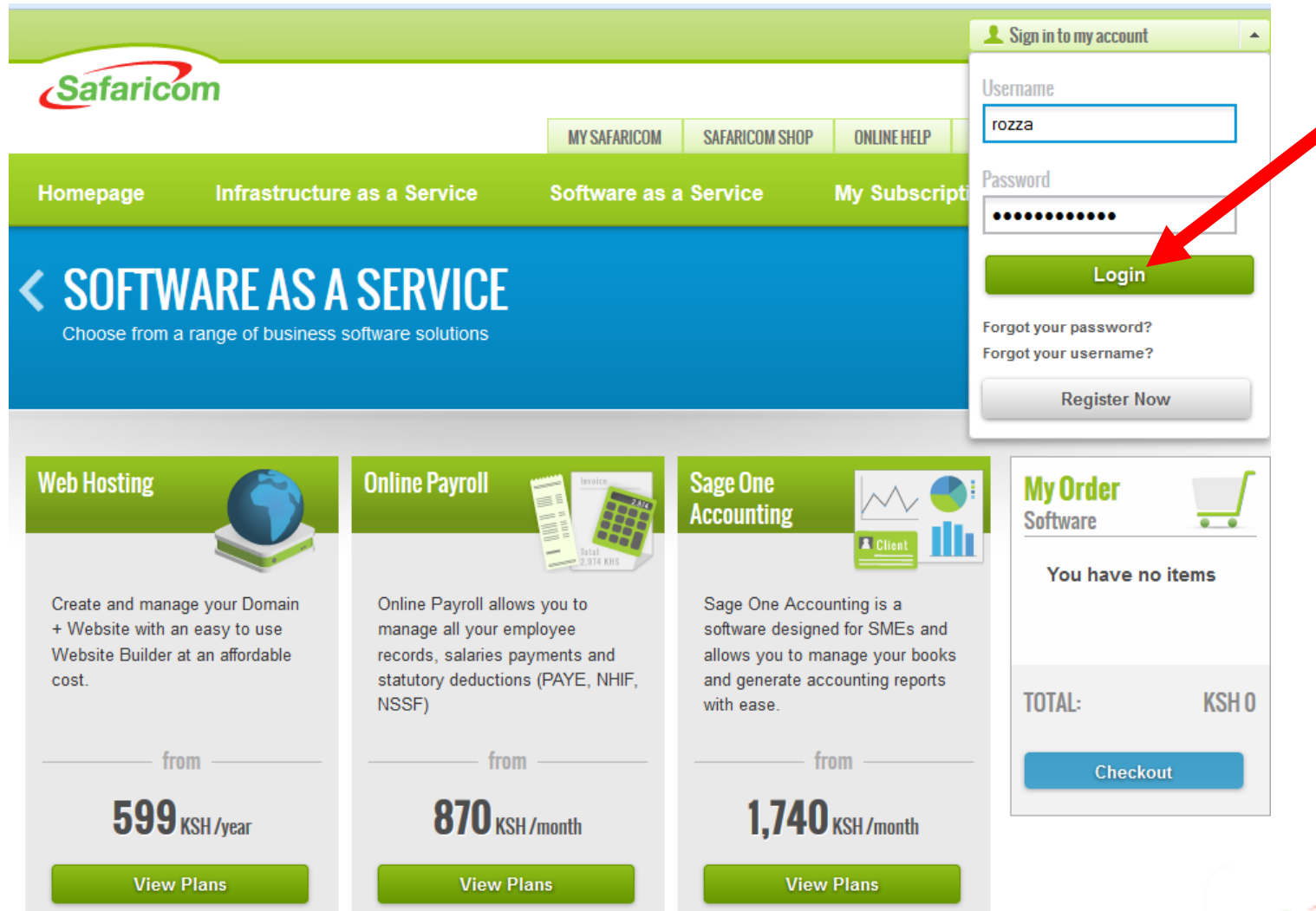
NOTE:

Sign up with your mobile number and details to get web self care account.

If you already have web self care user name & password, you do not need to register again.



Step 2: Log into <https://cloud.safaricom.co.ke>



The screenshot displays the Safaricom Cloud website interface. At the top, the Safaricom logo is visible. Below it, a navigation bar includes links for 'MY SAFARICOM', 'SAFARICOM SHOP', and 'ONLINE HELP'. A main banner for 'SOFTWARE AS A SERVICE' is present, with a subtext 'Choose from a range of business software solutions'. On the right side, a 'Sign in to my account' dropdown menu is open, showing fields for 'Username' (filled with 'rozza') and 'Password' (masked with dots). A red arrow points to the 'Login' button within this menu. Below the login fields are links for 'Forgot your password?' and 'Forgot your username?', and a 'Register Now' button. The main content area features three service tiles: 'Web Hosting' (starting from 599 KSH/year), 'Online Payroll' (starting from 870 KSH/month), and 'Sage One Accounting' (starting from 1,740 KSH/month). Each tile includes a description and a 'View Plans' button. On the right, a 'My Order Software' section shows 'You have no items' and a 'Checkout' button.

Safaricom

MY SAFARICOM SAFARICOM SHOP ONLINE HELP

Homepage Infrastructure as a Service Software as a Service My Subscriptions

< SOFTWARE AS A SERVICE
Choose from a range of business software solutions

Web Hosting

Create and manage your Domain + Website with an easy to use Website Builder at an affordable cost.

from

599 KSH /year

View Plans

Online Payroll

Online Payroll allows you to manage all your employee records, salaries payments and statutory deductions (PAYE, NHIF, NSSF)

from

870 KSH /month

View Plans

Sage One Accounting

Sage One Accounting is a software designed for SMEs and allows you to manage your books and generate accounting reports with ease.

from

1,740 KSH /month

View Plans

My Order Software

You have no items

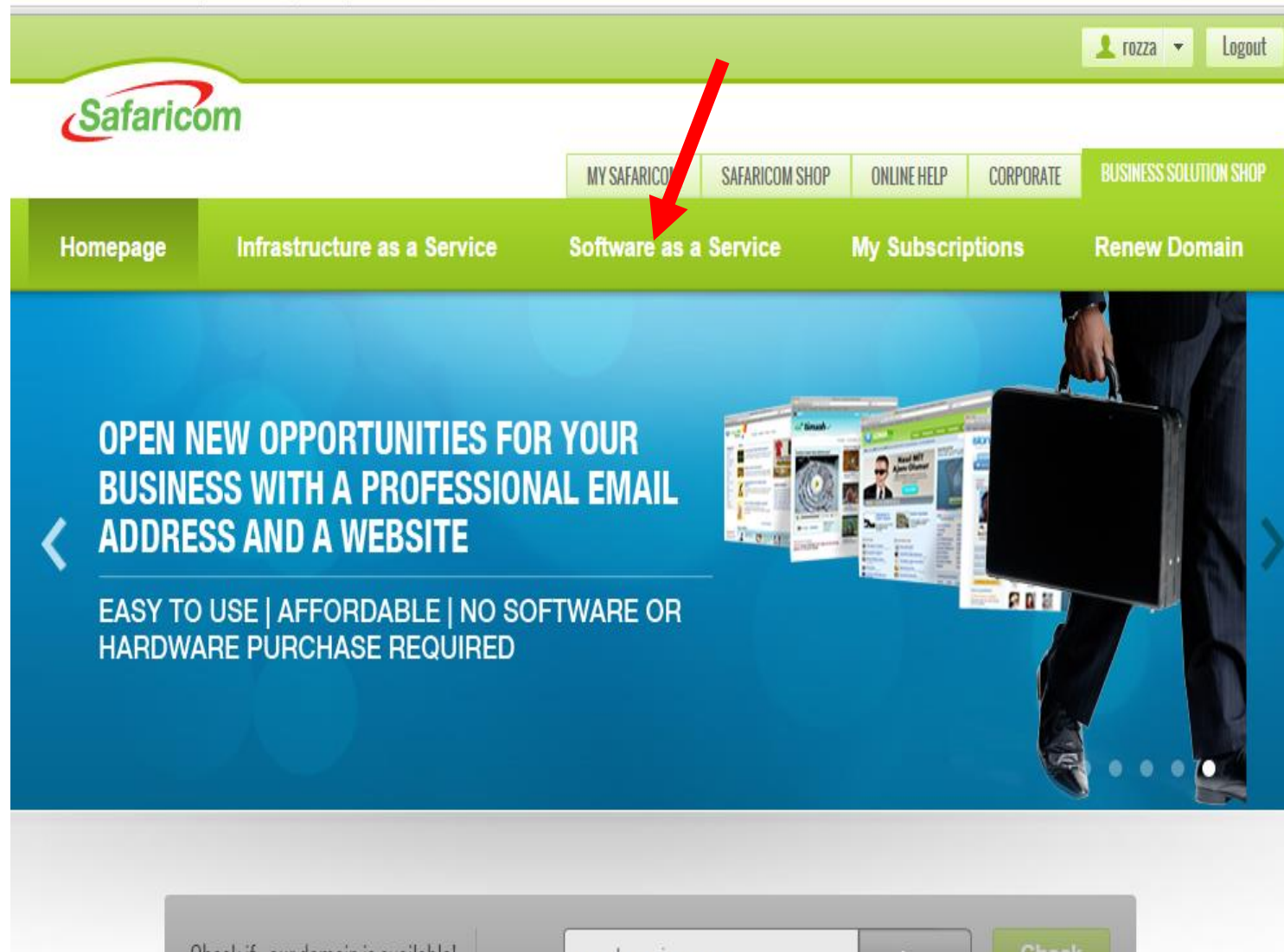
TOTAL: KSH 0

Checkout

Safaricom
BUSINESS

Step 3: Click on Software as a Service button

loud.safaricom.co.ke/FrontEnd/cloud/HomeCloud



The screenshot shows the Safaricom Business website interface. At the top, there is a green header bar with the Safaricom logo on the left and a user profile section on the right showing 'rozza' and a 'Logout' button. Below the header is a navigation bar with several tabs: 'MY SAFARICOM', 'SAFARICOM SHOP', 'ONLINE HELP', 'CORPORATE', and 'BUSINESS SOLUTION SHOP'. A red arrow points to the 'Software as a Service' button in the main navigation bar. The main content area features a large blue banner with the text 'OPEN NEW OPPORTUNITIES FOR YOUR BUSINESS WITH A PROFESSIONAL EMAIL ADDRESS AND A WEBSITE' and 'EASY TO USE | AFFORDABLE | NO SOFTWARE OR HARDWARE PURCHASE REQUIRED'. The banner also includes an image of a person carrying a briefcase and several overlapping website mockups. At the bottom of the page, there is a domain availability checker form with the text 'Check if your domain is available!', a text input field, and a 'Check' button.

NOTE:

Once you are logged in, you will be redirected to the HOMEPAGE.

Click on the SOFTWARE AS A SERVICE

Safaricom
BUSINESS

Step 4: Click on Web Hosting – VIEW PLANS button

The screenshot shows the Safaricom Business website interface. At the top, there's a green header with the Safaricom logo and navigation links: MY SAFARICOM, SAFARICOM SHOP, ONLINE HELP, CORPORATE, and BUSINESS SOLUTION SHOP. Below this is a secondary navigation bar with links: Homepage, Infrastructure as a Service, Software as a Service, My Subscriptions, and Renew Domain. The main content area is titled 'SOFTWARE AS A SERVICE' with the subtitle 'Choose from a range of business software solutions'. It features three product cards: 'Web Hosting' (with a globe icon), 'Online Payroll' (with a calculator icon), and 'Sage One Accounting' (with a bar chart icon). Each card includes a description, a price starting from (599 KSH/year, 870 KSH/month, and 1,740 KSH/month respectively), and a green 'View Plans' button. A red arrow points to the 'View Plans' button for Web Hosting. To the right of these cards is a 'My Order Software' section showing 'You have no items' and a 'Checkout' button.

Safaricom

MY SAFARICOM SAFARICOM SHOP ONLINE HELP CORPORATE BUSINESS SOLUTION SHOP

Homepage Infrastructure as a Service Software as a Service My Subscriptions Renew Domain

SOFTWARE AS A SERVICE

Choose from a range of business software solutions

Web Hosting

Create and manage your Domain + Website with an easy to use Website Builder at an affordable cost.

from **599** KSH/year

View Plans

Online Payroll

Online Payroll allows you to manage all your employee records, salaries payments and statutory deductions (PAYE, NHIF, NSSF)

from **870** KSH/month

View Plans

Sage One Accounting

Sage One Accounting is a software designed for SMEs and allows you to manage your books and generate accounting reports with ease.

from **1,740** KSH/month

View Plans

My Order Software


You have no items

TOTAL: KSH 0

Checkout

View Plans will allow you to choose your domain package preference as per number of emails, hosting space and **VIEW the Pricing.**

Step 5: Choose the package of choice; Click SUBSCRIBE




rozza Logout

MY SAFARICOMSAFARICOM SHOPONLINE HELPCORPORATEBUSINESS SOLUTION SHOP


HomepageInfrastructure as a ServiceSoftware as a ServiceMy SubscriptionsRenew Domain

WEB HOSTING

Pick the best SaaS for your business



Lite Package




- ✓ 50MB Space
- ✓ 5 Email Accounts
- ✓ 3 Sub Domains
- ✓ 2 File Transfer (FTP) Accounts

for

599 KSH /year

Subscribe

Bronze Package




- ✓ 500 MB Storage
- ✓ 10 Email Accounts
- ✓ 5 Sub Domains
- ✓ 2 File Transfer (FTP) Accounts

from

1,500 KSH /year

Subscribe

Silver Package



- ✓ 2 GB Storage
- ✓ 50 Email Accounts
- ✓ 50 Sub Domains
- ✓ 5 File Transfer (FTP) Accounts


from

2,500 KSH /year

Subscribe

My Order

Software



You have no items

TOTAL:KSH 0

Checkout


NOTE:
The information displayed is your current domain packages, amount to pay for.

PRICE is
charged per year
to renew your domain on w



Step 6: Type domain name, Select Extension (e.g. .CO.KE); CHECK and ADD TO CART

You're Subscribing

 Lite Package

Subscription Type

☒ Pre Paid Plan

Duration

12 Months



Domain Configuration

☐ I already own this domain.


☐ I want to transfer this domain.

Price

Total
599 KSH

You're Subscribing

 Lite Package

Subscription Type

☒ Pre Paid Plan

Duration

12 Months

Domain Configuration



☐ I already own this domain.

The domain **sasasema.co.ke** is available

☐ I want to transfer this domain.

Price

Total
599 KSH

If the domain is **NOT** available for subscription, it will show that it is **ALREADY REGISTERED**

Step 7: Click on CHECK OUT to proceed

[MY SAFARICOM](#)[SAFARICOM SHOP](#)[ONLINE HELP](#)[CORPORATE](#)[BUSINESS SOLUTION SHOP](#)[Homepage](#)[Infrastructure as a Service](#)[Software as a Service](#)[My Subscriptions](#)[Renew Domain](#)

WEB HOSTING

Pick the best SaaS for your business



Lite Package



- ✓ 50MB Space
- ✓ 5 Email Accounts
- ✓ 3 Sub Domains
- ✓ 2 File Transfer (FTP) Accounts

for

599 KSH /year

[Subscribe](#)

Bronze Package



- ✓ 500 MB Storage
- ✓ 10 Email Accounts
- ✓ 5 Sub Domains
- ✓ 2 File Transfer (FTP) Accounts

from

1,500 KSH /year

[Subscribe](#)

Silver Package



- ✓ 2 GB Storage
- ✓ 50 Email Accounts
- ✓ 50 Sub Domains
- ✓ 5 File Transfer (FTP) Accounts

from

2,500 KSH /year

[Subscribe](#)

My Order Software



✕ Lite Package

Pre Paid - 12 Months

KSH 599

TOTAL: **KSH 599**

[Checkout](#)

Step 8: Update your contact details & user name

✓

Account
Choose an account

2

Details
Fill order details

3

Payment
M-Pesa

4

Order Summary
Review order details

Details

Contact

*Mobile Number

Email

Billing Address

*Street Address

*PO Box

*Postal Code

*City

*Country

Web Hosting

*User

*Email

Domain Registration

*First Name

*Last Name

*Email

*Phone Number

Fax Number

NOTE:

The user name and password for the web hosting service access will be sent to the **ACTIVE** email address you input here....

Accept the **Terms & Conditions** and Click on **PLACE ORDER**



Step 9: Make Payment via M-PESA with details provided



Payment

i Your order has been placed with the ID 1-16254308287
The service will only be Activated after payment

Please choose a payment method

- ☐ Lipa na M-Pesa
- ☒ M-Pesa Paybill

M-Pesa Details

Paybill: 989400
Account: 79393712
Amount: KSH 3,099

Send me these details by SMS

Go to My Subscriptions

See My Order

Payment

i Your order has been placed with the ID 1-16254308287
The service will only be Activated after payment

Please choose a payment method

- ☒ Lipa na M-Pesa
- ☐ M-Pesa Paybill

Lipa na M-Pesa

LIPA NA M-PESA

You are making an online payment for 79393712 worth Ksh 3099. This amount will be deducted from your M-PESA Account.

Phone No.

☐ I agree to the [Terms & Conditions](#)



Your transaction is being processed. You will receive an SMS notification shortly

Safaricom | M-PESA

NOTE:

Once you have made the Payment via M-PESA, you will receive a message confirming your domain subscription.



Step 10: You will be re-directed to ACTIVE Subscriptions

Safaricom

MY SAFARICOM SAFARICOM SHOP ONLINE HELP CORPORATE BUSINESS SOLUTION SHOP

Homepage Infrastructure as a Service Software as a Service My Subscriptions Renew Domain

MY SUBSCRIPTIONS

Manage your subscriptions here

Active Services Orders Terminated Services

Refresh My Active Services

✓ Lite Package - Software as a service	Pre Paid	Account : 1-12627584056	>
✓ Lite Package - Software as a service	Pre Paid	Account : 1-16284781277	>

« Previous 1 Next »

✓ Active ! About to Expire - Suspended

Any request that is still being processed will be visible in this screen.
However, the service will only be active after the order is complete.

My Order
My Subscriptions

You have no items

TOTAL: KSH 0

Checkout

NOTE:
Your domain subscriptions are now active and will appear on the Active Services Tab.

Please note your domain account number and order number.