



# **Domain Subscription Manual**

## **Web Self Care Process**

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



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

cloud.safaricom.co.ke/FrontEnd/cloud/RegisterNewCustomer.action?n=true&fromShop=false&fromCheckout=false&fromCloudCheckout=1

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"/> | <input type="text"/> | Kenya             |       |

### Billing Address

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

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

## 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>

**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

Sign in to my account

Username: rozza

Password: .....

**Login**

Forgot your password?  
Forgot your username?

Register Now

### 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](#)

# Step 3: Click on Software as a Service button

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

The screenshot shows the Safaricom Business website interface. At the top right, there is a user profile icon labeled 'rozza' and a 'Logout' button. Below this is the Safaricom logo. A navigation bar contains several menu items: 'MY SAFARICOM', 'SAFARICOM SHOP', 'ONLINE HELP', 'CORPORATE', and 'BUSINESS SOLUTION SHOP'. Below this is a secondary navigation bar with 'Homepage', 'Infrastructure as a Service', 'Software as a Service', 'My Subscriptions', and 'Renew Domain'. A red arrow points to the 'Software as a Service' button. The main content area features a 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 in a suit carrying a briefcase and several floating laptop screens. At the bottom of the page, there is a domain availability checker with a 'Check' button.

## NOTE:

Once you are logged in, you will be redirected to the **HOME PAGE**.

Click on the **SOFTWARE AS A SERVICE**

The Safaricom BUSINESS logo, featuring the Safaricom logo in green and red, with the word 'BUSINESS' in red below it.

# Step 4: Click on Web Hosting – VIEW PLANS button



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

The screenshot shows the Safaricom Business Solution Shop interface. At the top, there is a user profile for 'rozza' and a 'Logout' button. Below this is a navigation bar with links for 'MY SAFARICOM', 'SAFARICOM SHOP', 'ONLINE HELP', 'CORPORATE', and 'BUSINESS SOLUTION SHOP'. A secondary navigation bar includes 'Homepage', 'Infrastructure as a Service', 'Software as a Service', 'My Subscriptions', and 'Renew Domain'. The main content area is titled 'WEB HOSTING' with the tagline 'Pick the best SaaS for your business'. Three web hosting packages are displayed: Lite Package (50MB Space, 5 Email Accounts, 3 Sub Domains, 2 File Transfer (FTP) Accounts, 599 KSH/year), Bronze Package (500 MB Storage, 10 Email Accounts, 5 Sub Domains, 2 File Transfer (FTP) Accounts, 1,500 KSH/year), and Silver Package (2 GB Storage, 50 Email Accounts, 50 Sub Domains, 5 File Transfer (FTP) Accounts, 2,500 KSH/year). A red arrow points to the 'Subscribe' button for the Lite Package. To the right, a 'My Order Software' cart is empty, showing 'You have no items' and a 'TOTAL: KSH 0' with a 'Checkout' button.

**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

✓ Account Choose an account    ✓ Details Fill order details    3 Payment M-Pesa    4 Order Summary Review order details

## 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



**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

MY SUBSCRIPTIONS

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.