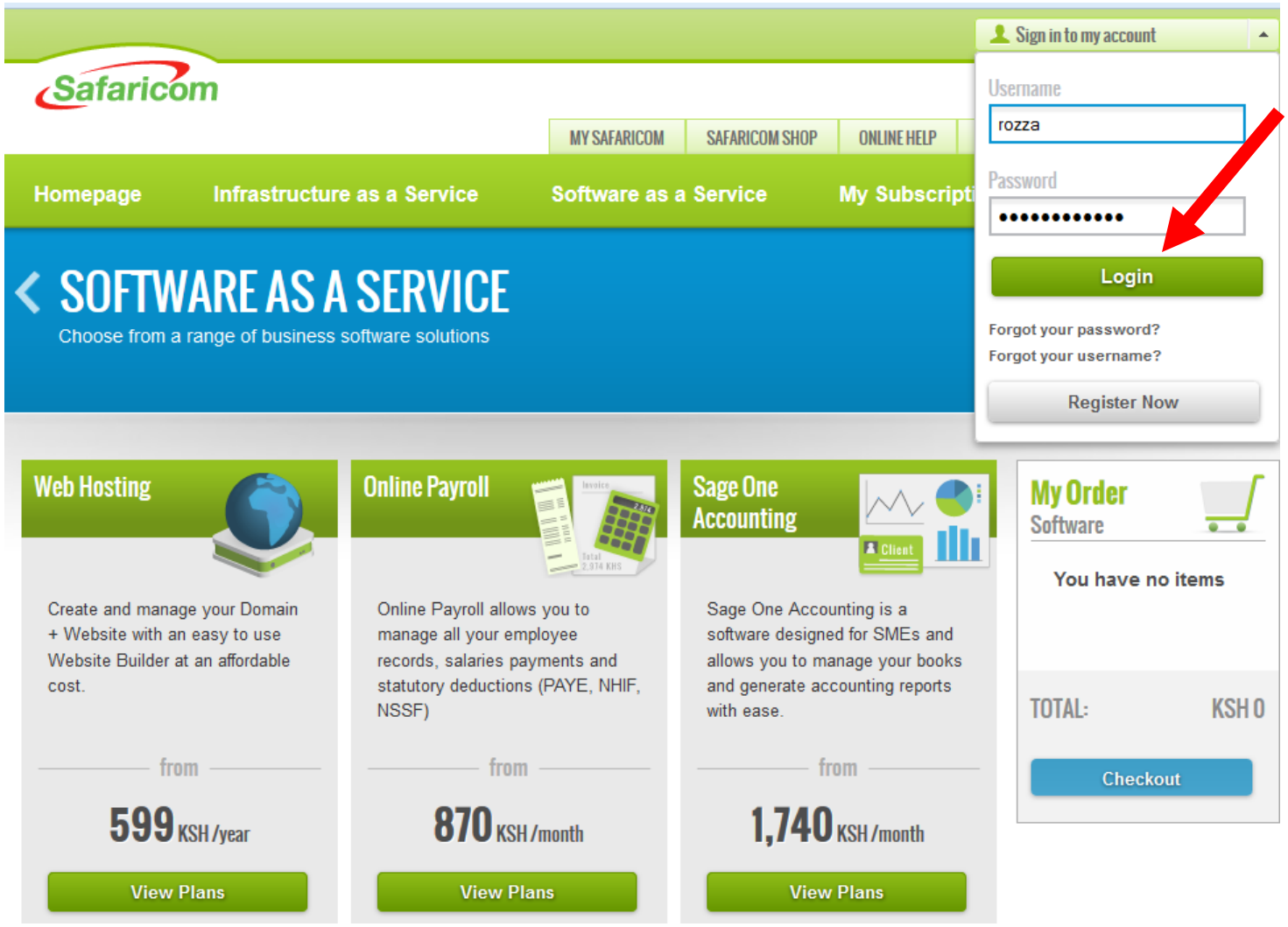
Domain UPGRADE Manual

Web Self Care Process

https://cloud.safaricom.co.ke

Safaricom BUSINESS

Step 1: Log into https://cloud.safaricom.co.ke



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.

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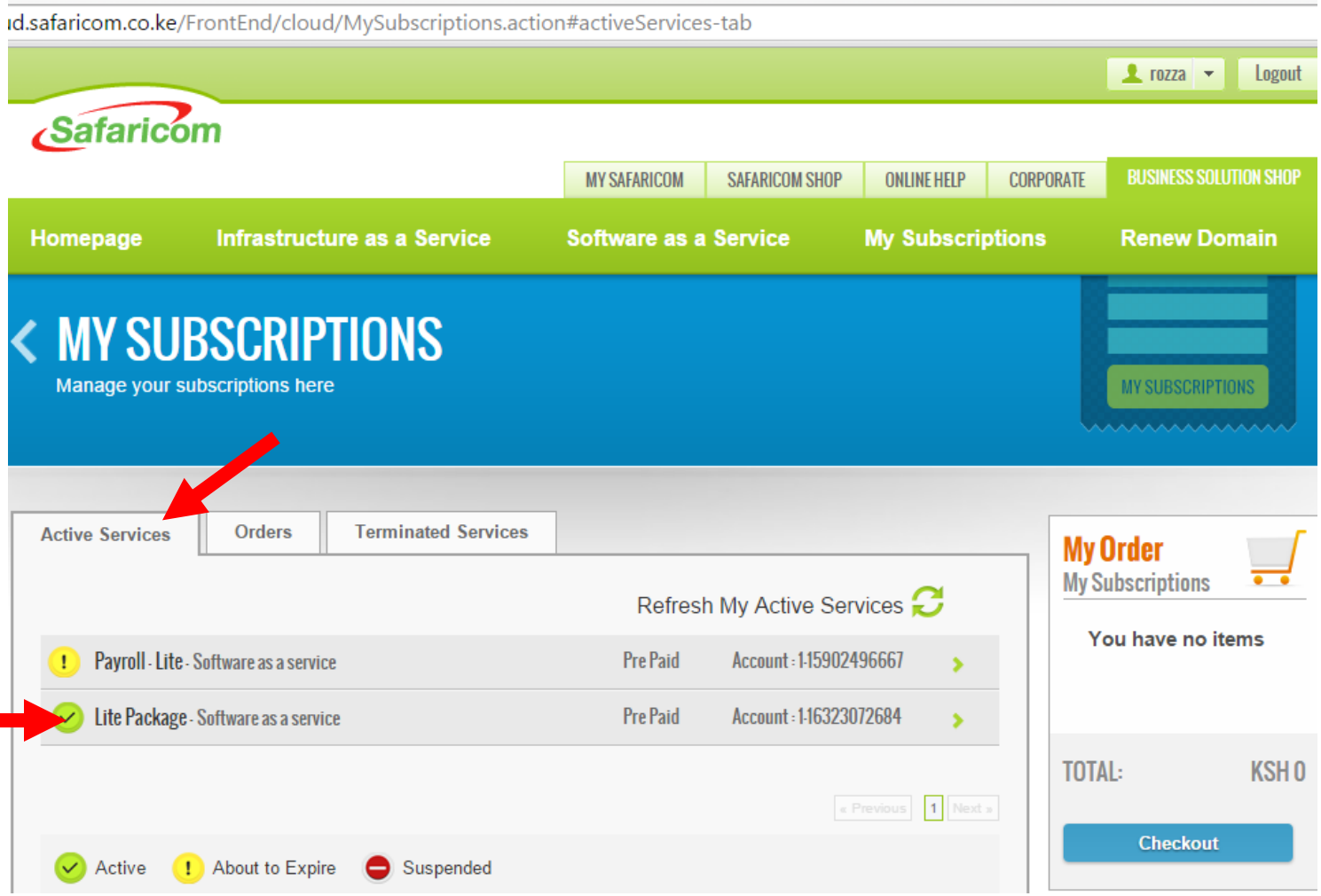
Step 2: Click on RENEW DOMAIN button



NOTE:

Once you are logged in, you will be redirected to your active subscriptions.

On the Active Services, Click on your active Domain Package to upgrade it.

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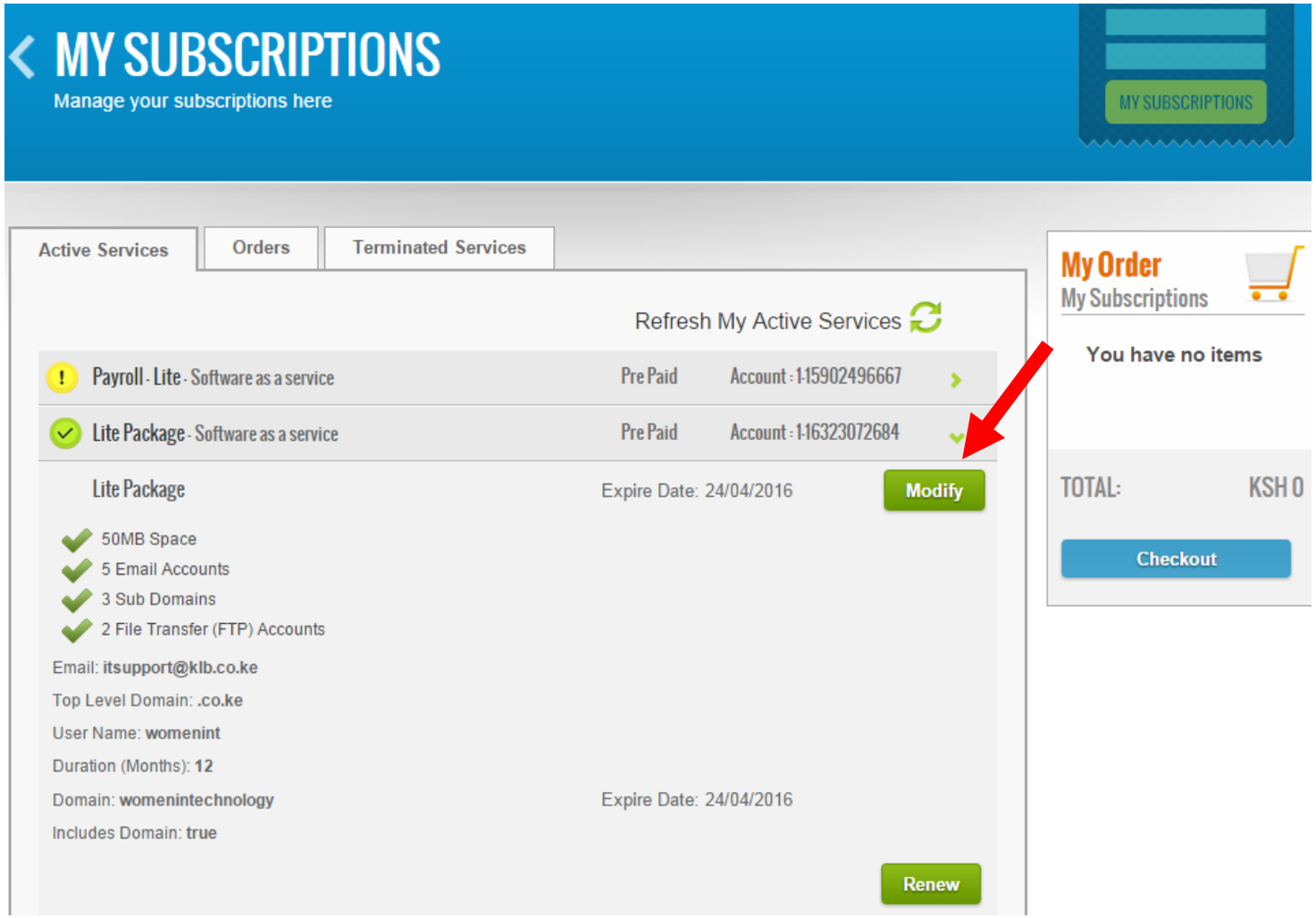
Step 3: Type in your domain name; click on CHECK



NOTE:
Click on MODIFY to UPGRADE your domain to your preferred package.

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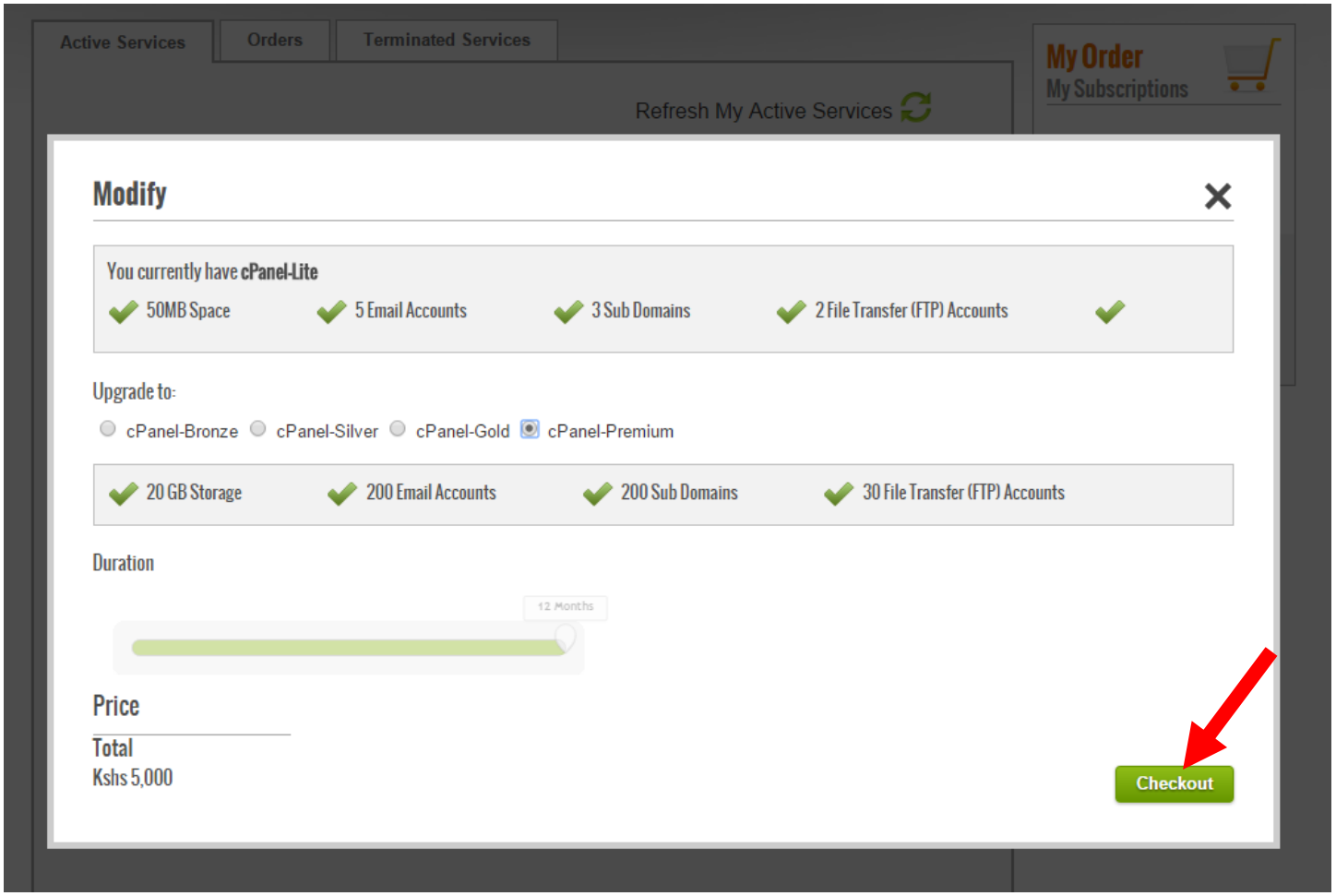
Step 4: Verify the amount & Click on CONFIRM button



NOTE:
Choose your preferred package to upgrade to and click on CHECKOUT.

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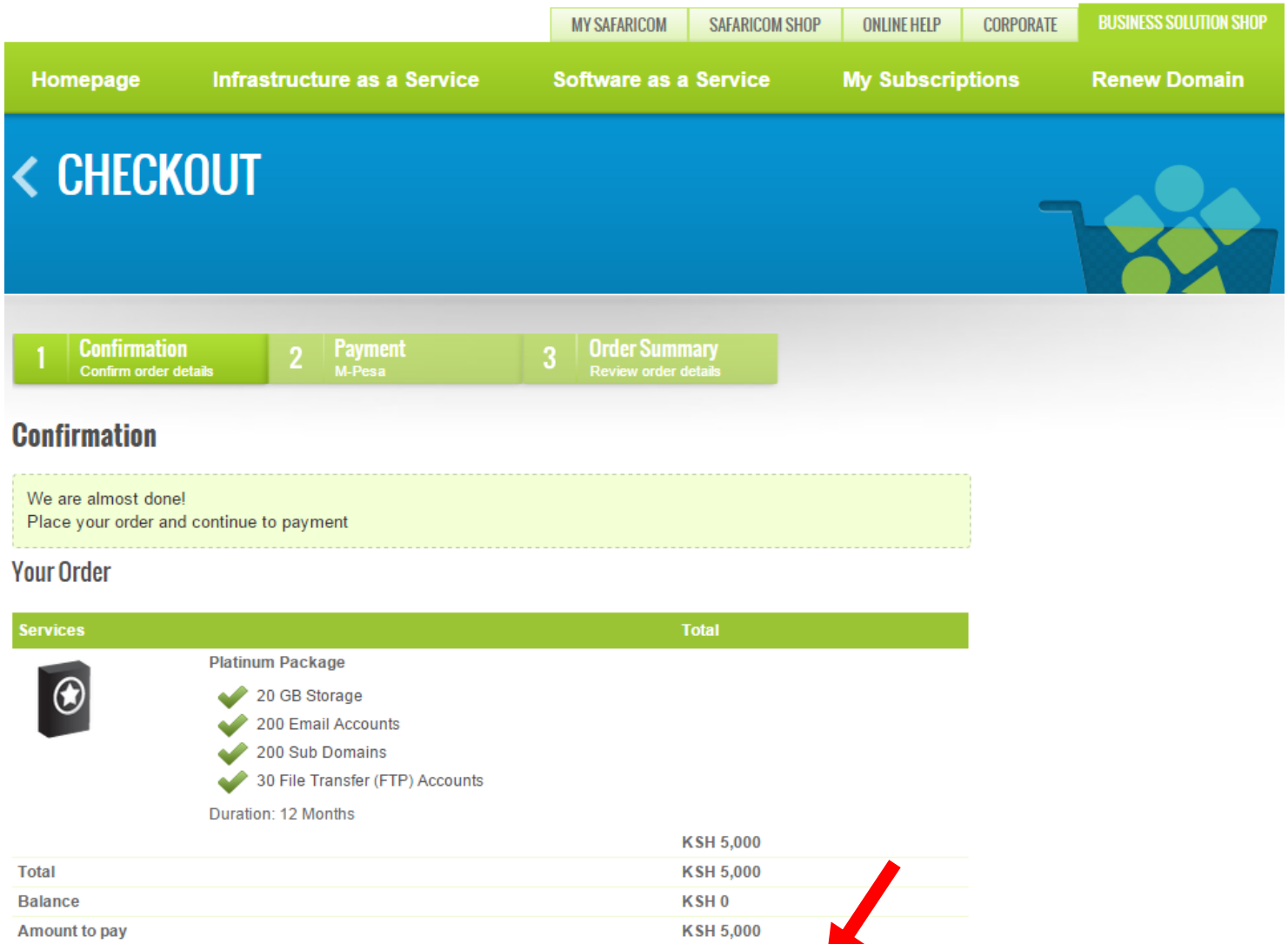
Step 5: Counter check your details & Place Order



NOTE:
Confirm your upgrade details, Click PLACE ORDER to proceed to pay via M-PESA.

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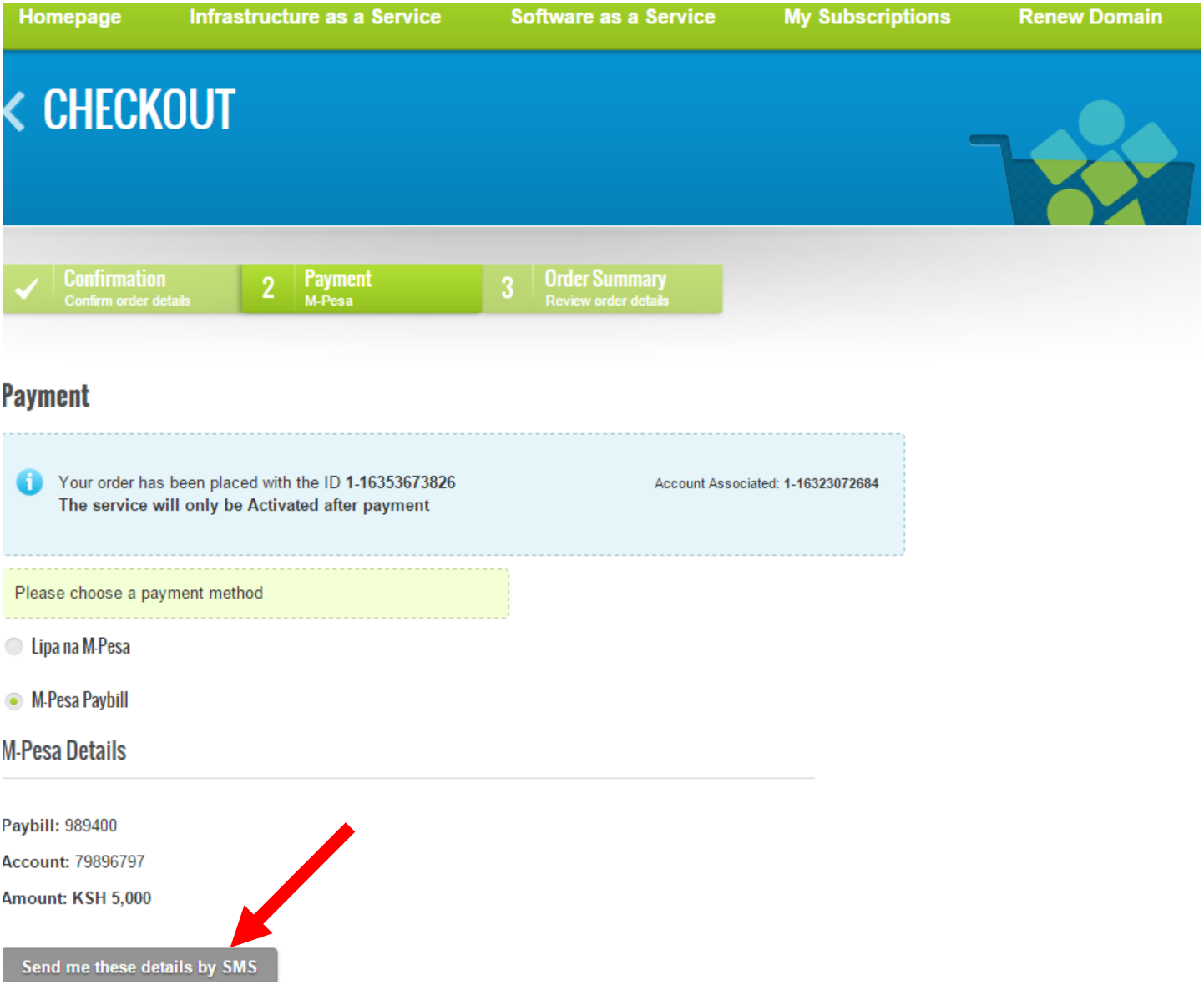
Step 6: Make Payment via M-PESA with details provided



NOTE:

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

Your domain is now UPGRADED

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