



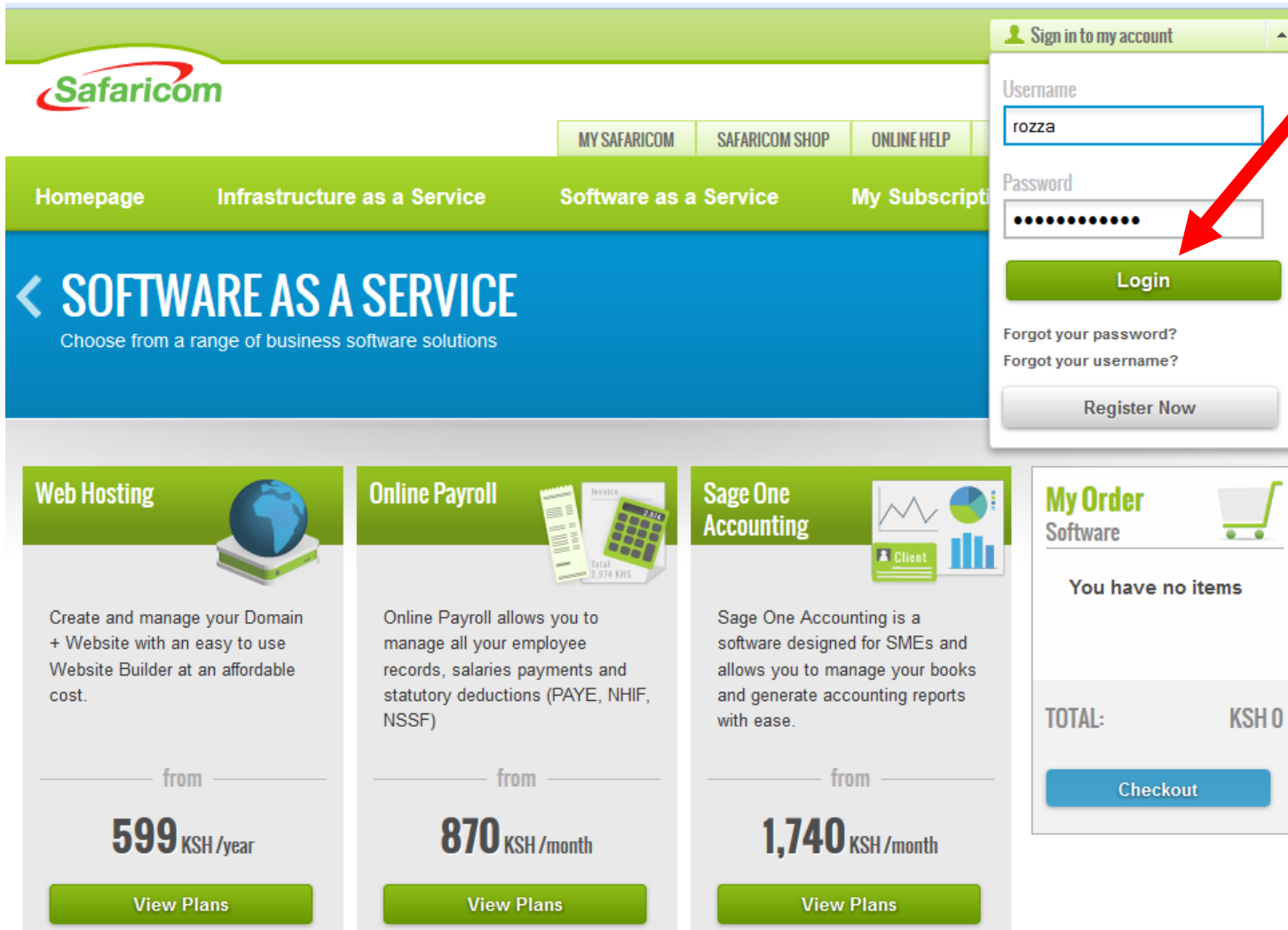
Domain UPGRADE Manual

Web Self Care Process

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

Safaricom
BUSINESS

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



The screenshot shows the Safaricom cloud services website. At the top left is the Safaricom logo. Navigation links include 'MY SAFARICOM', 'SAFARICOM SHOP', and 'ONLINE HELP'. A main menu lists 'Homepage', 'Infrastructure as a Service', 'Software as a Service', and 'My Subscriptions'. A blue banner for 'SOFTWARE AS A SERVICE' includes the text 'Choose from a range of business software solutions'. A login form is overlaid on the right, with a red arrow pointing to the 'Login' button. The form contains fields for 'Username' (filled with 'rozza') and 'Password' (masked with dots), and buttons for 'Login', 'Forgot your password?', 'Forgot your username?', and 'Register Now'. Below the banner are three service cards: 'Web Hosting' (from 599 KSH/year), 'Online Payroll' (from 870 KSH/month), and 'Sage One Accounting' (from 1,740 KSH/month). A 'My Order Software' cart is empty, showing 'You have no items' and a 'TOTAL: KSH 0' with a 'Checkout' button.

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: Click on RENEW DOMAIN button

id.safaricom.co.ke/FrontEnd/cloud/MySubscriptions.action#activeServices-tab

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

! Payroll - Lite - Software as a service	Pre Paid	Account : 1-15902496667	>
✓ Lite Package - Software as a service	Pre Paid	Account : 1-16323072684	>

« Previous 1 Next »

✓ Active ! About to Expire - Suspended

My Order My Subscriptions

You have no items

TOTAL: KSH 0

Checkout

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.


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





MY SUBSCRIPTIONS

Manage your subscriptions here





MY SUBSCRIPTIONS

Active Services | Orders | Terminated Services

Refresh My Active Services 


 Payroll - Lite - Software as a service	Pre Paid	Account : 115902496667	
 Lite Package - Software as a service	Pre Paid	Account : 116323072684	

Lite Package Expire Date: 24/04/2016 [Modify](#)

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

Email: itsupport@klb.co.ke
Top Level Domain: .co.ke
User Name: womenint
Duration (Months): 12
Domain: womenintechnology Expire Date: 24/04/2016
Includes Domain: true

[Renew](#)

My Order 
My Subscriptions

You have no items


TOTAL: KSH 0


[Checkout](#)

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

Step 4: Verify the amount & Click on CONFIRM button

Active Services | Orders | Terminated Services

Refresh My Active Services 

My Order 
My Subscriptions

Modify ✕

You currently have **cPanel-Lite**

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

Upgrade to:

cPanel-Bronze cPanel-Silver cPanel-Gold cPanel-Premium

- ✓ 20 GB Storage
- ✓ 200 Email Accounts
- ✓ 200 Sub Domains
- ✓ 30 File Transfer (FTP) Accounts

Duration

12 Months

Price

Total
Kshs 5,000

[Checkout](#)

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

Step 5: Counter check your details & Place Order

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

< CHECKOUT



1 **Confirmation**
Confirm order details

2 **Payment**
M-Pesa

3 **Order Summary**
Review order details

Confirmation

We are almost done!
Place your order and continue to payment

Your Order

Services	Total
 Platinum Package ✓ 20 GB Storage ✓ 200 Email Accounts ✓ 200 Sub Domains ✓ 30 File Transfer (FTP) Accounts Duration: 12 Months	KSH 5,000
Total	KSH 5,000
Balance	KSH 0
Amount to pay	KSH 5,000



- ✓ 20 GB Storage
- ✓ 200 Email Accounts
- ✓ 200 Sub Domains
- ✓ 30 File Transfer (FTP) Accounts

Duration: 12 Months

[My Subscriptions](#)[Place Order](#)

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

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

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

< CHECKOUT



✓ Confirmation Confirm order details 2 Payment M-Pesa 3 Order Summary Review order details

Payment

i Your order has been placed with the ID 1-16353673826
The service will only be Activated after payment Account Associated: 1-16323072684

Please choose a payment method

- Lipa na M-Pesa
- M-Pesa Paybill

M-Pesa Details

Paybill: 989400
Account: 79896797
Amount: KSH 5,000

Send me these details by SMS



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

