



The new simplified and fully automated solution!

# Domain & Web Hosting Service

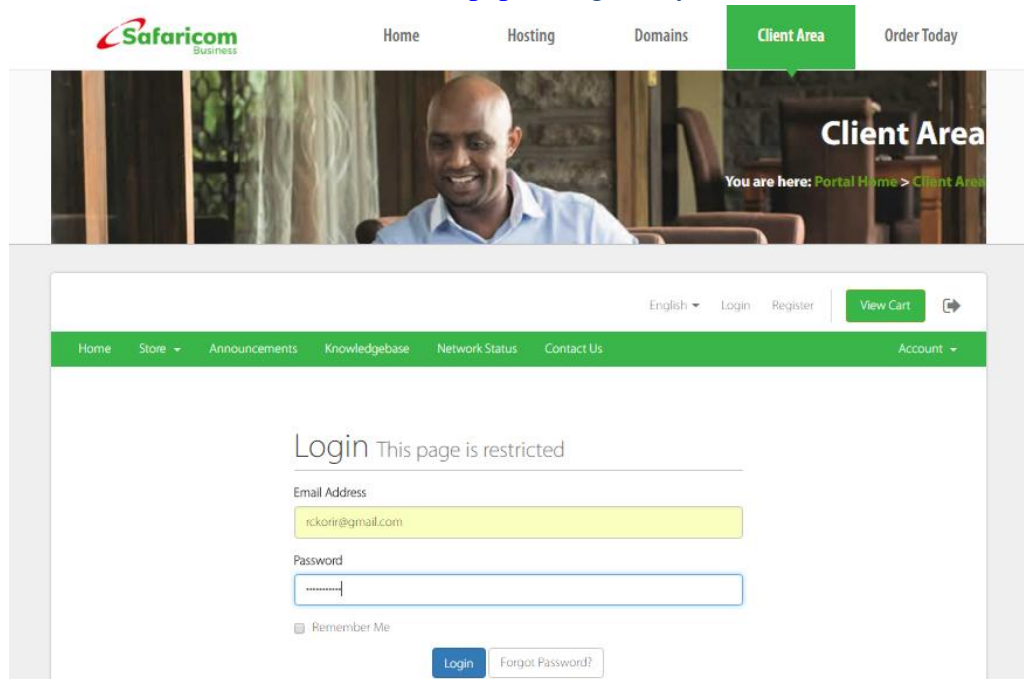
## How To UPGRADE/DOWNGRADE a Domain & Web Hosting service

When we come together, great things happen.



## Domain & Web Hosting Upgrade / Downgrade Instructions

- ✓ Go to <https://domains.safaricom.co.ke/clientarea.php> to log into your active account



**Safaricom Business** Home Hosting Domains **Client Area** Order Today

**Client Area**  
You are here: [Portal Home](#) > [Client Area](#)

English Login Register View Cart

Home Store Announcements Knowledgebase Network Status Contact Us Account

### Login This page is restricted

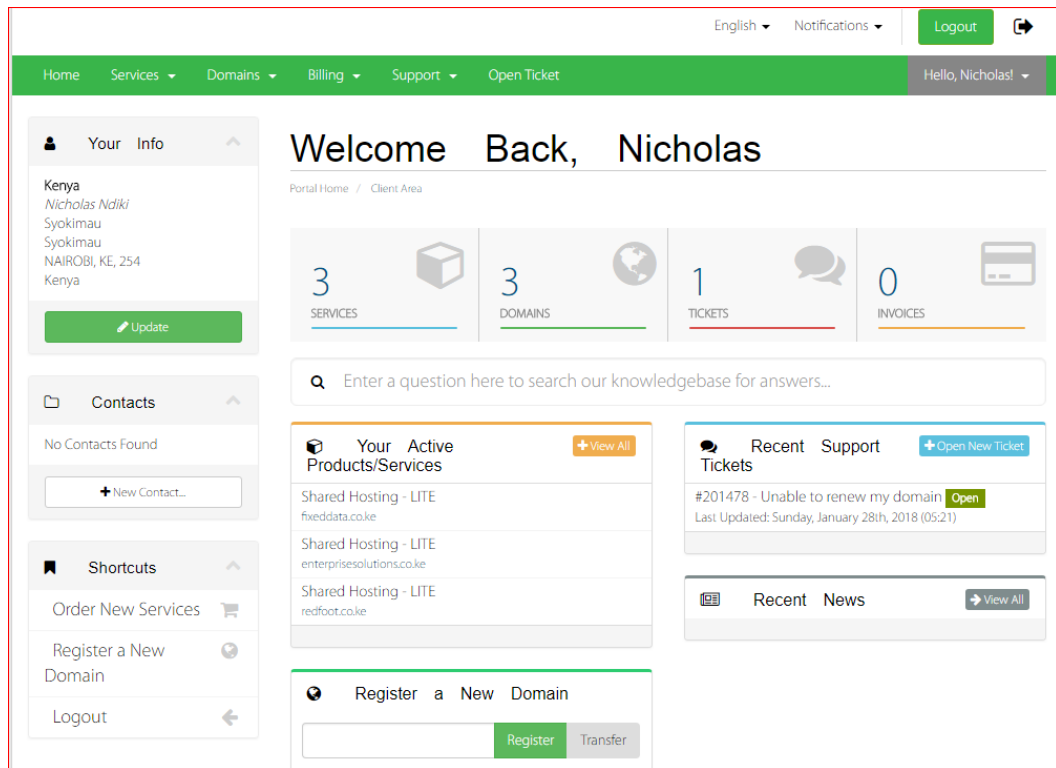
Email Address

Password

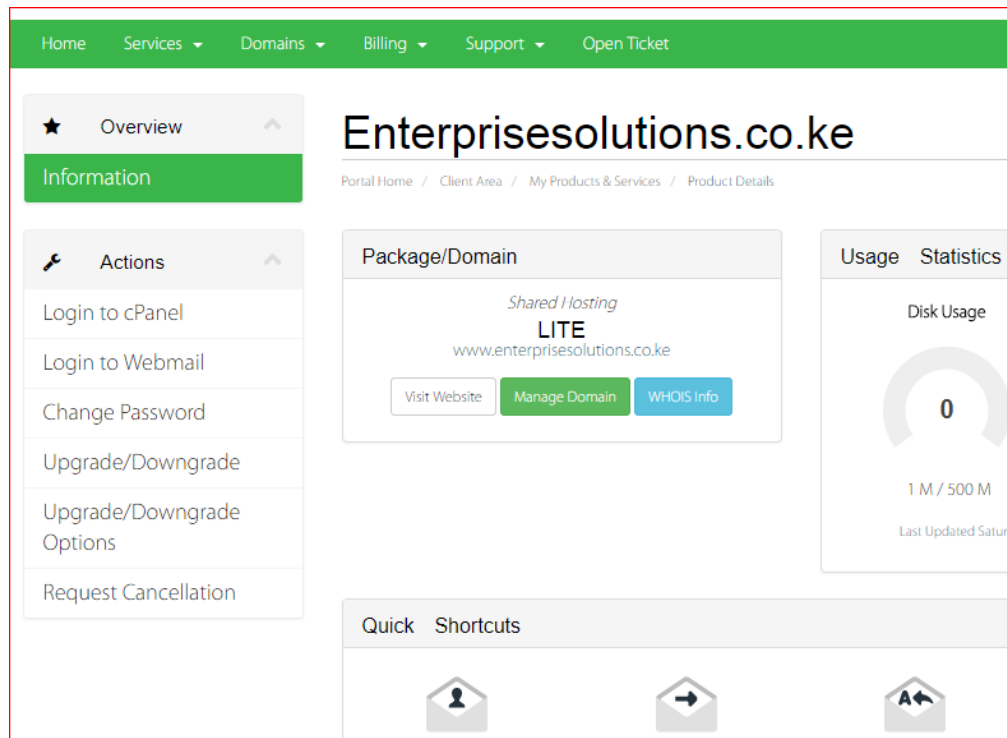
Remember Me

Login Forgot Password?

- ✓ Once you have logged in, click on the domain you would like to upgrade / downgrade in the **Active Products/Services** area.



- ✓ Click on the **Upgrade/Downgrade** under the **Actions** tab (on the left hand side of the window)



- ✓ Choose your preferred hosting package that you would like to **Upgrade/Downgrade** to

The screenshot shows the 'Upgrade/Downgrade' page in the Safaricom Business portal. The navigation bar includes 'Home', 'Services', 'Domains', 'Billing', 'Support', and 'Open Ticket', along with a user greeting 'Hello, Nicholas!'. The left sidebar shows the current product 'Shared Hosting - LITE' and a 'Back to Service' button. The main content area is titled 'Upgrade/Downgrade' and provides instructions to choose a new package. It lists the 'Current Configuration' as 'Shared Hosting - LITE (enterprisesolutions.co.ke)'. Under 'New Configuration', two options are shown: 'Shared Hosting - Bronze' (500 MB Space, 10 Email Accounts, 5 Sub Domains, 2 FTP Accounts, Free Website Builder, Unlimited Bandwidth) priced at 'Ksh.1,500 1 Year', and 'Shared Hosting - Silver' (2 GB Space, 50 Email Accounts) priced at 'Ksh.2,500 1 Year'. A 'Choose Product' button is visible next to the Bronze option.

- ✓ Confirm the Web Hosting **Upgrade/Downgrade** package price, choose the Payment Method and Click on **'Click to Continue'** to review the payment details.

The screenshot shows the 'Upgrade/Downgrade' page with a price breakdown table and payment options. The left sidebar is identical to the previous screenshot. The main content area shows the 'Current Configuration: Shared Hosting - LITE (enterprisesolutions.co.ke)'. Below this is a table with the following data:

Description	Price
LITE => Bronze	Ksh.1,492
Subtotal:	Ksh.1,492
Total Due Today:	Ksh.1,492

A yellow box below the table states: 'Upgrade price is calculated from a credit of the unused portion of the current plan and billing of the new plan for the same period (363 Days)'. At the bottom, there are fields for 'Promotional Code' (with a 'Validate Code' button) and 'Payment Method' (set to 'M-PESA Paybill'). A 'Click to Continue >>' button is located at the bottom center.


- ✓ You will be redirected to an invoice with the order and the upgrade / downgrade payment details. Go to your M-PESA Menu and follow the below payment instructions.

<b>Invoiced To</b> Kenya Safaricom Client WAIYAKI WAY, WAIYAKI WAY NAIROBI, KE, 100 Kenya	<b>Pay To</b> Safaricom Limited, Safaricom House, Waiyaki Way, Westlands P.O. Box 66827 - 00800 Nairobi, Kenya
<b>Invoice Date</b> Friday, January 26th, 2018	<b>Payment Method</b> M-PESA Paybill ▾

Invoice Items	
Description	Amount
Upgrade/Downgrade: LITE - redfoot.co.ke LITE => Bronze (26/01/2018 - 30/05/2018)	Ksh.509.59
<b>Sub Total</b>	Ksh.509.59
<b>Credit</b>	Ksh.0.00
<b>Total</b>	Ksh.509.59

Transaction Date	Gateway	Transaction ID	Amount
No Related Transactions Found			
<b>Balance</b>			Ksh.509.59

- ✓ After M-PESA payment is successful, input the transaction code on the space available
- ✓ Click on Complete Transaction tab to complete the upgrade / downgrade payment.



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great things happen.

Invoice #87

**UNPAID**

Due Date: Friday, January 26th, 2018

**From your phone,**

- Go to **Safaricom** Menu
- Select **M-PESA**
- Select **Lipa na MPESA**
- Select **Pay Bill**
- Enter **Business No:** 777222
- Enter **Account No:** 87
- Enter **Amount (without commas):** 1,300.00 then Confirm

Enter the transaction code you received from MPESA

MAQ0F400CY|

- ✓ Your invoice is now paid up and it will be updated to PAID from unpaid.
- ✓ Your domain and web hosting service is now upgraded/downgraded.
- ✓ You will be redirected to the Order Confirmation page with the Order Number of the upgrade / downgrade domain service.
- ✓ Click on '**Continue to Client Area**' to view your upgraded / downgraded service.

## Order Confirmation

Thank you for your order. You will receive a confirmation email shortly.

Your Order Number is: 8876675772

If you have any questions about your order, please open a support ticket from your client area and quote your order number.

[Continue To Client Area](#) ➔

- ✓ The Client Area homepage will showcase all your services, domains, support tickets, invoices (pending and paid up) and any Safaricom recent news with regard to the service.
- ✓ Click on any item e.g. Services, Invoices, Domains to view and manage them.

## Support Contact Details

- ✓ Contact us 24/7/365 on
  - Email Contact: [business.support@safaricom.co.ke](mailto:business.support@safaricom.co.ke)
  - Call us on 0722002222
  - Online Live Web Chat available on <https://domains.safaricom.co.ke>