



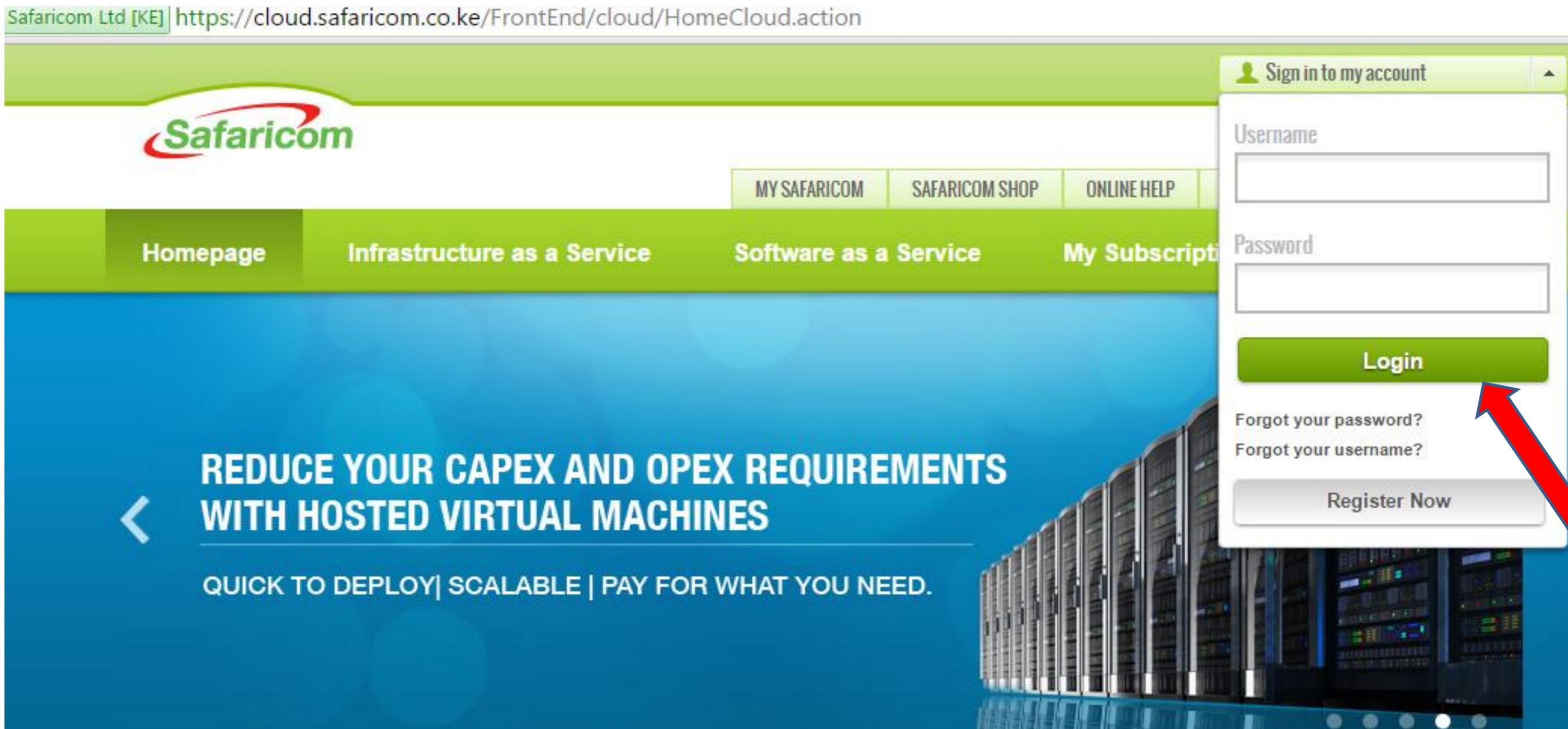
Domain Service

How to Renew a Domain - Web Self Care Instructions

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

Step 1: Go to <https://cloud.safaricom.co.ke>

Safaricom Ltd [KE] | <https://cloud.safaricom.co.ke/FrontEnd/cloud/HomeCloud.action>



The screenshot shows the Safaricom cloud portal homepage. The header features the Safaricom logo and navigation links: MY SAFARICOM, SAFARICOM SHOP, and ONLINE HELP. Below the header is a green navigation bar with links: Homepage, Infrastructure as a Service, Software as a Service, and My Subscript. The main content area has a blue background with a server rack image and the text: "REDUCE YOUR CAPEX AND OPEX REQUIREMENTS WITH HOSTED VIRTUAL MACHINES" and "QUICK TO DEPLOY | SCALABLE | PAY FOR WHAT YOU NEED." A login overlay is positioned on the right side, containing fields for Username and Password, a green Login button, and links for "Forgot your password?" and "Forgot your username?". A red arrow points to the Login button. A "Register Now" button is also visible at the bottom of the overlay.

NOTE:

- After you have logged into <https://cloud.Safaricom.co.ke>
- For new Self Care Users, Please click on Register Now
- If you already have self care user name & password, you do not need to register again.

Step 2: Register OR Login to your self care account

safaricom Ltd [KE] <https://cloud.safaricom.co.ke/FrontEnd/cloud/RegisterAction.action?checkNotLogged=true>



SELF CARE SAFARICOM SHOP

Welcome, register here

[Individual Registration](#) | [Corporate Registration](#) | [Non-Safaricom Registration](#)

*Mobile Number (or Account): Username:

*Password: *Repeat Password:

Password strength: -----

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

Register

NOTE: NEW REGISTRATION

- Input your mobile number e.g. 07xxxxxxx
- A username of your choice
- A strong password
- Login to your self care account.

Login here

Mobile Number/Username: Password:

rozza

Login

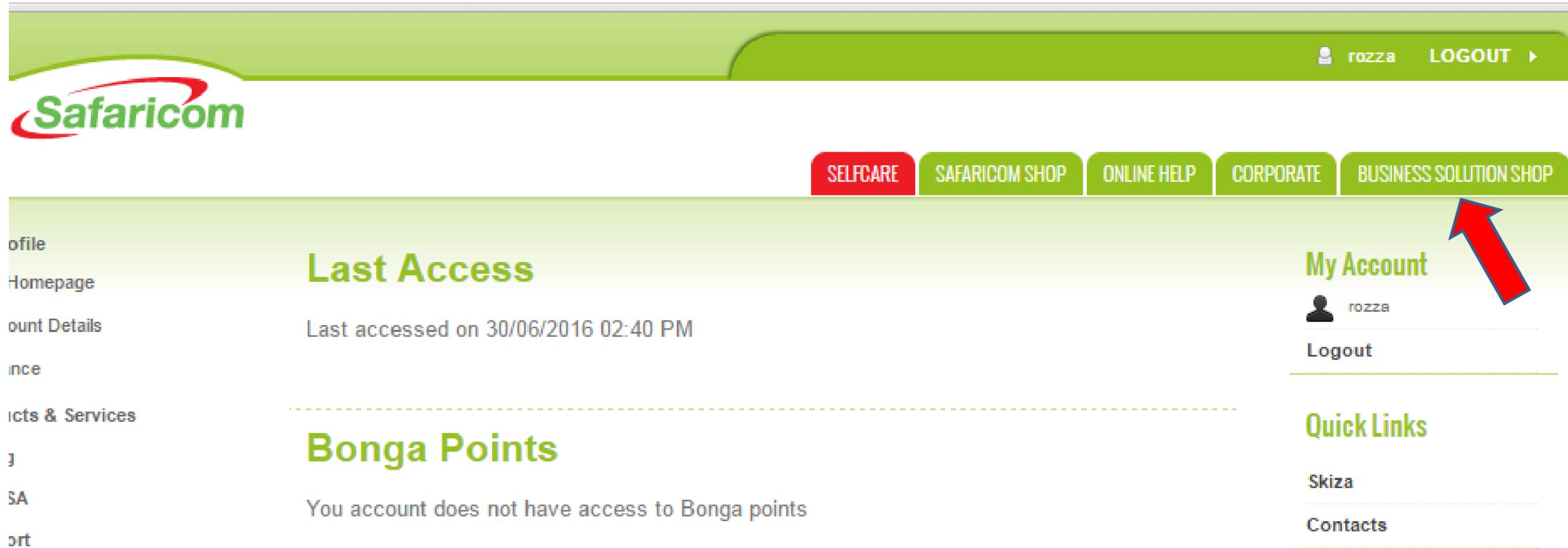
[Forgot your Password?](#) [Forgot your username?](#)

NOTE: EXISTING USERS

- Input your username and your password
- Login to your self care account.

Step 3: Click on BUSINESS SOLUTION SHOP tab

https://cloud.safaricom.co.ke/FrontEnd/UserHome.action



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SELF CARE SAFARICOM SHOP ONLINE HELP CORPORATE **BUSINESS SOLUTION SHOP**

My Account
rozza
Logout

Quick Links
Skiza
Contacts

Last Access
Last accessed on 30/06/2016 02:40 PM

Bonga Points
Your account does not have access to Bonga points

NOTE:

- Business Solution Shop tab will direct you to the domain service page.

Step 4: Click on the RENEW DOMAIN TAB

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

rozza Logout

Safaricom

MY SAFARICOM SAFARICOM SHOP ONLINE HELP CORPORATE BUSINESS SOLUTION SHOP

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

GIVE A BOOST TO YOUR BUSINESS
With Safaricom's Cloud Services

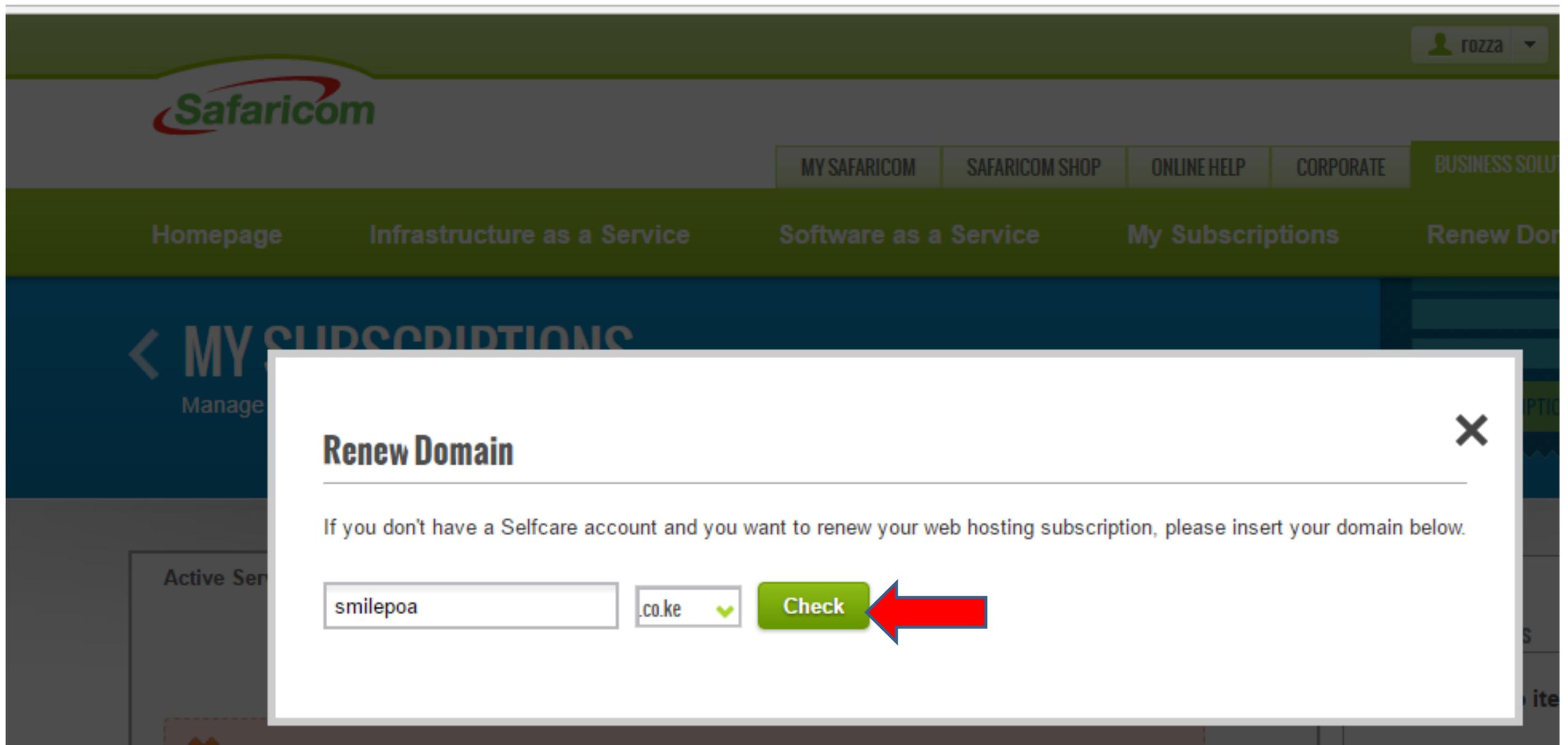


NOTE:

- Click on RENEW DOMAIN tab
- This is for old domains that were registered via Safaricom retail stores or USSD *485#.

Step 5: Type your domain name, choose domain extension; Click on CHECK

Safaricom Ltd [KE] | <https://cloud.safaricom.co.ke/FrontEnd/cloud/MySubscriptions.action#activeServices-tab>



The screenshot shows the Safaricom web portal interface. At the top, there is a navigation bar with the Safaricom logo and several menu items: MY SAFARICOM, SAFARICOM SHOP, ONLINE HELP, CORPORATE, and BUSINESS SOLUTIONS. Below this is a secondary navigation bar with links to Homepage, Infrastructure as a Service, Software as a Service, My Subscriptions, and Renew Domain. The main content area is titled 'MY SUBSCRIPTIONS' and includes a 'Manage' link. A modal dialog box titled 'Renew Domain' is open, containing the following text: 'If you don't have a Selfcare account and you want to renew your web hosting subscription, please insert your domain below.' Below the text are three input fields: a text box containing 'smilepoa', a dropdown menu showing '.co.ke' with a green checkmark, and a green 'Check' button. A red arrow points to the 'Check' button.

NOTE:

- Type in your domain name e.g. smilepoa
- Choose the domain extension from the drop down menu e.g. .co.ke .com .info
- Click on CHECK to view the package details of your domain renewal.

Step 6: Confirm the domain package details

Safaricom Ltd [KE] | <https://cloud.safaricom.co.ke/FrontEnd/cloud/MySubscriptions.action#activeServices-tab>

The screenshot shows the Safaricom web portal interface. At the top, there is a navigation bar with the Safaricom logo and links for MY SAFARICOM, SAFARICOM SHOP, ONLINE HELP, and CORPORATE. Below this is a secondary navigation bar with links for Homepage, Infrastructure as a Service, Software as a Service, and My Subscriptions. The main content area is titled 'MY SUBSCRIPTIONS' and features a 'Renew' modal dialog. The dialog contains the following information:

Product	Renewal Duration	Renew in	Active until
cPanel-Lite	1Year	07/09/2016	07/09/2017

Below the table, the total cost is listed as 'Total KSH 599'. A green 'Confirm' button is located at the bottom right of the dialog, with a red arrow pointing to it. The background of the portal is dimmed, showing a list of active services and a 'Platinum Package - Software as a service' entry.

NOTE:

- Check the domain package details displayed to confirm.
- Click CONFIRM to proceed to the payment details.

Step 7: Input your details and Click on Place Order

✓ Account Choose an account 2 Details Fill order details 3 Payment M-Pesa 4 Order Summary Review order details

Details

Contact

*Mobile Number
+254722xxxxxx

Email
xxxxxx@gmail.com

Billing Address

*Street Address
xxxxxxxxxx

*PO Box
xxxxxx

*Postal Code
xxxxx

*City
NAIROBI

*Country
Kenya

Web Hosting

*User
[Red Arrow]

*Email
rosemarykorir@gmail.com

Domain Registration

*First Name
xxxxxxxxxx

*Last Name
xxxxxxxxxx

*Email
xxxxxx@gmail.com

*Phone Number
+25472xxxxxxxxxx

*Company Number
072xxxxxx [Red Arrow]

*Street Address
xxxxxx

*Postal Code
xxxxx

*City
NAIROBI

*Country
Kenya

Please select the type of sales representative from the list
- Select a Type -

Please select a sales representative from the list

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

Back Place Order [Red Arrow]

NOTE:

- Fill in all the mandatory details with an *
- Click on PLACE ORDER to proceed to the payment details page

Step 8: Click on M-PESA Paybill option

Progress bar with four steps: 1. Account (Choose an account), 2. Details (Fill order details), 3. Payment (M-Pesa), 4. Order Summary (Review order details). Step 3 is highlighted.

Google Site Stats
[learn more](#)

Payment

i Your order has been placed with the ID 1-20990036897
The service will only be Activated after payment

Account Associated: 1-20989409349

Please choose a payment method

- Lipa na M-Pesa
- M-Pesa Paybill

M-Pesa Details

Paybill: 989400

Account: 113044902

Amount: KSH 1,797

Send me these details by SMS

Go to My Subscriptions

See My Order

NOTE:

- Click on M-PESA PAYBILL option to view the paybill, account and amount information.
- You may SMS the displayed M-PESA payment details to your mobile number by clicking on "Send me these details by SMS"

Step 9: After M-PESA payment is done, your domain will be renewed automatically

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

Platinum Package - Software as a service	Pre Paid	Account : 1-16323072684	>
Lite Package - Software as a service	Pre Paid	Account : 1-19563440925	>
Bronze Package - Software as a service	Pre Paid	Account : 1-20727594473	>

My Order
My Subscriptions

You have no items

TOTAL: KSH 0

Checkout

« Previous 1 Next »

NOTE:

- After you have made the payments via M-PESA, your domain will be renewed automatically and will be active on “MY SUBSCRIPTIONS” page with the new renewal date.
- You can thereafter manage your service from the ACTIVE SERVICES page e.g. to RENEW, UPGRADE, DOWNGRADE.

Free 24/7 Support

Email: business.support@safaricom.co.ke

Contact Number: 0722 002222

Online Live Web Chat on

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

