Domain & Web Hosting Service

HOW TO RENEW - Web Self Care Instructions

https://cloud.safaricom.co.ke
Step 1: Go to https://cloud.safaricom.co.ke and log into your account

NOTE:
• Log into your self-care account on https://cloud.Safaricom.co.ke with your username and password.
• If you already have self care user name & password, you do not need to register again.
Step 2: Once logged in, you will be directed to your active subscriptions

NOTE:
Your active subscriptions will be displayed on the page.
Step 3: Click on the Domain Package name; Click on RENEW button

NOTE: Click on RENEW button to renew your domain.
Step 4: Choose the number of years you would like to renew your domain for (up to 5 years)

NOTE:
Click on RENEWAL DURATION drop down menu to choose the number of years you would like to renew your domain for.
Step 5: Choose the number of years for both the Hosting Package and the Domain

NOTE:
Click on the drop down menu to choose the number of years you would like to renew your domain.
Step 6: Click on CHECK OUT

NOTE: Click on CHECK OUT button to proceed.
Step 7: Click on PLACE ORDER

Confirmation

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

Your Order

<table>
<thead>
<tr>
<th>Services</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lite Package</td>
<td>KSH 0</td>
</tr>
<tr>
<td>Domain registration</td>
<td>KSH 2,695</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>KSH 2,695</td>
</tr>
<tr>
<td>Balance</td>
<td>KSH 0</td>
</tr>
<tr>
<td>Amount to pay</td>
<td>KSH 2,695</td>
</tr>
</tbody>
</table>

NOTE:
Click on PLACE ORDER button to proceed to the payment options.
Step 8: Click on M-PESA Paybill Option to view the Payment Details

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”