

# Sasatel launches Customer SelfService Web Portal

The SelfService portal can be accessed by all Sasatel customers from anywhere in the world. Enter the following address in your web browser to access the Sasatel Self Service portal:

[www.sasatel.co.tz/selfservice](http://www.sasatel.co.tz/selfservice)

## Log in



This is the welcome screen for the Sasatel SelfService portal.

Please enter the number you are using on your router, modem or phone in the MSISDN field. Do not enter the first 0 in your number.

Correct format is: 614123456 wrong format is: 0614123456

Then enter your password. The default password is 123456 and you must change it after you log in to protect your account from unauthorized use.

In the code field you enter the numbers which are displayed in color next to the OK button.

Click OK to log in.

## Self-Service welcome screen



On the left side you see the following menus:

### **Change my password**

Change your password to protect your account from unauthorized usage.

### **Balance**

The remaining balance for all your services and bundles.

### **Recharge by card**

Recharge your account with a Sasatel airtime voucher

### **My payment records**

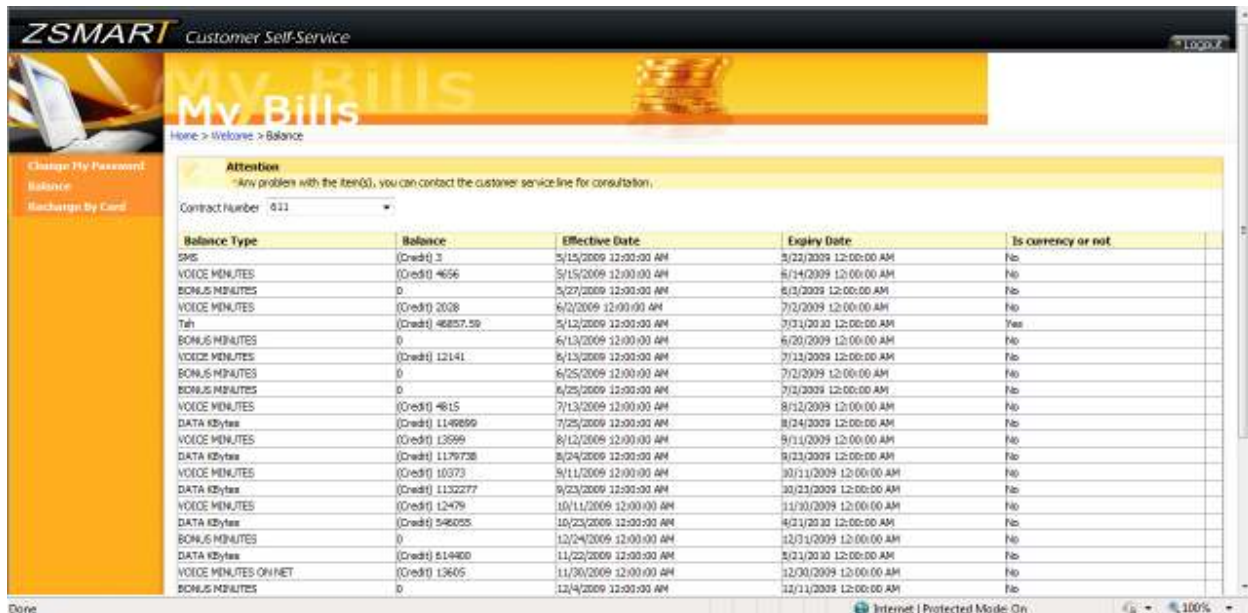
The complete list of all your airtime recharges

### ***Change your password***



Enter your old password, your new password twice and the numbers shown. Click Modify when done.

## Balance



The screenshot shows the 'My Bills' page on the ZSMART Customer Self-Service portal. It features a navigation menu on the left with options like 'Change My Password', 'Balance', and 'Recharge by Card'. The main content area displays a table of service balances for contract number 031. The table includes columns for Balance Type, Balance, Effective Date, Expiry Date, and Is currency or not. Services listed include SMS, VOICE MINUTES, BONUS MINUTES, Tsh, and DATA Kbytes.

Balance Type	Balance	Effective Date	Expiry Date	Is currency or not
SMS	(Credit) 3	5/15/2009 12:00:00 AM	5/22/2009 12:00:00 AM	No
VOICE MINUTES	(Credit) 4656	5/15/2009 12:00:00 AM	6/14/2009 12:00:00 AM	No
BONUS MINUTES	0	5/27/2009 12:00:00 AM	6/3/2009 12:00:00 AM	No
VOICE MINUTES	(Credit) 2028	6/2/2009 12:00:00 AM	7/2/2009 12:00:00 AM	No
Tsh	(Credit) 46857.59	5/12/2009 12:00:00 AM	7/31/2010 12:00:00 AM	Yes
BONUS MINUTES	0	6/13/2009 12:00:00 AM	6/20/2009 12:00:00 AM	No
VOICE MINUTES	(Credit) 12141	6/13/2009 12:00:00 AM	7/12/2009 12:00:00 AM	No
BONUS MINUTES	0	6/25/2009 12:00:00 AM	7/2/2009 12:00:00 AM	No
BONUS MINUTES	0	6/25/2009 12:00:00 AM	7/2/2009 12:00:00 AM	No
VOICE MINUTES	(Credit) 4815	7/13/2009 12:00:00 AM	8/12/2009 12:00:00 AM	No
DATA Kbytes	(Credit) 1149869	7/25/2009 12:00:00 AM	8/24/2009 12:00:00 AM	No
VOICE MINUTES	(Credit) 13699	8/12/2009 12:00:00 AM	9/11/2009 12:00:00 AM	No
DATA Kbytes	(Credit) 1179738	8/24/2009 12:00:00 AM	9/23/2009 12:00:00 AM	No
VOICE MINUTES	(Credit) 10373	9/11/2009 12:00:00 AM	10/11/2009 12:00:00 AM	No
DATA Kbytes	(Credit) 1133277	9/23/2009 12:00:00 AM	10/23/2009 12:00:00 AM	No
VOICE MINUTES	(Credit) 12479	10/11/2009 12:00:00 AM	11/10/2009 12:00:00 AM	No
DATA Kbytes	(Credit) 946055	10/23/2009 12:00:00 AM	11/21/2010 12:00:00 AM	No
BONUS MINUTES	0	12/24/2009 12:00:00 AM	12/31/2009 12:00:00 AM	No
DATA Kbytes	(Credit) 619400	11/22/2009 12:00:00 AM	12/21/2010 12:00:00 AM	No
VOICE MINUTES ON NET	(Credit) 13605	11/30/2009 12:00:00 AM	12/30/2009 12:00:00 AM	No
BONUS MINUTES	0	12/4/2009 12:00:00 AM	12/11/2009 12:00:00 AM	No

This is the overview of all your current (active) and previous (expired) services.

Look at the Expiry Date to see if the service shown in "Balance type" column is still active.

Your most important Balance Types are:

Tsh: Shows the remaining shillings in credit on your account. This credit can be used for all services.

DATA Kbytes: This is the remaining balance of your Internet bundle. Divide the value by 1024 to get Megabytes and another 1024 to get Gigabytes.

VOICE Minutes: Shows the remaining balance of your voice bundle in seconds. Divide the value by 60 to get remaining minutes.

## Recharge by card



The screenshot shows the 'My Profile' page on the ZSMART Customer Self-Service portal. The 'Recharging by Card' section is active, displaying a form with fields for 'MSISDN' (614104004) and 'PIN' (12345678912345). There are 'OK' and 'Back' buttons at the bottom right of the form.

This page allows you to recharge your account using a Sasatel airtime voucher. The number shown is the number you used when logging in. You can only recharge the number you are logged in with.

Enter the 14 digit PIN from your Sasatel airtime voucher in the PIN field and press OK. Your Sasatel account will then be recharged with the value of the voucher you used.

## My payment records / My Bills



**My Bills**

Home > Welcome > My Payment Records

**Attention**  
\*Any problem with the item(s), you can contact the customer service line for consultation.  
\*The payment records you have inquired are only for reference, not used for any credence.

SN	Payment Method	Payment Type	Submit Amount	Return Amount	Charge	Payment Date	Reversed
1	Cash	Credit	100000.00	0.00	100000.00	2009-10-13	N
2	Cash	Credit	100000.00	0.00	100000.00	2009-10-13	N
3	Cash	Credit	100000.00	0.00	100000.00	2009-10-13	N
4	Cash	Credit	44000.00	0.00	44000.00	2009-10-13	N
5	Cash	Credit	5000.00	0.00	5000.00	2009-11-01	N
6	Cash	Credit	5000.00	0.00	5000.00	2009-11-01	N
7	Cash	Credit	5000.00	0.00	5000.00	2009-11-01	N
8	Cash	Credit	5000.00	0.00	5000.00	2009-11-01	N
9	Cash	Credit	5000.00	0.00	5000.00	2009-11-01	N
10	Cash	Credit	5000.00	0.00	5000.00	2009-11-01	N

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Print Print All Print All

This function shows your airtime recharge history and the value of your recharge is in the column "Submit amount".