



User Manual for iOS App

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1. Overview

Home Connect App is available in iOS for users. Home Connect is an ISP (Internet Service Provider), providing home users with super-fast truly uncapped & unshaped FTTH (Fibre to the Home) Internet connectivity services. The following steps will show you how to setup the Home-Connect App. This App is integrated to the Home-Connect management portal located on <https://www.home-connect.co.za/>

The app release version 1.0 is available for existing Home-Connect customers.

This release includes the ability to action the following:

- Update User contact details
- Update user password
- View Home-Connect application details
- Dashboard to view applications
- Dashboard to View Data Usage
- Submit a request for a change of service
- Submit a cancellation
- Transfer account
- Update Banking details
- Log a support ticket or query

This guide will touch on the above features.

Please be advised that Home-Connect App and portal makes use of two factor authentication for sensitive transactions. The USSD code will go to the registered mobile number to confirm the transaction. USSD is sent for the below transactions:

- Change of service
- Cancellation
- Transfer of account
- Updating of banking details

2. Install App

In order to be able to use the Home-Connect mobile app, you would need to download it from the Apple App Store. Follow the below steps to download the app in the Apple App Store:

1. Open the App Store and search for “**CipherWave Home Connect**”. Note the following shortcut icon will be visible on the device screen.



2. Select the indicated Icon
3. Download and install the Home Connect mobile app on your device.
4. Open the Home Connect mobile app.

Test user details:

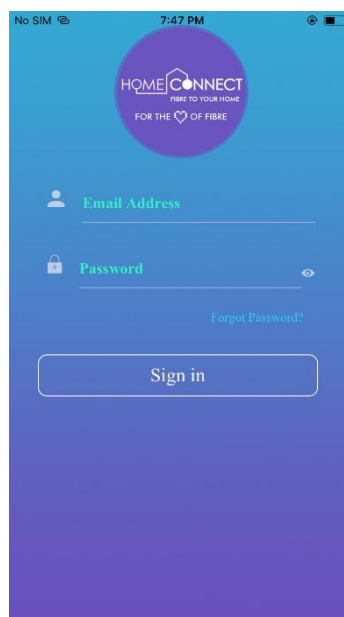
Email Address: testuser@hotmail.com

Password: test@123

3. Login

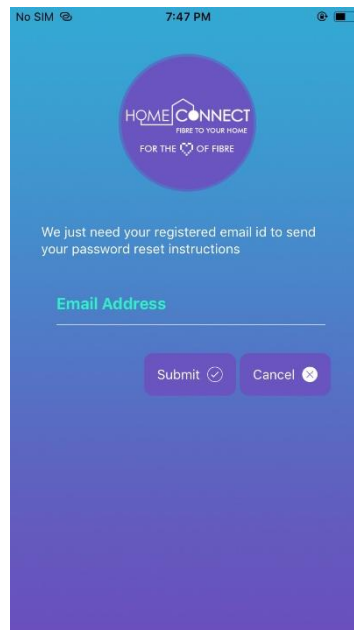
In order to login into the Home-connect App, enter your registered Home-Connect Management Portal Email Address and Password. This must be the same email address used to registered on www.home-connect.co.za .

Click on the Sign in icon. You will then be redirected to the App Dashboard also known as the Home Screen.



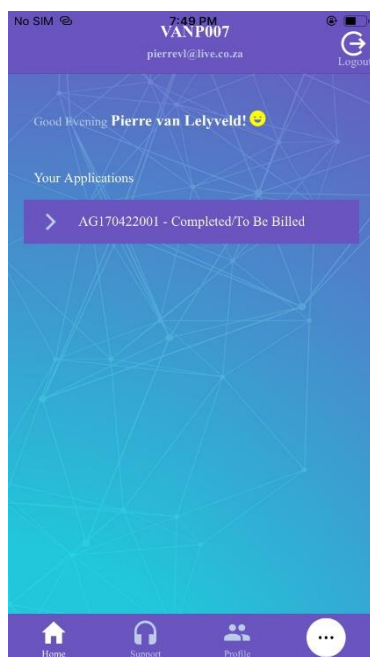
4. Forgot Password

Should you have forgotten your Login password. Use the 'Forgot Password' option, after selecting the 'Forgot password' Icon, please then enter the registered Email Address used to sign up to the Home-Connect Management Portal located on www.home-connect.co.za . Click on Submit. An email link will be sent to your inbox to reset your password.



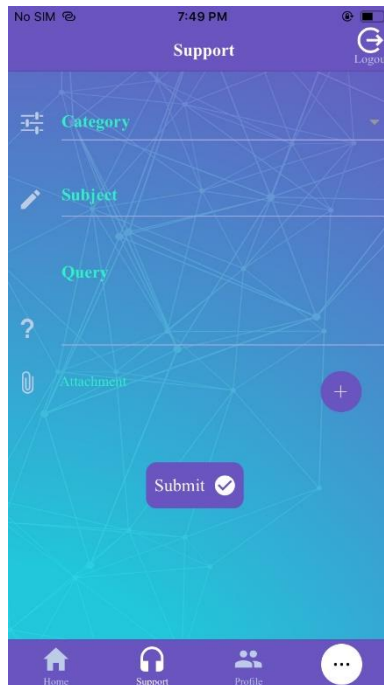
5. Dashboard (Home Screen)

The Dashboard, also known as the Home screen will show your current 'Applications' with Home-Connect and the applicable status for your 'Application'. Should you click on the application number, you will be able to track your monthly Data usage details for your FTTH connection.



6. Support

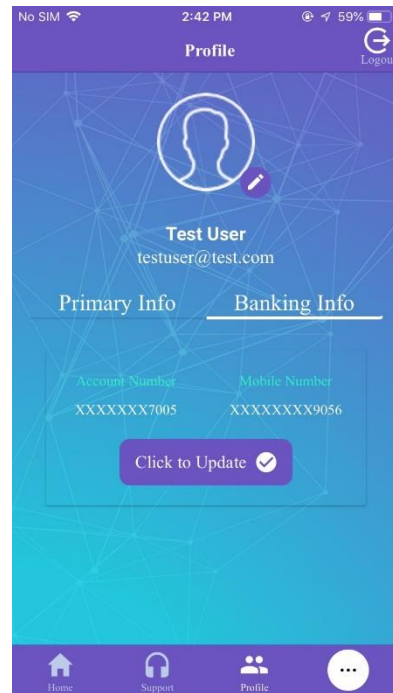
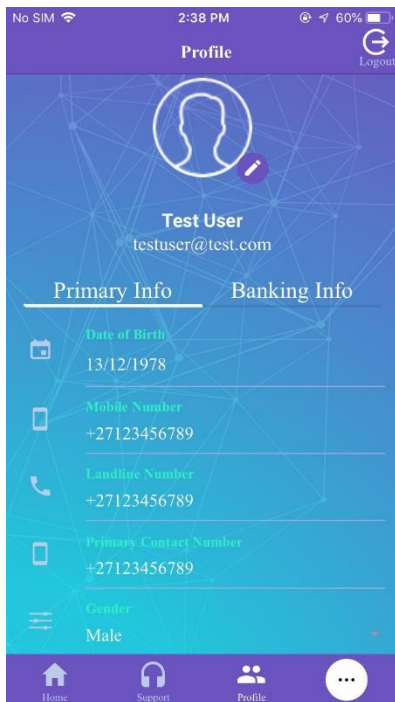
A user is able to log a ticket from the Home-Connect App. Click on support icon which can be used to complete the ticket or Query to our Support Department. Select from the listed Categories and complete your query accordingly, you can also upload an image for your support related ticket or query. Once completed select 'Submit' this ticket will then be forwarded to our Support team to action.

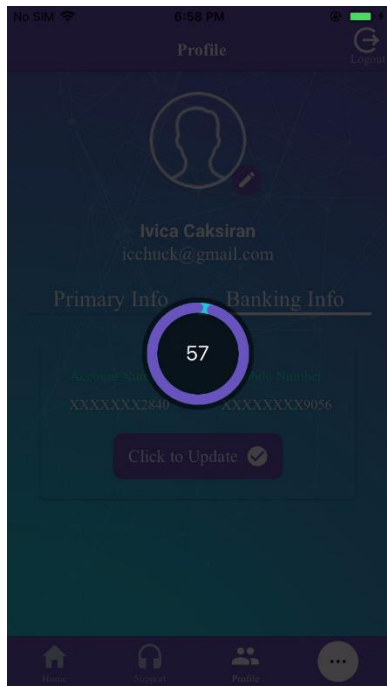


7. Profile

A user can update their profile details. Click on Profile icon which can be used to view the user profile details. You can update your profile personal details, this will be done by selecting the current data and inputting the new data. Select 'Click to Update', the app will take a few second to update your personal details.

For updating banking details, please input the new banking details then click on submit, please note that this transaction would require two factor authentication, kindly confirm the transaction by accepting the transaction via USSD.

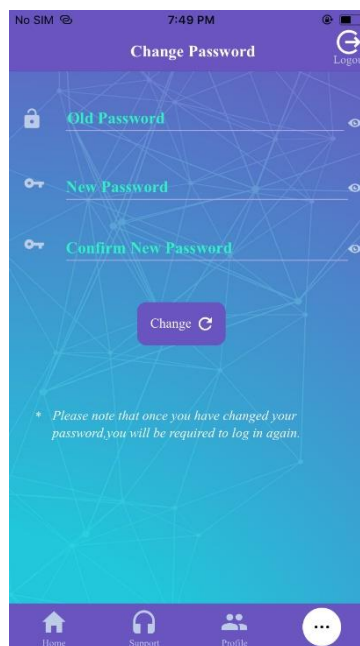




8. Change Password

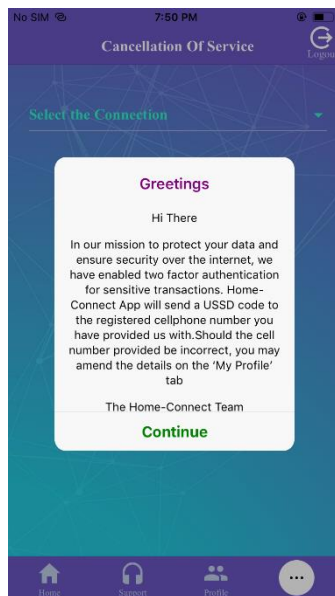
A user is able to change their login password using the Home-Connect app by selecting the 'Change Password' icon.

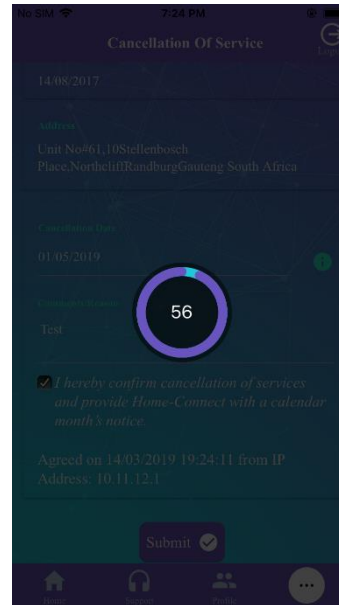
Enter your old password, your requested new password and then confirm the new password again. Click on the submit button. Your request for the new password will be updated.



9. Cancellation of Service

A user is able to submit a request for cancellation of services through the Home-Connect App. Click on Cancellation of Service icon on the fab. Choose the application number that you would require to cancel from the dropdown. Enter the Comments/ Reason for cancelling and accept the terms and conditions accordingly. Finally click on the Submit button. Please note that this transaction would require two factor authentication, kindly confirm the transaction by accepting the transaction via USSD.

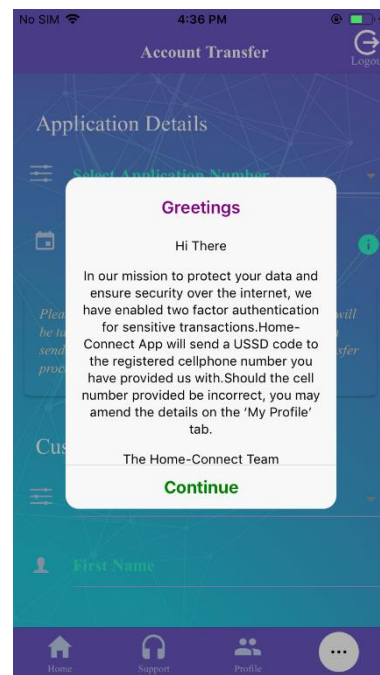
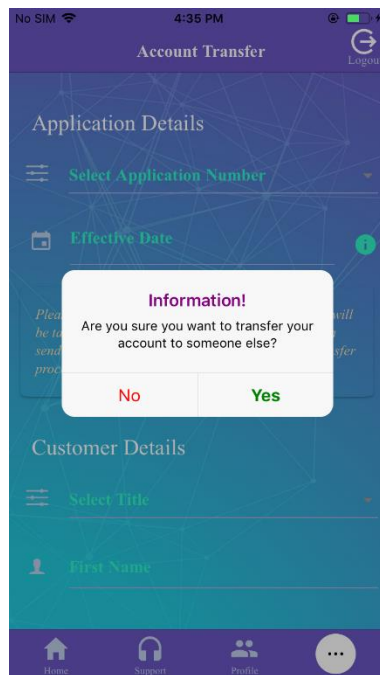


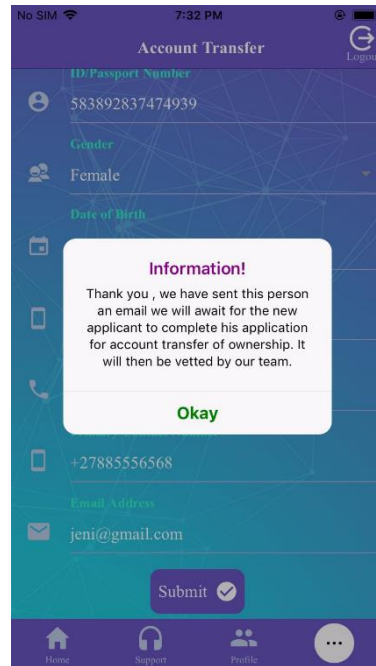
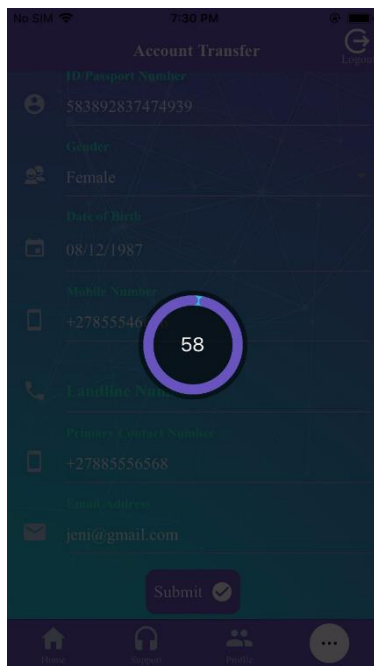


10. Account Transfer

A user is able to transfer their Home-Connect account to another user. Requirements for account of transfer the user's account must be up to date and the new person whom will be acquiring the account should be now taking up residence at the same residential address where FTTH services is delivered . Click on Account Transfer icon. Choose the Application Number required to be transferred. Click on the popup “Yes” option and enter the new user details and click on the Submit button. This user will receive an email to complete the account transfer transaction.

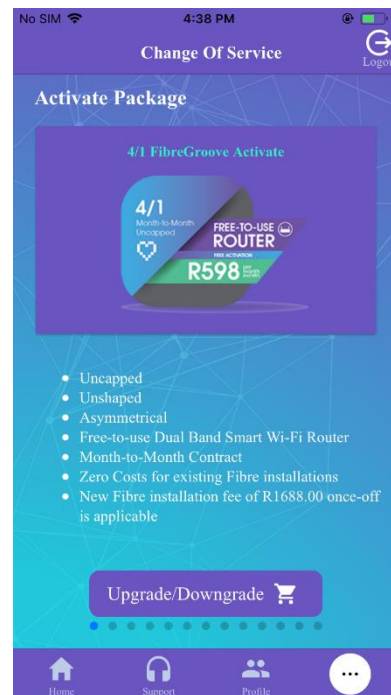
Please note that this transaction would require two factor authentication, kindly confirm the transaction by accepting the transaction via USSD.

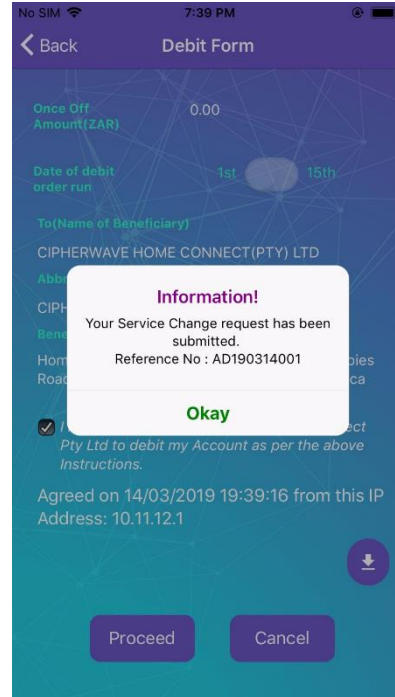
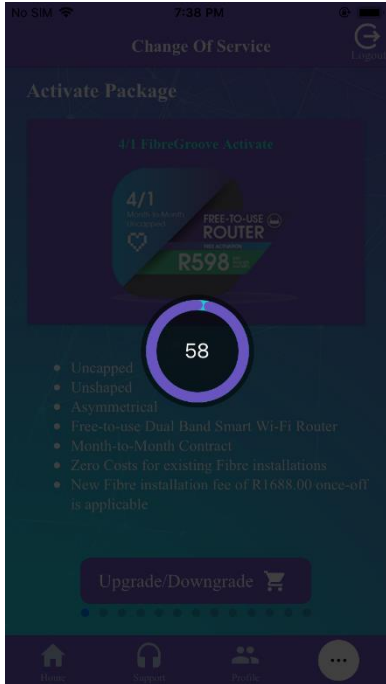




11. Change of Service

A user is able to upgrade or downgrade services with the Home-Connect app. Click on change of service icon on the fab. Choose the required application number that you would like to upgrade/downgrade. Click on the popup **“Yes”** option. Click on Upgrade/Downgrade button. Finally click on the Submit button. Please note that this transaction would require two factor authentication, kindly confirm the transaction by accepting the transaction via USSD.





12. About Us

Click on About Us icon on the App which can be used to show the contact details for CipherWave Home-Connect App.

