KENET APN PORTAL

(User Manual)

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APN PORTAL USER GUIDE

This user manual is meant to aid users on how to use and navigate around the KENET APN Portal. There are three main processes in the portal; that is, registration & login, Sim card booking and initiating your subscription payment and renewal.

This document provides a step-by-step guide on how to use the APN portal and to help users navigate through the various processes in the portal.
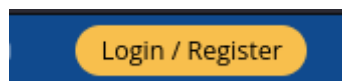
Home Page

The KENET APN Portal can be accessed by visiting the link https://apnservices.kenet.or.ke/.

- The home page has a brief description of the APN portal that help the users familiarize themselves with the system.
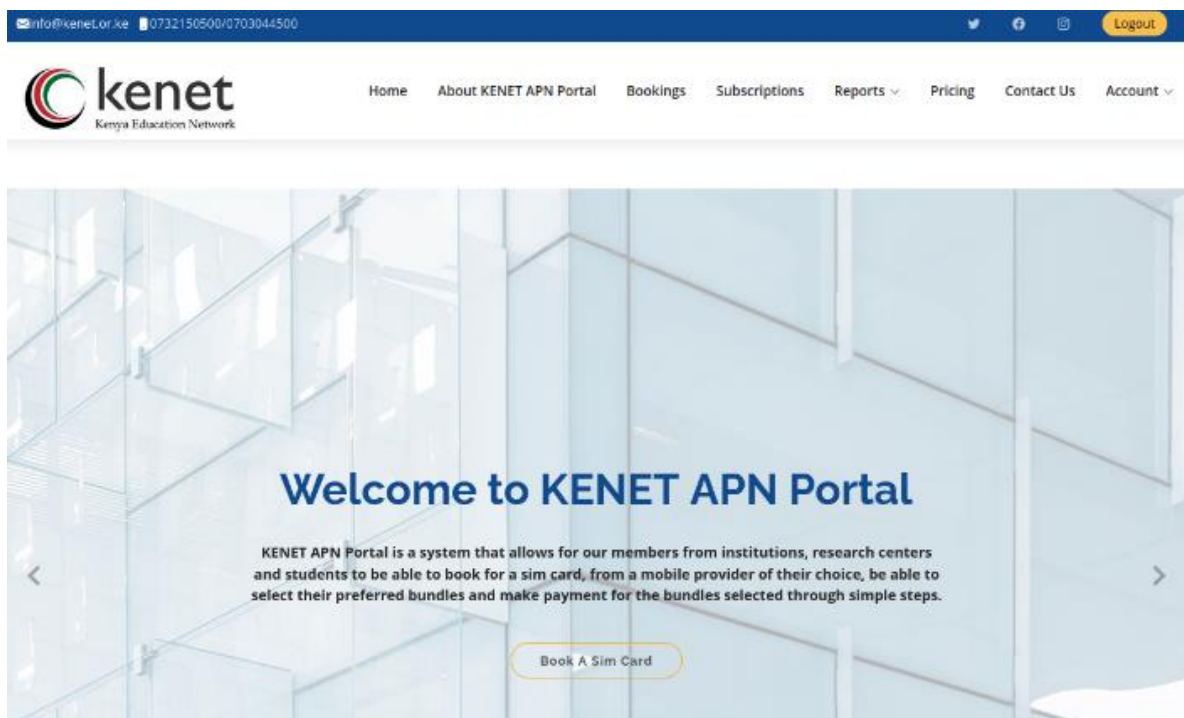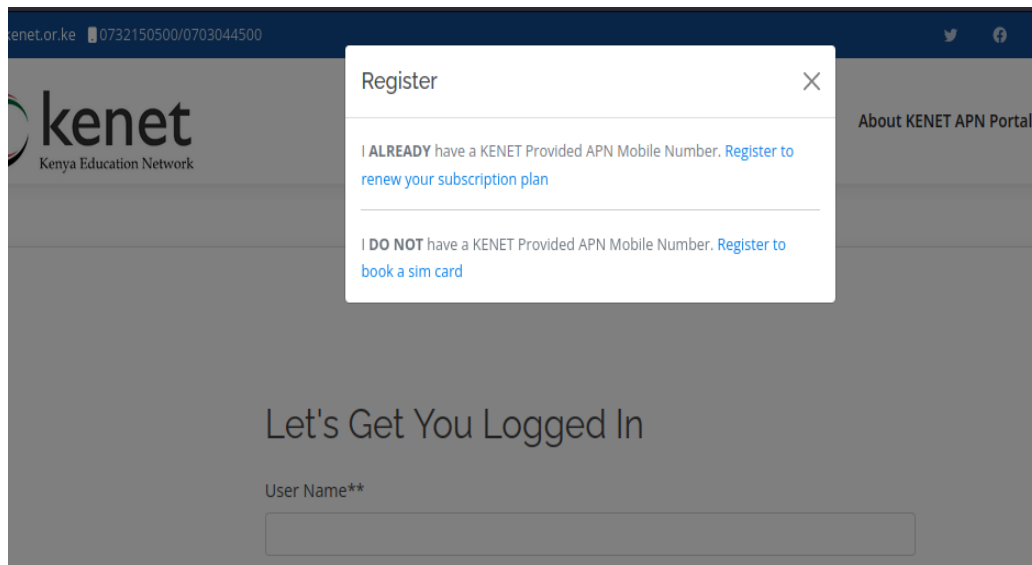

Registration and Login

- A "Login/Register" button is provided at the top right of the page.

- For **new users**, click the "Register". The user will be prompted with two options below;
    - For users who already have a KENET Provided APN Mobile Number &
    - For users who do have a KENET APN Simard

- Upon selection of either options, fill out all the required details in the registration form provided with all the correct details. Then click "Submit".

kenet
Kenya Education Network

Home   About KENET APN Porta

Title**

----title----

First Name**

Last Name**

Email**

Enter email

Phone Number**

Please ensure it is your MPESA Phone Number in the format 07********

Institution**

Designation**

----designation----

Department**

----department----

- Upon successful submission, a verification email will be sent to your email address provided on the registration page.
- Note that users who have Sim cards pre-allocated to them will be required to provide the APN Mobile number or IMEI/Serial number that was already assigned for validation.

APN Mobile Number**

Please ensure it is your allocated number from KENET in the format 07********

APN IMEI Number**

Please ensure it is the IMEI number of the phone number provided above

- Click on the activate link on email to activate your account. You will be redirected to the login page.

```
Dear Jason,

Your registration at apnservices.kenet.or.ke was successful. Please click this link below to
verify your account

https://apnservices.kenet.or.ke/activate/NA/bartii-2074b4bed0b2c0c8a0526d686e414549


Thank you for using our service.

KENET Tel: 0732 150 500 / 0703044000
KENET Email: support@kenet.or.ke
```

- Proceed to login to the APN portal using your new credentials.

SIM Card Booking Process

New users

- After logging into the system, new users will proceed to book for a Sim card "Booking a sim card" from your desired mobile provider and of your desired subscription plan.

- A booking confirmation email notification shall be sent to the email address that you used to register such as the one shown below.

```
Dear Jason,
We have received a booking for a TELKOM sim card made on the KENET APN Billing platform for
a bundle size of 10GB.
Kindly proceed to pay for further processing and allocation of simcard.

Thank you for using our service.

KENET Tel: 0732 150 500 / 0703044000
KENET Email: support@kenet.or.ke
```

Users with pre-assigned APN Sim cards (Safaricom or Telkom).

- Users with existing APN Sim cards, once logged in, will simply proceed to purchase the bundle of their choice and follow the payment instructions as explained under the Payment Process.
- When using Mpesa Paybill option, user will enter the APN mobile number as the Account Number.

Payment Process

- Once you have booked your preferred simcard and subscription plan, you shall then be redirected to the payment options page (shown below) whereby you shall be prompted to pay for your selected subscription in full price.
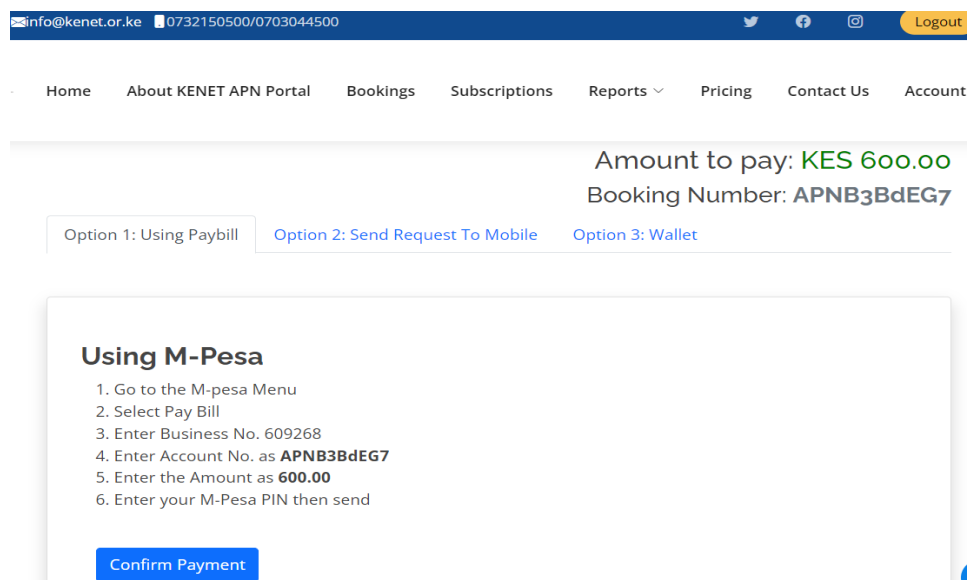
- Payment can be done using 3 options;
    - *Mpesa Paybill option.* Follow instructions given and use the booking code provided as the Account Number for new users. Users with APN simcard will enter the APN mobile number as the Account Number for any new purchases or subsequent renewals.
    - *Mpesa – Request to Mobile (STK Push).* A user will receive a notification on their mobile to just enter the MPESA pin to confirm payment of the simcard and subscription plan.
    - *APN Wallet –* This is used when user wallet has funds. Any excess payment amounts are saved in the wallet.

- **Please note, MPESA payments are only accepted.** Users will be required to use a mobile phone with a Mpesa-enabled Sim card to pay for subscription plan purchased.

- Once you have paid full amount for your simcard, KENET shall allocated[1] a sim card from your selected Mobile provider.

- An email notification shall be sent to your registered email address confirming the payment has been successful. It shall also contain the sim card number that you have been allocated that you will be provided by KENET[2]. It shall be preloaded with the amount of bandwidth that has been paid for.

- KENET will contact user to inform them on how to collect the allocated simcard. The Simcard will either be sent via courier to the user preferred location or can be picked from KENET offices.

- For any subsequent purchases or renewal, user will use the APN Mobile Number to process

Viewing Bookings and Subscriptions

- On the navigation menu, click "Bookings" to view your booking list that shall display all the bookings you have made (if you have any) such as the one shown below.


- Click "Pay" label, to view any pending payments of your booked subscription that you can process.

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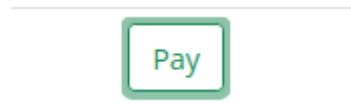
[1] Only one sim card and subscription will be allocated per ISP. For example, you can only book one Safaricom bundle plan and shall be allocated only one Safaricom sim card line. Therefore, you can only have a maximum of three allocated sim cards as there are currently only three Mobile providers.

[2] Once you have been allocated a sim card KENET shall reach out to you and schedule your sim card collection. This step is handled outside of the application and therefore is beyond the scope of this user manual.

- By clicking the "Subscriptions" button on the navigation menu you will be directed to a page such as the one shown below. Here you shall be able to see all your subscriptions (if there are any)
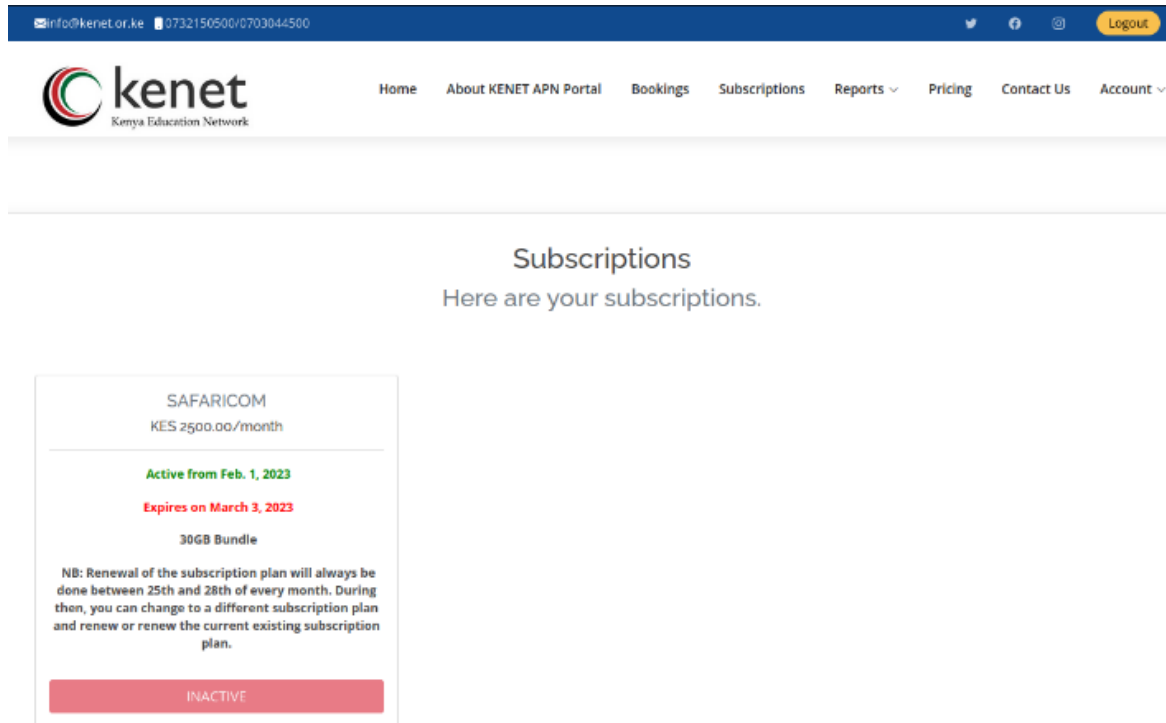
Support

In case you face any issue or in need of clarification on KENET APN Portal, please call or email KENET support using below contact details.

Email: support@kenet.or.ke

Phone: 0732150500 / 0703044000.