

SMART PREPAY CUSTOMER PORTAL USER GUIDE

Using the Customer Portal on
SMARTprepay.co.uk



ENERGY

USING THE SMARTPREPAY CUSTOMER PORTAL

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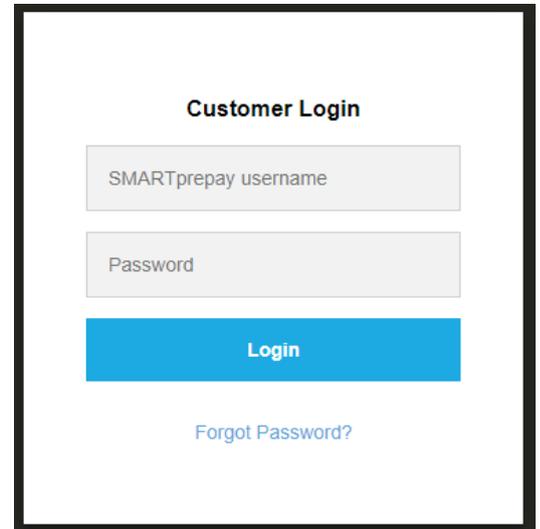
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LOGGING IN AND OUT

How to login, logout and change your password

1.1 LOG IN PROCESS

- Go to www.smart-prepay.co.uk
- Click on the **Customer login** button in the top right corner of the page.
- On the page there will be two login options: **Customer** and **Supplier**. Select the blue button that says **Customer**.
- Select the input box titled **SMARTprepay username**.
- To log in, enter your account number and password which can be found on your initial welcome email.
- If you have forgotten your password, you can refresh it by clicking on the **Forgot Password** link.



The screenshot shows a 'Customer Login' form with the following elements:

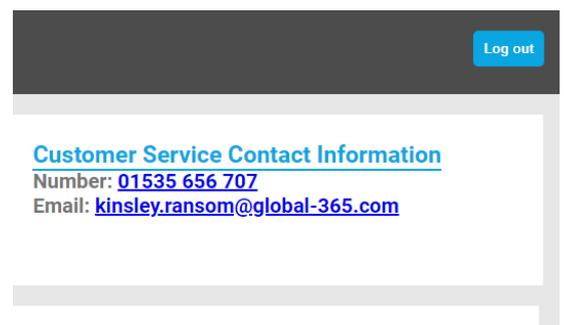
- Title: **Customer Login**
- Input field: SMARTprepay username
- Input field: Password
- Button: **Login** (blue)
- Link: [Forgot Password?](#) (blue)

1.2 CHANGING YOUR PASSWORD

- The first time you login, you will be asked to change your password.
- To change your password at any other time, you can click on the arrow next to Username in the top right corner.
- Select **Change Password**.
- Enter your current password and then your new password.
- Once you select **Change Password**, a message will appear to confirm that it has been changed.

1.3 LOG OUT PROCESS

- To logout of the website, click the arrow next to your username on the top right corner of the page.
- Select **Logout**
- Once you have logged out, you will be taken back to the Customer Login page.



The screenshot shows a 'Customer Service Contact Information' page with the following elements:

- Header: **Log out** (blue button)
- Title: **Customer Service Contact Information**
- Text: Number: **01535 656 707**
- Text: Email: kinsley.ransom@global-365.com

HOMEPAGE CAPABILITIES

How to navigate the homepage

THE HOMEPAGE ALLOWS YOU TO:

- View your most recent transactions
- View your customer contact details
- Add credit to your meter using a credit or debit card
- View any savings or debts you are contributing to
- View your nearest top-up location

2.1 UPDATING YOUR DETAILS

- Go to **Your Details** and select **Edit Update Details**.
- Enter the information that you wish to change.
- Once you have finished, click on **Update** to save the information.
- If you wish to cancel at any point, just press the X on the top right of the screen

YOUR DETAILS

Electricity

Name

SMARTprepay account number

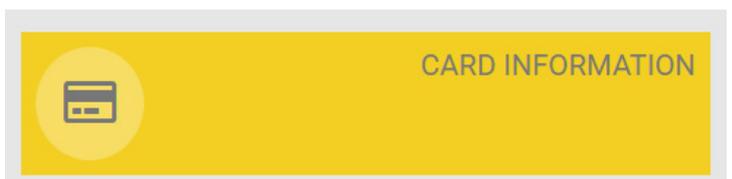
Email

Postal Address

Update Details 

2.2 CARD INFORMATION

- Select **Card Information** to view all the cards you have on your account.
- If a card is due to expire, you will receive a message informing you that they will automatically renew.

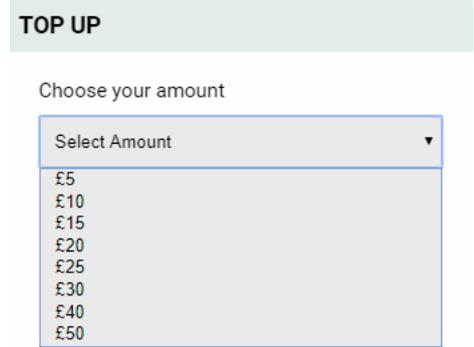
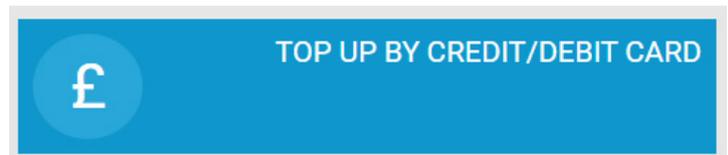


HOMEPAGE CAPABILITIES

How to navigate the homepage

2.3 HOW TO TOP UP

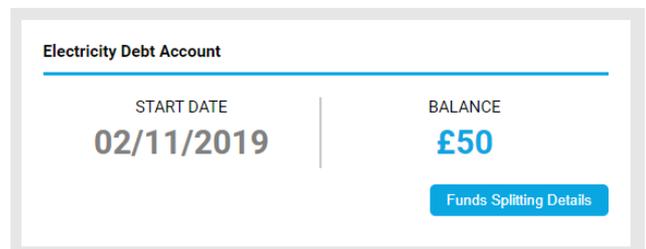
- Click on the **Top Up** area and a pop up box will appear.
- Select the amount you wish to top up by and select **Confirm Top Up**.
- Enter your payment details into the page and then select **Top Up**.
- The amount will then be automatically added to your meter. If there is a problem at this stage, you will get a message to get in touch or to try again.
- Once the top up is complete you will be returned back to the home page where you can see the top up amount in the transactions list.



2.4 FUNDS SPLITTING

Any debts or savings accounts that you pay into will be displayed at the bottom of the page. Each of these accounts shows a balance. Selecting **Funds Split Details** shows the requirements of the account and any transactions that have been paid into it

- To view the requirements of the account and any account transactions, select **Funds Split Details**.
- A pop up will show the list of fund split details including; Account Name, Customer Name, Priority, Frequency & Amount or Percentage, Start Date, Balance and Actions.



Electricity Debt Account				
BALANCE	DATE	TIME	AMOUNT	BALANCE
£50				
FREQUENCY				
25% Per Top up				

HOMEPAGE CAPABILITIES

How to navigate the homepage

2.5 CASH TOP UP LOCATIONS

To find a place where you can top-up using your SMARTprepay card, use the provided location checker. By default, the map will try and find your current location

- Enter the postcode of where you live and press **Search**.
- The map will reposition itself to your postcode and will then show you up to 10 locations where you can top up nearby.