



SIM REGISTRATION & SIM SWAP PROCESS ON SSP DEVICE USER GUIDE

AN EASY STEP BY STEP GUIDE APPROACH

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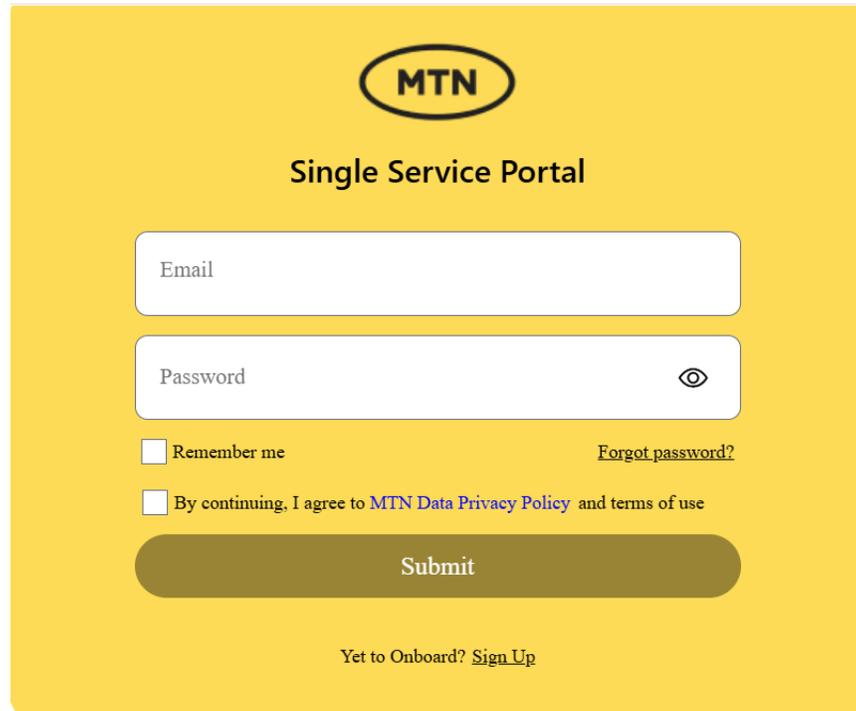
SET UP OF BROAD BAND DEVICES

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HOW TO REGISTER AND ACTIVATE NEW SIM ON THE SSP DEVICE

PPSK

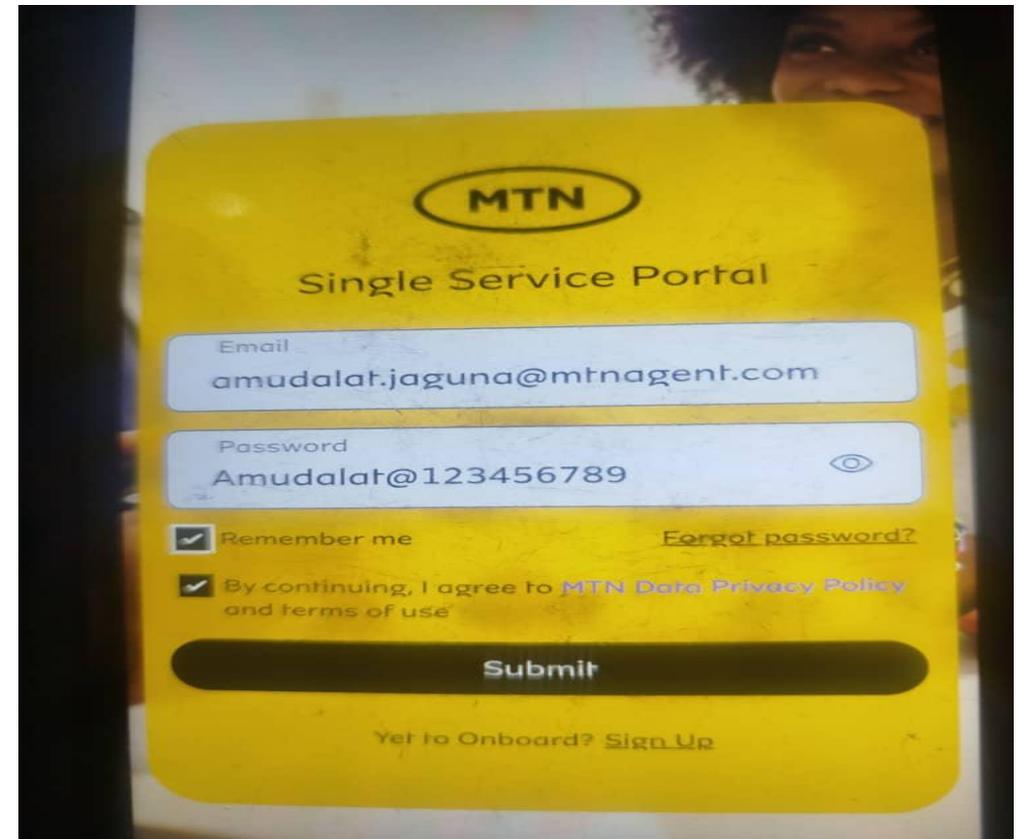
Login Process 1

A screenshot of the MTN Single Service Portal login interface. The background is yellow. At the top center is the MTN logo (the letters 'MTN' inside an oval). Below the logo is the text 'Single Service Portal'. There are two input fields: 'Email' and 'Password'. The 'Password' field has a small eye icon to its right. Below the 'Email' field is a checkbox labeled 'Remember me' and a link 'Forgot password?'. Below the 'Password' field is a checkbox labeled 'By continuing, I agree to MTN Data Privacy Policy and terms of use'. At the bottom center is a large, rounded 'Submit' button. At the very bottom center is the text 'Yet to Onboard? Sign Up'.

Agent launches the SSP Icon on the device and the portal is launched

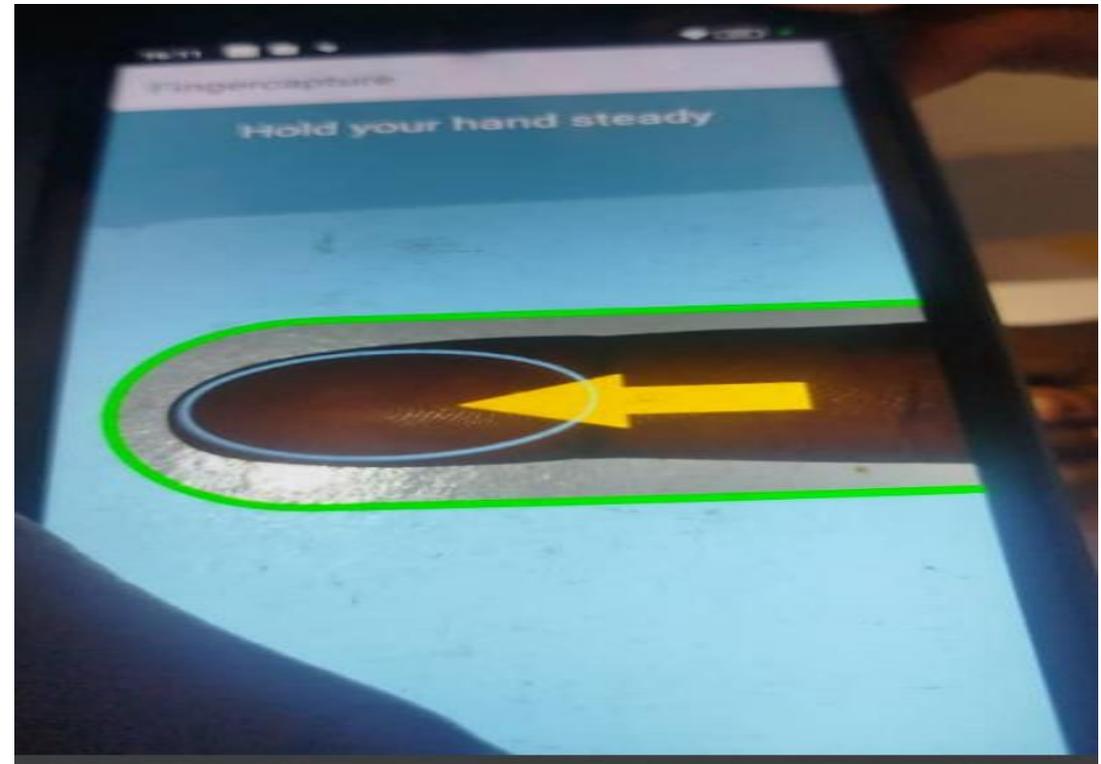
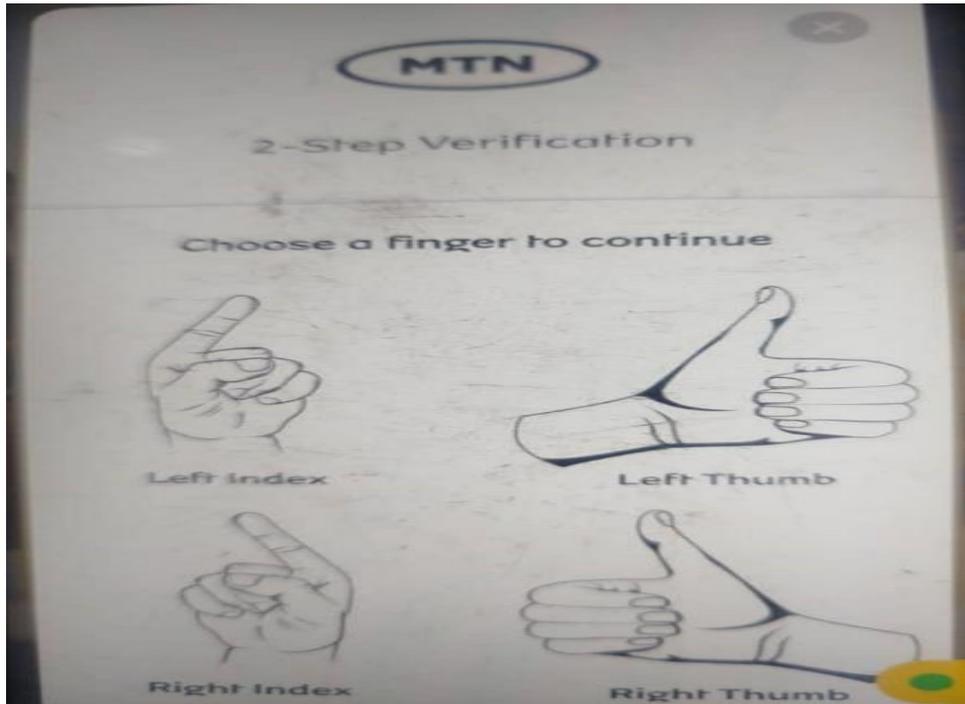
Login Process 2

- ▶ Agent enters:
 1. His/her username on the Email space and password,
 2. Checks on **Remember me** box and the **Agreement box** and then
 3. Clicks on the **Submit button**.



Login Process 3

Choose any of the finger for 2nd level of login, scan finger, when scanner turns green, it allows agent insert thumb/finger into the scanning space.

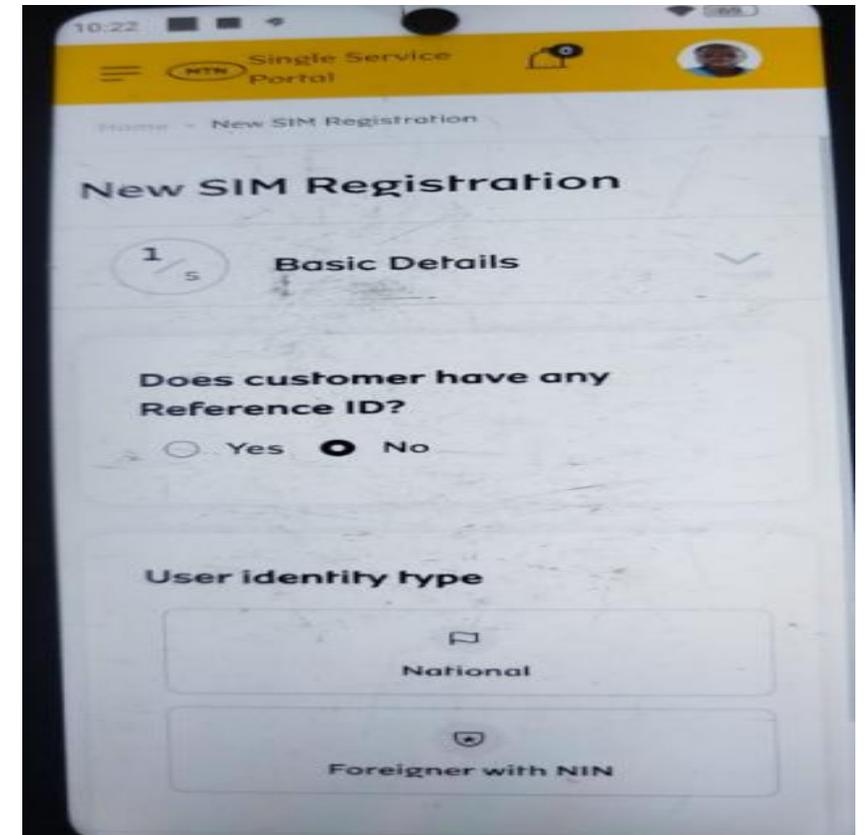
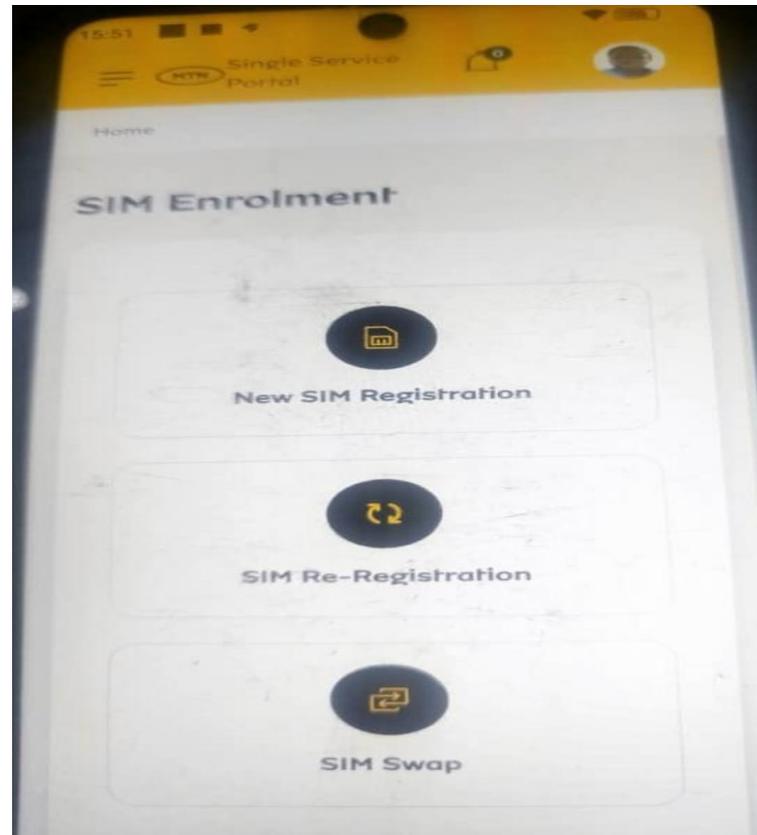


Agent is now logged in and ready for sim registration operations.

New Sim Registration Process

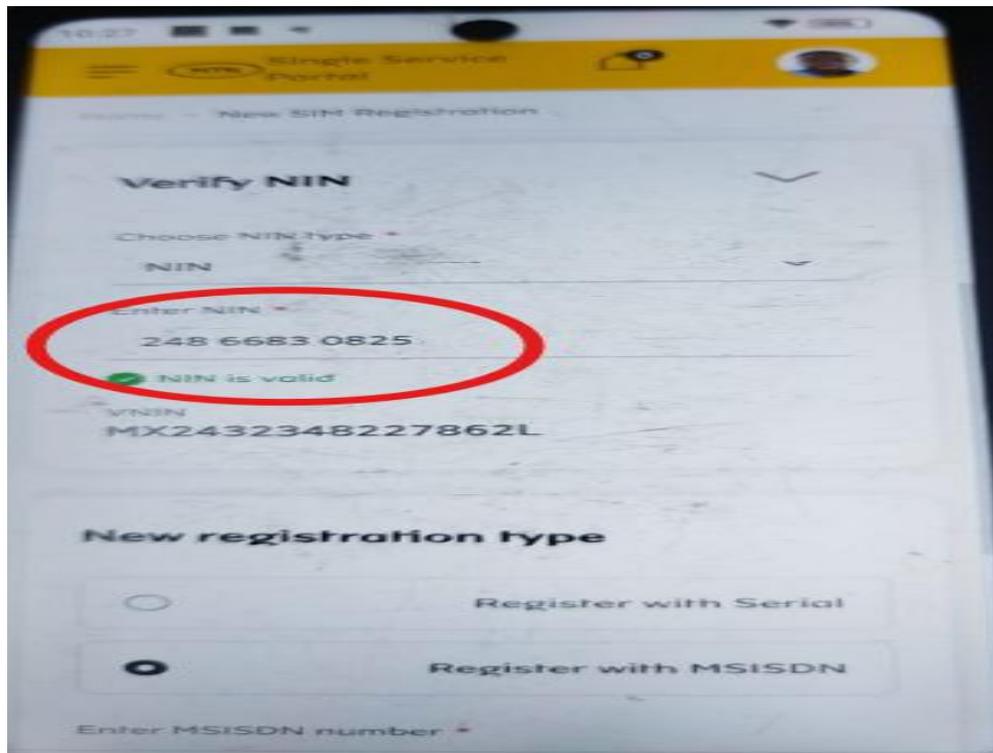
Click on:

1. NEW SIM REGISTRATION under the SIM EMROLMENT PAGE
2. The system takes you to the NEW SIM REGISTRATION page

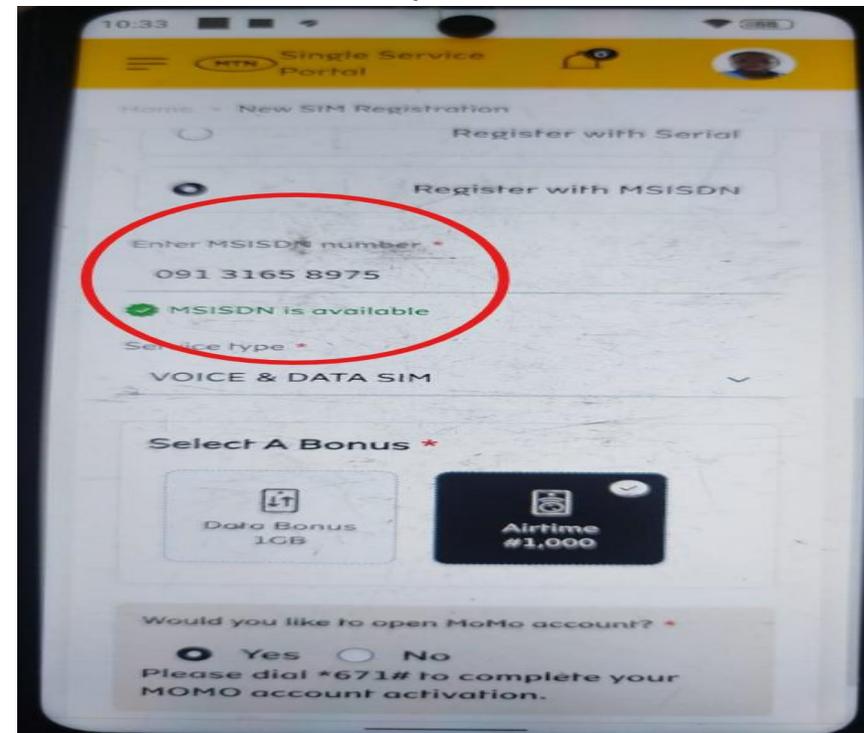


Customer's NIN Validation Process

- ▶ Enter customer's **NIN for validity**, once verified, proceed with registration with either **MSISDN** or with **SIM SERIAL**.



- ▶ **Validate MSISDN**, select bonus type and choose **YES** to open **MoMo** wallet



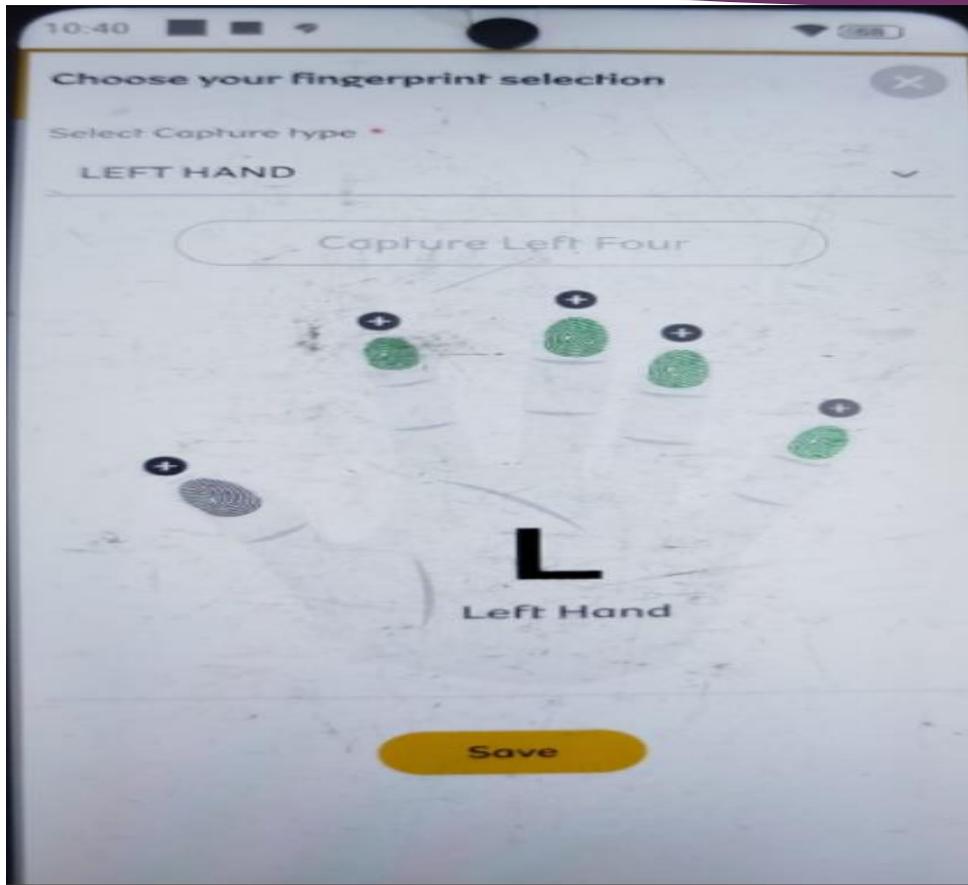
Customer's Demographics and Biometrics 1



Proceed to capture customer's Demographics and Customer's Biometrics

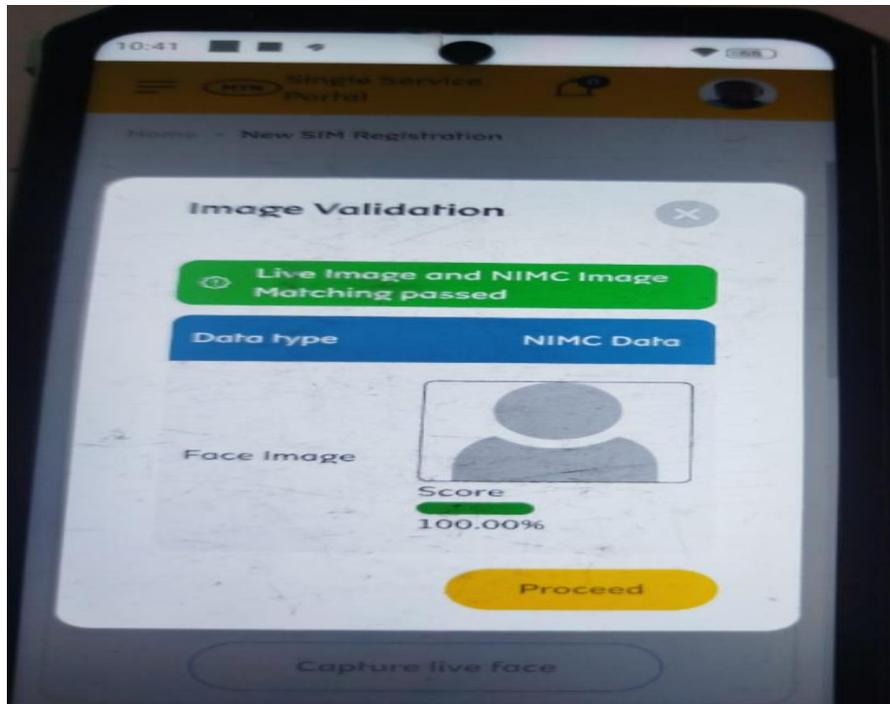
A screenshot of a mobile application interface for 'New SIM Registration'. The screen shows a progress indicator '2/5' and a section titled 'Demographic Details'. Under this section, the 'Registration type' is set to 'Individual'. Below this is a section for 'Personal details' with a question: 'Does customer has any Disability status?*' and radio buttons for 'Yes' and 'No', where 'No' is selected. At the bottom, 'Gender' is set to 'Male' and 'Mother's maiden name' is partially visible.A screenshot of the same mobile application interface, showing the 'Personal details' section. The 'Mother's maiden name' is 'SHERIFAR', with a confirmation message 'Name is valid'. The 'Title' is 'MR'. The 'Country of origin' is 'Nigeria'. The 'State of origin' is 'ANAMBRA'. The 'LGA/City of origin' is 'DUNUKOFIA'. The 'Religion' is 'CHRISTIAN'. The 'Occupation' field is empty.

Customer's Demographics and Biometrics 2

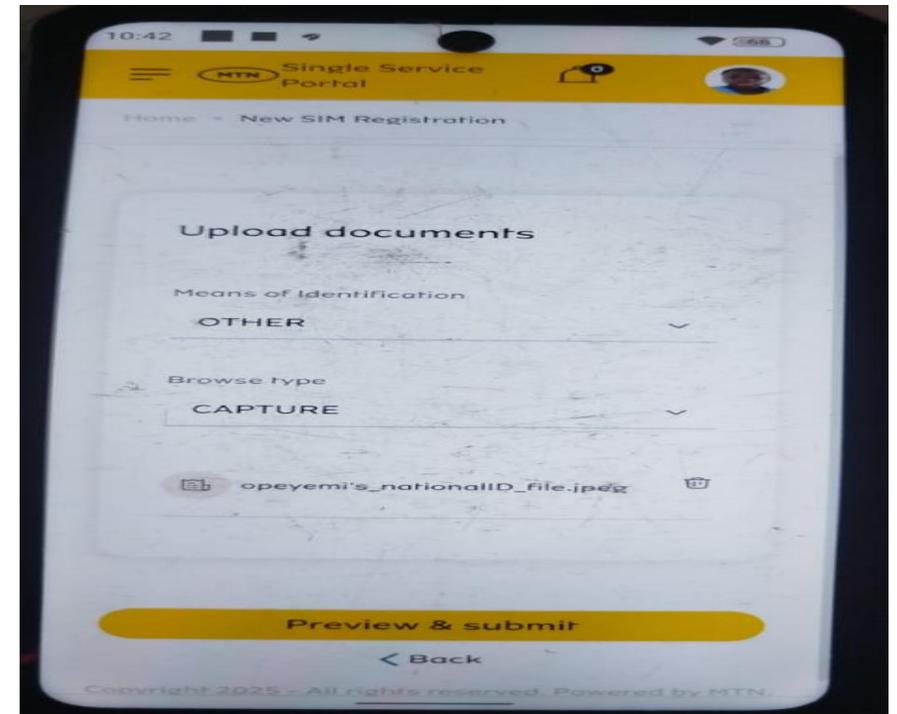


NIN Live Image Verification

- ▶ This is carried out at the back end with results showing that Live image and NIMC image match.



- ▶ Upload relevant documents of customer and proceed to SUBMIT.



HOW TO EXECUTE SIM SWAP / REPLACEMENT & SIM UPGRADE ON THE SSP DEVICE

PPWB

REASONS FOR SIM SWAP / REPLACEMENT



- ▶ **Sim Swap or Replacement** is a process where a user can no longer access his or her line to make calls or text anymore.
- ▶ **Sim Upgrade** is a process where the user needs to upgrade the sim from the 2G or 3G network to 4G network.
- ▶ **What are the situations where you might need to Replace, Swap or Upgrade your Sim?**
 - If it is faulty
 - If it is damaged, stolen or lost
 - If it is obsolete (but eligible for replacement or an upgrade) ·
 - If it needs to be upgraded to the **4G network**
 - Any other legitimate reason or condition aside the above

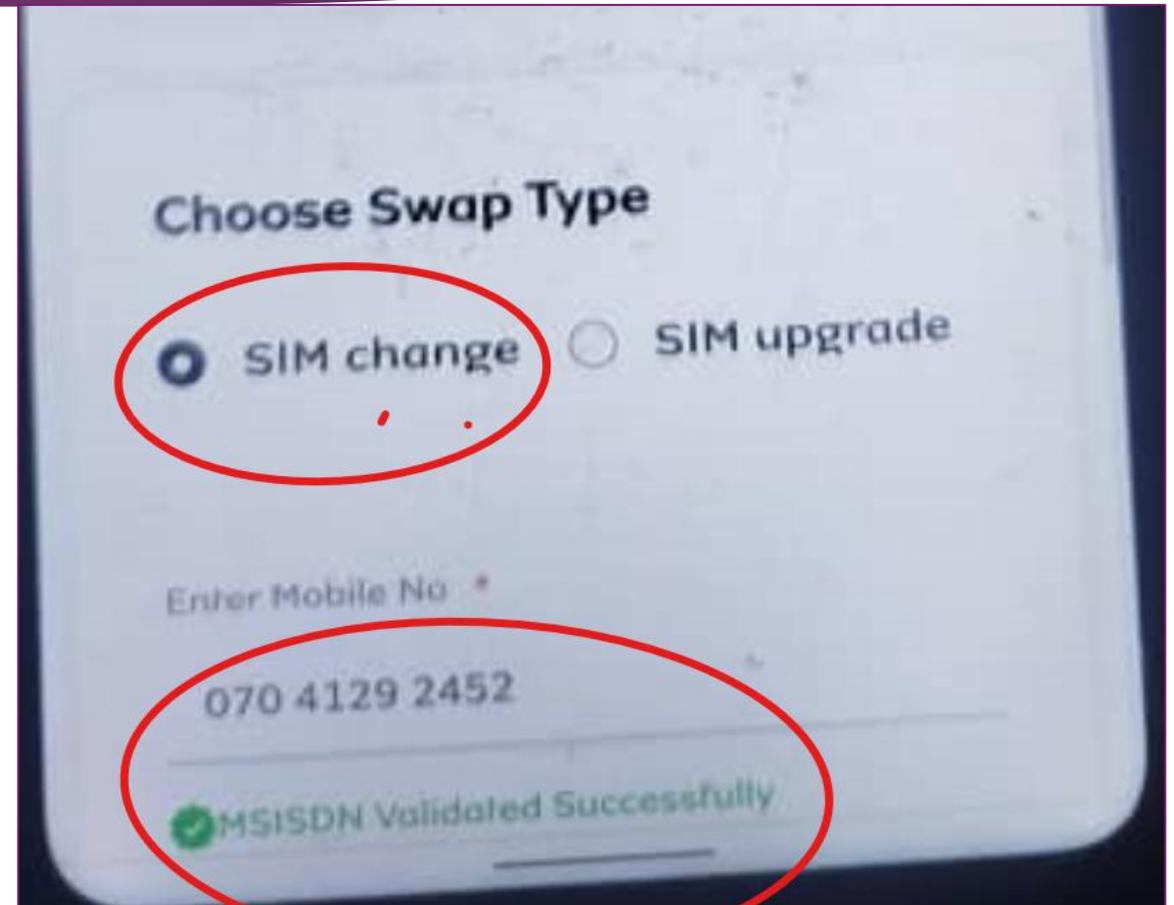


MINIMUM REQUIRED FOR SWAP TO TAKE PLACE OR UPGRADE TO HAPPEN?

1. The phone number (MSISDN) **must be registered**.
2. Your Virtual National Identification Number (VNIN) or National Identification Number (NIN).
3. Provide CORRECT responses for details below:
 - Last Recharged Amount and date.
 - Three (3) Frequently Dialed Numbers
 - Year of Line Activation

Log In Process 1

- ▶ Login to the device
- ▶ Choose Sim Swap
- ▶ On the Sim Swap page, choose “Sim Change” on the Swap Type.
- ▶ Enter the MSISDN to be swapped for validation



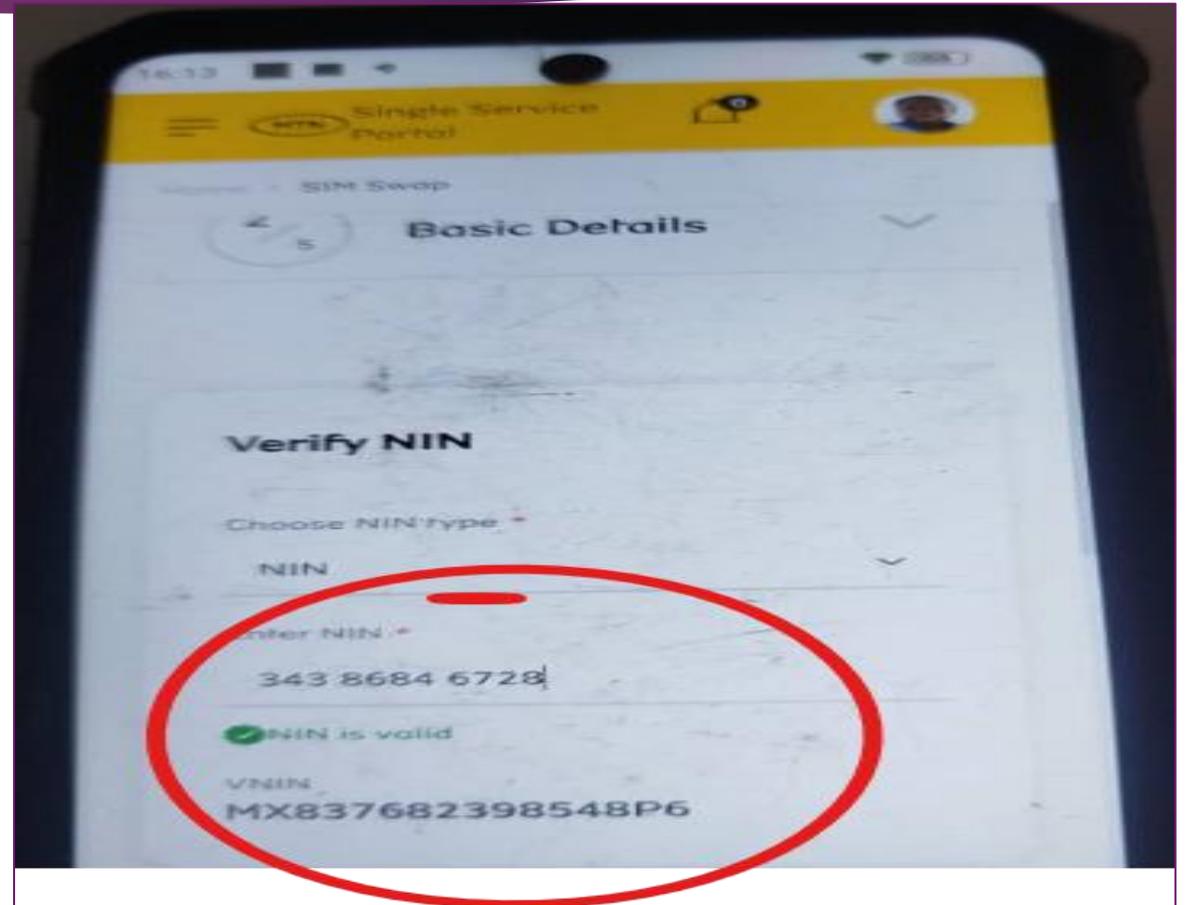
Log In Process 2

- ▶ Once MSISDN is validated, an **OTP** is sent to the agent's line as an SMS.
- ▶ The agent enters the OTP in to the device and clicks on **verify**



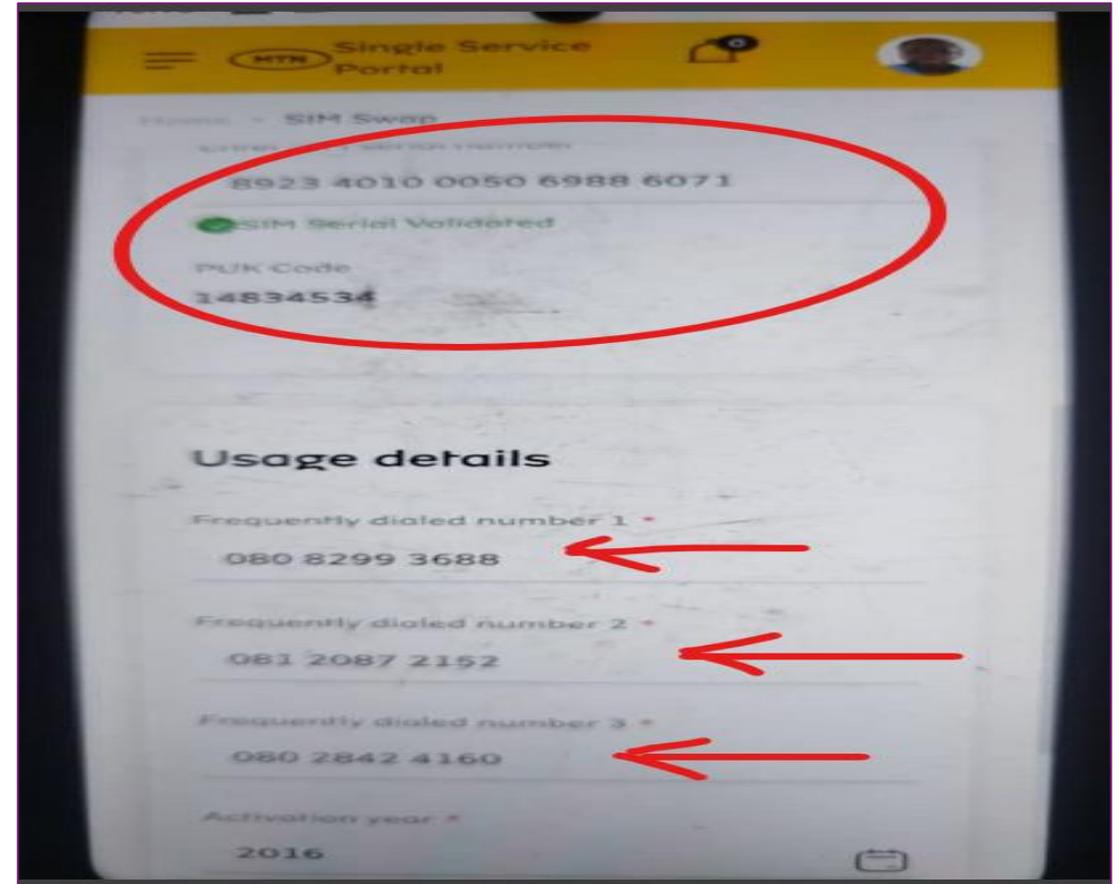
Log In Process 3

- ▶ Enter NIN to be verified and it will automatically generate the VNIN



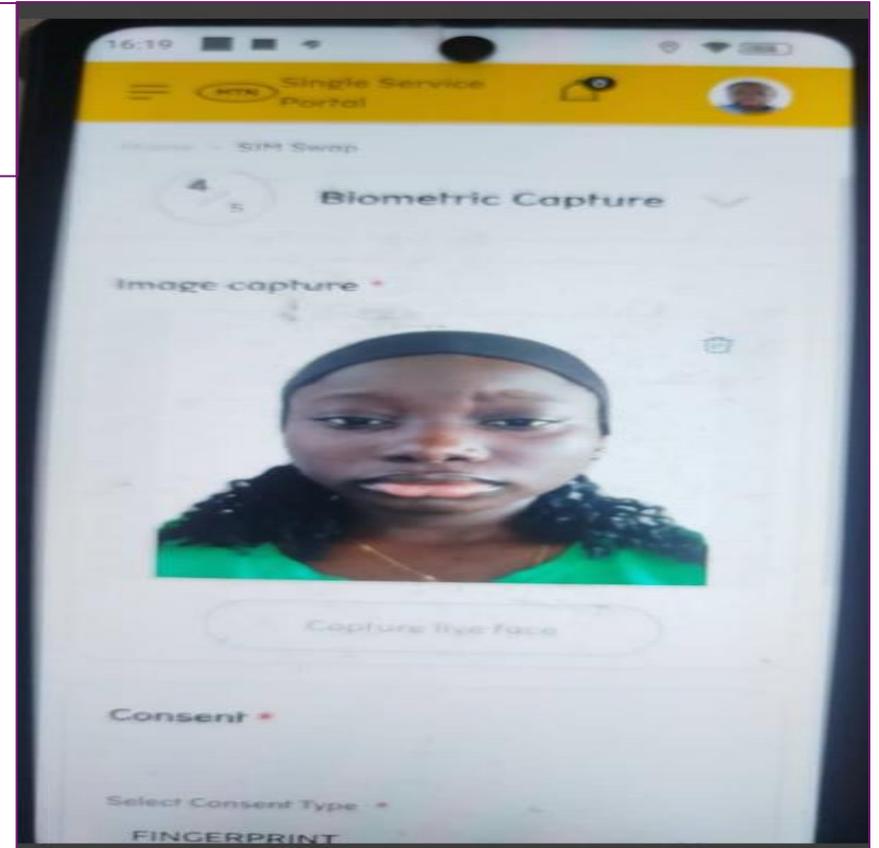
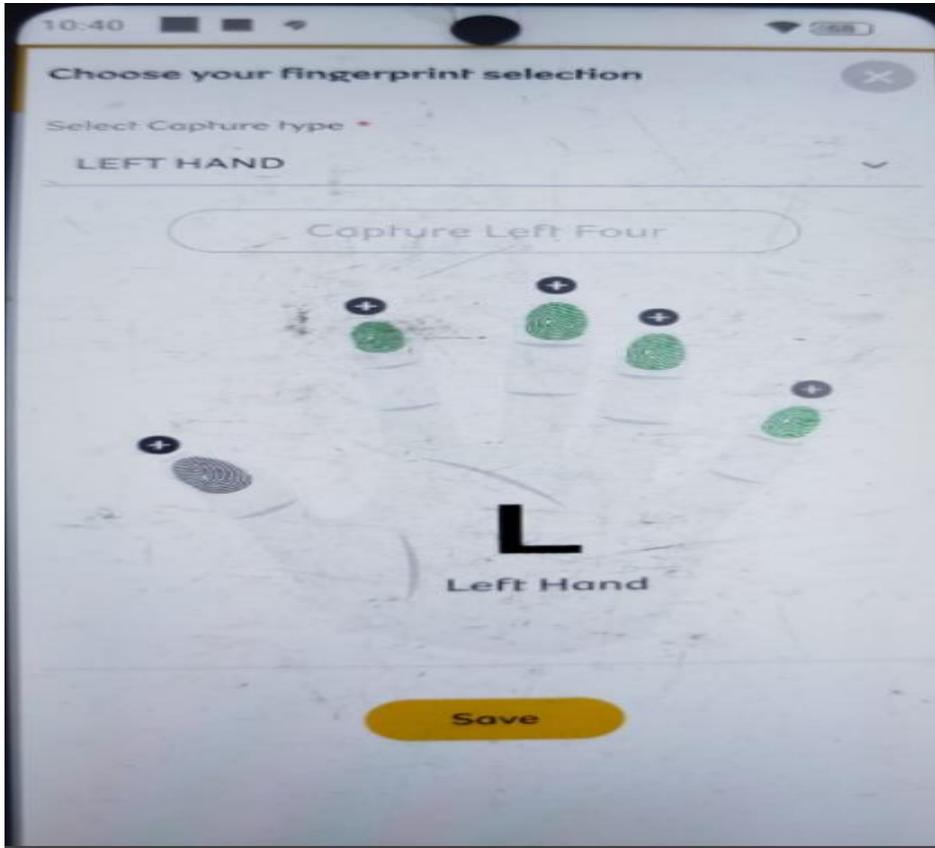
Log In Process 4

- ▶ Enter Sim serial to be used,
- ▶ The PUK number,
- ▶ Enter 3 frequently dialed numbers,
- ▶ Year of activation,
- ▶ The amount recharged last.

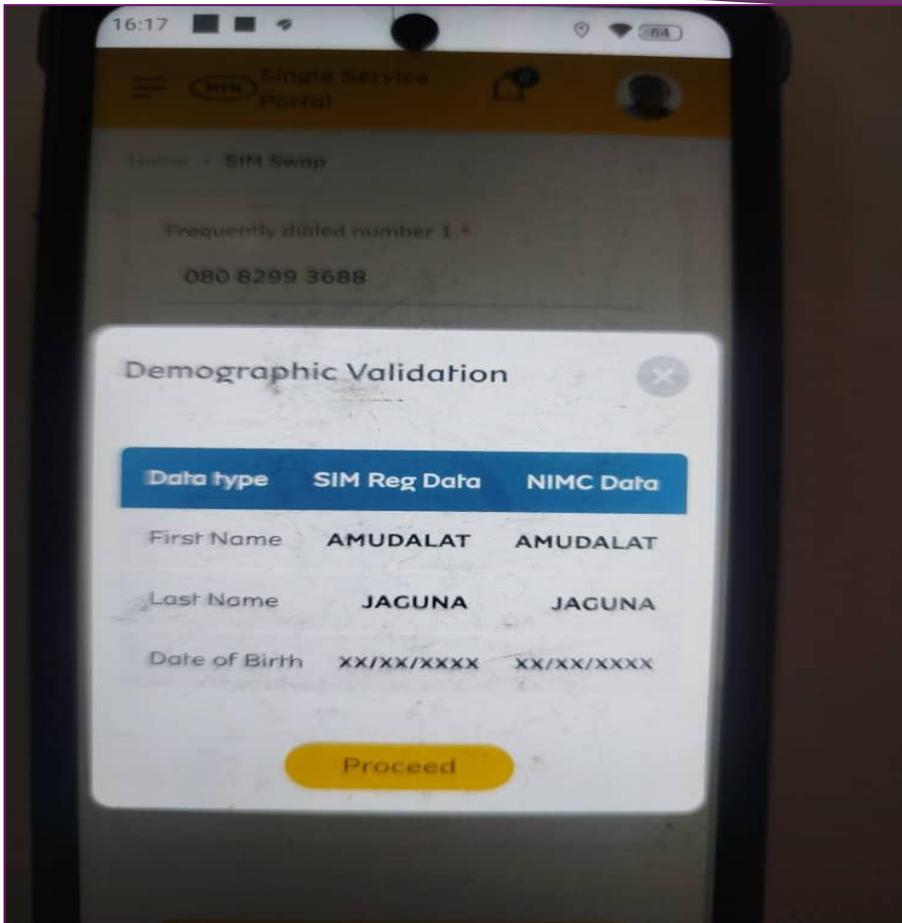


Log in Process 5

Capture Biometrics and Demographics



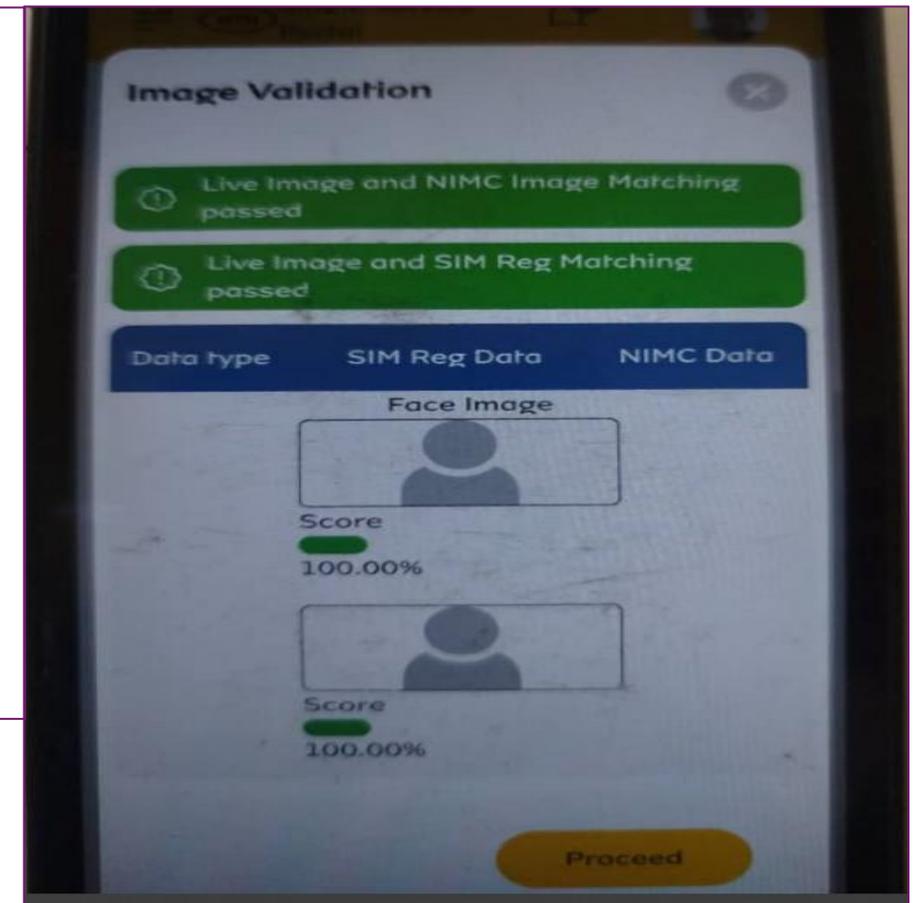
Log in Process 6



Demographic validation is done.

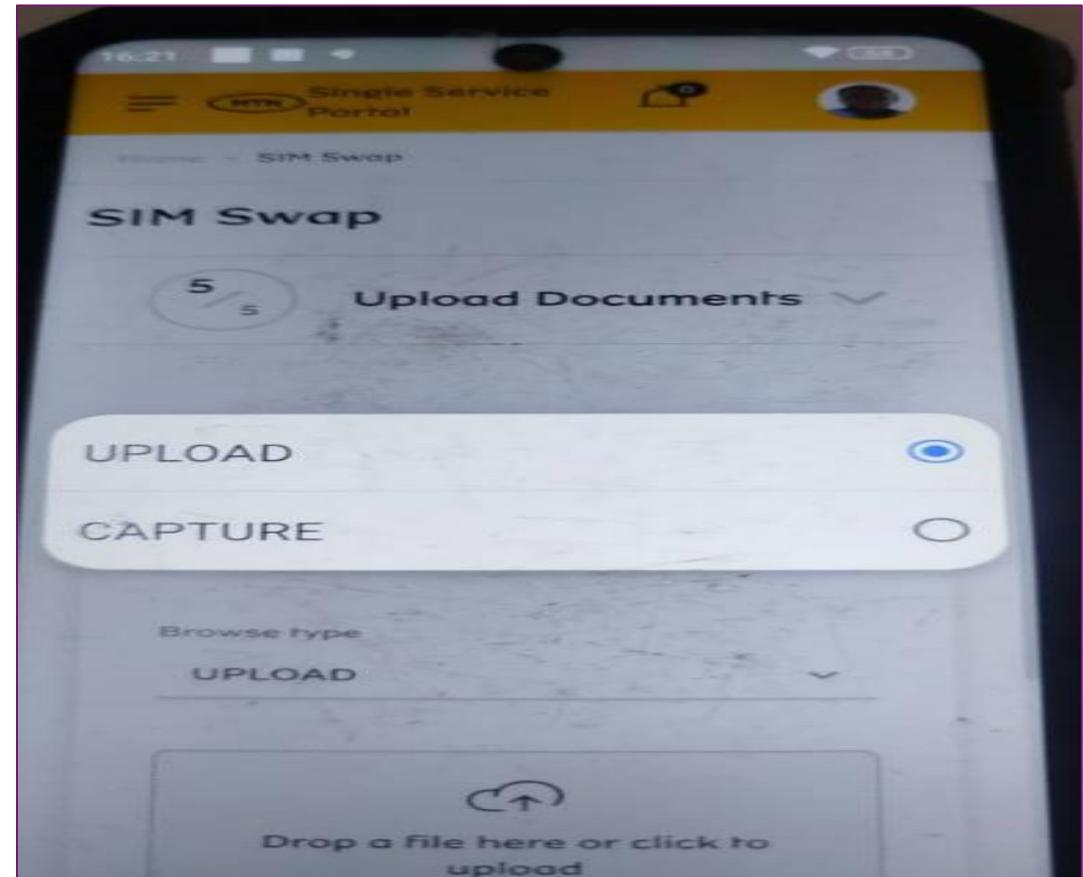
Once validated, proceed; else

The system will not allow you to proceed



Log in Process 7

- ▶ Upload swap filled form or upload the sim to be used,
- ▶ See the summary of the customer and then
- ▶ Submit for the transaction to be completed.





HOW TO SET UP MTN BROADBAND DEVICES

MIFI, HYNETFLEX CAT 4 & 5G ROUTER

1. MIFI - Step by Step Guide.

To set up an MTN MiFi, you'll need to

- ▶ insert a *registered SIM*,
- ▶ *power it on*,
- ▶ *connect your devices to its Wi-Fi network*, and then
- ▶ potentially access its web interface to manage settings.

MIFI - Step by Step Guide A

1. Register the sim that came with the MiFi as a new sim registration.
2. **Activating Data:** If you don't receive the initial data bonus, you can insert SIM into a phone and send "**ACTIVATE**" to **312** via SMS to activate it.
 - ▶ A welcome message arrives indicating bonus data has been received. Where bonus data is not received, escalate by dialing 217 from an MTN line (its toll free).
3. **Insert SIM and Battery:** Insert your registered MTN SIM card and the battery into the MiFi device.
4. **Power On:** Hold down the power button for a few seconds to turn on the MiFi.



MIFI - Step by Step Guide B

5. **Find Wi-Fi Name and Password:** The Wi-Fi name and password are usually found on a sticker on the MiFi device's battery cover or on the device display.
6. **Connect Devices:** Enable Wi-Fi on your devices and connect to the MiFi's Wi-Fi network, entering the password when prompted (the MiFi comes with a default username and Password that can be changed)
7. **Access Web Interface (Optional):** To access the MiFi's web interface (e.g., via IP address like 192.168.8.1) and manage settings, you'll need to open a web browser on a connected device and enter the IP address.
8. **Activate Data Bundles:** If you have an MTN MiFi plan, you can subscribe to data bundles via the myMTN app or by dialing *312*500#.

2. HYPNET FLEX CAT 4 [Step by Step guide]

▶ Prepare the Device:

- Register the Sim that came with the Hynet flex CAT 4 as a ***New SIM Registration***
- Take out the MTN HyNet Flex CAT 4 device and insert the ***registered SIM card*** and battery.
- Locate the power button and hold it down to turn on the device.

▶ **Activating Data:** If you don't receive the initial data bonus, you can insert SIM into a phone and send "4GCPE" to **312** via SMS to activate it. A welcome message arrives. This is an indication bonus data have been received.

- ▶ *Where bonus data is not received, escalate by dialing 217 from an MTN line (its toll free).*

▶ Choose either **HOME** or **OFFICE**.



HYNET FLEX CAT 4 [Step by Step guide] A

Connect Your Devices:

- Enable Wi-Fi on your phone, laptop, or other device.
- Search for the Wi-Fi network name (SSID) broadcasted by the HyNetFlex device.
- Enter the default Wi-Fi password, which is typically found on the battery cover.



HYNET FLEX CAT 4 [Step by Step guide] B

▶ **Manage Your Subscription and Data:**

- **USSD Codes:** You can use USSD codes like *312*500# to link your HyNetFlex device to your MTN number, recharge airtime on the device, buy data bundles, check your balance, and view/unlink the device.
- ▶ **MyMTN Portal:** You can also visit the MTN's MyMTN portal to manage your subscription and data bundles.

HYNET FLEX CAT 4 [Step by Step guide] C

► Changing Wi-Fi Settings:

- Connect to the HyNetFlex device's Wi-Fi network.
- Open a web browser and go to 192.168.0.1.
- Log in using "admin" as the password.
- Navigate to the Wi-Fi settings to change the network name and password.

3. 5G ROUTER [Step by Step guide]

Follow same process [guide] above as it applies for Hynetflex CAT 4.

- ▶ **Activating Data:** If you don't receive the initial data bonus, you can insert SIM into a phone and send "5GCPE" to **312** via SMS to activate it.
- ▶ A welcome message arrives an indication bonus data have been received. Choose either **HOME** or **OFFICE**.
- ▶ Where bonus data is not received, escalate by dialing 217 from an MTN line (its toll free).



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