

Community Wi-Fi Merchant Portal

User Guide

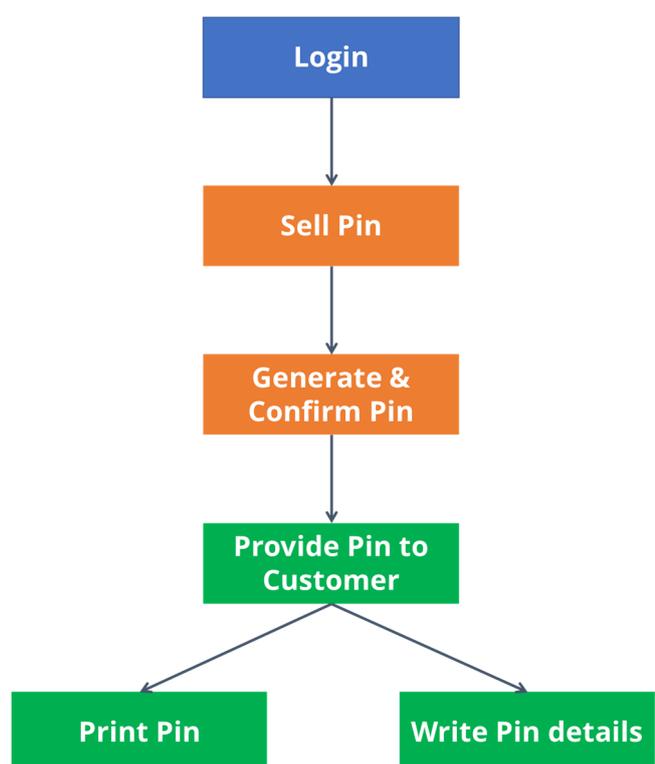
For more information or any questions about the
Activ8me Merchant Portal, call Activ8me on
1800 137 500

Quick Guide – How to Use the Merchant Portal System

This guide provides instructions on how to use the Activ8me Merchant Portal to sell and print Wi-Fi data Pin vouchers, set up or change users (employees), and print daily, monthly or yearly reports for accounting purposes.

Wi-Fi Pin Voucher Sale/Print Process

The high-level process for selling and printing a Wi-Fi data Pin voucher for a customer is shown below, with detailed instructions of each stage provided throughout this guide.



1. To access the system, follow the link to the Activ8me Merchant Portal (details provided in welcome email) and enter username and password.

2. To sell a Pin voucher, enter the **Community**, **Pin value** and **Number of Pins**.

Confirm the details of the purchase and generate a Pin voucher that can be sold to a customer.

3. Provide the Pin voucher to the customer, either by printing the voucher out, or by writing down the details (**ID** and **Password**) or ask customer to take a photo on their camera/phone. Note that Pin vouchers must be activated within 30 days otherwise they will expire.

Creating a 'Stock' of Pin Vouchers

The system allows users either to follow the above process each time a Pin voucher is needed for a customer, or to purchase vouchers in 'batches' of up to 6 (of the same value) per transaction.

For example, each week/month, a merchant can purchase and print out several batches of vouchers of different values, from the Activ8me portal. This 'stockpile' of vouchers can then be stored at the till for sale later, to save time and avoid having to leave the counter and access the portal/prINTER each time a voucher is required for a customer.

One thing to remember with this approach is that once Pin vouchers have been generated (and purchased from Activ8me) they will expire after 30 days. To avoid vouchers expiring before they are used, it is recommended that Merchants issue and print limited quantities of 'batches' to begin with, while becoming familiar with the system and gauging user demand for Wi-Fi vouchers.

User Guide Contents

1. How to Login.....	5
2. How to Sell a PIN Voucher	6
3. How to Print a PIN Voucher.....	9
4. How to Manage Add, Edit or Delete Users	14
5. How to Create Reports	16
6. How to Login and Sell PIN Voucher [Secondary User]	18

1. How to Login



→ Go to the Activ8me Merchant Portal: <https://www.activ8me.net.au/members/index>

→ Enter your login details: (please refer to your welcome email from Activ8me)

Username: Customer Number

Password: Password

→ Click: **Login** to access the **Members Area** (Home Screen):



Secure Login

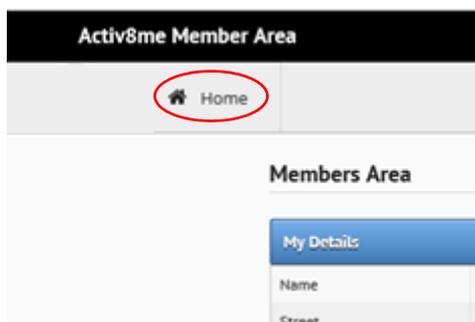
Customer Number

Password

[Forgot Password?](#)



To return to the Members Area home screen at any time, press the **Home** button in the top left of the screen



2. How to Sell a PIN Voucher

Step 1

→ From the **Members Area** (Home screen), click on **Sell Pin** button:

Members Area

My Details

Name	
Street	
Address	
Home Phone	
Work Phone	
Mobile	
Fax	
Email	

Payment Details

Payment Type	None
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Merchant Agreements

Description	Start Date	Last Update	Tools
WiFi Agent	07/07/2017	14/09/2017	<input type="button" value="View"/>

Authorised Account Representatives

Name	Level	Tools
	Sub Account	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
	Sub Account	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
	Sub Account	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

My Services



The level of information above is only visible to the **Primary User** (i.e. business owner). Confidential account/payment information contained above is not available to employees who have a restricted access login, as explained in Section 4.

Step 2

→ Select **Site** (community):

Activ8me Members Home >> WiFi Agent #383 >> Pin Sale

Pin Sale

Site	Warehouse
------	-----------

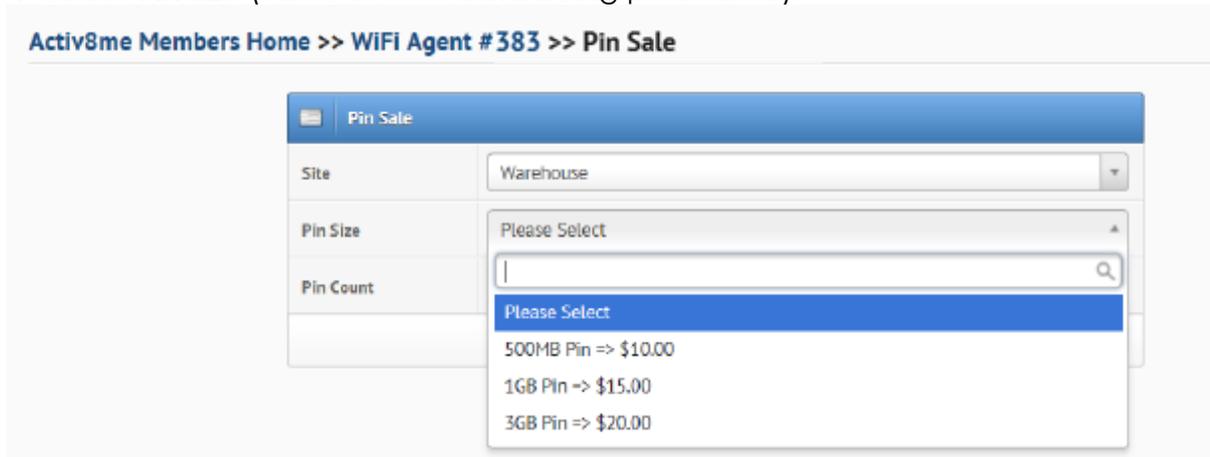
Please Select

Warehouse

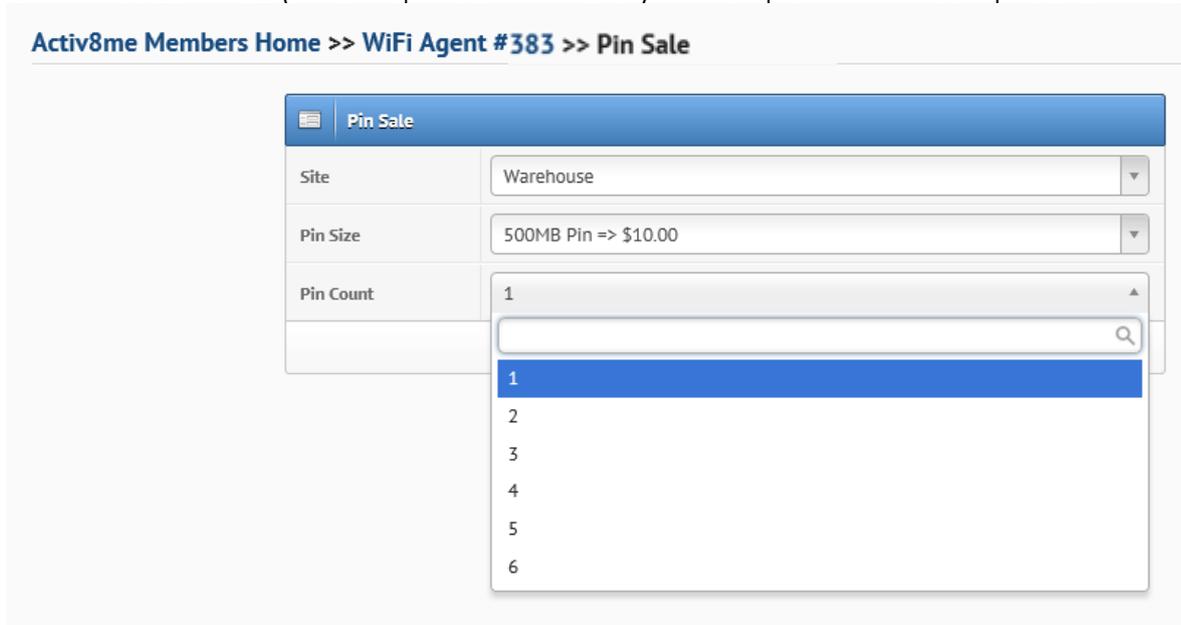


If a Merchant sells vouchers for more than one community a drop down box will appear prompting to select a site. Otherwise only the default community will show. **If a customer's community does not appear, call activ8me on 1800 137 500.**

→ Select **Pin size** (value of Wi-Fi data being purchased):

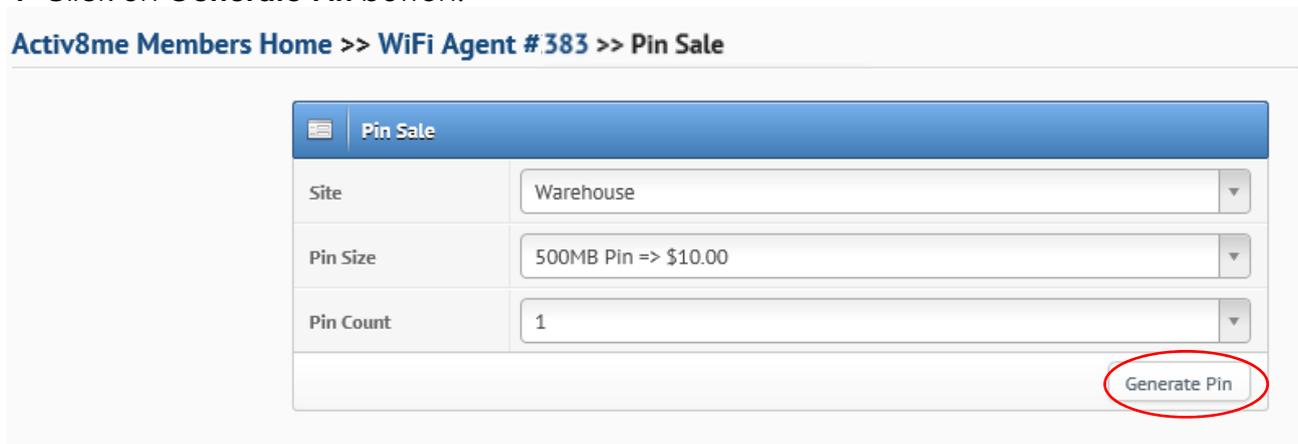


→ Select **Pin count** (for multiple PIN vouchers) to sell up to 6 vouchers per transaction:



Step 3

→ Click on **Generate Pin** button:





The system can generate up to 6 Pins per transaction. All Pins must be of the same size (value).

Step 4

→ Click on the **Generate Pin** button on the confirmation screen which follows:

Activ8me Members Home >> WiFi Agent #383 >> Pin Sale

Pin Sale

Purchase Confirmation

Site: Warehouse
Block Size: 500MB
Block Count: 1
Total Price: \$10.00

Generate Pin



Clicking '**Generate Pin**' on this screen will generate a PIN voucher and the merchant will be debited the value of the Pin/s sold, less commission.

Pin vouchers must be activated within **30 days** from purchase otherwise they will expire.

3. How to Print a PIN Voucher

Step 1

- Follow steps in **Section 2** to Generate Pin.
- Select **Print PIN** to display printable voucher:

Activ8me Members Home >> WiFi Agent #383 >> Pin Sale #22244

Pin Details Warehouse	
Description	Value
Pin ID#	22244
Pin Password	9bf62dd3
Pin Data	500mb
Start Date	15/09/2017 10:45
Expiry Date	15/10/2017 10:45

Print Pin Print Invoice Print All Pins



*Pin vouchers must be activated within **30 days** from purchase otherwise they will expire.*

- If more than one Pin has been sold to a customer, or to create a 'stock' of pin vouchers to sell at a store/shop, select **Print All Pins** to print all Pins on one page:



*System will print up to 6 Pins per page if **Print all Pins** is selected.*

Pin Details Warehouse	
Description	Value
Pin ID#	22246
Pin Password	4070b00b
Pin Data	500mb
Start Date	15/09/2017 10:53
Expiry Date	15/10/2017 10:53

Pin Details Warehouse	
Description	Value
Pin ID#	22248
Pin Password	f0c707fc
Pin Data	500mb
Start Date	15/09/2017 10:53
Expiry Date	15/10/2017 10:53

Pin Details Warehouse	
Description	Value
Pin ID#	22250
Pin Password	11235e7f
Pin Data	500mb
Start Date	15/09/2017 10:53
Expiry Date	15/10/2017 10:53

Pin Details Warehouse	
Description	Value
Pin ID#	22247
Pin Password	265d87c1
Pin Data	500mb
Start Date	15/09/2017 10:53
Expiry Date	15/10/2017 10:53

Pin Details Warehouse	
Description	Value
Pin ID#	22249
Pin Password	6d2cfd97
Pin Data	500mb
Start Date	15/09/2017 10:53
Expiry Date	15/10/2017 10:53

Pin Details Warehouse	
Description	Value
Pin ID#	22251
Pin Password	4a726104
Pin Data	500mb
Start Date	15/09/2017 10:53
Expiry Date	15/10/2017 10:53

Example of multiple Pins on one page:

Activ8me WiFi Pin [Warehouse]		
Description	ID	Password
Prepaid Data 500mb Price: \$10.00 Start Date: 15/09/2017 10:53 Expiry Date: 15/10/2017 10:53	22246	4070b00b

Activ8me WiFi Pin [Warehouse]		
Description	ID	Password
Prepaid Data 500mb Price: \$10.00 Start Date: 15/09/2017 10:53 Expiry Date: 15/10/2017 10:53	22247	265d87c1

Activ8me WiFi Pin [Warehouse]		
Description	ID	Password
Prepaid Data 500mb Price: \$10.00 Start Date: 15/09/2017 10:53 Expiry Date: 15/10/2017 10:53	22248	f0c707fc

Activ8me WiFi Pin [Warehouse]		
Description	ID	Password
Prepaid Data 500mb Price: \$10.00 Start Date: 15/09/2017 10:53 Expiry Date: 15/10/2017 10:53	22249	6d2cfd97

Activ8me WiFi Pin [Warehouse]		
Description	ID	Password
Prepaid Data 500mb Price: \$10.00 Start Date: 15/09/2017 10:53 Expiry Date: 15/10/2017 10:53	22250	11235e7f

Activ8me WiFi Pin [Warehouse]		
Description	ID	Password
Prepaid Data 500mb Price: \$10.00 Start Date: 15/09/2017 10:53 Expiry Date: 15/10/2017 10:53	22251	4a726104

Step 2

→ Use your usual printer to print the Pin/s for the customer:

Activ8me WiFi Pin [Warehouse]		
Description	ID	Password
Prepaid Data 500mb Price: \$10.00 Start Date: 15/09/2017 10:53 Expiry Date: 15/10/2017 10:53	22246	4070b00b



→ If no printer is available, you can write down the **Pin ID** and **Password** for the customer, or ask them to take a picture on their camera/phone. The ID and Password will enable them to log into the Wi-Fi hotspot.

Activ8me WiFi Pin [Warehouse]		
Description	ID	Password
Prepaid Data 500mb Price: \$10.00 Start Date: 15/09/2017 10:53 Expiry Date: 15/10/2017 10:53	22246	4070b00b



ID	Password
22246	4070b00b

Step 3

→ Select **Print Invoice** on Pin details page to print an invoice for the customer (this step is only needed if a customer needs a printed invoice):

Activ8me Members Home >> WiFi Agent # 383 >> View Pin #22244

Pin Details Warehouse	
Description	Value
Pin ID#	22244
Pin Password	9bf62dd3
Pin Data	500mb
Start Date	15/09/2017 10:45
Expiry Date	15/10/2017 10:45

→ Example customer invoice:



Australian Private Networks Pty Ltd
Level 2, Building 2, 13A Albert Street,
PRESTON, VIC, 3072
ABN 27 103 009 552

TAX INVOICE
Billing Enquiries: 1300 760 219

Invoice Number: 022257
Invoice Amount: \$10.00
Issue Date: 15/09/2017

Merchant Purchase
WiFi Hot Spot
Warehouse

Description	GST	Total
Prepaid Data 500mb => Pin ID: 22257 => Pin Token: 61487973	\$0.91	\$10.00
Total	\$0.91	\$10.00

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 facebook.com/Activ8meCustomerCare

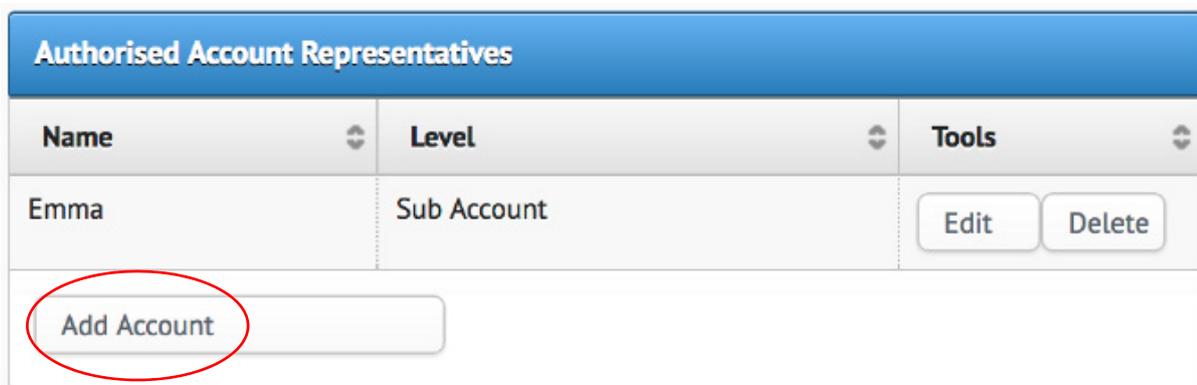
4. How to Manage Add, Edit or Delete Users

Primary Users (i.e. business owners) can set up other users (i.e. employees) to use the system. These are called **Secondary Users** and their access is restricted to selling and printing PIN vouchers only. They cannot view or access confidential information (i.e. payment PIN details) about the business. The steps below explain how a Primary User can **add**, **edit** or **delete** a Secondary User.

4.1 How to Add a Secondary User (Employee)

Step 1

→ Follow Section [1. How to Login](#) to login as a Primary User. On the Member Area (Home page), under Authorised Account Representatives, click **Add Account**:



Authorised Account Representatives		
Name	Level	Tools
Emma	Sub Account	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="button" value="Add Account"/>		

Step 2

→ Then enter the **Name** and choose a **Password** for the new user to be set up on the system:



Activ8me Members Home >> Add Representative

Add Representative

Representative Details

Name:

Password:

Step 3

→ Click **Submit** to confirm the new user.

4.2 How to Edit a Secondary User

→ Follow Section [1. How to Login](#) to login as a Primary User. On the Member Area (Home page), under Authorised Account Representatives, click **Edit** next to the person you wish to edit:

Authorised Account Representatives		
Name	Level	Tools
Emma	Sub Account	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="button" value="Add Account"/>		

→ The only options available here are to change a **Name** or change the **Password**. Make the necessary changes and then click **Submit**.

Activ8me Members Home >> Add Representative

Add Representative

Representative Details

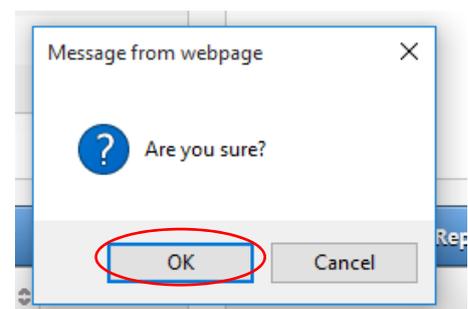
Name:

Password:

4.3 How to Delete a Secondary User

→ Follow Section [1. How to Login](#) to login as a Primary User. On the Member Area (Home page), under Authorised Account Representatives, click **Delete** next to the person you wish to remove:

Authorised Account Representatives		
Name	Level	Tools
Emma	Sub Account	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="button" value="Add Account"/>		



→ Click OK on confirmation message that pops up.

5. How to Create Reports

The Merchant portal allows merchants to generate reports **daily**, **monthly** and for **all sales** to date.

Step 1

→ Follow Section [1. How to Login](#) to login as a Primary User or click **Home** button:

Home

Step 2

→ Click on **View** button under **Merchant Agreements** section.

My Details	
Name	Jack Smith
Street	123 John St
Address	Smithton
Home Phone	07 1234 5678
Work Phone	
Mobile	0412 345 678
Fax	
Email	J.Smith@Activ8me.com
<input type="button" value="Update My Details"/> <input type="button" value="Change Password"/>	

Payment Details	
Payment Type	Credit Card
Name	Jack Smith
Card Type	Visa
Card Number	4567xxxxxxxx1234
Expiry Month	07
Expiry Year	2018
<input type="button" value="Update Payment Details"/>	

Merchant Agreements			
Description	Start Date	Last Update	Tools
WiFi Agent	18/04/2017	18/04/2017	<input type="button" value="View"/>

Authorised Account Representatives		
Name	Level	Tools
Sarah	Sub Account	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="button" value="Add Account"/>		

Step 3

→ Select **Sales Report (Daily)** / **(Monthly)** or **All Sales**:

Activ8me Members Home >> WiFi Agent #2607565

Agreement Details	
Description	Value
Agreement ID#	2607565
Base Record	30000001
Start Date	18/04/2017
Last Change	18/04/2017
Type	WiFi Agent

Tools	
<input type="button" value="Sell Pin"/>	<input type="button" value="Sales Report (Daily)"/>
	<input type="button" value="Sales Report (Monthly)"/>
	<input type="button" value="All Sales"/>

Example Daily Sales Report

Activ8me Members Home >> WiFi Agent #565 >> View Daily Sales

Daily Sales Report			
Date	Blocks	Retail Price	Commission
09/05/2017	1	\$5	\$1

Example Monthly Sales Report

Activ8me Members Home >> WiFi Agent #565 >> View Monthly Sales

Daily Sales Report			
Date	Blocks	Retail Price	Commission
May 2017	1	\$5	\$1

Example All Sales Report

Activ8me Members Home >> WiFi Agent # 565 >> All Sales

Sales Report				
Date	User	Block	Retail Price	Commission
09/05/2017 11:55	Primary	200mb	\$5	\$1

View Recent Invoices

To view existing/previous invoices for each PIN voucher sold, click **Print** under Recent Invoices on the Members Area (Home Page):

Service ID#	Type	Active	Start Date	View
No data available in table				

My Shipments			
Company	ConNote	Date	Track
No data available in table			

Recent Invoices							
ID	Date	Due Date	Type	Total	Outstanding	Status	Tools
527432	12/09/2017	12/09/2017	Merchant Purchase	\$40.00	\$0.00	Paid	Print
527431	12/09/2017	12/09/2017	Merchant Purchase	\$10.00	\$0.00	Paid	Print
526200	11/09/2017	11/09/2017	Merchant Purchase	\$40.00	\$0.00	Paid	Print
526197	11/09/2017	11/09/2017	Merchant Purchase	\$10.00	\$0.00	Paid	Print

6. How to Login and Sell PIN Voucher [Secondary User]

Step 1

→ Go to the Activ8me Merchant Portal <https://www.activ8me.net.au/members/index>

→ Enter **Secondary User** login details:

Username: Customer Number:Username

Password: Password



Secure Login

Customer Number

12345678:John Smith

Password

[Forgot Password?](#)

Login



Customer Number is allocated by Activ8me to the Merchant Primary User in the welcome email sent during setup. Username is set up by Primary User as detailed in section 4. (i.e. **12345678:John Smith**)

Step 2

The Secondary User is taken to a **Home Screen** which contains a limited view of the Merchant account details.

→ Click on **Sell Pin** button under **Agent Agreements** section:

Members Area

Account Details		Agent Agreements			
Description	Start Date	Last Update	Tools		
Name	12345678:John Smith	WIFI Agent	07/07/2017	14/09/2017	View
Street	12345678				Sell Pin
Address	12345678				
Home Phone	12345678				
Work Phone	12345678				
Mobile	12345678				
Fax	12345678				
Email	12345678				

→ See [3: How to Print a Pin Voucher](#) for instructions on how to print the Pin/s.