



The new simplified and fully automated solution!

# Domain & Web Hosting Service

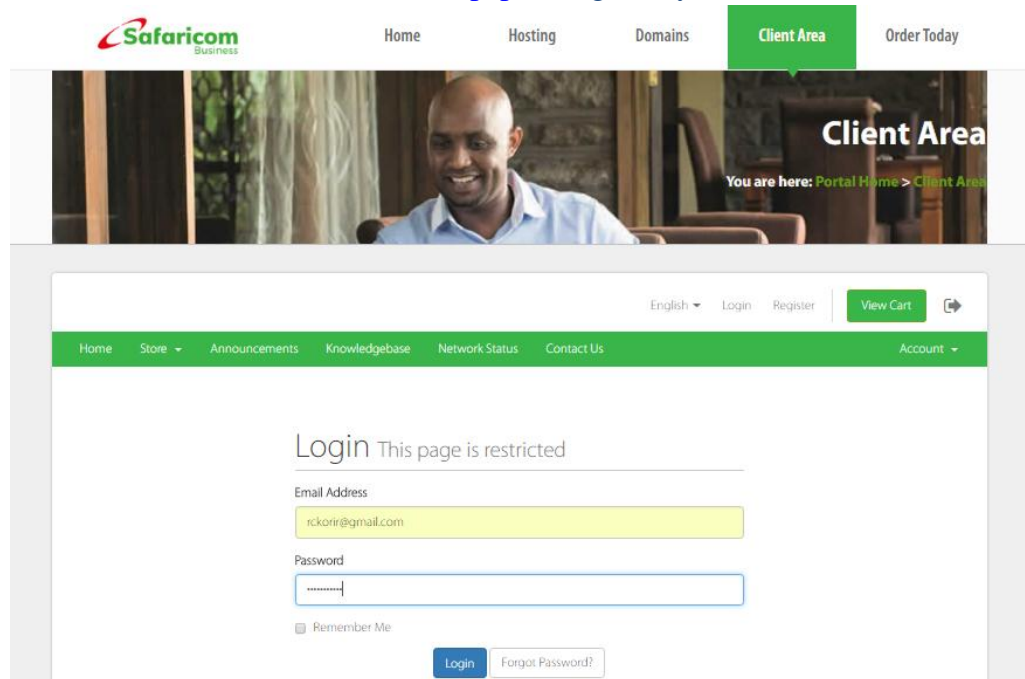
## How To UPGRADE/DOWNGRADE a Domain & Web Hosting service

When we come together, great things happen.

**Safaricom Business**

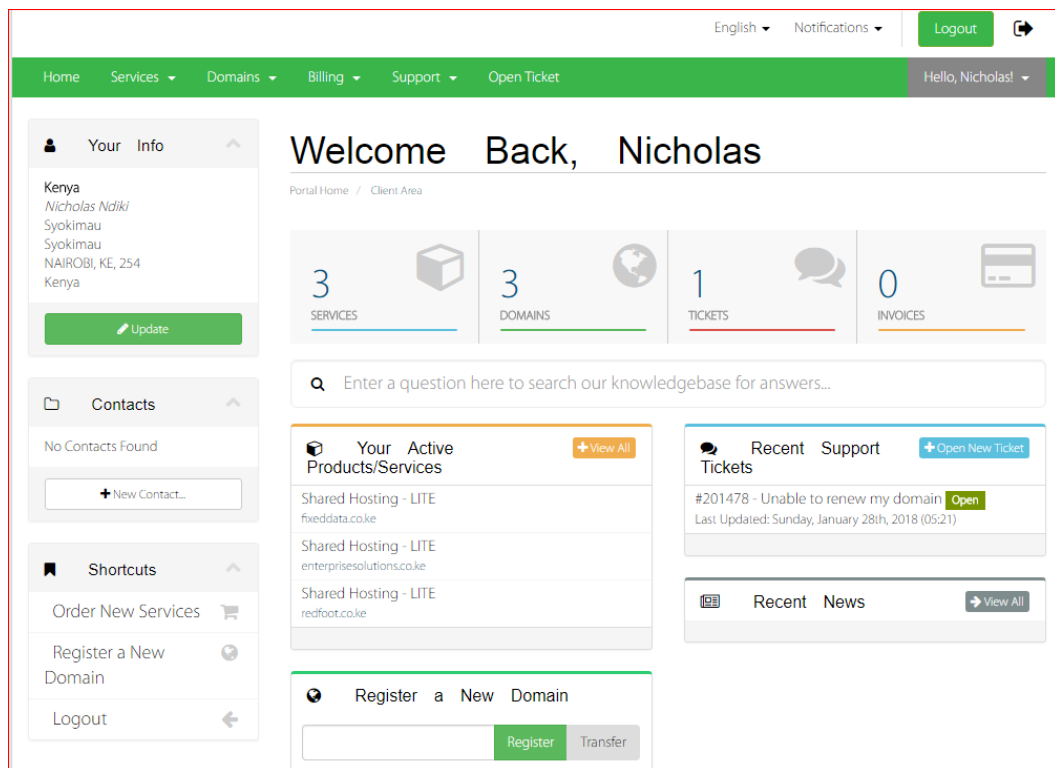
## Domain & Web Hosting Upgrade / Downgrade Instructions

- ✓ Go to <https://domains.safaricom.co.ke/clientarea.php> to log into your active account

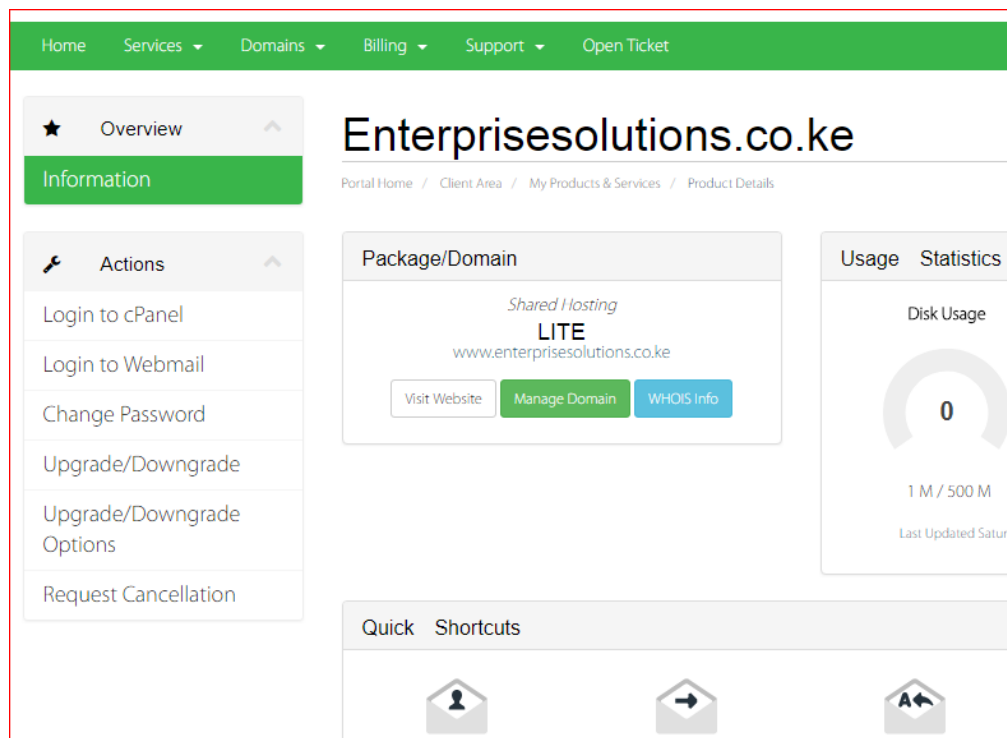


The screenshot shows the Safaricom Business Client Area login page. At the top, there is a navigation bar with links: Home, Hosting, Domains, Client Area (highlighted), and Order Today. Below this is a banner image of a man smiling, with the text 'Client Area' and 'You are here: Portal Home > Client Area'. The main content area has a login form with the title 'Login This page is restricted'. The form includes fields for 'Email Address' (with the value 'rckorir@gmail.com') and 'Password'. There is a 'Remember Me' checkbox and 'Login' and 'Forgot Password?' buttons. A secondary navigation bar at the bottom of the form area includes links: Home, Store, Announcements, Knowledgebase, Network Status, Contact Us, and Account.

- ✓ Once you have logged in, click on the domain you would like to upgrade / downgrade in the **Active Products/Services** area.



- ✓ Click on the **Upgrade/Downgrade** under the **Actions** tab (on the left hand side of the window)



- ✓ Choose your preferred hosting package that you would like to **Upgrade/Downgrade** to

The screenshot shows the 'Upgrade/Downgrade' page in the Safaricom Business portal. The left sidebar contains a navigation menu with 'Up/Downgrade' selected, showing the current product 'Shared Hosting - LITE' and domain 'enterprisesolutions.co.ke'. The main content area has a green header with navigation links (Home, Services, Domains, Billing, Support, Open Ticket) and a user greeting 'Hello, Nicholas!'. The page title is 'Upgrade/Downgrade'. Below the title, it says 'Choose the package you want to upgrade/downgrade your current package to from the options below.' The current configuration is 'Shared Hosting - LITE (enterprisesolutions.co.ke)'. The new configuration options are listed: 'Shared Hosting - Bronze' (500 MB Space, 10 Email Accounts, 5 Sub Domains, 2 FTP Accounts, Free Website Builder, Unlimited Bandwidth) with a price of 'Ksh.1,500 1 Year' and a 'Choose Product' button. Below this, 'Shared Hosting - Silver' (2 GB Space, 50 Email Accounts) is partially visible with a price of 'Ksh.3,500 1 Year'.

- ✓ Confirm the Web Hosting **Upgrade/Downgrade** package price, choose the Payment Method and Click on '**Click to Continue**' to review the payment details.

The screenshot shows the 'Upgrade/Downgrade' page in the Safaricom Business portal, displaying the price breakdown and payment method selection. The left sidebar is the same as the previous screenshot. The main content area has a green header with navigation links and a user greeting 'Hello, Nicholas!'. The page title is 'Upgrade/Downgrade'. Below the title, it says 'Current Configuration: Shared Hosting - LITE (enterprisesolutions.co.ke)'. A table shows the price breakdown:

Description	Price
LITE => Bronze	Ksh.1,492
Subtotal:	Ksh.1,492
Total Due Today:	Ksh.1,492

Below the table, a yellow box contains the text: 'Upgrade price is calculated from a credit of the unused portion of the current plan and billing of the new plan for the same period (363 Days)'. At the bottom, there are two input fields: 'Promotional Code' with a 'Validate Code' button, and 'Payment Method' with a dropdown menu showing 'M-PESA Paybill'. A 'Click to Continue >>' button is at the bottom right.


- ✓ You will be redirected to an invoice with the order and the upgrade / downgrade payment details. Go to your M-PESA Menu and follow the below payment instructions.

<b>Invoiced To</b> Kenya Safaricom Client WAIYAKI WAY, WAIYAKI WAY NAIROBI, KE, 100 Kenya	<b>Pay To</b> Safaricom Limited, Safaricom House, Waiyaki Way, Westlands P.O. Box 66827 - 00800 Nairobi, Kenya
<b>Invoice Date</b> Friday, January 26th, 2018	<b>Payment Method</b> M-PESA Paybill ▼

Invoice Items	
Description	Amount
Upgrade/Downgrade: LITE - redfoot.co.ke	Ksh.509.59
LITE => Bronze (26/01/2018 - 30/05/2018)	
<b>Sub Total</b>	Ksh.509.59
<b>Credit</b>	Ksh.0.00
<b>Total</b>	Ksh.509.59

Transaction	Date	Gateway	Transaction ID	Amount
No Related Transactions Found				
<b>Balance</b>				Ksh.509.59

- ✓ After M-PESA payment is successful, input the transaction code on the space available
- ✓ Click on Complete Transaction tab to complete the upgrade / downgrade payment.



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**UNPAID**

Due Date: Friday, January 26th, 2018

Invoice #87

**From your phone,**

- Go to **Safaricom** Menu
- Select **M-PESA**
- Select **Lipa na MPESA**
- Select **Pay Bill**
- Enter **Business No:** 777222
- Enter **Account No:** 87
- Enter **Amount (without commas):** 1,300.00
- then Confirm

Enter the transaction code you received from MPESA

MAQ0F400CY

**Complete Transaction**

- ✓ Your invoice is now paid up and it will be updated to PAID from unpaid.
- ✓ Your domain and web hosting service is now upgraded/downgraded.
- ✓ You will be redirected to the Order Confirmation page with the Order Number of the upgrade / downgrade domain service.
- ✓ Click on '**Continue to Client Area**' to view your upgraded / downgraded service.

## Order Confirmation

Thank you for your order. You will receive a confirmation email shortly.

Your Order Number is: 8876675772

If you have any questions about your order, please open a support ticket from your client area and quote your order number.

Continue To Client Area ➔

- ✓ The Client Area homepage will showcase all your services, domains, support tickets, invoices (pending and paid up) and any Safaricom recent news with regard to the service.
- ✓ Click on any item e.g. Services, Invoices, Domains to view and manage them.

## Support Contact Details

- ✓ Contact us 24/7/365 on
  - Email Contact: [business.support@safaricom.co.ke](mailto:business.support@safaricom.co.ke)
  - Call us on 0722002222
  - Online Live Web Chat available on <https://domains.safaricom.co.ke>