

Registering for NamPower's

CUSTOMER ONLINE SERVICE



Powering the Nation and beyond

01

TABLE OF CONTENTS

INTRODUCTION	02
WHO CAN REGISTER	03
WHAT DO YOU NEED TO REGISTER	03
HOW TO REGISTER	04
REGISTRATION FORM	05
ACTIVATION LINK	06
FIRST LOGIN	08
NOTES	10

INTRODUCTION

02

INTRODUCTION

NamPower has introduced a Customer Online Service or Customer e-Service, whereby its customers can go online and view their invoices and make payments among others. Customers have to register before they can start using the online service. The process of registering for the NamPower Customer Online Service is explained step by step in this manual.

03 WHO CAN REGISTER / WHAT DO YOU NEED TO REGISTER

WHO CAN REGISTER

Only NamPower customers can register for this service.

WHAT DO YOU NEED TO REGISTER

You need your **supply point number** and your contract **account number** to register. You will find this information on your invoice as illustrated underneath.



PO Box
OKAHANDJA

Supply Point Number: 0000
Supply Point:
Invoice nr: 000000000000
Print Date: 10-Nov-14

Tax Invoice Page 1 of 1

Account Number	Previous Reading Date	Current Reading Date
0000	11-Jun-14	10-Jun-14

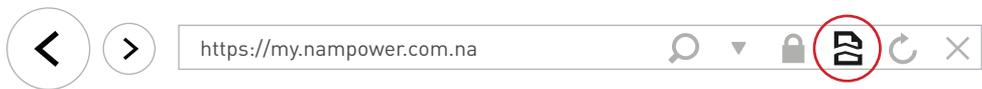
Meter Number	Previous Reading	Current Reading	Consumption	Unit	Price	Description	Amount
	00.000.0	00.000.0	000.0				
	00.000.0	00.000.0	000.0				
	00.000.0	00.000.0	000.0				
	00.000.0	00.000.0	000.0				
	00.000.0	00.000.0	000.0				
	00.000.0	00.000.0	000.0				
	00.000.0	00.000.0	000.0				
			000.0	0.0000	10-Jun-14	Units kWh*	0.000.00
			000.0	0.0000	10-Jun-14	Units kWh*	0.000.00
			000.0		10-Jun-14	Basic charge*	0.000.00
				0.0000	10-Jun-14	Basic charge*	0.000.00
							0.000.00
							0.000.00
				0.0000	10-Jun-14	Basic charge*	0.000.00
				0.0000	10-Jun-14	Basic charge*	0.000.00

HOW TO REGISTER 04

HOW TO REGISTER

The URL address/link is: <https://my.nampower.com.na>

The website is best viewed with Internet Explorer 11 or higher. Should you get a blank page, click on compatibility view as depicted below.



The website is compatible with other Internet browsers.

On the landing page of the NamPower Customer Online Service, click on the **Customer self registration** button:

Customer self registration

Reset password

Username*

Password*

Login

05 REGISTRATION FORM

REGISTRATION FORM

Complete all mandatory fields marked with an asterisk (*)

Registration data

Select customer type 1

Username* 2

Contact account number* 3

Supply point number* 4

Your email address* 5

Repeat email address* 6

Terms and conditions* 7 Accept terms and conditions

Security code 55n5G

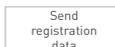
Enter security code* 8

9

10

Please fill all fields marked with an**

1. Customer type can be an owner/organisation or tenant – when renting the supply point (farm) from someone else.
2. A username is a generic Internet user name created by the customer and is used only for logging on to the online services. It is different from your account name.
3. Enter your contract account number
4. Enter your supply point number
5. Enter your email address. This is important as it is used for all your online communication with NamPower.
6. Repeat your email address – to make sure that you entered it correctly.
7. Read the terms and conditions and accept by ticking in the box provided.
8. Enter the security code provided e.g. **55n5G** as illustrated.
9. If the security code is unclear to you, you can always generate a new one.
10. Click on button once you have completed the form as required.



ACTIVATION LINK

06

ACTIVATION LINK

You will receive a message when you have registered successfully (as shown in screenshot below).

Your registration was successful.

You have successfully registered for the online service of NamPower. You will soon receive an email with an activation link.
Please activate your account by clicking on the activation link.
You will receive an email with your login information.

Next

Click on next button. A screen such as the one below will then appear.

Customer self registration

Reset password

Username*

Password*

Login

A notification will be sent to your email. It will look similar to the one below:

Dear Valued Customer,

You have successfully registered for the Online Service of NamPower. Click on the link below and you will receive an additional email with the initial password. The link is valid for 7 days only.

<http://172.16.20.123:50000/onlineservice/activateAccount.sap?key=PYZIUH50J4SZRO>

Kind regards
Your NamPower Customer Service Team

Namibia Power Corporation
NamPower Centre 15 Luther Street,
PO Box 2864, Windhoek, Namibia
Tel: +264 (61) 205 4111
Fax: +264 (61) 232 805
e-Mail: debtors@nampower.com.na

07 ACTIVATION LINK (CONTINUED)

1. After clicking on the activation link in the previous step, the following screen will appear with a successful activation message:

Your activation was successful.

You can log onto the online service now. Your sign-in details have been sent to you by e-mail.

[Go to login](#)

2. When the activation process has failed, you will get the following error message:

 Internet User SOPHIA is already registered

Activation of the registration failed.

An error occurred when you activated your online account. Please try again later. This can be due to the following reasons:

You have already clicked on the activation link and your account is already activated. Please wait for a confirmation email with the subject "Your login data for NamPower Online Service" and log on with the password contained therein.

The activation link was incomplete or incorrectly copied or transferred. Please try to click directly on the activation link in the E-Mail that you received or make sure that you copy the whole link completely.

The activation link is valid for 7 days only. You will need a new activation link if this period expires. After this, you will be required to restart the registration process. You will receive a new activation link.

[Continue to Login](#)

You will have to check your mail box for the next email as per screen on the next page:

FIRST LOGIN

08

FIRST LOGIN

Go to login with the login details as given in the email sent to you:

Dear Valued Customer,

Thank you for activating your online account for the NamPower Online Service.
Herewith your username and the initial password for logging onto the Online Service.

Username: SOPHIA
Password: JYSTG3VK 1

After the first login, you will be asked to change the initial password to a more personalised password. It should comprise of 8-12 characters and contain letters and numbers (at least one letter or at least one number).

Kind regards

Namibia Power Corporation
NamPower Centre 15 Luther Street,
PO Box 2864, Windhoek, Namibia
Tel: +264 (61) 205 4111
Fax: +264 (61) 232 8005
e-Mail: debtors@nampower.com.na

1. Your username should at least be 5 characters long e.g. your surname and initial and password is JYSTG3VK as per email above.

Customer self registration

Reset password

Username*

Password* 2

2. The password is case sensitive, but the username is not.

09 FIRST LOGIN (CONTINUED)

After typing in your user credentials, click on the **Change** button and the following screen should appear:

Please change your initial password

Initial password* 1

New password* 2

Confirm new password* 3

4

Cancel **Change**

1. Enter your initial password in upper case: JYSTG3VK
2. Enter your new personalised password
3. Repeat your new password
4. Click on the **Change** button and you will land on the NamPower Customer Online Service.

The following screen should then appear:

Customer Online Service	Username SOPHIA	Name Sophia Doe	Business partner umber 0000	Account No: 0000
<ul style="list-style-type: none">• Home• View open items• View payments• View account statements• View invoice• Enter meter reading• Contract overview• Register additional contract account• Online history• Change communication data• Change password• Customer enquiry	<h3>NamPower Customer Online Service</h3> <p>NamPower Online Service gives you an overview of various services as listed on the left of the screen. Quick links below allow you to quickly enter meter readings and send us your queries.</p> <div><p>My meter reading</p><p>Record your meter readings instead of calling them in.</p><p>Meter reading</p></div> <div><p>My enquiry</p><p>If you have any query, please do not hesitate to contact us.</p><p>Customer enquiry</p></div>			

Namibia Power Corporation (Pty) Ltd.
NamPower Centre 15 Luther Street,
PO Box 2864, Windhoek, Namibia
Tel: +264 (61) 205 4111
Fax: +264 (61) 232 805