

YOUR ACCOUNT: DETAILS, INVOICES, PASSWORD, RENEW, CLOSE

You want to change your details, find an invoice, renew or leave.

BEFORE YOU START

HAVE THESE READY (ABOUT 5 MINUTES)

- ✓ Your email address.

STEP BY STEP

8 STEPS

Step 1 of 8 Screen: My details

How to get there: My home, then My details (the person icon).

What you see: Your name, cellphone, email and address.

Tap: Save my details

Type: Your cellphone, for example 082 123 4567.

What happens next: "Saved. Your details are up to date everywhere".

If something goes wrong: "That number looks short or long": a cellphone has 10 digits.

Step 2 of 8 Screen: My details

How to get there: The same page.

What you see: "Send me WhatsApp messages".

Tap: Save my details

Type: Tick or untick the box.

What happens next: Your choice is saved with the date.

If something goes wrong: If it still does not work, tap "WhatsApp us" at the bottom of the guide and tell us what you see.

Step 3 of 8 Screen: My invoices

How to get there: My details, then My invoices.

What you see: Every tax invoice.

Tap: the invoice number

What happens next: The PDF downloads.

If something goes wrong: If it still does not work, tap "WhatsApp us" at the bottom of the guide and tell us what you see.

4 Step 4 of 8 **Screen: Forgotten your password?**

How to get there: Sign in, then the forgotten-password link.

What you see: One box.

Tap: Send me the link

Type: Your email address.

What happens next: An email with a link to choose a new password.

If something goes wrong: No email? Check spam, then WhatsApp us.

5 Step 5 of 8 **Screen: Notices**

How to get there: The bell on your home screen.

What you see: "Your account ends in 30 days".

Tap: the notice

What happens next: How to renew.

If something goes wrong: If it still does not work, tap "WhatsApp us" at the bottom of the guide and tell us what you see.

6 Step 6 of 8 **Screen: Standard Account**

How to get there: Services, then Standard Account.

What you see: The price for another 12 months.

Tap: Pay and start

What happens next: Your renewal order and the payment screen.

If something goes wrong: If it still does not work, tap "WhatsApp us" at the bottom of the guide and tell us what you see.

7 Step 7 of 8 **Screen: Close my account**

How to get there: My details, then Close my account.

WORDS EXPLAINED

Tax invoice

The paper that shows what you paid and the VAT in it. Every payment gets one.

POPIA

The law that protects your personal information.