



YahClick Operational Training

End User Portal

End User Portal

- ✦ Overview
- ✦ Manage My Profile
- ✦ Redeem Voucher/Token
 - ✦ Check Usage
 - ✦ Current
 - ✦ Historical usage
- ✦ Tools
- ✦ Knowledge Base

Overview

When you log on to the End User Portal, the Home screen appears.

- The Home button returns you to this screen.
- Click Self Service to view the navigation menu.

YahClick

Khan SignoffTest | Khan SignoffTest (TSP2000007478) Active Logout

Home General Self Service

- Manage My Profile
- Redeem Voucher/Token
- Check Usage
- Tools
- Knowledge Base

URL: <https://selfcare.yahclick.com>

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Manage My Profile

The Manage My Profile allows users to change their personal profile information.

- Name
- Email
- Phone number
- Locale
- Time zone
- Language
- Address

YahClick

Khan SignoffTest | Khan SignoffTest (TSP2000007478) Active [Logout](#)

Home [General](#) [Self Service](#)

Manage My Profile

[Redeem Voucher/Token](#)

Check Usage

Tools

[Knowledge Base](#)

Note: Please provide accurate information below to enable Yabsat to send notifications and promotions to the email address as and when applicable.

[Edit](#)

First Name
Khan

Last Name
SignoffTest

Email
noemail@sp.com

Phone
0000000000
e.g. +971 (0)2 505 5555

Locale
English (United States)

Time Zone
GMT

Language
English

Street
Not Specified

City
Not Specified

Country
United Arab Emirates

Zip/Postal Code
00000

State/Province
Unknown

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Redeem Voucher/Token

Redeem Voucher/Token shows users:

- FAP Token Type
- Action
- Performed By
- Token Count
- Date and Time

The screenshot shows the YahClick user interface. At the top left is the YahClick logo. On the top right, the user is identified as 'Khan SignoffTest | Khan SignoffTest (TSP2000007478) Active' with a 'Logout' button. Below this is a navigation bar with 'Home', 'General' (with a notification icon), and 'Self Service'. A left-hand menu is open, with 'Redeem Voucher/Token' highlighted in a red box. Other menu items include 'Manage My Profile', 'Check Usage', 'Tools', and 'Knowledge Base'. To the right of the menu, the user's status is shown: 'FAP Tokens Available: 1', 'FAP Status: Unthrottled', and 'FAP Token History'. Below this is a table with the following data:

FAP Token Type	Action	Performed By	Token Count	Date and Time
FT_YahClick Enhanced 10	Allocate Token	TSP Admin	1	Mon Jan 29 04:49:59 GMT 2018

At the bottom of the table, there is a pagination control showing '1 to 1 of 1' and 'Page 1 of 1'.

Check Usage- Ju Current

Check Current Usage shows users their current usage information and their next allowance refill date.

Home

- manage my Profile
- Redeem Voucher/Token
- Check Usage**
 - Check Current Usage**
 - Check Historical Usage
- Tools
 - Knowledge Base

No Compatible FAF Token Available

Plan Name: YahClick Lite 10GB

Anytime Data
(53.30 % remaining)

10 GB in your plan
5.33 GB remaining

Next Allowance Refill Date: 20-Feb-2021

Check Usage- HN Current

Check Current Usage shows users their current usage information and their next allowance refill date.

Home

manage my Profile

Redeem Voucher/Token

Check Usage ^

Check Current Usage

Check Historical Usage

Tools v

Knowledge Base

General 1

Compatible FAP Token

No Compatible FAP Token Available

Plan Name: YahClick 4Gen 10GB

Anytime Data
(100% Remaining)

Bonus Bytes
(100% Remaining)

Next Allowance Refill Date: 9-Mar-2021

Check Usage- Historical

Check Historical Usage shows users their token usage history.

- Daily Usage Past 30 Days.
- Hourly Usage Past 60 Days.

The screenshot displays the YahClick user interface. At the top, the user is logged in as 'Khan SignoffTest | Khan SignoffTest (TSP2000007478) Active' with a 'Logout' button. The navigation menu on the left includes 'Home', 'Manage My Profile', 'Redeem Voucher/Token', 'Check Usage' (expanded to show 'Check Current Usage' and 'Check Historical Usage'), 'Tools', and 'Knowledge Base'. The 'Check Historical Usage' option is highlighted with a red box.

The 'Daily Usage Past 30 Days' section, also highlighted with a red box, shows a bar chart of data usage in MB from January 21, 2018, to January 31, 2018. The chart displays Download Volume (blue bars) and Upload Volume (grey bars). A significant spike in download volume is visible on January 31, 2018.

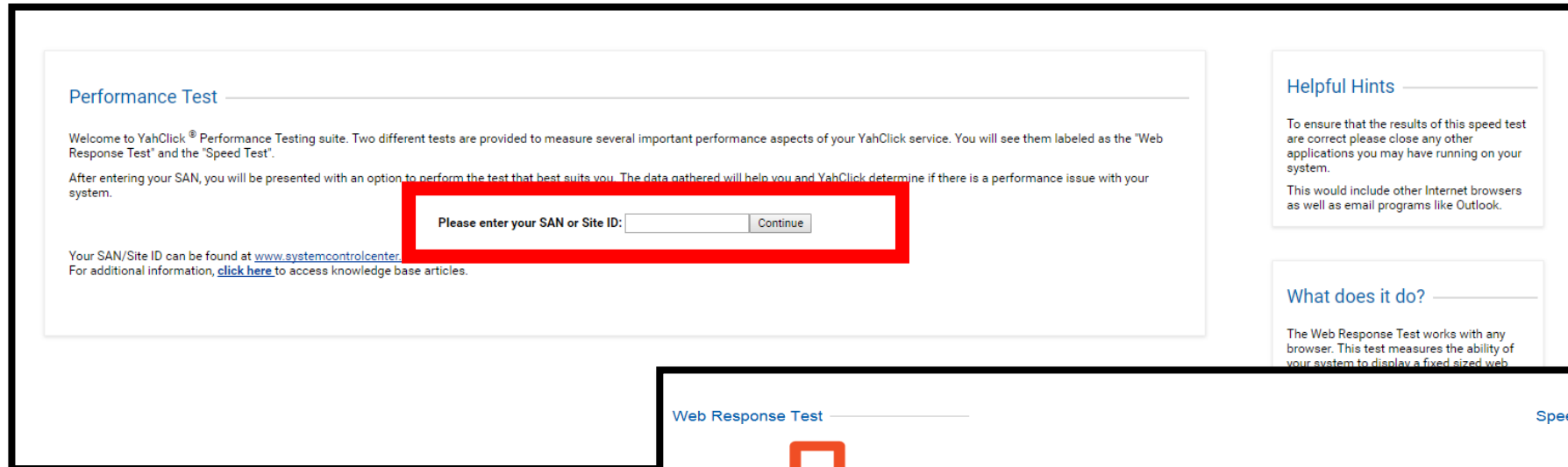
The 'Hourly Usage Past 60 Days' section, also highlighted with a red box, shows a table of hourly usage data for January 21, 2018. The table includes columns for Date (UTC), Start Time, Upload Volume (MB), Download Volume (MB), Min Used, and Throttled.

Date (UTC)	Start Time	Upload Volume (MB)	Download Volume (MB)	Min Used	Throttled
21-Jan-2018	10	0.04	1.64	18	No
21-Jan-2018	11	0.02	0.04	60	No
21-Jan-2018	12	0.02	0.04	59	No
21-Jan-2018	13	0.03	0.05	61	No
21-Jan-2018	14	0.03	0.05	59	No
21-Jan-2018	15	0.02	0.04	56	No
21-Jan-2018	16	0.03	0.06	59	No
21-Jan-2018	17	0.03	0.04	60	No
21-Jan-2018	18	0.02	0.04	59	No
21-Jan-2018	19	0.03	0.04	59	No

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Tools displays the Web Response/Speed Test link.

- This link opens a new window tab to run a Performance Test.
- You will need your SAN or Site ID to run the Performance Test.



Knowledge Base

Knowledge Base allows users to view articles or search for articles.

The screenshot displays the YahClick user interface. At the top right, the user is logged in as 'Khan SignoffTest' with the ID 'Khan SignoffTest (TSP2000007478)' and is 'Active'. A 'Logout' button is visible. Below the header, there is a navigation bar with 'Home', 'General', and 'Self Service' options. A search bar is prominently displayed, with the word 'Search' highlighted in a red box. To the left of the search bar is a navigation menu with several options: 'Manage My Profile', 'Redeem Voucher/Token', 'Check Usage', 'Tools', and 'Knowledge Base'. The 'Knowledge Base' option is highlighted with a red box. Below the search bar, there is a text input field with the placeholder 'Enter minimum 3 characters'. The main content area is titled 'Article List' and contains a table with three columns: 'Title', 'Article Type', and 'Summary'. The table lists several articles, all of which are of the 'Knowledge' type.

Title	Article Type	Summary
Locate ESN Number Article	Knowledge	Locate ESN Number Article
End User Portal	Knowledge	End User Portal
Slow Browse with Windows Vista	Knowledge	Slow Browse with Windows Vista
Locate SAN Number	Knowledge	Locate SAN Number
Yahsat Fair Access Policy (FAP)	Knowledge	Yahsat Fair Access Policy (FAP)
Slow Browse	Knowledge	Slow Browse
No Browse	Knowledge	No Browse
Minimum Computer and Operating System Requirements	Knowledge	Minimum Computer and Operating System Requirements
Knowledge Base v3	Knowledge	Knowledge Base v3
New Order	Knowledge	



THANK YOU