MySLT

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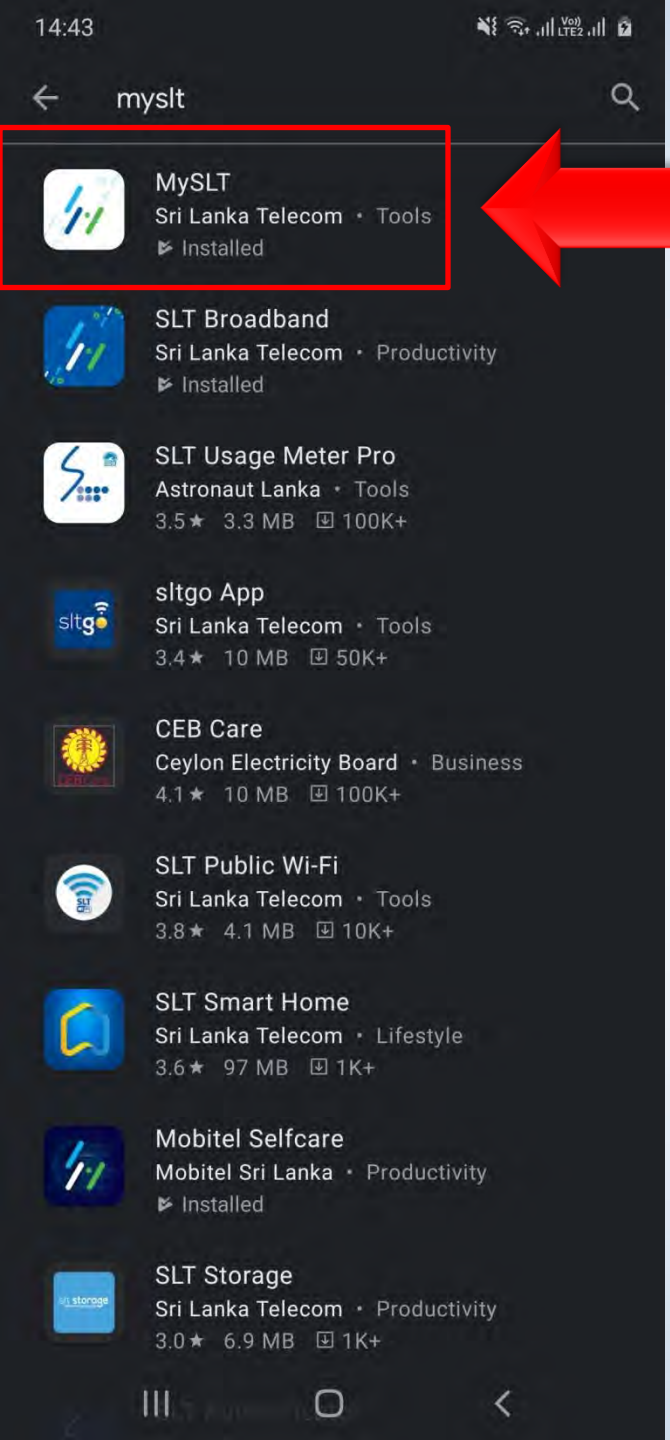
How to get the MySLT App registered?



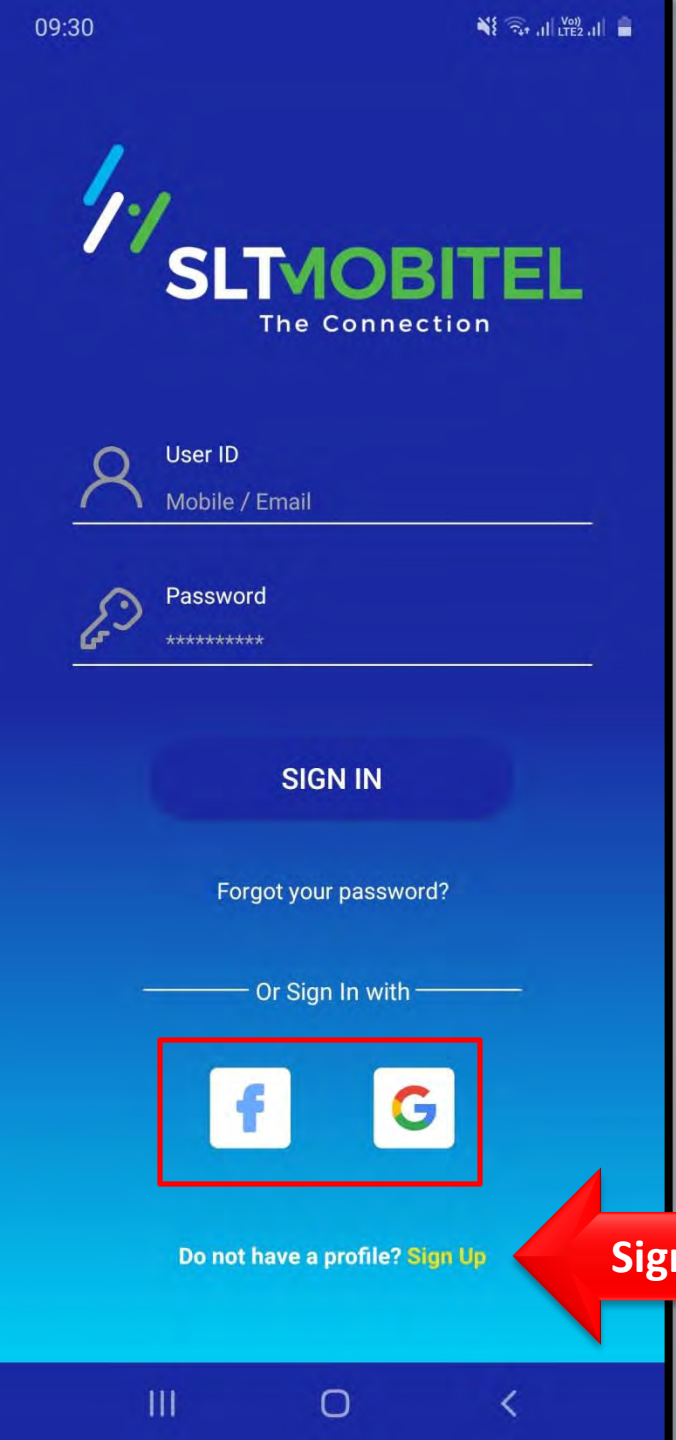
Installing the MySLT App

- Type MySLT App in Google Play store or Apple App-Store
- Click on shown icon and install

*

- **Minimum requirements – Android 5.0 (Lollipop) or Apple iOS 10.0**
- **Limited for use Within Sri Lanka only**
- **VPN applications need to be turned off for it to function**

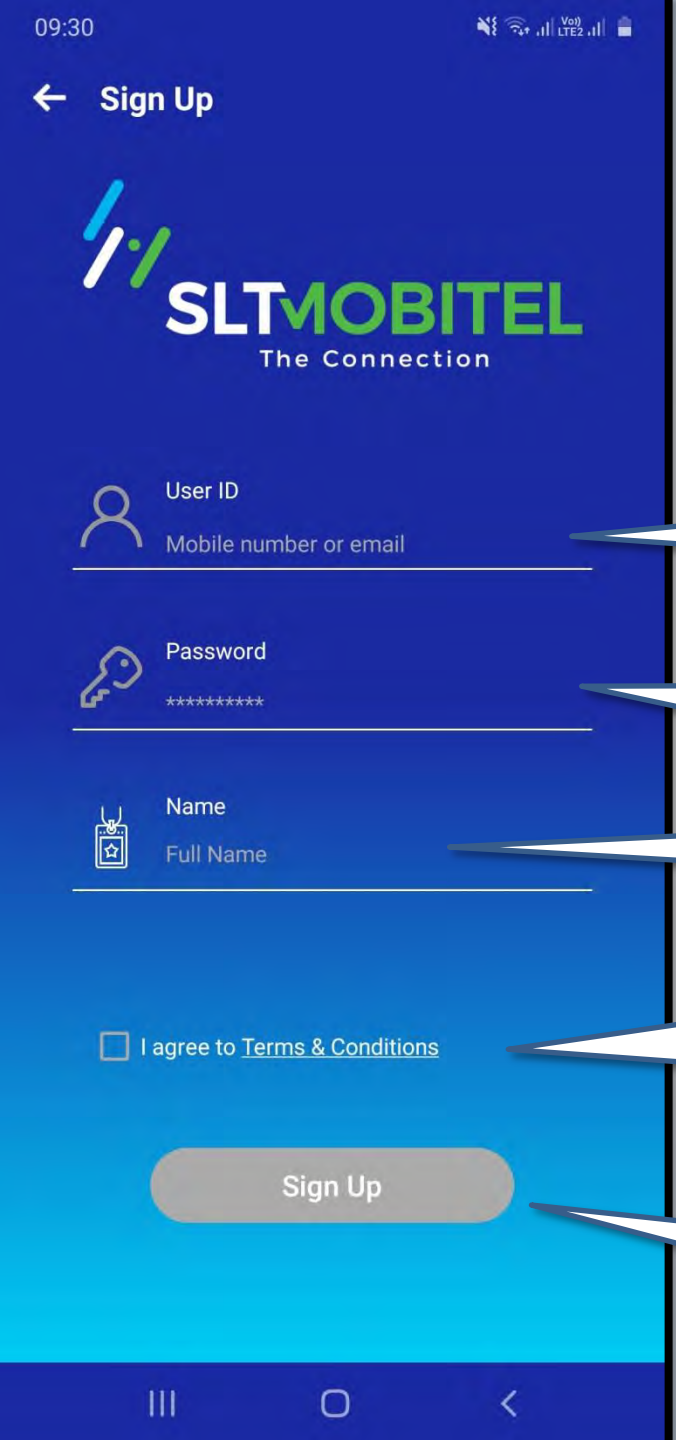
- **Only Functions within Sri Lanka**



Sign up

- A first time user needs to Sign up first
- Users can Sign in with Facebook ID, Google ID or Apple ID as well

Sign up window



1. User should enter his/her mobile number or email address

2. Enter a new password (Consisting numbers and letters)

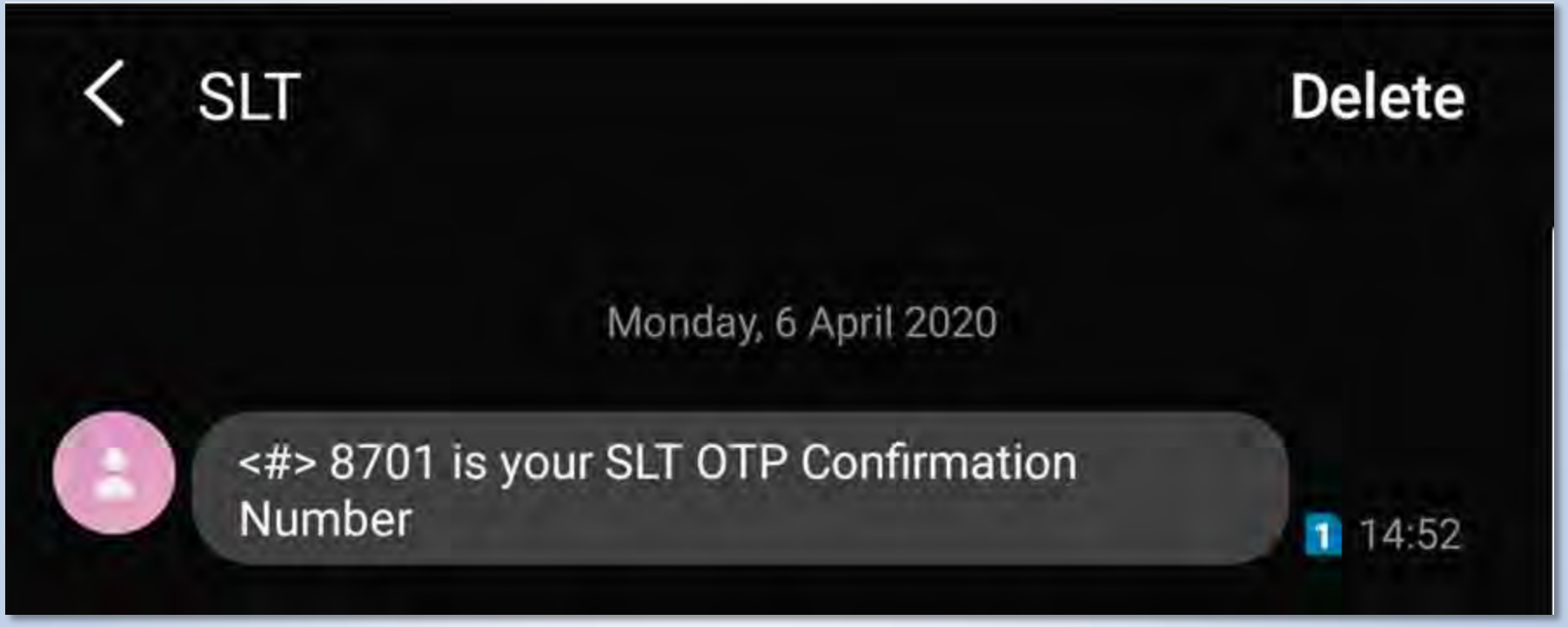
3. Enter full name

4. Tick the box under Terms and conditions

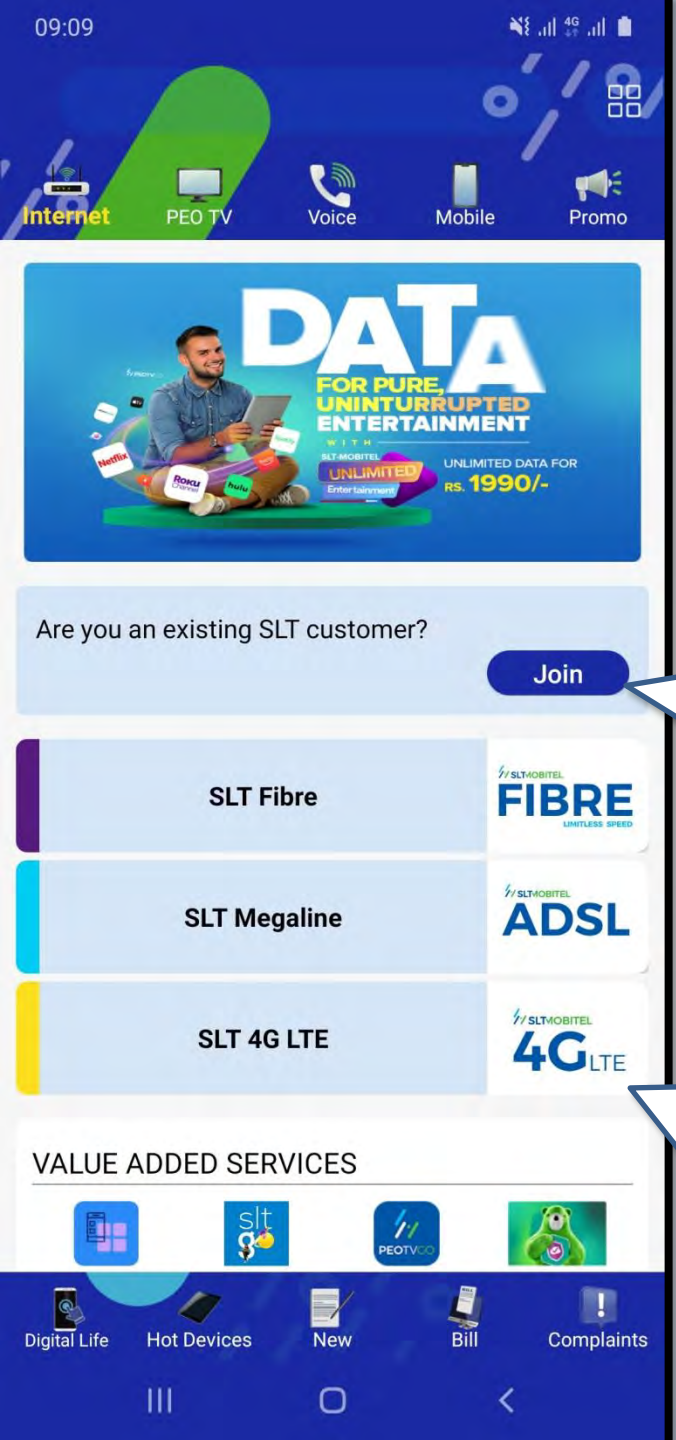
5. Click sign up

User will receive an OTP via SMS or email

This OTP number needs to be entered in the indicated area in the Application

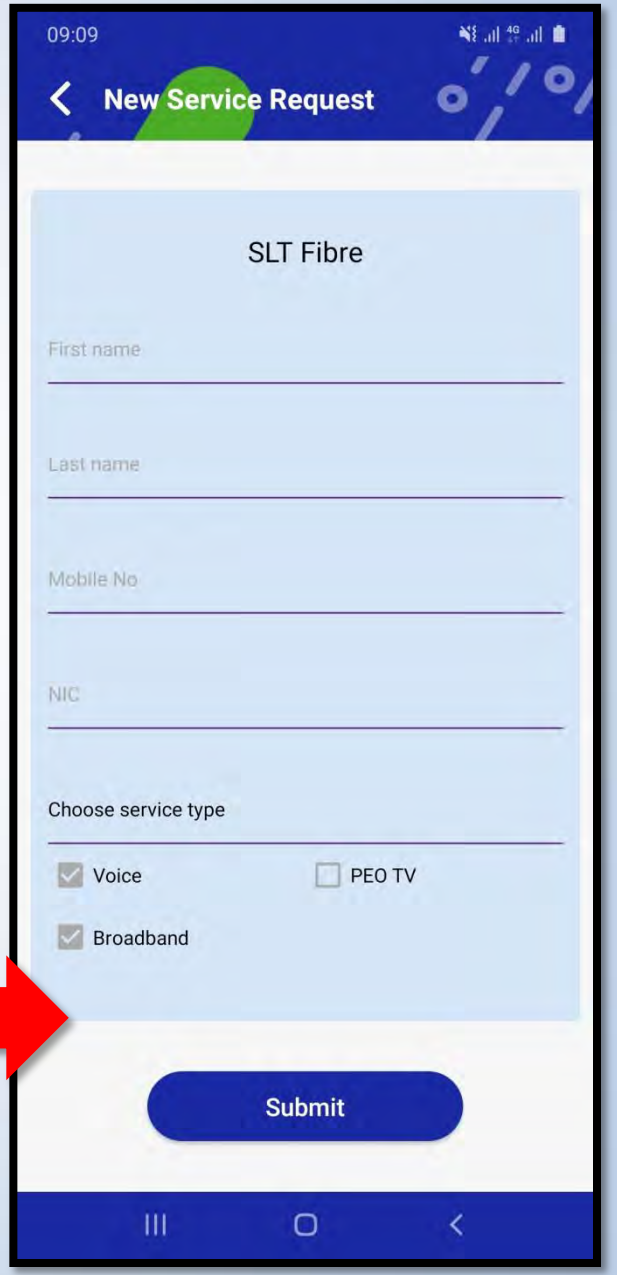


Adding the SLT Account

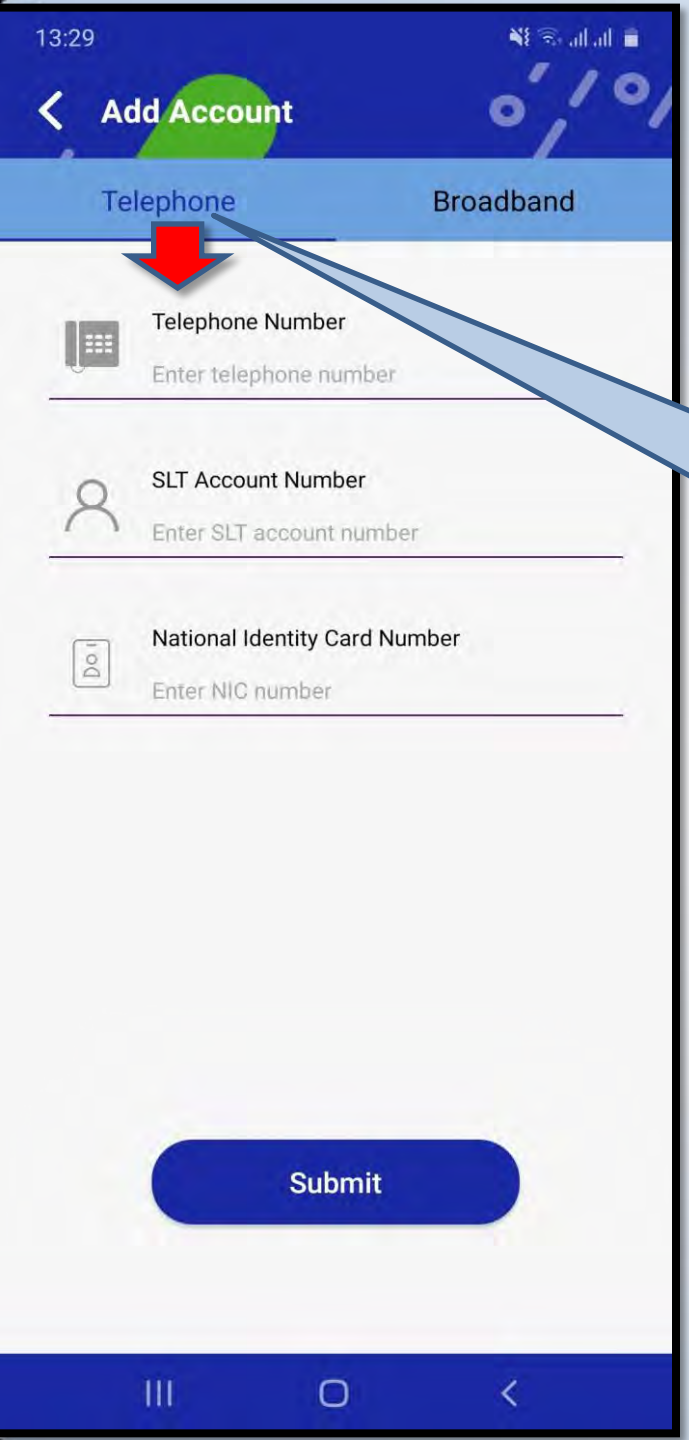


Users can add their SLT-Mobitel account by clicking "**Join**"

If the user does not have an SLT connection yet, he/she can request a new connection by clicking a preferred service

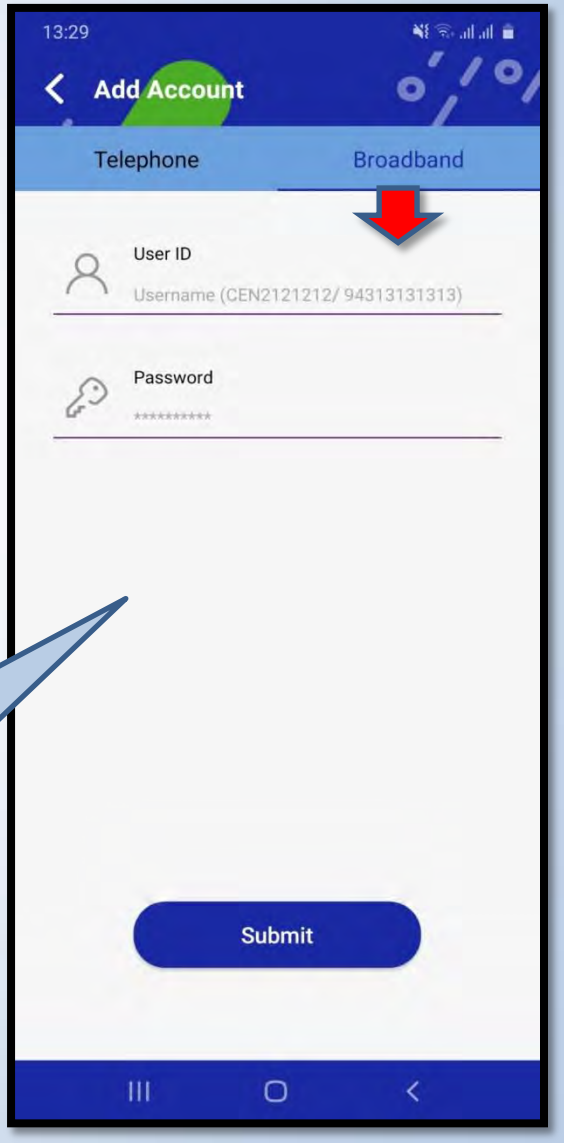


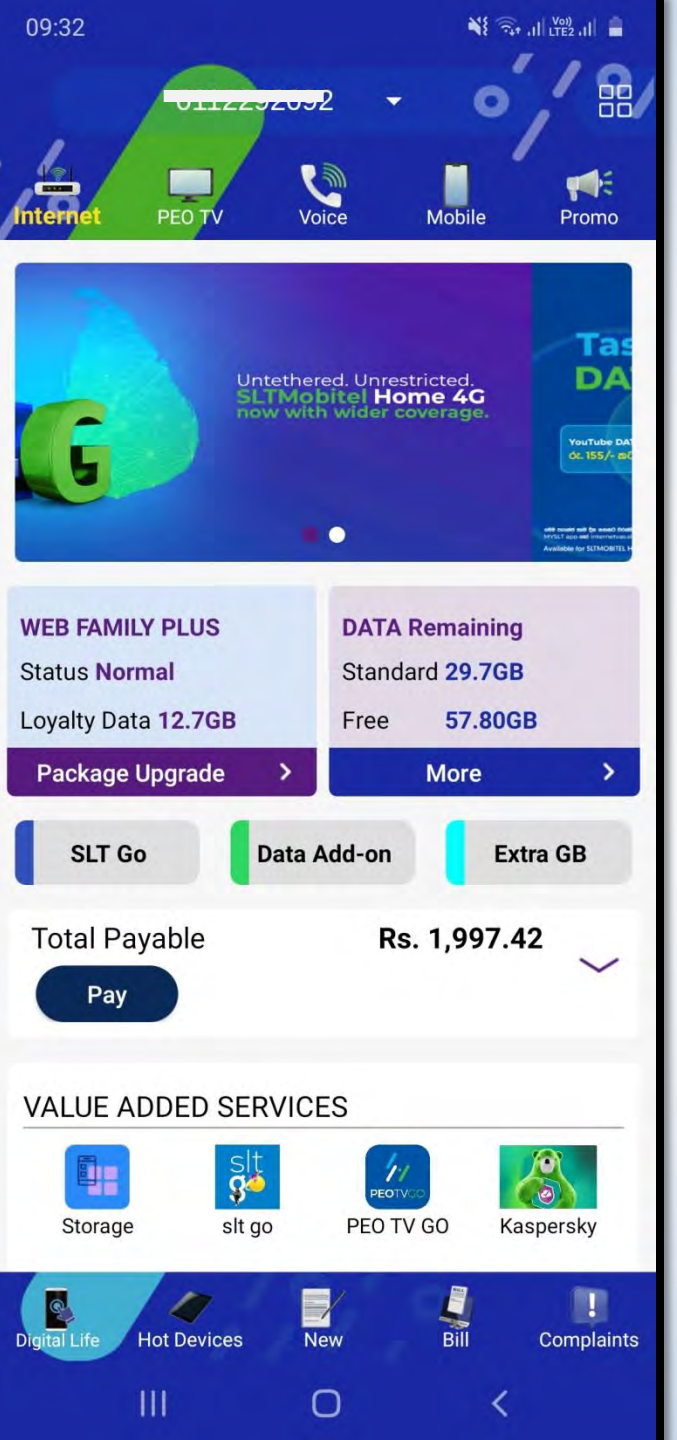
Join In Screen (Add Account)



Users can add their SLT-Mobitel account by selecting the "**Telephone**" Tab

If the user has a VAS Portal Login, he/she can add their account by selecting the "**Broadband**" tab





Home Screen

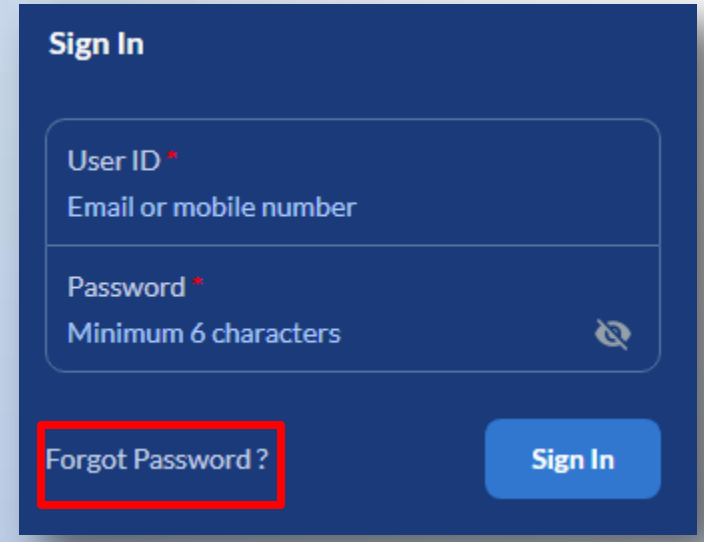
- After your SLT-Mobitel account is added, you will be able to see details of your account under different tabs. (Internet , PEO TV , Voice ..etc.)
- How to use MySLT App ?

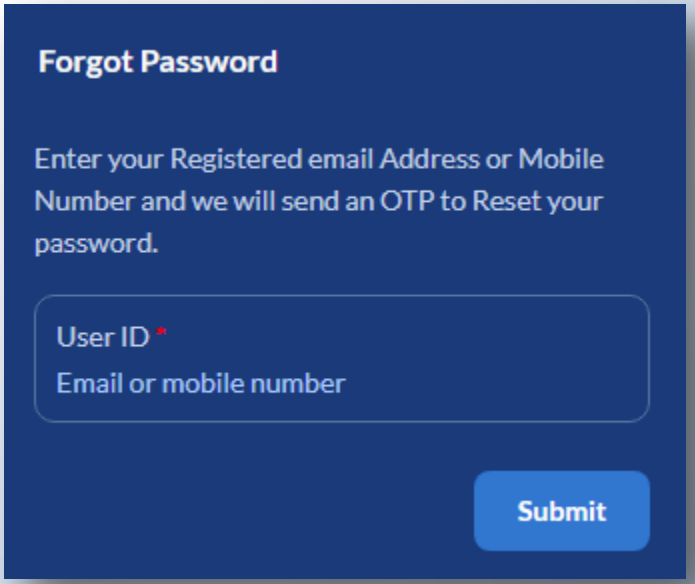
Special Notes

- Once the Sign up and the SLT account addition is completed, the App stays logged in continuously. You don't have to log in again.
- But if in case you get logged out, or if you are trying to log in again due to re-installing the app;
  - You can Sign In via the credentials you used during the first sign up.

  Eg; email address, mobile number and password, or Google/Facebook login.

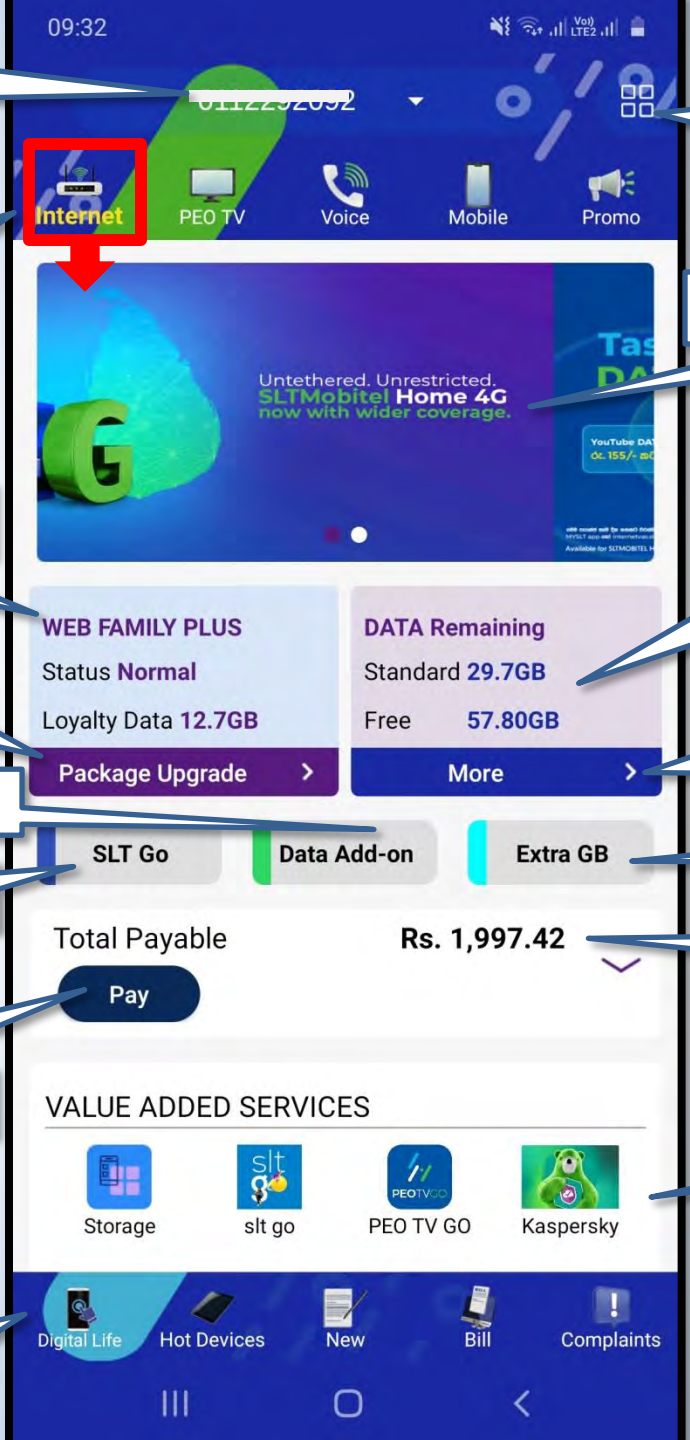
If you cannot remember the login details, you can use the "Forgot Password" option to get a new password by entering the email address or mobile number that was used during the sign up.





How to use MySLT App?

Internet Tab



Connection Number Display & Add Account

Service selection tabs

Main Menu

Promotion Banner

Internet Package details

Summary of Available Data

Package Upgrade Requests

Data Add On Requests

Re-directs to SLT GO App

Directs to SLT Broadband App details (More details of Usage)

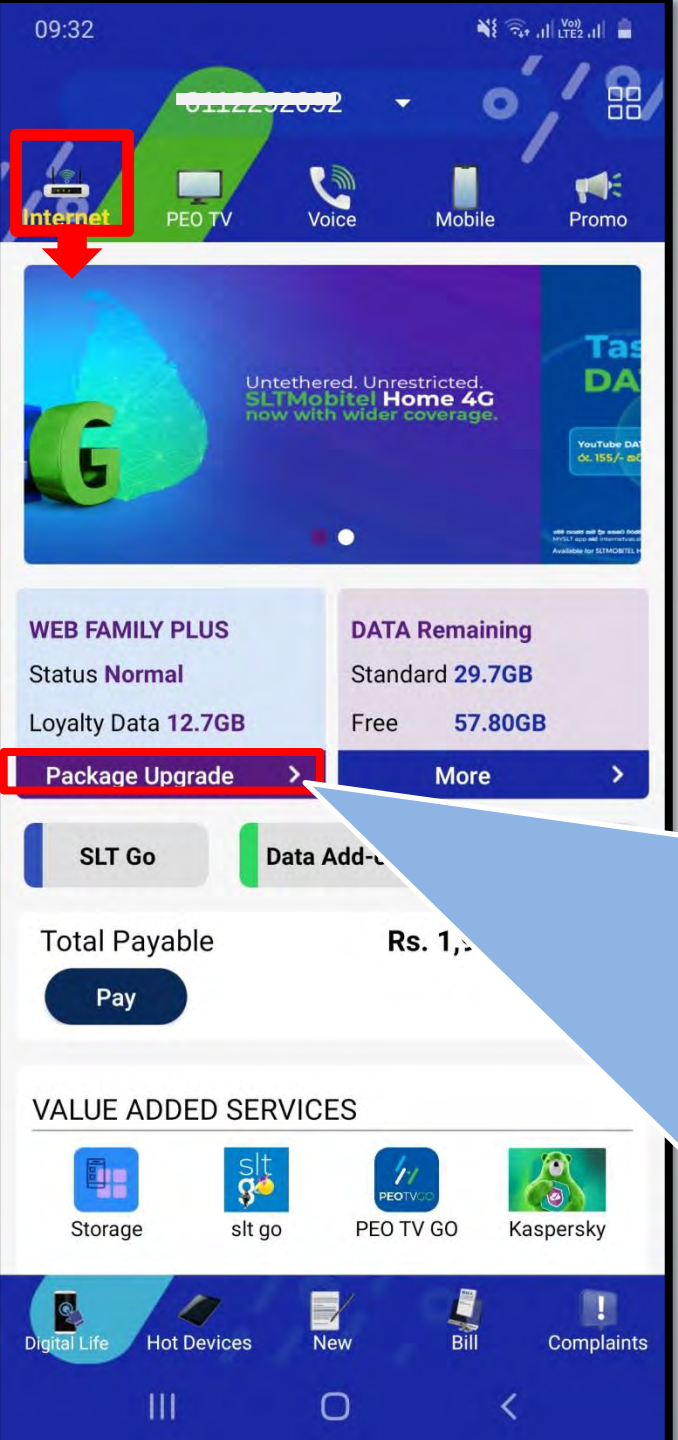
Extra GB Requests

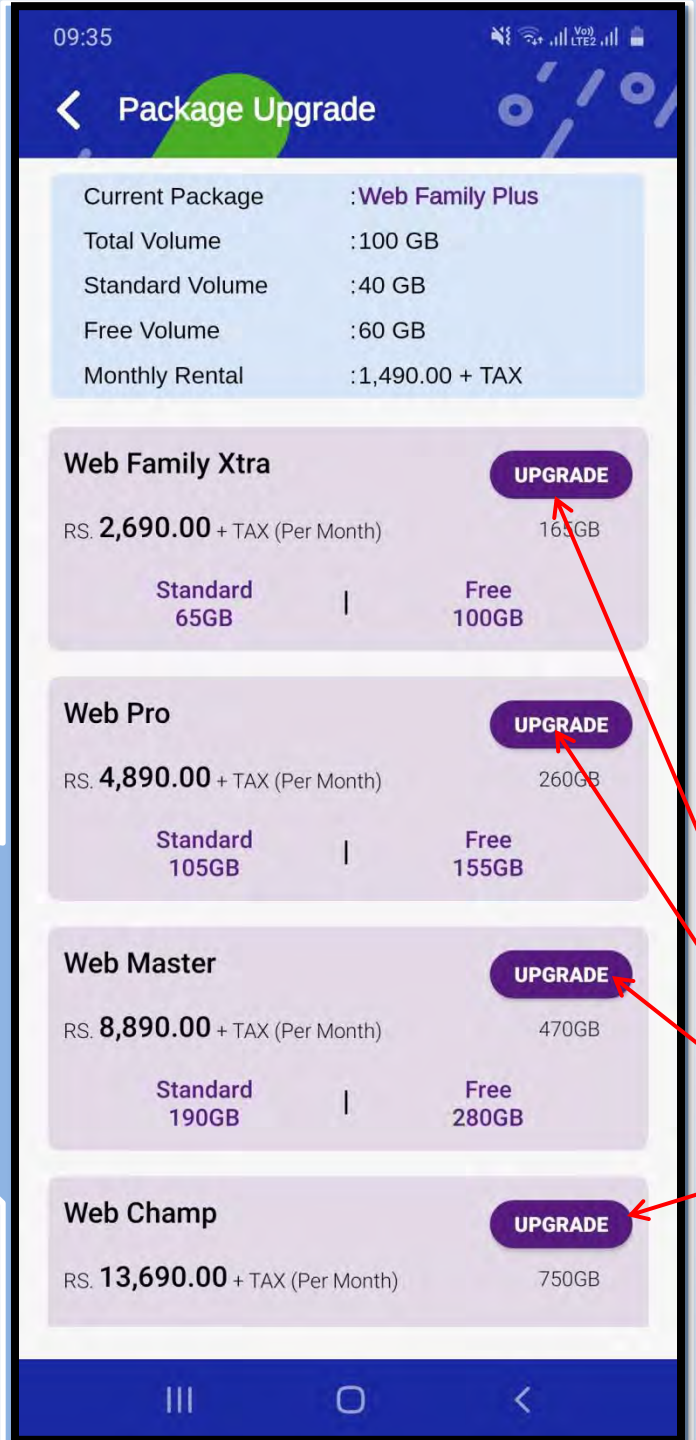
Bill Balance summary

For Online payments

Value added Service tabs (Directs to relevant App or URL)

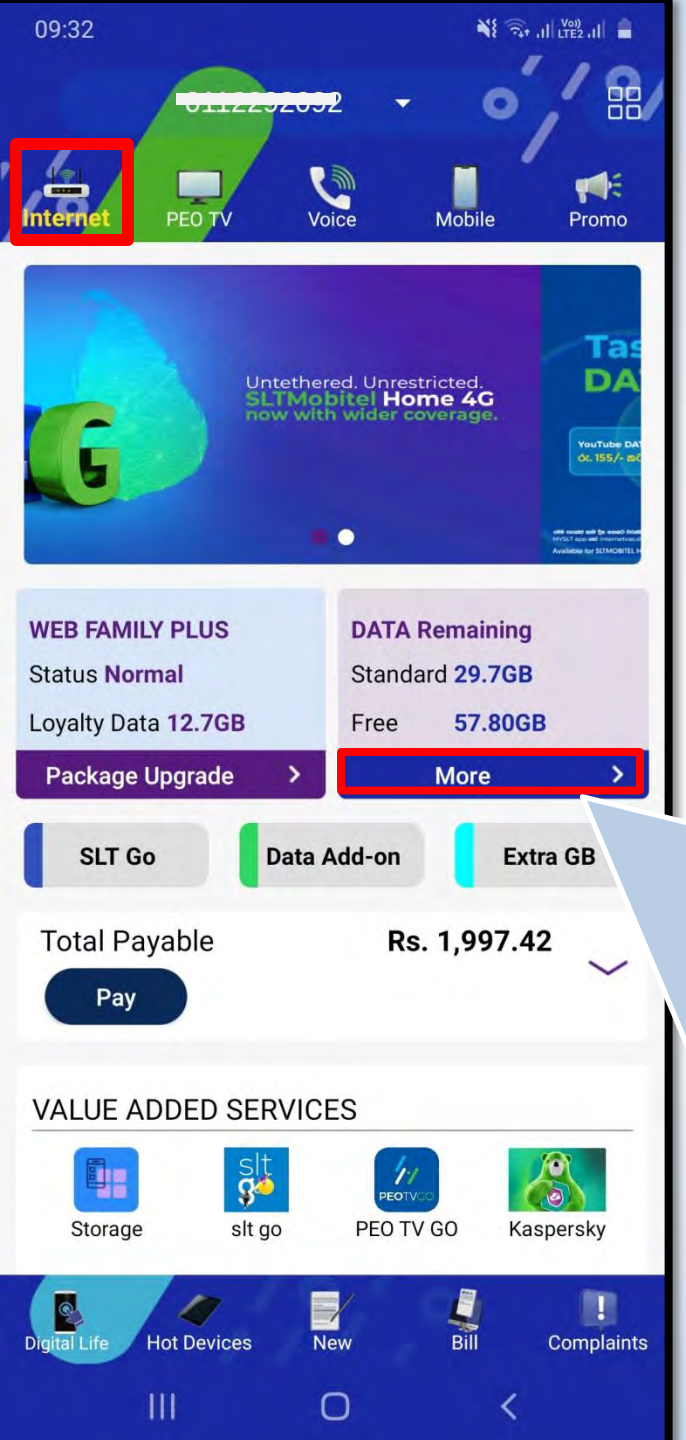
Quick Launch icons

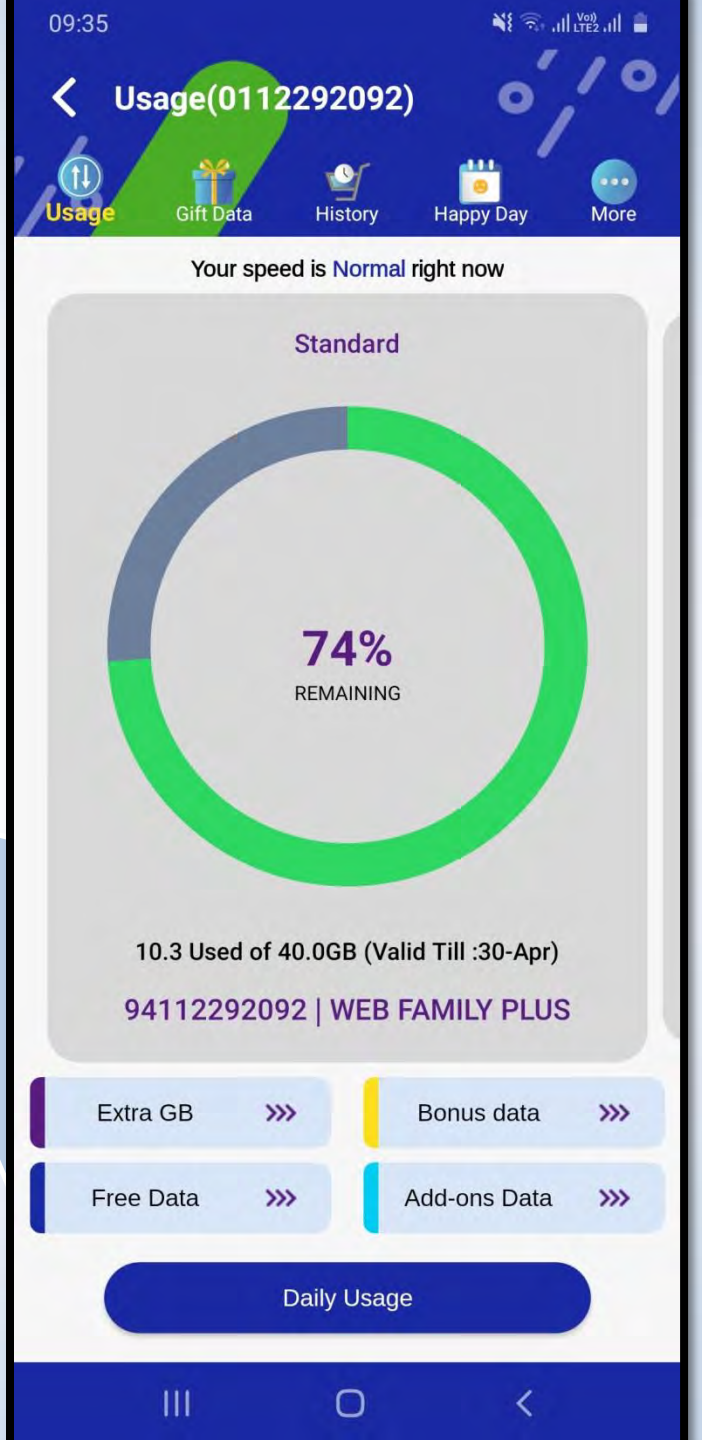




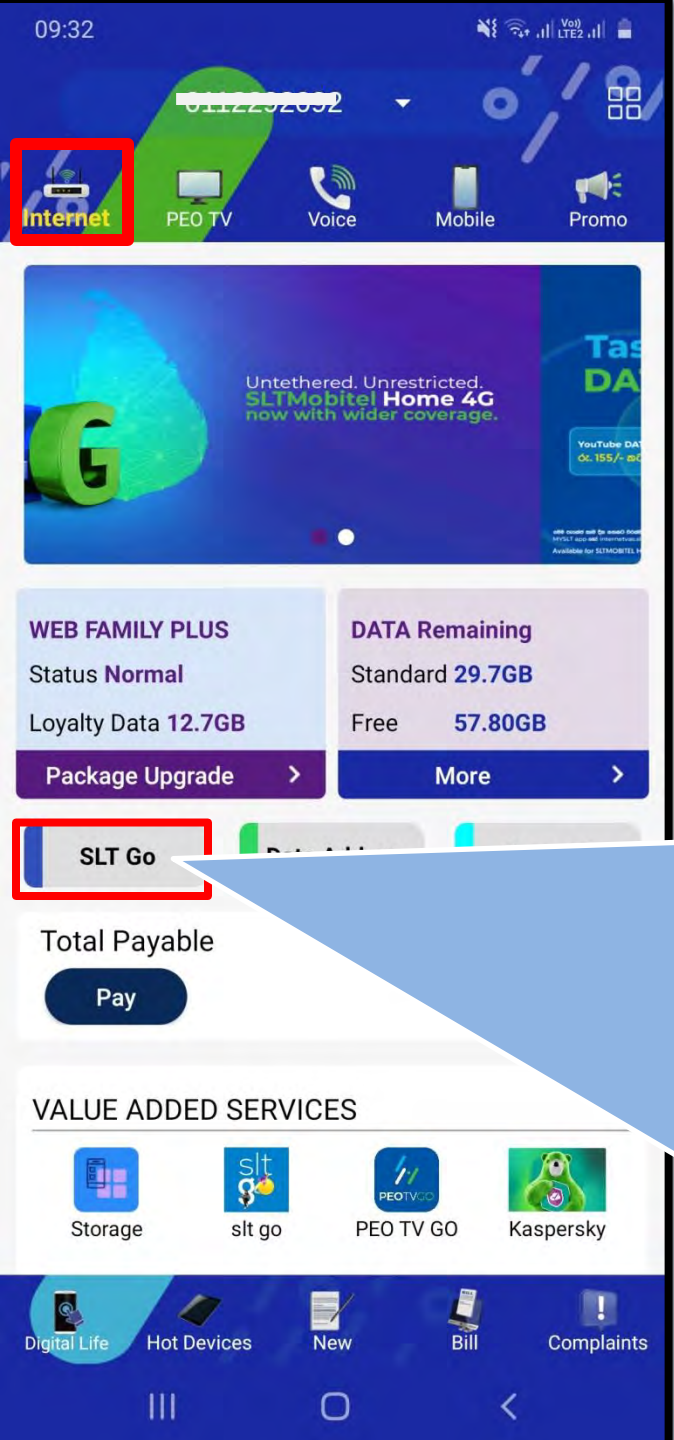
By Selecting <u>Package Upgrade</u>, Users can view existing package details and other package details as well.

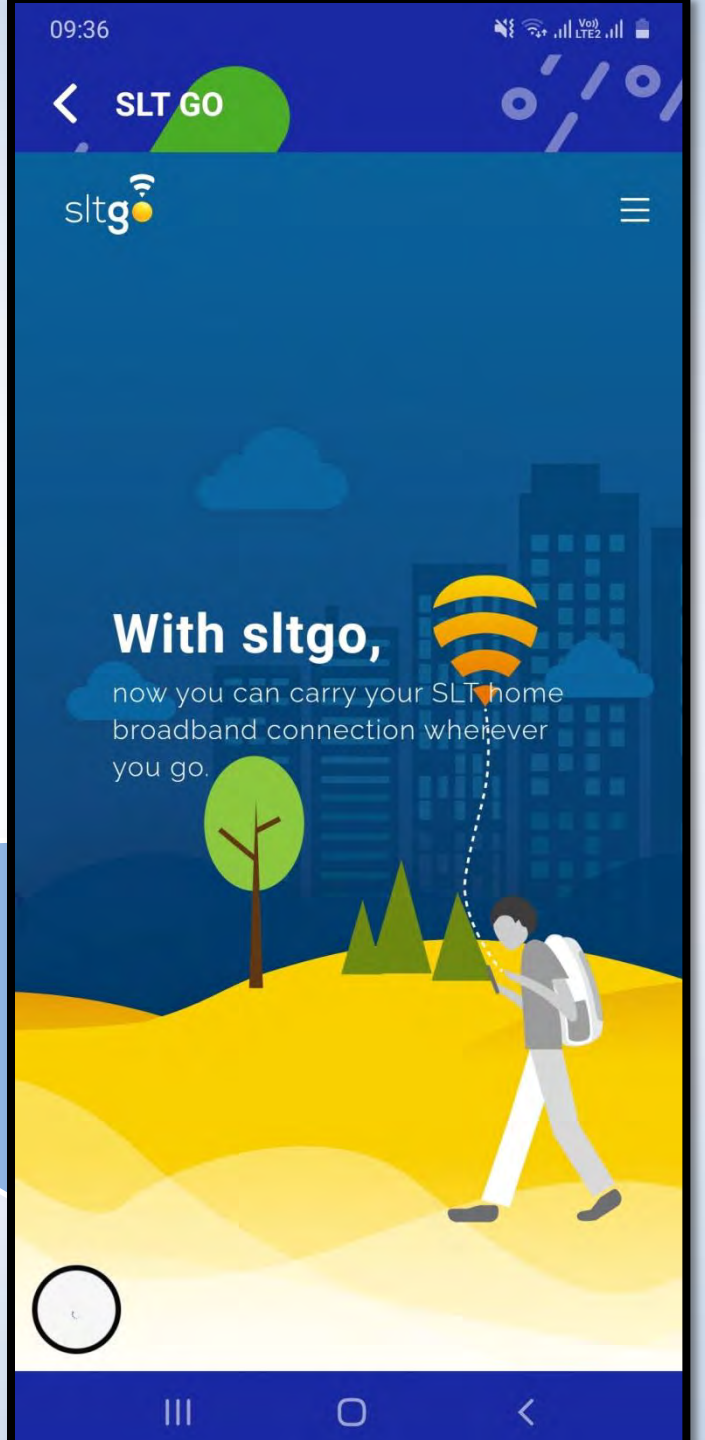
He/She can send a request to change the current package by selecting "<u>Upgrade</u>"



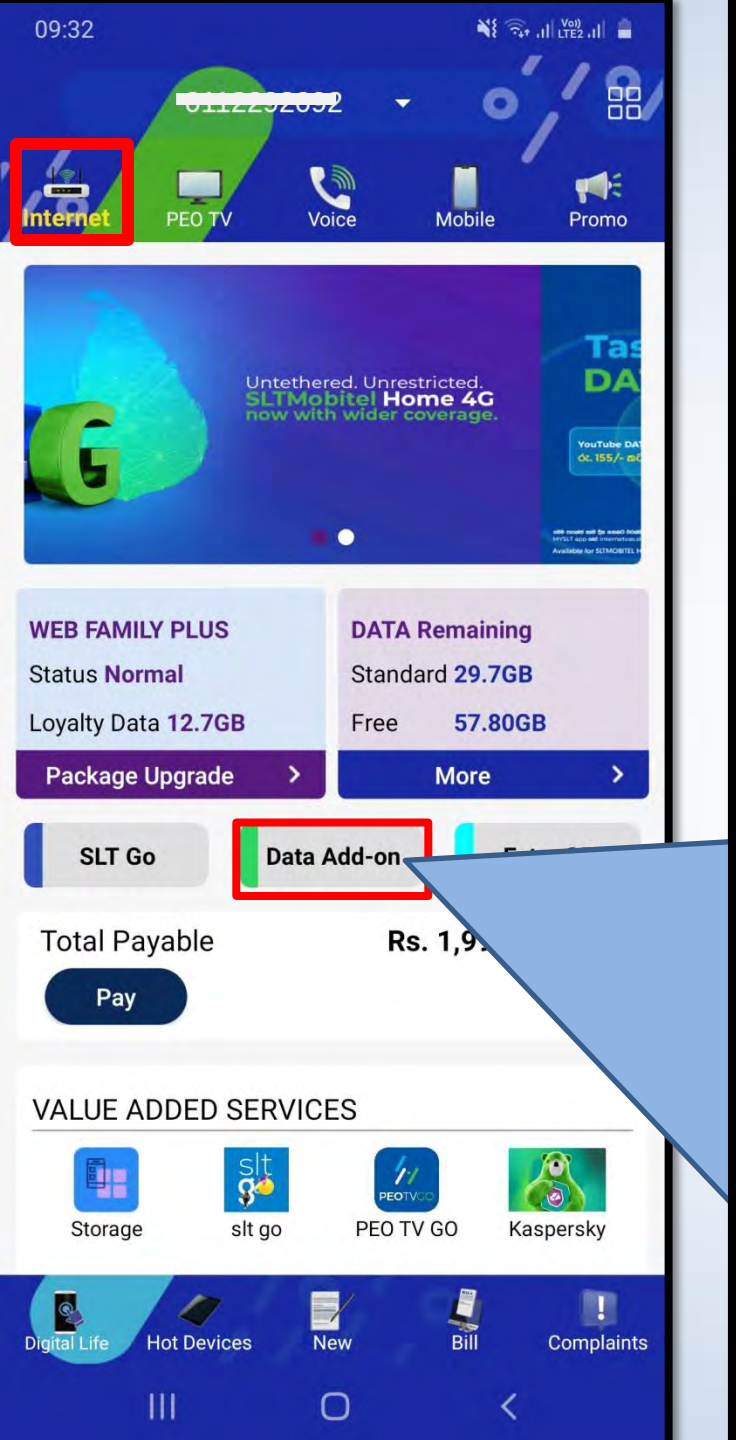


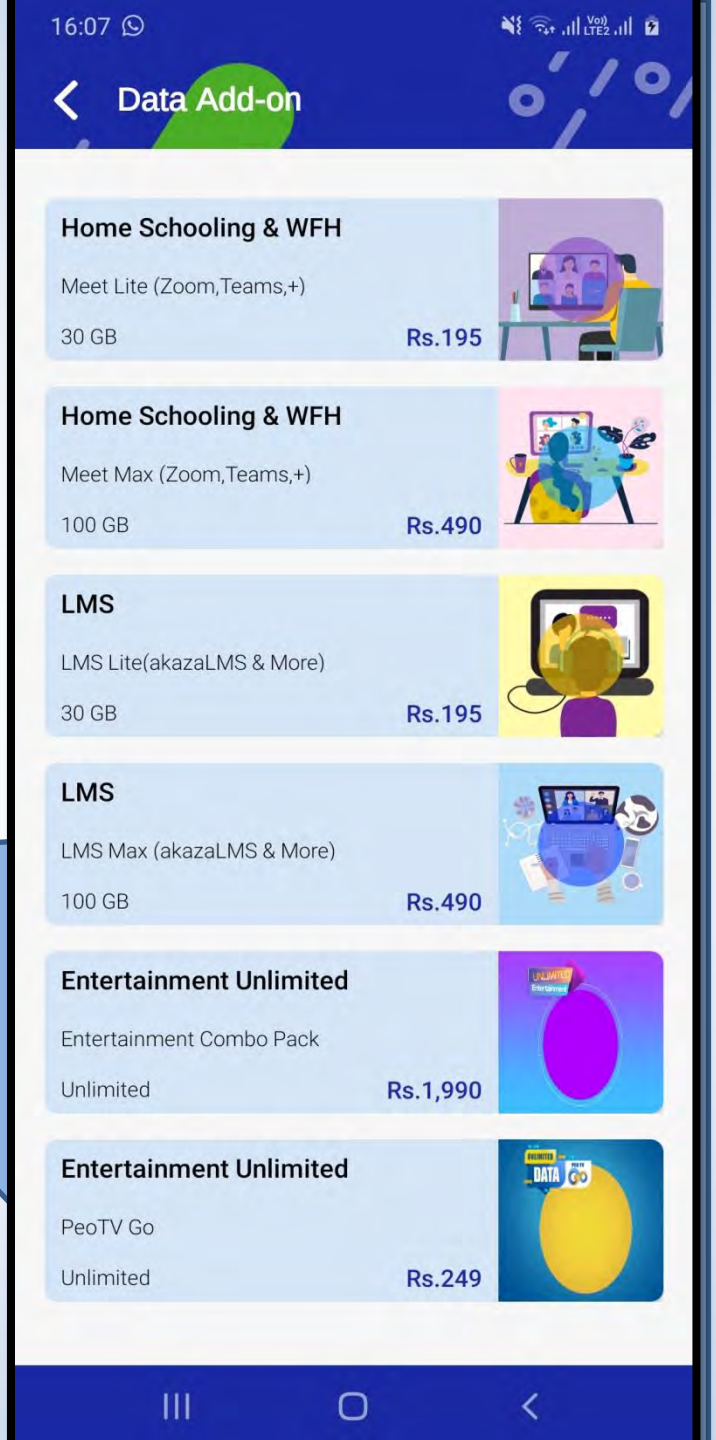
When selecting "More" Under Data Remaining, it directs to a window that shows Users Internet Usage in More Detail. (Details that are usually available in the SLT Broadband App)



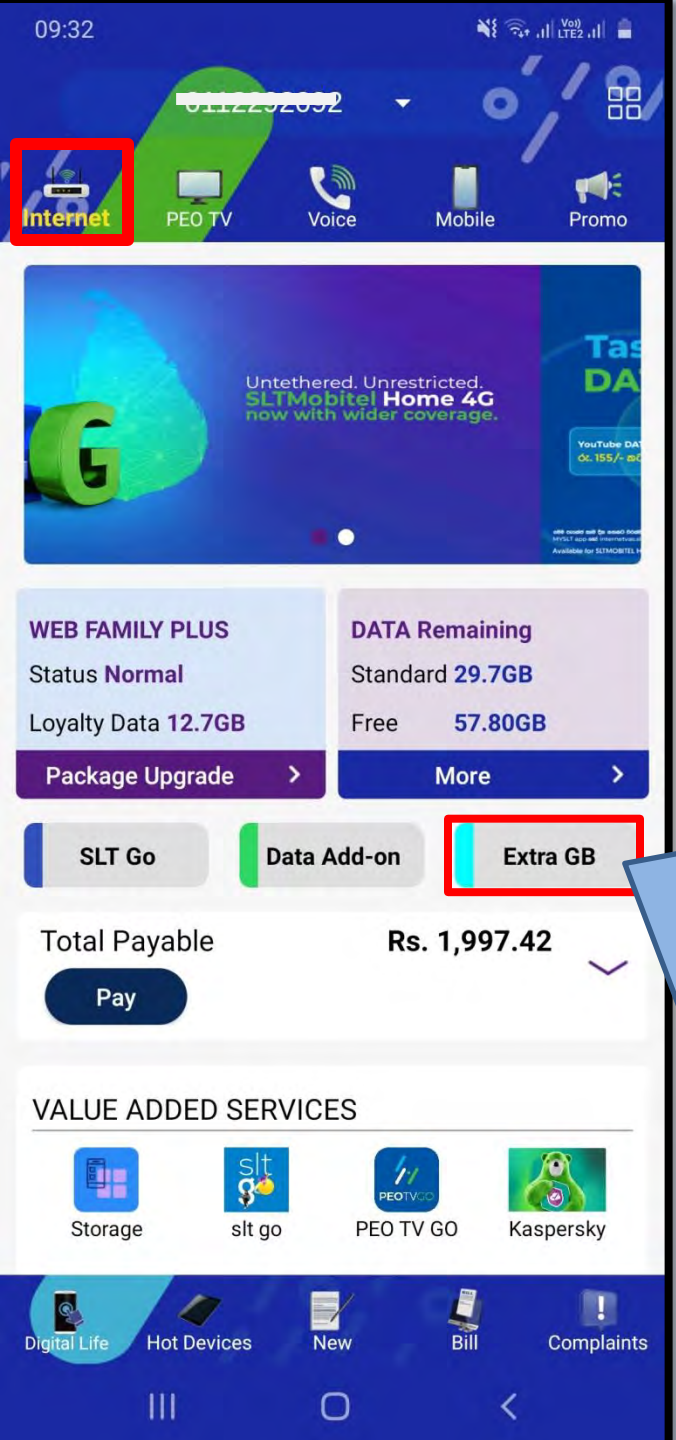


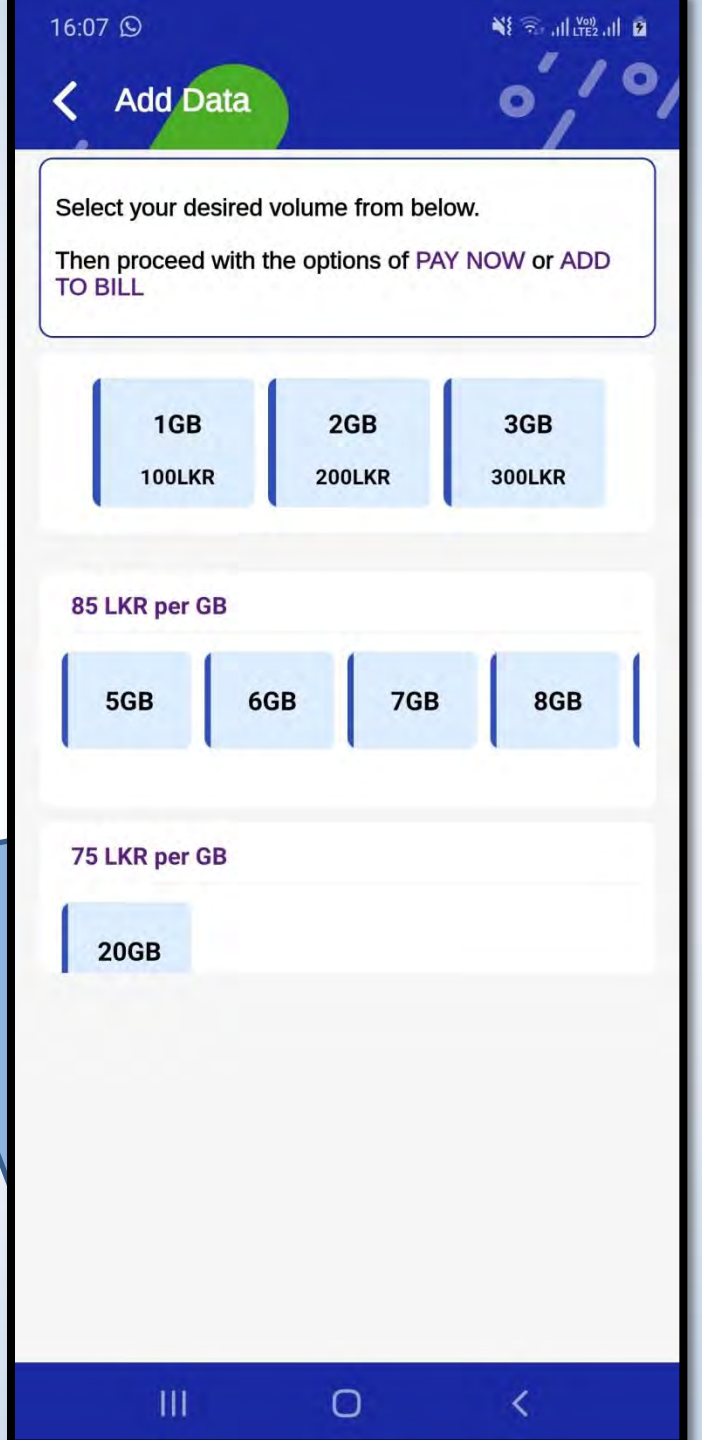
Directs to SLT GO App


09:32
Internet
PEO TV
Voice
Mobile
Promo
Untethered. Unrestricted.
SLTMobitel Home 4G
now with wider coverage.
WEB FAMILY PLUS
Status Normal
Loyalty Data 12.7GB
DATA Remaining
Standard 29.7GB
Free 57.80GB
Package Upgrade
More
SLT Go
Data Add-on
Total Payable
Pay
VALUE ADDED SERVICES
Storage
slt go
PEO TV GO
Kaspersky
Digital Life
Hot Devices
New
Bill
Complaints

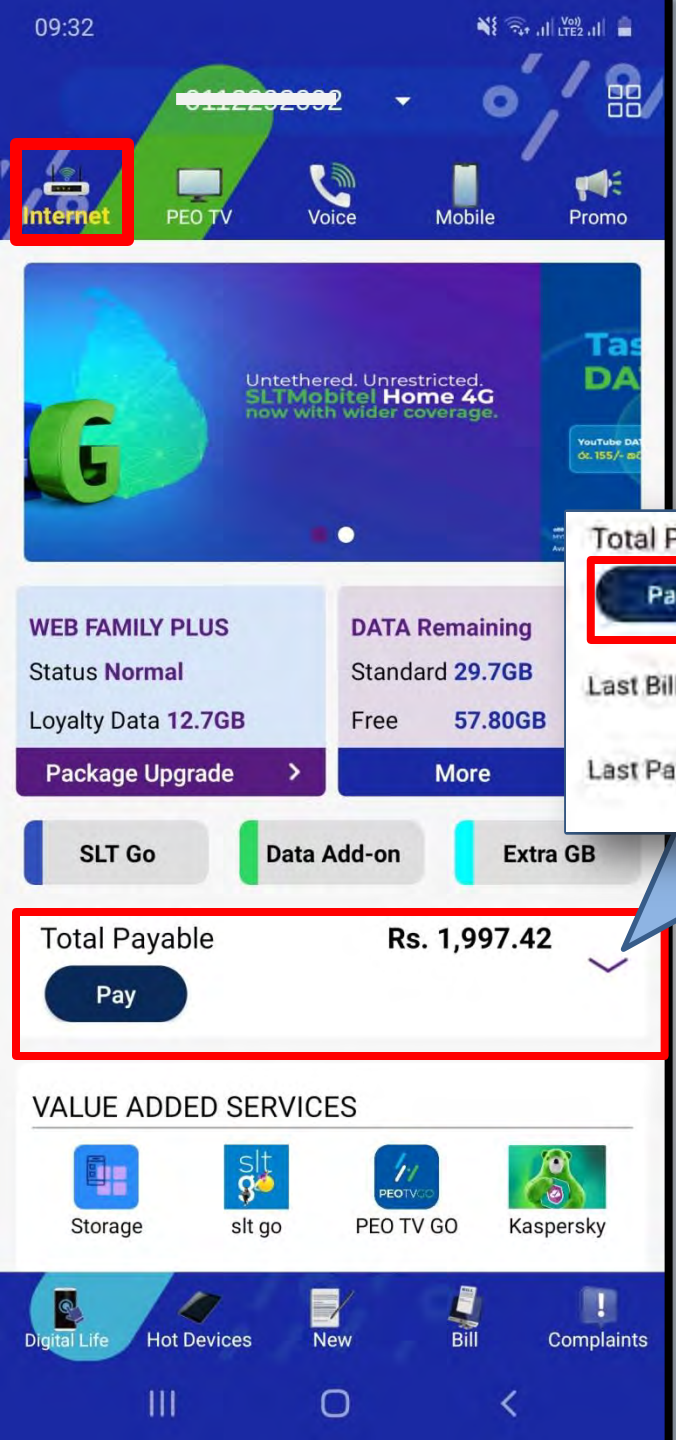

16:07
Data Add-on
Home Schooling & WFH
Meet Lite (Zoom,Teams,+)
30 GB
Rs.195
Home Schooling & WFH
Meet Max (Zoom,Teams,+)
100 GB
Rs.490
LMS
LMS Lite(akazaLMS & More)
30 GB
Rs.195
LMS
LMS Max (akazaLMS & More)
100 GB
Rs.490
Entertainment Unlimited
Entertainment Combo Pack
Unlimited
Rs.1,990
Entertainment Unlimited
PeoTV Go
Unlimited
Rs.249

Data Add Ons

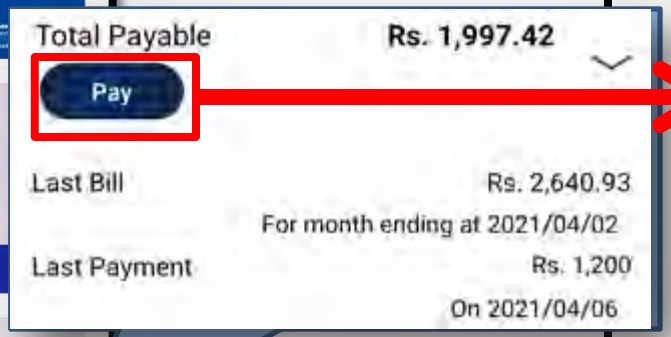


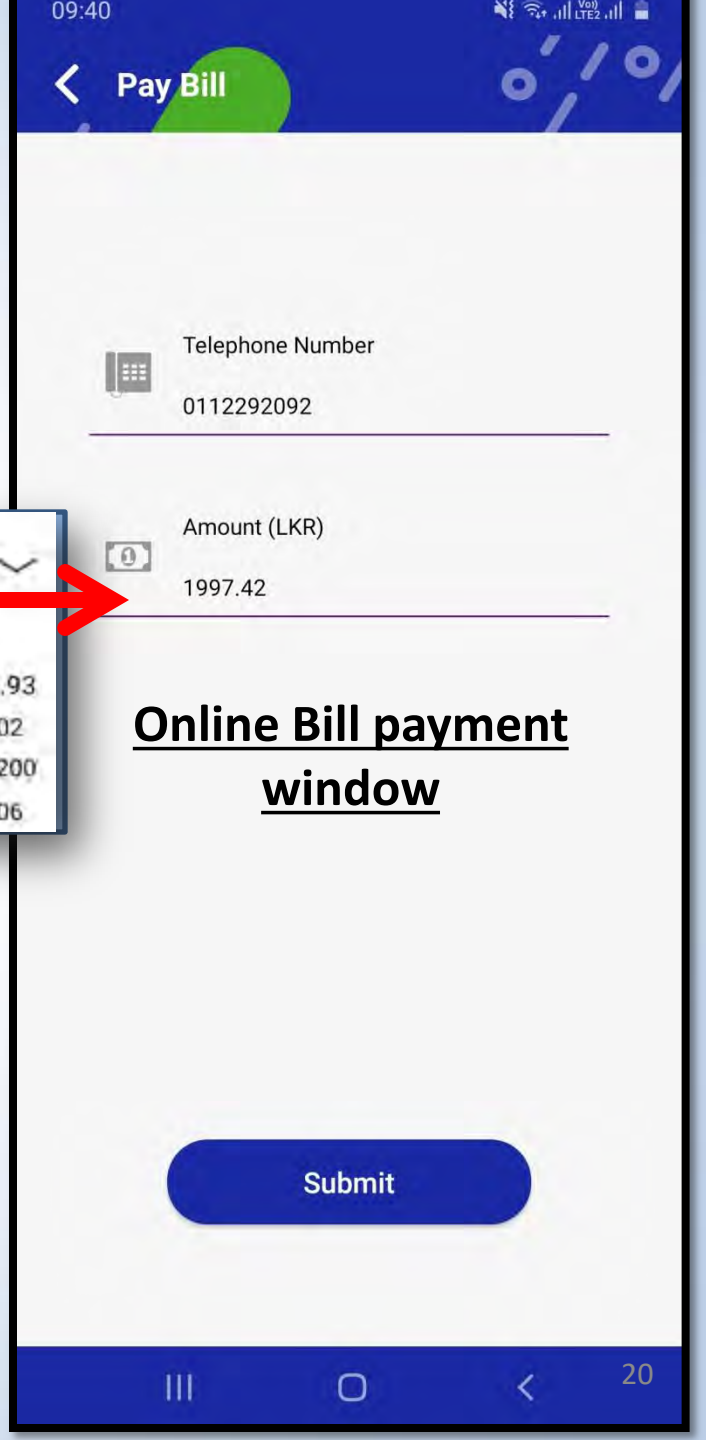


Extra GB Additions

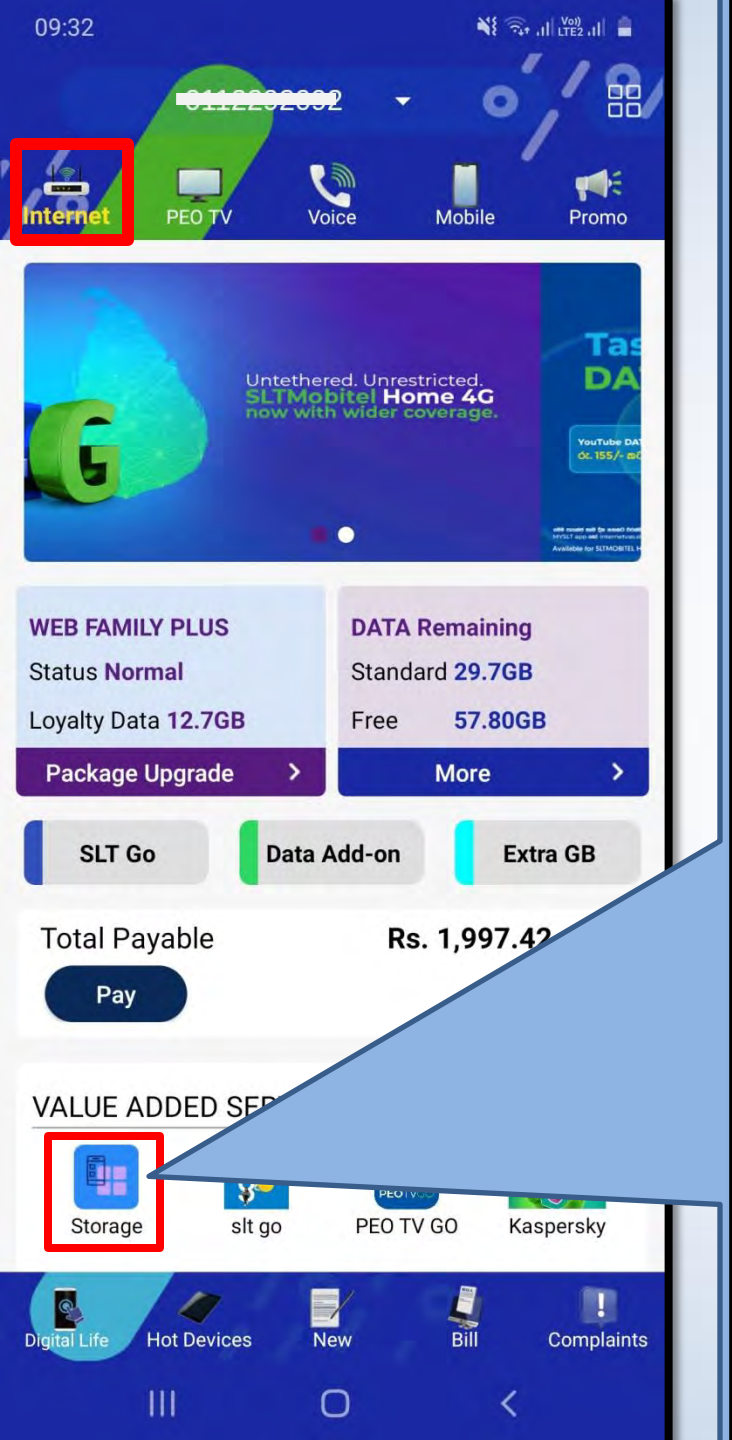


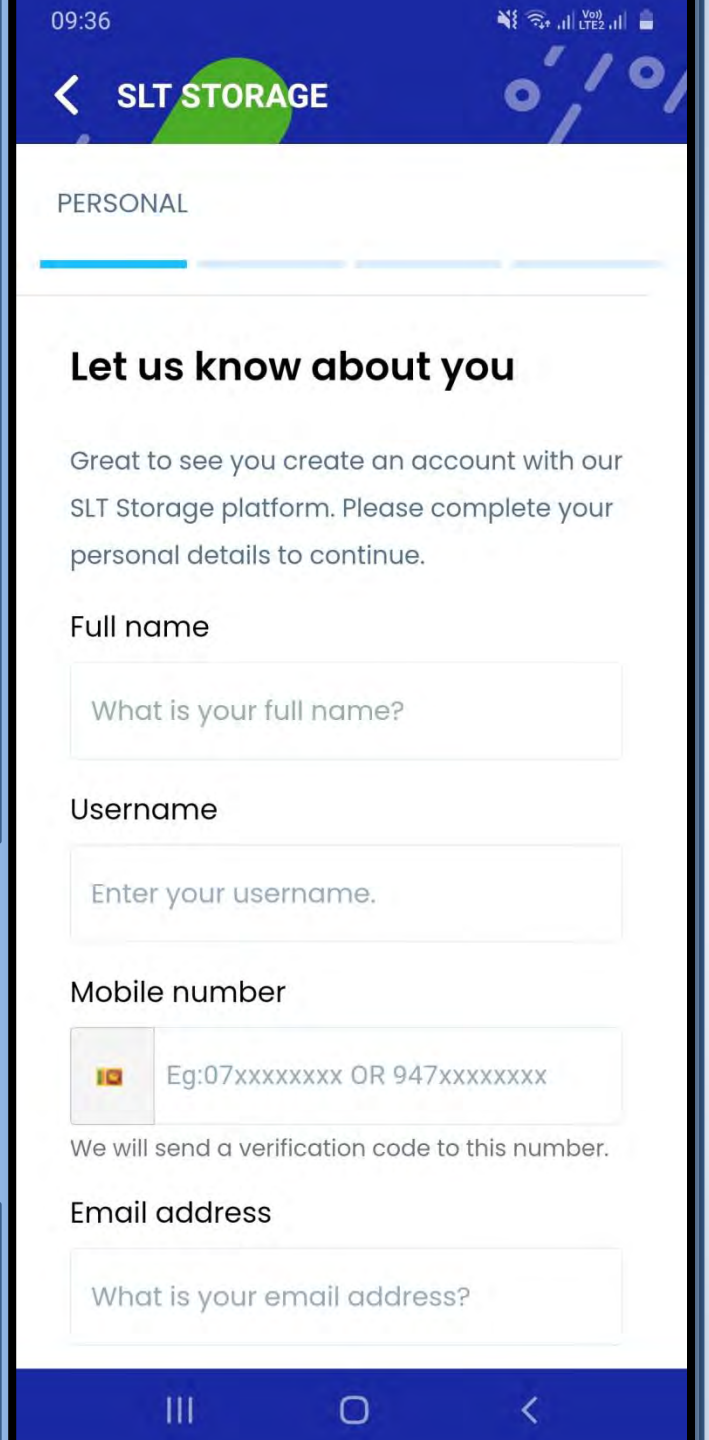
Expanded Bill Summary



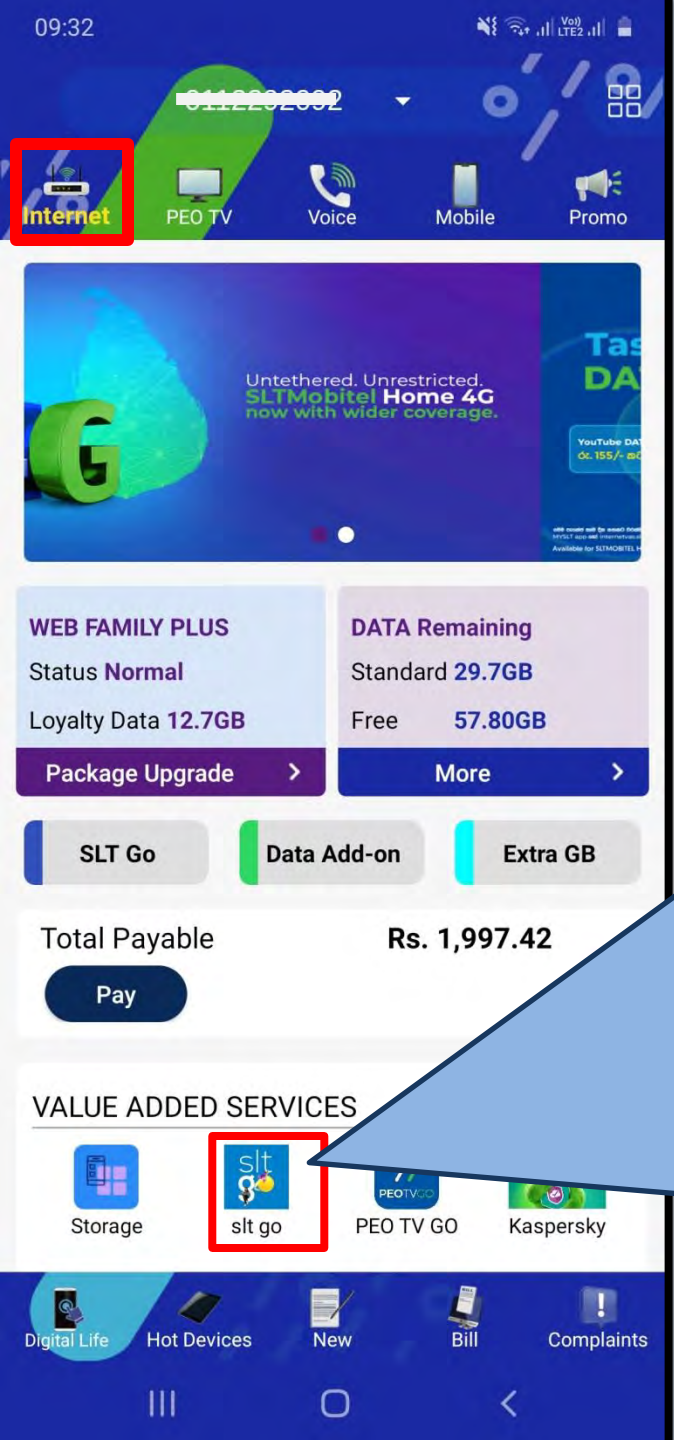


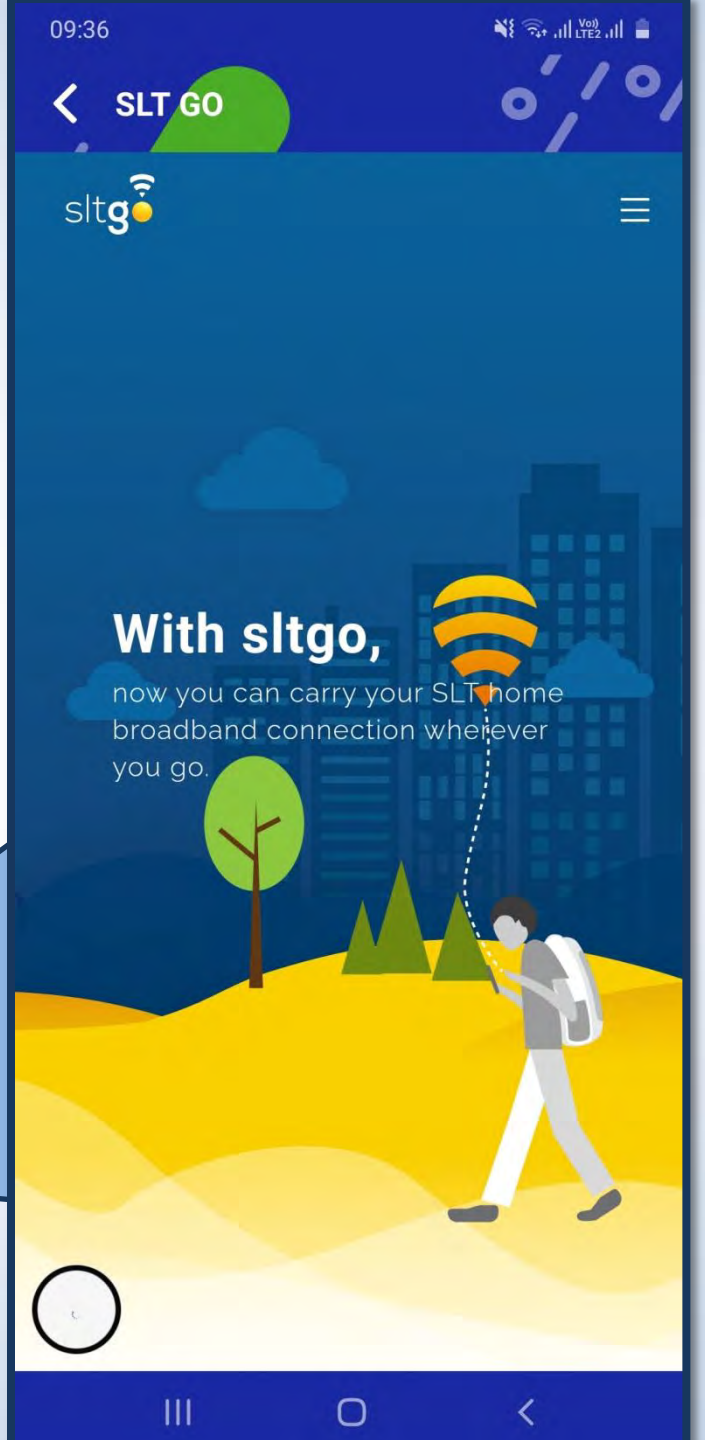
Online Bill payment window



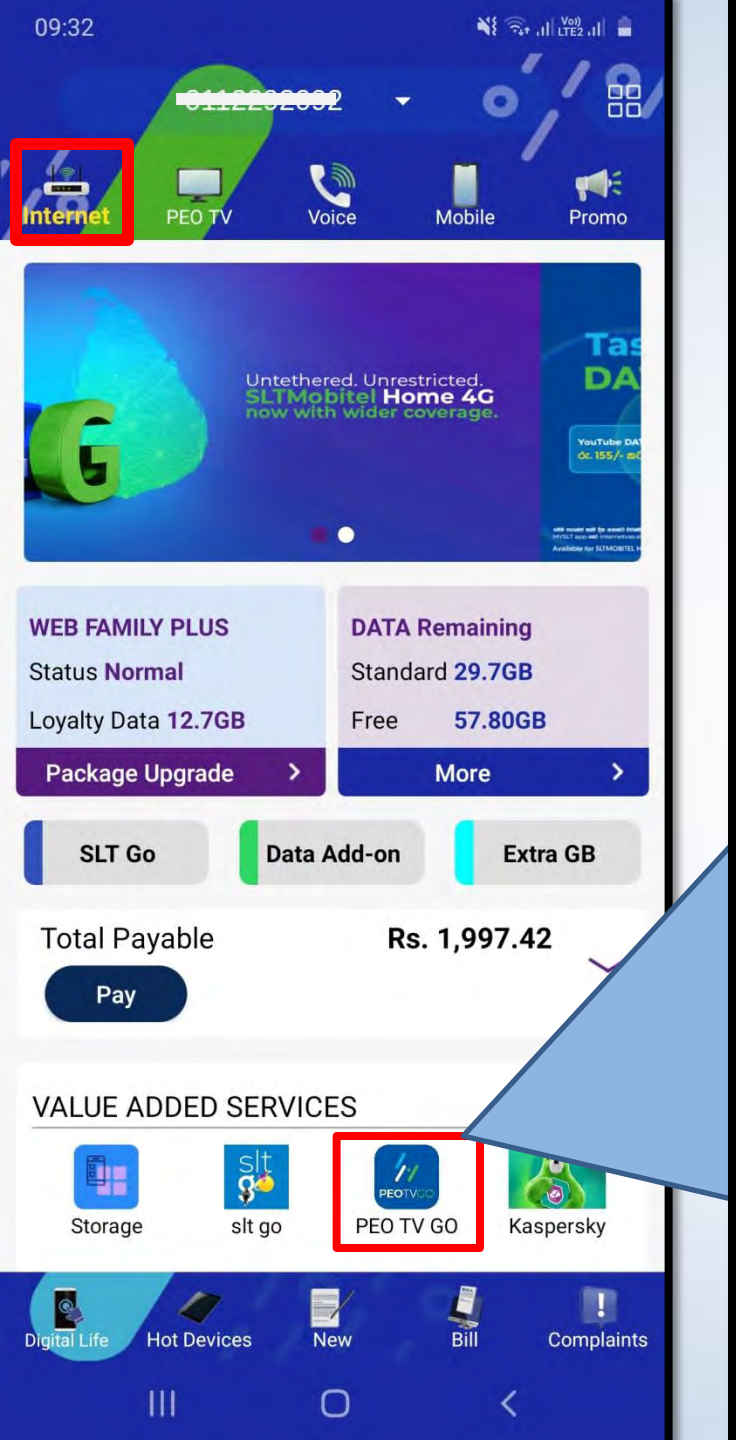


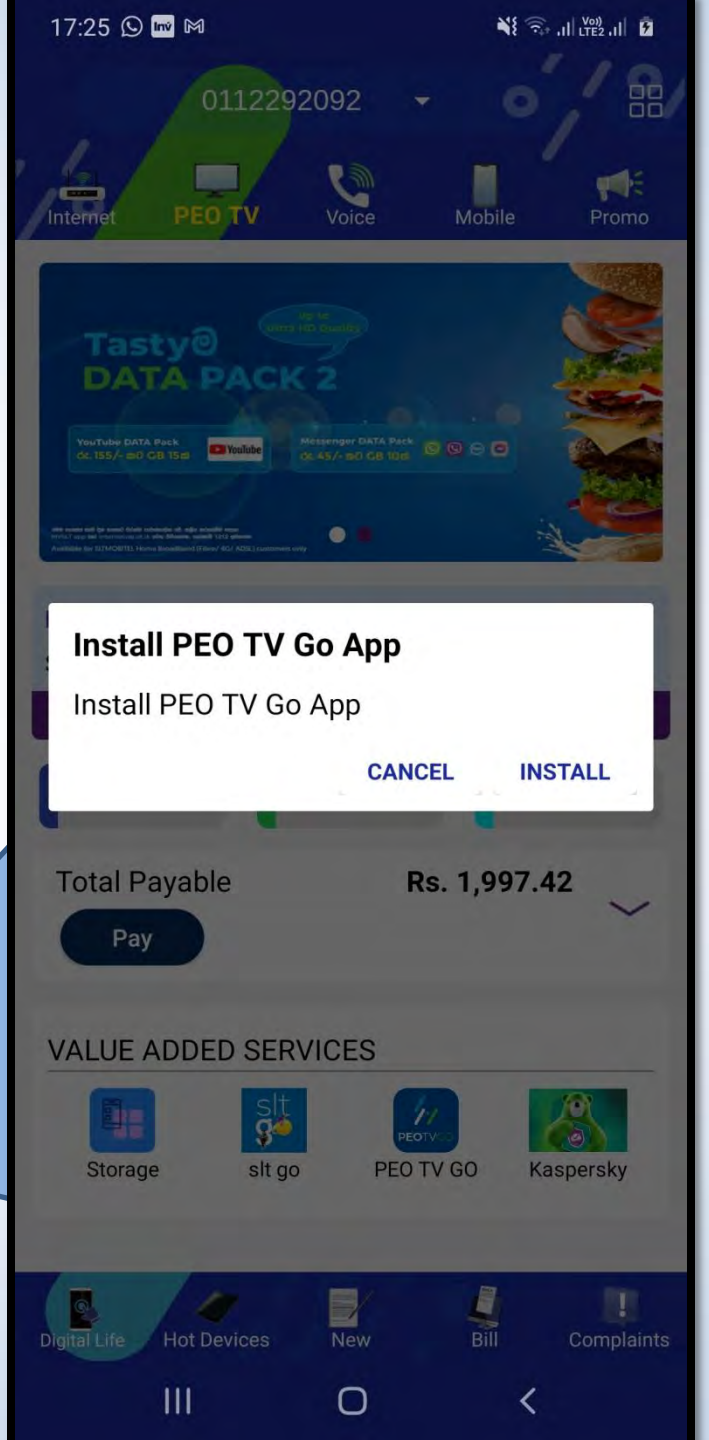
Directs to SLT Storage Registration window





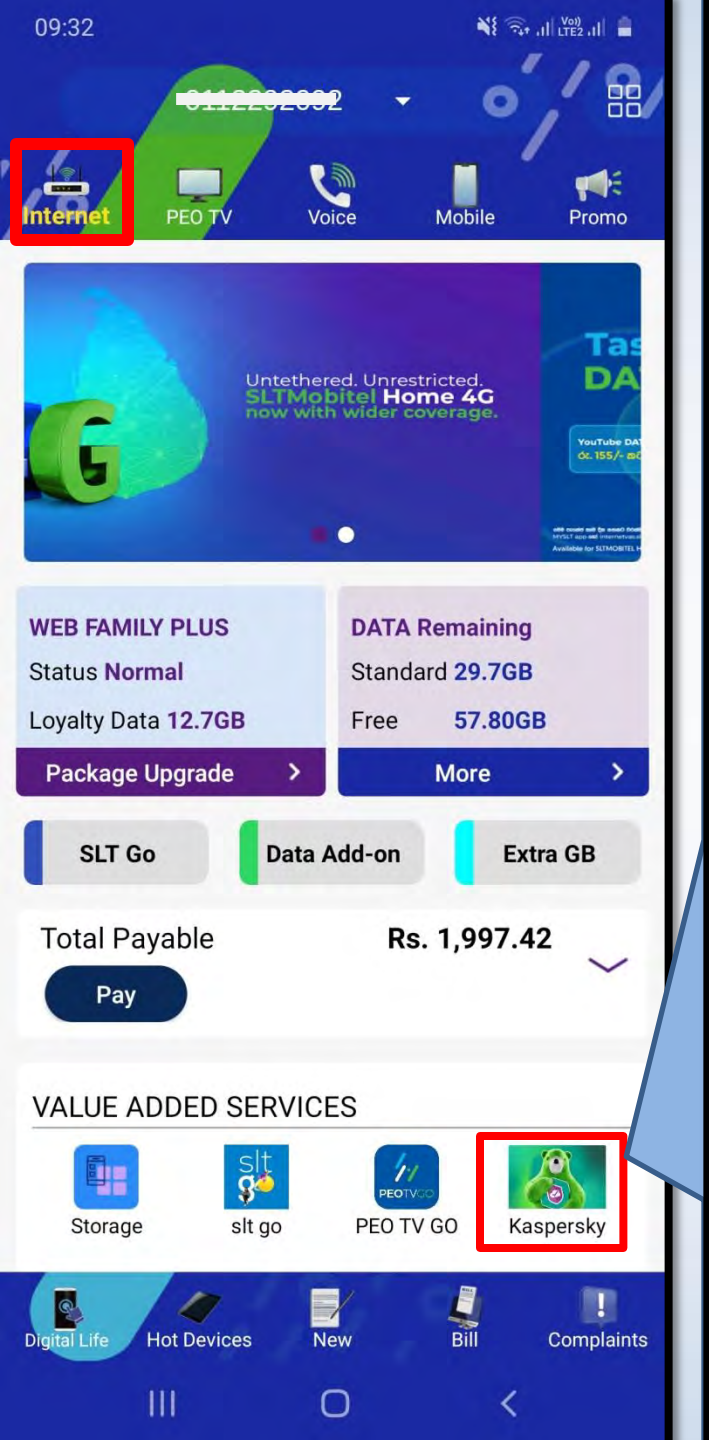
Directs to SLT GO App

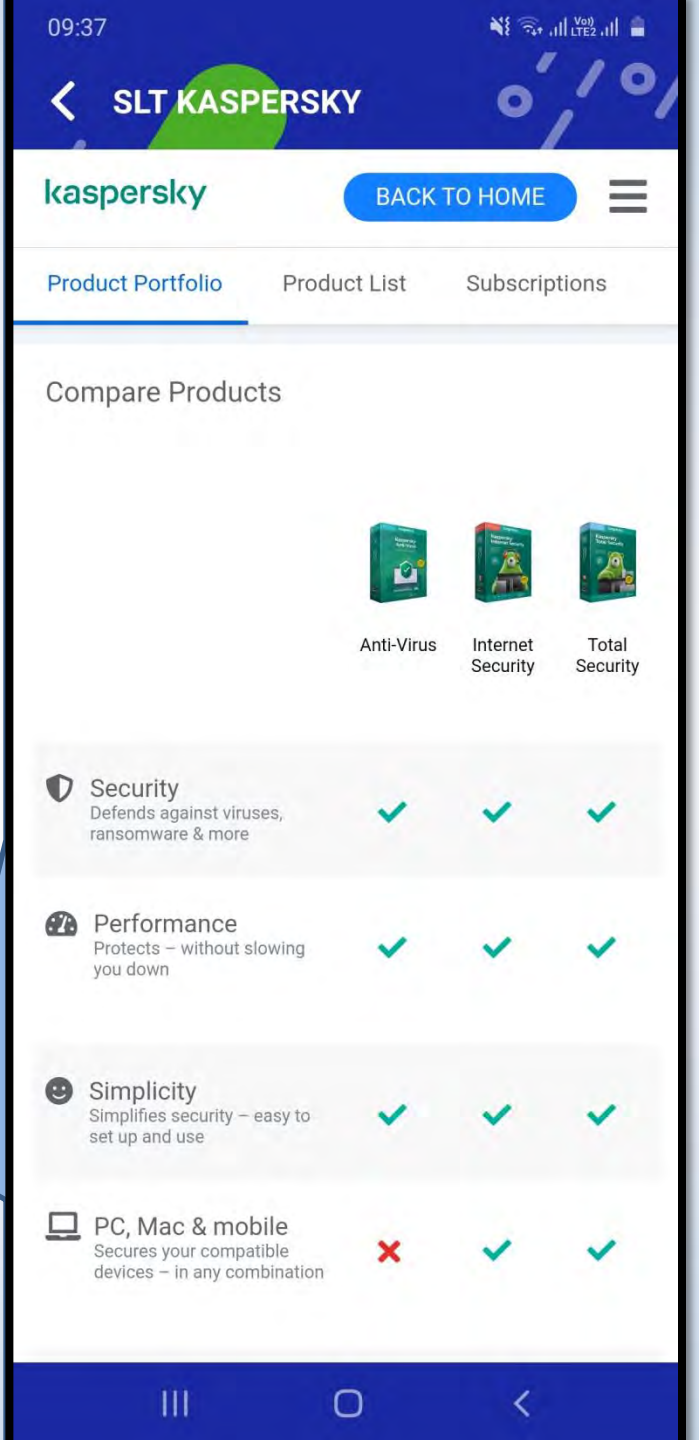




Directs to PEO TV GO App

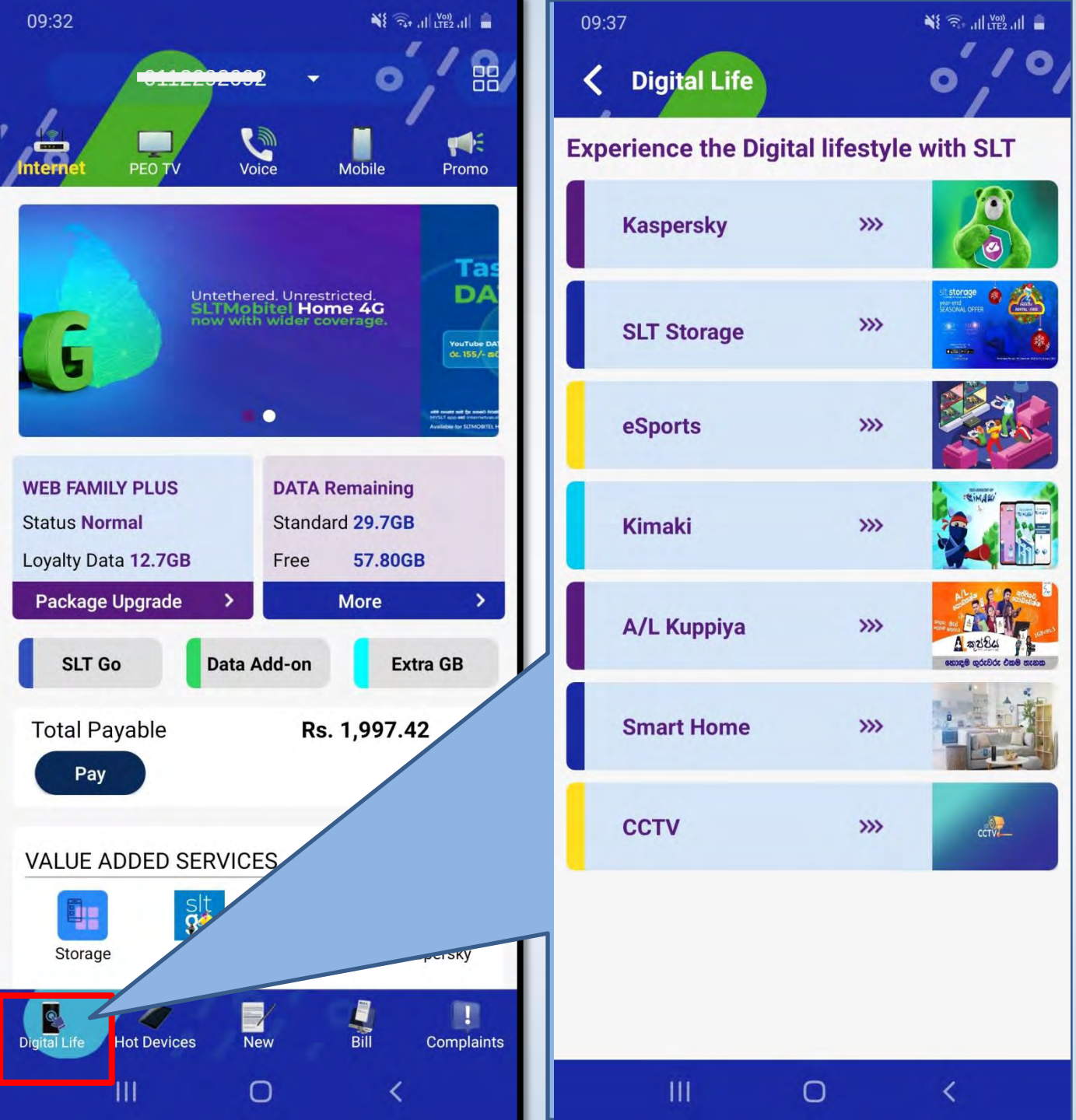
If PEO TV GO App is not already installed, it will direct to install App



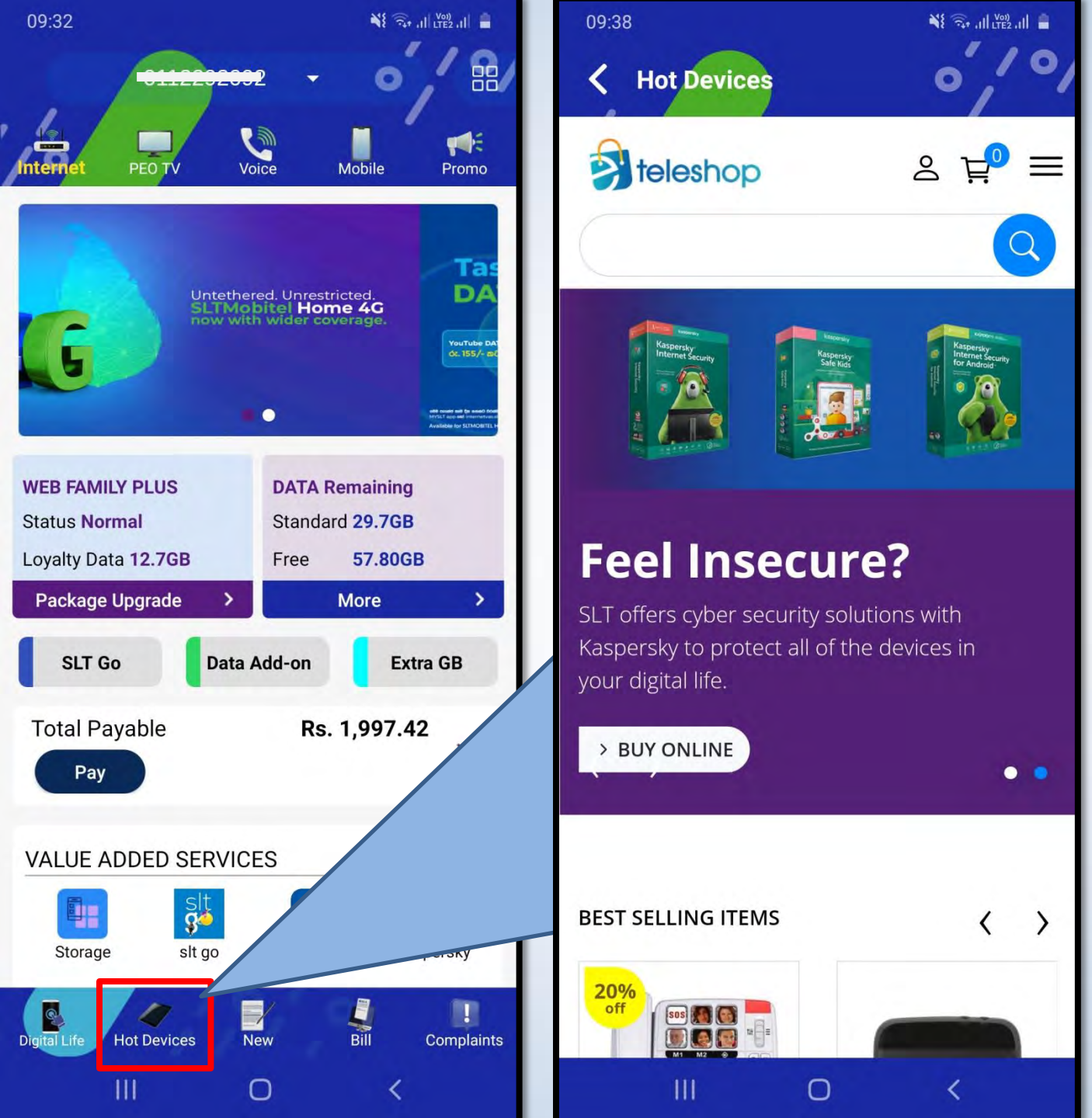


Directs to Kaspersky Anti-Virus Software registration window

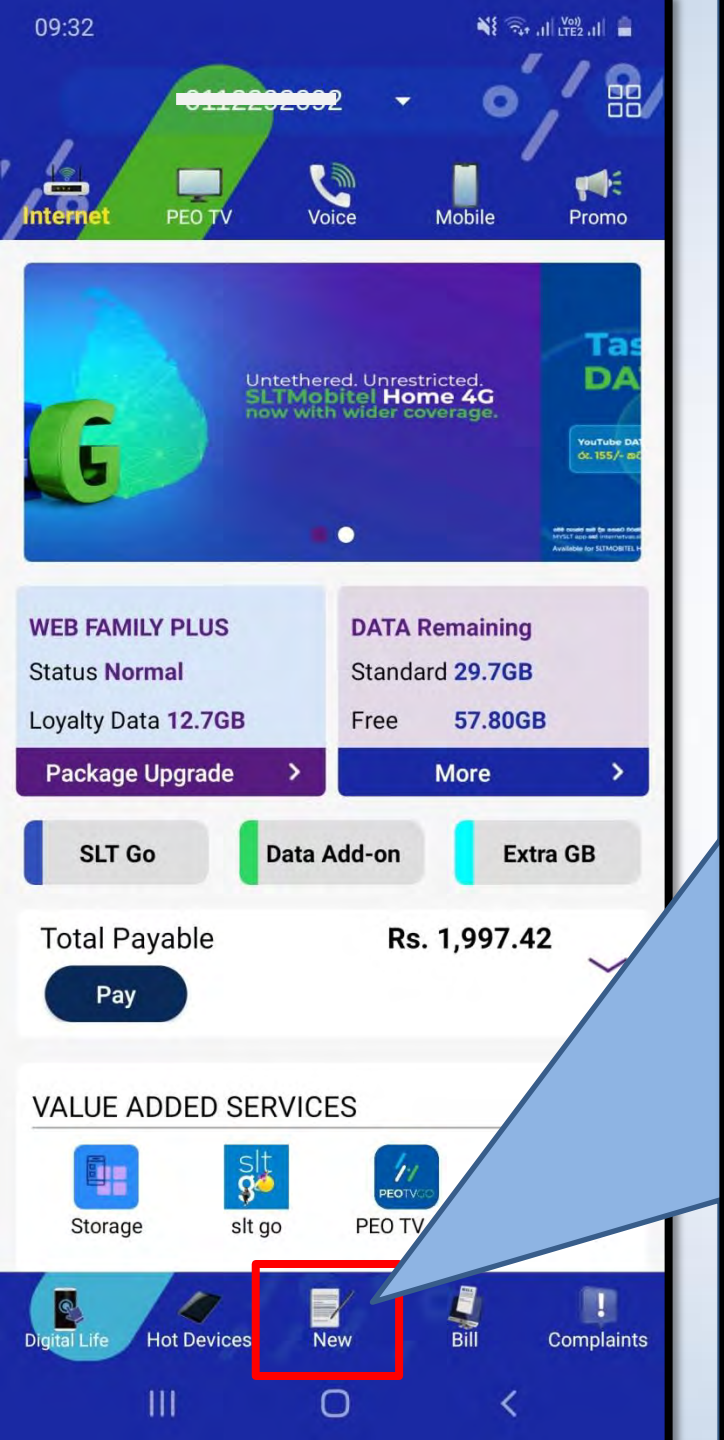
Quick Launch icons

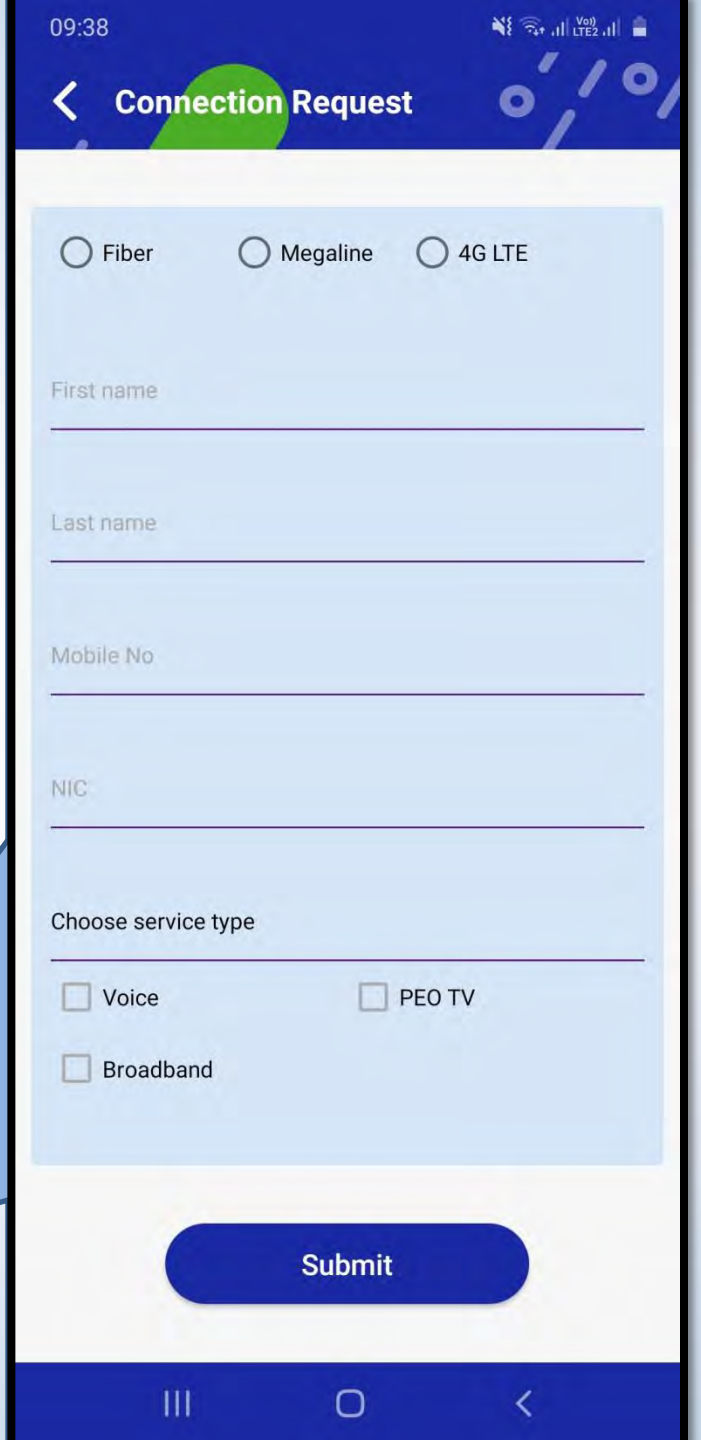


Directs Digital Lifestyle Products page



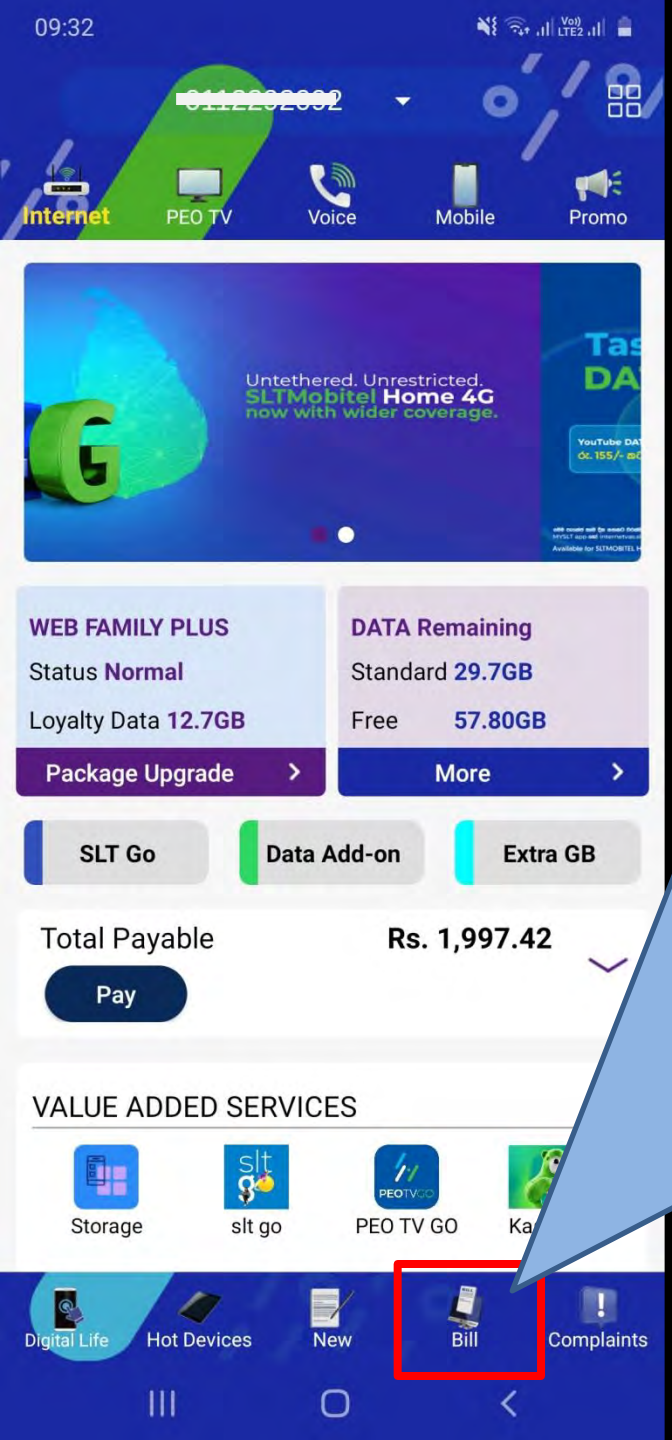
Directs to eTeleshop page

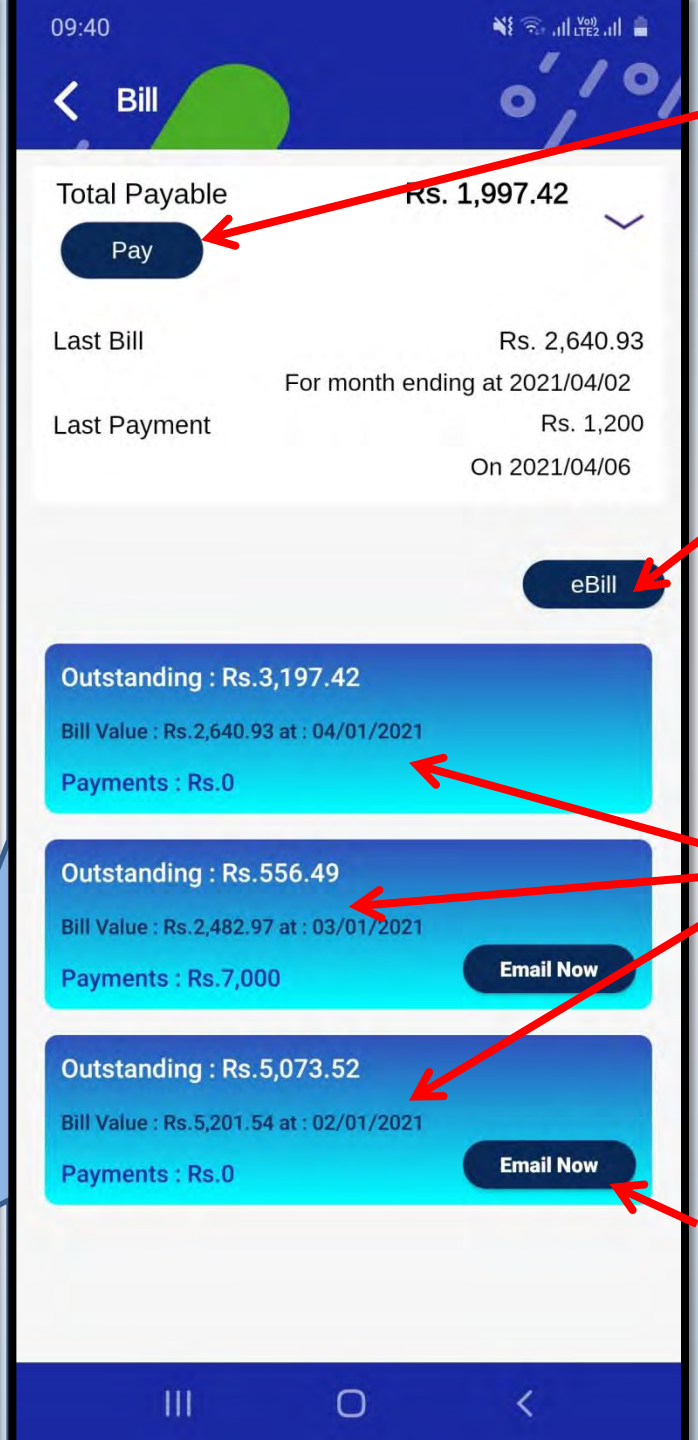




Directs to New Connection Request page

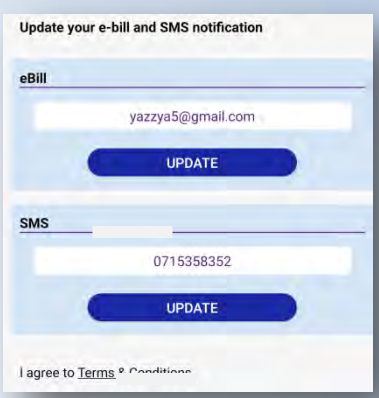
Users can select Preferred service, enter details and submit it.





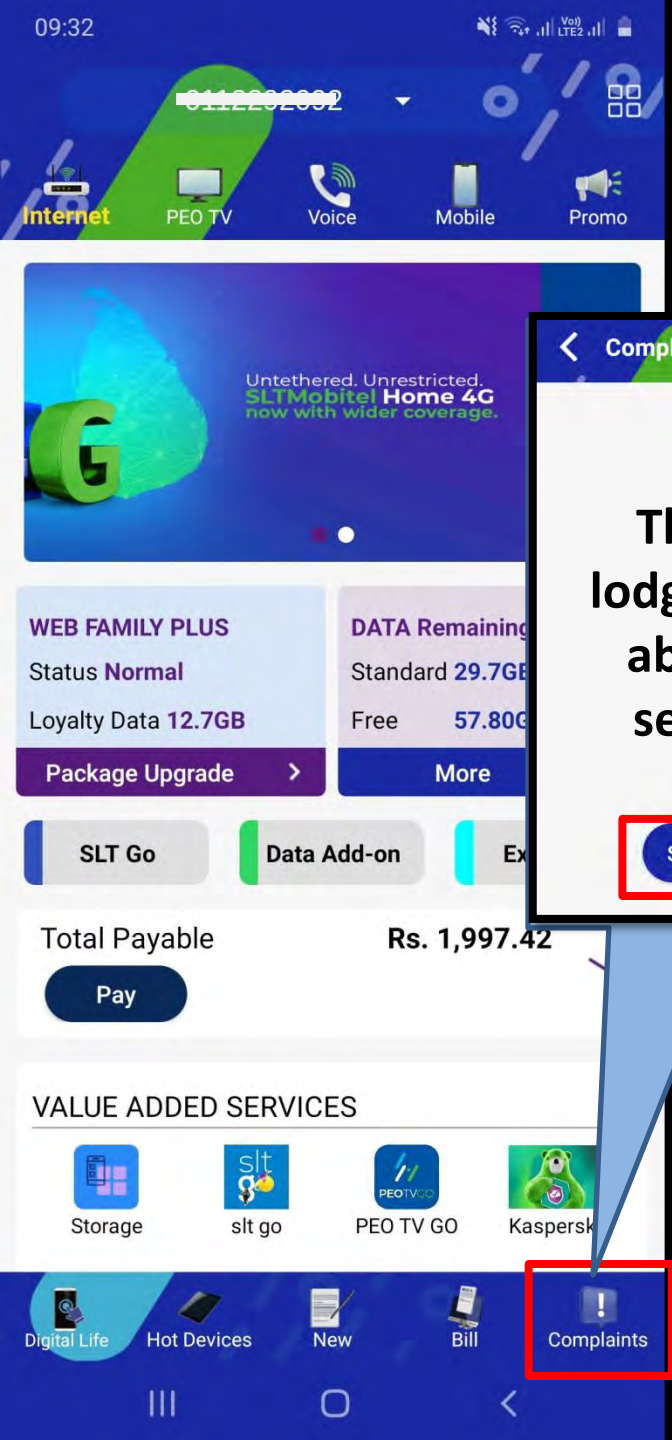
Directs to Online Payments screen

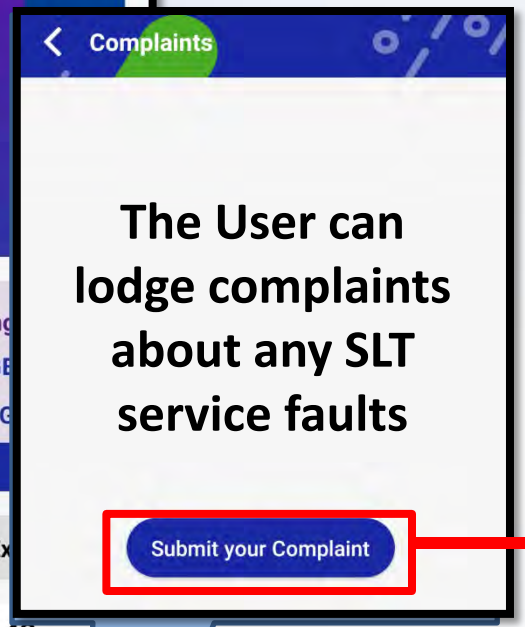
Directs to eBill registration page

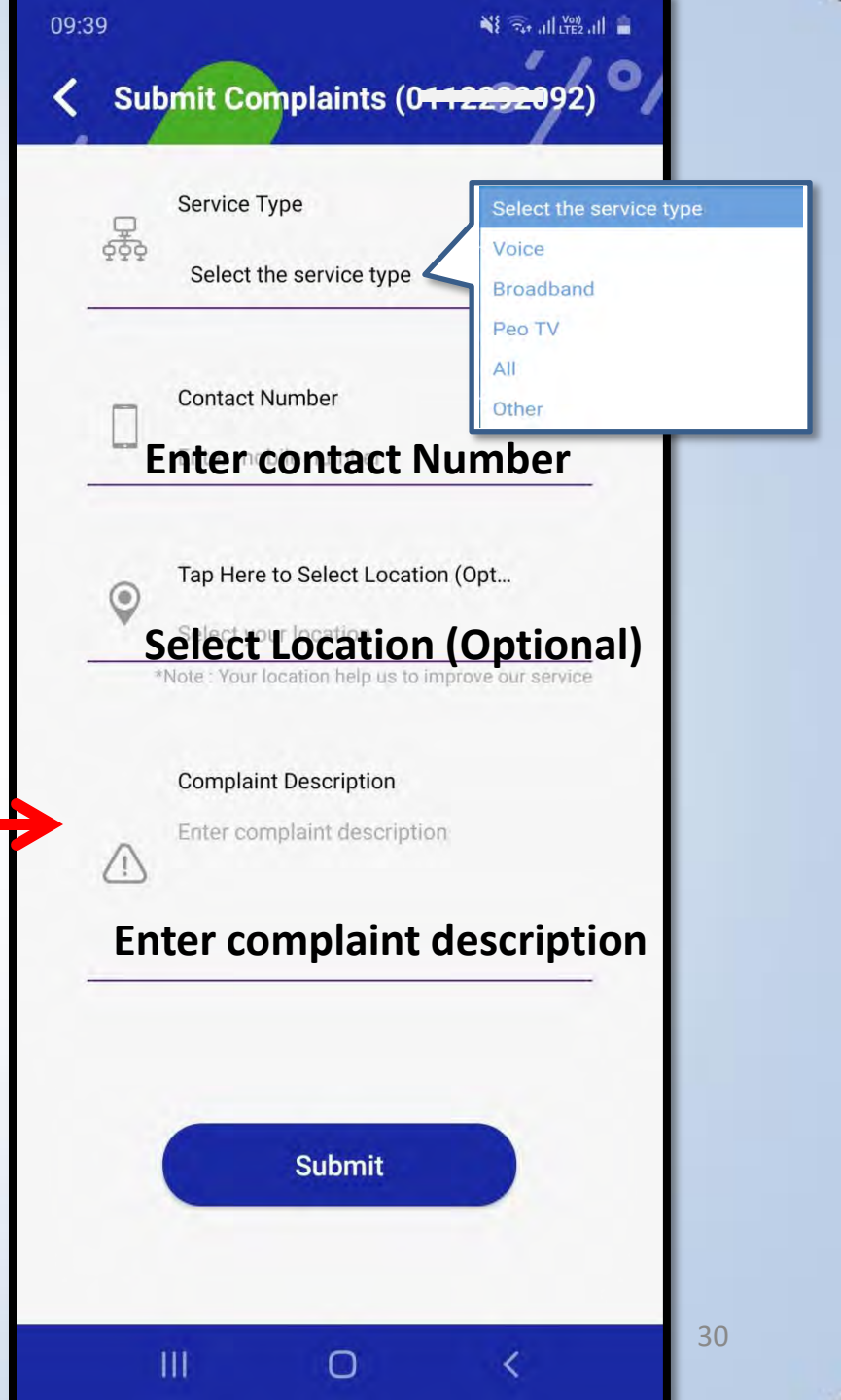


Shows Bill summary details of last 3 months

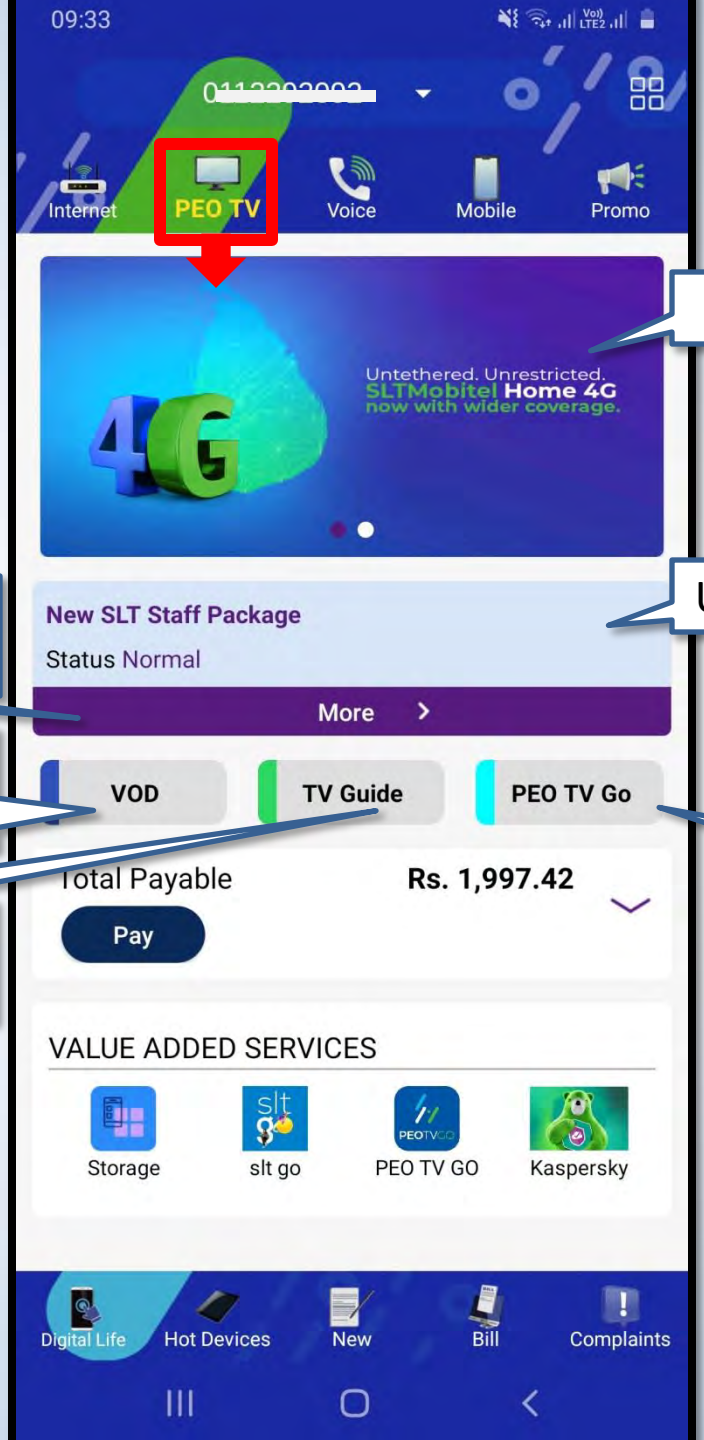
User can email the bill to him/her self by selecting this button


09:32
Internet
PEO TV
Voice
Mobile
Promo
Untethered. Unrestricted.
SLTMobitel Home 4G
now with wider coverage.
WEB FAMILY PLUS
Status Normal
Loyalty Data 12.7GB
Package Upgrade
DATA Remaining
Standard 29.7GB
Free 57.80G
More
SLT Go
Data Add-on
Total Payable
Rs. 1,997.42
Pay
VALUE ADDED SERVICES
Storage
slt go
PEO TV GO
Kaspersk
Digital Life
Hot Devices
New
Bill
Complaints


Complaints
The User can lodge complaints about any SLT service faults
Submit your Complaint


09:39
Submit Complaints (0112292092)
Service Type
Select the service type
Select the service type
Voice
Broadband
Peo TV
All
Other
Contact Number
Enter contact Number
Tap Here to Select Location (Opt...
Select Location (Optional)
*Note : Your location help us to improve our service
Complaint Description
Enter complaint description
Enter complaint description
Submit

PEO TV Tab



Promotion Banner

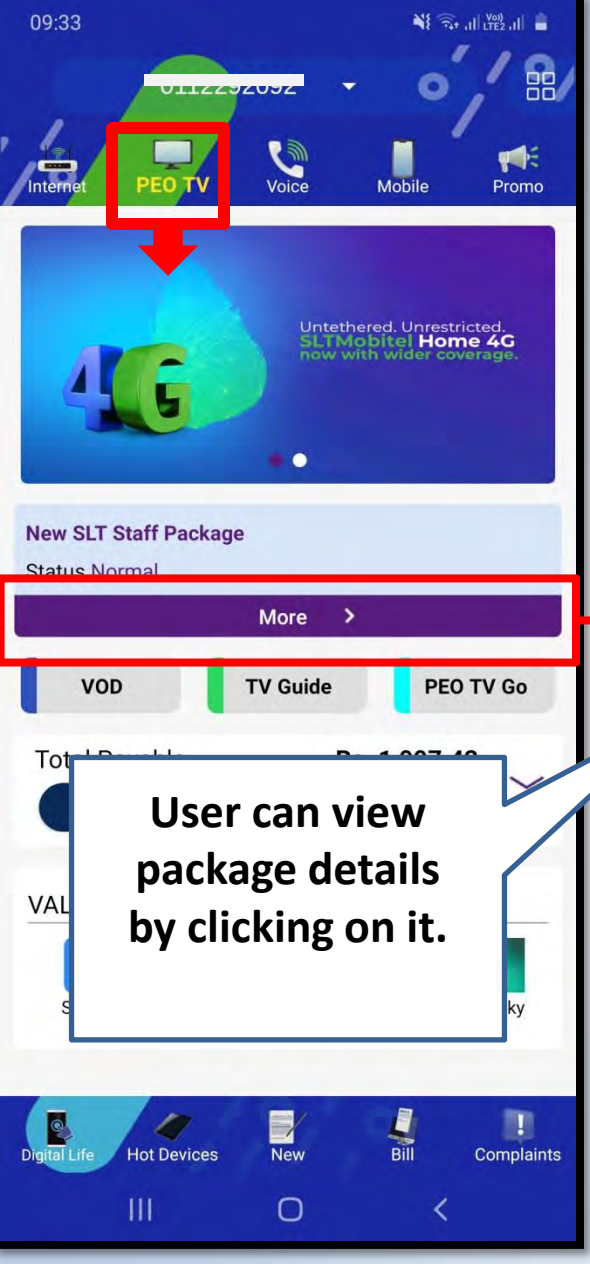
User's PEO TV Package details

Details about other PEO TV Packages

Movies available in VOD

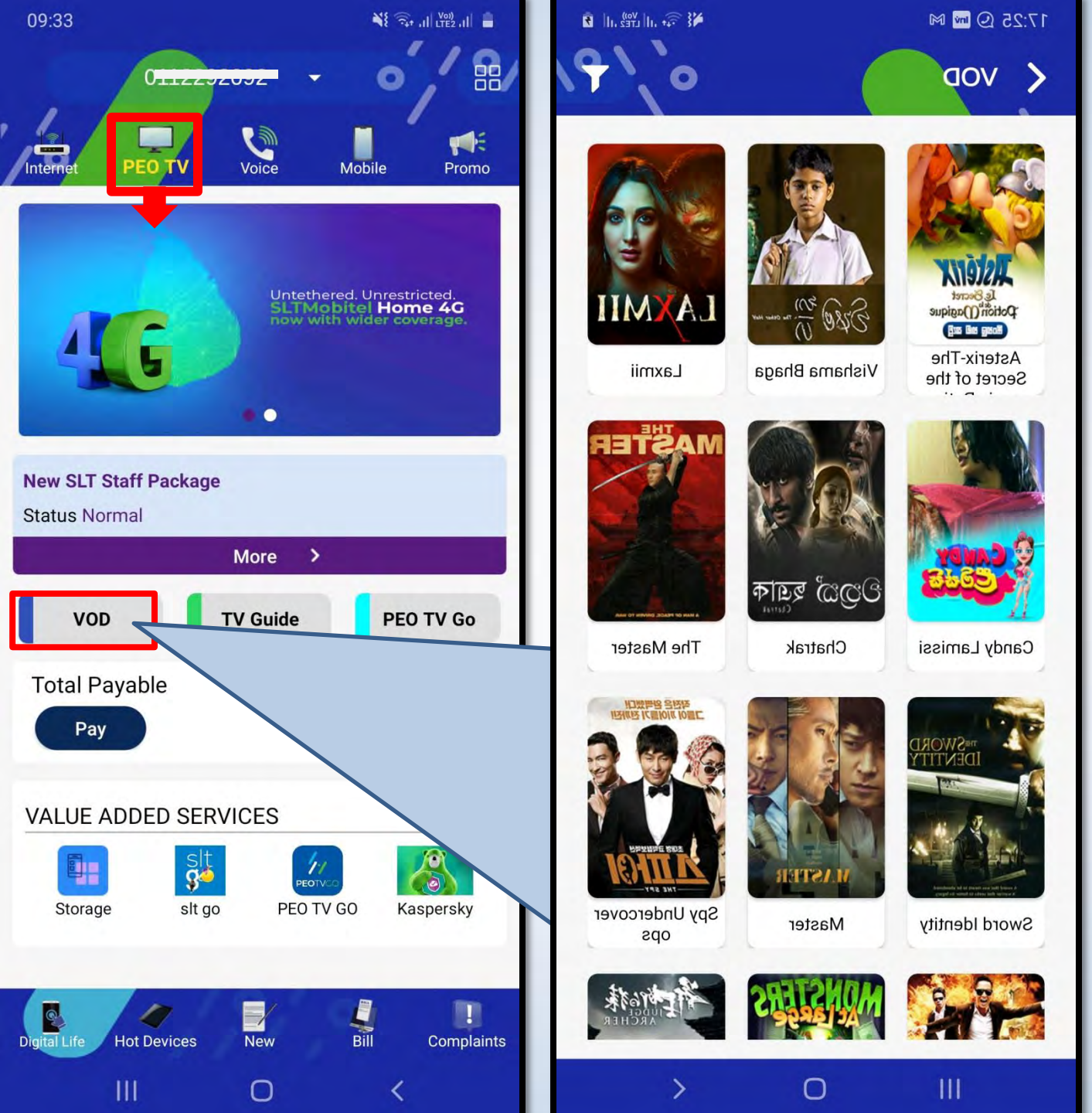
Channel Program Guide

Directs to PEO TV GO App/Registration

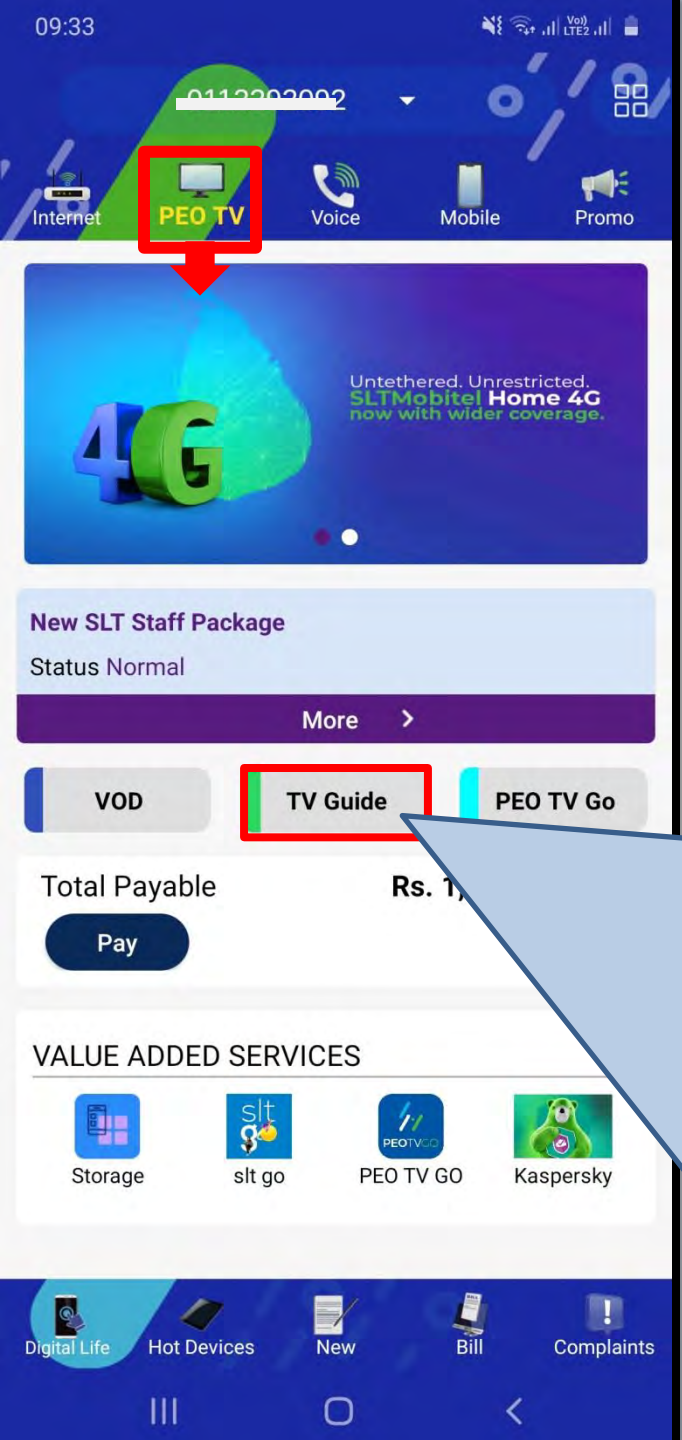


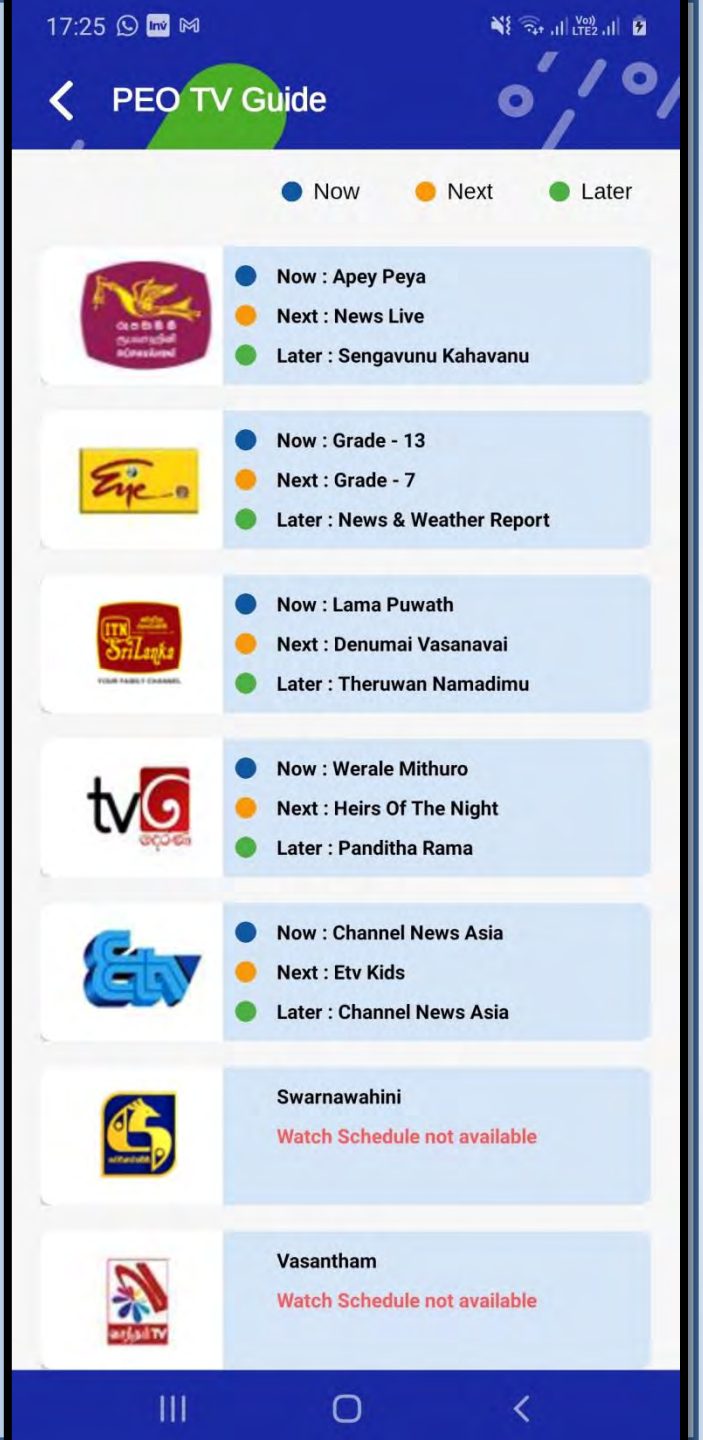
User can view package details by clicking on it.

Also the user can compare up to 3 packages to view what channels are available and not available in each

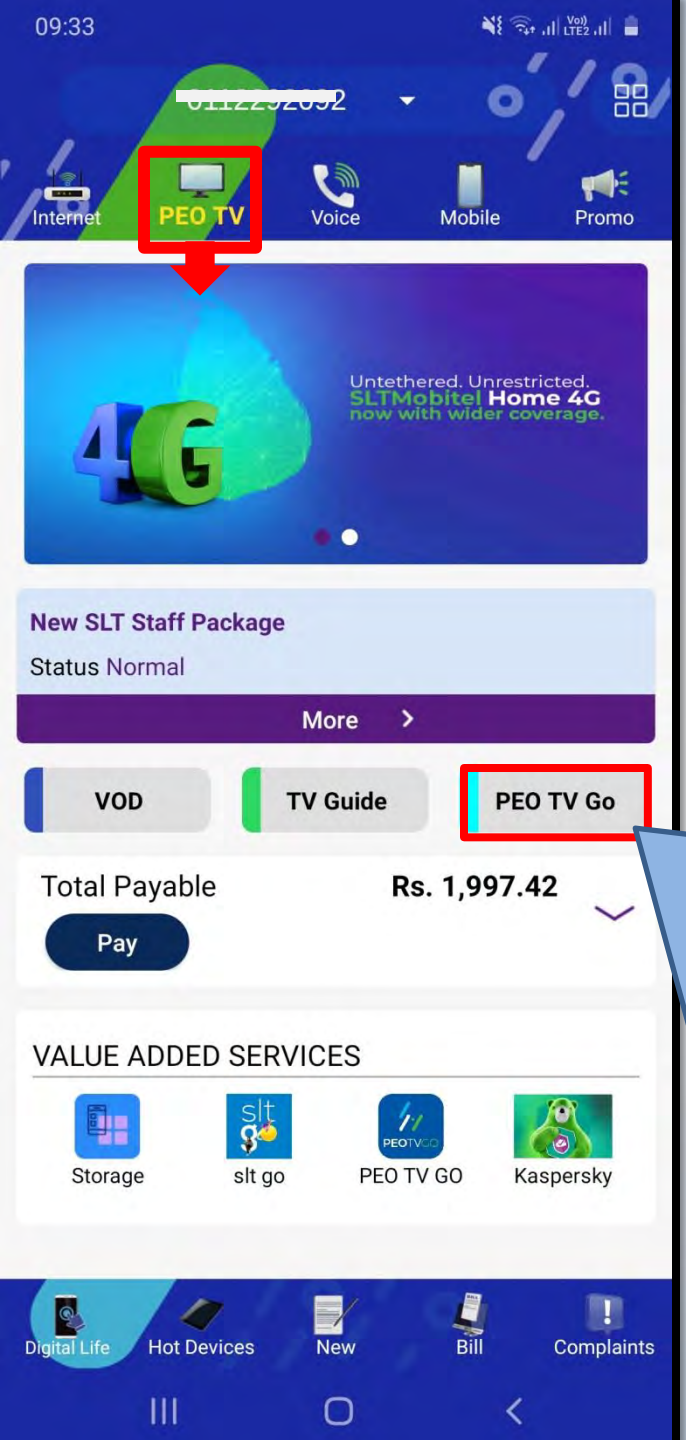


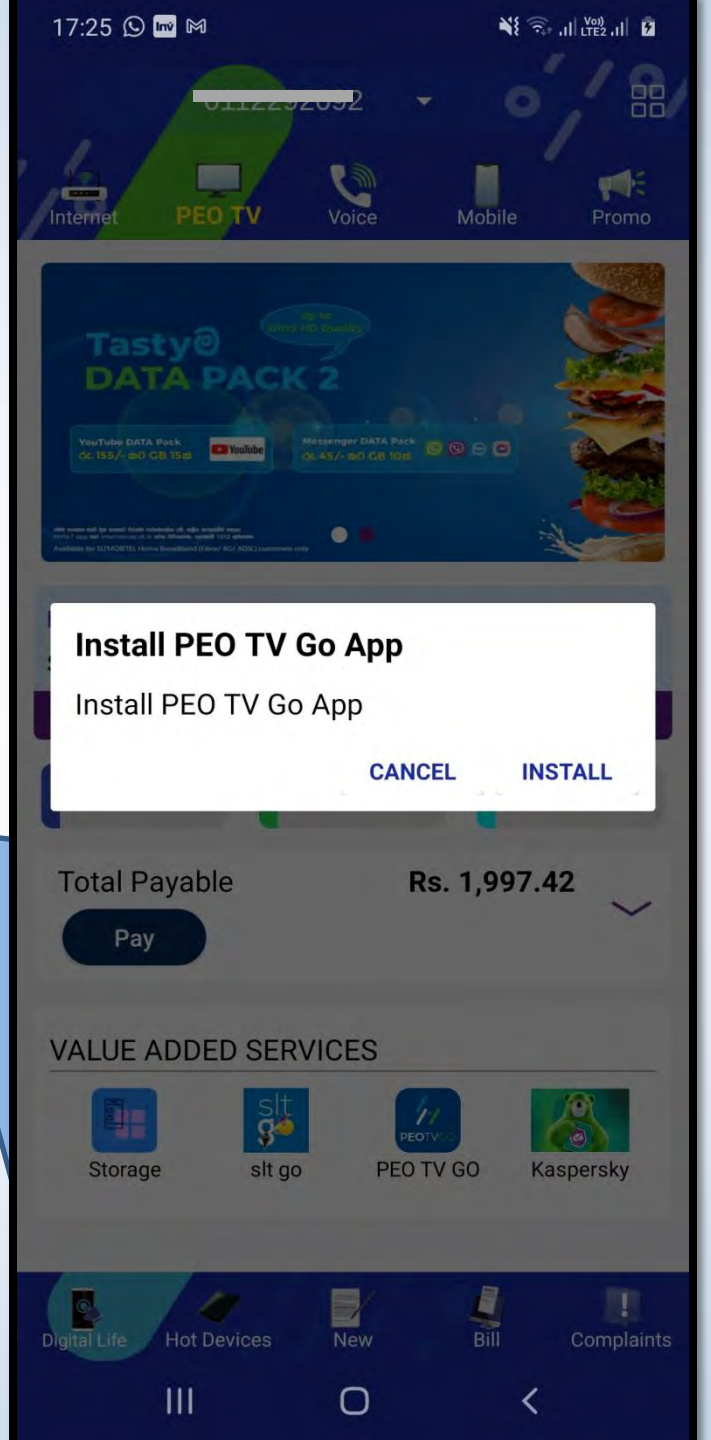
Shows all available Movies in PEO TV Video On Demand Service





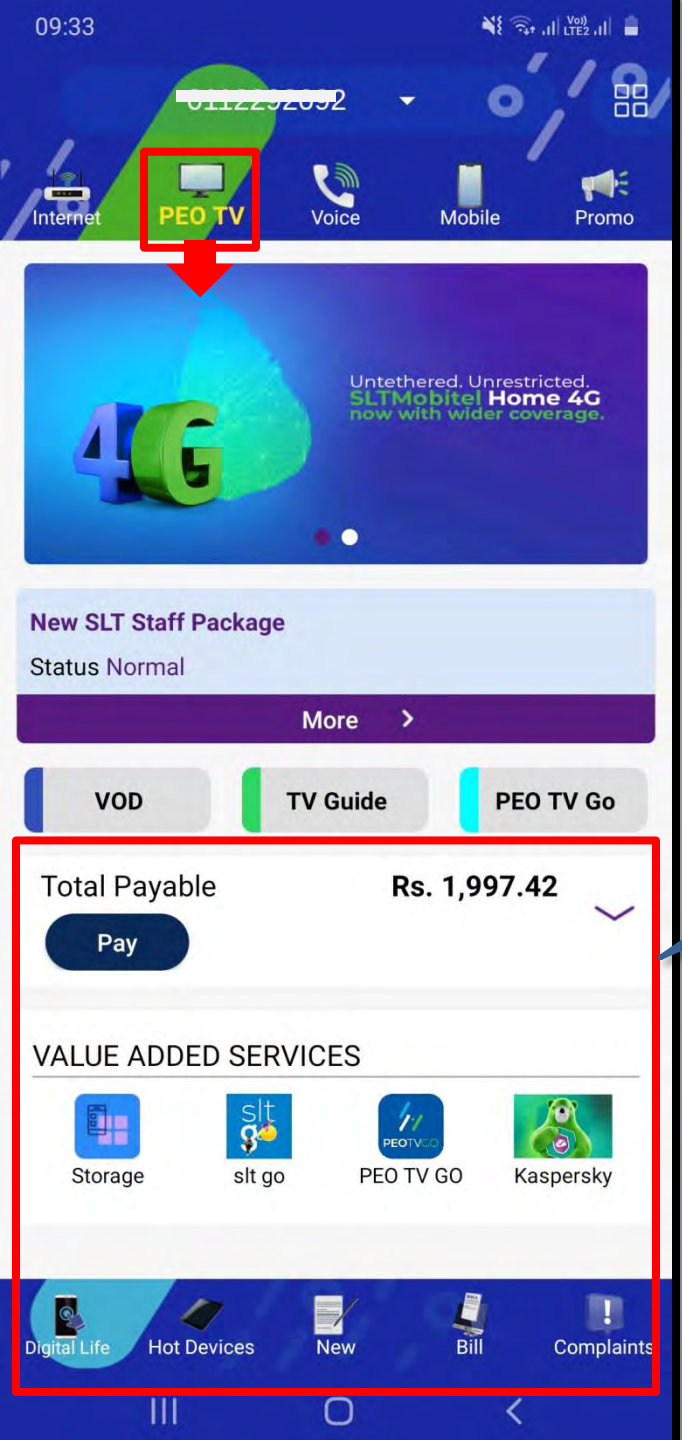
Shows Channel Program Guide





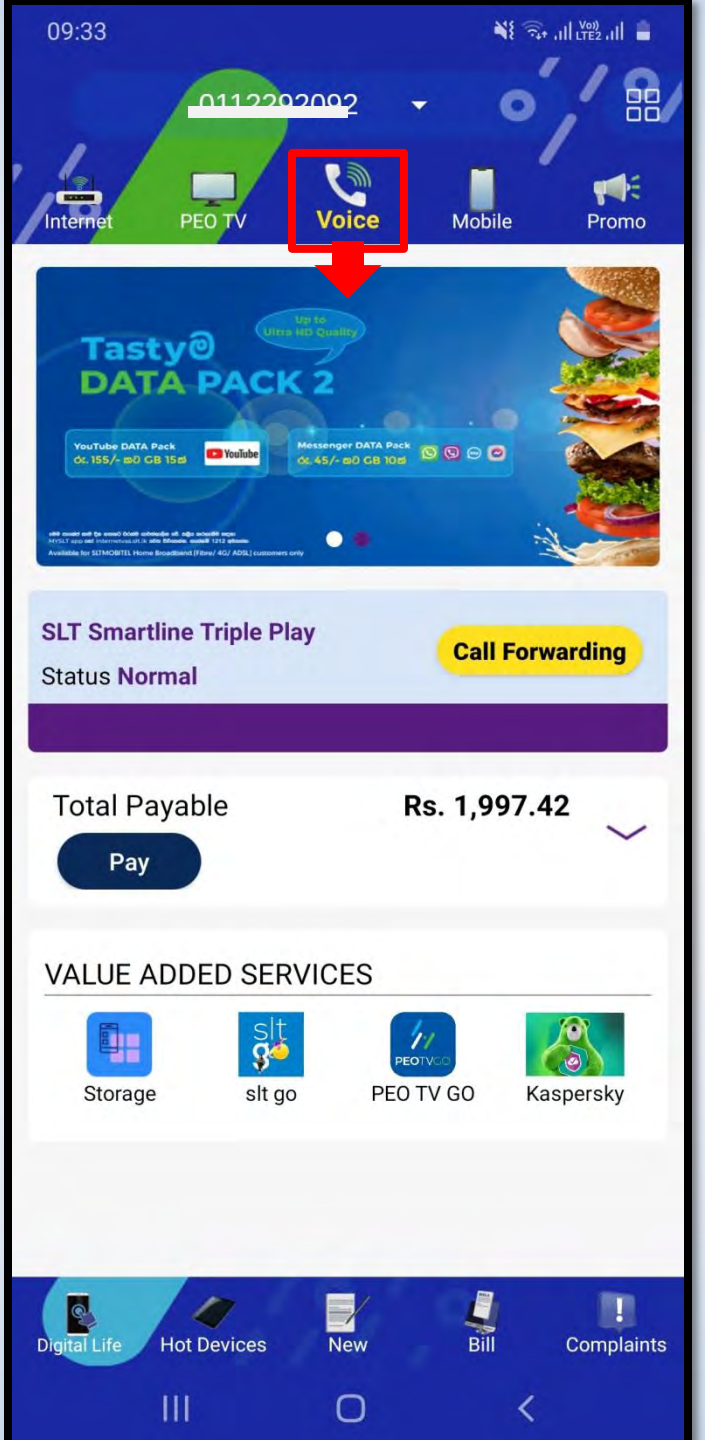
Directs to PEO TV GO App

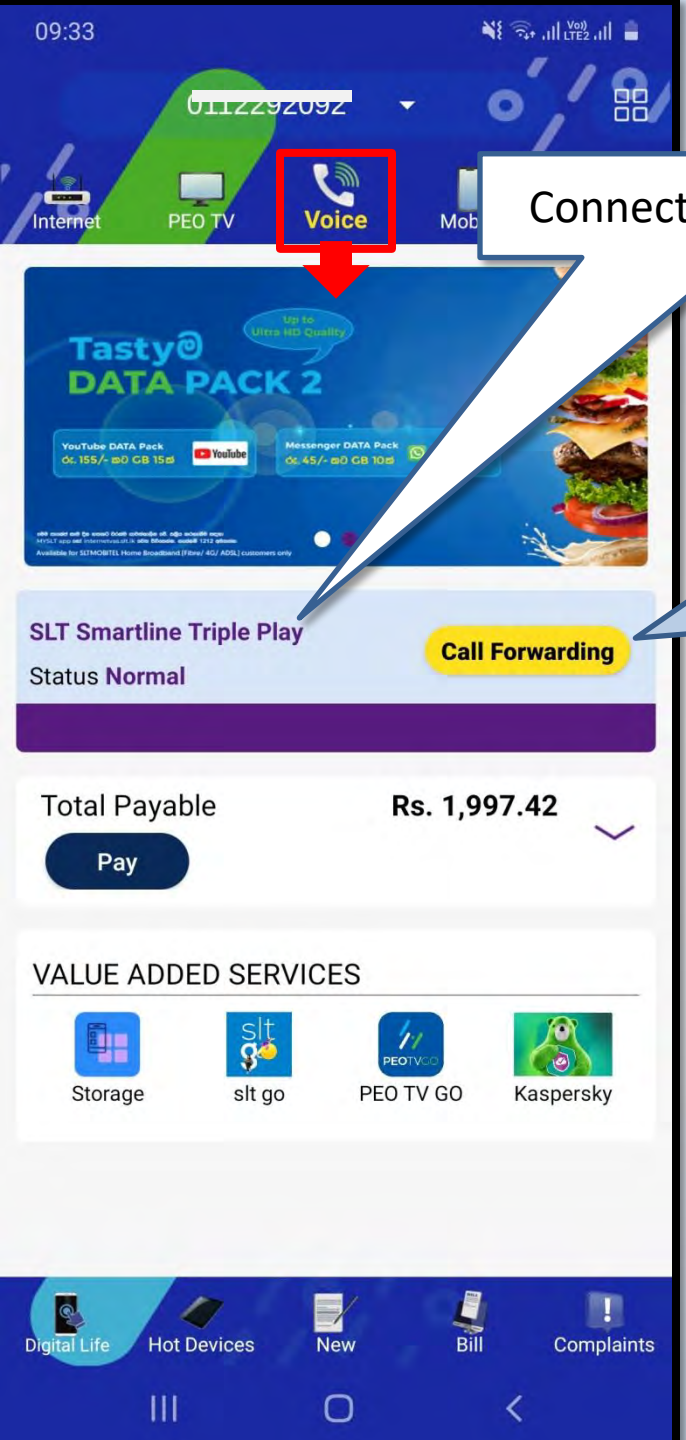
If PEO TV GO App is not already installed, it will direct to install App



Explained on Page 20 to 30

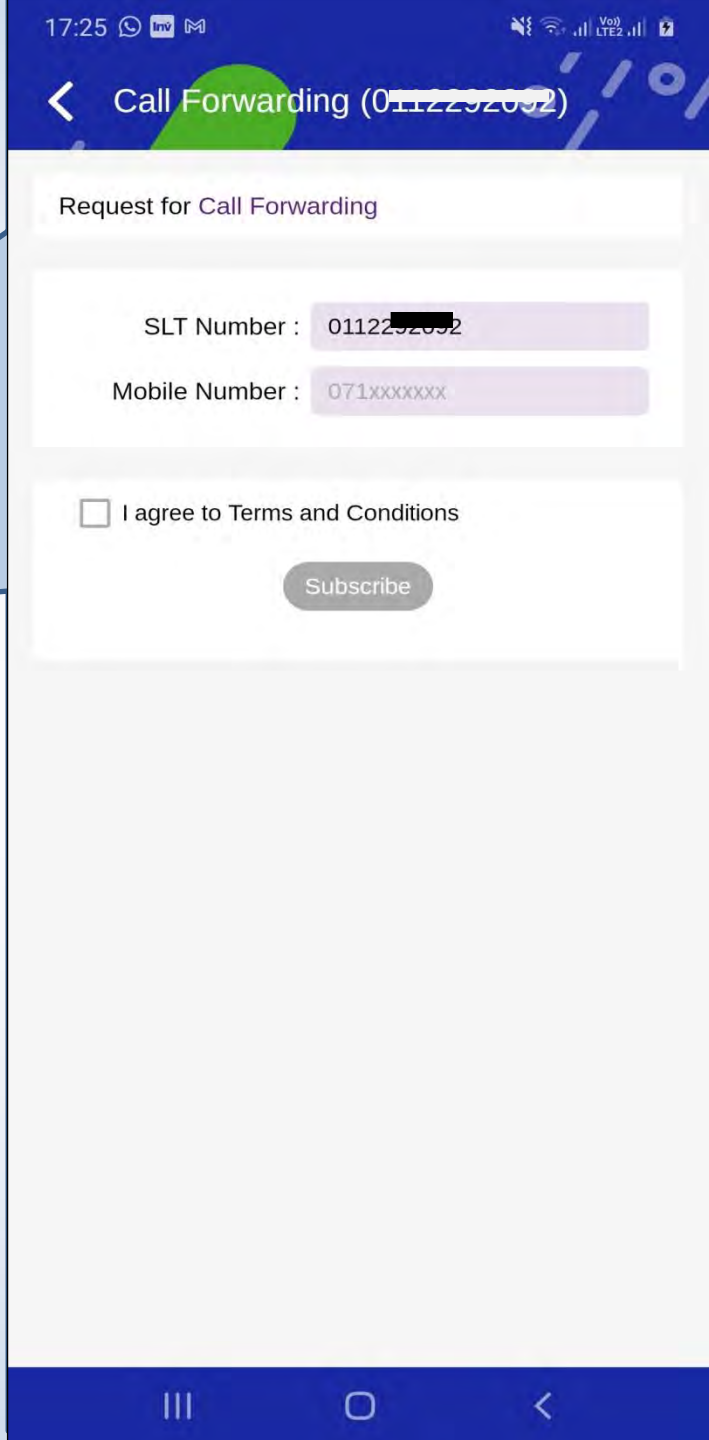
VOICE Tab


09:33
0112292092
Internet
PEO TV
Voice
Mobile
Promo
Tasty
DATA PACK 2
Up to Ultra HD Quality
YouTube DATA Pack
Messenger DATA Pack
SLT Smartline Triple Play
Status Normal
Call Forwarding
Total Payable
Rs. 1,997.42
Pay
VALUE ADDED SERVICES
Storage
slt go
PEO TV GO
Kaspersky
Digital Life
Hot Devices
New
Bill
Complaints



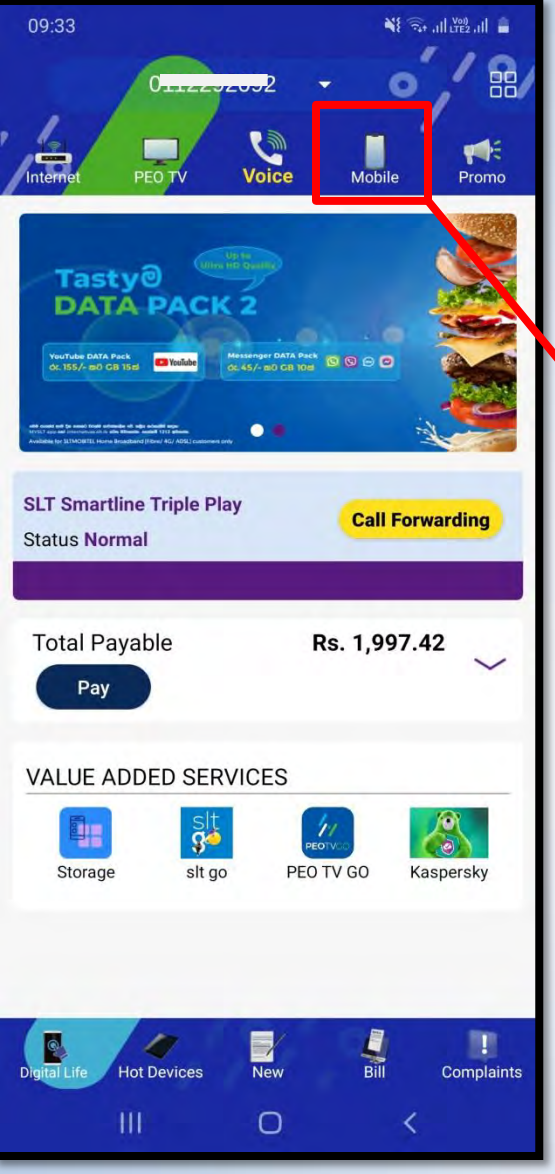
Connection Package name

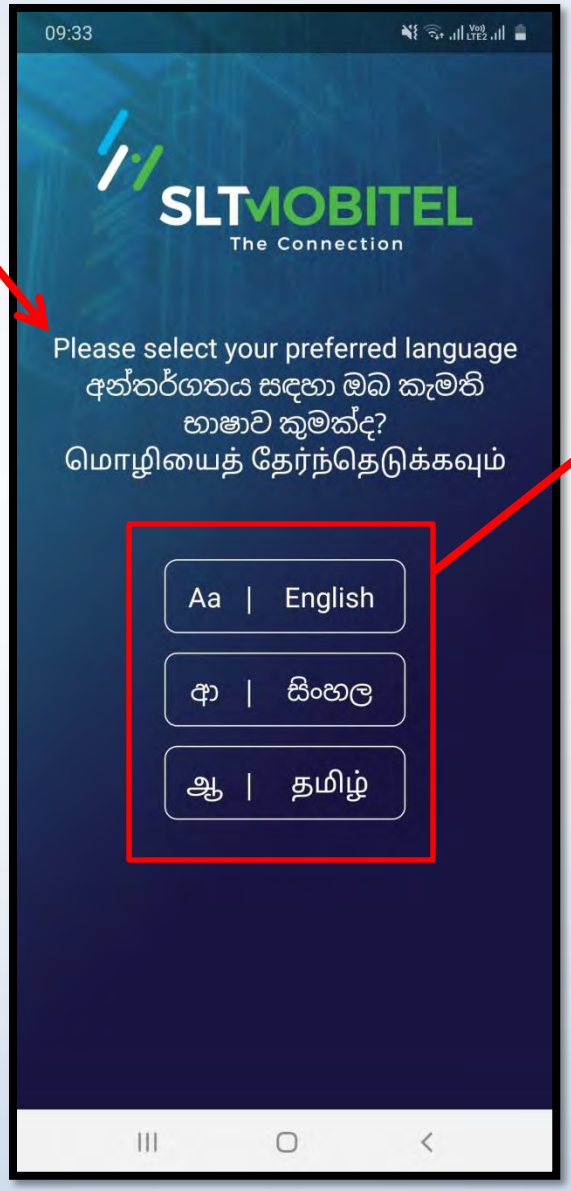
The User can activate Call Forwarding – which would direct calls to the specified Mobile number

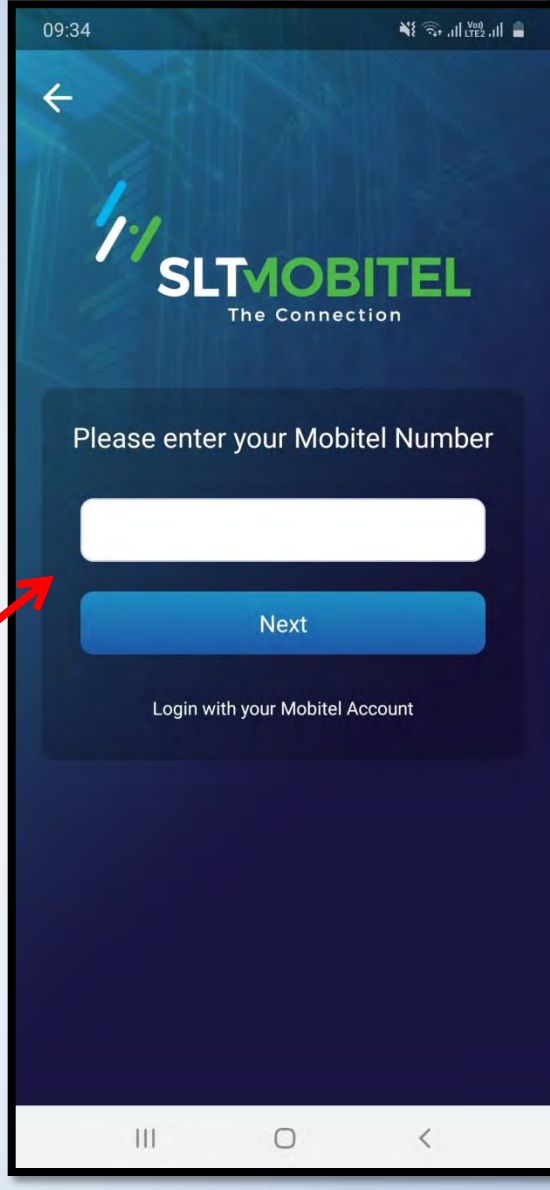


MOBILE Tab

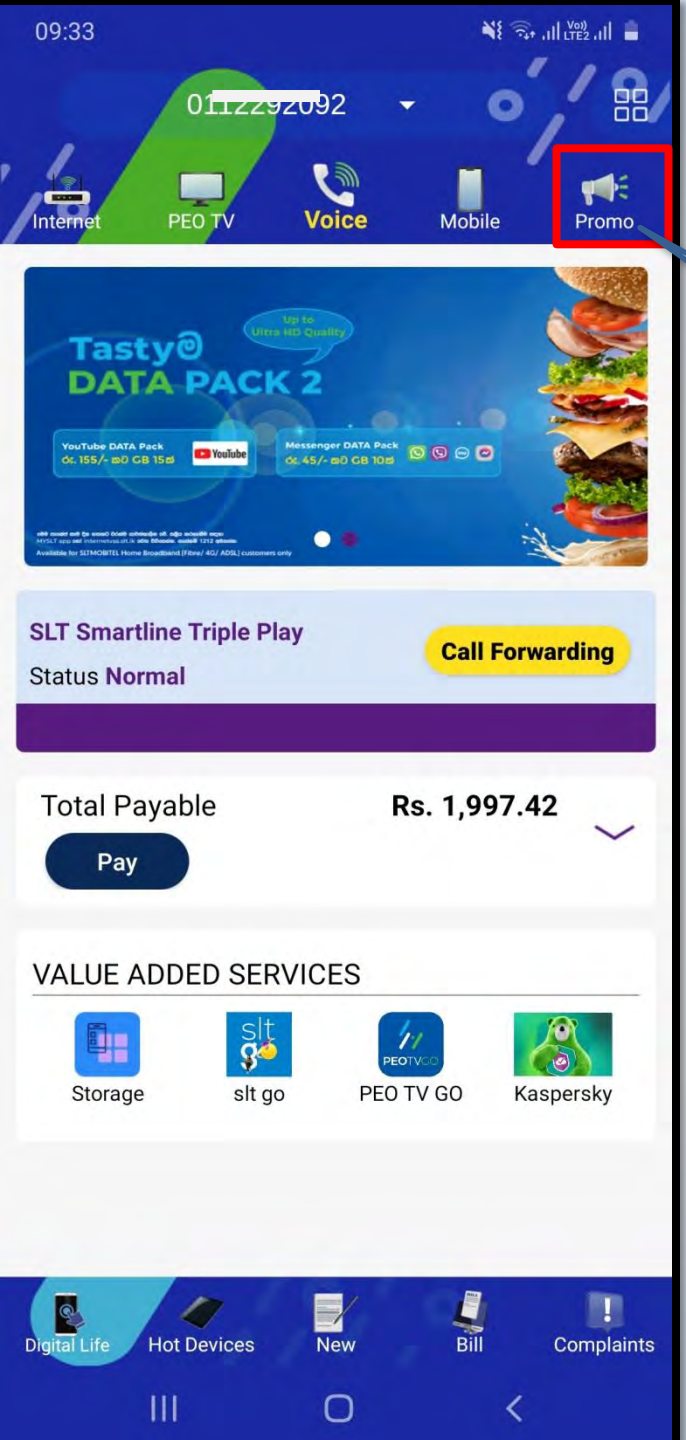
Directs to SLT-Mobitel (Mobile) Selfcare Portal/App





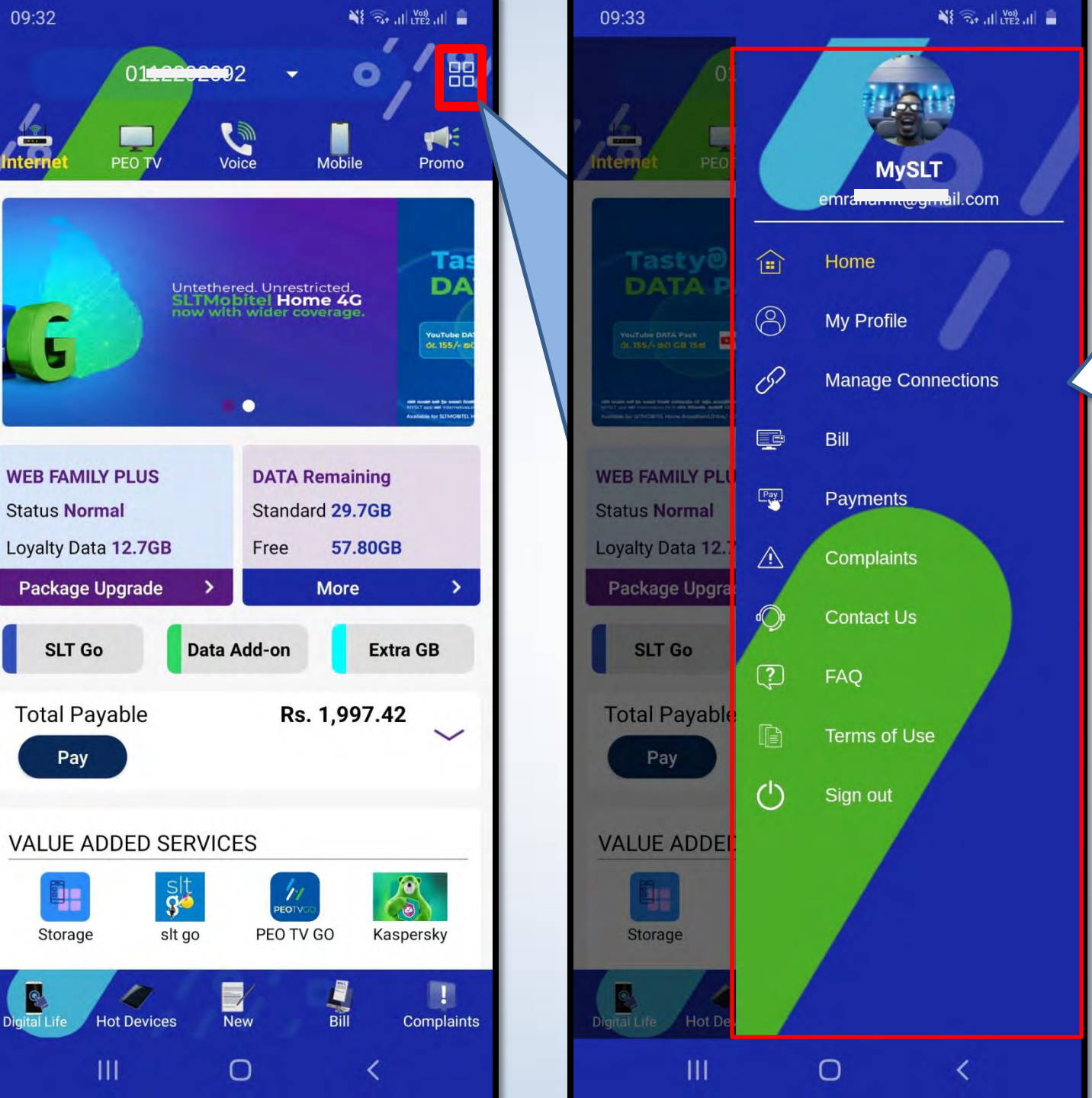


PROMO Tab

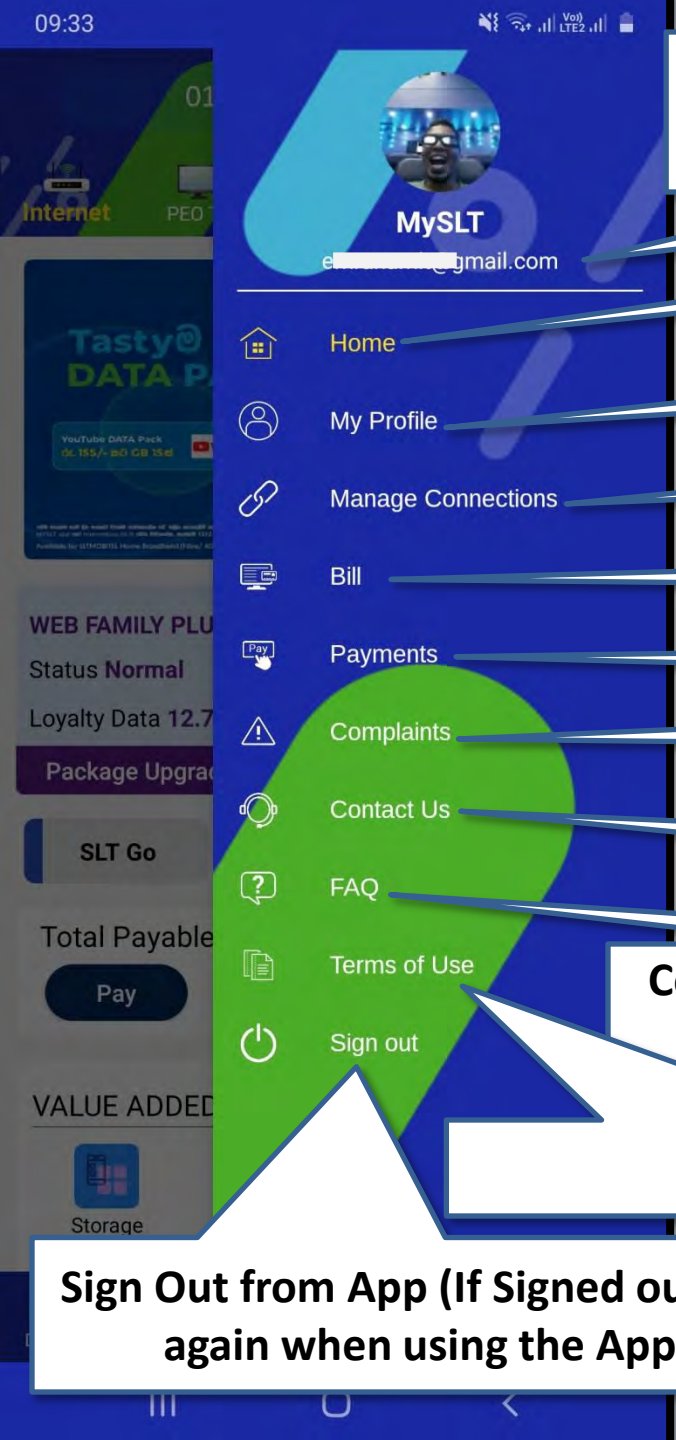


Will Display current and upcoming Promotion details.

Main Menu



When the top right hand corner button is selected, it shows a Dropped down Menu



Shows the ID of the user used to Sign up to the MySLT App (Face book name, Gmail address, Mobile or other email)

Directs Back to Default Home Page of App

Shows User profile information

EDIT or ADD SLT Connections

Bill information

Online Payments

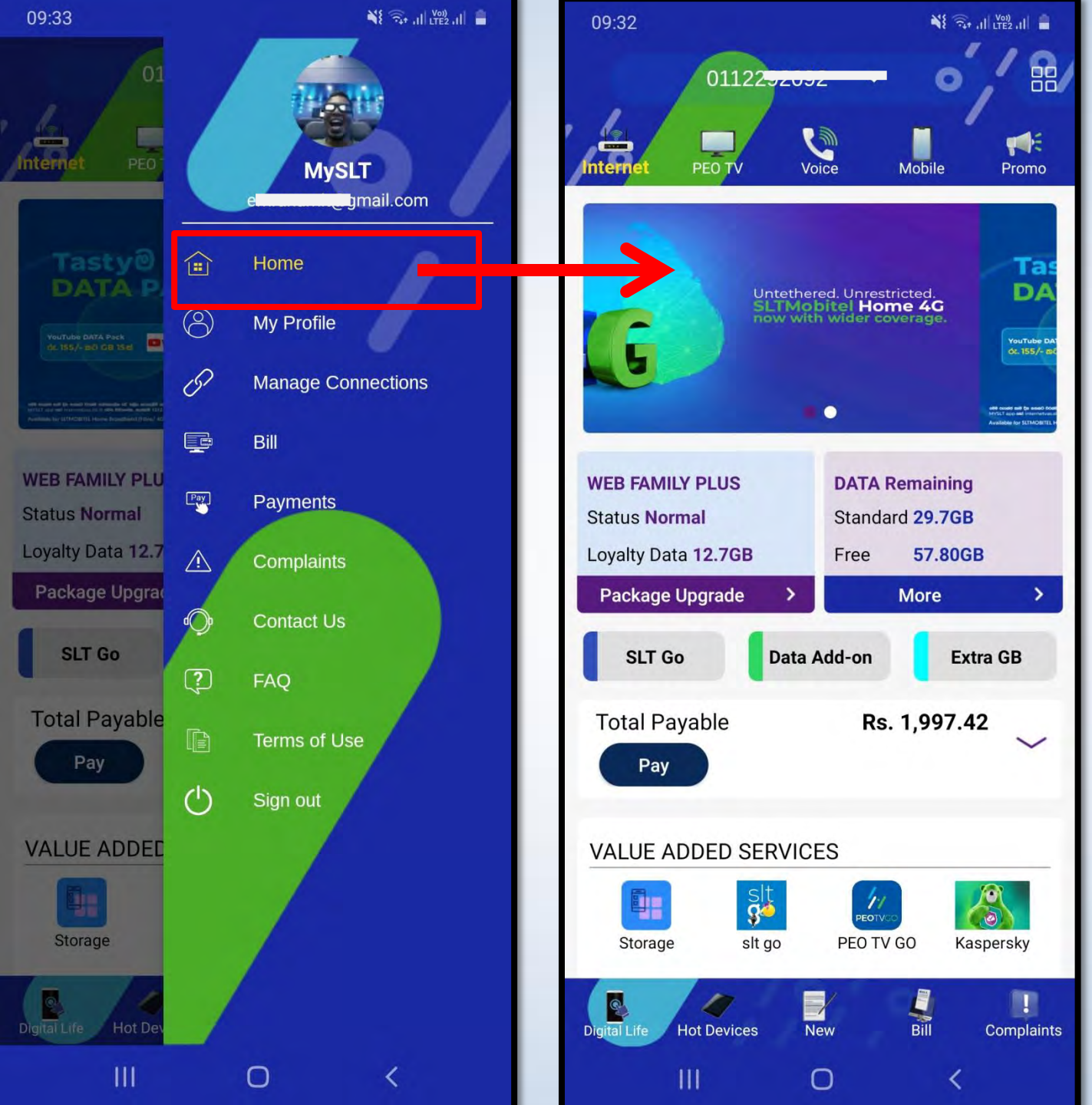
Fault reporting/ lodging Complaint

SLT contact information

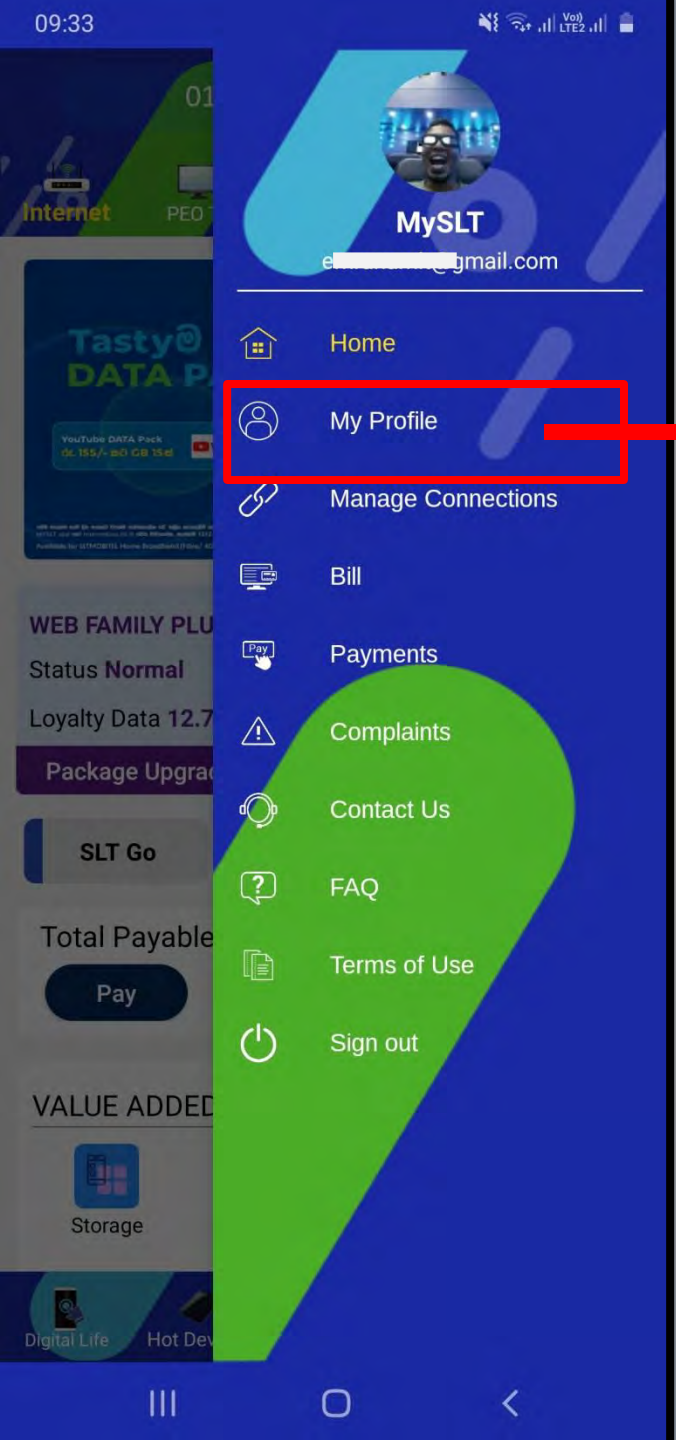
Commonly asked Questions and answers about SLT Products and Services

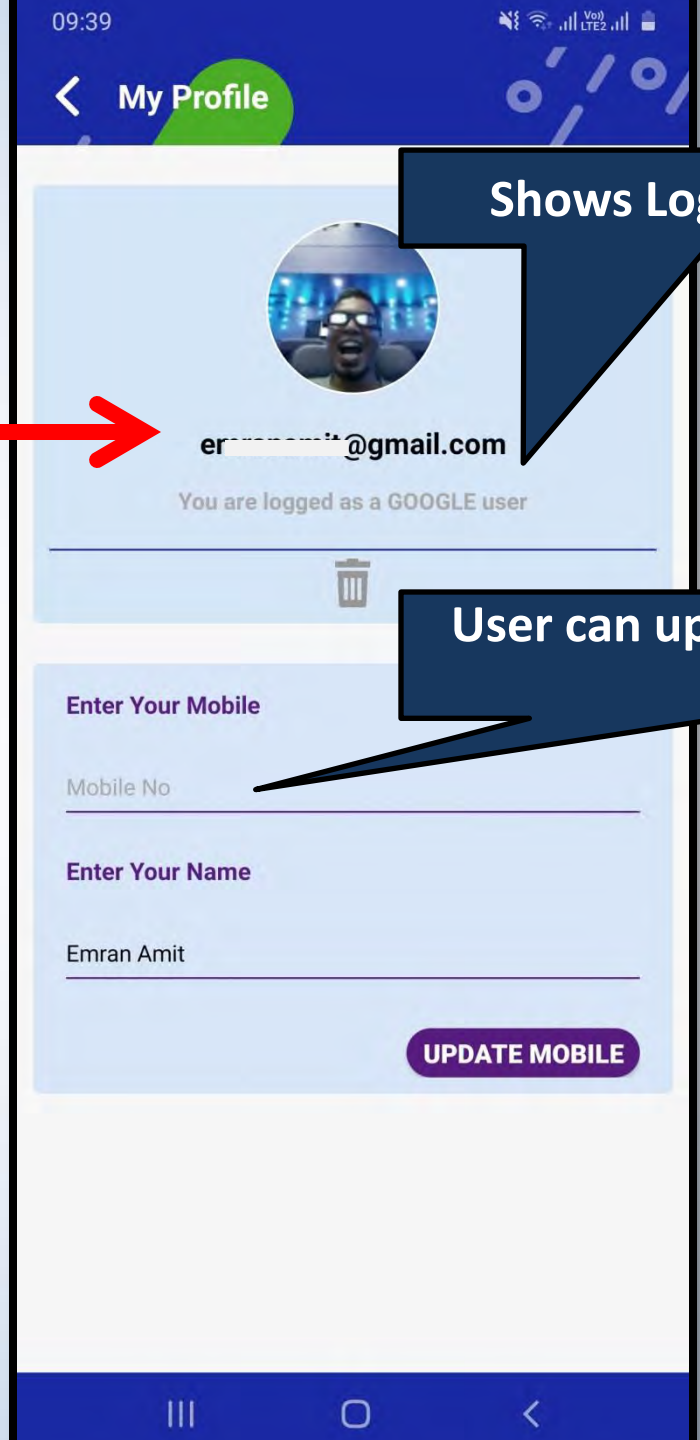
Terms and Conditions

Sign Out from App (If Signed out, have to log in again when using the App next time)



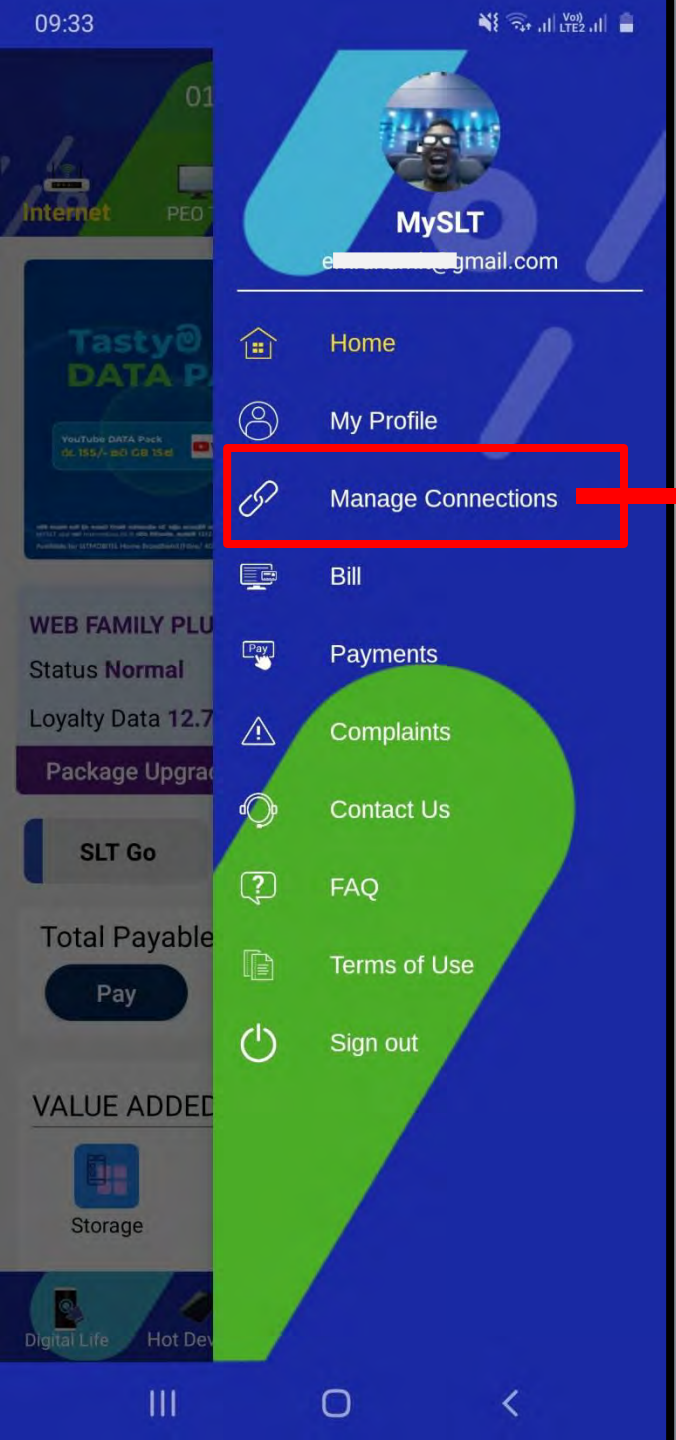
Directs to Default Home Page

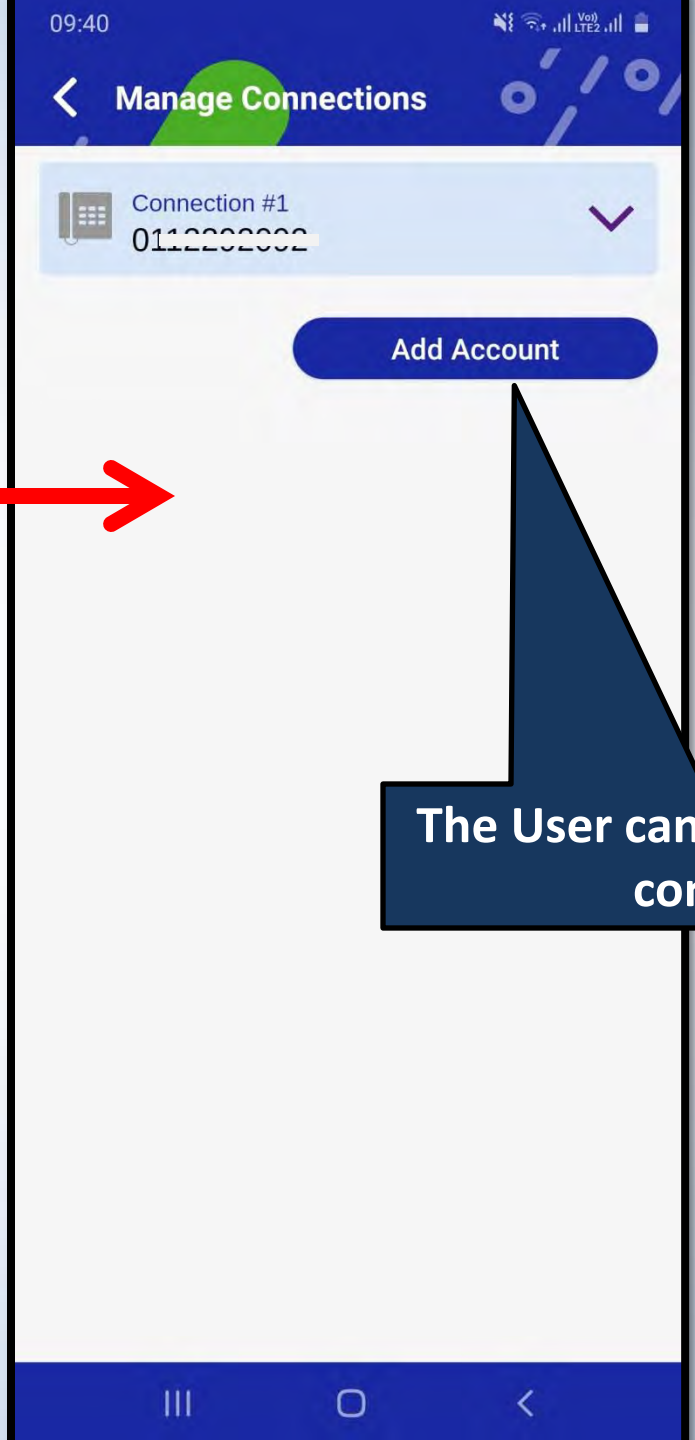




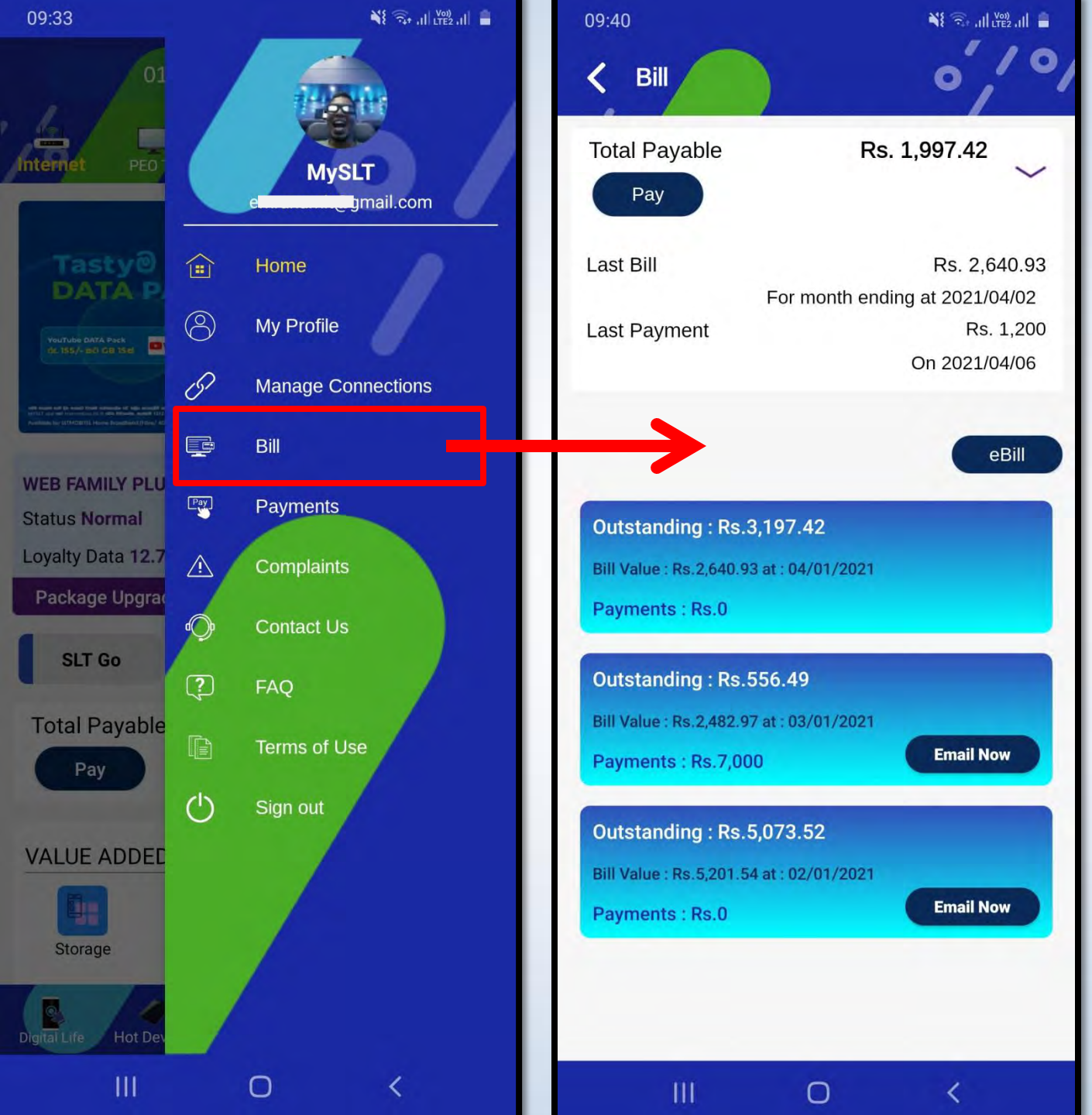
Shows Log in information

User can update a new mobile number

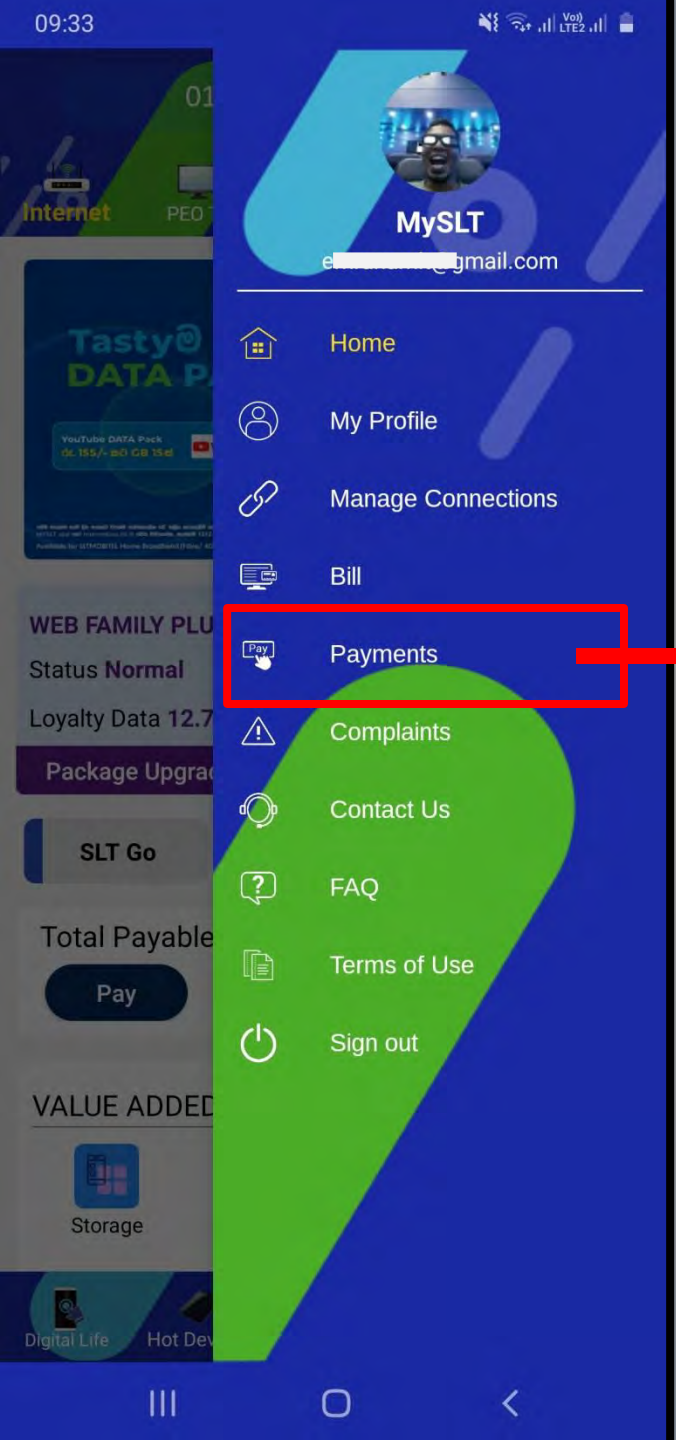


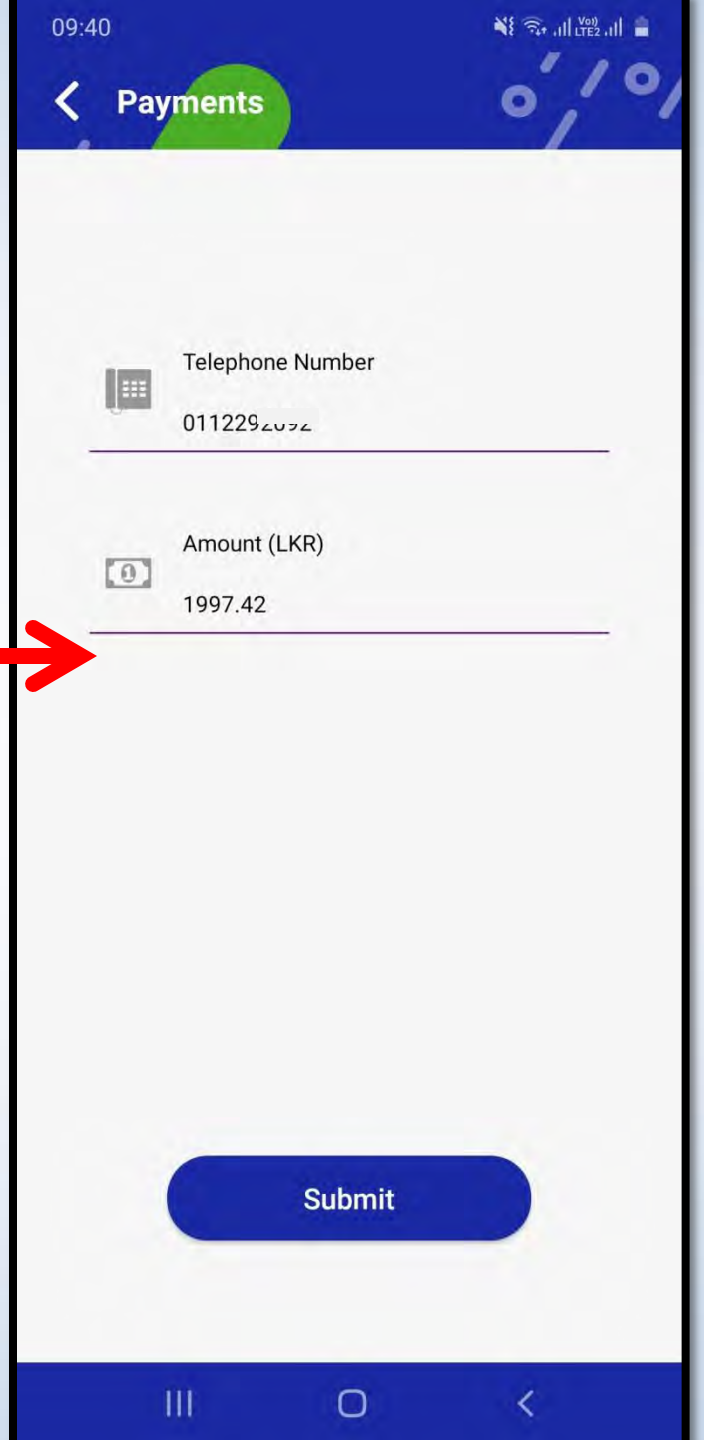


The User can Add up to four SLT connections

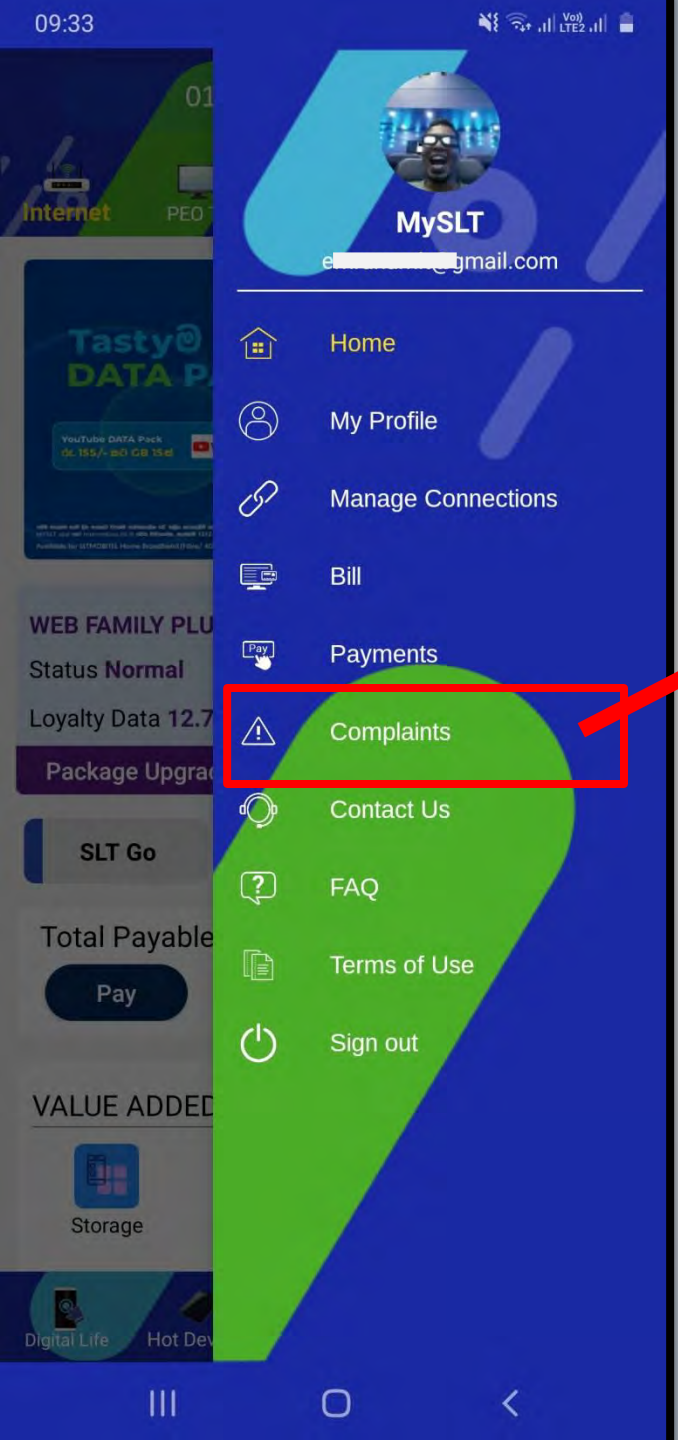


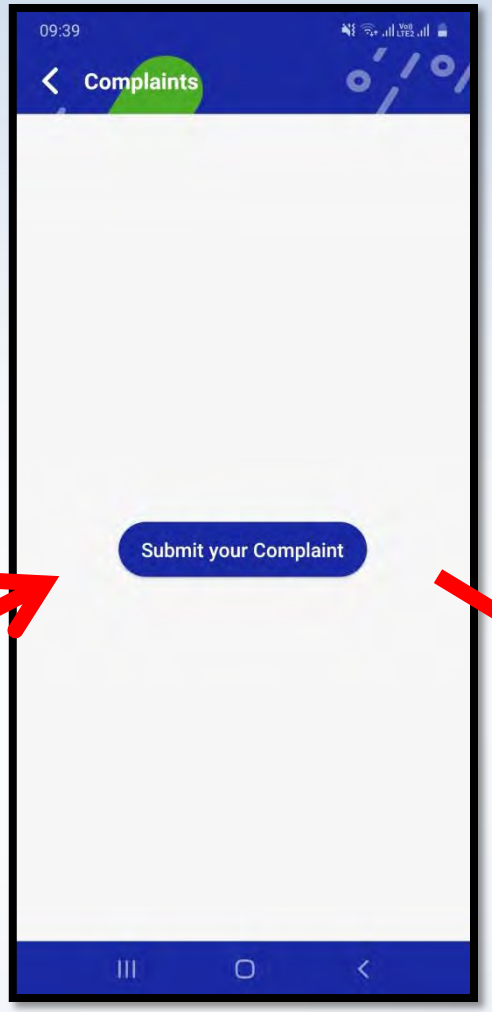
Shows bill details page as described in [page 29]



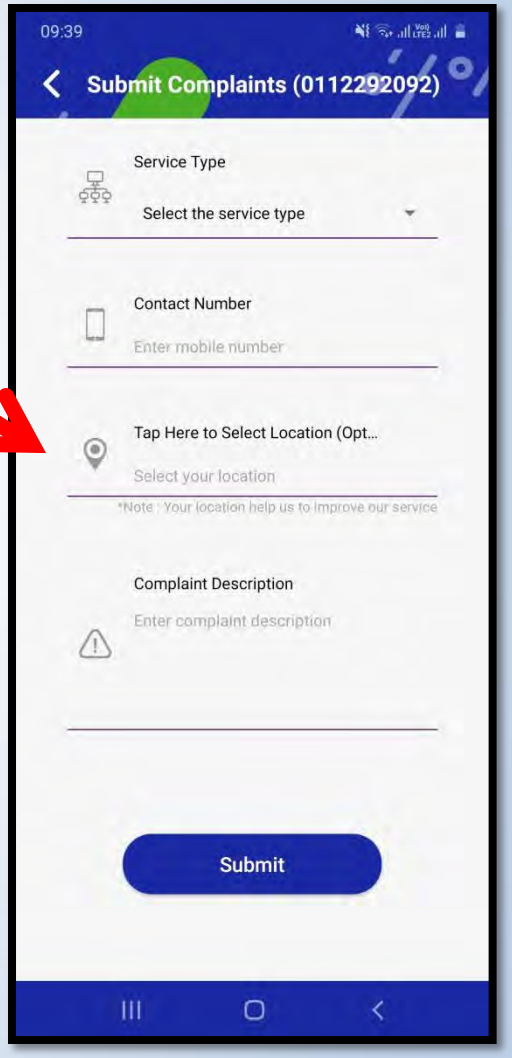


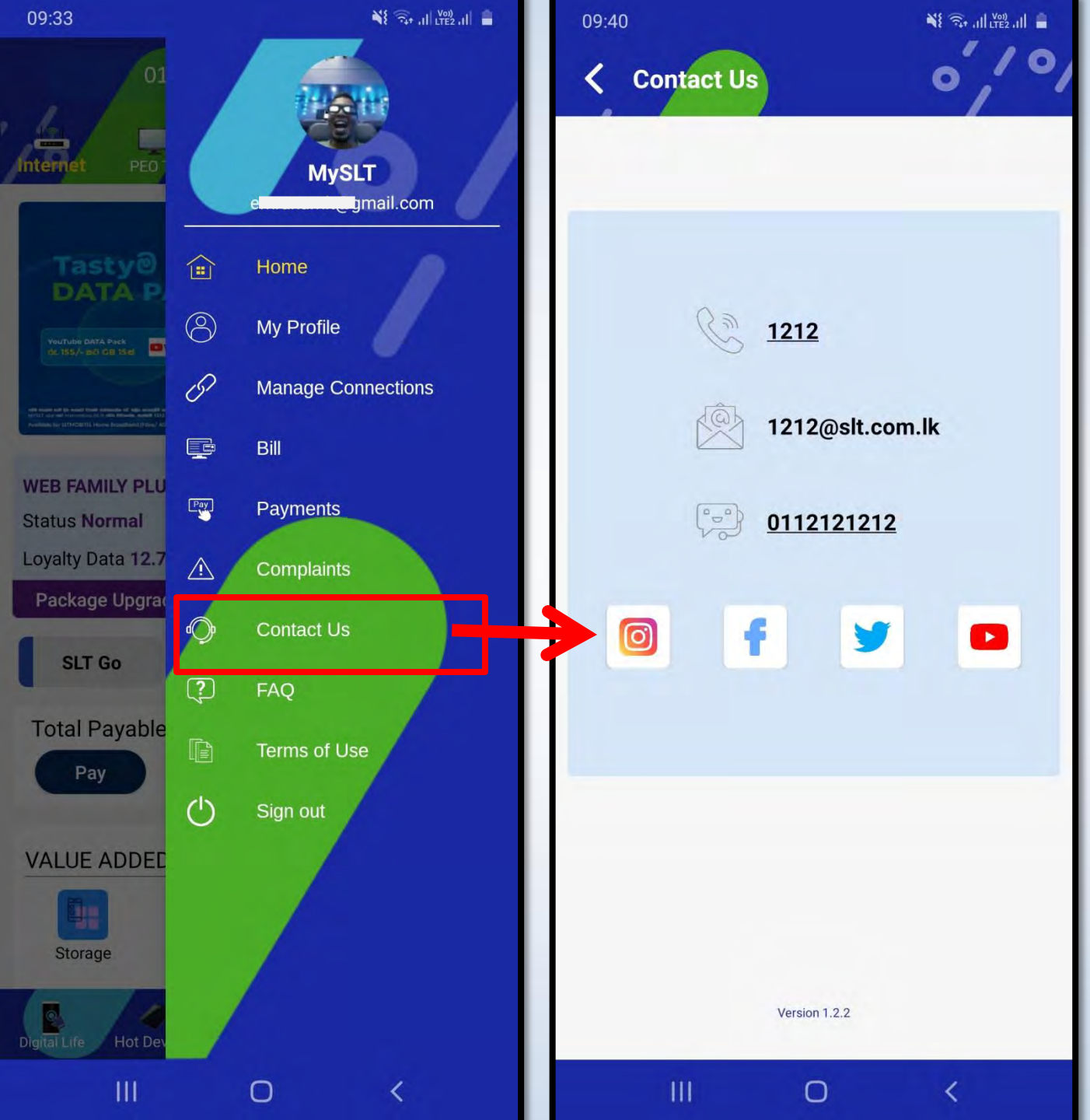
Directs to Online payment window



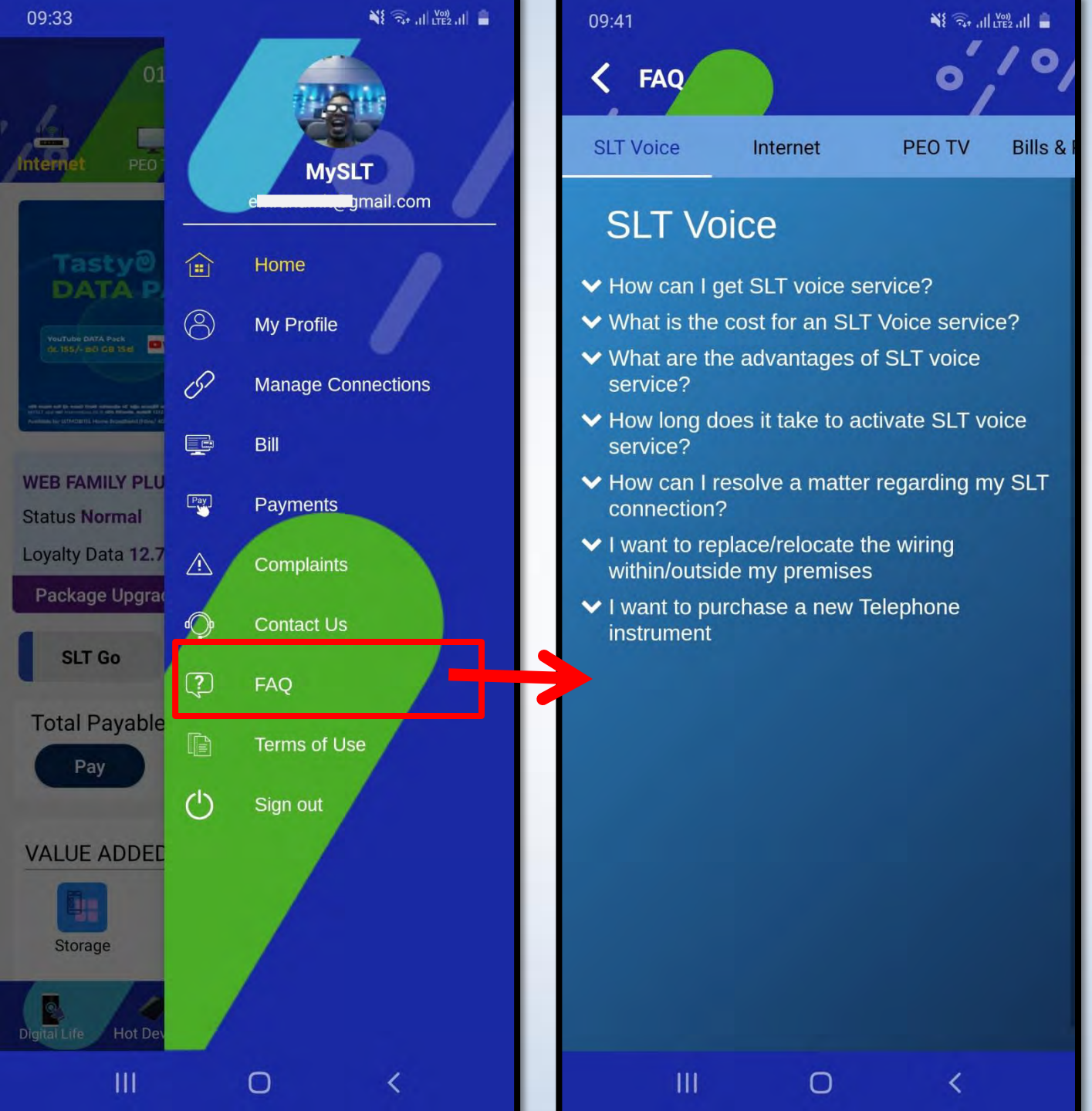


Directs to Fault Reporting window as explained in [Page 30]

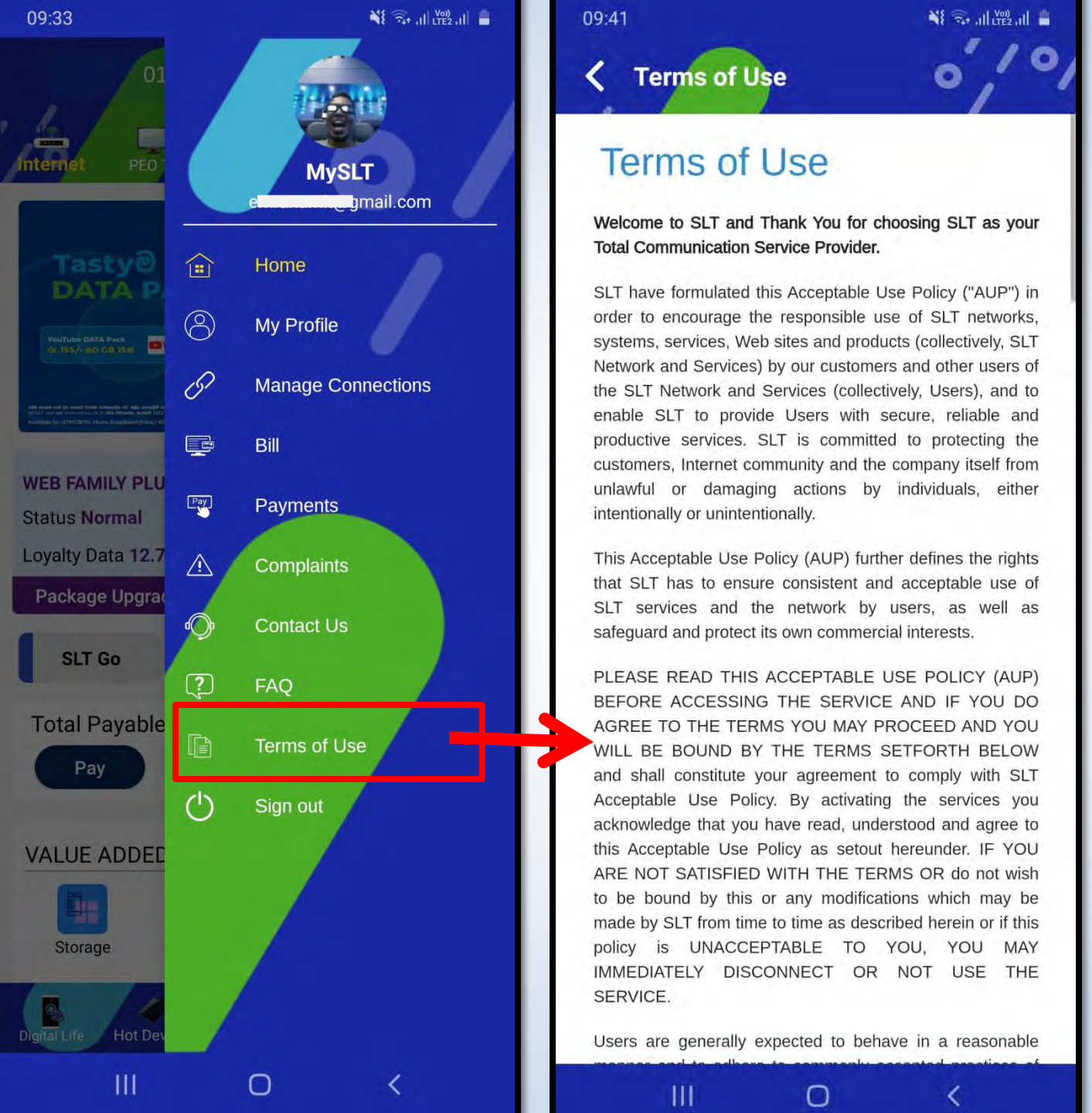




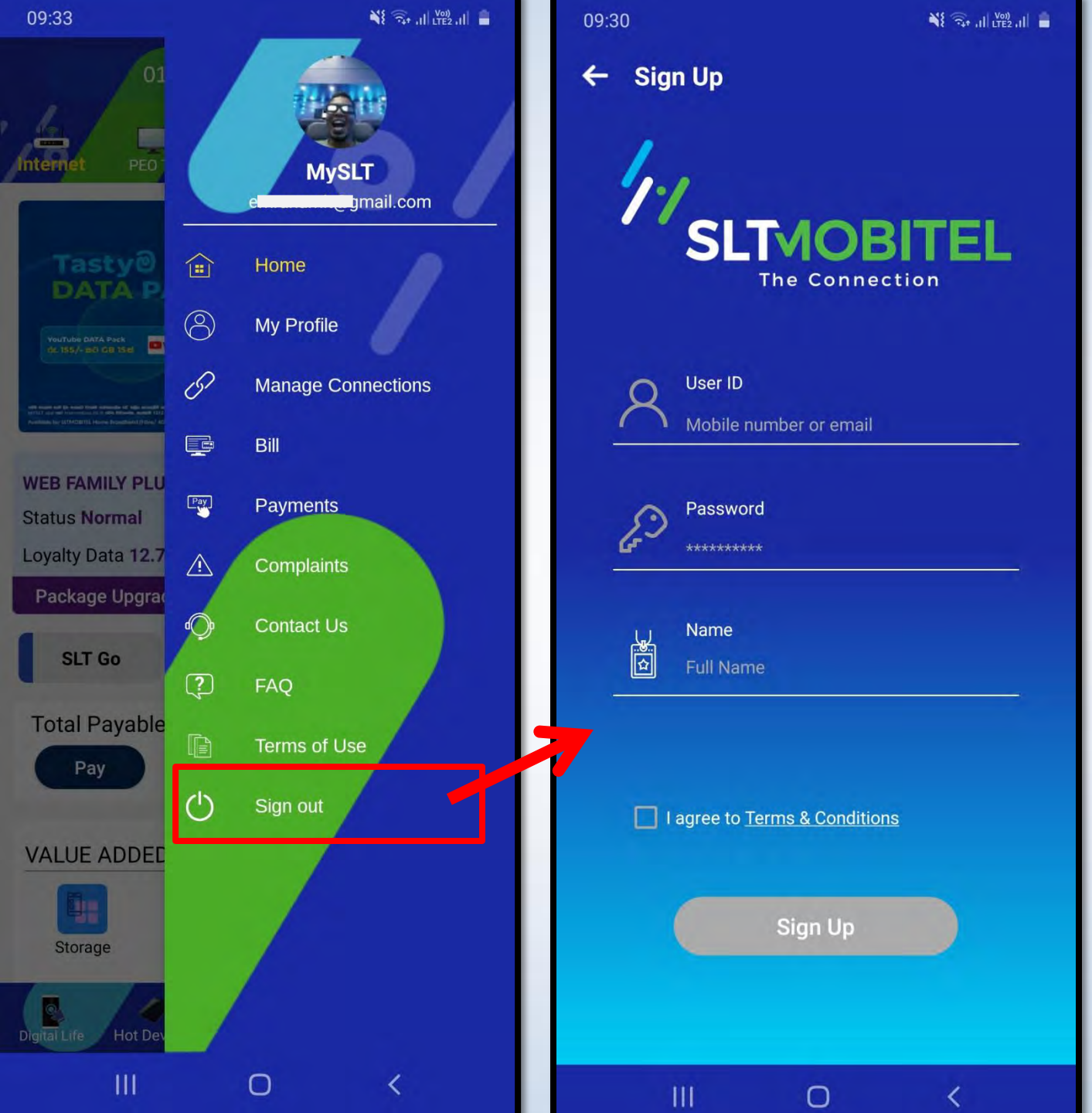
Shows Multiple channels of Contacts to SLT



Shows Commonly asked Questions and answers about SLT Products and Services



Shows Terms and Conditions



Signs Out of App and Shows Sign in window