Customernet Access User Manual

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Date :	01/04/2020
Name author :	Dealersystems Helpdesk

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2 Customernet Access

2.1 Preface

This document describes how to use the new Customernet Access application, which is the successor of the Pay per View application. Customernet Access enables you to buy time or credit based access to DAF applications

2.2 Prerequisites

In order to access and use the Customernet Access application you must have:

1.   Valid ePortal Customernet account

2.   Granted access to the Customernet Access application

3.   Valid Credit Card
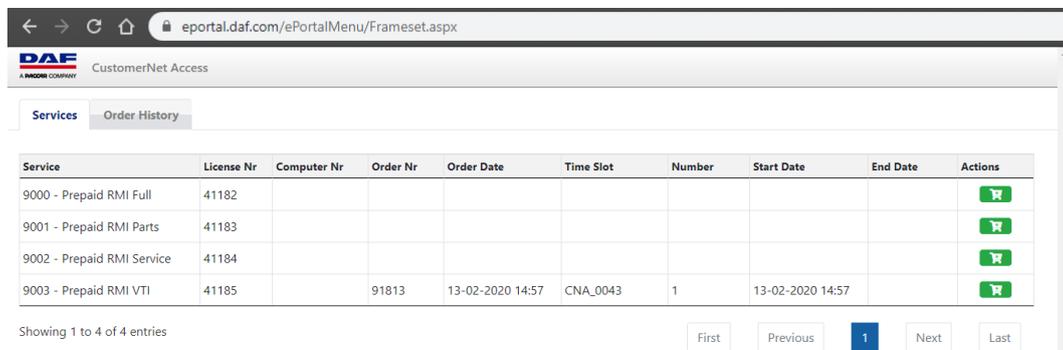
3 How to access Customernet Access

In order to use the Customernet Access application to buy access, you'll first need to be logged in onto ePortal: https://eportal.daf.com

After logging in, you'll find the Customernet Access application in the ePortal menu on the left side.
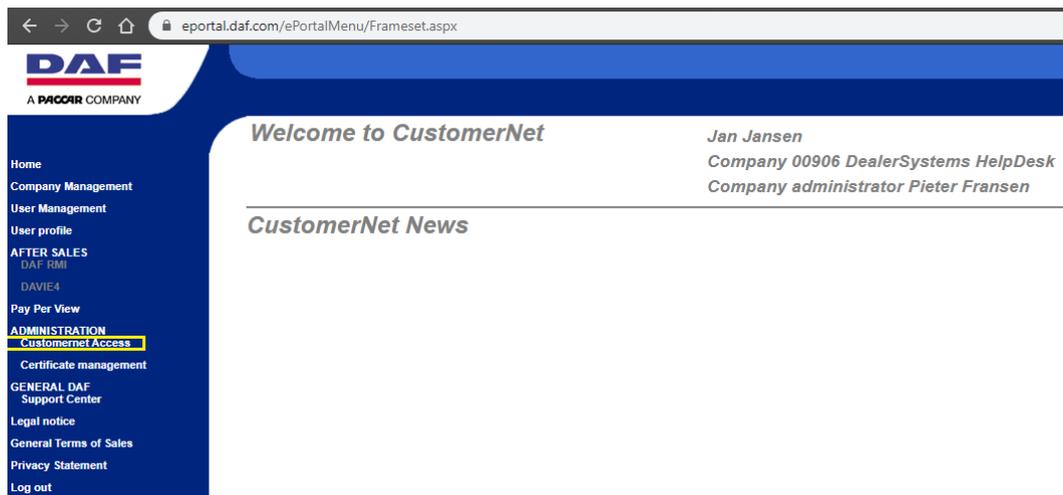
Clicking on the link will open up the Customernet Access application in a new tab or screen (depending on the browser settings).
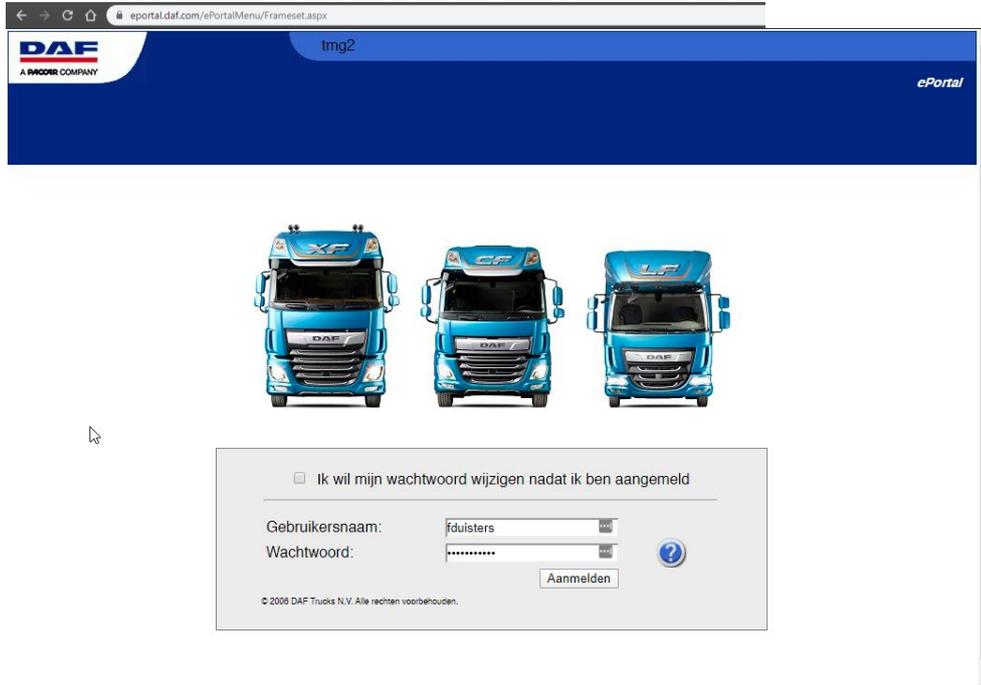
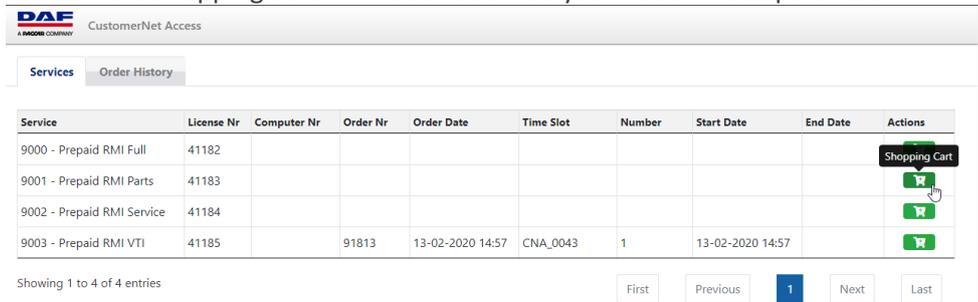# 4 How to order using Customernet Access?

1. Go to https://ePortal.daf.com and login with your Customernet account.

2. Open up the Customernet Access application by clicking on the link in the ePortal menu on the left side.

3. Click on the Shopping Cart at the Service you would like to purchase.

4. Select the appropriate Time Slot or fill the Number field with the order amount (in case of credits).

5. Click Add to order ![+] for each Service you would like to purchase.
The order overview will now be populated.

A record can always be removed from the order by clicking on Delete orderline ![−].

6. Click on ![Order total of €] to continue to the payment provider.

7. Fill in the required information needed for the Credit Card payment. (Cardholder's name, Card number, Expiry date, Card verification code)

8. After successful payment the purchased service will become available to use.

5 Additional information about Customernet Access

The Services and Order page are sorted on Service name ascending, where the Order History is filtered on Order Date descending.

On the bottom-right of each page, you'll find the page navigation buttons.
A maximum of 10 records is shown on each page. Using the navigation buttons you can go to the First, Previous, Next or Last 10 records whereas the numbered buttons directly navigate you a certain page of records.
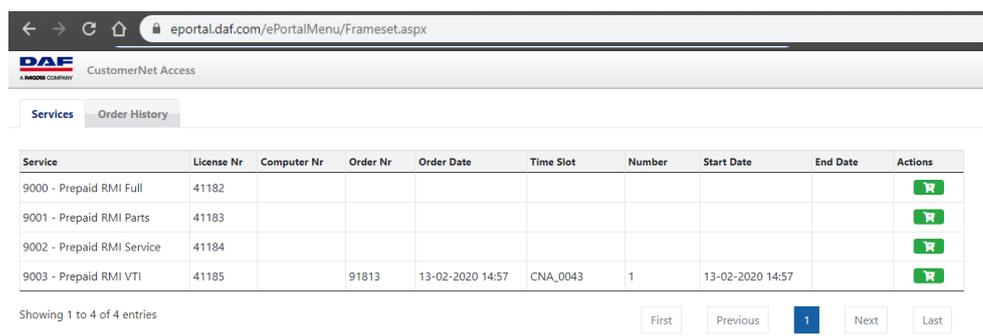
First	Previous	1	2	3	4	5	6	7	Next	Last

The Customernet Access application is presented in the language which is saved at the user's user profile settings in ePortal.

5.1   Services tab

On the tab *Services* you're able to view the applications for which a timeslot or credit can be bought, and the orders which are active.
After choosing which Service you would like to buy access for, you click on the Shopping Cart button 🛒 in the Actions column.

What is shown?
- Service   Application or service available for purchase.
- License Nr   Corresponding License Nr to the Service.
- Computer Nr   (In case of Davie4) this will show the name/nr of the device it is installed on.
- Order Date *   Date & Time of the placed order.
- Time Slot *   Purchased time slot or amount is shown (hour, day, week, month, year, #).
- Number *   Remaining purchased credits.
- Start Date *   Start- / Valid from- date of the purchase.
- End Date *   End- / Valid until- date of the purchase.
- Actions   The Shopping Cart icon redirects you to the order page where you create and finalize your order.

*Fields are only filled in case an order is active

5.2 Order History tab

The Order History tab shows the history of bought services we offer in the Customernet Access application.
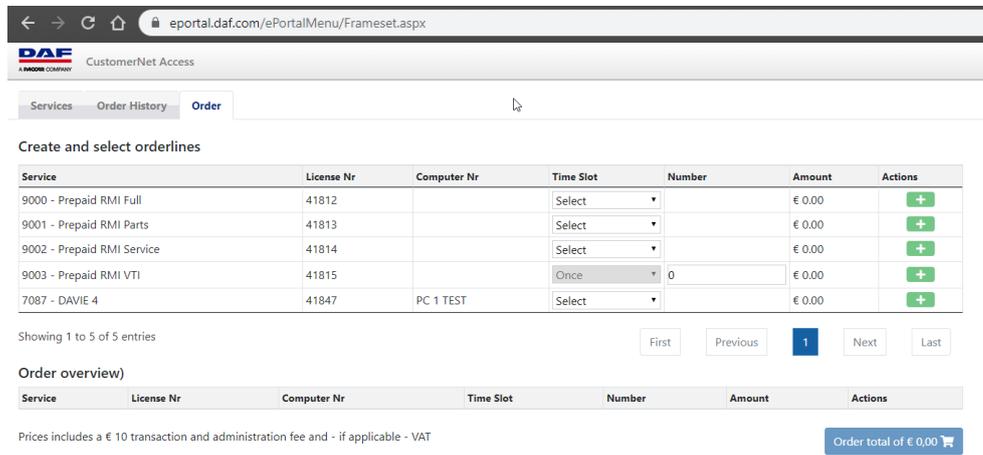

What is shown?

- Service — Application or service which has been bought.
- License Nr — Corresponding License Nr to the Service.
- Computer Nr — (In case of Davie4) this will show the name/nr of the device it is installed on.
- Order Nr — Unique identifier for the order. It also shows the status of the order (Accepted or Cancelled)
- Order Date — Date & Time of the placed order.
- Time Slot — Purchased time slot or amount is shown (hour, day, week, month, year, Credits).
- Number — Remaining purchased credits.
- Start Date — Start- / Valid from- date of the purchase.
- End Date — End- / Valid until- date of the purchase.

5.3 Order

A user is redirected to the Order page after clicking on the Shopping Cart icon at the Services page.

A user finalizes his order by selecting all the services and the according timeslot or amount.

When the order is ready, the customer clicks on the Order button [Order total of € 🛒].


The top half shows the items which can be bought whereas the bottom half shows the order overview.

What is shown?

- Service   Application or service which has been bought.
- License Nr   Corresponding License Nr to the Service.
- Computer Nr   (In case of Davie4) this will show the name/nr of the device it is installed on.
- Time Slot   Time slot for the period you would like to purchase a service
- Number   The number of credits you wish to order.
- Amount   Price for the selected Time Slot and Service.
- Actions   Add a service to the order [+], or delete a service from the order [−]

5.4 I need support

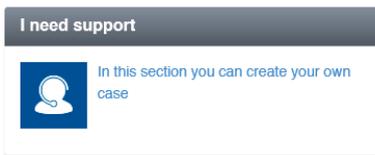1. Go to https://ePortal.daf.com and login with your Customernet account.
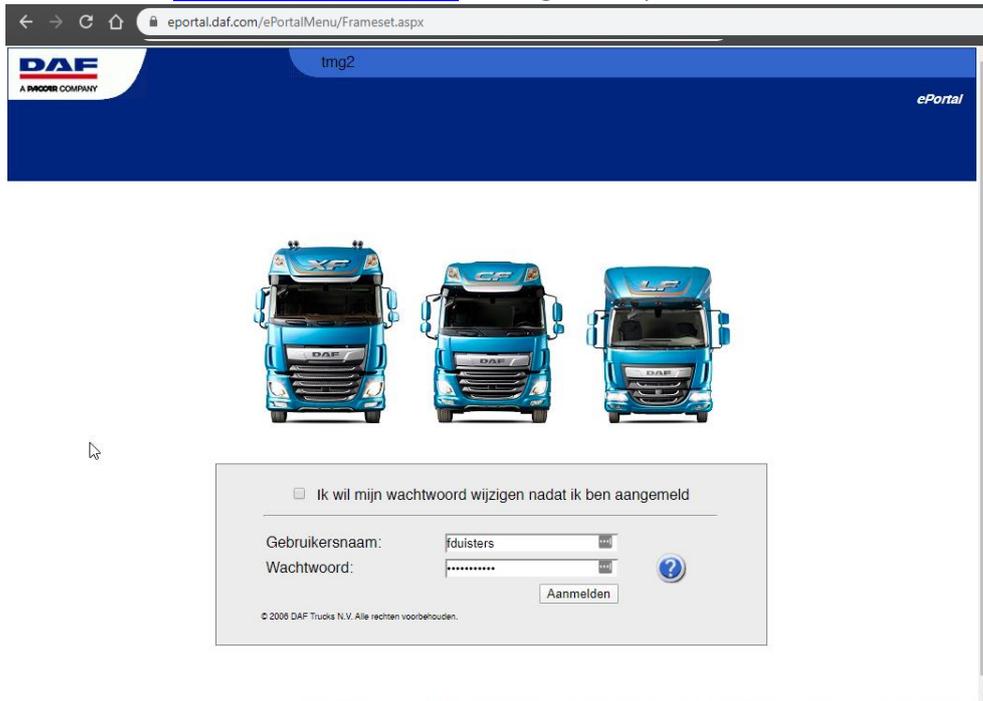
2. Open Support Center application in the left menu.
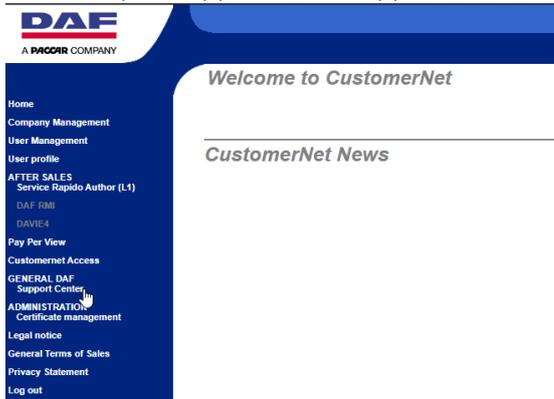
3. Click on Support Center for Independent Operators

4. Click on I need support.

I need support

In this section you can create your own case

5. Click on Support for myself

Support for myself

To create a case for myself

6. Click on Other Pay per view question

7. Fill in your question or problem in the Description field, and click on Submit.