

# Selfcare Portal: Change Service Request

USER GUIDE V.0.0

Prepared By: System Application Team PT. MEGA AKSES PERSADA (FIBERSTAR) | 2021

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# **1. PRELIMINARY**

Change Service Management is a web-based feature that can be accessed in the Selfcare Portal. This feature can be use by ISP (Internet Service Provider) to Create New Request for Change Service, Change Service & Add Equipment, Change Service & Dismantle Equipment, Add Equipment and Dismantle Equipment and also monitoring their Request Progress using Change Service Management on Selfcare Portal.

We can access Selfcare Portal using browser open the link <u>https://selfcare.fiberstar.co.id/.</u> When using a network outside the office internet, make sure that you connect with VPN office. Recommended browsers for accessing the SMS websites are:



#### 1.1. Login

Login into website Selfcare Portal. Input your Username and Password first before login.

Username: selfcare.myrep Password: \*\*\*\*\*\*



After Login Success you will directed to Dashboard Menu.



# 1.2. Logout

Step for Logout from Selfcare Portal:

- 1. Click Logout button on top right corner
- 2. You will automatically logout from Selfcare Portal

		Logout 🕞
PT Eka Mas Republik	FiberStar Self Care System	
🖷 Home		
SERVICE MANAGEMENT		
Activation Requests		
Change Requests		
	P1 Mega Akses Persada 6 72/0 Develop by Application 1	Development Team

# 2. Selfcare Portal Menu

# 2.1. Change Service Request

Change Service Request Menu can be used by ISP's to create new request for change service to Fiberstar.

The following is a detailed explanation for each type of request in the change service request menu.

No	Type Request	Request Detail				
1	Change service	Request Upgrade & Downgrade layanan				
		Request Upgrade & Downgrade layanan + pemasangan				
2	Change Service and Add Equipment	additional perangkat (ex: STB)				
		Request Upgrade & Downgrade layanan + dismantle				
3	Change Service and Dismantle Equipment	perangkat (partial, ex: STB)				
4	Add Equipment	Request Pemasangan additional perangkat (ex: STB)				
5	Dismantle Equipment	Request Dismantle perangkat (partial, ex: STB)				

# 2.1.1 Create Change Service Request

1. Login into Selfcare Portal, input username and password to login

Connecting Indonesia	
	Customer Self Care Portal Login

# 2. Access Change Request Menu

PT Eka Mas Republik C00056	FIBERSTAR Connecting Indonesia	Fiberstar Self Care System	
# Home			
SERVICE MANAGEMENT			
Activation Requests			
Change Requests	1		
	_		
	PT Mega Akses Persada © 2020		Develop by Application Development Team

3. Click New Change Request Button to create new request

							Logout 🖨		
PT Eka Mas Republik CO0056 륨 Home	Z New Change Reque	est							
SERVICE MANAGEMENT	List of Change Request								
Change Requests	Req no.	Customer id	Customer name	Start Submit Date E	nd Submit Date	- Select Category -	~		
	- Select status -	V Items per page: 10	▼ TFiller OReset	C Export To Excel	l				
	# Customer De	etail	Req No. Req Type	Bandwidth	Submit Date	Effective Date Status	Action		
	32000 Peysyah Customer Hr. C CRT: CRT2102 City: Bandung Subsoription La	160381 01437 bet: NA	24 020MAPICINITAL Dismantis Equipment ANAREO BEOVIN20 21	0	24 Aug 2021	27 Aug 2021	i View Detail		
	32012 Harsya Ar Customer Hr. C CRE: CRT2100 CHC: Jakara Se Subscription La	dhyatmiko Ini 1009 00137 Jazan Ado-NaT	20.003MAPCENTRAL Change Service AMAREQUEEDVINI20 21	0	20 Aug 2021	26 Aug 2021	i View Detail		
	32799 Amelinda Customer Hr. C CRT: CRT2011 City: Jakana Ba Subscription La	I Vania Stefan Italiza 10006 Helt Helt Helt	18 DOMMPICENTRAL Add Equipment ANARECHIBONI/282 1	0	19 Jul 2021	20 Jun 2021	i View Detail		

- 4. Input CRT ID
- 5. Choose Request Type: Change Service
- 6. Customer Detail will appear

PT Eka Mas Republik		
C00056	Circuit Id	CRT2102001437
쑴 Home	Request Type	Change Service v
SERVICE MANAGEMENT		
Activation Requests		
	Customer Detail	
Change Requests	Customer ID	C1503861
	Customer Name	Peysyah
	Customer Phone	085316000094
	Street	JAWA BARAT BANDUNG (40921) SOREANG RESIDENCE JLN. BLOK C2 Number 5
	State	JaBar
	Current Service	HB-030M

On Tab Menu Change Service

- 7. Choose New Service
- 8. Choose Effective Date (you can input effective date on the same day, if it past 16.00 WIB it will be a request on the next day)
- 9. Input Notes
- 10. Input Submitter

Change Service		
New Service	ADD-INST	•
Effective Date	Service package of FiberStar that you want subscribe	
Ellective Date	September 19th 2021	
Notes	Test 01	
		6
Submitter	Brilian	
	Cancel Submit	

11. Click submit button to save and submit

# 2.1.2 View Detail Change Service

1. Login into Selfcare Portal, input username and password to login

<b>FIBERSTAR</b> Connecting Indonesia	
	Customer Self Care Portal Login Q Uvernane Pasavord

2. Access Change Request Menu

			Logout 🕞
PT Eka Mas Republik C00056	FIBERSTAR'	Fiberstar Self Care System	
🖷 Home			
SERVICE MANAGEMENT			
Activation Requests			
Change Requests			

- 3. Choose One of Change Request on the list
- 4. Click View Detail button

PT Eka Mas Republik C00056	New C	2 Change Request									
SERVICE MANAGEMENT		List of Change Request									
Change Requests	Req no.		Customer id	Custom	er name	Start Submit Dat	e End	Submit Date	- Select Category -		~
	Select state	<i>i</i> s – • •	Items per page: 10	▼ TFilter	ට Reset	🔀 Export To Excel					
		Customer Detail		Reg No.	Req Type		Bandwidth	Submit Date	Effective Date	Status	Action
	32800	Peysyah Customer M: C1503801 ORT: ORT2102001437 City: Bandung Subseription Label: NIA		24.002MAPICENTRAL INASIREO/GEO/MI/20 21	Diamantie Equipment		0	24 Aug 2021	27 Aug 2021	157	I View Detail
	32012	Harsya Adhyatmiko Customer M: C1510008 ORT: ORT210300187 City: Jakana Selatan Subscription Label: ADD-INST		20.000MAPICENTRAL MASIREGIBBEOVIN20 21	Change Service		0	20 Aug 2021	25 Aug 2021	(AND)	4 View Detail
	32799	Amelinda Vania Stefa Customer M: C142785 CRT: CRT201001098 CRT: CRT201001098 CRy: Jakana Barat Subscription Label: NA	in	15.004MAPICENTRAL NASIREO/BED/VI/202 1	Add Equipment		0	19 Jul 2021	20 Jun 2021		i View Detail

# 5. The details of Change Service Request will be appear

<b>FIBERSTAR</b> Connecting Indonesia					PT Mega Akses Persada Menara Kadin Indonesia Lt. 6 Jl. H. R. Rasuna Said X-5 Kav. 2-3, Jakarta Selatan (021) 8062-1200
DRDER FROM: PT. Eka Mas Republik Jraha FIM JL Ck. Diliro No 37, Menteng 22124155500		Request FOR: <b>Peysyah</b> JAWA BARAT BANDUNG (40921) JaBar 40921 IDN Bandung JaBar	SOREANG RESIDENCE JLN. BLOK	C2 Number 5, Bandung,	Req ID. 32800 17.002/MAP/CENTRALMS/FEO/086D/0X/2021 Date of Submit: 17/09/2021 407 PM Effective Date: 19/09/2021 12:00 AM
Customer Detail					Request Type: Change Service
CID	CRT		Current Service		New Service
C1503861	CRT210200	1437	HB-030M		ADD-INST
Technical Detail					
Device		Quantity		Serial Number	
Test 04		1		0004	
Notes					
Test 01					
Current Request Status: NEW					Submitter: Andre

# 2.1.3 Create Change Service & Add Equipment Request

1. Login into Selfcare Portal, input username and password to login

<b>FIBERSTAR</b> Connecting Indonesia	
	Customer Self Care Portal Login Customane Password LOGIN

# 2. Access Change Request Menu

			Logout 🕞
PT Eka Mas Republik	FIBERSTAR Connecting Indonesia	Fiberstar Self Care System	
# Home			
SERVICE MANAGEMENT			
Activation Requests			
Change Requests			
	PT Mega Akses Persada © 2020	Develo	p by Application Development Team

# 3. Click button New Change Request to create new request

FiberStar 👄											Logout 🕞
PT Eka Mas Republik C00055	New Cl	2 nange Request									
SERVICE MANAGEMENT					List of Cha	nge Request					
Change Requests	Req no.		Customer id	Custome	er name	Start Submit Da	ate End	Submit Date	- Select Category -	~	
	- Select status	- *	Items per page: 10 V	<b>▼</b> Filler	්ට Reset	👔 Expert To Exc	d				
		Customer Detail		Reg No.	Req Type		Bandwidth	Submit Date	Effective Date	Status	Action
	32800	Peysyah Customer Id: C150381 CRT: CRT2102001437 City: Bandung Subsoription Label: NIA		24.002/MAP/CENTRAL /MAS/REC/BBD/VIV20 21	Dismantle Equipment		0	24 Aug 2021	27 Aug 2021		i View Detail
	32012	Harsya Adhyatmiko Custemer HI: C151059 CKT: CHT210001287 City: Jakura Salatan Subscription Label: ADD-INST		20 002MAPICENTRAL INASIREQ/BBD/VIV20 21	Change Service		0	20 Aug 2021	25 Aug 2021	2010	i View Detail
	32799	Amelinda Vania Stefa Customer Id: C1482786 CRE: CRE2011001096 City: Jakan Bant Subscription Label: NIA	1	19.004/MAP/CENTRAL /NAS/REG/BBD////202 1	Add Equipment		0	10 Jul 2021	20 Jun 2021	(1117)	I View Detail

- 4. Input CRT ID
- 5. Choose Request Type: Change Service and Add Equipment
- 6. Customer Detail will appear

PT Eka Mas Republik			
C00056	Circuit Id	CRT2102001437	~
# Home	Request Type	Change Service & Add Equipment	~
SERVICE MANAGEMENT			
E Activation Requests			
	Customer Detail		
Change Requests	Customer ID	C1503861	
	Customer Name	Peysyah	
	Customer Phone	085316000094	
	Street	JAWA BARAT BANDUNG (40921) SOREANG RESIDENCE JLN. BLOK C2 Number 5	
			4
	State	JaBar	
	Current Service	HB-030M	

On Tab Menu Change Service & Add Equipment

- 7. Choose New Service
- 8. Choose Effective Date
- 9. Choose Effective Time (you can input effective date on the same day, if it past 16.00 WIB it will be a request on the next day)
- 10. Input Device (Name, Serial Number and QTY) then Click ADD (You can input blank on Serial Number but not Qty)

Change Service & Add Equipment							
New Service	ADD-INST						
	Service package of	FiberStar that you want subscribe					
Effective Date	September 17	th 2021		13:00			~
Devices	#	Name		SN		Qty	
	1	Test 01		0001		1	
	Name:		SN:		Qty: 0		Add
Notes	Test 01						
Submitter	Doni						//
	Cancel	ubmit					

11. Click Submit to save and update

### 2.1.4 View Detail Change Service & Add Equipment

1. Login into Selfcare Portal, input username and password to login

<b>FIBERSTAR</b> Connecting Indonesia	
	Customer Self Care Portal Login Q Uurnaare Paswood

2. Access Change Request Menu

			Logout 😝
PT Eka Mas Republik		Filesotor Self Core Sustem	
🚸 Home		Fiberstar Sen Care System	
SERVICE MANAGEMENT			
Activation Requests			
Change Requests			
	PT Mega Akses Persada © 2020		Develop by Application Development Team

- 3. Choose One of Change Request on the list
- 4. Click View Detail button

		Logout 🔂
PT Eka Mas Republik C00056		
SERVICE MANAGEMENT	List of Change Request	
Change Requests	Req no. Customer kit Customer name Start Submit Date - beex Gengury- •   - Sees Salar- Immer pri page 10 • Y False O Result O Date	
	A     Continuer Detail     Reg Nype     Bandweldth     Sadawit Date     Effective Date     Sadawit       X200     Paceworkh     4     1100 mm1     1100 mm1     0100     0100	in
	Canada M. 2018/11 Autor All CONSIDURED 4	/iew Detail
	S2012 Harsys Adhystmiko 28.858/07/00.01%L Change Service 0 28.44/2.021 EX.44/2.021   Counter LC C01030 AndARODEDOVICE Change Service 0 28.44/2.021 EX.44/2.021 EX.44/2.021   CHL C0112002017 21 21 EX.44/2.021 EX.44/2.021 EX.44/2.021 EX.44/2.021   CHL C0112002017 21 21 EX.44/2.021 EX.44/2.021 EX.44/2.021   Executer LLate: ACD-0.021 21 EX.44/2.021 EX.44/2.021 EX.44/2.021	view Detail
	32709 Amelinda Vania Stefan 11 Stevanor Continue, Australicazione del Contante de C	View Detail

# 5. The details of Change Service & Add Equipment Request will appear

FIBERSTAR Connecting Indonesia							JI. H. R. Rasuna Said.	PT Mega Akses Persada Menara Kadin Indonesia Lt. 6 K-5 Kav. 2-3, Jakarta Selatan (021) 8062-1200
ORDER FROM: PT. Eka Mas Republik Graha FM. J. Cik Ditro No.37. Menteng 02124155508		Request FOR: <b>Peysyah</b> JAWA BARAT BANDUN ION Bandung JaBar	03 (40921) SOREANG RESI	IDENCE JLN. BLOK G2 Number 5	Bandung, JaBar 40921		17.001 <i>M</i> AP D	Req ID. 32800 XCENTRALNAS/REG/BBD/X/2021 te of Submit: 17/09/2021 10:43 AM Effective Date: 17/09/2021 1:00 PM
Customer Detail						Requ	change Service & A	dd Equipment
CID	CRT			Current Service			New Service	
C1503861	CRT210200143	7		HB-GSDM			ADD-INST	
Technical Detail								
Device		Quantity			Serial Number			
Test 01		1			0001			
Notes								
Test 01								
Current Request Status: NEW								Submitter: Doni

# 2.1.5 Create Change Service & Dismantle Equipment Request

1. Login into Selfcare Portal, input username and password to login

<b>FIBERSTAR</b> <sup>*</sup> Connecting Indonesia	
	Customer Self Care Portal Login
	Paswood

#### 2. Access Change Request Menu

FIBERSTAR 👄			Logout 😁
PT Eka Mas Republik C00056	FIBERSTAR Connecting Indonesia	Fiberstar Self Care System	
Home			
SERVICE MANAGEMENT			
Activation Requests			
Change Requests			
	PT Mega Akses Persada © 2020	D	evelop by Application Development Team

3. Click button New Change Request to create new request

FiberStar 👄											
PT Eka Mas Republik cooose M Home SERVICE MANAGEMENT	New Cl	C hange Request									
E Activation Requests					List of Cha	nge Request					
Change Requests	Req no.		Customer id	Custom	er name	Start Submit Date	e En	d Submit Date	- Select Category -		
	- Select status	i- v	Items per page: 10 V	T Filler	D Reset	Expart To Excel					
		Customer Detail		Reg No.	Req Type		Bandwidth	Submit Date	Effective Date	Status	Action
	32000	Peysyah Custemer M. C190381 CRT: CRT2102001437 City: Bandung Subscription Label: NIA		24.002MAPICENTRAL NASREGIBBOWIN20 21	Dismantle Equipment		0	24 Aug 2021	27 Aug 2021		4 View Detail
	32012	Harsya Adhyatmiko Customer Id: C1610555 CRE: CRT2105001287 City: Jakarta Selatan Subscription Label: ADD-INST		20.000MARICENTRAL NASREQIBED/VII/20 21	Change Service		0	20 Aug 2021	25 Aug 2021	2AGN	i View Detail
	32799	Amelinda Vania Stefa Customer Id: C1452755 CRT: CRT2011001066 City: Jakota Boat Subscription Labelt: NIA	n	19.004MAPICENTRAL NASREQ/BED/VI/202 1	Add Equipment		0	19 Jul 2021	20 Jun 2021	(NEW)	i View Detail

- 4. Input CRT ID
- 5. Choose Request Type: Change Service & Dismantle Equipment
- 6. Customer Detail will appear

		Logout Θ				
PT Eka Mas Republik						
C00056	Circuit Id	CRT2102001437				
# Home	Dominal Time					
	request type	Change Service & Dismantle Equipment				
Activation Requests						
the second second	Customer Detail					
Change Requests	Customer ID	C1503861				
	Customer Name	Peysyah				
	Customer Phone	085316000094				
	Street	JAWA BARAT BANDUNG (40921) SOREANG RESIDENCE JLN. BLOK C2 Number 5				
	State					
		aga				
	Current Service	HB-030M				

#### On Tab Menu Change Service & Dismantle Equipment

#### 7. Choose New Service

Change Service & Dismantle Equipment							
New Service	ADD-STB	ADD-STB					
	Service package of F	FiberStar that you want subscribe					
Effective Date	September 19	th 2021		10:00		~	
Devices	#	Name	S	5N	Qty		
	1	Test 02	0	1002	1 🗶		
	Name:		SN:	Qty	0	Add	
Notes	Test 02						
Submitter	Ambar						
	Cancel	ubmit					

- 8. Choose Effective Date
- 9. Choose Input Time (you can input effective date on the same day, if it past 16.00 WIB it will be a request on the next day)
- 12. Input Device (Name, SN, Qty) then Click ADD (You can input blank on Serial Number but not Qty)
- 10. Input Notes
- 11. Input Submitter
- 12. Click Submit to save

# 2.1.6 View Detail Change Service & Dismantle Equipment

1. Login into Selfcare Portal, input username and password to login

<b>FIBERSTAR</b> Connecting Indonesia	
	Customer Self Care Portal Login

2. Access Change Request Menu

FiberStar 👄		Logout 🕞
PT Eka Mas Republik C00056	Fiberstar Self Care System	
# Home		
SERVICE MANAGEMENT		
Activation Requests		
Change Requests		

- 3. Choose One of Change Request on the list
- 4. Click View Detail button

FiberStar 👄	ما	gout 🕞
PT Eka Mas Republik C00056	2	
😤 Home	New Change Request	
SERVICE MANAGEMENT		
E Activation Requests	List of Change Request	
Change Requests	Req no. Customer id Customer name Start Submit Date End Submit Date - Seen Compry -	
	- Seas son a - v term per page 10 v Trave O Rend O Rend	
	I Customer Detail Reg No. Reg Type Dandwidth Solmit Dalo Effective Dale Status Action	
	3200 Peysyah 117203447C01704, Change Service & Downartie Equipment 0 1173er2021 1154er2021 1154er2021021 1154er2021 1154e	etail
	2012 Harsya Adhyatmiko 20.0000/CDRTMA, Change Service 6 20.44, 2021 20.44, 2021 CMM (Veri D Centerre M C105084 And ADMINISTRATION 20 CMC (2021) 20.44, 2021 CMM (Veri D CMC (2021) 20.44, 2021)	etail

# 5. The details of Change Service & Dismantle Equipment will appear

<b>FIBERSTAR</b> Connecting Indonesia					<b>PT Mega Akses Persada</b> Menara Kadin Indonesia Lt. 6 JI. H. R. Rasuna Said X-5 Kav. 2-3, Jakarta Selatan (021) 8062-1200
ORDER FROM: <b>PT. Eka Mas Republik</b> Graha Fild J. Cak Diliro No.37, Menteng 02124155508		Request FOR: Peysyah JAWA BARAT BANDUNG (40921) SOREANG JABar 40921 IDN Bandung JaBar	RESIDENCE JLN. BLOK C	2 Number 5, Bandung,	Req ID. 32800 17.002/MAP/CENTRALNAS/REG/BBD/X/2021 Date of Submit: 17/09/2021 3:18 PM Effective Date: 19/09/2021 10:00 AM
Customer Detail				Pter	Change Service & Dismantle Equipment
CID	CRT		Current Service		New Service
C1503861	CRT2102001437		HB-030M		ADD-STB
Technical Detail					
Device	Quantity			Serial Number	
Test 02	1			0002	
Notes					
Test 02					
Current Request Status: NEW					Submitter: Ambar

# 2.1.7 Create Dismantle Equipment Request

1. Login into Selfcare Portal, input username and password to login

<b>FIBERSTAR</b> Connecting Indonesia	
	Q Utename
	Password

2. Access Change Request Menu

FiberStar 👄		Logout 🕞
PT Eka Mas Republik	Elberator Salf Care Sustem	
Home	riberstar Seir Care System	
SERVICE MANAGEMENT		
Activation Requests		
Change Requests		

# 3. Click button New Change Request to create new request

FiberStar 👄						
PT Eka Mas Republik C00056	New Cl	Z hange Request				
SERVICE MANAGEMENT	<u> </u>					
Activation Requests			List of Cha	ange Request		
Change Requests	Req no.	Customer id	Customer name	Start Submit Date End Submit Date	- Select Category -	×
	- Select status	n – V Revis per page: 10	▼ TFilter ⊃Reset	🕃 Expert To Excel		
	1	Customer Detail	Reg No. Reg Type	Bandwidth Submit Date	Effective Date Status	Action
	32800	Peysyah Customerka: C180081 CM: CHT2000427 CM: Bendrog Subsorgtion Laber: NA	34.85544440281744L Dismantie Equipment AwareDisconsor 21	0 24 Arg 2221	27 Aug 2021	i View Detail
	32012	Harsya Adhyatmiko Custome M.: 0151050 CRI: 07120003207 CRI: Jakus Bosan Subscription Labe: AOD-INST	28.85344440584744L Change Service Awardolesowice 21	<b>0</b> 20 Aug 2021	28 Aug 2021	I View Detail
	32799	Amelinda Vania Stefan Custeme M.: 0142785 CRE: 0712010008 CRy: Jikens Baset Eukenspilfen Laket. 10A	18 DOMMINGDUTVL. Add Equipment ANAREO BIBONIO32	0 19.34/3021	20 Jun 2021	I View Detail

- 4. Input CRT ID
- 5. Choose Request Type: Dismantle Equipment
- 6. Customer Detail will appear

PT Eka Mas Republik		
C00056	Circuit Id	CRT2102001437
Home	Request Type	Dismantle Equipment
SERVICE MANAGEMENT		
Activation Requests		
	Customer Detail	
Change Requests	Customer ID	C1503861
	Customer Name	Peysyah
	Customer Phone	085316000094
	Street	JAWA BARAT BANDUNG (40921) SOREANG RESIDENCE JLN. BLOK C2 Number 5
	State	JaBar
	Current Service	HB-030M

On Tab Menu Dismantle Equipment

- 7. Choose Effective Date
- 8. Choose Effective Time
- 9. Input Devices (Name, SN, QTY) then Click ADD (You can input blank on Serial Number but not Qty)
- 10. Input Notes
- 11. Input Submitter
- 12. Click Submit

Dismantle Equipment						
Effective Date	September 19	h 2021		10:00		~
Devices	#	Name	:	SN	Qty	
	1	Test 03	(	0003	1	×
	Name:		SN:		Qty: 0	Add
Notes	Test 03					
Submitter	Anita					
	Cancel	ubmit				

#### 2.1.8 View Detail Dismantle Equipment

1. Login into Selfcare Portal, input username and password to login



# 2. Access Change Request Menu

			Logout 😁
PT Eka Mas Republik C00056	FIBERSTAR Connecting Indonesia	Fiberstar Self Care System	
🖷 Home		·····	
SERVICE MANAGEMENT			
Activation Requests			
Change Requests			
	PT Mena Alises Persada (2 2020	n	evelop by Application Development Team

- 3. Choose One of Change Request on the list
- 4. Click View Detail button

			Logout 🖨	
PT Eka Mas Republik C00055 Home SERVICE MANAGEMENT E Activation Requests	Vew Change Request	List of Change Request		
Change Requests	Req no.     Customer id       - Sectionaria     Imma per page     10     V       #     Customer Detail     V     V	Customer name Start Submit Date	End Submit Date - Select Caregory -	
	32009 Peysyah Custerri Kr. (2008) Cett. Carry 1000/147 Cett. Central Seleviration Later. 10.4	17.305.MAP.CONTING. Dismantie Equipment 0 ANARECHEORODO22	17 day 3021 19 day 3021 IVew Detail	
	30112 Harsya Adhyatmiko Culture et Cititos Cell: citizotoria? Cell: aixas Seize Seburgeto: Later: ACD-03	23.583.544-CENTRU, Change Service 0 ANAREQUEDVINIE 21	28 Ag 201 29 Ag 201 EVer Datal	

# 5. Then the details will appear

Connecting Indonesia				JI. H. R.	PT Mega Akses Persada Menara Kadin Indonesia Lt. 6 Rasuna Said X-5 Kav. 2-3, Jakarta Selatan (021) 8062-1200
ORDER FROM: PT_EKa Mas Republik Construction (No.57, Merking Co13419556)	Request FOR: Peysyah Jake volubility (49921) SOREANG RESIDENCE JUN BLOK O Jake volubility (49921) SOREANG RESIDENCE JUN BLOK O Jake Volubility (49921) SOREANG RESIDENCE JUN BLOK O Bandwag Jake Volubility (49921) SOREANG RESIDENCE JUN BLOK O B	2 Number 5, Band	lung,	Request Type:	Req ID. 32800 1.002MAP/CENTRAL/NAS/REO/BBD/X/2021 Date of Submit: 17/09/2021 3.32 PM Device Dismantle Date: 19/09/2021 10:00 AM
Customer Detail					
CID	CRT		Current Service		
C1503861	CRT2102001437		HB-030M		
Technical Detail	-				
Device Q	uantity	Serial Number			
Test 03 1		0003			
Notes					
Test 03					
Current Request Status: NEW					Submitter: Anita

# 2.1.9 Create Add Equipment Request

1. Login into Selfcare Portal, input username and password to login

<b>FIBERSTAR</b> Connecting Indonesia	
	Q Usermane
	Password

#### 2. Access Change Request Menu

FIBERSTAR 👄			Logout 🔂
PT Eka Mas Republik C00056	FIBERSTAR Connecting Indexests	Fiberstar Self Care System	
Home			
SERVICE MANAGEMENT			
Activation Requests			
Change Requests			
	PT Mega Akses Persada © 2020	t	levelop by Application Development Team

3. Click button New Change Request to create new request

PT Eka Mas Republik C00056	Rev Change Request			
Activation Requests		List of Change Red	quest	
Change Requests	Req no. Customer id	Customer name Start St	ubmit Date End Submit Date	- Select Category -
	- Select status - V Items per page: 10 V	¥ Filler ⊃ Reset 👔 Exp	part To Excel	
	# Customer Detail	Req No. Req Type	Bandwidth Submit Date	Effective Date Status Action
	2000 Peysyah Colomer M. (10001 OK. (1012001) Gay, Sandray Babaragitan Lade: NA	24.000MARC001994. Diamantie Equipment AAAAHEO BBOVNIOD 21	0 24 Aug 2021	27 Aug 2221 EX Li View Detail
	2012 Harsya Adihyatmiko Cutemer M. (* 10005 OK. 0712001077 Og. Java Satan Menungkon Later. ADD-037	23 003MA/002/WW. Change Service ARAGE03880/W03 21	0 26 Aug 2021	21 Aug 2221 EXXX I View Detail
	22799 Amelinda Vania Stefan Colterre Colt279 Cell (01720/10000 Cey, Jana Bart Belangeten Lan, 192	18 DOMARYCENTRAL ANGREG BROWICE2 1	0 19 Jul 2021	20 Jan 2021 EXT I View Detail

- 4. Input CRT ID
- 5. Choose Request Type: Add Equipment
- 6. Customer Detail will appear

		Logout 🕪
PT Eka Mas Republik		
C00056	Circuit Id	CRT2102001437
# Home	Request Type	Add Environment
SERVICE MANAGEMENT		Aud equipment
Activation Requests		
	Customer Detail	
Change Requests	Customer ID	C1503861
	Customer Name	Peysyah
	Customer Phone	085316000094
	Street	JAWA BARAT BANDUNG (40921) SOREANG RESIDENCE JLN. BLOK C2 Number 5
	State	JaBar
	Current Service	HB-030M

On Tab Menu Add Equipment

 Input Devices (Name, SN, QTY) ADD (You can input blank on Serial Number but not Qty)

Add Equipment						
Devices	#	Name		SN	Qty	
	1	Test 04		0004	1	×
	Name:		SN:		Qty: 0	Add
Device Installation Date	September 1	9th 2021		13:00		~
Notes	Test 04					
						li li
Submitter	Rindu					
	Cancel	Submit				

- 8. Choose Installation Date
- 9. Choose Installation Time
- 10. Input Notes
- 11. Input Submitter
- 12. Click Submit

#### 2.1.10 View Detail Add Equipment

1. Login into Selfcare Portal, input username and password to login

<b>FIBERSTAR</b> Connecting Indonesia	
	Customer Self Care Portal Login Q Ummer
	Loons

# 2. Access Change Request Menu

🕈 FiberStar 👄			Logout 🕞
PT Eka Mas Republik C00056	"FIBERSTAR	Fiberstar Self Care System	
🖶 Home			
SERVICE MANAGEMENT			
Activation Requests			
Change Requests			

- 3. Choose One of Change Request on the list
- 4. Click View Detail button

													Logout G
PT Eka Mas Republik C00056													
🖀 Home	New	Change Request											
SERVICE MANAGEMENT													
Activation Requests						List o	of Char	ge Request					
Change Requests	Req no.		Customer id		Custome	er name		Start Submit Date	End Submit Date	- Select Category -		¥	
	- Select str	stus – V	Items per page: 10	~	<b>▼</b> Filler	D Reset		Export To Excel					
		Customer Detail			teq No.	Req Type		Bandwidth	Submit Date	Effective Date	Status		Action
	32800	Peysyah Customer M: C1503881 CRT: CRT2102001437 CRy: BanOung Subscription Labet: NA			7.002/MAPICENTRAL NASIREG/BBD/0/202	Add Equipment		0	17 Sep 2021	19 Sep 2021			á View Detail
	32012	Harsya Adhyatmiko Custamer M: C1510550 CRT: CRT2105001287 CRy: Jakarta Selatan Subscription Labet: ADD-INST			9.002MAPICENTRAL NASREQ/88D/VII/20 1	Change Service		0	20 Aug 2021	25 Aug 2021	TAKEN		á View Detail

# 5. Then the details of Add Equipment will appear

Connecting Indonesia				JI. H. R. R	PT Mega Akses Persada Menara Kadin Indonesia Lt. 6 asuna Said X-5 Kav. 2-3, Jakarta Selatan (021) 8062-1200
ORDER FROM: PT. Eka Mas Republik Genha TMJ. dl. Koltino No.37, Meetleng 02124155508	Request FOR: Peysyah Jawa BRAT BANDUNG (49921) SOREANG RESIDENCE JUL BLOK ( Jabar 49921 IDN Bandang Jabar	2 Number 5, Ban	dung,	Request Type:	Req ID. 32800 1702/MAP/CENTRALINAS/REO/BDD/02021 Date of Submit: 1709/2021 3.43 PM Device Installation Date: 19/09/2021 1.00 PM Add Equipment
Customer Detail					
CID	CRT		Current Service		
C1503861	CRT2102001437		HB-030M		
Technical Detail					
Device	Quantity	Serial Number			
Test 04	1	0004			
Notes					
Test 04					
Current Request Status: NEW					Submitter: Rindu