

## **Planet Online Laos ISP customer interfaces**

### **1. Login to customer interface**

In order to access to POL ISP customer, you will need to have valid UserId and Password with Planet Online Laos. This UserId and Password is the same as the UserId and password that you are using to login for Internet access.

You can go to the customer interface by two ways:

(1) Access through our web site

- Access to our web site <http://www.planet.laopdr.com>
- Click on 'My Account' on the top menu
- Choose 'My Broadband Account'
- Click on 'Check your Internet usage' or 'Change your password'

The link will take you to the customer interface by asking for your username and password.

(2) Access the Interface directly

- Enter direct URL on your web browser: <http://rbs.laopdr.com:8001>  
You will be asked for username and password.

Please enter your valid Username (UserId) and password on the authentication page. If you enter the information correctly, the system will allow you to access the customer interface.

### **2. Customer interface menu**

After you successfully logged in to the Interface, you will be the menu look like the following figure:



Figure 1: POL ISP customer Web Self Care (WSC) interface

The left pane of the interface shows all available links for you to use to update your information and check your usage status. The right pane shows your status. The following explain what the interfaces are and how to use them:

**User Profile** has two links for you to update your profile information and change your password. You can update your details, such as home address, email address, telephone number, etc ... by click on 'Update Details' link. For changing your password, you can click on 'Change Password' link.

**History** will show you your usage history, invoices and payment. To check your usage detail, you can click on 'Session Report'. The 'View Invoices' link will show you all invoices. If you want to see the transaction history (payment and invoice), you can use the 'Transaction History' link.

**Services** shows you what 'add-on' service we have offered. You can use this link to refill your prepaid account. The 'Broadband Prepaid Refill' is applicable to Broadband Prepaid account only (PWBI-P1 and PWBI-P2). In order to refill your prepaid account, you need to come to our office to pay for refill first (You will need to have sufficient balance credit before refilling your prepaid account).

**Trouble Tickets** is used for submitting your trouble ticket. If you would like to report the problem or would like to suggest us regarding our service, you can click on 'Add'. To view your trouble ticket status, you can click on 'View'. You will see the updated information about your trouble tickets.