End User Portal

Objectives
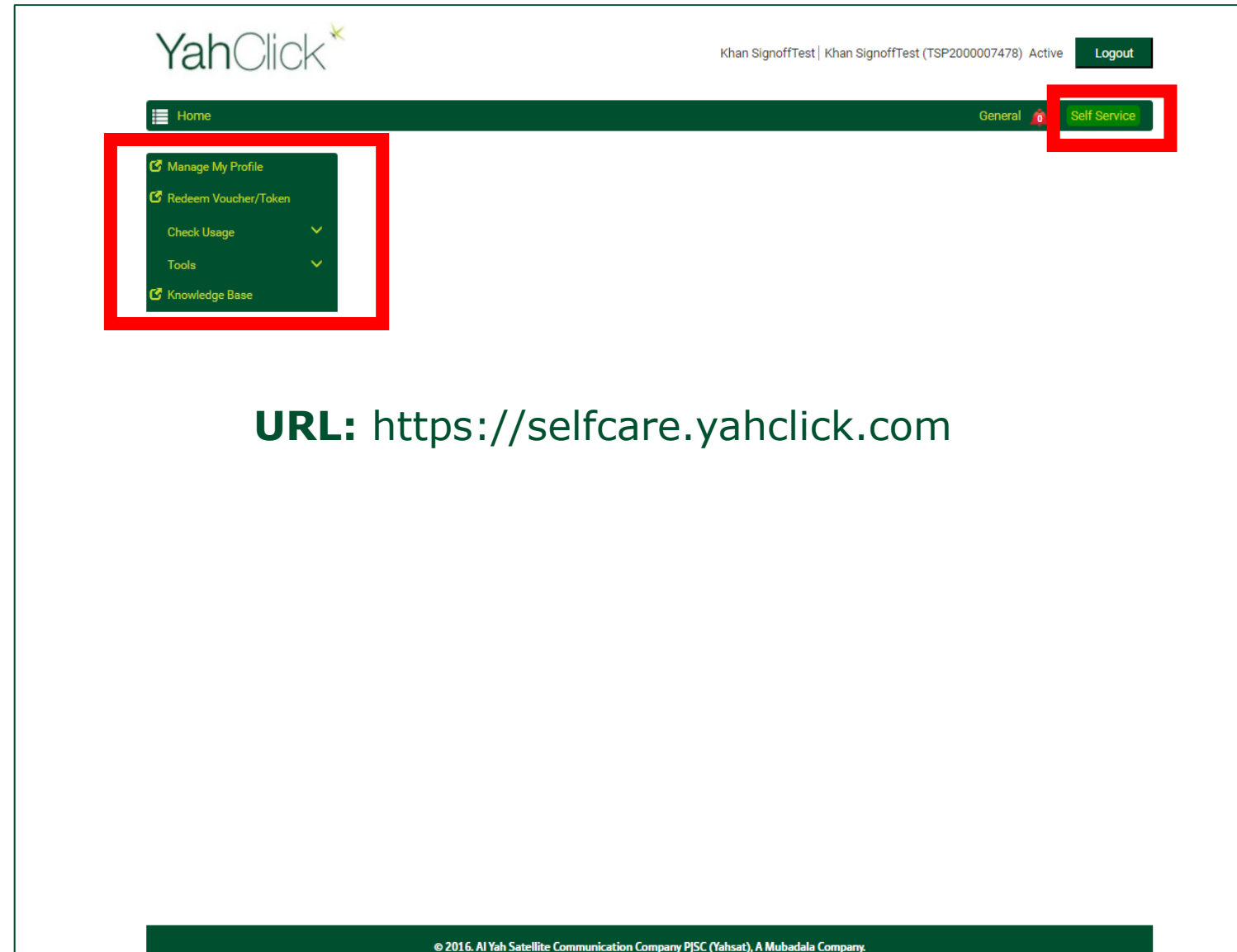
End User Portal
- Overview
- Manage My Profile
- Redeem Voucher/Token
    - Check Usage
        - Current
        - Historical usage
- Tools
- Knowledge Base

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.

URL: https://selfcare.yahclick.com

Manage My Profile

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

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

Redeem Voucher/Token

Redeem Voucher/Token shows users:
- FAP Token Type
- Action
- Performed By
- Token Count
- Date and Time

Check Usage- Ju Current

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

Check Usage- HN Current

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

Check Usage- Historical

Check Historical Usage shows users their token usage history.

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

Tools

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.
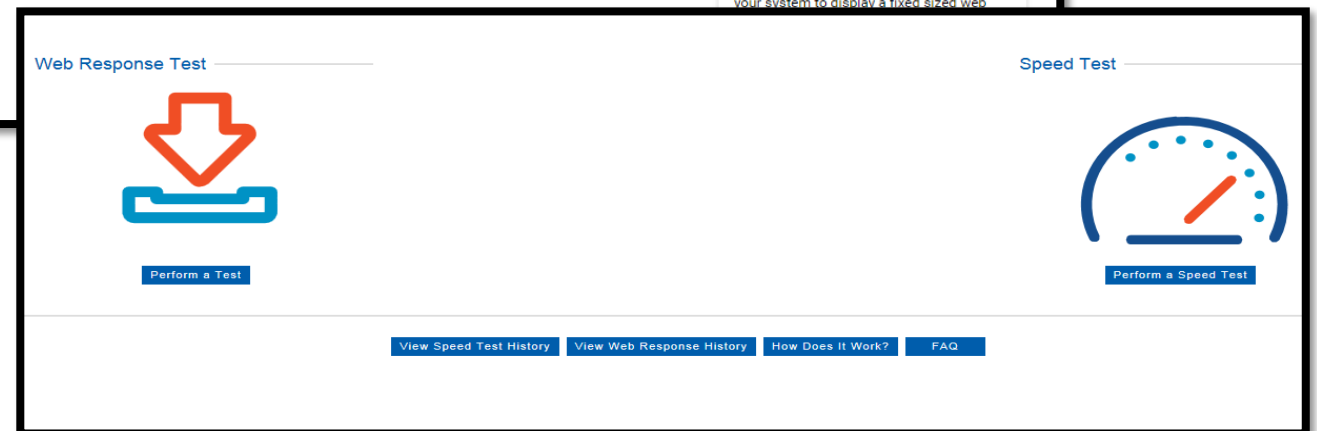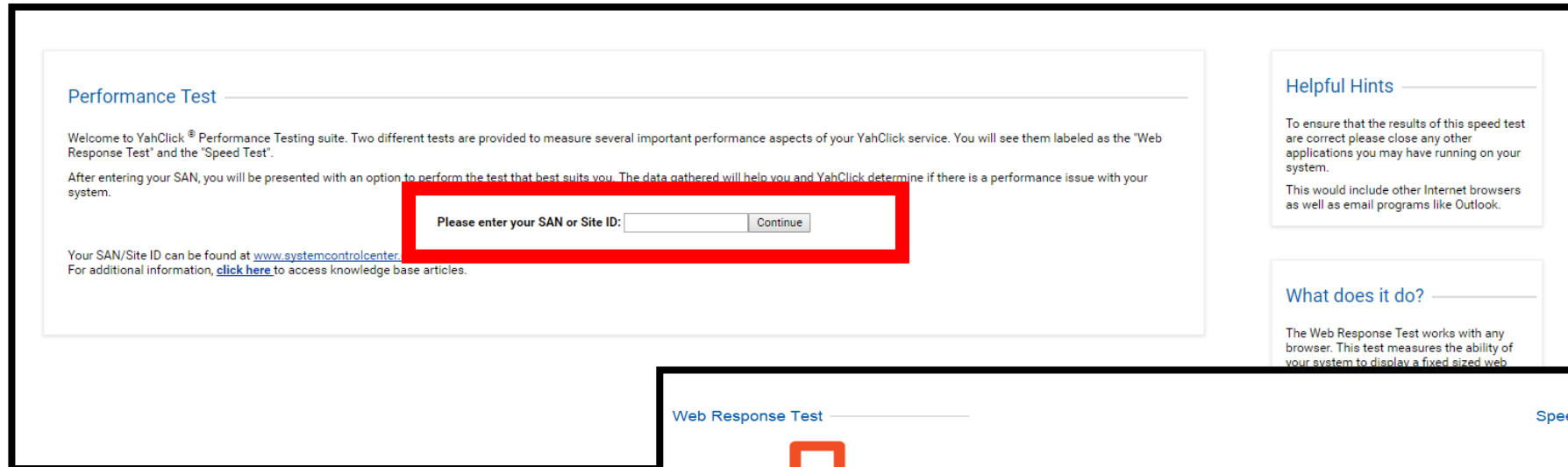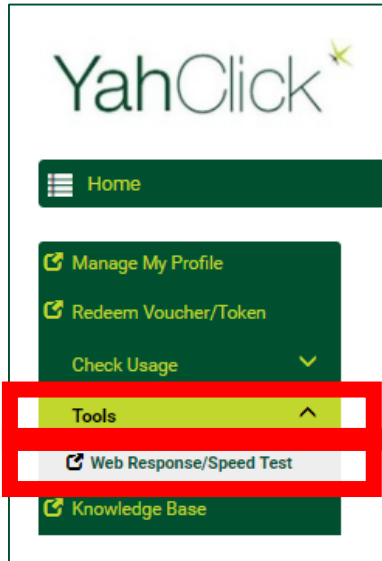
Knowledge Base

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

THANK YOU