





### How do I register?

If you are a first time user, click on "Sign up" on the Home page and follow the prompts. Once you have signed up, you will be redirected to the "Sign in" page.

An email with an OTP pin will be sent to your registered email address. Enter the OTP and verify your account details to proceed to your smrt!Wallet.









### How do I top-up my account?

Go to "Top-Up" in the menu for online or mobile. Select payment method (online gateway or service provider's bank details). Use your wallet account number as payment reference.









How do I update my details or change my notification preferences?

### To edit your profile:

- Click "Manage Account" on the left menu bar or bottom right corner.
- Select "View Profile" and edit by clicking three dots (online dashboard) or "Update Profile" button (mobile app).
- Note: Email address (username) cannot be changed.









How do I link someone to my wallet or load my tenant?

- Click on "Manage Account" in the left menu bar on the online dashboard or the bottom right corner of the mobile app.
- Navigate to "My Contacts" to add family members, partners, tenants, or secondary contact details for yourself in the smrt!Wallet account you own.









### How is my balance calculated?

Your account balance is similar to a bank account balance, calculated based on daily or monthly billing by your service provider. It is displayed on the online dashboard or mobile app summary page. To view billed items and the monthly balance, check the expense section.









## Can I be warned if I am going to exceed my budget?

## To receive budget warnings:

- Access the "Forecast & Budget" tool.
- Set your budget.
- Get email notifications to prevent exceeding budget.
- Monthly billed items may not be fully considered.









I receive low credit alerts daily, can I change it?

To adjust your low credit alert frequency, follow these steps:

- Go to the "Top-Up" screen.
- Click on "Low Credit Alert".
- Enter your preferred value, keeping in mind that a lower value means less time between alerts and needing to top up.









Why is my account depleting so fast?

We suggest reviewing your monthly expense statement to identify items affecting your account balance. Check utility statements, noting that some providers like Eskom may have a daily fixed charge included.









Where can I find my statement, invoices, or payment receipts?

You can download documents from the online dashboard or mobile app under "Documents" or "Manage Account." Access expense account statements, payment receipts, proforma invoices, and monthly invoices if applicable.









How much am I spending on electricity, water, sewer, gas or other utilities?

To monitor utility spending like electricity, water, and gas:

- Online dashboard: Go to "Utilities" dropdown for separate display.
- Mobile app: Click on displayed utility items on the summary page for individual viewing.









### Where can I find my consumption?

In the online dashboard, access utilities in the menu bar on the left side panel. In the mobile app, tap "Utility Items" on the summary page. Choose an item to view and click "View Consumption" at the top right.









## Why am I paying for SMS's?

To avoid SMS charges, use free in-app notifications. Manage preferences by clicking "Manage Account" on the online dashboard or in the mobile app.









# I need to speak to someone for more help, please?

Click "contact us" for service provider details. Remember ismrt! is not a service provider, but provides software for utility service providers in South Africa.







**EASY** 

SIMPLE

TRANSPARENT

