Control Your Business Accounts with Vodafone's Self-Care Portal

Smart Management for Smart Users!

vodafone business

Manage Your Postpaid Services with Ease

Introducing the Vodafone Self-Care Portal – your one-stop solution for managing all your postpaid services effortlessly. Designed for our valued postpay customers, this web-based portal offers a range of features to give you better visibility and control over your account.

System Requirements:

To access the Self-Care Portal, you will need:

- ☑ A Tablet or Computer
- ☑ A Web Browser (Google Chrome recommended, Mozilla Firefox)
- ☑ A Working Internet Connection
- ☑ A Registered Postpaid Phone Number to receive OTP

Key Features:

- ☑ **Comprehensive Account Management:**
  Easily manage your connections and perform basic functions independently.

- ☑ **Detailed Account Overview:**
  Get a clear view of your account status, billing information, and usage reports at both the account and user levels.

- ☑ **Enhanced Control:**
  Gain better visibility and control over your postpaid services.

1. Getting Started is Simple

Account Update: Ensure the Authorized Signatory details for your account is updated. If not, contact your Business Account Manager to get this step completed.

Visit: Navigate to Vodafone Self-Care Portal and select **"Business"**.

Register: Click on **"Register"** button at the bottom and fill in the form to create your Self-care account. Enter the OTP and click on "Register Now" after reading and accepting the Terms and Conditions. Note: OTP will only be sent to authorized personnel's mobile number, hence, step 1 is mandatory in this process.

Login: Enter your registered Mobile Number and use either Password or OTP option for secure access.

2. Easy Navigation

Home Page: View billing history, spend history, usage patterns, and more.

Connections: Manage active numbers and perform basic tasks.

Reports: Generate spend and usage reports categorized by Customer, BAN, and connections.

3. Self-Service at Your Fingertips

Perform essential tasks without needing to contact customer care:

Change or update connection details

Enable roaming access

Check usage details

Change credit limits

Transfer numbers to different BANs

SIM replacement

Bar connections in case of lost SIMs

Sign up for your Self-care portal today !

Contact Details:

📞 **Call 125 for Post pay Customer Care**

✉️ **corporate.sales@vodafone.com.fj or customercare.fj@vodafone.com.fj**

📍 **Vodafone Fiji, 168 Princes Rd, Suva**

ⓕ **@VodafoneBusinessFJ**