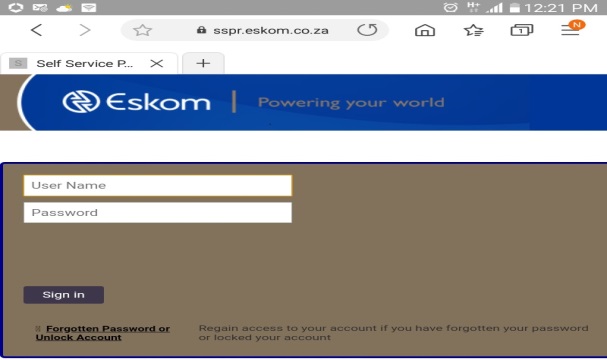
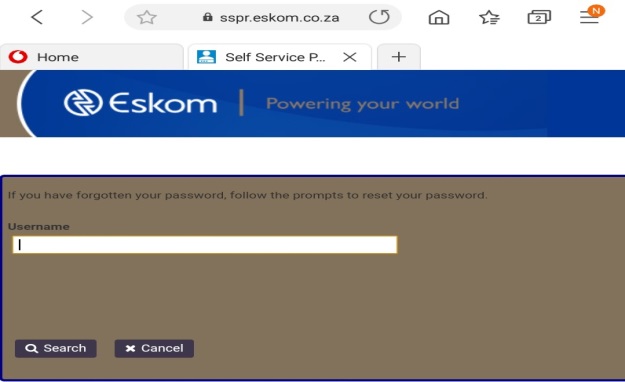
1. **How to unlock/forgotten password using a cellphone**

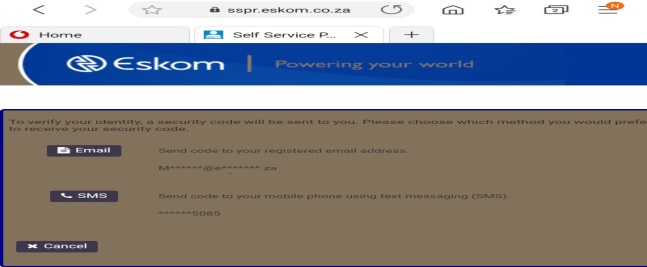
**Step 1:** On your browser type <https://sspr.eskom.co.za>

****

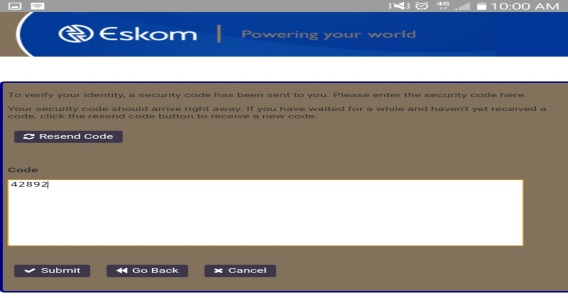
**Step 2:** click on “Forgotten Password or Unlock Account” and enter username

****

**Step 3:** click on “Email or SMS”

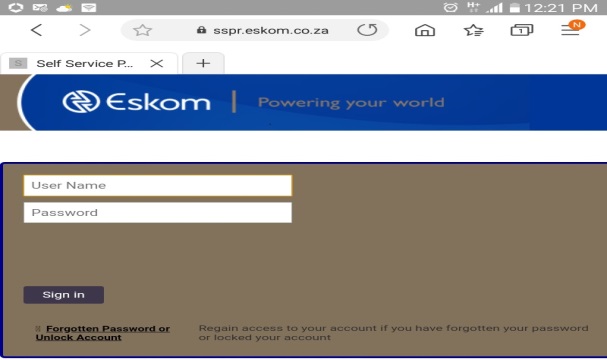
****

**Step 4:** Enter the code sent to your email or phone and set a new password.

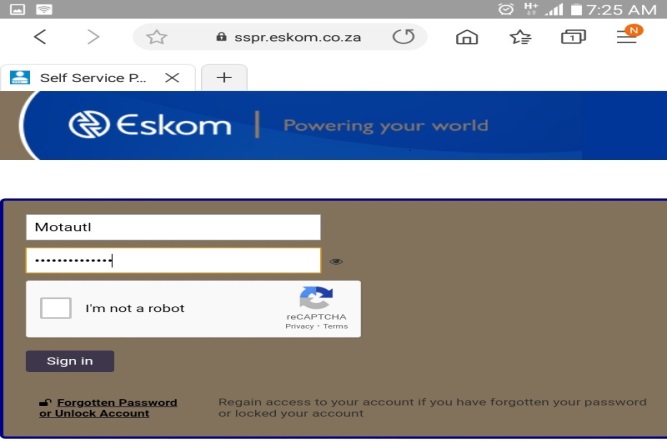
****

1. **How to update cellphone number**

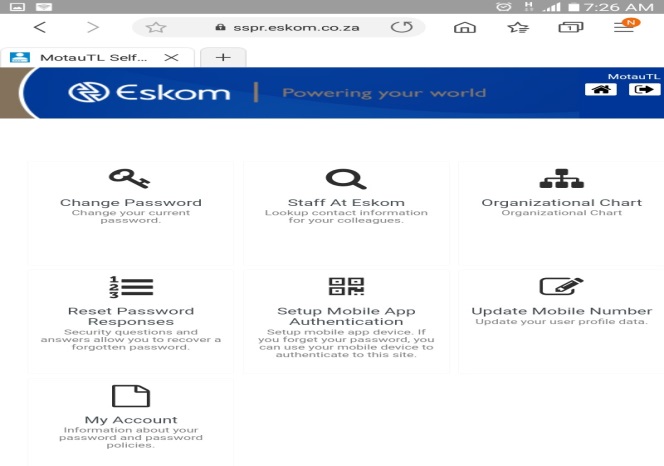
**Step 1:** On your browser type <https://sspr.eskom.co.za>

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**Step 2:** Type your username and password to sing in

****

**Step 3:** You can make a selection on the below Menu and follow instructions.

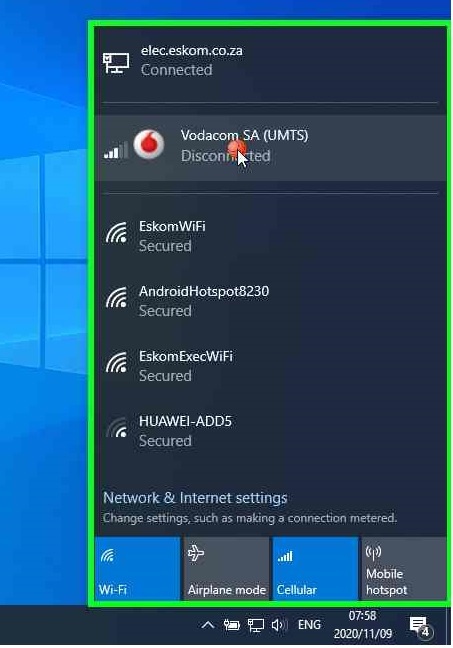
****

1. **How to setup APN on windows 10**

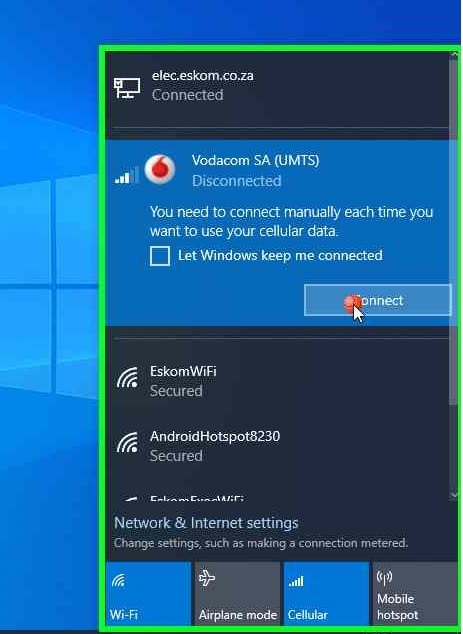
**Step 1:** click on "elec.eskom.co.za Internet access (button)"

****

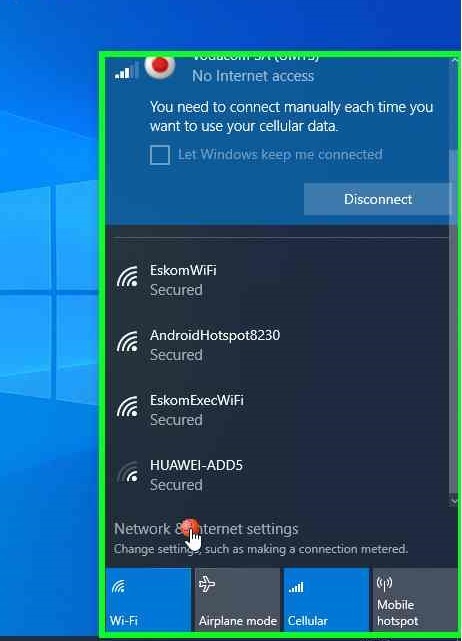
**Step 2:** click on "Vodacom SA (UMTS) Disconnected

****

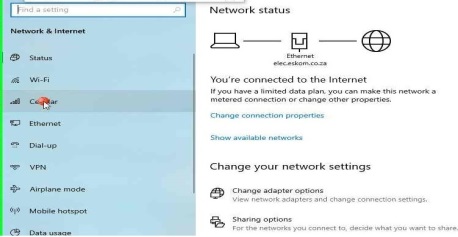
**Step 3:** click on "Connect (button)"

****

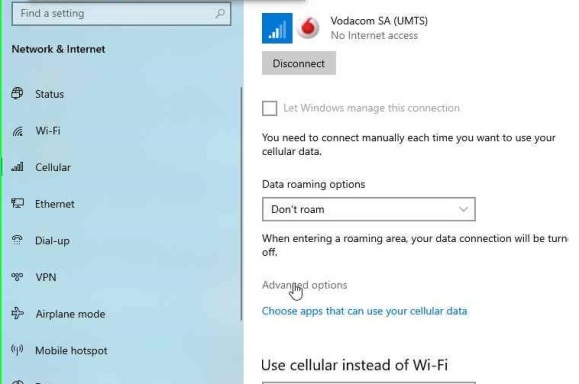
**Step 4:** click on "Network & Internet settings (text)"

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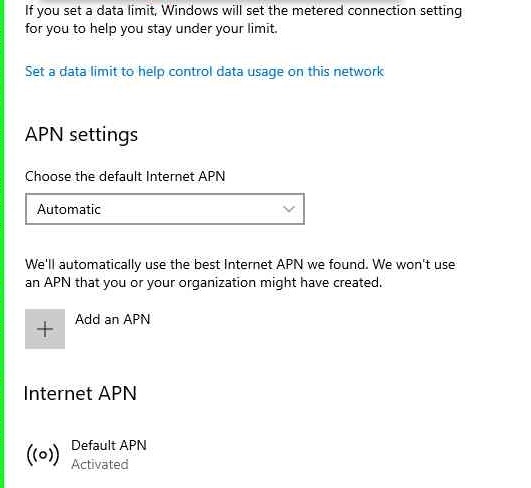
**Step 5:** click on "Cellular (text)"

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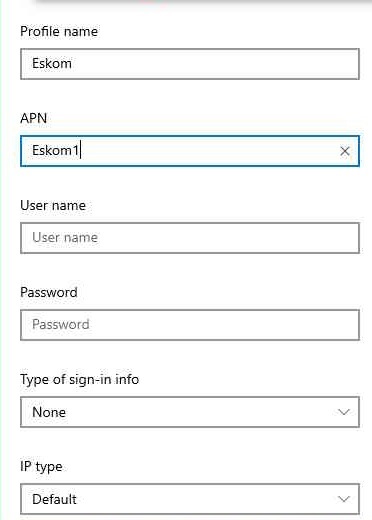
**Step 6:** click on "Advanced options (text)"

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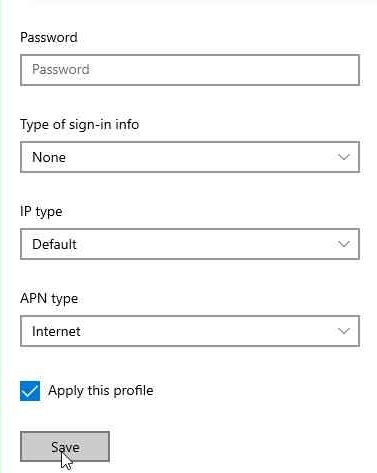
**Step 7:** click on "APN settings (group)"

****

**Step 8:** keyboard input on "Settings (window)"Profile name=Eskom APN=Eskom1

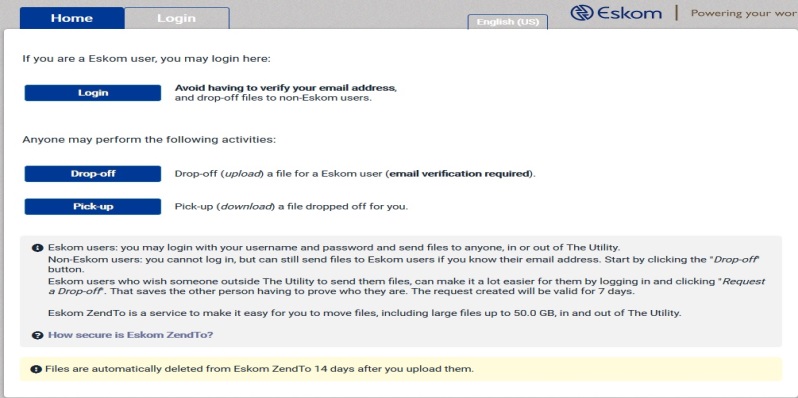


**Step 9:** click on "Save (button)"



1. **How to send large files on email**

**Step 1:** Open Mozilla Firefox and type <https://zendto.eskom.co.za/>



**Step 2:** Click on Login and follow easy steps.