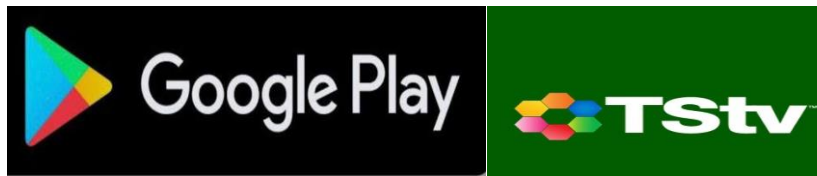**Step by step TStvAfrica mobile app user guide.**
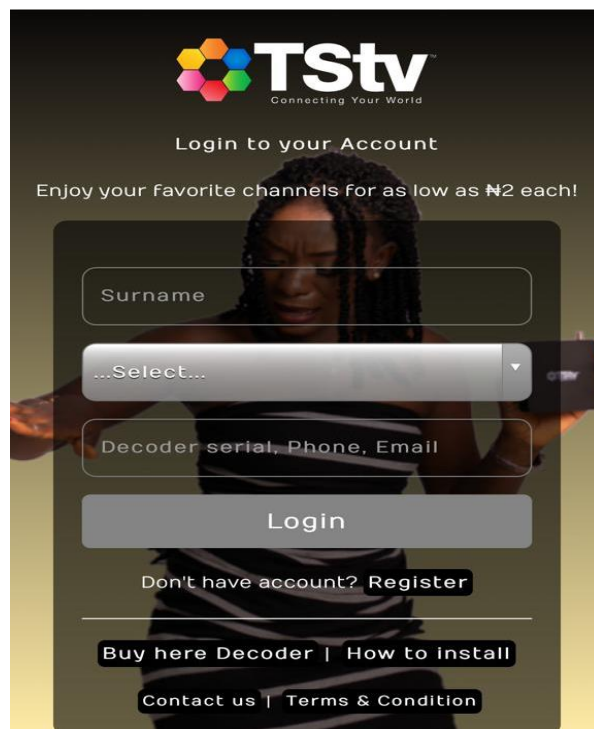
How TStv customer can login to the app.

Install TStv Africa mobile app from google play store

Or visit the link https://play.google.com/store/apps/details?id=com.tstvafrica.app

- Launch the app and wait for the Login / Registration screen
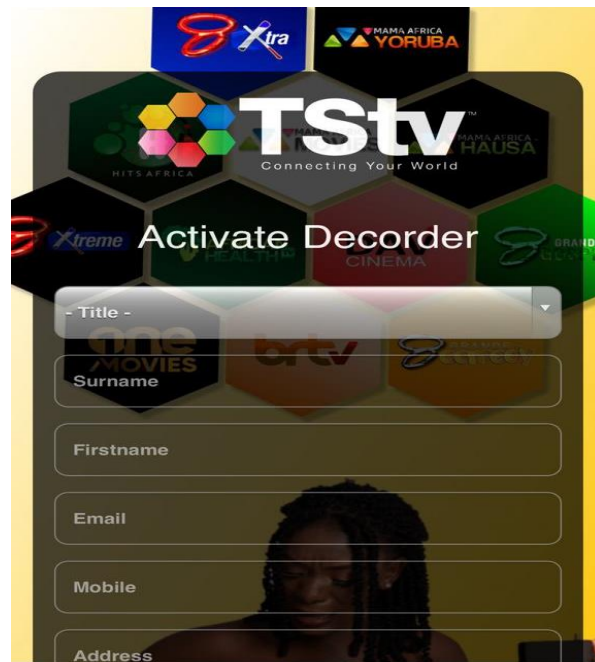

- Type the Surname that was registered with the decoder that you want to manage.
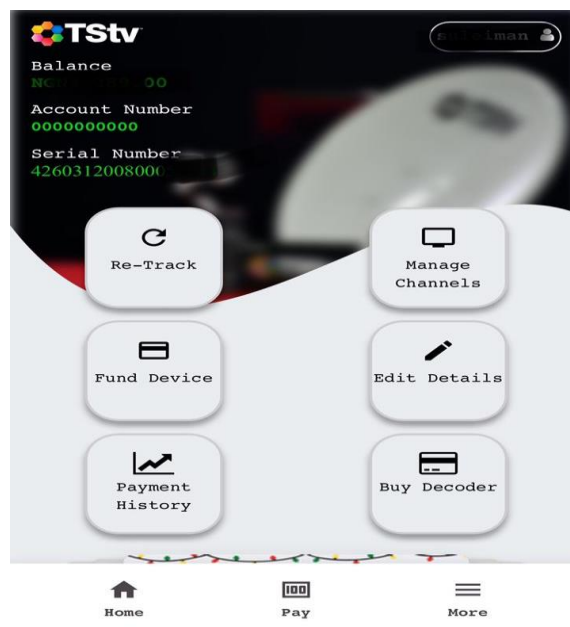
Select any of the three options

A. decoder serial no
B. registered phone no
C. registered email
D. Supply the selected information and logi

- Select |Register| for new users and follow the registration steps

Customers can do on the app

1. Re-track

2. Fund device (pay via bank and voucher)

3. Check payment history

4. Manage channel (Add channel and Pause channel)

5. Edit details (phone number, email and address)

6. Buy TStv decoder

7. See the list of all TStv channel

8. Watch TStv Africa FTA channels

9. Manage other decoder

How to Manage other Decoders

- You must know the registered surname of the decoder
- You must know the decoder serial number

Steps:

1. login into TStv Africa mobile app with your decoder information.

2. Click on more and select manage others

3. Type surname and serial number of the decoder that you want to manage and login
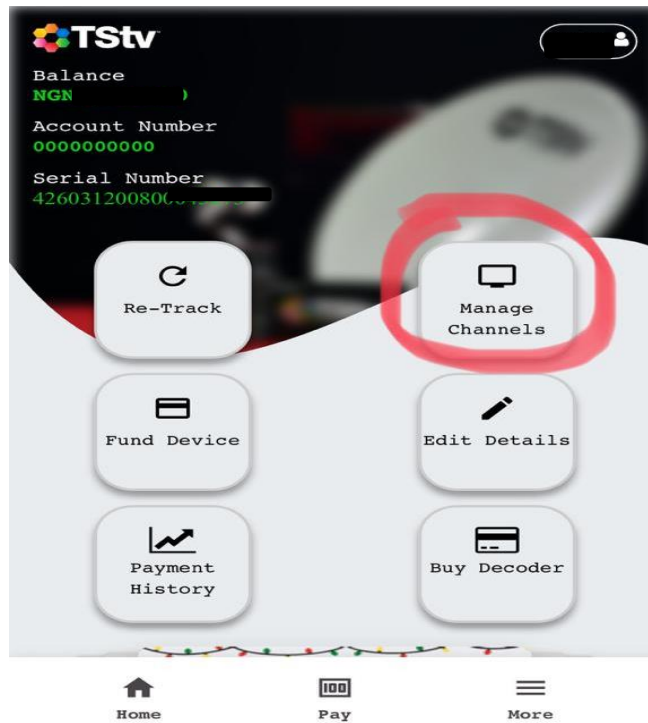
What is possible with Manage other Decoders

1. Retrack their decoder for them.

2. Add and pause channel for them.

3. Recharge (bank and voucher)
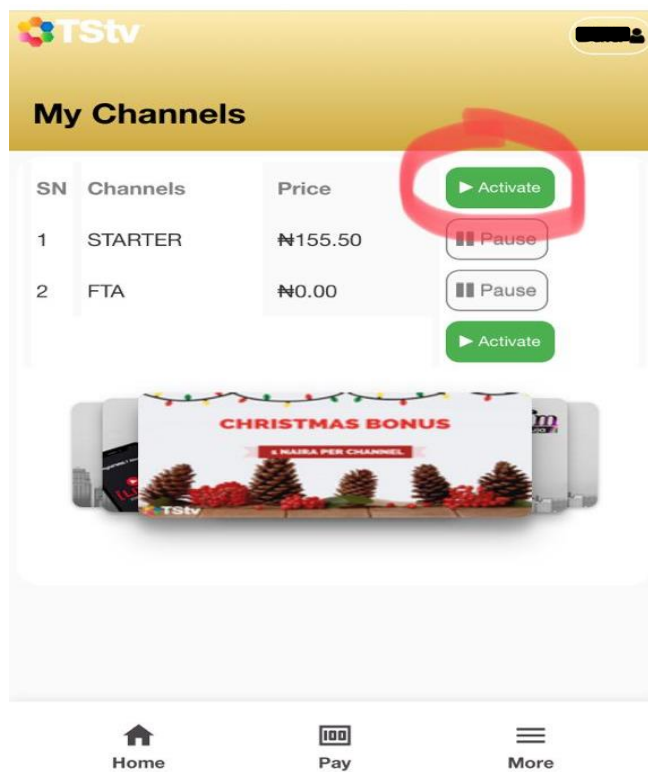
How to Manage channels

Manage channel (Add channel and Pause channel)
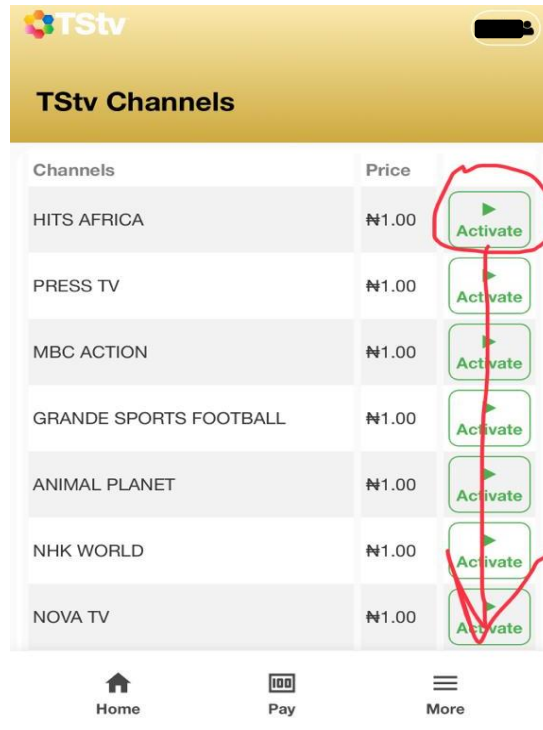
- Select |Manage Channels| from the app Home page

To Add Channels

- Select |Activate| from My Channels page
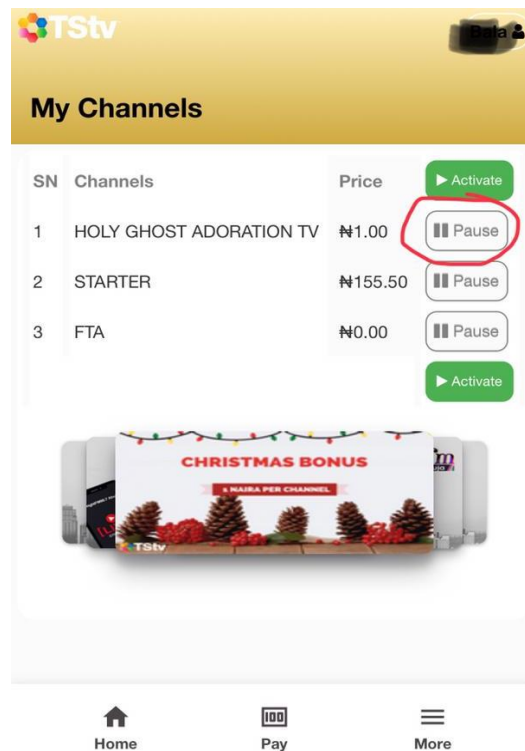
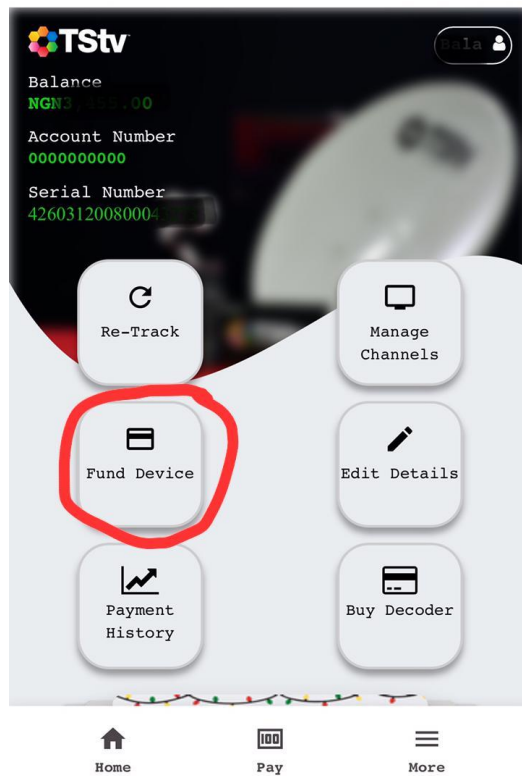- Select |Activate| for each of the channel you want to watch.

To Pause Channels

- Select |Pause| to stop an active channel
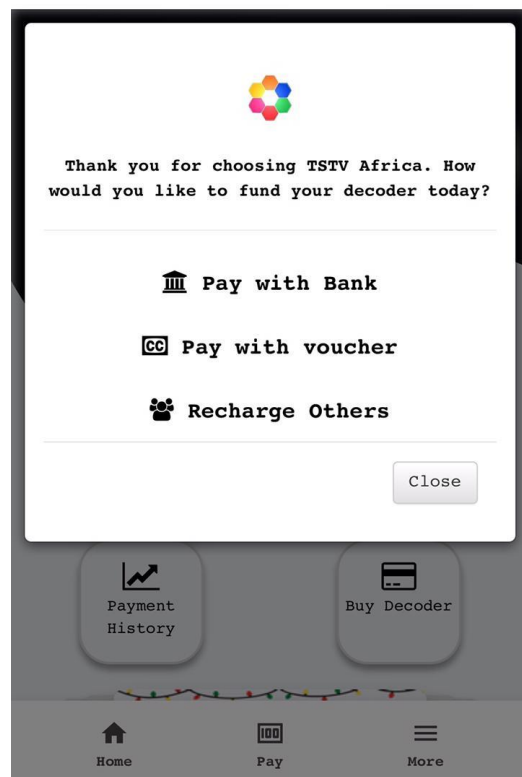- Repeat same for all the channels you want to pause

How to Fund Device

- Select |Fund Device| from the app home page

- From the drop-down menu, select the payment method you want to use
- Follow the payment processes to complete your payment!

Please note: the app is only available for android users at the moment, but non-android users can visit https://topuptstvafrica.com from their phone browser.

All hands are on desk to make sure IOS version is launched before Jan 2022.