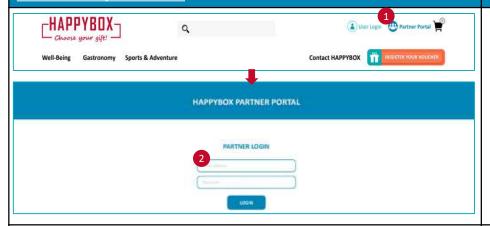# 👥 PARTNER PORTAL: user guide

1. Your first connection

As a new HappyBox Partner, you have received a "Welcome email" with a link to "Activate your Account" on our website. Click on this link and then login on your Partner Portal using the user name (email address) and the password provided in this email. We strongly recommend changing this password the first time you log in.
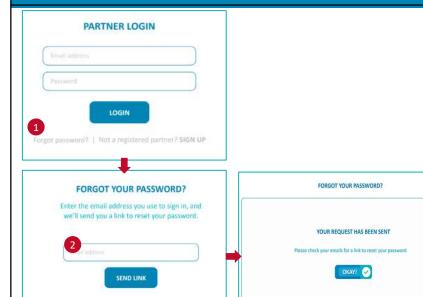
From then on, you will have access to your Partner Portal on happybox.ke.

2. Connect to your account

1. Click on "Partner Portal".
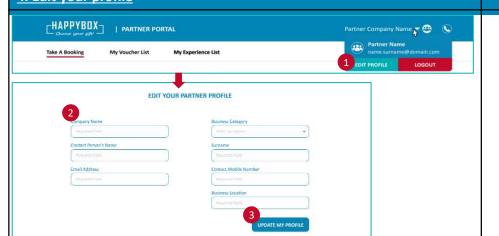
2. Log in with your Email address and your Password.

3. Forgot your password

1. In the case you forget your Password, click on "Forgot password".

2. Enter your Email address and click on "SEND LINK". You will receive by email a link to reset your password.

3. Check your emails to finish this request and use the link "Reset your password".

4. Edit your profile

1. If you want to edit your profile*, click on "EDIT PROFILE".

2. Make your changes.

3. Click on "UPDATE MY PROFILE" to save your changes.

*Any request for a change of your email address must be done by phone +254 112 454 540 or by email to customerservices@happybox.ke
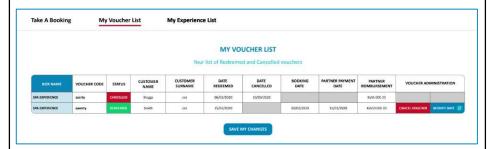
5. Take a booking

On the tab "Take A Booking" :

1. Inform the Voucher number

2. Check validity

3. If the voucher is invalid, a pop-up appears. In that case, the Voucher can not be redeemed and used. Ask the customer to contact our customer services by email customerservices@happybox.ke or by phone +254 112 454 540.

4. If the Voucher is valid, the name of the Box and the list of the services corresponding to this Voucher number will appear. Select the service chosen by the customer.

5. Fill the date of the booking.

6. Redeem the Voucher.

7. The Voucher has been redeemed, you can exit this page. The Voucher number and the date of booking are saved in the system.

6. Cancel a booking or modify the date of a booking

On the tab "My Voucher List" :

1. You can **cancel a booking** by clicking on "CANCEL VOUCHER" on the corresponding line and then "SAVE CHANGES"

❗ A booking can be cancelled only once per voucher. A cancellation is your responsibility and follow your T&C. Any cancellation will not be paid by HappyBox.

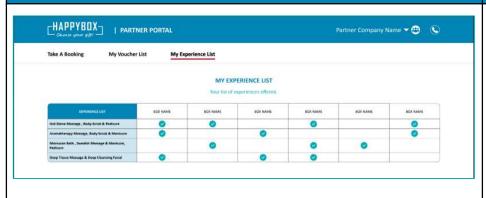2. You can **change a booking date** by clicking on "MODIFY DATE" and then "SAVE CHANGES"

7. Check the list of vouchers redeemed with you

On the tab "My Voucher List":

You can check at any time, all the bookings made through HappyBox

8. Check the list of the services you promote ("MY EXPERIENCE LIST")

On the tab "My experience List":

You can find all the services you have made available per Box