

How to – Activation portal

Telenor


Order – step 1

Language settings:


- If preferred, click *Switch to English* in the right corner to change language to English.

Order:

- Click the Registrera/*Order* button in the box Registrera/*Order*.

[Byt till svenska >](#) 

Order and activate internet



1. Follow these steps to order

- Start by ordering your service by clicking the 'Order' button.
- If you choose to register your order with your Swedish social security number, Telenor will perform a credit check. This will enable you to easily upgrade your speed or add additional services to your account.
- Follow the steps and enter your user information.
- You will receive a text message with your username and activation code within 2-3 hours.

2. Activate internet

- Have you received the text message with username and activation code? Enter these in the right hand fields below.
- If you have completed your order after 20.30 o'clock you will receive the text message the following morning.

1. Order service

Start by ordering your service here.

Order

Username:

Password:

Activate

Order – step 2

Order:

- Enter the *Street Name*, *Street number*, *City* and click Search.
- Then select the offer by clicking on *Choose*.


Check availability

Which internet speed is available to you? Enter your address and find out!

Street Name	Number	City
<input type="text" value="STUDENTBACKEN"/>	<input type="text" value="21"/>	<input type="text" value="STOCKHOLM"/>

Bredband 100

Experience more with your broadband



Speed: 60-100 Mbit/s	Continuous: 0SEK /month
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Order – step 3

Order:

- Enter *First name* and *Last name*.
- It is not mandatory to enter a *Swedish social security number*.
- Enter the date when the service should be terminated in *Desired date of termination*. Preferably the date when you move out. Maximum is three years. This information must be as accurate as possible for us to give you the best customer experience if you contact our customer service.
- Enter your *Mobile phone*. The phone number does not need to be a Swedish phone number. It is important that you enter a valid phone number, otherwise you will not receive your activation credentials.
- Check *I accept terms and conditions* and click *Confirm and order*.

Personal information

First name:*

Last name:*

Swedish SSN (optional):ⁱ

Desired date of termination:*

15/06/2019

Mobile phone:*

Email address:

[General terms and conditions >](#)
[Special terms broadband >](#)

☐ I accept terms and conditions

Summary

Address:
STUDENTBACKEN
21
STOCKHOLM

Service:
Bredband 100

One time fee:
0 SEK/month

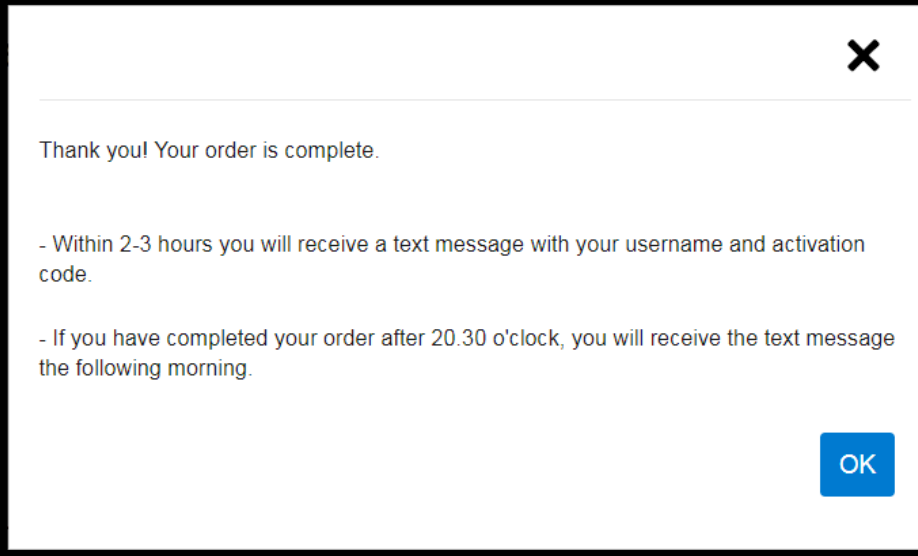
Monthly fee:
0 SEK/month

Confirm and order

Confirmation & Activation

Confirmation & activation:

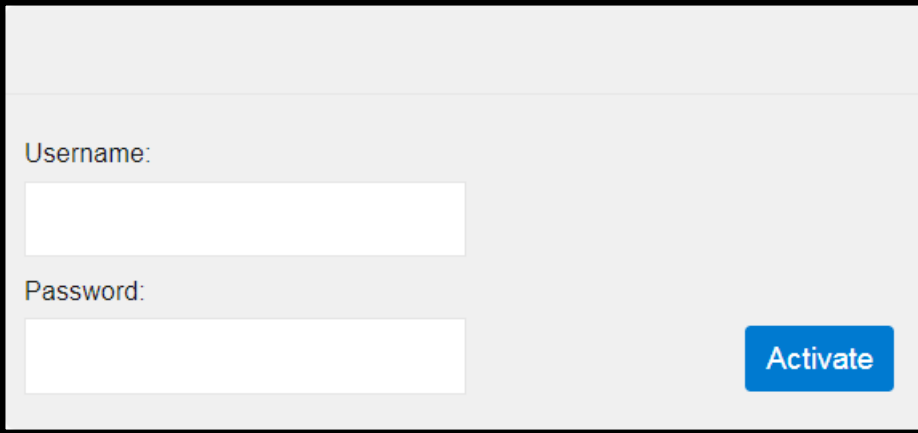
- Click *Ok* to close the confirmation window.
- Then enter your *Username* and *Password* you received by text and click the button *Activate*. Your service is now activated and you can access internet.
- *Please note that your Username and Password is only delivered between 07:00-20:30. If you order outside of these hours, then the text should be delivered early the next day.*

A screenshot of a confirmation window with a black border and a close button (X) in the top right corner. The text inside reads: "Thank you! Your order is complete." followed by two bullet points: "- Within 2-3 hours you will receive a text message with your username and activation code." and "- If you have completed your order after 20.30 o'clock, you will receive the text message the following morning." A blue "OK" button is located in the bottom right corner.

Thank you! Your order is complete.

- Within 2-3 hours you will receive a text message with your username and activation code.
- If you have completed your order after 20.30 o'clock, you will receive the text message the following morning.

OK

A screenshot of an activation window with a black border. It contains two input fields: "Username:" and "Password:". A blue "Activate" button is located in the bottom right corner.

Username:

Password:

Activate

Issues?

1. Try to reach the activation portal by entering 10.255.1.33 in the address bar of your browser.
2. Disconnect any router; if possible, connect directly to the Internet port with your computer.
3. If you have changed your DNS settings you may need to select *Obtain DNS server address automatically* in your network settings.
4. Test with another computer or phone.
5. If you experience issues with our new activation portal we prefer that you e-mail our support at studentsupport.fastbredbandochtv@telenor.se for the best support as possible. Please state that you are renting accommodation from SSSB, via Stockholm University. Explain your problem and state your name, address and phone number.

FAQ:

Q: If I want to buy faster internet or a TV service, how do I do that?

A: First you need to register and activate your service with a Swedish social security number. Then you call us and we will help you with your upgrade.