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.
Order – step 2

Order:
• Enter the *Street Name*, *Street number*, *City* and click Search.

• Then select the offer by clicking on *Choose.*
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.
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.
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.