

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

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:*
<input type="text"/>	<input type="text"/>
Swedish SSN (optional): ⁱ	Desired date of termination:*
<input type="text"/>	<input type="text" value="15/06/2019"/>
Mobile phone:*	Email address:
<input type="text"/>	<input type="text"/>

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

I accept terms and conditions

Summary

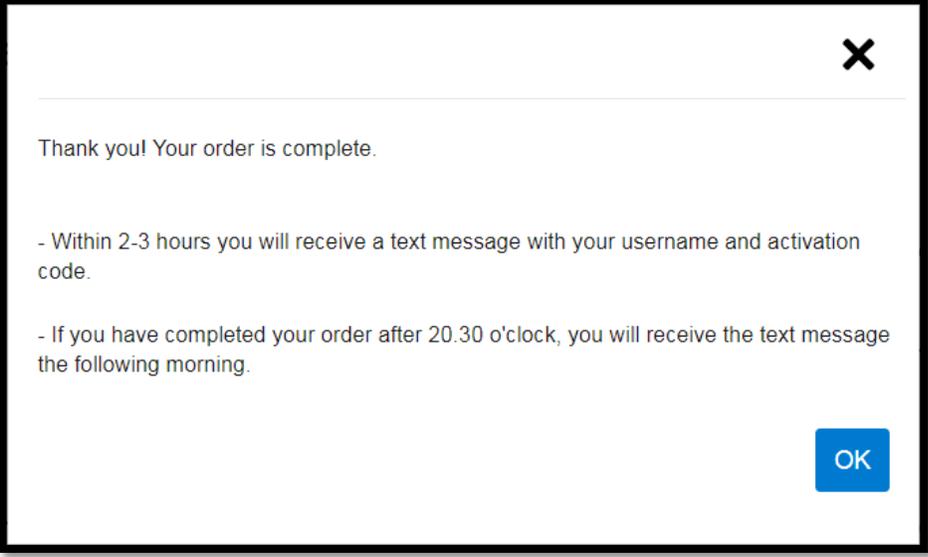
Address: STUDENTBACKEN 21 STOCKHOLM	Service: Bredband 100	One time fee: 0 SEK/month
	Monthly fee: 0 SEK/month	

[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.



A screenshot of an activation form with a light gray background and a black border. It features two input fields: "Username:" and "Password:". A blue "Activate" button is positioned in the bottom right corner.

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.