

User Guide for the KENET Sponsored Telkom SIM Cards

1. Insert the KENET Sponsored Telkom SIM card into a 4G/3G enabled device and activate mobile data. A sign in Notification will appear as shown in Figure 1 below: -



Figure 1: TKL SIM card notification for Android smartphone

2. Swipe to see the notification message as shown in Figure 2 below.

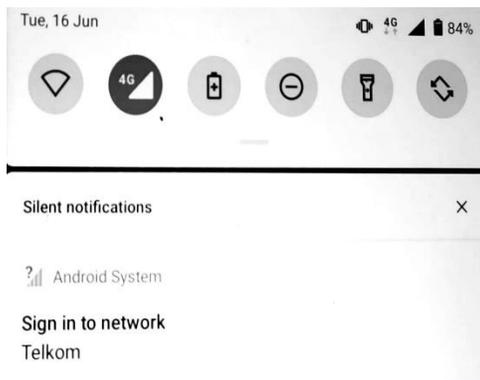


Figure 2: Notification message for Android users

3. **You should now be able to** access your institutional educational or ERP resources hosted in your campus on KENET community cloud e.g. Institutional websites and the KENET web conferencing system (<https://conference.ke>).
4. In the event you attempt to access resources outside your campus or KENET network, you will be re-directed to the captive portal shown in Figure 3 below. You can also simply enter the captive portal URL at <https://apn.kenet.or.ke:8003/index.php>

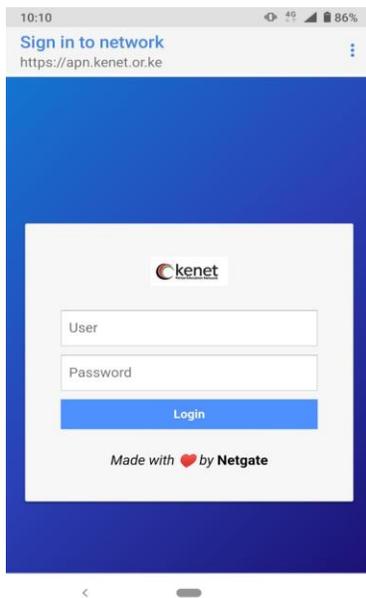


Figure 3: KENET captive portal Login page for access to external resources

5. Kindly input your eduroam username (e.g jokumu@ku.ac.ke) and password and click Login
In case you have forgotten or do not have eduroam login credential, kindly contact your ICT Department for assistance.
6. Open your browser to access desired resources outside KENET network (including Google, Zoom, Webex and Facebook etc)
7. **Users Without eduroam Login Credentials** shall need to use KENET authentication credentials by following the steps below. The log in credentials can also be obtained from your institutional ICT directorates.

- 7.1. For login credentials use the following format below and refer to Figures 4 and 5.
Username: Mobile Number without the leading zero e.g. 776037743@kenet.ac.ke
Password: Use the last six (6) digits of the serial number on the SIM card



Figure 4: Login credentials for users without eduroam

Example:

Username = 776037743@kenet.ac.ke

Password = 740433

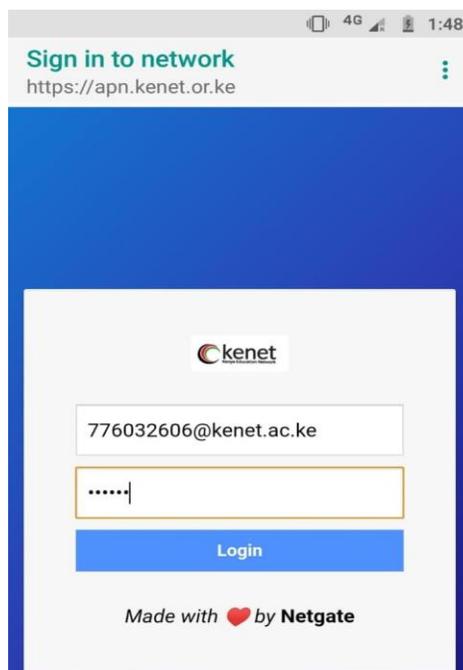


Figure 5: KENET captive portal Login page for access to external resources for users without Eduroam

8. How to check data bundle balance and bundle expiry date
Press *131#

You will receive a notification SMS from Telkom stating the remaining data bundle and the expiry date.

9. The 30GB Data is valid for one month with no roll over. The 30 GB data bundles expires on 21st of every month and will be auto renewed. However, if the 30GB is exhausted before end of a month, the user can load additional data on a Pay as You Go model at the user's own cost.
10. Please click here (<https://speed.measurementlab.net/#/>) to conduct internet speed test and also determine the quality of your connection. For slow speeds (*3Mb/s and below*), please check your device and ensure that there is Telkom 3G/4G coverage in your location.
11. Kindly contact your institution's ICT department for further assistance. Please **DO NOT** contact Telkom directly. KENET shall only address support cases escalated by respective institution ICT departments.