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1. Registration

Click on SIGN UP for registration.

Click on INDIVIDUAL

The screen to the right will appear.

The screen on the next page will appear.
1.1 Registration - Step 1

Enter details in all fields below and click on NEXT. An example has been given to the right.

Example:
The following message will appear.

Click on OK and NEXT. The following screen will appear.
1.2 Registration - Step 2

Enter information in all fields. Refer to information on the right.

Business Partner Number and Invoice Number can be obtained on CEB invoice.

Business Partner number - 1 in below picture of a CEB invoice
Invoice number - any one of your latest 3 CEB Invoice numbers (2 in below picture)

NID Number - National ID Card # (NIC#) of the Account Holder

Click on NEXT.
1.3 Registration - Step 3

The following message will appear. Click on OK. An activation code will be sent by sms and e-mail.

Enter the activation code and click on validate as shown below.
1.4 Registration - Step 4

The following message will appear. Click on OK.

Enter a 4 digit PIN to quickly access MoKouran. Click on SAVE.
The following message will appear. Click on OK. The Home screen (Dashboard) will appear as shown on next page.
2. Dashboard

The Dashboard as shown to the right displays the following:

- Total Amount Due
- Last Meter Reading
- Last Consumption
- Consumption Overview
2.1 Dashboard – Meter Reading Details

From the Dashboard click here. The pop-up screen to the right will appear.

The pop-up screen provides the following information:

- Meter Number
- Last Reading Date
- Next Planned Reading Date
2.2 Dashboard – PAY NOW

From the Dashboard, click on the PAY NOW button. The pop-up screen to the right will appear.

Clicking on:
- CANCEL – Will remain on the Dashboard
- OK – The Payment screen will appear as shown on the next page
3. Payment

3.1 Payment screen & CEB Invoice

The Payment screen is shown below.

Clicking on the pdf icon will display the CEB invoice as shown on the right.

The Payment screen can also be accessed by clicking here.
3.2 Open Items

Select an item to pay

Click here to select the invoice to pay.

After selecting invoice:

After an invoice is selected, colour changes to green and green tick appears as shown above.

Click on PAY NOW. The screen to enter card details will appear as shown on the next page.

Click on PAY NOW. The screen on the next page will appear where card details need to be entered.
The card details screen will appear. Enter details as shown below and click on PAY NOW.

Tick checkbox

Enter card details and click on PAY NOW.

The following screen will appear.

Please wait while asking for authorisation from your bank. It should not take long.
3.4 Payment validation

**Payment successful**

The following screen will appear after successful payment. Afterwards, the user will be redirected to the Payment screen.

**Payment unsuccessful**

The following screen will appear if payment has not been successful.
3.5 Payment without selecting an invoice

Payment without selecting any invoice.

Information
Your oldest bills will be cleared first.

This message will be displayed if no invoice is selected for payment. In cases where several outstanding invoices exist, the oldest one will be cleared first by the amount entered.
4. Statement of Account

4.1 Accessing the Statement of Account screen

Accessing the statement of account screen from the Dashboard

From the Dashboard, click on the pdf icon to access the statement of account screen.

Accessing the statement of account screen from the Payment screen

From the Payment screen, click on VIEW STATEMENT to access the Statement of Account screen.
4.2 View Statement of Account

The statement of account screen is shown below. It gives transactions for the past six months.

The Statement of account is downloaded in pdf format as shown below.
5. Account Screen

5.1 Profile & Premises Details

Click on Account as shown below to go to the Account screen. The Account screen is on the right.

The Account screen shows profile and premises details.

Click here to go to the Account screen.
5.2  Add premise

Click on + to add a premise. The screen to the right will appear.

Enter Business Partner Number, NID of account holder and Invoice Number on any one of last 3 invoices. Click on SAVE.
6. Faults and service requests screen

Follow the step on the screenshot to go to the Faults and service requests screen.

The first tab shows all power outages around the island. The power outages can be filtered by locality.
6.1 Faults screen overview

Faults can be viewed and reported as shown below.

When the screen loads, a warning will appear requesting the user to check the list of power outages in his/her locality before reporting a “No Light” fault. Click on OK.
6.2 Report a fault

Enter details regarding the fault as shown below and click on SEND. An example has been given to the right.

**Report a Fault example:**

![Report a Fault form example](image)
6.3 Pin Fault Address

Pin fault address as shown below and click on as shown below.
7. Profile screen

The profile screen can be accessed as shown below.
7.1 Feedback

Enter feedback. Click on
- SUBMIT – To submit feedback
- CLEAR – To reset

The following message will be obtained after saving feedback.

Success
We value your feedback to help us improve our service. Thank you.
7.2 Suggestion

Enter suggestion as shown below. Click on

- SUBMIT – To submit suggestion
- CLEAR – To reset

The following message will be obtained after saving suggestion.

Success
Thank you for your suggestion.
7.3 Change PIN

Enter Current PIN, New PIN and Confirm New PIN as shown below. Click on CHANGE PIN CODE.

The following message will be obtained after PIN has been changed.
7.4 Enable Fingerprint

Enable fingerprint as shown below and insert PIN to validate.

The following message will be obtained after fingerprint has been enabled.
7.5 Power outages

Power Outages can also be accessed from the profile screen.
8. Guest Access

Click on GUEST ACCESS to access MoKouran as a guest user. A guest user can report a fault and send feedback and suggestions.

As a guest user to:
- Report a Fault – refer to section 6.2
- Send feedback – refer to section 7.1
- Send suggestion - refer to section 7.2