

Sandvikenshus Service Portal

While following the guide, you must be at your place of residence and use a computer/telephone/tablet connected to your broadband, for example through a router or a cable to broadband outlet in the apartment.

STEP 1

Navigate to the service portal

Open a web browser (Opera, Safari, Chrome, Internet Explorer, Firefox etc.)



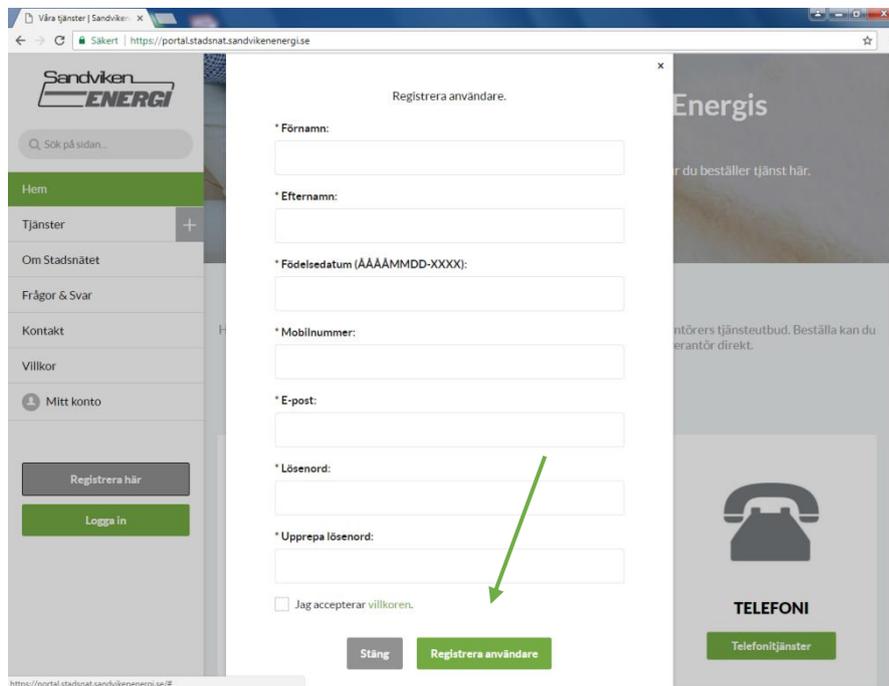
Type in the address of the portal <https://portal.stadsnat.sandvikenenergi.se>

When you order a service, you must first register in the service portal. Click “Register here”/”Registrera här”.

STEP 2

Register in the service portal.

Enter your personal details and select a password (the password requires 6-16 characters). Accept terms and conditions and click “Register user”/ ”Registrera användare” to confirm your details.

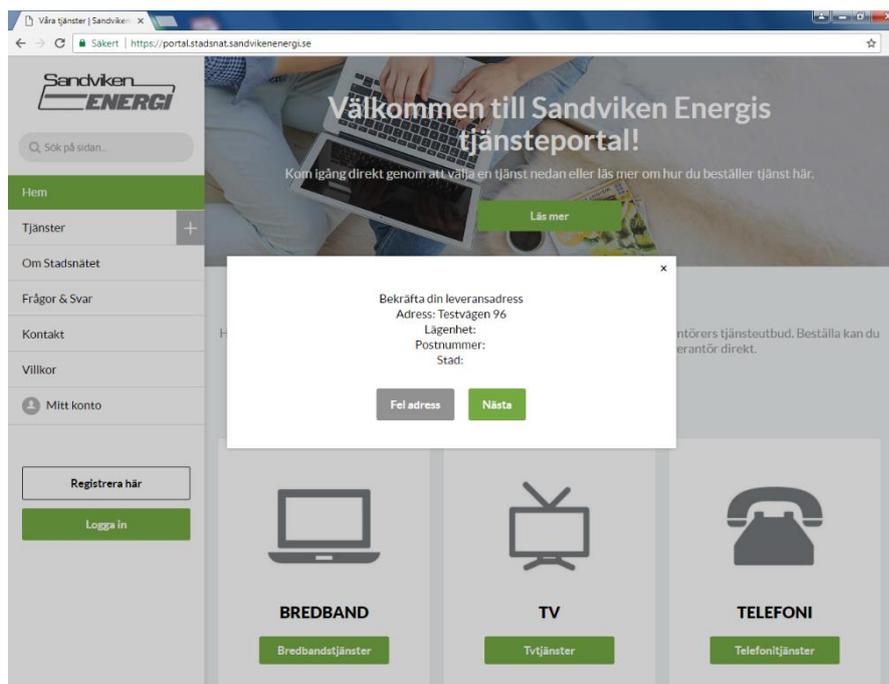


The screenshot shows a web browser window with the URL <https://portal.stadsnat.sandvikenenergi.se>. The page title is "Våra tjänster | Sandviken". The main content area is a registration form titled "Registrera användare." with the following fields:

- * Förnamn: [text input]
- * Efternamn: [text input]
- * Födelsedatum (ÅÅÅÅMMDD-XXXX): [text input]
- * Mobilnummer: [text input]
- * E-post: [text input]
- * Lösenord: [password input]
- * Upprepa lösenord: [password input]

Below the fields is a checkbox labeled "Jag accepterar villkoren." and two buttons: "Stäng" and "Registrera användare". A green arrow points to the "Registrera användare" button. On the right side of the page, there is a section for "TELEFONI" with a telephone icon and a "Telefontjänster" button. The left sidebar contains navigation links: "Hem", "Tjänster", "Om Stadsnätet", "Frågor & Svar", "Kontakt", "Villkor", and "Mitt konto".

You need to confirm that your delivery address is correct, this is done by clicking “Next”/ ”Nästa”. Registration is now complete.



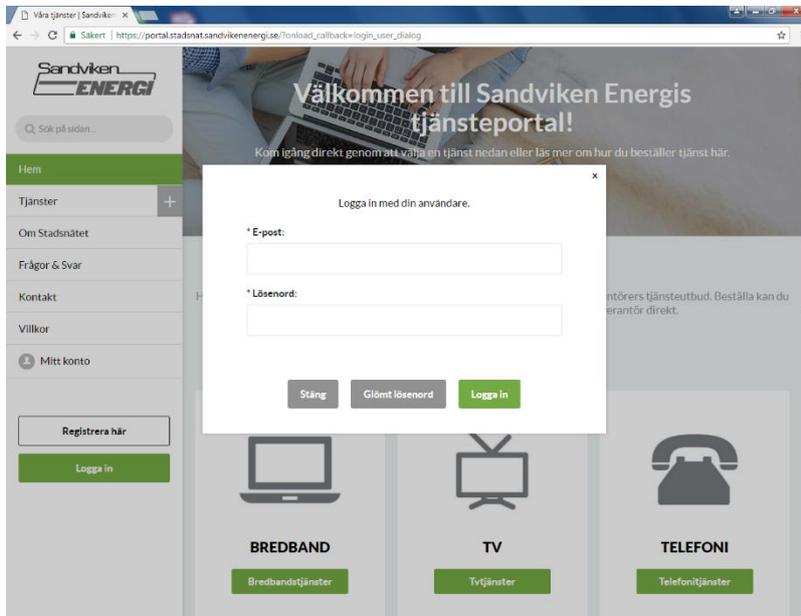
The screenshot shows the Sandviken Energi service portal home page. The main heading is "Välkommen till Sandviken Energis tjänsteportal!" with a sub-heading "Kom igång direkt genom att välja en tjänst nedan eller läs mer om hur du beställer tjänst här." and a "Läs mer" button. Below this, there are three service categories: "BREDBAND" (with a laptop icon and "Bredbandstjänster" button), "TV" (with a TV icon and "Tvtjänster" button), and "TELEFONI" (with a telephone icon and "Telefontjänster" button). A white confirmation dialog box is overlaid on the page, containing the text: "Bekräfta din leveransadress", "Adress: Testvägen 96", "Lägenhet:", "Postnummer:", and "Stad:". Below the dialog are two buttons: "Fel adress" and "Nästa". The left sidebar is the same as in the previous screenshot.

STEP 3

Log in to the service portal

To order a service, you must log in to your account. Login window appears after you have confirmed your address.

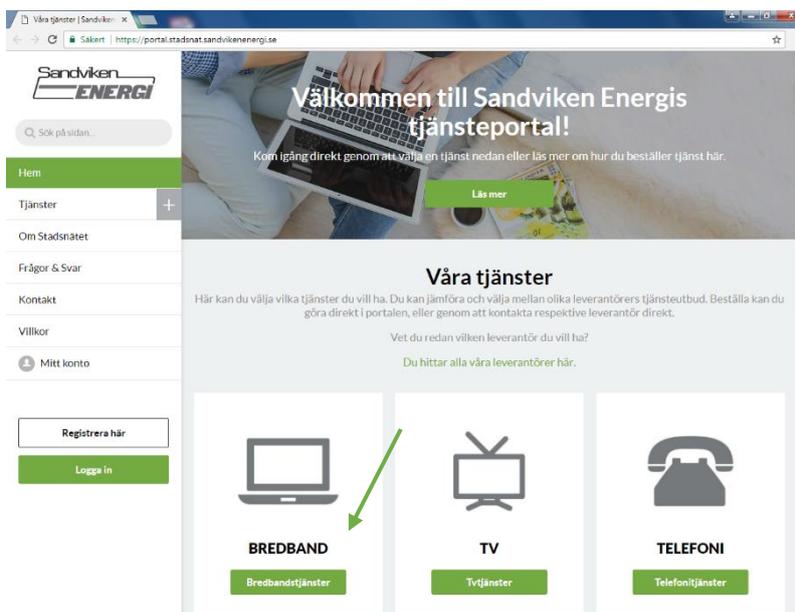
Enter your email address and the password you gave when registering, and click “Log in”/”Logga in”. You are now ready to order services.



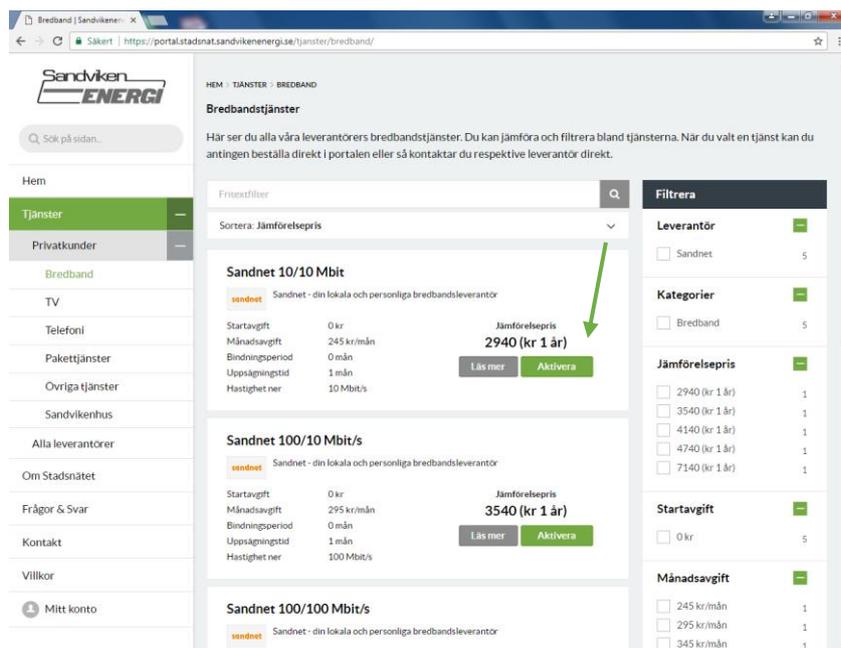
STEP 4

Ordering services

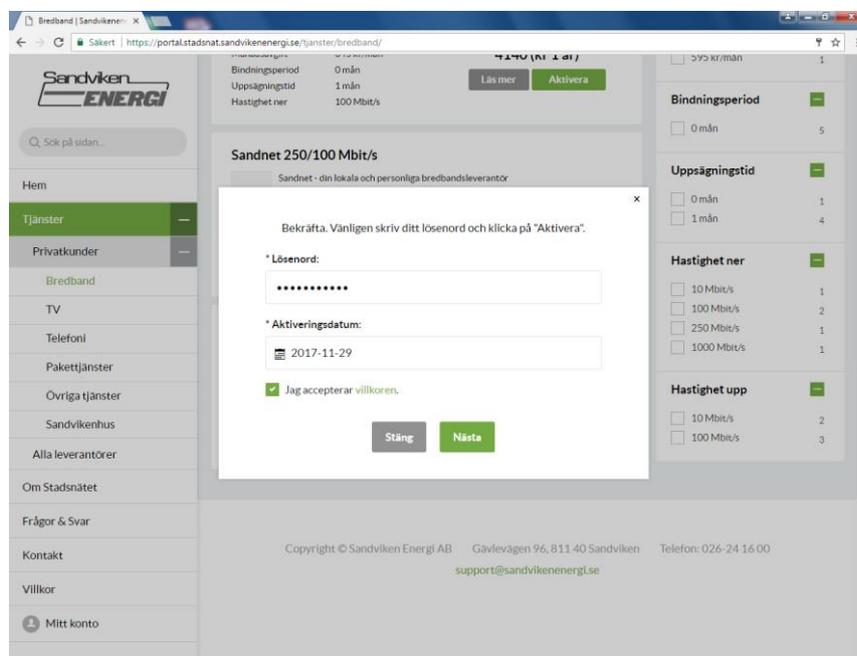
If you wish to order broadband, click “Broadband services”/”Bredbandstjänster”. Select between different service providers and services.



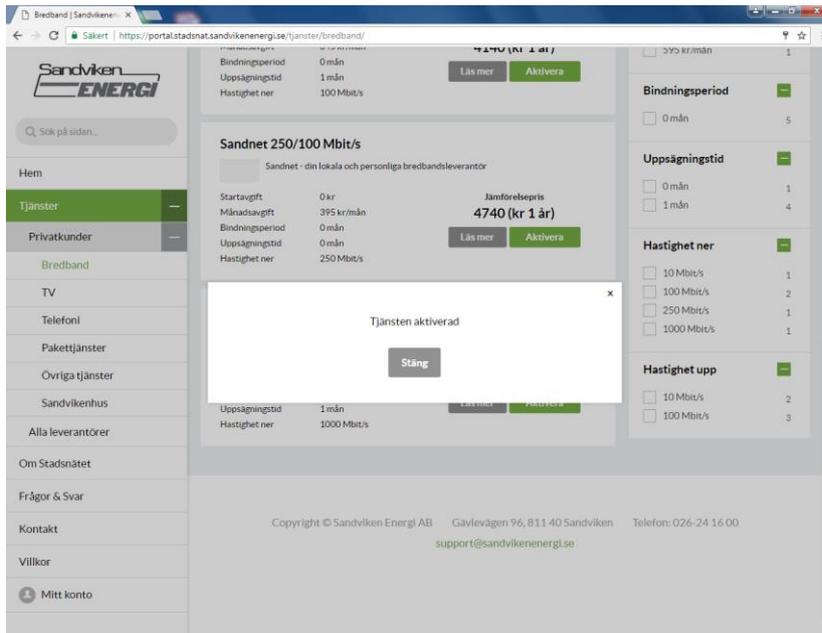
Select a service and click “Activate”/”Aktivera” to confirm your choice.



Confirm order by giving your password and entering the date you wish the service to be activated. You must accept terms and conditions for the service, as well as click “Next”/”Nästa” to confirm your choice.



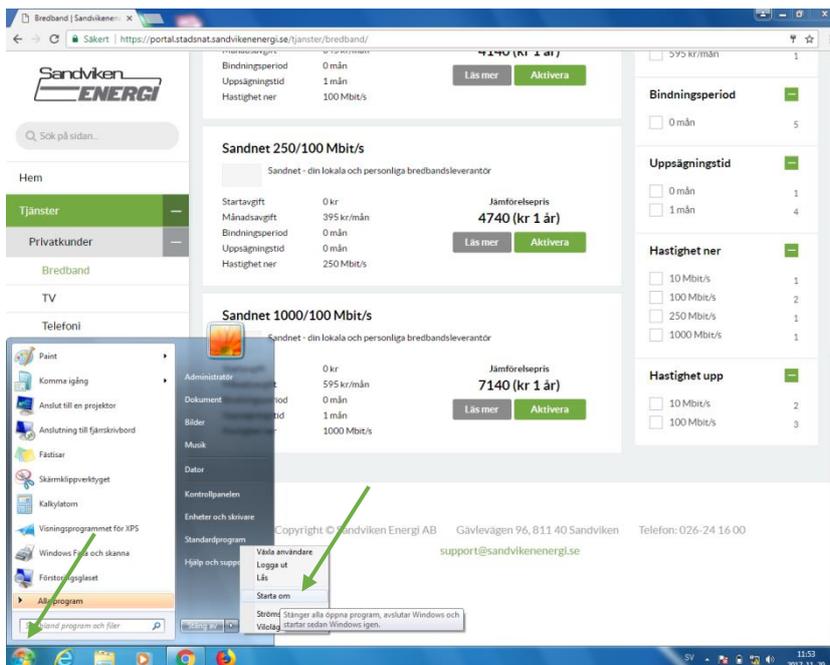
The service is now activated, click “Close”/ ”Stäng”. You might need to restart your computer for the service to become active.



STEP 5

Restart your computer.

Click Start menu on your computer and select “Restart”/ ”Starta om”, this might sometimes be required to activate the ordered broadband service.



MY ACCOUNT

Manage your account and your services

You see your active services under “My account”/ ”Mitt konto”. You can manage your contact details, change your password, or change or cancel your services here.

The screenshot displays the 'Mitt konto' (My account) page on the Sandviken Energi website. The browser address bar shows the URL: <https://portal.stadsnat.sandvikenenergi.se/mitt-konto/?t=1511965901701>. The page layout includes a left-hand navigation menu with options like 'Hem', 'Tjänster', 'Om Stadsnätet', 'Frågor & Svar', 'Kontakt', 'Villkor', and 'Mitt konto' (highlighted in green). Below the menu is a 'Logga ut' (Logout) button. The main content area is divided into sections: 'Kontouppgifter' (Contact details) with fields for FÖRNAMN, EFTERNAMN, ADRESS, POSTNUMMER, STAD, KUNDNUMMER, E-POST, and MOBILNUMMER, and an 'Ändra kontaktuppgifter' (Change contact details) button; 'Dina aktiverade tjänster' (Your active services) featuring a card for 'Sandnet 100/100 Mbit/s' with 'Visa uppgraderingar' (Show upgrades) and 'Avsluta tjänsten' (End service) buttons; and 'Inloggningsuppgifter' (Login details) with an 'Ändra lösenord' (Change password) button. The footer contains the text: 'Copyright © Sandviken Energi AB Gävlevägen 96, 811 40 Sandviken Telefon: 026-24 16 00 support@sandvikenenergi.se'.