

# How to – Activation portal

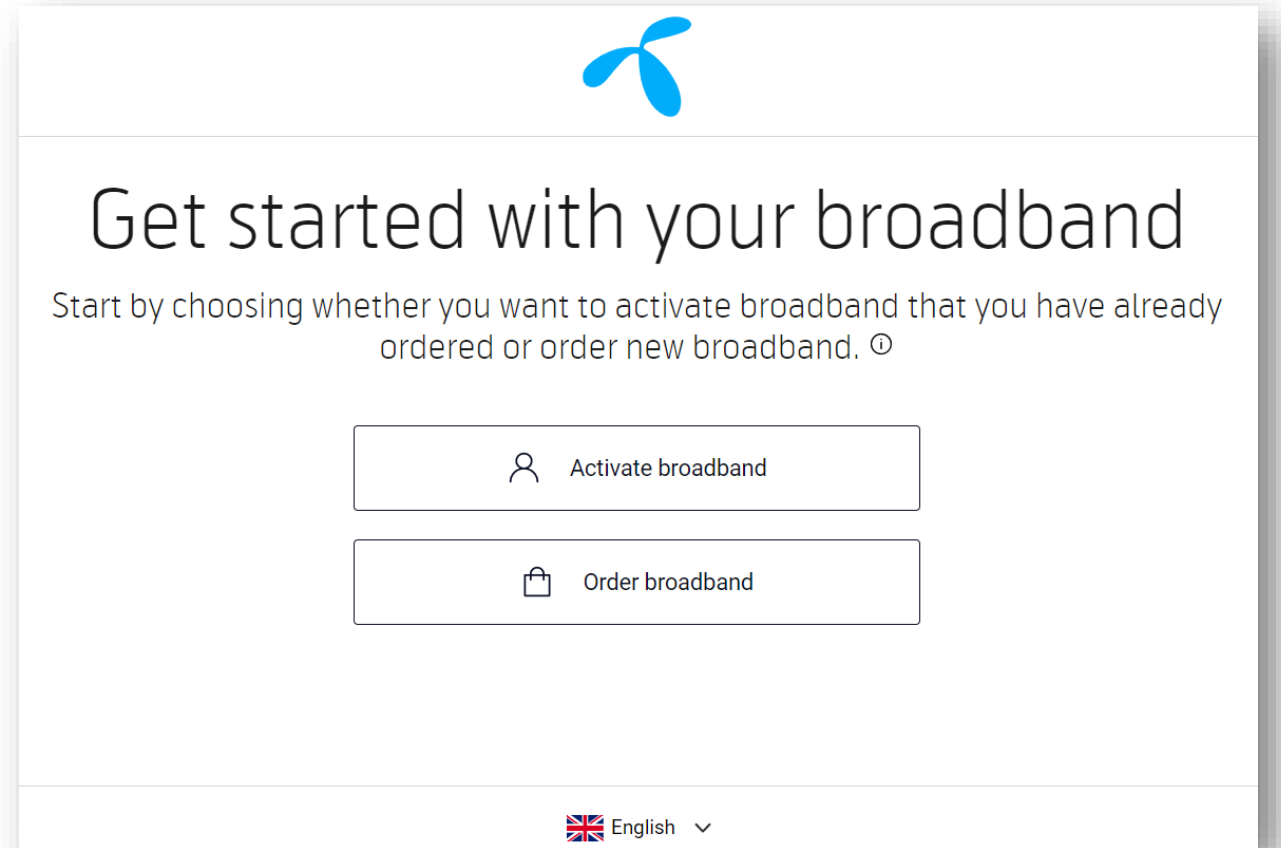
# Order – step 1

## Language settings:

- If preferred, change the language at the bottom of the page. Available languages are Swedish and English.

## Order:

- Click *Order broadband*.



# Order – step 2

## Order:

1. Enter your address.
2. Then select your flat number.

## Search broadband availability at your address

Enter your street address below to find out what we can offer.

Enter your address

STUDENTBACKEN 21, STOCKHOLM

## Search broadband availability at your address

Enter your street address below to find out what we can offer.

Enter your address

Select flat number ⓘ



# Order – step 3

## Order:

- Then click *Select*

## Broadband availability at your address

The broadband will be activated at:

STUDENTBACKEN 21, STOCKHOLM

[Change address](#)

We found one offer



### Broadband 100

0 SEK/month  
(Included in your  
rent) ⓘ

- No binding period
- No start-up fee

Select

[+ View details](#)



# Order – step 4

## Order:

- Enter *First name* and *Last name*.
- Enter your *Mobile phone*. The phone number does not need to be a Swedish phone number. It's important that you enter a valid phone number, otherwise you will not receive your activation credentials.
- Enter your *Email address*.
- 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.
- It is not mandatory to enter a Personal number (*Swedish social security number*).
- Check *I accept the Telenor's general Terms...* and click *Order broadband* to complete your order.

## Complete your order

Your product & installation address

**Broadband 100**

0 SEK/month  
until expire date

STUDENTBACKEN 21, STOCKHOLM

Enter your details below.

Fields marked with a \* are compulsory.

First name \*

Surname \*

Phone number \* ⓘ

E-mail address \* ⓘ

For how long do you need the broadband? \* ⓘ

Enter your personal ID number (optional)

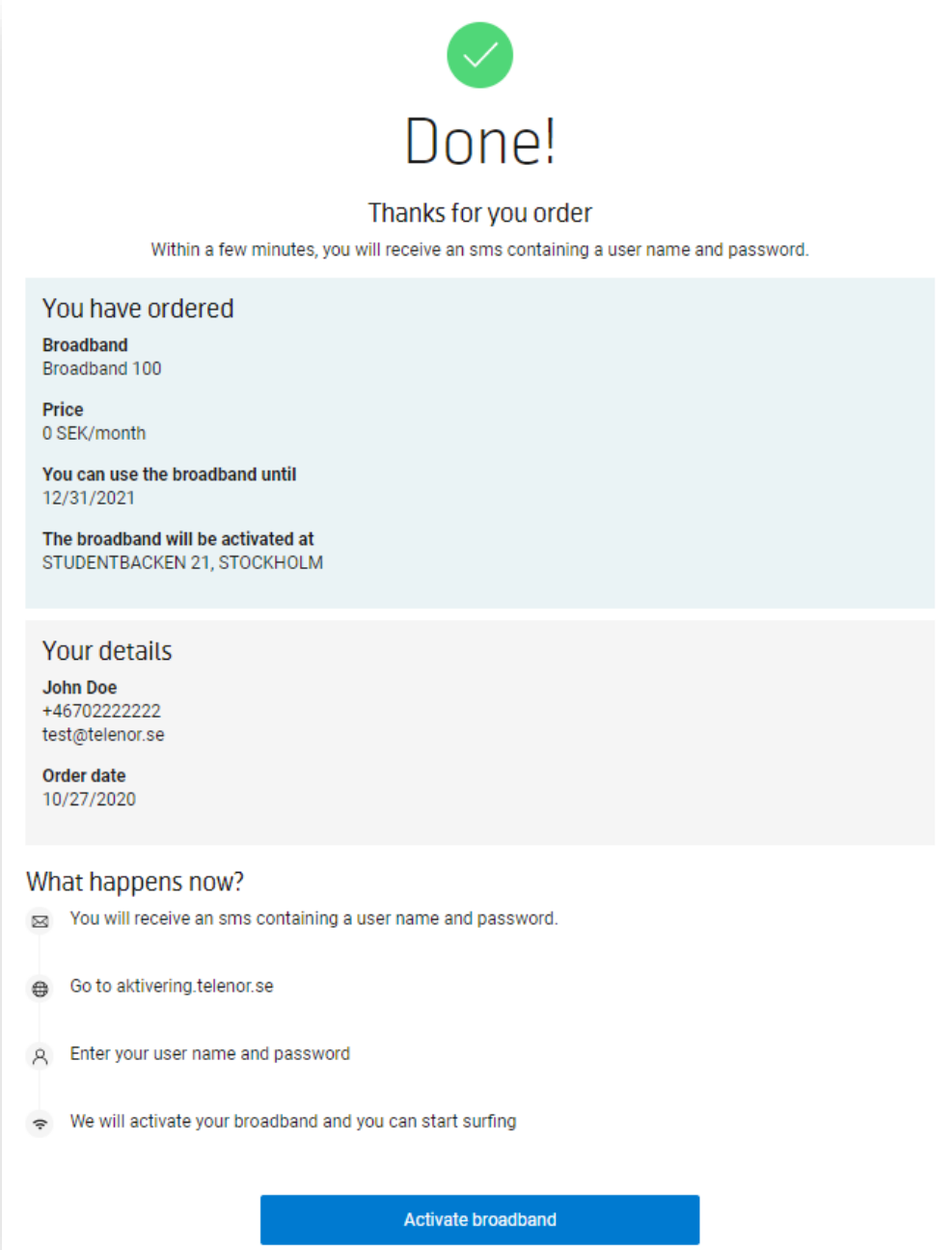
I consent to Telenor's [General Terms and Conditions](#) and [Special Terms and Conditions for fixed broadband](#).

Order broadband


# Order – step 5

## Order:

- Your broadband service is now ordered. Click *Activate broadband* to go to the next step.



The screenshot shows a confirmation screen with a green checkmark icon at the top. Below it, the word "Done!" is displayed in a large font, followed by "Thanks for you order" and a smaller line of text: "Within a few minutes, you will receive an sms containing a user name and password." The screen is divided into three main sections: "You have ordered" (light blue background), "Your details" (light grey background), and "What happens now?". The "You have ordered" section lists "Broadband 100", "Price 0 SEK/month", "You can use the broadband until 12/31/2021", and "The broadband will be activated at STUDENTBACKEN 21, STOCKHOLM". The "Your details" section lists "John Doe", "+46702222222", "test@telenor.se", and "Order date 10/27/2020". The "What happens now?" section lists four steps: "You will receive an sms containing a user name and password.", "Go to aktivering.telenor.se", "Enter your user name and password", and "We will activate your broadband and you can start surfing". At the bottom right, there is a blue button labeled "Activate broadband".



## Done!

Thanks for you order

Within a few minutes, you will receive an sms containing a user name and password.

### You have ordered

**Broadband**  
Broadband 100

**Price**  
0 SEK/month

**You can use the broadband until**  
12/31/2021





**The broadband will be activated at**  
STUDENTBACKEN 21, STOCKHOLM

### Your details

**John Doe**  
+46702222222  
test@telenor.se

**Order date**  
10/27/2020

### What happens now?

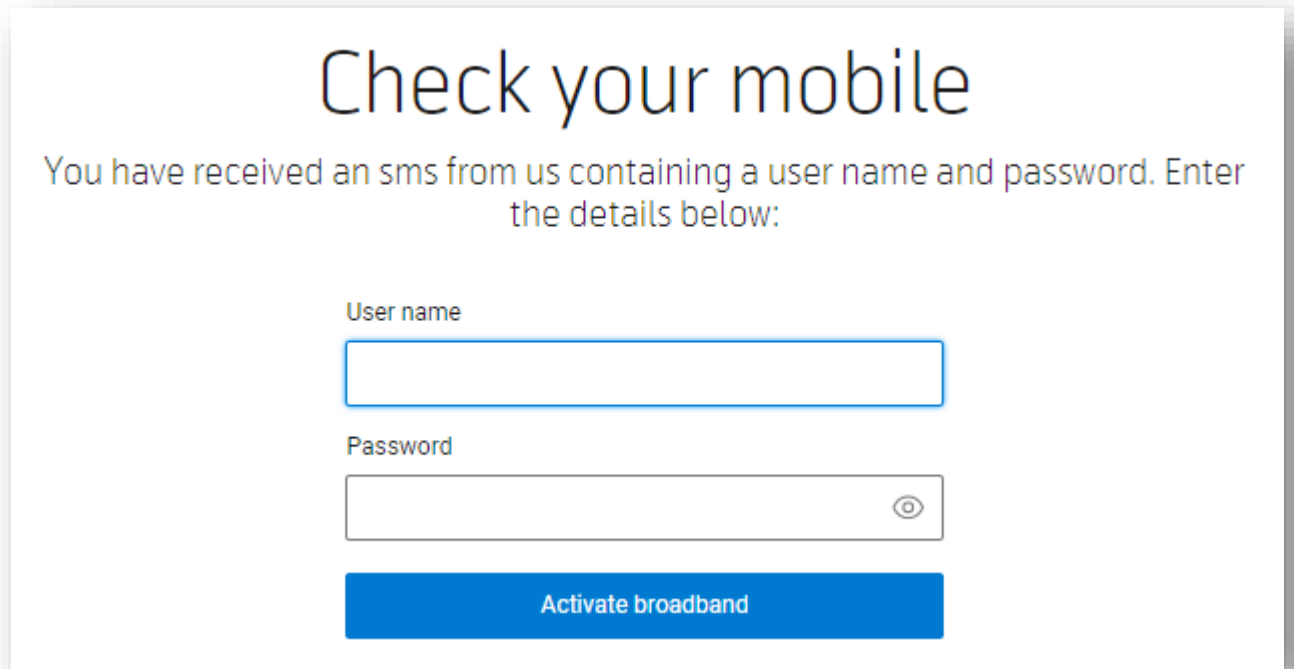
-  You will receive an sms containing a user name and password.
-  Go to [aktivering.telenor.se](https://aktivering.telenor.se)
-  Enter your user name and password
-  We will activate your broadband and you can start surfing

[Activate broadband](#)



# Activation

- Then enter your *Username* and *Password* you received by sms and click the button *Activate broadband*. 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.*



The screenshot shows a mobile activation interface. At the top, the title "Check your mobile" is displayed in a large, dark font. Below the title, a message reads: "You have received an sms from us containing a user name and password. Enter the details below:". There are two input fields: the first is labeled "User name" and is a simple rectangular box; the second is labeled "Password" and includes a small eye icon on the right side to toggle visibility. At the bottom of the form is a prominent blue button with the text "Activate broadband" in white.



# Issues?

1. Try to reach the activation portal by entering `aktivering.telenor.se` 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 your access, we prefer that you call us on +46 (0)708 222 222. Our E-mail is [studentsupport.fastbredbandochtv@telenor.se](mailto:studentsupport.fastbredbandochtv@telenor.se) and should only be used if you are able to reach the activation portal but having issues with your registration. Please include your address, personal data (if possible) and phone number.

