IPTSP registration manual

Documents checklist:

*Documents mentioned in SL# 4,5,6,7 are for corporate customers only.
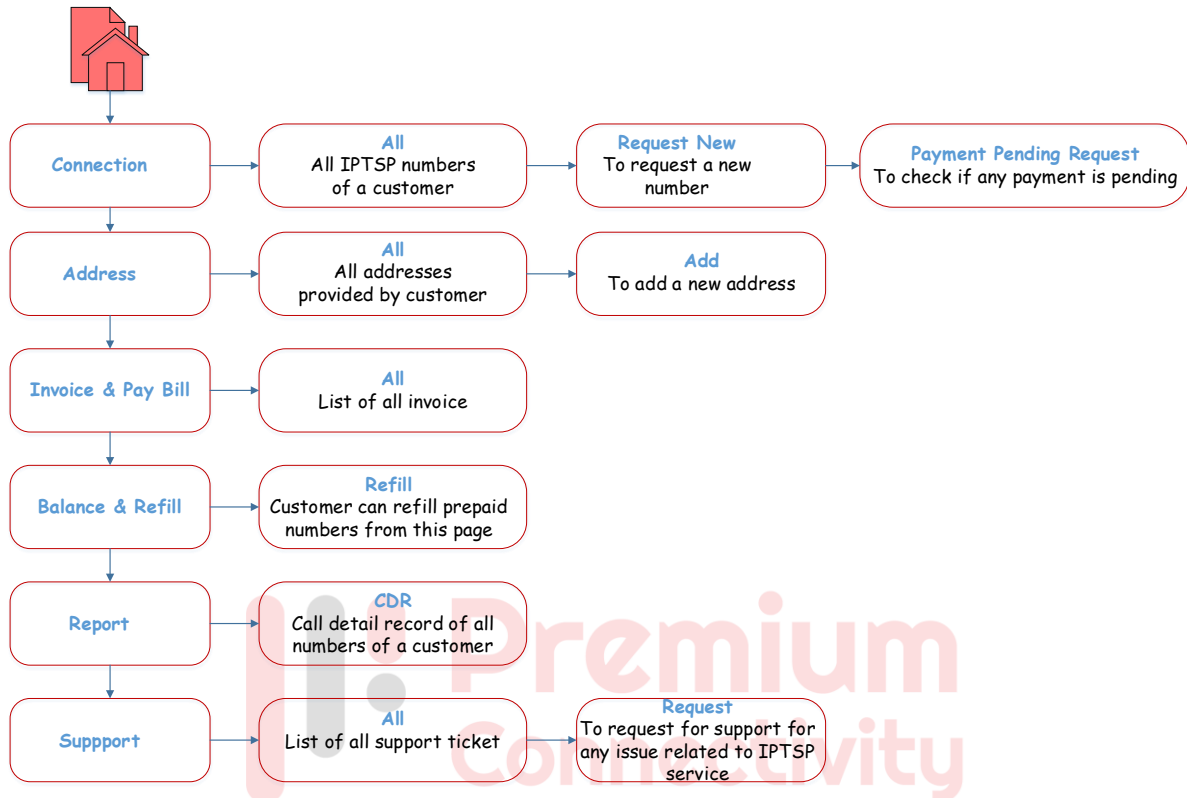
SL	Document	File type	Max size	Max resolution
1	NID	PDF	3MB	
2	Photo	Image	3MB	600*600
3	Signature	Image	3MB	300*300
4	Authorization to personnel	PDF	3MB	
5	Trade license	PDF	3MB	
6	TIN	PDF	3MB	
7	BIN	PDF	3MB	

Registration Process Flow

Step 1: Visit https://iptsp.pmcon.net/portal/registration/customer

Step 2: Choose option for **Individual (For me)/ Corporate (For my company)**

Step 3: Provide your **mobile number**, this will be your **User Name** for login

Step 4: OTP will be sent to your mobile number, verify the OTP.

Step 5: Set password, this password will be used to login to customer portal.

Step 6: Continue now or login later to complete the registration:
https://iptsp.pmcon.net/portal/login

Step 7: Provide your personal information **(Individual customer)** or company and authorized person's information **(Corporate customer)**.

Step 8: Upload required documents mentioned above.

Step 9: Login to customer portal **(https://iptsp.pmcon.net/portal/login)** and request IPTSP number from Connection> Request new.

Step 10: Pay security deposit **(Only for Postpaid)** from Connection> Payment pending requests from your bKash wallet.

Step 11: Wait for verification from PCL end.

Step 12: After verification, you will receive an SMS about your new connection credentials.

Navigation through Customer Portal

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  ┌──────────────┐     ┌────────────────────────┐     ┌────────────────────────┐     ┌──────────────────────────────────┐
  │  Connection  │ ──▶ │          All           │ ──▶ │      Request New       │ ──▶ │      Payment Pending Request     │
  │              │     │   All IPTSP numbers    │     │   To request a new     │     │  To check if any payment is      │
  │              │     │    of a customer       │     │        number          │     │            pending               │
  └──────────────┘     └────────────────────────┘     └────────────────────────┘     └──────────────────────────────────┘

  ┌──────────────┐     ┌────────────────────────┐     ┌────────────────────────┐
  │   Address    │ ──▶ │          All           │ ──▶ │          Add           │
  │              │     │     All addresses      │     │   To add a new address │
  │              │     │  provided by customer  │     │                        │
  └──────────────┘     └────────────────────────┘     └────────────────────────┘

  ┌──────────────────┐ ┌────────────────────────┐
  │ Invoice & Pay Bill│──▶│         All          │
  │                  │  │   List of all invoice  │
  └──────────────────┘ └────────────────────────┘

  ┌──────────────────┐ ┌────────────────────────┐
  │ Balance & Refill │──▶│        Refill          │
  │                  │  │ Customer can refill    │
  │                  │  │ prepaid numbers from   │
  │                  │  │ this page              │
  └──────────────────┘ └────────────────────────┘

  ┌──────────────┐     ┌────────────────────────┐
  │    Report    │ ──▶ │          CDR           │
  │              │     │ Call detail record of  │
  │              │     │  all numbers of a      │
  │              │     │      customer          │
  └──────────────┘     └────────────────────────┘

  ┌──────────────┐     ┌────────────────────────┐     ┌────────────────────────┐
  │   Suppport   │ ──▶ │          All           │ ──▶ │        Request         │
  │              │     │ List of all support    │     │ To request for support │
  │              │     │      ticket            │     │ for any issue related  │
  │              │     │                        │     │  to IPTSP service      │
  └──────────────┘     └────────────────────────┘     └────────────────────────┘
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Tab	Subtab	Content
Connection	All	All IPTSP numbers of a customer
	Request New	To request for a new number
	Payment pending request	To check if any payment is pending
Address	All	List of all address provided by customer
	Add	Customer can add new address from this page
Invoice and Pay bill	All	List of all invoice for prepaid refill /postpaid bill
Balance & Refill	Refill	Customer can refill prepaid numbers from this page
Report	CDR	Call detail record of all numbers of a customer
Support	All	List of all support ticket
	Request	To request for support for any issue related to IPTSP service

Bill payment (Postpaid)

Step 1: Go to customer portal > Invoice & Pay bill > All.

Step 2: Select an invoice and click on detail button.

Step 3: Click on 'Pay all' button to pay for all of your connection/ click 'Pay' button in the connection list to pay bill of individual connection.

Step 4: Provide your bKash account number, OTP and pin to complete the transaction.

Refill account (Prepaid)

Step 1: Go to Balance & Refill > Refill.

Step 2: Input refill amount, then click refill.

Step 3: An invoice will be loaded, click 'Pay All'/ 'Pay'.

Step 4: Click 'bKash Payment'.

Step 5: Provide your bKash account number, OTP and pin to complete the transaction.